

Corporate Social Responsibility Report

January - December 2019





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CEO'S WELCOME

At IDEMIA, we are the global leader in Augmented Identity, empowering citizens and consumers alike to interact, pay, connect and travel in ways that are now possible in a connected environment. We understand that data, security and privacy have an essential role to play in protecting peoples' identities and private lives. We have embraced this new reality and we understand the security concerns that accompany advancement. We analysed the world around us and reinvented the concept of identity. This is what we call Augmented Identity – an identity that ensures privacy and trust and guarantees secure, authenticated and verifiable transactions. An identity that is so enhanced, adaptable, strengthened and self-sovereign that it allows us to truly enjoy life – because securing our identity is key to making our world a safer place.

We are an industry leader, so it stands to reason that we also set an example in our corporate responsibility journey. We are capturing opportunities to make a real difference, not only to society through our innovations, but also to our local communities across the world through engagement activities, to the health, safety and

wellbeing of our most valuable asset – our employees – and to the precious resources and enduring health of our planet.

We value the opinions of our stakeholders including our customers, employees and partners, so, in consultation with them, we have identified our significant material corporate responsibility topics and have placed a spotlight on addressing them, monitoring our progress through a set of performance indicators. These top priority topics, always with due consideration of the legislative landscape affecting our business, continue to shape and focus our CSR agenda.

I am pleased to share with you in this report IDEMIA's corporate social responsibility efforts and achievements in 2019. This report also serves as our annual Communication on Progress to the Ten Principles of the United Nations Global Compact.



YANN DELABRIÈRE
CHIEF EXECUTIVE OFFICER



One of IDEMIA's top 2020 business objectives is dedicated to building an IDEMIA culture, with a focus on corporate social responsibility

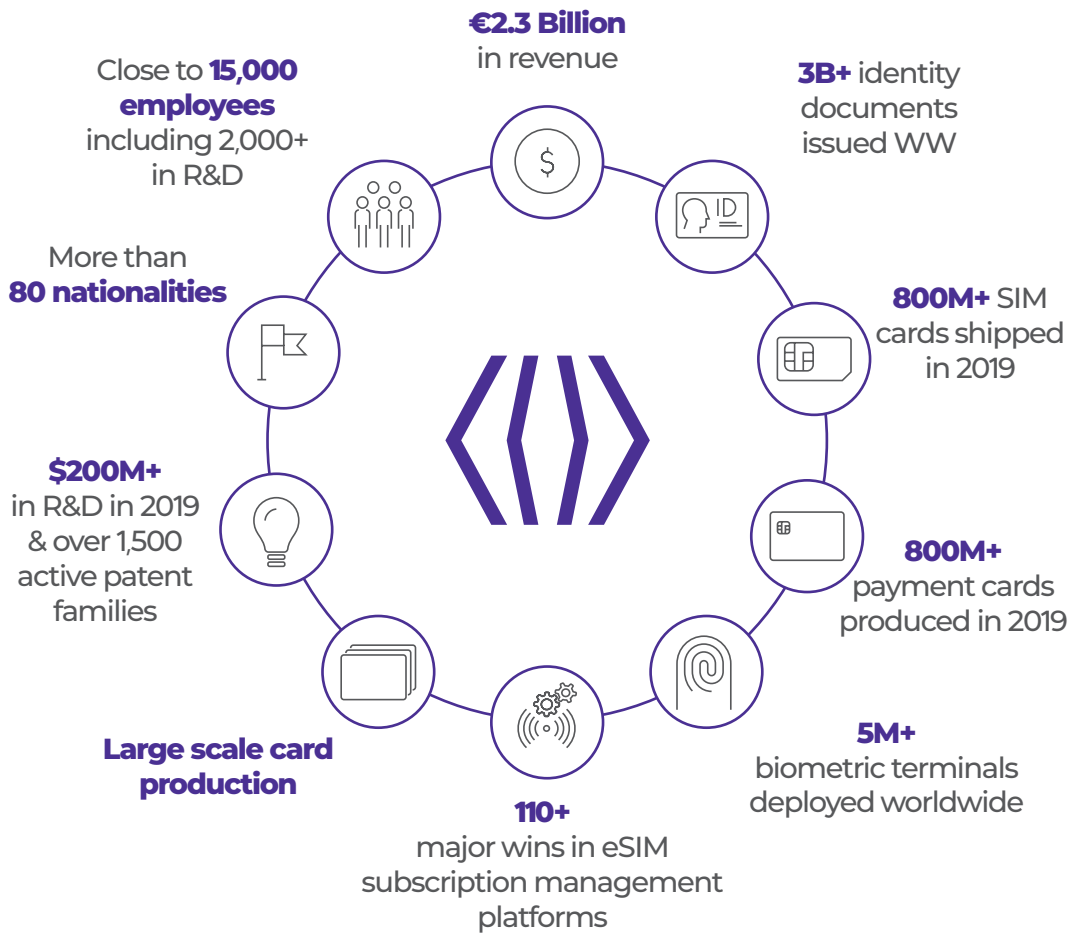
1. IDEMIA, WE STAND FOR AUGMENTED IDENTITY

1.1. About IDEMIA

IDEMIA Group S.A.S., is a French Société par Actions Simplifiée (Simplified Joint Stock Company). IDEMIA was formed from the coming together of Oberthur Technologies and Safran Morpho in 2017. The company's registered office is: 2 Place Samuel de Champlain, 92400 Courbevoie, France. The majority shareholder of IDEMIA Group S.A.S. is the private equity firm, Advent International.

The Group develops, manufactures and markets specialized security technology products and services worldwide, mainly for the telecommunications, payments, and public security and identity markets. The Group's main customers are financial institutions, telecom operators and governments.

AN INNOVATIVE & END-TO-END SET OF SOLUTIONS



Well positioned in our markets and serving clients in 180 countries

#1 IN POLICE BIOMETRIC SYSTEMS

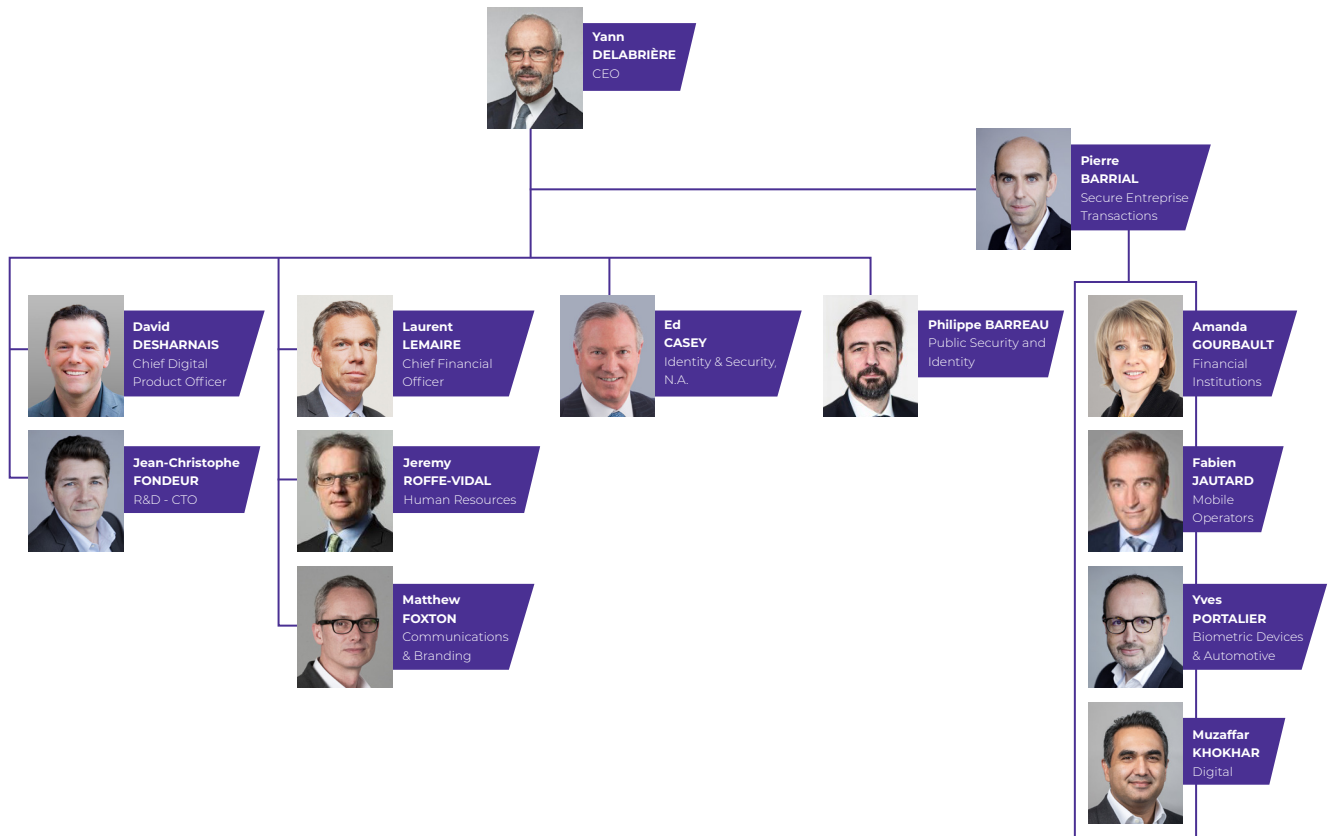
TRUSTED BY **1,800** FINANCIAL INSTITUTIONS

#1 IN CIVIL IDENTITY SOLUTIONS

TRUSTED BY **500+** MOBILE OPERATORS

#1 IN US DRIVER'S LICENSE ISSUANCE

1.2. Executive Committee



Financial Institutions

- › 1,800 financial institutions and FinTechs trust us (including most of the world's largest banks)
- › Up to 4M cards digitized per month in the 3 major mobile wallets
- › 20M payment PIN codes managed electronically



Mobile Operators

- › 500 mobile operators trust us (including leading mobile operators worldwide)
- › 110+ major wins in eSIM subscription management platforms
- › 100+ OTA platforms deployed around the world



Biometric Devices and Automotive

- › Number 1 in biometric security systems
- › 5M biometric devices delivered worldwide
- › 10M cars connected through IDEMIA solutions to date



Public Security & Identity

- › Number 1 in civil identity solutions with 130+ customers
- › 37M+ automated passenger crossings per year
- › Number 1 in police biometric systems



Identity & Security, N.A.

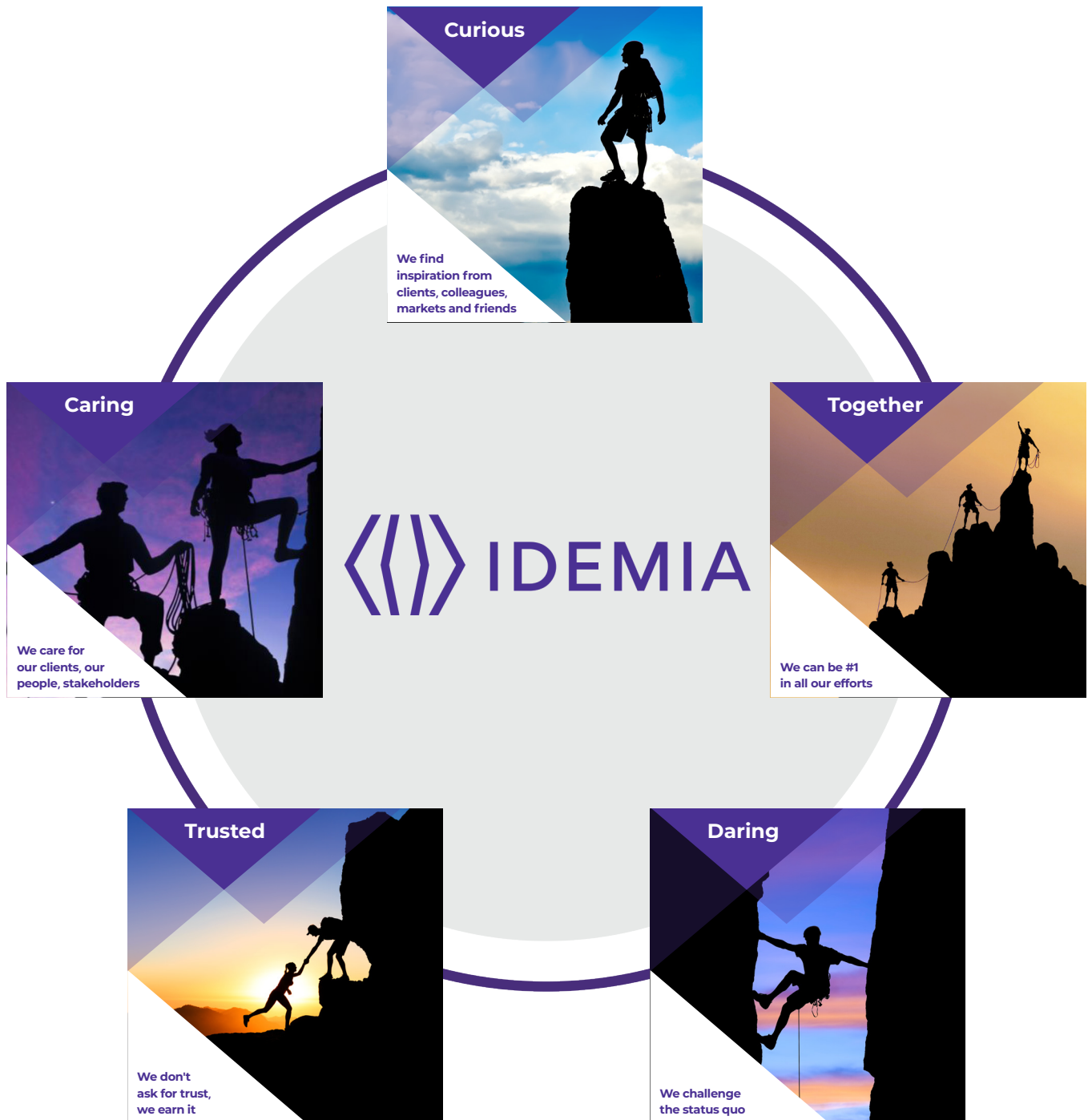
- › Number 1 in Driver's License issuance in the U.S.
- › 40+ years leadership in the criminal justice and public security market
- › 9M+ citizens enrolled in the TSA PreV[®] program



Digital transformation solutions for Secure Enterprise Transactions

- › Up to 1M signature transactions per month with 50% annual growth rate
- › 3M+ eSIM profiles activated
- › Up to 4M payment cards digitized per month in major digital wallets (Apple, Samsung, Google)

1.3. Our Values



1.4. Awards

JCB received two awards thanks to IDEMIA technology.

