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						
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)	
GRI 101: Founda	ation 2016					
GRI 102: Genera	al disclosures 2016					
ORGANISATION	NAL PROFILE					
	Name of the	A.1 Business profile - p.4	Digital payments for a trusted			
GRI 102-1	organisation	A.3 Interview with Gilles Grapinet - p.6	world - 2nd cover			
		A.5 Group presentation - p.11	Worldline's profile - p.4-5			
	Activities, brands,	A.1 Business profile - p.4	Worldline's profile - p.4-5			
ODI 400 0	products, and services	C.1 Description of the Group's three Business Lines services - p.36	Key market trends - p.6-7			
GRI 102-2	Services	C.3 Worldline's Business Model - p.58	Worldline Business Model - p.16-17			
		D.1.2.1.2 Worldline's Business Model - p.89	Key 2019 achievements - p.20-21			
GRI 102-3	Location of headquarters	A.5 Group presentation - p.11				
	Location of operations	A.5.3 Simplified organization chart - p.14	Worldline's profile - p.4-5			
GRI 102-4		A.5.4 Subsidiaries and participation - p.15	Key 2019 performance - p.22-23			
011102 4		D.6.2.2 Reporting scope for the indicators resulting from the materiality analysis - p.200				
		E.2.10 Human resources - p.230				
	Ownership and legal form	G.1.1 Corporate form - p.351				
GRI 102-5	logar rom	G.1.2 Corporate purpose and other information - p.352				
OKI 102-3		G.2.3 The Board of Directors: composition and organization principles - p.357				
		D.6.1 Principles and standards of reporting - p.197				
	GRI 102-6	A.2 Revenue profile - p.5	Worldline's profile - p.4-5			
		A.5 Group presentation - p.11	Key market trends - p.6-7			
GRI 102-6		C.3 Worldline's Business Model - p.58	Our strategy and roadmap - p.8-11			
		D.1.2.1.2 Worldline's Business Model - p.89	Worldline Business Model - p.16-17			
	01	D.4.2.4 Utmost compliance standards in our markets - p.162	Key 2019 achievements - p.20-21			
	Scale of the organisation	A.1 Business profile - p.4	Worldline's profile - p.4-5			
GRI 102-7		A.4 Worldline in 2019 - p.7	Key 2019 performance - p.22-23			
GRI 102-7		E.2.10 Human resources - p.230 E.3 2020 Objectives - p.231				
		E.4 Financial review - p.232				
	Information on	D.3.2.2 Encourage social dialog to promote Human Rights and high	People - p.42-43			
	employees and	standards - p.131	Employees at the heart of our			
GRI 102-8	other workers	D.3.2.2.4 Smart working conditions to foster work life balance -	strategy - p.44-45	8 1111111		
GRI 102-8		p.134	Well-being and inclusion: key	and a		
		D.3.5 Key performance indicators about Human Resources - p.150	drivers of our performance - p.46- 47			
	C	E.2.10 Human resources - p.230				
	Supply chain	D.1.2.1.2 Worldline's Business Model - p.89	Worldline Business Model - p.16-17			
		D.4 Ensuring business ethics within our value chain - p.157	Performance on our main KPIs - p.60-61			
GRI 102-9		D.4.2.4.1 A risk mapping of our suppliers and partners - p.162 D.4.4.1 Foster sustainable relationships with our partners - p.166	Ethics & value chain challenges -			
		D.4.4.2 Implement due diligence towards our supply chain - p.167	p.48-49			
		5.4.4.2 Implement due diligence towards our supply Chain - p.107	Ensuring inetgrity as a must in our ecosystem - p.50-51			
	Significant	A.5.1 Formation of the Group - p.11				
	changes to the organisation and	D.6.1 Principles and standards of reporting - p.197				
GRI 102-10	its supply chain	D.6.2.2 Reporting scope for the indicators resulting from the materiality analysis - p.200				
		G.2 Corporate Governance - p.356				
GRI 102-11	Precautionary Principle or	D.1.2.2 Be resilient and sustainable through risks management - p.89				
OKI 102-11	approach	D.4.2.3 Worldline Duty of Care (Vigilance Plan) - p.161				
	External initiatives	D.1.3.3 Strengthen our actions through external partnerships - p. 95	Digital payments for a trusted world - 2nd cover			
		D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131	CSR at the heart of our vision - p.18-29			
GRI 102-12		D.3.2.2.3 Promotion of Human Rights internally through the International Labor Rights - p.134	Our reports align with best standards - p.64-65			
		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				
		D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198				

