



Corporate Social Responsibility Report

January › December 2023



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Introduction

A word from our CEO

I am delighted to present our annual extra-financial report, a testament to our unwavering commitment to sustainability and corporate social responsibility (CSR). At IDEMIA Group, we recognize that our responsibilities extend far beyond delivering innovative technological solutions - we have a duty to make a positive impact on society and the environment in which we operate.

As the Chief Executive Officer of IDEMIA Group, I firmly believe that businesses have a profound responsibility to contribute to making the world a better and safer place. Through IMPACT, our CSR program, we strive to redefine corporate success by integrating sustainable principles into every facet of our operations.

This report serves as a comprehensive overview of our sustainability initiatives, performance and future aspirations. It encapsulates our journey towards a more sustainable future, highlighting major milestones as well as key next steps that will bring us closer to our goals.

Our commitment to sustainability is rooted in our core values of integrity, innovation and accountability. We understand that sustainable business practices are not only essential for mitigating risks and enhancing long-term profitability but also for fostering resilience in the face of global challenges such as climate change, social inequality and resource depletion.

Moreover, this report underscores our commitment to transparency and accountability. We believe that open communication with our stakeholders is vital for building trust and fostering collaboration towards shared sustainability goals.

As we continue on this journey, we invite all of our stakeholders to join us in our quest to create a more sustainable and equitable world. Together, we can harness the power of innovation and collective action to drive meaningful change.

Pierre BARRIAL
President & CEO – IDEMIA Group



About our **CSR** report

Our Approach

- › The CSR report has been conducted internally and covers the 2023 year, from January to December, and is released during the second trimester. The report is in line with our commitment to the UN Global Compact Communication on Progress.
- › To ensure the accuracy of the information, the data presented in the report is derived from both internal tools and external assessments.
- › This report adheres to the Global Reporting Initiative (GRI) Standards for Sustainability Reporting, meeting the GRI's Core Requirements. There has been no change in the way we report or the reporting period. GRI Core Compliance has been assured by an independent third party in sustainability report writing, checking and assurance. The GRI Compliance report can be found as an appendix of the 2023 CSR Report

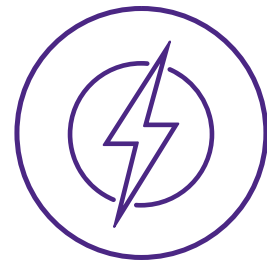
Scope

- › This report covers our worldwide locations. Environmental data includes all our owned and controlled manufacturing sites and the vast majority of our non-manufacturing sites.
- › Our reporting reflects the current activities of IDEMIA:
 - Enterprises solutions:
 - > Connectivity Services, Payment Services
 - Government solutions:
 - > Public Security & Identity including Smart Identity
 - > Identity & Security North America

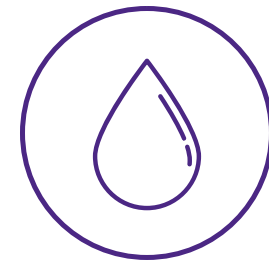
Data Collection

- › To produce the CSR report, we used various data collection methodologies and tools.
- › In our commitment to understanding our employees better, we conducted every year our I Speak Up survey, emphasizing sustainability.
- › To understand our environmental impact, we conducted an Environmental Carbon Footprint Assessment, with a focus on our Scope 3 emissions. Additionally, we introduced ImpactTracker, an internal tool designed to monitor our water and energy consumption, covering Scopes 1 and 2.
- › Furthermore, ongoing assessments by CDP and EcoVadis contribute to our commitment to continuous improvement.
- › Looking ahead to 2026 report, IDEMIA is preparing for CSRD reporting.

2023 CSR Highlights



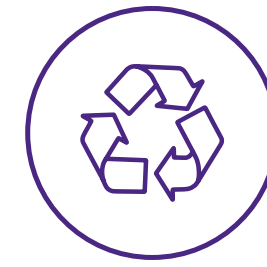
-14%
energy
CO₂ impact
since 2019



-30%
water
consumption
since 2019



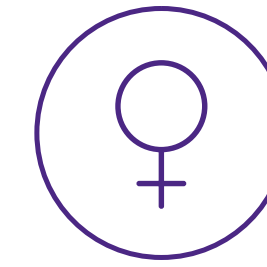
x13
**renewable
electricity**
in the past 3 years



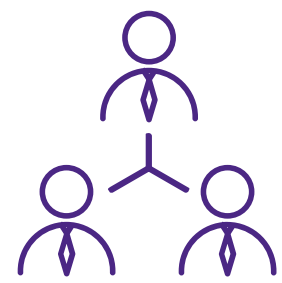
83%
**waste
recycled**



83%
suppliers
assessed
by EcoVadis

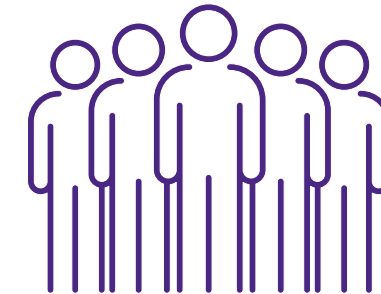


32,9%
Women
in the workforce



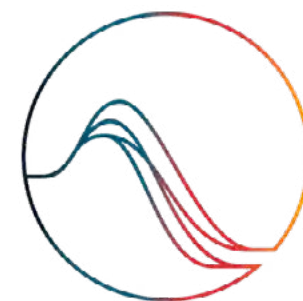
150 community
actions

7500 employees
involved



335 people trained
in our skilling center
in India

95% placed



SCIENCE
BASED
TARGETS

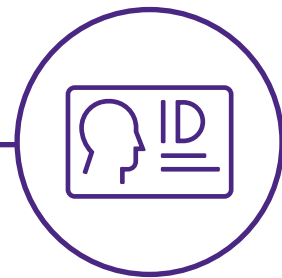
**committed
to submit carbon
reduction
strategy**



WE SUPPORT



We are **IDEMIA**



Key data

› IDEMIA Group SAS is headquartered in Courbevoie (France) and employs
15,000
people representing over
80 nationalities

› **1,500**
Active patents families in 84 countries+
technologies enabling our clients
to enroll, accredit, authenticate and
analyze identities for frictionless access
control, connectivity, identity, payment,
public security and travel at scale and
in total security

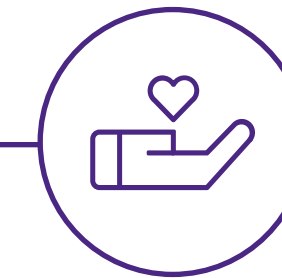


Business figures

› **€ 2,9 Bn**
in revenue in 2023 across
180 countries

› Trusted for their mission critical
activities by
600+
Governments, states and federal
organizations

› **2,400**
Enterprises customers worldwide



Our values

› **Curious:**
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.

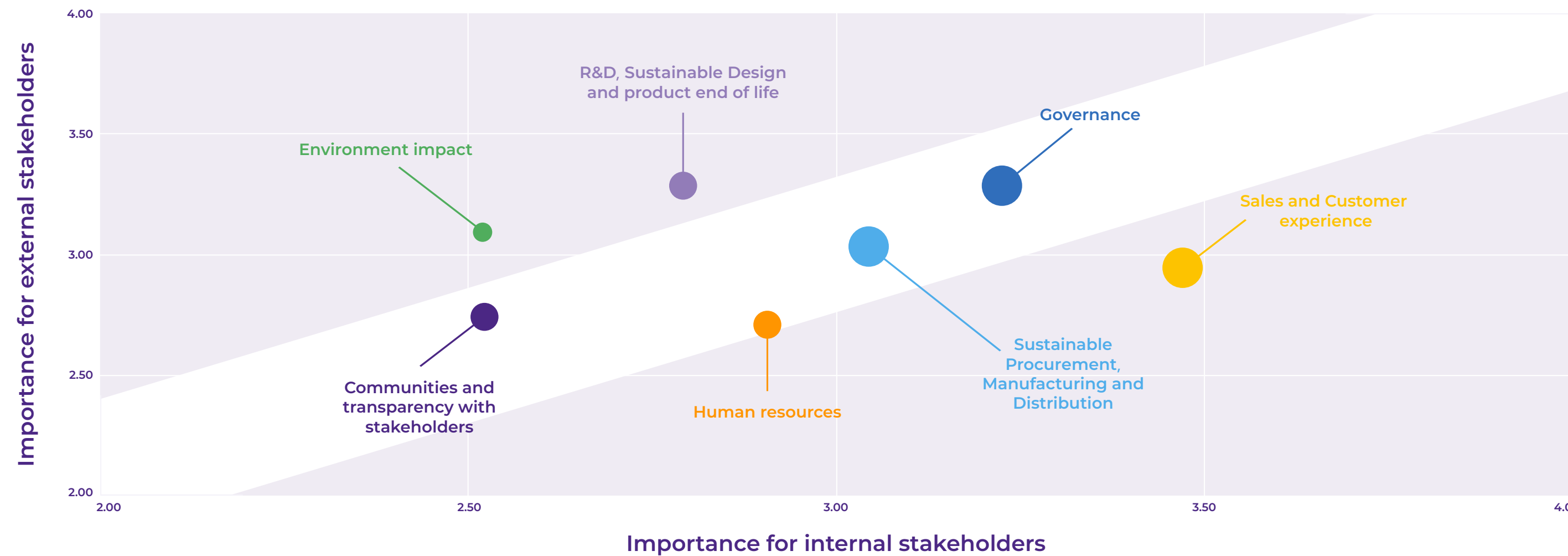
Engaging with our Stakeholders on CSR

Mapping of IDEMIA's main stakeholders

Identifying the stakeholder groups to which we are accountable by the likelihood of them being impacted by our activities.

IDEMIA Stakeholders	Employees	Applicants	Customers	Suppliers	Investors	Competitors	Communities	Citizens / End customers	Education
Engagement Methods	<ul style="list-style-type: none"> › Internal communications Training › Employee surveys › Worker committees › Whistleblowing line 	<ul style="list-style-type: none"> › Recruitment agencies › Applicant website 	<ul style="list-style-type: none"> › Customer survey › CSR panel discussion › Contracts › Service reviews › Tenders › Meetings 	<ul style="list-style-type: none"> › Contracts › Tenders › Supplier Code of Conduct › Supplier performance review and quality audit › CSR maturity and panel discussion 	<ul style="list-style-type: none"> › Annual general meeting › Company financial report and other public reports › IDEMIA website 	<ul style="list-style-type: none"> › Industry working groups 	<ul style="list-style-type: none"> › Employment opportunities › Outreach activities › Environmental protection › Local procurement › Social media and IDEMIA website › CSR panel discussion 	<ul style="list-style-type: none"> › IDEMIA products and services 	<ul style="list-style-type: none"> › Recruitment fairs › Sending IDEMIA experts to educational events › Links with schools and extended and higher education establishments › IDEMIA skilling center
CSR Focus Areas	<ul style="list-style-type: none"> › Conditions of employment › Ethics charter › Health & Safety › Equality, Diversity & Inclusion › Human rights › Training and development programs › Talent acquisition and retention (career framework) 	<ul style="list-style-type: none"> › Sharing IDEMIA's CSR ambitions and objectives 	<ul style="list-style-type: none"> › Quality products and services › Innovation, design and product end of life › Code of Conduct alignment › Feedback on IDEMIA CSR performance and expectations 	<ul style="list-style-type: none"> › CSR performance evaluation › Code of Conduct adherence › No restricted substances › Legal compliance › Modern slavery avoidance › Human rights respect › Conflict minerals respect 	<ul style="list-style-type: none"> › Sustainable business – ESG assessment › Financial performance › Risk management › Trade compliance › Conflict of interest avoidance 	<ul style="list-style-type: none"> › Common solutions to industry-wide issues including CSR › Fair competition 	<ul style="list-style-type: none"> › Providing employment in the community › Partnerships with NGOs › Local environmental and social initiatives community initiatives › Support to communities in hardship 	<ul style="list-style-type: none"> › Environmentally conscious products › Products and services that benefit society › Human rights › Tech Accessibility 	<ul style="list-style-type: none"> › Graduate traineeships › Work placements › Local initiatives with schools

Materiality matrix



Methodology

With support from a consulting agency, IDEMIA analyzed both internal and external points of view in order to identify 24 CSR topics relevant to our business cycle:

- Internally: 16 people in Top Management positions were interviewed, plus an anonymous online survey was shared with employees. More than 1,000 employees participated.
- Externally: We held a panel discussion with 10 external stakeholders, including customers, suppliers and partners to understand their expectations regarding the CSR topics. As well as an anonymous online survey was shared with clients; 29 of whom responded and shared their expectations.

12 priorities identified

Development of sustainable offering

- Sustainable design and innovation
- Product end of life

Environmental impact

- Energy and resources
- Mitigation and adaptation to climate change
- Environmental impact of IT and digital use
- Protecting and regenerating biodiversity

Human resources

- Skills development and talent management
- Diversity and inclusion
- Quality of life

Sustainable procurement, manufacturing and distribution

- Responsible purchasing and supplier commitment
- Responsible logistics and transportation

Communities and transparency with stakeholders

- Societal and employee commitment


Managing our CSR challenges

Theme	R&D, sustainable design and product end of life		Environmental impact			Human Resources	
Issue	Sustainable design and innovation	Product end of life	Energy and resources	Mitigation and adaptation to climate change	Environmental impact of IT and digital use	Listening to our workforce	Skills development and talent management
Analysis	<ul style="list-style-type: none"> › We recognize the expectations from our stakeholders regarding the full life cycle of our products, alongside our commitment to sustainable design and innovation. 		<ul style="list-style-type: none"> › Neglecting environmental responsibility may lead to limited access to critical resources, heightened environmental risks, financial penalties, legal non-compliance, reputational damage, and a decline in our appeal as an employer. 		<ul style="list-style-type: none"> › Digital use have a negative impact on the environment due to pollution produced by numeric tools. It also could affect our relationships with customers. 	<ul style="list-style-type: none"> › Maintaining an excellent reputation as an employer is crucial to IDEMIA. It would otherwise be impossible to attract the high caliber of talent that is pivotal to business success. 	<ul style="list-style-type: none"> › IDEMIA recognizes that this invaluable asset must be nurtured and protected. 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.
Key Actions	<ul style="list-style-type: none"> › Environmentally- and accessibility-sensitive product and solution options › CSR related topics are progressively implemented in our R&D design making. 	<ul style="list-style-type: none"> › Working on product end of life solutions › Identifying recycling channels and paths to offer more sustainable solutions throughout the entire life cycle. 	<ul style="list-style-type: none"> › Global Environmental Policy outlines actions that must be taken by each site, teams, and the key performance indicators that sites must monitor and report. › Since 2022, focusing on energy and resource management especially in our manufacturing sites and offices to reduce energy consumption. › Initiatives launched in sustainable design and innovation. 		<ul style="list-style-type: none"> › Working to evaluate, monitor and reduce the environmental impact of our digital equipment and IT solutions. 	<ul style="list-style-type: none"> › Reviewing key processes to integrate feedback from employees involved. › On an annual basis we run a global survey from which we build our people roadmap. 	<ul style="list-style-type: none"> › Offering development, training and evolution opportunities to employees based on their own self-assessment training needs.

