



Corporate Social Responsibility Report

January - December 2021





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1. CEO WELCOME

At IDEMIA, our mission is to unlock the world and make it safer. It is our goal to ensure that the technologies we design leave a positive impact on our world by promoting opportunity and ethics, protecting our fundamental human rights, and building a sustainable future.

I have placed corporate responsibility as one of the company's top priorities. As a member of the United Nations Global Compact, we have pledged to transform our relationship with society and the environment, not only by identifying and addressing our impacts but by being a catalyst for positive change. I am convinced that this enduring commitment to Corporate Social Responsibility (CSR) will also generate lasting benefits for our stakeholders and our company alike.

In the latest CSR performance assessment by EcoVadis, IDEMIA was granted Platinum certification, placing us in the top 1% of participating companies for the progress we are making in CSR.

This report focuses on the accomplishments in 2021 of our CSR program: IDEMIA IMPACT. With its 5 pillars and multiple priorities, IMPACT helps us to target our best efforts and harness the passion of IDEMIA's people on environmental and social topics. Many achievements have already been realized and even greater ones are still ahead.

Pierre BARRIAL
President & CEO



2. ABOUT IDEMIA

2.1. Our business

We are trusted by hundreds of governments and thousands of enterprises in over 180 countries, including some of the biggest and most influential brands in the world, for their mission-critical activities.

Our technologies enable our clients to credentialize, authenticate and analyze identities for frictionless access control, connectivity, identity, payments, public security, and travel —at scale and in total security.

As we provide Enterprise and Government solutions, we are organized in 4 Business Units (BUs), addressing our different markets:

Enterprise Solutions gathered within the Secure Enterprise Transactions Division (SET)

- › Financial Institutions
- › Mobile Operators & Automotive

Government Solutions

- › Public Security & Identity
- › Identity & Security North America

2.2. Key figures





€2.2 Billion
in revenue
in 2021



3B+ identity
documents issued
worldwide



Close to 15,000
employees
including 3,000+ in R&D



900M SIM cards
shipped in 2021



Employees
representing over
80 nationalities



800M
payment card
produced in 2021



1,500+
active patent
families



5M
biometric terminals
deployed worldwide



Large scale card
production



160
eSIM platforms live or
qualified by major MNOs

2.3. Core values



CURIOS

We find inspiration from clients, colleagues, markets and friends



TRUSTED

We don't ask for trust, we earn it



CARING

We care for our clients, our people and our stakeholders



DARING

We challenge the status quo



TOGETHER

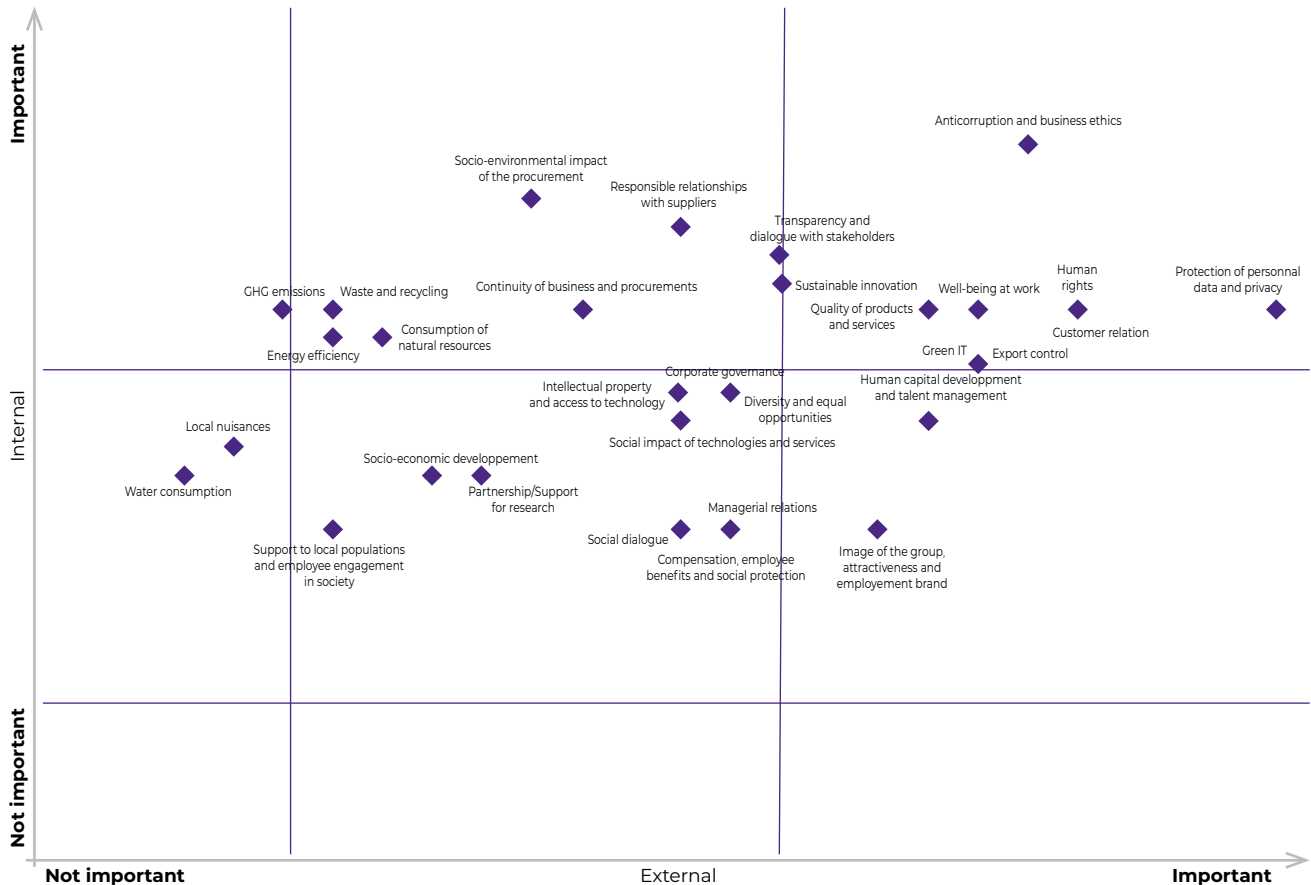
We can be #1 in all our efforts

3. MATERIALITY ASSESSMENT AND RISK MANAGEMENT

3.1. Materiality assessment

In order to focus efforts on CSR priorities, IDEMIA constructed a materiality matrix in liaison with its key stakeholder groups: customers, employees, suppliers, partners, consultants.

The stakeholders answered the question “What CSR elements are a priority in your discussions with IDEMIA?”



The topics most often cited by external and internal stakeholders have formed the basis of IDEMIA's material topics in recent years. In 2020, in reviewing and ensuring that IDEMIA's CSR strategy remains connected to its stakeholders in a present day context, we have identified the following priority material topics that we can measure, manage and improve over the next three years:

1. Anti-corruption, business ethics and trade compliance
2. Data protection and privacy
3. Respect for human rights
4. Quality of life at work, and talent management
5. Customer Relations

6. Sustainable innovation
7. Respect for the environment and Green IT
8. Dialogue with stakeholders and responsible purchasing
9. Inclusion, diversity and equal opportunity
10. Education and skills development

However, in 2022, in order to align with the green taxonomy and the future Corporate Sustainability Reporting Directive (CSRD), which would amend the existing reporting requirements of the Non-Financial Reporting Directive (NFRD), IDEMIA will review its materiality assessment.

3.2. Understanding and managing risk

IDEMIA identifies the risks arising from its activities and outlines how the company anticipates these risks, how it assesses them, and what steps are being taken to protect the company from them. Risk mapping is under the management of IDEMIA Internal Control Team. In addition to the risks associated with the identified CSR materiality matrix topics, the company may face other risks that could threaten its business. These risks, that could impact our ability to serve our clients, are subject to rigorous identification and mitigation plans: cyber-security, supply chain, business continuity plan, compliance and fraud.

Anti-corruption, business ethics and trade compliance

IDEMIA has identified potential risks in terms of business ethics and anti-corruption and namely: being involved in anti-competitive behavior or active or passive bribery activities, directly or indirectly abusing entrusted power for personal gain, or being involved in laundering money related to the proceeds of illegal activity.

› Policies and actions

The IDEMIA Code of Conduct: The IDEMIA Business Ethics Procedure is the cornerstone of ethical conduct expectations of everyone at IDEMIA. Employees undertake mandatory training and the Code of Conduct is incorporated into the induction program for new starters. The company is increasing awareness of business ethics topics and strengthening the compliance culture through training, specifically targeting the sales organization, and improving understanding.

See Section 9 (ETHICS)

Data protection and privacy

IDEMIA faces different privacy regulations, varying across the jurisdictions the company operates in. Due to the complexity of these regulations, IDEMIA has to anticipate potential risks of non-compliance. Equally, being a European-based company, IDEMIA has designed a GDPR-based compliance program but also has to anticipate and prevent non-compliance with other (local) privacy regulations.

› Policies and actions

IDEMIA's Data Security Department has set up a full organization to control data usage in all activities including human resources, customer intelligence, and activities related to biometrics.

See Section 9 (ETHICS)

Respect for Human Rights

Operating in a large number of markets and countries, directly or through partners, IDEMIA pays special attention to human rights violations: forced labor, child

labor or other slavery-like practices, unsafe or unhealthy working conditions, discrimination, underpayment for labor or services provided.

› Policies and actions

IDEMIA promotes and complies with all legal provisions related to upholding the freedom of association and the right to collective-bargaining, as well as the provisions contained in EU law, international treaties and agreements (ILO Convention). IDEMIA avoids the risks of doing business with countries where its technologies might be diverted from their original and legitimate use.

See Section 7 (PEOPLE), 9 (ETHICS)

Quality of life at work and talent management

IDEMIA has more than 14,400 employees in 62 countries and has activities in more than 180. We have to comply with all local laws and regulations while delivering a consistent model for all employees. Beyond legal aspects, IDEMIA needs to mitigate risks resulting from business pressure and insufficient awareness amongst managers that can generate stress and constitute another type of risk. Operating many production centers on all continents, IDEMIA needs to optimize working conditions everywhere so that all employees and sub-contractors feel highly protected. The skills and commitment of our workforce ensure that customers trust us with their business. IDEMIA recognizes that this invaluable asset must be nurtured and protected. This means attracting and retaining the best people. Inadequate management of people could present a risk of high turnover, loss of expertise, interruptions in client relationships, and an inability to attract new talents.

› Policies and actions

IDEMIA has formalized health and safety precautions in a Health & Safety Manual on how to protect employees and sub-contractors. Talent management and the whole HR cycle of an employee is addressed through a suite of HR guidelines and procedures, covering recruitment, terms of employment, training and development.

See Section 7 (PEOPLE)

Customer relations

IDEMIA's customer base is made of various customer groups that impose different requirements, not just in product quality and security, but also in corporate social responsibility aspects. With a large customer base in the US as well as in the public domain, working with local and national government agencies, IDEMIA has to anticipate any type of risk. Customer expectations are increasing and vary between IDEMIA entities and third parties.

› Policies and actions

The growing importance of strong and transparent relations with customer needs good awareness amongst employees in order to meet current and future requirements of customers.

See Section 8 (EXTERNAL STAKEHOLDERS)

Sustainable innovation

The decision to focus on sustainable innovation meets a large consensus at IDEMIA. Our *raison d'être* is to make the world a safer place through cutting-edge technologies to market, for the benefit of society and the planet. The greatest risk of failing to address this is the unsustainability of the organization through an inability to consider our responsibilities for future generations, whilst meeting the needs of today. The potential outcomes of this could be an impact to IDEMIA's competitiveness, reputation and a loss of business in the face of more sustainable products.

› Policies and actions

We offer products and solutions which can offset carbon emissions, and provide clients with environmentally sensitive product and solution options, such as IDEMIA GREENPAY for financial institutions and GREENCONNECT for mobile operators.

See Section 6 (ENVIRONMENT)

Respect for the environment and Green IT

Avoidance of environmental responsibility could result in a risk to the health and safety of employees or consumers, damage to the locality of our operations, financial penalties, non-compliance with legal obligations, reputational risk, lack of availability of critical resources, environmental risk, as well as damage to our attractiveness as an employer.

› Policies and actions

IDEMIA's global Environmental Policy lays down fundamental actions that must be taken by each site, the responsibilities of each employee to play their part in environmental protection and the key performance indicators that sites must support.

See Section 6 (ENVIRONMENT)

Dialogue with stakeholders and responsible purchasing

IDEMIA's success and the leadership position it holds today is thanks, for a large part, to trust: the trust of shareholders to invest, the trust of customers to enter into a business relationship, the trust of our workforce to enter into and remain in employment at IDEMIA, the trust of suppliers to partner with us, and the trust of competitors to be sure that IDEMIA operates fairly in the marketplace. The key risk of a lack of transparency and poor stakeholder dialogue is an erosion of trust in IDEMIA's brand, reputation and thereby may affect the company's ability to perform its core business activities. IDEMIA has a wide and diverse supply chain spanning the globe. A lack of proper management of supplier relationships and the CSR performance within the supply chain, could pose a risk of non-compliance with both regulatory obligations and customer requirements. Furthermore, there is the potential for brand damage through risk by association, should a supplier be involved in a scandal because of its ethical, environmental or social actions.

