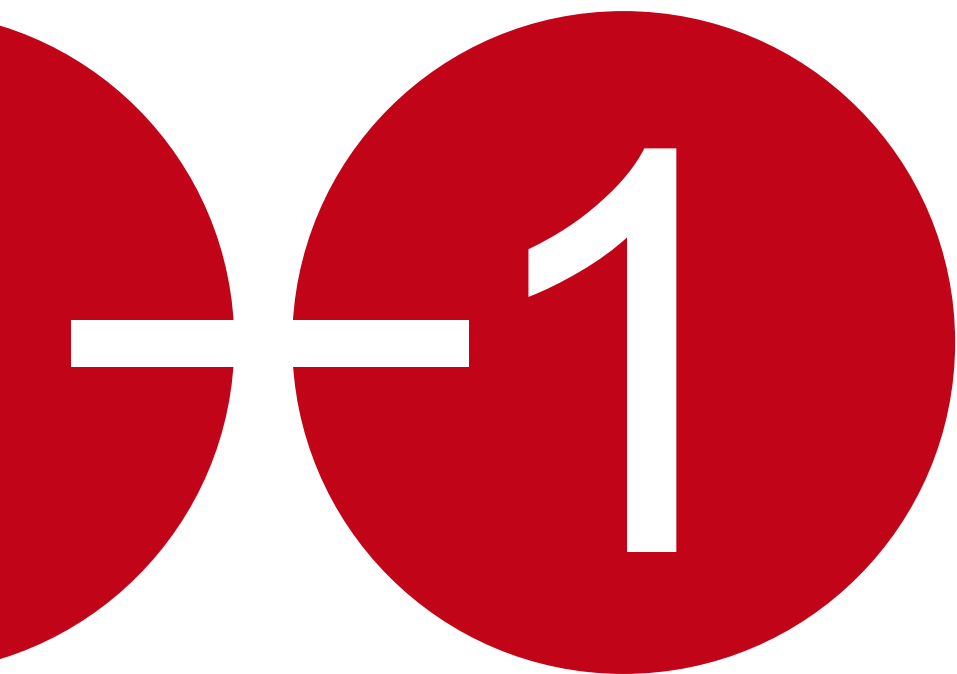# 2018 CSR Survey

agenda

- Survey overview

- Ingenico CSR awareness, perception and impact

- Materiality analysis

- Key learnings

- Next steps
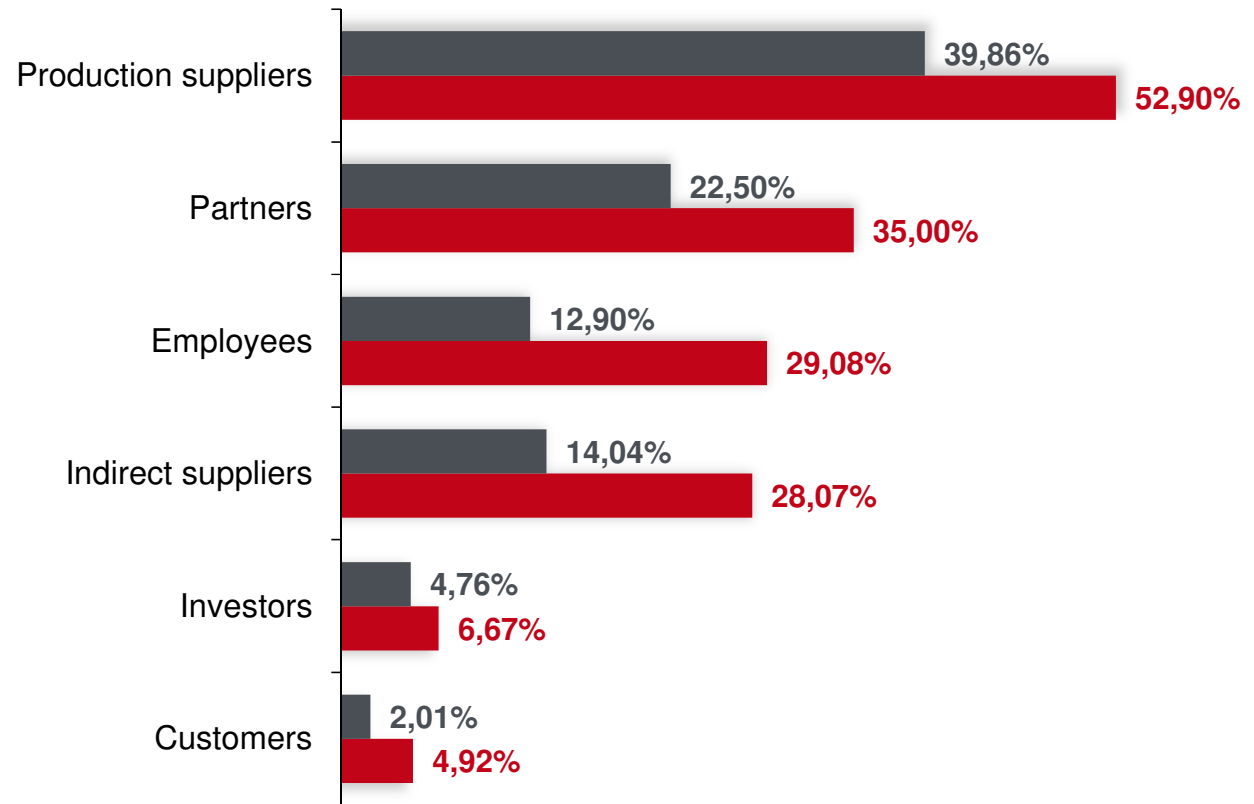
Survey Overview

CSR Survey 2018

- Online survey

- Conducted from April 10th to May 11th

- Target: Ingenico Group's main stakeholders
  - 10,000 **customer** contacts
  - 8,000 **employees**
  - 300 **supplier** contacts
  - 100 **investor** contacts
  - 40 key business or CSR **partners**

