

**BUSINESS PARTNER'S  
COMMITMENT  
TO INTEGRITY**



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# INTRODUCTION

As a global IT company present in over 32 countries, providing worldwide e-payment and transactional services, Worldline strives to conduct business responsibly. Worldline has formalized its challenges, priorities and commitments into its Corporate Social Responsibility (CSR) policy and has achieved concrete results in its 4 top challenges: **Business, People, Ethics & value chain, and Environment.**

In line with the most stringent ethical principles and CSR practices, Worldline's commitment is illustrated in its Code of Ethics and in the principles of the United Nations Global Compact to which Worldline is an applicant since 2016.

Furthermore, Worldline's commitment is expressed in its declaration of extra-financial performance which sets measurable commitments to sustainable development. The Group aims at establishing "trust at the heart of everything we do" with all its stakeholders, leveling up CSR standards in its ecosystem.

Worldline's ambition is to constantly integrate sustainability throughout its value chain. Therefore Worldline's expectations towards suppliers' conducts include the respect of ethical, social and environmental standards, business integrity, human rights, health, safety and environmental protection as set forth in this Charter. Compliance with the principles stated in this Charter is one of the Business Partners' evaluation criteria.

## SCOPE OF THE WORLDLINE BUSINESS PARTNER'S COMMITMENT TO INTEGRITY CHARTER

This document applies to all individuals or organizations which are acting as Worldline's suppliers, subcontractors or partners whatsoever (including but not limited to business finders, intermediaries, reseller, consultant, joint-ventures, etc. – herein referred to as "Business Partners").

Any Business Partner will be provided with this Charter.

# CONTENT OF THE WORLDLINE BUSINESS PARTNER'S COMMITMENT TO INTEGRITY CHARTER

Business Partners are part of Worldline ecosystem, and participate to the delivering of services in line with most stringent ethical and CSR standards. In that respect, this document sets forth the principles and rules Worldline expects its Business Partners to respect, internally and externally with their own partners, in order to support a responsible, trustful and sustainable long-term business relationship.

The expectations set forth in this Charter are in addition to and not intended to conflict with any laws or regulations that Business Partners need to comply with. If a regulatory, legal or contractual requirement is more restrictive than this Charter, Business Partners must comply with the more restrictive requirement.

Thus, the respect of this Charter is a key requirement for ensuring the continuity of the relationship between Worldline and its Business Partners.

## **Business Partners hereby acknowledge that:**

- They have read and understood the terms and conditions as provided in this Charter and comply with them.
- They adhere and commit themselves the utmost respect of the principles set forth in this Charter, and that their non-compliance can be a breach of their contractual obligations, such as to entail, according to its gravity, the termination of the contract.
- They will inform all their own direct partners, and encourage them to follow these principles or at least equivalent ones. Thus, they will ensure that their own partners and subcontractors comply with the same requirements or at least equivalent ones.
- They understand that Worldline could require from each of its Business Partners an evidence (evaluation report) that it has been subject to an extra-financial evaluation by an independent third party (within the last 24 months - independent third party being intended as any third parties which business is to perform extra-financial evaluations: extra-financial rating agencies such as EcoVadis, VigeoEiris, Sustainalytics, MSCI, RobecoSAM, ACESIA, or organizations offering ISO26000, Label assessments Lucie, or others).
- Worldline encourages its Business Partners to be assessed by EcoVadis at least every two years. If their score is below the score set by Worldline's benchmark, the relevant Business Partner must commit to implement a corrective action plan, jointly defined with Worldline, to improve the Business Partners results.



The Business Partners agree to abide by the principles set out in this commitment, to put in place adequate internal procedures to ensure that their officers, employees, and subcontractors are trained and comply notably with the following rules impacting its relationship with Worldline:

## HUMAN RIGHTS

Worldline's Business Partners must support and respect the protection of internationally proclaimed Human Rights in dealing with all their stakeholders; and take appropriate measures to ensure they are not committing or participating, directly or indirectly, in Human Rights abuses.

Every Business Partners must comply with the principles of the UN Universal Declaration of Human Rights dated 10<sup>th</sup> December 1948 and with the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work (18<sup>th</sup> June 1998 as revised on 15<sup>th</sup> June 2010).

Each Business Partner also undertakes to reject degrading practices within its organization, such as corporal punishment, moral and sexual harassment, labor under constrain, threat, or whatsoever other practice not in line with the respect of Human or Fundamental Rights.

### MODERN SLAVERY

Modern slavery is a crime and a violation of fundamental human rights. It can take various forms, such as slavery, servitude, forced and compulsory labor and human trafficking, all of which have in common the deprivation of individuals' liberty in order to exploit them for personal or commercial gain.

