STid
SMARTER SECURITY ANSWERS

NON-FINANCIAL PERFORMANCE REPORT

YEAR 2024

RISE

SOMMAIRE

1
INTRODUCTION TO RISE

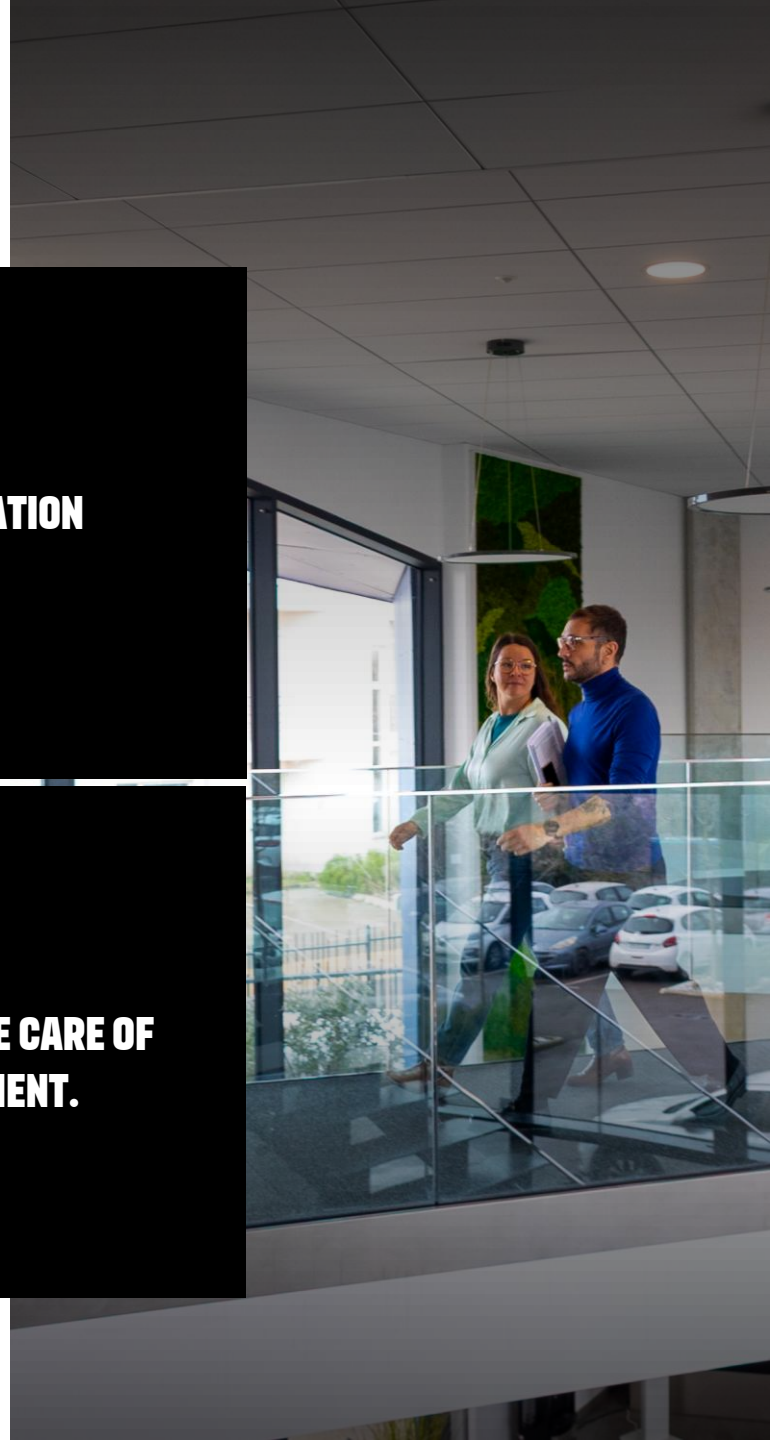
2
STID GROUP

3
RISE ORGANIZATION

4
PILLAR 1 : INNOVATE TO DEFEND SOVEREIGNTY AND FREEDOM

5
PILLAR 2 : SUPPORT PEOPLE WHILE RESPECTING THEIR IDENTITY AND PERSONAL GROWTH.

6
PILLAR 3 : TAKE CARE OF OUR ENVIRONMENT.



STid
SMARTER SECURITY ANSWERS
STid
INTRODUCTION TO RISE
RISE

EDITORIAL

STid is much more than a contactless identification player — it's a company placing people at the heart of its mission. I believe in cybersecurity that protects what matters most: people, their data, and our future. STid moves forward with RISE, our CSR strategy, to make this a reality.

Vincent Dupart, CEO STid Group

© COPYRIGHT

RISE : A COLLECTIVE INITIATIVE

In 2022, we created our **Group CSR Department** and built a collaborative strategy we chose to name **RISE**, officially launched in January 2024.

Why RISE?

To embody **our commitment**, because we believe everyone can be a driver of change. In this spirit, we move forward aiming to innovate and go further!

RISE marks a strong commitment to:

+ Combining performance and responsibility,
+ Inviting all our internal and external stakeholders to act, innovate, and take initiatives,
+ A collective adventure where everyone has a role to play.

Learn more about RISE!

© COPYRIGHT

RISE: A COLLECTIVE INITIATIVE

A mural fresco to engrave our commitments.

