TRUST 2020

Corporate Social Responsibility report 2015

worldline
e-payment services

an atos company

CONTENTS

CSR by Worldline

After defining Worldline's CSR approach, priorities and main relevant challenges, we decided to brand our initiative by creating the label: CSR by Worldline. This contributes to strengthening our CSR commitment by making it more visible to both internal and external stakeholders. This label is used on all CSR communications materials.

CSR VISION & MATERIALITY

4 TOP CHALLENGES

MESSAGE

from Thierry Breton
Atos Chairman and Chief Executive Officer,
Worldline Chairman

"

WORLDLINE'S FULL-SCALE COMMITMENT IS WHAT WE EXPECT FROM A LEADER

"

In the first year following Worldline's creation through the initial public offering, the company took steps to define its Corporate Social Responsibility (CSR) approach based on its processes and priorities. Worldline was able to build upon its experience as part of Atos Group to define a strong and robust framework that reflects the view of both companies that CSR must be closely interwoven with business activities. By definition, improving CSR performance means improving business performance.

Already in 2015, Worldline has earned recognition for its CSR efforts. The independent evaluation organization EcoVadis, which has assessed the sustainability of Atos Group's supply chain for many years, provided a very solid Silver level rating to Worldline for its initial score. Worldline also received a high score from Gaïa in its first assessment rating. In addition, Worldline got ISO 14001 certifications for its data-centers and office sites, confirming the company's commitment to environmental performance.

Worldline Management took steps in 2015 to build upon its foundational work in defining an ambitious roadmap for improving CSR performance going forward. Its 2020 ambitions set specific and measurable objectives to be reached in its identified priority areas. This action further reinforces Worldline's commitment to CSR.

In the next year, I look forward to seeing Worldline Management continue to advance, fully engaging its teams in its CSR journey and driving forward in its determination to further improve its business and sustainability performance. It is a full-scale commitment that I applaud and one I believe is necessary and commensurate with what we expect from a leader like Worldline.

TALKING CSR

with Gilles Grapinet

Worldline Chief Executive Officer,
Atos Senior Executive Vice President, Global Functions

How important is it today for companies to commit themselves to CSR?

It has become increasingly apparent that CSR is the right way to drive a business as a whole. When we look at the issues addressed in the various CSR initiatives, all of them help to create a good and sustainable business for customers, employees and shareholders. All of them are what managers must do to take care of the assets entrusted to them. This includes the employees who we want to grow and develop, the customers with whom we want build loyalty as well as, of course, the traditional sustainability topics of saving energy, avoiding waste and minimizing our environmental footprint. All of it goes in the same direction as good business over the long term. To me, CSR is simply another way to say "manage your company the right way."

> "
> CSR IS SIMPLY ANOTHER WAY TO SAY MANAGE YOUR COMPANY THE RIGHT WAY
> "

What is the relationship between Worldline's CSR approach and its business?

For us, they're one and the same. There is a natural nexus between the long term nature of CSR and our company's identity and the services we deliver. We conduct huge numbers of electronic transactions through missions that are business-critical for our customers and we are naturally attentive to the key topics that shape our CSR policy. Take the example of the robustness of our platforms and the ability to stand the test of time, to be extremely reliable and to make sure we can function over the long term. This is exactly what customers are buying from us when they sign a contract with us for five to ten years. They expect us to be there for years to come, so the long term is naturally taken into consideration in our business plans.

You've said that CSR has become a pre-requisite to doing business in your markets, what does this mean?

The standards, rules and protocols that we apply to our operations are there to provide a level of consistency and predictability in what we do. These are seen as mandatory by our customers. If a company doesn't have the necessary certifications, it doesn't get the business. This is true even if we're talking about market expectations that are not mandatory regulatory requirements. If it becomes a market standard but you can't demonstrate that you meet it, you won't get the business.

> **TO BE A SUSTAINABLE
> ORGANIZATION IS A
> PROMISE MADE TODAY
> TO BE THERE TOMORROW**

How has CSR evolved over time?

CSR has come a long way from where it began, as an optional activity that was mainly about showcasing green policies. CSR has evolved very well from green sustainability; it has extracted the real meaning of ecology, which is sustainability. To be a sustainable organization is a promise made today to be there tomorrow and healthy on all aspects. Ultimately, that's what ecology policy is all about – it's guaranteeing that our way of living on this planet is sustainable.

The way CSR has translated into corporate organizations is striking. What began as paying attention to the carbon footprint and waste is now flowing into all aspects of business, driven by one question: is your business model sustainable? This is the most important question for any manager. It's always possible to sacrifice the long term to benefit the short term but you find very quickly that your business model is not sustainable. You are not serving your shareholders or your other stakeholders who expect you to be sustainable. When people join your company, they expect to join a company that is sustainable. When customers sign a long term contract, they expect you to be sustainable.
For the bulk of shareholders, they expect to stay with you for at least a few years. To me, in how it has evolved and what it encompasses today, CSR is increasingly and simply being synonymous with the art of management.

How are you empowering employees to play a direct role in Worldline's CSR journey?

It's an area in which we want to make further progress. The first thing we did was base our compensation policy for senior managers on two criteria: one is short-term financial performance over the two prior years but the other is the rankings we receive for sustainability. This ingrained CSR as a priority in the minds of our top decision-makers, which naturally flows into their business units.

We now want to go to the next step. We are integrating new teams into Worldline as we acquire new companies and we do not want to dilute our CSR culture. We are launching a significant internal communications effort to make sure that people fully understand our CSR vision, how we are executing it and how they can contribute, both in across-the-board activities as well as within their specific field of responsibility. An example is purchasing. We want our teams to understand the vital role they play in maintaining a network of loyal, long term supplier partners that can continue to grow with Worldline if they operate according to our expectations.

""

BEING GOOD IN CSR MEANS ENSURING THAT IT IS PERCEIVED BY EACH AND EVERY EMPLOYEE AS AN AREA IN WHICH THEY CAN PLAY A ROLE. IT'S ABOUT EXPRESSING CSR AS THE COMPANY'S POLICY AND MAKING SURE PEOPLE UNDERSTAND IT IS THE DEFINITION OF GOOD BUSINESS AND THAT THEY ARE PART OF IT

""

How did you choose your 2020 CSR ambitions?

The five objectives we have identified are fundamental to our business.

First, continuing to reinforce our clients' trust reflects our business model, which is based on a promise of 100% availability, which basically means zero down time.

Second, clients are also buying value creation and our commitment to be there to support the next wave of innovation they require for their business. We will be absolutely reinforcing our innovation in the coming years through our R&D plans, interacting closely with our customers to understand their needs and paying close attention to early trends in the market so that we can orient our R&D in the right direction.

Third, as a people intensive business, we want to be seen by our future 8,400 employees as a responsible employer. We want people of ambition to join Worldline and this means not only being a good employer, it means truly being an employer of choice. We want us to shine as an employer. If you have Worldline on your CV, this must be a life-long asset

that says you have worked for one of the industry's best companies. This will only happen if we are a responsible employer.

Fourth, business ethics is an absolute requisite in the regulated payment business. There is zero tolerance for unethical behavior. We also place a lot of importance on education and training. It's easy to spot issues in black and white situations but it's in the gray areas that you really have to pay attention, such as delivering payment services to a third company whose some activities could turn out not to be totally ethical. Paying attention to the customer itself is part of protecting the value of the brand.

Fifth, in terms of the environment, we have to maintain a constant focus on the eco-efficiency of our solutions. The world's data volume doubles every 24 months. Something that can slow down the world's development is a gigantic, collective electricity bill for our planet. In Worldline's business, which is about capturing data and transactions day and night, it's absolutely mandatory to be state of the art in this area, not just because its good for the P&L but, more fundamentally, because it's good for the planet.

How do you want stakeholders to view Worldline in terms of CSR?

We want to be number one in our industry. Whether its the GRI, EcoVadis, Gaïa or any other organizations that rate us in the future, we want to be seen as the benchmark reference in CSR among payment services companies.

To be the role model that I expect Worldline to be, CSR is a fantastic vehicle, whether for our employees and those who aspire to join us or for our customers that choose us because they feel they are in a zone that is under control, meaning that nothing unexpected can come from Worldline. Ultimately, this is the main theme of our CSR approach: making sure that our company is predictable.

Gilles Grapinet
Worldline CEO

WORLDLINE INSTITUTIONAL PRESENTATION

European leader in payments and transactional activities

Key B2B2C player with more than 40 years of experience, Worldline is the European leader in the payments and transactional services industry, developing solutions along the entire payments value chain.

Innovating constantly, to provide the most advanced solutions, the company pioneers next-generation secured, multichannel, end-to-end solutions for all businesses and organizations.

Worldline's powerful digital platforms securely handle billions of transactions a year and process massive quantities of data for the purpose of helping its customers enhance the services they offer.

Worldline is an Atos company.

Worldline creates and operates innovative solutions to:

> Help retailers leverage customer engagement by providing a new, personalized, multichannel shopping experience

> Facilitate ticketing and customer information in the transport sector

> Streamline administration for governments and healthcare organizations

> Supply Smart TV services for the entertainment industry

> Enhance fleet management for companies, haulage firms or transport organizations

> Develop and host Consumer Cloud Services and Customer Contact Services for the telecoms sector

> Pioneer connected appliance applications for homeowners and connected car facilities for drivers

Organized into three global business divisions

Merchant Services & Terminals

Financial Processing & Software Licensing

Mobility & e-Transactional Services

17	7,300+	1.22€	1.3
countries	people worldwide	billion revenue in 2015	million active payment wallets

2015 HIGHLIGHTS

Worldline and Equens, a big step in an ambitious strategy

A milestone alliance

Around 2016 half-year, Worldline intends to join forces with Equens, an important European payment services provider with a direct presence in the Netherlands, Germany, Belgium, Poland, Italy and Finland. There will be two aspects to the transaction:

- The processing activities of the two companies in Europe will be merged, to create Equens Worldline Company, in which Worldline will hold a majority stake. The new company will be led by the current CEO of Equens, Michael Steinbach.

- Worldline will acquire Equens' commercial acquiring subsidiary, PaySquare.

> THE TRANSACTION IS A DECISIVE STEP TO DRIVE FORWARD OUR STRATEGIC AMBITION TO BE ONE OF THE LEADING CONSOLIDATORS OF THE EUROPEAN PAYMENTS MARKET
>
> - GILLES GRAPINET -

Europe's leader in Financial Processing

Equens Worldline Company should be the largest pan-European financial processor. The company will enjoy leading positions in the Netherlands, Belgium, France, Germany and Italy and growth opportunities in the Nordic contries. The deal is a perfect fit in terms of product portfolio, with Equens' leading positions in non-card payments complementing Worldline's strong offers in card-based payment and innovative e-commerce and mobile payment services.

Worldline Corporate Social Responsibility, great rewards for a strong engagement

Worldline Corporate Social Responsibility strategy has displayed impressive results confirming its full alignment with business objectives and ensuring the company's commitment on sustainability topics.

Worldline successfully completed the GRI G4 Guidelines "in accordance" with the Comprehensive option

EcoVadis Silver Label
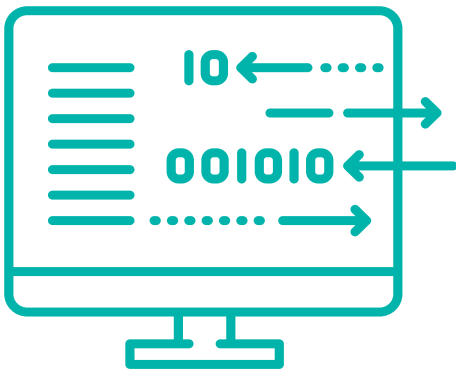on its first responsible-procurement evaluation as an independent company

ISO 14001
certification for all its data-centers and offices of more than 500 people

Gaïa Index
score of
81/100
(extra-financial information rating organization)

MAJOR MARKET TRENDS AND OPPORTUNITIES
FOR TOMORROW

The sweeping changes brought by the digital revolution include major disruptions in the payment industry.

An environment full of opportunity for Worldline, which is leading the way in enabling the digital transformation of its clients.

THE EXPLODING WORLD OF DIGITAL

Digital's expanding role throughout the world is opening endless opportunities for innovation and creativity. With its businesses, products and services positioned at the heart of this movement, Worldline is playing a central role in its clients' digital transformation. Ever-increasing streams of data on consumer usage and behaviors are opening new possibilities for clients to adapt and optimize their products and services.

Worldline enables customers to rapidly adapt their offers in response to consumer expectations and to provide a seamless and unbroken digital experience, increasing interactivity. Services also can be offered more readily to targeted consumers at the right time and location.

CAPITALIZING ON GROWTH OPPORTUNITIES

Worldline has focused its investments in three areas to capitalize on these trends: digitization, data analytics and the Internet of Things. In addition to enabling clients to increase the attractiveness and responsiveness of their offers, Worldline's investments in payment and digital services assets are increasing performance bringing greater accuracy and traceability and lower costs.

Rapid advances in data analytics are providing new insights into services and product improvements such as optimizing home appliances to dramatically reduce household energy consumption. Meanwhile, the rapidly expanding Internet of Things is multiplying possibilities for linking consumers and objects, leading to further improvements in efficiency, convenience and sustainability.

CONTRIBUTING TO PROGRESS

Across the three spheres of sustainable development, Worldline's business activities are contributing directly to advancements:

Economically, Worldline is playing a key role in making the economy more open, transparent and secure through innovations in online services, personal services, mobility, digitalization and security measures.

Socially, Worldline is committed to being a responsible employer that offers opportunities for employee development and growth while, externally, the company plays an active role in contributing to its host communities.

Environmentally, Worldline works to minimize not only its own environmental footprint by reducing energy use and emissions, preserving natural resources and cutting waste but also its customers' through innovative and sustainable eco friendly solutions.

INTEGRATING SUSTAINABILITY WITHIN BUSINESS

Worldline embraces the principle of shared value, which involves creating economic value in a way that also creates value for society by addressing its needs and challenges, in other words, **connecting company success with social progress.** Worldline ultimate mission is to drive financial profitability with a responsible social and environmental impact.

To achieve this, Worldline's Corporate Social Responsibility strategy is based on three strategic axes

Be state of the art in terms of sustainability as a payment service provider.

Consolidate and increase Worldline positions in recognized sustainable rankings such as GRI and Great Place to Work® and investor ratings (DJSI, CDP, etc.). Numerous awards received during the year reflect the company's progress.

Embed Corporate Social Responsibility at the core of Worldline's payment and digital services.

Sustainability is fully part of Worldline's innovation process; Worldline aims at continuously designing new payment and digital solutions to help public authorities, merchants and banks to achieve their business objectives as well as to monitor their green and social responsibility.

Identifying challenges, establishing priorities, measuring performance.

Worldline works to strengthen open stakeholder dialogue in order to endorse the company's strategic challenges and key performance indicators that measure and publicly report its CSR progress.

CSR VISION & MATERIALITY

Corporate Social Responsibility is a matter of trust and performance

Worldline has long understood the importance of earning and retaining the trust of its stakeholders. The very essence of its business is based on the trust of its customers. It depends on its employees' trust to deliver on its business promises and the trust of its partners and suppliers who do business with it.

From a societal perspective, earning and maintaining the trust that Worldline is a responsible company is what provides it with its license to operate.

Worldline CSR priorities are fully integrated with its business practices in recognition that CSR is interwoven with business and an essential means for improving its performance as a company.

