






GRI STANDARDS CONTENT INDEX




For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.

GENERAL STANDARDS DISCLOSURES					
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GRI 102-39	Percentage increase in annual total compensation ratio				Reason for omission: Not applicable. It is not a legal obligation to release the annual total compensation for the organization's highest paid individual in each country of operations, that's why Worldline doesn't release this information.

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MATERIAL TOPIC: ANTI-CORRUPTION					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.4.2 Secure compliance with laws and regulations - p.158 D.4.3 Fight against bribery and corruption - p.163 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
GRI 103-2	The management approach and its components	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 D.4.2.3.4 Worldline whistleblowing procedure and system - p.161 D.4.3 Fight against bribery and corruption - p.163 D.4.3.1 Policies against corruption and against fraud in general - p.163	Ethics & value chain challenges - p.48-49		
GRI 103-3	Evaluation of the management approach	D.6.2.3 Reporting tools - p.200			
GRI 205: Anti Corruption 2016					
GRI 205-1	Operations assessed for risks related to corruption	D.4.2.2 Our compliance governance - p.159 D.4.4 Develop responsible procurement & due diligence in the value chain - p.166	A strategy for sustainable value-creation - p.12-13 Ethics & value chain challenges - p.48-49 Ensure integrity as a must in our ecosystem - p.50-51		
GRI 205-2	Communication and training about anti-corruption policies and procedures	D.4.2.1.2 Building and maintaining a strong culture of compliance - p.158 D.4.2.3.4 Worldline whistleblowing procedure and system - p.161	Performance on our main KPIs - p.60-61 Ensure integrity as a must in our ecosystem - p.50-51		
GRI 205-3	Confirmed incidents of corruption and actions taken	D.4.2 Secure compliance with laws and regulations - p.158 D.4.2.2 Our compliance governance - p.159			
ENVIRONMENTAL					
MATERIAL TOPIC: ENERGY					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.5.1 Meet society expectations for a sustainable environment - p.174 D.5.1.2 Our environmental governance - p.176 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
GRI 103-2	The management approach and its components	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 D.5.1 Meet society expectations for a sustainable environment - p.174 D.5.1.1 Worldline environmental challenges - p.174 D.5.1.2 Our environmental governance - p.176 D.5.1.2.1 A global governance through the Environmental Management System - p.176 D.5.2 Fight climate change - p.179 D.5.2.3.4 Our sustainable mobility program - p.186	Environnemental - p.54-55		
GRI 103-3	Evaluation of the management approach	D.5.1.2 Our environmental governance - p.176 D.5.1.2.1 A global governance through the Environmental Management System - p.176 D.6.2.3 Reporting tools - p.200	Worldline climate pledge - p.56-57		
GRI 302: Energy 2016					
GRI 302-1	Energy consumption within the organisation	D.5.2.3 Reduce our carbon footprint - p.186	Environnemental - p.54-55 Worldline climate pledge - p.56-57 Performance on our main KPIs - p.60-61		
GRI 302-2	Energy consumption outside of the organization	D.5.2.3 Reduce our carbon footprint - p.186 D.5.2.3.4 Our sustainable mobility program - p.186	Environnemental - p.54-55 Worldline climate pledge - p.56-57 Our employees drivers of change - p.58		
GRI 302-3	Energy intensity	D.5.2.3 Reduce our carbon footprint - p.186	Environnemental - p.54-55 Worldline climate pledge - p.56-57 Performance on our main KPIs - p.60-61		
GRI 302-4	Reduction of energy consumption	D.5.2 Fight climate change - p.179 D.5.2.3 Reduce our carbon footprint - p.186 D.5.2.3.1 Our energy efficiency program - p.186 D.5.2.3.2 Our renewable energy program - p.186	Environnemental - p.54-55 Worldline climate pledge - p.56-57		
GRI 302-5	Reductions in energy requirements of products and services	D.5.2.3 Reduce our carbon footprint - p.186	Environnemental - p.54-55 Worldline climate pledge - p.56-57		