Managing our CSR challenges



Theme	Human Resources		Sustainable procurement, manufacturing and distribution		Communities and transparency with stakeholders
Issue	Diversity and Inclusion	Quality of Life	Responsible logistics and transportation	Responsible purchasing and supplier commitment	Societal and employee commitment
Analysis	<ul style="list-style-type: none"> › To maintain a highly skilled and motivated workforce, IDEMIA Group must ensure that we are an employer of choice in all the locations in which we operate, enabling an inclusive and respectful working environment. 	<ul style="list-style-type: none"> › IDEMIA Group has close to 15,000 employees spanning over 60+ countries and is operating in more than 180 locations. Beyond legal aspects, we believe it is important to mitigate risks resulting from business pressure and lack of awareness. 	<ul style="list-style-type: none"> › Due to IDEMIA Group's global scale, our logistics and transportation activities can have a substantial environmental footprint. In today's market, end customers increasingly prioritize responsible partnerships. 	<ul style="list-style-type: none"> › A lack of proper management of supplier relationships could pose a risk of non-compliance. Furthermore, there is a potential risk for reputational damage by association. 	<ul style="list-style-type: none"> › Neglecting to leverage our considerable skills on local communities and the environment would result in missed opportunities, and pose the risk of diminishing employee engagement. › IDEMIA also recognizes that supporting education and skills development amongst the young generation helps to ensure that the workforce of tomorrow is employment-ready.
Key Actions	<ul style="list-style-type: none"> › A focus on diversity is one of the objectives of IDEMIA Group's IMPACT program, starting with our Diversity & Inclusion Declaration shared both internally and externally. 	<ul style="list-style-type: none"> › Health & Safety Manual explains how to protect employees and subcontractors. › HR guidelines and procedures outlining Talent management and an employee's entire HR cycle - including recruitment, terms of employment, training and development. 	<ul style="list-style-type: none"> › Launch of an assessment process. › Developing transportation solutions in partnership with responsible, qualified logistics providers to reduce our carbon footprint along the entire supply chain. 	<ul style="list-style-type: none"> › Supplier Code of Conduct, human resources policies and other policies outline the ethical behavioral are shared to everyone. 	<ul style="list-style-type: none"> › Teams are involved in a broad range of initiatives that support their local communities. › Promote a wider corporate societal initiative across all regions, with a focus on access to education, STEM (Science, Technology, Engineering, and Mathematics) subject engagement and the development of employability skills.



impact
IDEMIA CSR
program

Sustainability strategy: **impact** program



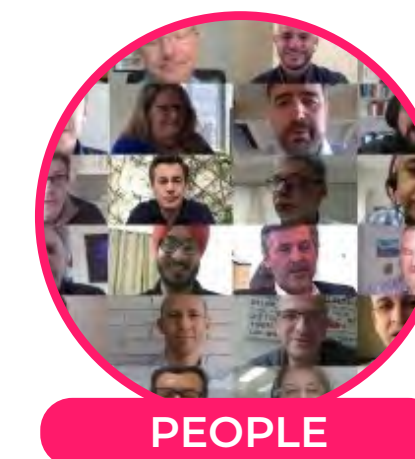
Shifting global perspectives demand that corporations prioritize sustainability. Through our IMPACT program, **IDEMIA** Group has continually embraced increasingly sustainable business practices year after year. This commitment extends beyond our internal stakeholders to encompass a collaborative effort with external partners. It is ingrained in our approach to product development for both physical and digital realms, as well as our interactions with third parties."



Yves PORTALIER
SVP Corporate Social
Responsibility IDEMIA



Our impact program is structured on 5 pillars with dedicated goals. It involves our internal and external stakeholders to drive meaningful changes. Since the launch of the program, it has evolved to include new challenges and address new opportunities. In a context of fast evolution of regulations and expectations from the various parties, we dynamically assess our performance and our roadmap.



Aligning with the applicable Sustainable Development Goals of the United Nations

United Nations Global Compact

- › Since 2006, IDEMIA has pledged our support to the Ten Principles of the United Nations Global Compact (UNGC).
- › This report serves as IDEMIA's annual communication on Progress to the UNGC.
- › In 2022, IDEMIA participated in the UNGC Early Adopter Program for the new Communication on Progress (CoP) digital platform that has been officially up and running since 2023.
- › IDEMIA's participant page can be found here: [IDEMIA and the UNGC](#)

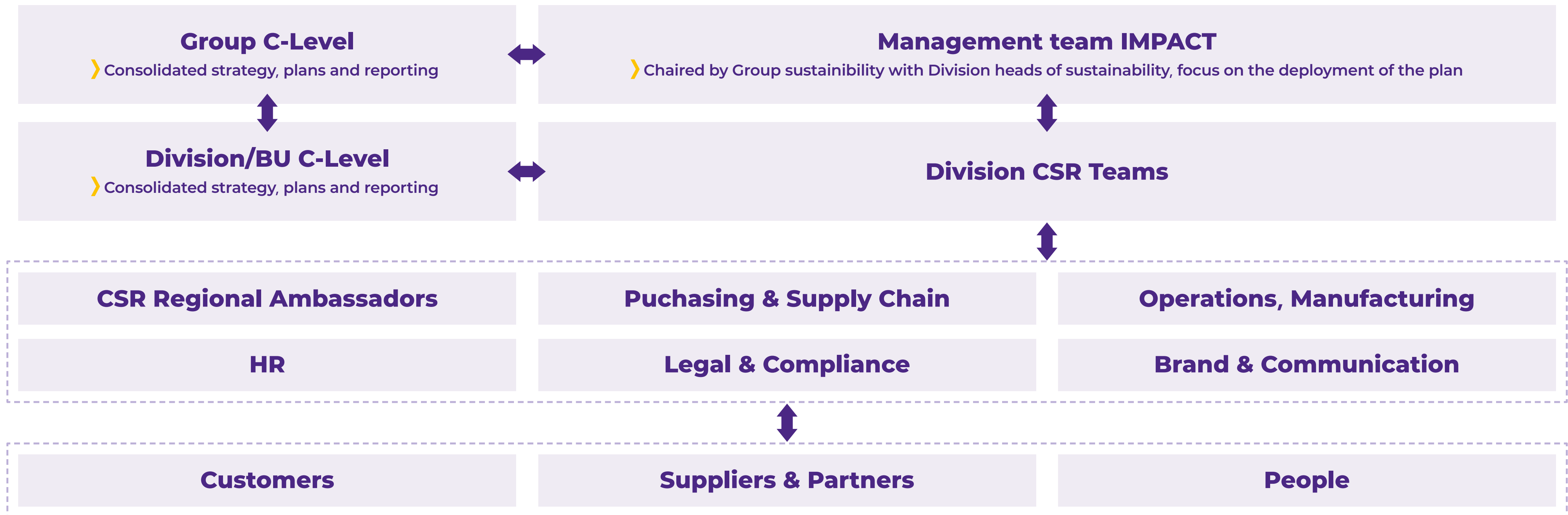


	<ul style="list-style-type: none"> › Financial inclusion is a key transformation on which development depends. › New forms of money for financial inclusion, accelerate the migration from cash to digital money. 		<ul style="list-style-type: none"> › Common Career framework across the Group › Hiring goals focused on the female population › Internal mobility policy
	<ul style="list-style-type: none"> › Employee Assistance Program (EAP) supports our employees personally and professionally. › Helping employee with the hybrid work model. 		<ul style="list-style-type: none"> › ISO14001 standard in all our production sites › Energy savings program & increase renewable energies › Using recycled PVC (GREENPAY & GREENCONNECT products) › Reducing the environmental impact of our products (VisionPass SP)
	<ul style="list-style-type: none"> › Dedicated Employee Resource Group. › India's skilling center for underprivileged youth & Global Alliance for Youth partnership. 		<ul style="list-style-type: none"> › CO2 emissions strategy › CSR fundamentals training › Communication and workshops to raise awareness
	<ul style="list-style-type: none"> › Dedicated Employee Resource Group › Hiring goals to increase the number of women in our workforce and promote gender equity 		<ul style="list-style-type: none"> › Wastewater Treatment Plant in our Yumbo site (Colombia)
	<ul style="list-style-type: none"> › Environment Management System (ISO14001:2015) in all our production sites › Water & Hazardous Waste management resources for reporting and monitoring 		<ul style="list-style-type: none"> › Joined the World Cleanup Day › Biodiversity impact study of sites (ie. Osny in France)
	<ul style="list-style-type: none"> › Revised ethic charter and HR Policy › Employee Resource Groups & Internal training › Modern Slavery Statement 		<ul style="list-style-type: none"> › Modern Slavery Statement › Anti-Bribery and corruption (part of the mandatory training for every employee) › Whistleblowing line

Extra-financial objectives in a nutshell

IMPACT Pillar	Objectives	2023 Progress	Section
Environment	› Reduce CO ₂ emissions (Scopes 1&2) by 25% in 2025 vs. 2019	› -14% in 2023, versus 2019, aligned with target	› Environment
	› Reduce water consumption by 25% in 2025 vs. 2019	› -30% in 2023 versus 2019, aligned with target	› Environment
	› Increase waste recycled up to 83% by 2023	› 83% in 2023	› Environment
	› Train R&D on CSR and Green offers	› Green offers developed by our R&D	› Responsible Products
	› Integrate and develop Green offers	› Extension of greener offers to new business lines	› Responsible Products
	› Build a carbon-neutral strategy from 2023	› Update of carbon assessment launched for defining a carbon-neutrality strategy in 2024	› Environment
People	› Give 100% of employees access to training	› Objective achieved in 2022 for all the indirect employees	› People
	› Increase the number of women in IDEMIA and the internal promotion of women to 34% in 2025	› End of 2023: IDEMIA women workforce reached 32.9%, compared to 30% in 2020	› People
Communities	› Coordinate a Group-wide initiative deployed across our sites	› World Cleanup Day deployed with the support of local CSR ambassadors across our sites	› Communities
	› Encourage local community initiatives, with a focus on education	› Training more than 300 people in our skilling center in India › Approx. 150 local initiatives in 2023	› Communities
External Stakeholders	› Increase the number of key suppliers audited by EcoVadis to 80% in 2023	› 83% of key suppliers assessed by EcoVadis in 2023	› Ext. Stakeholders
	› Assess Scope 3 emissions of our supply chain	› Dedicated actions launched on top of the carbon assessment	› Ext. Stakeholders
	› Push internal and external communication on CSR	› Internal communication and workshops with stakeholders	› Ext. Stakeholders/People
Ethics	› Re-define the IDEMIA Ethics Committee	› After reaching our objectives in 2022, we maintained momentum throughout 2023	› Ethics
	› Conflicts of Interest campaign rollout		
	› Develop an antitrust trade program		
	› Trade compliance focus		

Impact & CSR governance



IDEMIA Initiatives for more **sustainability**

EcoVadis



› EcoVadis is a sustainability platform that assesses companies' Corporate Social Responsibility (CSR) practices through four key areas:

- Environmental impact
- Labor and human rights
- Ethics
- Sustainable procurement

› In 2023, our EcoVadis score jumped from 75/100 to 78/100, reflecting progress in labor and human rights practices, alongside sustainable procurement initiatives.

› This score positions IDEMIA among the top 1% of all participating global corporations.

For the 3rd consecutive year, IDEMIA is certified platinum (highest level)

The Carbon Project Disclosure (CDP)

› This global non-profit organization encourages companies to disclose their environmental impact, particularly their carbon emissions and climate-related information.

› Participating in the CDP enhances transparency regarding our environmental actions and impact.

ISO

› ISO certifications provide a recognized framework for meeting regulatory requirements and implementing best practices. These standards help streamline processes, improve quality, demonstrate our environmental, health and safety commitments and improve customer satisfaction.

› In 2023, the following IDEMIA sites became ISO certified:

- ISO 9001 (Quality) 66
- ISO 14001 (Environment) 20
- ISO 27001 (Information Security) 15
- ISO 45001 (Health and Safety) 12

Environment

Impact: progress of environment pillar

› 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 our environmental responsibilities

