

ingenico

Ingenico Sustainability Charter

Our
Commitments
and
2027
goals



Notes on Sustainability

Sustainability has always been at the core of Ingenico's values and an integral part of our strategy. As a leader in the payment solutions ecosystem, we have been evolving and defining our sustainability goals to best suit our clients and stakeholders.

At Ingenico, we are driven by Innovation, empowered by Trust and Care. Our sustainability program was built on the same values, to longtime serve our interested parties.



With these commitments, we aim to generate true value and opportunities for improving Ingenico's overall competitiveness, performance, and positive impacts on our customers, our ecosystem and global society.

Our Vision & Mission



Vision

Moving
Commerce
Forward

Mission

We exist to transform the commerce ecosystem through purpose led innovation that enables our customers and their customers to do more with payments.



Impact 2027

A New & Evolved Sustainability Strategy

In 2024, we conducted a Double Materiality Assessment (DMA) in line with the European Financial Reporting Advisory Group guidelines and the European Sustainability Reporting Standards.

Through deliberation with stakeholders and the results from the DMA, we created IMPACT 2027 – the new sustainability strategy designed to generate long-term value for all stakeholders while addressing global challenges focusing on the security of our services, the limited environmental footprint of our solutions and the well-being of our teams.

Our 3-year Engagements and 2027 Goals



Goal 2027

Build trust

with our ecosystem for secure commerce

We protect sensitive data and ensure regulatory compliance to build customer confidence and maintain our brand reputation.



Promote a "security first" culture

Provide high security awareness through trainings to all employees

Reinforce access control rules for development, production and administration right

Develop partnerships with key security players and regulation bodies

90% of developers having completed specific secure development training



Be the trusted partner in the payment chain

Achieve a certified security management system

Ensure that AI-related initiatives and technologies adhere to the highest ethical standards

Design a comprehensive data lifecycle from a cyber and data privacy standpoint

4 countries covered by an ISO 27001 certification



Innovate for reliable industry leading solutions

Increase number of innovation patents

Maintain a high level of investment in innovation

45 new patents / year



United Nations Sustainable Development Goals (SDG)

Goal 2027

Innovate

for responsible products, solutions & services

We are committed to reducing our environmental footprint through innovation, design, and in-house procedures.



Integrate circular economy principles for our products and services

Improve carbon footprint of new products

Reinforce remote diagnostic of terminals

30 kg CO2e / terminal on average



Optimize terminals and solutions' use to reduce resource consumption

Develop digital receipt option for our products

Adopt energy-efficient data centres and cloud services powered by green energy

Optimise stocks to reduce waste from raw materials

85% of renewable energy used by our data centers / cloud suppliers



Provide most-efficient solutions to extend lifespan of our products

Improve reparability of new devices

Develop refurbishing program

75% of new terminals with a minimum reparability score threshold of 8.0



United Nations Sustainable Development Goals (SDG)

Goal 2027

Take care

of our teams

We believe in providing a healthy, secure, and safe environment for our Ingenico members to work in, while fostering diversity and inclusion. We will always strive to ensure that employees are fairly and equally treated.



Foster a positive and healthy work culture

Embed our culture to share common values and behaviors

Support new joiners with buddy program

Promote employee driven initiatives



Promote diversity and equal opportunities for all

Improve gender diversity at leadership level

Support women's inclusion in Tech

Increase internal mobility



Encourage personal achievement through professional development programs

Promote learning and self-development

Develop mentoring and reverse mentoring

Foster individual development plans at all levels

80% of new joiners with a buddy assigned

35% of women in leadership population

7.5 learning hours per employee



United Nations Sustainable Development Goals (SDG)

Transparency and Integrity

As part of our commitment to sustainable development, we pledge to ensure the transparency, honesty, and verifiability of all our sustainability communications.