› Policies and actions

In the spirit of transparency, IDEMIA maintains open communications with all those concerned by its business activities. The Supplier Code of Conduct, human resources policies and other policies outline the ethical behavioral expectations of everyone at IDEMIA. The IDEMIA Supplier Code of Conduct lays out clear expectations of suppliers in terms of ethical conduct and forms part of the contract. This is supported by specific CSR clauses within the general purchasing conditions.

See Section 8 (EXTERNAL STAKEHOLDERS)

Inclusion, diversity and equal opportunity

Maintaining an excellent reputation as an employer is crucial to IDEMIA. Without this it would not be possible to attract the high calibre of talent that is pivotal to business success. In order to maintain a highly skilled and motivated workforce, IDEMIA must ensure it is an employer of choice in all locations in which it operates. Building a diverse and inclusive workforce, providing a platform for different opinions and perspectives, helps to create vibrant, dynamic and creative environments in which people have the opportunity to flourish.

› **Policies and actions**

IDEMIA's HR policies target, for example, equal opportunities in recruitment, promotion, terms of employment and anti-discrimination. A focus on diversity is one of the objectives of IDEMIA's IMPACT program starting with the Diversity & Inclusion Declaration shared both internally and externally.

See Section 7 (PEOPLE)

Education and skills development

Failure to use the considerable skills and resources at its disposal to positively impact society and those less fortunate would be not only a missed opportunity to build strong, enduring relationships with local communities but also a potential risk to IDEMIA's image as a corporate citizen. IDEMIA also recognizes that supporting education and skills development amongst the young generation helps to ensure the workforce of tomorrow is well prepared for employment.

› **Policies and actions**

Across the IDEMIA group, teams are involved in a broad range of initiatives that support their local communities. Through IDEMIA's IMPACT program, the company will continue and extend these relationships wherever IDEMIA is located and also promote a wider corporate societal initiative, with a focus on access to education, STEM (Science, Technology, Engineering, and Mathematics) subject engagement and the development of skills for employment.

See Section 5 (COMMUNITIES)

4. IMPACT: IDEMIA CSR PROGRAM

4.1. Reinforcing our commitment to CSR through IDEMIA IMPACT

In 2020, we launched IDEMIA IMPACT, bringing together all the efforts across our business to secure a sustainable business with positive impacts on the environment and society.

Together with the priority material issues, the 5 pillars of IDEMIA IMPACT and 17 objectives, have enabled us to build a roadmap for the coming years.



- 1. Encourage community actions
- 2. Have a group initiative by 2021 based on education

- 3. Value Creation Plan (vCP): Integrate green initiatives
- 4. Develop green offers
- 5. Reduce our environmental impact: cut water and carbon emissions by 25% by 2025
- 6. Develop & maintain environmental awareness in R&D

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

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

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

4.2. IDEMIA extra-financial objectives and progress

IDEMIA extra-financial objectives

Non-Financial Objectives		2021 Progress
Reduce our CO2 emissions	25% in 2025	▶▶▶▶▶
Increase and maintain the recycled waste	85% by 2023	▶▶▶▶▶
Train R&D on CSR and Green offers	100% by 2023	▶▶▶▶▶
Give all employees access to training	100% by 2023	▶▶▶▶▶
Train employees on social and environmental related issues and ensure they are aware of IDEMIA IMPACT Program	100% by 2023	▶▶▶▶▶
Increase both the number of women in IDEMIA and the internal promotion of women per year by 3 points	from 30% in 2020 to 40% by 2023	▶▶▶▶▶
Increase the number of key suppliers audited by EcoVadis	from 57% in 2020 to 80% by 2023	▶▶▶▶▶

4.3. Global initiatives

Since 2006, IDEMIA has pledged its support to the Ten Principles of the United Nations Global Compact and this report serves as IDEMIA's annual communication on Progress to the UNGC. IDEMIA's participant page can be found here: [IDEMIA and the UNGC](#).

We have analysed and identified the Sustainable Development Goals (SDGs) and their targets that are most applicable to our activities and upon which we can have the greatest positive impact. Through our CSR priorities and ambitions, we are most aligned with 9 SDGs as highlighted in the "IDEMIA 2021 IMPACT key achievements" section.



4.4. Performance Assessment

Each year, IDEMIA undertakes numerous assessments of its CSR performance. Most notably, IDEMIA engages in a voluntary assessment by EcoVadis. In 2021, IDEMIA was granted a Platinum certification for its CSR practices across four topics: Environment, Labor & Human Rights, Ethics and Responsible Supply Chain. This new certification places IDEMIA in the top 1% of participating companies across all industries.



IDEMIA 2021 IMPACT key achievements

IDEMIA IMPACT PILLAR	2021-2023 OBJECTIVES	2021 PROGRESS	IDEMIA CSR MATERIALITY MATRIX TOPIC	 THE SUSTAINABLE DEVELOPMENT GOALS ALIGNED WITH
COMMUNITIES	1. Encourage community Actions			
	2. Have a group initiative by 2021 based on Education		10. Education and skills development	
ENVIRONMENT	3. Value Creation Plan (VCP): Integrate Green Initiatives			
	4. Develop Green offers		6. Sustainable innovation 7. Respect for the environment and Green IT	
	5.Reduce our environmental impact		7. Respect for the environment and Green IT	
	6. Develop & Maintain Environmental awareness in R&D		6. Sustainable innovation	
PEOPLE	7. Access to training for everyone		4. Quality of life at work, and talent management	
	8. Incorporate and get feedback on CSR in our employee survey from 2021			
	9. Go a step further and communicate on talent management		4. Quality of life at work, and talent management	
	10. Develop diversity: increase both the number of women in IDEMIA and the internal promotion of women per year by 3pts			
CUSTOMERS, PARTNERS, SUPPLIERS	11. Integrate CSR questions into our customer survey		5. Customer Relations 8. Dialogue with stakeholders and responsible purchasing	
	12. Push internal & external communication on CSR		5. Customer Relations	
	13. Increase the number of key suppliers audited by EcoVadis		3. Respect for Human Rights 8. Dialogue with stakeholders and responsible purchasing	
ETHICS	14. Re-define the IDEMIA Ethics Committee, including CSR representation			
	15. Conflicts of Interest campaign rollout		1. Anti-corruption, business ethics and trade compliance	
	16. Develop an anti-trust Trade program		2. Data protection and privacy 3. Respect for Human Rights	
	17. Trade compliance focus			

5. COMMUNITIES

Whether through the products and services that are making the world more secure and better connected, its close relationship with local communities as an employer and corporate citizen, or the encouragement of innovation, IDEMIA is intrinsically linked to society. IDEMIA welcomes and encourages local community initiatives and focuses in particular on supporting education, young people and the uptake of science, technology, engineering and maths subjects.



“At IDEMIA, we are taking actions to address our impacts and to ensure that we leave positive footprints behind us. Our team members throughout the world have dedicated themselves to their communities through various social and environmental actions, and by supporting local NGOs and people in need.”

Arnaud DESPONTIN
VP CSR Program



5.1. Making a difference in society throughout our business

At IDEMIA, we are proud to support the United Nations Sustainability Goal 16, which promotes inclusive societies for sustainable development—including the attribution of a legal identity for all. Providing unique identification to millions of undocumented people across the world is one of the most pressing needs and greatest challenges of our time.

Identity is key for individuals to gain access to financial services, healthcare, and education. We believe that the root of equal opportunity and dignity is a recognized form of identification.

With that in mind, IDEMIA designed the IDway identity management system. This solution consists of several interoperable components (such as Civil Registry, ID Card Registry, Passport Registry, social welfare registry etc.) working together as a unified system solution to efficiently manage the identities of a country's population.

Thanks to its identity expertise, IDEMIA is helping countries across the world implement nation-building infrastructures to ensure social and financial inclusion for all citizens.

5.2. Getting engaged in the community

IDEMIA works on encouraging community actions within its offices, service centers, enrollment centers and factories to positively impact the neighborhood, help those in need, and contribute to environmentally friendly initiatives. Wherever possible, we seek to give back to society where we live and work.

Global and local community actions

Here are some of the social and environmental actions that IDEMIA's team members have participated in during 2021:

- › **Worldwide:** Thanks to a company-wide effort for World Environment Day, 1,000 trees will be planted via Plant for the Planet, contributing to 7 reforestation projects worldwide. This is the result of our employees' participation to an internal quiz on the environment: raising awareness on the subject while contributing to the reforestation of some critical areas in the world.

- › **APAC:** Along with the organization of an internal event named the APAC Olympics, the winning country of each game received an economic contribution from IDEMIA to support its local CSR actions. This helped deploy CSR initiatives in 6 different countries in the region.
- › **Australia:** Our Sydney team set up a blessing box on the streets with food and drinks to help people experiencing homelessness.
- › **Brazil:** The COVID crisis let a lot of people unemployed, especially in the underprivileged areas. To support the communities in difficulties living near IDEMIA plant in Cotia, IDEMIA's employees came together to provide food baskets and donations to a local association to be distributed to the ones who needed it. This initiative was followed by the launch in May of the “Deu Match” campaign. With the later, more than 150 food baskets in the name of IDEMIA employees were donated while corporate donations represented the double of this numbers.
- › **China:** Donation of second hand laptops to a primary school located in Daliang Mountain in Sichuan. The school was founded in 2003, aiming to change local's perspective on education and provide equal education opportunity for every family in that area. In September 2021, IDEMIA local IT team prepared retired laptops and used some funds to renew the hard drives to provide a better user experience to school teachers. Both school teachers and students benefited from this initiative: laptops can help school teachers to prepare lectures, keep expanding their knowledge through online trainings and share computer knowledge to students.
- › **France:** Donation of clothes from Osny and Paris headquarter employees for La Cravate Solidaire, an association that provides professional clothing to students as well as people in entering and advancing careers.
- › **France:** This year in France, IDEMIA partnered for the first time with Handiamo - a sports agency dedicated to disability and inclusivity – to join The Ensemble 2021 project. Ensemble 2021 was an inter-company connected competition based on sports and solidarity. The aim was to raise awareness among employees on disability and to engage them through sport. 114 employees in France ran to support this initiative, and 28 of them did so as a duo of disabled and non-disabled people. This also generated a donation from IDEMIA to two associations working on the subject: Wheeled the World and *Un regard sur toi*.
- › **Morocco:** In partnership with the local NGO Fakar Flkahor, the IDEMIA team based in Casablanca supported 22 students, from primary to high school, by donating 5 desktops for them to use and develop their soft skills as well as access to basic technologies to succeed in school.
- › **Nepal:** In order to combat the COVID-19 crisis in Nepal, IDEMIA and the French government have come together to donate spare parts for oxygen plants to Nepal. These parts were built by a French company, NOVAIR. Together, IDEMIA and the French government have agreed to give €48,000 worth of spare parts for oxygen plants to enable Nepali hospitals to ensure a continuous function of these life-saving machines.
- › **USA:** Team members from IDEMIA Brentwood, Tennessee office came together to support 40 children to attend a hunting camp organized by A Soldier's Child Foundation, whose mission is to serve the children of all fallen military personnel who have lost their lives on active duty or a post service-related death that were due to a service-related injury or illness. IDEMIA provided 40 pairs of boots, gloves and a matching bandana to be used for a hunting camp.



IDEMIA collaborators in France participating to the Ensemble 2021 event raising awareness on disability



For their 6K for Water 2021 edition, Vision du Monde - a French NGO - organized a virtual race to promote their actions and gather funds to improve access to clean water and communities' economy. IDEMIA Financial Institution (FI) Team was mobilized with 43 enthusiastic participants who, in Bogota, Madrid, Dijon, around Paris, Mexico and Milan, have covered more than 4 500 000 steps, the equivalent of more than 3,500 kms. The FI Team ranked 3rd out of 38 competing companies and schools.



Team members from IDEMIA Brentwood, Tennessee office partnered with A Soldier's Child Foundation to support 40 children by providing them with pairs of boots, gloves and bandana.



French Ambassador to Nepal François-Xavier Léger at the handover ceremony with hospital representatives.

Image source: Embassy of France in Kathmandu

Finally, we are keen that everyone gets involved in the environmental and society engagement conversation, so we encourage insights, opinions and the sharing of best practices through our We are IDEMIA community page.

Encouraging innovation, entrepreneurship and diversity

IDEMIA thrives upon the innovative spirit of its people and recognizes that diversity is key to building new technologies that can make the world safer for everyone.

In 2021, in order to encourage entrepreneurship and digital projects within society, IDEMIA endorsed the JFD Margaret and Margaret Junior Awards. These awards reward women and girls in Europe and Africa for their incredible creativity, innovation and audacity in the digital space. Senior female employees are also engaged in various initiatives to promote female leadership within our industry, such as Women in Identity, and represent the company in professional organizations. As in example, IDEMIA was represented during one of the 'Women Empowerment' Webinars organized once a month by the ONG '10.000 Codeurs' that works on helping African Youth seize digital opportunities. These webinars are meant to invite inspiring women present their backgrounds and encourage girls and women in Africa to pursue digital professions. The theme of this webinar was about going beyond prejudices. Speakers were providing feedback and tips on how to move past prejudices as a woman.

