

HPS /

2023
ESG
Report



2023
ESG report

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A word from the Chairman



HPS, the power of collective intelligence

Mohamed Horani
Chairman of the Board of Directors, HPS Group

Dear Partners,

Sustainable development has always been and will continue to be at the heart of all our strategies. Around ten years ago, we decided to commit our Group to a formalised approach to Corporate Social Responsibility. Aware of the relevance of such a commitment, we are convinced that CSR is a lever for development that enables us to act while respecting the planet's economic, social and environmental challenges.

Our CSR policy is not a fashionable concept or a passing trend. It's an approach deeply rooted in our values and our DNA, a compass that guides our day-to-day actions. It concerns both our professional practices and the quality of our products and services. Our commitments are based on a number of fundamental pillars and are reflected in a range of concrete actions that mobilise all our employees and unite our energies to create shared value with the stakeholders in our ecosystem.

First and foremost, we are committed to promoting ethical practices in all our activities. Our Group is also committed to protecting the environment, through initiatives that enable it to reduce its carbon footprint and preserve natural resources. Our Group also attaches great importance to the well-being of its employees. We firmly believe that happy, fulfilled employees are the key to our long-term success. That's why we invest in their professional development, their health and safety at work, as well as promoting diversity in the composition of our teams (gender, cultural diversity, generational diversity, etc.) and the inclusion of people with disabilities.

I am convinced that the success of our Group is measured not only in terms of its economic performance, but also in terms of its positive impact on society and the environment.

I am aware of our role as a responsible corporate citizen, actively seeking to contribute to the development of the communities in which we operate, whether through the HPS Foundation, corporate philanthropy, corporate volunteering or partnerships with charitable organisations.

CSR is a real opportunity to help build a better world for current and future generations. I would like to thank all our employees for continuing to work towards meeting our commitments in this area, to ensure a more sustainable future with greater solidarity for all.

Interview with the CEO



Abdeslam Alaoui Smaili
CEO HPS Group

How does HPS integrate ESG principles into its operational decisions and what are the key initiatives taken this year to strengthen its commitment to these principles?

At HPS, sustainability issues are at the heart of our development strategy, embodied by our Acceler8 programme. We are resolutely aware of and committed to integrating environmental, social and governance (ESG) principles across all our operations, making these principles an essential component of our strategic approach wherever our Group operates.

The creation of a Strategy and ESG Committee reflects this commitment. Its crucial role is to ensure that all strategic decisions incorporate sustainable and responsible practices. This committee ensures that ESG objectives are consistently integrated into our vision and actions, ensuring transparent governance and alignment with our values.

Innovation plays a central role in our approach to sustainability. We have significantly increased our research and development budget to support projects aimed at creating more sustainable and responsible solutions. This strengthening of the resources allocated to R&D will enable us to develop technologies that reduce our environmental footprint while meeting the growing needs of our customers and our ecosystem.

A key example of our commitment to sustainability is the development of our PowerCARD V4 solution. This innovative product not only improves the performance of our payment systems, but also contributes to more sustainable resource management. The PowerCARD V4 is distinguished by its ability to reduce the energy footprint while offering enhanced levels of security, meeting environmental requirements while ensuring optimum performance.

All these advances have enabled HPS to join the MASI ESG index of the Casablanca Stock Exchange, reflecting and recognising our commitment to sustainable development and growth.

How does the AccelR8 strategic plan influence the development of inclusive payment solutions, and what impact does this have on your global customer base?

HPS's AccelR8 strategic plan plays a key role in the development of inclusive payment solutions by aligning our technological innovation with affordability objectives. This plan enables us to design payment solutions that are not only technologically advanced, but also accessible to a wider range of customers.

As part of this approach, we have launched a major initiative to improve the accessibility of payment services for the visually impaired. In collaboration with Bank Al-Maghrib, we have drawn up an accessibility charter that defines specific standards for adapting banking services to the needs of the visually impaired. This initiative guides

financial institutions in the integration of solutions such as voice interfaces and tactile payment devices, enabling greater accessibility and inclusion.

What are the main challenges you foresee in integrating ESG principles into your future projects, and how does HPS plan to continue innovating while strengthening its commitment to sustainable development?

Integrating ESG principles into future HPS projects brings with it a number of major challenges. One of the most pressing is the increasing regulation of sustainability and governance. As laws and directives tighten in different parts of the world, HPS needs to remain agile and proactive to ensure its operations are compliant. To meet these requirements, HPS has put in place rigorous regulatory monitoring processes and works closely with regulators to anticipate and adapt to legislative changes.

Another key challenge is the energy transition. As the payment technology sector becomes increasingly digital, reducing the carbon footprint is a priority. HPS is committed to optimising its operational processes to minimise energy consumption, while exploring greener solutions, such as the use of sustainable data centres. The inclusion of HPS in the MASI ESG Index demonstrates our company's commitment to best practice in sustainability, ethics and governance. This recognition encourages HPS to continue to strengthen its efforts in these areas and to ensure that all its activities meet the highest standards.

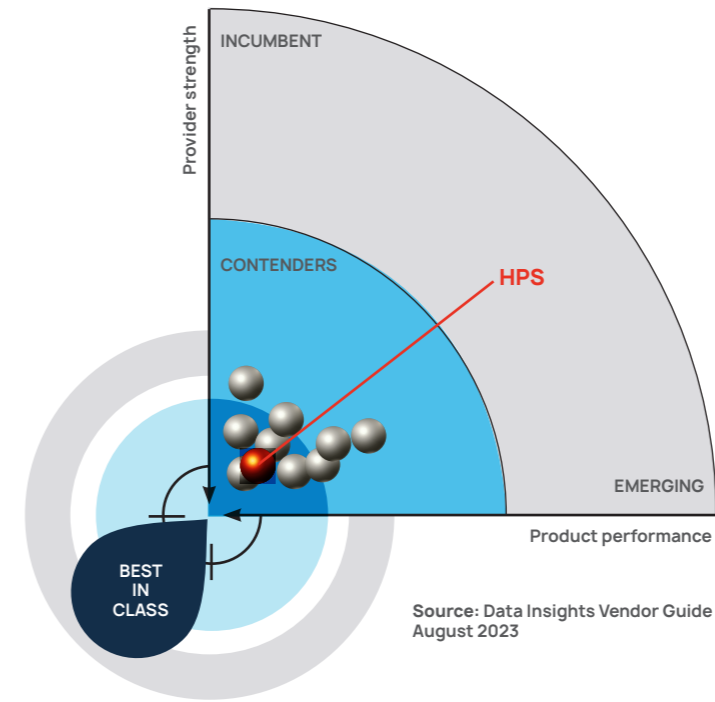
To maintain this commitment, and as we look ahead to 2023, we will continue to invest in research and development (R&D), focusing on innovations that combine performance and sustainability. The aim is to develop sustainable products that not only meet current market needs, but which are also designed to have minimal environmental impact throughout their life cycle.

HPS in a nutshell

History

Founded in 1995, HPS is a leader in the global payment solutions industry. The company provides advanced technologies for a diverse range of customers, including issuers, acquirers, card processors, independent sales organisations, retailers, as well as national and regional switches around the world. It is dedicated to transforming the landscape of global financial transactions by adapting its innovative solutions to the specific needs of each player.

HPS' flagship product, PowerCARD, is a comprehensive suite covering the entire payment value chain, enabling innovative transactions to be carried out simply, seamlessly and securely thanks to its omnichannel capabilities. The PowerCARD solution enables all transactions to be processed, regardless of the channel used or the means of payment, reflecting the company's commitment to innovation and affordability. The PowerCARD suite is recognised as one of the best solutions in the industry worldwide.



Vendors	Provider stability	Customer strength	Customer service	Product features
Confidential	91%	92%	90%	80%
Confidential	87%	91%	92%	91%
Confidential	83%	86%	93%	85%
Confidential	85%	88%	91%	88%
Confidential	91%	92%	88%	89%
HPS	91%	91%	89%	93%
Confidential	91%	90%	90%	91%
Confidential	87%	91%	92%	89%
Confidential	88%	86%	95%	89%
Confidential	94%	92%	92%	88%

This study includes ACI Worldwide, BPC, Cascade, Enfuze, FIS, HPS, i2c, Paymentology, Solid, Worldline, Galileo, Margeta, Nium and OpenWay

Since its creation, HPS has been committed to exceeding conventional payment expectations, providing its customers with solutions that not only meet their immediate needs but also redefine tomorrow's standards.

Global presence and local adaptation

HPS benefits from an extensive presence across all regions of the world, underlining its status as a global player in payment solutions.

With more than 500 users of its technologies in over 95 countries, the company has built up a robust international network. This geographical diversity enables HPS to offer cutting-edge payment solutions designed to meet the specific requirements of each market and the varied needs of the regions it serves.

Thanks to its international reach, HPS offers a personalised, local customer service, reinforcing its influence and impact in the payments industry.

The company is committed to adapting its technologies and services to enrich the customer experience in each cultural and economic context, ensuring a relevant and effective response on a local scale.