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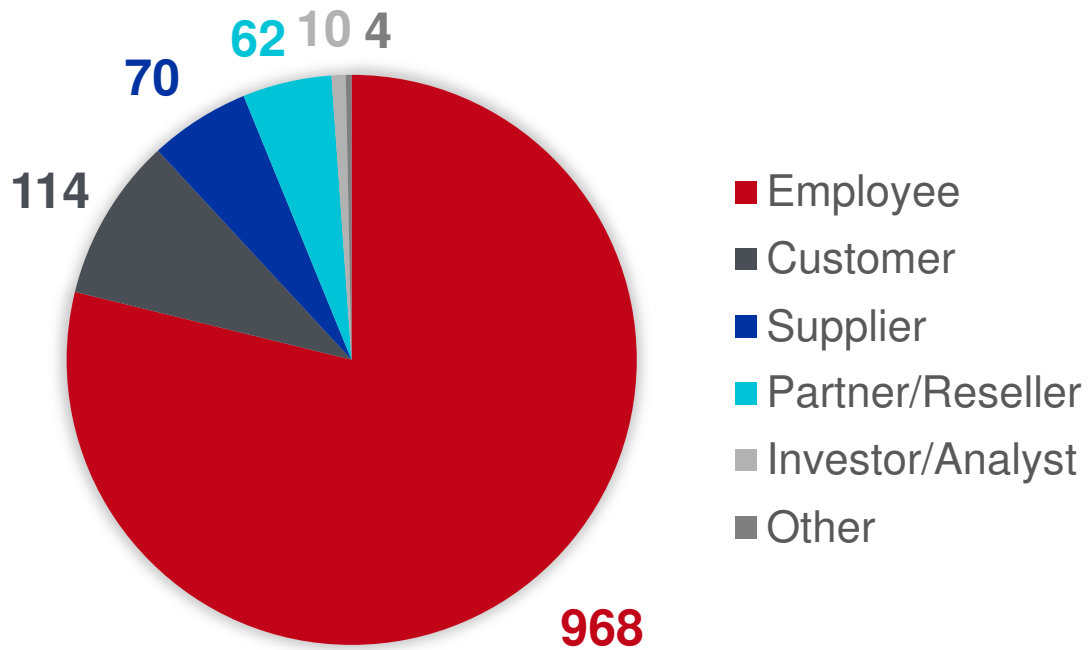GROUP

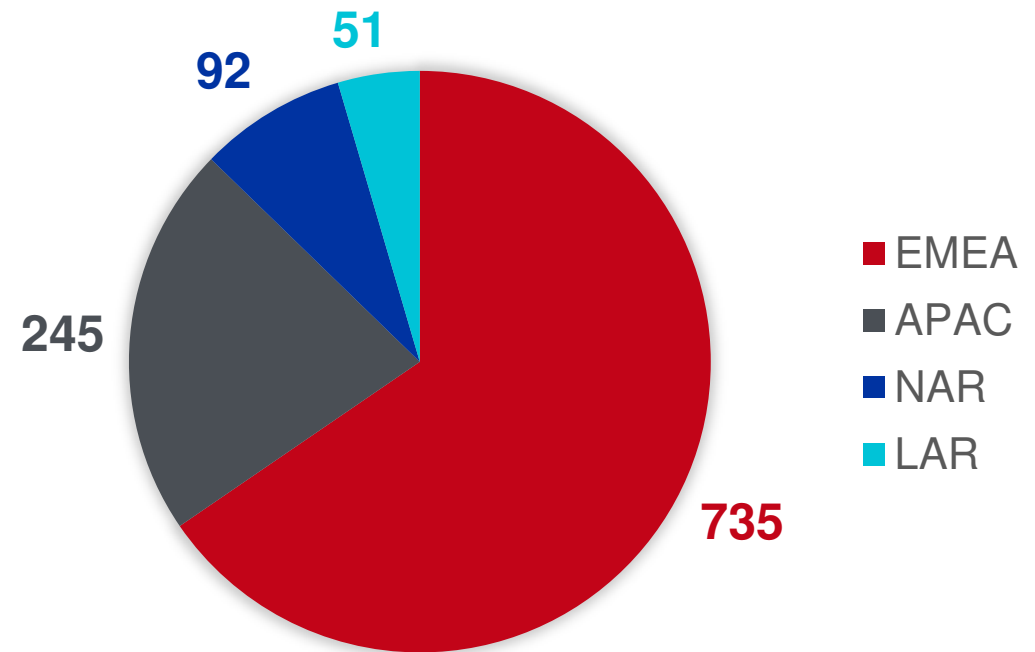# Strong participation varying by audience

1,228 Respondents

16.5% Participation

Audience	Completion rate (finished)	Participation rate (started)
Production suppliers	39,86%	52,90%
Partners	22,50%	35,00%
Employees	12,90%	29,08%
Indirect suppliers	14,04%	28,07%
Investors	4,76%	6,67%
Customers	2,01%	4,92%

■ Completion rate (finished)   ■ Participation rate (started)

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Who are the respondents?

PROFILE

- ■ Employee
- ■ Customer
- ■ Supplier
- ■ Partner/Reseller
- ■ Investor/Analyst
- ■ Other

62 10 4
70
114
968

REGION

- ■ EMEA
- ■ APAC
- ■ NAR
- ■ LAR

51
92
245
735

CSR Survey 2018 Results

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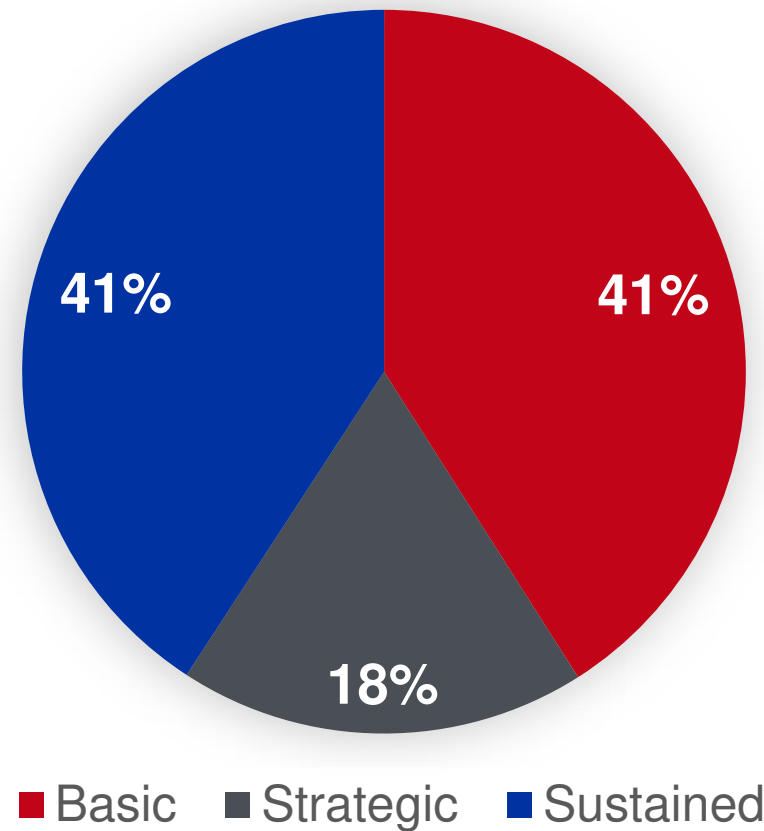
What is your relationship with Ingenico Group?