IDEMIA is also compliant with local diversity and empowerment regulations such as the Broad-Based Black Economic Empowerment (B-BBEE) Program.

After achieving Level 2 in 2020, IDEMIA South Africa achieved level 1 B-BBEE status in 2021. This achievement recognizes the continued efforts of the company in creating opportunities for black South Africans in its employment, supply chain and contribution to the community. As part of the action plan to improve its status to Level 1, IDEMIA now works with over 40 black-owned local suppliers. This represents over 30% of IDEMIA's local suppliers in South Africa. Within the number of black-owned suppliers, more than half are owned/run by black women. In addition, 39% of the IDEMIA South Africa's employees are black women.

Local Community Action reporting tool

In 2021, we launched a community action software tool, accessible to employees through the intranet. This live map of global community projects provides a dynamic overview of all actions across the IDEMIA network. The tool aims to encourage and empower employees to get involved in their communities as well as bring visibility to the many excellent initiatives of IDEMIA people.

Engaging everyone in local community actions and monitoring them

5.3. Education and skills development

Across IDEMIA, we are engaging with local education establishments by supporting or adopting a local school, providing mentoring opportunities to young people, offering coaching to job seekers, student internships and more. Besides working at a local level, IDEMIA is also engaged at a global one.

Group initiative with the Global Alliance for Youth

In 2021, to reinforce our youth engagement IDEMIA partnered with the Global Alliance for Youth. This recent partnership meets IDEMIA's ambition to focus on having a group initiative by 2021 based on education, with a focus on the young population and digital.

The Global Alliance for Youth is a business-driven movement committed to support young people by working on a wide range of topics related to education such as developing dual education, soft skills, STEM (science, technology, engineering and mathematics)

and also entrepreneurship. In joining this Alliance, IDEMIA will work alongside more than 20 worldwide companies to help young people obtain the necessary skills to thrive in the world of work.

Local initiatives: focus on IDEMIA partnership with LP4Y

Besides regular local involvement with youth on education and skills development as well as its Group partnership on education, IDEMIA will work on extending its current partnership with Life Project 4 Youth (LP4Y) in Asia where possible. LP4Y is an international movement of local organizations specializing in the development of innovative solutions for the professional and social integration of excluded Youth living in extreme poverty. IDEMIA's team in India have been in partnership with LP4Y since 2017 to support them in various ways, from IT equipment donation and ID badge creation to trainings and job fair representation. With the success of the relationship with the LP4Y Indian entity and in parallel with IDEMIA Group partnership with the Global Alliance for Youth, IDEMIA will develop



IDEMIA colleagues in Noida with youth students during the 2 week apprenticeship as part of IDEMIA partnership with Life Project 4 Youth (LP4Y)

6. ENVIRONMENT

From life cycle analysis and eco-design to waste minimization, recycling and reducing our carbon footprint, IDEMIA is working on a wide range of initiatives to address its environmental responsibilities.



6.1. Respect for the environment

Group action on environment

IDEMIA has a global presence, with more than 180 sites including manufacturing plants, service centers, headquarters, sales offices, R&D centers and data centers. Although these sites have different purposes, they all follow common environmental objectives:

- › **Minimize the environmental impacts** of processes and services by reducing or eliminating dangerous substances, reducing energy consumption, limiting emissions, managing waste recycling and disposal.
- › **Achieve our environmental goals** through eco-friendly products and solutions.
- › **Help our customers** achieve their environmental goals with our products offering and provide suitable advice.
- › **Encourage environmental responsibility** within the supply chain.
- › **Deploy and maintain** ISO 14001 certifications at our production sites as well as work on a global ISO 14001 certification.
- › **Communicate to stakeholders** and regularly publish actions and results on environmental matters.
- › **Educate and train employees** on the environmental stakes.

We measure progress regarding our main environmental objectives: reduce energy consumption per person or unit produced, and lower our carbon footprint, improve energy mix, reduce water consumption per person, manage waste (paying specific attention to landfill), and reduce VOCs (volatile organic compounds). Together, the CSR Team and local sites control environmental progress through a number of indicators. Since 2019, we have been gathering environmental data through our company-wide CSR reporting tool.

The Group Environmental Policy is applicable to the whole company and, through it, everyone at IDEMIA is expected to act upon their individual and collective environmental obligations.

17 sites are certified ISO14001

Raising awareness and getting everyone involved

At IDEMIA, we believe that environmental protection is everyone's concern and that we all, from individuals, teams, sites, regions, business units and the whole company can, and must, acknowledge their impacts and play their part. We communicate with our people on environmental topics, sharing news and updates via internal newsletters, infographics, interviews with key players, policies, reports, training modules and our intranet site.

In 2021, we launched the IDEMIA IMPACT Newsletter. Once a quarter, our employees receive this CSR Newsletter in which we share how we, at IDEMIA, have an IMPACT on the environment and communities. We also designed an infographic on greenhouse gas emissions to allow our collaborators to know more about this complex topic and understand how IDEMIA works on decreasing its carbon emissions. To celebrate World Environment Day we launched an internal quiz on the environment where almost 1,000 employees participated throughout the regions. The number of participants has been transformed into trees planted to help 7 reforestation projects. Finally, eco-cards have been designed and shared internally on responsible digital behavior and eco-gestures on site to guide employees in taking the right actions toward environment.

Across IDEMIA sites, our employees continue to work on environmental initiatives. For example, in France the Mobile Operators team initiated a collection within our sites in the country of broken and unused mobile phones intended to be recycled by Ecologic, 150 were collected in total. Our team in Shenzhen launched in 2021 different Green initiatives such as Green Month where colleagues were invited to give ideas on how to improve their environmental impact. A Plastic Free Day in APAC is also being promoted to employees the first Sunday of every month. Many more actions are initiated by our colleagues within the regions to take positive steps toward a greener future.

6.2. Environmental management

CO2

For many years, IDEMIA has declared its carbon footprint to Carbon Disclosure Project (CDP). The declaration is done in two categories, investors and supply chain, the latter meeting the request of an ever-increasing number of large customers (mobile operators and banks in the USA, Brazil, Germany and UK) asking for the energy spent through the manufacturing of their products in our plants. IDEMIA's participant page can be found [here](#):



In 2020, we conducted a review of progress of our carbon emission program and, through the launch of IDEMIA IMPACT, we communicated our CO2 reduction target. Having calculated our emissions

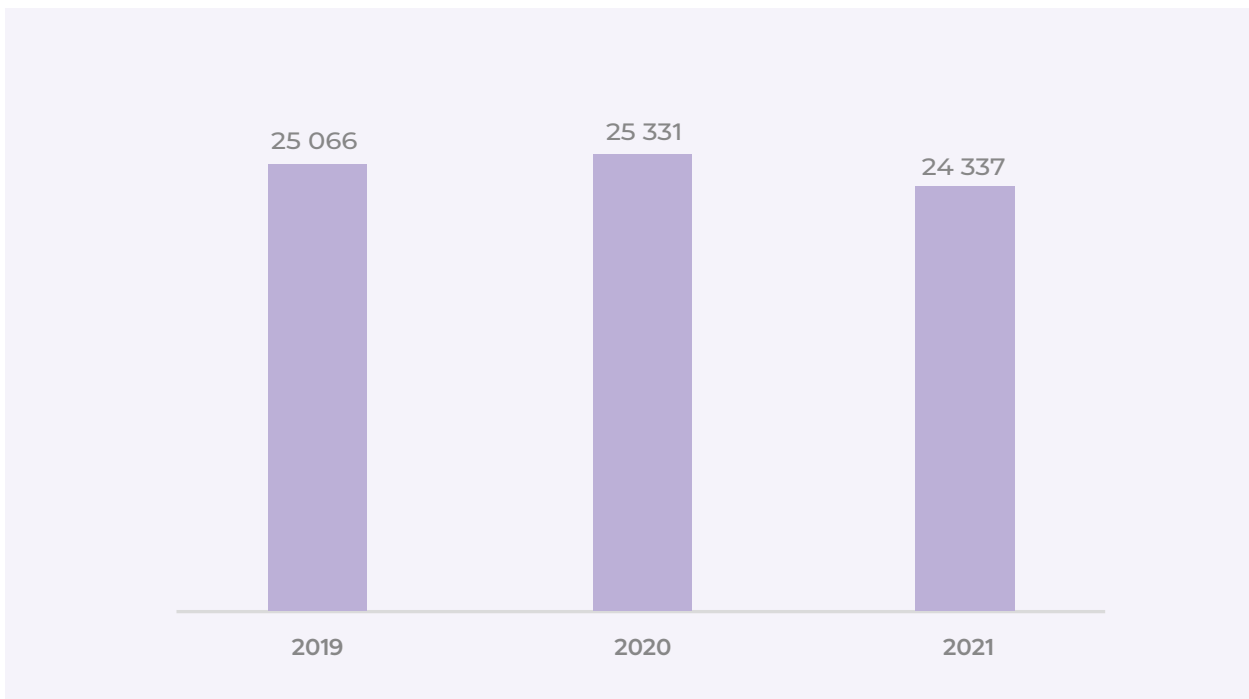
inventory for Scopes 1, 2 and part of 3 (transport and employee travel), we have pledged to reduce our CO2 footprint by 25% by 2025.

In 2021, this reduction goal has been reaffirmed by GreenFlex. The agency has been mandated to review IDEMIA CO2 emission calculation and goals as well as define a follow-up plan for 2025. IDEMIA carbon management has also been integrated into the company value creation plan.

To reach its 25% reduction goal by 2025, IDEMIA will be focusing on energy, freight, refrigerants and mobility.

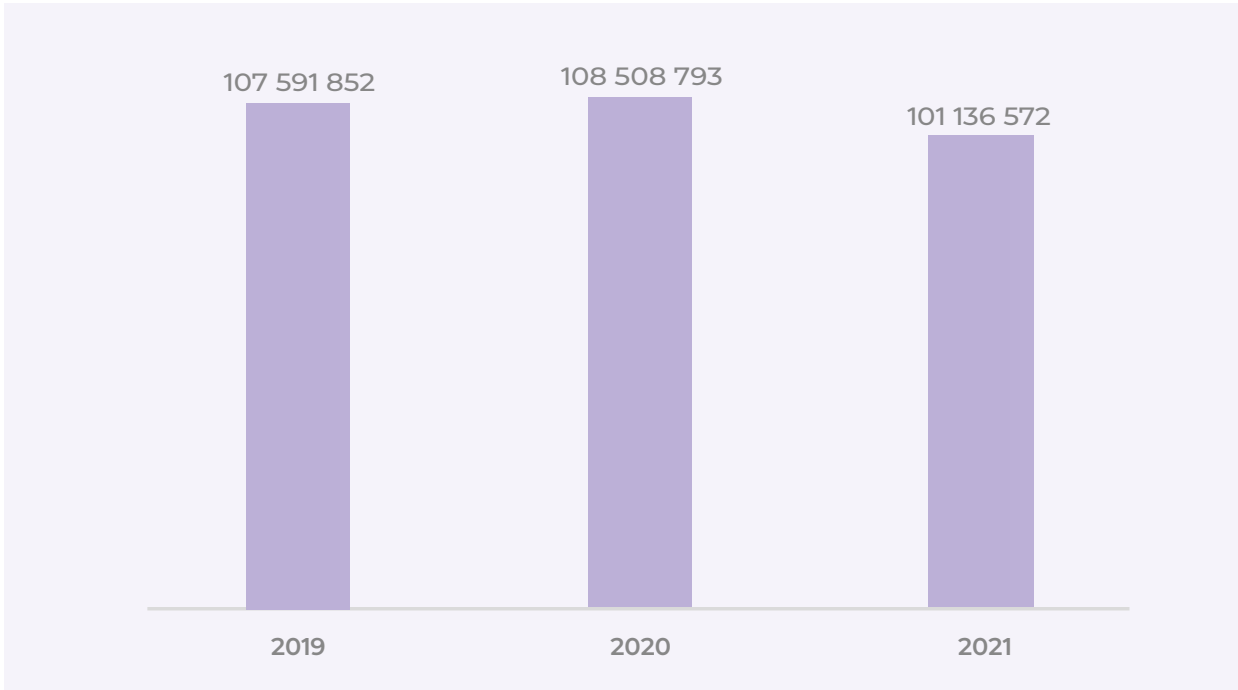
Reduce scope 1, 2 and part of scope 3 GHG emissions by 25% by 2025

Scope 1 and 2 GHG emissions for IDEMIA manufacturing sites (tons of CO2) 12/04/2022