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ANCHORING GEOGRAPHICAL



14

15

+90 Country > 22 Nationalities > +120 Production sites > 5 National switches > +500 Financial institutions

CREATION MODEL OF SHARED VALUE

Our mission

We are the invisible technology that makes simple, seamless and secure payments possible, enabling people to create, share and live. Providing high value-added solutions and services and ensuring the smooth and secure execution of transactions across all possible payment channels and business sectors. We are constantly enhancing our suite of PowerCARD solutions for omnichannel electronic payment, which we are rolling out to our customers around the world.

Our corporate strategy

Our strategic development priorities for 2023-2027



Our commitment to sustainability



The value we create for our stakeholders

<p>For our customers</p> <p>Developing effective solutions to take full advantage of technological potential.</p> <p>146 MMAD of investment in R&D (12.2% of revenues)</p>	<p>For our employees</p> <p>Offering a stimulating and motivating professional environment that encourages diversity, collaboration and the assumption of responsibility.</p> <p>69% of employees have received training 22,000 hours of training provided 1.40% of the payroll is the budget allocated to training</p>	<p>For our shareholders</p> <p>Committed to delivering an attractive return while evolving into a sustainable business.</p> <p>1,192 MMAD (+18.3% vs. 2022)</p> <p>20.7% EBITDA margin (vs. 20.6% in 2022)</p> <p>6.8 MAD Dividend per share (+13.3% vs. 2022)</p>
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For our company

Through the HPS Foundation, to contribute to the promotion of quality education and the professional development of young Moroccans

- Actions linked to the support of a BTS qualification in Banking and Insurance, the optimisation of energy use in a public establishment, workshops for extra-curricular activities, and the promotion of astronomy among students and teachers:
 - 151** student beneficiaries + **30** teacher beneficiaries
- Sponsoring Club AI Artificial Intelligence:
 - 32** beneficiary teams
- Sponsoring social caravan:
 - 171** child beneficiaries
- Robotics sponsorship:
 - 13** students and **2** teachers
- Astronomy sponsorship:
 - 40** teacher beneficiaries (**20** national and **20** international)
 - 150** African beneficiary researchers and students
- Social actions:
 - 2** beneficiaries

Resources we use

<p>Human capital</p> <p>1050 talents 22 nationalities 30% parity</p>	<p>Financial capital</p> <p>4,147 MMAD Market capitalisation 757 MMAD Shareholders' equity 211 MMAD Treasury 820 MMAD Backlog</p>	<p>Technological capital</p> <p>PowerCARD, a modular solutions platform covering the entire electronic payment value chain</p> <p>02 Processing platforms 01 National switch 03 R&D centres 05 Data Centres 07 Delivery Centers</p>
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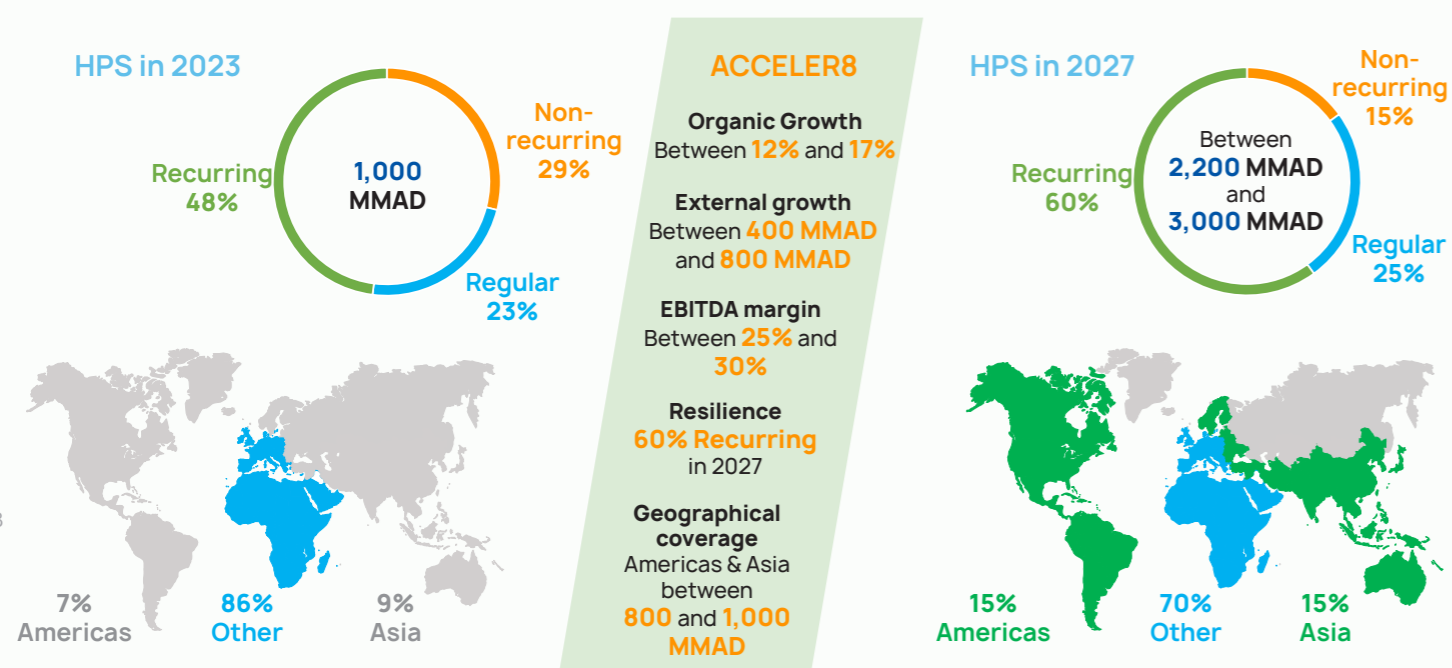
Our contribution to the Sustainable Development Goals



AccelR8: the roadmap of strategic development to 2027

Following the success of its transformation plan and the strengthening of its governance in 2022, HPS has launched the AccelR8 strategy, a new development path adapted to changes in the global payments industry and the integration of emerging technologies.

Based on a diversification of business models within its PowerCARD platform, the AccelR8 strategic plan aims to achieve the Group's objectives by 2027.

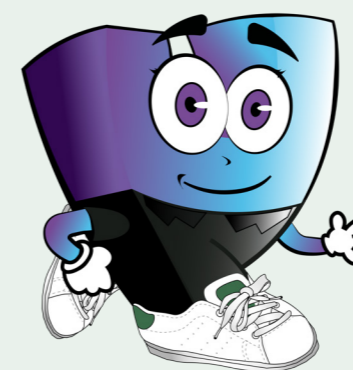


Acceler8's main areas of development for 2027 include

- **Sustained growth:** Expanding the Group's geographical presence and developing resilient business models through targeted acquisitions and extending the partner ecosystem.
- **Better operational efficiency:** Synchronising technologies from different solutions to strengthen compliance, cybersecurity and data protection.
- **A suitable working environment:** enhancing skills and enriching the corporate culture to better attract and retain talent, thereby guaranteeing the sustainability of succession plans.
- **A diversified product offering and enhanced service quality:** Optimising our solutions offering by targeting customers' key needs for faster, more efficient deployments.
- **Tightening ESG standards:** Implementing robust ESG standards to improve the sustainability of our businesses and increasing the creation of shared value.

HPS Way of Leadership: strengthening leadership for sustainable and responsible growth

As part of its Acceler8 strategic plan, HPS has set up the "HPS Way of Leadership" project, a key pillar of its transformation. This project aims to strengthen the leadership posture of its managers and experts by establishing clear standards and offering tailored support. The project, supported by General Management and the Human Resources Department, is being rolled out in several phases, including a needs analysis, the drafting of a leadership charter and the implementation of a training programme.



Manager Persona

To date, a large majority of managers have benefited from this training, helping to standardise managerial practices across the various countries where HPS operates.

The HPS Way of Leadership is part of a continuity approach, with actions to ensure the project's long-term viability, in particular the integration of the charter into annual appraisals and the development of complementary training programmes. Internal communication has played a key role in the success of the project, creating a positive dynamic around the new leadership standard.

This project will help to strengthen HPS's human capital, a crucial factor in maintaining and expanding its leading position in the global market while ensuring sustainable growth.

RESPONSIBLE GOVERNANCE

The Board of Directors

Composition and functions of the Board of Directors

Governance at HPS has evolved significantly to reflect the Group's expansion and strategic ambitions. Today, it is based on a Board of Directors mainly composed of non-executive directors, ensuring independent and objective supervision of the company's activities. This structure is reinforced by the presence of specialist committees that provide in-depth expertise in specific areas of governance. The clear distinction between the Chairmanship of the Board of Directors and the Executive Board consolidates this arrangement, aligning strategic interests with HPS's overall vision and guaranteeing sustainable and responsible management.

