

Sustainability Report

23



Table of contents

1. Introduction	3
<hr/>	
2. General disclosures	3
2.1 The organisation and its reporting practices	3
2.2 Activities and employees	4
2.3. Governance	7
2.4. Strategy, policies and practices	11
2.5. Stakeholder engagement	15
<hr/>	
3. Material topics for Viseca	15
3.1. Economic sustainability	18
3.2. Environmental sustainability	21
3.3. Social sustainability	27
<hr/>	
GRI index	29
<hr/>	

1. Introduction

This report provides information on Viseca's commitment to sustainability in the 2023 reporting year, with reference to the applicable standards of the Global Reporting Initiative (GRI 2021). It contains information on universal and topic-specific GRI standards. This is Viseca's first Sustainability Report in accordance with the GRI.

2. General disclosures

2.1 The organisation and its reporting practices

Disclosure 2-1: Organisational details

GRI 2-1 a: Legal name of the organisation

Viseca Payment Services SA (hereinafter: Viseca).

GRI 2-1 b: Nature of ownership and legal form

Viseca is a public limited company and is wholly owned by Swiss retail and cantonal banks. The largest shareholders are listed below:

Shareholder	Stake
Raiffeisen Suisse Cooperative	25.5%
Zürcher Kantonalbank	14.7%
Entris Banking AG	14.0%
Migros Bank AG	7.0%
Banque Cantonale Vaudoise	4.8%
Berner Kantonalbank	3.7%
EFG Bank AG	3.6%
Basellandschaftliche Kantonalbank	3.1%
Total	76.4%

The remaining 23.6% of shares are held by a further 21 banks.

GRI 2-1 c: Location of the company headquarters

The head office is located at Hagenholzstrasse 56 in 8050 Zurich.

GRI 2-1 d: Countries in which Viseca operates

Viseca operates in Switzerland and via distribution partners in the Principality of Liechtenstein. In addition to its head office, it has a branch in the canton of Ticino at Via d'Argine 5 in 6930 Bedano. It also had an operating site in Basel for a limited period from July 2022 to June 2023 (to bridge a project-related need for additional resources).

Disclosure 2-2: Entities included in the organisation's sustainability reporting

GRI 2-2 a: Entities included in the sustainability reporting

Viseca consists of the parent company – Viseca Payment Services SA – and the subsidiary Viseca Card Services SA.

GRI 2-2 b: Entities that are only included either in the sustainability reporting or in the financial reporting

Viseca Payment Services SA and Viseca Card Services SA are included in both the sustainability reporting and the financial reporting.

GRI 2-2 c: Approach to consolidating information for sustainability reporting

Viseca owns 100 per cent of the shares in Viseca Card Services AG. Viseca does not hold any other stakes, in particular minority stakes. Viseca is not planning any mergers, acquisitions or disposals of entities in the year under review. Viseca applies a standardised approach to all information throughout.

Disclosure 2-3: Reporting period, frequency and contact point

GRI 2-3 a: Reporting period and frequency of sustainability reports

The Sustainability Report covers the reporting period from 1 January 2023 to 31 December 2023. Reporting takes place annually.

GRI 2-3 b: Reporting period for financial reporting

The financial reporting relates to the reporting period from 1 January 2023 to 31 December 2023.

GRI 2-3 c: Date of publication of the report or the reported information

This report will be published on 25 March 2024.

GRI 2-3 d: Contact point for questions about the report

Questions about the report can be sent to media@viseca.ch.

Disclosure 2-4: Restatements of information**GRI 2-4 a: Restatements of information**

This is the first Sustainability Report prepared and published by Viseca.

The report follows the principles of the Global Reporting Initiative (GRI), although it should be noted that the principle of comparability has not been fully taken into account. A detailed analysis of progress from year to year is not available in some cases, so Viseca made this decision because some of the previous year's figures are not available. The specific values that are missing are disclosed in each case. This may have an impact on the comparability of information across different reporting periods.

Disclosure 2-5: External assurance**GRI 2-5 a: Assurance of sustainability reporting by an external body**

This Sustainability Report has not been externally assured.

2.2 Activities and employees

Disclosure 2-6: Activities, value chain and other business relationships**GRI 2-6 a: Sector**

As a leading payment card company, Viseca offers its customers bespoke products and services for cashless payments.

GRI 2-6 b: Value chain

As at 31 December 2023, Viseca had around 4.2 million payment cards in circulation that it had either issued itself or for which it had taken over processing.

Internal value creation:

Internal value creation begins with a thorough market analysis to understand the needs of customers. Innovative payment solutions are developed, with the integration of modern technologies and the highest security standards. This product development not only creates added value for customers, but also opportunities for Viseca to maintain its competitive position. Credit cards are produced and issued in close partnership with financial institutions, which not only brings efficiency but also minimises the risk of undesirable developments. Customer service and support are an essential part of value creation, providing opportunities for strong customer retention and positive customer feedback while minimising the risk of dissatisfaction and a negative reputation. Governance rounds off the value chain, ensuring that Viseca focuses on responsible and forward-looking corporate management and adheres to compliance requirements in order to increase the company's resilience and generate long-term value for the company and its stakeholders. Opportunities arise from the trust of stakeholders, while the risk of legal violations or damage to reputation is minimised.

Markets supplied:

The company's processing business is bundled in Viseca Payment Services SA. The business unit offers card-related services to customer banks that are themselves issuers of payment cards. The services are sold exclusively to banks based in Switzerland.

As the issuing company, Viseca Card Services SA is responsible for issuing payment cards. It offers customer banks and end customers a wide range of state-of-the-art card products. These products are offered to customer banks based in Switzerland and the Principality of Liechtenstein. Almost all of its end customers (private and corporate clients) are domiciled in Switzerland.

Supply chain:

Viseca's purchasing volume of around CHF 140 million largely comprises IT services and other services, and to a lesser extent logistics services and materials such as paper and payment cards. Around 80 per cent of the purchasing volume comes from suppliers within Switzerland.

GRI 2-6 c: Other relevant business relationships

Viseca does not maintain any relevant business relationships in the form of joint ventures or similar.

GRI 2-6 d: Significant changes to 2-6 compared to previous reports

This is the first Sustainability Report prepared and published by Viseca.

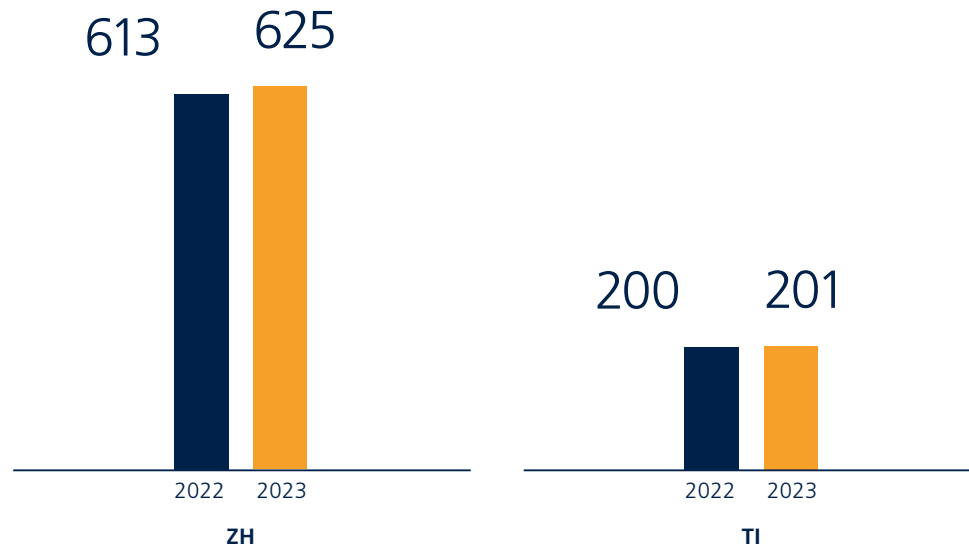
Disclosure 2-7: Employees

GRI 2-7 a, b: Total number of employees, broken down by gender and region

Viseca employs staff in the canton of Zurich and the canton of Ticino. Employees were temporarily employed in the canton of Basel (see GRI disclosure 2-1 lit. d)

In the year under review, Viseca employed 833 people (annual average). In the previous year, Viseca employed 825 people (as at 31 December 2022). The increase is due to the higher volume of business.

**Number of employees by region
(excluding temporary operating site)**



At Viseca, all employees are currently either male or female. There are no employees who have declared their affiliation with a different or with no gender.

	Number	2023 ¹ %	Number	2022 ² %
Number of employees	833	100	825	100
– of whom women	387	46	395	48
– of whom men	446	54	430	52
– of whom in ZH	625	75	613	74
– of whom in TI	201	24	200	24
– of whom in BS	7	1	12	1
Number of permanent employees	794	100	758	100
– of whom women	365	46	354	47
– of whom men	429	54	404	53
– of whom in ZH	594	75	566	75
– of whom in TI	200	25	192	25
– of whom in BS	0	0	0	0
Number of temporary employees	39	100	67	100
– of whom women	22	56	41	61
– of whom men	17	44	26	39
– of whom in ZH	31	79	47	70
– of whom in TI	1	3	8	12
– of whom in BS	7	18	12	18

¹ Average value 01.01.2023–31.12.2023

² As at 31.12.2022

	Number	2023 ¹ %	Number	2022 ² %
Number of employees with non-guaranteed working hours	3	100	1	100
– of whom women	1	33	0	0
– of whom men	2	67	1	100
– of whom in ZH	3	100	1	100
– of whom in TI	0	0	0	0
– of whom in BS	0	0	0	0
Number of full-time employees	608	100	608	100
– of whom women	217	36	232	38
– of whom men	391	64	376	62
– of whom in ZH	456	75	443	73
– of whom in TI	148	24	156	26
– of whom in BS	4	1	9	1
Number of part-time employees	225	100	217	100
– of whom women	170	76	163	75
– of whom men	55	24	54	25
– of whom in ZH	170	76	170	78
– of whom in TI	52	23	44	20
– of whom in BS	3	1	3	1

¹ Average value 01.01.2023–31.12.2023

² As at 31.12.2022

GRI 2-7 c: Methods for determining the above figures

The data comes from Viseca's HR management system. The figures for 2023 correspond to the average value over the reporting period. In contrast, the values as at 31 December 2022 were presented in the previous year, as the data quality was reliable here.