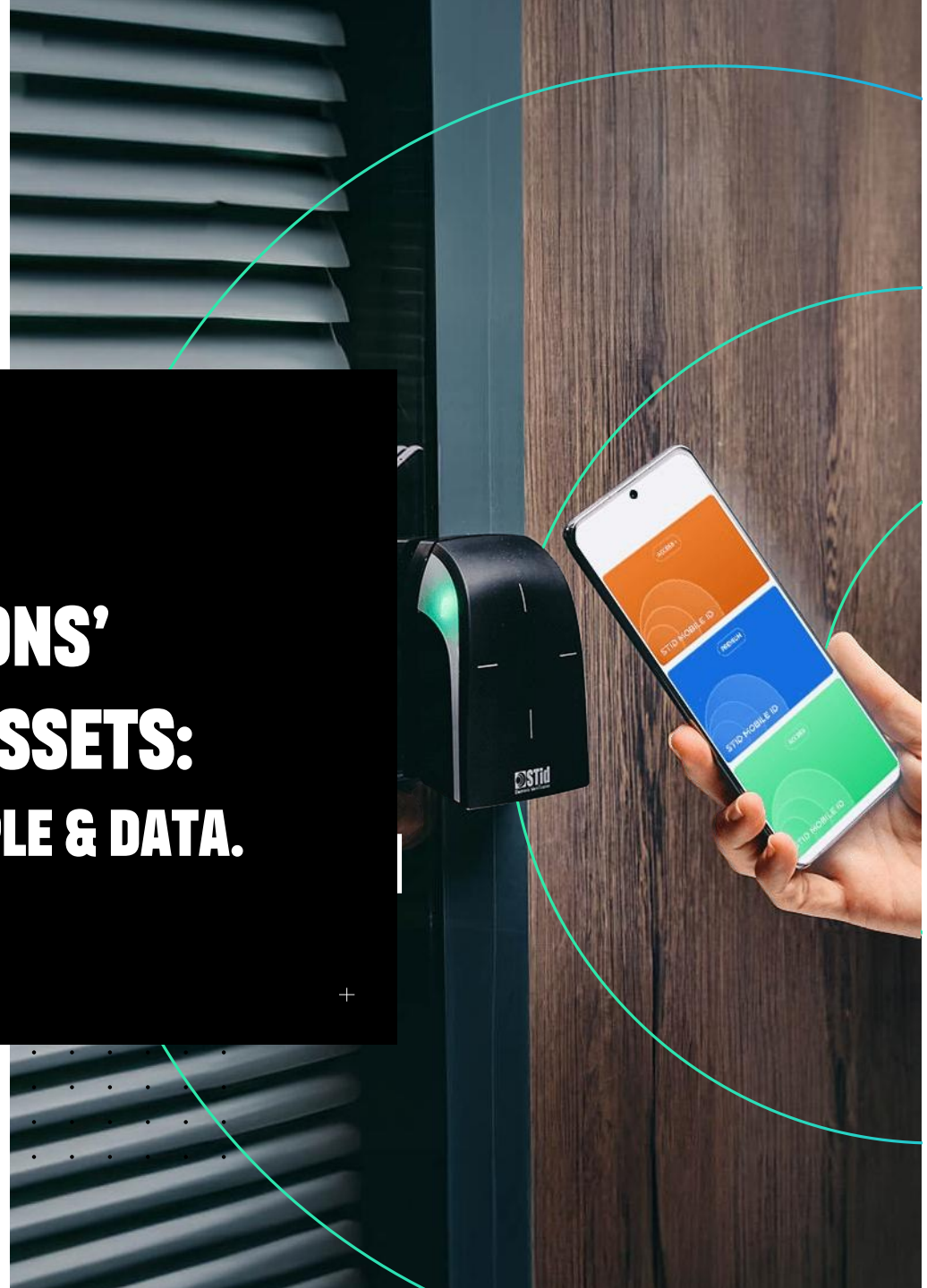
CSR strategy launched in January 2024 with a pedagogical video beforehand.