Worldline 2020
CSR COMMITMENT
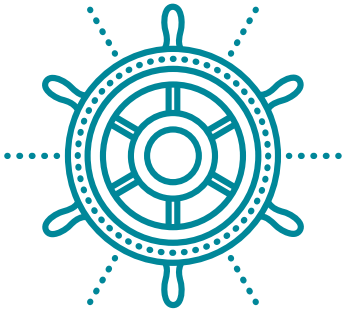
TRUST 2020
TRUST AT THE HEART OF EVERYTHING WE DO

Worldline CSR main relevant challenges cover its business operations, its people, its value chain and its environmental performance.
The company drives improvement and monitors its CSR performance through the definition of its 2020 Commitments supported by measurable key performance indicators.

|	CHALLENGES	AREAS	COMMITMENTS
1	Building client's trust with fully available and secured platforms	Services availability monitoring	• 100% in line with SLA commitment on Service Availability • 100% in line with SLA commitment on response time
		Security	• 100% of incident response compliant with Worldline policy
		Data protection	• 100% of privacy impact assessments performed on relevant services
2	Reinforcing value for clients through sustainable & innovative solutions	Sustainable innovation	• Generate € 250 m in revenues through sustainable solutions that contribute significantly to societal and environmental progress
		Customer satisfaction	• Overall Customer Satisfaction above 8/10
3	Being a responsible employer by revealing our employees' potential	Talent attraction & development	• Be quoted in at least 5 employer brand studies • More than 90% of our employees are satisfied with the trainings provided by Worldline
		wellbeing@worldline	• Increase by 10% our employees' satisfaction on Great Place to Work® survey
		Diversity	• Reduce the female capital gap to 0 by 2020 (target range of +/-10%)
4	Endorsing our business ethic within our value chain	EcoVadis supplier evaluation	• Reach the Gold level of EcoVadis supply chain assessment
		Enhance sustainable supplier relations	• 100% of evaluated suppliers by EcoVadis with a score below 40 have an action plan to solve critical findings
5	Leveraging the eco-efficiency of our data-centers and offices	Environmental & Carbon efficiency	• Be carbon neutral on production of services and products
		Green terminals	• Be carbon neutral on the terminals lifecycle

Worldline 2020
CSR AMBITION

Sébastien Mandron

Corporate Social
Responsibility Officer

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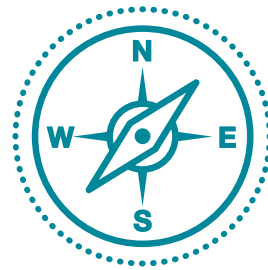
WORLDLINE'S DETERMINATION IS TO MAKE
CORPORATE SOCIAL RESPONSIBILITY
A KEY DIFFERENTIATOR AND
A CORNERSTONE FOR BUILDING AND
INCREASING TRUST WITH STAKEHOLDERS

"

Dear stakeholders,

Since Worldline's creation as an independent company in June 2014, its management has demonstrated its determination to make Corporate Social Responsibility (CSR) a key differentiator and a cornerstone for building and increasing trust with stakeholders. In the first six months, we laid the foundations of our approach, establishing action plans, KPIs and our dashboard.

Already in 2015, we were able to mark our progress through both achievements and recognitions received from independent external rating entities. Thanks to a full mobilization of our teams, we received ISO 14001 certification at our remaining major sites at Seclin La Pointe, Blois and Frankfurt. In our first responsible procurement evaluation from EcoVadis, as an independent company, we achieved Silver level. Numerous other actions and achievements are detailed in the pages of this report that follow. These and other results reflect the commitment and hard work of Worldline teams throughout the world.

Now, it's time to go further.

Having laid the foundation in 2014, we focused during the past year on defining the type of company we want Worldline to be. The 2020 CSR ambitions set by the top management team are a catalyst mobilizing our entire organization to take the actions needed to improve our performance. In committing to communicate our progress through 14 very practical KPIs to our stakeholders, we have made ourselves publicly accountable to achieve these ambitions in all material domains of our company. In replacing each KPI achieved with another more rigorous objective, Worldline underlines its conviction that CSR is a vehicle for transforming its organization.

In 2016, our focus will be on clearly demonstrating improved performance on the ambitious KPIs we identified through our materiality review and to progress toward our 2020 ambitions. As we continue to measure our performance, we will be launching action plans and committing resources to ensure the company's full mobilization and

engagement. By the end of 2016, we intend to report significant and tangible progress, reflecting our high level of momentum and achievement toward meeting our 2020 objectives.

Another important effort is increasing the visibility of Worldline's CSR commitments with all stakeholders to create a strong sense of dynamism, as we work to raise Worldline's performance to rank among the best. In reinforcing awareness of Worldline's CSR brand by our employees throughout the world and engaging them in asking for their ideas and involvement, we will continue to build pride in a company determined to be a leader.

We look forward to continuing our dialogue with you in our CSR journey and invite you to provide us with your feedback by sending your comments to csr@worldline.com.

GRI GOLD Community Worldline 2016

MAINTAINING A PERMANENT AND CONSTRUCTIVE DIALOGUE **WITH STAKEHOLDERS**

- ● **Main stakeholders**
- 🔍 Main challenges
- 💬 Main channels
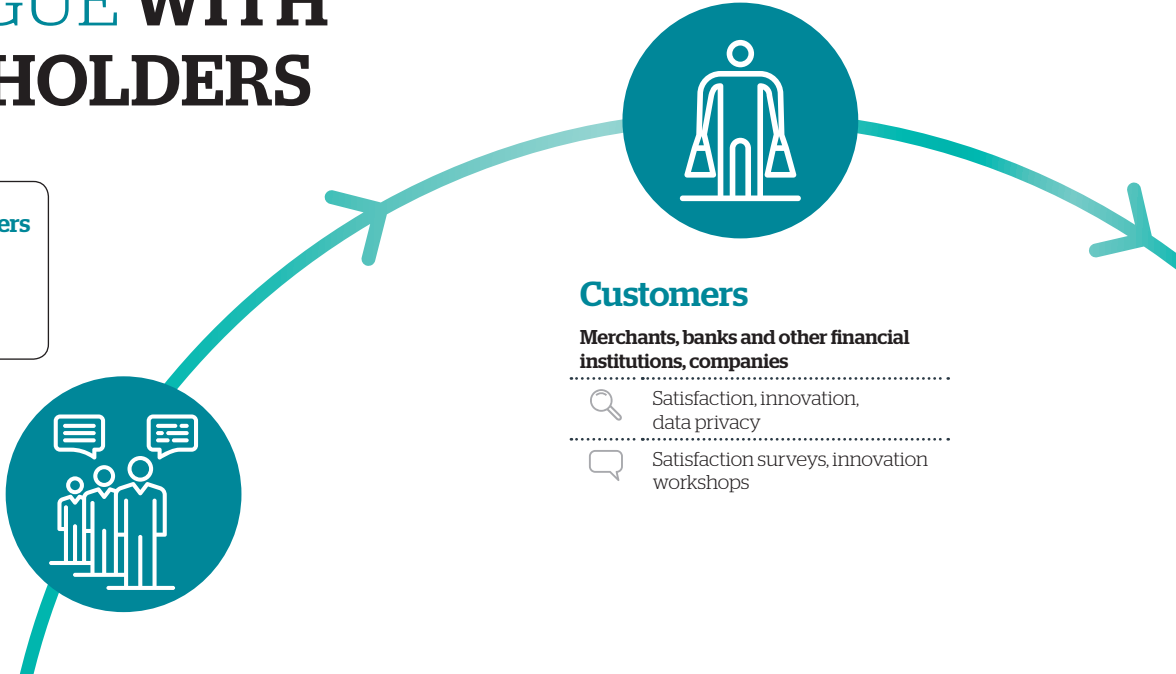
Customers

Merchants, banks and other financial institutions, companies

🔍 Satisfaction, innovation, data privacy

💬 Satisfaction surveys, innovation workshops

Employees

Employees, Trainees, Social partners

🔍 Compensation, working conditions and organization, social dialogue, talent management, diversity

💬 wellbeing@worldline program, performance review interviews

Communities

Local/National authorities, communities, associations, NGOs

🔍 Economic and social impacts, compliance, environment protection, human rights, anti corruption

💬 Programs, projects

Investors & Analysts

Shareholders, investors, banks, analysts, rating agencies

🔍 Profitability, transparency, risk management, governance

💬 Roadshows, conferences, investor meetings, analyst days

CSR *by Worldline*

Worldline stakeholders' approach and permanent dialogue

Worldline's Corporate Social Responsibility approach is supported by an ongoing dialogue with all stakeholders including customers, employees, business partners, local development stakeholders and public authorities.

Dialogue with stakeholders plays a critical role in business operations by showcasing Worldline's capacity for innovation, enhancing its appeal among customers, investors and employees, creating opportunities to develop services and solutions with high growth potential and protecting Worldline's reputation.

Dialogue takes place at every level of the organization under the coordination of the CSR Officer:

- At the global level: corporate headquarters team serves as the primary interface with stakeholders for all geographies and coordinates all CSR initiatives undertaken within Worldline;

- At the country level: local teams work to foster close ties with local stakeholders, including government authorities.

To ensure that its CSR strategy continues to respond to stakeholders expectations, Worldline is permanently engaged in a recurring and proactive structured stakeholder dialogue to review its strategy and ambitions and accelerate CSR actions and initiatives.

Worldline reports to stakeholders on its main sustainability challenges and associated actions through its annual CSR report and Registration Document. These documents contain all sustainability KPIs that Worldline monitors. KPI monitoring and reporting methodology are explained in section A.6.2 of the Registration Document and summarized in the GRI G4 Content Index of the CSR report.

Worldline's Corporate Social Responsibility Report is developed in accordance with the principles of inclusivity, materiality and responsiveness as defined in the AA1000 SES (2011) standard.

The Corporate Social Responsibility Report and the section A.1.1.3 of chapter A.1 of the Registration Document present in detail how Worldline has integrated these principles in its mode of operation.
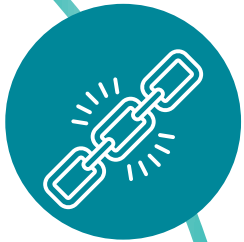
Suppliers & Partners

IT hardware and software suppliers, payment terminal suppliers, service suppliers, business partners

Sustainable relations, costs, responsible procurement

Suppliers partnership days, EcoVadis rating, workshops

Public bodies

Policymakers (PCI-DSS), professional organizations, internal institutions, media

Regulation, reputation, data privacy, promotion of the e-payment sector

Meetings, conferences

MATERIALITY
MATRIX

Worldline's Corporate Social Responsibility approach is based on a materiality analysis that allows focusing on the actions that are really critical for a sustainable business model.
In 2014, Worldline performed a materiality assessment that has been reviewed in 2015 through an extensive dialogue with its stakeholders.

External score

- Cultural diversity
- Innovative solutions
- Talent attraction & development
- Available & secured platforms
- Ethics & compliance
- Strong suppliers partnership
- Market intimacy
- Smart working
- Eco-efficient operations
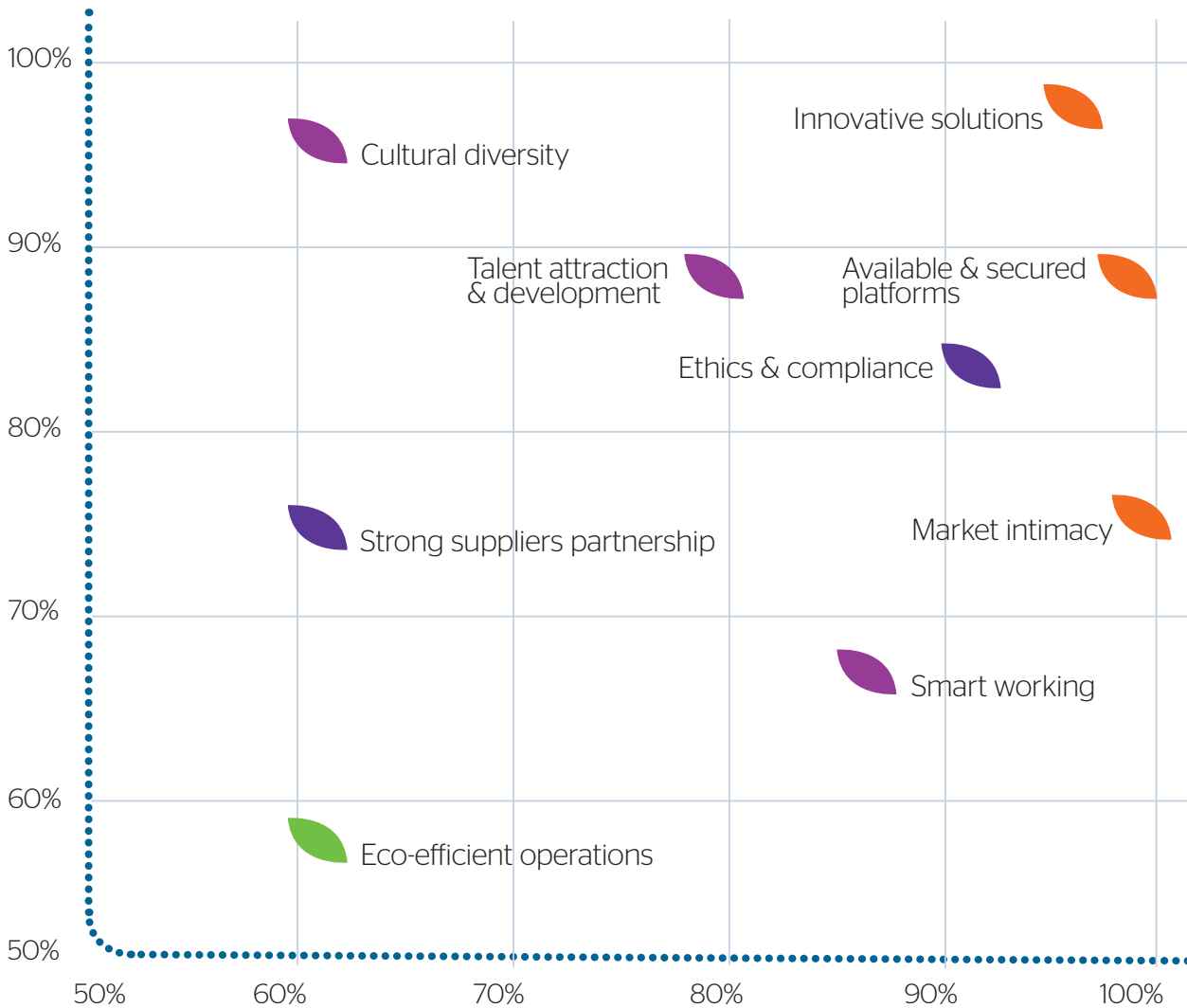
Internal score

4 MAIN
CHALLENGES

Through its materiality review, Worldline identified
the following CSR priorities to address the critical challenges
to its stakeholders and its business activities.
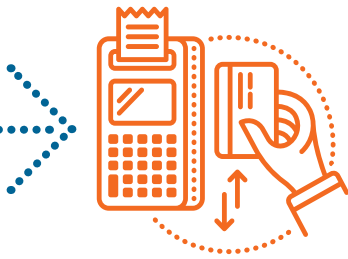
BUSINESS

PEOPLE

VALUE CHAIN

ENVIRONMENT

**Building clients' trust
with fully available and
secured platforms and
reinforcing value for clients
through sustainable
& innovative solutions.**

During past years, Worldline
has developed a strong and
recognized market intimacy that
puts the company in a situation
to anticipate new trends.
Worldline creates inspired,
sustainable and innovative
solutions and is committed to
ensure a high level of customer
satisfaction.

This must be done in a matter of
high safety, controlled security
and permanent platform
availability. Client satisfaction,
innovation, confidentiality
and data privacy are the main
challenges for Worldline towards
its customers.
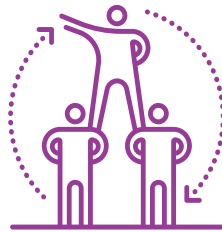
**Being a responsible employer
by revealing our employees'
potential.**

In Worldline's industry, the ability
to have a qualified workforce
and cultural diversity is critical
to its success and growth.
For Worldline to successfully
compete and grow, it must attract,
retain, recruit and develop the
necessary talent that can provide
the needed expertise across the
entire spectrum of Worldline's
intellectual capital needs.

This target is supported by a
strong well-coordinated and
optimized use of recruitment,
performance management,
learning and development
and succession plan.
Talent management, diversity,
smart working conditions and
employee engagement are the
main challenges for Worldline
towards its employees.