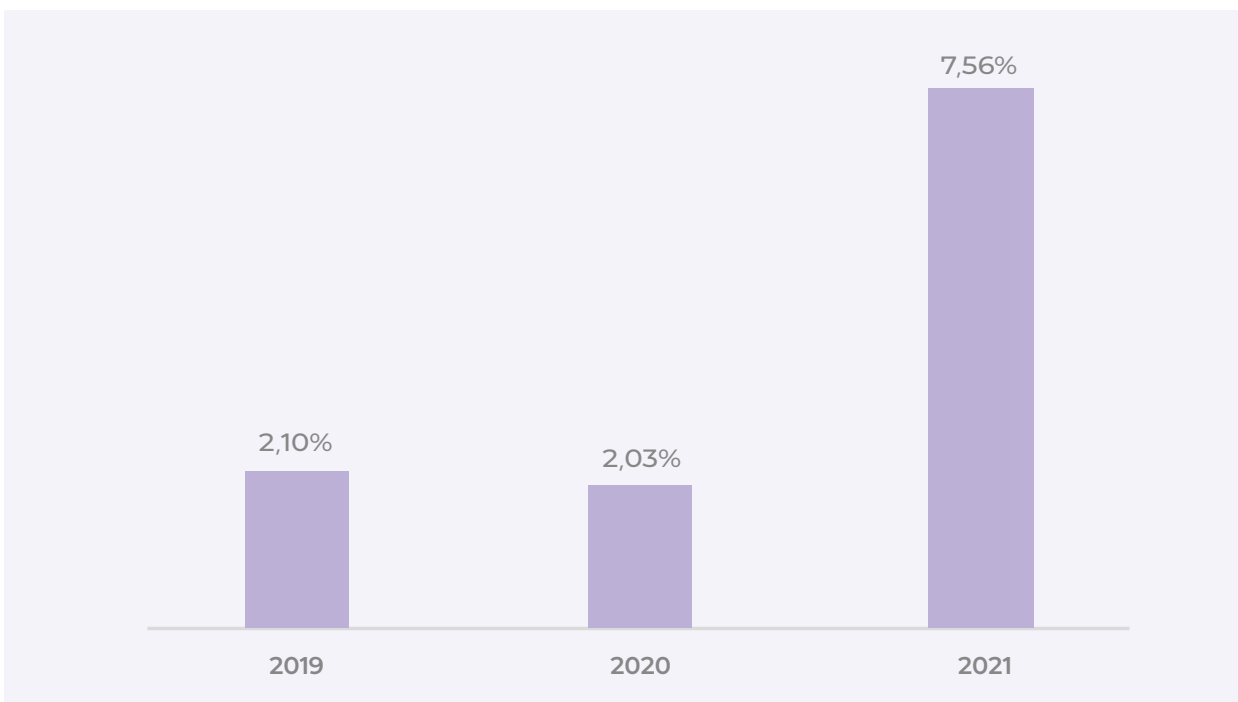


ENERGY

Energy consumption for IDEMIA Group (kWh) 12/04/2022

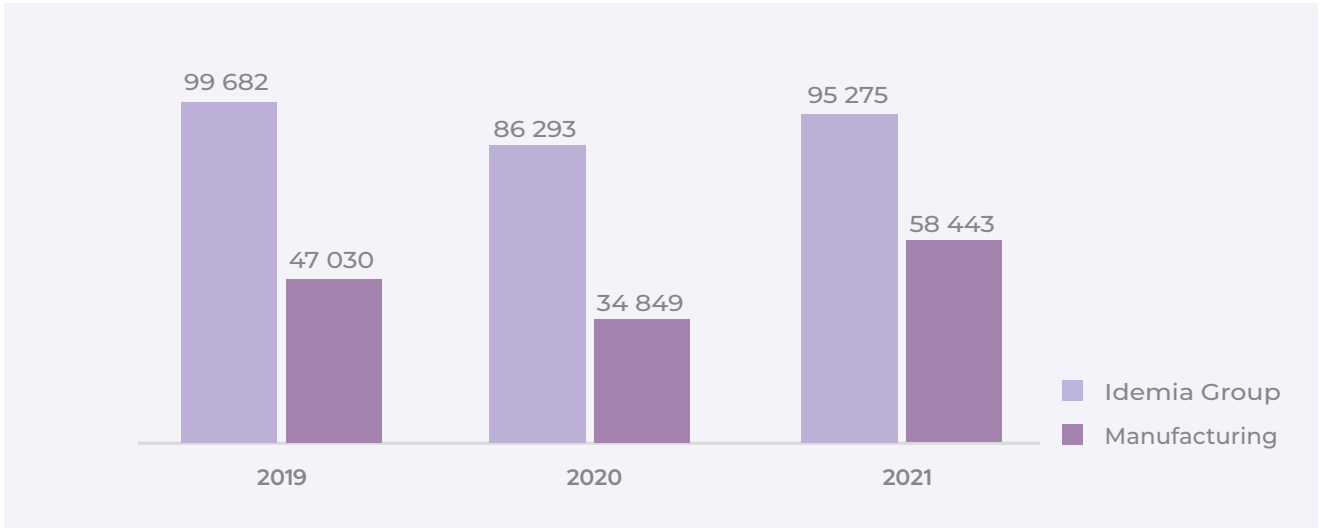


% of renewable energy for IDEMIA Group (%) 12/04/2022



WATER

Water consumption for IDEMIA manufacturing sites vs IDEMIA Group (m³) 12/04/2022



The raise of the 2021 water consumption is mainly due to manufacturing Shenzhen site: 2020 was only included domestic water as in the old factory the air cooler system was shared in the industry park. Consequently, chiller water was excluded.

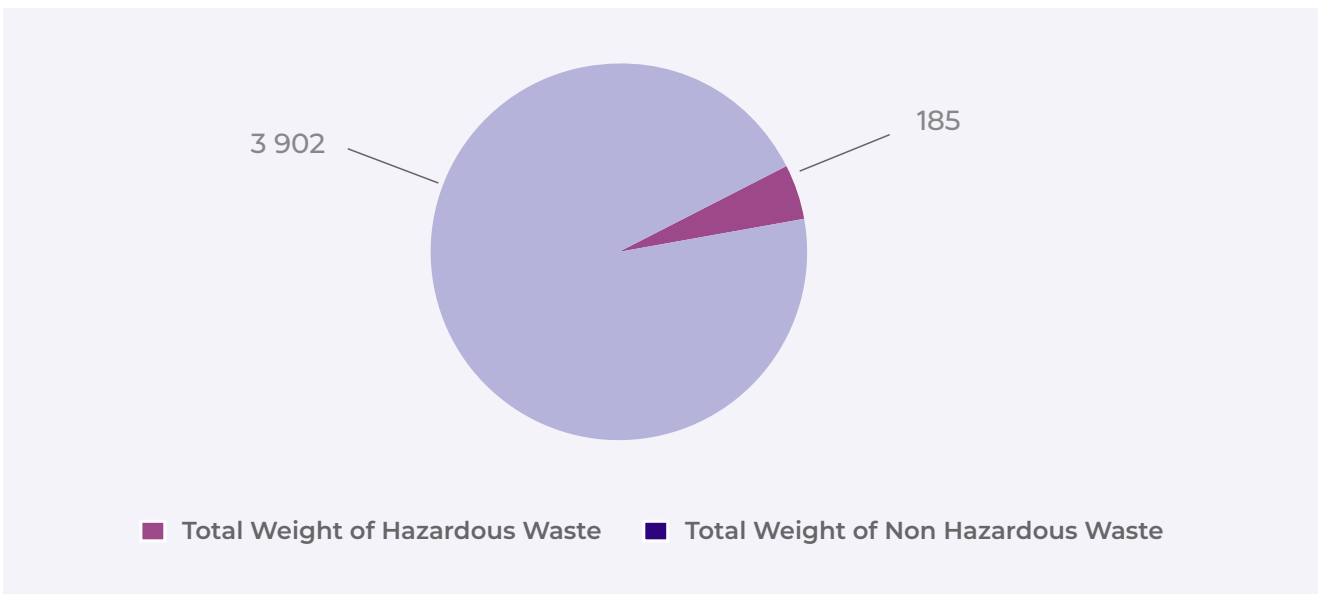
Since, the air cooler system is owned by IDEMIA in the new factory: from 2021 the chiller consumption water and domestic water are calculated together in the whole water consumption. This explains the data raising.

WASTE

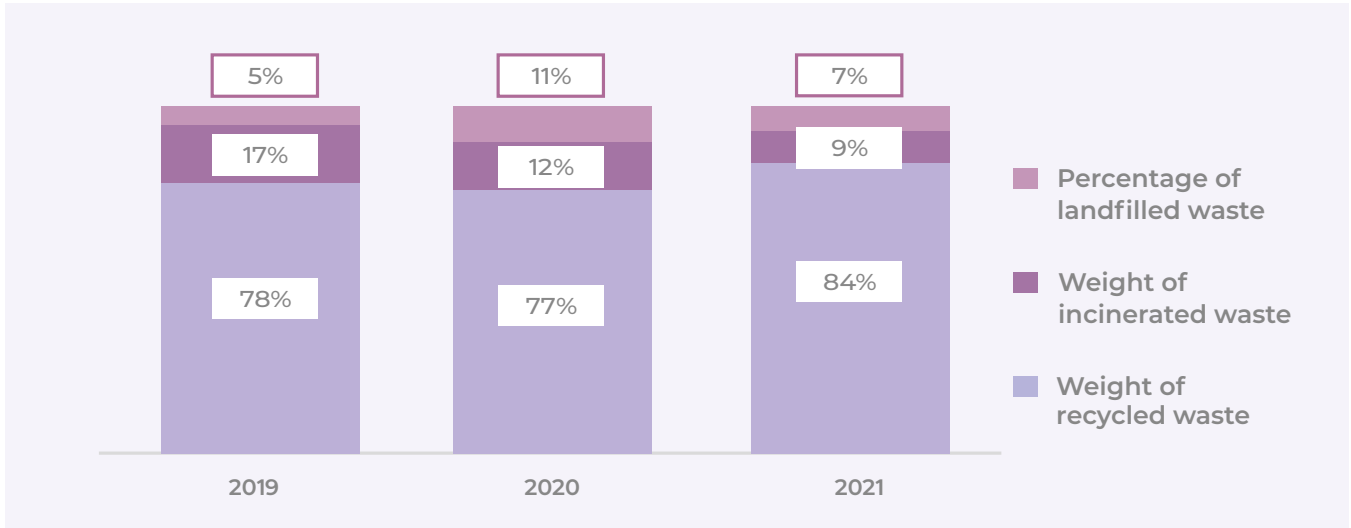
In 2021, IDEMIA's sites generated 4,087 tons of waste: 95% non-hazardous, and 5% hazardous. Nearly 3/4 came from manufacturing sites (11 sites). These sites generated 3137 tons of waste: 84% was recycled, 9% incinerated and 7% landfilled. The remainder of the

waste generated came from service centers, offices and tertiary sites. Solid waste is treated in line with all government directives and regulations. IDEMIA's aim is to reduce the amount of waste that is sent to landfill and will be focusing on the topic in 2022.

Total waste for IDEMIA Group 12/04/2022



Waste disposal methods for IDEMIA manufacturing sites 12/04/2022



6.3. Sustainable innovation

Group action on environment

IDEMIA IMPACT strategy has set sustainable innovation as a top priority, to design and develop green offers to support the continuous ecological migration of our customers.

“As a company developing identity technologies that impact the lives of millions of people across the world, IDEMIA works on designing and offering new products that are more sustainable. IDEMIA's sustainable innovations are also responding to our customers' demand for more eco-friendly products and practices.”

Nicolas MIANNAY
Senior Vice President
SET Operations



Financial Institutions

In 2020 and in line with the CSR Program defined by IDEMIA, the Financial Institutions Business Unit set up a sustainable initiative called GREENPAY, fully dedicated to the payment market. GREENPAY is IDEMIA's commitment to continuously improve each part of the payment card value chain seeking to:

- › **Minimize** the environmental impacts of its processes and services
- › **Develop innovative**, eco-friendly products, services and solutions
- › **Help customers** achieve their environmental goals with IDEMIA's product and services offering



With GREENPAY, IDEMIA has made the shift from take-make-waste to reduce-recycle-offset starting first by committing to the end of single-use plastics. IDEMIA decided to develop and manufacture innovative cards made out of recycled PVC materials. Migrating to recycled plastics helps meet key environmental expectations such as limiting the extraction of natural resources from the earth, reducing CO2 emissions, lowering plastic waste to reduce plastic pollution but also reducing water consumption as standard PVC production is responsible for high water use. GREENPAY is also developing projects for card bodies using bio-sourced materials to create the next generation cards set to enhance our product offering in the near future.

GREENPAY also supports banks' sustainable ambitions with a line of green services such as environmentally friendly packaging to carry the sustainable payment cards and digital services to replace postal and paper communication. As part of the offer, customers are invited to choose paperless options, such as electronic PIN codes, inserts and other card-related documents, all sent to cardholders' connected devices. At end of life, IDEMIA is working on a global card recycling solution.

