

Corporate Social Responsibility Charter

CCV Group

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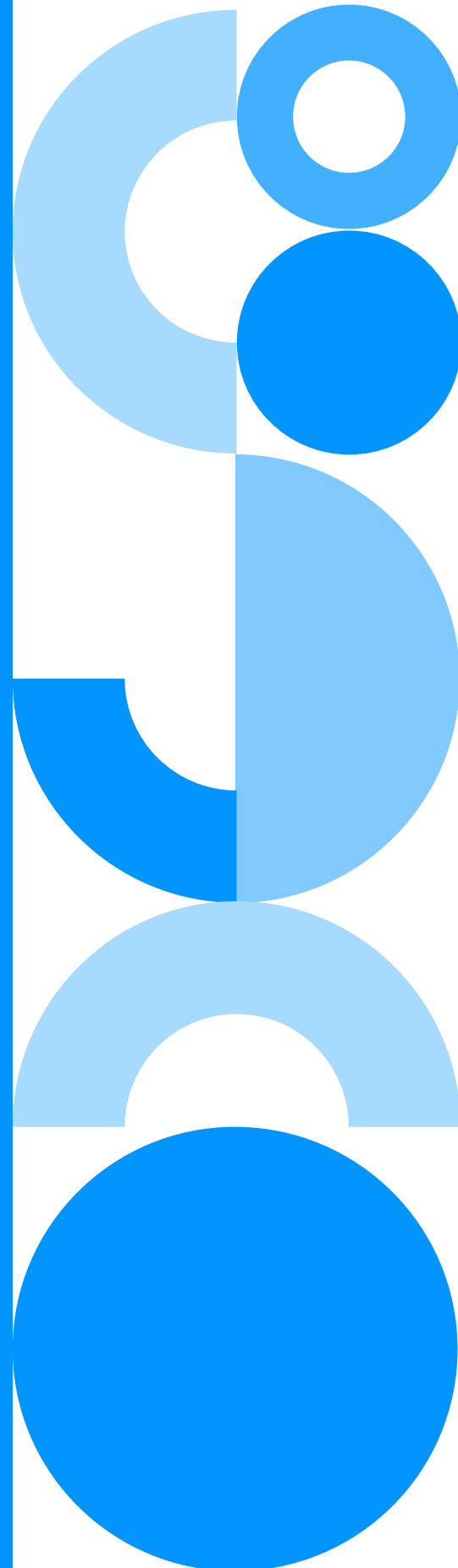


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1. Introduction

Through #WeCARE2024, CCV has reinforced its commitment to systematically improving its business, working on five strategic pillars: social, environmental, value chain, governance and corporate citizenship. CCV will work towards its sustainability objectives, following seven guiding principles.

The process will be centrally managed, and the results disclosed in line with international frameworks and through certified platforms. The charter applies to all areas of CCV's business operations and departments, it informs our approach to business stakeholders and our engagement in the society.

1.1 Objective

CCV CSR Strategy 2024 will be implemented under project name #WeCare. Our objectives with #WeCare 2024 and accompanying charter are to integrate and continually develop the following aspects into everyday business operations of CCV. This applies to:

- Social responsibility
- Environmental sustainability
- Responsible value chain management
- Corporate citizenship
- Ethical governance

1.2 Related internal policies, procedures (context)

This charter is part of a collection that inform about the company's vision and goals for the company's sustainability strategy #WeCARE 2024. The charters support the systematic adoption of sustainability values and principles in all areas of our business. Other related charters:

CCV Corporate Social Responsibility charter
CCV Human rights, labor and anti-discrimination charter
CCV Ethical marketing and communication charter
CCV Ethical value chain & business relations charter

1.3 The role of the charter

CCV's sustainability charter has the role of informing about the company's approach and CSR priorities, in line with the company's #WeCare 2024 CSR strategy. The charter is the guiding document on the principles and strategic pillars that inform CCV's journey into becoming a sustainable company for present and future generations.