IDEMIA's partner JCB was awarded Best Security Initiative and Best NFC Security Initiative at the 5th Cards and Electronic Payments International Asia Summit and Awards.

IDEMIA and JCB have worked closely together since 2016 on different projects, including an advanced tokenization platform, the JCB Token Platform (JTP), enabling payments to mobile devices and, a biometric card proof of concept, based on F.CODE, IDEMIA's technology using fingerprint in place of PIN code.

IDEMIA's Noida factory awarded Best Supplier CSR Award by the Joint Audit Co-operation (JAC) Initiative.

IDEMIA Noida was subject to a rigorous corporate social responsibility audit by JAC, created by Deutsche Telekom, Orange and Telecom Italia and now with around 17 major telecom operators, with the aim of driving CSR implementation across important multinational suppliers in the ICT industry.

Recognized by JAC for its excellent practices, IDEMIA Noida achieved a total score of 100, the highest score in all categories covered by the audit:

- › Child labor
- › Forced labor
- › Health & safety
- › Freedom of association
- › Discrimination
- › Disciplinary practices
- › Working hours
- › Wages and compensation
- › Environment
- › Business ethics

One of the largest factories in India, IDEMIA Noida is also certified SA8000, having been successfully measured on social accountability in the workplace and implemented a management system that drives continuous improvement. Through SA8000, IDEMIA Noida demonstrates respect of labor provisions laid out in the Universal Declaration of Human Rights and the International Labor Organization (ILO) convention.

Frost & Sullivan awarded IDEMIA for its leading biometric technology.

Each year, Frost & Sullivan presents a Company of the Year award to the organization that demonstrates excellence in terms of growth strategy and implementation in its

field. The award recognises a high degree of innovation with products and technologies, and the resulting leadership in terms of customer value and market penetration.

Based on its analysis of the global biometrics market, Frost & Sullivan recognised IDEMIA with the 2019 Global Company of the Year Award.

The Frost & Sullivan report underlines the user-centric design and robust anti-spoofing technology, which allow IDEMIA to offer optimum end-user experience without compromising performance and security. It highlights some of IDEMIA's latest innovations, including:

MorphoWave™ Compact, a wall-mounted, touchless fingerprint access and time-and-attendance terminal, which can be deployed in any location

F.CODE, a payment card with an integrated fingerprint sensor, ensuring transactions are only performed when the card is used by its legitimate owner

OneLook, a non-intrusive, simple-to-use multi-biometric device that can capture both iris and facial biometrics in less than three seconds on average, ensuring a high level of accuracy while delivering high throughput

Augmented Vision, a solution that redefines the level of value that can be extracted from a video surveillance infrastructure, through powerful Artificial Intelligence-based algorithms capable of detecting and tagging massive amounts of valuable metadata.

1.5 2019 developments

February

- › IDEMIA changed its management structure to consolidate its Augmented Identity global leadership and appointed Pierre Barrial CEO of its new Secure Enterprise Transactions division, bringing together under one division all Group transactions business units (i.e. Financial Institutions, Mobile Operators and Connected Objects). A new Digital business unit was also created within the SET division.

October

- › IDEMIA acquired X Core Technologies' Metal Payment Card business and launched its Smart Metal offer.

2. APPROACH TO CORPORATE SOCIAL RESPONSIBILITY

2.1. A longstanding commitment to CSR

Since 2006, IDEMIA has been a signatory to the Ten Principles of the United Nations Global Compact – the world's largest corporate citizenship and sustainability initiative. The voluntary decision to sign up to these principles, which are inspired by the Universal Declaration of Human Rights and the International Labor Organization Core Conventions and embrace the values of respect for labor law, protection of the environment and combating corruption, illustrates IDEMIA's enduring commitment to promoting and embedding corporate social responsibility, both within our organization and throughout our sphere of influence.

Each year we communicate our progress towards the Ten Principles. We upload our annual CSR reports to the UNGC to demonstrate the strides we are taking to embed the principles within our business. This year's CSR report, covering the period January to December 2019, is prepared in accordance with the Global Reporting Initiative (GRI) Standards for Sustainability Reporting and meets the GRI's Core Requirements. There have been no changes in the way we report or the reporting period. This report has been externally assured by a third party specializing in sustainability reporting checking, validation and assurance.



2.2. CSR governance

An executive management-led CSR Core Committee defines our CSR roadmap and priorities. On a day-to-day basis, IDEMIA's CSR strategy is co-ordinated and implemented by a central CSR Team. In 2019, CSR became integrated into the IDEMIA human resources function, reporting directly to the Executive VP Human Resources. The CSR Team is responsible for the harmonization and standardization of policies and objectives, including their effective adoption at IDEMIA sites worldwide. With employees in more than 60 countries, CSR is supported by a network of local CSR, HSE and HR managers, as well as legal and trade compliance officers.

For 2020, IDEMIA's CEO has set CSR engagement as one of the top company-wide objectives.

2.3. CSR Core Committee

At Executive Committee level, the main functions meet to drive CSR priorities. Gathering together top executives from across the business, including communications, HR, procurement, legal and global operations, the CSR Core Committee also welcomes experts from within the business to collaborate on specific CSR agenda items.

IDEMIA acknowledges the widely accepted best practice that CSR commitments are most effective when driven by top management.

2.4. CSR direction

The IDEMIA Code of Conduct is one of the key elements of CSR and all employees joining the company must sign their acceptance of its terms. The Code informs and guides employees on our business culture and our fundamental expectations of them in all aspects of their working lives. IDEMIA has established a CSR scorecard comprising indicators from all CSR pillars.



2.5. Key pillars

In order to control, focus and monitor our CSR activities, we have split them into five key pillars:



2.6. Global policies

We have developed a suite of global policies, designed to support our efforts towards a joined up approach to the management of CSR across our business, irrespective of geographical location, size or nature of operations. We check the currency of our policies annually and update them as required, such as to comply with legislative changes.

- › **H&S Manual:** a commitment to safeguard the health and safety of IDEMIA employees at their place of work and during business travel.
- › **Environmental Policy:** a means to respect the environment and reduce any environmental impact of IDEMIA's activities.
- › **Code of Conduct:** the principles of conduct with which everyone at IDEMIA must abide.
- › **Supplier Code of Conduct:** a set of fundamental expectations of our partners.
- › **Whistleblowing Procedure:** a formalized mechanism for the reporting of misconduct, policy infringement, crime or failure to meet legislative obligations.
- › **Conflict Minerals Policy:** IDEMIA's position statement on the ethical sourcing of minerals in its products.
- › **Trade Compliance Policy, Conflict of Interest Policy**

2.7. IDEMIA in the community

Through our corporate citizenship commitment, IDEMIA engages with its local communities to effect positive change. We have established partnerships with local and national charities, we support our employees' charitable activities, we work with local education providers to offer training and employment opportunities to the young generation, we promote environmental initiatives for the benefit of our neighbors to reduce local traffic and pollution, such as cycling to work and lift-sharing schemes.

In Singapore, we have partnered with the Ministry of Education and STEM Inc. to align with the Singaporean government initiatives to equip youth with knowledge for the future. Through a series of STEM training and education workshops for teachers, educators, and students in 2019 held at our Singapore innovation centre, we aim to engage and inspire the young generations to equip themselves with the right skills to meet future needs.

In France, we have signed a partnership with the National Graduate School of Electronics and its Applications. We are delighted to be able to offer internships, apprenticeships and first jobs to future graduates of this great French engineering school

Across our sites in Johannesburg (SA), Dubai (UAE) and Franklin (USA), we supported breast cancer awareness activities and education during the month of October 2019.

IDEMIA's office in South Africa marked Mandela Day, July 18th, by giving back to the community and those less fortunate. Through charitable activities and donations of scarves, hats and blankets, employees reached out to the Society for the Prevention of Cruelty to Animals and the Alexandra Disability Movement.

In India, we collaborate with Akshaya Patra, a local association that fights against hunger, on a project involving the provision of mid-day meals to more than a thousand children studying in government and aided schools in the city of Bellary (India). This partnership goes under IDEMIA trade compliance procedure to prevent any risk of conflict of interests.

In the United States, we have developed specific actions toward the nation's Veterans, honouring them for their sacrifices and service to the country. The initiative started in 2015, and IDEMIA continues to actively recruit and train Veterans for key roles in various business areas.

In Brazil, we launched a program to increase reading among employees and work in partnership with universities to favour improvements in education: the partnership includes reduction of monthly fees (up to 25%) to employees or to their children.

In the UK, we have an established community outreach program, including charities chosen each year by members of our employee forum. We also select long-term partnership charities that benefit our local community and our annual awards make a positive impact on the charities' abilities to continue their services within our locality.

The socially responsible efforts of employees are supported by IDEMIA.

We strive to positively affect the communities in which we live and work



2.8. Performance scorecard

Each year, IDEMIA participates in numerous CSR performance assessments, driven by customers' desire to understand and score the CSR practices within their supply chains. Furthermore, IDEMIA's global CSR performance is assessed at least annually by the international CSR platform, EcoVadis. IDEMIA has a twofold partnership with EcoVadis: on one hand, EcoVadis evaluates and scores our performance and shares it with our customers; on the other hand, EcoVadis scores our own suppliers performance and shares it with us.

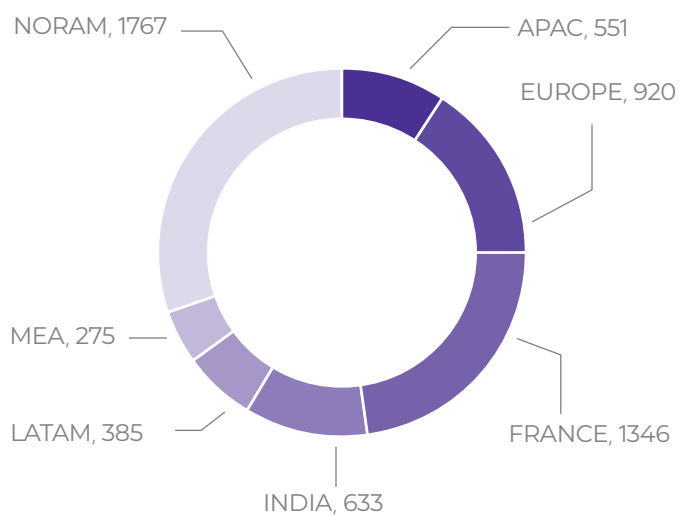
In its 2019 assessment, IDEMIA was once again awarded a gold certification level by EcoVadis and is categorized as 'Advanced', meaning IDEMIA has a structured and proactive CSR approach. EcoVadis also concluded that IDEMIA has engagements/policies and tangible actions on major issues with detailed implementation information, as well as significant CSR reporting on actions and Key Performance Indicators. With this gold award, IDEMIA is amongst the top 5% of companies assessed by EcoVadis.



2.9. CSR training

IDEMIA's CSR fundamentals training was launched in 2019. Testing workers on their understanding of the key principles of CSR and how they apply to daily life at IDEMIA, 5,877 employees have so far completed this ongoing training.

CSR FUNDAMENTALS TRAINING 2019, EMPLOYEE PARTICIPATION BY REGION



3. IDENTIFYING OUR IMPACTS

3.1. Stakeholder engagement

We have identified the stakeholder groups to which we are accountable by the likelihood of them being significantly affected by our activities, products or services, or the potential for them to affect our ability to conduct our business. The main stakeholder groups are shown below.