A solution to offset any residual carbon is also available through GREENPAY via its partnership with the French Climateseed company. Climateseed certifies local projects around the world and the first project that we are supporting, called "Khasi Hills community", conserves existing and regenerates degraded forests in north eastern India. The young regenerating forests are sequestering carbon at an annual rate of 1.75tC/ha.

We have made a commitment to support one project per quarter, to compensate for the carbon footprint from the previous quarter.

In 2021, the Financial Institutions department also completed the Environmental Claim Validation (ECV) by UL for recycled content for both SMART METAL ART and SMART PRIME products. Our objectives with this certification are to: demonstrate our commitment to sustainability, get evidence from a third-party certification body and promote our Metal cards portfolio in line with environmentally conscious banking strategy.

Mobile Operators

On the Mobile Operators Business Unit side, GREENCONNECT by IDEMIA promotes a range of products limiting the impact of waste on the planet: with HalfSIM cards, the amount of plastic used to carry a module is halved (vs. traditional ID1 form factor). The use of full recycled plastic for the production of SIM cards limits the generation of raw material; while IDEMIA's innovative "APOCa" promotes a sensible product lifetime split, in line with each element's core use: a plastic-based SIM module to comply with industry standards, on a cardboard carrier to ensure traditional logistics and seamless adoption.

To protect and promote Mobile Operators' commitments towards environmental friendliness, IDEMIA proposes adapted packaging solutions, such as Tiny pack Raw Fibers (bleach-free fibers, glue-and varnish-free kits) and Paper wrapping (paper-based envelope).



Research & Development

IDEMIA R&D department is continuously working on creative sustainable products and solutions, by defining new materials and designing new formats to help our customers in the evolution of their sustainability needs. For example, with the access control terminals where the effort has been made on packaging reduction and the use of less polluting materials, by using raw cardboard, recyclable cushioning foams, reducing paper and switching from labels to box printing.

Other IDEMIA business units are assessing where environmental improvements can be leveraged in their product ranges.

7. PEOPLE

IDEMIA values the skills and dedication of its people and recognizes the critical part they play in the company's success. IDEMIA is driven by a spirit of openness, equality, fairness and safety for all, and a desire to create vibrant and rewarding working environments to make IDEMIA a great place to be, an environment where people can deliver their best work, learn and grow, achieve their potential.



This echoes with the Top Employer 2021 IDEMIA has been awarded in France. This certification recognizes companies having excellent HR practices, from their strategy, to the employee journey and corporate culture.

IDEMIA's policies also outline how we work across the

group, including company procedures for well-being at work, recruitment and on-boarding, performance, talent management, reward and off-boarding. Additional local policies are put in place, embedding the country regulations and are diffused to all employees on our intranet.

“At IDEMIA, our people are our greatest strength. That is why working to help them grow and achieve their objectives is essential. It is also imperative to make sure they feel safe and comfortable in their work environment.”

*Astrid WARREN,
Chief People Officer*



7.1. Quality of life at work, and talent management

Respect for human rights at work

IDEMIA's recruitment policies, conditions of work and adherence to the laws in all its countries of operation uphold the ethos of UN SDG 8 and are respectful of the ILO Core Conventions. We support the elimination of forced and compulsory labor and the abolition of child labor. We recognize the rights of employees to choose representatives and participate in trade unions. Our commitment is to provide work environments that respect the dignity, safety and security of all employees, that is favorable to good job performance and is free from all types of

workplace violence, bullying and harassment. Through mandatory Code of Conduct training IDEMIA employees gain an understanding of the company's entrustment of its people not to commit, tolerate, or ignore any form of unacceptable behavior that negatively affects the right of us all to conduct our work in a safe, fair and non-discriminatory environment. Reporting mechanisms are in place, in the main languages of IDEMIA's workforce, providing employees with a secure channel to confidentially address experienced or witnessed incidents without fear of reprisal.

There are 8 key rights laid out in The Universal Declaration of Human Rights that have particular relevance to

business and which are being addressed at IDEMIA. These rights are:

<p>2. No discrimination for any reason</p>	<p>4. No-one shall be held in slavery or servitude</p>	<p>5. No torture or cruel or degrading treatment</p>	<p>19. Freedom of expression and opinion</p>
<p>20. Freedom of peaceful assembly and association</p>	<p>23. The right to desirable work and joining trade unions</p>	<p>24. The right to rest and leisure</p>	<p>25. The right to an adequate standard of living</p>

We are also working to launch a dedicated human rights training which will be mandatory for all employees. Complementary training modules, including those focused on avoiding trafficked labor and conflict minerals will be promoted amongst the relevant employee groups.

On-boarding

Our highly skilled international workforce is our greatest asset and because we know this, we are dedicated to providing the right tools and knowledge our people need to be the best they can be, both in the jobs they are hired to do, during their ongoing development and when applying for promotions or mobility opportunities. We aim to make our new colleagues feel welcome and ensure rapid understanding of role requirements, the company, its business and culture. This on-boarding progress is constantly reviewed and upgraded.

A buddy is assigned to support the new joiner's integration, and make sure that training is achieved within the first month of arrival. Regular checkpoints with each new joiner are organized during the first year and one around the time of the first anniversary.

In 2021, the CSR topic has been included to our on-boarding presentation in all IDEMIA regions. This allows newcomers to be familiarized with our IMPACT Program in their very first days, as well as advising them on how they could support our CSR objectives in their everyday life at work.

Employee survey

In January 2021 we invited IDEMIA people to share their thoughts and suggestions about the Group via our annual employee survey. For the first time, we included

specific questions on our IMPACT Program with the aim to gain insights on the matter and focus on areas of improvement.

The engagement rate in IDEMIA in 2021 was 81%, +5% compared to last year.

Skills development and progression

IDEMIA is committed to develop and grow our people through several regular processes

- › **Objective setting** – at the beginning of every year, employees are invited to have a discussion with their manager on their annual objective definition and development
- › We encourage **continuous discussions** between managers and employees to check on progress towards their, objectives, development plans and wellbeing.
- › **At the end of the year**, formal discussion takes place on performance and achievement, and how the employee progressed on their development goals (mobility to another job, trainings, etc)

In order to accompany the managers in their discussions, the HR department put in place beginning of 2022, in addition to the exiting processes, a career framework dedicated to our engineering population as a pilot. This initiative will be extended in the next months to the other professions within the company.

7.2. Protecting our people

Occupational health and safety

Seeking to achieve zero injuries at its sites, IDEMIA is committed to safeguarding the health and safety of its employees at their place of work and in the course of business travel, and strives to create a strong culture of prevention, with clear definition and communication of health and safety responsibilities through the company Health & Safety Manual. Health and safety behavioral expectations are applicable to the whole company, whatever the activity, wherever the facility, whoever the employee, those on permanent and fixed term contracts, agency workers, temporary staff and contractors. IDEMIA's Integrity Line exists as a reporting mechanism for concerns, including those related to health and safety, and employees are encouraged to use this process in good faith, without fear of reprisal.

IDEMIA commits to dealing with situations that have the risk of resulting in accident or injury: handling hazardous substances, emergency situations, working at height, manual handling, repetitive actions, etc. Health and safety managers are responsible for regularly assessing the risks associated with production and office environments and at other times, such as the integration of new equipment and new industrial

procedures. The results of these risk assessments are shared with management and ensure that the appropriate controls are introduced.

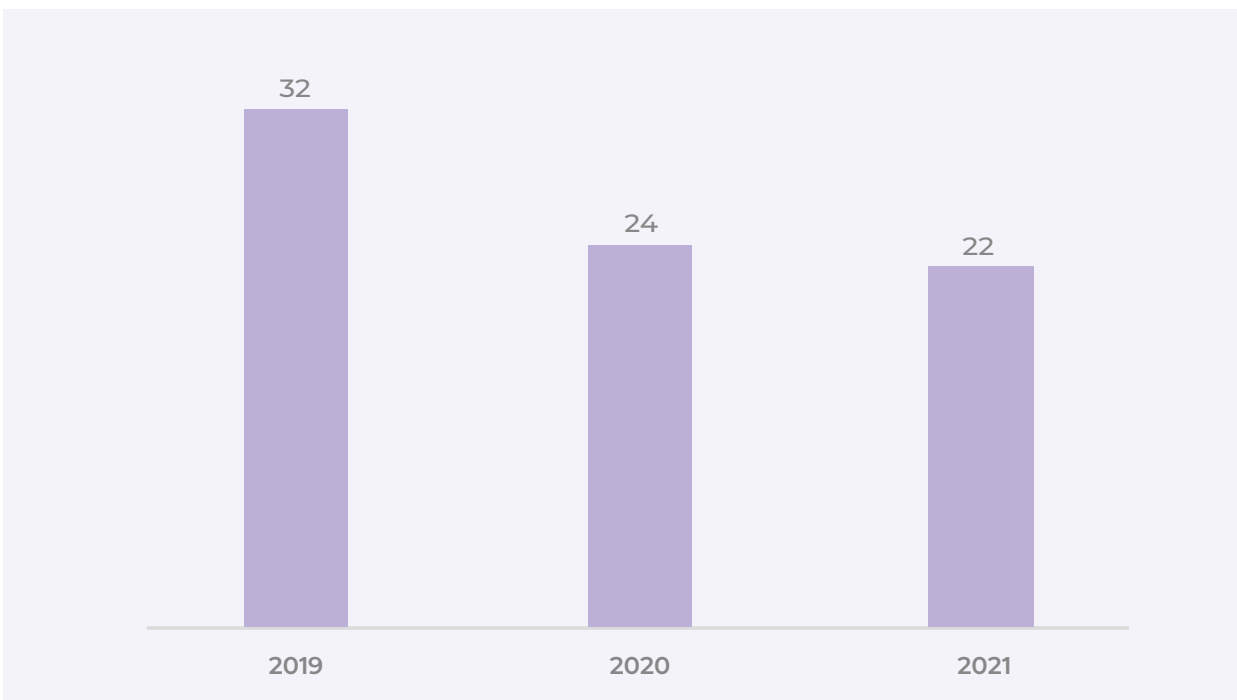
The IDEMIA Health and Safety Plan is based on:

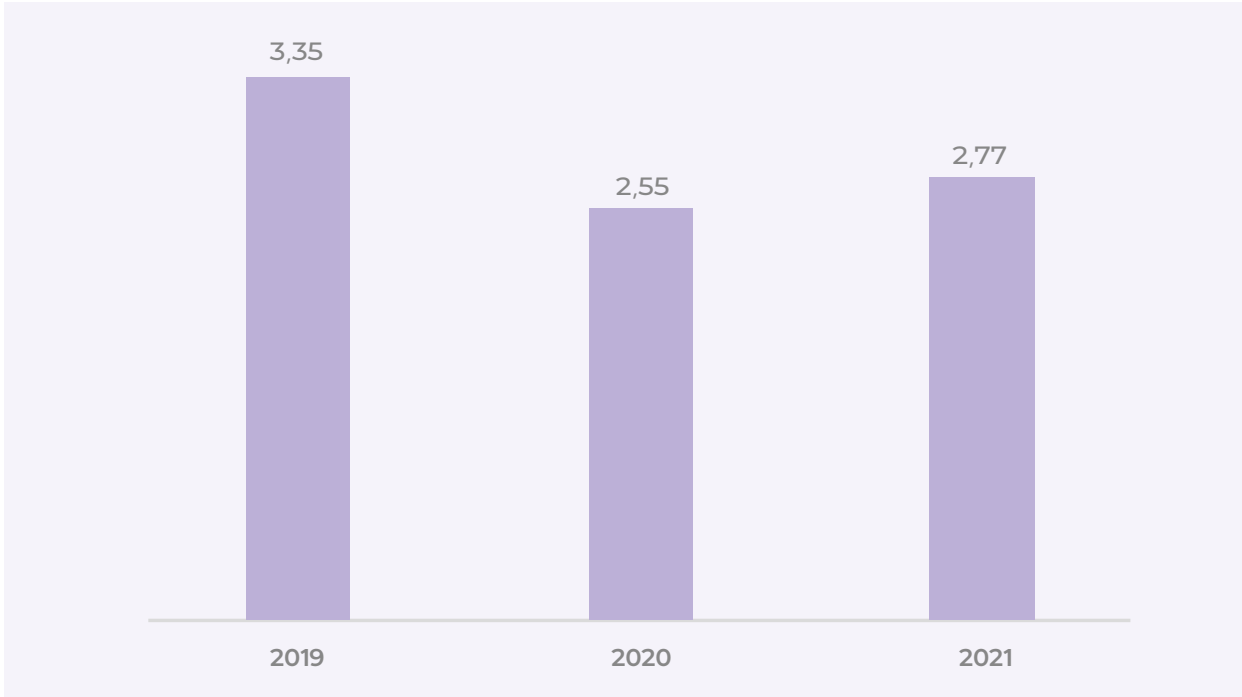
- › ISO45001 management system certifications of the most important sites,
- › Training of the people involved on the sites,
- › Documentary repository (Health and Safety Manual, risk assessment templates and follow-up actions),
- › Reducing the risks of occupational diseases and accidents,
- › Compliance with all local health and safety regulations,
- › Establishing local and central organisations.

