



Verifone[®]

Our Road to Social Responsibility

Understanding impacts to pave a better future.

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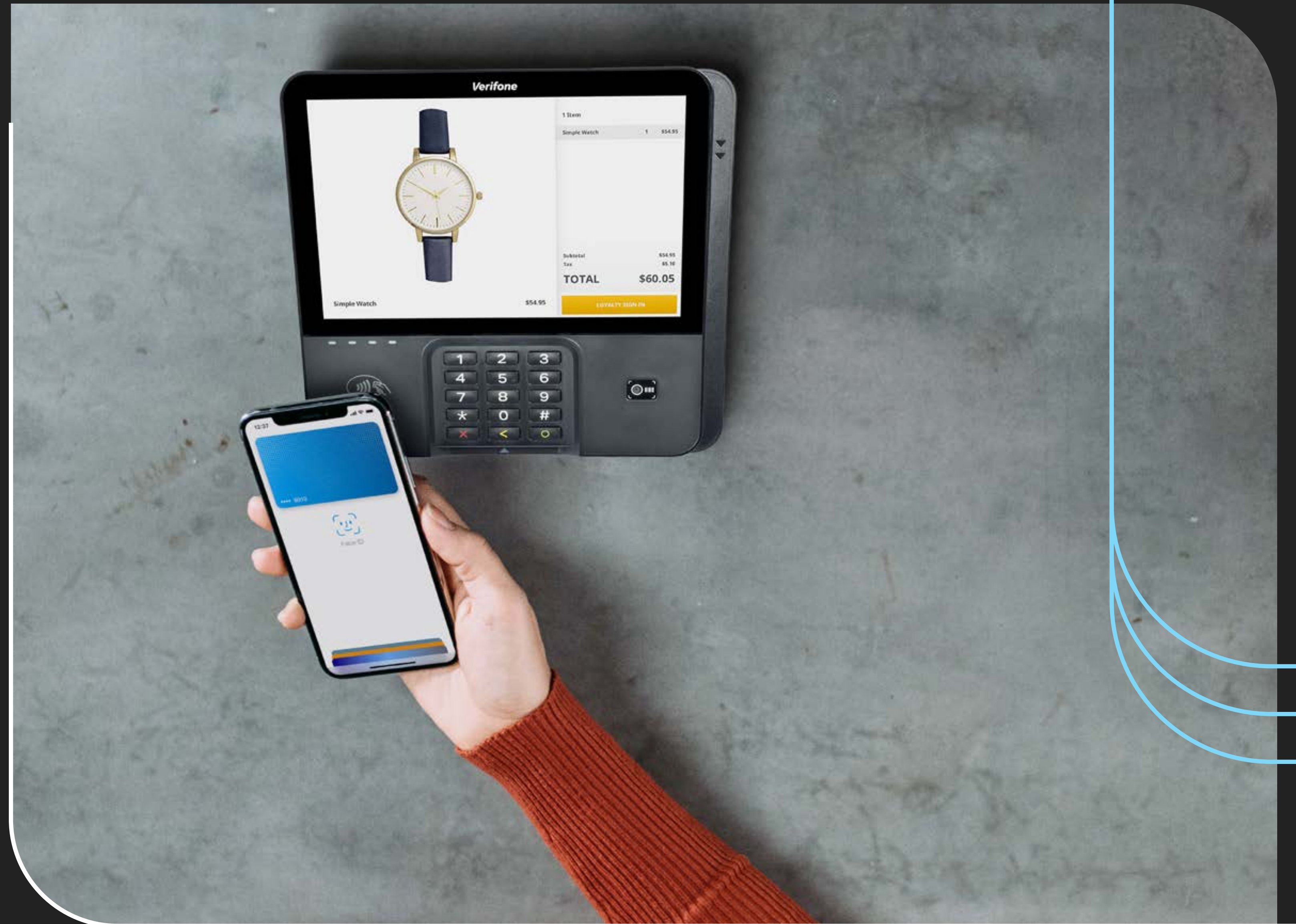
What CSR Means to Verifone

Verifone is everywhere that commerce happens. That means our reach is widespread and that we touch communities, customers, and consumers all over the world.

That's why we commit to working as a socially responsible company. Through even small changes, we have the immense power to create positive change for those we serve.

We respect the diversity and rights of people, we conserve physical resources, and we adhere to honest, ethical, and legal practices. We expect the same of our employees, partners and suppliers.

We respect the contributions of our neighbors, colleagues, customer and consumers, and we strive to uphold Verifone's values to the highest degree – no matter where in the world we work.





Verifone integrates social, environmental, and ethical methodologies into our operating rhythm every day. We comply with laws and regulations across the globe, and we constantly review, update, and elevate our standards for corporate social responsibility.

We acknowledge we have opportunities to be better, and we collaborate outside of Verifone to create solutions that enhance our corporate social responsibility.

We deploy champions across our enterprise to oversee, manage and improve our approach every day. We've created processes and measurements throughout many areas to visualize our impact. Though some of these processes are in early stages, we work to earnestly capture where we stand and identify what actions we need to improve.



Our CSR Mission

We do what's right. Verifone conducts business in ways that are ethical and compliant. We abide by global, national, and regional laws and regulations.

Our CSR Approach

Every business service, technological device, and software platform Verifone invents are predicated on three pillars:

People.
Planet.
Principles.

Read more on how Verifone advances our corporate social responsibility through these three pillars.

People

are the keystone of any organization.

Verifone upholds fair labor practices and respects the human rights of workers. We will not use or tolerate the use of forced labor, slavery, or human trafficking in our business operations or supply chain. We expect our suppliers and partners to adopt sound human rights practices to eradicate all forms of forced labor and human trafficking, as well as comply with all applicable compensation and benefits, working hours, labor, health and safety, discrimination, harassment, and retaliation laws.

Planet

represents our collective home and its shared resources.

Verifone supports efforts to minimize the environmental impact of our products, operations, and supply chain. We collaborate with our suppliers and manufacturers to reduce waste and implement sustainable practices throughout the product lifecycle. Verifone has incorporated environmental requirements into our product design processes to address new and existing regulatory requirements, as well as customer specifications. Material substitution to remove substances of concern and enhancing energy efficient designs for power supplies are just two examples of environmental considerations Verifone has implemented in the product development process.

Principles

demonstrate our commitment to honesty, integrity, and ethical dealings.

We expect our employees, partners, and suppliers to comply with applicable laws and regulations and to uphold the highest standards of ethical conduct. No monetary gain or profit should ever compromise the ethical principles of Verifone or of its partners or suppliers. Verifone is committed to complying with applicable anti-corruption laws and regulations, including the U.S. Foreign Corrupt Practices Act (FCPA), UK Bribery Act, and other anti-corruption laws and international conventions.



People

Our success as a business and a responsible corporate citizen starts with individuals.

Our Commitment to People

Supporting Our Clients

We work directly with businesses regardless of size – from global Tier 1 brands to small entrepreneurs. To responsibly achieve success with that approach means Verifone **demonstrates fairness and respect in our human relations** – with our employees, suppliers and customers.

Each year, our technologies facilitate over 10 billion transactions. People are behind everything we do to power big and small businesses to accept secure digital transactions. The professional skill and personal dedication required to **create meaningful innovation** comes from individuals inspired to create their livelihoods as they improve the lives of others by working with Verifone.