- A **majority** of respondents (59%) consider their relationship with Ingenico **"Sustained"** or **"Strategic"**.
- ✔ Good selection of targets
- ✔ Valuable inputs for Ingenico

41% **41%** **18%**

■ Basic   ■ Strategic   ■ Sustained

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How would you assess your level of knowledge of CSR?

- Only a very small fraction (2% to 5%) are subject matter experts.

- Majority of respondents are "**somehow knowledgeable**".

- **Suppliers** stand out with up to 60% with a **good knowledge** about CSR!

3%

21% — ■ No knowledge

28%

■ Some knowledge

■ Good knowledge

48%

■ Deep knowledge / expertise
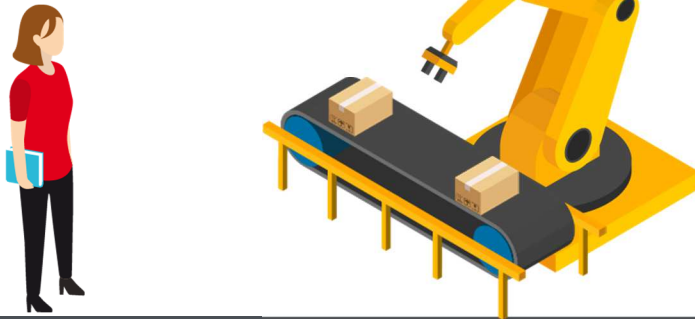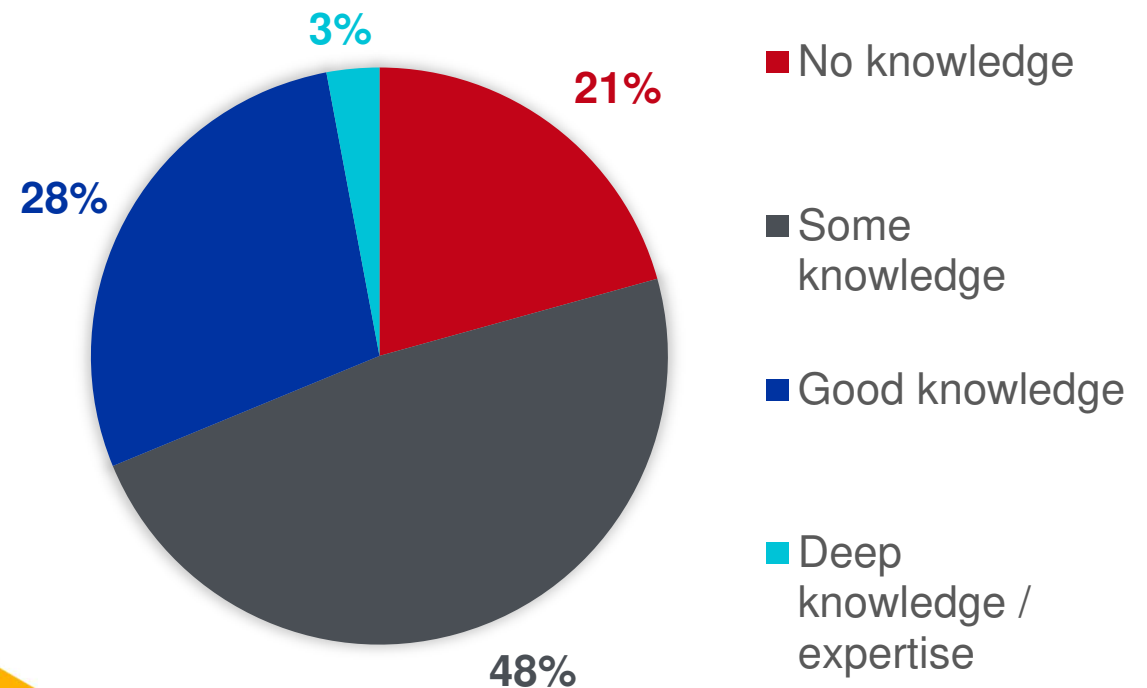
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Ingenico
CSR

Awareness, perception and impact

# How important is it that Ingenico pays attention to CSR issues?

- An overwhelming majority (**84%**) find CSR **important to very important** to Ingenico.

- There are only minor variances on this subject by audience.