**Endorsing our business ethic
within our value chain.**

Worldline has to comply with a
complex regulatory framework
that has to be managed to ensure
development of its business
activities. At Worldline, high
ethical standards supported by a
Group-wide strategy, policy and
training procedures underpin
the delivery of excellent business
technology solutions in a
secured, ethical and responsible
way. Working together in these
conditions is a pre-requisite
to build trust and long-term
relationships.

With its business offers,
Worldline contributes to develop
local economies and therefore,
involving communities is critical
to secure its license to operate.
Compliance and ethics, supply
chain management and local
impact are the main challenges
for Worldline regarding its value
chain and communities.
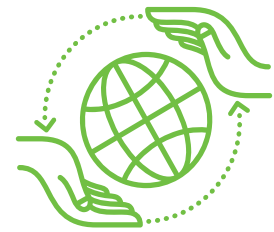
**Leveraging the eco-efficiency
of our data-centers
and offices.**

Operational excellence and
environmental efficiency,
including the reduction of
energy consumption, are key
to limit the impacts of
Worldline's activities and
propose to customers
sustainable solutions.

Limiting its environmental
footprint is a key challenge
for Worldline at large towards
society in general but also to
improve efficiency and develop
trust and confidence with clients
and partners.

MAIN KPIs

Worldline Challenges	Aspects	Link with GRI G4	Relevant KPIs	✓	Worldline		Perimeter	
					2015	2014	Per employee	Per turnover
1 Building client's trust with fully available and secured platforms and reinforcing value for clients through sustainable & innovative solutions	Market Intimacy	WL1	Services availability rate	✓	99.81%	99.74%	-	100%
		G4-PR5	Overall Customer Satisfaction from Tactical surveys	✓	7.26	6.67	-	100%
		G4-PR5	Overall Customer Satisfaction from Strategic surveys	✓	7.7	7.6	-	100%
	Innovative solutions	AO10	Customer innovation workshops delivered	✓	17	18	-	100%
		WL2	Number of WIN members	✓	45	42	100%	-
		WL2	Percentage of PhD and PhD students at R&D department	✓	46%	30%	100%	-
		WL2	External awards success rate	✓	20%	30%	100%	-
	Fully available and secured platforms	WL3/AO3	Number of security incidents	✓	126	89	-	100%
		G4-PR8	Total number of sustained complaints	✓	0	0	100%	-
2 Being a responsible employer by revealing our employees' potential	Talent attraction and development	G4-LA9	Average hours of training that employees have undertaken during the year	✓	18.99	19.23	100%	-
		G4-LA11	Percentage of total employees who received a regular performance and career development review during the year	✓	97%	97%	88%	-
	Employee engagement	WL4	Participation rate to Great Place to Work® survey	✓	84%	86%	97%	-
		AO2	Great Place to Work® Trust Index Rate	✓	56%	55%	97%	-
		WL5	Employees stock plan	✓	Qualitative	Qualitative	-	-
		WL6	Global Turnover rate	✓	9.35%	7.75%	100%	-
	Cultural diversity	G4-LA12	Percentage of females	✓	29%	29%	100%	-
		AO6	Diversity perception Great Place to Work®	✓	79%	76%	97%	-
		WL7	Percentage of female in Worldline's Top positions	✓	17.74%	24.56%	100%	-
	Smart Working	G4-LA6 / AO16	Absenteeism Rate	✓	2.73%	3.02%	71%	-
		AO11	Total number of collaborative working communities	✓	271	285	100%	-

Worldline Challenges	Aspects	Link with GRI G4	Relevant KPIs	✓	Worldline 2015	Worldline 2014	Perimeter Per employee	Perimeter Per turnover
3 Endorsing our business ethic within our value chain	Ethics and Compliance	G4-SO4	Percentage of management employees trained in Code of Ethics – Virtual Classroom	✓	68%	0%	100%	-
		G4-SO4	Percentage of employees trained in Code of Ethics – E-learning	✓	71%	50%	100%	-
		G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulation	✓	0	0	-	100%
	Strong Suppliers partnership	G4-EC9	Proportion of spending on local suppliers at significant locations of operation	✓	84%	85%	-	98%
		AO17	Percentage of strategic suppliers evaluated by EcoVadis	✓	28%	21%	-	98%
		AO17	Percentage of total expenses assessed EcoVadis	✓	27%	30%	-	98%
4 Leveraging the eco-efficiency of our data-centers and offices	Eco-efficient operations	G4-EN3	Energy consumption within the organization (Gj)	✓	248,258	290,552	-	97%
		G4-EN5	Energy intensity per revenue (Gj/€ Million)	✓	232.39	292.22	-	87%
		G4-EN5	Energy intensity per employee (Gj/Employee)	✓	41.17	52.64	82%	-
		G4-EN18	Total CO_2 emissions (t)	✓	10329,6	11415,6	-	92%
		G4-EN18	CO_2 emissions by revenue (tCO2/M € revenue)	✓	9,7	11,48	-	92%
		G4-EN18	CO_2 emissions by employee (tCO2/employee)	✓	1,7	2,07	89%	-
		AO14	Number of sites certified ISO 14001	✓	9	4	-	100%

G4-LA11   *Exclusion Germany and Austria
WL4   *Exclusion China and Indonesia
AO2   *Exclusion China and Indonesia
AO6   *Exclusion China and Indonesia
G4-LA6   *Exclusion Belgium, Spain, Chile, Netherlands and India
G4-EC9   *Exclusion Netherlands and Indonesia
AO17   *Exclusion Netherlands and Indonesia
G4-EN3   *Inclusion Germany, France, Belgium, UK and Spain
G4-EN5   *Inclusion Germany, France, Belgium, UK and Spain
G4-EN18   *Inclusion Germany, France, Belgium, UK and Spain
✓   See Deloitte Assurance Letter on page 59
For [AO2], [AO16], [AO17], [WL6], [LA1], [LA9], [SO4], [SO8], [PR5], [EN3], [EN5], [EN18] see the methodological notes in section A.6.2 of our Registration Document

4
TOP
CHALLENGES

BUSINESS   PEOPLE   VALUE CHAIN   ENVIRONMENT

Building clients' trust with fully available and secured platforms and reinforcing value for clients through sustainable & innovative solutions.

Being a responsible employer by revealing our employees' potential.

Endorsing our business ethic within our value chain.

Leveraging the eco-efficiency of our data-centers and offices.

BUSINESS

CHALLENGE

Building client's trust with fully available and secured platforms and reinforcing value for clients through sustainable & innovative solutions.

The global payment and digital services industry in which Worldline competes is subject to rapid technological changes, changing customer needs, evolving industry standards and the entrance of non-traditional competitors.

In this context, Worldline needs to adapt and continue to ensure a high quality and secure level of service and to design inspired, innovative and sustainable solutions in order to create value for its customers and maintain its competitive advantages.

AMBITION

Worldline's business CSR ambition is two-fold.

The first is to earn and retain the trust of customers through platforms that are fully available and secure. In the global payment and digital services industry, guaranteeing the uninterrupted availability of services, ensuring security and protecting data are paramount.

The second is to constantly create value for customers through sustainable and innovative solutions. Customers trust Worldline to anticipate new trends and to constantly innovate to produce the next wave of products and services they require for their business.

2020 COMMITMENTS

SUSTAINABLE INNOVATION

Generate **€250 m**

in revenues through sustainable solutions that contribute significantly to societal and environmental progress

CUSTOMER SATISFACTION
Overall Customer Satisfaction above

8/10

SERVICES AVAILABILITY MONITORING

100% in line with SLA commitment on Service Availability

100% in line with SLA commitment on response time

SECURITY

100% of incident response compliant with Worldline policy

[G4-DMA-Economic performance][G4-DMA-Product and service labelling]
[G4-DMA-Customer privacy][G4-DMA-Indirect economic impacts][G4-56][WL1]

4 Top Challenges

EMBEDDING CSR
AT THE HEART
OF OUR BUSINESS

INTERVIEW

with Marc-Henri Desportes
Worldline General Manager

How have customers responded to Worldline's CSR approach?

Customers have reacted with immediate interest in knowing more about it when we've shared our CSR approach through our sales team or other contacts. On a proactive level, we're increasingly seeing CSR in customer purchasing processes either as an open question or, more frequently, as specific selection criteria. We are part of a chain of engagement that extends upwards to customers as well as downwards to suppliers, who we've involved in our CSR approach from the outset.
In addition to ethical and environmental commitments, some CSR actions, such as security dimensions, are core to our activities. It's obvious that any break in a chain of engagement is due to a weak link. Our customers expect us to respect security requirements and our suppliers as well so reinforcing this chain is critical. In our business, the best relationships are sustainable relationships in which we can grow and develop together with customers over the long term. Our customers therefore are very interested in our roadmap to know what we're planning to do in the future, which is an entirely relevant question.

What are the key business issues in your CSR 2020 roadmap?

From a broad perspective, they are mainly a strong core of quality and trust commitments. These commitments are fundamentally about what we are providing. Payment services is doing huge volumes of simple things, securely, always on, always auditable and with never any fraud or incident. Our commitments around quality and trust, such as security compliance, respect for ethical principles and a high level of customer satisfaction are clearly related to our business and fully integrated into our roadmap's business targets. Of course, our commitment to be a responsible employer is critical as the first value we offer a customer is the quality of the expertise we have brought together. Excellence in business means excellence in people.

Services availability rate [WL1]

99.81%

> OUR CSR APPROACH IS GENERATING GENUINE PASSION AND ENGAGEMENT AMONG OUR EMPLOYEES

Eco-efficiencies are increasingly important at a time of rising public awareness and consensus about the need to protect our environment. It reinforces our conviction that we have an important role to play both in making services and manufacturing carbon neutral as well as contributing ideas about how to improve the overall payment services system. With everything going digital, we are well-positioned to help our customers improve their performance.

What are the main actions in which you are engaging in 2016 to progress?

In addition to engaging to deliver on our 2020 CSR commitments, we also want to increase the awareness and involvement of our customers. They already have a strong recognition but we need to do more to extend the chain of responsibility and integrate our actions with our customers' or even to push them to go further. We've integrated CSR tools even more deeply into our sales packages and added a new module in our Sales Academy this year on taking CSR one step further with our customers.

It's worth repeating that Worldline has a key role in the B2B2C environment. The companies we work for are directly linked to citizens who have rising awareness and expectations regarding CSR challenges. We are right behind our B2C customers, building solutions for them that will respond to their customers' expectations. It's why we take so seriously our role in helping customers deliver the right answers for citizens, today and tomorrow.

STRENGTHENING TRUST
THANKS TO SECURED AND AVAILABLE PLATFORMS

To build client trust with fully available and secured platforms, Worldline has multiple layers of protection to ensure robustness, reliability and responsiveness. The results are reflected in the 99.81% services availability level of its platforms. *[WL1]*

2020

SERVICES AVAILABILITY MONITORING

100% in line with SLA commitment on Service Availability

100% in line with SLA commitment on response time

SECURITY

100% of incident response compliant with Worldline policy

Built-in redundancy at both local and regional levels are designed to prevent failures of systems and components.

Network infrastructure components such as routers, switches and firewall are grouped to allocate and rebalance global loads efficiently between sites to avoid breakdowns. Servers, storage and databases are managed identically to avoid single points of failure and replication processes are carried out to ensure long-term business continuity. Platform robustness is tested regularly.

Security is at the heart of Worldline's systems. Audits and scans are performed regularly on platforms. A patching process responds to any security breach detected by software vendors or the open-source community. Multiple certifications, including PCI, ISO 27001 and TÜV IT, testify to the strength of Worldline's security approach.

To optimize infrastructure efficiency, Worldline has implemented a worldwide technical operational organization to benefit from shared resources. This enables a high level of standardization and industrialization of infrastructure services to deliver adapted solutions at optimized cost.

Worldline's end-to-end expertise, from solution design to infrastructure management, is key to delivering highly critical real-time services to customers under rigorous Service Level Agreements (SLA). This expertise also pays dividends for customers and the planet through optimized management of energy consumption and carbon emissions (see "Environment" on page 42).

ONE DAY
WITH WORLDLINE

On the move
we power your eBanking
application *as seen
with Société Générale*

In the store you can pay
with your contactless card
*as seen with Carrefour
Belgique & Visa*

While shopping
you can experience
a true digital store
as seen with Sephora

@Oxford Parkway station
we give you all the details, and
more, for your rail journey
as seen with Chiltern Railways

**@The electric
charging station**
you can easily pay
with your smartphone
as seen with Powerdale

@Home
you can interact with your
favorite show & vote directly
with your remote control
as seen with TF1

SHARING INNOVATION
AND EXPERTISE FOR A BETTER WORLD

**INTERVIEW with
Nicolas Kozakiewicz**
Head of Research
& Development and Innovation

To create value through innovative and sustainable solutions, Worldline casts a wide net.

"Although we have a Research and Development department, innovation is far from a monolithic activity with distinct frontiers," says Nicolas.

Bottom-up programs like the Worldline Innovation Network (WIN) are designed to tap into employees' collective brainpower by promoting idea sharing.

To help connect the innovative work of its teams, Worldline adopted an R&D governance process in 2015 to identify and match work on similar technologies and areas to provide teams with access to the best ideas. An example is the Mobile Ready Initiative exhibited at this year's Mobile Work Congress in Barcelona, which reflected the combined efforts from three company departments into one seamless, end-to-end, tangible customer journey.

The digital solution transforms the retail experience, from creating one's shopping list at home through natural gestures to reordering shopping list items on a

customer's smartphone (downloaded from a cloud) to reflect the product's physical proximity as the customer moves about the store. Check-out is done automatically at the cashier without removing items from the shopping cart or physically handling a credit card.

Sustainability continues to be a key driver of Worldline's innovation. "Many of our projects seek to create new services by building on what already exists, leveraging existing networks and infrastructure without adding new unneeded layers of IT," says Nicolas. "Our 'Car-Fi' technology, being tested with a major auto manufacturer, solves the problem of keeping a fast-moving vehicle automatically connected to local networks at low cost and without creating a wholly new infrastructure."

Value creation remains central to all of Worldline's innovation activities, whether it is applying blockchain technology on behalf of auto manufacturers or banks, leveraging physical to digital bridges to drive digital transformation, creating the digital "WL Connected Piggy Bank" for children or developing audio POS solutions to help visually impaired customers verify sales transaction amounts. "In the end, the true measure of our innovations' success is whether they provide a valued service to people," says Nicolas.

"
FOR WORLDLINE, INNOVATING IS PART OF EVERYONE'S JOB, REGARDLESS OF JOB TITLE
"

45
Number of WIN members *[WL2]*

INTERVIEW with
François Hochedé
Head of Software Development Community Office

"

TECHFORUM EXPLORE REINFORCES THE INFLUENCE OF OUR TECHNICAL COMMUNITY

"

The expert knowledge that resides within the company is an important source of differentiation and competitiveness for Worldline. As part of our efforts to enable our experts' network to interact, share ideas, grow and to provide recognition, we have been holding our annual TechForum eXplore conference since 2010. During its 6th edition, the conference attracted over 350 people from 12 locations in six countries for two days. A coding contest introduced in 2015 enabled its participants to compete with each other while having fun.

"TechForum eXplore" is getting more and more international: local editions shaped in the same way are organised from now on in other countries than France, like the TechForum Iberia in February 2016 which will bring together the community of spanish experts in Barcelona. The experts community is an important contributor to Worldline's performance and reputation.

INNOVATIONS
THAT ANTICIPATE CUSTOMER EXPECTATIONS

To help identify and respond to customer expectations, Worldline organized 17 Innovation Workshops in 2015 to present new emerging technologies and trends to customers and discuss their needs. Current research is focused on three main innovation streams with the potential to create new markets and services for customers.

Trusted Services

To make transactions and services more secure for end-customers, Worldline is developing new advanced authentication solutions:

- Authentication for digital financial transactions that adapts to the user's habits, location and recent actions, minimizing required customer action while providing sufficient safeguards.

- Multi-factor authentication intertwines several means such as biometrics, secured elements, passwords and use-cases.

User eXperience

Leveraging technology to improve the user experience across a broad spectrum of activities:

- The "WL Connected Kitchen" offers end-2-end service to simplify the user's shopping experience, from the fridge smart magnet that records shopping needs through automatic scans or voice commands to the Cloud from which the list can be downloaded to a smartphone.

