

SHARE

OUR 5-YEAR PROGRAMME FOR SUSTAINABLE PERFORMANCE

Because value creation goes beyond economic aspects, we have designed this **CSR programme** that will drive our actions until **2023**, in line with the **UN Sustainable Development Goals**.

GOVERNANCE & MANAGEMENT

• GLOBAL PERFORMANCE



2023 TARGET

Keep **EcoVadis Gold** level.



• ETHICS



2023 TARGET

Code of Ethics acknowledged by:

95% employees

95% tier 1 production suppliers



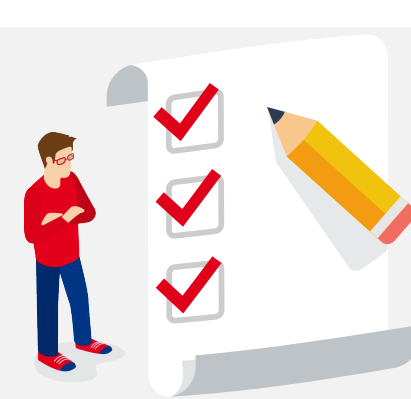
• CUSTOMER SATISFACTION



2023 TARGET

17.6 RETAIL NPS | **26** B&A NPS

NPS : Net Promoter Score



CORPORATE CITIZENSHIP

• POSITIVE IMPACT SOLUTIONS



2023 TARGET



20 million
transactions

Increase yearly **donation**
volumes through our solutions
by **100%**.



• RESPONSIBLE SUPPLY CHAIN MANAGEMENT



2023 TARGET



80%

high and severe risk suppliers
assessed on their **CSR performance**
and corrective action plans in place
where needed.



PEOPLE

• PROFESSIONAL DEVELOPMENT



2023 TARGET



Leadership model deployed at Group level with

80% employees awareness



• EMPLOYEE ENGAGEMENT



2023 TARGET

eNPS greater than 8



• DIVERSITY



2023 TARGET



35% women in the workforce.

progressively reflect the **diversity** of the workforce
in **managerial positions**:

30%

Women

70%

Non-French

ENVIRONMENT

• ELECTRONIC WASTE RECYCLING



2023 TARGET



End-of-life product recycling solutions
available for

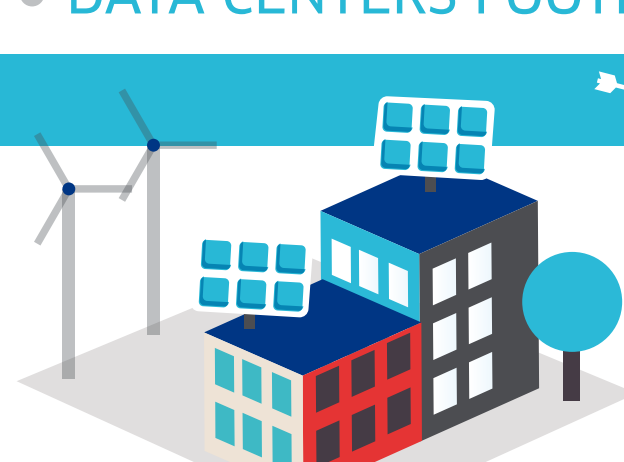
92% terminals sold
over the last 3 years



• DATA CENTERS FOOTPRINT



2023 TARGET



100%

Retail European data centers
powered by renewable energies.