GRI 2-7 d: Contextual information for 2-7 a and 2-7 b

Viseca sees itself as a modern employer and offers various part-time working models because this corresponds to a general need on the labour market. Fixed-term employment relationships are related to temporary projects or special events (e.g. temporary bridging of vacancies).

GRI 2-7 e: Fluctuations in the number of employees during the reporting period

Compared to the previous year, Viseca employed more staff overall in the year under review, which is attributable to a natural increase in resources. While the number of fixed-term employees fell in the reporting year, the number of permanent employment contracts increased. This shift is project-related insofar as some full-time equivalents from the project were taken on permanently when that project ended.

Viseca does not operate a business that is subject to major seasonal fluctuations. Viseca therefore believes that average values provide a more informative picture than year-end values. In 2022, the workforce data for the end of the year was validated, while the information on average values was not of sufficient quality. For 2023, good-quality data on average values is available, so Viseca is reporting year-end figures before 2023 and annual averages from 2023 onwards.

Disclosure 2-8: Workers who are not employees

GRI 2-8 a: Total number of workers who are not employees

Viseca employs 306 workers who are not employees (previous year: 360). The most common types of workers who are not employees are contractors or employees of Viseca's service providers. They support Viseca with temporary projects or vacancies.

GRI 2-8 b: Methods for determining the above figures

The data comes from Viseca's HR management system. The number of workers who are not employees corresponds to the average number of workers over the reporting period.

GRI 2-8 c: Fluctuations in the number of workers who are not employees during the reporting period

Compared to the previous year, Viseca employed fewer workers who were not employees in the reporting year. This development is also project-related.

2.3 Governance

Disclosure 2-9: Governance structure and composition

GRI 2-9 a: Governance structure, including the committees of the highest governance body

The Board of Directors (BoD) is responsible for the overall management of Viseca and the supervision of its management. The committees of the Board of Directors (Audit & Risk Committee (ARC), Nomination & Compensation Committee (NCC)) support the Board of Directors in its decision-making process by providing preliminary advice. The auditors are responsible for the internal and external auditing of Viseca in the reporting year. Viseca is managed by the Executive Board (EB), which is headed by the CEO.

GRI 2-9 b: Committees of the highest governance body responsible for decision-making and overseeing the organisation's impact on the economy, environment and people

The corresponding responsibility lies with the Board of Directors, which is supported in all matters by the ARC.

GRI 2-9 c: Description of the highest governance body and its committees

None of the members of the Board of Directors or its committees perform executive management duties for Viseca.

Board members are generally delegated by the shareholders. Each member of the Board of Directors and the Executive Board must organise their personal and business relationships in such a way that conflicts of interest and opportunities to exchange information that are problematic under competition law are avoided as far as possible.

If a member of the Board of Directors or the Executive Board has an actual or potential conflict of interest, the member concerned must inform the Board of Directors immediately. The Board of Directors takes measures that are necessary to safeguard the interests of the company.

The Board of Directors and the Executive Board ensure that there is no exchange of information that is sensitive under competition law. If there is an item on the agenda of the Board of Directors or Executive Board for information or decision that relates to competing business areas or would lead to an exchange of information that is problematic under competition law, those members of the Board of Directors or Executive Board who have or could have a conflict of interest or who

are not permitted to receive the information for reasons of competition law withdraw from deliberations or decisions. As a rule, the members concerned are not informed or are prevented from obtaining such information. Members of the Board of Directors are elected for a term of office of three years.

The members of the Board of Directors of VPS hold the following positions and obligations that are relevant to their activities as members of the Board of Directors of Viseca or to potential conflicts of interest:

Name	Function Viseca Payment Services	Mandate	Role
Pascal Niquille	Board of Directors (Chairman) NCC (Chairman) ARC (Member)	Finnova AG Viseca Card Services	Board of Directors (Member) Board of Directors (Member)
Roland Altwegg	Board of Directors (Member) ARC (Member)	Raiffeisen Suisse Raiffeisen Immo AG Twint AG	Executive Board (Member) Board of Directors (Chairman) Board of Directors (Member)
Pedro Chapinal	Board of Directors (Member)	EFG Bank AG Dagamas AG	Senior Vice President Partner and Manager
Manuel Kunzelmann	Board of Directors (Member) NCC (Member)	Migros Bank AG	CEO
Christian Meixenberger	Board of Directors (Member) ARC (Member)	Banque Cantonale Vaudoise	Executive Board (Member)
Daniel Previdoli	Board of Directors (Member) ARC (Chairman)	Zürcher Kantonalbank Swisscanto Fund Management Swisscanto Holding Twint AG	Executive Board (Member) Board of Directors (Chairman) Board of Directors (Member) Board of Directors (Member)
Christoph Wille	Board of Directors (Member) NCC (Member)	Valiant Bank AG AgentSelly AG	Executive Board (Member) Board of Directors (Chairman)

The Board of Directors currently consists exclusively of male members. This was also the case in the previous year.

The Board of Directors represents the shareholders, who are also customer banks. As in the previous year, no other stakeholder groups are represented on the Board of Directors.

The powers of the Board of Directors are governed by the organisational and business regulations of Viseca.

Disclosure 2-10: Nomination and selection of the highest governance body

GRI 2-10 a: Nomination and selection processes for members of the highest governance body and its committees

The entitlement to nominate members of the Board of Directors lies with the shareholders, while the Annual General Meeting is the body that elects the Board of Directors' members. When nominating members of the Board of Directors, shareholders are required to take into account the interests of the company and the person's utmost suitability. The entitlement to establish BoD committees and advisory groups (e.g. ARC, NCC) and to elect and dismiss their members lies with the Board of Directors.

GRI 2-10 b: Criteria for nominating and selecting highest governance body members

For nominating and selecting members of the Board of Directors, the views of shareholders are taken into account, including on the matter of diversity. For independence and competences, see GRI 2-9 c.

Disclosure 2-11: Chair of the highest governance body

GRI 2-11 a: Whether the chair of the highest governance body is also a senior executive

The Chairman of the Board of Directors was not an executive at Viseca in either the reporting year or the previous year.

Disclosure 2-12: Role of the highest governance body in overseeing the management of effects

GRI 2-12 a: Role of the highest governance body and senior executives in relation to sustainable development

The Board of Directors is responsible for ensuring that economic, environmental and social sustainability issues are dealt with appropriately, and it is the Board of Directors that defines the sustainability strategy. As part of risk management, the topic of sustainability is analysed annually, along with the related strengths and weaknesses as well as opportunities and threats. The risk policy and the framework concept for dealing with the sustainability goals are approved by the Board of Directors.

The Board of Directors delegates the implementation of the sustainability strategy to the Executive Board. The Executive Board is responsible for implementing the strategy defined by the Board of Directors and decides on this as a committee. The Executive Board is fully accountable to the Board of Directors with regard to sustainability management. The Board of Directors receives written reports and/or verbal information about the results to draw appropriate conclusions about the sustainability strategy.

GRI 2-12 b: Role of the highest governance body in overseeing the organisation's due diligence and other processes to identify and manage the organisation's effects on the economy, environment and people

The Executive Board is fully accountable to the Board of Directors with regard to sustainability management. The Board of Directors works with stakeholders at its own discretion or issues corresponding instructions to the Executive Board. The topic of sustainability is integrated into the strategy and processes, and the corresponding effects can be determined and managed.

GRI 2-12 c: Role of the highest governance body in reviewing the effectiveness of processes according to GRI 2-12 b

The Board of Directors is informed about sustainability management at least once a year, and the ARC at least every six months. Reporting begins in 2024.

Disclosure 2-13: Delegation of responsibility for managing effects

GRI 2-13 a: Delegation of responsibility for managing effects

The Board of Directors delegates the implementation of the sustainability strategy to the Executive Board. This decides on this as a committee.

Delegating the implementation of the sustainability strategy to the Executive Board has several advantages. The Executive Board can foster a rapid implementation process and provide resources, which enables the integration of the sustainability strategy into corporate processes and strengthens accountability towards stakeholders. The focus on long-term goals and the ability to react quickly to challenges are important signals of the significance of sustainability within the company. This first-time reporting and the first integration of sustainability targets into the business strategy is intended to help the business take greater account of sustainability aspects and achieve significant improvements over time. The Executive Board is currently drafting a sustainability management directive, which will come into force in 2024. It has also appointed an ad hoc sustainability unit to ensure the operational implementation of sustainability management.

GRI 2-13 b: Process and frequency of reporting to the Board of Directors

Reporting on the delegated responsibility for impact management is carried out by the Executive Board in the form of ad hoc and standard reporting. Standard reports are submitted to the Audit & Risk Committee every six months and to the Board of Directors annually.

Disclosure 2-14: Role of the highest governance body in sustainability reporting

GRI 2-14 a: Responsibility of the highest governance body for the review and approval of sustainability reporting

The Board of Directors reviews and approves the Sustainability Report, including the material topics. Sustainability reporting is coordinated by risk management and submitted to the Executive Board for review. The Executive Board then submits the Sustainability Report to the Board of Directors for approval. To assess the sustainability reporting, the BoD has an unrestricted right to inspect all information and data on which the Sustainability Report is based. The BoD is supported by the ARC in the assessment and approval of sustainability reporting.

Disclosure 2-15: Conflicts of interest

GRI 2-15 a: Processes by which the highest governance body ensures that conflicts of interest are prevented and mitigated

See GRI 2-9 c.