- The "WL Connected Piggy Bank" helps teach children how to save and manage their digitally deposited coins while enabling banks to enhance their brand and build consumer loyalty.

17
CUSTOMER INNOVATION WORKSHOPS DELIVERED [AO10]

46%
Percentage of PhD and PhD students in R&D department [WL2]

High processing and volumes

Data Analytics, liquid IT and Machine Learning for emerging business are just some of the capabilities unlocked by innovative solutions for processing high volumes of data:

- Liquid IT, "intelligent" implementation that analyzes and adapts to the available hardware running a cloud-hosted application, which efficiently allocates software processes in real time to the most appropriate available hardware components.

- Working with four European universities, Worldline is preparing the next generation of prescriptive data analytics software through the three-year AïDA (Artificial Intelligence for Data Analytics) research program, to offer best-in-class Industrial Data Analytics services.

ENHANCING SOLUTIONS
FOR A GREATER CLIENT EXPERIENCE

Worldline regularly surveys the satisfaction of its customers and works constantly to improve the customer experience. Surveys are part of the Worldline Customer Experience Program, built around listening to customers to better understand and address their expectations.

Focused attention to Customer Satisfaction through a dedicated policy

As part of Atos Group, Worldline implements the tactical satisfaction surveys in line with group Customer Satisfaction management policy:

- Customers feedback at the contract level is gathered through tactical surveys on Worldline services, project deliverables and overall performance, covering more than 60% of Worldline's business and implemented in all countries.

- At the strategic level, CEO's and other high level contacts are personally interviewed each year, covering the top 250 Atos Group accounts, including a number of Worldline customers. Strategic surveys are managed globally at Atos level.

- For large accounts, immediate feedback is requested from end-users following a service request, using a statistical approach.

Timely definition of improvement actions follows each survey with the action plan shared with clients to confirm meaningful response to their feedback.

Continuous improvement approach of Customer Satisfaction

In 2015, measures were adopted to improve Worldline's Overall Customer Satisfaction (OCS) to 7.3. In 2016, the priority will be on further embedding the customer satisfaction process within our Worldline's day-to-day business activities.

Worldline also implemented a set of governance measures around the customer satisfaction process and reviews its performance at monthly Worldline quality review meetings.

Ongoing employee training also helps to ensure awareness of the customer satisfaction process across the company.

Overall Customer Satisfaction
Tactical survey *[G4-PR5]*

7.26

2020

CUSTOMER SATISFACTION
Overall Customer Satisfaction above

8/10

CLIENT
TESTIMONIAL

Worldline designs its solutions and delivers its services through a CSR-oriented approach in order to create sustainable value for clients, customers and citizens. This virtuous business model enables Worldline to strengthen customer satisfaction and trust in the long term. The client case Agence France Locale presented below testifies to this positive strategy and commitment.

AGENCE FRANCE LOCALE

Par et pour les collectivités

DIGITAL SOLUTION
BOOSTS AGENCY'S SERVICES TO LOCAL COMMUNITIES

Facilitating community access to financing

Agence France Locale (AFL), a new bank entirely dedicated to local authorities in France, wanted its current and prospective customers to be able to access its services more easily. Going paperless represents a major challenge in public administration and is a central preoccupation for French local authorities.

Multi-feature solution

To digitize both its own internal processes and its exchanges with local authorities, AFL turned to Worldline for its technological expertise and long experience in designing and operating major projects. Worldline designed a web banking portal to manage membership requests from prospective customers and simplify the distribution and management of online loans to AFL's local authority members. This secured multi-channel portal allows local authorities to manage all operations relating to their membership and loan applications, to communicate with AFL via secured messaging, to electronically sign documents and to archive files.

Excellence in customer service

The portal enables AFL to help its existing and prospective customers accelerate their digital transformation with an innovative, paperless, secured, easy-to-use service. Worldline's highly secured cloud hosting services meet the most stringent requirements in terms of confidentiality, service levels and data and infrastructure. As the primary entry point for local authorities, the solution provides a true "digital storefront", underlining AFL's commitment to pursuing excellence in its customer relations.

A SUSTAINABLE DIGITAL EXPERIENCE

- Innovation to create sustainable value for local communities

- Security at any level to ensure trust for everyone

- Paperless approach to protect the environment

SPREADING SUSTAINABILITY
THROUGH ADDED-VALUE SOLUTIONS

Worldline's commitment to creating value for customers is illustrated by the sustainability of its solutions. These solutions support customers in meeting the challenges they face in their business and marketplace while also addressing corporate social and environmental needs.

Total contract value
of "sustainability offering" *[AO7]*

833,589 K€
revenue

2020

SUSTAINABLE INNOVATION

Generate €250 m

in revenues through sustainable solutions that contribute significantly to societal and environmental progress

Worldline sustainable solutions enable improvements in operational effectiveness

Transport e-Ticketing
Digitization and automation of processes allow railway or bus operators to improve route management, improving efficiency and services. This enables people flows to be optimized, time savings and cost rationalization through resource pooling as well as reducing the environmental impact through paperless ticketing systems, reduced pollution from the increased use of multimodal and shared transportation and reduction of each traveler's environmental footprint.

Commercial acquiring
Simplified and secure non-cash payment transactions provide multiple benefits to merchants, including payment processing efficiency and speed, a guaranteed no-risk financial flow, consolidated reporting of non-cash transactions and fraud detection, multi-language expert customer service, a wide range of payment solutions for Point-of-Sale, online and mobile payments and value-added services creating new customer experiences around payments, such as customer surveys, terminal advertising and loyalty programs.

Digitization
Digitization provides end-customers and employees with the services they need, when they need them. It means creating paperless processes that are secure, simple, seamless and efficient. For customers, it means greater efficiency, accuracy, traceability and lower costs, increasing performance and user satisfaction. Worldline digitization solutions also reduce energy costs such as for document storage (air conditioning, security) or transportation (fuel consumption), reducing their carbon footprint.

Payment acceptance
Worldline Sips enables e-merchants to accept all payment types, whether online or point-of-sale, providing flexible and fully customizable payment solutions. Benefits include improved conversion rates, anti-fraud and cash management tools and centralized reporting. Using WL Sips, merchants can reduce arrears, improve payment security and better manage risks. The decreased use of physical payment means has a positive impact on the environment.

Worldline sustainable solutions involve transforming business models

Electronic wallet

The WL Wallet securely stores a card holder's card information to pay online or in-store in a quick and efficient way, offering consumers contextual services such as brand couponing and loyalty programs and a fully integrated payment and personal marketing solution to make shopping easier while reducing the impact on the environment.

e-Education

Digital enables students to learn and study in the classroom or at home via new and more dynamic methodologies such as smart tablets, videos, large exercise databases, incentive dynamics and collaborative projects tool.

Online Banking e-Payment Services

Worldline's Online Banking e-Payment Services enable customers to provide digital banking services with access to information and services anytime, anywhere, including in countries with limited access to banks.

Healthcare

Digital healthcare information services provided by Worldline including management and processing of health insurance card transactions, connecting patients to the health service system and linking pharmacies, healthcare providers, pharmaceutical companies and health insurance schemes to manage the healthcare reimbursement process.

Terminals

In addition to ease of payment, terminals now have low power consumption and are designed and manufactured to reduce their environmental impact.

Connected Living

Worldline's Connected Living (vehicles and home appliances) solutions enable manufacturers to harness the power of digital and the Internet of Things (IoT) to design connected products and advanced services for consumers, including predictive maintenance, eco-driving services, such as traffic flow anticipation, driving behavior coaching and better fuel consumption monitoring. These and other services enable significant positive environmental benefits such as reducing noise pollution, improving safety and avoiding energy failures or overconsumption.

Sustainability in Worldline's solutions

Environment

- Multimodal transport
- Reduction pollution
- Reduction carbon footprint
- Energy saving
- Resource saving

Economic

- Cost rationalization
- Security risk management
- Processing optimization
- Flows optimization
- Time saving

Social

- Online accessibility & mobility
- Human health
- Fraud management
- Human activity development
- Human education
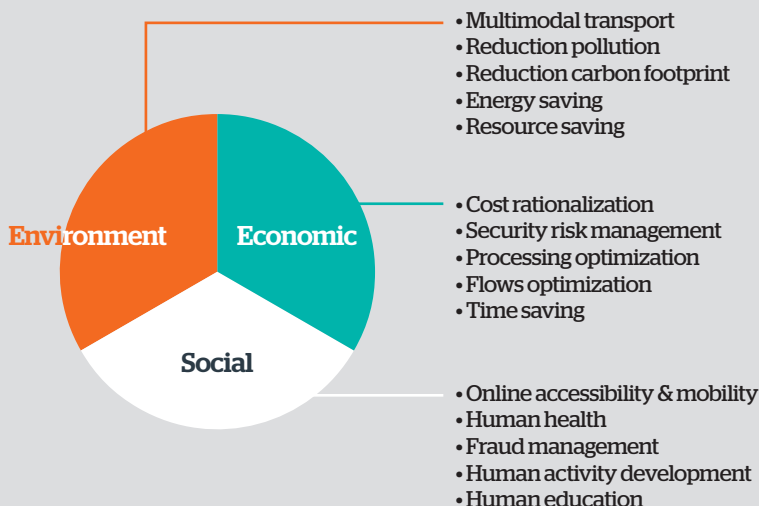
Composition of the total contract value of "sustainable offering" [AO7]

Mobility & e-Transactional Services — 26%

Financial Processing & Software Licensing — 41%

Merchant Services & Terminals — 33%
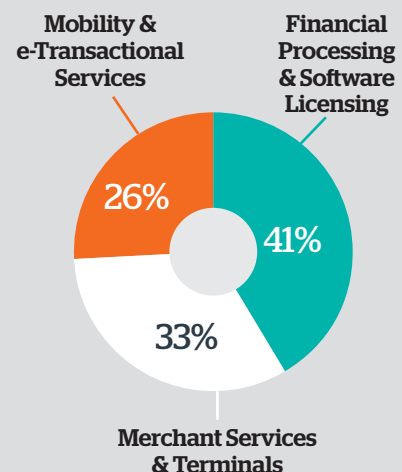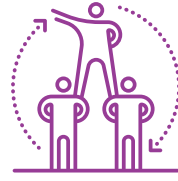
PEOPLE

CHALLENGE

Being a responsible employer by revealing our employees' full potential.

Worldline is a people intensive business. In a fast-changing and competitive world, a company's human resources are the most important driver of its performance. Worldline's future growth depends on the talent, the professionalism and the engagement of its employees. Worldline must, therefore, be able to successfully attract, recruit, retain and engage the talented people on who it depends.

AMBITION

Worldline made one of its key priorities to be a responsible employer by revealing its employees' potential. To do so, Worldline must offer a positive professional environment and working conditions and a set of successful development programs and opportunities that will enable each employee to grow and develop to their full potential.
The company works to foster and maintain a positive, innovative and high-energy culture in which employees feel valued and motivated.

2020 COMMITMENTS

Talent attraction & development

› Be quoted in at least 5 employer brand studies

› More than **90%** of our employees are satisfied with the training provided by Worldline
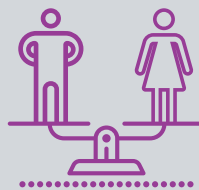
Diversity

› Reduce the female capital gap **to 0 by 2020** (target range of +/-10%)

wellbeing@worldline

› Increase **by 10%** employee satisfaction on Great Place to Work® survey

[G4-DMA-Employment][G4-DMA-Diversity and equal opportunity]
[G4-DMA-Equal remuneration for women and men][G4-40][G4-LA6][G4-LA2][G4-LA10]

4 Top Challenges

TAKING CARE
AND GROWING OUR PEOPLE

INTERVIEW with
Patrice Gry
Head of Human Resources

"IN 2015, WE LAUNCHED THE WELLBEING@WORLDLINE PROGRAM AS THE KEY LEVER IN OUR RESPONSIBLE EMPLOYER APPROACH"

Participation rate
in GPTW survey *[WL 4]*

84%

Absenteeism rate *[G4-LA6]*
2.73%

Total number
of employees *[G4-10]*

7,354

Why is developing employees' potential so important to Worldline?

It's part of the DNA of our company! It originates with our growth strategy. We drive growth through our ability to innovate and develop our expertise and our capability to design new solutions that enhance customer satisfaction.

To leverage these drivers, we depend on another driver that underlies the other ones: the development of our employees. Of course, our employees are the ones who enable Worldline to innovate and deliver new products and services that satisfy our customers. By providing them with advanced, high quality training, by fostering internal mobility and by offering an individual development plan and career management, we contribute to increase their knowledge and skills and develop their motivation.

This allows them to better understand market trends and client needs in order to propose the right services and solutions. Recognizing this key role our employees play in our success is why we are committed to making sure they grow with us.

How do you focus your wellbeing@worldline actions?

For 2015, following the findings and the results analysis from the "Great Place to Work®" survey that we conduct annually, we identified three focus areas: learning, growing and integration. In addition, our people are involved in this transformation process through a bottom-up approach. We give the floor to our employees in open discussions to identify local concerns and key priorities on which we should focus.

How do you track your progress?

We measure our progress toward specific CSR 2020 objectives we have set in the areas of Talent attraction and development, Well-being at work and Diversity. Planned actions are reviewed to check how they will contribute to ensuring "Worldline is a great place to work." We are committed to deploying company-wide actions that, over the long term, ensure employee satisfaction and development.

ENCOURAGING
LOCAL ENGAGEMENT

Through wellbeing@worldline, Worldline seeks to foster a positive, innovative and high-energy culture and an environment that enables employees to grow, develop and contribute to their full potential.

Employees regularly celebrate achievements or team successes, birthdays and enjoy every opportunity to create **conviviality at work**. To enable development of internal networks, informal lunches are held in the open spaces at Worldline Headquarters, with all participants contributing and providing food and drinks.

In order to develop a strong sense of recognition and of belonging to Worldline, the CEO, Gilles Grapinet, invites, on a monthly basis, 8 employees from different teams and departments to enjoy a "**CEO Breakfast**" in the Bezons Headquarters and in any Worldline's location he visits. This valued initiative demonstrates the strong willingness of our CEO to get to know better Worldline women and men. It represents also a great opportunity for the employees to learn more and give feedback about Worldline's strategy and future business growth objectives through an open discussion.

In Argentina, employees at sites throughout the country actively participated in discussion and feedback sessions with visiting management team members on the company's strategy and direction and market opportunities and challenges. Internal networking activities and recognition programs promote teamwork and a spirit of conviviality.

In the UK, fun events such as competitions between sites highlight Worldline's values, employees are surveyed on topics such as working together and executive team members meet with employees during regular site visits for open discussion on the company's direction.

In Belgium, task forces have tackled infrastructure and logistics issues to improve efficiency and create a more pleasant work environment, ranging from login procedures to implementing meeting and relaxation areas to facilitating remote work. Sports and wellness activities, recognition programs and improving communications and teamwork are among the many other program themes.

In Germany, team trophies recognize outstanding performance, monthly CEO breakfasts encourage open communications and after-work events contribute to a friendly and informal atmosphere.

In France, numerous initiatives are launched to foster collaboration, creativity and conviviality as core values of the wellbeing@worldline. Among them:

- The program "Worldline réalise ton rêve" (achieving your dream with Worldline) provides funding in three categories for employee projects: "Team Dream", "Sustainability Dream" and "Humanitarian Dream."

- The site of Seclin designed a Creativity Room, an informal space dedicated to brainstorming, creativity and innovative, providing conditions for inspiration.

In India, activities to support employee wellbeing included educational sessions as part of International Women's Day, open discussions on working conditions, celebrations of special holidays such as the Diwali festival of lights and colorful Navrati festival and employee production of the country magazine, Worldline Se.

FEDERATING PEOPLE
AROUND WELLBEING@WORLDLINE

The recognition of the key role employees play in making this model work and contributing to Worldline's success underpins the company's commitment to being a responsible employer. The key lever in Worldline's responsible employer approach, wellbeing@worldline encompasses a broad array of subjects related to the job satisfaction of employees.