10 IDEMIA sites were certified ISO45001 in 2021.

In 2021, there were 22 reported injuries across IDEMIA's sites, for a Lost Time Injury (LTI) Frequency Rate of 1.85. We have calculated this rate based on the number of LTIs (22) x 1,000,000 / total hours worked (14,036,670).

Number of injuries in manufacturing sites 12/04/2022



Occupational Injury Frequency Rate in manufacturing sites 12/04/2022**Employee care during a pandemic**

IDEMIA is committed to the protection of employees' physical and mental wellbeing and this focus was particularly important in the context of the Covid-19 pandemic. Priority was given to making employees be safe and feel safe, in respect of all national and local regulations and instructions. At the start of the pandemic in 2020, the Group took the necessary decisions to organize a safe workplace with the appropriate on-site hygiene measures and the reduction of health risks through a travel ban, a site visit ban and home office when possible. We managed this on a site-by-site basis, everywhere across the IDEMIA network. A crisis committee was also established, as well as a specific Health and Safety Manual on Covid-19. Finally, weekly meetings have been organized with regional managers, allowing us to monitor the crisis and implement specific processes adapted to all of our sites.

In 2021, some of these measures were still ongoing and sites were working in compliance with local regulations. Employees were invited to take all the necessary measures to protect themselves and the others. Moreover, the business travels of our employees have been checked and subject to validation by IDEMIA's COVID-19 referent. Extra measures and

supporting actions in sites where needed have been put in place to fight the pandemic, by giving access to vaccination for example. These actions helped limit the risk of contagion within our sites and to preserve the health and well-being of our employees.

Security of our employees

IDEMIA is committed to protecting all its assets from physical threats such as its buildings, its products and its equipment as well as the most valuable of all: its people. The Group Security Department has therefore reviewed in 2021 the physical security-related requirements accordingly in order to ensure the optimum level of security for all IDEMIA's assets. Available on the intranet, the Group Physical Security Policy is a global guideline and each of our sites, in relation with concerned Business Unit Security Officer, is in charge of translating it into a local physical security policy to which each employee of the site must refer to.

7.3. Training

Our managers are responsible for ensuring that employees receive the training and development required to do their jobs and progress in the company. Training and skills development options are facilitated by IDEMIA's HR function, both at corporate and local levels through People Hub.

The IDEMIA PeopleHub, is our HR system of record and includes a module for recording training.. A suite of online training modules can be accessed at any time by the employee, whilst job-specific or individual development training can be agreed during the annual review meetings between employees and managers. This learning management system regroups all the compulsory and internal trainings that every employee can access at any moment of their employment life cycle. The trainings are regularly updated and upgraded. In 2022, to be aligned with IDEMIA CSR Program, the company will work on refreshing IDEMIA CSR Fundamental Training, ensuring all employees are in line with IMPACT and IDEMIA's responsibility toward the environment, the people and the communities.

In addition, the Group contracted with an online platform to be able to give online and constant trainings to our employees, starting with our research and development population.

The total 2021 hours of training realized through this platform averages 55,000 hours for 4,500 connected employees.

Other trainings are organized by our local country HR aligned to the business requirements, representing more than 60,000 hours of training for 2021. These trainings regroup certifications, expertise or local requirements as well as individual development agreed with the managers.

In addition to our mandatory product and local trainings, more than 50% of our employees have received development training. At group level, it represents an average of one day of training per employee per year with an ambition of going further in the next years.

7.4. Inclusion, diversity and equal opportunity

Inclusion, diversity and equality are among the priorities of IDEMIA's IMPACT program. The CSR Team works closely with the Human Resources function and global HR ambassadors on the IMPACT roadmap for inclusion, diversity and equality. In 2021, IDEMIA published its Diversity & Inclusion Declaration. Human Resources policies on recruitment, conditions of employment and development address inclusion and equal opportunities for all, regardless of gender, age or any other characteristic.

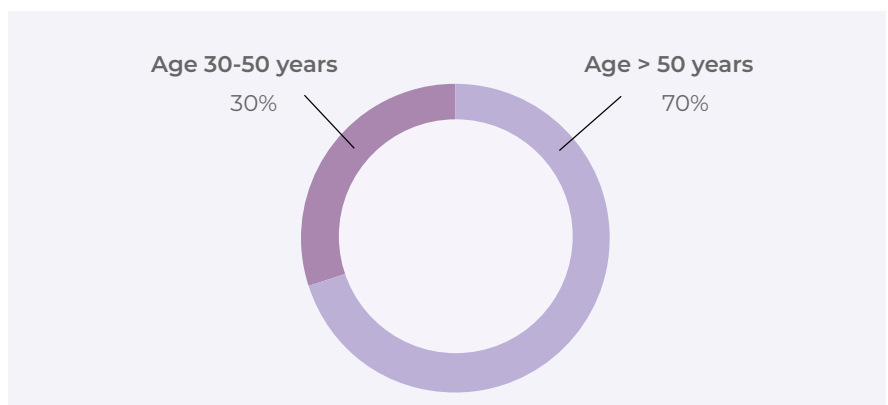
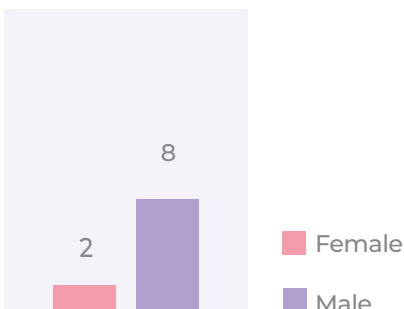
Recruitment

Our HR guidelines ensure consistent procedures for recruitment. We appreciate diversity of perspectives and thought, and we strive to ensure that all applicants and employees feel they can bring their true selves to an interview or to their daily work, as a valued member of the IDEMIA team. We welcome applicants from all backgrounds and we hire without regard to age, religion, race, national origin, ethnicity, marital status, sexual orientation or any other recognized characteristic. Following these rules helps us to attract the most talented and capable employees in the job market.

Gender and Generational diversity

Gender diversity is among the ambitions of IDEMIA's IMPACT CSR program. Through IMPACT, IDEMIA has committed to develop diversity, with a focus on extending the number of women in IDEMIA and the internal promotion of women. Generational diversity is also important to IDEMIA. Having a wide range of generations in its workforce allows different ideas and knowledge sharing between them thus, better engaging and keeping talents. In 2021, a Diversity & Inclusion working group has been set up in order to respond to the topic and be an even more diverse and inclusive company in the years to come.

Comex composition



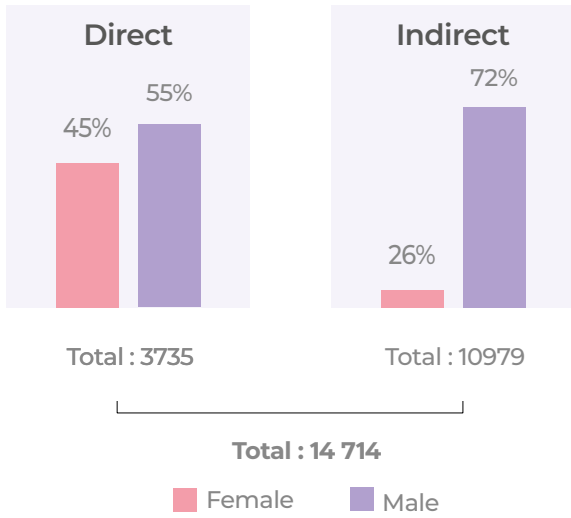
Workforce diversity by gender and age

Employee category definitions:

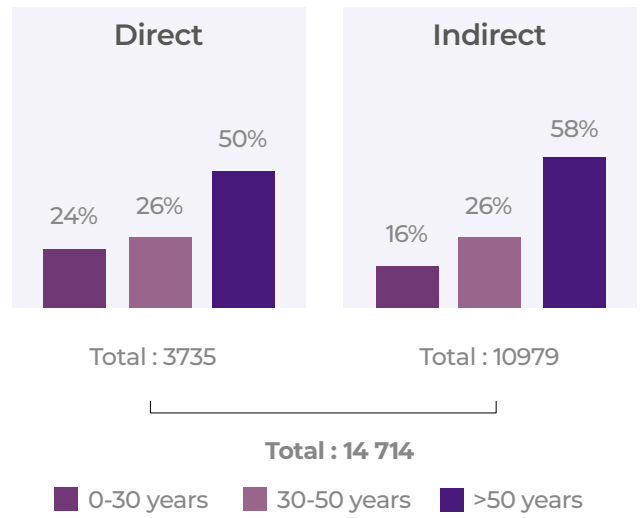
- **Direct:** Employees processing directly machines and/or production equipment in order to create the products, except supervisors & managers who are indirect
- **Indirect:** Every employee who isn't direct is indirect.

The data presented is for all IDEMIA employees globally.

Employees by gender



Employees by age group

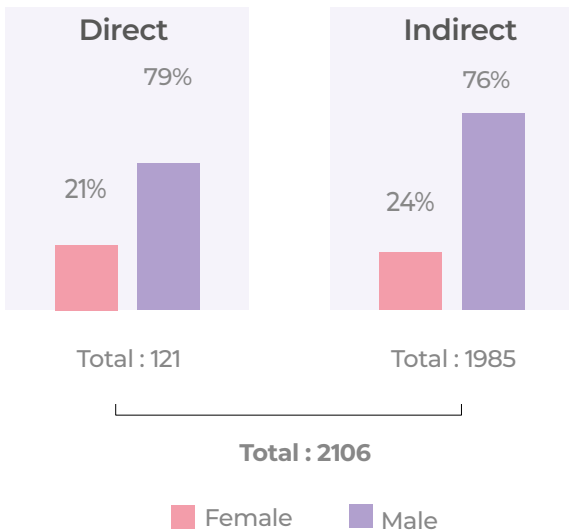


Manager diversity by gender and age

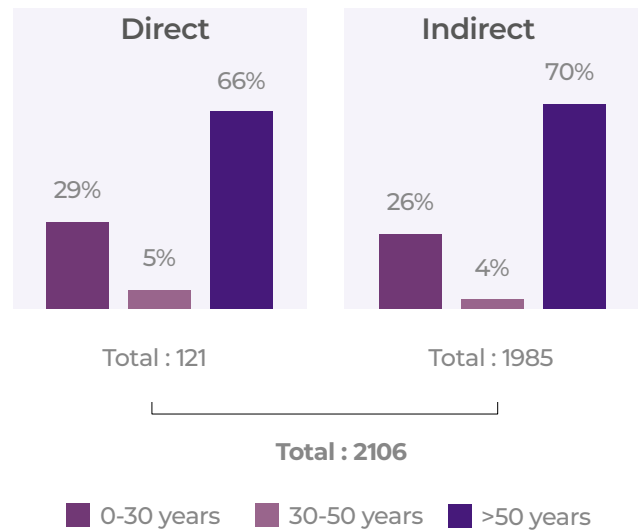
Manager definition:

All Permanent or Fixed Term employees who have at least one employee in their team

Managers by gender



Managers by age group



Employees influencing the diversity agenda

Across the IDEMIA network, there are many initiatives to encourage inclusion, diversity and equality, for example with the Women in IDEMIA Network (WIN).

WIN is the first IDEMIA resource group, led by employees, for employees. It is animated by volunteers with a passion to promote gender diversity in the workplace and to inspire and empower colleagues to develop. WIN is an opportunity for all employees at IDEMIA to play their part in supporting and driving gender diversity within the Company.

WIN began in the North America region in 2020. 2021 was a year of expansion for this network with the official launch of WIN LATAM and WIN APAC as well as the WIN Champions, bringing together senior women as diversity influencers from each IDEMIA region. To inspire our employees, WIN holds regular coffee talks and meetings on a wide range of topics, including internal and external guest speakers, multi-region event inviting employees to share their experience as well as mentorship program.



- Diversity**  We value different perspectives and recognize that they help us grow
- Inclusiveness**  We welcome, respect, and support all individuals
- Mentorship**  We develop and empower women leaders
- Community**  We support each other through networking and community

8. External stakeholders

IDEMIA recognizes that the partnerships it enters into can both positively and negatively impact its achievements and its reputation. IDEMIA conducts its external stakeholder relationships with consideration of its customers and partners' needs and concerns. IDEMIA carefully chooses its suppliers and monitors their performance. And we work with our stakeholders on CSR topics.



“IDEMIA pays special attention to CSR within our value chain and recognizes its value in the success of our relationship with our customers, partners, and suppliers. Through our Supplier Code of Conduct, IDEMIA conveys our expectations to suppliers and sub-contractors in the areas of Human Rights and Labor, as well as Environment and Ethics to ensure more sustainable partnerships.”

*Xavier CASSIGNOL
Chief Purchasing Officer*



8.1. Responsible partnerships with suppliers

To serve its customers and meet its internal needs, IDEMIA relies on several thousand suppliers and subcontractors based around the world.