	IDARDS DISCLOSUI	RES			
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
GRI 102-13	Membership of associations	D.2.4 Guarantee data protection - p.114 D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131			
STRATEGY					l
GRI 102-14	Statement from senior decision- maker	A.3 Interview with Gilles Grapinet - p.6	Editorial from Gilles Grapinet - p.2-3 Our strategy and roadmap - p.8-11 CSR at the heart of our vision - p.18-19 Key 2019 achievements - p.20-21		
	Key impacts, risks,	D.1.1.3.3 Prioritize our most material topics through our materiality	Business - p.26-27 People - p.42-43 Ethics & value chain challenges - p.48-49 Editorial from Gilles Grapinet -		
GRI 102-15	and opportunities	matrix - p.84 D.1.2.1.2 Worldline's Business Model - p.89 D.1.2.2 Be resilient and sustainable through risks management - p.89 D.1.3.1 Concretize our progress through the TRUST 2020 program - p.92 D.4.2.3 Worldline Duty of Care (Vigilance Plan) - p.161	p.2-3 Key market trends - p.6-7 Our strategy and roadmap - p.8-11 A strategy for sustainable value- creation - p.12-13 Worldline Business Model - p.16-17 CSR at the heart of our vision - p.18-19 Customers at the heart of our strategy - p.28-29 Employees at the heart of our strategy - p.44-45 Ensure integrity as a must in our		
ETHICS AND IN	TECDITY		ecosystem - p.50-51 Worlldine climate pledge - p.56-57		
GRI 102-16	Values, principles, standards, and norms of behavior	D.4.1 Meet the highest level of ethics for all stakeholders - p.157 D.4.2.1.1 Worldline Code of Ethics as the backbone of the Company's ethics and policies - p.158 D.4.2.3.4 Worldline whistleblowing procedure and system - p.161 F.5. Internal Control - p.345	Worldline's profile - p.4-5 Our strategy and roadmap - p.8-11 A strategy for sustainable value- creation - p.12-13 Business - p.26-27 People - p.42-43 Well-being and inclusion: key drivers of our performance - p.46- 47 Ethics & value chain challenges -	18 (2005) Y ,	
	Mechanisms	D.4.1 Meet the highest level of ethics for all stakeholders - p.157	p.48-49 Ensure integrity as a must in our ecosystem - p.50-51 Environmental challenges - p.54-55 Ethics & value chain challenges -		
GRI 102-17	for advice and concerns about ethics	D.4.2.1.1 Worldline Code of Ethics as the backbone of the Company's ethics and policies - p.158 D.4.2.3.4 Worldline whistleblowing procedure and system - p.161 F.5. Internal Control - p.345	Ensure integrity as a must in our ecosystem - p.50-51	16 minut. <u>L</u>	
GOVERNANCE					
GRI 102-18	Governance structure	A.5.5 Management and organization - p.16 D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88 G.2 Corporate Governance - p.356 G.2.3 The Board of Directors: composition and organization principles - p.357	Our governance - p.14-15		
GRI 102-19	Delegating authority	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88	Our strategy and roadmap - p.8-11 A strategy for sustainable value- creation - p.12-13 CSR at the heart of our vision - p.18-19		
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88	Editorial from Gilles Grapinet - p.2-3 Our strategy and roadmap - p.8-11 A strategy for sustainable value- creation - p.12-13		
GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	D.1.2 Our CSR ambition - p.88 D.1.1.2 Our CSR strategy - p.81 D.1.1.3.1 Approach CSR through our stakeholders - p.82	A strategy for sustainable value- creation - p.12-13	16 maga	
GRI 102-22	Composition of the highest governance body and its committees	A.5.5 Management and organization - p.16 G.2 Corporate Governance - p.356 G.2.2 Management Mode - p.357 G.2.3 The Board of Directors: composition and organization principles - p.357	Our governance - p.14-15	б ф Т.	
GRI 102-23	Chair of the highest governance body	A.5.5 Management and organization - p.16 G.2.3 The Board of Directors: composition and organization principles - p.357	Our governance - p.14-15	16 metalen seinen Y	

p.1 | INTEGRATED REPORT 2019 | WORLDLINE

GENERAL STAI	NDARDS DISCLOSU	RES			
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
GRI 102-24	Nominating and selecting the highest governance body	G.2 Corporate Governance - p.356 G.2.2 Management Mode - p.357	Our strategy and roadmap - p.8-11 Our governance - p.14-15	5 mg 18 maar 1	
GRI 102-25	Conflicts of interest	F.5 Internal control - p.345 G.2.2 Management Mode - p.357		16 no sea politici Politici	
GRI 102-26	Role of highest governance body in setting purpose, values,	D.1.2 Our CSR ambition - p.88 D.1.1.2 Our CSR strategy - p.81 G.2 Corporate Governance - p.356	Editorial from Gilles Grapinet - p.2-3 Our strategy and roadmap - p.8-11		
GRI 102-27	and strategy Collective knowledge of highest governance body	G.2.2 Management Mode - p.357 D.1.1.2 Our CSR strategy - p.81 D.1.1.3.1 Approach CSR through our stakeholders - p.82	Our governance - p.14-15 CSR at the heart of our vision - p.18-19	4 === MI	
GRI 102-28	Evaluating the highest governance body's performance	G.2.6 Assessment of the works of the Board of Directors - p.390	A strategy for sustainable value- creation - p.12-13 Our governance - p.14-15		
GRI 102-29	Identifying and managing economic, environmental, and social impacts		Key market trends - p.6-7 A strategy for sustainable value-creation - p.12-13 Worldline Business Model - p.16-17 CSR at the heart of our vision - p.18-19	****** ***	
GRI 102-30	Effectiveness of risk management processes	D.1.2 Our CSR ambition - p.88 D.1.1.2 Our CSR strategy - p.81			
GRI 102-31	Review of economic, environmental, and social topics	D.1.2 Our CSR ambition - p.88 D.1.1.2 Our CSR strategy - p.81 D.1.1.4 Our contribution to the United Nations Sustainable Development Goals (SDGs) - p.86	A strategy for sustainable value- creation - p.12-13 Worldline Business Model - p.16-17 CSR at the heart of our vision - p.18-19		
GRI 102-32	Highest governance body's role in sustainability reporting	D.1.2 Our CSR ambition - p.88 D.1.1.2 Our CSR strategy - p.81	Editorial from Gilles Grapinet - p.2-3 Auditor letter - p.62 Our reports align with best standards - p.64-65		
GRI 102-33	Communicating critical concerns	D.4.2 Secure compliance with laws and regulations - p.158 D.4.2.3.4 Worldline whistleblowing procedure and system - p.161 F.5. Internal Control - p.345			
GRI 102-34	Nature and total number of critical concerns	D.4.2.3.4 Worldline whistleblowing procedure and system - p.161 F.5. Internal Control - p.345			
GRI 102-35	Remuneration policies	G.3.1.1 General principles of the Corporate Officers' compensation – p.392 G.3.1.2 Compensation policy for the Directors – p.397 G.3.2.1 Elements of compensation due or awarded for the financial year 2019 to the members of the Board of Directors – p.409			
GRI 102-36	Process for determining remuneration	G.2.5.2 The Nomination and Remuneration Committee - p.387			
GRI 102-37	Stakeholders' involvement in remuneration	G.2.5 Operation of the Committees of the Board of Directors - p.385		S trans. Y	
GRI 102-38	Annual total compensation ratio	G.2.5.2 The Nomination and Remuneration Committee - p.387			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.
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