Supporting Our Employees

We are focused on **recruiting, rewarding, and retaining the industry's best talent**. We seek innovative thinking and technical skills in meeting our personnel needs, smartly matching regional needs with professionals who deliver against the needs of our customers.

We strive to **provide meaningful careers for our employees** and their continued improvement and individual prosperity. We listen to our customers so that we can deliver the devices and technology they need to prosper. We rely upon our suppliers for innovation in cutting-edge services and products.

Amid the pandemic-driven “Great Resignation,” we’re working even harder to reinforce workforce continuity. We actively **assess performance to guide career paths** and succession planning across our organization.

35K courses

were completed in Verifone Academy, an internal platform for skills and passions.

28 students

recruited from distinct sourcing channels such as Historically Black Colleges and Universities (HBCUs), and other underrepresented groups across five countries

95% of interns

targeted for full-time conversion at the end of the internship program at Verifone.

15 women

mentored female employees from various regions and business units increasing female leadership throughout the company.

Our Responsibility to People

Fair Labor Practices

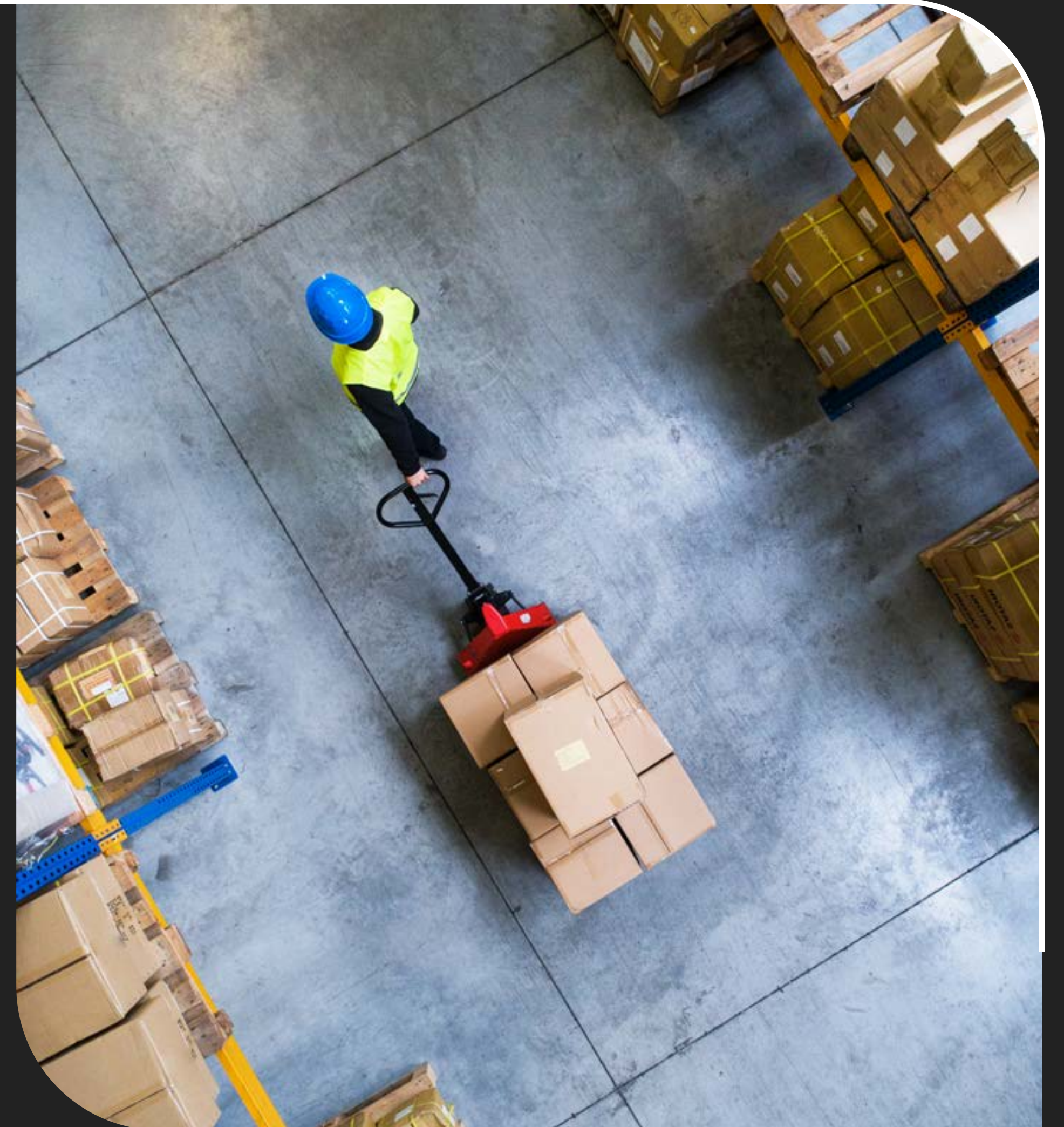
Globally, Verifone is committed to fair labor practices and respecting the human rights of workers. We forbid the use of forced labor, slavery, or human trafficking in our business operations or supply chain.

Verifone expects its suppliers and partners to adopt practices to [eradicate all forms of forced labor and human trafficking](#). They're bound to comply with laws governing compensation and benefits, working hours, labor, health and safety, discrimination, harassment, and retaliation. Verifone is committed to abiding to fair labor practices.

We are transparent in all of Verifone's human resources activities. We communicate our recruitment and hiring processes clearly and formally to all candidates. We require awareness training for our associates regarding diversity, discrimination, and harassment.

Resource Integrity

Verifone's Supplier Code of Conduct also explains our expectations on the use of conflict materials such as tin, tantalum, tungsten, and gold in our supply chain. By policy, Verifone [avoids the use of conflict materials](#) sourced from the Democratic Republic of Congo or surrounding countries that contribute to armed conflict in the region. We expect our suppliers to exercise due diligence in trying to assure that conflict materials they use in parts or components do not directly or indirectly finance or benefit armed conflicts.



Our Dedication to People



Key Accomplishments

Cultures, expectations, and values shift. And just as we help merchants redefine customer experience, we also work to redefine the journey for our employees, partners, and suppliers.

To remain relevant and exercise our duty as a socially responsible company, we find new ways to respect, celebrate, and honor the people who touch Verifone.

Read more on how Verifone advances our corporate social responsibility through:

- Diversity**
- Professional Development**
- Health and safety**

Diversity



Our newly established [Women's Mentorship Program](#) paired female leaders with mentees across business units and geographies. The initial program had 15 mentees and mentors. The six-month program proved so successful that Verifone plans to increase participation in the second year. The program showcased the talents of our female leaders, serving as a source of inspiration and role modeling for other women.

The engagement led to new friendships and relationships and contributed to Verifone's goal of [lifting the trajectory of women into leadership](#). The program also resulted in promotions for some mentees. Participants shared their learnings in presentations to Verifone's executive team including CEO Mike Pulli.

Verifone is widening its recognition of diversity and inclusion with an awareness program marking events such as [International Women's Day](#) and [Pride celebrations](#).

Diversity

Our [VIP Internship Program](#) recruited 28 students – nearing or recently graduated – in five countries. At the end of the 10-week program, 95% of interns accepted full-time positions with Verifone.