GENERAL STANDARDS DISCLOSURES					
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
MATERIAL TOPIC: EMISSIONS					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.5.1.2 Our environmental governance - p.176 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198	Worldline climate pledge - p.56-57 Our employees drivers of change - p.58		
GRI 103-2	The management approach and its components	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 D.5.1 Meet society expectations for a sustainable environment - p.174 D.5.1.1 Worldline environmental challenges - p.174 D.5.1.2 Our environmental governance - p.176 D.5.1.2.1 A global governance through the Environmental Management System - p.176 D.5.2 Fight climate change - p.179 D.5.2.3.4 Our sustainable mobility program - p.186	Environnemental - p.54-55 Our employees drivers of change - p.58		
GRI 103-3	Evaluation of the management approach	D.5.1.2 Our environmental governance - p.176 D.6.2.3 Reporting tools - p.200	Worldline climate pledge - p.56-57		
GRI 305: Emissions 2016					
GRI 305-1	Direct (Scope 1) GHG emissions	D.5.2.3 Reduce our carbon footprint - p.186 D.5.4 Key performance indicators for Environment - p.192			
GRI 305-2	Energy indirect (Scope 2) GHG emissions	D.5.2.3 Reduce our carbon footprint - p.186 D.5.4 Key performance indicators for Environment - p.192			
GRI 305-3	Other indirect (Scope 3) GHG emissions	D.5.2.3 Reduce our carbon footprint - p.186 D.5.4 Key performance indicators for Environment - p.192			
GRI 305-4	GHG emissions intensity	D.5.2.2.2 Our absolute emissions - p.183 D.5.2.2.3 Our carbon intensity - p.185 D.5.2.3 Reduce our carbon footprint - p.186 D.5.4 Key performance indicators for Environment - p.192	Environnemental - p.54-55 Performance on our main KPIs - p.60-61		
GRI 305-5	Reduction of GHG emissions	D.5.1.1 Worldline environmental challenges - p.174 D.5.2 Fight climate change - p.179 D.5.2.3.1 Our energy efficiency program - p.186 D.5.2.3.2 Our renewable energy program - p.186 D.5.2.3.4 Our sustainable mobility program - p.186 D.5.4 Key performance indicators for Environment - p.192	Environnemental - p.54-55 Worldline climate pledge - p.56-57 Our employees drivers of change - p.58		
GRI 305-6	Emissions of ozone-depleting substances (ODS)	D.5.2.2.4 Other atmospheric emissions - p.185 D.5.3.3.2 Promotion of biodiversity initiatives - p.191			
GRI 305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	D.5.2.2.4 Other atmospheric emissions - p.185 D.5.3.3.2 Promotion of biodiversity initiatives - p.191			
SOCIAL					
MATERIAL TOPIC: EMPLOYMENT					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
GRI 103-2	The management approach and its components	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 D.3.3.1 Talent acquisition @Worldline - p.139	People - p.42-43		
GRI 103-3	Evaluation of the management approach	D.6.2.3 Reporting tools - p.200			

GENERAL STANDARDS DISCLOSURES					
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
GRI 401: Employment 2016					
GRI 401-1	New employee hires and employee turnover	D.3.3.1 Talent acquisition @Worldline - p.139	Employees at the heart of our strategy - p.44-45		
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	D.3.3.3 Recognition @Worldline - p.142			
GRI 401-3	Parental leave				Reason for omission: Information unavailable. Deployment is in progress and will be handled by the HR team. This information will be available and disclosed in the 2019 exercise.
MATERIAL TOPIC: OCCUPATIONAL HEALTH AND SAFETY 2019					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
GRI 103-2	The management approach and its components	D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131	People - p.42-43 Employees at the heart of our strategy - p.44-45 Well-being and inclusion: key drivers of our performance - p.46-47		
GRI 103-3	Evaluation of the management approach	D.6.2.3 Reporting tools - p.200			
GRI 403: Occupational Health and Safety 2016					
GRI 403-1	Workers representation in formal joint management – worker health and safety committees	D.3.2.2.2 Measures to ensure health and safety at work - p.133			
GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131 D.3.2.2.2 Measures to ensure health and safety at work - p.133 D.3.2.2.4 Smart working conditions to foster work life balance - p.134	People - p.42-43 Performance on our main KPIs - p.60-61		
GRI 403-3	Workers with high incidence or high risk of diseases related to their occupation	D.3.2.2.2 Measures to ensure health and safety at work - p.133			
GRI 403-4	Health and safety topics covered in formal agreements with trade unions	D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131 working conditions D.3.2.2.2 Measures to ensure health and safety at work - p.133			
MATERIAL TOPIC: TRAINING AND EDUCATION					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
GRI 103-2	The management approach and its components	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 D.3.3.2 Career development @Worldline - p.140 D.3.4 Promote training & human capital development - p.144 D.3.4.1 Skills development @Worldline - p.144 D.3.4.2 Talent management @Worldline - p.148			
GRI 103-3	Evaluation of the management approach	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 D.3.3.2 Career development @Worldline - p.140 D.3.4 Promote training & human capital development - p.144 D.3.4.1 Skills development @Worldline - p.144 D.3.3.2 Talent management @Worldline			