GENERAL STANDARDS DISCLOSURES							
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)		
STAKEHOLDER	ENGAGEMENT				accuration story		
	List of stakeholder	C.3 Worldline's Business Model - p.58	A strategy for sustainable value-				
GRI 102-40	groups	D.1.1.3.1 Approach CSR through our stakeholders - p.82	creation - p.12-13				
		D.1.2.1.2 Worldline's Business Model - p.89	Worldline Business Model - p.16-17				
	Collective	D.3.2.2 Encourage social dialog to promote Human Rights and high					
GRI 102-41	bargaining agreements	standards - p.131 D.3.2.2.1 A culture of permanent and effective social dialogue -		8 manuschen			
GRI 102-41		p.131		and a			
		D.3.5 Key performance indicators about Human Resources - p.150					
	Identifying	D.1.1.3.1 Approach CSR through our stakeholders - p.82	A strategy for sustainable value-				
GRI 102-42	and selecting stakeholders	D.1.2.1.2 Worldline's Business Model - p.89	creation - p.12-13 Worldline Business Model - p.16-17				
			Worldline Business Model - p.16-17				
	Approach to	D.1.1.3.1 Approach CSR through our stakeholders - p.82	Digital payments for a trusted				
	stakeholder	D.1.2.1.2 Worldline's Business Model - p.89	world - 2nd cover				
GRI 102-43	engagement	D.2.1 Meet customer expectations - p.101	A strategy for sustainable value-				
		D.2.2.1 Innovation @Worldline - p.102	creation - p.12-13 Worldline Business Model - p.16-17				
	Key topics and	C.3 Worldline's Business Model - p.58	A strategy for sustainable value-				
	concerns raised	D.1.1.3.1 Approach CSR through our stakeholders - p.82	creation - p.12-13				
		D.1.2.1.2 Worldline's Business Model - p.89	Worldline Business Model - p.16-17				
ODI 400 44		D.1.4 Main key performance indicators - p.98	Performance on our main KPIs -				
GRI 102-44		D.2.5.1 Continuously improve customer experience - p.116	p.60-61 Innovate for sustainability - p.30-				
		D.2.6 Key performance indicators about business and innovation -	31				
		p.124	Giving back to our communities -				
			p.52-53				
REPORTING PR		A.E. A. Francesking of the Oracin, in 44	Chanabaldana/information a CO				
	the consolidated	A.5.1 Formation of the Group - p.11	Shareholders' information - p.63				
	financial	D.6.1 Principles and standards of reporting - p.197 D.6.2.1 Reporting process for the indicators resulting from the					
GRI 102-45	statements	materiality analysis - p.199					
		D.6.2.2 Reporting scope for the indicators resulting from the					
		materiality analysis - p.200					
	Defining report	E.1.9 Changes in Scope - p. 214	Digital payments for a trusted				
	Defining report content and topic	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84	Digital payments for a trusted world - 2nd cover				
	boundaries	D.1.3.4 Disclose our CSR performance through an extra-financial	A strategy for sustainable value-				
GRI 102-46		reporting with highest standards - p.95	creation - p.12-13				
		D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198	CSR at the heart of our vision - p.18-19				
		p.130	Our reports align with best				
			standards - p.64-65				
	List of material	D.1.1.3.3 Prioritize our most material topics through our materiality	A strategy for sustainable value-				
GRI 102-47	topics	matrix - p.84 D.1.3.4 Disclose our CSR performance through an extra-financial	creation - p.12-13 Worldline Business Model - p.16-17				
OKI 102 47		reporting with highest standards - p.95	CSR at the heart of our vision -				
			p.18-19				
GRI 102-48	Restatements of information	D.6.1 Principles and standards of reporting - p.197	Digital payments for a trusted world - 2nd cover				
	Changes in	D.1.1.3.3 Prioritize our most material topics through our materiality	Digital payments for a trusted				
	reporting	matrix - p.84	world - 2nd cover				
		D.2.5.2 Extend offer possibilities through strategic partnerships -					
		p.118					
GRI 102-49		D.6.1 Principles and standards of reporting - p.197 D.6.2.1 Reporting process for the indicators resulting from the					
		materiality analysis - p.199					
		D.6.2.2 Reporting scope for the indicators resulting from the					
		materiality analysis - p.200					
	Poporting posice	E.1.9 Changes in Scope - p. 214	Digital payments for a trusted				
GRI 102-50	Reporting period	D.6.1 Principles and standards of reporting - p.197 G.1.3.1 Governance, related party agreements - p.353	Digital payments for a trusted world - 2nd cover				
	Date of most	D.6.1 Principles and standards of reporting - p.197	Digital payments for a trusted				
GRI 102-51	recent report	manage of reporting prior	world - 2nd cover				
GRI 102-52	Reporting cycle	D.6.1 Principles and standards of reporting - p.197	Digital payments for a trusted				
	_	G.1.3.1 Governance, related party agreements - p.353	world - 2nd cover				
	Contact point for questions	H.1.1 Name and position of the person responsible for the Universal Registration Document - p.454	Shareholders' information - p.63				
GRI 102-53	regarding the						
	report	D. C.1.2. Alignment with the Olehel Berentin Living (OD)	Digital naumants for a 1				
	Claims of reporting in	D.6.1.2 Alignment with the Global Reporting Initiative (GRI) Standards - p.198	Digital payments for a trusted world - 2nd cover				
GRI 102-54	accordance with	D.1.3.4.1 Making extra-financial information accessible and	Our reports align with best				
	the GRI Standards	transparent through reports that align with the most stringent GRI	standards - p.65				
	GRI content index	guidelines - p.95 D.6.4 Report of one of the Statutory Auditors, as independent	Auditor letter - p.62				
GRI 102-55	GRI COITLEIT INGEX	third-party, on the consolidated non-financial statement published	Our reports align with best				
ORI 102-33		in the group management report – year ended December 31, 2019 – p.206	standards - p.64-65				
	External	D.6.1 Principles and standards of reporting - p.197	Auditor letter - p.62				
	assurance	D.6.4 Report of one of the Statutory Auditors, as independent	Our reports align with best				
GRI 102-56		third-party, on the consolidated non-financial statement published	standards - p.64-65				
		in the group management report – year ended December 31, 2019 – p.206					