© COPYRIGHT

STid
SMARTER SECURITY ANSWERS
STID GROUP
RISE

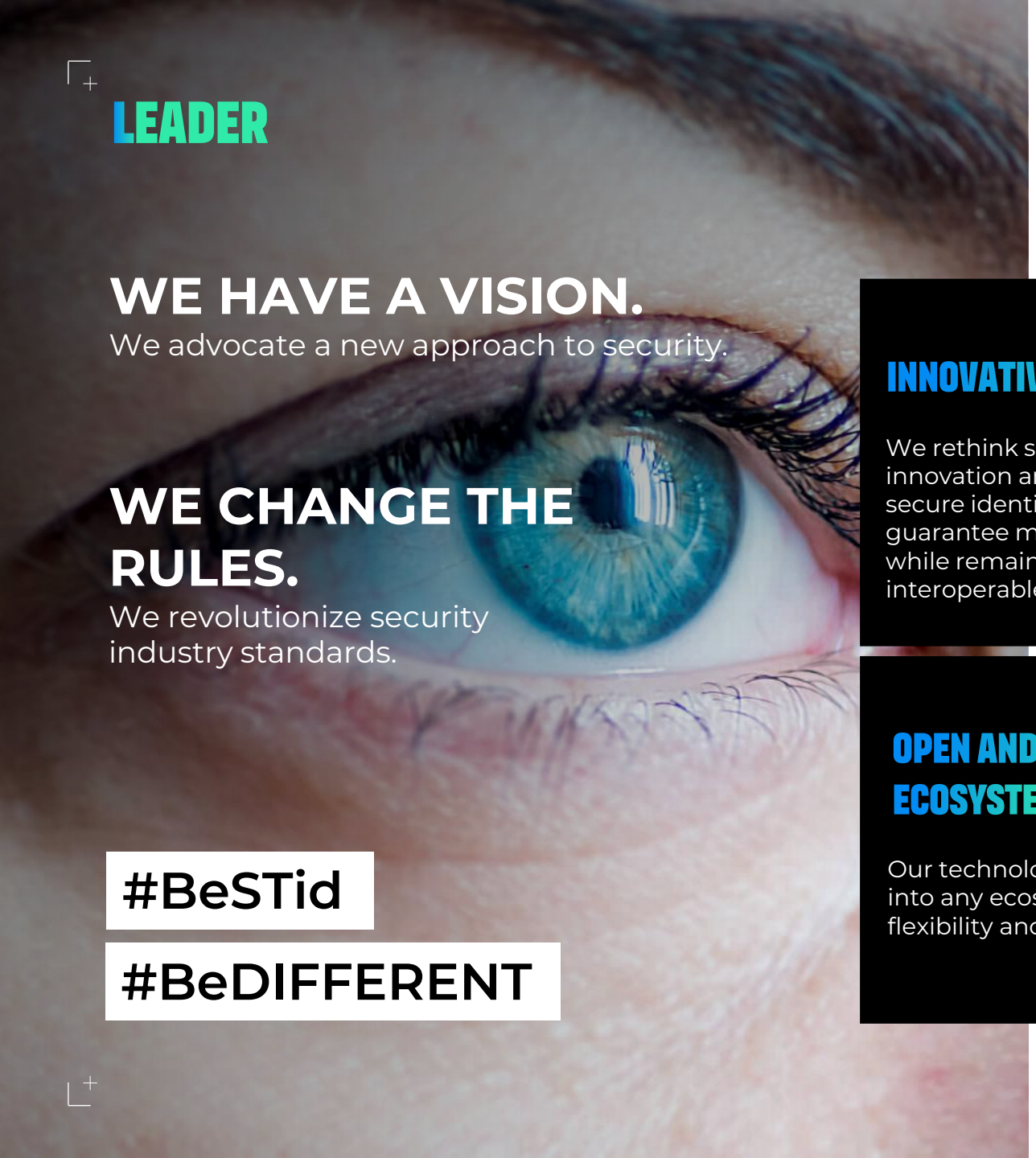
STid

PROTECT ORGANIZATIONS' STRATEGIC ASSETS:
PROPERTY, PEOPLE & DATA.



OUR PURPOSE

We protect organizations' strategic assets through **the most secure, open, and environmentally respectful** contactless identification solutions.



LEADER

WE HAVE A VISION.

We advocate a new approach to security.

WE CHANGE THE RULES.

We revolutionize security industry standards.

#BeSTid

#BeDIFFERENT

INNOVATIVE EXPERT

We rethink security by combining innovation and sovereignty. Our secure identification solutions guarantee maximum data protection while remaining open and interoperable.

MARKET LEADER

We drive the industry forward by setting new standards. Through SPAC Alliance, we promote interoperability and the sovereignty of security solutions, for a more open and reliable market.

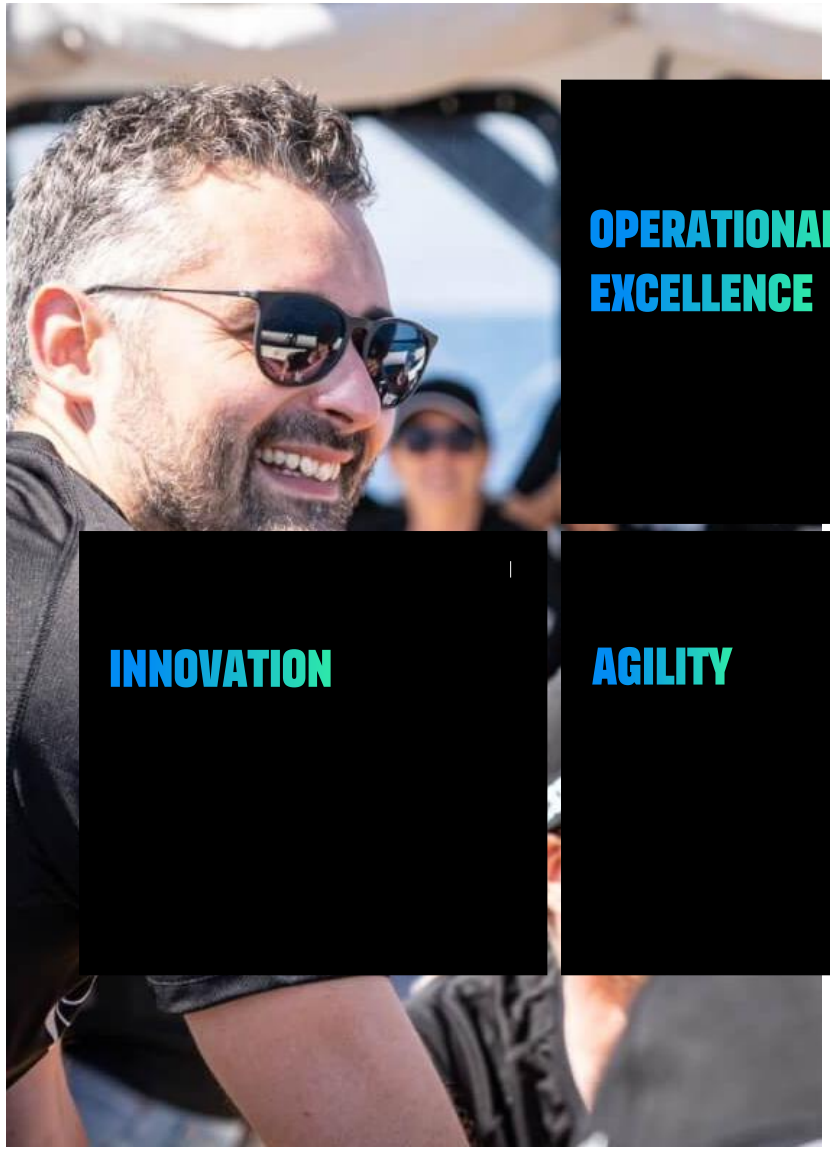
OPEN AND ROBUST ECOSYSTEM

Our technologies integrate easily into any ecosystem, offering more flexibility and choice for users.