The charter is of public interest, published on the company's website and available to all internal and external stakeholders. For any questions about the information included in this charter, please contact csr@ccv.eu

2. A word from Chair of the Board

CCV is more than a company - it is the success story and a life story of many talented and dedicated people who have made CCV what it is today. It is a life story of our founders - Cor and Bep van de Velden, who were driven by their passion and worked hard to see their clients succeed. Now nearly 65 years later, CCV has grown into an innovative international payment solution provider, touching the lives of thousands of customers and their customers. We are the power behind millions of payment moments that take place every day - a vital infrastructure that facilitates the economy, empowers businesses, and supports the consumer.

We are the proud employer of nearly 1000 employees, who are the true driving force behind the power of payment, and for whom we are committed to provide an inspiring and fulfilling professional environment. Driven by a strong sense of responsibility towards all our employees, business partners and the society at large, we now embark on an ambitious journey of sustainability. Together we commit to a three-year sustainability strategy - #WeCare

#WeCare is our renewed commitment to people, the planet and to our responsibility as a durable business.

This commitment is based on a strong foundation. Over the years, we have embedded sustainable practices in our business model. From our careful attention to labour conditions, the health and wellbeing of our employees, to our concern for upholding the highest standards of Privacy and Security - we have always aimed to build durable and respectful relationships with our customers and colleagues. Over the years we have built a highly proficient Repairs department and sought to provide products with a reduced environmental impact, increasingly embedding environmental responsibility in our offer.

We are proud of our work so far, and we aim to build on this legacy. We are more committed than ever to work on all fronts in improving our responsibility towards people, the environment, and the communities we are part of, while strengthening our governance and value chain management systems. We know that this journey is a lifelong commitment that requires time, resources, and determination. But we are ready for it. Join us on our journey to becoming the company of the future.



Mrs Enny van de Velden
Chair of the Board and Chief Commercial Officer, CCV Group

3. Our guiding principles

3.1 Inspired by international thought leadership

The field of sustainability has evolved into becoming an issue of strategic leadership. At CCV, we want to become part of the movement of responsible businesses, while guided by international agendas and existing CSR frameworks. We are committed to contributing to the 17 UN Sustainable Development Goals and to align our business to the ten principles of the UN Global Compact.

We seek to improve our business by being transparently assessed through Ecovadis* (international and accredited rating organisation) and we aim to adhere to the Global Reporting Initiative, strengthening our CSR reporting and disclosure processes. We have borrowed from the ESG (Environmental, Social, Governance) indicators or the Triple Bottom Line in identifying key areas of action. And we will continue to foster collaborations and partnerships, seeking to create shared value and to strengthen our impact as a corporate actor in the society.

*Ecovadis. <https://ecovadis.com/>

Ecovadis is a global business sustainability rating platform. Ecovadis rates a company's material sustainability impact and assesses the ESG (Environmental, Social, Governance) performance. The ratings are grouped into four themes: Environment, Labour & Human Rights, Ethics, and Sustainable Procurement.

3.2 Building on CCV's values

As our company's most ambitious CSR strategy to date, #WeCare 2024 was built in line with CCV's core values: connected, reliable, experienced, and future proof. It is essential that the CSR strategy remains connected to the company's fundamental building blocks and its strategic direction. This way, the CSR strategy becomes an integrated part of our DNA, with a stronger mandate, relevance, and sustainability. We are committed to honor our legacy and to improve ourselves for years to come.

3.3 Anchored in the current context

In developing #WeCare 2024, we dedicated extensive time and resources to understanding the current context. Looking at industry trends and standards and conducting a comprehensive internal sustainability audit have been the building blocks of CCV #WeCare 2024. This assessment was built on a group-wide consultation process with numerous internal and external stakeholders, critical discussions, and materiality assessments. Our strengths and weaknesses, gaps and aspirations have inspired #WeCare 2024.