P.3 | INTEGRATED REPORT 2019 | WORLDLINE

GENERAL STAN	IDARDS DISCLOSUI	RES			
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
MATERIAL TOP	ICS: ECONOMIC, EN	IVIRONMENTAL AND SOCIAL			assurance etc.)
ECONOMIC					
	IC: ECONOMIC PERI				
GRI 103: Manag	ement Approach 20 Explanation of the				
	material topic and its boundary	business - p.80			
	its boundary	D.1.1.3 A stakeholders and materiality approach - p.82			
GRI 103-1		D.1.1.3.1 Approach CSR through our stakeholders - p.82 D.1.1.3.3 Prioritize our most material topics through our materiality			
OKI 103-1		matrix - p.84			
		D.4.5 Develop sponsorship and philanthropy in our local communities - p.170			
		D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
	The management	D.1.1.2 Our CSR strategy - p.81	CSR at the heart of our vision -		
GRI 103-2	approach and its components	D.1.1.3 A stakeholders and materiality approach - p.82	p.18-19 Business - p.26-27	Aves d	
GRI 103-2	·	D.1.2 Our CSR ambition - p.88	Ethics & value chain challenges -	8 111111111 16 1111111 16 1111111 1 1 1	
	F 1 11 611	D.2.5.3 Create CSR value for customer through our portfolio - p.119	p.48-49		
	Evaluation of the management	D.1.1.3.1 Approach CSR through our stakeholders - p.82 D.1.3.4.1 Making extra-financial information accessible and	CSR at the heart of our vision - p.18-19		
	approach	transparent through reports that align with the most stringent GRI quidelines - p.95			
GRI 103-3		D.1.3.4.2 Complying with the European Directive 2014/95/EU on			
		the declaration of extra-financial performance - p.96 D.6.1.1.2 Respect and application of the principles of standard			
		AA1000 AP - p.197			
GDI 201: Facure	nic Porformence OC	D.6.2.3 Reporting tools - p.200	<u></u>		
GRI 201: Econor	nic Performance 20 Direct economic	116 A.2 Revenue profile - p.5	A strategy for sustainable value-		
	value generated and distributed	C.3 Worldline's Business Model - p.58	creation - p.12-13		
	and distributed	D.1.1.4 Our contribution to the United Nations Sustainable Development Goals (SDGs) - p.86	Worldline Business Model - p.16-17 Ensure integrity as a must in our	2 mm 5 mm 7 mmanum	
GRI 201-1		D.1.2.1.2 Worldline's Business Model - p.89	ecosystem - p.50-51	8 minutes 9 minutes 2	
		D.4.5 Develop sponsorship and philanthropy in our local communities - p.170	Giving back to our communities - p.52-53	111 🐯	
		E.5.2 Consolidated Income Statement - p.242			
	Financial implications and	D.5.1.1 Worldline environmental challenges - p.174	A strategy for sustainable value- creation - p.12-13		
GRI 201-2	other risks and		Worlldine Climate Pledge - p.56-57	13 251	
	opportunities due to climate change				
	Defined benefit plan obligations	D.3.3.3.1 Compensation and benefits policy - p.141			
GRI 201-3	and other retirement plans	D.3.5 Key performance indicators about Human Resources - p.150			
	Financial	D.4.5 Develop sponsorship and philanthropy in our local			
GRI 201-4	assistance received from	communities - p.170			
MATERIAL TOD	government				
	IC: MARKET PRESER ement Approach 20				
	Explanation of the	D.1.1.3.3 Prioritize our most material topics through our materiality			
GRI 103-1	material topic and its boundary	matrix - p.84 D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
	The management approach and its	D.1.1.2 Our CSR strategy - p.81	People - p.42-43		
GRI 103-2	components	D.1.2 Our CSR ambition - p.88 D.3.2.3 Ensure fairness & efficiency through diversity promotion -	Giving back to our communities - p.52-53		
		p.135			
	Evaluation of the	D.3.3.3 Recognition @Worldline - p.142 D.1.1.3.1 Approach CSR through our stakeholders - p.82			
	management	D.1.3.4.1 Making extra-financial information accessible and			
	approach	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			
GRI 103-3		the declaration of extra-financial performance - p.96 D.5.1 Meet society expectations for a sustainable environment -			
		p.174			
		D.6.1.1.2 Respect and application of the principles of standard AA1000 AP - p.197			
		D.6.2.3 Reporting tools - p.200			
GRI 202: Marke	Paties of standard	D 2 2 2 Paccapition @Worldling in 142			
ani acc 1	entry level	D.3.3.3 Recognition @Worldline - p.142 D.3.5 Key performance indicators about Human Resources - p.150		1 Sur 5 than 8 timeson	
GRI 202-1	wage by gender compared to local minimum wage	,,		hitid of all	
	Proportion of senior	D.3.2.2.4 Smart working conditions to foster work life balance - p.134			
GRI 202-2	management hired			8 minutesia Print	
ORI 202-2	from the local community	p.135		and a	
		D.3.2.2.4 Smart working conditions to foster work life balance - p.134			