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GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
GRI 404: Training and Education 2016					
GRI 404-1	Average hours of training per year per employee	D.3.4 Promote training & human capital development - p.144 D.3.4.1.1 The global Training Plan - p.145	Performance on our main KPIs - p.60-61		
GRI 404-2	Programmes for upgrading employee skills and transition assistance programmes	D.3.4 Promote training & human capital development - p.144	People - p.42-43 Employees at the heart of our strategy - p.44-45		
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	D.3.4 Promote training & human capital development - p.144			
MATERIAL TOPIC: DIVERSITY AND EQUAL OPPORTUNITY					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
GRI 103-2	The management approach and its components	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 D.3.2.3 Ensure fairness & efficiency through diversity promotion - p.135	People - p.42-43		
GRI 103-3	Evaluation of the management approach	D.6.2.3 Reporting tools - p.200	Well-being and inclusion: key drivers of our performance - p.46-47		
GRI 405: Diversity and Equal Opportunity 2016					
GRI 405-1	Diversity of governance bodies and employees	D.1.4 Main key performance indicators - p.98 D.3.2.3 Ensure fairness & efficiency through diversity promotion - p.135 D.3.2.3.1 Focus 1: Promoting gender equality - p.135 D.3.2.3.2 Focus 2: Taking disabled people into account - p.137 D.3.5 Key performance indicators about Human Resources - p.150	Well-being and inclusion: key drivers of our performance - p.46-47 Performance on our main KPIs - p.60-61		
GRI 405-2	Ratio of basic salary and remuneration of women to men	D.3.2.2.4 Smart working conditions to foster work life balance - p.134 - p.134 D.3.2.3 Ensure fairness & efficiency through diversity promotion - p.135 D.3.5 Key performance indicators about Human Resources - p.150			
MATERIAL TOPIC: CUSTOMER PRIVACY					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.2.4 Guarantee data protection - p.114 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198	Secure solutions for trusted ecosystems - p.32-33		
GRI 103-2	The management approach and its components	D.1.2 Our CSR ambition - p.88	Business - p.26-27 Ethics & value chain challenges - p.48-49		
GRI 103-3	Evaluation of the management approach	D.6.2.3 Reporting tools - p.200			
GRI 418: Customer privacy 2016					
GRI 418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	D.1.4 Main key performance indicators - p.98 D.2.3.2 A robust and reliable IT infrastructure - p.112 D.2.4 Guarantee data protection - p.114 D.2.6 Key performance indicators about business and innovation - p.124	Performance on our main KPIs - p.60-61		
MATERIAL TOPIC: SOCIOECONOMIC COMPLIANCE					
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.4.2 Secure compliance with laws and regulations - p.158 D.4.3 Fight against bribery and corruption - p.163			
GRI 103-2	The management approach and its components	D.1.2 Our CSR ambition - p.88	Business - p.26-27 Ethics & value chain challenges - p.48-49		
GRI 103-3	Evaluation of the management approach	D.4 Ensuring business ethics within our value chain - p.157	Ethics & value chain challenges - p.48-49		
GRI 419: Socioeconomic Compliance 2016					
GRI 419-1	Non-compliance with laws and regulations in the social and economic area	D.1.4 Main key performance indicators - p.98 D.4.2 Secure compliance with laws and regulations - p.158 D.4.2.2 Our compliance governance - p.159 D.4.3 Fight against bribery and corruption - p.163 D.5 Reducing our environmental footprint - p.174 D.5.1.2 Our environmental governance	Ensure integrity as a must in our ecosystem - p.50-51 Worldline climate pledge - p.56-57 Performance on our main KPIs - p.60-61		