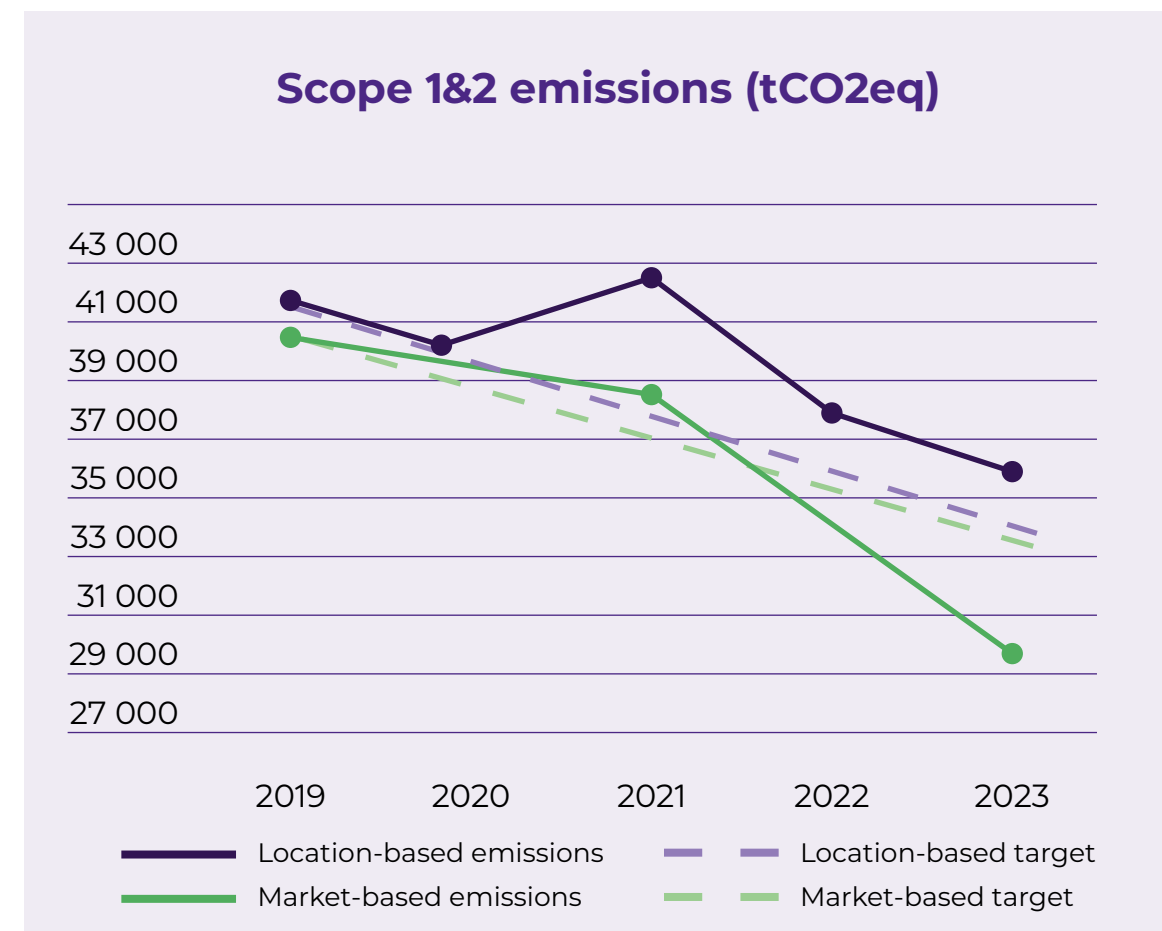
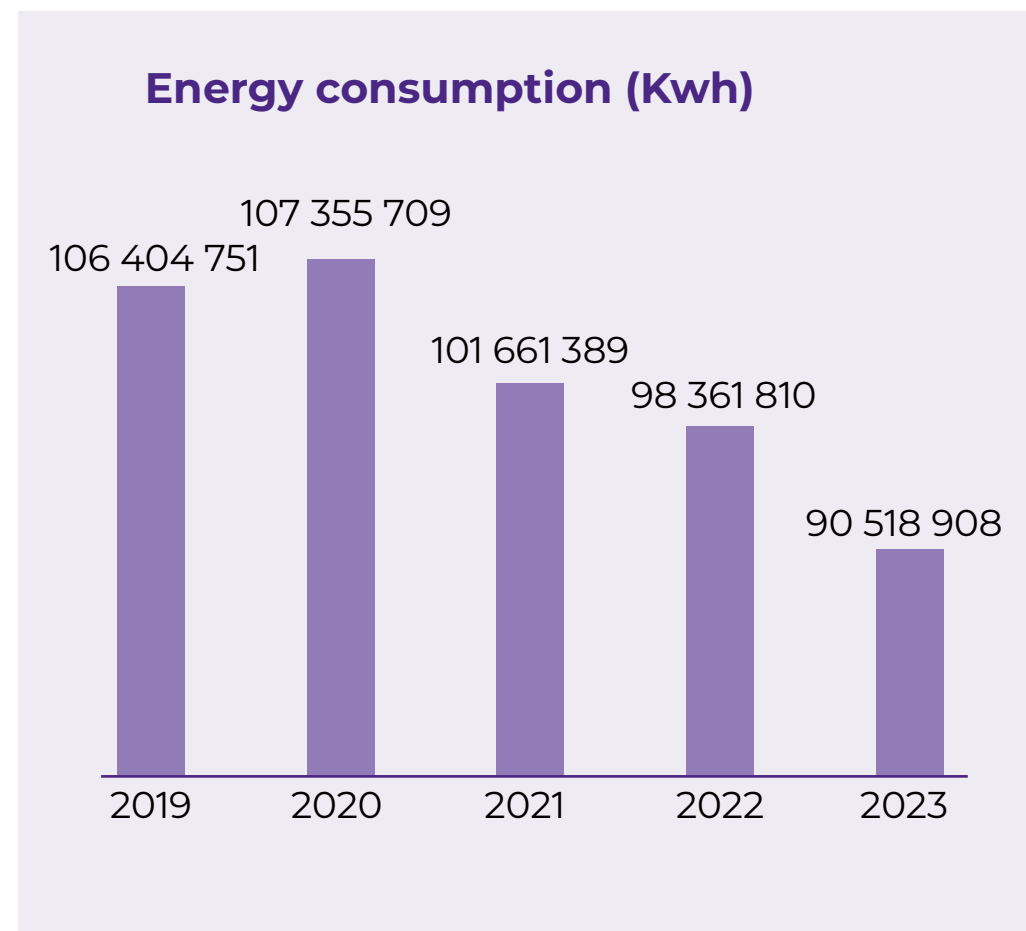
Objectives	2023 Progress
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› Reduce water consumption by 25% in 2025 vs. 2019	› -30% in 2023 versus 2019, aligned with target
› Increase waste recycled with an objective of 83% in 2023	› 83% recycled waste in 2023, aligned with objective
› Train R&D on CSR and Green offers	› R&D are involved in the eco-conception of our products. › CSR guidelines have been implemented and resulting into a development of greener product ranges as explained in "Responsible Product" section
› Integrate and develop Green offers	› Regular development of new offerings taking into account CSR challenges as explained in "Responsible Product" section
› Build a carbon-neutral strategy from 2023	› In 2023, IDEMIA initiated a new carbon assessment and committed to submit to SBTi (Science Based Targets initiative) in order to have a carbon neutral strategy, defined, approved and communicated

› Greenhouse Gas Strategy

- In 2019 IDEMIA started by focusing on Scope 1 & 2 emissions with monitoring of the main performance indicators and assigning objectives for 2025, relying on a company-wide reporting tool.
- Since 2019, several actions have been launched regarding reduction of the Scope 3 emissions, among others IDEMIA has designed several responsible product lines.
- In 2023, the integration of Scope 3 has accelerated through several trainings performed, full carbon assessment launched and preparation of carbon reduction targets.

Reduction of scope 1 & 2 GHG emissions

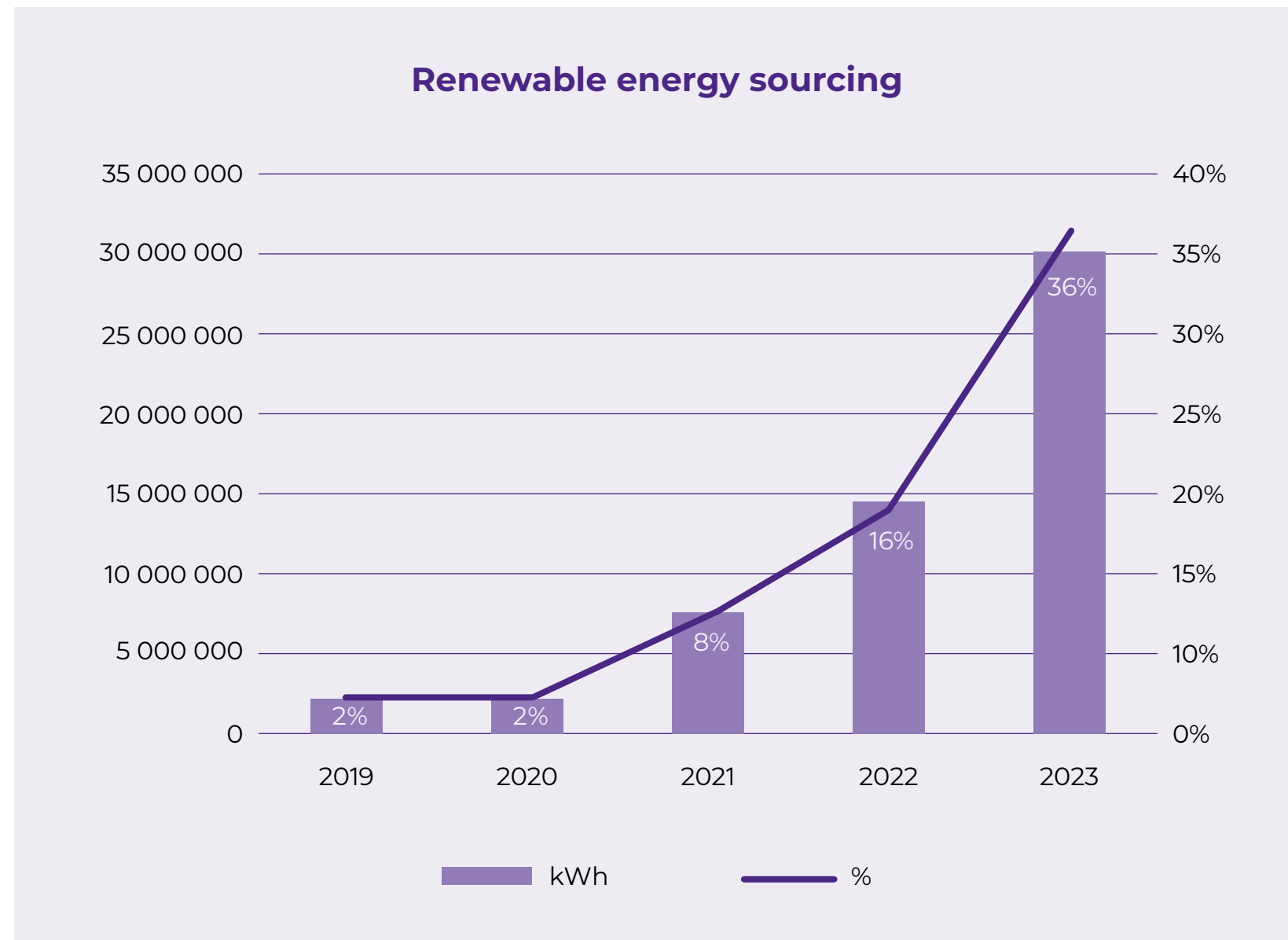
Since 2019, IDEMIA has cut Scopes 1 & 2 emissions by 14% achieving a 32% reduction in carbon intensity.



	2019	2020	2021	2022	2023
Scope 1 & 2 Location-based emissions (tCO2e)	41,3	39,8	42,1	37,7	35,4
Turnover (Bn€)	2,3	2,2	2,2	2,7	2,9
Carbon intensity ratio (tCO2eq/Bn€)	18,0	18,1	19,1	14,0	12,2

Note: Scope 1 & 2 emissions are reported according to French law (L.229-25 of the environmental code): it implies that the use of renewable energy is not considered, although several significant actions have been launched in the past years to increase significantly its usage. Additional locations have been added in 2023 to the reporting of Scope 1 & 2 with historical data.

Proactive management of **energies**



› Increase of renewable energy sourcing: 2 times more than the previous year

- Hydroelectric sourcing in Cotia, Brazil: the site has initiated negotiations to access to hydroelectric generated electricity during the past years. Today 100% of energy purchased for our Cotia site in Brazil is derived from renewable hydroelectric energy sources. The site has been I-REC certified in June 2022.
- 100% renewable energy used for our French sites: IDEMIA has proactively changed supplier contracts to reduce emissions linked to electricity consumption: today, 100% of the electricity purchased for our French sites comes from renewable sourcing, this being accompanied by energy optimization measures.
- Overall, in 2023, the use of renewable energy sourcing contributed roughly to reducing our carbon emissions by 5,200 tons of CO2 equivalent.

› Solar panels

- Cali manufacturing site in Colombia is one of the biggest users of electrical and thermal energy across all of our American sites. The site has analyzed its consumption and defined an energy efficiency program with more than 20 initiatives over the past years. A solar photovoltaic system was installed as part of a renewable energy project: 950 photovoltaic modules of 650Wp in 3.400m², for a peak power of 617.5 kWp. This photovoltaic system generated an average of 15% of total electricity in 2023.
- In 2024, several significant projects will continue to increase the deployment of auto-consumption of electricity generated by solar panels: first deployment in our two largest manufacturing sites in the APAC region, increase in the Cali site and equipment of the new site that will be inaugurated in France.

Note: The I-REC is an International Energy Environmental Attribute Tracking Certificate designed to facilitate reliable carbon accounting for Scope 2, compliant with various international carbon accounting standards. The I-REC is accepted for compliance with sustainability initiatives and goals, such as abatement of CO2 emissions (GHG Protocol), compliance with the requirements of the Global RE 100 Initiative and LEED Certification (Green Building Council).

Looking beyond energy

Reduction of water consumption and impacts from Freight



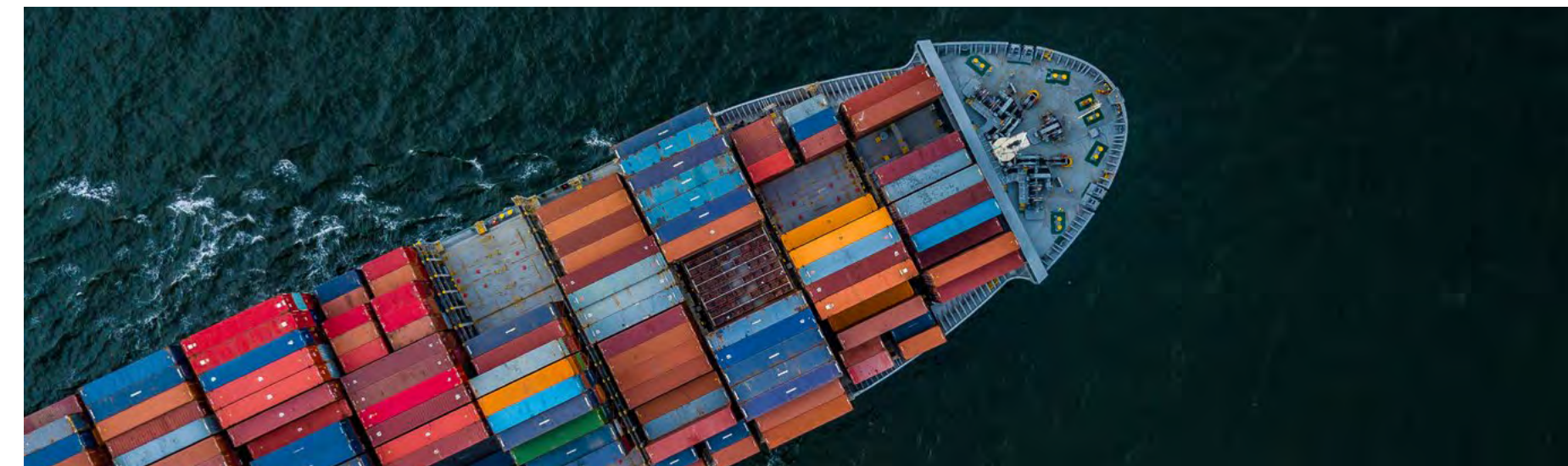
30% water consumption reduction vs 2019

	2019	2020	2021	2022	2023
Water Consumption (m3)	141,8k	118,7k	128,5k	101,9k	99,3k

Treatment of wastewater

- Beyond the reduction of water consumption, several actions have been launched to work on wastewater from production.
- For example, at Yumbo site, wastewater treatment has been installed, it uses a physiochemical and biological process that cleans the water used in the silk washing.

Note: Additional locations have been added in 2023 to the reporting of water consumption with historical data.