p.5 | INTEGRATED REPORT 2019 | WORLDLINE

GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external assurance etc.)
MATERIAL TOPI	C: INDIRECT ECON	OMIC IMPACTS			assurance etc.,
GRI 103: Manag	ement Approach 20	016	ı		
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.4.5 Develop sponsorship and philanthropy in our local - p.170			
		D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198	00.07		
GRI 103-2	The management approach and its components	D.1.1.2 Our CSR strategy - p.81 D.1.1.3 A stakeholders and materiality approach - p.82 D.1.2 Our CSR ambition - p.88 D.2.5.3 Create CSR value for customer through our portfolio - p.119 D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131 D.3.2.3 Ensure fairness & efficiency through diversity promotion - p.135 D.3.3.1 Talent acquisition @Worldline - p.139 D.3.3.2 Career development @Worldline - p.140 D.3.3.3 Recognition @Worldline - p.142 D.3.4 Promote training & human capital development - p.144 D.3.4.1 Skills development @Worldline - p.144 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 D.4.4.2 Develop responsible procurement & due diligence in the value chain - p.166 D.4.4.2 Implement due diligence towards our supply chain - p.167 D.5.1 Meet society expectations for a sustainable environment - p.174 D.5.1.1 Worldline environmental challenges - p.174	Business - p.26-27		
GRI 103-3	Evaluation of the management approach	D.S.1.2 Our environmental governance - p.176 D.S.2 Fight climate change - p.179 D.S.2.3.4 Our sustainable mobility program - p.186 D.6.3 Methodology of indicators - p.200 D.1.1.3.1 Approach CSR through our stakeholders - p.82 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.6.1.1.2 Respect and application of the principles of standard AA1000 AP - p.197			
		D.6.2.3 Reporting tools - p.200			
GRI 203: Indired	t Economic Impacts	s 2016			
GRI 203-1	Infrastructure investments and services supported	D.2.5.2 Extend offer possibilities through strategic partnerships - p.118 D.2.5.3 Create CSR value for customer through our portfolio - p.119 D.4.2.4 Utmost compliance standards in our markets - p.162 D.4.5 Develop sponsorship and philanthropy in our local communities - p.170	Secure solutions for trusted ecosystems - p.32-33 Ethics & value chain challenges - p.48-49 Ensure integrity as a must in our ecosystem - p.50-51 Giving back to our communities - p.52-53	2 m. 5 m. 11 m. 1	
GRI 203-2	Significant indirect economic impacts	D.4.4.2 Implement due diligence towards our supply chain - p.167 D.4.5 Develop sponsorship and philanthropy in our local communities - p.170	Worldline Business Model - p.16-17 Ensure integrity as a must in our ecosystem - p.50-51	2 Mil. 3 MINISTER \$ 100 MINISTER 10 MINISTER \$ 100 MINISTER	
MATERIAL TOP	C: PROCUREMENT	PRACTICES			
GRI 103: Manag	ement Approach 20	016			
GRI 103-1	Explanation of the material topic and its boundary	D.1.1.1 Our integrated vision of CSR for a relevant and resilient business - p.80 D.4.2 Secure compliance with laws and regulations - p.158			
		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.4.4 Develop responsible procurement & due diligence in the value chain - p.166 D.4.4.2 Implement due diligence towards our supply chain - p.167	Worldline Business Model - p.16-17 Ensure integrity as a must in our ecosystem - p.50-51		
GRI 103-3	Evaluation of the management approach	D.6.2.3 Reporting tools - p.200			
GRI 204: Procur	ement Practices 20			<u> </u>	
GRI 204-1	Proportion of spending on local suppliers	D.4.4 Develop responsible procurement & due diligence in the value chain - p.166	Ensure integrity as a must in our ecosystem - p.50-51 Performance on our main KPIs -	12 RUMAN	

