

**C O R P O R A T E
S O C I A L R E S P O N S A B I L I T Y**

EXECUTIVE SUMMARY
2020



1. DEVELOPMENT OF THE FIRST CSR ACTION PLAN AND CREATION OF CORPORATE POLICIES AND MANIFESTS ON THE MATTER

This first Action Plan has seen the involvement of **15 working groups** and the development of **45 actions**, with an **average achievement of the Plan of 70%**. One of the main achievements in this regard is the creation of a solid corporate documentary structure on CSR that will allow it to evolve correctly in accordance with the Group's strategy on this matter.

It is worth highlighting, among others, the development and publication of the following documents: **CSR policy, Corporate Manifesto on respecting the environment, Corporate Manifesto on respecting human rights, Responsible Corporate Consumption Policy and Corporate Waste Management Policy.**

2. ADHERENCE TO THE UN GLOBAL COMPACT

Redsys has subscribed to the United Nations Global Compact as a **signing partner**. With this, the Redsys Group undertakes to implement measures aimed at achieving the Sustainable Development Goals as well as to report annually on its progress.

The Redsys Group has contributed with the actions developed in this financial year of 2020, mainly to the following SDGs: *8 Decent work and economic growth, 9 Industry, innovation and infrastructure, 10 Reducing inequality, 12 Responsible production and consumption, 13 Climate action, 16 Peace, justice and sound institutions and 17 Alliances for achieving objectives.*

3. INCREASING OUR COMMITMENT TO THE ENVIRONMENT

Through the implementation of the new **Corporate Manifesto on respecting the environment**, it is proposed to establish the following **strategic objectives**:

1. **Sustainability, energy efficiency and environmental awareness.**
2. **Sustainable and inclusive innovation of services.**
3. **Promotion of sustainability and solidarity with society.**

Moreover, with the development of the **Responsible Corporate Consumption Policy** and **the Corporate Waste Management Policy**, the transition from a linear economy to a circular economy, based on the generation of zero waste, has begun. Specific measures will be implemented progressively to make this transition possible at the Redsys Group.

It is also worth highlighting the implementation of **energy efficiency and saving measures** during this financial year of 2020, among which is the **replacement of most lights in our offices for LED lamps and the improvement of the Uninterruptible Power Supply (UPS)** to have more energy efficient technology. We have also committed to increasing **green spaces** in the office with the redesign of one of the terraces at our offices as a dining and rest space for employees.

4. REDUCING PAPER CONSUMPTION

This year we have tried to reduce the company's paper consumption from a daily work point of view, such as applying measures to our products and services. In this regard, we can highlight:

- The implementation of a **digital signature model** for signing contracts or other documents.
- The delivery of **usage instructions for POS terminals in digital format** through the Redsys website (which has led to **a saving of 227,050 leaflets and 50,250 flyers**).
- The **reduced volume of consumed paper rolls associated with purchase receipts** at POS terminals and the technical development of the **Zero Paper in face-to-face sales project** to eliminate printing sales receipts.

5. CALCULATING THE ENVIRONMENTAL FOOTPRINT

The calculation of the environmental footprint carried out in 2020 has allowed us to identify the main areas for improvement and establish the pillar on which the **2021-2023 Environmental Footprint Reduction Plan** will be constituted and developed.

6. WORK TO RAISE STAFF AWARENESS IN ASPECTS OF CORPORATE SOCIAL RESPONSIBILITY

Awareness-raising and dissemination of CSR activity has been carried out through **internal communication channels**, and various **training and awareness-raising initiatives** on human rights and the environment have been adopted, aimed at all staff.

7. MITIGATION OF HEALTH AND FINANCIAL EFFECTS OF THE COVID-19 PANDEMIC

In accordance with our fundamental role in social and economic traffic, various measures have been implemented in 2020 to mitigate the effects of COVID-19:

- **In our services:** among others, enabling **payments with contactless technology for amounts of up to €50** (was €20), **freezing of payments of fees** to customers whose businesses were not able to operate during the first months of confinement and the development of digitised health services by Redsys Salud that avoid contact in the health field, such as the **Electronic Private Prescription, Medical Video-Consultations and the Virtual Identification service**.
- **In the office:** such as the constitution of a **COVID-19 Internal Committee**, responsible for making the necessary decisions by continuously monitoring the pandemic; the distribution of the relevant **protection and informative material** to employees; increased **teleworking options; specific training; rearrangement of workspaces and adaptation of working hours; increased cleaning and disinfection tasks**; carrying out of **complete diagnostic tests** on employees to detect positive cases, among others.