IDEMIA STAKEHOLDER	ENGAGEMENT METHODS	FOCUS AREAS
Employees	<ul style="list-style-type: none"> › Employee surveys › Internal communications via email, social networks, physical communication (e.g. posters, employee handbook, contracts) › Worker committees 	<ul style="list-style-type: none"> › Labor conditions, remuneration, benefits, working hours, talent management, training › Health & Safety › Non-discrimination › Equal opportunities
Customers	<ul style="list-style-type: none"> › Annual customer survey › Contracts › Service reviews › Tenders › Customer meetings 	<ul style="list-style-type: none"> › Quality products and services › Business continuity › Code of conduct alignment
Suppliers	<ul style="list-style-type: none"> › Contracts › Supplier Code of Conduct › CSR performance audits and quality audits › Product streamlining and improvement collaborations › Supplier events 	<ul style="list-style-type: none"> › Code of Conduct adherence › No restricted substances › Legal compliance › Modern slavery avoidance › CSR performance › Avoidance of complicity in human rights abuses
Shareholders	<ul style="list-style-type: none"> › Annual general meeting › Company financial report 	<ul style="list-style-type: none"> › Sustainable business › Financial performance › Risk management › Trade compliance › Conflict of interest avoidance
Competitors	<ul style="list-style-type: none"> › Industry working groups 	<ul style="list-style-type: none"> › Environmentally conscious products › Common solutions to industry-wide legal obligations › Fair competition
Local communities	<ul style="list-style-type: none"> › Employment opportunities › Outreach activities › Consultation on business change 	<ul style="list-style-type: none"> › Providing employment in the community › Charity partnerships › Encouraging employee philanthropy › Supporting communities following natural disasters
Education establishments	<ul style="list-style-type: none"> › Recruitment fairs › Providing IDEMIA experts to support educational events 	<ul style="list-style-type: none"> › Graduate traineeships › Work placements

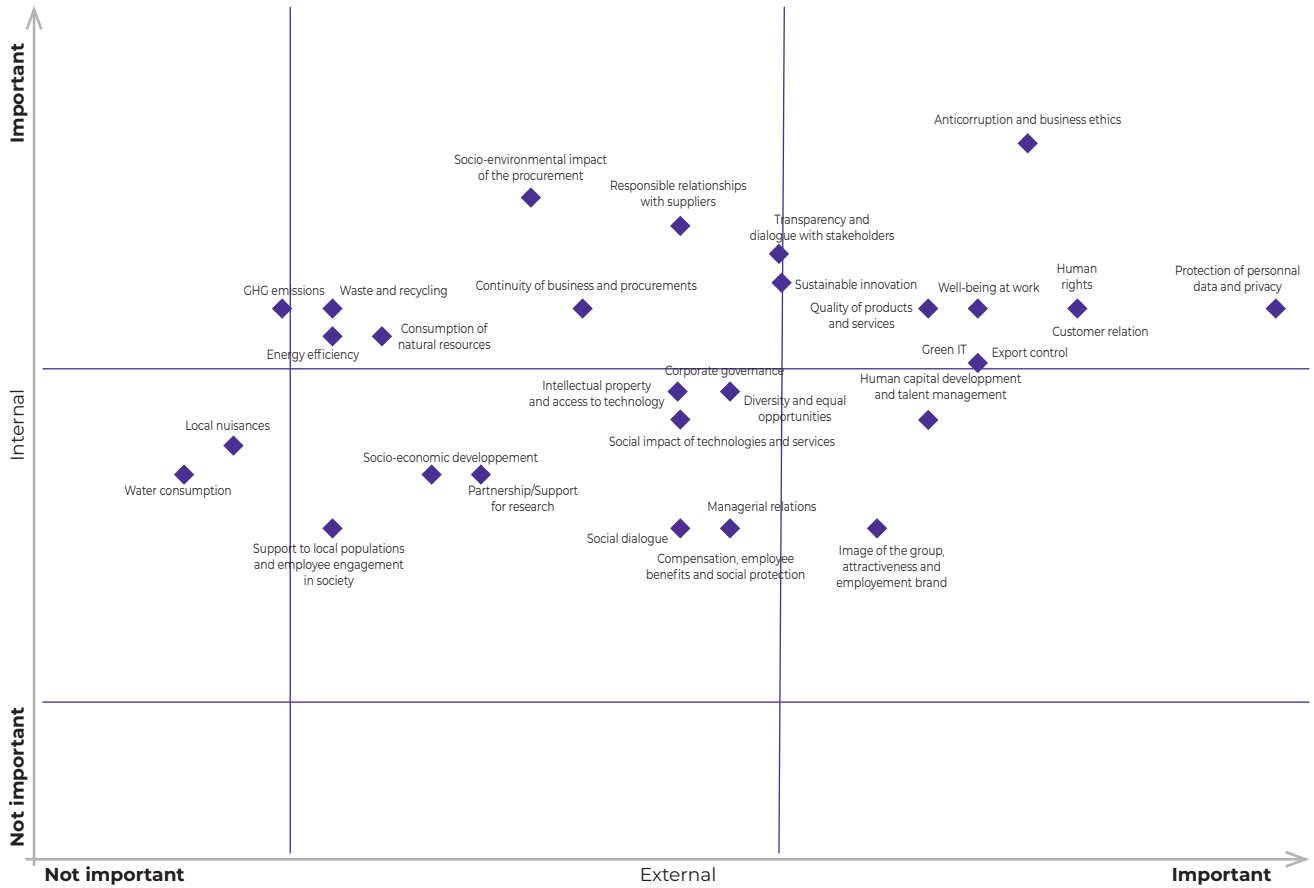
3.2. Materiality

In sustainability, materiality is the process of identifying the topics, which reflect an organization's significant economic, environmental and social impacts; or those that influence the assessments and decisions of stakeholders. It enables a company to understand its impacts and streamline its efforts on CSR topics relevant to its business.

In 2016, we conducted a thorough materiality exercise with the support of an external consultant. From a list of 32 issues, we asked stakeholders, including suppliers,

employees, customers and external agencies, to tell us “What are your expectations when doing business or partnering with IDEMIA?”

Our stakeholders informed us that twelve key material topics most influence their assessments and decisions in relation to IDEMIA. These twelve priority areas are helping to guide our CSR strategy and form the basis of our corporate social responsibility reporting.



3.3. IDEMIA's Material Topics

Our stakeholders told us that twelve topics are crucially important to them. Therefore, we have focussed this 2019 CSR Report on these material issues.

IDEMIA MATERIAL TOPIC	GRI TOPIC SPECIFIC DISCLOSURE	UNGC PRINCIPLE	REPORT SECTION
1. Anti-corruption & business ethics	GRI 205	10: Anti-Corruption	Business conduct
2. Personal data protection & privacy	GRI 418		Business conduct
3. Human rights	GRI 412	1, 2: Human Rights	Business conduct
4. Well-being at work	GRI 403	3, 4, 5, 6: Labor	People
5. Customer relations	GRI 206		Products and services
6. Export control			Business conduct
7. Quality products & services	GRI 417		Products and services
8. Sustainable innovation		1, 2: Human Rights	Products and services
9. Green IT and environmental responsibility	GRI 302-1, 306-2	7, 8, 9: Environment	Environment
10. Transparency & stakeholder dialogue			Identifying our impact, people, products and services, responsible sourcing
11. Responsible supplier relationships	GRI 204, GRI308	3, 4, 5, 6: Labor 7, 8, 9: Environment	Responsible sourcing
12. Talent management & employee development	GRI 404	3, 4, 5, 6: Labor	People

4. BUSINESS CONDUCT

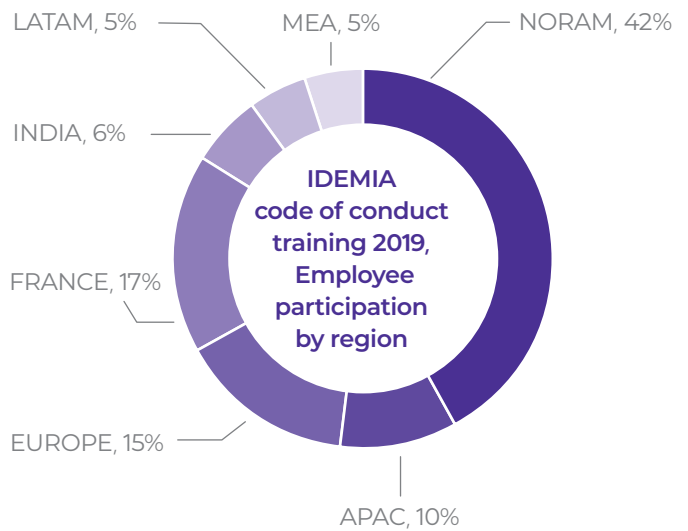
4.1. Business conduct background

Our business depends upon trust – trust in IDEMIA as a chosen partner, supplier, customer or employer, trust in our Augmented Identity products and services in an ever more connected world. Without trust in us, our people and our technologies our business faces great risk. We are a global company, with a complex network of operations spanning the globe. In each country we operate, we are bound to abide by local rules and regulations. What's more, we must comply with all relevant regional laws and in addition, we have committed to abide by certain internationally recognised standards of business conduct. It is no surprise that, due to the very nature of the industry we operate within corruption, ethics, data privacy, human rights and export control are of premium importance to our stakeholders. We take a global overview of these matters, ensuring that we take account of the legislative demands, market risks, the nature and size of operations, along with a sensitivity to cultural norms, at all of our sites. We have deployed an organization, procedures and processes, and training, to ensure that our operations meet the highest ethical requirements.

In July 2019, the IDEMIA Ethics Committee was created. The permanent members of the Ethics Committee are the General Counsel, Chief Financial Officer, Executive VP Human Resources, Executive VP Communications & Branding and the VP Internal Audit & Risk Management. The Ethics Committee is convened at least twice a year, and whenever necessary to address a specific urgent matter (e.g. a major whistleblowing report; when the settlement of a disclosed conflict of interest is urgently needed).

IDEMIA has a set of values and ethical standards that are embraced by all of its employees and stakeholders. Duty of care has been integrated into all of the Group's business processes and growth is carefully managed in accordance with the highest international standards of business ethics, integrity and professionalism. These values and ethical behaviour are of critical importance to IDEMIA, in that they play a vital role in enabling it to earn and retain the trust of all of its stakeholders.

Competition, for IDEMIA, must be on the basis of its products, solutions and services and must not involve entering into any agreements with its competitors to illegally limit business and competition. Employees are expected to adhere to IDEMIA's policies and requirements in respect of fair competition, gifts and hospitality and conflict of interest.



Internal communications to all employees support our management's commitment to ensuring that everyone at IDEMIA understands the ethical conduct standards, trade compliance and export control guidelines and applies them in his/her everyday business lives and, at the very heart of these efforts, that integrity, honesty and transparency should guide all employees in their work.

CSR KPIs related to our ethical practices are established and figures are being monitored. These include:

- › Number of employees having signed the Code of Conduct.
- › Number of employees trained on CSR fundamentals.
- › Internal audits addressing CSR.

4.2. Trade compliance

IDEMIA trade compliance procedure contains the rules that must be followed by every director, officer and employee of IDEMIA and each of its direct or indirect subsidiaries and controlled affiliates wishing to establish a relationship with a partner for any purpose. This procedure applies to any third party that is intended to assist IDEMIA in obtaining, retaining or conducting business (agent, broker, commercial firm, consultant or consultancy firm, expert, distributor, intermediaries, lobbyist, prime contractor, public relations agency, supplier, sales representative, representative, reseller, subcontractor or co-contractor, joint venture partner, acting on behalf of IDEMIA). Employees must strictly apply this procedure.

Our trade compliance procedures also include clear guidelines for the management of gifts and hospitality.

Annual trainings are conducted by our Trade Compliance Team.

4.3. Anti-corruption

The IDEMIA anti-corruption program covers the entire set of requirements from international conventions, such as those of the OECD and the United Nations. IDEMIA has trade compliance officers and correspondents dedicated to its countries of operation and relevant activities. An Anti-Corruption Policy and Gift & Hospitality Policy is established.

IDEMIA is currently consolidating its anti-corruption processes:

- › Update of IDEMIA Code of Conduct
- › Code of Conduct e-learning targeting all employees
- › Trade compliance and business ethics e-learning
- › New classroom training for sensitive personnel
- › Key policy review and launch of updated version

Once all those processes have been consolidated, IDEMIA will complete its program of ISO37001 Anti-bribery Management System certification at its sites, with certification expected in 2021.

In 2019, all chiefs of IDEMIA sites and heads of finance were sent a letter of representation regarding business ethics and at time of publication, 94% of CEOs and 100% of CFOs had signed and returned the letter.

We have a Trade Compliance contact for each region

Trade compliance training 2019

Each year, a trade compliance training program is defined, taking account of employees previously trained, IDEMIA headcount at its locations and the level of risk assessed per region or country.

Classroom training is targeted at certain employee groups, such as group managers, senior management of subsidiaries, sales and purchasing employees.