3.4 Systematic company-wide journey

At CCV, we decided to take a systematic approach to sustainability. #WeCare 2024 looks at all areas of our business (social, environmental, value chain, governance and community engagement), aiming at improving core processes and aligning them to principles of sustainable business. We are aware that the era of

philanthropic CSR has passed; more ambitious and holistic approaches are needed. And this is the journey that we have set for ourselves.

3.5 Action and learning oriented

With #WeCare 2024, CCV launches its first CSR strategy of this magnitude. We acknowledge that this will be a learning process, built on small yet steady steps. Every step matters and every action will be taken as an opportunity to learn and improve. The strategy has set ambitious goals and we plan to pursue them in full force, but we know that there is a degree of unpredictability in any plan. It will require time and commitment, leadership and resources. This process will teach us how to transform a vision into reality.

3.6 Creating an engaging and participatory environment

#WeCare 2024 was built on rounds of close stakeholder consultations involving discussions, steering committee meetings, and internal and external surveys acting as materiality assessments. At CCV, we value the importance of providing avenues for consultation, engagement and participation. Moving on, the strategy builds and strengthens such processes throughout its implementation, continuing to listen to the needs and the views of our stakeholders.

3.7 Integrated in our daily business processes

#WeCare on every level in our organisation; all our employees have ownership of their department's CSR goals. For procurement, for example, this means CSR is an integrated part of the due diligence and evaluation of suppliers. Throughout, we repair, recycle, and limit waste where we can.

4. The five pillars of our sustainability strategy: #WeCare 2024

#WeCare 2024 is inspired by international thought leadership, by industry trends and benchmarks, as well as by the views of our internal and stakeholders. The strategy proposes five strategic avenues that should support the company's vision for sustainability. These five objectives are the pillars of #WeCare 2024: social responsibility and community engagement, environmental responsibility, and value chain management and finally, ethical and responsible governance.

4.1 Governance: #WeCare about our governance and business ethics

#WeCare 2024 will continue to build on CCV's governing systems, safeguarding the Code of Ethics, Whistleblowing system and consultations with all stakeholders. We recognise our responsibility to cater for Security and Privacy in all areas of our work, ensuring that our clients, employees and all business partners can trust their business with us. With a new and stronger CSR mandate, we pledge to the UN Global Compact and we commit to monitoring and reporting our progress towards the sustainability objectives set by #WeCare 2024.

4.2 Social: #WeCare about our people

#WeCare 2024 aims at strengthening the quality of the systems that support the human capital of the company - the CCV people. #WeCare 2024 brings a refreshed focus on integrating anti-discriminatory practices, supporting diversity and equity, promoting employee health & wellbeing, and creating opportunities for lifelong learning and professional development. By doing so, CCV aims at meeting the needs of present and future generations of CCV employees, becoming the company of choice, a place of professional fulfilment.

4.3 Environmental: #WeCare about our footprint

#WeCare 2024 brings CCV's responsibility for climate and environmental impact into action. At CCV, we are committed to reducing our environmental footprint and act against climate change by reducing and optimising our energy consumption, use of natural resources and waste management. The process aims at building on existing sustainable processes, such as the CCV Repair division, continuing to develop the life cycle thinking. #WeCare 2024 brings a strong focus on educating and informing better choices for the climate among our staff, clients and other business partners.

4.4 Value Chain: #WeCare about our global impact

#WeCare 2024 brings a new focus to applying ethical and environmental principles in our value chain. We acknowledge our role in the global trade system and our responsibility to act on due diligence. This elaborate process will drive stronger policies and procedures, evaluating and acting on compliance by our business partners. In doing so, we will build company expertise and capacity on sustainable value chain management.

4.1 Corporate Citizenship: #WeCare about our role in the community

#WeCare 2024 acknowledges the role and the responsibility that CCV has as a corporate citizen, building on the concept of social return. We aim to do so by engaging in strategic partnerships and identifying opportunities to create shared value. CCV will actively pursue collaborations that drive research and innovation to advance financial inclusion, share know-how and bring a positive contribution to the society, in line with the SDG 17. Partnerships for the Goals.