In the U.S., the program recruited interns from Historically Black Colleges and Universities (HBCUs) and other underrepresented groups. Globally, there was a distinct focus on hiring from alternative sourcing channels such as technology boot camps.

Interns worked on active projects in engineering and sales. They received feedback from mentors, helping them polish their technical, communication, and other skills. The interns worked on team projects aimed at identifying gaps in Verifone's business.

At the end of the program, the interns shared their work with Executive Leadership. In an affirmation of their efforts, CEO Mike Pulli asked whether they were reading his mind because they had spotted lapses in Verifone's business which he had already identified.



Professional Development

We launched Verifone Academy to help fulfill our mission of **advancing the skills and cultivating the passions of our associates**. They completed 35,000 courses in the first year. In the second year, course offerings have doubled to roughly 200 on topics such as health and safety, ethics, programming, and effective goal setting.

By cultivating collective learning, the academy has **strengthened Verifone's culture as a global organization**. Some courses are required while others are optional. Managers can follow the participation and progress of associates, helping to identify candidates for development.

Our **Leadership Development Program** has provided online and live training to 850 managers. We've advanced the careers of our associates with our **Career Development Program**. Across the globe, a wide assortment of regional programs offers training in sales, presentation skills, time management, and numerous other areas.

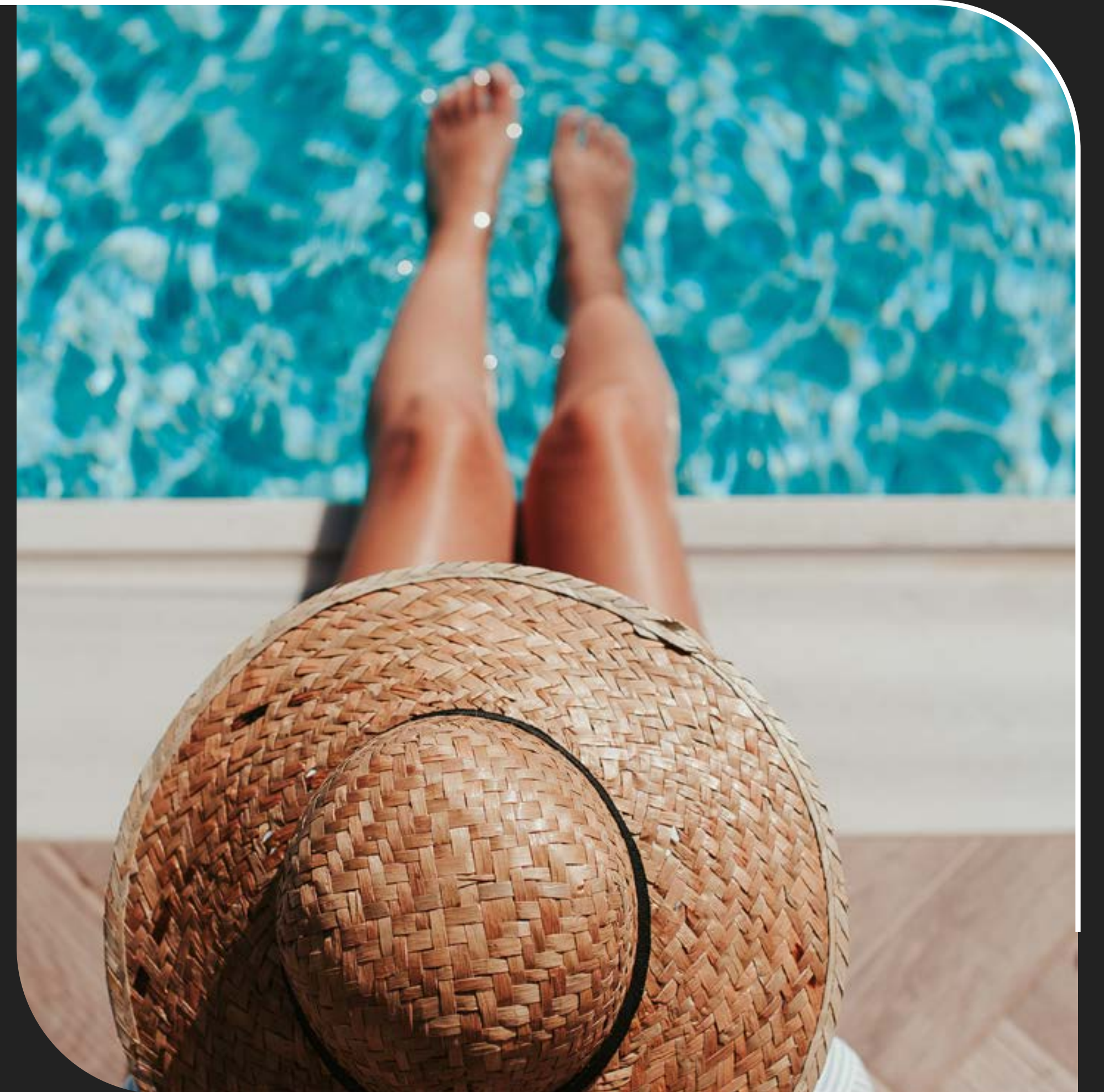
We celebrate our associates' service with **BRAVO!**, a global program that recognizes years of employment after the first year and then at every five-year anniversary.



Employee Benefits

Our [benefits programs](#) are competitive, based upon benchmarking against companies with which Verifone competes for talent and business. For comparisons, we look primarily at other global high-tech companies. We also review the practices of companies in general industry when appropriate to evaluate benefits and practices across the full cross-section of Verifone's competitors for talent.

- In smaller economies where industry-specific information is lacking or unavailable, we may use general industry survey information to supplement market benchmarks to inform the design of our benefits programs.
- In most countries, our typical offerings provide plans for medical, life, accident, disability, pension, and worker's compensation. In addition, we provide local perks such as meal vouchers, cash allowances, and discounts.
- We are also evaluating rewarding the completion of major engineering and other projects with "spot" monetary bonuses.



Total Rewards Program

Our Total Rewards Philosophy provides competitive programs that enable us to attract, retain, motivate and reward employees who contribute to our success. Our approach to compensation is based on three key principles:

- Pay-for-performance rewards high performance with greater potential
- Our commitment to equality leads to the equitable compensation of employees, relative to performance and experience regardless of gender, nationality, or disability.
- Market competitiveness in local markets drives our total compensation packages, while allowing pay to vary based on skills, experience, and performance.

Our talent management program, called *Verifone Inspire*, aims to identify our associates with high potential to advance their careers and the goals of our company. Their participation heightens their visibility among managers as they hone their strengths and learn from others in the program.



Health and Safety



Across the globe, we've established local initiatives and plans to support the well-being of our associates in areas such as health screenings, mental health, and financial services.

Our dedication to the health and safety of our employees and others who may be affected by our activities is clear and well defined. Verifone's Statement of Health and Safety Policy sets out our commitment to provide and maintain safe working conditions across the globe.

We communicate the objectives of this statement to our employees, initially through induction training and our Health and Safety Handbook. Progress on these objectives is monitored by senior management and an annual review conducted by operational leadership. Our health and safety management system reduces our significant risks and exposures, including detailed policies and procedures. Our arrangements for fire and other emergencies are just a few examples of how Verifone effectively communicates and manages risk.