GRI 2-15 b: Disclosure of conflicts of interest to stakeholders

Conflicts of interest are not explicitly disclosed to stakeholders. To manage and reduce conflicts of interest, Viseca takes various measures, including separating business areas and responsibilities, obtaining prior authorisation, monitoring and ensuring the correct functioning of information barriers and the associated control framework, and training employees.

Disclosure 2-16: Communication of critical concerns

GRI 2-16 a: Communication of critical concerns to the highest governance body

Any relevant critical concerns, i.e. potentially or actually negative effects of the organisation on stakeholders from complaints procedures and other processes, are communicated to the Board of Directors as part of the periodic reporting by the Legal & Compliance department.

GRI 2-16 b: Total number and nature of critical concerns raised with the highest governance body

In the reporting period (as in the previous year), no critical concerns had to be reported to the Board of Directors.

Disclosure 2-17: Collective knowledge of the highest governance body

GRI 2-17 a: Measures to advance the knowledge, skills and experience of the highest governance body on sustainable development

The members of the Board of Directors undergo further training on relevant economic, environmental and social topics at their own discretion and according to the situation. Viseca did not organise any training courses for the Board of Directors in the reporting year.

Disclosure 2-18: Evaluation of the performance of the highest governance body

GRI 2-18 a: Process for evaluating the highest governance body's performance in overseeing the management of the organisation's effects on the economy, environment and people

The evaluation of the performance of the Board of Directors is the responsibility of the Annual General Meeting. The organisational and business regulations stipulate that the discharge of the BoD and EB is the responsibility of the Annual General Meeting. This Sustainability Report forms the basis for assessing the performance of the Board of Directors.

GRI 2-18 b: Independence and frequency of evaluating the highest governance body's performance in overseeing the management of the organisation's effects on the economy, environment and people

The evaluation of the performance of the Board of Directors by the Annual General Meeting can be considered independent and takes place annually. In view of the fact that this Sustainability Report is being published for the first time, it has not yet been assessed by the Annual General Meeting.

GRI 2-18 c: Measures taken in response to the evaluations, including changes to the composition of the Board of Directors and organisational practices

As no evaluation has been carried out yet, there has been no definition of measures to be implemented.

Disclosure 2-19: Remuneration policies

GRI 2-19 a: Remuneration policies for the members of the Board of Directors and the Executive Board

The remuneration policies for the members of the Board of Directors and the Executive Board are based on market and industry practices. A very high weighting of the fixed salary is intended to prevent the pursuit of short-term profit maximisation.

	Board of Directors	Executive Board
Basic salary	Yes	Yes
Variable remuneration:	No	Yes
– performance-based		No
– share-price-based		No
– bonuses		Yes
– deferred shares		No
– conditionally allotted shares		No
Joining bonuses or payments as a recruitment incentive	No	No
Severance payments	No	No
Reclaims	No	No
Pension benefits	No	For members of the Executive Board, the employer pays an additional 4% of the insured salary as an employer contribution to the pension fund. Otherwise, there are no differences between the pension schemes for the Executive Board and other employees.

GRI 2-19 b: Relationship of the remuneration policies for the members of the Board of Directors and the Executive Board with sustainability

Viseca's remuneration policies are currently unrelated to the objectives and performance of the Board of Directors and the Executive Board with regard to sustainability management. The bonuses for the Executive Board are based on the company's overall performance, and there are no financial incentives for short-term, unsustainable behaviour.

Disclosure 2-20: Process to determine remuneration

GRI 2-20 a: Process for designing the remuneration policies and for determining remuneration

Viseca's remuneration policy is aligned with its business strategy and is based on its objectives and values. It takes account of long-term economic interests and supports sound and effective risk management. The Board of Directors determines the basic principles of the salary policy. The implementation of the salary policy is the responsibility of the Executive Board and is overseen by the NCC committee of the Board of Directors. No remuneration consultants are involved. The views of stakeholders are not explicitly taken into account in decisions on remuneration.

Disclosure 2-21: Annual total compensation ratio

GRI 2-21 a: Ratio between the total annual compensation for the highest-paid individual and the median level

The ratio of the total annual compensation for the highest-paid individual to the median total annual compensation for all employees with a full-time position is 10.2 in 2023 (2022: 10.9).

GRI 2-21 b: Ratio of the increase in total annual compensation for the highest-paid individual to the median salary increase

	Change in highest salary	Change in median salary
2023	-3.0%	3.8%
2022	+12.5%	-5.3%

GRI 2-21 c: Context

The data listed is based on the export from the ERP system as at 31 December 2023. The data exported comprised the fixed remuneration, extrapolated to 100 per cent full-time equivalents, and the variable remuneration of all permanent and temporary employees, including the Executive Board but excluding apprentices, interns, members of the Board of Directors and workers who are not employees. The highest salary was paid to the CEO.

The changes in the highest salary are not due to a change in remuneration policy, but are attributable to normal market changes. The change in the median salary is also not due to a change in remuneration policy, but can be attributed to qualitative shifts within the workforce.

2.4 Strategy, policies and practices

Disclosure 2-22: Statement on sustainable development strategy

GRI 2-22 a: Statement by the CEO on the relevance of sustainable development for Viseca and its strategy for contributing to sustainable development

Statement by the Chairman of the Board of Directors and the CEO:

Sustainable development ensures that we meet our current needs without making it impossible for future generations to fulfil their own needs. For the future of Viseca and for society as a whole, sustainable development is crucial: our responsibility as a company does not end with making a profit; we also need to ensure that we act in an economically and socially responsible manner. We are therefore committed to reviewing and improving our business practices with regard to sustainability. We have set ourselves targets to conserve or utilise our resources more efficiently, to reduce the impact of our actions on the environment and to ensure that we act fairly and ethically at all times. Sustainable action can help us to retain existing customers, gain new customers, minimise risks, strengthen our reputation, and position ourselves as a responsible company. All Viseca employees are called upon to actively participate in our sustainability strategy and to work together to make our contribution to sustainable development.

Vision

Viseca is a responsible provider of payment card services that creates sustainable value, conserves resources and acts ethically and fairly at all times.

Strategic goals

Viseca has set itself the following strategic goals for sustainable development, which it aims to achieve within five years, i.e. by 31 December 2027:

- Reduce internal energy consumption by at least ten per cent per transaction
- Reduce paper consumption by at least ten per cent per card
- Reduce the number of newly issued plastic cards in relation to the portfolio by ten per cent
- Training rate in the area of antitrust law > 90 per cent (number of employees in per cent per year)
- Training rate in the area of anti-corruption > 90 per cent (number of employees in per cent per year)
- Training rate in data protection > 90 per cent (number of employees in per cent per year)

Strategic measures

To achieve these goals, Viseca will implement the following initiatives:

- Investments in energy efficiency
- Improvement in recycling and reuse rates
- Improvement of the paperless office and paperless customer contact
- Expansion of awareness-raising among employees with regard to combating money laundering, anti-corruption and data protection

Disclosure 2-23: Policy commitments

GRI 2-23 a: Policy commitments for responsible business conduct

Policy commitments by the Chairman of the Board of Directors and the CEO:

On behalf of Viseca, we are committed to complying with the following principles and behaviour in accordance with the UN Sustainable Development Goals and the UN Universal Declaration of Human Rights:

1. We act ethically and with integrity. We comply with all applicable laws, regulations and standards. We do not accept unethical or illegal practices.
2. We strive to minimise our impact on the environment and apply sustainable practices.
3. We are a responsible provider of financial services. We ensure that the use of our products and services does not cause any damage, as far as this is in our power.
4. We protect the security of our customers' data. We ensure that all data is processed in accordance with the applicable data protection laws.

We are committed to regularly reviewing our business practices, with the involvement of our most important stakeholders, for their actual or potential impact on the economy, the environment, people and human rights, and to reducing or preventing any negative effects.

GRI 2-23 b: Policy commitment to respect human rights

See GRI 2-23 a

GRI 2-23 c: Links to policy commitments

See GRI 2-23 a

GRI 2-23 d: Level at which policy commitments were approved

The policy commitments are approved at Board of Directors level.

GRI 2-23 e: Report on the extent to which policy commitments apply to the organisation's activities and business relationships

See GRI 2-23 a

GRI 2-23 f: Description of how policy commitments are communicated to workers, business partners and other relevant parties

The policy commitments can be viewed on the Viseca intranet and are available to employees there. The policy commitments are communicated to the most important business partners.

Disclosure 2-24: Embedding policy commitments

GRI 2-24 a: Describe how the company embeds each of its policy commitments for responsible business conduct in all its activities and business relationships

Viseca bases its embedding of policy commitments on the legislation of the Swiss Confederation. It maintains a system for monitoring legal developments and uses internal processes (Three Lines of Defence) to ensure that the company complies with the relevant national and international legislation.

Ultimate responsibility for the implementation of political commitments lies with the Board of Directors. The Board of Directors is supported by Internal Audit (3rd Line of Defence), which it commissions with corresponding control tasks. The specific implementation of ensuring compliance with policy obligations is the responsibility of the Executive Board. The latter has various instances at its disposal as a 2nd Line of Defence (including Legal & Compliance, Risk Management, Cyber & Information Security), to which it likewise assigns control tasks.

The 3rd Line of Defence reports to the Board of Directors; the 2nd Line of Defence reports to the Executive Board. All reports from the assurance functions (2nd and 3rd Line of Defence) are placed on the agenda and discussed in both committees.

Disclosure 2-25: Processes to remediate negative effects

GRI 2-25 a: Obligation to provide for or cooperate in the remediation of negative effects that the organisation identifies it has caused or contributed to

Viseca may have obligations to remedy negative effects if stakeholders raise concerns about Viseca's potential and actual negative effects on them as part of the complaints procedure. As this is Viseca's first Sustainability Report, no systematic recording of obligations in accordance with Disclosure 2-25 a has taken place yet. Any obligations will be described here as part of future sustainability reporting.