IDEMIA marked United Nations International Anti-Corruption Day

4.4. Guiding principles and reporting wrongdoing

IDEMIA's Code of Conducts reflects senior management commitment to engage the Group in social responsibility including corruption prevention and detection process. The Code of Conduct, endorsed by IDEMIA's CEO and General Counsel and after consultation with employee representatives, is integrated into each facility operating procedures manual (Règlement Intérieur in France). Commitments expressed in the Code of Conduct encompass compliance with laws and regulations in all countries where we operate, fight against bribery and anti-corruption, import and export control, respectful relationships to all stakeholders (customers, shareholders, employees, trade unions, media, suppliers, partners...), safety of the workplace, and environmental stewardship. The Code of Conduct is accessible to all in five key languages of IDEMIA: French, English, Spanish, Chinese and Portuguese.

It is the reference on how we should behave internally, and toward partners and customers. In compliance with the law, we also have implemented a whistleblowing procedure that allows questions about ethical matters, or reports of misconduct to be sent. This procedure, can be found by employees in a language understandable to them via the company intranet. We also recommend that our suppliers implement their own whistleblowing procedure.

4.5. Import and export control

Based on its Internal Export Compliance Program, IDEMIA complies, without exception, with all applicable regulations governing dual-use goods export, re-export and import operations.

With a network of more than 40 correspondents around the world, IDEMIA's export control expert reporting to the Legal Department:

- › Ensures that compliance standards are applied across the company, including KYC diligence.
- › Verifies the compliance of all business conducted by the companies within IDEMIA.
- › Participates in due diligence during mergers and acquisitions.
- › Verifies the compliance of all business conducted by companies subject to sanctions or embargoes.

In addition, IDEMIA complies with all applicable customs legislation by deploying a suitable, effective system to ensure compliance in all of its international business transactions.

4.6. Audit and risk management

We have processes and procedures to mitigate risks. Our Audit Committee meets throughout the year to monitor business risk and guide our actions. We have put in place worldwide insurance policies to protect our business, along with specific local policies at site level.

Internal audits take place regularly according to a strict screening of our subsidiaries. A pool of internal auditors tour IDEMIA's entities overseas to achieve control missions, following an audit calendar, established well in advance over 2 years. Our Internal Audit Charter, defining the roles, responsibilities and authority of IDEMIA's internal audit function, refers to the International Standards for the Professional Practice of Internal Auditing. CSR elements are taken into account during the audit process and sites are expected to have measures in place to address the fundamental CSR expectations of the business with a route for follow-up on any issues or non-conformances.

In addition to the CSR principles incorporated into its internal audit program, in 2019 IDEMIA continued to focus on specific CSR site internal audits, checking areas such as working conditions, environmental practices, health and safety. Sites are scored on their CSR performance across the topics and opportunities are taken to share best practice.

9 IDEMIA sites were audited against principles of good CSR practice in 2019

4.7. Personal data protection & privacy

Advanced security solutions are at the heart of what we do and we are committed to protecting the personal data and fundamental rights of all citizens. Indeed, our trusted, secure technologies are enabling users to connect in ever more frictionless ways.

We have pledged to protect the personal data of our employees, customers, suppliers and others we interact with. Our dedicated, Group-level appointed Data Protection Officer has responsibility for this topic within IDEMIA.

Our data protection policies outline IDEMIA's responsibilities to interact with personal data, HR-related data and customer data in accordance with the following data protection principles:

1. The organisation processes personal data lawfully, fairly and in a transparent manner.
2. The organisation collects personal data only for specified, explicit and legitimate purposes.
3. The organisation processes personal data only where it is adequate, relevant and limited to what is necessary for the purposes of processing.
4. The organisation keeps accurate personal data, ensures that where necessary it is kept up to date and takes all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
5. The organisation keeps personal data only for the period necessary for the purposes for which the processing is taking place.
6. The organisation adopts appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

We are serious about customer privacy, and have established robust policies and processes to mitigate any potential risk of loss of customer data and breaches of customer privacy. For example, with our biometric access and time solutions we have developed a detailed compliance guide, based on the tools recommended by the French Commission Nationale de l'Informatique et des Libertés (CNIL).

Total number of substantiated complaints received concerning breaches of customer privacy:

- › Complaints received from outside parties and substantiated by the organization: None
- › Complaints from regulatory bodies: None

Total number of identified leaks, thefts, or losses of customer data: None

IDEMIA business is B2B2C, and has no direct relations with end-users. IDEMIA did not receive any complaints from its customers or the end-users of its customers in the reporting period.

GDPR training 2019

Having completed the first phase of both an awareness course for all employees and a mandatory training for those likely to process personal data of people residing in the EEA (EU + Iceland + Norway + Lichtenstein), in 2019 IDEMIA rolled out a second phase training for > 4,000 targeted employees, 79% of which are EU-based. A 52% completion rate was recorded at time of this report's publication, with the training still live.

4.8. Human Rights

IDEMIA respects the 30 fundamental human rights laid out in the Universal Declaration of Human Rights, ensuring that, through its policies, procedures, training and culture it enacts its responsibilities as an employer particularly in regard of the following human rights:

- › No discrimination
- › No slavery or servitude
- › No cruel treatment
- › Freedom of belief and religion
- › Freedom of expression
- › The right to work and assemble
- › The right to rest and leisure
- › The right to an adequate standard of living
- › Responsibility to others and their human rights.

In 2020, IDEMIA will roll out human rights training for employees.

Discrimination

We believe in the fundamental dignity of every human being and in respecting individual rights. In our recruitment, career development and compensation practices we work against discrimination due to gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability, medical status, age or any other legally protected characteristic. The Code of Conduct reflects that each individual should be treated fairly, and recruited, selected, trained, promoted and paid based on merit, experience and other work-related criteria alone.

We respect our employees' lawful right to freedom of association. We compensate employees to ensure

that their needs are met and provide opportunities for them to improve their skills and capabilities. We strive to provide safe and healthy workplaces where free discussion is encouraged and discrimination is opposed. We believe that our places of work and the conditions therein reflect our company ethos of mutual respect.

Child labor

We are strictly against the use of child labor, both within our own organization and in our supply chain. We have policies in place to ensure that any work carried out for IDEMIA by persons under the age of 18 and still in compulsory education, such as trainees and work placements students, is specifically designed not to interfere with or impede the employee's studies, should not include overtime, night time working, hazardous tasks or any other work that is likely to jeopardize their health or safety. We ensure proper management of student workers through adequate support and training, pay that is equal to workers at the same entry level performing similar tasks, proper maintenance of student records, due diligence of educational partners and protection of students' rights in accordance with applicable law. We expect our suppliers to mirror our conduct in this regard.

We are guided by the recommendations of the UN Global Compact to:

- › Be aware of countries, regions, sectors, economic activities where there is a greater likelihood of child labor and respond accordingly with policies and procedures;
- › Adhere to minimum age provisions of national labor laws and regulations and, where national law is insufficient, take account of international standards;
- › Use adequate and verifiable mechanisms for age verification in recruitment procedures;
- › Avoid having a blanket policy against hiring children under 18, as it will exclude those above the legal age for employment from decent work opportunities;
- › Exercise influence on subcontractors, suppliers and other business affiliates to combat child labor.

Modern slavery

We are committed to addressing the issue of modern slavery and human trafficking. A significant focus is placed each year on identifying risks of modern slavery in our supply chain, including an annual assessment of their labor practices. Each year we published our

annual Slavery and Human Trafficking Statement in compliance with our legal obligations under the UK Modern Slavery Act.

We have identified that, where we work with small-scale, local recruitment agencies, not co-ordinated at a corporate level, we must ensure that we consistently share our Supplier Code of Conduct, educate those with responsibility for managing the relationships with local recruitment agencies on modern slavery risks and work with suppliers to be reassured that all recruitment is managed according to our expectations. We have also incorporated screening questions related to corporate responsibility practices in our request for information template.

Conflict minerals

IDEMIA supports the efforts of human rights organizations to end violence and atrocities in conflict affected and high-risk areas. It has been widely reported that the major driver of this violence is the natural abundance of the minerals tin, tungsten, tantalum and gold, known as conflict minerals. Armed groups fight for control of mines in this region and use forced labor to mine and sell the minerals, which in turn funds ongoing violence.

Whilst IDEMIA is not currently subject to legal obligations such as those of the US Dodd-Frank Act, we work with our supply chain to positively influence ethical behaviour through the application of a conflict-free sourcing process. In compliance with the OECD Guidelines on responsible sourcing, we control a full list of mineral sourcing partners, to ensure that our products and components originate from conflict-free smelters for gold, tungsten, tantalum, and tin (3TG). In 2019, we supported more than 30 customers with their conflict minerals reporting requirements, by the open sharing of information relating to minerals chain of custody. Our actions follow the recommendations of the Responsible Minerals Initiative, including checking for and requesting transitioning away from any identified smelters not compliant with the Responsible Minerals Assurance Process (RMAP).

5. PEOPLE

5.1. Labor practices background

The UN Sustainable Development Goal 8: Decent Work & Economic Growth, calls for the promotion of inclusive and sustainable economic growth, employment and decent work for all. IDEMIA's recruitment policies, conditions of work and adherence to the laws in all its countries of operation uphold the ethos of UN SDG 8 and are respectful of the ILO Core Conventions. We support the elimination of forced and compulsory labor and the abolition of child labor. We recognize the rights of employees to choose representatives and participate in trade unions. Our commitment is to provide work environments that respect the dignity, safety and security of all employees, that is favourable to good job performance and is free from all types of workplace violence, bullying and harassment. Through mandatory Code of Conduct training IDEMIA's employees gain an understanding of the company's entrustment of its people not to commit, tolerate, or ignore any form of unacceptable behaviour that negatively affects the right of us all to conduct our work in a safe, fair and non-discriminatory environment. Reporting mechanisms are in place, in the main languages of IDEMIA's workforce, providing employees with a secure channel to confidentially address experienced or witnessed incidents without fear of reprisal.

Our social policy has three ambitions:

- › Create ONE social identity across the whole IDEMIA group (which means achieve a unified social model that goes beyond cultures, borders, and missions).
- › Improve employee "engagement" through efficient management, training and goal sharing.
- › Grow skills and mobility through the creation of the IDEMIA Development Team, a system to plan for up to date resources, and the opening of IDEMIA Institute (the central training hub for IDEMIA).

The IDEMIA "One People Identity" program was established to develop leadership, harmonize compensation and benefits policies and ensure integration from a culture perspective. In 2019, we continued to work on group wide initiatives so that all employees can feel part of one and the same company.

In Paris, all teams are gathered in common headquarters in Paris La Défense. More than just offices, IDEMIA creates an "IDEMIA home" reflecting our corporate culture. IDEMIA home offers great installations to work, meet, host meetings with customers and partners, demonstrate our innovations (state-of-the-art showroom). Our

headquarters also deliver services for work-life balance, and offer sport installations to enhance well-being at work.

Annual polls measure employee engagement, reflecting the level of motivation of our employees based on management quality, trust in the service delivered to customers, understanding of the company vision and pride in being part of IDEMIA. This annual 'pulse check' has a 70+% response rate and the answers on key questions define the global "engagement" of employees. A 2019 'pulse check' was directed at >2000 IDEMIA people managers.

The IDEMIA Purple Rules are the governing HR rules and policies for all IDEMIA. They outline how we work as an HR community, including:

1. How we are organized
2. Well-being at work in a respectful & positive environment
3. Recruiting & Onboarding
4. Performance
5. Talent Management
6. Reward
7. Off-boarding
8. Security compliance
9. KPIs and Dashboard

IDEMIA pledges to be a responsible employer in the following ways:

- › Develop our employees to maintain a high level of expertise in fast evolving technology markets.
- › Attract new talents.
- › Motivate all employees whatever their role.
- › Protect employees through health, safety and environment action plans, certifications, social bargaining.
- › Develop tools for better communication and decision-making.

Our CSR scorecard indicators measure progress on main labor-related topics, including:

1. Number of employees answering IDEMIA internal "engagement" polls (Pulse Check).
2. Training (for men and women).
3. Turnover.
4. Absenteeism rate.

5.2. Health and safety at work

IDEMIA is committed to safeguarding the health and safety of its employees at their place of work and in the course of business travel, and strives to create a strong culture of prevention, ensuring the clear definition and communication of health and safety responsibilities.

Health and safety objectives are applicable to the whole company, whatever the activity, wherever the facility, whoever the employee, those on permanent and fixed term contracts, agency workers, temporary staff and contractors.

Employees in all facilities share a number of common health and safety objectives:

- › Preserve the health and safety of women and men who contribute to IDEMIA's activities, significantly reducing the risks of occupational diseases and accidents.
- › Introduce the evaluation of health and safety impact in the product development objectives and specifications.
- › Ensure continuous improvement of the health and safety management system.
- › Deploy and maintain ISO45001 (ex OHSAS 18001) certifications in our production sites. 10 sites currently certified.
- › Communicate to stakeholders and regularly publish actions and results on health and safety matters.
- › Comply with all local health and safety regulations.
- › Educate and train employees to make them aware of health and safety stakes and adherence to the company policy during induction and in CSR online training.

During 2019, at our sites in Dubai and South Africa, we launched annual wellness day for employees, including health checks and the promotion of healthy eating.