Based on our risk assessment results, we developed a training program that prepares our associates to respond to emergencies or other risks that threaten their health and safety. This program recognizes that [the key to successful health and safety management](#) is ensuring that employees are competent to carry out their responsibilities.



Planet

We respect and sustain the environment and we work with partners and suppliers on similar approaches.

Our Commitment to the Planet

Environmental Impact in Summary

We didn't end up everywhere by chance. You'll find Verifone at the biggest grocery stores, the corner bar, and the local street vendor. Ubiquity is a testament to our strength, ingenuity, and earned customer trust.

Our breadth also creates an enormous opportunity to demonstrate the [we care deeply about the world where we live and work](#). Our thoughtful actions positively influence the world we share and minimize the environmental impact of our products across the supply chain, from design and delivery to recycling and disposal of wastes.

Our environmental stewardship directs the proper use and handling of chemicals and other hazardous substances in our operations. [We're dedicated to the reduction of waste and toxic materials](#) in packaging, as well as the [safe disposal of electronic waste](#).

We follow environmental regulations and laws everywhere we operate, and we require the same compliance by our suppliers and contract manufacturers. We also rely on common sense and sound judgment, knowing that our global reach magnifies seemingly small decisions – such as printing fewer pages of paper.

98% materials

used in devices were recycled when returned to Verifone.

203% increase

of renewable energy used by manufacturing partners since 2020.

Zero purchases

of single use plastic cutlery, plates, and cups since new policy introduced.

Our Responsibility to the Planet

Environmental Compliance and Energy Conservation

We embrace initiatives to minimize the environmental impact of our products, operations, and supply chain. We work with our suppliers and contract manufacturers to **reduce waste and implement sustainable practices** throughout the product lifecycle.

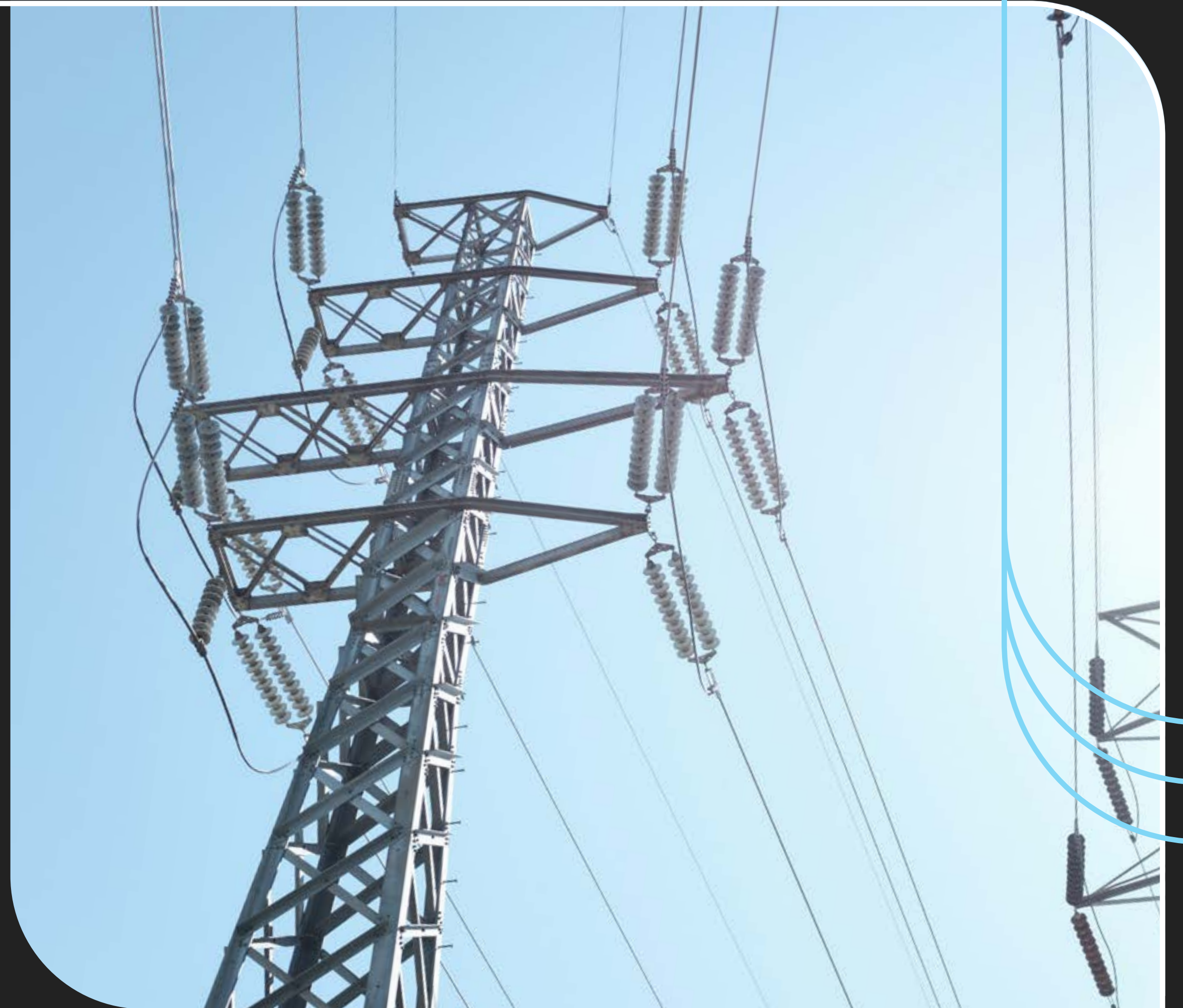
We partner with environmentally responsible contractors in manufacturing, supply chain, cloud services, and transportation to **expand our sustainability commitment to our network of business partners**. The track records of these companies demonstrate high standards for environmental accountability.

Closing or shrinking the size of data centers, including some acquired by Verifone in recent years, **reduces the consumption of electricity and other resources**. We realized that our utility costs would increase with the aging of hardware in our facilities.

The shift of our data services from brick-and-mortar centers to the cloud helps us fulfill our commitment to sustainability.

We partnered with a major cloud services provider that's a leader in sustainability. The relationship has created efficiencies for us, which can increase and decrease its computing based on the needs of its customers and suppliers.

The relationship bolsters our **determination to conduct business with responsible partners**. A 2019 report by 451 Research found the median surveyed enterprise data center can reduce its workload carbon footprint by 88% when moving from data centers to cloud services. The contractor's infrastructure was also found to be 3.6% more efficient than the median, due to a more energy efficient server population and higher utilization.