2020

Increase **by 10%** employee satisfaction on Great Place to Work® survey

wellbeing
@worldline

271

Total number of collaborative communities *[AO11]*

The program aims to create the conditions to enable the integration, development and evolution of each employee and ensure a positive working environment and conditions.

Employees were integrally involved in designing the program and participate actively in its implementation. Program elements were defined based on existing actions ongoing in each country under the umbrella of the Atos Group and findings from the Great Place To Work® survey. In 2015, three priority areas were defined:

- **Learning@worldline**, reflects Worldline's commitment to training and development, from internships and new hires throughout employees' careers. Examples of programs include Sales Academy, Lead! for managers, training for project managers and Learning Day, dedicated to discovering all of the training opportunities that exist in Worldline;

- **Growing@worldline**, involves constantly providing employees with opportunities to develop through skills acquisition, mobility and career evolution. This occurs in many ways, including by giving employees responsibility early in their careers as well as through individual development programs, training and leadership development programs;

- **Integration@worldline**, covers a broad range of areas to ensure professional inclusion, including the integration of interns and new hires, fostering a culture of diversity, mentoring, and integrating new companies, such as Equens.

The global programs are translated locally through employee workshops at which topics are brainstormed and practical, tangible actions identified that can contribute to improvement in each area. For example, workshops on **workingconditions@worldline** consider improvements to be made in "Tools and devices," environment and infrastructure, everyday problems and remote work. Similar workshops have been organized on the topics **sharing@worldline** and **recognition@worldline**.

Identified actions approved by management are implemented locally and shared globally as "best practices".

[G4-DMA-Diversity and equal opportunity] [G4-DMA-Equal remuneration for women and men]
[G4-DMA-Market Presence] [G4-40] [G4-LA2] [G4-LA12] [G4-EC6] [AO6]

4 Top Challenges

PROMOTING DIVERSITY
AND EQUITY

Employee diversity is a powerful growth driver for Worldline and the foundation of an innovative company able to serve its customers around the world. Worldline diversity task forces have launched five-year action plans for each of the four identified priority areas.

29%
Percentage of females
[G4-LA12]

79%
Diversity perception
GPTW *[AO6]*

2020

DIVERSITY
Reduce the female capital gap **to 0 by 2020** (target range of +/-10%)

Promoting gender equity

Worldline has identified gender equity as a major priority and made it a KPI. Globally, 29% of employees are women and the company works constantly to improve this proportion as well as to increase women's representation in top management. Of 57 top managers, 18% are women.

Worldline has signed agreements in favor of professional equality with social partners in a number of European countries. These agreements include provisions to promote gender equity at all organizational levels, ensure wage equality between men and women and establish conditions favorable to the evolution of women's careers.

Promoting inclusion of individuals with disabilities

Worldline has established specific programs at a number of its sites in consultation with employee representatives to attract and train individuals with disabilities. Worldline provides all of its employees with training programs in order to foster the inclusion within their teams of individuals with disabilities, for example, sign language lessons.

In France a network of individuals at each site act as resources to support individuals with disabilities in receiving official recognition of their status as a worker with a disability, adapting the work environment and increasing awareness among fellow employees. In 2015, Worldline formalized several partnerships with universities and state-supported occupational retraining centers to increase its capacity to support individuals with disabilities.

Promoting intergenerational collaboration

To leverage the experience and skills of senior employees to transfer knowledge to younger colleagues, Worldline works to ensure conditions that encourage intergenerational sharing and mentoring. Worldline works to develop the company's human potential through proximity and the development of intergenerational networks.

Promoting cultural differences

Valuing the differences between different cultures is key for an international company like Worldline. The company is expanding to other countries its learning module on "How to work with French/German/Belgian/Indian/etc.?" to help employees in integrating and understanding cultural differences in the workplace. Intercultural differences also are embedded within other training programs such as the newly launched. Lead! international training program for managers.

FOSTERING
AND DEVELOPING TALENT

Effective talent development and career management are vital to Worldline's ability to recruit, retain and motivate the people on who its business success depends.

2020

Be quoted in at least 5 employer brand studies

97%

Percentage of total employees who received a regular performance and career development review during the year *[G4-LA11]*

LATEST
Worldline
INNOVATIONS
2015

A structured approach to Talent Management

Worldline has implemented an annual Talent Review undertaken by both Management and the Human Resources Department, a key Career Management asset to:

- Identify top performers with high potential for growth or with business-critical expertise.

- Set a succession plan for key positions.

- Define Individual Development Plans (IDP).

All Worldline employees have the opportunity to take ownership for their career through the IDP. Employees are able to discuss their career, skills and development opportunities with their manager and the Human Resources department and define development objectives and actions.

Training on how to complete one's own IDP is provided in person, via local webinars and during Learning Days to help employees and managers make the best use of the process.

A large set of advanced programs for Career Development

International development programs enable employees to develop soft skills and their creative talent.

Gold for Managers - an annual program conducted with HEC Paris business school to develop future leaders, focused on business strategy and responses to the challenges of continued profitable growth.

Gold for Experts - conducted with Cambridge University and Paderborn University, seeks to equip employees with best-in-class capabilities to define and implement innovative end-to-end solutions for customers.

Juniors Group - a self-organized, international, cross-functional circle that works to advance individual potential through personal development sessions, networking opportunities with top management and international colleagues and innovative projects.

Junior Career Development - in Belgium, provides participants with opportunities to develop through a mini-management program, mentoring and learning-on-the-job.

Lead!Program - global leadership program designed to help leaders develop, create a shared understanding of leadership, reinforce Worldline's culture and increase managers' understanding of their role in leading employees.

Transconstellation - in Belgium, employees earn postgraduate-level certificates in financial transaction services.

EXPERT COMMUNITY

Newly launched in 2015, the Worldline Expert Community enables expert employees to grow further in the organization, to foster collaboration, to improve innovation and to deepen technical capabilities and knowledge of the company.
As of the end of 2015, 206 experts had been identified. Implemented in France, Germany, Belgium and Spain, the Expert Community will be launched in 2016 in the UK, Latam and APAC.

MENTORING

To help young employees to develop as part of Worldline, the company is instituting a mentoring process. The program was piloted in France and is being rolled-out in 2016 in Belgium and Iberia. Paired with a more experienced manager as their mentor, employees are supported in defining their individual career path and developing interpersonal skills while gaining additional perspective and help in building their network.

DEVELOPING SKILLS
THROUGH LEARNING EXPERIENCE

Worldline offers employees access to a wide range of training courses to provide opportunities for development and growth.

Average hours of training that employees have undertaken during the year *[G4-LA9]*

19 hours

2020

More than **90%** of our employees are satisfied with the trainings provided by Worldline

Strengthen employee's technical expertise

Worldline continues to provide opportunities for employees to add to their technical expertise through both internal and external certification programs. In addition to certifications, Worldline also launched the global PM Academy in 2015 to build a comprehensive education path for Project Managers. This academy includes internal and external PM certification and a global training program.

Develop sales skills through a global approach and contribute to the creation of a common sales culture

2015 saw the launch of the Worldline Sales Academy, created to reinforce its competitive advantage. The Academy provides sales team members with opportunities to develop their skills, increase sales performance and customer relationships, enrich their knowledge of the market and foster personal growth. Examples include sales techniques (selling in the boardroom, pitching to win, prospecting and consultative selling), soft skills and training on payments.

Develop Leadership in order to professionalize and develop our managers

In 2015, Worldline launched the Lead! International program, targeted at improving managers leadership skills. During the program, managers reflect on their role as a leader, work together on transversal projects and strengthen their network. Additional goals include reinforcing agility on matrix management, remote team management and cultural differences.

And make a step forward with new ways of learning

- MOOCS: Massive Open Online Course.

- Learning Days: Annual event that gives all employees the opportunity to meet with internal and external training specialists.

- Change Workshops: One-day interactive training sessions to raise awareness of transformation challenges, the new organization and new strategies.

VALUE CHAIN

CHALLENGE

Endorsing our business ethic within our value chain.

For Worldline's industry, in which billions of transactions involving finances and sensitive data are handled, business ethics is an absolute requirement. To maintain its credibility and the confidence of its customers, Worldline must have zero tolerance for unethical behavior and ensure that its suppliers respect the same standards for ethical conduct.

AMBITION

Worldline's ability to deliver its business technology solutions and create value for customers depends on its commitment to data protection, high ethical and security standards and responsible procurement.

Worldline has set as one of its key priorities endorsing its business ethics throughout its value chain. This includes ensuring compliance with all regulatory requirements, maintaining high ethical standards supported by its code of ethics, treating employees fairly, contributing to the development of local economies and ensuring transparent and sustainable procurement practices with suppliers.

2020 COMMITMENTS

Data protection

100%

of privacy impact assessments performed on relevant services

Enhance sustainable supplier relations

100% of our evaluated suppliers by EcoVadis with a score below 40 have an action plan to solve critical findings identified

EcoVadis supplier evaluation

Reach the **Gold** level of EcoVadis supply chain assessment

SECURING ASSETS
FOR OUR CUSTOMERS' BUSINESS GROWTH

INTERVIEW with
Christophe Duquenne
Chief Technical Officer
and Managing Director for
Merchant Services & Terminals

Worldline's value chain includes all activities related to the production and delivery of our services that create value for our clients: innovation, product management, procurement, contracting, sales, delivery and risk management.

Our CSR commitments are intrinsic to our value chain. Our ability to deliver adequate business solutions and create value depends on our commitment to service availability, security, data protection high ethical standards and responsible procurement.

Our commitment is translated into the actions we take to ensure service availability to our clients, to secure our systems and protect data.

Reflecting the priority we place on this area, we have identified the following key performance indicators to measure our performance and made their improvement part of our 2020 CSR objectives:

- **Service availability** - to maintain our industry-leading standard of reliability, we deliver customer services through redundant and robust state of the art platforms and a self-owned IT infrastructure. In 2015, Worldline's services availability rate was over 99.81%.

- **Availability response time** - response times are closely tracked to ensure that contractually-established KPIs are met consistently.

- **Incident response** - Worldline data-centers and services delivered to customers are monitored by a 24/7 First Line Support team, which ensures follow-up response to incidents and that applications, networks and servers remain fully operational to deliver services to customers. Monitoring is automated, industrialized and robust. Ensuring 100% adherence to pre-defined procedures has been identified as a core KPI.

- **Data protection** - privacy impact assessments are conducted systematically on relevant services. At the same time, security and technical protection measures are continuously reviewed and adjusted to keep pace with rapidly evolving regulations and expectations in the area of privacy protection.

> OUR CSR COMMITMENTS ARE INTRINSIC TO OUR VALUE CHAIN

We took a number of actions in 2015 to further strengthen our capabilities in this area, including designing and launching a program to improve availability and sharing of best practices. This has already been applied to several processes and multiple countries and will be expanded through a company-wide roll-out in 2016.

We also will continue to build upon the redesigned security risk assessment process that was successfully implemented last year, to further strengthen system resistance. The implementation of our automated software quality assessment platform last year was another step forward that provides an important tool for our software developers as well as refocusing the attention of our entire community on the criticality of ensuring the security and data protection in our products.

CONDUCTING BUSINESS
WITH FAIRNESS AND INTEGRITY

68%

Percentage of management employees trained in Code of Ethics – Virtual Classroom *[G4-SO4]*

71%

Percentage of employees trained in Code of Ethics – E-learning *[G4-SO4]*

0

Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulation *[G4-SO8]*

As an Atos company, Worldline adheres to the Group's Code of Ethics, which addresses responsibility, trust, sustainable competitiveness, service quality and listening to clients, innovation, wellbeing@worldline and excellence.

Raising awareness to ensure ethical behavior at all levels of the organization

Ethics and compliance policies are disseminated to employees to ensure awareness. Implementation actions include presentation of all compliance policies, such as the policy on gifts, entertainment and other contributions, to local boards and local works councils, followed by communication to all employees.

Worldline has also created a specific community dedicated to legal compliance to ensure up-to-date communications with employees on compliance matters, internal policies and rules. This community provides another forum in which employees can raise questions on compliance or policies.

An e-learning module on the Code of Ethics, mandatory for all Worldline employees, also increases understanding of the Code and promotes fair practices in daily business activities. In 2015, 71% of Worldline employees completed the e-learning module.

This training is complemented through specific classroom training sessions for top managers and all employees considered as "core target" or whose day-to-day professional activities involve issues covered by the Code. In 2015, 68% of Worldline managers participated in virtual classroom training on the Code of Ethics.

The Group Code of Ethics has been attached to all employment contracts since 2011.

Implementing strong policies to guarantee compliance throughout our Value Chain

Compliance is ensured through a governance process defined at the Atos Group level and administered through compliance bodies at both the Atos and Worldline levels. To prevent compliance risks, Worldline has implemented several internal policies in the areas of fraud, bribery, corruption and violations of competition laws and export control laws. All intermediaries, consortium partners and consultants working with Worldline on developing/retaining its business are screened and their behavior and knowledge of ethics verified.

SECURE PROCESSING
OF PERSONAL DATA

Safeguarding personal data is fundamental to Worldline's brand and to retaining the trust of its customers.

Protection of personal data is also a key topic for Worldline's employees who expect that their employer will comply with the strictest applicable regulation.

Processing of personal data opens tremendous opportunities, as demonstrated by the debate on Big Data. To protect personal data as a fundamental right, Worldline continuously challenges and works to improve its data security. Worldline's approach is focused around four pillars:

- **Worldline's Binding Corporate Rules and Data Protection Policies** set the highest standards in terms of data protection and data security and apply to all Worldline entities around the globe;

- **Procedures** to ensure that privacy is embedded in all processing of personal data by Worldline on its own behalf or on behalf of its customers;

- **A data protection community** composed of data protection legal experts and country data protection officers tightly integrated in day-to-day operations;

- **Employee awareness**, supported through mandatory training for all Worldline employees and special training in areas in which employees are likely to be confronted with data protection challenges. In 2015, 78% of Worldline employees participated in data protection training.

Worldline's data protection approach has been reinforced through its official recognition by the European regulatory authorities, as part of Atos, for the processing of personal data both as a data controller (i.e., for its own purposes) and as a data processor (i.e., for the processing of its customers' data). Worldline is also regularly assessed by external bodies. As a payment service provider, the company is subject to annual auditing to maintain its PCI-DSS* certification.

2020

Data protection

100%
of privacy impact assessments performed on relevant services

PCI DSS COMPLIANT

*Payment Card Industry (PCI) Data Security Standard (DSS)

INTEGRATING SUSTAINABLE VALUE WITHIN THE SUPPLY CHAIN

"

WORLDLINE PROCUREMENT AND SUPPLIER POLICIES POSITIVELY INFLUENCE OUR SUPPLIERS TO ADOPT SUSTAINABLE PRACTICES

"
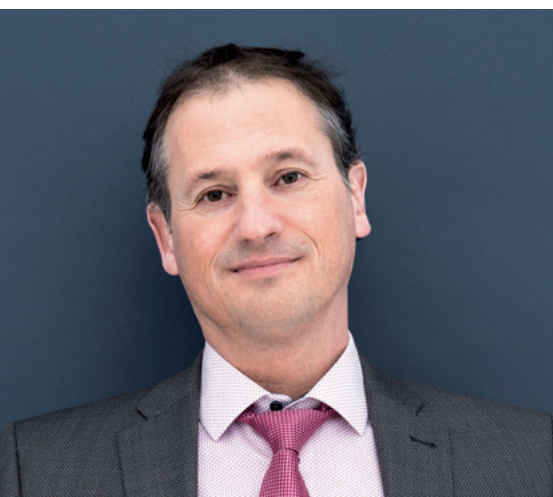
INTERVIEW with Hans de Louw

Head of Procurement

As part of Atos, Worldline procurement and supplier policies recognize a responsibility to promoting and developing sustainable behavior by positively influencing stakeholders, including our suppliers, to adopt sustainable practices.

As part of our approach to responsible procurement, suppliers are required to sign the company's sustainability charter, which addresses human rights, worker rights and environmental and business integrity. Worldline has defined different levels of engagement with suppliers to reduce technical, environmental, human and financial risks and to protect its brand reputation.