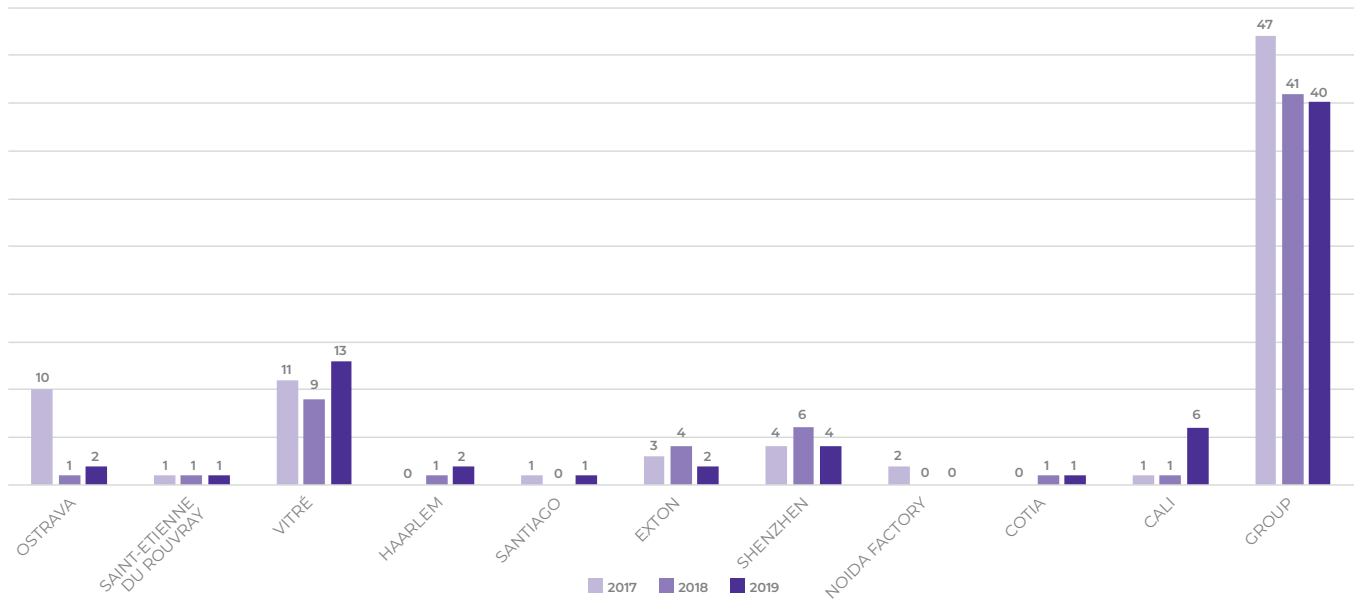
5.3. Health and safety monitoring

We are capturing and tracking the following data related to health and safety from IDEMIA sites, such as:

- › Number of injuries on the site.
- › Number of lost days during the month.
- › Number of minor accidents (accidents that do not translate into lost days).
- › Number of occupational diseases.
- › Number of injuries due to travel (home/work).

In 2019, there were 40 reported injuries across IDEMIA's sites, for a Lost Time Injury (LTI) Frequency Rate of 1,72. We have calculated this rate based on the number of injuries and actual hours worked in 2019 : 23,277,023. The health and safety rates that we report are based on 1,000,000 hours worked.

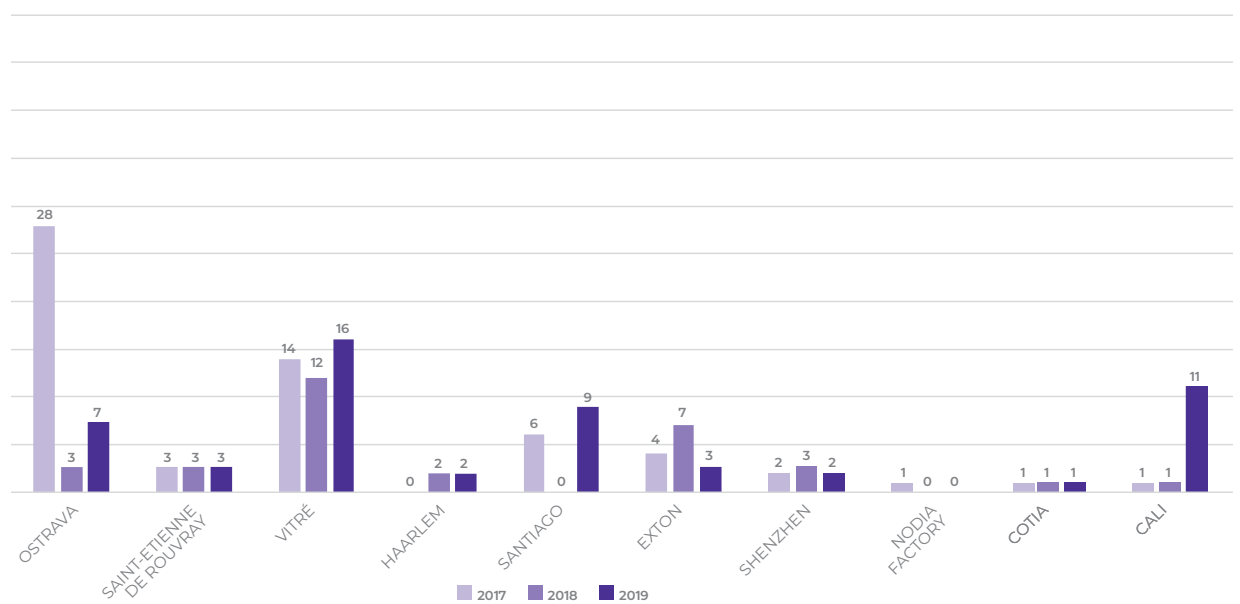
Injuries - Manufacturing sites



We have been controlling the number of injuries very closely over the last three years. A special investigation is taking place in Vitré to decrease injuries. We have been controlling the number of injuries very closely over the last three years. Investigations are taking place on the sites where the Lost Time Injury Frequency Rate is high. Some sites have implemented different actions with the help of managers to decrease the number of injuries.

IDEMIA also follows minor accidents and near misses in order to anticipate more serious injuries.

Lost Time Injury Rate - 3 year evolution



5.4. Business travel

We recognize the need to protect our employees, both within their regular place of work and during the course of business travel. In 2019, IDEMIA worked with a leading international security services company, to provide security risk information, advice, real-time tracking and emergency support to IDEMIA's international travellers. Through restricted access, all travellers are monitored via the service, providing senior management with a live interface to know exactly who is traveling and where. The service includes a pre-trip advisory bulletin, sent directly to the traveller, containing all pertinent information regarding the route of travel and the countries to be visited. Updates and advisories continue throughout the duration of the trip. Important information is communicated, such as:

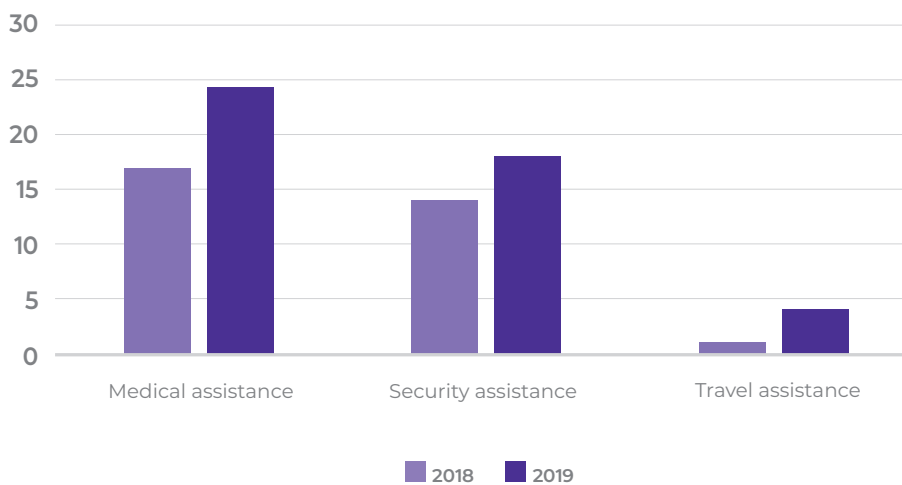
- › 24/7 emergency alarm centre contact numbers.
- › Travel risk summary.
- › Crime.
- › Terrorism.
- › Local law.
- › Travel by road.
- › Cultural tips.
- › Currency...

In the event of a serious incident, the traveller is advised on the appropriate course of action and should a critical event occur, travellers are supported to arrange removal from the risk, such as medical treatment or repatriation.

IDEMIA's Crisis Cell Policy, Security Travel Checklist and Guidelines provide support when there is a genuine business need to travel to high or extreme risk countries.

Assistance cases – business travellers, 2019

In 2019, there were 46 total cases from 11,141 trips by 1,954 travellers



5.5. Talent management and employee development

Onboarding

Our highly skilled international workforce is our greatest asset and because we know this, we are dedicated to providing the right tools and knowledge our people need to be the best they can be, both in the jobs they are hired to do, during their ongoing development and when applying for promotions or mobility opportunities. To support the ONE IDEMIA model we aim, right from the on boarding, to make our new colleagues feel welcome and ensure rapid understanding of role requirements. The following documents are provided to the new employees:

- › Purple Rules (document containing major common HR values).
- › Delegation of Authority.
- › Code of Conduct.
- › List of learning contents available (e.g. GDPR, etc.).

A mentor is assigned to support the new joiner's integration, and make sure that training is achieved within the first month of arrival. There are checkpoints with each new joiner at regular intervals during the first year and one around the time of the first anniversary.

HR information system

Communication and on line tools are key to achieve the unified ONE IDEMIA. Therefore we have our global HR information system called IDEMIA> Talents. This new single tool, available to all within IDEMIA, allows employees to:

- › Consult colleagues' profiles, facilitating interactions within our Group.
- › Have access to dynamic organization charts, enabling easier collaboration.
- › Consult and apply to job posts, encouraging internal mobility within the company.
- › Set individual objectives and manage performance, together with the managers.

Grow skills and mobility

IDEMIA Development Team has the mission to organize and plan people evolutions. Supported by an external consulting firm, this HR team helps employees and managers develop the right skills to grow from one mission to the next one, according to requirements and personal wishes. In 2019, the global IDEMIA recruitment agency was established.

In a fast moving high technology environment, employees are interested in the future missions offered in their environment, and how they can access them.

Skills development

The IDEMIA Institute was created to enable employees to learn, develop and share their skills through a single platform. The mission of the IDEMIA Institute is to develop its employees for its clients, without exception.

The IDEMIA Institute offers different categories of training to help employees, in their daily work, and develop their skills, for example:

- › An overview of IDEMIA products and services, its mission and global values, as well as its history of innovation.
- › Productivity tools for work efficiency.
- › Leadership and management development.
- › A more digital, more innovative way of thinking.
- › A certification roadmap for certain business functions.

As the first brick of the IDEMIA Institute, we have launched an alliance with Udemy, one of the largest MOOCs (Massive Open Online Course) in the world. The IDEMIA Institute is committed to offering different forms of learning: plenary courses, computer training, online or in collaboration. Regions and/or business units will continue to organize learning activities according to their specific needs and will have resources to share their content with other regions and entities.

5.6. HR data

NB: In some countries, the law prohibits the collection and publication of certain data.

IDEMIA had a 15,250 total headcount, across 70 countries, in 2019. The workforce comprised of 68% male and 32% female. The average age of employees in 2019 was 35 years.

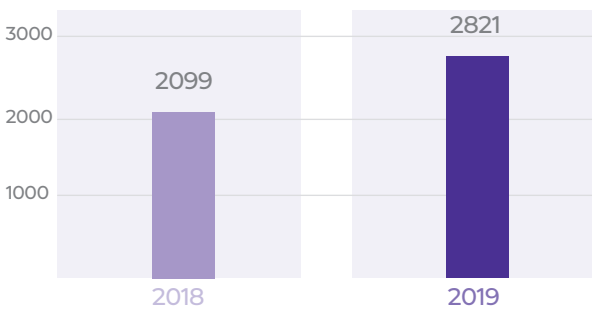
Individuals within the Executive Committee

IDEMIA's Executive Committee is composed of 12 men and 1 woman, with an average age of 51 years.