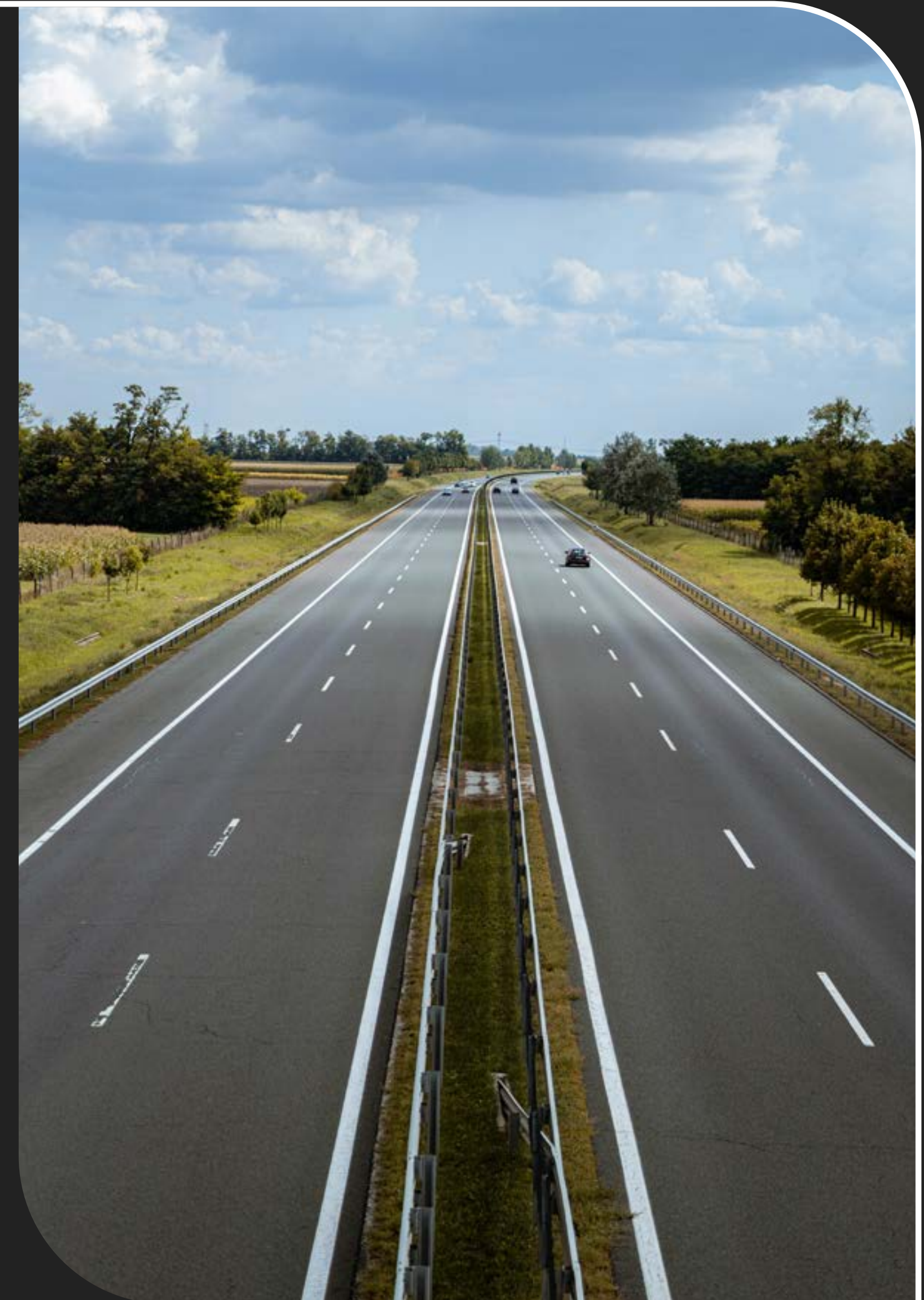
Our Responsibility to the Planet

Sustainable Transportation

When we choose our transportation partners, we consider their progress in reducing CO₂ emissions to be part of our own sustainability efforts. We track our global emissions in a variety of ways, by mode of transportation, by the number of shipments and shipment miles, as we [increase our commitment to shrinking the carbon footprint from our shipments.](#)

Our products are delivered by air, rail, and trucks. Our largest shipping partner provides us with regular reports showing how much CO₂ is generated by the company's shipments for us.

Verifone partners have committed to achieving carbon neutrality in their operations by 2040. As partners [increase reliance on usage of alternative fuels, electric trucks, drones, and robots,](#) it cuts emissions, helping Verifone achieve its environmental goals.

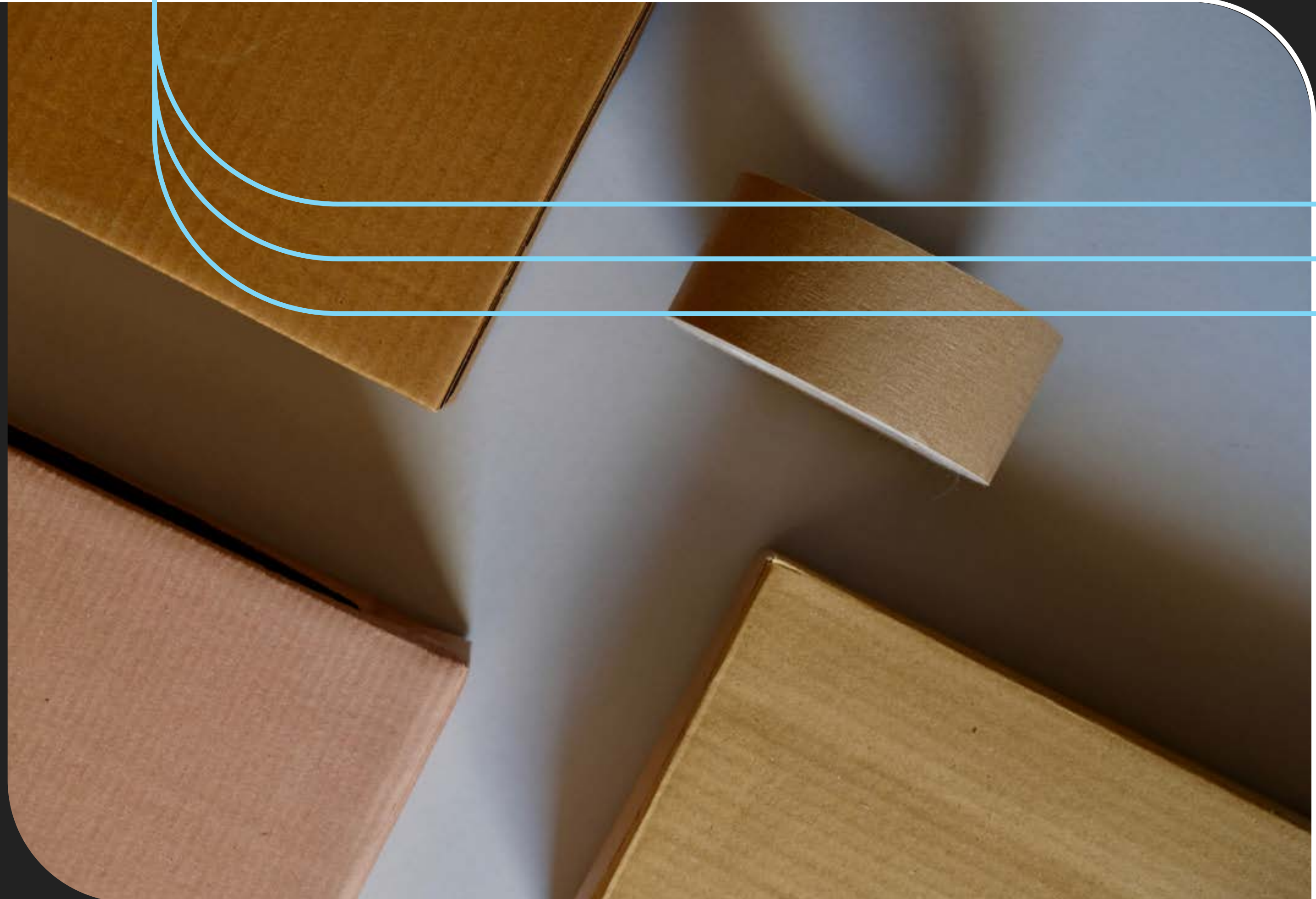


Our Responsibility to the Planet

Packaging

We impose requirements on suppliers in our efforts to **reduce waste and toxic materials in packaging**. As part of our sustainability efforts, suppliers provide declarations of conformity to affirm that heavy metals are not used in packages and packaging materials.