Responsible logistics and transportation

- IDEMIA strives to improve transportation efficiency across our value chain. Freight optimization not only increases operational efficiency but also aligns with corporate social responsibility goals, making it a strategic imperative for industrial companies.
- For a few years IDEMIA has identified goods that can be eligible for maritime transportation: inbound logistics of PVC material and inlays for smart cards.
- Leveraging the momentum created in 2022, the share of maritime transport has increased by 2 pts in 2023 versus 2022:
 - > 78% of eligible goods transported by maritime freight
 - > 86% of eligible goods transported by maritime + road freight

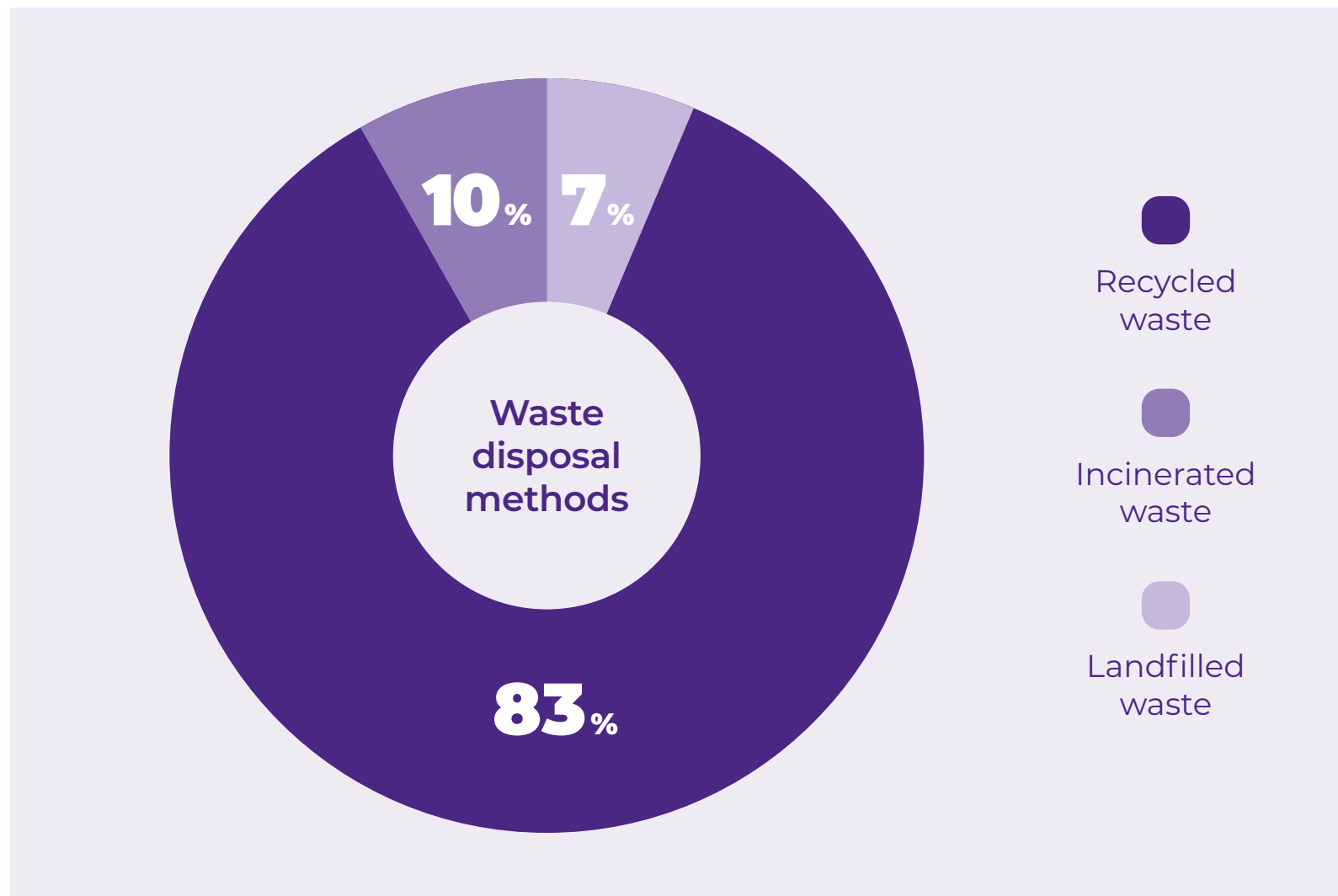
In addition, several initiatives have been launched to increase the use of local suppliers as soon as it will be possible.

Optimizing waste and its management

Waste management during production process

2023	Non-hazardous	Hazardous
Waste (tons)	4311	298
Waste (%)	94%	6%

Waste recycling: 83% recycled in 2023 as per objectives



Waste management improvement coming from our sites

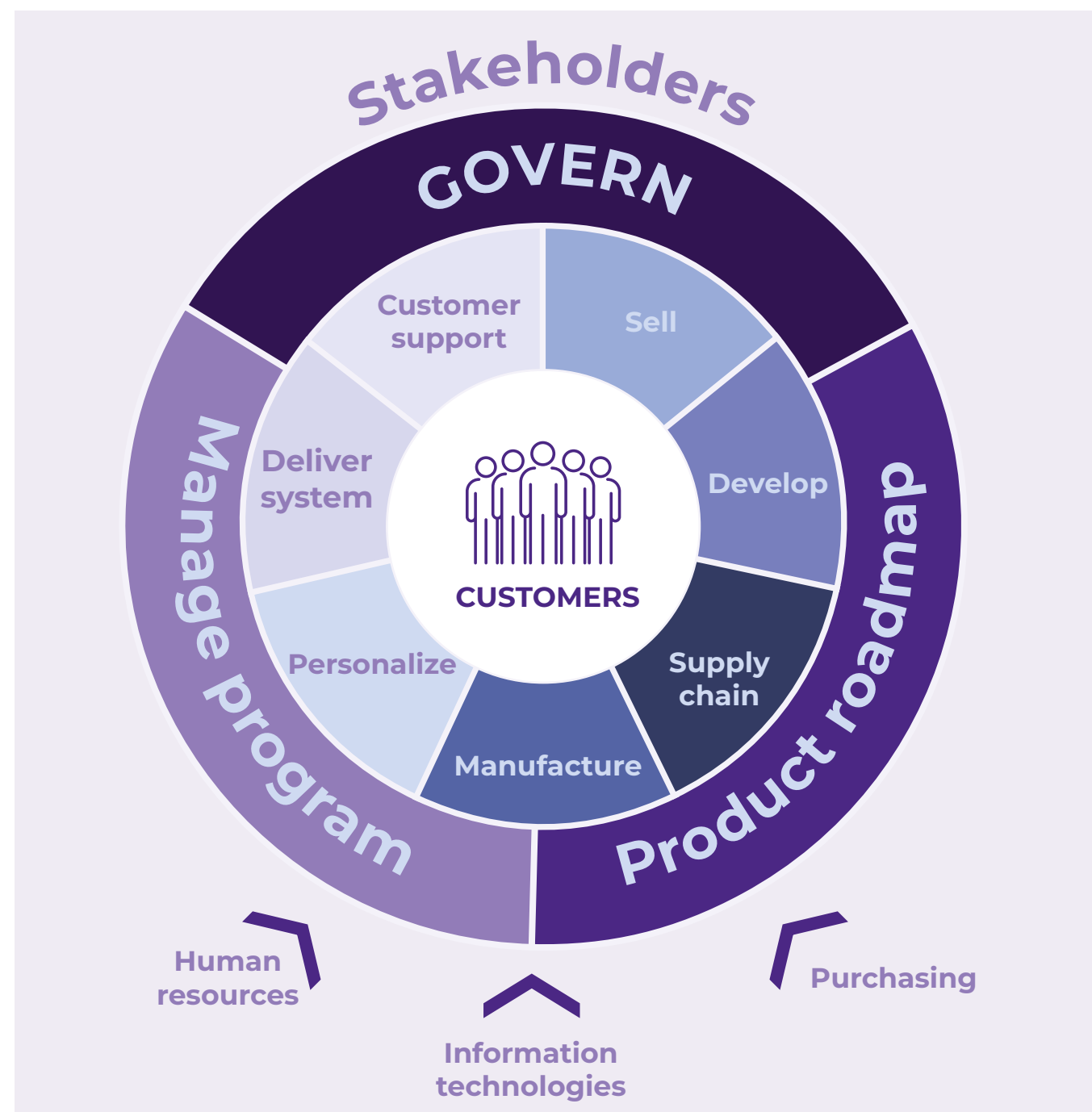
Focus on our Vitré site.

- At our Vitré site in France, we have been working with various stakeholders to tackle this subject. Over the past several years, the site has been sorting its waste such as plastics, metal, paper and cardboard materials to be recycled when possible. In 2022, the site demonstrated its commitment to waste recovery by recycling 86% of non-hazardous production and office waste, totalling more than 486 tons of waste recycled.
- Most of the waste is made up of PVC plastic sheets and card cutting skeletons used to produce payment cards, which represent 62% of the total non-hazardous waste.
- Vitre's plant also selected key partners such as Veolia and Adimas - international companies specialized in waste recovery (recycling) in the connector and electronics sector - to set up recycling solutions for other plastic waste such as PE (Polyethylene), PP (Polypropylene), PS (Polystyrene) as well as cardboard, paper, wood and metal waste (aluminium, iron, copper, palladium and gold).

Focus on our Shenzhen site

- The EHS team worked closely with its supplier, who implemented a digital platform to monitor their waste treatment and they succeeded in recycling more than 90% of their waste.

Quality and environmental management in our **operations**



Group Quality and Environmental Management System

- › IDEMIA's common and integrated Quality and Environmental Management System (QEMS) is deployed worldwide and is based on 13 key processes with a high level of maturity.
- › IDEMIA has been ISO 9001 certified for many years at a corporate level, covering 66 sites by 2023. All IDEMIA activities are certified, from R&D to customer support.
- › Beginning in 2020, IDEMIA launched two key initiatives aimed at continuously improving our performance:
 - > I way, to improve the site maturity on Quality, Security and Environment
 - > Path to Excellence to improve our Root Cause Analyses and our response to customer complaints.
- › In 2023, IDEMIA fully deployed a common Environmental Management System (EMS) based on ISO 14001 standards to take the environmental performance of our manufacturing and personalization centers to the next level.
- › All IDEMIA manufacturing sites as well as our largest personalization centers are ISO14001 certified in accordance with the standard QEMS certification for a total of 20 sites.

Environmental commitments of our sites

- › Minimize the environmental impacts of processes and services by reducing or eliminating dangerous substances, reducing energy consumption, limiting emissions, managing waste recycling and disposal and progressively increasing the usage of renewable energies.
- › Achieve our environmental goals through eco-friendly products and solutions.
- › Help our customers achieve their environmental goals with our products and related advice.
- › Encourage environmental responsibility within the supply chain.
- › Maintain an Environmental Management System across all our production sites and regularly define actions and results on environmental matters.
- › Raise awareness among employees on the environmental stakes.

Designing responsible products



For payment **services**



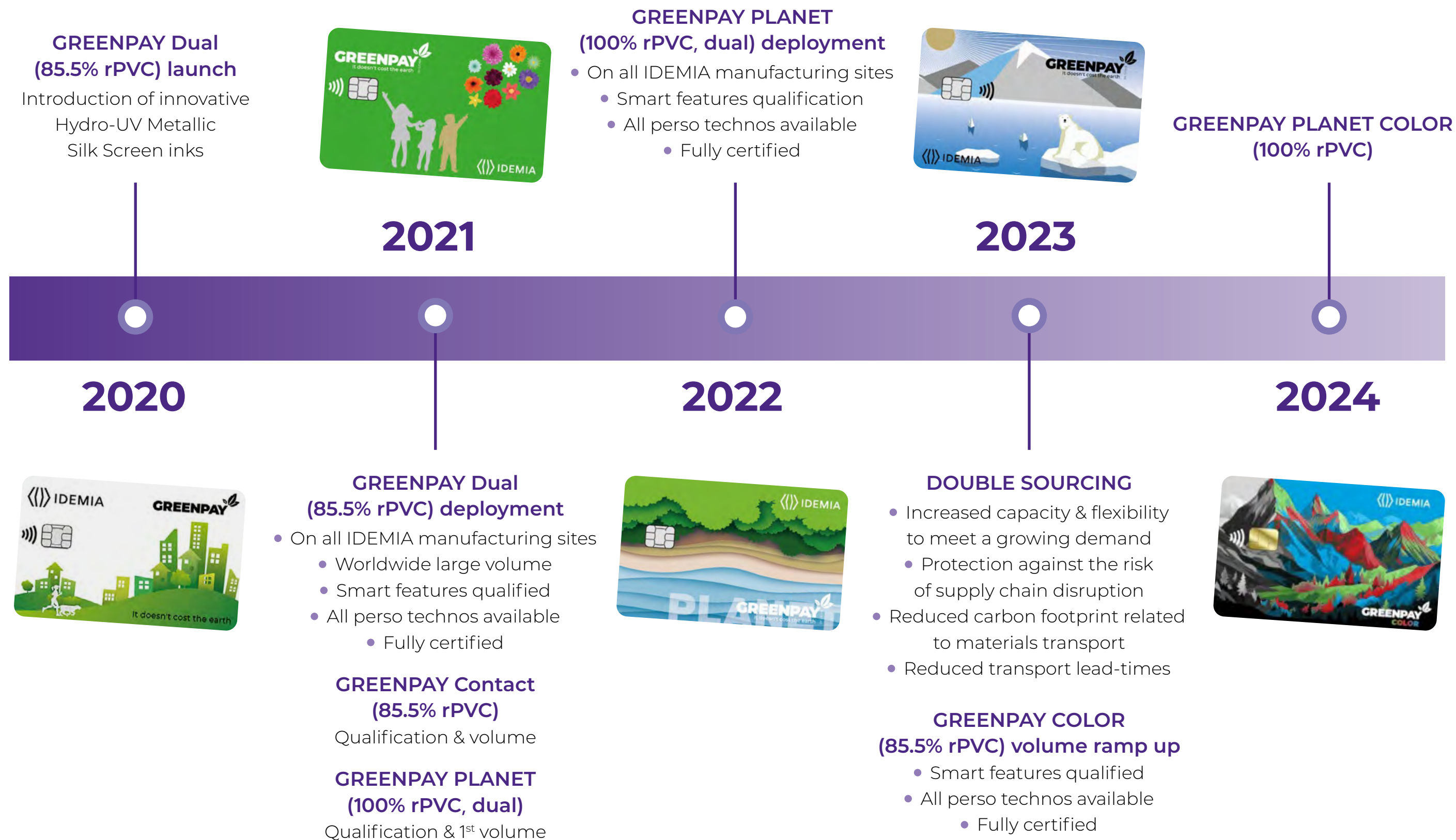
*In the ever-evolving landscape of payment services, **IDEMIA** takes pride in pioneering initiatives that bring out the best of both sustainability and technology. Our commitment resonates in every transaction, forging a path towards a future where innovation converges with environmental and social responsibility. **IDEMIA** is dedicated to developing products and services that not only promise both convenience and security but also champion a sustainable, inclusive tomorrow."*



Julia SCHOONENBERG
Executive Vice President
Payment Services

- Since 2019, IDEMIA offers to its customers a sustainable offering fully dedicated to the payment market: GREENPAY
- GREENPAY focuses on helping banks align their environmental trajectories with ESG strategies while creating opportunities for positive environmental and social impact through the following actions:
 - Minimize the environmental impacts of our products, processes and services.
 - Develop innovative, eco-friendly products, services and solutions.
 - Help customers achieve their environmental goals and migration with IDEMIA's product and services offering.
 - The increasing usage of recycled plastics takes us a step closer to key environmental targets, such as limiting the extraction of natural resources from the Earth, reducing CO2eq emissions, reducing plastic waste to limit plastic pollution and reducing water consumption as standard PVC production is responsible for high water use.
 - With GREENPAY cards, IDEMIA has taken an important first step from Take-Make-Waste towards Reduce-Recycle-Offset with our commitment to reduce single-use plastics.

