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 (up 3 vs 2022).

**CORPORATE CITIZENSHIP**

- **POSITIVE IMPACT SOLUTIONS**
  - **2023 TARGET**
    - 20 million transactions.

- **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. Women 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: 75% where we are present.

- **DATA CENTERS FOOTPRINT**
  - **2023 TARGET**
    - 100% European data centers powered by renewable energies.

**SHARE**

**OUR 5-YEAR PROGRAMME FOR SUSTAINABLE PERFORMANCE**

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

- 2023 TARGET
  - 20 million transactions.

- 80% high and severe risk suppliers assessed on their CSR performance and corrective action plans in place where needed.