We also partner with our contract manufacturers to reduce packaging waste, to **increase use of recyclable materials**, and to remove ozone depleting substances from packaging materials.



Our Responsibility to the Planet

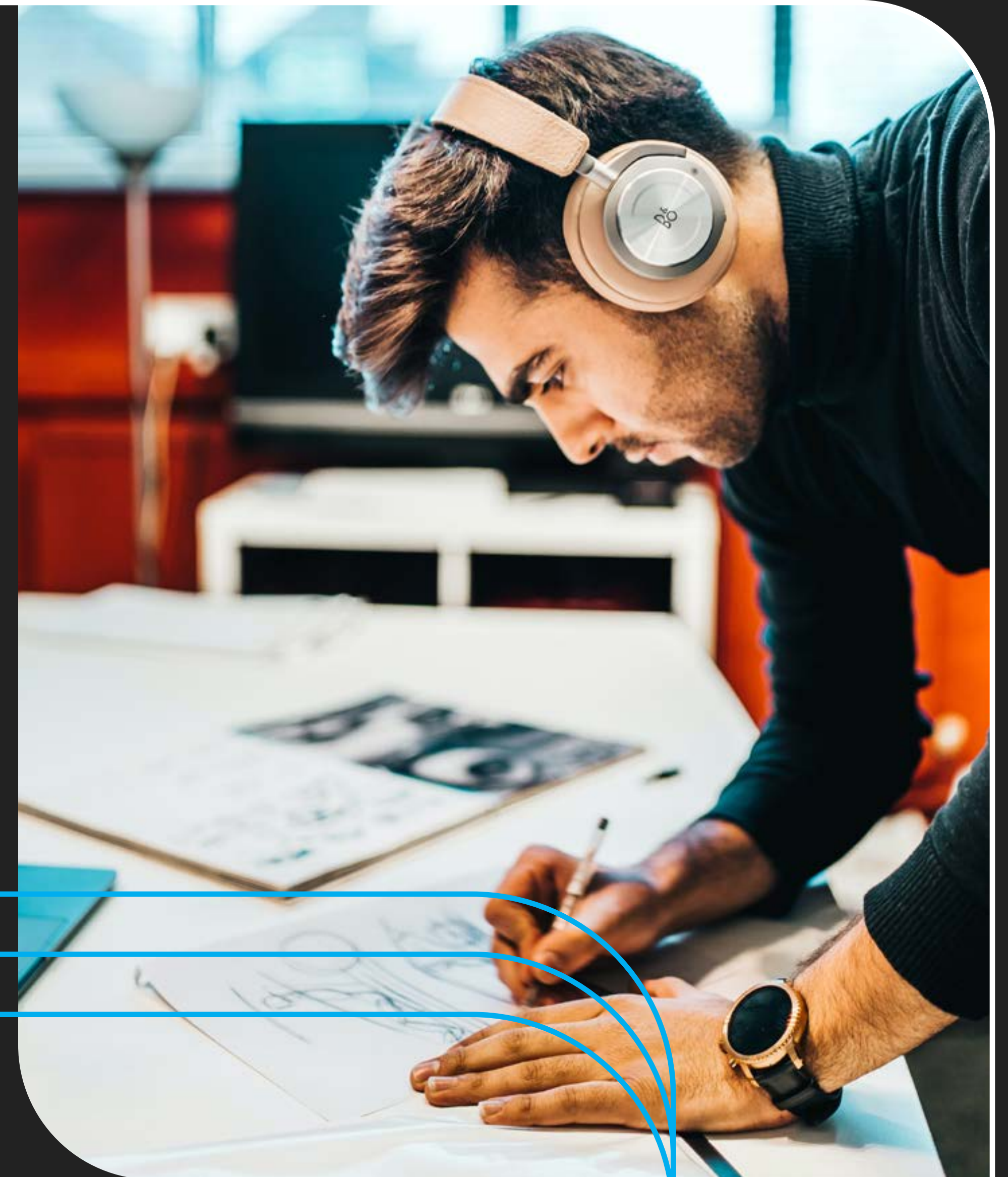
Product Design and Production

We're committed to designing products that follow environmental regulations while meeting the requirements of our customers. The aim of our design and production processes is designing [energy-efficient devices](#) and [eliminating materials of environmental concern](#).

We also work with our contract manufacturers to ensure production processes comply with applicable environmental requirements, including use of unleaded soldering paste and RoHS compliant material handling procedures.

We design products that go beyond legal mandates. In the U.S., we abide by the requirement that kiosks must accommodate the visually impaired with features such as raised keypads. We apply the standard globally, even in markets where the accommodations aren't mandated.

Looking ahead, we're engaged in testing of drop-resistant recyclable resins and plastics and [developing devices for the visually impaired](#). We're also exploring selling devices with industry-standard USB connectors so that the purchase of replacements won't receive new USB power sources.



Our Responsibility to the Planet

Quality and Vendor Management

We require that our contract manufacturers and other suppliers share our commitment to sound quality and environmental management practices. They maintain ISO 9001 (Quality Management) and ISO 14001 (Environmental Management) certifications.

All suppliers must join and follow the code of conduct of the Responsible Business Alliance (RBA), the world's largest industry coalition dedicated to corporate social responsibility in global supply chains.

By adhering to the RBA, Verifone is following best practices of proven, widely accepted standards. Its code of conduct sets social, environmental, and ethical standards in accordance with international norms.

The RBA offers an auditing program that allows members to identify and correct problems with suppliers. During the most recent audit cycle, **none of Verifone's partners were found to be noncompliant with RBA's requirements.**

Verifone goes a step further by requiring that its subcontractors abide by the RBA. The policy ensures that companies supplying its contract manufacturers conduct business ethically.

Broadly, Verifone follows a practice known as **going beyond compliance.** We mandate that our partners follow RBA's standards – such as limiting the number of hours and days in a week that people should be required to work – even if regulations in a country or practices by a company are more lenient.

Verifone maintains an approved vendor list that requires its partners abide by the company's Supplier Code of Conduct. We require prospective partners to complete a questionnaire and conduct audits internally. These steps focus not just on technical compliance by our partners but also on adherence to environmental, social, and governance standards.

Our Responsibility to the Planet

Chemical Safety

We strive to go above and beyond in meeting regulations related to hazardous materials. In the European Union, we follow the [Restriction of Hazardous Substances \(RoHS\)](#) directive that restricts the use of certain hazardous materials in electrical and electronic products.

