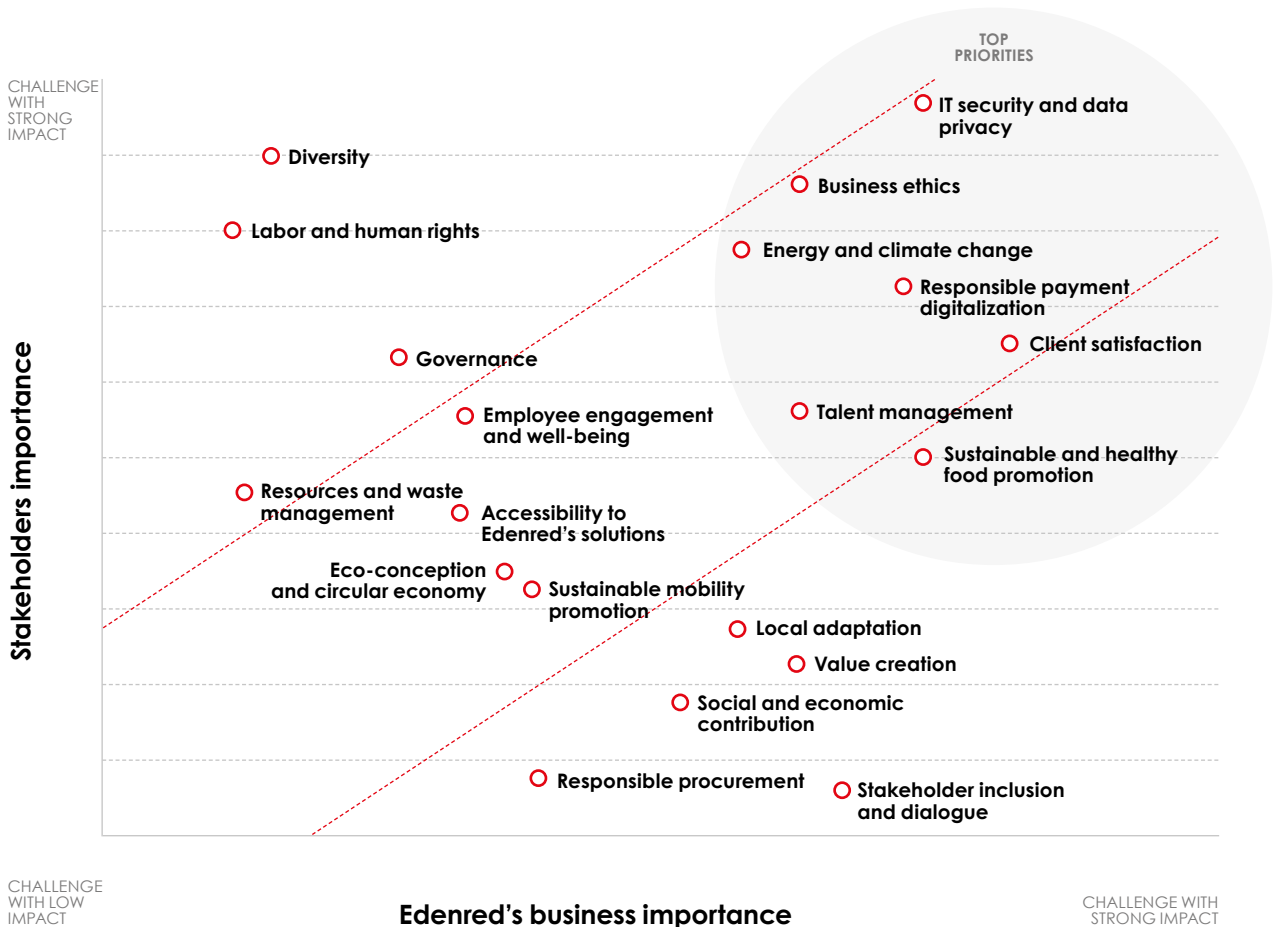


○ A responsible approach to communities and the environment

With its Next Frontier strategic plan, Edenred has initiated a new phase of sustainable and profitable growth for all of its stakeholders. The new plan has also enabled the Group to reaffirm its corporate social responsibility (CSR) commitments, which are formalized in its "Ideal" program.

Clearly identified challenges

The materiality assessment carried out in 2017 allowed Edenred to identify and prioritize the main social, economic and environmental challenges it faces. The study brought to light seven **top priorities** (in the grey circle below), which have been used to define objectives for Edenred's corporate social responsibility strategy.