2%

14%

39%

45%

- Not important
- Rather important
- Important
- Very important
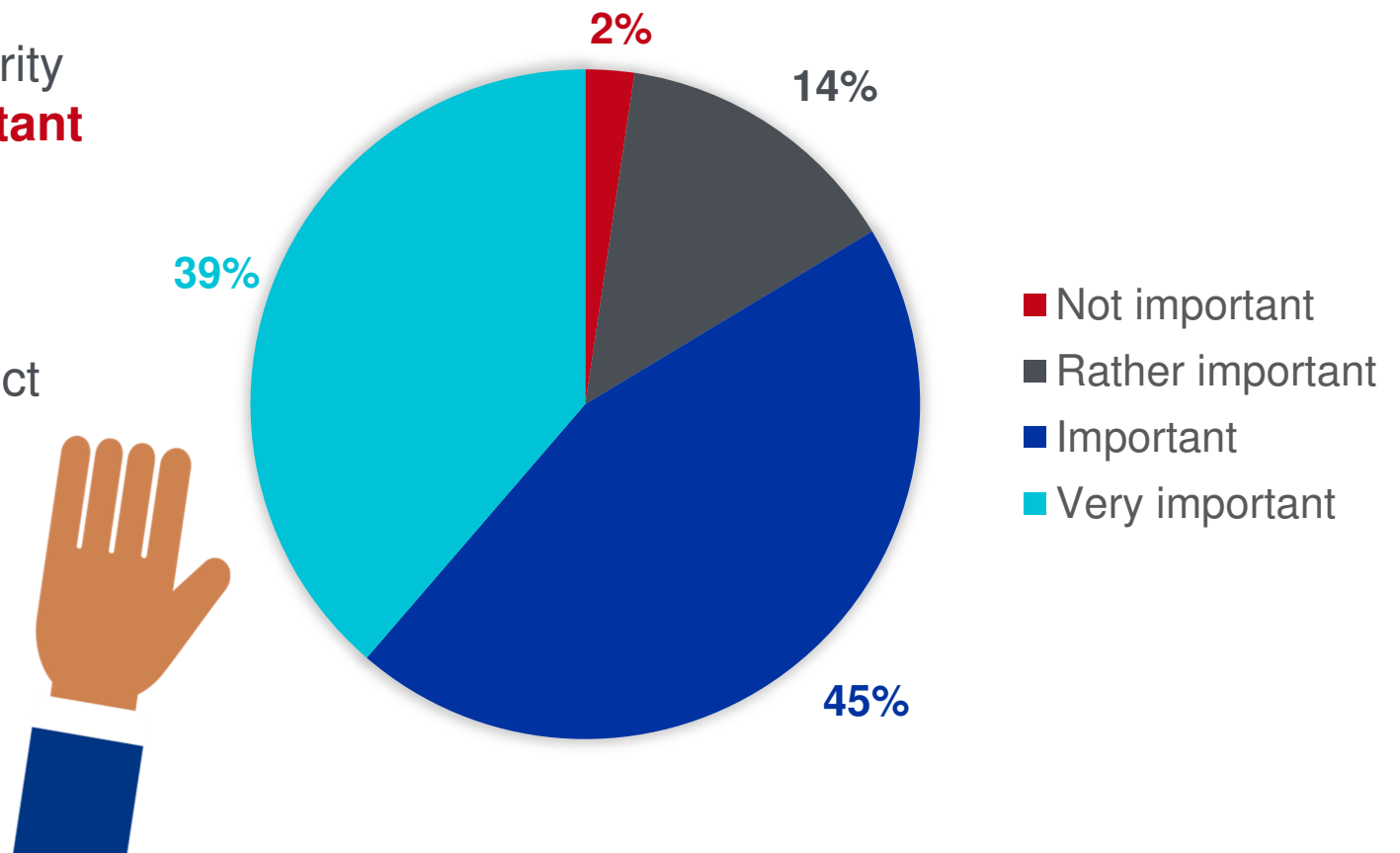
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How would you assess Ingenico's CSR policy?

- A large part (45%!) of the respondents are **unaware** of Ingenico CSR Policy.

- Of those aware, the assessment is strongly slanted towards **satisfaction**.

- Wide disparities by audience:
  - **Customers** are mostly **unaware**. (60%)
  - **Suppliers** are largely **satisfied**. (70%)

ASSESSMENT OF INGENICO'S CSR POLICY

7%

45%

42%

6%

- Unknown policy
- Unsatisfying
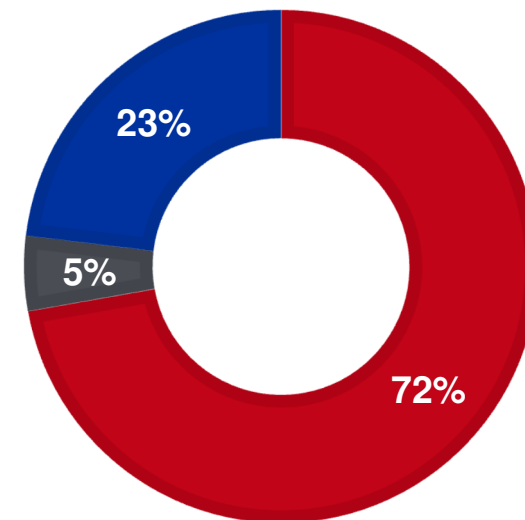- Satisfying
- Other
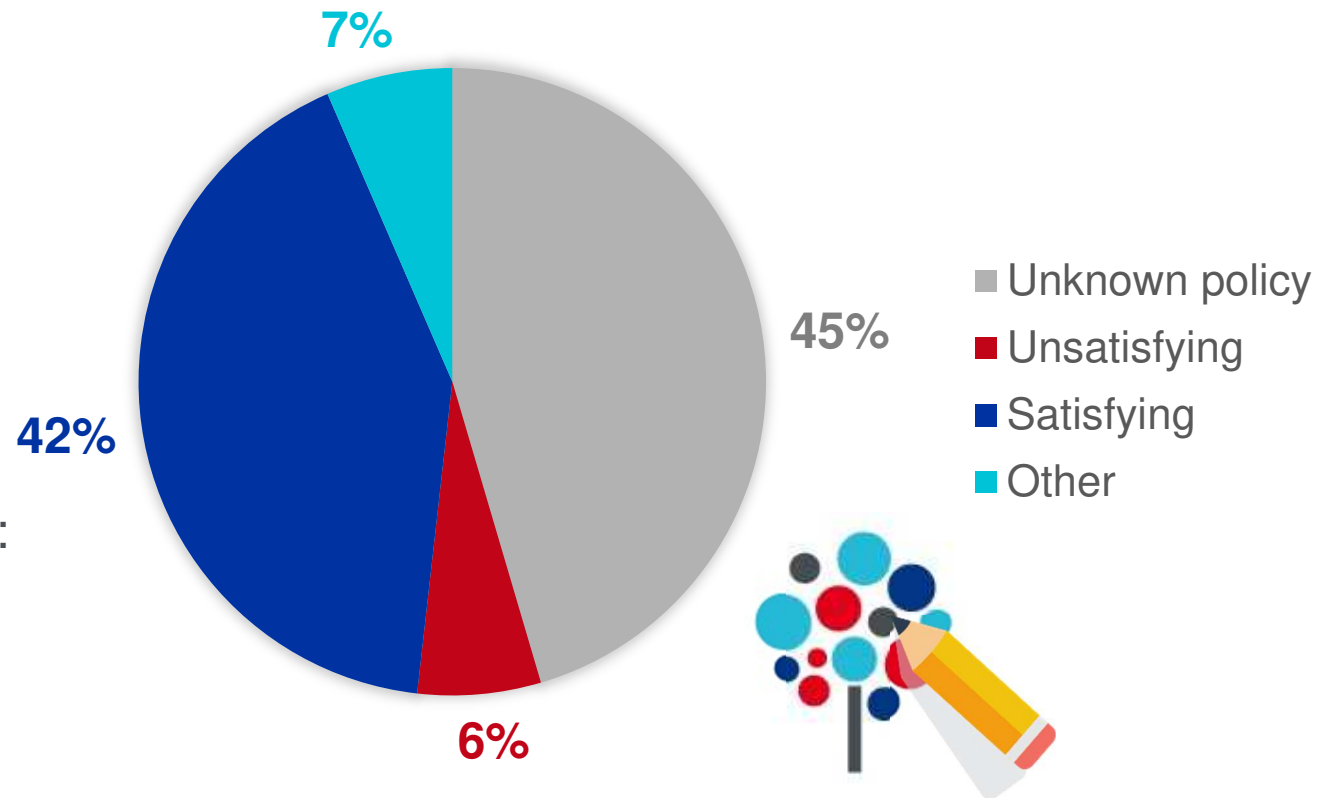
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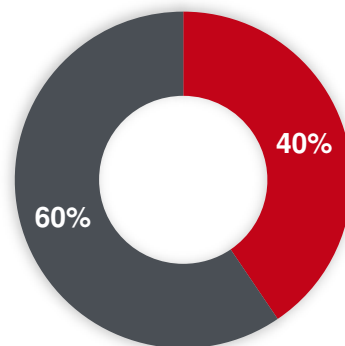# How relevant is it to align Ingenico's CSR with the UN SDGs?