GRI 2-25 b: Approach to identify and address grievances, including the grievance mechanisms that the organisation has established or participates in

Concerns can be reported to media@viseca.ch. Concerns are received centrally and forwarded to the relevant Single Point of Contact (SPOC). The SPOC is responsible for analysing the grievance, any clarifications and responding to the concern. Any critical concerns are reported to the Executive Board, which then decides which cases require corrective measures. Critical concerns are brought to the attention of the Board of Directors (see GRI 2-16).

GRI 2-25 c: Other processes by which the organisation provides for or cooperates in the remediation of negative effects that it identifies it has caused or contributed to

Viseca carries out self-assessments of negative effects at least once a year and derives measures from these. The self-assessment was carried out for the first time in the 2023 reporting year.

GRI 2-25 d: Involvement of stakeholders who are the intended users of the grievance mechanisms in the design, review, operation and improvement of these mechanisms

No specific involvement of stakeholders was planned in the reporting year. In 2024, Viseca will evaluate the extent to which involvement makes sense and is possible.

GRI 2-25 e: Description of how the organisation tracks the effectiveness of the grievance mechanisms and other remediation processes, and examples of their effectiveness, including stakeholder feedback

The effectiveness of the grievance mechanisms and other remediation processes was not systematically monitored in the reporting year. Viseca will assess the effectiveness of these procedures and measures as part of its future sustainability reporting.

Disclosure 2-26: Mechanisms for seeking advice and raising concerns

GRI 2-26 a: Description of mechanisms for individuals to seek advice on implementing the organisation's policies and practices for responsible business conduct and to raise concerns about the organisation's business conduct

Integrity and reputation are among the company's most important assets. Viseca therefore relies on receiving information from employees about suspected misconduct within the organisation. Line managers and the Legal & Compliance department are available to all employees who require advice on ethical and legally compliant behaviour. Employees can also find corresponding information in Viseca's Code of Conduct. Any irregularities identified or concerns in this regard can be reported by all employees on an internal channel or via an external web portal – anonymously if preferred. Employees can find relevant information on the intranet.

Disclosure 2-27: Compliance with laws and regulations

GRI 2-27 a: Total number of significant instances of non-compliance with laws and regulations during the reporting period

No significant violations of laws and regulations were identified in the reporting year (same in the previous year):

	2023	2022
Offences that have been punished with a fine	0	0
Offences in which non-monetary sanctions were imposed	0	0

GRI 2-27 b: Total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period

In this and the previous reporting year, there were no violations that would have resulted in a fine.

	2023	2022
Fines for offences committed during the reporting period	0	0
Fines for offences committed in earlier reporting periods	0	0

GRI 2-27 c: Description of the significant instances of non-compliance

No instances of non-compliance were identified in the reporting year (same in the previous year).

GRI 2-27 d: Description of how the organisation determined significant instances of non-compliance

Not applicable, as no instances of non-compliance were identified in the reporting year (same in the previous year).

Disclosure 2-28: Membership in associations

GRI 2-28 a: Memberships in associations or advocacy groups in which the organisation occupies a position on the controlling body, participates in projects or committees, or provides substantial funding over and above the regular membership fees

1. Swiss Payment Association (SPA): the Chairman of the SPA is provided by Viseca.
2. SwissDebitPay (SDP): Viseca provides one member of the Board of Directors.

2.5 Stakeholder engagement

Disclosure 2-29: Approach to stakeholder engagement

GRI 2-29 a: Approach to engaging with stakeholders

Viseca's stakeholder groups include owners, employees, end customers, customer banks, suppliers and partners, investors, lenders, the state and society.

The stakeholder groups are identified and selected as part of the annual planned validation of sustainability management by the Executive Board.

Viseca is in constant, open and transparent dialogue with its stakeholders in person, via electronic media or in working meetings. The most important stakeholder groups are:

- Owners (shareholders): Viseca regularly exchanges information with its shareholders, who are also its customers.
- Employees: Viseca engages in regular dialogue with its employees and conducts an employee satisfaction survey every two years. It is also in regular contact with the employee representatives.
- End customers: Viseca creates customer proximity with personal advice and support via various channels. It also conducts a customer satisfaction survey every two years.
- Customer banks: Viseca is in regular dialogue with all customer banks.
- Suppliers and partners: Viseca is in regular dialogue with all its partners and suppliers.

Disclosure 2-30: Collective bargaining agreements

GRI 2-30 a: Percentage of total employees covered by collective bargaining agreements

Viseca is subject to the collective bargaining agreement for commercial and commercial-technical employees and sales staff in the retail trade agreed between the Kaufmännischer Verband Zürich and Arbeitgeber Zürich VZH. All employment relationships at Viseca are covered by this collective bargaining agreement.

3 Material topics for Viseca

Disclosure 3-1: Process to determine material topics

GRI 3-1 a: Process followed to determine material topics

The long-term and sustainable development of the company is crucially important to Viseca. This is why the Board of Directors took the decision in 2023 to prepare sustainability reporting with reference to GRI for the first time and to increasingly integrate sustainability aspects into its strategic and operational decisions. Viseca therefore carried out a materiality analysis for the first time in the reporting year. This identified the sustainability topics where Viseca believes it has the greatest impact on the economy, environment and people.

Based on the activities and behaviour of a typical credit card company, interviews with internal stakeholders were held to help develop an understanding of Viseca's organisational context. This took account of Viseca's business model and strategy, the services and products offered, as well as the supplier and sales markets.

In a second step, the actual and potential effects were identified, which may be both positive and negative. The views of the stakeholders listed under disclosure 2-29 were also taken into account insofar as they were known from personal dialogue with the stakeholders.

The significance of the impact was determined in a series of EB workshops: in the case of an actual negative impact, this was specified with the severity of the impact. The significance of a potential negative impact was determined by the severity and the probability of the impact. The severity of an actual or potential negative impact was determined on the basis of the following characteristics:

- Extent (how serious the effects are),
- Scale (how far-reaching the impact is, e.g. the number of people affected or the extent of environmental damage), and
- Irreversibility (how difficult it is to compensate for or repair the resulting damage).

The significance of an actual positive impact was determined by the extent and scale of the impact. The significance of a potential positive impact was determined by the extent, scale and probability of the impact:

- Extent (how beneficial the impact is or could be), and
- Scale (how widespread the impact is or could be).

Following a structured assessment process, the final step was to rank and prioritise the significance of the effects. The methodology for determining the threshold value, which was used to determine the topics to be included in the reporting, was defined in a separate EB workshop. A total of twelve potentially material topics were identified. Applying the threshold value, five material topics remained. The list of material topics defined in this way was finally assessed and confirmed by the highest governance body.

GRI 3-1 b: Indication of stakeholders and experts whose views have been taken into account in the process to determine material topics

Cf. 3-1 a

Disclosure 3-2: List of material topics

GRI 3-2 a: Material topics

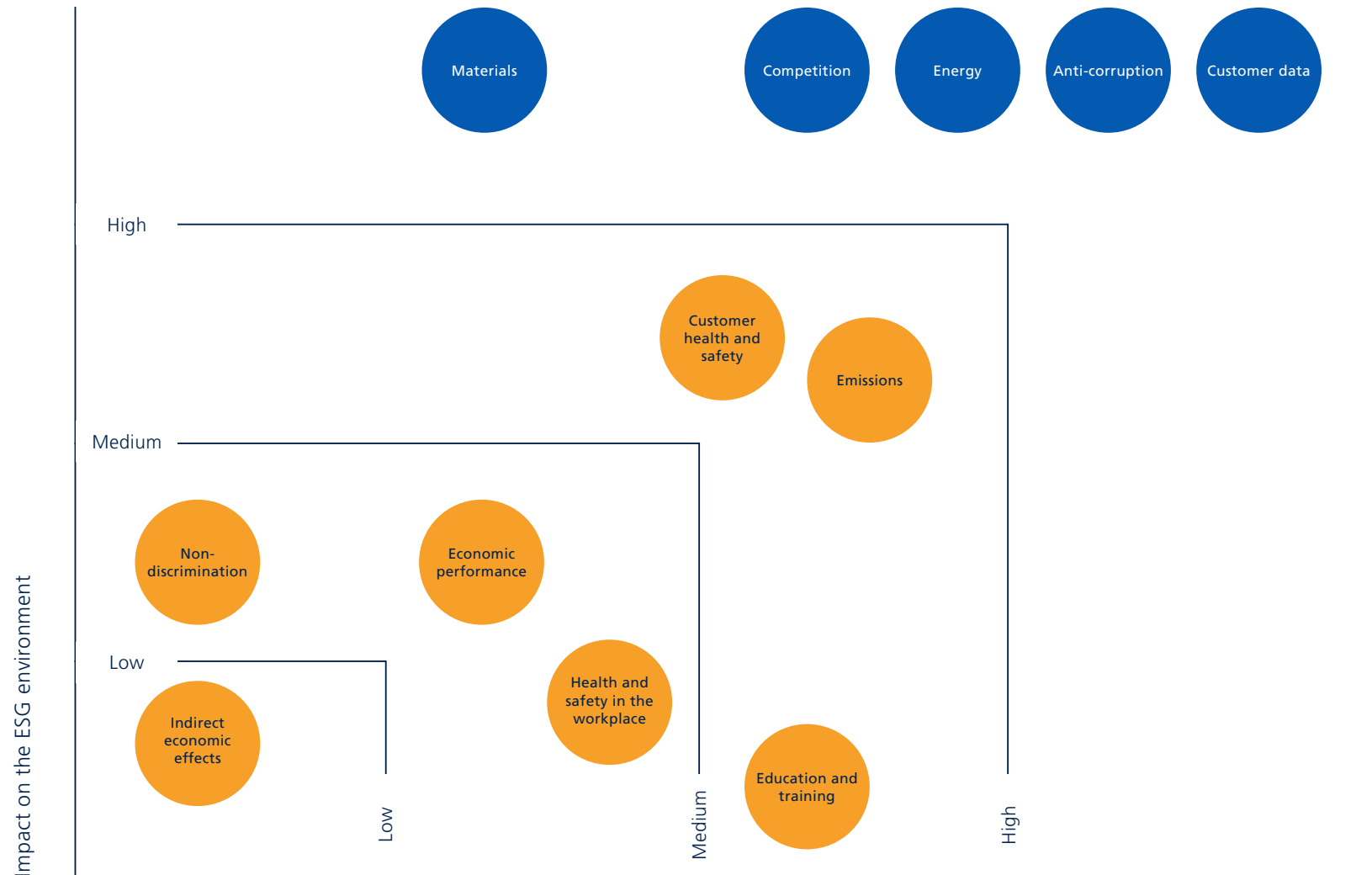
Viseca has defined the following five material topics for the 2023 reporting year:

- GRI 205: Anti-corruption
- GRI 206: Anti-competitive behaviour
- GRI 301: Materials
- GRI 302: Energy
- GRI 418: Protection of customer data

Disclosure 3-2 b: Changes to the list of material topics compared to the previous year

This is the first Sustainability Report prepared and published by Viseca. The material topics were thus determined for the first time.