A structured approach for a firm commitment

Measured via specific indicators and placed at the center of its business model, the Group's social responsibility policy is structured around three interdependent, closely linked focus areas: People, Planet and Progress. Moreover, starting in 2020, Edenred has decided to index the financial conditions attached to one of its financing instruments to a selection of its social and environmental performance indicators.

idealpeople Improve quality of life

— Edenred is committed to improving quality of life for all of its stakeholders, including the 50 million employee users of its solutions and its 10,000 staff members. This commitment is underpinned by three key objectives: **be an employer of choice, promote well-being and contribute to local development.**

Objectives for 2022

- 80%** of employees trained each year
- 25%** women in executive positions
- 1,000** days of volunteering
- 50%** of merchants and users made aware about balanced nutrition

Objectives for 2030

- 85%** of employees trained each year
- 40%** women in executive positions
- 5,000** days of volunteering
- 85%** of merchants and users made aware about balanced nutrition

idealplanet Preserve the environment

— Edenred helps to protect the environment by **reducing its carbon footprint**, its consumption of resources and its production of waste. The Group also designs **eco-services** to improve mobility and combat food waste and backs up its commitments by **managing the impact of its solutions** throughout their lifetime.

Objectives for 2022

- 26%** greenhouse gas emissions versus 2013
- 20** eco-services offered
- 35%** of solutions eco-designed or recycled

Objectives for 2030

- 52%** greenhouse gas emissions versus 2013
- 1** eco-service offered per country
- 70%** of solutions eco-designed or recycled

idealprogress Create value responsibly

— Edenred develops its activities throughout the value chain in an **ethical** manner, while ensuring **IT security and data protection** for all of its stakeholders and involving them in the **digital transformation.**

Objectives for 2022

- 100%** approval rate of the Charter of Ethics among employees
- 100%** of employees made aware about personal data protection issues
- 50%** of subsidiaries certified for quality management

Objectives for 2030

- Edenred on the list of the **World's Most Ethical Companies**
- Implementation of strict **internal rules** and **certification** processes
- 85%** of subsidiaries certified for quality management



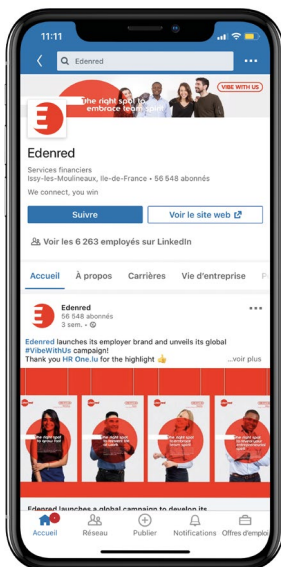
The three focus areas of “Ideal” address 12 of the UN's 17 Sustainable Development Goals

A responsible employer with responsible employees

— In the Transformation component of the Next Frontier strategic plan, **diversity** plays a key role. In line with this, Edenred is committed to giving all of its employees equal opportunities to develop their skills and fulfill their potential at every stage of their career, regardless of gender, origin or experience. Thanks to **Edenstep**, young graduates can kick-start their careers by spending 24 months abroad, in positions of responsibility. Specific programs such as **Talent Week** and the **Edenred Executive Academy** accelerate the development of high potential employees with different levels of experience. And the **Edenred Digital University** e-learning platform gives employees access to shared training resources adapted to the country in which they work.

Edenred also encourages its 10,000 staff members to get involved in **Idealday**, an annual day of outreach activities to support local communities, and **Edenraid**, a global contest that allows employees to convert their sporting achievements into donations to non-profit organizations. In addition, with the **Edenred Heroes Challenge**, launched in 2019, employees who are “everyday heroes” can champion a cause to which they are personally committed for a chance to secure a donation from the Group.

1,470
days
of volunteering
in 2019



A vibrant employer brand

“Vibe with us” is the Group's new employer brand tagline, unveiled globally in March 2020. Edenred's 10,000 employees vibe every day to the rhythm of the Group's values – passion for customers, respect, imagination, simplicity and entrepreneurial spirit. Responsibility is a common denominator at Edenred. Employees are driven by their commitment to the company and its stakeholders and are rewarded with an environment that supports their personal and professional development.



Edenred, driving sustainable mobility

15
eco-services
offered by Edenred
in 2019

— In addition to offering Fleet & Mobility Solutions that enable clients to manage their consumption of traditional fuels more effectively and responsibly, Edenred contributes actively to the development of cleaner transportation alternatives.

In the United States, for example, the **Commuter Benefits** program provides incentives for employees to use mass transit. **Cycle2Work** enables companies in the United Kingdom to subsidize the cost of a bicycle for their employees. And **Mobility**, launched in 2019, encourages employees in Belgium to choose responsible modes of transportation rather than using a company car.



A virtuous digital transformation

96%
of employees
had approved
the Charter of Ethics
in 2019

— To meet the needs of its stakeholders, Edenred is capitalizing on its own digital transformation to offer an exemplary level of service, synonymous with financial, technical and social inclusion.

In keeping with its role as a digital leader, the Group is also particularly attentive to **IT security** and takes all necessary steps to ensure the continuity of its businesses worldwide and the ongoing protection of its clients' personal and other data. To this end, Edenred has initiated a continuous improvement process to anticipate and address emerging risks. The behavior expected of employees is set out in Edenred's **Charter of Ethics**, which is approved by every new arrival to the Group.