Full name of director	Position on the Board of Directors
HORANI Mohamed	Chairman
ALAOUI SMAILI Abdeslam	Executive Director
KHALLOUQUI Samir	Non-executive director
SABBAHE Driss	Non-executive director
VIGAND Philippe	Non-executive director
POMERLEAU Pierre André	Non-executive director
LAZIRI Hassan	Non-executive director
CHAMI Meryem	Independent director
ROUVET Natalie	Independent director
BENABDALLAH Rachida	Independent director

The work of the Board of Directors

In 2023, the HPS Board of Directors was actively engaged in its work, holding a total of 12 meetings during the year. The average attendance at these meetings was a remarkable 97%.

Parity and independence of members of the Board of Directors

HPS illustrates its commitment to parity by maintaining a balanced representation of men and women on its Board of Directors, where women hold 30% of positions.

This rate was achieved before legislation required this proportion for companies listed on the Casablanca Stock Exchange.

This reflects the company's determination to promote diversity and inclusion at the highest decision-making level.

HPS is also committed to responsible corporate governance, in line with the expectations of its shareholders and investors. Non-executive and independent directors make up 90% of the Board, with in-depth technical expertise in the payments sector and excellent skills in corporate strategy and management. At 31 December 2023, the Board of Directors comprised nine non-executive directors, five of whom had no conflicts of interest and no shareholdings in the company.

In accordance with article 41 bis of law 20-19 supplementing law 17-95 on public limited companies, three of the nine non-executive directors fully meet the prescribed independence criteria, reflecting HPS's commitment to greater transparency and accountability, and affirming its adherence to best governance practices.

Directors' remuneration

The remuneration of the non-executive directors of the HPS Board of Directors is determined by directors' fees, the distribution of which is decided by the Board of Directors and approved by the Ordinary General Meeting. The total amount of directors' fees allocated for 2023 was set at MAD 2,900,000 at the Annual General Meeting held on 22 June 2023. It is important to note that these fees are only paid to non-executive directors.

Specialist Committees of the Board of Directors

At HPS, the Board of Directors is supported by a number of specialist committees which play key roles in the company's governance and strategy.

The Audit Committee is responsible for overseeing the risk management policy at HPS, ensuring that the accounts and financial information are audited and reliable. This committee plays a key role in guaranteeing the integrity of the financial data presented to the Board of Directors. It also supports the company's various units in the preparation and communication of financial and non-financial indicators. It is composed of four members, two of whom are independent directors. All its members are non-executive directors.

The Nominations and Remuneration Committee at HPS is responsible for evaluating and optimising remuneration structures and pension arrangements for senior executives and executive directors. This Committee makes strategic recommendations on executive recruitment and succession, as well as reviewing and managing employee share ownership programmes. It is also responsible for setting the remuneration of the members of the Board of Directors, ensuring that the interests of management are aligned with those of the company. It is composed of four members, two of whom are independent directors. All its members are non-executive directors.

The HPS Strategy and ESG committee is at the heart of the development of the company's global strategy and the integration of social, environmental and good governance issues into that strategy. This Committee analyses the risks and opportunities associated with these areas and oversees the implementation of responsible governance practices in line with the code of good governance for listed companies. Its remit also includes developing and monitoring a roadmap based on ESG perimeters. The Committee, made up of five members including two independent directors, ensures that all strategic and ESG initiatives are conducted in a transparent manner and aligned with the company's long-term objectives.

Ethics & Compliance

A culture of ethical excellence and responsibility

The HPS Group actively cultivates a culture of ethical excellence and responsibility, which is vigorously promoted and supported at all levels of the organisation. Committed to the fight against fraud and corruption, HPS has put in place strict policies and procedures designed to prevent such behaviour and to guarantee universal ethical conduct. In addition, the company has launched the development of a comprehensive Code of Conduct which aims to define clear and consistent standards to guide the behaviour of all employees and stakeholders, reinforcing its commitment to ethical and responsible corporate governance.

A responsible purchasing policy

HPS is committed to integrating its sustainable development values and commitments into its interactions with suppliers and partners. With this in mind, the Group has drawn up a responsible purchasing policy. This policy aims to ensure that HPS purchases meet ethical and responsible standards, thereby helping to mitigate the risks associated with the supply chain. Each year, HPS carries out in-depth assessments using rigorous criteria in terms of reliability and compliance with laws and regulations, particularly with regard to respect for human rights, the protection of workers and compliance with competition principles.

Risk management

Within the HPS Group, risk management remains a key priority, underpinned by strong governance. The Audit Committee plays a crucial role in actively overseeing this process. It draws up a specific audit plan based on significant risks, encouraging the organisation to continually improve its practices and processes.

At the same time, HPS has put in place a detailed risk map. It identifies, assesses and prioritises the potential risks to which the company is exposed. This facilitates informed decision-making and the implementation of appropriate preventive and corrective measures. Thanks to these initiatives, HPS is strengthening its ability to anticipate and effectively manage risks, thereby ensuring the sustainability and resilience of its business.

Business continuity

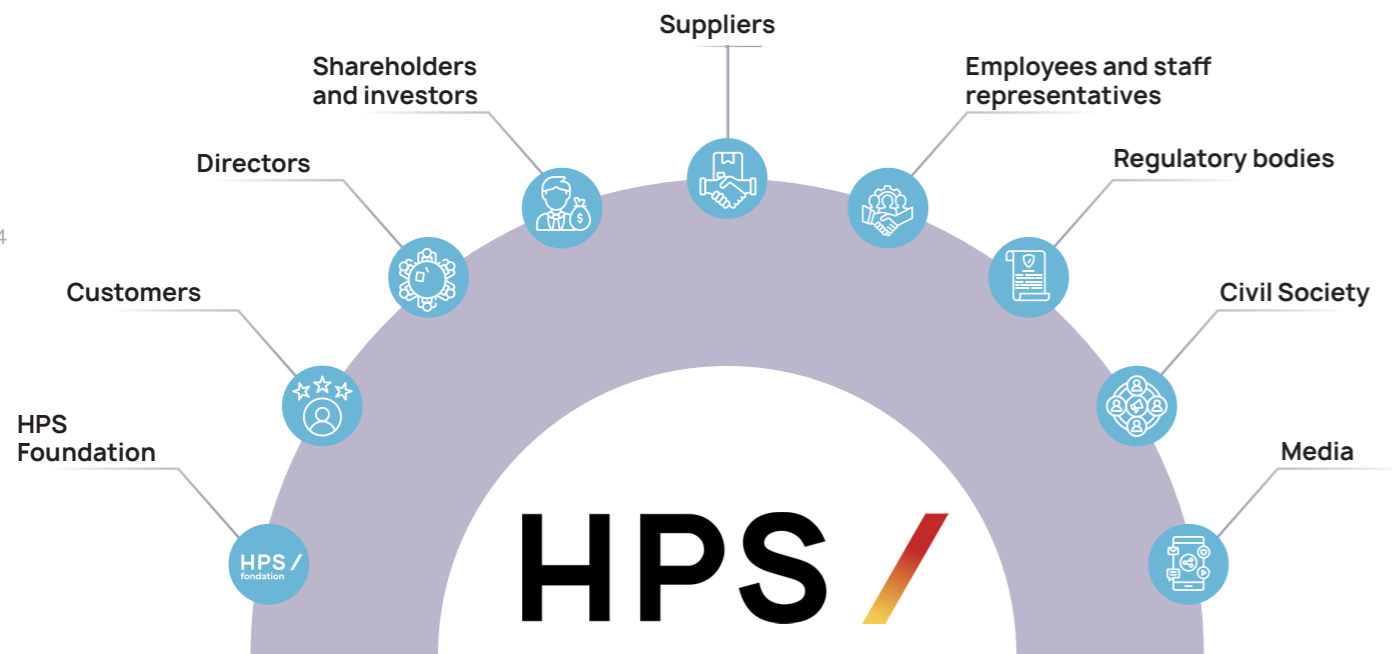
Business continuity is at the heart of the HPS strategy, backed up by concrete actions. The Group has a detailed Business Continuity Plan (BCP), which is regularly tested during annual exercises. These tests are used to confirm the effectiveness of the plan and to ensure that the Group is prepared for any potential disruption. In addition, crisis simulation exercises are regularly carried out to reproduce realistic scenarios and implement the crisis management process. These simulations provide valuable opportunities for training and continuous improvement of practices, strengthening the resilience of HPS to potential disruptions and ensuring the safety of the Group's critical operations.

HPS' COMMITMENT IN FAVOUR OF SUSTAINABILITY

A group open to its ecosystem

Stakeholder mapping

The HPS Group is firmly committed to open and constructive dialogue with all its stakeholders. This ongoing interaction is essential if we are to remain attentive to the needs and expectations of our environment, and to take them into account when developing our strategy and projects.



Stakeholder dialogue process

HPS is committed to maintaining constant communication with all stakeholders in its ecosystem, whether they are directly or indirectly impacted by its activities. This approach extends locally and internationally, underlining the importance of collaboration and listening in its vision of sustainable development.