PARTNERSHIP FIRST

We build lasting relationships with our customers by creating high value-added offers throughout the value chain.

WE DRIVE STRONG VALUES



OPERATIONAL EXCELLENCE

TEAM SPIRIT

INNOVATION

AGILITY

COMMITMENT

We don't pretend!

Our values are more than just words — they were chosen by our employees themselves. They're embodied everywhere, all the time.

KEY FIGURES

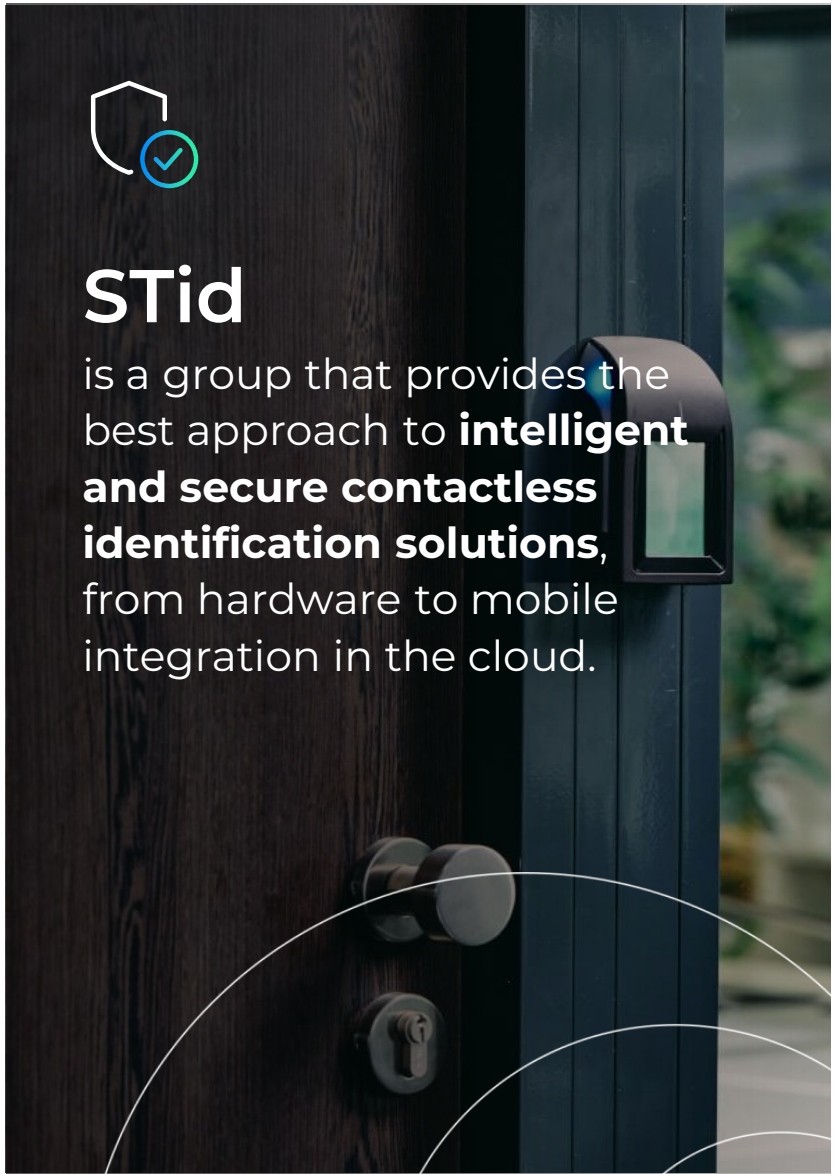
RECOGNIZED EXPERTISE FOR 29 YEARS

19
Innovation Awards
(the most awarded access controle range)

KEY DATES

1996	Like a **few major players**, STid was born in a **garage**.
2013	STid is the **first** RFID manufacturer to receive the **French CSPN certification**.
2016	STid introduces **STid Mobile ID**: a virtual access control solution.
2020	STid founded the **Smart Physical Access Control (SPAC) Alliance** to promote the adoption of SSCP as a European standard.
2024	**The first and only certified virtual card application.**

A GROUP / OUR BRANDS



MODULES

CREDENTIALS

READERS

ACCESS CONTROL PANELS

CONNECTORS

STid SECURITY

Secure access control identification solutions

springcard®

OEM, ODM & Custom RFID/NFC Integration (Hardware & Software)