For payment services



Key figures:

- Up to 150 million GREENPAY cards produced in 2023
- 7 manufacturing plants producing recycled PVC cards and delivering to all continents

Certifications:

- EcoLabel Standard Program certification in 2023 for the Recycled Content category: All GREENPAY Cards
- Underwriters Laboratories (UL) since its launch in 2020: All GREENPAY Cards
- Card Eco Certified by Mastercard: GREENPAY and GREENPAY PLANET Cards
- Environmental Claim Validation (ECV) and EcoLabel Standard Program in 2023: Ultimate Metal Art, SMA, SMA Reflect, Smart Prime and Smart Prime Reflect

Social inclusion through our product design:

- Co-designed cards: With Mastercard, we designed three specific card cut-outs to promote the inclusion of blind and visually impaired people. The round, square and triangle cutouts help differentiate between debit, credit and prepaid cards.
- Braille Card: in 2024, IDEMIA partnered with Arab National Bank to launch the first card with Braille printing technology.

For payment **services**



> GREENPAY Packaging

- Eco-conceived packaging using eco materials (recycled paper, cardboard) and a minimalist packaging, aimed at reducing the consumption of raw materials.

> GREENPAY Recycling

- Under a circular model, IDEMIA is working with banks for a solution to collect expired payment cards directly from the field and transports them to waste treatment facilities to be processed, recycled, and reintroduced into the industrial market to be repurposed.

> Carbon Offset Program

- In 2022, IDEMIA affirmed its carbon reduction strategy by working with ClimateSeed organization on a second carbon offset program in Latin America managed by local NGOs addressing deforestation drivers by investing in commercially viable cacao agroforestry.
- They aim to protect 600,000 hectares of threatened rainforest, avoid 4.7 million tCO₂ eq, create 460 jobs (30% held by women) and develop a cacao cooperative with 1,200 tons of exported cacao.

> e-PIN

- An integrated service for secure PIN issuance via Mobile Application or Web.
- With more than 25 million electronic PINs sent, IDEMIA is the undisputed leader on the digital PIN market.

> GREENPAY wallet

- Enables banks to propose planet regeneration projects, including reforestation, local community support and beach cleanups to their consumers. Tracking is provided to the users to monitor the impact of their donation.

For connectivity services



At **IDEMIA**, we are dedicated to advancing the Telecommunications Industry by minimizing our environmental impact through our full range of eco-designed products. **IDEMIA** will continue to support mobile operators in achieving sustainable connectivity. This year, our product environmental footprint claims were verified by Bureau Veritas, helping to ensure that they are reliable and substantiated."

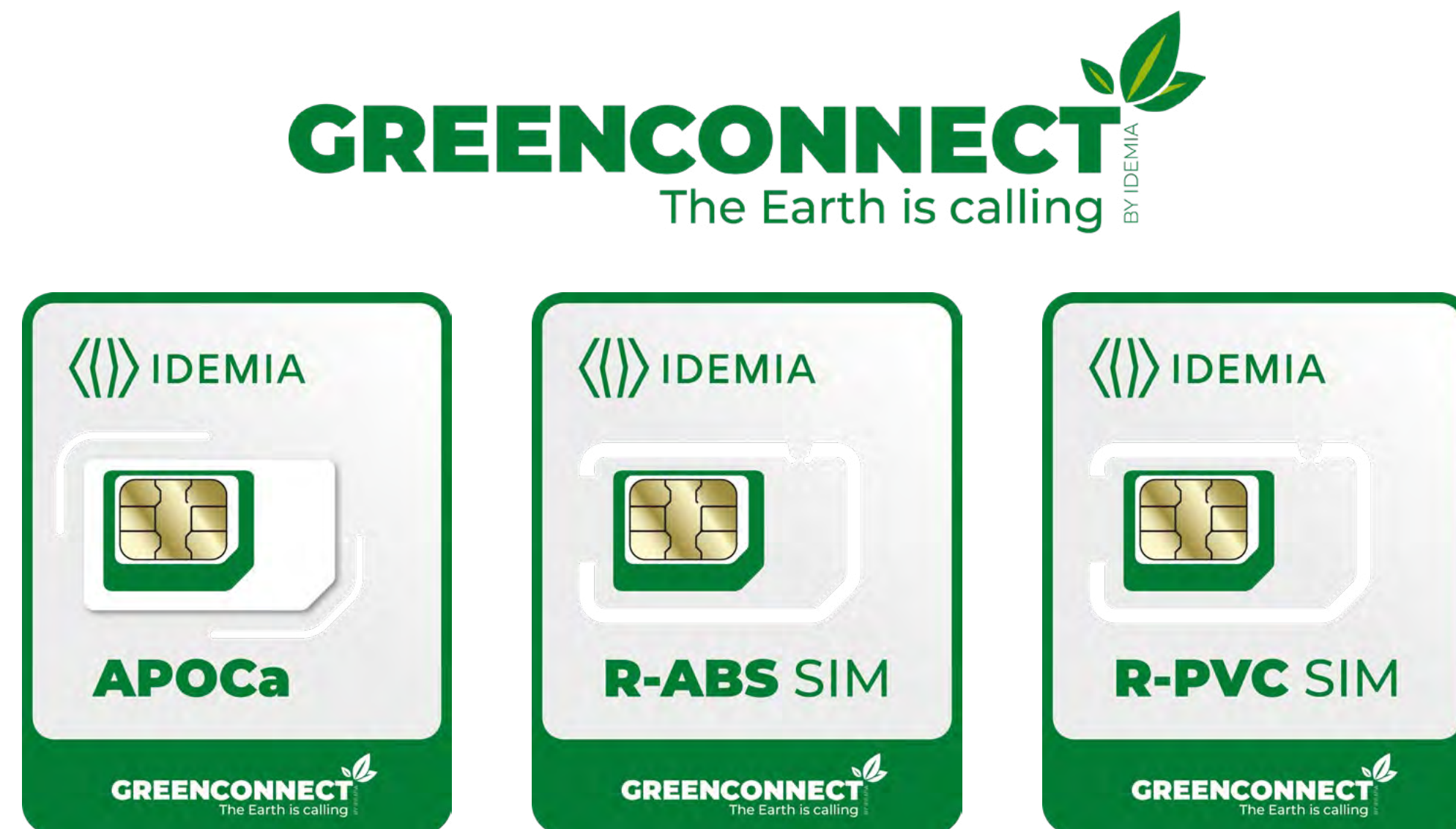


Fabien JAUTARD
Executive Vice President
Connectivity Services

- › Over the past two years, the Connectivity ecosystem has been forging a path towards sustainable practices. With the support of the GSMA, and in line with international methodologies such as the Carbon Disclosure Project (CDP) and the Greenhouse Gas (GHG) protocol, Mobile Operators quantify the environmental impact of their activities and look for ways to reduce it. The GSMA estimates that more than three-quarters of their quantified CO₂ emissions stem from external factors, categorized as «Scope 3» emissions. Mobile operators rely heavily on help from their suppliers to reduce these emissions.
- › As a responsible supplier engaged in supporting the ecosystem's transition to Sustainable Connectivity, IDEMIA proposes GREENCONNECT by IDEMIA, a range of products with substantiated environmental benefits to help Mobile Operators achieve their carbon reduction goals.
- › To limit the production of virgin plastic, IDEMIA offers Recycled PVC and Recycled ABS options.
- › Combined with half card SIM card holders to limit the use of plastic, the GREENCONNECT by IDEMIA SIM cards boost the environmental credentials, with an estimated 44% CO₂eq reduction impact vs. standard credit card size SIM cards.

For connectivity services

GREENCONNECT: a full range of banking cards



Key figures:

- 417 million SIM cards produced in 2023 in “Half” form factor reducing the usage of plastic by half
- 66 million GREENCONNECT cards produced in 2023
- GREENCONNECT produced in the 3 main plants manufacturing and delivering SIM cards internationally.

APOCa:

ABS Plug On Cardboard card facilitates product recycling by helping mobile subscribers easily dispose of their cardboard SIM card support for curbside collection. APOCa has also been reengineered to further boost the environmental benefits of the product by using a half credit card-sized cardboard card, in line with our strategy to limit the use of raw materials in the SIM card carrier composition.

At IDEMIA, we understand how crucial it is to validate a product's environmental benefits to ensure it genuinely contributes to carbon reduction goals and avoids greenwashing practices. To comply with stricter regulations and combat greenwashing, the Connectivity Services Business Unit conducted Life Cycle Assessments (LCAs) of SIM products in 2022, including classic SIMs, Greenconnect and M2M.

Additionally, IDEMIA conducted LCAs of our eSIM Consumer Subscription management solution named Smart Connect Consumer. The results of these analyses were verified by Bureau Veritas.

IDEMIA also chairs the Trusted Connectivity Alliance Sustainability Working Group, working with industry leaders to build a coordinated approach to sustainability objectives in the mobile ecosystem.

For public security



We are dedicated to serving government and public security entities and, in so doing, IDEMIA is committed to the responsible use of technology for public safety. We develop cutting-edge biometrics technologies and identity verification systems that prioritize privacy, human rights and ensure fair and unbiased application. We are also committed to building an inclusive and diverse culture and our impact on sustainability. For example, in 2023, the Life Cycle Assessment for Vision Pass SP revealed a 38% energy reduction, attributed to its sustainable smart power-saving mode."



Matt COLE
Executive Vice President
Public Security and Identity

- › Offering to customers a smarter biometric device: VisionPass SP
- › VisionPass SP offers frictionless user identification for access control. With all the essential features and capabilities of the field-proven VisionPass, the sleek and compact SP version provides accurate and fair matching results in less than one second for all users, regardless of lighting condition.
- › The VisionPass SP is a new iteration of the VisionPass, designed with eco-friendly principles integrated into the various project processes. This resulted in:
 - Supply chain and assembly: 35% reduction in number of components, 66% weight reduction, and a 50% reduction in manufacturing time.
 - Usage: 38% reduction in power consumption, further decreased to 88% in deep sleep mode.
 - Environmentally-friendly packaging: raw cardboard and no foam padding.
- › To fully understand the product's carbon footprint, we initiated a life cycle assessment that will be completed in 2024.



People

Impact – people **pillar**



At **IDEMIA**, we recognize that our people are our most valuable asset. Their skills, knowledge and commitment are the driving force behind our innovation, growth and positive impact on the world. We are committed to fostering a workplace that values diversity, inclusion and personal growth, where every employee feels empowered to make a difference."



Astrid WARREN
Chief People Officer

2023 Highlights

- Implemented core programs such as our internal “High Five” project, which promotes peer-to-peer recognition.
- Empowered employees to design their careers with a brand-new internal career framework.
- Co-designed our Group management program with a top university.
- Launched a tailor-made HR learning program for all HR teams.
- Empowered women presence at IDEMIA, from 31% in 202 to 33% in 2023


Focus on employee's expectations

- Our annual sustainable engagement survey
- Welcoming new talents in the organization
- Managing our social reputation
- Ensure the holistic well-being of our people
- Management of Diversity, Inclusion and Equity
- Enabling Learning and Development
- Reinforcing management practices

Listening to our employees

Our annual sustainable engagement survey

- › IDEMIA invites its team members to share their thoughts and suggestions regarding the Group through our annual “I Speak Up” employee sustainable engagement survey.
- › The survey covers 12 key categories, including indexes such as Employee Engagement, Diversity, Equity and Inclusion and Innovation. These, combined with more specific categories and powerful analysis tools, help us develop a deep understanding of our workforce. All the answers are anonymized by an external partner. Our HR staff and managers have access to the resulting report, enabling them to implement specific action plans for various employee groups.



SUSTAINABLE ENGAGEMENT

84%

of our employees feel energized engaged and able to work at IDEMIA.

⬆️ +3 points compared to last year

A higher engagement compared to last year, driven by all the efforts put in **Learning and Development** and on our ability to develop our people to their full potential.

⬆️ +8 points compared to last year

A PLACE WHERE YOU CAN GROW

Our employees recognize IDEMIA as a place that provides **learning opportunities for you to develop your skills**

73%

of positive feedback

⬆️ +8 points compared to last year

74%

of positive feedback

⬆️ +8 points compared to last year

and offers equal opportunities

75%

of positive feedback

⬆️ +5 points compared to last year



Learning from our employees

Learning from our I Speak Up 2023 Survey

- › During our last annual engagement survey in March 2023, 81% of our workforce actively participated. This demonstrates their willingness to help the organization continue to grow.
- › A major highlight of this survey was the level of engagement shown by our teams, scoring an impressive 84%, 3 points higher than the previous year. This commitment to engagement serves as a testament to the effectiveness of our core people-centric focus. Moreover, this comprehensive survey has provided us with valuable insights, including:
 - 89% of our employees value our positive work environment, where collaboration and teamwork are ahead of the industry norm, +1 point.
 - 83% of our People managers were singled out as managers who recognized, supported, and contributed to the development of their teams: 3 points higher than the previous year and 3 points higher than the industry average.
 - Our standout collaboration and management allow us to provide a positive work environment free of discrimination and harassment where everyone is offered the same opportunities (5 points higher than the previous year).

Share initiatives aiming for a better employee experience

- › Following this year's I Speak Up survey, we launched a new initiative to improve how we share all the actions we've taken. Our monthly HR newsletter addresses a theme, such as "Learning and Development", "Team Recognition" or "Collaboration and Teamwork" and showcases at least two key initiatives led by our teams.
- › Our target is to recognize managers while fostering a collaborative mindset among our HR community. This series of widely accessible examples serves as a dedicated information hub that helps HR and managers as they plan for upcoming editions.

Engage in a culture of peer recognition

- › To foster a culture of appreciation within our community, we launched our very own peer recognition program this past year.
- › Instant and autonomous, this initiative allows our employees to recognize the efforts, good behavior, achievements or talents of their peers and give them a virtual «High Five». It is a timely, non-monetary recognition that does not require approval and is not a way to rate employees or judge their performance. Rather, it is about allowing employees to show appreciation and set an example. The managers of employees receiving the High Five also received copies to be informed on what was valued in their team members.
- › In 2023, 3,170 High Five were created with 910 unique nominators and 2,100 unique nominees.

Listening to Employee **expectations**

Welcoming new talents in the organization

- › With around 3,000 newcomers in 2023, IDEMIA focused on onboarding as one of our major priorities regarding the work experience.
- › We aim to make our new colleagues feel welcome and to ensure that they fully understand the requirements of their position, the company, our business and culture. This onboarding experience is constantly reviewed and upgraded based on feedback from newcomers through a dedicated survey made available to our entire HR team. The survey sets nine tangible KPIs to assess the quality of our processes, from how a newcomer feels on day one to the clarity of objectives set with their managers.