Worldline expect its Business Partners to act ethically and with integrity in all their business dealings and relationship and to implement and enforce effective controls to ensure modern slavery is not practiced in their businesses and supply chains.

### HARASSMENT AND DISCRIMINATION

Worldline commits to ensuring collective fairness, equality of treatment between genders and balanced access to managerial positions. This is why Worldline requires that its Business Partners treat all their employees and Worldline staff fairly and actively seek to prevent all forms of harassment and discrimination. Harassment and discrimination can include, but is not limited to, less favorable treatment of remarks relating to gender, race, age, sexual orientation, disability, national origin, social background and political or religious convictions.

The existence of a formalized and active policy on diversity and inclusion will be a positive element in the selection process of Business Partners.

### CHILD LABOR

All Worldline's Business Partners must not use child labor. The strictest standards applicable shall be respected, depending

on the local, national and international laws and regulations. Business Partners may participate in legitimate workplace apprenticeship programs that comply with applicable laws and regulations. They must comply with the minimum age defined in the legislation of each country.

### PREVENT FORCED OR COMPULSORY LABOR

Business Partners must ensure that they do not use forced, bonded or compulsory labor in their operations. Employees must have the right and the ability to leave employment when they choose. Employees must not be required to lodge deposits, money or papers with their employer, unless strictly and mandatorily required by local law.

### RESPECT WORKING HOURS AND WAGE LAWS

Worldline's Business Partners must comply with all applicable wages and working hours laws and regulations. Employees must not be required to work more than the legally permitted maximum number of hours a week, except in extraordinary business circumstances that must be clearly defined and communicated, and with the consent of the employee. Worldline's Business Partners must provide fair remuneration and guarantee the applicable statutory national minimum wage.

### PROVIDE A SAFE AND HEALTHY WORK ENVIRONMENT

Worldline's Business Partners must provide safe and healthy working conditions, abiding by local laws and regulations, and respecting the health and well-being of its workforce. Business Partners must strive to implement appropriate management systems to meet these requirements.

Some of the principles of maintaining a safe, secure and healthy workplace include, without limitation:

- Maintaining a workplace free from any kind of aggression (intimidating behavior, acts of violence, etc.);
- Preventing unlawful use, possession, solicitation, distribution, selling or transferring of controlled substances (including marijuana or other intoxicating or narcotic substances) as well as the unauthorized consumption or possession of alcoholic beverages and abuse of prescription drugs must not be tolerated on company premises;
- Preventing individuals from access the Business Partners' company premises without proper authorization, by the observation of proper physical access rules.



## BUSINESS INTEGRITY

Worldline's Business Partners must ensure they comply with the highest standards related to integrity in order to conduct business both profitably and responsibly.

### PROHIBITION OF CORRUPTION AND BRIBERY

Worldline has a zero tolerance for bribery and corruption. Business Partners must not practice any form of corruption or bribery or take any action that could be perceived as an attempt to corrupt activities, i.e. providing something of value to influence someone in the Business Partners' favor or accept something for acting for or against Worldline's (or any other third party's) interest, or which may influence objective decision-making.

Business Partners must fully and unequivocally comply with requirements of applicable anti-corruption laws.

### BACKGROUND CHECKS

Worldline carries out background checks of its employees to protect its business. In this respect (to the extent permitted by applicable laws), Business Partners are expected to ascertain the identity of people working for them, as well as their employment history and their right to work in the country where Worldline's premises are located.

### PROTECTION OF ASSETS AND CONFIDENTIAL INFORMATION

Information, commercial data, asset, hardware, software, and any kind of intellectual property rights belonging to Worldline are at the heart of Worldline's business and their protection is of essence.

Therefore, each Business Partner shall insure that, in any case, it will provide the adequate level of protection of any information, commercial data, asset, hardware, software, and any kind of intellectual property rights belonging to Worldline.

Each Business Partner must also secure – at any given time – that it has enforced, and is keeping in force, dedicated measures against the violation of Worldline's intellectual property rights or the theft of any information, commercial data, asset or hardware provided to the Business Partner under whatsoever manner by Worldline.

### PROHIBITION OF CONFLICTS OF INTEREST

Conflicts of interest arise when Business Partners, Business Partners' employees (or their relatives) can potentially benefit personally from their role in the Business Partners' relationship with Worldline. Such interest may be material or immaterial.

Business Partners undertake to avoid any situations that may appear as an actual or potential conflict of interest and to prevent the occurrence of such risk. Business Partners will ensure the identification and the disclosure of such situations to

Worldline as well as the appropriate measure proposed by the Business Partners to monitor such situation.