STid TRACK & TRUST

Smart identification for industrial applications

UNICACCES

Design and integration of white-label panels

KLINK4

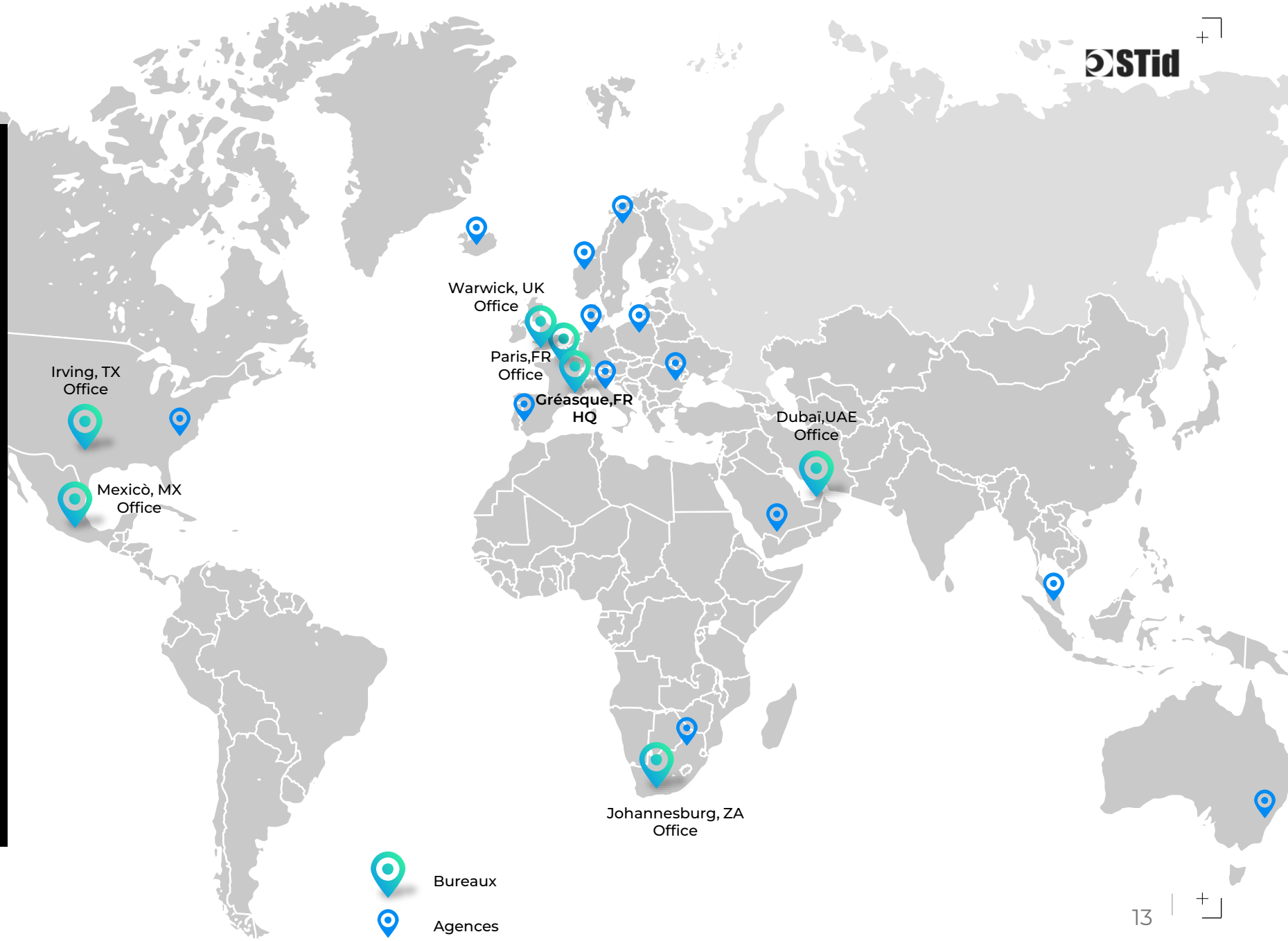
Devsecops secure factory

A GLOBAL PARTENER

65+
Countries covered worldwide

900
Partners

5M+
Deployed readers



POSITIONING AND STRUCTURING

4 STRATEGIC PILLARS

2025 - 2029

INNOVATION / DIFFERENTIATION

Architect® Evolution, customer care and service platform by STid.

PRESCRIPTION

Design offices, lobbying, end customers, opinion leaders, ambassadors.

INTERNATIONAL DEVELOPMENT

Europe, STid NA/DSIMEX, META distribution, major players/manufacturers.

OEM / ODM STRATEGY

OEM RFID/NFC solutions and opening of new markets.

CSR AT THE HEART OF OUR DNA

A HISTORIC COMMITMENT

STid has always sought to minimize the environmental footprint of its products through a responsible, human-centered approach.

The Architect range (10 years this year) was designed to:

- Last over time (against planned obsolescence),
- Maintain world-class security levels,
- Limit waste and stock through a unique electronic board,
- Better withstand demanding environments by replacing resin with PCB tropicalization.

ARCHITECT®

© COPYRIGHT

STid
SMARTER SECURITY ANSWERS

STid

RISE ORGANIZATION

RISE : GOVERNANCE

A CSR Committee was created in February 2024 to rethink all company functions through social, societal, and environmental responsibility.

The CSR commitee:

- Connected with the usual governance bodies,
- Its network across the company's various entities (subsidiaries, departments, business units...),
- Quarterly meetings to regularly discuss our roadmap.

CSR management (reporting) to ensure transparency and track commitments.

Ongoing dialogue with the company's stakeholders.

An ethical and compliance policy.