- 60% are not aware of the UN SDGs.
- Regardless of familiarity with the SDGs, they **strongly support** alignment with them.

RELEVANCE OF ALIGNING INGENICO CSR TO THE SDGS

■ Yes ■ No ■ No opinion

23%

5%

72%

FAMILIARITY WITH THE SDGS

40%

60%

■ Yes
■ No

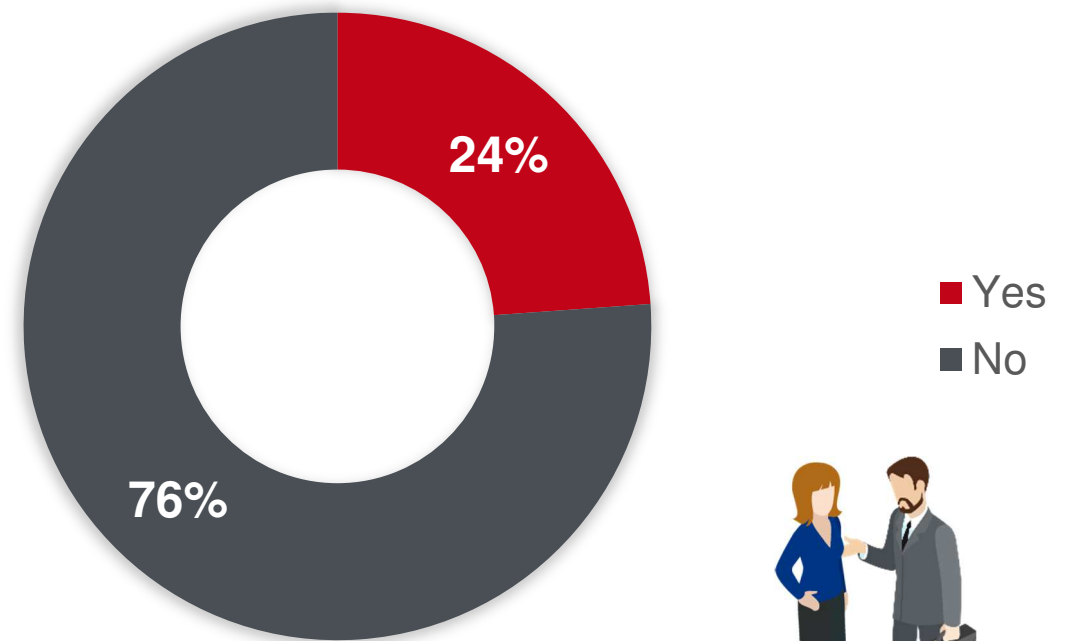SUSTAINABLE DEVELOPMENT GOALS

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Are you aware of CSR actions led by Ingenico?

- Respondents are **largely unaware** of Ingenico CSR actions
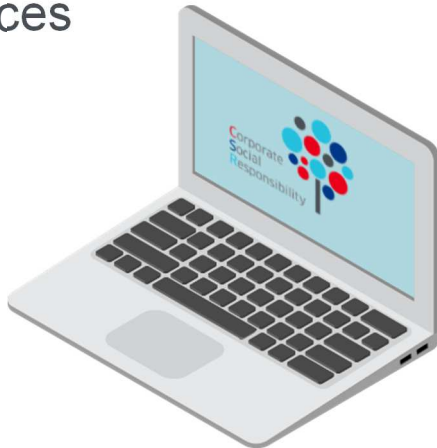 - This is mostly true for **customers (90% unaware!)**

📢 We can still improve our communication!