GENERAL STAN	NDARDS DISCLOSU	RES			
GRI Standard /	Standard	Universal Registration Document Reference	Integrated Report Reference	Sustainable	Additional
Disclosure	description			Development Goals	information
					(omissions, external assurance etc.)
MATERIAL TOP	IC: ANTI-CORRUPT	ION			
GRI 103: Manag	ement Approach 20	016		<u> </u>	
	Explanation of the material topic and	D.1.1.3.3 Prioritize our most material topics through our materiality matrix - p.84			
	its boundary	D.4.2 Secure compliance with laws and regulations - p.158		16 morale	
GRI 103-1		D.4.3 Fight against bribery and corruption - p.163		16 WARTS	
		D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards -			
	The menegement	p.198	Ethias 9 value shain shallanges		
	The management approach and its	D.1.1.2 Our CSR strategy - p.81 D.1.2 Our CSR ambition - p.88	Ethics & value chain challenges - p.48-49		
GRI 103-2	components	D.4.2.3.4 Worldline whistleblowing procedure and system - p.161		16 miles Marie Marie	
GRI 103-2		D.4.3 Fight against bribery and corruption - p.163		Y ,	
		D.4.3.1 Policies against corruption and against fraud in general - p.163			
	Evaluation of the	D.6.2.3 Reporting tools - p.200		e wa	
GRI 103-3	management			16 the state of th	
GRI 205: Anti C	approach				
ORI 203. AIIII C	Operations	D.4.2.2 Our compliance governance - p.159	A strategy for sustainable value-		
	assessed for risks related to	D.4.4 Develop responsible procurement & due diligence in the	creation - p.12-13		
GRI 205-1	corruption	value chain - p.166	Ethics & value chain challenges - p.48-49		
			Ensure integrity as a must in our		
		D 4 0 4 0 D 7 17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ecosystem - p.50-51		
	Communication and training about	D.4.2.1.2 Building and maintaining a strong culture of compliance - p.158	Performance on our main KPIs - p.60-61		
GRI 205-2	anti-corruption policies and	D.4.2.3.4 Worldline whistleblowing procedure and system - p.161	Ensure integrity as a must in our		
	procedures		ecosystem - p.50-51		
	Confirmed	D.4.2 Secure compliance with laws and regulations - p.158			
GRI 205-3	incidents of corruption and	D.4.2.2 Our compliance governance - p.159			
	actions taken				
ENVIRONMENT MATERIAL TOP					
	jement Approach 20	216			
	Explanation of the	D.1.1.3.3 Prioritize our most material topics through our materiality			
	material topic and its boundary	matrix - p.84			
GRI 103-1	its boarraary	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 -			
	The management	p.198 D.1.1.2 Our CSR strategy - p.81	Environnemental - p.54-55		
	approach and its	D.1.2 Our CSR ambition - p.88	Environmental p.o.4 00		
	components	D.5.1 Meet society expectations for a sustainable environment -			
		p.174 D.5.1.1 Worldline environmental challenges - p.174			
GRI 103-2		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			
	Evaluation of the	D.5.2.3.4 Our sustainable mobility program - p.186 D.5.1.2 Our environmental governance - p.176	Worldline climate pledge - p.56-57		
GRI 103-3	management	D.5.1.2.1 A global governance through the Environmental			
OKI 103-3	approach	Management System - p.176			
CDI 202: Eman	2016	D.6.2.3 Reporting tools - p.200			
GRI 302: Energy	y 2016 Energy	D.5.2.3 Reduce our carbon footprint - p.186	Environnemental - p.54-55	7 american S accounts	
CDI 200 4	consumption		Worldline climate pledge - p.56-57	7 common 8 common 1 common	
GRI 302-1	within the organisation		Performance on our main KPIs -	12 minutes	
	_	D.E. 2.2 Doduce our corben featherint in 100	p.60-61		
	Energy consumption	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	7 manuar 8 manuar 1	
GRI 302-2	outside of the organization	5.5.2.6.4 Our sustainable mobility program - p.100	Our employees drivers of change -	12 mars. CO	
			p.58		
	Energy intensity	D.5.2.3 Reduce our carbon footprint - p.186	Environnemental - p.54-55	7 mmar 8 mmar.	
GRI 302-3			Worldline climate pledge - p.56-57 Performance on our main KPIs -	12 minute. 13 inter	
			p.60-61	∞ ⊙	
	Reduction	D.5.2 Fight climate change - p.179	Environnemental - p.54-55	7 distriction 8 miles where the control many	
GRI 302-4	of energy consumption	D.5.2.3 Reduce our carbon footprint - p.186	Worldline climate pledge - p.56-57	12 man 12 man	
		D.5.2.3.1 Our energy efficiency program - p.186		S HARE TO THE PERSON OF THE PE	
		D.5.2.3.2 Our renewable energy program - p.186	I .		1
	Reductions	1	Environnemental - n 54-55	Tomas Apress	
ODLOGO 5	Reductions in energy	D.5.2.3 Reduce our carbon footprint - p.186	Environnemental - p.54-55 Worldline climate pledge - p.56-57	7 common	
GRI 302-5		1	· ·	7	

p.7 | INTEGRATED REPORT 2019 | WORLDLINE

GRI Standard /	NDARDS DISCLOSU		Integrated Depart Deference	Sustainable	Additional
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Development Goals	information (omissions, external assurance etc.)
MATERIAL TOP	IC: EMISSIONS				
	gement Approach 20	016			
		D.1.1.3.3 Prioritize our most material topics through our materiality	Worldline climate pledge - p.56-57		
	material topic and its boundary	matrix - p.84	Our employees drivers of change -		
GRI 103-1	its boundary	D.5.1.2 Our environmental governance - p.176	p.58		
		D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
	The management	D.1.1.2 Our CSR strategy - p.81	Environnemental - p.54-55		
	approach and its components	D.1.2 Our CSR ambition - p.88	Our employees drivers of change -		
		D.5.1 Meet society expectations for a sustainable environment - p.174	p.58		
CDI 102 2		D.5.1.1 Worldline environmental challenges - p.174			
GRI 103-2		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			
	Evaluation of the	D.5.2.3.4 Our sustainable mobility program - p.186	Worldling climate -1-1 50 57	12 mounts 12 min	
	Evaluation of the management	D.5.1.2 Our environmental governance - p.176	Worldline climate pledge - p.56-57	12 months 13 dan 13 dan	
GRI 103-3	approach	D.6.2.3 Reporting tools - p.200		14 Marent 15 Mare	
GRI 305: Emissi	ions 2016			<u> </u>	
DIG 000 EIIII 33	Direct (Scope 1)	D.5.2.3 Reduce our carbon footprint - p.186		12 Street 13 State 14 Show	
GRI 305-1	GHG emissions	D.5.4 Key performance indicators for Environment - p.192		∞ ⊕ ;	
0111000 1				15 files 3 times	
	Energy indirect	D.5.2.3 Reduce our carbon footprint - p.186		12 second 13 sent 14 kl second second 15 sent 15 sent 16 second s	
GRI 305-2	(Scope 2) GHG emissions	D.5.4 Key performance indicators for Environment - p.192			
	emissions			15 flux 3 mm354 -/√√	
	Other indirect	D.5.2.3 Reduce our carbon footprint - p.186		12 HOUSE, 13 HAY 14 Market	
GRI 305-3	(Scope 3) GHG emissions	D.5.4 Key performance indicators for Environment - p.192			
	emissions			15 mm 3 mm2m -/√√	
	GHG emissions	D.5.2.2.2 Our absolute emissions - p.183	Environnemental - p.54-55		
GRI 305-4	intensity	D.5.2.2.3 Our carbon intensity - p.185	Performance on our main KPIs -	13 22 14 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
OKI 303-4		D.5.2.3 Reduce our carbon footprint - p.186	p.60-61		
		D.5.4 Key performance indicators for Environment - p.192			
	Reduction of GHG	D.5.1.1 Worldline environmental challenges - p.174	Environnemental - p.54-55		
	emissions	D.5.2 Fight climate change - p.179	Worldline climate pledge - p.56-57		
GRI 305-5		D.5.2.3.1 Our energy efficiency program - p.186	Our employees drivers of change -	13 (25) 14 direct 15 files	
2 000 0		D.5.2.3.2 Our renewable energy program - p.186	p.58		
		D.5.2.3.4 Our sustainable mobility program - p.186			
		D.5.4 Key performance indicators for Environment - p.192			
GRI 305-6	Emissions of	D.5.2.2.4 Other atmospheric emissions - p.185		12 ments CO	
OKI 303-0	ozone-depleting substances (ODS)	D.5.3.3.2 Promotion of biodiversity initiatives - p.191		∞ • • • • • • • • • • • • • • • • • • •	
	Nitrogen oxides	D.5.2.2.4 Other atmospheric emissions - p.185		12 ::::::::::::::::::::::::::::::::::::	
GRI 305-7	(NOx), sulfur oxides (SOx), and	D.5.3.3.2 Promotion of biodiversity initiatives - p.191			
	other significant			15 film 3 mms/s. —/√.	
SOCIAL	air emissions				
	PIC: EMPLOYMENT				
	gement Approach 20	016			
		D.1.1.3.3 Prioritize our most material topics through our materiality			
GRI 103-1	material topic and its boundary	matrix - p.84			
	nto boundary	D.6.1.2 Alignment with Global Reporting Initiative (GRI) standards - p.198			
	The management	D.1.1.2 Our CSR strategy - p.81	People - p.42-43		
GRI 103-2	approach and its	D.1.2 Our CSR ambition - p.88			
	components	D.3.3.1 Talent acquisition @Worldline - p.139			
	Evaluation of the	D.6.2.3 Reporting tools - p.200			
GRI 103-3	management				