© COPYRIGHT

RISE : GOVERNANCE

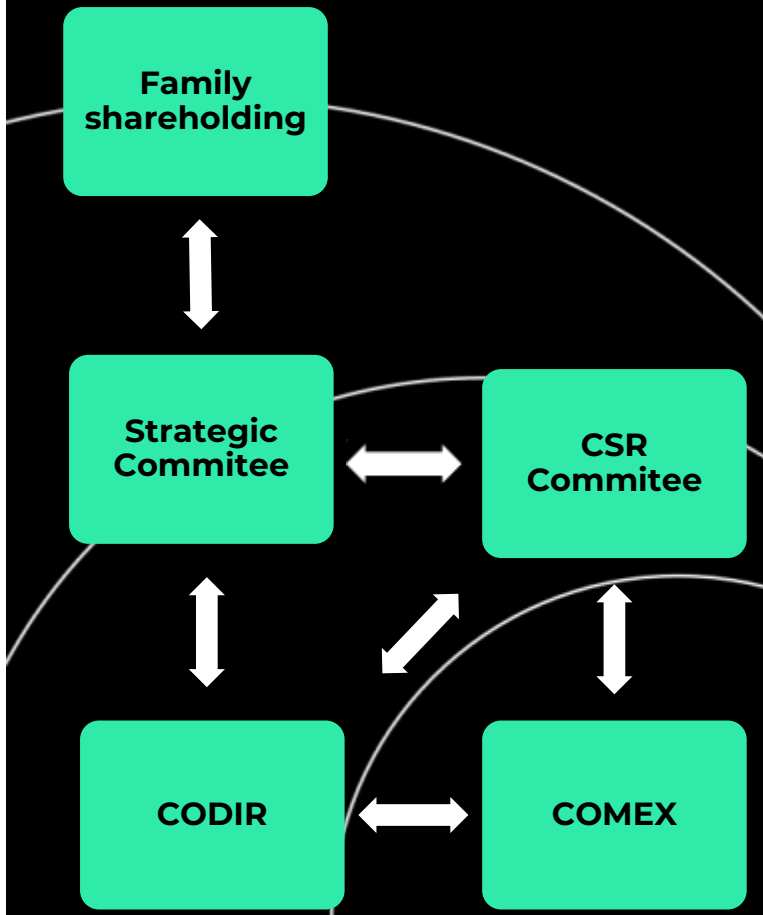
Family Shareholding:
Appoints the CEO

Strategic Committee:
Defines the strategy of STid Group

CSR Committee:
Rethinks STid's business lines through the lens of CSR

Executive Committee (CODIR):
Defines the action plan to support the strategy

Management Committee (COMEX):
Implements the action plan with all operational teams



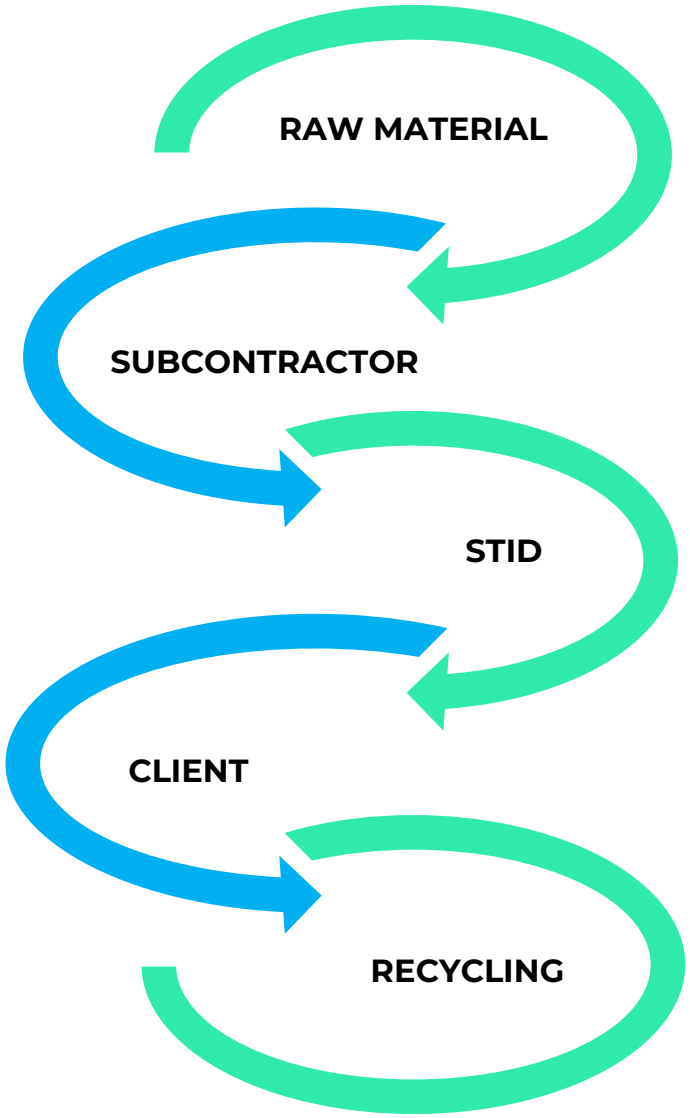
© COPYRIGHT

RISE : GOVERNANCE

1. **Christelle Masse** – Director of Sustainable Performance & Operations
2. **Angelika Fleck** – Export Sales Administration Manager,
3. **Mohamed Baldi** – Customer Service Manager,
4. **Nathalie Bresson** – Marketing Manager,
5. **Baptiste Dupart** – Group Business Development Director,
6. **Jean-Baptiste Giliberti** – Purchasing Manager,
7. **Laurent Merlini** – Chief Financial Officer,
8. **Julien Rubio** – Internal Communication & Employer Branding Manager,
9. **Jerôme Silve** – R&D Manager – HF Division,
10. **Nicolas Sogayan** – R&D Manager – UHF Division,
11. **Hervé Vandevoorde** – Quality Manager,
12. **Mickaël Wajnglas** – Strategic Partnerships Manager,
13. **Mehdi Benamar** – Group Chief Information Officer,
14. **Corinne Aron** – Human Resources Director,
15. **Sylvain Poitrat** – Group Technical Director,
16. **Aurellien Apollon** - Receptionist.

© COPYRIGHT

RISE : FLOW MAPPING



© COPYRIGHT

RISE : BUSINESS MODEL AND VALUE CHAIN

Resources.