Viseca's five material topics of 2023



Impact on the result, the business model or the reputation of Viseca

3.1 Economic sustainability

Disclosure 3-3: Material topics in economic sustainability

As part of its business activities, Viseca has an influence on national economic development. By complying with ethical standards and legal regulations, Viseca makes a sustainable contribution and contributes to fair and efficient competition.

Viseca considers the two topics of anti-corruption (GRI 205) and competition (GRI 206) to be material topics in the economic sphere. This high relevance is due to assessments of potential negative effects resulting from non-compliance with corruption regulations or antitrust law: trust in Viseca, which would be jeopardised by disregard for the relevant regulations, is a precious commodity. In the event of a significant incident, Viseca could be responsible for a distortion of competition that would affect the national economy and possibly foreign economic areas. Ultimately, this could mean, at the very least, that trust in Viseca would be damaged and could no longer be restored or could only be regained with great difficulty.

GRI 205 Anti-corruption

Effects

Corruption is a potentially material topic for Viseca due to the associated negative effects. As part of its business activities, Viseca has business relationships with partners and suppliers, among others. There could be negative effects on the economy – for example, failure to comply with anti-corruption regulations could lead to distortions of competition, rising prices and poorer services for customers.

The potentially negative effects cannot be limited in time and are systemic, with potential effects on both domestic and foreign economic areas.

Viseca's role

The potentially negative effects are due to business relationships with partners and suppliers. Potential sources of negative effects are those Viseca units that are responsible for maintaining business relationships with partners and suppliers.

Guidelines or obligations

Viseca has internal guidelines for responsible behaviour and thus aims to help shape economic development in a sustainable manner. The guidelines serve to prevent corruption and include the Code of Conduct in particular. The Code sets out the ethical standards and behaviour that guide Viseca in its activities and is a fundamental component of corporate governance. The Code of Conduct was issued by the Board of Directors and is available to all employees on the intranet. Based on this, the Executive Board has issued a directive on the acceptance and granting of gifts.

The adoption of a Code of Conduct is not required by law but supports Viseca in complying with the relevant legal provisions of the Swiss Criminal Code and the Federal Act against Unfair Competition.

Goals and measures

With the aim of ensuring that all employees continue to be guided by the value of responsibility in their daily actions and thus help to prevent the potentially negative effects of corrupt behaviour, Viseca aims to maintain a training rate of over 90 per cent for e-learning on the Code of Conduct. To this end, awareness-raising among employees is being continuously developed. There is also a whistleblowing process that gives employees the opportunity to report suspected violations (anonymously).

Responsibility for implementing the measures lies with the CEO. The funds required to implement the measures are allocated in the ordinary budget process, but there are no specific project funds for the measures. Internal monitoring of the measures and the achievement of objectives is carried out by the 2nd Line of Defence, which reports to the Executive Board and the Board of Directors on the progress of the measures and the achievement of targets.

Measurement

The training objective in the area of anti-corruption was set by the Board of Directors. The company reviews the effectiveness of the measures by periodically recording the relevant parameters and analysing them in relation to the target trajectory. Where there are major or persistent deviations from the target trajectory, measures to achieve the target are evaluated and implemented. The result of the first measurement for this KPI is summarised below under GRI 205-2.

Viseca has decided on measures to prevent negative effects in the area of anti-corruption without specifically consulting stakeholders.

GRI 205-1: Assessment of operations

To date, there has been no assessment of corruption risks for the Zurich and Bedano sites. Viseca operates in Switzerland only. According to Transparency International, the risk of corruption is low compared to other countries (CPI¹ Switzerland: 82/100). Switzerland is characterised by transparency, the rule of law and strict anti-corruption laws, which also minimise the risk for Viseca.

GRI 205-2: Communication and training

At Viseca, the Board of Directors, members of the Executive Board and all employees are informed about the guidelines and procedures for combating corruption through their publication on the intranet.

	BoD		Employees		Business partners	
	Total	In %	Total	In %	Total	In %
Total number and percentage of persons informed about anti-corruption policies and processes	7	100	833	100	0	0

In the reporting year, business partners were not explicitly informed of the anti-corruption guidelines and procedures. Viseca will review whether and how this can be implemented in 2024.

In addition to communication, training on the Code of Conduct also plays a central role. The Board of Directors was trained in the reporting year, and training is still mandatory for all employees. They complete an e-learning course on the Code of Conduct when they join the company. This training has only been recorded and documented in the system since April 2022, which means that documentation on the training provided is only available for employees who joined the company from 1 January 2023. It is therefore not possible to analyse progress from year to year because the information from the previous year is missing.

	BoD		Employees (new joiners)	
	Total	In %	Total	In %
Total number and percentage of persons informed about anti-corruption policies and processes	7	100	127	98

There is no breakdown by employee category and region here, as the region or hierarchical level the employees belong to is inconsequential for communication and training purposes.

GRI 205-3: Confirmed incidents of corruption and actions taken

No confirmed incidents of corruption were recorded in the reporting year (same in the previous year).

¹ CPI = Corruption Perceptions Index 2023. A score of 0 means a high risk of corruption; a score of 100 means a low risk of corruption. 2023 Corruption Perceptions Index: Explore the... - Transparency.org

GRI 206 Anti-competitive behaviour

Effects

Anti-competitive behaviour is a potentially material topic for Viseca due to the associated negative effects. Viseca has business relationships with partners and suppliers, among others, and has an influence on their behaviour, so the impact on the economy could be negative, e.g. due to disregard for antitrust regulations.

The potentially negative effects cannot be limited in time and are systemic, with potential effects on both domestic and foreign economic areas.

Viseca's role

The potentially negative effects are due to business relationships with partners and suppliers. Potential sources of negative effects are those Viseca units that are responsible for maintaining business relationships with partners and suppliers.

Guidelines or obligations

In 2020, Viseca issued a directive on antitrust regulations that is aimed at all employees, in particular those who, in their function or area of activity, are in contact with competitors, partners or customers or otherwise have the ability to influence behaviour on the market. The directive was issued by the Executive Board and is available to all employees on the intranet.

The issuance of a directive on antitrust regulations is not legally required but supports Viseca in complying with the relevant legal requirements.

Goals and measures

To avoid negative effects on the competitive environment, Viseca has set itself the goal of maintaining the e-learning training rate on antitrust law at over 90 per cent. Viseca aims to ensure that antitrust regulations are complied with by regularly raising awareness among its employees. Furthermore, a refresher video on the "Exchange of information under the requirements of antitrust law" was published on the intranet in the reporting year.

Responsibility for implementing the measures lies with the CEO. The funds required to implement the measures are allocated in the ordinary budget process, but there are no specific project funds for the measures. Internal monitoring of the measures and the achievement of objectives is carried out by the 2nd Line of Defence, which reports to the Executive Board and the Board of Directors on the progress of the measures and the achievement of targets.

Measurement

The training objective in the area of anti-competitive behaviour was set by the Board of Directors. The company reviews the effectiveness of the measures by periodically recording the relevant parameters and analysing them in relation to the target trajectory. Where there are major or persistent deviations from the target trajectory, measures to achieve the target are evaluated and implemented.

The measurement as at 31 December 2023 shows that 89 per cent of employees have completed the e-learning course on antitrust law. This rate results from the number of valid e-learning certificates that are available for internal and external staff, almost all of whom have successfully completed the e-learning programme internally. For the company to reach the target of 90 per cent, the proportion of valid certificates for external workers still needs to be increased. Measures have already been initiated to help achieve the objectives.

Viseca has decided on measures to prevent negative effects in the area of anti-competitive behaviour without specifically consulting stakeholders.

GRI 206-1: Legal actions for anti-competitive behaviour, antitrust and monopoly practices

In the reporting year, one pending legal case was registered due to an alleged anti-competitive behavioural agreement. The proceedings date back to 2018 and concern the investigation by the Swiss Competition Commission COMCO into an alleged boycott of mobile payment solutions from international providers such as Apple Pay, Samsung Pay, Google Pay, etc. The draft ruling was not yet available in the reporting year, and it is not known when it will be available.

3.2 Environmental sustainability

GRI disclosure 3-3: Material topics in environmental sustainability

Viseca's activities have an impact on the environment. The environmental effects are visualised through an account of the materials used (in particular plastic cards or paper consumption) in the course of Viseca's business activities and the energy consumed at its locations.

Viseca considers the two topics of materials (GRI 301) and energy (GRI 302) to be material topics in the environmental sphere. The high relevance is due to assessments of the actual negative effects caused by the environmental impact: an unpolluted environment is seen as a precious commodity. Yet Viseca's use of paper and plastic and its energy consumption contribute directly to the burden on the environmental system, which affects us all. Our environment is a fragile system, and what emphasises the negative effects here is their irreversibility: the damage already caused can no longer be reversed.

