



Sustainability Mission Statement

Introduction

As a global company, we at Ingenico have a responsibility towards people and the planet, and a key role to play in sustainably building tomorrow's world. We believe that managing the environmental, social and governance dimensions of our activities is essential to the sustainability and growth of our business. Sustainability is essential to ensuring that we remain an innovative, competitive and leading player in the payments ecosystem.

Ingenico has always placed value on being a responsible leading player in the payments market. In our new chapter, it is increasingly important for us to move from a regulatory compliance approach to sustainability towards a proactive commitment to societal progress and a thought-leadership role regarding sustainability. This change will generate true value and opportunities to improve Ingenico's overall competitiveness, performance, and positive impacts on our customers, our ecosystem and global society.

Ingenico's new approach towards sustainability is in-line with our broader company strategy. This approach fully supports our business transformation. It will strengthen our technological, industrial and human capacities. It will accelerate our development of innovative products that meet the needs of our customers and partners for a more inclusive, responsible and sustainable society.





Ingenico's Sustainability Strategy

As part of establishing ourselves as the ecosystem enabler in the payments industry and the most trusted technology partner in the new world of payments acceptance, Ingenico will embed a culture of positive environmental and social impact, strong governance and ethical behaviour all across our global business. This will create value for our society, customers, partners and ourselves and will also be a key competitive differentiator for Ingenico in the payments market.

With this aim, we have defined a revised company vision and mission statement that reflects Ingenico's long-term and holistic vision of business transformation. We will carry out our business operations in a responsible and sustainable way, entrenching within all our teams a desire to act in a sustainable way towards all of our stakeholders and to society in general.

"To be the ecosystem enabler and the most trusted technology partner in the new sustainable world of payments acceptance"



In order to embed a genuine culture and practice of sustainability within each Ingenico team member and achieve real sustainable growth across the global business, the Management Committee has adopted a three-fold foundational strategy.

These three elements are:

- Sustainable value creation and development through the promotion of sustainability throughout Ingenico.
- Advocacy for and integration of sustainability into all key decision-making across the business, led by each of the top leaders and decision makers across the business.
- Alignment with our stakeholders, strongly allying with business partners and integrating their expectations into our priorities.



The practical activation of this new strategy is guided by the following four pillars, which are aligned with the United Nations' Sustainable Development Goals (SDGs):

Environment



- Reduce carbon emissions
- Accelerate the energy transition
- Advocate for an eco-design approach to products, solutions and services
- Encourage reparability and recycling of products

People



- Promote diversity and inclusion
- Support learning as a lifestyle
- Establish welfare initiatives for health and well-being
- Develop trust and empowerment for employee engagement

Corporate Citizenship



- Promote fair business practices with partners
- Improve the sustainability performance of our supply chain
- Track the use of raw materials and controversial substances
- Increase community investment and philanthropy

Governance & Ethics



- Apply excellence and diversity at board level
- Be a recognised leader in sustainability performance
- Guarantee high ethical standards
- Publish transparent and regular reporting

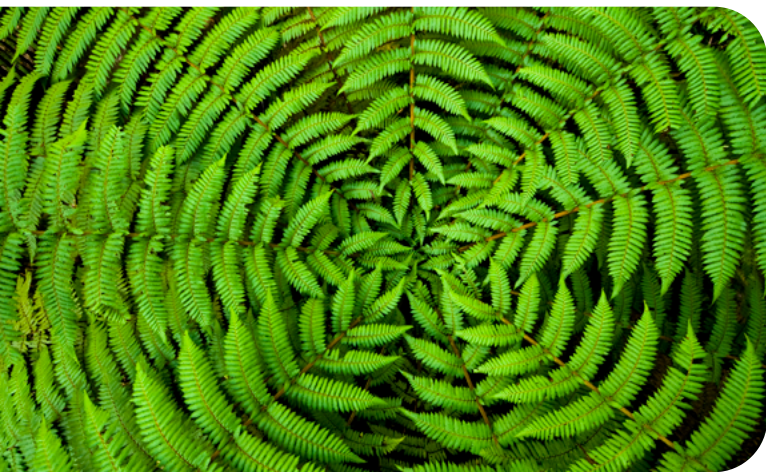
Environment

As a leader in payment services and a worldwide provider of electronic payment terminals, Ingenico has a key role to play in managing the environmental impact of the payment chain.

Climate change is one of the most urgent environmental issues. Payment terminal production activities contribute to energy usage, CO₂e emissions and the scarcity of raw materials. Ingenico is deeply engaged in reducing its environmental footprint.