Committed employees,

- 115 members in the STid Team,
- 7.67% turnover rate (at constant headcount),
- 5,02% absenteeism rate,
- 39,1% women (40% of executives, 38,1% of managers, 33% of the Executive Commitee),
- 60,9% men (60% of executives, 61.9% of managers, 67% of the Executive Commitee),

Engaged subcontractors,

- RFAR charter,

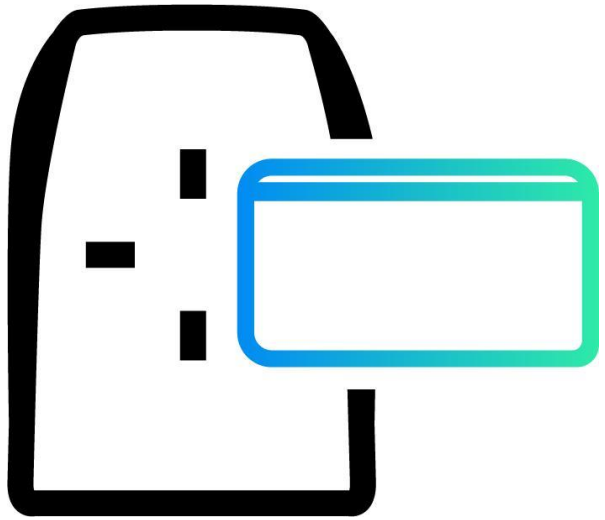
Innovation driving STid forward,

- 19 international awards,

External stakeholders included in the strategy,

- Satisfaction survey,
- CSR questionnaire,

Family-owned shareholding.



Value creation

Satisfied employees,

- Welcome rating - 8,9/10,
- Recruitment rating - 8,9/10,
- Training rating - 8,3/10,
- Work environment rating - 8/10,
- Company culture rating - 8,3/10,

Innovating STid patents,

Positive customers feedback,

- Average handling time – 1,08h,
- Average resolution time - 8,01h,
- Return rates on satisfaction surveys – 11%,
- Customer satisfaction – 4,6,
- Net promoter score support – 9,
- First contact resolution – 65%,

2024 revenue,

- €27M.

© COPYRIGHT

RISE : STAKEHOLDERS

We have connected our Quality Management System to our CSR strategy, as CSR is embedded within all our business processes.

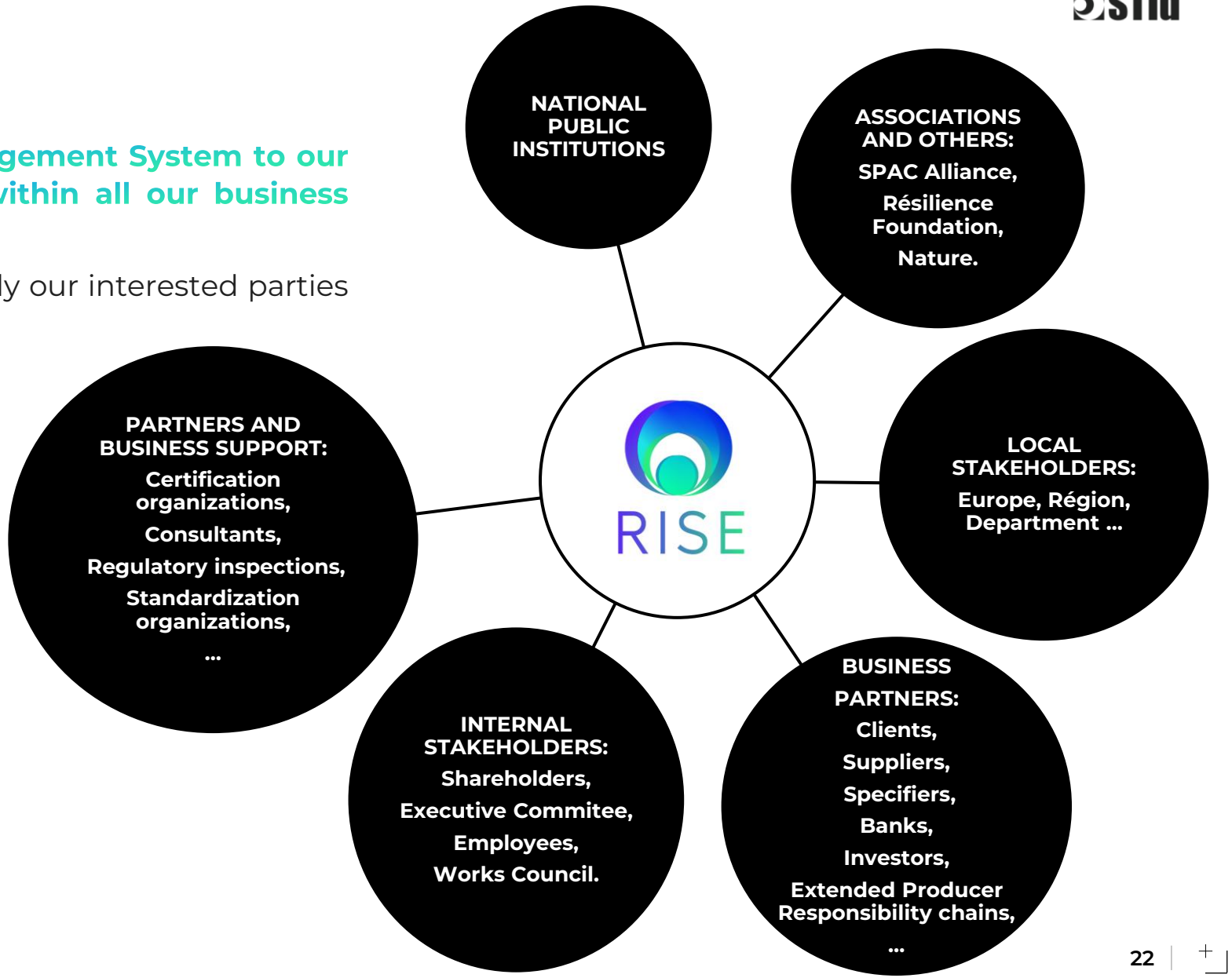
Our stakeholders are therefore also partly our interested parties as defined by ISO 9001.