Managing our social reputation

- › Our deep commitment to our employee listening strategy extends beyond our critical internal survey. We engage with online companies to obtain an external review of our approach. These platforms allow individuals to anonymously review our company and provide comments. We believe this feedback is crucial in understanding employee sentiment and thus, actively encourage our team members to participate and share their own experiences at IDEMIA.
- › We currently have a 4-star rating (out of 5) on one of the leading platforms, indicating that our employees are happy to be working in a company that focuses on the employee experience.

Managing our offboarding process

- › After reviewing our onboarding process in 2022, we redesigned our Offboarding experience as we prioritize comprehensive support to our employees throughout their entire journey within our Group, extending our commitment to the end of their IDEMIA experience.
- › Recognizing the significance of structured processes in facilitating effective communication during transitions, we understand that verbal discussions, while crucial, may lack the formality that documented processes provide, potentially leading to misunderstandings.
- › The process includes the creation of standardized documents and the definition of clear steps in the employee offboarding journey. This approach ensures a well-defined and supportive offboarding experience for our departing employees. Most of all, similarly to our onboarding process, this new offboarding process is supported by various KPIs, such as the willingness to return, coming from our leavers assessment that helps our manager and HR team to better understand the reasons for departure.

Addressing well-being with a holistic approach



Ensure the holistic well-being of our people

- › To support our employees personally and professionally, IDEMIA closely considers the needs of our employees. We cooperate with experts to deliver holistic Employee Assistance Programs covering all our employees across the world. Our employee well-being program in 2022 allowed us to continue to prioritize and actively maintain the two axes of the program structure: a global online assistance program and education.
- › Our Global Employee Assistance Program covers all our employees and their family members and offers a consistent and holistic approach to well-being. We partner with an external provider to support our employees and their family members who may be facing any personal challenges, adverse events, stress and other struggles such as managing their finances, health or physical wellness. Resources and consultations are provided free of charge, guaranteeing anonymity, and are available in 200 languages.
- › Each month, we select a well-being theme, to give our employees various physical, mental, financial and social angles to comprehensively approach their well-being. Our teams can learn about the chosen topic by reading a selection of articles offering tips and additional resources. Additionally, they can participate in local initiatives and join webinars run by experts in the field.

Focus on diversity

Focus on promoting more women in the organization

While we value all kinds of diversity, gender is one type of diversity that we can monitor across all the countries in which we operate. Thus, gender diversity is among the ambitions of IDEMIA's IMPACT CSR program. Through IMPACT, IDEMIA has committed to developing diversity with a focus on increasing the number of women at IDEMIA, in STEM roles and management and leadership positions. The following objectives are aligned with our DEI declaration.

- Increase the number of women in our workforce from 31% in 2022 to 34% in 2025
- › Our 1.7 point progression (32.7%) on this objective reflects two key focuses: we recruited more women* (37.4%) and the attrition rate among women is lower throughout the organization.
 - Increase the number of women in all management positions at IDEMIA from 24.7% to 29%
- › Through our People processes, we encourage managers to increase diversity within the Talent pool to better address future opportunities within their teams. Throughout 2023 we increased the number of women in management positions by 1.2 points – 25.9% of our overall management teams.
 - Increase the number of women in tech (engineer positions) from 15.5% to 19%
- › At 18.1%, this is the objective where we made the most progress (+2.6 points).

Current EXCOM composition

Male	7
Female	2
Age <30 years	0%
Age 30-50 years	30%
Age >50 years	70%

Workforce diversity by gender and age

Employee category definitions:

- › Direct: Employees who directly process machines and/or production equipment to create the products; except supervisors and managers who are indirect.
- › Indirect: Every employee who is not direct is indirect.

The data presented below includes all IDEMIA employees globally at year-end 2023:

BY GENDER	EMPLOYEES
DIRECT	5,513
Female	39.4%
Male	60.5%
INDIRECT	9,899
Female	29.3%
Male	70.7%
TOTAL	15,412

Manager diversity by gender and age

Manager definition: all permanent or fixed term employees who have at least one employee in their team.

2023 DATA	HEADCOUNT	% HEADCOUNT
Total IDEMIA Headcount	15,411	–
Women Total	5,073	32.92%
WOMEN INDIRECT	2,899	29.3%
Women Direct	2,174	39.4%
Women Managers	569	26%
WOMEN IN TECH	692	18%

* Our HR guidelines emphasize consistent recruitment procedures, valuing diversity in perspectives and fostering an inclusive environment. We welcome applicants from all backgrounds without discrimination based on age, religion, race, national origin, ethnicity, marital status, sexual orientation, or any other characteristic. These principles aid in attracting top talent to the IDEMIA team.

Focus on inclusive workplace

Building an inclusive workplace

- › Recognizing diversity as a strength, we are dedicated to cultivating an environment that ensures every member of our workforce feels valued, respected, included and empowered to thrive. This year, we organized various actions across our sites in this regard.
- › In France, we prioritized inclusion and addressed disabilities through workshops and Diversity Fresco. Partnering with a dyslexia-focused organization, we organized sessions to empower employees to cultivate a workplace culture that supports diverse needs, fosters open dialogue and promotes empathy. Specialized cooking classes provided valuable insights into the challenges faced by individuals with disabilities, prompting employees to reassess and broaden their perspectives, ultimately reducing stigma.
- › In our India sites, we fostered a feeling of community belonging by hosting our Heart Health Camp. During this initiative, we provided healthcare services to over 500 marginalized workers from Noida Special Economic Zone, where the IDEMIA factory is located.
- › Our commitment includes a dedicated focus on wellbeing. In Pakistan, we held Mental Health Awareness sessions, providing valuable insights and strategies for mental well-being. Discussions covered stress management, work-life balance, resilience and self-care, fostering an engaged and supportive community. In Vitré, France, our «Well-being and Quality of Life at Work» week featured employee workshops on themes such as «nutrition and staggered schedules,» «massage and prevention of MSDs,» and «introduction to sophrology».

- › These examples illustrate the organization's dedication to fostering an environment where inclusion thrives within our teams.
- › Our commitment to diversity is underscored by substantial efforts. To gauge our progress in this area, we assess a Diversity, Equity, and Inclusion (DEI) index in our annual survey, which has shown a positive increase of +3 points since 2022, rising from 82% to 85%.

Setting the foundation for a fully inclusive workplace

- › This year, we focused on achieving our DEI targets. At our Executive Committee workshop, held in early 2023, an expert collaborated with our EXCOM to raise awareness, better understand and ultimately mitigate unconscious biases. Building on this initiative, we launched a targeted online course for managers during International Women's Month focused on recognizing and addressing biases. More than a third of management completed the training.
- › The year concluded with webinars on implicit bias. Held in partnership with a research organization, the courses were offered to all employees, engaging over 800 participants. These initiatives reinforce our commitment to fostering inclusion.

Focus on inclusion & equity

Expand our impact by partnering with an international organization

› In late 2022, IDEMIA signed a global partnership with the social organization Women in Tech (WIT) to generate impact through actions that build skills and confidence and set women up for success in STEM careers across the globe. WIT is a world leading organization for Inclusion, Diversity and Equity in STEM. Our work with this organization supports the UN's Sustainable Development Goals by contributing to five of the 17 goals:

#4 Quality education

#5 Achieve gender equality and empower all women and girls

#8 Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all.

#9 Industry, innovation and infrastructure

#10 Reduced inequalities

› Through our partnership with WIT, we gain access to insightful feedback and benchmarks that we use to improve our overall processes and provide additional support to our Women in IDEMIA Network (WIN) Employee Resource Group.

Leverage March into a spotlight for gender equity awareness

› This year's flagship Diversity, Equity and Inclusion event leveraged the significance of International Women's Day to host events throughout the month under the global theme "#EmbraceEquity".

› A highlight was the successful launch of our DE&I best practices directory, showcasing initiatives that address Diversity, Equity and Inclusion across our locations. We conducted wellbeing seminars empowering women, focusing on «silencing your inner circles.» Location Leaders held workshops to generate local discussion and feedback on this topic. Women colleagues were spotlighted to inspire others - both internally and externally - on IDEMIA's career possibilities. The Women in IDEMIA Network (WIN) played a significant role in structuring impactful actions on a global and local scale.

Deploy Employee Resource Group (ERG)

› WIN is the first IDEMIA ERG led by employees, for employees. WIN is an opportunity for all employees at IDEMIA to play their part in supporting and driving gender diversity within the Group. In 2022, IDEMIA expanded our WIN network into each region with a dedicated action plan.

› To inspire our employees, WIN routinely conducts webinars and meetings featuring internal and external speakers and hosts multi-region events where employees share their experiences. Throughout the year, roundtables with female leaders were organized in various regions, highlighting their corporate journeys, the value of women's leadership and emphasizing self-confidence and daring. Talks on sisterhood during International Women's Month enriched the dialogues. WIN, in collaboration with Women in Tech, launched a mentorship program, facilitating personalized connections for women to share guidance and insights. We also welcomed future women engineers to our sites in Romania, France and Brazil introducing them to inspiring women engineers within the company to showcase the available career paths.



Enabling learning and development



Promoting continuous learning throughout the year

- › Our HR community helps our people managers ensure that employees receive the training and support necessary to advance professionally. IDEMIA's HR function facilitates training and skills development, both at corporate and local levels, to address our employees' needs. The Group has also invested in a global e-learning platform that provides all employees with access to a wide range of training programs. This e-learning platform is in addition to our internal training on mandatory courses. These two e-learning solutions demonstrate our commitment to supporting lifelong learning for our employees.
- › Employees have access to a wide range of training courses on the platform to explore topics they are most interested in, ones relevant to their current role, or to the role they want to pursue next. More than 8,000 courses are available in English on topics as broad as data science, project management, language and communication skills or mental health. Many of these courses are also available in local languages. In 2023, a total of 73,084 training hours were completed by 70% of our indirect staff connected to the program. On top of e-Learning, the Group is also investing in additional in-person learning experiences to align with business requirements.

Supporting our employees in every step of their Journey at IDEMIA

- › We developed a set of Learning Journeys with internal experts, including "Finance for Non-Financial" or "Project management @IDEMIA". These journeys represent a structured sequence of learning events including formal and informal modules and experiences deployed through various techniques and platforms such as e-learning, podcasts and books. This unique initiative provides clear guidance on the next steps individuals should take, along with designated time commitments, all while offering the flexibility of learning at one's preferred location and time.
- › Centralized on a unified platform, our Learning Journeys empower employees to seamlessly access meticulously curated learning resources, validated by our experts. This accessibility aims to expedite both their professional development and advancement within their current roles or as they prepare for the next steps in their careers. The integration of these Learning Journeys reinforces our organizational dedication to fostering continuous learning, providing a valuable resource for skill enhancement and career progression. These Learning Journeys are available in English on topics as broad as data science, project management, language and communication skills or mental health. Many of these courses are also available in local languages. In 2023, a total of 73,084 training hours were completed by 70% of our indirect staff connected to the program. On top of e-Learning, the Group is also investing in additional in-person learning experiences to align with business requirements.

Reinforcing management practices

A COMPANY OUR EMPLOYEES TRUST AND THAT THEIR ARE PROUD OF

76%

of out employees have confidence in the leadership of IDEMIA

⬆️ +7 points compared to last year

92%

of our employees strongly believe in the products and services IDEMIA provides

⬆️ +3 points compared to last year

Managers continue to be recognized for their support, feedback and recognition.

83%

of positive feedback

⬆️ +3 points compared to last year

Providing managers with targeted support

› In response to the evolving role of People managers amid remote work and changing employee expectations, we launched the Online Management Development Program.

› Developed in collaboration with an esteemed business school, this initiative targets 1,700 managers over two years, focusing on fostering a unified managerial culture through a four-month program. Structured across multiple cohorts, it aims to enhance self-knowledge, effective leadership, team collaboration and change management. The program encourages a community of managers engaged in experience sharing, anchored in a shared vision, values, behaviors and best practices. Participants also can engage in coaching sessions with certified coaches.

› In alignment with this initiative, we introduced a Manager Handbook, providing practical guidance for managers to excel as people developers, offering insights on hiring, fostering engagement and supporting team career development.

Towards a smarter performance management

› At IDEMIA, performance management is based on the following key principles:

- Goal setting promotes innovation and continuous improvement.
- The means to achieve our goals is just as important as the outcome.
- We welcome diversity in our entire community to nurture collective performance.
- We recognize and value performance to engage and motivate our employees.
- Success depends on supporting and empowering our employees.

› Throughout the year, we've mapped out a dynamic, continuous performance evaluation process, transitioning from an annual to a more interactive approach to the employee's professional journey. The process involves defining performance and development objectives at the start of the year, with ongoing discussions and support from managers. Employees conduct self-assessments at year-end to prepare for their performance reviews. IDEMIA's performance management is a collaborative effort, with employees and managers working together to contribute to both personal development and collective success.

Towards a stronger local leadership

› The Location Leaders program started in February 2023 for sites with more than 200 people and will allow the onboarding of new location leaders throughout the year, every three months.

› The objectives of the program are to drive employee engagement, multiply our internal listening channel and promote the speak-up culture. It's also to ensure a great employee experience, by improving the way we engage and communicate with our people. Thanks to these leaders, we ensure two-way communication on corporate messages, strengthening a connection between Corp HQ and the locations as well as communicating on local initiatives with the support of HR, General Services, etc.

› This group is a key network across our sites to help drive the IDEMIA-wide understanding of our strategy, priorities, business performance and values and support corporate initiatives at a local level. They also provide timely feedback on the overall local engagement of the teams, around the adoption of new initiatives, policies or processes.

Enabling career development

A week dedicated to career development

- › Fostering an environment where individuals drive their success is crucial for our Group. To achieve this, we organized our second Global Career Week in June 2023 - a dedicated week to explore career opportunities at IDEMIA. Employees participated in a variety of webinars, workshops and panel discussions, learning from colleagues and external experts.
- › The focus this year included themes of career transitions, the role of expertise in shaping careers and leadership trajectories and the continuous learning journey of our employees. Specialized sessions for managers were also offered to support their members in their career journeys at IDEMIA.



Farming career opportunities within IDEMIA

- › During Career Week 2023, we introduced our global «Career Framework» designed to support the growth and development of our employees.
- › Co-created within IDEMIA, this tool maps all roles in our organization, offering generic definitions of objectives, missions, required experiences and skills for each function. The «Career Framework» aims to enlighten and guide employees in their current roles, helping them identify potential career stages within the same function or across various functions. It serves as a valuable tool for planning careers, developing skills and aligning aspirations within our Group. The Career Framework is integral to our Talent Management philosophy, putting employees at the forefront and providing opportunities for them to actively shape their career paths.

Protecting our people

Occupational Health and Safety

Seeking to achieve zero injuries at our sites, IDEMIA is committed to safeguarding the health and safety of our employees at their place of work and during business travel; and strives to create a strong culture of prevention with clear definitions and communication of health and safety responsibilities through the company Health & Safety Manual. Health and safety behavioral expectations apply to the whole company, whatever the activity, wherever the facility, whomever the employee is, those on permanent and fixed-term contracts, agency workers, and/or 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 addresses situations with the potential for accidents or injuries, including handling hazardous substances, emergency procedures, working at height, manual handling and repetitive actions. Health and Safety managers regularly assess risks in production and office environments, incorporating evaluations during the integration of new equipment and industrial procedures. Results are shared with management to introduce appropriate controls and mitigate potential risks. ted to corporate responsibility practices in our request for information template.