GRI 301 Materials

Effects

Materials are a material topic for Viseca due to the actual negative effects associated with them. Viseca's business activities include the issuing of payment cards, and the payment cards put into circulation by Viseca are made of almost 100 per cent PVC. PVC pollutes the environment both in its manufacture and in its disposal. Also associated with Viseca's business activities is the use of paper in the form of envelopes used in the issuing of cards, invoicing and the dispatch of advertising materials. The production of paper also pollutes the environment through resource consumption, emissions and potentially hazardous chemicals in water bodies.

The effects described above cannot be limited in time and are systemic, with effects extending to both domestic and foreign ecosystems.

Viseca's role

The negative effects are due to business relationships with partners and suppliers. Negative effects are caused directly by those Viseca units that are responsible for the procurement of paper and payment cards. Indirectly responsible are units that influence the consumption of paper and payment cards, for example by defining the marketing channels.

Guidelines or obligations

Viseca does not currently have any guidelines or internal specifications on material consumption. However, it voluntarily undertakes to conserve resources in its sustainability strategy, in its declaration of commitment and in its declaration of use.

Viseca's general approach to negative effects relating to materials

To minimise the negative effects on the environment, Viseca pursues two voluntary goals with regard to PVC and paper: reduced use of materials per customer relationship and increased proportion of recycled or less environmentally harmful materials.

To make this intention part of operations, the objectives are incorporated into the target agreements of the relevant organisation. Responsibility for implementing the measures lies with the relevant members of the Executive Board. The funds required to implement the measures are allocated in the ordinary budget process, but there are no specific project funds for the measures. Internal monitoring of the measures and the achievement of objectives is carried out by the 2nd Line of Defence, which reports to the Executive Board and the Board of Directors on the progress of the measures and the achievement of targets.

Objectives

The proportion of plastic cards issued in relation to the portfolio is to be reduced by ten per cent compared to 2022. Paper consumption is also to be reduced by ten per cent per card. These targets were developed by the Executive Board and set by the Board of Directors. They are binding for the procurement of the relevant materials and are to be achieved by 31 December 2027.

Viseca's specific approach to negative effects relating to materials

The majority of cards were and are made of PVC. Since 2023, cards made of ocean plastic have also been in use here and there (share approx. 3.8 per cent), and in future the aim is to have cards made from recycled PVC (rPVC). These are already in stock and will be used as soon as the PVC card blanks have been used up. The number of PVC cards will largely depend on customer demand and cannot be determined at this time.

Together with partners, Visa was involved in the development of the world's first payment card made of wood, which is made entirely from wood coming from Switzerland. Only the card chip is made of recyclable metal. This reduces CO2 emissions and energy consumption during production. The aim with the new card was to offer consumers a sustainable alternative to PVC cards. Together with five partner banks and over 1,300 end customers, the pilot phase of the 2023 wooden card project was successfully launched.

Digital channels are increasingly being used in marketing, and the number of paper brochures has been reduced.

Measures taken by Visa to deal with negative effects relating to materials

PVC reduction:

- Longer useful life of cards with the help of technical innovations
- Increased use of ocean plastic and recycled plastic (rPVC) as materials

Paper reduction:

- Increased customer communication through digital media as a replacement for paper-based communication
- Increased use of recycled paper or use of less environmentally harmful paper

Measurement and effectiveness of the measures

PVC reduction:

Viseca decides autonomously on the useful life of the payment cards within the scope of technical possibilities. In the reporting year, technical innovations made it possible to increase the cards' useful life.

Viseca has only limited influence on the use of PVC for the production of cards, as the customer banks decide whether the cards should be produced from PVC, recycled PVC or other materials (wood, metal). However, it is working with both customer banks and suppliers to use more environmentally friendly materials for card production.

The company measures the effect of these efforts, i.e. the positive or negative deviation from the target path of reducing the proportion of plastic cards issued in relation to the portfolio by ten per cent by 31 December 2027.

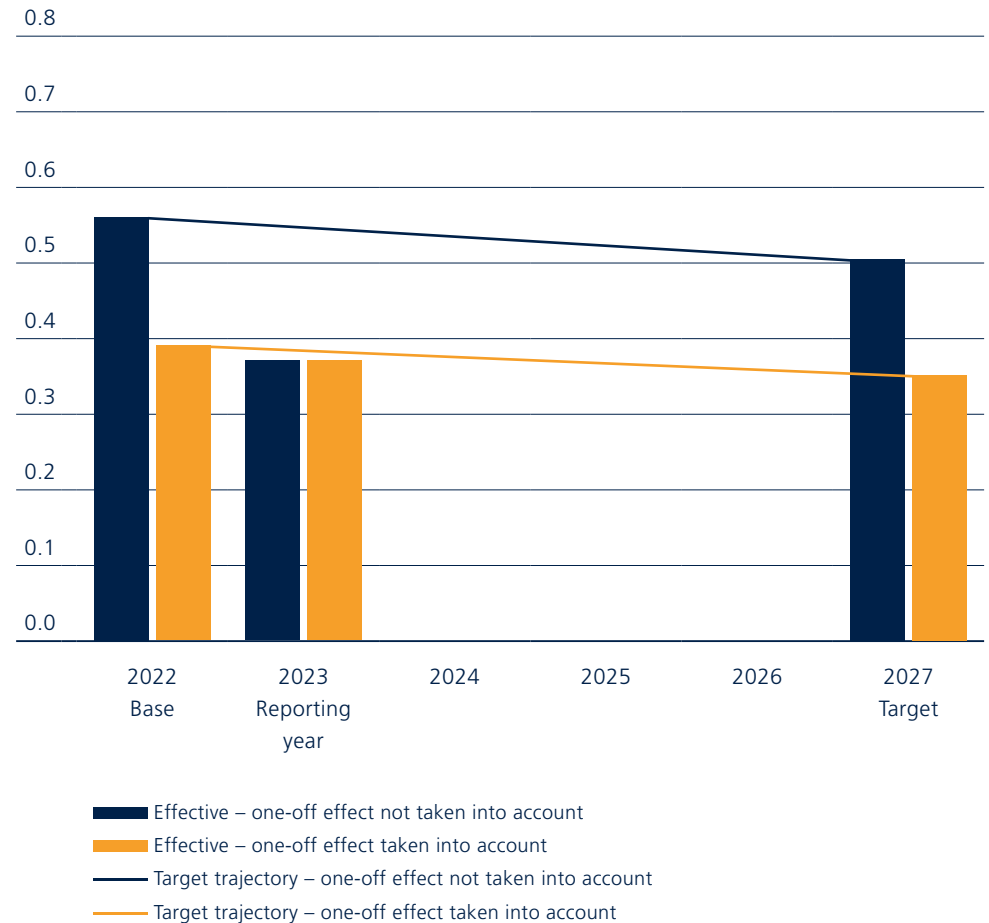
The link between the measure and its impact is evident, as the development in the consumption of PVC is directly dependent on the extended useful life of issued cards.

At around 1.58 million payment cards (see GRI 301-1), the number of personalised cards in the reporting year was around a third lower than the previous year's figure. However, it is important to note here that a new product was introduced in 2022, which resulted in many new cards being issued.

The following chart shows the development of the key figure "Number of newly issued plastic cards in relation to the card portfolio" in the first reporting year. It presents the effective value (bar) and the target trajectory (line) in two scenarios in each case: 1. one-off effect of new card issues is not taken into account (blue) and 2. one-off effect of new card issues is taken into account (orange).

Without consideration of this effect, the consumption of newly issued cards in relation to the card portfolio would have fallen from 0.56 to 0.37, i.e. by around 30 per cent. Taking the one-off effect into account, consumption fell from 0.39 to 0.37, which is a satisfactory development.

Share of cards issued in relation to card portfolio



Paper reduction:

Viseca decides autonomously whether to use the digital or physical communication channel, taking into account any legal requirements that necessitate the paper form. During the reporting year, the use of the electronic communication channel was expanded further.

Viseca also makes its own decisions regarding paper quality. The proportion of paper with a lower environmental impact is currently around 90 per cent, and Viseca is endeavouring to increase this share even further.

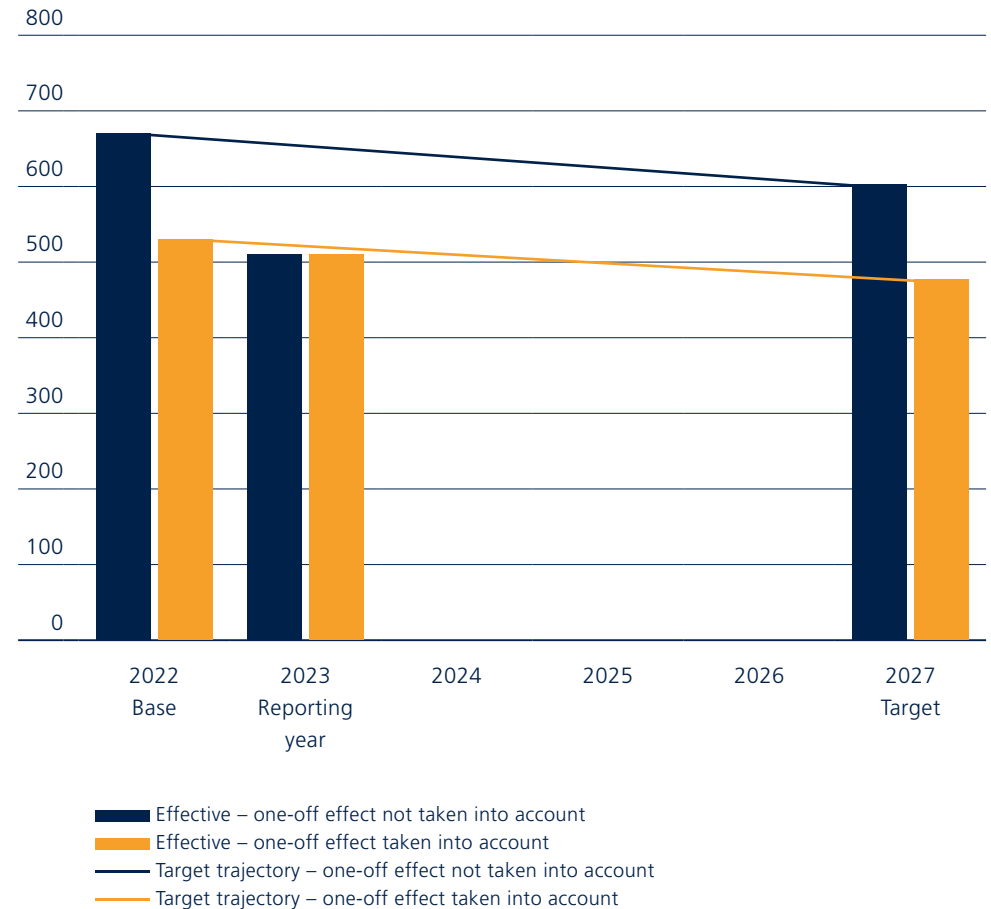
The company measures the effect of these efforts, i.e. the positive or negative deviation from the target trajectory for reducing paper consumption per card by ten per cent by 31 December 2027.