Group of stakeholders	Basis of commitment	Dialogue procedures	Areas of interest	Reply from HPS
Shareholders and investors	HPS emphasises transparent communication and responsible engagement with its shareholders and investors, ensuring that their investments contribute to sustainable growth and performance.	Annual General Meeting Annual Report Website Press releases	Financial Performance Performance Extra-Financial Strategy Governance Compliance	HPS regularly informs its shareholders and investors about the company's development and strategy. The Group carries out its activities with the aim of increasing the value of the company.
Directors	HPS ensures the creation of bodies to guarantee the efficiency of company management.	Board of Directors Audit committees Nominations and Remuneration Committee Strategy and ESG Committee	Financial Performance Performance Extra-Financial Strategy Governance and organisation Compliance	HPS communicates regularly with all its directors, sharing information that demonstrates the company's sound management.
Customers	HPS customers play a crucial role in the company's success and have a direct impact on its sustainability achievements.	Satisfaction survey Meetings Events and Exchanges Claims management	Quality Operational performance Business ethics Meeting deadlines Claims management Social responsibility	HPS is continually committed to improving the efficiency of its services and strengthening its relationship with its customers by offering them high value-added services characterised by quality and proactivity.
Employees and staff representatives	These play an indispensable role in the success of HPS. Whether at its sites in Morocco or internationally, the Group is committed to creating and maintaining a favourable, stimulating and inclusive working environment.	Newsletter Internal radio Welcome guide Internal events HPS Academy Intranet	Working conditions Health and safety Human rights Remuneration and benefits Career development Well-being at work Continuing education	HPS is committed to fostering a strong sense of belonging and promoting professional development by offering clear and progressive career prospects.
HPS Foundation	HPS works closely with various players in civil society to support joint initiatives that illustrate a shared commitment to social progress.	Meetings Conventions	Social commitment Education Teaching Sponsorship	HPS encourages actions and initiatives aimed at strengthening its commitment to social progress.

Group of stakeholders	Basis of commitment	Dialogue procedures	Areas of interest	Reply from HPS
Suppliers	HPS aims to improve the quality of its supply chain by developing long-term collaborations with its suppliers, thereby creating sustainable opportunities.	Evaluation of suppliers Meetings Meetings	Quality Meeting deadlines Working conditions Human rights Prices and rates	HPS is committed to building quality and respectful relationships with its suppliers, reflecting the Group's high standards of quality and commitment.
Regulatory bodies	The regulators seek transparency and closely monitor the performance of HPS, while paying increasing attention to practices of sustainable development.	Annual report Website Press releases	Financial Performance Extra-Financial Performance Regulatory compliance Transparency Ethics and fair practices Governance	HPS communicates transparently about its current performance, strategy and future prospects.
Civil Society	HPS actively collaborates with various players in civil society, working together on initiatives that demonstrate a shared commitment to social progress.	Meetings Conventions	Social commitment Philanthropy and solidarity Sponsorship	HPS supports initiatives to strengthen its commitment to society
Media	HPS maintains regular contact with the press to ensure transparency in its communications	Press releases Social networks	Financial Performance Performance Extra-Financial Strategy Governance Compliance	HPS communicates transparently about its current results, current strategy and future prospects.

Collaboration and co-construction with players in the technological innovation ecosystem

HPS joins the CNCF to strengthen its Cloud-Native capabilities

HPS' recent membership of the Cloud Native Computing Foundation (CNCF) marks an important milestone for HPS, underlining its commitment to technological innovation. By joining the CNCF, HPS gains access to a community of developers and industry leaders, as well as cutting-edge technologies such as Kubernetes, Prometheus and Envoy. This affiliation enables HPS to adopt industry best practice and standards in cloud-native development, enhancing the quality and performance of its services.

Collaboration within the CNCF also provides HPS with a platform to share knowledge, co-develop solutions and contribute to the global technology ecosystem. By integrating these advanced technologies, HPS optimises the scalability and flexibility of its payment services, strengthens the security and resilience of its infrastructures, and ensures continuous innovation. This membership strengthens not only HPS' technical capabilities, but also its commitment to providing reliable, secure and scalable payment solutions to its customers worldwide.

Developing innovative, inclusive and responsible payment technologies

Offering innovative solutions in developing countries

During the year, HPS was recognised for its commitment to innovation and excellence. At the 13th Africa Bank 4.0 Summit organised by BII World, the Group won the award for "Most Innovative Payment Security Technology of the Year". This award underlines HPS' commitment to pushing back the boundaries of secure payment technologies, affirming its role as a pioneer in improving financial infrastructures. HPS also won two other awards at the MEA Finance Leaders in Payments Awards 2023, presented by MEA Finance Magazine. The awards, in the "Best Payments as a Service" and "Overall Best Payments Platform in the Middle East" categories, recognise HPS's excellence in delivering innovative, high-performance payment solutions. These awards testify to the quality and technological progress of PowerCARD solutions, which continue to set industry standards.

Contributing to the emergence of inclusive solutions

In a significant development, HPS took part in the official launch of the tokenisation project with the Bank of Mongolia, carried out in partnership with Tridum. This initiative marks a major milestone in the nationwide adoption of mobile NFC technologies and tokenisation services, offering a more secure and innovative payment infrastructure. In Morocco, the Group has developed an innovative programme in collaboration with Bank Al-Maghrib, focusing on improving access to payment services for the visually impaired. This programme includes participation in the drafting of an accessibility charter that defines standards for Moroccan banks, ensuring compliance and the adaptation of banking services to the needs of visually impaired users. HPS is also extending its efforts to help various financial institutions integrate these accessibility standards, particularly in payment transactions. True to its pioneering spirit, HPS continues to provide its customers and partners with innovative solutions aimed at democratising payment technologies and contributing to the economic development of its business areas. These collective efforts and notable achievements demonstrate HPS's ongoing commitment not only to maintaining its reputation as a leader in the electronic payments sector, but also to actively contributing to the democratisation of payment methods.

Governance adapted to the challenges CSR - ESG

The governance of Corporate Social Responsibility (CSR) and ESG issues within HPS is based on several strategic foundations. Firstly, a Strategy and ESG Committee, which is part of the Board of Directors, is responsible for identifying and evaluating key CSR orientations. At the same time, a CSR Executive Committee has been set up to bring together all the Group's entities, both in Morocco and internationally, in order to coordinate CSR initiatives and actions. At operational level, a dedicated CSR Department is responsible for steering and coordinating the company's CSR programmes and projects.

In order to strengthen the whole system and be as close as possible to all functions, CSR ambassadors are appointed within each entity to promote and disseminate the values of CSR and its impact within the organisation. This strong governance structure illustrates HPS's unwavering commitment to CSR and its drive to generate a positive impact at every level of its business.

Priority ESG issues

In 2023, HPS undertook a CSR materiality analysis to precisely define its strategic sustainability challenges. This process involved all stakeholders, including employees and employee representatives, shareholders, directors, suppliers, subcontractors, customers, associations, local NGOs and ESG rating agencies. The aim of this consultation was to identify the most critical ESG issues for HPS and its stakeholders, highlighting the key themes on which the Group should focus its sustainability strategy.

The materiality analysis identified 11 priority issues:

- Cyber security
- Transaction security
- Protection of personal data
- Ethics & compliance
- Risk management
- Equal opportunities, diversity and inclusion
- Innovation
- Responsible governance
- Customer satisfaction
- Business continuity
- Developing human capital

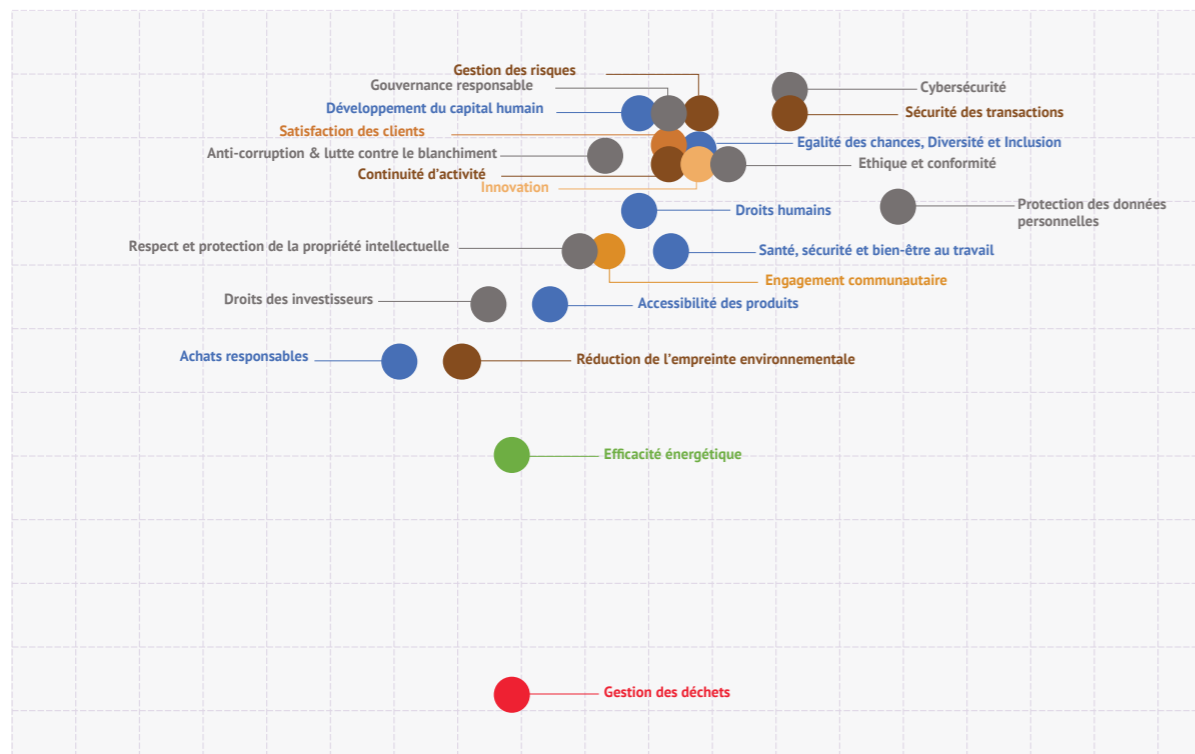
Following the recommendations of the HPS Strategy Committee & ESG, this list of issues has been expanded to include three additional environmental concerns:

- Reducing our ecological footprint,
- Energy efficiency
- Waste management.

Thanks to this in-depth, collaborative analysis, HPS has been able to develop a strategic vision aligned with the expectations and needs of its stakeholders, thereby strengthening its commitment to social and environmental responsibility.

HPS has structured its commitment to social responsibility by drawing up a CSR policy that consolidates its sustainability guidelines and practices. The HPS CSR approach is based on 5 strategic areas:

- **Integrity and ethics:** Adopt ethical, transparent and responsible business practices.
- **Respect for human rights:** Respecting universal rights and preventing any form of discrimination, exploitation or infringement of fundamental rights
- **Environmental protection:** Minimising environmental impact through practices that reduce resource consumption and promote energy efficiency.
- **Community involvement:** Contributing actively to the socio-economic development of local communities.
- **Transparency and accountability:** Communicate openly and regularly on CSR activities, performance and progress to ensure clear and measurable accountability.



41 internal stakeholders & external / 22 issues defined / 11 priority issues

HPS' commitment to the Sustainable Development Goals

HPS' CSR approach, objectives and actions are in line with the 17 UN Sustainable Development Goals (SDGs). HPS is actively helping to achieve several of these objectives. In concrete terms, the Group is involved in causes where it has a strong impact and contributes directly to achieving the following objectives:

- SDG 3: Good health and well-being
- SDG 4: Quality education
- SDG 8: Decent work and economic growth
- SDG 9: Industry, innovation and infrastructure
- SDG 10: Reduced inequalities
- SDG 12: Sustainable consumption and production
- SDG 13: Measures to combat climate change
- SDG 14: Aquatic life
- SDG 16: Peace, justice and effective institutions

Certifications and recognition

The HPS Group has demonstrated a strong commitment to sustainability, officially recognised at national level through a number of notable awards. This recognition highlights HPS's efforts to integrate sustainable practices into its activities and promote social and environmental responsibility. Building on this success, HPS aims to strengthen its commitment by actively participating in international sustainability initiatives.

Awarded the CGEM CSR Label

At national level, HPS has been awarded the CSR Label by the Confédération Générale des Entreprises du Maroc (CGEM), demonstrating its commitment to social and environmental responsibility. This label represents official recognition of the commitment of Moroccan companies to respect, defend and promote the universal principles of social responsibility and sustainable development in their economic activities and social interactions.



HPS included in the MASI ESG index on the Casablanca Stock Exchange

HPS's inclusion in the Casablanca Stock Exchange's MASI ESG index is a significant recognition of its efforts in terms of environmental, social and governance (ESG) criteria. This index selects companies listed on the Casablanca Stock Exchange that meet high standards of sustainability and responsibility.

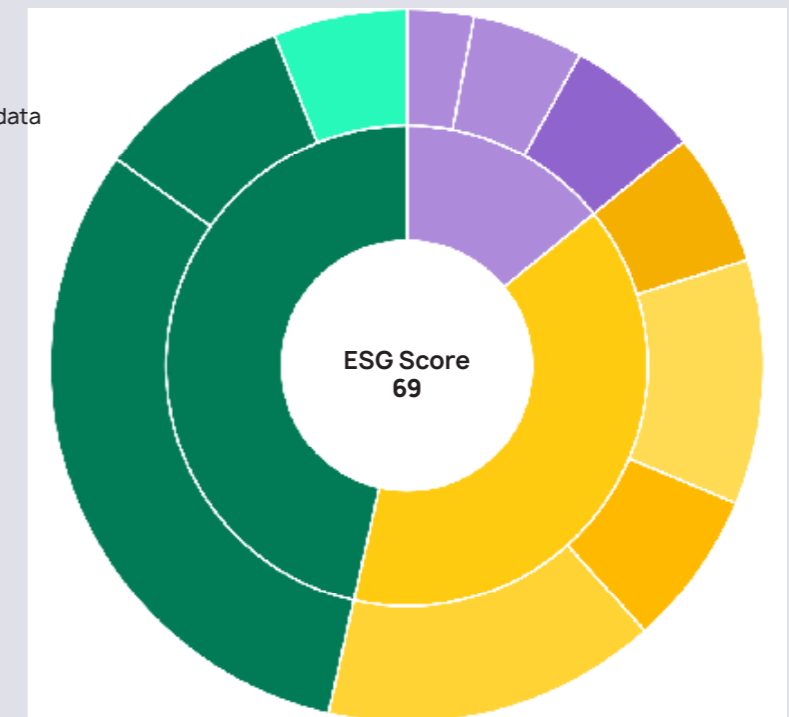
The MASI ESG index highlights the high ESG performance of HPS in the areas of social responsibility, good governance and innovation.

The inclusion of HPS in this ranking demonstrates its strong commitment to corporate social responsibility. By adopting environmentally friendly and socially responsible practices, HPS helps to reduce its ecological footprint, promote fair working conditions and maintain high ethical standards in its operations.

Hightech Payment Systems SA ESG score: 69/100

Based on Hightech Payment Systems SA's self-reported FY 2022 data

Environment	47
Emissions	46
Resource Use	41
Innovation	52
Social	51
Human Rights	77
Product Responsibility	34
Workforce	65
Community	47
Governance	90
Management	99
Shareholders	95
CSR Strategy	39



<https://www.lseg.com/en/data-analytics/sustainable-finance/esg-scores?esg=Hightech+Payment+Systems+SA>

Commitment to the United Nations Global Pact

The HPS Group has made a significant commitment by joining the United Nations Global Pact. By joining this global initiative, HPS is actively committed to integrating and promoting universal principles relating to human rights, international labour standards, environmental protection and the fight against corruption. As a member of the Global Compact, HPS reinforces its commitment to social responsibility and aligns itself with the values and objectives of the United Nations to promote ethical and sustainable business practices worldwide.

HPS: "Most Innovative Payment Security Technology of the Year"

At the 13th Africa Bank 4.0 Summit organised by BIIWorld, the Group won the "Most Innovative Payment Security Technology of the Year" award. This award underlines HPS' commitment to pushing back the boundaries of secure payment technologies, affirming its role as a pioneer in improving financial infrastructures.

HPS recognised at MEA Finance Leaders in Payments Awards 2023

HPS also won two other awards at the MEA Finance Leaders in Payments Awards 2023, presented by MEA Finance Magazine. The awards, in the "Best Payments as a Service" and "Overall Best Payments Platform in the Middle East" categories, recognise HPS's excellence in delivering innovative, high-performance payment solutions. These awards testify to the quality and technological progress of PowerCARD solutions, which continue to set industry standards.

Launch of work with a view to obtaining B-Corp Certification

The HPS Group has recently launched work to achieve B-Corp certification, demonstrating its commitment to responsible and sustainable business practices. "B-Corp" certification is awarded to commercial companies that meet societal and environmental, governance and public transparency requirements. By engaging in this process, HPS aims to reinforce its credibility as a company committed to the well-being of its stakeholders, including its employees, customers, suppliers and the community at large. The pursuit of B-Corp certification demonstrates HPS's enduring commitment to creating a positive impact on society and the environment while promoting ethical and responsible business practices.

HPS supports Socially Responsible Investment

In 2023, HPS strengthened its commitment to sustainability by investing in the SG Social Impact Fund, an ESG fund set up by Société Générale Maroc through Sogécapital Gestion. This fund, dedicated to social and environmental impact, reflects HPS's desire to contribute actively to projects with a strong social impact, while integrating ESG criteria into its investment choices. By investing in this low-risk fund, HPS not only supports non-profit associations in Morocco, but also strengthens its position as a responsible player, aligning its operations with best practice in sustainable governance and positive impact on society.

