SUSTAINABILITY HIGHLIGHTS 2014

Trust. Everywhere
“Bringing trust to the fast-growing digital and mobile world is a big responsibility. People need confidence in our ability to achieve such a fundamental role in society.”

Olivier Piou, Chief Executive Officer

Our vision

We believe people everywhere have a right to feel secure in their digital lives. Digital technology offers huge potential for people all over the world. The possibilities are increasing daily – and so is the need for security.

So our purpose is:

to enable our clients to bring trusted and convenient digital services to billions of people.

Our solutions enable our clients to deliver a vast range of secure services in mobile communications, payment, online banking, cloud access, identity and privacy, electronic government, the internet of things, software monetization and so on.

We provide solutions for some of the world’s best-known organizations.

- 3,000+ financial institutions
- 450 mobile operators
- 30,000+ enterprises
- 80+ eGovernment programs

\[\text{2bn+} \] END-USERS BENEFIT FROM OUR SOLUTIONS

\[\text{€2.5bn} \] 2014 REVENUE

\[\text{180+} \] COUNTRIES WHERE OUR CLIENTS ARE BASED

\[\text{116} \] NATIONALITIES IN OUR WORKFORCE

\[\text{12,000} \] EMPLOYEES

\[\text{114} \] NEW PATENTS FILED IN 2014
Our approach to sustainability

Being a leader in digital security, our solutions touch billions of people’s lives around the world. Only by operating sustainably and collaborating with others can we continue to deliver the best long-term solutions for society. At Gemalto, sustainability is managed from Boardroom to site level. Everyone, at every level of the organization, plays a part in creating a responsible business.

Our approach to sustainability builds on our Company core values, which underpin all our activities.

**OUR VALUES**

- **Customers**
  We put their needs at the center of all we do, develop partnerships and exceed their expectations.

- **People**
  We value their diversity, encourage teamwork and conduct ourselves with integrity.

- **Innovation**
  We continually develop valuable new ideas and creative approaches to business and technology.

**OUR SUSTAINABILITY PRIORITIES**

1. Supporting our customers
2. Reducing our environmental impact
3. Valuing our people
4. Managing our business responsibly

**The future**

In 2015, we will re-assess our sustainability priorities through wide consultation with internal and external stakeholders and benchmarking against other organizations. The results will help us define our future sustainability objectives and target our resources and activities.
Supporting our customers

We enable our customers to offer trusted and convenient digital services to billions of people. To do this, we need to develop strong relationships that build confidence in our ability to meet their evolving needs.

Listening to our customers
Our annual ‘Tell Me’ survey helps us understand customers’ views, measure our performance and shape our future approach.

84% CUSTOMERS SAY THEY ARE ‘SATISFIED’ OR ‘VERY SATISFIED’ WITH GEMALTO

Innovating for our clients’ futures
Innovation is at the heart of what we do. We’ve evolved to provide end-to-end research and collaboration that is designed to ensure the success of our clients’ offerings.

Delivering responsible solutions
Many of our solutions have wider benefits far beyond digital security – such as financial inclusion, health and welfare, road safety and carbon saving.
You can read more in our online Sustainability Report.

€180m INVESTED IN R&D
Reducing our environmental impact

We continuously look for ways to reduce our own impacts and those of our supply chain – creating efficiencies, generating savings and sharing the benefits with our stakeholders and customers.

Managing our impacts

Our Environmental Management System ensures we meet high environmental standards and continuously improve.

70% Gemalto employees work from an ISO 14001 certified site

Reducing our carbon footprint

Our carbon footprint program aims to reduce significant emissions from our operations. We promote low-emission modes of freight, identify energy efficiency opportunities and increase low-carbon modes of transport for employees.

Our partnership with CO₂Solidaire enables customers to offset the carbon emissions from our products while supporting projects in developing countries.

Offering eco-design products

By using Life-Cycle Assessment, we improve the environmental impact of our products and apply eco-design principles as we develop new ones. We offer bio-sourced banking cards and eco-friendly SIM card bodies and card readers.
Valuing our people

We depend on our employees to respond quickly to new challenges. Investing in their skills, knowledge and career progression is one of our top priorities.

Engaging our employees
Our annual ‘PeopleQuest’ employee survey ensures we continue to improve and meet their high expectations.

82% EMPLOYEES WHO SAID THEY WERE SATISFIED WITH GEMALTO IN 2014

Diversity
We recruit employees from diverse cultural and educational backgrounds. We also encourage the development and promotion of women into Senior Management positions.

Learning and development
2% of our total salary costs are invested in training. Our programs include the ‘Gemalto University’ for future leaders, ‘SKY’ for our sales force, ‘BIG’ to foster innovation and our global CSR training initiative.

Supporting local communities
Our annual ‘Your World’ program encourages employees to give their time to community projects, and funds local humanitarian and environmental projects put forward by our employees.

62 EMPLOYEES’ PROJECTS FUNDED THROUGH ‘YOUR WORLD’ COMMUNITY PROGRAM

94.6% OF OUR TOP 240 MANAGERS WERE PROMOTED FROM WITHIN
Managing our business responsibly

As a business built on trust, it’s critical we conduct ourselves with honesty and integrity, comply with best practice and meet the highest standards of corporate governance.

A responsible supply chain

Based on UN Global Compact electronics industry best practice, our responsible purchasing policies set out the environmental, social, ethical and supply chain criteria on which we base all our purchasing decisions.

100% of main suppliers have signed our purchasing CSR charter

Ethics, governance and financial responsibility

We expect everyone who joins us to sign the Gemalto Code of Ethics. Our strong anti-fraud framework is designed to combat fraudulent activities. We also encourage all our employees to use the Gemalto whistleblower line to raise their concerns.

Data protection and security

Our robust approach to data protection ensures we continue to build a world-class organization that is known and trusted for its management of data privacy and security.

92% positive response by employees to ethics-related questions in our employee survey
If you’d like to know more, we’d be pleased to hear from you. And with employees of 116 nationalities in 147 sites around the world, we’re probably close by and speak your language.

Read our full Sustainability Report at gemalto.com/sustainability