The link between effort and effect is evident, as the development of paper consumption is directly dependent on the corresponding reduction measures.

The following chart shows the development of the key figure “Paper consumption in relation to the card portfolio” in the first reporting year. It presents the effective value (bar) and the target trajectory (line) in two scenarios in each case: 1. one-off effect of new card issues is not taken into account (blue) and 2. one-off effect of new card issues is taken into account (orange).

Compared to last year, Viseca has saved more than 540 tonnes of paper (see GRI 301-1). This means that paper consumption per card has fallen from 670 g in 2022 to 510 g in 2023 – that’s 160 g less or a reduction of 24 per cent. It is important to note that a new product was introduced in 2022, which required many new cards and letters. Taking this one-off effect into account, consumption fell from 530 g to 510 g. Considering the short period of time, this is still pleasing progress. The measures taken by Viseca are not due to the specific involvement of interest groups, but are the result of an ongoing dialogue with suppliers and customers.

Paper consumption per card (in grams)



GRI 301-1: Materials used

Viseca obtains both the payment cards put into circulation and the paper it uses from external suppliers. The total values listed below were used in the reporting year:

	2023	2022
Use of non-renewable materials		
Plastic (over 95 per cent PVC) – number of personalised cards	1,583,914 units	2,266,714 units
Paper (over 90 per cent FSC Mix Credit ¹)	2,169,335 kg ²	2,713,158 kg

No renewable materials were used in the reporting period. The above data is based on information requested directly from the suppliers.

GRI 302 Energy**Effects**

Energy is a material topic for Viseca due to the greenhouse gas emissions caused by its production, which have a real negative impact. Viseca uses electrical energy to operate its infrastructure and district heating to heat one of its locations.

The effects described above cannot be limited in time and are systemic, with effects extending to both domestic and foreign ecosystems.

Viseca's role

The negative effects are due, on the one hand, to Viseca's own activities. On the other, the negative effects resulting from outsourced processes and purchased services (e.g. external data centres) are the result of business relationships with suppliers. The units of Viseca that are responsible for purchasing energy are the direct cause of negative effects. Indirectly responsible are units that influence the consumption of energy, for example by defining the IT infrastructure.

Guidelines or obligations

Viseca does not currently have any guidelines or internal specifications on energy consumption. However, it voluntarily undertakes to conserve resources in its sustainability strategy, in its declaration of commitment and in its declaration of use.

Viseca's general approach to negative effects relating to energy

To minimise the negative effects on the environment, Viseca is pursuing the goal of becoming more energy-efficient. To make this intention part of operations, the objectives are incorporated into the target agreements of the relevant organisation.

Responsibility for implementing the measures lies with the relevant members of the Executive Board. The funds required to implement the measures are allocated in the ordinary budget process, but there are no specific project funds for the measures. Internal monitoring of the measures and the achievement of objectives is carried out by the 2nd Line of Defence, which reports to the Executive Board and the Board of Directors on the progress of the measures and the achievement of targets.

Target

Internal energy consumption per transaction is to be reduced by at least ten per cent compared to the figure in 2022. The target was developed by the Executive Board in 2023 and set by the Board of Directors. The target does not apply to individual activities or business relationships, but to Viseca as a whole, and is to be achieved by 31 December 2027.

¹ FSC Mix Credit: see <https://www.fsc-deutschland.de/was-ist-fsc/kennzeichen/>

² kg = kilogram

Measures taken by Viseca to deal with negative effects relating to energy

Increasing energy efficiency:

1. Investments in more energy-efficient devices (e.g. monitors)
2. Investment in control options (e.g. lighting concepts)

Reduction of energy consumption through a variety of smaller measures (e.g. reduction of printers, telephones and vending machines without replacement)

Measurement and effectiveness of the measures

Viseca decides autonomously on measures to increase energy efficiency and reduce energy consumption within the scope of its operational possibilities.

Viseca assesses the impact of these measures based on the deviation from its target, which is to reduce internal energy consumption per transaction by at least ten per cent by 31 December 2027. The company records direct energy consumption (electricity, district heating) based on information from energy suppliers.

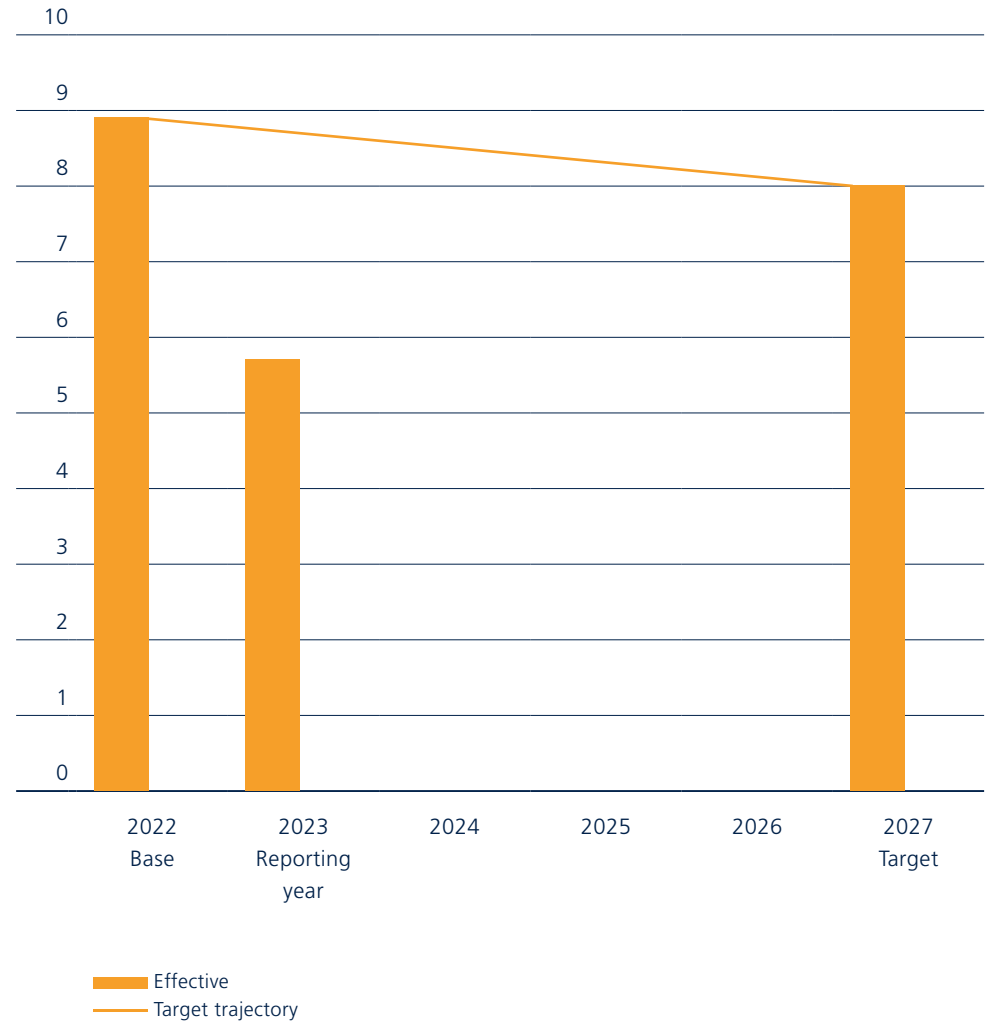
The link between the measure and its impact is evident, as the development of energy efficiency depends directly on the replacement of energy-inefficient appliances or their removal without replacement.

The following chart shows the development of the key figure “energy consumption in relation to the number of transactions” in the first reporting year.

At 5.7 kilojoules (kJ) for each transaction, energy consumption per transaction in the reporting year was around a third lower than in the previous year (see GRI 302-3). Two effects are responsible for this sharp reduction: on the one hand, the number of transactions increased significantly in the reporting year compared to the previous year (i.e. the denominator in the fraction “Energy consumption/number of transactions” is bigger), while on the other hand, energy consumption decreased in the reporting year compared to the previous year due to investments made in energy efficiency (i.e. the numerator in the fraction “Energy consumption/number of transactions” is smaller).

The measures taken by Viseca are not due to the specific involvement of interest groups, but are the result of an ongoing dialogue with suppliers and customers and thus the continuous optimisation of business activities.

Energy consumption per transaction (in kJ)



GRI 302-1: Energy consumption within the organisation

At the Zurich site, energy consumption is made up of electricity consumption and thermal energy consumption (including cooling energy). The Bedano site consumes electricity only, which also covers heating and cooling energy. The majority of the energy is obtained from renewable sources. Energy consumption within Viseca includes no fuel consumption, nor is any energy sold.