12 IDEMIA sites were certified ISO 45 001 in 2023

	2019	2020	2021	2022	2023
Number of injuries in manufacturing sites headcount	32	24	22	14	34
Occupational Injury Frequency Rate in manufacturing sites	3.35	2.55	2.75	1.90	–

Security of our employees

IDEMIA is committed to protecting all our assets from physical threats such as our buildings, our products and our equipment as well as the most valuable of all: our people. With this in mind, in 2021, the Group Security Department reviewed the physical security-related requirements accordingly, 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 to concerned Business Unit Security Officer, oversees translating it into a local physical security policy. Workshops on boosting careers at IDEMIA were also created, as well as another on driving career conversations with an external provider.

Additional sessions for Managers were also proposed, with specific content to accompany and support team members in their career journey at IDEMIA.

Raising awareness of our teams on **CSR topics**



Trainings and workshops:

- e-learning module on CSR included in the onboarding of newcomers, revised version planned for 2024.
- Free access through e-learning platform to many CSR related trainings, with deep dives on specific topics.
- Many climate fresks deployed in multiple regions through our CSR Ambassador network.
- Launch of new collaborative workshops focused on Digital, Biodiversity and Diversity.

World Cleanup Day (more details in the Communities section)

- Beyond a community action, a strong initiative to share challenges around waste.

Beat plastic pollution program in Shenzhen site:

- A comprehensive environmental preservation sensibilization program rolled out from Aug 1st to Sept 16th, 2023.
- The program kicked off its “Learn & Commit” phase with informative posters and videos focused on plastic pollution and IDEMIA’s sustainable solutions.
- During the second “Action & Promote” phase, the World Clean Up Day event was gathering 84 employees and their families and collected more than 80 bags of waste. The program concluded with an awards ceremony on Nov 22nd.

Internal communication:

- Webcasts: focused on dedicated deep dives, sharing good practices, transparent communication on KPIs.
- Integration of CSR within regular management meetings and governance.

External stakeholders

Impact – external stakeholders **pillar**

› IDEMIA recognizes that the partnerships we enter can both positively and negatively impact our achievements and reputation. IDEMIA conducts its external stakeholder relationships with consideration of our customers and partners' needs and concerns, including CSR topics.

Objectives	2023 Progress
› Increase the number of key suppliers audited by EcoVadis, up to 80% in 2023	<ul style="list-style-type: none"> › In 2023, 83% key suppliers have been assessed by EcoVadis versus 57% in 2020. › 88% of the assessed suppliers were meeting IDEMIA's threshold score. › In case threshold is not reached, IDEMIA is aiding and support to the supplier for setting up corrective actions to allow scoring improvement.
› Assess Scope 3 emissions throughout our supply chain	<ul style="list-style-type: none"> › Since 2019, CSR topics have been integrated into the Purchasing Academy, the training program dedicated to buyers. In 2023, a Greenhouse emission principles awareness training has been deployed across all buyers. In addition, buyers also participate in IDEMIA's e-learning courses. › Purchasing team has driven the evaluation of the major suppliers' CSR performance
› Push internal and external CSR communication	<ul style="list-style-type: none"> › Throughout the year, we maintained ongoing communication with external stakeholders, updating them on our CSR initiatives › 70% of the respondents to the customer survey, claim to be satisfied or very satisfied with our CSR performance

› Through these actions, IDEMIA engage with the whole value chain in which the company is operating.

Addressing our supply chain



IDEMIA is fully committed to protecting the environment and to identifying and reducing the impact of all our activities while preserving the health and safety of our people and stakeholders. This commitment is applicable at all **IDEMIA** sites worldwide and is embedded in our Group values."



Cathy JAOUEN
Head of Supplier Quality
Head of HSE



IDEMIA is committed to supporting, promoting and embedding CSR principles in our supply chain. This is underpinned by our Supplier Code of Conduct, which lays down the ethical, social and environmental frameworks that we require our suppliers and sub-contractors to comply with, by our sustainability performance acceleration, which is part of our sourcing strategy, and by the decisions in which **IDEMIA** is actively engaged."



Xavier CASSIGNOL
Chief Purchasing
Officer

- › To serve our customers and meet our internal needs, IDEMIA relies on several thousand suppliers and subcontractors operating around the world.
- › 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 learn with our more mature CSR partners while encouraging those who are at an earlier stage to prioritize responsible business practices. 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 a framework for a trustworthy supply chain in our Supplier Code of Conduct with key CSR principles set out in our general purchasing conditions as well. We work to positively influence CSR practices in our supply chain, including the responsible sourcing of minerals and a zero-tolerance policy on 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 and EcoVadis rating of suppliers.
- › The IDEMIA iWAY Partner Program directs how we engage our 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.

Focus on supplier's CSR performance

› IDEMIA assesses social, environmental and ethical behavior throughout our supply chain in our business activities.

- To monitor the CSR performance of our 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 spending 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, achieve compliance with legislation affecting our business and find opportunities to collaborate with suppliers on CSR. 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 Supplier Performance Review.
- 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.
- End of 2023, 88% of assessed suppliers were meeting IDEMIA's threshold score. Those that did not are working on the agreed set of corrective actions and will be re-evaluated to ensure progress targets are met.

› The CSR performance of IDEMIA's suppliers has improved, with suppliers making the greatest progress in their environmental 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 sphere of influence.
- Five suppliers have EcoVadis scorecards in the environment category, which falls below IDEMIA's threshold. 100% of these low scoring suppliers are actively engaged in corrective actions to improve their score at the next assessment.
- No supply chain relationships have been terminated due to negative assessment of environmental, or other CSR criteria, successfully following the IDEMIA procedure for CSR assessment via EcoVadis.

› In 2023, actions to onboard our suppliers to the EcoVadis platform resulted in the following:

- 100% of new global suppliers with an annual spend greater than 50 k€ have committed to the provisions of our Supplier Code of Conduct or have provided acceptable equivalent guarantees.
- 86% of our purchase volume with top spend suppliers and strategic partners was covered by an EcoVadis evaluation by the end of 2023 (compared to 64% in 2021).

Focus on supplier's **commitment**



› Supply chain risk management

- Since 2019, the scope of our mapping activities has been improving to include CSR risks (human rights and freedoms, health and safety and the environment) and indirect suppliers.
- This mapping is reviewed at least 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 as well as reassess the risks already identified and the relevance and effectiveness of the action plan.
- CSR risk is identified from operational CSR assessment data, considering the prioritization of suppliers, internal or third-party audits (or customers), supplier audits and supplier performance reviews, legal and media monitoring and expectations of other stakeholders.
- 54 supplier audits in 16 countries conducted by the supplier quality team.
- On a regular basis: screening of the supplier database and decision on the actions to perform if any risk is identified.

› Supplier Code of Conduct

- The Supplier Code of Conduct has been 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 suppliers' adherence to the Code of Conduct principles.
- The Supplier Code of Conduct now also integrates IDEMIA's expectations towards greenhouse gas emissions data and roadmap for reduction. The Purchasing Quality Team assesses whether basic CSR principles are applied during on-site audits.

Focus on customer relations



Customer relations

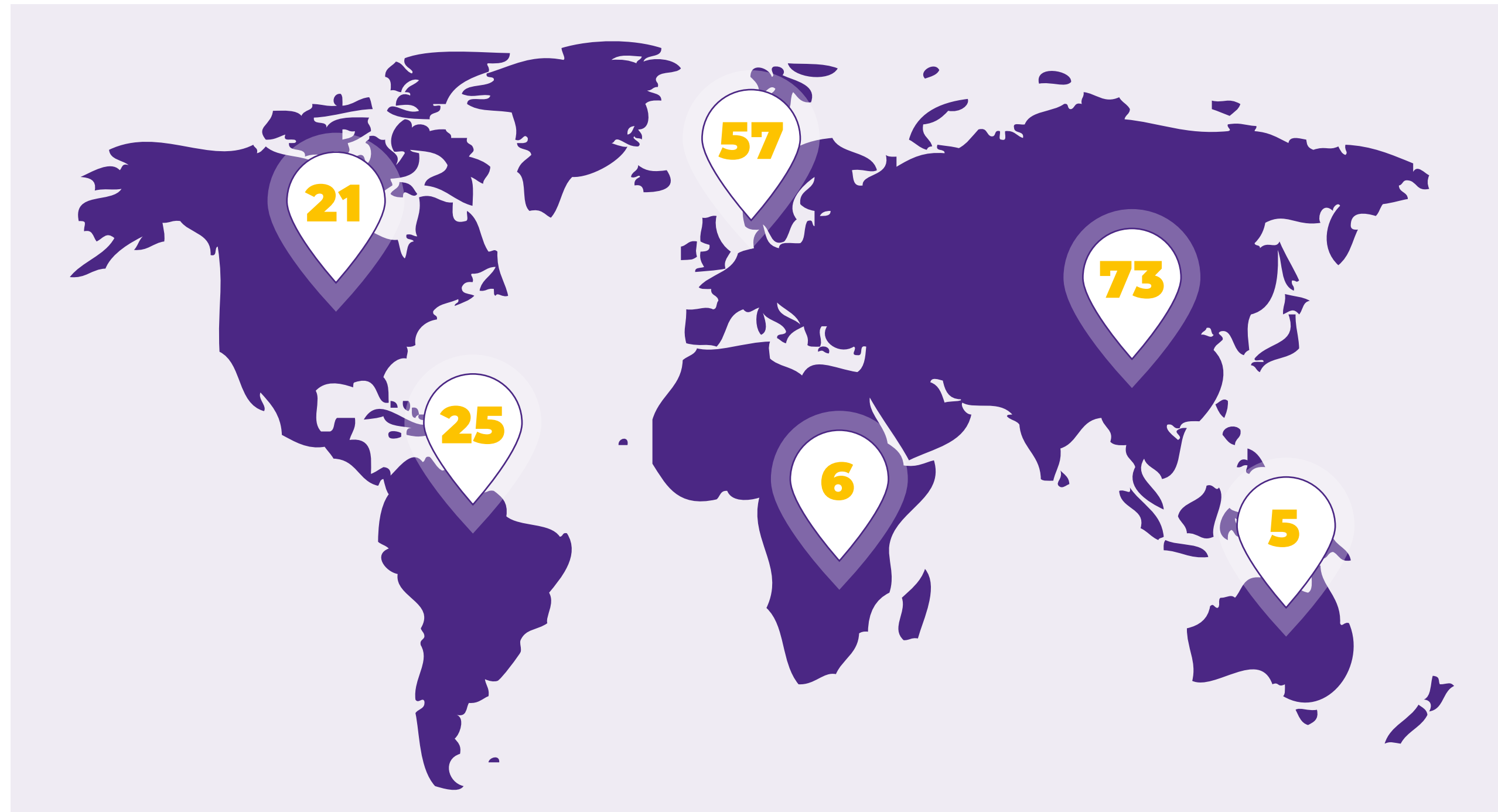
- At IDEMIA, corporate social responsibility guides how we behave and constantly pushes us to be better. Because we have put in place the necessary resources and expertise and continue to strengthen cross-departmental collaboration on CSR-related topics, we are seeing progress in our performance year after 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. As a matter of fact, across our various Business Units, we organized CSR activities to learn from our customers.
- Example of our business unit, Connectivity Services:
 - > Conducted 14 calls with customers to discuss various CSR topics.
 - > Interviewed 70% of our key customers to understand their expectations around CSR actions. Customers' expectations include:
 - > Responsible purchases and engagements with suppliers.
 - > Adaptation to climate change, including carbon footprint assessments (Scope 1, 2 & 3), submission to SBTi, and CDP assessment.
 - > Assessment of the environmental and digital impact of our products and services: through Life Cycle Assessment (LCA) and eco-design strategies.
- Through our policies, procedures and training we demonstrate 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.
- Since 2022, our customer survey has a section dedicated to CSR. In 2023,
 - > 71% of our customers responded to the CSR survey questions.
 - > 70% of the respondents claimed to be satisfied or very satisfied with IDEMIA CSR initiatives.

Communities



Community actions driven by **local teams**

In 2023, almost 150 local community actions performed, involving 7500 employees. Global deployment of World Cleanup Day across our sites.



NORAM*

- Food & Clothes collection
- Pink October
- World Cleanup Day

LATAM*

- Employee recognition
- Estações races
- IWD Trainings
- Pink October
- Pregnant women day
- School visits (environmental awareness)
- World Cleanup Day

EUROPE

- Diversity Fresks
- Handiamo job dating
- World Cleanup Day
- Young Careers association

*NORAM: North America
 LATAM: Latin America
 APAC : Asia Pacific
 MEA : Middle East and Africa

APAC*

- Beehive installation
- Blood Donation Day
- Cultivate Green
- Fruit trees and seeds donation
- Indigenous supplier contract
- Ocean Day
- Water week
- World Cleanup Day
- World Earth Day

INDIA

- Biodiversity Park
- Cancer health camp
- Health camp
- Walk of equity
- Walk for life

MEA*

- Blood donation day
- Mental health awareness day
- World Cleanup Day
- Youth day

Developing education & skills



IDEMIA India skilling center

› IDEMIA India Foundation was created in 2022 to sustain the impact of IDEMIA's CSR activities in India, with a focus on the following areas:

- Empowering through skilling with a special focus on women.
- Training youth from economically weaker communities with requisite employability skills such as data management, IT support, software development and cloud computing, spoken English, basic IT and workplace readiness.
- Building community actions via corporate volunteering (employees volunteer for knowledge sharing sessions and mock interviews).

› With a KPI to place 85% of students in favorable employment, our key objectives in 2023 were achieved with:

- 335 students (among whom we had 145 women and 50 students with disabilities)
- 96% were placed with industry standard salaries (facilitating our female students' financial independence)

Partnering With the Global Alliance 4 Youth

› Since 2021, to reinforce its youth engagement, IDEMIA partnered with the Global Alliance for Youth, working with 20 companies worldwide.

› This business-driven movement committed to supporting young people works on a wide range of topics related to education such as developing soft skills, STEM (Science, Technology, Engineering, and Mathematics) and entrepreneurship.

› In 2022, after joining the Soft Skills working group to work on Resilient Agility, IDEMIA developed a podcast involving several company representatives in 2023.

Initiatives across many regions

> World Cleanup Day: global action leveraging local engagement of our teams

- In September and October 2023, IDEMIA organized its second Group Volunteering Initiative as part of the World Cleanup Day Movement.
- 32 locations joined the initiative all around the world gathering 573 employees to positively impact the environment and their neighborhoods by cleaning up litter from rivers, beaches, parks, forests, streets, historical sites and many more.
- Other activities were also organized to raise awareness and to provide our employees with more information on environmental preservation through mangroves and tree planting, and partnerships with local city halls and schools, among others.
- Building on the momentum of this global initiative within the company, IDEMIA will join the World Cleanup Day in 2024 for the third year in a row.