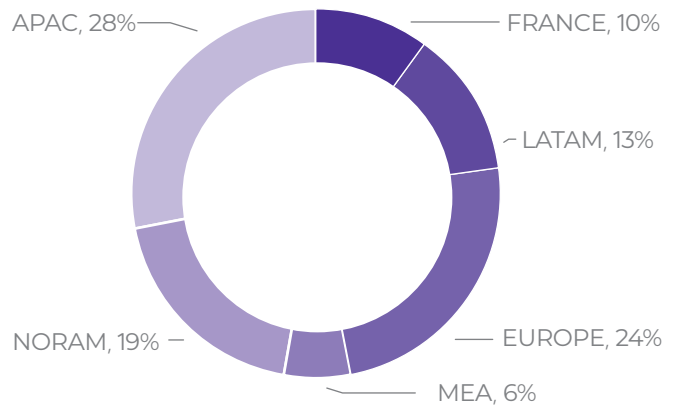
Recruitment

2019 new hires:

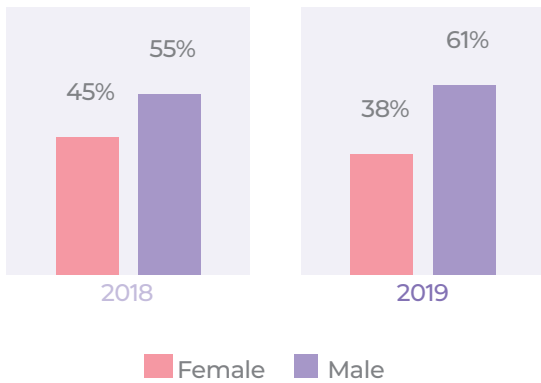
NUMBER OF NEW HIRES



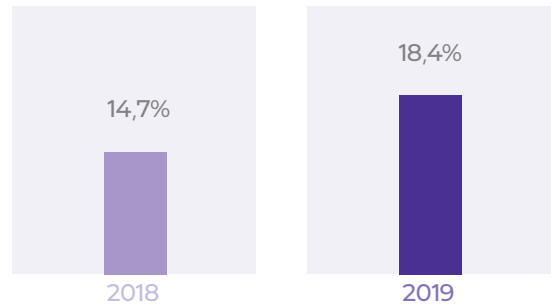
NEW HIRES BY REGION



NEW HIRES BY GENDER



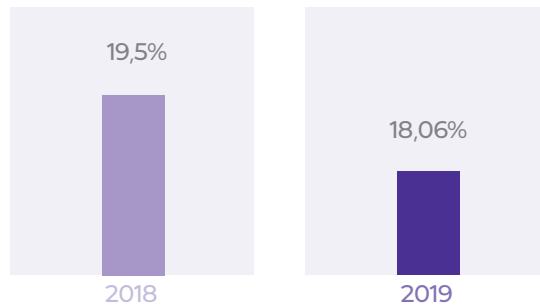
NEW HIRES AS % OF TOTAL HEADCOUNT



Turnover

IDEMIA tracks its turnover rate and has set a target to maintain, or not exceed, its 2019 figure over time.

TURNOVER RATE



Training and development

Employees receiving a regular performance and career development review:



Performance and career development forms were shared with 100% of the targeted male and female employees.

6. ENVIRONMENT

6.1. Environmental management background

Protection of the environment is one of our CSR key pillars, the cornerstone of how we conduct our business. It is a shared responsibility to reduce energy sources dependency, and reduce consumption of energy, carbon footprint, greenhouse gas emissions, water and waste.

IDEMIA has establishments on all continents, with more than 200 sites including manufacturing plants, service centres, headquarters, sales offices, R&D centres and data centres. All these sites have different purposes, but serve the following common environmental objectives:

- › Minimize the environmental impacts of processes and services by reducing or eliminating dangerous substances, reducing energy consumption, limiting emissions, managing waste recycling and disposal.
- › Achieve our environmental goals through state-of-the-art, innovative, eco-friendly products and solutions by introducing the evaluation of environmental impact in the product development objectives and specifications.
- › Help our customers achieve their environmental goals with our products offering and provide suitable advice.
- › Encourage environmental responsibility within the supply chain.
- › Ensure continuous improvement of the Environmental Management System.
- › Deploy and maintain ISO 14001 certifications at our production sites (all manufacturing sites and the most important service centres, over 100 persons).
- › Communicate to stakeholders and regularly publish actions and results on environmental matters.
- › Educate and train employees to make them aware of environmental stakes and compliance with the company policy.

We measure progress regarding our main environmental objectives: reduce energy consumption per person or unit produced, and reduce carbon footprint, improve energy mix, reduce water consumption per person, manage waste (paying specific attention to landfill), and reduce VOCs (volatile organic compounds).

As a Group, we support World Environment Day.

What's more, all around IDEMIA, our people are working every day to better protect our environment. Examples of site initiatives include:

- › In Ostrava, Czech Republic, all office supplies are 100% recyclable.
- › In Cotia, Brazil, air conditioning water is reused for flushing toilets.
- › In Brazil (Cotia) and India (Noida), air conditioning water is reused for watering plants.
- › In Cali, Colombia, the replacement of halogen lamps with LEDs has saved more than €3,200 in electricity per year (23,600 kWh).
- › In Paris, France, the IDEMIA Tower is a HQE (High Environmental Quality) building.
- › In France, some entities develop solutions to facilitate employees' commute.
- › In almost all countries, regular lights are replaced by LEDs activated by presence detection.
- › In headquarters, network and secure printing are chosen to reduce paper consumption.
- › For electrical and electronic equipment, WEEE (Waste Electrical and Electronic Equipment Directive) third parties have been engaged to collect and treat potential dangerous equipment.
- › IDEMIA is a member of the Association des Fabricants et Personnaliseurs de Cartes with a special mission on sustainable development.
- › Waste is managed in most sites by the support of recycling companies. Data relating to waste disposal methods are provided by the waste disposal contractor.
- › In manufacturing, transportation solutions of material are constantly challenged for cost and energy reduction (this implies suppliers reorganization to optimize routes).
- › Procurement teams select partners to optimize transportation and costs.

We encourage all at IDEMIA to play their part in becoming a green attitude ambassador. They know that this can begin with very simple actions, such as:

- › Turning off the light when leaving a room.
- › Switching off the tap after washing hands.
- › Turning off computers at the end of the day, which can reduce around 80kg of CO₂.

- › Think about using a mug or re-usable cup instead of a plastic one for coffee or tea. In some sites there are money saving initiatives to incentivize these actions.
- › Think twice before printing a document, and if it is unavoidable always print double side.

IDEMIA's management warmly welcome environmental initiatives and sites are invited to make their suggestions through the IDEATION process. Best practice of the excellent initiatives at our sites is strongly encouraged.

6.2. Tracking our environmental performance

Together, the CSR Team and local site control environmental progress through a number of indicators. In 2019, we gathered environmental data through our company-wide CSR reporting tool.

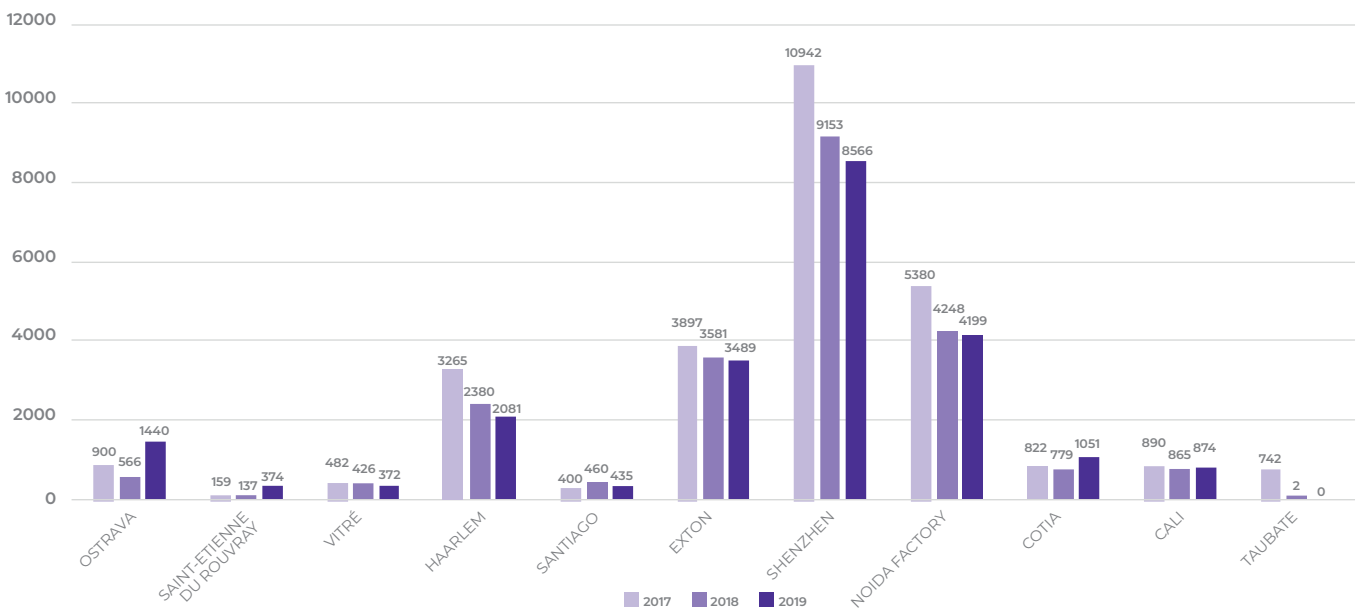
CO2 equivalent at IDEMIA manufacturing sites

IDEMIA operates production in Europe (Czech Republic, France, Netherlands), America (Colombia, USA, Brazil), and Asia (China, India).

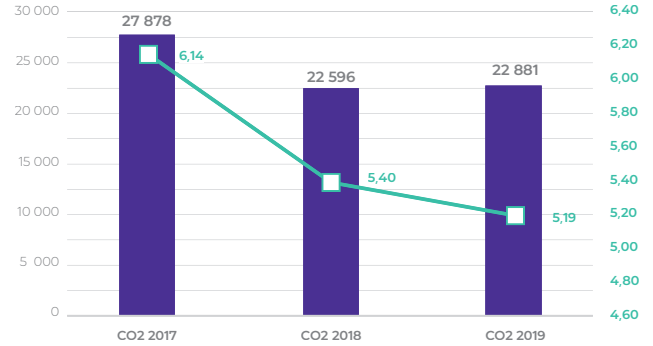
With the merge of Morpho and Oberthur, our site in Taubate (Brazil) was absorbed by another site in Cotia.

Production is diverse as we produce smart cards, passports, ID cards, but also terminals, car speed detectors, etc. making a flat comparison of emissions between sites difficult.

CO2 equivalent tonnes 2017 - 2019 - Manufacturing



CO2 equivalent emissions and/employee



This graph shows our CO2 emissions evolution for all manufacturing sites and per employee. The CO2/person has decreased significantly (from 6,14 in 2017 to 5,19 in 2019) as a result of many environmental protection plans and also because of production consolidation. IDEMIA's target is to achieve a 3% reduction of CO2/per person by the end of 2022.

The first source of CO2 reduction is optimization of the production and at IDEMIA this is enacted through major reduction plans, such as:

- › Replacement of lights with LED in most production sites,
- › Replacement of aging machines for a better yield,
- › Isolation (cold and heat),
- › Employee training (right temperature in the room, printing, PC settings)
- › Increase of yield (reduction of reject rate)

Waste management

In 2019, the 40 sites registered in IDEMIA's whole company CSR platform (PURE) generated 6,390 tons of waste: 88% non-hazardous, and 12% hazardous.

Nearly half came from manufacturing sites (12 sites). These sites generated 3,191 tons of waste: 80.5% was recycled, 17% incinerated and 2.4 % landfilled. The remainder of the waste generated came from service centers, offices and tertiary sites.

IDEMIA's target is to keep reducing landfilled waste and to increase the recycled waste to 85% by 2023.



6.3. ISO14001 Certifications

Our objective is to certify all manufacturing sites and large sites with more than 100 employees. 100% of our manufacturing sites are covered by ISO14001 certifications. Action plans to protect the environment are in place at all those sites.

6.4. Climate change

Our environmental commitment includes action to fight global climate change, and control greenhouse gas (GHG) emissions: reduce energy dependency, encourage renewable energies, improve waste management and restrict landfill, develop eco-designed products.

Although our main activities are not part of high-energy consumption sectors, for many years IDEMIA has declared its carbon footprint to Carbon Disclosure Project (CDP). The declaration is done in two categories, investors and supply chain, the latter meeting the request of a number of large customers (mobile operators and banks in the USA, Brazil, Germany and UK) asking for the energy spent through the manufacturing of their products in our plants. We monitor emissions of the gases CO₂, CH₄ and N₂O.

6.5. Product compliance

In 2019, IDEMIA continued to focus its attention on product compliance, striving to ensure that its products complied with the applicable legislation of all countries, in terms of the manufacturing, sale and distribution of goods. This included key EU directives, such as REACH (Registration Evaluation Authorization and Restriction of Chemicals) and updates to its list of associated substances of very high concern, RoHS (Reduction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment) and WEEE and its national transpositions. Working closely with suppliers and customers, we took action to meet our legislative obligations and to help our customers meet their own. We use a range of methods to ensure that our products do not contain restricted substances under all relevant legislation in excess of applicable legal limits, including obtaining certifications from our suppliers and third party laboratory testing of our products. Our Supplier Code of Conduct contains provisions aimed at ensuring that suppliers comply with all relevant laws, regulations and customer requirements prohibiting or restricting the use of restricted substance.

Following a program of eco-design, IDEMIA's 1,400 R&D engineers, belonging to the organization of IDEMIA's Chief Technology Officer, analyse the environmental aspects of raw materials, the manufacturing and assembly process, distribution, and end of life management, with attention on all phases of the product life. The IDEMIA R&D team considers environmental aspects in both the technical specifications of the product and required manufacturing equipment, as well as the set-up of new associated production processes.