ADDING VALUE AND DEVELOPMENT OF HUMAN CAPITAL

Equal opportunities, diversity and inclusion

HPS strengthens its commitment through the implementation of a Diversity and Inclusion Charter

As part of its ongoing commitment to corporate social responsibility, HPS is proud to announce the creation and deployment of its Inclusion and Diversity Charter. This charter reflects HPS's desire to create an inclusive working environment that values diversity and fosters a sense of belonging for all its employees. By embedding diversity at the heart of its global operations, HPS is strengthening its competitiveness and attractiveness, which is widely recognised and appreciated by its stakeholders.

The charter establishes a common framework for achieving HPS's vision of inclusiveness, guided by four main objectives: cultivating a sense of belonging, ensuring equal opportunities, empowering its managers and promoting an inclusive working environment. By putting in place conditions and processes that promote diversity and inclusion, HPS aims to ensure that everyone in the company feels safe, valued and free to express their true authentic selves. The success of this initiative depends on the active participation and commitment of every member of HPS.

Governance and female representation

HPS is firmly committed to equal opportunities and diversity, as demonstrated by the composition of its Board of Directors: 30% female members, all independent directors, demonstrating a serious commitment to gender equity at the highest level of decision-making.

Particular attention is also paid to the inclusion of the gender dimension in recruitment, as HPS is committed to recruiting 30% women.

The company also makes a point of supporting work-life balance, notably through teleworking, flexible working hours and measures to promote fairness and recognition of professional contributions, particularly during maternity leave.

In addition, HPS has committed to respecting the principles of gender equality by signing the We4She charter. This approach reinforces its commitment to creating an inclusive working environment that respects all diversities.

The We4She charter focuses on promoting gender equality and the inclusion of women in the professional world. The main thrusts of this charter include:

1. Promoting diversity and inclusion
2. Supporting and developing female talent
3. Work-life balance
4. Combating discrimination and stereotypes
5. Transparency and monitoring of objectives

A working environment that promotes inclusion

HPS is committed to providing an inclusive working environment, adapted to the specific needs of all its employees. The spaces have been refurbished to ensure easy and safe access for everyone, with facilities such as lifts, automatic doors and accessible toilets.

To meet individual requirements, we offer the possibility of working remotely, enabling each employee to manage their professional responsibilities from a comfortable environment tailored to their needs. Flexible working hours are also offered to reconcile personal and professional constraints.

HPS takes care of the equipment needed to enable each employee to work efficiently, whether this involves mobility aids or other devices. Well-being workshops focusing on ergonomics and relaxation are organised on a regular basis to maintain the physical health of our teams. Therapeutic support is also available to support mental and emotional well-being, ensuring a working environment where everyone feels valued and supported.

Cultural and demographic diversity

HPS is committed to valuing diversity, which is not just limited to gender, but also extends to origins, demographics and cultures. With employees of 22 different nationalities, this diversity greatly enriches the working environment and stimulates innovation.

Non-discrimination and access to opportunities

HPS is committed to promoting a culture of equality and non-discrimination, ensuring that the same assessment criteria are applied and offering the same training opportunities to all its employees, thereby guaranteeing fair treatment within the company.

Promoting young talent and leveraging the experience of senior citizens

HPS is committed to investing in the recruitment of young talent, who account for 40% of new recruits, and to recognising the experience and expertise of senior employees by actively integrating them into its workforce.

Professional development and retaining talent

Developing human capital

Skills development

At HPS, the professional development of employees is at the heart of the Group's strategy, supported by a variety of initiatives and significant investment in ongoing training. A number of aspects illustrate this commitment to skills development and professional development within the organisation.

Firstly, HPS has set up a robust training system with two dedicated entities: a dedicated team within the Human Resources Department and the HPS Academy. These entities work in tandem to design and deliver training programmes tailored to the needs of employees and the requirements of the company's customers.

The training courses on offer are diverse and cover a wide range of subjects. These include specific training courses to enhance skills linked to the solutions offered by HPS, certification cycles, management courses such as the "HPS Way of Leadership", as well as specialised technical training courses. New recruits also benefit from training programmes tailored to their integration into the Group. The aim is to meet the specific needs of employees at different levels of responsibility. In 2023, a strong emphasis has been placed on technical skills, accounting for 85% of training, followed by soft skills at 12% and management at 3%. To promote access to training, HPS has set up an in-house digital system enabling employees to follow distance learning modules tailored to their availability and individual needs.

By 2023, HPS' commitment to professional development was clear: 69% of employees benefited from at least one training course, totalling more than 22,000 hours of training provided over a period of 3,679 man-days, with an average number of training days of 3.5 per employee. The training coverage rate by gender was 84% for women and 68% for men. The training budget represented 1.40% of total payroll. This level of investment reflects the Group's commitment to growth and to developing the skills and employability of its teams.

Training themes in 2023
HUMAN RESOURCES
Labour Code
Annual Performance Review
Human Resources Convention: HR Core - Decoding The Grim Reality
Welcome Aboard
LANGUAGES
Group English courses
One to one English courses
English - E-learning
GEOPOLITICS
Geopolitical Cycle: Understanding the world
SECURITY
Evacuation & Fire
Fire evacuation
First aid
H0B0 Electrical Current Awareness and Additional BS and BE Modules
MANAGEMENT & PERFORMANCE
Setting SMART objectives
Professional Project Management (PMP) methodology
Project Leadership Certification (PLC)
Boost your performance with the power of ChatGPT
Consolidation, IFRS Updates and Others
FINANCE & SUSTAINABILITY
Financial Inclusion Forum
ESG "The moral revolution of capitalism"
SOFT SKILLS
Stress management
Time and Priority Management
English Soft Skills
Leadership
Emotional intelligence
Public Speaking
Public Speaking Skills
Stress Management Skills
Women's Leadership Programme
Leadership for Women Webinar
Drafting & Professional Documents
Strengthening One's Oral and Written Expression
MICROSOFT
Microsoft Visio
MS PROJECT
Outlook
Excel
CERTIFICATIONS
Preventing Corruption: ISO 37001 from theory to practice
ISO 9001:2015 Awareness Training

Internal mobility and career management

Career management and internal mobility are key pillars of the professional development strategy at HPS. The Group has a clear internal mobility charter to help employees progress and develop within the organisation.

This charter defines the principles and processes governing internal mobility, thereby encouraging the development of a wide range of skills and the professional growth of our employees. HPS actively promotes internal mobility, offering employees opportunities to progress within the company. In addition, internal promotion is encouraged, with each department having a dedicated budget for career development. This means that every manager can put forward talented employees for promotion or advancement on the basis of their performance and potential.

Employees' performance is assessed twice a year to ensure regular monitoring of their achievements and objectives. These assessments provide opportunities to identify individual development needs and opportunities for advancement within the Group.

Every year, around 20% of our employees benefit from professional development within HPS, demonstrating the Group's commitment to the career development of its employees.

Equal opportunities through mobility, career management and talent review at HPS

At HPS, equal opportunities are a fundamental value, and every employee must be able to benefit from the same opportunities for development and career progression. To give concrete expression to this commitment, HPS has introduced an internal mobility policy that promotes equal opportunities and enables everyone to achieve their full potential. This policy ensures that vacancies are open to all employees, regardless of their origin, gender, age or personal situation, thereby promoting diversity and inclusion within the company.

Transparency is a key element in this process: All internal mobility opportunities are published on the intranet and are accessible to all employees, enabling them to apply freely for positions that match their skills and career aspirations. In addition, HPS offers personalised support to employees wishing to progress within the company, through mentoring programmes, specific training courses and coaching sessions. This support ensures that everyone has the tools they need to succeed in their new roles.

HPS also values diversity of career paths, encouraging employees to explore different functions and areas within the company, which enriches the organisation and stimulates a culture of innovation and creativity. The selection process for each position is designed to be fair, based on skills and merit, with transparent and objective assessment criteria.

Finally, the Talent Review process, an integral part of Talent Management, enables employees to be segmented according to their potential and performance, and specific action plans to be rolled out. This process aims to identify in-house talent, invest in its development and retain it, thereby creating talent pools. Career management is at the heart of this strategy, offering employees advice on their professional orientation, career interviews and mentoring schemes, thereby strengthening their motivation and commitment.

Health and safety at work: a strategic priority of the Group

As part of its commitment to the safety, health and dignity of its employees, in 2023 the HPS Group incorporated the fundamental principles of a charter dedicated to health and safety at work. HPS ensures that all necessary measures are taken to protect the physical and moral integrity of its employees during the performance of their duties. In addition, full information is systematically provided to employees on the regulations in force and the protective measures put in place to reduce occupational risks.

HPS' responsibility for employee health and safety is reflected in the creation of an occupational health department. The service is run by an occupational physician under contract, who operates completely independently of HPS management and employees, while adhering strictly to medical ethics. The doctor's preventive role encompasses a number of key areas, such as monitoring hygiene conditions, protecting against risks and accidents, and adapting workstations to take account of employees' health.