In order to build a chain of confidence, we prefer to engage with third parties that share our ethical, social and environmental values. We welcome opportunities to share best practices and learning with our more mature CSR partners, whilst encouraging a focus on responsible business in those who are less advanced. All third parties with whom we engage must demonstrate that they are prepared to meet our fundamental expectations for responsible corporate behavior. We have defined the framework for a trustworthy supply chain in our Supplier Code of Conduct and key CSR principles are also set out in our general purchasing conditions. We work to positively influence CSR practices in our supply chain, including the responsible sourcing of minerals, and demanding zero tolerance of child and forced labor.

We ensure that our commitments are met throughout the supply chain:

- › CSR enquiry in RFI
- › Supplier Code of Conduct,
- › ISO Certifications,
- › Quality audits,
- › EcoVadis rating of suppliers, especially for ethical, social and environmental risks.

The IDEMIA iWAY Partner Program is directing the way we engage the supply chain on CSR topics. We distinguish between direct suppliers (key manufacturing subcontractors, suppliers of raw materials, equipment and spare parts) and indirect suppliers (local suppliers, catering, cleaning, security, temporary work agencies or facility management, etc.). The iWAY program was first deployed to direct suppliers on operational performance topics and has been gradually expanded.

Supplier Code of Conduct

We have reviewed our behavioral expectations of suppliers and built our Supplier Code of Conduct to be fully complementary to the IDEMIA Code of Conduct,

the ethical framework within which IDEMIA conducts its business. Working with suppliers that share our ethical values means mirroring our expectations of them with our expectations of ourselves. The Supplier Code of Conduct was developed with reference to prevailing international standards such as the ILO Codes of Practice, the Universal Declaration of Human Rights, Social Accountability International and the Responsible Business Alliance Code of Conduct. The IDEMIA Purchasing Department ensures that suppliers sign their acceptance of the Code. The Supply Chain Quality Team assesses whether our basic CSR principles are applied through on-site audits.

Supply chain risk

Since 2019, the scope of our mapping activities has been improving to include CSR risks (human rights and freedoms, health and safety, environment) and indirect suppliers.

This mapping is reviewed once a year with purchasing managers to:

- › Incorporate potential new risks, the probability of occurrence, the impact and level, the action plan and the risk reduction objective,
- › Reassess the risks already identified and the relevance and effectiveness of the action plan.

CSR risk is identified from operational CSR assessment data, taking into account the prioritization of suppliers, internal or third-party audits (or customers), supplier audits and supplier performance reviews, responsible customer and investor requests, legal and media monitoring, and expectations of other stakeholders.

Each year, the supplier database is screened through sanction lists to identify CSR-risk suppliers and decide what actions to take (CSR assessment by EcoVadis, audit, etc.). 100% of existing and new suppliers are screened for CSR risk, including environmental and human rights risks.

Buyer training

In 2021, a CSR specific module has been introduced to our training program for buyers, the Purchasing Academy. In 2022 we are planning to roll out buyer training on various CSR topics.

Assessing CSR performance of suppliers

IDEMIA considers the social, environmental and ethical behavior of its supply chain in its business activities. To monitor the CSR performance of its suppliers and manage supply chain risk, IDEMIA has extended its partnership with EcoVadis, which offers

a simple, easy to use service for suppliers to report and improve their CSR performance through an online platform. The assessment addresses 21 CSR Criteria across four categories:

- › Environment (ENV)
- › Fair Business Practices/Ethics (FBP)
- › Supply Chain/Sustainable Procurement (SUP)
- › Social/Labor and Human Rights (LAB)

We invite top spend suppliers and strategic partners to be assessed via the EcoVadis platform. Monitoring the CSR performance of the supply chain helps us to identify, address and avoid supply chain risks, such as those associated with particular geographic locations or types of industry, achieve compliance with legislation affecting our business and find opportunities to collaborate with suppliers on CSR. IDEMIA's CSR and Purchasing Teams support suppliers throughout the EcoVadis assessment process, from first contact to post-assessment follow-up. Supplier scores are categorized from High Opportunity to High Risk. The CSR Performance Score is integrated into the scorecard utilized during the annual Supplier Performance Evaluation.

Corrective action plans are launched for low scoring suppliers, enabling IDEMIA to monitor and address supply chain CSR risks. Next steps are initiated where reassessments following corrective actions still do not meet IDEMIA's expectations. As of end 2021, 81% of assessed suppliers were meeting IDEMIA's threshold score. Those that do not are working on the agreed set of corrective actions and must be re-evaluated to ensure progress targets are met.

The CSR performance of IDEMIA's suppliers has improved by an average of 4 points, with suppliers making the greatest progress in their Environmental and Ethics practices. The lowest scoring category is Supply Chain, indicating that there is some room for improvement in how IDEMIA suppliers are promoting responsibility within their own sphere of influence.

Five suppliers have EcoVadis scorecards in the environment category which fall below IDEMIA's threshold. 100% of these low scoring suppliers are actively engaged in corrective actions to improve their score at next assessment.

No supply chain relationships have been terminated due to negative assessment of environmental, or other CSR criteria, as a result of successfully following the IDEMIA procedure for CSR assessment via EcoVadis.

In 2021, actions with our direct suppliers resulted in the following results:

- › 100% of new global suppliers with an annual spend >50 k€ have committed to the provisions

of our Supplier Code of Conduct or have provided acceptable equivalent guarantees

- › 61% of our purchase volume with strategic suppliers was covered by an EcoVadis evaluation by the end of 2021 (compared to 54% in 2020).

Increasing the number of suppliers audited for CSR practices

8.2. Customer relations

Even with the best products, services, pricing, quality and cutting-edge technologies, a sustainable business must ensure the ongoing confidence of customers to place their trust in it as an honest, transparent, reliable, ethical partner. At IDEMIA we want to be THE supplier of choice for our customers, naturally on the basis of the innovations and services we offer, but also influenced by the reassurance that our moral compass is fixed on doing the right thing. For us, corporate social responsibility guides how we behave and constantly pushes us to be better. Because we have put in place the necessary resources and expertise, and continue to strengthen cross-departmental collaboration on CSR-related topics, we are seeing progress in our performance year on year. Where customers are further along in their CSR journeys than us, we are keen to learn from them to support our continuous improvement efforts.

Fundamentally, we are committed, at all times, to conducting our business with honesty and integrity in compliance with the laws of all the countries in which we are active. Technology is progressing faster now than ever before and with this comes new actors in the market and positional shifts that we must prepare for and respond to. Our competitors are among our key stakeholders and on certain subjects we work together in collaborative groups to improve our industry conditions, including those relating to CSR, such as environmental legislation and product compliance. We demonstrate, through our policies, procedures and training our intention to always do business within the law, including when seeking to win business. We are against price fixing, creating market restrictions, imposing geographic quotas or any other kind of anti-competitive behavior that would limit the effects of market competition. Our Conflicts of Interest Policy ensures that potential risks are anticipated and managed.

In 2021, we added CSR questions to our customer survey for the first time. The findings helped us understand the CSR topics that are of importance to our customers as well as improve how we engage with them on sustainability.

We are talking to our customers about CSR

8.3. Quality products and services

IDEMIA knows the importance of trust to its stakeholders, in every interaction, product and service; and we recognize that our CSR and quality work is crucial to building and sustaining this trust. IDEMIA's Quality Manual supports everyone's commitment to customer satisfaction, continuous improvement and compliance. The latest, along with related quality processes, are shared through the IDEMIA intranet site.

In 2021, we re-launched the Quality Fundamentals training module to remind all employees of their responsibilities towards quality.

62 IDEMIA sites are certified ISO 9001

9. ETHICS

Trust is at the heart of IDEMIA's business, so retaining the trust of all stakeholders is of the utmost importance. IDEMIA has built a robust ethical foundation of policies, processes, training, management systems and compliance with the law.



“As a global company, IDEMIA must make sure transparency and integrity are shared by all our stakeholders. This is why the Group launched a whistleblowing platform in which anyone can anonymously report incidents that violate applicable laws or the internal code of conduct and ethics principles of our company.”

*Adrien CADIEUX
General Counsel &
Chief Compliance Officer*



9.1. Code of Conduct

IDEMIA's Code of Conduct specifies the Group's values, which are based in particular on respect for human rights, protection of the environment and health, as well as peoples' security. It is subject to regular updates, the last of which dates from 2019. It notably sets out the Group compliance with international standards such as the Universal Declaration of Human Rights, UN guiding principles on Business and human rights and OECD guidelines for multinational enterprises.

IDEMIA's Code of Conduct is available in five (5) languages on the intranet and on IDEMIA's website, intended for all employees as well as external stakeholders (host countries, local communities, customers, suppliers, industrial and commercial partners and shareholders).

Code of Conduct / Ethics Charter training is a key element of newcomer training, along with modules pertaining to CSR Fundamentals, Quality, GDPR and Anti-Corruption. Code of conduct / Ethics Charter training completion figures are disclosed below:

Code of Conduct training 12/04/2022

COUNT OF COMPLETION STATUS	2020	2021
APAC	154	399
EUROPE	282	788
FRANCE	440	915
INDIA	809	873
LATAM	112	251
MEA	112	246
NORAM	339	1125
GRAND TOTAL	2248	4597

9.2. Anti-corruption, business ethics and trade compliance

IDEMIA is a major player in the identity and security market, where administrations and public authorities are active and where amounts invested can be significant. In addition, the Group is present in more than 130 countries, some of which have a level of corruption perceived as high according to the index established by Transparency International. Considering that it is therefore highly exposed to the risk of corruption, IDEMIA applies a principle of zero tolerance in this area.

To prevent corruption risks, IDEMIA implements and deploys a corruption risk prevention policy within the Group, which has been the subject of a continuous improvement process in recent years. This policy aims at promoting a culture of compliance and transparency, essential to the sustainability of the Group's activities. This is regularly assessed and the systems are adjusted to take into account regulatory changes and best market practices.

The Group's policy is based on a compliance program the components of which are integrated into operational systems and is supported by a dedicated organization.

Anti-Corruption Compliance Program

The Group Anti-Corruption Compliance Program is based on:

- › Zero tolerance for corruption and influence peddling at the highest level of the Group. In 2021, the Ethics, Compliance and Safety Committee of

the IDEMIA Group Supervisory Board reviewed the Anti-Corruption Compliance Program applicable to all subsidiaries and companies controlled by the Group, in France and abroad;

- › An "Anti-Corruption" Code of Conduct which, in line with the Group's Code of Conduct, defines the types of behavior to be prohibited as being likely to characterize acts of corruption or influence peddling;
- › A corruption risk mapping, drawn up in line with the Group's general risk mapping methodology. The corruption risk mapping was completely revised beginning of 2022;
- › A third-party due diligence process (mainly partners, agents, suppliers and subcontractors) including preventive measures proportionate to risks identified;
- › Accounting controls integrated into the Group's internal control rules aimed at preventing and detecting acts of corruption and fraud;
- › A Group whistleblowing system, opened to employees as well as to people outside of IDEMIA;
- › A training system offering a training course tailored to employees' exposure to the risk of corruption. It consists of a mandatory online training module and physical or remote training sessions, targeting in priority functions identified as the most exposed to the risk of corruption. figures are disclosed below:

Employees trained on anti-corruption 12/04/2022

COUNT OF COMPLETION STATUS	2020	2021
APAC	226	389
EUROPE	423	896
FRANCE	596	1271
INDIA	170	756
LATAM	210	320
MEA	52	292
NORAM	56	1658
GRAND TOTAL	1725	5582

A dedicated organization

The Anti-Corruption Compliance Program is managed by a dedicated organization at the Group level: the Compliance Department, led by the Chief Compliance Officer and the Trade Compliance Director. They coordinate a global network of Trade Compliance Officers responsible for rolling out and running the program at regional and local levels. This structured organization allows proximity to the Business while benefiting from a dedicated reporting line.

9.3. Protection of human rights

IDEMIA is present in more than 60 countries, governed by different laws and regulations that must be respected. One of the first priorities concerns respect for human rights, which apply to everyone, everywhere. The protection of human rights and fundamental freedoms encompasses various subjects including trade compliance, freedom of expression, freedom of association, the prohibition of child labor and forced labor, anti-discrimination, privacy, etc. This commitment is materialized by adherence to the United Nations Global Compact and its Code of Conduct. In addition, under our Supplier Code of Conduct, we are committed to working only with suppliers whose professional practices are ethical and respectful of human rights.

Data protection and privacy

As a major player in the civil and digital identity management, online security and data privacy markets, personal data protection is at the heart of our business. Therefore, the security, confidentiality and protection of personal data, which may be sensitive, is a constant concern for IDEMIA. IDEMIA keep a record with substantial complaints as well as leaks, thefts or losses of customer data. In 2021, there was none.

IDEMIA ensures the protection of personal data through technical security measures and organizational measures, in accordance with the GDPR.

Technical security measures include:

- › Encryption
- › Double authentication
- › Data segmentation
- › Access rights management
- › Pseudonymization: action of bringing personal data in the form of pseudonyms, with syllables or a truncated form
- › Anonymization: action of making personal data totally anonymous

Security measures at organizational level are:

- › GDPR referents at Group level
- › A DPOs network in European countries where IDEMIA is present
- › An international network of points of contact for data or DPOs when the country has personal data legislation
- › Data centers in Europe
- › Tracking by country
- › Alert procedures in the event of a personal data breach

Our customer and supplier contracts systematically contain clauses relating to data protection.