EcoVadis classifies IDEMIA's environmental performance as 'Advanced'

6.6. Industry collaboration on green issues

IDEMIA participates in the Eurosmart CSR Committee, a digital security industry collaboration for common approaches and best practice management of issues affecting the industry. In 2020, the Eurosmart CSR Committee will develop an industry-wide action plan in response to the launch of the European Commission's Green Deal, setting a target of no net emissions of greenhouse gases in 2050.

IDEMIA is the speaker for the Sustainable Development Group of the Association des Fabricants et Personnalisateur de Cartes (AFPC).

7. PRODUCTS AND SERVICES

7.1. Customer relations

Even with the best products, services, pricing, quality and cutting-edge technologies, a sustainable business must ensure the ongoing confidence of customers to place their trust in it as an honest, transparent, reliable, ethical partner. At IDEMIA we want to be THE supplier of choice for our customers, naturally on the basis of the innovations and services we offer, but also influenced by the reassurance that our moral compass is fixed on doing the right thing. For us, corporate social responsibility guides how we behave, constantly pushes us to be better and because we have put in place the necessary resource and expertise, and continue to strengthen cross-departmental collaboration on CSR-related topics we are seeing progress in our performance year on year. Where customers are further along their CSR journeys than us, we are keen to learn from them to support our continuous improvement efforts.

Fundamentally, we are committed, at all times, to conducting our business with honesty and integrity in compliance with the laws of all the countries in which we are active.

Technology is progressing faster now than ever before and with this comes new actors in the market and positional shifts that we must prepare for and respond to. Our competitors are amongst our key stakeholders and on certain subjects we work together in collaborative groups to improve our industry conditions, including those relating to CSR, such as environmental legislation and product compliance. We demonstrate, through our policies, procedures and training our intention to always do business within the law, including when seeking to win business. We are against price fixing, creating market restrictions, imposing geographic quotas or any other kind of anti-competitive behaviour with the effect of limiting the effects of market competition. Our Conflicts of Interest Policy ensures that potential risks are anticipated and managed.

7.2. Quality products and services

IDEMIA knows the importance of trust to its stakeholders, in every interaction, product and service and we recognize that our CSR and quality work is crucial to building and sustaining this trust.

IDEMIA's Quality Manual supports everyone's commitment to customer satisfaction, continuous improvement and compliance. It, along with related quality processes, are shared through the IDEMIA intranet site.

Several sites across the IDEMIA network are in scope of the common certification related to ISO9001, with local and corporate quality experts working together for the success of the certification.

Ideation

We value the input of employees in making our work spaces, as well as our product offerings, evolve for the better. IDEMIA Ideation has opened the dialogue for employees to share their ideas on how to improve the workplace, reduce waste, do things faster and more efficiently, etc. It's intended for IDEMIA people to share and implement their ideas, becoming the driver of change, and includes a contest to reward the best ideas and most active sites.

Compliant products

We understand the need for information about the environmental and social impacts of our products and we provide recommendations on the safe use of our products and how to manage them at end of life. We have not been subject to any legal breach concerning our product or service information labelling.

We comply with all laws applicable to our products' composition relative to the countries in which we operate. We focus on ensuring that our products do not contain restricted substances within legal limits, including obtaining certifications from the supply chain and third party laboratory testing.

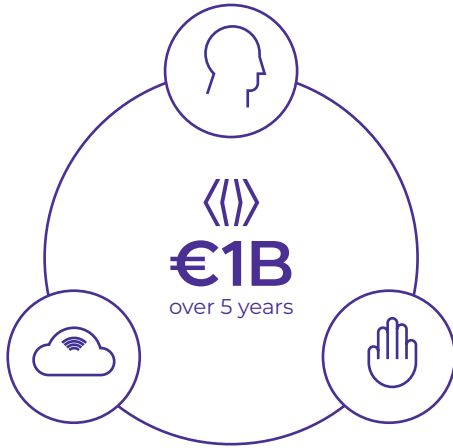
Our Supplier Code of Conduct contains provisions for suppliers to comply with the law prohibiting or restricting the use of certain substances in materials they provide to us.

7.3. Innovation mindset

Recognized as one of the main patent filers in France, at IDEMIA we are pursuing our tradition of innovation.

IN OUR CORE TECHNOLOGIES

AI, Cloud, cryptography, cybersecurity, advanced analytics and innovative sensors for biometric data capture



IN SOFTWARE AND SYSTEMS

Digital, API PNR, border control, video analytics, AFIS, ID management ...

IN PHYSICAL PRODUCTS

Traditional & metal cards, biometric terminals road safety ...

IDEMIA's technologies are dedicated to making citizens' lives safer, easier and to equity for all people.

Promoting the universal human right to an identity

Identity is the first step towards financial inclusion and development and is the key factor in gaining access to healthcare, education and more. This is a cause that we, at IDEMIA, believe in. Nearly 1.7 billion adults worldwide are still excluded from the formal financial system, without any account at a bank or through a mobile money provider. Not having access to basic financial services prevents saving for the future, facing unforeseen life events and creating profitable businesses to lift people from poverty. It also hinders global sustainable economic growth.

IDEMIA promotes International Identity Day, convinced that everyone deserves an identity and that advancement of this cause will help ensure access to fundamental human rights for the almost 1 billion people worldwide without an official identity.

Digital identity presents a solution to removing barriers to financial inclusion. By enabling people to prove their identity conveniently, it also has the capacity to build trust, ensure ease of use and lower costs.

IDEMIA's technologies can be life changing for people and enable them to access and use essential financial services, right at their doorstep, even in the most remote geographical areas.

Jharkhand State Cooperative Bank (JSCB) faced difficulties in reaching their customers, mainly farmers living in rural areas, like 70 % of the Indian population. Opening a brick and mortar branch in each village was neither feasible nor profitable for the bank.

To extend banking and financial services to the under- and un-banked, JSCB teamed up with IDEMIA to completely digitalize banking and payment services provided by JSCB's bank agents right on the customer's doorstep.

IDEMIA provides an end-to-end financial inclusion solution including a software gateway and fingerprint sensors embedded into micro-ATMs. It ensures biometric capture and identity verification and allows customers to access services such as cash withdrawal, cash deposit, balance enquiry, account opening and more.

So far 4,300 bank agents have been equipped with biometric-enabled micro ATMS, serving more than 120 million JSCB customers across 42,000 villages.

In another success story, IDEMIA contributed to the construction of a civil identity to register children in the Democratic Republic of Congo. Partnering with CIVIPOL, the technical co-operation operator of the French Ministry of the Interior, DIGITECH, a leading provider of paperless Civil Registry solutions, the United Nations Population Fund and CARITAS. This project aims to produce 600,000 birth certificates and should register 60% of children that have not been registered at birth.

IDEMIA supports the United Nations' ambition for a legal identity for all. We enable governments around the world to provide citizens a unique and legal identity from birth and valid throughout their lives, based on who they are.

Crime prevention

Our products are being used to help police forces enhance the fight against crime. The Automated Multi-modal Biometric Identification System (AMBIS) is the latest tool being used by police in Maharashtra, India and it's based on IDEMIA's finger, face, iris & palm recognition, already utilised by the FBI, Interpol and many other police agencies across the world. Previously gathered manually, this data can now be stored on one secure server, a database accessible to police stations and jails across the state.

Road safety

IDEMIA's road safety technologies are proving critical in lowering road casualties and are unique in their ability to:

- › Track multiple vehicles on intersections to enforce illegal turns or yellow box violations
- › Cover up to 8 lanes
- › Remove the need for a conventional air conditioning system in hotter climates

We are going further than speed and red light running control, using video analytics to address other major causes of casualties, such as the use of mobile phones while driving and failure to wear a seat belt.

At IDEMIA, it's our vision to make the world a safer place.

Energy preservation

Available in different form factors to meet every footprint requirement, our Device Identity Module (DIM): Low Power, is a SIM card tailored for lower power networks.

It helps to reduce power consumption by using sophisticated technology, such as energy-saving 'suspend and resume' features. Contributing to the extension of the device battery lifetime, it adapts to small IoT devices with reduced form factors, optimizing the size of the SIM card and its memory.

Low power, smaller footprint

Environmentally sensitive products

IDEMIA's expert Product Managers for Eco-Friendly Solutions in the Financial and Mobile business units are dedicated to developing and promoting our range of eco-friendly products and end-to-end solutions, including fulfilment and end of life. We focus on:

- › PETg card body
- › 100% recycled PVC card body
- › Bioplastic card body
- › Digital PIN
- › Digital inserts
- › Life cycle analysis compliant with ISO 14040 & 14044 standards

IDEMIA participates in the Greener Payments Partnership with Mastercard, establishing environmental best practices to reduce first-use PVC plastic in card manufacturing.



8. RESPONSIBLE SOURCING

8.1. Supplier management background

Partners and subcontractors play a pivotal role in ensuring we make good on our commitments. In order to build a chain of confidence, we aim to engage with third parties that share our ethical, social and environmental values. We welcome opportunities to share best practice and learning with our more mature CSR partners, whilst encouraging a focus on responsible business in those who are less advanced. All third parties with whom we engage must demonstrate that they are prepared to meet our fundamental expectations for responsible corporate behaviour.

We have defined the framework for a trustworthy supply chain in our Supplier Code of Conduct, to which we require our suppliers to sign their adherence. Key CSR principles are also set out in our general purchasing conditions.

We work to positively influence CSR practices in our supply chain, including education and best practice sharing on conflict mineral sourcing, and demanding zero tolerance of child and forced labor.

We expect our suppliers to confirm that their products adhere to all applicable legislation, for example EU REACH, EU RoHS and the U.S. California Safe Drinking Water and Toxic Enforcement Act of 1986 (Proposition 65).

We assess the ethical credentials of our suppliers through the third party CSR performance assessment agency, EcoVadis.

IDEMIA buyers consider CSR aspects when selecting suppliers and partners, and have formally incorporated CSR elements into our RFI template. For the selection of suppliers, IDEMIA has integrated CSR aspects, such as an existing EcoVadis score, in the selection criteria.

For the selection of suppliers, IDEMIA has integrated CSR aspects, such as an existing EcoVadis score, in the selection criteria.

In 2019, through the IDEMIA Purchasing Academy 47 buyers received training on both the law and CSR topics relevant to IDEMIA and its supply chain.

8.2. Assessing CSR performance of suppliers

Sustainable Supply Chain is among the key elements of IDEMIA's CSR policy and IDEMIA has committed to consider the social, environmental and ethical behaviour of its supply chain in its business activities.

To monitor the CSR performance of its suppliers and manage supply chain risk, IDEMIA has extended its partnership with EcoVadis, which offers a simple, easy to use service for suppliers to report and improve their CSR performance through an online platform. The assessment addresses 21 CSR Criteria across four categories:

- › Environment (ENV)
- › Fair Business Practices/Ethics (FBP)
- › Supply Chain/Sustainable Procurement (SUP)
- › Social/Labor and Human Rights (LAB)

IDEMIA's top spend suppliers and strategic partners are invited to be assessed via the EcoVadis platform.

Monitoring the CSR performance of the supply chain helps us to identify, address and avoid supply chain risks, such as those associated with particular geographic locations or types of industry, achieve compliance with legislation affecting our business and find opportunities to collaborate with suppliers on CSR.

In a collaborative effort, IDEMIA's CSR and Purchasing Teams support suppliers throughout the EcoVadis assessment process, from first contact to post-assessment follow-up.

Supplier scores are categorized from High Opportunity to High Risk. A supplier's EcoVadis CSR Performance Score is integrated into the scorecard utilized during the annual Supplier Performance Evaluation. IDEMIA is developing a follow up process for suppliers that score consistently below IDEMIA's threshold on EcoVadis, to include a self-assessment questionnaire.

Reports generated by this assessment help to identify strengths and weaknesses in supply chain CSR performance, both across the supply base and with individual companies.

IDEMIA SUPPLIERS: CSR ENGAGEMENT ACTIONS	% COMPLIANT
Policy on corruption	81%
Active whistleblowing procedure in place	73%
ISO 14001 certified (at least one operational site)	70%
Reporting on energy consumption & GHGs	68%
Audit or assessment of suppliers on CSR issuesd	65%
Reporting on health & safety indicators	57%
OHSAS 18001/ISO 45001 certification or equivalent (at least one operational site)	51%
Policy on sustainable procurement issues	43%

Corrective action plans are launched for low scoring suppliers, enabling IDEMIA to monitor and address supply chain CSR risks. Next steps are launched where reassessments following corrective actions still do not meet IDEMIA's expectations.

73% of suppliers assessed have met IDEMIA's threshold score. Those that have not are working on the agreed set of corrective actions and will be re-evaluated to ensure progress targets are met.

The CSR performance of IDEMIA's suppliers has improved by an average of 3 points, with suppliers making the greatest progress in Ethics and Labor/Human Rights.