As a general practice we apply RoHS standards, not only where they are compulsory but for all products. We follow the EU's Registration, Evaluation, Authorisation and Restriction of Chemical Substances (REACH). By limiting the use of hazardous substances and certain heavy metals in products and packaging, we [reduce contamination from electronic waste](#).

We monitor the hazardous substance lists. We require suppliers to report and disclose to Verifone the presence of RoHS and REACH-designated substances in their products. We contract with an external and independent laboratory to test new products before their release to confirm that hazardous substances are absent or below identified thresholds. Each product delivery contains a Declaration of Conformity detailing compliance with relevant directives and specifications.

Electronic Waste and Recycling

Verifone shares the global concerns about electronic waste reaching landfills, contaminating ground water, and creating other environmental issues.

We engage in efforts that [enhance the circular economy](#). We recycle laptops and desktops in relationships through third-party contractors with track records of responsibly destroying hard drives and recycling components of the devices.

We abide by regulations, including the European Union's Waste Electrical and Electronic Equipment (WEEE) Directive. It requires producers of electrical and electronic equipment to finance the takeback and recycling of products placed on the EU market after August 13, 2005. Therefore, Verifone products are labeled with the crossed-out "wheelie-bin" symbol, indicating to end users that they should separate the product from other waste at end of life.



Our Dedication to the Planet



Key Accomplishments

There's no escaping the environment in which we all live and work. We are committed to evaluating our current progress, creating future goals, and assigning actions.

Some of our work in this area includes the following:

- Minimize Impact**
- Enhance Efficiency**
- Mindful Progress**

Minimize Impact



When opening or relocating offices, we furnish the new space with our used furniture when practical. We only dispose of furniture when it's exceeded its useful life.

We're increasing paper recycling in our offices while reducing the use of plastic cutlery and cups in our food-vending areas and cafeterias. Starting in the U.S., we're phasing out the use of plasticware and Styrofoam and paper cups in favor of materials more easily recycled, including metal utensils and cups made from glass.

In a global commitment, we are tracking the usage of printers, allowing us to identify excessive users and take corrective actions like removing printers from offices. We're also setting printers for black-and-white copies only, eliminating the environmental costs of color printing.

Enhance Efficiency

We embrace the industry practice of using highly efficient LED lighting in our offices and other facilities. The switch to LED lighting in a data center in Clearwater, Florida, helped reduce energy bills in the facility by one-third.

We recycle laptops and desktops in relationships through third-party contractors with track records of responsibly destroying hard drives and recycling components of the devices.

We relocated our Istanbul office to a top-rated Platinum LEED-certified facility, as an illustration of our determination to seek environmentally friendly space as we evaluate our future office needs. The move demonstrates our commitment to reducing energy costs, lowering carbon emissions, and providing our employees with a healthier environment.



Mindful Progress

One of our key considerations when selecting new office locations is the convenience for our employees, customers, and other visitors. We put offices near public transportation when possible. Not only does the commitment improve daily lives, but it also cuts fuel consumption and emissions from vehicles and reduces the need for parking spaces.

We're designing some devices with replaceable batteries. Allowing customers to replace a battery instead of the device itself extends the life of our products and reduces waste.

As we strive to do our part to reduce greenhouse gasses, we have begun collecting data related to direct and indirect CO₂ emissions by our operations. Similarly, we're tracking the percentage of our energy contracts reliant upon renewable resources. We're early in the process – the contracts for two of our nearly 80 sites draw energy from wind generation – and we're committed to seeking highly sustainable energy contracts in the future.





Principles

Honest, ethical behavior drives our business conduct and expectations of employees, partners, and suppliers.

Our Commitment to Principles

Ethical Principles in Practice

Our core business is engineered for easy – we simplify the complex for those we serve. We take a similar approach to the design of how we work. It's simple: We are committed to honesty, integrity, and ethical behavior in all of our dealings. That approach is the bedrock of our corporate social responsibility.

We expect our employees, partners, and suppliers to uphold the highest standards of ethical conduct, complying with applicable laws and regulations. No monetary gain or profit should ever compromise the ethical principles of Verifone, its partners, or suppliers.

All partners

in manufacturing are members of Responsible Business Alliance.

100% trained

in Sustainable Principles for procurement team.

376 products

were analyzed for supply chain conflict minerals risk.

Our Responsibility to Principles

Verifone Code of Conduct

Our code of conduct is critical to Verifone’s governance program. It encompasses all of our efforts to ensure ethical conduct in every facet of our business. It is more than a promise – it’s an interconnected series of actions that demonstrate how we operate every day, everywhere we are in the world. In particular:

Policies Codified

Our employee handbook outlines the ethical expectations of every employee when they start at Verifone. We publish for our workforce frequently asked questions about the ethical expectations of those who work for Verifone and outline our social and environmental responsibilities.

Forums and Discussion

We regularly discuss code of conduct during our regular “Let’s Talk Values” sessions, a combination of remote and live training, along with lunch-and-learn sessions to inform our associates about their responsibilities for conducting themselves ethically.

Training

We reinforce the functional procedures, terms, and conditions that emphasize fair and honest dealings with those we serve. We use a combination of onboarding for new employees and continuing education for our retained workforce.

Suppliers

We demand our vendors conduct themselves ethically. Our Supplier Code of Conduct explains our expectations. We have strengthened our know-your-customer program designed to detect corruption, money laundering and other illegal and unethical dealings.

Compliance

Verifone complies with multiple laws, regulations, and international conventions related to ethical, honest, and fair dealings.

Compliance Communications

The compliance page on our company’s intranet is another source of up-to-date information. It also provides a hotline for employees to report possible compliance violations. In addition, we share our values and new information with a quarterly compliance newsletter and emails from senior leadership.

Know Your Customer (KYC)

Verifone’s Know Your Customer program enables our sales teams to screen and assess the conduct of potential customers in terms of governance and compliance with ethical practices. Where and when Verifone acts as an acquirer and participating in the flow of funds, merchants first have to go through a KYC underwriting process, during which the merchant provides incorporation and business documentation. Separately, a third party conducts due diligence to assess the risk of money laundering in Verifone’s transactions with customers, especially in high-risk countries.

Our Responsibility to Principles

Conflicts of Interest and Fair Dealing

Verifone's success is based on the quality of our products and services. We strive to conduct business free from conflicts of interest or improper advantage in accordance with anti-trust and other laws. We expect the same behavior from our suppliers and partners. We expect them to notify us of potential conflicts of interest.

We abide by laws in the United States and the European Union designed to stem the trade of conflict minerals – tin, tungsten, tantalum, and gold - which are sometimes mined by forced labor and used to fund armed conflicts in the Democratic Republic of Congo and adjoining countries.

Anti-Corruption and Anti-Bribery

Verifone is committed to complying with anti-corruption laws and regulations and international conventions, including the U.S. Foreign Corrupt Practices Act and the UK Bribery Act. By policy, we forbid the use of bribes or other means of obtaining an illegal or improper advantage in a governmental or business transaction. We expect our suppliers and partners to adhere to our efforts to conduct business ethically and eliminate bribery and corruption.



Our Responsibility to Principles

Intellectual Property, Cybersecurity, and Data Privacy

Verifone takes seriously the [intellectual property, data, and privacy rights](#) of others and we guard against their misuse. We expect our suppliers and partners to demonstrate the same respect and put in place protections for others' privacy rights.