Worldline indicators are defined according to the CSR strategy of Atos. EcoVadis has assessed the social and environmental performance of Atos Group suppliers, including those of Worldline, since 2008. A supplier with a score of less than 35/100 in these assessments is required to propose a corrective action plan within 12 months to the procurement team. Absent better results in the next survey, the supplier can be removed from the list of approved suppliers.

In the initial assessment of its supply chain by EcoVadis, Worldline obtained Silver level and has set an objective of reaching EcoVadis Gold level ranking by 2020. Also, in 2015, Worldline mandated EcoVadis to assess its suppliers. A selection of 55 strategic suppliers were scored, with an average score of 58.25/100. In 2015, 28% of Worldline's strategic suppliers have been evaluated by EcoVadis representing 27% of total expenses [AO17].

Among the actions taken by Worldline in 2015 to improve its responsible procurement performance is the further use of contract management systems and e-sourcing modules. The modules integrate EcoVadis environmental selection criteria within the fully electronic procurement process.

The e-sourcing platform increases tracking and transparency, eliminates paper waste and streamlines the EcoVadis validation process. Perhaps most importantly, it systematizes thinking about sustainability issues throughout Worldline's procurement and supplier communities.

To reduce its impact on the environment, Worldline also seeks to maximize sourcing from local suppliers. In 2015, the proportion of Worldline's overall spend sourced to local suppliers represented 84%.

2015
CSR Rating
SILVER
ecovadis

Proportion of spending on local suppliers [G4-EC9]

84%

Percentage of strategic suppliers evaluated by EcoVadis - [AO17]

28%

2020

Enhance sustainable supplier relations

100% of our evaluated suppliers by EcoVadis with a score below 40 have an action plan to solve critical findings identified

EcoVadis supplier evaluation

Reach the **Gold** level of EcoVadis supply chain assessment

INCREASING
CORPORATE CITIZENSHIP COMMITMENT

ACTING AS A CORPORATE CITIZEN

Worldline and its employees engaged in numerous activities in 2015 to support host communities and support those in need as part of its responsibilities as a private company toward society. Actions included making donations to charities and social communities and working with non-profit and societal support organizations on tangible initiatives that leverage the company's core skills and capabilities.

Lending a hand to those in need

Employees in several countries organized collection drives to provide food and supplies to families living in disadvantaged conditions with support from the company. In Argentina, for example, Worldline supports a national nonprofit foundation that promotes social inclusion in the country's most vulnerable sectors. Employees across the country collected coats, blankets and food to provide shelter for people living on the streets during Argentina's coldest season.

Supporting education

Worldline employees volunteer their time and share their knowledge in schools in their local communities. In France, the "Energie Jeunes" program seeks to promote equal access to education and youth empowerment in secondary schools located in disadvantaged areas. Other education-related initiatives during the year included encouraging girls to pursue careers in engineering, donating IT supplies, volunteering in school reading classes, providing apprenticeships and participating in diversity workshops and training for young people.

Organizing to combat disease and illness

In France, Worldline has been a partner of the annual national fundraising Telethon organized by the Muscular Dystrophy Association for nearly 20 years. Worldline contributes its expertise to Telethon, providing the secure payment solution used to secure payments made by credit card on the Telethon website or via mobile phone during the nationwide operation. Fundraising activities are also organized by employees at Worldline sites around a variety of activities with the proceeds donated to Telethon.

In other countries, the company and employees provide support and raise funds for research into the prevention of cancer and heart disease. Employees at numerous sites organized blood drives in 2015 with local chapters of the Red Cross.

Looking out for children

Fundraising to provide support for children who are sick or living in difficult conditions and Christmas gift drives are among the many activities organized by Worldline employees around the world, including in Malaysia, Singapore, India, Spain, France, the UK and the Benelux countries. In Germany, Worldline supports a youth welfare service and a children's home that focuses on the psycho-social education of children and teenagers with difficult family backgrounds and behavioral issues.

ENVIRONMENT

CHALLENGE

Leveraging the eco-efficiency of our data-centers and offices.

Climate change represents a serious threat to the planet. It is the responsibility of every individual and every company to play a role in addressing it. Worldline is committed to improving its environmental performance because it's a strong stakeholder expectation, it's good for its bottom line and it is fundamental to Corporate Social Responsibility.

Eco-efficiency is a major challenge for Worldline because its business involves data processing, which consumes enormous amounts of energy and produces significant CO_2 emissions.

AMBITION

For Worldline, which seeks to be number one in its industry in Europe, it must excel in its environmental performance. To reduce the company's environmental footprint and ensure compliance with regulatory and non-regulatory environmental performance, Worldline drives its policies and actions through its Environmental Management System (EMS). Worldline focuses particularly on improving the energy and carbon performance of its data-centers and offices, in addition to an array of other environmental improvement initiatives.

2020 COMMITMENTS

Environmental & carbon efficiency >

Be carbon neutral on production of services and products

CO_2
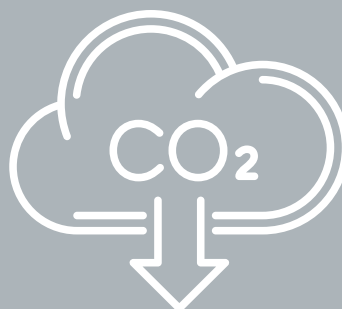
< Green terminals

Be carbon neutral on the terminals lifecycle

IMPROVING
OUR ENVIRONMENTAL FOOTPRINT

> ❝ THERE IS NO QUESTION THAT THIS IS AN AREA IN WHICH WE ABSOLUTELY MUST EXCEL ❞

INTERVIEW with
Frédéric Papillon
Head of Technical Operations

An environmentally sustainable approach is no longer just an act of corporate good citizenship.
As our CEO Gilles Grapinet said earlier this year:
"A company that isn't ensuring its processes are ISO 14001 certified is excluded from our markets."

Our customers routinely use environmental performance measurements as key criteria in their supplier selection. And, Worldline in turn, demands the same of its own suppliers. For Worldline, which seeks to be number one in its industry in Europe, there is no question that this is an area in which we absolutely must excel.

As part of the Atos Group, we have been engaged in an ambitious environmental program for a number of years. To reduce our carbon footprint, we are concentrating in particular on our infrastructure, moving from physical to virtual servers to cut energy consumption in our data-centers.

Other actions include shifting to decarbonized energy supplies and using Power Usage Effectiveness (PUE) criteria for locating and building new data-centers. We received ISO 14001 certification at three additional sites in 2015, at Seclin La Pointe, Blois and Frankfurt. With Atos, we also strengthened our commitment on climate change in joining the platform designed by CDP and the "We Mean Business Coalition," which has adopted new initiatives on emissions targets, carbon pricing, stakeholder engagement and public information.

We constantly look at additional ways to improve our performance, including exploring the use of solar and/or aeolian power at office sites, installing lower energy consuming lights in offices and data-centers as we have already done in Belgium, and shutting down infrastructures where 24/7 availability isn't needed. In Belgium, we are working toward achieving our commitment of making our payment terminals carbon neutral, measures which we eventually will be rolling out throughout the world.

Beyond energy and carbon, our efforts to reduce our overall footprint is continuing in other areas as well, whether looking at how to become a zero paper company, replacing bottled water with water distributors or improving management of waste, including electronic equipment. For 2016, we are continuing to work in all of these and other areas as we fully deploy our CSR global strategy and integrate environmental awareness into everything we do.

Energy consumption
within the organization *[G4-EN3]*

248,258 GJ

Energy intensity per revenue *[G4-EN5]*

232.39 GJ/€ million

Environment

TRUST 2020

42
43

Worldline • Corporate Social Responsibility report 2015

FOCUSING ON CLIMATE CHANGE: 2015 COP 21 COMMITMENTS

Worldline's environmental program seeks to reduce the company's overall footprint, preserve natural resources and combat climate change by reducing energy use and carbon emissions.

Tackling environmental issues through a concrete action plan

In recognition that addressing climate change must be the responsibility of all companies and all industries, Worldline has made energy and carbon its primary focus. Digital solutions and services continue to generate an increasing demand for energy-intensive data storage and processing.

This makes energy efficiency and consumption and greenhouse gas (GHG) emissions key environmental challenges for Worldline, as identified in its materiality matrix.

Among its main 2020 CSR priorities, Worldline has identified making its services and products and the life cycle of terminals carbon neutral.

Worldline's efforts in this area continue actions undertaken as part of the Atos Group's environmental policy, which identified clear objectives and action plans, including:

- Focusing first on energy consumption, supply and efficiency;

- Leading the IT sector with ambitious objectives on energy and carbon;

- Promoting site energy efficiency as a key indicator;

- Switching to decarbonized and renewable energy sources wherever practical;

- Reducing emissions and offsetting residual emissions to make data-center services carbon neutral.

Going further and strengthening our environmental policy through 2015 COP 21 Commitments

At the end of 2015, Worldline reinforced its commitment to combating climate change in committing, as part of Atos, to four new climate initiatives in the context of the COP 21 international convention on Climate Change. The initiatives address new emissions targets, carbon pricing, stakeholder engagement and CSR communications with stakeholders.

Worldline also views energy and carbon challenges as opportunities to improve internal processes and operational efficiency, to establish new ways of working and to achieve savings. It also opens opportunities to innovate and deliver new digital solutions to help customers tackle business and environmental challenges such as through smart solutions, green data-centers and carbon neutral hosting.

LEVERAGING ECO-EFFICIENCY
THROUGH AN ENVIRONMENTAL MANAGEMENT SYSTEM

To help customers meet carbon reduction objectives, Atos and Worldline create carbon offsets.

Actions include encouraging the development of renewable energies and ensuring that carbon offsets are certified by leading internationally recognized standards, such as VCS (Verified Carbon Standard) or Gold Standard projects. Since 2010, Atos and Worldline have succeeded in compensating the total amount of residual CO_2 emissions from data-centers, enabling customers to report zero carbon impact in their public reporting.

Worldline procurement teams are continuing the effort to reduce Worldline's carbon footprint in seeking carbon-free energy in supply contracts. In 2015, 100% of Worldline's residual data-center emissions were again offset, enabling Worldline data-center services to continue to be carbon neutral.

2020

Environmental & carbon efficiency
Be carbon neutral on production of services and products

CO₂

Green terminals
Be carbon neutral on the terminals lifecycle

To advance toward its objective of being carbon neutral over the lifecycle of its payment terminals, Worldline has undertaken a series of initiatives.

In Belgium, the company is designing and installing a range of payment terminals, which ultimately will be introduced throughout the world. Attention is focused during development and manufacturing on power consumption requirements, usage of recyclable materials and ecological packaging. Procurement is through ISO 14001 certified companies that have committed to good sustainability practices and are certified by EcoVadis.

In 2015, Worldline also initiated a supplier survey to assess their handling of "conflict minerals". The repair process also has been organized to recycle parts used in terminals. At the end of their lifecycle, the terminals are properly collected, disassembled and recycled through certified companies. As of 2015, collection and preparation for Worldline's Waste Electrical and Electronic Equipment (WEEE) recycling is covered by an official regional permit, with all e-waste treated via one of Europe's leading recycling firms, which works with best-in-class companies to recover precious metals.

ISO 14001

As part of its Environmental Management System, Worldline set an objective to be ISO 14001 compliant for its main sites (above 500 employees) and data-centers. In 2015, the remaining sites of Blois, Seclin La Pointe and Frankfurt were certified ISO 14001.
These new certifications complete the list of ISO 14001 certifications already obtained since 2012 for the sites of Seclin Dassault, Vendôme and Brussels.

RAISING AWARENESS THROUGH

Worldline sites and employees engage in a wide range of initiatives to preserve and protect the environment. Worldline also implements a number of company-wide programs, including "Sustainability improvement" e-learning courses to help increase awareness regarding sustainability issues.

Programs that encourage "smart" work practices are helping employees to reduce their environmental footprint through a variety of actions.

The wide range of local and global green initiatives illustrate how environmental consciousness has been integrated into the company's daily life.
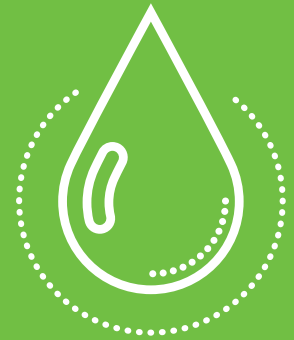
Water distributors installed in offices are replacing individual water bottles, reducing plastic consumption. Selective recycling at office sites is further reducing plastic, paper, glass and metal wastes.

In Belgium, Worldline installed **500 solar panels on the roof of a data-center** and in the adjacent parking lot, producing 120,000 Kwh per year, enough electricity for half of an office building. In addition, efforts have been made to reduce electrical consumption at the Brussels office.

GREEN INITIATIVES
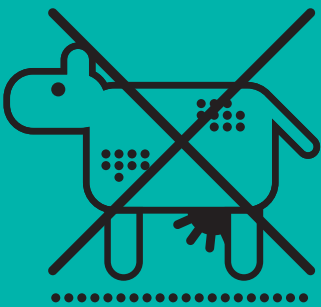
A **"Veggie Day"** each week at one site helped increase employee awareness of the health and environmental impacts of excessive meat consumption. Around 50% of employees choose the healthy alternative "Veggie" experience each Thursday.

A mobility week helped to encourage consideration of alternative ways to commute to work. Worldline sites have installed new bike stalls to enable more employees to **bike to work**.
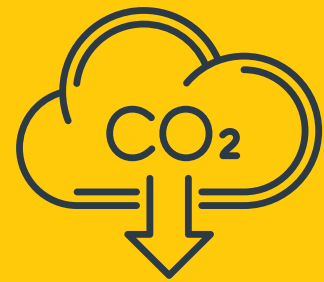
More than 10% of employees participate in the company's remote working program. In 2015, remote working **reduced CO2 emissions by 180 tons**.

In support of biodiversity, employee volunteers in Brussels set up a garden with several species or **trees, flowers and fruits** and installed a "hotel" for wild bees and useful insects to aid pollination.

Green driving: In Germany, Worldline introduced Renault's ZOE electric vehicle within its company fleet car to reduce CO2 emissions. In Belgium, 98.5% of the company cars produce less than 120 g of CO2, compared with 16% in 2010. Worldline also reserves parking spaces for vehicles used for carpooling.

To help reduce its overall **environmental footprint**, Worldline communicates about everyday acts that are good for the environment, for example, printing less, storing travel boarding passes on smartphones, drinking coffee in real instead of disposable cups and e-sharing PowerPoint presentations rather than printing them. Other tips include reducing energy use in the heating or cooling of meeting rooms, virtualizing and renewing equipment and using equipment sleep modes and eco lamps.

PERFORMANCE

GRI G4 **CONTENT INDEX**

For the 2015 CSR report, Worldline has successfully completed the Global Reporting Initiative Content Index Service ¨in accordance¨ with the comprehensive option guidelines which testifies to the high level of transparency and exhaustiveness of its extra financial performance. You can find below the entire GRI G4 Content Index with the general standard disclosures and specific disclosures.