The consumption figures listed below were recorded in the reporting year:

	2023	2022
Zurich location		
Total value for power consumption	196,024 kWh ¹	232,796 kWh
Total value for thermal energy consumption (incl. cooling energy consumption)	207,898 kWh	207,695 kWh
Bedano location		
Total value for power consumption	346,296 kWh	344,740 kWh
Total energy consumption at Viseca (GRI 302-1 a-d)	750,218 kWh	785,231 kWh
Total energy consumption at Viseca (GRI 302-1 e)	2,701 GJ²³	2,827 GJ

The decrease in electricity consumption at the Zurich site is due to the measures listed above. The energy consumption of the temporary operating site in Basel was not included in this list, as consumption at this site is not considered relevant.

¹ kWh = kilowatt hours

² GJ = gigajoules

³ 1 kWh = 0.0036 GJ

GRI 302-2: Energy consumption outside of the organisation

In the reporting year, Viseca concentrated on recording energy consumption within the organisation, as information on energy consumption outside of the organisation is not yet available in sufficient quality.

GRI 302-3: Energy intensity

Energy consumption per transaction is 5.7 kJ, compared to 8.9 kJ in the previous year. The types of energy included here are electricity and heating and cooling energy consumed within Viseca. The calculated total energy consumption (see GRI 302-1) is set in relation to the number of transactions.

3.3 Social sustainability

GRI disclosure 3-3: Material topics in social sustainability

Viseca's business activities have an impact on people and their rights. These effects are manifested in the privacy-compliant handling of personal and customer data. If data security cannot be guaranteed, customers' identities and privacy could be violated.

Viseca considers the protection of customer data (GRI 418) to be a material topic in the social sphere. This high relevance is due to assessments of the potential negative effects of data security breaches, hence the security of personal data must be protected as much as possible. A violation would impair the personal rights of our customers and employees and would affect the valuable trust placed in Viseca, which would be damaged and difficult to regain.

GRI 418 Protection of customer data

Effects

The protection of customer data is a material topic for Viseca due to the associated potentially negative effects. Viseca's business activities have an impact on people, in particular their right to personal protection, privacy and informational self-determination. Viseca is the responsible holder of data collections vis-à-vis payment cardholders and employees. It also acts as an order processor for banks and payment card issuers. In both cases, Viseca collects, processes and stores data and information. Data security breaches or violations of data protection regulations can have negative consequences for individuals as well as for Viseca and its reputation if there is a loss of trust among customer banks, end customers or employees. Viseca therefore attaches great importance to the honest and responsible handling of personal data.

The effects described above cannot be timelimited and are systemic.

Viseca's role

The potentially negative effects are due to Viseca's own activities and to business relationships with partners and suppliers. Potential sources of negative effects are those Viseca units that are responsible for managing personal data.

Guidelines or obligations

Viseca takes the protection of customer data extremely seriously. Out of conviction, it assumes responsibility in the form of a dedicated specialist department, namely the Data Protection Office, which is under the management of the Data Protection Officer (DPO). The focus is on compliance with the Data Protection Act to guarantee personal rights, including the security of personal data. This relates in particular to obligations to payment card customers and employees, but also to payment card issuers. In addition, there are comprehensive internal guidelines that regulate data protection. First and foremost is the Data Protection Directive, which is issued by the Executive Board, is addressed to all employees and must be complied with by them. The directive is made available to employees on the intranet and is supplemented by mandatory data protection training, which employees complete on a regular basis.

The issuance of a directive on data protection is not legally required but supports Viseca in complying with the relevant legal requirements.

Goals and measures

To avoid negative effects for customers, Viseca aims to maintain the data protection training rate at over 90 per cent by continuously developing employee awareness of data protection. The measures to protect customer data at Viseca are continuously adapted to the current situation and challenges. In this regard, there is close coordination and harmonisation between the Data Protection Office and the internal cyber and information security unit with regard to security measures. The Data Protection Office is supported by so-called Privacy Ambassadors in each area. The Privacy Ambassadors are employees trained by the DPO in data protection issues, who provide support in complying with and ensuring compliance with data protection requirements, particularly in the management of data processing registers and data protection impact assessments as well as operationalisation. Employees and Privacy Ambassadors receive regular training from the Data Protection Office.

Responsibility for implementing the measures lies with the CEO. The funds required to implement the measures are allocated in the ordinary budget process, but there are no specific project funds for the measures. Internal monitoring of the measures and the achievement of objectives is carried out by the 2nd Line of Defence, which reports to the Executive Board and the Board of Directors on the progress of the measures and the achievement of targets.

Measurement

The data protection training objective was defined by the Board of Directors. The company reviews the effectiveness of the measures by periodically recording the relevant parameters and analysing them in relation to the target trajectory. Where there are major or persistent deviations from the target trajectory, measures to achieve the target are evaluated and implemented.

The measurement as at 31 December 2023 shows that 90 per cent of employees have completed the e-learning course on data protection. This rate results from the number of valid e-learning certificates that are available for internal and external staff, almost all of whom have successfully completed the e-learning programme internally.

Viseca has decided on measures to avoid negative effects in the area of the protection of customer data without specifically consulting stakeholders.

GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data

Potential data security breaches can be reported to the DPO and the Data Protection Office via the internal system using the report form (dataprotection@viseca.ch (internal) and privacy@viseca.ch (external)). In the 2023 reporting year, there were 26 substantiated complaints relating to breaches of personal data protection. As a result of the 26 incidents, a total of 1,180 people were affected by the data security breaches. The reported breaches were all minor data security breaches that did not have to be reported to the authorities.

	2023	2022
Total number of substantiated complaints regarding breaches of customer data protection – complaints from external and internal parties	26	13
Total number of substantiated complaints regarding breaches of customer data protection – complaints from supervisory authorities	0	0
Total number of identified cases of data theft and data loss in connection with customer data	0	0

NOTES

GRI index

Declaration of use

Viseca has reported the information specified in this GRI index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI Standards.

GRI 1 used

GRI 1: Foundation 2021

GRI Standard

Disclosures

Page

GRI 2: General disclosures 2021

2-1 Organisational details	Page 3
2-2 Entities included in the organisation's sustainability reporting	Page 3
2-3 Reporting period, frequency and contact point	Page 3/4
2-4 Restatements of information	Page 4
2-5 External assurance	Page 4
2-6 Activities, value chain and other business relationships	Page 4/5
2-7 Employees	Page 5/6
2-8 Workers who are not employees	Page 6
2-9 Governance structure and composition	Page 7
2-10 Nomination and selection of the highest governance body	Page 8
2-11 Chair of the highest governance body	Page 8

GRI 2: General disclosures 2021

2-12 Role of the highest governance body in overseeing the management of effects	Page 8
2-13 Delegation of responsibility for managing effects	Page 8/9
2-14 Role of the highest governance body in sustainability reporting	Page 9
2-15 Conflicts of interest	Page 9
2-16 Communication of critical concerns	Page 9
2-17 Collective knowledge of the highest governance body	Page 9
2-18 Evaluation of the performance of the highest governance body	Page 10
2-19 Remuneration policies	Page 10/11
2-20 Process to determine remuneration	Page 11
2-21 Annual total compensation ratio	Page 11
2-22 Statement on sustainable development strategy	Page 11/12
2-23 Policy commitments	Page 12/13
2-24 Embedding policy commitments	Page 13
2-25 Processes to remediate negative effects	Page 13/14
2-26 Mechanisms for seeking advice and raising concerns	Page 14

GRI 2: General disclosures 2021

2-27 Compliance with laws and regulations	Page 14
2-28 Membership in associations	Page 14
2-29 Approach to stakeholder engagement	Page 15
2-30 Collective bargaining agreements	Page 15

GRI 3: Material topics 2021 (economic)

3-1 Process to determine material topics	Page 15/16
3-2 List of material topics	Page 16
3-3 Management of material topics in economic sustainability	Page 18

GRI 205: Anti-corruption 2016

205-1 Operations assessed for risks related to corruption	Page 19
205-2 Communication and training about anti-corruption policies and procedures	Page 19
205-3 Confirmed incidents of corruption and actions taken	Page 19

GRI 206: Anti-competitive behaviour 2016

206-1 Legal actions for anti-competitive behaviour, antitrust and monopoly practices	Page 20
--	---------

GRI 3: Material topics 2021 (ecological)

3-3 Management of material topics in economic sustainability	Page 21
--	---------

GRI 301: Materials 2016

301-1 Materials used by weight or volume	Page 25
301-2 Recycled input materials used	Not applicable: Viseca offers payment cards and services for cashless payments. Paper is not included in the production of the most important products and services.
301-3 Reclaimed products and their packaging materials	Not applicable: Viseca offers payment cards and services for cashless payments. Paper is not included in the production of the most important products and services.

GRI 302: Energy 2016

302-1 Energy consumption within the organisation	Page 27
302-2 Energy consumption outside of the organisation	Information not available/incomplete: Viseca does not collect any data on energy consumption outside of the organisation.
302-3 Energy intensity	Page 27

GRI 302: Energy 2016

302-4 Reduction of energy consumption	Information not available/incomplete: Viseca is reporting on sustainability for the first time, so no data has yet been collected on the reduction of energy consumption.
302-5 Reductions in energy requirements of products and services	Not applicable: Viseca's products (payment cards and services) do not result in any energy consumption for the end customer.

GRI 3: Material topics 2021 (social)

3-3 Management of material topics in social sustainability	Page 27
--	---------

GRI 418: Protection of customer data 2016

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 29
--	---------

Contact / publishing details

Viseca head office

Hagenholzstrasse 56
P.O. Box 7007
8050 Zurich

T +41 58 958 60 00
www.viseca.ch

Investor Relations

Michael Walther
Chief Financial Officer

Nicolas Kucera
Head of Communications

investorrelations@viseca.ch

Sustainability Report 2023

This report is published in German and English. The German version is authoritative.

Exclusion of liability

This report contains forward-looking statements that do not give any guarantees of future performance. These statements involve risks and uncertainties such as future economic conditions, statutory regulations, market conditions, activities of other competitors and other factors outside the control of the company.

Issuer

Viseca

Concept, design, consulting and realisation

Linkgroup AG
8008 Zurich