

Environmental and Energy Policy

Table of contents

| | | |
|-------|---|---|
| | Executive summary | 3 |
| 1 | General information | 4 |
| 1.1 | Scope of the document | 4 |
| 1.2 | Terms and definitions..... | 5 |
| 2 | Policy | 6 |
| 2.1 | Policy statement | 6 |
| 2.1.1 | Declaration and classification rules | 6 |
| 2.1.2 | Deviations ownership rules | 6 |
| 2.2 | Policy governance | 6 |
| 2.3 | World Risks analysis | 6 |
| 2.4 | Worldline Environmental and Energy System | 7 |
| 2.5 | Environmental and Energy Policy Main Principles | 7 |
| 2.6 | Worldline Environmental and Energy Posters | 8 |
| 2.7 | Worldline Environmental and Energy Policy applicability | 8 |
| 2.8 | Worldline strategic challenges | 8 |
| 2.9 | Policy Governance | 9 |

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Executive Summary

The Worldline Environmental and Energy Policy is describing the policy principles and the environmental and energy strategic challenges.

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1 General information

1.1 Scope of the document

Worldline delivers services, enabling its customers to offer digital solutions to the end consumer. Actor for B2B2C industries in 50+ countries, Worldline supports and contributes to a range of businesses and administrative services.

Purpose

The purpose of this Environmental and Energy Policy is to introduce the environmental and energy strategy and main actions, as part of Corporate Social Responsibility (CSR) of Worldline Group.

It provides the main principles and high-level generic guidelines, in order to set up actions over short- and long-term process, regarding the Worldline Group main environmental and energy challenges. This Environmental and Energy Policy is also a key document as part of the Environment and Energy Management System (§5.2 ISO14001:2015 and ISO50001:2018).

These main principles and high-level generic guidelines aim to help the managers, employees, business partners, clients and stakeholders to better understand how Worldline's activities impact the environment and how to act in order to reduce or eliminate the negative impacts to improve its environmental and energy footprint.

Scope

The Environmental and Energy Policy is applicable to all Worldline entities and operations worldwide, all office sites and datacentres regardless of their location for ISO 14001:2015, and concerning the ISO50001:2018 the policy is applicable for all internal data centres which are managed by Worldline.¹

The Environmental and Energy Policy is intended to inform and involve all managers, employees, business partners, clients and stakeholders about Worldline's environmental and energy strategy and action plans.

¹ The internal data centres in France (Vendôme, Noyelles les Seclin, Seclin Dassault) will be certified in Q4/2023.

1.2 Terms and definitions

The applicable terms and definitions are part of the Worldline lexicon; in particular, the following definitions and acronyms are important for the purpose of this document:

- **Process Deviation:** A process deviation occurs when
 - a locally implemented policy, process, procedures or process aide tool differs from those implemented at group level.
- **Major deviation:** A Major deviation occurs when the process deviation represents a high business risk for the organization.
- **Minor Deviation:** a Minor deviation occurs when a deviation does not represents a high business risk for the organization.
- **Gp** Standas for Guiding Principles composing this policy document

Terms & Definitions

In this document, the terms “Group” or “Worldline” mean the Worldline SA parent company itself.

Environmental and Energy Policy:

A statement by an organization of its intentions and principles with respect to environmental and energy performance, which provides a framework for action and for the setting of Environment and Energy objectives and targets.

Environmental and Energy Impact:

The environmental and energy impact of an industry, service, plan or project

| Abbreviation | Explanation |
|-----------------------------|---|
| CO₂ | Carbon dioxide or CO ₂ |
| CSR | Corporate Social Responsibility |
| DC | Data center |
| EMS | Environmental & Energy Management System |
| ExCom | Executive Committee |
| GBL(s) | Global Business Line(s) |
| GHG | Greenhouse Gas |
| Internal data centre | Owned by Worldline |
| KPI | Key Performance Indicator |
| NGO | Non-Governmental Organizations |
| ORM | Operational Risk Management |
| PUE | Power Usage Effectiveness |
| TCFD | Task Force on Climate-related Financial Disclosures |

2 Policy

2.1 Worldline CEO Statement

“Being part of Worldline Group is a key opportunity to create the relevant operational synergies in order to improve the environmental and energy performance and footprint of its own activities. The strong commitment of the Group for a better planet, widely recognized by leading non-financial organizations such as the Dow Jones Sustainability Index or the CDP, testifies to the Group determination to permanently innovate to implement the best Environment and Energy practices across its organization and value chain, and to design eco-friendly digital solutions enabling its customers to tackle their own environmental and energy challenges.”

2.2 Worldline CSR Officer Statement

“Following the Paris Agreement that resulted in the 2°C scenario, Worldline has significantly strengthened its environmental and energy commitments and accelerated its transformation to improve its performance by reducing carbon and energy intensity related to its business activities. Worldline needs to include significant increase of renewable energies, be strongly involved in the circular economy and develop employee awareness at any level of the organization. Worldline’s climate strategy is thus a key driver for our business performance and ambition toward meeting the even more demanding expectations of all our stakeholders – and society as a whole. I strongly rely on each of us to contribute and go even further in implementing pioneering initiatives to strengthen Worldline environmental and energy excellence and leadership.”