AWARENESS OF INGENICO CSR ACTIONS

24%

76%

■ Yes

■ No

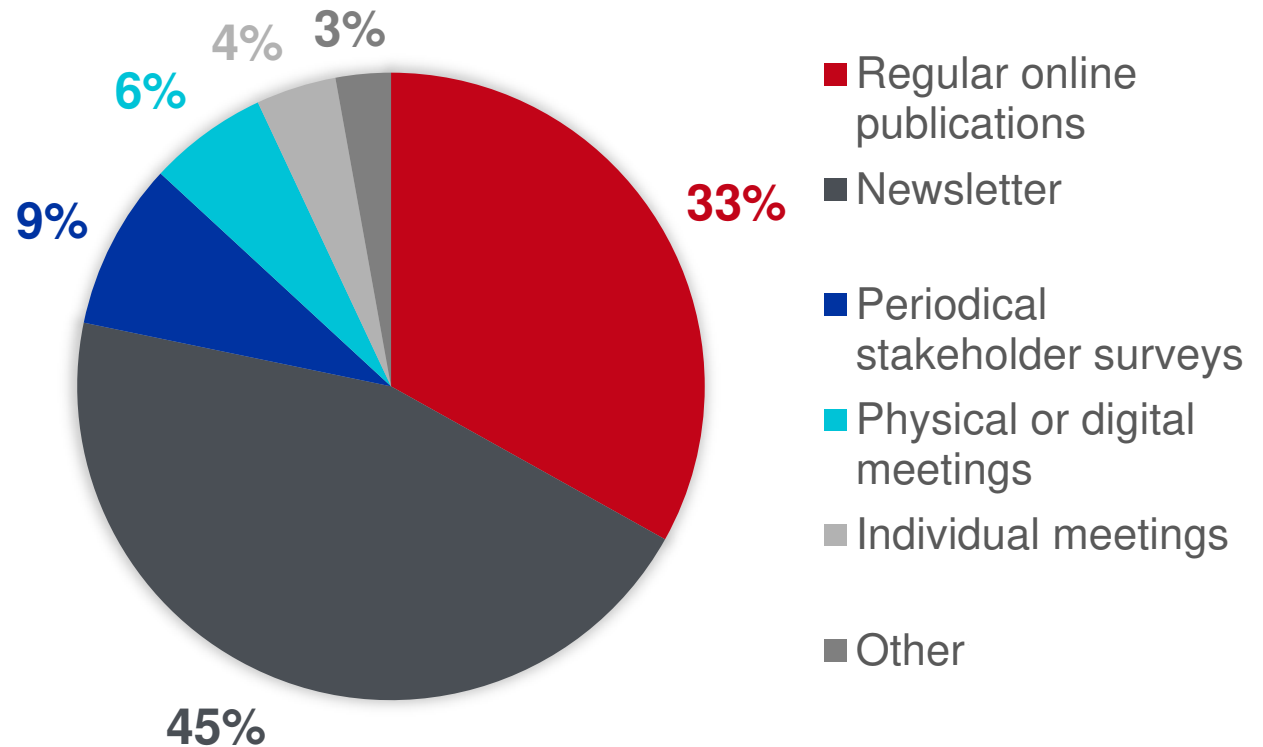CSR Survey 2018 Results

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How would you like to be informed about CSR?

- **Newsletters** and regular **online publications** are by far the preferred methods of communication about CSR.

- No major variances by audiences

COMMUNICATION PREFERENCES

4%   3%

6%

9%

33%

45%

Legend:
- ■ Regular online publications
- ■ Newsletter
- ■ Periodical stakeholder surveys
- ■ Physical or digital meetings
- ■ Individual meetings
- ■ Other

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Materiality Analysis

Methodology

Importance to stakeholders

- Assessed thanks to the ratings provided by the 1,228 survey respondents
- Irrespective of the number of respondents, same weight given to:
  - Employees' voice
  - Customers' voice
  - Suppliers' voice
 - Others' voice (including investors)