We follow cybersecurity laws in the U.S. and European Union seeking to protect the privacy and security of sensitive personal information. This includes the GDPR Privacy Policy for UK and EEA. We work diligently to maintain organizational, technical, and physical safeguards [designed to protect personal information](#).

We guard against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure, or use of personal information.

Our privacy policy describes the type of personal information we collect or receive and how we use, share, and protect personal information. The policy also explains how we use cookies and similar technologies, and it identifies the [rights and choices of individuals](#).

We use information from customers, potential customers, and users of Verifone's websites for legitimate business and commercial purposes, such as servicing accounts and developing new products and services.



Our Responsibility to Principles

Supplier Code of Conduct

Our Supplier Code of Conduct clearly defines our expectations of vendors in four areas – business ethics, labor and human rights, health and safety, and the environment. In all these areas, Verifone is proud of its solid reputation and expects suppliers to uphold the highest ethical standards.

We expect our suppliers to share in our [commitment to fair labor practices and respect for human rights](#). These practices respect applicable laws regarding wages, working hours, and benefits. Workers should be allowed to associate freely, form workers organizations, and engage in activities respecting their freedoms.

We expect our suppliers to [commit to a workplace free of harassment and discrimination](#). As defined by law, they should not make use of child labor. Suppliers shall not use forced labor or engage in slavery or the trafficking of people.

A safe and healthy work environment minimizes the occurrence of work-related injuries and illnesses. We expect our suppliers to create safe workplaces by complying with applicable occupational health and safety requirements.

Suppliers should mitigate potential workplace hazards, identify potential emergencies, and plan response strategies that [minimize harm to people, the environment, and property](#).

Verifone expects suppliers to safeguard machinery in the interest of minimizing harm and the risk of injuries to employees. Among other steps, we expect our partners to manage workers' exposure to heavy lifting, highly repetitive movements and other physical demands from work.

Verifone recognizes that environmental responsibility is critical to producing world-class products. We expect suppliers to comply with applicable environmental laws and regulations to minimize adverse effects on the community, environment, and natural resources.

Suppliers shall follow all regulations for obtaining and abiding by environmental permits or registrations, as well as identifying and managing substances that pose damage or risk if released into the environment. Suppliers shall monitor, control, and treat solid waste and wastewater before discharge or disposal, as required by regulations.

A water management program is required of suppliers to document, monitor, use, and discharge water, with an aim to conserve resources and reduce the chance of contamination. Similarly, suppliers shall [identify and responsibly control air emissions](#) that pose an environmental risk.

Suppliers shall work to [reduce or eliminate waste](#) with a variety of steps, such as substituting materials and recycling. Energy consumption and relevant Scopes 1 and 2 greenhouse gasses are to be tracked by suppliers at the facility and/or corporate level.

To adhere to Verifone's code of conduct, suppliers shall implement and maintain a management system that facilitates improvements in compliance.



COVID-19 Learnings

Safeguarding people before and after the pandemic.

Our Commitment to COVID-19

Preparing For the Future

As fortune would have it, we began planning for a pandemic in 2018, more than a year before the word “coronavirus” became an essential part of a global vocabulary. We conducted business continuity exercises and planning in our offices and facilities around the world.

We trained employees about what happens during a pandemic and provided guidance on how they should respond.

We challenged managers with scenarios that seemed far-fetched at the time but became daily routine, tasks like [guiding teams working remotely and functioning through challenging staff shortages](#).

We adopted the U.S. CDC’s pandemic business continuity plan. We created a team focused on a single global response, though we reacted locally to account for diverse situations.

We followed the directives of countries and regions in areas such as masking, vaccines, travel, and the opening and closing of offices.

We worked closely with local governments and Verifone’s human resources and facilities teams to accommodate our employees identified as needing to work from an office, data or customer call center or other facility. Verifone [coordinated environmental safety precautions](#) for these team members.

When COVID created multiple disruptions in 2020, we [embraced the challenges as an unprecedented opportunity to reinvent our business](#). We continue to be driven by the necessity to respond quickly to the needs of our employees, customers, and suppliers.

21 days

to transfer our offices in 43 countries to remote-at-home working.

34 remote audit

assessments with partners to reduce travel risk.

17 advances

to update Verifone products and instructions for better and safer sanitation processes.

Our Responsibility to COVID-19

Realizing Future Opportunities During a Crisis

We've learned to improve, expand, and accelerate our business continuity planning across the company. It's [evolving into an autonomous, self-sustaining model](#) with the involvement of our associates across the organization.

For six months after the onset of the pandemic, we convened daily COVID briefings led by our business continuity team and attended by senior leaders.

As many as 70 associates participated in the calls, with reports from legal, cybersecurity, IT, facilities, transportation, sales and marketing, communications, and individual business units.

Our discussions shaped our decisions – often on the spot – as we [reacted to developments and anticipated what was coming next](#).

We learned to [accelerate our planning and decision-making processes](#). And even though we transitioned back to weekly and monthly meetings, we now are organized and easily can resume our global meetings, as needed.

Our aim is to [invent a new version of normal](#), one that fosters a positive outcome from a devastating event.



Our Responsibility to COVID-19

Using Expanded Know-How

We're adding resources to [support compliance requests](#) – requests for proposals and other external activities.

We're [strengthening our enterprise-wide risk management practices](#), after learning that most of our non-direct, virus-related disruptions stemmed from vendors and other third parties.

We expanded our cybersecurity, adding [protections for customer and vendor information](#) handled by employees working from home.

We expanded remote access bandwidth to [accommodate the remote workforce](#) and remained focused on protecting the normal flow of information among our offices, facilities, and business units.

We're implementing training and technology to assist our senior leadership, human resources, and legal teams in sharing information rapidly and provide clear guidance across the organization.



Our Dedication to COVID-19



Key Accomplishments

We can now transition to a remote workforce if the situation demands – whether due to another global pandemic, a hurricane striking the Florida coast, or an earthquake shaking California.

Conducting business over video platforms, instead of hopping on an airplane, is increasingly the norm.

Our accomplishments listed next demonstrate how we've grown more flexible, benefiting our employees, customers, and suppliers.

- Workplace Flexibility**
- Health and Safety**
- Fortified Planning**

Workplace Flexibility



We transitioned our work force across the company from their offices to homes in fewer than 21 days.

We followed the pandemic, starting in Asia where the virus struck first to transition our individual offices in fewer than seven days.

We assisted at-home call center employees in accessing secure internet service so that we could [continue to support our customers](#).

We trained associates about ergonomics and other considerations when working from home.

Health and Safety

We assured that our employees met vaccination requirements by governments, as well as companies visited by our sales and other teams.

We partnered with local governments to share health and safety protocols for essential workers who remained in our facilities.

We secured masks and hand sanitizers and arranged for contact tracing for our associates to comply with regulations.

We contracted with cleaning crews to provide additional sanitizing of our call centers and other sites of our critical work.



Fortified Planning

We provided **consistent messages** for employees, customers, and suppliers across the organization, taking into account variances among regulations in different countries.

We're now **better prepared to conduct deep cleaning** of workspaces in the event of a COVID resurgence.

We use our intranet and other digital channels to explain to multiple audiences our efforts in closing offices and reopening offices, working and conducting business remotely, and complying with regulations and health requirements.