GRI Content Index Worldline S.A. Apr 2016 Service

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
STRATEGY AND ANALYSIS					
G4-1	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 **CSR report** Talking CSR with Gilles Grapinet, Worldline CEO - p.3-5	NA	NA	NA	NO
G4-2	**Registration Document** 4. Risk factors - p.12 Annexe III 1.1.1 Market trends, opportunities and risks in the digital era - p.256 **CSR report** Talking CSR with Gilles Grapinet, Worldline CEO - p.3 Integrating Sustainability within business - p.9 Worldline 2020 CSR Commitment - p.10	NA	NA	NA	NO
ORGANIZATIONAL PROFILE					
G4-3	**Registration Document** 5. Group information - p.28 **CSR report** Worldline institutional presentation - p.6	NA	NA	NA	NO
G4-4	**Registration Document** 6.5 The Group's business - p.28	NA	NA	NA	NO
G4-5	**Registration Document** 5. Group information - p.28	NA	NA	NA	NO
G4-6	**Registration Document** 7. Organizational chart - p.73 9.10 Human Resources - p.95	NA	NA	NA	NO
G4-7	**Registration Document** 5.1.4 Registered Office, Legal Form and Applicable Legislation - p.29	NA	NA	NA	NO
G4-8	**Registration Document** 5. Group information - p.28 **CSR report** Worldline institutional presentation - p.6 Worldline 2020 CSR Ambition - p.11	NA	NA	NA	NO
G4-9	**Registration Document** 6.1 Overview - p.35 9.10 Human Resources - p.95 9.11 Financial Review - p.97 Annexe III 3.1 Opening ambition, challenges and opportunities / People, Worldline's main asset - p.279	NA	NA	NA	NO
G4-10	**Registration Document** 9.10 Human Resources - p.95 Annexe III 3.1 Opening ambition, challenges and opportunities / People, Worldline's main asset - p.279 Annexe III 3.7 workingconditions@worldline - p.292	NA	NA	NA	NO
G4-11	**Registration Document** Annexe III 3.7.2 Collective bargaining agreements - p.293 Annexe III 3.7 workingconditions@worldline - p.292	NA	NA	NA	NO
G4-12	**Registration Document** Annexe III 4.2 Ethics in the supply chain - p.304 **CSR report** Securing Assets for our Customers' Business Growth - p.37 Integrating Sustainable value within the Supply Chain - p.40	NA	NA	NA	NO
G4-13	**Registration Document** 5.1 History and Development - p.28 Annexe III 6.1 Scope of the report - p.322 **CSR report** 2015 Highlights - p.7	NA	NA	NA	NO
G4-14	**Registration Document** 4. Risk factors - p.10	NA	NA	NA	NO

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-15	**Registration Document** Annexe III 1.2.3.1 Respect of AA1000 Standards - p.263 Annexe III 1.2.3.2 Global Reporting Initiative - p.264 Annexe III 3.7.3 International labor rights - p.293 Annexe III 6.1.2 Global Reporting Initiatives – G4 Guidelines - p.322 **CSR report** Worldline 2020 CSR Ambition - p.11	NA	NA	NA	NO
G4-16	**Registration Document** Annexe III 1.1.3.1 Worldline stakeholders' approach and materiality analysis - p.258 Annexe III 3.7.3 International labor rights - p.293 Annexe III 4.1.2 Data Protection - p.302	NA	NA	NA	NO

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-17	**Registration Document** 5.1 History and Development - p.28 9.1.2.9 Changes in Scope - p.83 Annexe III 6.1 Scope of the report - p.322 Annexe III 6.1.2 Global Reporting Initiatives – G4 Guidelines / Reporting scope for the indicators resulting from the materiality study - p.322	NA	NA	NA	NO
G4-18	**Registration Document** Annexe III 1.2.1.1 Worldline materiality assessment and Corporate Social Responsibility dashboard - p.260 Annexe III 1.2.3.2 Global Reporting Initiative - p.264 Annexe III 6.1.2 Global Reporting Initiatives – G4 Guidelines - p.322 **CSR report** Maintaining a permanent and constructive dialogue with stakeholders - p.12 4 main challenges: Business, People, Value Chain, Environment - p.15	NA	NA	NA	NO
G4-19	**Registration Document** Annexe III 1.2.1.1 Worldline materiality assessment and Corporate Social Responsibility dashboard - p.260 **CSR report** Maintaining a permanent and constructive dialogue with stakeholders - p.12 Materiality Matrix - p.14 4 main challenges: Business, People, Value Chain, Environment - p.15	NA	NA	NA	NO
G4-20	**Registration Document** Annexe III 1.2.1.1 Worldline materiality assessment and Corporate Social Responsibility dashboard - p.260 Annexe III 6.1.2 Global Reporting Initiatives – G4 Guidelines - p.322 Annexe III 6.1 Scope of the report - p.322	NA	NA	NA	NO
G4-21	**Registration Document** Annexe III 6.1.2 Global Reporting Initiatives – G4 Guidelines - p.322	NA	NA	NA	NO
G4-22	**Registration Document** Annexe III 6.1 Scope of the report - p.322	NA	NA	NA	NO
G4-23	**Registration Document** 9.1.2.9 Changes in Scope - p.83 Annexe III 6.1.2 Global Reporting Initiatives – G4 Guidelines / Reporting scope for the indicators resulting from the materiality study - p.322	NA	NA	NA	NO

STAKEHOLDER ENGAGEMENT

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-24	**Registration Document** Annexe III 1.1.3.1 Worldline stakeholders' approach and materiality analysis - p.258 Annexe III 1.1.3.2 Mapping of Worldline stakeholders' expectations - p.259 **CSR report** Maintaining a permanent and constructive dialogue with stakeholders - p.12	NA	NA	NA	NO
G4-25	**Registration Document** Annexe III 1.1.3.1 Worldline stakeholders' approach and materiality analysis - p.258 Annexe III 1.1.3.2 Mapping of Worldline stakeholders' expectations - p.259 **CSR report** Maintaining a permanent and constructive dialogue with stakeholders - p.12	NA	NA	NA	NO
G4-26	**Registration Document** Annexe III 1.1.3.1 Worldline stakeholders' approach and materiality analysis - p.258 Annexe III 1.1.3.2 Mapping of Worldline stakeholders' expectations - p.259 **CSR report** Maintaining a permanent and constructive dialogue with stakeholders - p.12	NA	NA	NA	NO
G4-27	**Registration Document** Annexe III 1.1.3.2 Mapping of Worldline stakeholders' expectations - p.259 **CSR report** Maintaining a permanent and constructive dialogue with stakeholders - p.12	NA	NA	NA	NO

REPORT PROFILE

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-28	**Registration Document** 21.2.2 Fiscal Year (Article 36 of the Bylaws) - p.240 Annexe III 6.1 Scope of the report - p.322	NA	NA	NA	NO
G4-29	**Registration Document** Annexe III 6.1 Scope of the report - p.322	NA	NA	NA	NO
G4-30	**Registration Document** 21.2.2 Fiscal Year (Article 36 of the Bylaws) - p.240 Annexe III 6.1 Scope of the report - p.322	NA	NA	NA	NO

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-31	**Registration Document** 1.1 Name and position of the person responsible for the Registration Document - p.5 **CSR report** Worldline 2020 CSR Ambition - p.11	NA	NA	NA	NO
G4-32	**Registration Document** Annexe III 1.2.3.2 Global Reporting Initiative - p.264 Annexe III 6.3 Report of one of the Statutory Auditors, appointed as independent third-party, on the consolidated social, environmental and societal information published in the management report - Year ended December 31st 2015 - p.327 **CSR report** Worldline 2020 CSR Ambition - p.11 Performance / GRI G4 Content Index - p.48 Auditor letter - p.59	NA	NA	NA	NO
G4-33	**Registration Document** Annexe III 6.1 Scope of the report - p.322 Annexe III 6.3 Report of one of the Statutory Auditors, appointed as independent third-party, on the consolidated social, environmental and societal information published in the management report - Year ended December 31st 2015 - p.327 **CSR report** Worldline 2020 CSR Ambition - p.11 Performance / GRI G4 Content Index - p.48 Auditor letter - p.59	NA	NA	NA	NO

GOVERNANCE

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-34	**Registration Document** 14.1 Composition of Management and Supervisory Bodies - p.120 Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Integrating Sustainability within business - p.9	NA	NA	NA	NO
G4-35	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Talking CSR with Gilles Grapinet, Worldline CEO - p.3-4				NO
G4-36	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Talking CSR with Gilles Grapinet, Worldline CEO - p.3-4 Worldline 2020 CSR Ambition - p.11				NO
G4-37	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257 Annexe III 1.1.3.1 Worldline stakeholders' approach and materiality analysis - p.258 **CSR report** Maintaining a permanent and constructive dialogue with stakeholders - p.12				NO
G4-38	**Registration Document** 14.1 Composition of Management and Supervisory Bodies - p.120 16.5 Statement Relating to Corporate Governance - p.147				NO
G4-39	**Registration Document** 14.1 Composition of Management and Supervisory Bodies - p.120				NO
G4-40	**Registration Document** 16.5 Statement Relating to Corporate Governance - p.147 **CSR report** Talking CSR with Gilles Grapinet, Worldline CEO - p.3 Taking care and Growing our People - p.29 Promoting Diversity and Equity - p.33				NO
G4-41	**Registration Document** 16.5 Statement Relating to Corporate Governance - p.147 16.6.1 System of Internal Control - p.147				NO
G4-42	**Registration Document** 16.5 Statement Relating to Corporate Governance - p.147 Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Talking CSR with Gilles Grapinet, Worldline CEO - p.3-4				NO
G4-43	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257 Annexe III 1.1.3.1 Worldline stakeholders' approach and materiality analysis - p.258 **CSR report** Integrating Sustainability within business - p.9				NO
G4-44	**Registration Document** 17.3.2 Long Term Incentive Plan - p.155 Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Integrating Sustainability within business - p.9 Worldline 2020 CSR Ambition - p.11				NO
G4-45	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Integrating Sustainability within business - p.9				NO
G4-46	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257				NO

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-47	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Integrating Sustainability within business - p.9				NO
G4-48	**Registration Document** Annexe III 1.1.2 Worldline's vision and governance - p.257 **CSR report** Auditor letter - p.59				NO
G4-49	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 4.1.1 Compliance - p.299				NO
G4-50	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 4.1.1 Compliance - p.299				NO
G4-51	**Registration Document** 15.1.1 Compensation of Directors and Senior Executives - p.130				NO
G4-52	**Registration Document** 15.1.1 Compensation of Directors and Senior Executives - p.130				NO
G4-53	**Registration Document** 16.4.2 Nomination and Compensation Committee - p.145 17.3 Employee Shareholding Plan and Long-Term Incentive Plans - p.154 17.3.2 Long Term Incentive Plan - p.155				NO
G4-54		Annual total compensation for the organization's highest paid individual in each country of operations is subject to specific confidentiality constraints	confidentiality constraints	This information is considered as confidential by Worldline	NO
G4-55		Annual total compensation for the organization's highest paid individual in each country of operations is subject to specific confidentiality constraints	confidentiality constraints	This information is considered as confidential by Worldline	NO

ETHICS AND INTEGRITY

General Standard Disclosures	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
G4-56	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 4.1.1 Compliance / Improvement of the awareness - p.302 **CSR report** Embedding CSR at the Heart of our Business - p.19 Encouraging local Engagement - p.30 Conducting Business with Fairness and Integrity - p.38	NA	NA	NA	NO
G4-57	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 4.1.1 Compliance / Policies to prevent from compliance risks - p.301				NO
G4-58	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 4.1.1 Compliance / Policies to prevent from compliance risks - p.301				NO

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
CATEGORY: ECONOMIC					
MATERIAL ASPECT: ECONOMIC PERFORMANCE					
G4-DMA	**Registration Document** Annexe III 1.1.1 Market trends, opportunities and risks in the digital era - p.256 Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 4.3 Responsible in the territorial anchor - p.306 **CSR report** Talking CSR with Gilles Grapinet, Worldline CEO - p.3 Embedding CSR at the Heart of our Business - p.19				NO
G4-EC1	**Registration Document** 20.1.1.1 Consolidated Income Statement - p.169 Annexe III 4.4 KPI overview - p.309 **CSR report** Integrating Sustainable value within the Supply Chain - p.40				NO
G4-EC2	**Registration Document** Annexe III 5.2.3 Risk management process - p.312 **CSR report** Focusing on climate change: 2015 COP 21 commitments - p.44				NO
G4-EC3	**Registration Document** 17.2 Shareholding and stock subscription or purchase options held by members of the Board of Directors and senior management - p.153 Annexe III 3.5.4 Worldline global compensation benefits - p.290				NO
G4-EC4	**Registration Document** Annexe III 4.3 Responsible in the territorial anchor - p.306 Annexe III 4.4 KPI overview - p.309				NO
MATERIAL ASPECT: MARKET PRESENCE					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.2.4 Promoting diversity and equity - p.283 Annexe III 3.5 Recognition@Worldline - p.289 **CSR report** Promoting Diversity and Equity - p.33				NO
G4-EC5	**Registration Document** Annexe III 3.5.2 Minimum wage comparison - p.289 Annexe III 3.5 Recognition@Worldline - p.289				NO
G4-EC6	**Registration Document** Annexe III 3.2.4 Promoting diversity and equity - p.283 **CSR report** Promoting Diversity and Equity - p.33				NO
MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 2.2 Sustainable solutions - p.274 Annexe III 4.2 Ethics in the supply chain - p.304 **CSR report** Embedding CSR at the Heart of our Business - p.19 Integrating Sustainable value within the Supply Chain - p.40				NO
G4-EC7	**Registration Document** Annexe III 2.2 Sustainable solutions - p.274 Annexe III 4.2 Ethics in the supply chain - p.304 **CSR report** Strengthening trust thanks to secured and available platforms - p.20 Securing Assets for our Customers' Business Growth - p.37 Integrating Sustainable value within the Supply Chain - p.40				NO
G4-EC8	**Registration Document** Annexe III 4.2 Ethics in the supply chain / Enhance sustainable relations - p.304 **CSR report** Integrating Sustainable value within the Supply Chain - p.40				NO
MATERIAL ASPECT: PROCUREMENT PRACTICES					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 4.2 Ethics in the supply chain - p.304 **CSR report** 4 main challenges: Business, People, Value Chain, Environment - p.15 Securing Assets for our Customers' Business Growth - p.37 Integrating Sustainable value within the Supply Chain - p.40				NO
G4-EC9	**Registration Document** Annexe III 4.2 Ethics in the supply chain/ Enhance sustainable relations - p.305 **CSR report** Main KPI's - p.16-17 Integrating Sustainable value within the Supply Chain - p.40				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
CATEGORY: ENVIRONMENTAL					
MATERIAL ASPECT: ENERGY					
G4-DMA	**Registration Document** Annexe III 5.1 Ambition, challenges, opportunities and recognition - p.310 Annexe III 5.2 Closely monitor our activities and main challenges - p.311 Annexe III 1.2.1.2 Materiality matrix - p.261 **CSR report** 4 main challenges: Business, People, Value Chain, Environment - p.15 Improving our environmental footprint - p.43				NO
G4-EN3	**Registration Document** Annexe III 5.4.1 Systematically consider decarbonized power supply - p.316 **CSR report** Main KPIs - p.17 Improving our environmental footprint - p.43				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
G4-EN4	**CSR report** Improving our environmental footprint - p.43				NO
G4-EN5	**Registration Document** Annexe III 5.4.1 Systematically consider decarbonized power supply - p.316 **CSR report** Main KPIs - p.17 Improving our environmental footprint - p.43 Focusing on climate change: 2015 COP 21 commitments - p.44				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
G4-EN6	**CSR report** Improving our environmental footprint - p.43 Raising awareness through Green Initiatives - p.46				NO
G4-EN7	**Registration Document** Annexe III 5.3.5 Data Centers - p.315 **CSR report** Improving our environmental footprint - p.43 Leveraging Eco-efficiency through an Environmental Management System - p.45				NO
MATERIAL ASPECT: EMISSIONS					
G4-DMA	**Registration Document** Annexe III 5.1 Ambition, challenges, opportunities and recognition - p.310 Annexe III 5.2 Closely monitor our activities and main challenges - p.311 Annexe III 1.2.1.2 Materiality matrix - p.261 **CSR report** Improving our environmental footprint - p.43				NO
G4-EN15	**Registration Document** Annexe III 5.6 KPIs Overview - p.319				NO
G4-EN16	**Registration Document** Annexe III 5.6 KPIs Overview - p.319				NO
G4-EN17	**Registration Document** Annexe III 5.6 KPIs Overview - p.319				NO
G4-EN18	**Registration Document** Annexe III 5.3.1 Carbon Emissions - p.313 Annexe III 5.4.1 Systematically consider decarbonized power supply - p.316 **CSR report** Main KPIs - p.17 Improving our environmental footprint - p.43				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
G4-EN19	**Registration Document** Annexe III 5.4.1 Systematically consider decarbonized power supply - p.316 **CSR report** Improving our environmental footprint - p.43				NO
G4-EN20	**Registration Document** Annexe III 5.5.4 Other Air Emissions - p.318 Annexe III 6.2.1 Detailed information related to KPIs / Detailed information related to G4-EN20 - p.323				NO
G4-EN21	**Registration Document** Annexe III 5.5.4 Other Air Emissions - p.318				NO