8.3. Supplier Quality

The supplier performance review grading system was updated in 2019 to integrate EcoVadis scoring of suppliers. 25 key supplier performance reviews were performed, taking account of the supplier's EcoVadis score. Alongside this improvement, IDEMIA's CSR and Supplier Quality Teams worked on an update of the on-site audit template to ensure that CSR is now fully integrated.

50 audits in 9 different countries were conducted by the Supplier Quality Team in 2019 including CSR audit questions.

8.4. Supplier Code of Conduct

The Supplier Code of Conduct, complementary to the IDEMIA Code of Conduct, the ethical framework within which IDEMIA conducts its business, is shared with suppliers intending to partner with IDEMIA. The Code was developed with reference to prevailing international standards such as the ILO Codes of Practice, the Universal Declaration of Human Rights, Social Accountability International and the Responsible Business Alliance Code of Conduct. The IDEMIA purchasing department ensures that suppliers sign their acceptance of the expectations laid out within it prior to the commencement of contract negotiations. Data pertaining to supplier acceptance of the Supplier Code of Conduct are represented on IDEMIA's CSR scorecard.

Coordinating essential CSR principles are mirrored in our general purchasing conditions, whilst the Supply Chain Quality Team controls that our CSR principles are effectively applied through on-site audits.

IDEMIA expects its suppliers to uphold fundamental conduct principles

8.5. Supplier diversity

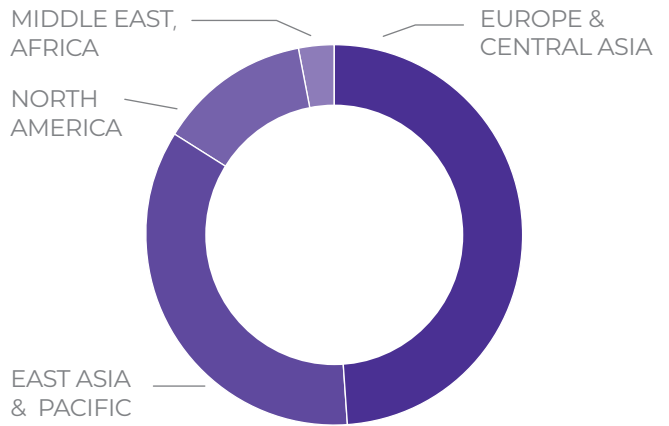
IDEMIA's goal is to obtain a diverse supplier base, reflective of the overall customers, associates, and communities that the company serves, by identifying procurement opportunities and maximizing participation of approved suppliers. Delivering IDEMIA's ambition in creating value is not something we can achieve on our own. Every day we work with hundreds of suppliers who are helping us serve customers in 180 countries. Approved suppliers include MBEs, WBEs, and Small Business Enterprises (SBEs), LGBT, and Disability-Owned Business Enterprises (DOBE).

To help ensure that our bidding opportunities reach all eligible diverse businesses, IDEMIA is a member of the following diversity councils:

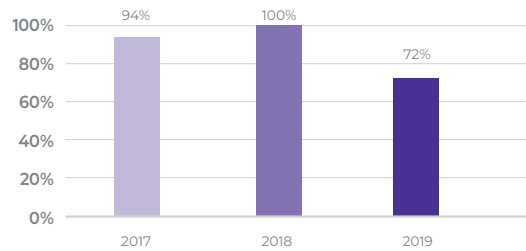


8.6. Monitoring our Responsible Sourcing

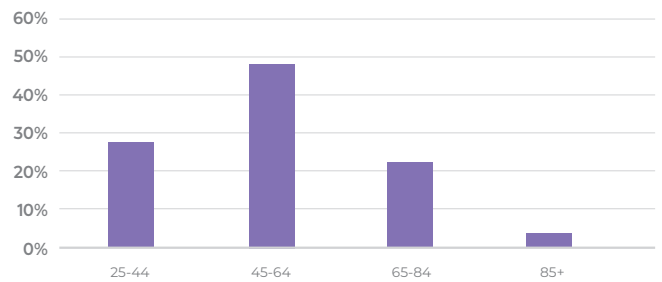
CSR risk assessed suppliers by region



% of CSR risk assessed suppliers scoring above IDEMIA's performance level



% of suppliers CSR risk assessed by score



Improvement actions were launched with all suppliers not meeting IDEMIA's overall performance threshold and individual threshold per category (environment, fair business practices, supply chain, labor/human rights).

2 suppliers scored below IDEMIA's threshold in the environment category and corrective actions were launched and followed.

57% of suppliers CSR risk assessed by IDEMIA scored between 40 and 60% for their environmental performance.



9. GLOBAL REPORTING INITIATIVE – CONTENT INDEX

In accordance with the Global Reporting Initiative Standards for sustainability reporting, this table points readers to **contextual information about IDEMIA - GRI General Disclosures** - within the report. Links are provided to each disclosure topic.

GRI GENERAL DISCLOSURE	TITLE	REPORT SECTION	PAGE
1. ORGANIZATIONAL PROFILE			
102-1	Name of the organization	IDEMIA - We stand for augmented identity	6
102-2	Activities, brands, products and services	IDEMIA - We stand for augmented identity	7
102-3	Location of headquarters	IDEMIA - We stand for augmented identity	6
102-4	Location of operations	IDEMIA - We stand for augmented identity	6
102-5	Ownership and legal form	IDEMIA - We stand for augmented identity	6
102-6	Markets served	IDEMIA - We stand for augmented identity	7
102-7	Scale of the organization	IDEMIA - We stand for augmented identity	6
102-8	Information on employees and other workers	IDEMIA - We stand for augmented identity	6
102-9	Supply chain	Responsible Sourcing	35
102-10	Significant changes to the organization and its supply chain	IDEMIA - We stand for augmented identity	9
102-11	Precautionary Principle or approach	Environment - Product Compliance	31
102-12	External initiatives	IDEMIA - We stand for augmented identity	6
102-13	Membership of associations	IDEMIA - We stand for augmented identity	31
2. STRATEGY			
102-14	Statement from senior decision maker	CEO's Welcome	5
3. ETHICS AND INTEGRITY			
102-16	Values, principles, standards and norms of behaviour	Approach to Corporate Social Responsibility	10
4. GOVERNANCE			
102-18	Governance structure	IDEMIA - We stand for augmented identity	7

5. STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	Identifying our Impacts	14
102-41	Collective bargaining agreements	People	22
102-42	Identifying and selecting stakeholders	Identifying our Impacts	14
102-43	Approach to stakeholder engagement	Identifying our Impacts	14
102-44	Key topics and concerns raised	Identifying our Impacts	15-16
6. REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	Not applicable	
102-46	Defining report content and topic Boundaries	Identifying our Impacts	15-16
102-47	List of material topics	Identifying our Impacts	16
102-48	Restatements of information	Not applicable	
102-49	Changes in reporting	Approach to Corporate Social Responsibility	10
102-50	Reporting period	Approach to Corporate Social Responsibility	10
102-51	Date of most recent report	Approach to Corporate Social Responsibility	10
102-52	Reporting cycle	Approach to Corporate Social Responsibility	10
102-53	Contact point for questions regarding the report	End of report	41
102-54	Claims of reporting in accordance with the GRI Standards	Approach to Corporate Social Responsibility	10
102-55	GRI Content Index	Approach to Corporate Social Responsibility	39-40
102-56	External assurance	Approach to Corporate Social Responsibility	10-42

This table points readers to **Topic Specific Disclosures**, identified by IDEMIA through stakeholder engagement, as being material topics for IDEMIA to address. Links are provided to each topic specific disclosure.

GRI TOPIC SPECIFIC DISCLOSURE	IDEMIA MATERIAL TOPIC	REPORT SECTION	PAGE
GRI 200 - ECONOMIC			
204: Procurement practices	Responsible supplier relationships	Responsible Sourcing	35
205: Anti-corruption	Anti-corruption and business ethics	Business Conduct	17
206: Anti-competitive behaviour	Customer relations	Products and Services	32
GRI 300 - ENVIRONMENTAL			
302-1: Energy	Green IT and environmental responsibility	Environment	29
306-2: Effluents and waste	Green IT and environmental responsibility	Environment	29
308: Supplier environmental assessment	Responsible supplier relationships	Responsible Sourcing	35
GRI 400 - SOCIAL			
403: Occupational health	Well-being at work	People	22-23
412: Human rights assessment	Human rights	Business Conduct	17
417: Marketing and labelling	Quality products and services	Products and Services	32
418: Customer privacy	Personal data protection and privacy	Business Conduct	17

Comments on this report and about any aspect of CSR at IDEMIA may be directed to CSRTeam@idemia.com



Report by the independent third party on the consolidated corporate social responsibility Information



Report by the independent third party on the consolidated corporate social responsibility Information

IDEMIA France**2 place Samuel de Champlain, 92400 Courbevoie**

For the year ended December 31, 2019

To the Shareholders,

In our capacity as independent third party for IDEMIA we hereby report to you on the Corporate Social Responsibility indicators (hereinafter named "CSR Information") for Corporate Social Responsibility Report related to the year ended December 31, 2019.

Company's responsibility

IDEMIA is responsible for preparing the following CSR Information:

- Employee engagement measured by annual polls (qualitative sentence)
- Employees receiving a regular performance and career development review
- CO₂ equivalent emissions per employee

Independence and quality control

Our independence is defined by the provisions of article L. 822-11-3 of the French Commercial Code, in addition, we have implemented a system of quality control including documented policies and procedures regarding compliance with the ISO17020 requirements and applicable legal and regulatory requirements.

Responsibility of the independent third party verifier

On the basis of our work, our responsibility is to provide a report expressing a limited assurance conclusion on:

- the fairness of the Corporate Social Responsibility indicators for Corporate Social Responsibility Report (hereinafter the "Information").

However, it is not our responsibility to comment on the entity's compliance with other applicable legal and regulatory provisions, in particular the French duty of care law and anti-corruption and tax evasion legislation and the compliance of products and services with the applicable regulations.

*Nature and scope of our work***SAS CABINET DE SAINT FRONT****3, rue Brindejonc des Moulinais - 31500 Toulouse****Tél. : 05 61 24 74 40 - www.cabinetdesaintfront.fr - e-mail : secretariat@cabinetdesaintfront.fr**

Cabinet de Saint Front, Cabinet spécialisé en Développement durable

N° SIRET : 494 642 978 00014 - CODE NAF / 7022Z

Société anonyme par actions simplifiée – Capital de 15 000,00€

Report by the independent third party on the consolidated corporate social responsibility Information

CSR verification report-REV03-16-04-2020
RV_300089
31/12/2019

The work described below was conducted to assess the fairness of the Information:

- we obtained an understanding of all the activities of the companies included in the scope of consolidation;
- we referred to documentary sources and conducted interviews in order to:
 - o assess the consistency of the indicators;
 - o corroborate the information (measures, outcomes and qualitative information) that we considered to be important¹;
- we asked what internal control and risk management procedures the entity has put in place and we assessed the data collection process implemented by the entity to ensure the completeness and fairness of the Information;
- for the indicators and other quantitative outcomes that we considered to be the most important², we implemented:
 - o analytical procedures to verify the proper consolidation of the data collected and the consistency of any changes in those data,
 - o substantive tests, using sampling techniques, in order to verify the proper application of the definitions and procedures and reconcile the data with the supporting documents.

We believe that the work conducted based on our professional judgement, are sufficient to provide a basis for our limited assurance conclusion; a higher level of assurance would have required us to carry out more extensive procedures.

Means and resources

Our work was carried out by a team of 5 people in April 2020.

¹ Measures, outcomes and other qualitative information:

- Trade compliance and business ethics e-learning
- Internal Export Compliance Program
- Establishment of data protection policies
- Trade compliance procedure
- Conflict minerals – “we control a full list of mineral sourcing partners”
- Focus placed on identifying risks of modern slavery in our supply chain, including an annual assessment of their labor practices.
- Total number of identified leaks, thefts, or losses of customer data
- GDPR completion rate
- Number of employees trained on CSR fundamentals
- Social Policy
- One People Identity Program
- Lost Time Injury
- Certifications ISO 45000
- Idemia institute
- Waste management with the support of recycling companies
- Waste management per site
- All manufacturing sites are covered by ISO14001 certifications
- Program of eco-design
- Chairing the Eurosmart committee
- Supplier Code of Conduct
- Audit or assessment of suppliers on CSR issues
- % Compliance of suppliers to policy on corruption

² Quantitative Indicators:

- Employee engagement measured by annual polls (qualitative sentence)
- Employees receiving a regular performance and career development review
- CO2 equivalent emissions per employee

Report by the independent third party on the consolidated corporate social responsibility Information

RV_300089
31/12/2019

Conclusion

Based on our work, nothing has come to our attention that causes us to believe that the Information, taken as a whole, is not presented fairly.

Comments:

Without qualifying our conclusion, the reader's attention is drawn to the paragraph "IDEMIA's Material Topics" concerning the policies and the consolidation scope.

Toulouse, 28th April 2020

**THE INDEPENDENT THIRD PARTY
SAS CABINET DE SAINT FRONT**



Pauline de SAINT FRONT
Director Associate



IDEMIA

Headquarters

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