Influence on business success

- Assessed by Ingenico Group's Executive Committee

Others 25%

Customers 25%

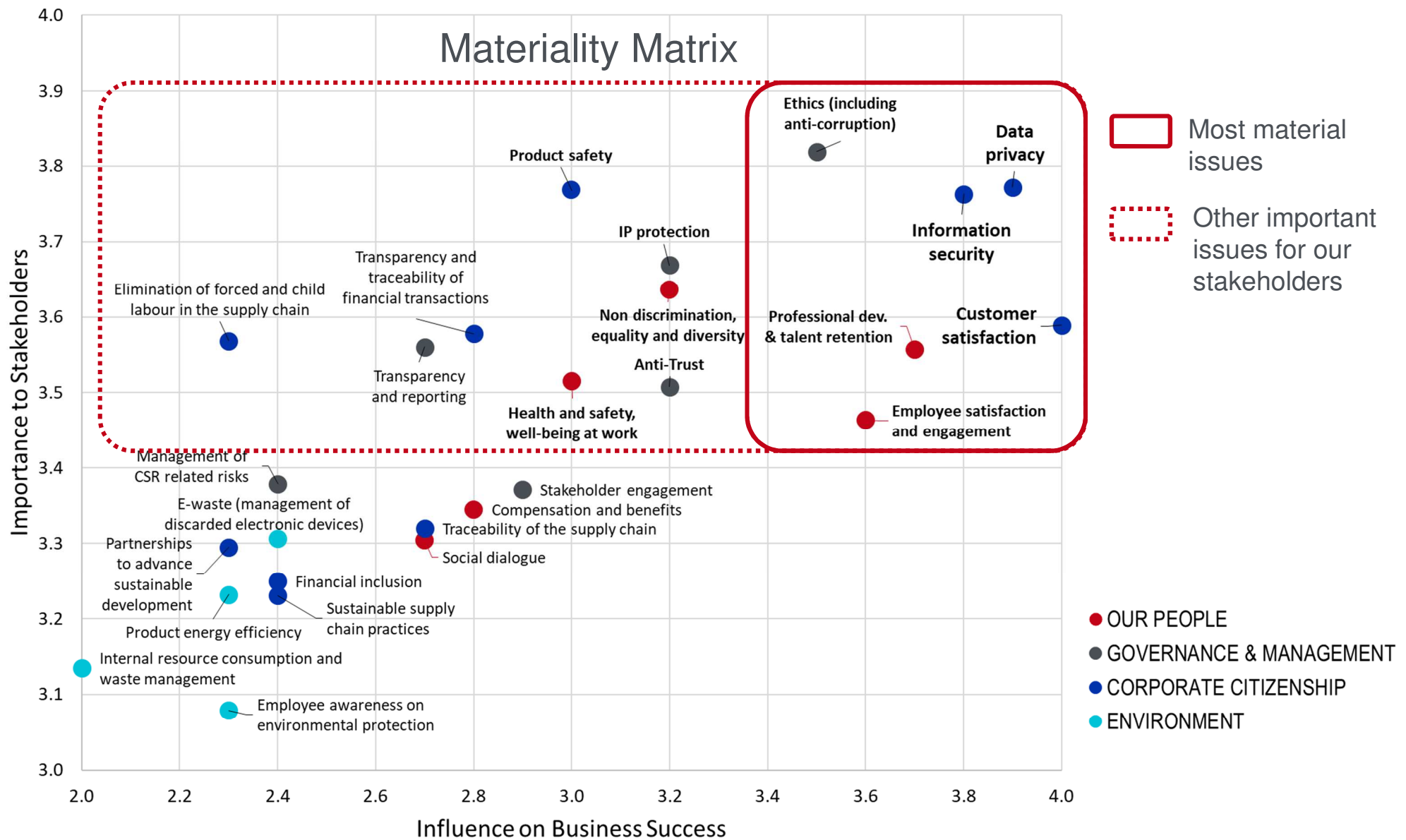Suppliers 25%

Employees 25%

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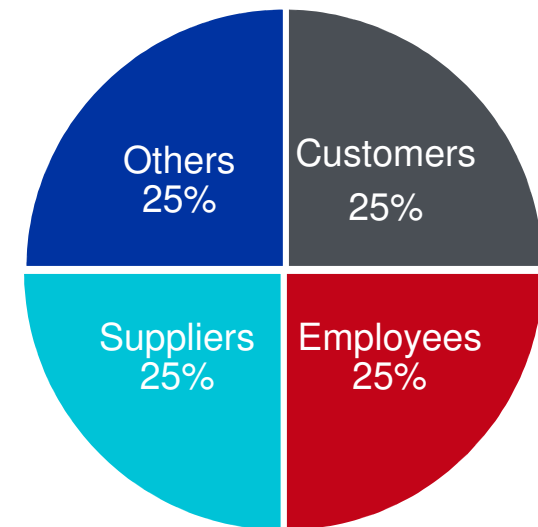
Materiality Matrix – Most material issues

Top 6 material issues for CSR:

- Customer satisfaction
- Data privacy
- Information security
- Professional development & talent retention
- Employee satisfaction and engagement
- Ethics (incl. anti-corruption)

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Materiality Matrix
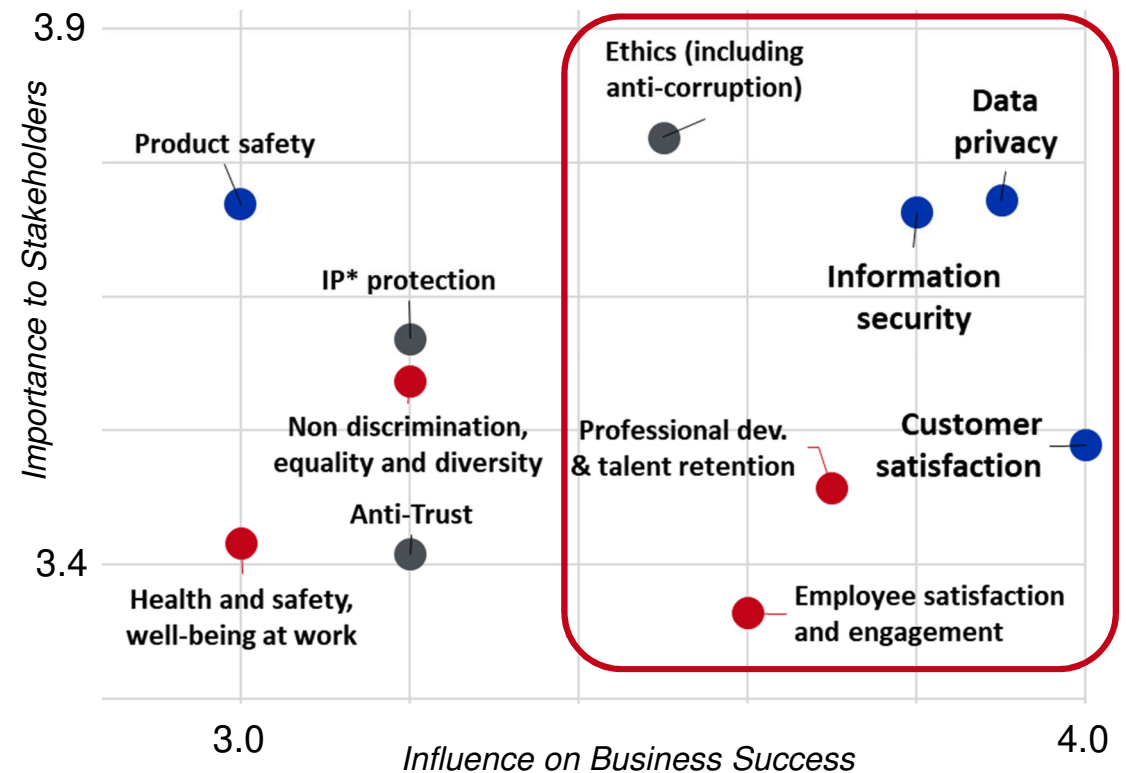
Comparison with previous materiality analysis (2015)

Overall consistency

- **Data privacy** and **Information security** confirmed as top material issues for Ingenico

- **Ethics** is also confirmed.
  - Most important issue for our stakeholders.