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
CATEGORY: SOCIAL					
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK					
MATERIAL ASPECT: EMPLOYMENT					
G4-DMA	**Registration Document** Annexe III 3.2 My professional inclusion within Worldline: integration@worldline - p.279 Annexe III 1.2.1.2 Materiality matrix - p.261 **CSR report** Taking care and Growing our People - p.29 Federating People around ¨wellbeing@worldline¨ - p.32				NO
G4-LA1	**Registration Document** Annexe III 3.2 My professional inclusion within Worldline: integration@worldline - p.279 Annexe III 3.2.1 Talent recruitment - p.279 Annexe III 3.2.4.1 Promoting gender equity - p.283				NO
G4-LA2	**Registration Document** Annexe III 3.5 Recognition@Worldline - p.289 Annexe III 3.5.3 Health coverage, death, disability benefits - p.289 **CSR report** Taking care and Growing our People - p.29 Promoting Diversity and Equity - p.33 Fostering and developing talent - p.34				NO
G4-LA3		The information for this indicator is currently unavailable	Currently unavailable	Deployment in progress and will be handled by the HR team. This information will be available and disclosure in 2016 exercice.	NO
MATERIAL ASPECT: TRAINING AND EDUCATION					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.2 My professional inclusion within Worldline: integration@worldline - p.279 Annexe III 3.4 My skills development within Worldline: learning@worldline - p.288 **CSR report** Materiality Matrix - p.14 Developing skills through Learning Experience - p.35				NO
G4-LA9	**Registration Document** Annexe III 3.4 My skills development within Worldline: learning@worldline - p.288 Annexe III 3.4.3 Other training courses programs offered - p.289 **CSR report** Main KPIs - p.16 Fostering and developing talent - p.34 Developing skills through Learning Experience - p.35				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
G4-LA10	**Registration Document** Annexe III 3.3 My evolution within Worldline: growing@worldline - p.285 **CSR report** Taking care and Growing our People - p.29 Fostering and developing talent - p.34 Developing skills through Learning Experience - p.35				NO
G4-LA11	**Registration Document** Annexe III 3.3 My evolution within Worldline: growing@worldline - p.285 **CSR report** Main KPIs - p.16 Fostering and developing talent - p.34 Developing skills through Learning Experience - p.35				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.2.4 Promoting diversity and equity - p.283 **CSR report** Taking care and Growing our People - p.29 Promoting Diversity and Equity - p.33				NO
G4-LA12	**Registration Document** 14.1 Composition of Management and Supervisory Bodies - p.120 Annexe III 3.2.4 Promoting diversity and equity - p.283 Annexe III 3.2.4.2 Taking disabled people into account - p.284 **CSR report** Main KPIs - p.16 Promoting Diversity and Equity - p.33				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
MATERIAL ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.2.4 Promoting diversity and equity - p.283 Annexe III 3.7.2 Collective bargaining agreements - p.293 **CSR report** Taking care and Growing our People - p.29 Promoting Diversity and Equity - p.33				NO
G4-LA13	**Registration Document** Annexe III 3.8 KPIs overview - p.294				NO

SUB-CATEGORY: SOCIETY

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
MATERIAL ASPECT: ANTI-CORRUPTION					
G4-DMA	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 1.2.1.1 Worldline materiality assessment and Corporate Social Responsibility dashboard - p.260 Annexe III 4.1 Ethical excellence within Worldline - p.299 **CSR report** Conducting Business with Fairness and Integrity - p.38 Integrating Sustainable value within the Supply Chain - p.40				NO
G4-SO3	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 4.2 Ethics in the supply chain - p.304 **CSR report** Securing Assets for our Customers' Business Growth - p.37 Integrating Sustainable value within the Supply Chain - p.40				NO
G4-SO4	**Registration Document** Annexe III 4.1 Ethical excellence within Worldline - p.299 Annexe III 4.1.1 Compliance / Improvement of the awareness - p.302 **CSR report** Main KPIs - p.17 Conducting Business with Fairness and Integrity - p.38 Integrating Sustainable value within the Supply Chain - p.40				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
G4-SO5	**Registration Document** Annexe III 4.1.1 Compliance - p.299				NO
MATERIAL ASPECT: COMPLIANCE					
G4-DMA	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 4.1 Ethical excellence within Worldline - p.299 **CSR report** Securing Assets for our Customers' Business Growth - p.37 Conducting Business with Fairness and Integrity - p.38				NO
G4-SO8	**Registration Document** 16.6.1 System of Internal Control - p.147 Annexe III 4.1 Ethical excellence within Worldline - p.299 Annexe III 4.1.1 Compliance - p.299 **CSR report** Main KPIs - p.17 Conducting Business with Fairness and Integrity - p.38				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59

SUB-CATEGORY: PRODUCT RESPONSIBILITY

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
MATERIAL ASPECT: PRODUCT AND SERVICE LABELING					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 2.1.2 Permanent improvement of customer's experience - p.270 **CSR report** Materiality Matrix - p.14 Embedding CSR at the Heart of our Business - p.19 Sharing Innovation and Expertise for a better World - p.22				NO
G4-PR3	**Registration Document** No mention	Standard Disclosure is not applicable	NA	Atos and Worldline services are not subject to labelling.	NO
G4-PR4	**Registration Document** No mention	Standard Disclosure is not applicable	NA	Atos and Worldline services are not subject to labelling.	NO
G4-PR5	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 2.1.2 Permanent improvement of customer's experience - p.270 **CSR report** Main KPIs - p.16 Enhancing Solutions for a greater Client Experience - p.24				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
MATERIAL ASPECT: CUSTOMER PRIVACY					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 4.1.2 Data Protection - p.302 **CSR report** Embedding CSR at the Heart of our Business - p.19 Strengthening trust through secured and available platforms - p.20 Secure processing of personal data - p.39				NO
G4-PR8	**Registration Document** Annexe III 2.1.3.1 Security - p.272 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
MATERIAL ASPECT: COMPLIANCE					
G4-DMA	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 5 Eco Efficient Operations - p.310 **CSR report** Strenghtening Trust thanks to secured and available platforms - p.20 Secure processing of personal data - p.39				NO
G4-PR9	**Registration Document** Annexe III 5 Eco Efficient Operations - p.310 Annexe III 5.2.4 Environmental Management System - p.312				NO

Worldline SPECIFIC Main KPIs

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
WL1	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 2.1.3.2 Industry 4.0: Robust business IT infrastructure - p.272 **CSR report** Main KPIs - p.16 Embedding CSR at the Heart of our Business - p.19 Securing Assets for our Customers' Business Growth - p.37				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
WL2	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 2.1.1 Anticipate customer's expectations regarding innovation / Worldline's innovative approach - p.268 **CSR report** Main KPIs - p.16 Sharing Innovation and Expertise for a better World - p.22				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
WL3	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
WL4	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.2.2 Taking into account employees expectations - p.281 Annexe III 3.7 workingconditions@worldline - p.292 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
WL5	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.5 recognition@worldline - p.289 Annexe III 3.5.7 Employee stock ownership plan - p.291 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
WL6	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.2 My professional inclusion within Worldline: integration@worldline - p.279 Annexe III 3.2.1 Talent recruitment - p.279 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
WL7	**Registration Document** Annexe III 3.2.4.1 Promoting gender equity - p.283 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO2	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.2.2 Taking into account employees expectations - p.281 Annexe III 3.7 workingconditions@worldline - p.292 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO3	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 **CSR report** Main KPIs - p.16				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO6	**Registration Document** 3.2.4.3 Promoting intergenerational collaboration - p.284 **CSR report** Main KPIs - p.16 Promoting Diversity and Equity - p.33				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
AO7	**Registration Document** Annexe III 2.2 Sustainable solutions - p.274 **CSR report** Spreading Sustainability through added-value solutions - p.26				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO10	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 2.1.1 Anticipate customer's expectations regarding innovation - p.268 **CSR report** Main KPIs - p.16 Sharing Innovation and Expertise for a better World - p.22				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO11	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 3.6.2 Zero email - p.291 **CSR report** Main KPIs - p.16 Federating People around ¨wellbeing@worldline¨ - p.32				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO14	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 5.2.4 Environmental Management System - p.312 **CSR report** Main KPIs - p.17 Leveraging Eco-efficiency through an Environmental Management System - p.45				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO17	**Registration Document** Annexe III 1.2.1.2 Materiality matrix - p.261 Annexe III 4.2 Ethics in the supply chain / Enhance sustainable relations - p.305 **CSR report** Main KPIs - p.17 Securing Assets for our Customers' Business Growth - p.37 Integrating Sustainable value within the Supply Chain - p.40				YES, Auditor Assurance Letter: **Registration Document** - p.327 **CSR report** - p.59
AO19	**Registration Document** Annexe III 5.5.1 Waste management - p.317				NO

AUDITOR LETTER

Report of one of the Statutory Auditors, on the social, environmental and societal information published in the corporate responsibility report.

Year ended December 31, 2015

This is a free translation into English of the Statutory Auditors' report issued in French and is provided solely for the convenience of English speaking readers. This report should be read in conjunction with, and construed in accordance with, French law and professional auditing standards applicable in France.

For the attention of the general management.

Pursuant to your request and in our capacity as Statutory Auditors of Worldline SA, we hereby present you with our limited assurance report on the social, environmental and societal information presented in the corporate responsibility report on pages 1 to 47 (hereinafter the "Information").

Responsibility of the company

This Information has been prepared under the responsibility of the Corporate Responsibility Department in conjunction with the Human Resources Department, in accordance with internal protocols for measuring and reporting used by the Worldline SA (the "Reporting Criteria") at the company's headquarters. As disclosed in the Corporate Responsibility Report, Worldline SA takes into account the GRI (Global Reporting Initiative) "G4 Comprehensive" guidelines and the AA1000 APS (2008) standard in order to identify the main issues of corporate responsibility and select the indicators (KPIs "Key Performance Indicators") used to manage these issues and to communicate the performance of the Group externally.

Independence and quality control

Our independence is defined by regulatory texts, the profession's Code of Ethics as well as by the provisions set forth in Article L. 822-11 of the French Commercial Code. Furthermore, we have set up a quality control system that includes the documented policies and procedures designed to ensure compliance with rules of ethics, professional standards and the applicable legal texts and regulations.

Responsibility of the Statutory Auditor

Based on our work, it is our responsibility to express a limited assurance on the fact that the social, environmental and societal information presented in the corporate responsibility report, taken as a whole, are presented, fairly, in all material aspects, in accordance with the Reporting Criteria.

To assist us in conducting our work, we referred to the corporate responsibility experts of our Firm.

We conducted the following procedures in accordance with the professional standard for the services related to social and environmental information which are directly related to the mission of the auditor (NEP 9090)[1] and ISAE (International Standard on Assurance Engagements) 3000[2].

Nature and scope of procedures

We have carried interviews with the people responsible of preparing the Information within the departments in charge of the data collection process and, when appropriate, those responsible for internal control and risk management procedures, in order to:

- assess the appropriateness of the Reporting Criteria with respect to its relevance, completeness, neutrality, clarity and reliability, by taking into consideration, when relevant, the sector's best practices;

- Review the procedures of establishing the material information and their perimeters "Identified Material Aspects and Boundaries" and managing of the dialogue with stakeholders "Stakeholders engagement";

- Verify the set-up of a process to collect, compile, process, and check the completeness and consistency of the selected Data.

We determined the nature and scope of the tests and controls according to the nature and significance of the Information with regard to the company's characteristics, the social and environmental challenges of its activities, its sustainable development strategies and the sector's best practices. Concerning the Information that we have considered to be most important and identified, for quantitative information, by the sign $\checkmark$ in the "Key Performance Indicators" table in page 16 and 17 [3]:

- for the consolidating entity, we consulted the documentary sources and conducted interviews to corroborate the qualitative information (organization, policies, actions), we performed analytical procedures on the quantitative information and verified, using sampling techniques, the calculations and the data consolidation, and we verified their consistency with the other information presented in the corporate responsibility report;

- for a representative sample of entities[4] that we have selected according to their activity, their contribution to the consolidated indicators, their location and a risk analysis, we held interviews to verify the correct application of the procedures and performed substantive tests using sampling techniques, consisting in verifying the calculations made and reconciling the data with supporting evidence. The selected sample represents between 63% and 100% of the social and societal quantitative information and between 48% and 87% of the environmental quantitative information published.

Regarding the other consolidated Information, we have assessed its consistency in relation to our understanding of the Group.

We believe that the sampling methods and sizes of the samples we have used in exercising our professional judgment enable us to express limited assurance; a higher level of assurance would have required more in-depth verifications. Due to the use of sampling techniques and the other limits inherent to the operations of any information and internal control system, the risk that a material anomaly be identified in the Information cannot be totally eliminated.

Conclusion

Based on our work, we did not identify any material anomaly likely to call into question the fact that the social, environmental and societal information, published by Worldline SA as requested by the GRI « G4 Comprehensive » and presented in pages 1 to 47 of the corporate responsibility report, taken as a whole, are presented fairly, in accordance with the Reporting Guidelines.

Neuilly-sur-Seine, May 19th 2016

French original signed by one of the Statutory auditors,

DELOITTE & ASSOCIÉS

Jean-Pierre Agazzi	**Florence Didier-Noaro**
Partner	Partner

[1] NEP 9090 – « Prestations relatives aux informations sociales et environnementales entrant dans le cadre des diligences directement liées à la mission du commissaire aux comptes »
[2] ISAE 3000 – Assurance engagements other than audits or reviews of historical information
[3] *Quantitative information:*
Energy consumption; Total CO2 emissions; Energy intensity (revenue); Energy intensity (employee); CO2 emissions by revenue; CO2 emissions by employee; Number of sites certified ISO 14001; Average hours of training that employees have undertaken during the year; Percentage of management employees trained in Code of Ethics - Classroom; Percentage of all employees trained in Code of Ethics – E-learning; Percentage of total employees who received performance and career development review during the year; Percentage of females; Females in top positions Worldline; Trust Index; Percentage of Responses to Great Place to Work® surveys (Average of Response rate) ; Total number of collaborative working communities ; Absentee rate (%); Results of surveys measuring customer satisfaction (strategic); Results of surveys measuring customer satisfaction (tactical); Proportion of spending on local suppliers at significant locations of operation; Percentage of strategic suppliers evaluated by EcoVadis ; Total percentage of spend assessed by EcoVadis ; Diversity Perception (GPTW); Total number of substantiated complaints ; Monetary value of significant fines for non-compliance; Delivered costumer innovation workshops; External awards success rate; Percentage of PhD and PhD students at R&D department; Number of Win Members; Service availability rate; Security incidents; Turnover.
Qualitative Information:
Employee stock plan; Environmental management system (including management of waste electronic material).
[4] *WL Germany, WL France*

To learn **more**

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Corporate Social Responsibility report 2015
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an atos company
e-payment services

TRENDS
Annual report 2015
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About Worldline's 2015 Corporate Social Responsibility Report

Worldline's Corporate Social Responsibility approach, supported by an ongoing dialogue with internal and external stakeholders, is based on the most relevant subjects identified through its materiality analysis: building client trust with available and secured platforms and reinforcing value through sustainable and innovative offers; being a responsible employer by revealing our employees' potential; endorsing our business ethics within our value chain and leveraging the eco-efficiency of our data centers and offices.

This approach is fully aligned with Worldline's business objectives, ensuring that CSR and business actions are mutually reinforcing and contribute to the company's growth and global performance. This approach is also ¨in conformity¨ with the GRI G4 Comprehensive Guidelines ensuring the company's commitment to excellence in sustainability.

In 2015, Worldline decided to go a step forward by defining its 2020 ambition related to its main relevant challenges in order to strengthen its CSR approach by embedding sustainable progress at the heart of its corporate global strategy.

Worldline is an Atos company.

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