### PROTECTION OF DATA AND PRIVACY

Worldline's Business Partners must comply with all data protection laws and regulations and take the appropriate measures to protect personal data and privacy of individuals, including when processing Worldline employees' data. Business Partners are expected to inform Worldline if they have any doubts or questions about the way to treat Worldline related personal data and must always act in compliance with Worldline's instructions.

### USAGE OF MINERALS FROM CONFLICT REGIONS

Worldline's Business Partners must not use minerals (including but not limited to tantalum, tin, gold, and tungsten) from conflict regions (e.g. Democratic Republic of Congo, Rwanda, Tanzania, Uganda, Zambia). Business Partners must take all appropriate steps to determine if their products contain minerals from conflict regions, and if so, develop due diligence processes to ensure that all products are responsibly manufactured (for more details, refer to **the letter on Worldline's commitment towards the responsible minerals initiative**).

### UNFAIR BUSINESS PRACTICES

Worldline is committed to open competition and fair dealing with clients, Business Partners and competitors. Worldline's Business Partners must comply with applicable antitrust and competition laws wherever they do business. They engage not to participate in any anti-competitive practices, including but not limited to price fixing, bid rigging or market allocation.

### SANCTIONS AND EXPORT CONTROL

Worldline's Business Partners should comply at all times with all applicable sanction programs and export control laws and regulations. Therefore Business Partners must agree to communicate to Worldline any product, software or service's classification number.

### RESPECT OF CLIENTS

Worldline's Business Partners do their best efforts to meet clients' needs and ensure to act appropriately towards clients. Business Partners shall not disparage Worldline or other clients. Business Partners must also refrain themselves from making malicious, obscene, discriminatory or derogatory statements whether orally, in writing or in whatsoever other means, on its employees or on Worldline partners/clients and their employees. Business Partners further notice and agree that Worldline does not tolerate disrespectful or unprofessional usage of social and/or digital media.

## ENVIRONMENTAL MANAGEMENT

Worldline is committed to minimize the worldwide environmental impact of its activities and expects its Business Partners to apply, at least, same standards.

Worldline's Business Partners should continuously develop and improve an Environmental Management System which shall aim at minimizing their environmental impact. Business Partners should thereby identify, implement and monitor the necessary initiatives and action plans within their entities to steadily make progress with environmental challenges and reduce their respective impacts.

Regarding these requirements, Business Partners shall implement actions to:

- Have an environmental certification such as ISO 14001 (upon request, Business Partners should be able to provide evidences of environmental governance and performance);

- Reduce their CO<sub>2</sub> footprint in alignment with the United Nations Sustainable Development Goal 13 on the fight against climate change to reach by 2030;
- Improve energy efficiency of their activities and select renewable energy supply;
- Reduce waste and generally non-recyclable materials in the product manufacturing;
- Implement an end of life collection of products and recycle components.

Worldline's Business Partners shall lead their Business Partners to meet strict environmental standards and to continually work to evaluate and minimize its environmental impacts.

Worldline's Business Partners should ensure that the products and services they propose to Worldline contribute to reducing its environmental impacts (eco-design approach).



## COMMUNICATION & REPORTING

Worldline Business Partners undertake to notify Worldline in a timely manner of any suspected violation of the Worldline **Business Partner's Commitment to Integrity** Charter, whether they were allegedly committed by Worldline employees or partners, or the Business Partners' employees. Worldline also expects its Business Partners to communicate in case it is unable to perform its duties as set forth in section 3.

Worldline's Alert System is available to Business Partners at [ComplianceWorldline@worldline.com](mailto:ComplianceWorldline@worldline.com). All information remains confidential and if acting in good faith, no retaliation will be tolerated against the reporter. Except where permitted by law, anonymous reports are not considered and will not be subject to any investigation and will be destroyed immediately.

## AUDITS & TERMINATION RIGHTS

Worldline's Business Partners shall allow Worldline to perform on-site audit to ensure that it has put all the adequate internal procedures to fulfil its integrity commitment in accordance with the present Charter.

In case a given Business Partner fails to comply with Worldline's requests for information in relation to the **Business Partners' Integrity Commitment** Charter or if any Business Partner does not meet Worldline's requirements set out in this commitment, Worldline reserves the right to unilaterally terminate its business with this Business Partner without incurring any liabilities toward the Business Partner.

## ABOUT WORLDLINE

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are. Services offered by Worldline in the areas of Merchant Services; Terminals, Solutions & Services; Financial Services and Mobility & e-Transactional Services include domestic and cross-border commercial acquiring, both in-store and online, highly-secure payment transaction processing, a broad portfolio of payment terminals as well as e-ticketing and digital services in the industrial environment. In 2020 Worldline generated a proforma revenue of 4.8 billion euros.

[worldline.com](https://worldline.com)

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