2.3 Worldline Risks analysis

Worldline conducted a climate Risks and Opportunities (R&O) analysis with the objective to better respond to worldline stakeholders’ need for climate-related information and better measure the climate impacts faced by Worldline to increase the company resilience. The most material R&O identified are the results of a consultative process that required several internal workshops involving contributors from all the relevant departments: Risk, Compliance, Environment and CSR, Data Centre management, Strategy, Finance, Marketing, Facility Management (FM) and Business Continuity departments. Based on these workshop discussions, a climate-scenarios analysis was conducted to strengthen the relevance of the results. The methodology used also aligned with the TCFD framework and is based on Worldline existing Enterprise Risk Management framework.

The list hereafter summarized the key findings of this analysis. None of the risks have been considered as severe. All these risks were already covered through Worldline ERM.

For a detailed description, consequences, likelihood, monitoring and mitigation actions, please refer to Worldline Reference Document on worldline.com public site.

- **RISKS**
 - Heavy rains and flooding
 - Rising carbon pricing
 - Rising temperatures
 - Energy costs

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- Resources and Energy availability
- Energy & Environmental Regulation

- **OPPORTUNITIES**

- Low carbon services
- Renewable electricity
- Technical innovations
- Conserving and creating sustainable business
- Trusted leaders in the sector

2.4 Worldline Environmental and Energy System

Worldline has defined and implemented a Global Environmental and Energy Management System. By being aware of our engagement and role in the landscape of digital technologies, the main ambitions and commitments of this system are:

- To take into account the environmental and energy impact of the Group’s operations and actively reduce its overall footprint
- To actively contribute to fight climate change and preserve natural resources
- To take into account the stakeholders’ expectations in terms of environmental and energy challenges, both at global and local levels

The Environmental and Energy Policy is fully aligned with the Group ambitions and with the Corporate Social Responsibility (CSR) strategy. The Environmental and Energy Policy and the environmental and energy objectives are in line with Worldline’s business strategy.

Worldline is committed to comply with the national regulations and continuously pushes forward its Environmental and Energy Management System to improve its performance and reduce its environmental and energy impact.

2.5 Environmental and Energy Policy Main Principles

Main principles or high-level generic guidelines have been adopted by the Group to monitor and reduce its environmental and energy footprint. All Worldline’s entities and operations worldwide, shall comply with these principles in the countries where they operate.

| The main principles of the Worldline Environment and Energy Policy | |
|--|---|
| 1 | Act permanently to measure and reduce the environmental impact of activities (including product and services, business facilities, distribution and logistics, management of waste and prevention of pollution) |

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| | |
| 2 | Continuously improve the energy efficiency of Data Centres |
| 3 | Comply with legal requirements and other applicable regulations |
| 4 | Involve suppliers to comply with its statements, through suppliers' commitment to the Business Partner's Commitment to Integrity |
| 5 | Involve all employees to be engaged in the Environmental and Energy Policy |

2.6 Worldline Environmental and Energy Posters

All sites certified ISO14001:2015 and/or ISO 50001:2018 display the applicable poster.

If required the poster will be translated into local languages.

2.7 Worldline Environmental and Energy Policy applicability

Main principles or high-level generic guidelines have been adopted by the Group to monitor and reduce its environment and energy footprint. All Worldline's entities and operations worldwide, shall comply with it.

2.8 Worldline strategic challenges

Considering its activities and business, Worldline's main priorities and potential impacts (in terms of mitigating risks and opportunities) are the following:

Worldline environmental and energy strategic challenges are:

| Worldline environmental and energy strategic challenges | |
|---|---|
| 1 | Certify ISO 14001:2015 all internal data centres and office locations above 500 people |
| 2 | Certify ISO 50001:2018 all Worldline internal data centres |
| 3 | Reduce carbon intensity each year to reach Worldline CO ₂ reduction targets |
| 4 | Increase the part of renewable energy in electricity consumption |
| 5 | Compensate for CO ₂ emissions from its activities (data centres, offices and travel) |
| 6 | Continuously improve the energy efficiency of Data Centres |

Local initiatives and action plans

In order to align with their own analysis of the significant environmental aspects and significant energy usages of the sites, some local actions can be implemented.

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- **At sites level** (offices, data centres, and other sites): when appropriate, considering the challenges and the sites activities, local initiatives and monitoring shall be put in place.

When appropriate, environmental and energy targets can be set at local level.

2.9 Policy Governance

Worldline has set a specific governance to manage the Environmental and Energy topics. The CSR Officer, reporting directly to the CEO, is in charge of Social, Environmental and Energy topics. He is supported by :

- The Global Environmental & Energy Manager who is in charge of Environmental and energy strategy and action plan monitoring,
- The Global ISO14001 & ISO50001 Manager who is handling certifications worldwide.
- The Country Environmental and Energy Managers are in charge to ensure local execution and to handle country specific certification and action plans. (Note: In countries where this is no ISO50001 certified locations, there is no Energy managers).

The bodies setup to manage the Environmental and Energy Policy are:

- Quarterly CSR session, CSR Officer meeting with the CEO
- Quarterly Worldline Environmental, Climate and Energy Board
- Yearly Global Environmental & Energy Management review