- **Customer satisfaction** has gained importance.
  - Highest score for its impact on business success

Two employee related issues in the top 6:

- **Professional development & talent retention**

- **Employee satisfaction & engagement**
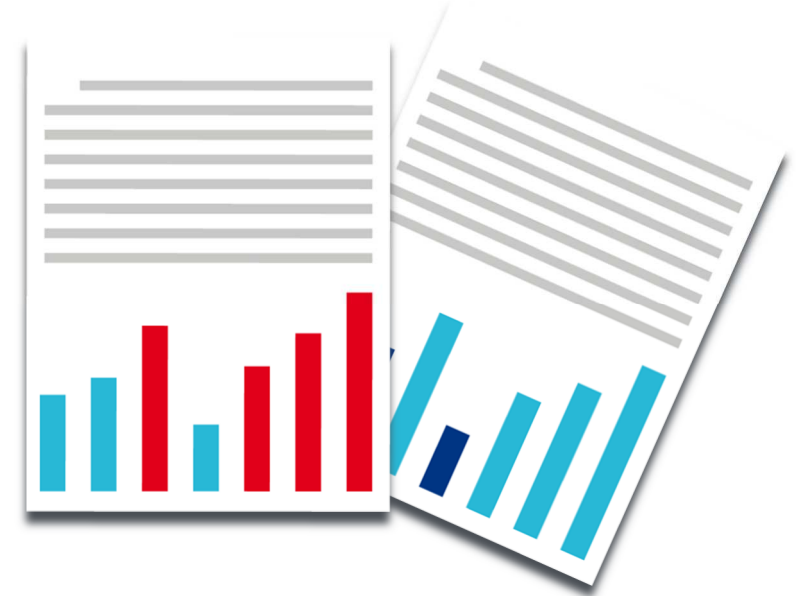
Note: 2015 assessment was based on external stakeholder's expectations only.

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4

Key
learnings

CSR Survey 2018 - Key learnings (1/2)

Strong participation showing our stakeholders' interest in our CSR approach

- Suppliers' high participation rate and good level of knowledge suggest there is room for collaboration on this topic.

Positive assessment towards Ingenico CSR policy hints at potential for future leverage.

- 85% positive feedback among those aware of our CSR policy

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CSR Survey 2018 - Key learnings (2/2)

Communication is key for the future success of the CSR programme.

- Both closed and open feedback point to **communication** as being a key success factor of the CSR programme moving forward

Most material issues highlighted by this survey and the Exco consultation

- Very **strong alignment** across all audiences on prioritizing the following issues:
  - **Customer satisfaction**
  - **Data privacy**
  - **Information security**
  - **Professional development and talent retention**
  - **Employee satisfaction and engagement**
  - **Ethics**

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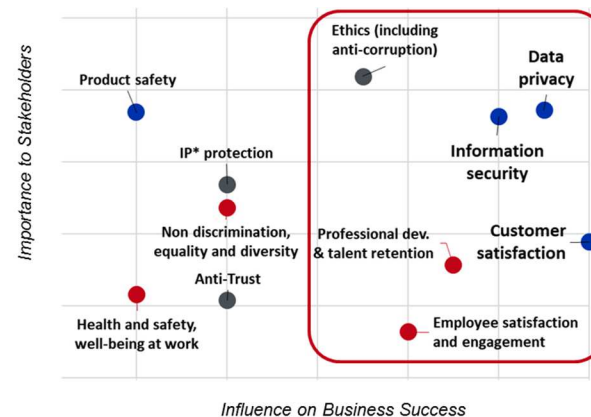
5 Next steps

CSR Strategy

Most material issues highlighted by the 2018 survey can be covered by the action fields of our CSR strategy:

- **GOVERNANCE & MANAGEMENT**
  - Ethics (including anti-corruption)
  - Customer satisfaction

- **CORPORATE CITIZENSHIP**
  - Information security
  - Data privacy

- **PEOPLE**
  - Professional development & talent retention
  - Employee engagement & satisfaction

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Updated CSR Strategy – GOVERNANCE & MANAGEMENT

Leading through engagement and responsibility

- A dedicated CSR governance structure
  - o CSR strategy sponsored by top management, led by CSR Team and deployed by a network of Ambassadors for a consistent approach companywide
  - o Campaigns to raise employee awareness and promote corporate social responsibility

- Responsible business practices
  - o Strengthened approaches to **ethics** and compliance, including **anti-corruption**
  - o **Customer experience** at the heart of our corporate strategy
  - o Stakeholder engagement to foster collaboration and innovation

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Updated CSR Strategy – CORPORATE CITIZENSHIP

Setting the example

- Safe and secure payment solutions
  - Product compliance with the highest safety standards
  - Advanced **information security** practices to ensure protection of sensitive information
  - A strict **data privacy** policy

- Responsible supply chain management
  - High environmental and social requirements on suppliers
  - Better material content traceability for terminal manufacturing to respect human rights

- Social impact solutions
  - Innovative technologies to facilitate fundraising and financial inclusion
  - Electronic payment as a means to combat informal economy

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Updated CSR Strategy – PEOPLE

The cornerstones of our success

- A fair, respectful and inclusive work environment
  - o Promotion of diversity and inclusiveness
  - o Fair compensation practices
- **Employee engagement and development**
  - o A positive corporate culture
  - o Employee involvement through surveys and actions
- **Professional development**
  - o A global e-learning platform
  - o Training programmes meeting the digital sector's needs

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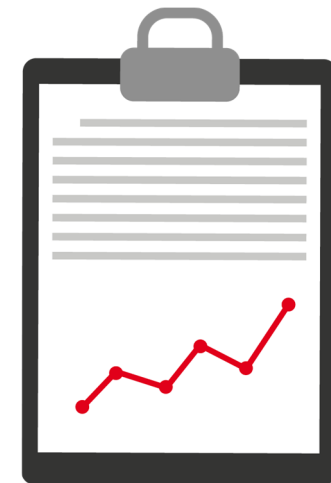GROUP

Updated CSR Strategy – ENVIRONMENT

Preserving natural resources

- Eco-conscious products
    - Development of eco-design practices
    - End-of-life product collection and recycling schemes
- Management of greenhouse gas emissions
    - Assessment of our value chain's impact on climate change
    - Set of actions to minimize our carbon footprint

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CSR Action Plan

CSR Programme 2019-2022

- Programme at **Group level**

- Involving all key functions for CSR
  (HR, Supply Chain, R&D, Marketing, Security, Corporate Governance, etc.)

- Structured around the priorities highlighted by the survey, incl. **communication** aspects

- Primary focus on Ingenico Group's **top 6 material issues**
  - Customer satisfaction
  - Data privacy
  - Information security
  - Professional development and talent retention
  - Employee satisfaction and engagement
  - Ethics
  - ➡ Specific **objectives** will be set and communicated for these topics.
  - ➡ Progress will be closely monitored with **key performance indicators**.

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Keep an eye on our website for updates!

HTTPS://WWW.INGENICO.COM/ABOUT-INGENICO-GROUP/CORPORATE-SOCIAL-RESPONSIBILITY

SEAMLESS PAYMENT