WORLDLINE SPECIFIC DISCLOSURES					
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
GRI 103: Management Approach 2016					
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.3 A stakeholders and materiality approach - p.82 D.1.1.3.1 Approach CSR through our stakeholders - p.82 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198 D.6.1.4 Process for defining report content - p.198 D.6.3 Methodology of indicators - p.200			
GRI 103-2	The management approach and its components	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.6.3 Methodology of indicators - p.200			
GRI 103-3	Evaluation of the management approach	D.1.3.4.1 Making extra-financial information accessible and transparent through reports that align with the most stringent GRI guidelines - p.95 D.1.3.4.2 Complying with the European Directive 2014/95/EU on the declaration of extra-financial performance - p.96 D.6.1.1 Legal requirements and principles - p.197 D.6.1.1.2 Respect and application of the principles of standard AA1000 AP - p.197	A strategy for sustainable value-creation - p.12-13		
Worldline Specific Disclosures					
WL1	Service disponibility rate	D.1.4 Main key performance indicators - p.98 D.2.3.2 A robust and reliable IT infrastructure - p.112 D.2.3.3 Worldline business continuity strategy - p.113 D.2.6 Key performance indicators about business and innovation - p.124	Business - p.26-27 Performance on our main KPIs - p.60-61		
WL2	Innovation	D.1.4 Main key performance indicators - p.98 D.2.2.2.1 Worldline's approach to innovation - p.104 D.2.6 Key performance indicators about business and innovation - p.124	Business - p.26-27 Performance on our main KPIs - p.60-61 Innovate for sustainability - p.30-31		
WL3	Number of security incidents	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84 D.1.4 Main key performance indicators - p.98 D.2.6 Key performance indicators about business and innovation - p.124	Secure solutions for trusted ecosystems - p.32-33 Performance on our main KPIs - p.60-61		
WL4	Taking into account employee expectations	D.3.2.1 Our Great Place to Work objective - p.129 D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131	People - p.42-43 Performance on our main KPIs - p.60-61		
WL5	Shareholding plans	D.1.4 Main key performance indicators - p.98 D.3.3.3 Recognition @Worldline - p.142 D.3.3.3.3 Equity plans - p.143 D.3.5 Key performance indicators about Human Resources - p.150	Performance on our main KPIs - p.60-61		
WL6	Recruitment	D.1.4 Main key performance indicators - p.98 D.3.1 Meet employee expectations - p.127 D.3.3.1 Talent acquisition @Worldline - p.139 D.3.5 Key performance indicators about Human Resources - p.150	Employees at the heart of our strategy - p.44-45 Performance on our main KPIs - p.60-61		
WL7	Gender equity	D.1.4 Main key performance indicators - p.98 D.3.2.3.1 Focus 1: Promoting gender equality - p.135 D.3.5 Key performance indicators about Human Resources - p.150	Well-being and inclusion: key drivers of our performance - p.46-47 Performance on our main KPIs - p.60-61		
WL8	Number of innovation workshops	D.1.4 Main key performance indicators - p.98 D.2.2.1 Innovation @Worldline - p.102 D.2.2.2.1 Worldline's approach to innovation - p.104 D.2.6 Key performance indicators about business and innovation - p.124	Innovate for sustainability - p.30-31 Our offerings - p.34-35 Merchant services - p.36-37 Financial services - p.38-39 Mobility and e-transactional services - p.40-41 Performance on our main KPIs - p.60-61		
AO2	Taking into account employee expectations	D.1.4 Main key performance indicators - p.98 D.3.2.1 Our Great Place to Work objective - p.129 D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131 D.3.5 Key performance indicators about Human Resources - p.150	Well-being and inclusion: key drivers of our performance - p.46-47 Performance on our main KPIs - p.60-61		
AO6	Intergenerational Collaboration	D.1.4 Main key performance indicators - p.98 D.3.5 Key performance indicators about Human Resources - p.150	Employees at the heart of our strategy - p.44-45 Performance on our main KPIs - p.60-61		
AO7	Sustainable innovation	D.2.1 Meet customer expectations - p.101 D.2.5.3 Create CSR value for customer through our portfolio - p.119 D.2.5.3.1 Assess our external contribution to the UN Sustainable Development Goals - p.119 D.2.6 Key performance indicators about business and innovation - p.124	Customers at the heart of our strategy - p.28-29 Our offerings - p.34-35 Merchant services - p.36-37 Financial services - p.38-39 Mobility and e-transactional services - p.40-41		
AO11	Digital Collaboration tools	D.1.4 Main key performance indicators - p.98 D.3.5 Key performance indicators about Human Resources - p.150	Performance on our main KPIs - p.60-61		
AO14	ISO 14001 Certification	D.1.4 Main key performance indicators - p.98 D.5.1.2.1 A global governance through the Environmental Management System - p.176 D.5.4 Key performance indicators for Environment - p.192	Environnemental - p.54-55 Worldline climate pledge - p.56-57 Performance on our main KPIs - p.60-61		

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GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
AO16	Absenteism	D.1.4 Main key performance indicators - p.98 D.3.2.2.2 Measures to ensure health and safety at work - p.133 D.3.5 Key performance indicators about Human Resources - p.150			
AO17	Evaluation of the CSR performance of suppliers	D.1.4 Main key performance indicators - p.98 D.4.4.2 Implement due diligence towards our supply chain - p.167 D.4.6 Key performance indicators about Ethics and value chain - p.172	Ethics & value chain challenges - p.48-49 Ensure integrity as a must in our ecosystem - p.50-51 Performance on our main KPIs - p.60-61		
AO19	Waste	D.5.3.1 Promote circular economy throughout our payment terminal lifecycle - p.189 D.5.3.2 Reduce waste induced by our activities - p.190 D.5.4 Key performance indicators for Environment - p.192			