GENERAL STAN	NDARDS DISCLOSUI	RES			
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external
					assurance etc.)
GRI 401: Emplo	New employee	D.3.3.1 Talent acquisition @Worldline - p.139	Employees at the heart of our		
GRI 401-1	hires and employee turnover	b.c.c. Trainit acquisition e-worlding - p.155	strategy - p.44-45	5 mg - 8 mg - 1	
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		a martin	
GRI 401-3	Parental leave			8 mm. 8 mm. m	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 TOP	IC: OCCUPATIONAL	HEALTH AND SAFETY 2019			
GRI 103: Manag	ement Approach 20				
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: Occup	ational Health and S	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		व व्यक्त सर्व	
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	3 manual 3 manual 4 m	
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		3 ==== A1	
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		8 marana an	
	IC: TRAINING AND E				
GRI 103: Manag	ement Approach 20 Explanation of the	D.1.1.3.3 Prioritize our most material topics through our materiality			
GRI 103-1	material topic and its boundary	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			

GENERAL STAR	IDARDS DISCLOSU	RES			
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external
CDI 404: Trainir	ng and Education 20	ne Ne			assurance etc.)
GRI 404: ITAIIIII	Average hours of	D.3.4 Promote training & human capital development - p.144	Performance on our main KPIs -		
GRI 404-1	training per year per employee	D.3.4.1.1 The global Training Plan - p.145	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	8 Harry Marie	
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	D.3.4 Promote training & human capital development - p.144		© ****	
MATERIAL TOP	IC: DIVERSITY AND	EQUAL OPPORTUNITY			
GRI 103: Manag	ement Approach 20	016			
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: Divers	ity and Equal Oppor	tunity 2016	1 ¹¹		
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	⁵ । © की	
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		5 10	
MATERIAL TOP	IC: CUSTOMER PRIV				
	ement Approach 20				
GRI 103-1	Explanation of the	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 -	Secure solutions for trusted ecosystems - p.32-33		
GRI 103-2	The management approach and its components	p.198 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	D.6.2.3 Reporting tools - p.200	p.40 45		
CDI 410: C	approach ner privacy 2016				
GRI 418-1	Substantiated complaints regarding concerning 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	18 maga:	
MATERIAL TOP	IC: SOCIOECONOMI	C COMPLIANCE			
GRI 103: Manag	ement Approach 20	016			
GRI 103-1	Explanation of the	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: Socioe	conomic Compliand	ee 2016	<u></u>		
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	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	18 mm. * <u>¥</u> ,	