We are developing more eco-efficient terminals, maximizing the use of carbon-efficient transport and reducing the impact of our office and business activities.

Ingenico's environmental programme sets out strong ambitions in a series of environmental commitments including corporate policies for climate change and energy, waste management, natural resources conservation and associated actions related to the reduction of carbon emissions and the eco-design of products and services. This programme forms part of our pledge to a circular economy, helping to reduce pollution and save natural resources.



Topics

Climate change

Energy transition

Eco-design

Circular economy

SDGs



Objectives

Reduce the carbon footprint of our operations

Purchase energy from renewable sources

Advocate for an eco-design approach to products, solutions and services

Encourage the repairability and recycling of terminals

People

Ingenico's people are its most important resource. Spanning the whole world, Ingenico faces a massive challenge to create equal opportunities and promote diversity of all kinds within its workforce.

We provide, and need to continue to provide a healthy, secure and safe environment in which to work, while fostering diversity and inclusion. Ingenico will always strive to ensure that employees are fairly and equally treated.

By creating equal opportunities across our operations and ensuring that our team members

can develop and grow, while preserving a fair balance between work and private life, we at Ingenico can better achieve our people-related goals and further develop our status as an employer of choice.

Ingenico is a key contributor to the local communities in which it operates. To further support this and increase our team members' sense of community impact and engagement, Ingenico's HR strategy encourages employees to spend time volunteering and proactively contributing to our local communities.

As a major player in the new world of commerce, our HR strategy focuses on the issues below as supported by the sustainability strategy.



Topics

Diversity and inclusion

Learning and development

Employee satisfaction and engagement

Health and well-being

SDGs



Objectives

Provide equal opportunities for all genders

Support for ongoing education and a learning organisation

Develop trust and empowerment for employee engagement

Create welfare initiatives for employees

Corporate Citizenship

Ingenico is and will remain a partner of choice for its clients, suppliers and surrounding communities. To achieve this, we promote fair business practices in the supply chain, hold our suppliers to our own Sustainability standards and ensure that our suppliers and customers are protected from any unethical business practices.



We share common business practices and a high level of ESG performance with our partners in the supply chain. By encouraging our partners to improve Sustainability levels and to commit to equivalent levels as ourselves, and by promoting local sourcing, when possible, we can advance sustainable business practices to the benefit of our customers and our wider ecosystem.

We are committed to track controversial substances in our products and make sure no conflict minerals are used by our supply chain. Ingenico's corporate citizenship focuses on our suppliers and on civil society to help us identify and positively influence our impacts. By recognising our impact on local communities and developing local initiatives to foster philanthropic behaviour and promote employee engagement, we can further develop Ingenico's position as a true global leader in the market.

To meet these challenges, we propose to develop and implement policies which focus on the following topics:

Topics

Fair business practices

Responsible supply chain management

Responsible sourcing of raw materials

Community investment and philanthropy

SDGs



Objectives

Contractual shared sustainable expectations to cascade internal standards to the supply chain

Improve the sustainable performance of suppliers

Track conflict minerals and other controversial substances

Increase general philanthropy actions and promote volunteering

Governance and Ethics

Aligned with our wider Corporate Development strategy, accountability and ownership are key foundational principles to be promoted in Ingenico's new chapter. These principles and the implementation of them by each member of Ingenico's leadership team will be enhanced through strong training programmes, robust processes and relevant reporting.

Our aim is to ensure that all Ingenico teams use transparent accounting methods, pursue integrity and fair business practices, promote gender, race, age, nationality diversity and that possible conflicts of interest are taken into consideration, reported and avoided.

Safeguarding data privacy by identifying and mitigating vulnerabilities and by constant

monitoring and improvement will be key to building a robust new chapter for Ingenico. Respect for the agreed and endorsed environmental, social or corporate citizenship commitments will be paramount to achieving our wider business goals as a world-leading payments business.

Implementation of our Code of Ethics, Anti-Bribery and Anti-Corruption policies and processes by each Ingenico team member, and promotion of these by each member of the leadership team, is essential to building a robust and sustainable Ingenico.

Finally, reporting our level of achievement on extra-financial performance and publicly disclosing the progress of our tracking indicators is key to fair and transparent communications with our stakeholders.



Topics

Transparency and Ethics

Board Management

Global Sustainability Performance

SDGs




Objectives

Guarantee the highest ethical standards

Report and disclose extra-financial performance regularly

Apply excellence and diversity at Board level

Be a leader in terms of sustainable performance



Thank you
for your ongoing support
of our programme