Export Control

Some of our solutions are dual-use goods, meaning goods that can be used both for civil and military purposes. We only sell our solutions for civil purposes and in all of the countries where we conduct our activities, we comply, without exception, with applicable laws and regulations concerning export and re-export controls and the United Nations guiding principles on human rights.

Beyond regulatory compliance, the export control process includes a risk analysis in relation to human rights violations and an ad-hoc committee at group level has to approve projects involving the use of our most sensitive solutions (including cyber-surveillance items) in countries with a low democratic index. Projects may also be subject to formal consultations with the relevant authorities.

Our export control organization relies on more than 50 correspondents around the world. They ensure the compliance of all activities carried out by all the companies of the group and contribute to raising the awareness of all employees on the risk of misuse of our solutions that could lead to human rights violations or restrictions on freedoms.

Child labor

Globally speaking, IDEMIA is against the use of child labor. We have policies in place to ensure that any work carried out for IDEMIA by persons under the age of 18 and still in compulsory education, such as trainees and work placements students, is specifically designed not to interfere with or impede the employee's studies, should not include overtime, night time working, hazardous tasks or any other work that is likely to jeopardize their health or safety. We ensure proper management of student workers through adequate support and training, pay that is equal to workers at the same entry level performing similar tasks, proper maintenance of student records, due diligence of educational partners and protection of students' rights in accordance with applicable law. We expect our suppliers to mirror our conduct in this regard. We are guided by the recommendations of the UN Global Compact to:

- › Be aware of countries, regions, sectors, economic activities where there is a greater likelihood of child labor and respond accordingly with policies and procedures;
- › Adhere to minimum age provisions of national labor laws and regulations and, where national law is insufficient, take account of international standards;
- › Use adequate and verifiable mechanisms for age verification in recruitment procedures;
- › Avoid having a blanket policy against hiring children under 18, as it will exclude those above the legal age for employment from decent work opportunities;
- › Exercise influence on subcontractors, suppliers and other business affiliates to combat child labor.

Modern slavery

We are committed to addressing the issue of modern slavery and human trafficking. Our responsibilities towards modern slavery avoidance require a collaborative effort between the Human Resources, Purchasing, Legal and CSR Teams. A significant focus is placed on identifying risks of modern slavery in our supply chain, including an annual assessment of their labor practices. Our Modern Slavery Statement is in compliance with legal obligations. We have identified that, where we work with small-scale, local recruitment agencies, not coordinated at a corporate level, we must ensure that we consistently share our Supplier Code of Conduct, educate those with responsibility for managing the relationships with local recruitment agencies on modern slavery risks and work with suppliers to be reassured that all recruitment is managed according to our expectations. We have also incorporated screening questions related to corporate responsibility practices in our request for information template.

Conflict minerals

IDEMIA supports the efforts of human rights organizations to end violence and atrocities in conflict affected and high-risk areas. We work with our supply chain to positively influence ethical behavior through the application of a conflict-free sourcing process. We control a list of mineral sourcing partners, to ensure that our products and components originate from conflict-free smelters for gold, tungsten, tantalum, and tin (3TG). We have also begun focusing on emerging minerals of concerns, such as cobalt. Each year, we support numerous customers with their conflict minerals reporting requirements, through sharing our conflict minerals reporting. Our actions follow the recommendations of the Responsible Minerals Initiative, including checking for and requesting transitioning away from any identified smelters not compliant with the Responsible Minerals Assurance Process (RMAP). The conflict minerals due diligence process at IDEMIA relies on inputs from the CSR Team, Purchasing and Product Management.

9.4. Internal audit and control

Internal Audit and control teams, attached to the Financial Directorate, verify the compliance of our subsidiaries around the world.

The Internal Audit Team is responsible for analyzing the self-assessment questionnaires completed annually by the subsidiaries, and our team of auditors make on-site visits according to a plan over several years. These controls cover various processes: inventory, supplier purchases, customer sales, cash, human resources, recruitment requests, newcomers, departures, payroll management and compliance.

In recent years, the Internal Audit has added to the «compliance» questionnaire and on-site checklist a list of CSR-related questions (health, security, environment, human resources, ethics, supply chain...).

In 2021, 51 IDEMIA entities representing 68% of the group's workforce completed and returned this questionnaire.

9.5. Whistleblowing system

Launched mid-2020, our alert collection system is accessible to anyone, employees and third parties alike, who wishes to report a breach of ethics and is available in 17 languages. To widen the perimeter, the mechanism is now accessible from our website for all stakeholders: <https://idemia.integrityline.org/>

Anyone can also contact the Ethics Committee to ask a question or report facts presenting a risk of non-

compliance with the Code of Conduct via the generic email address (ethics@idemia.com).

The Ethics Committee is a central structure. Its members are Group employees with a good knowledge of its Activities, who have the independence and freedom of mind necessary to carry out their mission. The Ethics Committee guarantees compliance

with the Code of Conduct and oversees its proper implementation.

Any incident that violates local applicable laws, or constitutes misconduct against the IDEMIA Code of Conduct, can be reported. Alerts figures are disclosed below:

TYPE OF ALERT RECEIVED	2020	2021
Allegations of fraud	1	4
Allegations of conflicts of interest	2	2
Allegations of harassment	0	1
Allegations of favoritism	0	1
Non-compliance with Code of Conduct	2	2
Not receivable	0	1
TOTAL	5	11

OUTCOME	2020	2021
Sanctions	0	4
Policy / procedure reminder	2	3
Dedicated training	0	1
Non	3	2
Not Applicable	0	1
TOTAL	5	11

10. GLOBAL REPORTING INITIATIVE (GRI) CONTENTS INDEX

In accordance with the Global Reporting Initiative Standards for sustainability reporting, this table points readers to **contextual information about IDEMIA - GRI General Disclosures** - within the report. Links are provided to each disclosure topic.

GRI GENERAL DISCLOSURES (CORE LEVEL)		REPORT REFERENCE PAGE
1. ORGANIZATIONAL PROFILE		
102-1	Name of the organization	Click here
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102-3	Location of headquarters	Click here
102-4	Location of operations	Click here
102-5	Ownership and legal form	Click here
102-6	Markets served	6
102-7	Scale of the organization	7
102-8	Information on employees and other workers	7
102-9	Supply chain	32
102-10	Significant changes to the organization and its supply chain	7
102-11	Precautionary Principle or approach. See IDEMIA GRI Disclosures for CSR Report 2021 here: https://www.idemia.com/corporate-responsibility-idemia	Click here
102-12	External initiatives: See IDEMIA GRI Disclosures for CSR Report 2021 here: https://www.idemia.com/corporate-responsibility-idemia	Click here
102-13	Membership of associations: See IDEMIA GRI Disclosures for CSR Report 2021 here: https://www.idemia.com/corporate-responsibility-idemia	Click here
2. STRATEGY		
102-14	Statement from senior decision maker	5
3. ETHICS AND INTEGRITY		
102-16	Values, principles, standards and norms of behaviour	Click here
4. GOVERNANCE		
102-18	Governance structure	Click here

5. STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Click here
102-41	Collective bargaining agreements: See IDEMIA GRI Disclosures for CSR Report 2021 here: https://www.idemia.com/corporate-responsibility-idemia	Click here
102-42	Identifying and selecting stakeholders	Click here
102-43	Approach to stakeholder engagement	Click here
102-44	Key topics and concerns raised	8
6. REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements: See IDEMIA GRI Disclosures for CSR Report 2021 here: https://www.idemia.com/corporate-responsibility-idemia	Click here
102-46	Defining report content and topic Boundaries	8
102-47	List of material topics	8
102-48	Restatements of information: See IDEMIA GRI Disclosures for CSR Report 2021 here: https://www.idemia.com/corporate-responsibility-idemia	Click here
102-49	Changes in reporting	Click here
102-50	Reporting period	Click here
102-51	Date of most recent report	Click here
102-52	Reporting cycle	Click here
102-53	Contact point for questions regarding the report	48
102-54	See IDEMIA GRI Disclosures for CSR Report 2021 here: https://www.idemia.com/corporate-responsibility-idemia	Click here
102-55	GRI Content Index	40
102-56	External assurance	46
7. MANAGEMENT APPROACH		
GRI 103	To report the management approach for each material topic	Click here

This table points readers to **Topic Specific Disclosures**, identified by IDEMIA through stakeholder engagement, as being material topics for IDEMIA to address. Links are provided to each topic specific disclosure.

GRI MATERIAL TOPIC SPECIFIC DISCLOSURE	IDEMIA MATERIAL TOPIC	UN GLOBAL COMPACT PRINCIPLE	SDG	IDEMIA IMPACT PILLAR	REPORT REFERENCE PAGE
GRI 205: Anticorruption	1. Anti-corruption, business ethics & trade compliance	10: Anti-Corruption	SDG 16	Ethics	35
GRI 418: Personal data protection & privacy	2. Data protection & privacy		SDG 16	Ethics	37
GRI 412: Human rights	3. Respect for human rights	1, 2: Human Rights	SDG 16	Ethics	38
GRI 403: Occupational H&S GRI 404: Training & education	4. Quality of life at work & talent management	3, 4, 5, 6: Labour	SDG 5	People	27, 29
	5. Customer relations			Customers, Partners & Suppliers	34
	6. Sustainable innovation		SDG 12	Environment	23
GRI 302: Energy, GRI GRI 306: Effluents & waste	7. Respect for the environment & Green IT	7, 8, 9: Environment	SDG 12, 13	Environment	21, 22, 23
GRI308: Supplier environmental assessment	8. Dialogue with stakeholders & responsible supplier relationships		SDG 8	Customers, Partners & Suppliers	33
GRI 405: Diversity & equal opportunity	9. Diversity, inclusion & equal opportunity		SDG 5	People	29
	10. Education & skills development		SDG 4	Communities	18

We help business gain value by operating in much cleverer, sustainable ways

Assurance Statement

Independent Assurance Statement to IDEMIA Group S.A.S.

FBRH Consultants Ltd (FBRH Consultants) was engaged by IDEMIA Group S.A.S. to provide assurance in relation to the information set out below and presented in IDEMIA Group S.A.S.' Corporate Social Responsibility Report 2021 (the Report) covering the period from 1st January 2021 until 31st December 2021. FBRH is totally independent from IDEMIA Group S.A.S. and did not perform any other sustainability-related work during the above-mentioned period.

Engagement summary

Scope of our assurance engagement: Whether the 2021 information and data presented in Appendix I are fairly presented, in accordance with the reporting criteria.

Reporting criteria: The GRI Sustainability Reporting Standards (GRI Standards)

Assurance standard: FBRH Sustainability Report Assurance (for GRI reports)

Assurance level: Limited assurance

Respective responsibilities: IDEMIA Group S.A.S. is responsible for preparing the Report and for the collection and presentation of the information within it. FBRH Consultants' responsibility is to provide conclusions on the agreed scope based on the assurance activities performed and exercising our professional judgement.

Our conclusions

Based on our activities, nothing has come to our attention to indicate that the 2021 information and data are not fairly presented in accordance with the reporting criteria. This report meets all the requirements of the GRI Standards General Disclosures (102) as presented in Appendix 1.

Our assurance activities

We planned and performed our work to obtain all the information and explanations that we believe were necessary to provide a basis for our assurance conclusions. A multi-disciplinary team of sustainability and assurance specialists performed assurance procedures as follows:
A review of the presentation of information in the Report relevant to the scope of our work to ensure consistency with our findings.

The limitations of our engagement

The reliability of the assured information is subject to inherent uncertainties, given the available methods for determining, calculating or estimating the underlying information. It is important to understand our assurance conclusions in this context.

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Appendix I: Scope of our assurance engagement

General Disclosures

Disclosure #	Disclosure Title
102-1	Name of the organization
102-2	Activities, brands, products, and services
102-3	Location of headquarters
102-4	Location of operations
102-5	Ownership and legal form
102-6	Markets served
102-7	Scale of the organization
102-8	Information on employees and other workers
102-9	Supply chain
102-10	Significant changes to the organization and its supply chain
102-11	Precautionary Principle or approach
102-12	External initiatives
102-13	Membership of associations
102-14	Statement from senior decision-maker
102-16	Values, principles, standards, and norms of behavior
102-18	Governance structure
102-40	List of stakeholder groups

General Disclosures

Disclosure #	Disclosure Title
102-41	Collective bargaining agreements
102-42	Identifying and selecting stakeholders
102-43	Approach to stakeholder engagement
102-44	Key topics and concerns raised
102-45	Entities included in the consolidated financial statements
102-46	Defining report content and topic boundaries
102-47	List of material topics
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102-50	Reporting period
102-51	Date of most recent report
102-52	Reporting cycle
102-53	Contact point for questions regarding the report
102-54	Claims of reporting in accordance with the GRI Standards
102-55	GRI content index
102-56	External assurance



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