At the same time, the Health, Safety and Working Conditions Committee (CHSCT in its French acronym) plays an active role in preventing occupational risks, including psychosocial risks. This committee ensures that legal safety standards are applied, that protective equipment is properly maintained, and promotes initiatives to improve working conditions and methods. It plays a key role in the rehabilitation of disabled employees and in active prevention within the company. In the event of a work-related accident or illness, the CHSCT conducts a thorough investigation and publishes an annual report on developments in occupational risks, thus affirming its crucial role in maintaining a safe and healthy working environment.

HPS attaches great importance to social activities and the well-being of its employees. Various events are organised to encourage conviviality and the exchange of ideas within the team. In addition, HPS encourages participation in sporting activities, such as the Moroccan Corporate Sport Games and running events, enabling everyone to develop physically and socially. The well-being of employees is also supported by initiatives such as the creation of a dedicated breastfeeding area for new mothers, offering a comfortable and private setting. In addition, HPS supports professional sportsmen and women, who embody the values of surpassing oneself and perseverance, while inspiring employees and reinforcing their sense of pride in belonging to the group. HPS Radio, an internal initiative, also plays a key role in this dynamic, broadcasting a variety of programmes on subjects such as life in the company, health, human resources, business news, inspiring employee stories and CSR projects. These initiatives help to create a dynamic, caring and inclusive corporate culture in which every employee feels valued and involved.

The HPS stock option programme

In 2020, HPS launched a stock option programme for its employees, which will come into effect in 2023. This strategic initiative aims to strengthen their sense of belonging and involvement by offering them the opportunity to acquire HPS shares. It also enhances the Group's social image by enabling eligible employees and consultants to become shareholders.

Stock options represent long-term remuneration, enabling employees to benefit from the Group's growth and success. The main objectives are to involve employees in value creation, attract new talent, strengthen the sense of belonging to the Group, and promote employee share ownership.

By adopting this approach to remuneration, HPS is demonstrating its commitment to creating long-term value and sharing it with its employees, while encouraging their involvement in the company's overall success.

A corporate culture based on the cohesion and well-being of human capital

At HPS, belonging and cohesion are regarded as essential pillars for the success and well-being of our employees. A number of initiatives have been put in place to reinforce this culture of belonging. Transparent communication is at the heart of these efforts, with channels such as in-house radio, where employees share their experiences and passions, and the dynamic intranet, which keeps everyone up to date with company news and strategies.

To give new arrivals a warm welcome, induction days are organised, offering an introduction to the Group's culture, values and history, with input from the managers of the various Business Units. In addition, regular in-house events, such as fairs, team buildings and celebrations of collective successes, are organised to strengthen links and team spirit.

LISTENING AND AT THE SERVICE OF OUR CUSTOMERS' EXPECTATIONS

Being as close as possible to our customers' expectations

At HPS, commitment to customer service is a top priority. The Group strives to build genuine, human relationships with its customers, based on trust, listening and mutual respect.

One of HPS's priorities is to forge strong links with its customers by creating lasting partnerships and providing an environment where customers feel listened to and valued at every stage of the collaboration. In addition, the HPS teams maintain regular contact with their customers to ensure that the solutions offered continually meet their evolving needs.

To measure and constantly improve customer satisfaction, HPS conducts regular surveys in Morocco and abroad. These surveys enable HPS to assess its performance, identify areas for improvement and take the necessary measures to meet its customers' expectations as closely as possible. HPS attaches great importance to feedback from its customers, which guides its continuous improvement efforts and enables it to adapt its services globally and locally to ensure optimum satisfaction.

The organisation of the Users Meeting (WeMeeting) by HPS embodies this desire for proximity and continuous improvement. Organised every two years, these events give customers a platform to share their experiences, challenges and successes. For HPS, these meetings are a valuable opportunity to exchange ideas, strengthen relationships and establish fruitful collaborations. In 2023, more than 500 people from over 50 countries took part in the event.

In addition to these internal events, HPS actively participates in external events related to its sector in order to maintain and strengthen its relationships with the ecosystem. In 2023, HPS took part in more than 14 payment industry trade fairs and events, both in Morocco and internationally. These events include: Africa Banking Summit, Sympart23, MPE, Africa Pay & ID Expo, Seamless Middle East, Fintech Revolution Summit, Money 20/20 Europe, SOFTin Space, Seamless Asia, Seamless North Africa, Seamless KSA, Africa Bank Summit Lagos, Nexo Annual Conference, Seamless Europe, JM TL and WeMeeting. Regular participation in specialist events enables HPS to keep abreast of trends and innovations in the sector, to engage in dialogue with other key players, and to strengthen its professional relationships with the industry ecosystem. By taking part in these trade fairs, HPS is strengthening its position as a major global player in the payment industry.

Integrated digital security

Given the nature of HPS's activities, cyber security, transaction security and the protection of personal data are of particular importance. The Group is committed to maintaining high standards of IT security and data protection in accordance with current regulations.

HPS has a rigorous cyber security policy and complies strictly with laws and regulations relating to the protection of personal and sensitive data. Information security is considered to be a collective and priority responsibility, integrated into all aspects of the Group's operations.

To reinforce security measures and ensure robust practices, HPS regularly conducts crisis management exercises and simulated phishing operations. These initiatives help to assess preparedness for potential threats and improve responses in the event of incidents.

At the same time, an external assessment of the Group's safety posture was carried out.

In addition, regular training sessions are organised on the latest developments in IT security, enabling employees to stay informed and adopt best practice.

With regard to the security of transactions and the protection of personal data, HPS implements robust measures to guarantee the integrity and confidentiality of information exchanged. The Group strives to maintain a secure environment for all transactions and to respect the fundamental rights of confidentiality of its customers and partners.

As part of HPS's commitment to safety, the Group has also recruited specialist profiles to strengthen the organisation in this crucial area. This holistic approach has been rewarded with a number of prestigious certifications, such as ISO 27001, demonstrating our commitment to excellence in information security.

Promoting innovative, accessible and sustainable payment solutions

As part of its innovative approach, HPS continues to offer innovative solutions to make payment technologies accessible and contribute to the economic development of its business areas. This commitment demonstrates its leadership in the electronic payments sector and its support for the democratisation of payment methods.

PowerCARD V4, the Cloud-Native, high-performance and sustainable solution

PowerCARD V4 is a perfect illustration of HPS's commitment to technologies that are not only high-performance but also sustainable. By relying on Cloud services from world leaders, HPS is integrating sustainability at the heart of its operations while optimising its technological performance.

The cloud services used by HPS are designed to minimise environmental impact. The data centres of these world leaders adopt advanced energy reduction practices, reducing energy consumption and carbon emissions. In addition, these cloud services are committed to using renewable energy, which contributes directly to reducing HPS's carbon footprint. This approach enables HPS to manage its IT resources more efficiently, avoiding waste and reducing the electronic waste associated with traditional physical infrastructure.

HPS also benefits from the scalability and flexibility offered by Cloud services. These advantages enable the company and its customers to tailor the use of their resources to their specific needs, optimising operations while maintaining a low environmental impact. The ability to deploy and manage applications on a global scale with an energy-efficient infrastructure reinforces the overall sustainability of HPS's operations.

Security and compliance are also integrated into a sustainable approach: Cloud services provide robust data protection and comply with international standards, enabling HPS to meet business requirements while maintaining a reduced environmental footprint.

In terms of innovation, the advanced technologies accessible via these cloud services, such as artificial intelligence and machine learning, enable HPS to develop innovative payment solutions while continuing to favour environmentally-friendly practices. Responsible innovation is thus supported by a sustainable infrastructure that optimises performance while reducing ecological impact.

Bank Al-Maghrib and HPS to strengthen financial inclusion

In Morocco, the Group has developed an innovative programme in partnership with Bank Al-Maghrib to improve access to payment services for the visually impaired. This programme includes helping to draw up an accessibility charter defining the standards for Moroccan banks, thus ensuring that banking services comply with and are adapted to the needs of visually impaired users. HPS is continuing its efforts to help various financial institutions incorporate these accessibility standards, particularly in payment transactions.

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Interview with Nabil Maaroufi, Digital Accessibility Manager, Business innovation entity



Could you share with us your experience of digital accessibility projects at HPS?

In 2018, I joined HPS with the mission of improving the accessibility of the products and payment methods offered by HPS to its customers. Later, when I joined the "Business Innovation" unit, I realised that our objective was to seize growth opportunities by prioritising innovation, particularly after Bank Al Maghrib implements the interbank charter for disabled people in 2023. This situation has prompted banks to look for service providers who can help them with digital accessibility.

Initially, we had planned to develop accessibility consultancy services. My experience at HPS also included developing an in-house product to make electronic payment terminals (EPTs) accessible to the visually impaired.

To broaden our impact, I shared our accessibility expertise with nine banks through nine workshops between November 2022 and April 2023, bringing together around 311 bank executives. These workshops gave participants a better understanding of the issues surrounding disability, with the emphasis on autonomy as a priority.