> Blood donation day(s)

- From June until December 2023, IDEMIA CSR Ambassadors and SPOCs from APAC and MEA regions organized blood donation days across their respective countries. All employees from the different sites were encouraged to donate.
- For the MEA region, the Kingdom of Saudi Arabia and the United Arab Emirates donated to the Saudi German Hospital and the Blood Donation Bank.
- For APAC, the Philippines and Japan gave to the Red Cross, while Indonesia donated to the Palang Merah Indonesia (Indonesian Red Cross Society).



Act for **good locally**



- Employees in the NORAM, LATAM and Europe regions positively impacted their communities by making donations to cancer associations during Pink October.
- Donations to the Red Cross to support their actions in Morocco after the September 19th earthquake.
- Employees in UAE also collected blankets, clothes and non-perishable food items that were delivered to the Red Crescent Society, which managed distribution to Turkey, Syria and Morocco.
- Employees in UAE also partnered with the Dubai Foundation for Women and Children, organizing a clothing drive for those in need.
- Egypt teams collected food and gifts for a local orphanage, the Dar Alsondos for Orphans and Special Needs Children.
- Participation in the Gol de Letra Tournament, in France, which raised funds to educate children from disadvantaged neighborhoods in Brazil.
- Shenzhen teams spread support by caring for 20 young graduates from the schools located in Da Ling Shan, Si Chuan province, by donating 20 second-hand computers.
- IT Care program, launched in September 2023, aims to donate computers that we no longer use to associations in need. Currently, two sites have adopted the program. At the end of 2023, after less than four months of activity, we donated roughly 25 computers to eight associations.
- South African teams formed a partnership with the Gynaecologic Oncology Unit at the University of Pretoria, for developing skills and donating advanced equipment (thermal ablation machines) to help prevent and treat invasive cervical lesions. They also collected toys and non-perishable foods and donated them to Refilwe Legae Home in Alexandra. The home serves as a refuge for 15 children ranging between the ages of 1 and 19 years.

Ethics

IDEMIA group ethics charter



As international tensions rise, upholding our strong ethical values allows us to safeguard our businesses, communities, employees and stakeholders. This commitment led us to further strengthen and expand our ethics policies in 2023, with a specific focus on Human Rights."



Adrien CADIEUX
General Counsel
& Chief Compliance Officer

- › The IDEMIA Group Ethics Charter specifies the Group's values, defines our guiding principles, provides background and sets benchmarks for our operations and identifies our CSR, ethics and compliance markers. Released at the end of 2022 and revised in September 2023, it notably sets out the Group's 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.
- › The Ethics Charter is available in 5 languages on the intranet and on IDEMIA's website. The Ethics Charter applies to all employees of the IDEMIA Group and our companies worldwide, including temporary staff. All new employees are given a copy. We also expect our partners, specifically our clients and suppliers, to familiarize themselves with the Ethics Charter to make sure they share our values and commitments.
- › Ethics Charter training is a key element of newcomer onboarding, along with modules pertaining to CSR Fundamentals, quality, GDPR and anti-corruption. A training campaign is launched every year targeting approximately 6,000 employees worldwide.

Anti-corruption and trade compliance



IDEMIA is a major player in the identity and security market, where administrations and public authorities are active and where investment 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.

IDEMIA applies a principle of **0 tolerance** to the risk of corruption and influence peddling.

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 to promote 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 legislative and regulatory changes and best market practices.

IDEMIA France is certified ISO 37001 (anti-bribery management systems) since 2022.

It rewards the Group's efforts and investments made to reach the highest standards in terms of anti-bribery strategy. In 2024, additional countries will be ISO 37001 certified.

Anti-corruption compliance program is based on

- › Zero tolerance for corruption and influence peddling at the highest level of the Group. Every year, the Ethics, Compliance and Safety Committee of the IDEMIA Group Supervisory Board reviews the Anti-Corruption Compliance Program applicable to all subsidiaries and companies controlled by the Group across all regions.
- › An “Anti-Corruption” Code of Conduct which, in line with the Group's Ethics Charter, 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, that was revised in 2022 and will be updated in 2024.
- › 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 mandatory online training module and physical or remote training sessions tailored to employees' exposure to the risk of corruption. Anti-corruption training completion figures are disclosed in the following table:

Anti-corruption e-Learning completion reports for 2022 and 2023

REGION	2022	2023
APAC	422	320
EUROPE	915	545
FRANCE	1,291	627
INDIA	886	197
LATAM	288	274
MEA	243	134
NORAM	1,685	456
TOTAL	5,730	2,553

Number of IDEMIA employees who passed the anti-corruption e-Learning

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.

Anti-trust

- › IDEMIA prides itself on being at the forefront of innovation. Our customers choose us because they recognize and appreciate the quality of our solutions. Making sure we only engage in fair competition practices is one of the many ways we demonstrate that we are a sustainable company.
- › IDEMIA's compliance program on antitrust focuses on making sure that all employees know the rules and how to apply them to their daily business life. This is achieved by raising awareness on the topic to the top, training people in each business unit focusing on the types of risks they are exposed to, giving them access to guidelines and do's and don'ts factsheets (e.g. on market intelligence or trade association memberships) and making sure they know who to contact if they have a doubt or if they want to report a non-compliance.
- › While the Antitrust Compliance Program is managed at the Group level, the Legal and Compliance Department plays a key role in supporting the business on this topic in all geographies.
- › In 2023, more than 200 persons have received dedicated classroom training. In addition, e-learning addressing antitrust topics has been rolled out, targeting exposed functions including management, sales and marketing, purchasing and people involved in trade associations or standard working groups.

› Anti-trust e-Learning completion reports for 2023

REGION	2023
APAC	322
EUROPE	600
FRANCE	534
INDIA	190
LATAM	498
MEA	214
NORAM	490
TOTAL	2,848

Number of IDEMIA employees who passed the anti-trust e-Learning

Export control and trade **sanctions**

- › IDEMIA complies with all applicable laws and regulations relating to trade sanctions and export control. In all of our operations worldwide, IDEMIA makes sure to comply with UN, EU and US economic sanctions.
- › IDEMIA has a comprehensive compliance program in place which is implemented through a network of more than 50 export control officers and correspondents around the world. They are in charge of:
 - Ensuring consistent application of export control and trade sanctions processes within the IDEMIA Group.
 - Ensuring compliance with all activities carried out by IDEMIA companies, taking into consideration the classification of goods, their final use, end-users and recipient states and paying particular attention to the risk of misuse of our products or circumvention of trade sanctions.
 - Making sure that all relevant business processes (e.g. sale, purchase, assignment to a project) incorporate the appropriate controls, in accordance with the Group policy.
 - Facilitating awareness sessions for newcomers and delivering specific training (regulatory changes, targeted activities, countries under sanctions and embargoes, etc.)
- › In 2023, more than 120 individuals received dedicated classroom training. In addition, e-learning addressing antitrust topics has been rolled out, targeting exposed functions including management, legal, sales and marketing, purchasing and R&D.

Export control e-Learning completion reports for 2023

REGION	2023
APAC	385
EUROPE	609
FRANCE	708
INDIA	223
LATAM	459
MEA	259
NORAM	389
TOTAL	3,032

Number of IDEMIA employees who passed the anti-trust e-Learning

Human Rights (1/3)

- › One of our priorities is making sure that when it comes to human rights and fundamental freedoms, we comply with the same standards across all regions.
- › IDEMIA adheres to the United Nations Global Compact Initiative.

#2 No discrimination for any reason

#4 No-one shall be held in slavery or servitude

#5 No torture or cruel or degrading treatment

#19 Freedom of expression and opinion

#20 Freedom of peaceful assembly and association

#23 The right to desirable work and joining trade unions

#24 The right to rest and leisure

#25 The right to an adequate standard of living

- › These principles are upheld in all our policies that relate to the conditions of work of our employees, in the way we structure our supply chain and in the way we develop and market our solutions, with particular attention to child labor, modern slavery, conflict minerals, data protection and privacy and the risk of misuse of our products.

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, nighttime 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, and 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.

Human Rights (2/3)

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 follows legal obligations.
- › We have identified that where we work with small-scale local recruitment agencies that are 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. While IDEMIA is not currently subject to legal obligations such as those of the US Dodd-Frank Act, we work with purchasing to positively influence ethical behavior through the application of a conflict-free sourcing process.
- › IDEMIA does not directly buy minerals, however, we keep 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 concern, such as cobalt.
- › Each year, we support numerous customers with their conflict minerals reporting requirements by 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.

Human Rights (3/3)



Risk of misuse of our products

- › IDEMIA develops and sells powerful solutions, and we do it mindfully and ethically. IDEMIA has implemented a governance designed to address the risks that the use of our products may be diverted and used in connection with human rights violations.
- › Certain projects, either because they involve heavily sanctioned countries or countries subject to human-rights related sanctions, or because they include sensitive solutions and a country with a low Democracy Index (according to the index compiled by the Economic Intelligence Unit), are reviewed by a dedicated committee and require the validation of IDEMIA's CEO.

DECISION	2022	2023
APPROVED	3	11
APPROVED WITH CONDITIONS	3	9
DENIED	1	9
TOTAL	7	29

- › This Human Rights Committee is composed of the head of the business unit concerned, the Group Chief Technology Officer, the Group General Counsel and the Head of Branding & Communication. It may recommend pursuing or abandoning the presented opportunity or amending our scope to reduce the level of risk of misuse of the products. This governance was implemented in 2022 and applies to both new opportunities and contract renewals.

Data protection and privacy

- › As a major player in civil and digital identity management, online security and personal data protection are at the heart of our business. Confidentiality and protection of personal data are the first concern of IDEMIA, and it goes with the security of our products and services. IDEMIA keeps various records: notably one with substantial complaints, and another with major data breaches having an impact on privacy.
- › In 2023, there was no major personal data breach having an impact on privacy and personal data. IDEMIA ensures the protection of personal data through technical and organizational measures, in accordance with the GDPR.

- › Technical measures include:
 - Encryption
 - Double authentication
 - Secured keys
 - Data segmentation
 - Access rights management
 - Pseudonymization: bringing personal data in the form of pseudonyms, with syllables or a truncated form
 - Anonymization: making personal data anonymous
- › Organizational measures are:
 - Privacy coordinators 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
- Group Privacy policy and other specific policies and procedures related to data protection
- Data centers in Europe
- Yearly reports
- Alert procedures in the event of a personal data breach

- › Our customer and supplier contracts systematically contain clauses relating to data protection and privacy. Our suppliers need to comply with third-party privacy due diligence worldwide.
- › Finally, two mandatory GDPR training exist: an online awareness module and an updated module for 2023 for all IDEMIA employees. In the 2023 campaign, 90% of employees based in the European Union and 85% of employees outside the European Union took this training.

Internal audit and control

- › Internal Audit and Control teams, attached to the COO Organization, 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 added a list of CSR-related questions to the «compliance» questionnaire and on-site checklist (health, security, environment, human resources, ethics, supply chain, etc.).
- › In 2023, 56 IDEMIA entities representing more than 95% of the Group's workforce completed and returned this questionnaire.

Whistleblowing system

- › Launched mid-2020, our alert collection system is accessible to anyone 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 Ethics Charter via the generic email address (ethics@IDEMIA.com).
- › The Ethics Committee is a central structure. Its members are Group employees with good knowledge of our activities, who have the independence and freedom of mind necessary to carry out their mission. The Ethics Committee guarantees compliance with the Ethics Charter and oversees its proper implementation.
- › The Ethics Committee centralizes all the alerts received (internal and external). Each alert is analyzed and pre-qualified for an investigation by the Ethics Committee if deemed necessary. Depending on the type of allegation, the Ethics Committee decides on the investigation strategy to be carried out, the controls and interviews to perform and the support that will be required. Information collected in relation to an alert is strictly confidential and stored on an online portal accessible only to the Ethics Committee members.
- › Any incident that violates local applicable laws or constitutes misconduct against the IDEMIA Group Ethics Charter can be reported. Alerts figures are disclosed in the following tables:

TYPE OF ALERTS RECEIVED	2021	2022	2023
Allegations of fraud	4	4	3
Allegations of corruption	0	2	4
Allegations of conflicts of interests	2	3	6
Allegations of harassment	1	3	4
Allegations of favoritism	1	2	5
Non-compliance with the Ethics Charter	2	3	6
Inadmissible	1	0	5
TOTAL	11	17	33

DECISIONS	2021	2022	2023
Sanctions	4	6	9
Reminder of the policy and regulations	3	6	8
Dedicated training	1	1	2
No further action	2	4	9
Not applicable	1	0	5
TOTAL	11	17	33

GRI Certification



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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.'s Corporate Social Responsibility Report 2023 (the Report) covering the period from 1st January 2023 until 31st December 2023. 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 2023 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: ISAE3000

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 2023 information and data are not fairly presented in accordance with the reporting criteria. This GRI in Accordance Report does meet all the requirements of the GRI Standards.

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.


 Simon Pitsillides MBA, FEIM, FIEMA
 GRI Nominated Trainer, IEMA Trainer
 GRI Certified Sustainability Professional
 FBRH Consultants Ltd, London, UK

124 City Road | London EC1V 2NX | contact@fbrh.co.uk
 www.fbrh.co.uk



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Appendix I: Scope of our assurance engagement

General Disclosures

Disclosure #	Disclosure Title	Requirements	Title
2-1	Organizational details		
2-2	Entities included in the organization's sustainability reporting	GRI 1	Foundation 2021
2-3	Reporting period, frequency and contact point	Disclosures	Disclosure Title
2-4	Restatements of information	3-1	Process to determine material topics
2-5	External assurance	3-2	List of material topics
2-6	Activities, value chain and other business relationships	3-3	Management of material topics
2-7	Employees	Topic-Specific Disclosures	
2-8	Workers who are not employees	Disclosure #	Disclosure Title
2-9	Governance structure and composition	GRI 301	Materials
2-10	Nomination and selection of the highest governance body	GRI 302	Energy
2-11	Chair of the highest governance body	GRI 305	Emissions
2-12	Role of the highest governance body in overseeing the management of impacts	GRI 308	Supplier Environmental Assessment
2-13	Delegation of responsibility for managing impacts	GRI 404	Training and Education
2-14	Role of the highest governance body in sustainability reporting	GRI 405	Diversity and Equal Opportunity
2-15	Conflicts of interest	GRI 414	Supplier Social Assessment
2-16	Communication of critical concerns		
2-17	Collective knowledge of the highest governance body		
2-18	Evaluation of the performance of the highest governance body		
2-19	Remuneration policies		
2-20	Process to determine remuneration		
2-21	Annual total compensation ratio		
2-22	Statement on sustainable development strategy		
2-23	Policy commitments		
2-24	Embedding policy commitments		
2-25	Processes to remediate negative impacts		
2-26	Mechanisms for seeking advice and raising concerns		
2-27	Compliance with laws and regulations		
2-28	Membership associations		
2-29	Approach to stakeholder engagement		
2-30	Collective bargaining agreements		

124 City Road | London EC1V 2NX | contact@fbrh.co.uk
 www.fbrh.co.uk



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