p.9 | INTEGRATED REPORT 2019 | WORLDLINE

WORLDLINE SP	ECIFIC DISCLOSUR	ES			
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information (omissions, external
GPI 103: Manag	ement Approach 20	116			assurance etc.)
Ora 100. Mariag	Explanation of the	I			
	material topic and its boundary	D.1.1.3.1 Approach CSR through our stakeholders - p.82			
GRI 103-1	nts boundary	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			
	The management	D.1.1.3.3 Prioritize our most material topics through our materiality			
GRI 103-2	approach and its components	matrix - p.84			
	Evaluation of the	D.6.3 Methodology of indicators - p.200 D.1.3.4.1 Making extra-financial information accessible and	A strategy for sustainable value-		
	management	transparent through reports that align with the most stringent GRI	creation - p.12-13		
	approach	guidelines - p.95 D.1.3.4.2 Complying with the European Directive 2014/95/EU on			
GRI 103-3		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			
Worldline Speci	ific Disclosures				
	Service disponibility rate	D.1.4 Main key performance indicators - p.98	Business - p.26-27		
WL1	disponibility rate	D.2.3.2 A robust and reliable IT infrastructure - p.112 D.2.3.3 Worldline business continuity strategy - p.113	Performance on our main KPIs - p.60-61	6 man 17 man 17 man 18 man 19	
		D.2.6 Key performance indicators about business and innovation -		111 24 99	
		p.124			
	Innovation	D.1.4 Main key performance indicators - p.98	Business - p.26-27		
WL2		D.2.2.2.1 Worldline's approach to innovation - p.104 D.2.6 Key performance indicators about business and innovation -	Performance on our main KPIs - p.60-61	8 MANUFACTOR SERVICES	
		p.124	Innovate for sustainability - p.30-		
	Number of	D.1.1.3.3 Prioritize our most material topics through our materiality	31 Secure solutions for trusted		
	security incidents	matrix - p.84	ecosystems - p.32-33	16 miles 8 miles	
WL3		D.1.4 Main key performance indicators - p.98	Performance on our main KPIs - p.60-61	16 minutes 8 minutes 16 min	
		D.2.6 Key performance indicators about business and innovation - p.124	p.00 01		
	Taking into	D.3.2.1 Our Great Place to Work objective - p.129	People - p.42-43	0	
WL4	account employee expectations	D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131	Performance on our main KPIs - p.60-61		
		Statidards - p.131	p.00 01	3 MUCH. 5 ML	
	Shareholding plans	D.1.4 Main key performance indicators - p.98	Performance on our main KPIs - p.60-61		
WL5		D.3.3.3 Recognition @Worldline - p.142 D.3.3.3.3 Equity plans - p.143		8 minutes 3 minutes - √√•	
		D.3.5 Key performance indicators about Human Resources - p.150			
	Recruitment	D.1.4 Main key performance indicators - p.98	Employees at the heart of our		
WL6		D.3.1 Meet employee expectations - p.127	strategy - p.44-45 Performance on our main KPIs -	**************************************	
		D.3.3.1 Talent acquisition @Worldline - p.139 D.3.5 Key performance indicators about Human Resources - p.150	p.60-61		
	Gender equity	D.1.4 Main key performance indicators - p.98	Well-being and inclusion: key		
WL7		D.3.2.3.1 Focus 1: Promoting gender equality - p.135	drivers of our performance - p.46- 47	10 === 5 == (\$\hat{\hat{\hat{\hat{\hat{\hat{\hat{	
WL)		D.3.5 Key performance indicators about Human Resources - p.150	Performance on our main KPIs -	(≑) ♥	
	Number of	D.1.4 Main key performance indicators - p.98	p.60-61 Innovate for sustainability - p.30-		
	innovation	D.2.2.1 Innovation @Worldline - p.102	31		
	workshops	D.2.2.2.1 Worldline's approach to innovation - p.104	Our offerings - p.34-35		
WL8		D.2.6 Key performance indicators about business and innovation -	Merchant services - p.36-37	16 minute ************************************	
WEG		p.124	Financial services - p.38-39 Mobility and e-transactional	<u> 4 M</u>	
			services - p.40-41		
			Performance on our main KPIs - p.60-61		
	Taking into	D.1.4 Main key performance indicators - p.98	Well-being and inclusion: key		
100	account employee expectations	D.3.2.1 Our Great Place to Work objective - p.129	drivers of our performance - p.46- 47	8 SERVERS 10 SERVE 4 SERVE 10 SERVERS 10 SER	
A02		D.3.2.2 Encourage social dialog to promote Human Rights and high standards - p.131	Performance on our main KPIs -	3 MANUAL 5 MANUAL 6	
		D.3.5 Key performance indicators about Human Resources - p.150	p.60-61		
	Intergenerational Collaboration	D.1.4 Main key performance indicators - p.98	Employees at the heart of our strategy - p.44-45	40 MM2	
A06	Conaboration	D.3.5 Key performance indicators about Human Resources - p.150	Performance on our main KPIs -	10 mm. (\$\hat{\hat{\phi}}\)	
			p.60-61		
	Sustainable innovation	D.2.1 Meet customer expectations - p.101 D.2.5.3 Create CSR value for customer through our portfolio - p.119	Customers at the heart of our strategy - p.28-29		
		D.2.5.3.1 Assess our external contribution to the UN Sustainable	Our offerings - p.34-35	Q SANTON OF STORE AN AREA	
A07		Development Goals - p.119	Merchant services - p.36-37		
		D.2.6 Key performance indicators about business and innovation - p.124	Financial services - p.38-39		
		F.	Mobility and e-transactional services - p.40-41		
A 0.11	Digital	D.1.4 Main key performance indicators - p.98	Performance on our main KPIs -	3 mars. 	
A011	Collaboration tools	D.3.5 Key performance indicators about Human Resources - p.150	p.60-61	₩ -W•	
	ISO 14001 Certification	D.1.4 Main key performance indicators - p.98	Environnemental - p.54-55	** ***	
A014		D.5.1.2.1 A global governance through the Environmental Management System - p.176	Worldline climate pledge - p.56-57 Performance on our main KPIs -	© 13 %	
		D.5.4 Key performance indicators for Environment - p.192	p.60-61		

p.11 | INTEGRATED REPORT 2019 | WORLDLINE

WORLDLINE SP	WORLDLINE SPECIFIC DISCLOSURES							
GRI Standard / Disclosure	Standard description	Universal Registration Document Reference	Integrated Report Reference	Sustainable Development Goals	Additional information			
					(omissions, external assurance etc.)			
	Absenteism	D.1.4 Main key performance indicators - p.98						
A016		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						
	Evaluation of the CSR performance of suppliers	D.1.4 Main key performance indicators - p.98	Ethics & value chain challenges -					
		D.4.4.2 Implement due diligence towards our supply chain - p.167	P.48-49 Ensure integrity as a must in our ecosystem - p.50-51	16 MALACINE 8 INCHES MINIS				
A017	от заррнета	D.4.6 Key performance indicators about Ethics and value chain - p.172		13 day 17 managa				
		p.172	Performance on our main KPIs - p.60-61					
	Waste	D.5.3.1 Promote circular economy throughout our payment terminal lifecycle - p.189						
A019		D.5.3.2 Reduce waste induced by our activities - p.190						
		D.5.4 Key performance indicators for Environment - p.192						

WORLDLINE | INTEGRATED REPORT 2019 | p.12