Following these workshops, we were asked to audit a web interface and train various profiles in the principles of accessibility to improve their digital interfaces. We have also been asked to draw up a charter of good practice for welcoming disabled people to bank branches, which has prompted us to accelerate our development of accessible payment solutions. We are currently working on ATMs that are accessible to disabled people thanks to voice assistance and an innovative mobile application that allows blind, partially sighted and wheelchair users to withdraw cash from ATMs.

What do these projects mean to you personally?

I have a disability and I am deeply committed to disability issues. I'm involved in an activity that I'm passionate about and that I consider to have significant societal value. In short, this activity represents my ikigai, where I've found my balance and my raison d'être.

What are your ambitions in terms of digital accessibility projects at HPS?

My aim is for HPS to become a real agent of change in terms of accessibility, by helping to change the way disability is perceived. When I joined HPS, I was lucky enough to join a company that embraces societal values and seeks to have a positive impact on society. Moreover, I am also taking action through the HPS Foundation with CSR initiatives to bring about this change in mentality with regard to disability.

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ENVIRONMENTAL AWARENESS AT HPS

Reducing HPS's environmental footprint

HPS has embarked on a responsible approach aimed at reducing its environmental footprint and promoting sustainability at all levels of the Group's activities.

To assess its impact on the environment, the Group has carried out a carbon assessment in accordance with the ISO 14064-3:2019 standard, covering the various aspects of its operations through three defined scopes. This includes thermal energy consumption, electrical energy consumption and the indirect production of greenhouse gases linked to the use of consumables, the depreciation of assets and travel.

In 2023, greenhouse gas emissions reached 4752.41 t CO₂e, compared with 6886 t CO₂e in 2019. A comparison of these two greenhouse gas balances reveals a reduction of 30.98%, representing a remarkable performance.

As part of its commitment to reducing emissions, the Group has introduced initiatives such as the promotion of videoconferencing for meetings, thereby reducing the need for physical travel and the associated emissions, and the use of teleworking up to 2 days a week depending on the position. In addition, employees are actively encouraged to use car-sharing to reduce the carbon footprint associated with business travel.

Energy efficiency

Energy efficiency is a major focus at HPS. The Group is committed to reducing its environmental footprint through various initiatives.

To begin with, HPS has opted for the widespread installation of LED lighting throughout its premises. LED bulbs consume significantly less energy than traditional bulbs, reducing electricity consumption while maintaining adequate lighting levels for workspaces.

With regard to water management, measures have been taken such as infrared taps to limit water wastage. Infrared taps offer a modern, efficient solution for water control, while promoting better hygiene and responsible water consumption.

At the same time, the Group actively promotes good practice in energy consumption among its employees and regularly raises awareness of the importance of adopting eco-responsible behaviour on a daily basis.

Waste management

HPS is firmly committed to responsible waste management, adopting various initiatives to reduce its environmental impact.

To raise employee awareness and encourage good practice, the Group has introduced an Eco-gestures Guide to promote eco-responsible behaviour on its premises.

The Group also endeavours to establish partnerships with associations specialising in waste management. These partnerships help to optimise waste management practices, with a focus on recycling, reuse and responsible waste treatment.

ICPS and Reef Conservation: Ecological awareness and Marine Education in Mauritius

ICPS, the Mauritian subsidiary of HPS, actively supports the efforts of the NGO Reef Conservation to protect local biodiversity. To this end, ICPS is supporting the Bis Lamer initiative, a mobile educational unit equipped with customised teaching tools, designed to promote marine science and raise awareness of environmental issues among various groups through exploration and discovery.

The central theme of the Bis Lamer sessions is the interconnection between terrestrial, coastal and marine environments. Several specific themes are addressed within this broad framework. The universal themes covered include the ocean and coastline, loss of biodiversity, climate change and pollution. However, Bis Lamer frequently adjusts its sessions according to the needs of schools, communities and groups, as well as special environmental days celebrated throughout the year. The caravan is equipped with adaptive teaching tools for interactive, hands-on learning, such as magnetic boards, 3D models, a microscope, touch-screen tablets, flash cards and games.

From January to December 2023, Reef Conservation worked in 89 different schools in Mauritius, including ANFEN, public, private and alternative schools. Bis Lamer's work has been evenly split between pre-primary, primary and secondary schools.

During this period, 5,426 pupils and teachers were made aware of the issue thanks to the Bis Lamer initiative.

HPS' CONTRIBUTION TO THE COMPANY

The HPS Foundation

Missions and scope of action of the HPS Foundation

The HPS Foundation was created in 2013 with a clear and engaging mission. Its main objective is to provide structural, financial and pedagogical support for public education establishments in Morocco.

From the outset, the Foundation has been committed to providing financial, human and material resources to ensure that the chosen schools have a safe and healthy environment that is conducive to student learning. To achieve this ambitious goal, the foundation is undertaking a series of concrete, targeted actions.

The Foundation adopts a personalised approach by carrying out an in-depth diagnosis of the infrastructure needs of each supported school in order to identify the priorities in terms of safety, layout and comfort to provide the best possible environment for pupils and educational staff.

The Foundation also oversees the work needed to make school buildings safe and provide facilities conducive to effective learning, from renovating classrooms to installing appropriate safety and comfort equipment.

In addition, it supports innovative teaching projects that encourage creativity, innovation and academic excellence in partner schools, helping to raise educational standards and prepare pupils for a promising future.

Commitment to education and support for young people

Opening up new opportunities for young graduates and students

HPS is committed to the youth and professional development of students by participating in a number of events, including open days and recruitment sessions, targeting universities and colleges across Morocco. These actions are part of the "Open Innovation-Wellnov8" programme, which extends the "AccelR8" development plan to HPS's academic partners. The aim of the programme is to open the doors of the Group to young emerging talent, while strengthening the links between the academic world and the professional sector.

In 2023, HPS welcomed a large number of students, both national and international, enabling them to find out more about the company's activities, technological innovations and career opportunities. During these events, participants visited the HPS premises, met experienced professionals and exchanged views with members of the management team. These exchanges helped the students to gain a better understanding of the internal workings of HPS and to consider career opportunities within the company, as well as giving them the chance to present innovative projects linked to the Group's activities.

At the same time, HPS organised recruitment days specifically designed for students and recent graduates of colleges and universities. These events are essential for attracting young talent looking to start their careers in areas such as information technology, payment project management and other key sectors where HPS is present. During these sessions, candidates underwent interviews, skills tests and project simulations, giving them a platform to demonstrate their skills and motivation.

In 2023, the HPS Human Resources teams organised several of these recruitment days, meeting many successful candidates and students interested in the opportunities offered by the company.

Promoting high-level teaching

As part of its partnership with the Ain Chock regional authority, the HPS Foundation has carried out a number of initiatives to promote high-quality, enriched education. These initiatives have had a significant impact on the students and schools involved.

To begin with, the HPS Foundation worked on optimising energy use in a public establishment by setting up a dedicated club. This club organised workshops led by both teachers and students, as well as HPS employees and external speakers. These sessions benefited 44 students, raising awareness of the importance of energy and its efficient use.

In addition, extra-curricular activities focusing on robotics have been developed. The HPS Foundation is supporting a development and training centre by creating a space dedicated to robotics and providing the necessary equipment. These efforts reached 65 students, helping to develop their skills in emerging technologies.

Promoting STEM sciences (Science, Technology, Engineering and Mathematics) has also been a key area of focus. A facilitator led interactive STEM sessions for 64 pupils in three different schools, enriching their understanding of applied science.

Finally, the HPS Foundation has encouraged astronomy through observation workshops for pupils and training days for teachers. These sessions were led by HPS volunteers and external experts, benefiting 60 students and 25 teachers. These efforts have led to a renewed interest in astronomy and have strengthened teachers' skills in this area.

Supporting educational and scientific activities

The HPS Foundation is actively involved in sponsorship activities to support various events and initiatives. In 2023, the foundation carried out a number of support initiatives that had a significant impact on the beneficiaries and communities involved.

Firstly, the HPS Foundation sponsored the AI (Artificial Intelligence) Club, which benefited 32 teams, encouraging exploration and development in this emerging and crucial field.

The Foundation also contributed to the 11th edition of the CIDH humanitarian caravan at ENSEM ELKHIR. This initiative has helped to improve infrastructure in remote areas, notably by building safe staircases leading to the school and setting up a library, benefiting 171 children.

Another aspect of the sponsorship was participation in the FTC (First Tech Challenge) international robotics championship in Houston, Texas. This initiative enabled 13 students and 2 teachers from the Beni Mellal public technical college to take part in this high-level competition.

The Foundation's support has been extended to astronomy programmes, in particular through the organisation of a STEAM (Science, Technology, Engineering, Arts and Mathematics) school in astronomy in the Mediterranean region. This school benefited 40 national and international professors, as well as the participation in the 4th Annual Conference of the African Astronomical Society, which benefited 150 African researchers and students.

Lastly, the HPS Foundation took social action by providing financial support for the schooling of an employee's child and that of an outsider, demonstrating its commitment to education and the well-being of individuals within the community.





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