8. INCREASED ACCESSIBILITY OPTIONS IN PAYMENT MEANS SERVICES

- In collaboration with ONCE, a technology has been developed that enables **accessibility systems at ATMs** for blind people.
- The interface of the **electronic commerce payment platform, in collaboration with ONCE**, has also been improved.
- And a new **Android POS payment system with a specific model manufactured ad hoc for ONCE vendors** has been developed.

9. IMPROVED CRIMINAL COMPLIANCE SYSTEM

The Criminal Compliance System already implemented within the Group has evolved in accordance with the objective of achieving an effective monitoring and control system that avoids and detects early irregularities in the matter that could negatively affect the company. Thus, during 2020 the CCP has been strengthened with documentation, creating, among others, the **Policy on the operation of compliance bodies, the Criminal Compliance Policy, the Ethical Channel Regulations, the Protocol for action against the commission of crimes, the Corporate Anti-Corruption Policy, the Money Laundering Prevention Policy, the Conflict-of-Interest Policy and the Procedure for the Protection of Intellectual Property, Industrial Property and Business Secrets** of Redsys.

10. GREATER CONTROL OF THE SUPPLY CHAIN

This year, the **new Policy for Action with Suppliers** has been developed, and the **Approval of Suppliers project** has been developed in matters such as Compliance, Occupational Risk Prevention, Data Protection and Cybersecurity and Continuity.

Environmental requirements have also been included in the Requests for Proposal for the selection of certain suppliers, positively valuing those who use biodegradable materials and are environmentally friendly.

11. INITIATIVES IN THE AREA OF OCCUPATIONAL RISK PREVENTION

Among these, initiatives have been carried out on **healthy eating**, preventative health campaigns on **flu vaccination** and training on the prevention of some complications of **thyroid function**, among other actions.

12. CONCERN FOR CONSUMERS

An evolution of the Products and Services Catalogue has been carried out, along with the development of a **Digital Catalogue**. A customer survey campaign has been carried out to detect areas for improvement and a regular newsletter has been sent to customers with news and updates to the catalogue. Work has also been carried out to establish a culture of **Responsibility from Design** (laying the foundations for responsible design).

In terms of privacy and data protection, a project has been developed **to adapt to ISO/IEC 27701 on Privacy Information Management**, in order to certify this standard in 2022.

13. IMPROVEMENTS IN LABOUR PRACTICES

Considering the essential work of the Redsys Group's business, this year we have developed the **Socially Responsible Employee Policy**. An **interactive welcome pack** has also been implemented (with the **digitisation of the Welcome Manual** and consequent paper saving), as well as the **extension of the teleworking option to all employees (as a consequence of the COVID-19 pandemic)**.

The use of **corporate tools and collaborative platforms** has been strengthened in order to boost social relationships and communication when teleworking (among others, it is worth mentioning the creation of the **Virtual Job Position Office** to resolve any queries regarding their job). The company has adopted initiatives to promote the professional and emotional well-being of its employees and their family reconciliation. **Quality e-learning training sessions** have also been developed for employees, and **new specialised training plans in IT training** have been designed.

To **promote equality and fight against discrimination**, measures have been taken including the development of the **Staff recruitment and selection policy and the Selection Manual for Interviewers**, which aim to standardise the selection process and establish the principle of inclusion and non-discrimination. "**Gender equality in the work environment**" training has also been given to employees.

14. BLOOD DONATION CAMPAIGNS, FOOD COLLECTIONS AND CHARITY BOTTLE TOP COLLECTIONS

In the more social field of the Group's activity, it is worth mentioning the carrying out of **two blood donation campaigns** in January and October, in collaboration with Red Cross Spain, which were participated in by a total of 38 employees (equivalent to 111 people saved), the publication of the promotion campaign for the **Great Annual Food Bank Collection** and the large donations of charity plastic bottle tops made to the **SEUR Foundation**.