

CSR Governance **Servipay Group**

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1. Introduction

Aim of the document

The aim of this Corporate Social Responsibility (CSR) governance document is to define and structure Servipay Group's commitment to sustainable development and social responsibility. It aims to provide a clear and consistent framework for all CSR actions undertaken by the companies within Servipay Group (Servipay, Paypuce and PayPerPot), while ensuring that they are aligned with our vision, our values and our strategic objectives.

The main aims of this document are to:

1. **Outline our commitment:** set out Servipay Group's commitment to CSR, while highlighting the importance of sustainability and social responsibility for our long-term success.
2. **Define CSR governance:** present the governance structure that was implemented to lead and oversee our CSR initiatives, while providing details of individual roles and responsibilities.
3. **Set clear objectives:** establish specific, measurable, achievable, relevant, and time-bound (SMART) objectives to guide our CSR efforts.
4. **Structure our actions:** provide a framework for the development, implementation and assessment of our CSR action plans, while covering the environmental, social and economic dimensions.
5. **Ensure transparency and communication:** set up transparent monitoring and reporting mechanisms to regularly inform our stakeholders about our CSR progress and performance.
6. **Encourage stakeholder commitment:** encourage the active participation and commitment of all internal and external stakeholders by fostering constructive dialogue and efficient partnerships.
7. **Promote innovation and ongoing improvement:** drive innovation and encourage the ongoing improvement of our CSR practices by incorporating feedback and industry best practices.

By setting out our CSR approach in this document, we reiterate our determination to integrate the principles of sustainability and social responsibility into the very core of our business strategy. We are convinced that this commitment will not only contribute towards the sustainability of our company, but also the well-being of our employees, partners, society and the environment.

Definition of CSR for Servipay Group

Servipay Group sees Corporate Social Responsibility (CSR) as a concept that encompasses the voluntary integration by companies of social, environmental and good governance concerns into their business activities and their relationships with their stakeholders. For Servipay Group, which operates in the electronic payment industry, this entails adopting practices which go beyond simple compliance with regulations, by making a positive contribution to society and minimising our environmental impact.

In the electronic payment industry, our CSR approach is structured around the following pillars:

1. **Security and reliability of transactions:** ensuring the security and reliability of the payment solutions provided to our customers by protecting sensitive data and complying with the most stringent cybersecurity standards.
2. **Responsible innovation:** developing innovative technologies which meet user needs while incorporating sustainability and ethics criteria.
3. **Environmental impact:** reducing our ecological footprint by optimising the energy efficiency of our products and adopting eco-friendly practices in our operations.
4. **Social commitment:** encouraging accessibility to intangible payment solutions, including for very small businesses and the non-profit sector.
5. **Ethics and compliance:** respecting ethical principles in all of our activities by ensuring compliance with the regulations in force and promoting transparency.
6. **Employee well-being:** creating a safe and inclusive working environment in which our employees can flourish both professionally and personally.

By incorporating these principles into our strategy and our day-to-day operations, we strive to be a responsible and committed player in the sustainable development of our industry, while providing added value to our customers, employees, partners and society as a whole.

Message from management

Dear employees, partners and stakeholders,

Within Servipay Group, our history is rooted in family values that have guided us since our creation. As a family-owned business, we have always considered our staff, customers and partners as part of the extended Servipay family. This unique perspective influences every decision we make and every action we take.

Today, we reiterate our commitment to fully integrating Corporate Social Responsibility (CSR) into our long-term vision. For us, CSR is much more than an obligation; it's a natural extension of our values and our mission. It is reflected in our balanced approach to the three essential economic, social and environmental dimensions of sustainability.

1. **Economic dimension:** we are committed to maintaining sustainable and ethical growth that benefits local players. Our aim is to provide innovative and secure payment solutions that meet our customers' needs, while ensuring transparent and responsible management of our resources. The stability and economic prosperity of our company are the guarantees of our ability to invest in innovation and support our communities.
2. **Social dimension:** the well-being of our employees is at the heart of our concerns. We endeavour to create an inclusive and caring work environment in which everyone feels valued and respected. We are also committed to promoting financial inclusion and to making our services accessible to all, particularly the most vulnerable economic players. By supporting social initiatives and actively participating in the life of our communities, we strengthen the bonds that unite us.
3. **Environmental dimension:** we are responsible for minimising our impact on the planet. This involves optimising the energy efficiency of our infrastructure, reducing our carbon footprint and adopting eco-friendly practices in our day-to-day operations. By integrating sustainability criteria into our value chain, we help to preserve natural resources for future generations.

Our commitment to CSR is an ongoing journey, guided by our desire to make Servipay Group not only a leader in our sector but also a model in terms of responsibility and sustainability. We are convinced that this path will enable us to build a better future for our company, our employees and society as a whole.

We would like to thank each and every one of you for your commitment and support in this endeavour. Together, we will continue to make Servipay Group a family-owned company that remains true to its values while adapting to the challenges and opportunities of the future.

Alexandre, Etienne and François Renaux

2. CSR vision and values

Vision

At Servipay Group, we are fully aware that our activities have an impact on the environment, the economy and society. Our Corporate Social Responsibility (CSR) vision is based on four key pillars: the environment, the economy, society and our core values.

Environment

We recognise that human activity has a substantial impact on the environment. It is our duty to minimise this impact through tangible actions, such as reducing our carbon footprint, promoting energy efficiency and adopting sustainable practices. We undertake to:

- Reduce our energy consumption and use renewable resources.
- Promote recycling and waste reduction in all of our operations.
- Encourage ecological innovation when developing our solutions and services.

Economy

We have an economic responsibility towards our customers and partners. Our aim is to allow them to carry out their activities in the best possible conditions thanks to our innovative and secure payment solutions. We undertake to:

- Offer reliable payment solutions that are tailored to our customers' needs.
- Support the economic development of our partners by enabling efficient and secure transactions.
- Contribute towards sustainable economic growth by investing in responsible projects.

Company

Aware of our social impact, we offer our employees a fair salary that allows them to fulfil their personal projects and maintain a good work-life balance. We undertake to:

- Ensure safe, inclusive and respectful working conditions.
- Promote the well-being of our employees through health and personal development initiatives.
- Support local communities through volunteer programmes and partnerships with local organisations.

Our values: service, innovation, peace of mind, proximity

Our core values are the foundation of our CSR vision. They guide all of our actions and decisions:

- **Service:** placing our customers' and partners' needs at the heart of our priorities by providing an exceptional and personalised service.
- **Innovation:** encouraging innovation to develop ever more efficient and sustainable payment solutions that can meet the challenges of the future.
- **Peace of mind:** creating a trusted and secure environment, both for our customers and our employees, by ensuring the confidentiality and reliability of our operations.
- **Proximity:** valuing and supporting local initiatives by cooperating with local partners and contributing towards the development of local economies.

By adopting this CSR vision, we reiterate our commitment to being a sustainable and responsible player, in line with our values and in favour of a better future for all.

3. Conclusion

By setting out our Corporate Social Responsibility (CSR) approach in this document, we reiterate our commitment to integrating the principles of sustainability, social responsibility and ethics into the very core of our business strategy. The objectives and actions set out in this charter reflect our desire to have a positive impact on the environment, society and the economy. We firmly believe that this approach will not only contribute towards the sustainability of our company, but also the well-being of our employees, partners, customers and local communities. Together, we will build a more sustainable and responsible future, making Servipay Group an exemplary leader in the electronic payment industry.