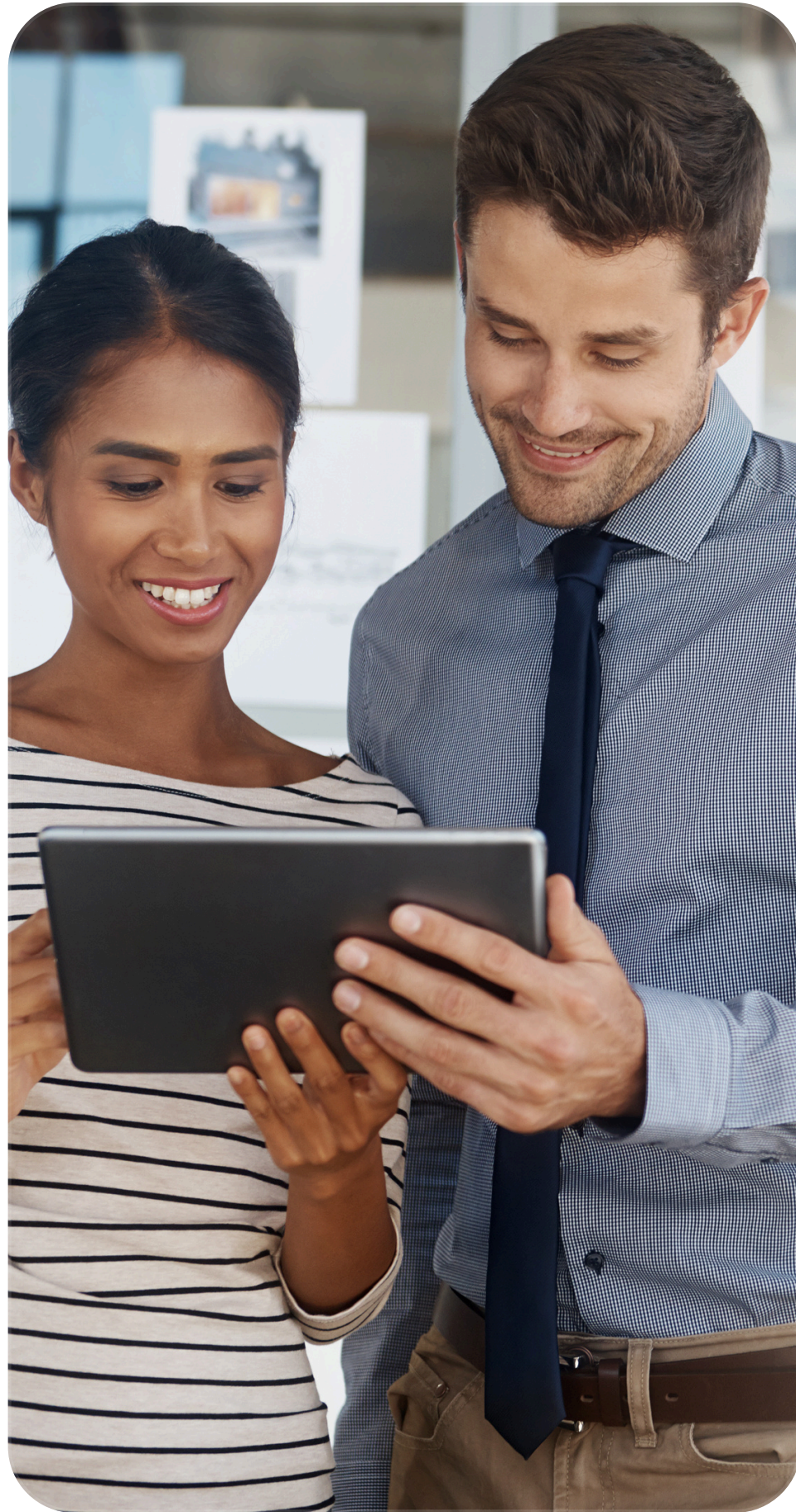
We strictly prohibit any form of greenwashing, meaning any communication that could mislead stakeholders about the reality or extent of our sustainability commitments.

Accordingly, all our sustainability claims are supported by measurable, verifiable data, audited by independent third parties whenever possible.

We commit to regularly publishing sustainability reports in line with international standards, including clear performance indicators.

This commitment aims to strengthen stakeholder trust and promote a culture of integrity.

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Thank you!

"At Ingenico, Innovation, Trust, and Care are more than words; they are the driving force behind a better tomorrow."