STid is ISO 9001 certified
(Gréasque site)

ISO 9001:2015
BUREAU VERITAS
Certification

Stakeholders consultation:

- Customer satisfaction survey,
- CSR questionnaire for stakeholders,
- ...



© COPYRIGHT

RISE : THE 3 FUNDAMENTAL PILLARS

1

Innovate to defend sovereignty

2

Support people while **respecting their identity and personal growth.**

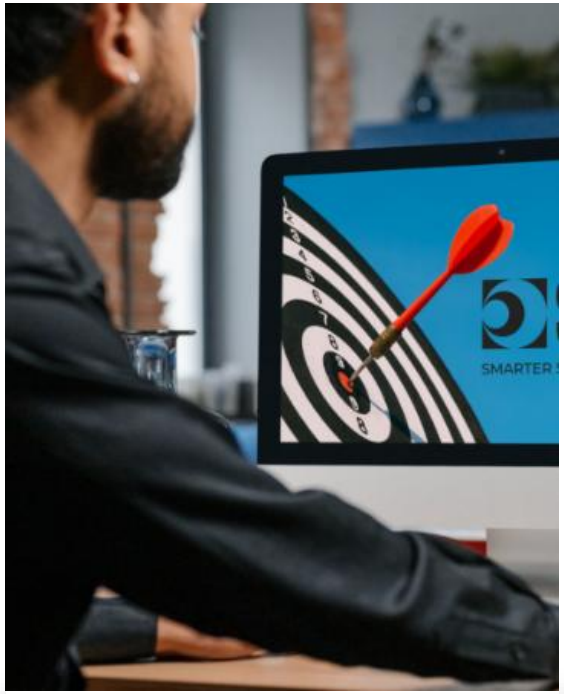
3

Take care of **our environment.**

© COPYRIGHT

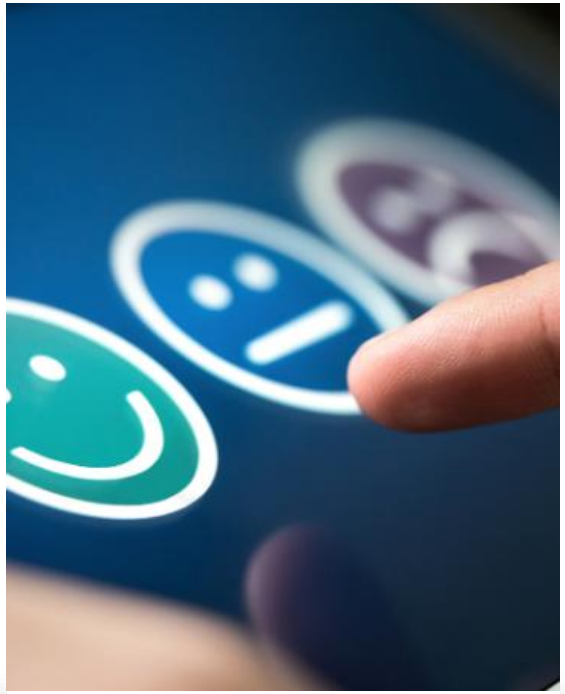
STid
SMARTER SECURITY ANSWERS
STid
PILLAR 1
INNOVATE TO PROTECT
SOVEREIGNTY AND FREEDOM
RISE

INNOVATE TO PROTECT SOVEREIGNTY AND FREEDOM



Be exemplary against cyber threats:
monitor regulatory developments and lead by example through the SPAC Alliance.

Adopt a responsible approach throughout our value chain:
strengthen relationships with our suppliers and encourage them to align with our CSR strategy.



Maintain responsible relationships with our clients.

Commit to impact-driven projects:
monitor and communicate our extra-financial performance, and increase our involvement in the SPAC Alliance.

© COPYRIGHT

2024 KPI'S

BE EXEMPLARY IN FACING CYBER THREATS

61

Members (including STid) of the SPAC Alliance (42 in France and 19 in Europe)

Raise awareness across our entire ecosystem about cyber threats, the importance of high-security, open, and sovereign technologies, as well as the evolving European regulatory framework—especially by expanding our presence in Europe.

Scope : STid Headquarters.

In 2024, SPAC Alliance has :

+ Delivered 98 presentations,
+ Participated in 39 events,
+ Published 5 press articles..

SPAC ALLIANCE

© COPYRIGHT

2024 KPI'S

MAINTAIN RESPONSIBLE RELATIONSHIPS WITH OUR CLIENTS

4,6/5
CSAT
Customer
Satisfaction

9/10
NPS
NET Promoter
Score

Maintain close relationships and satisfaction with our clients.
Scope: STid Group

1,08 H
AHT
Average
Handling Time

8,01 H
ART
Average
Resolution Time

11%
Return Rates on
Satisfaction
Surveys

65%
FCR
First contact
resolution

© COPYRIGHT

2024 KPI'S

MAINTAIN RESPONSIBLE RELATIONSHIPS WITH OUR STAKEHOLDERS

15

Intranet news: 992 views, averaging 66 views per article.

MORE OF 34

Posts on LinkedIn

INCLUDING 7

Employee profiles (LinkedIn)

Communicate CSR to our internal and external stakeholders.

Scope: STid Group.

Hosting the Résilience Foundation.

© COPYRIGHT

2024 KPI'S

ADOPT A RESPONSIBLE APPROACH THROUGHOUT OUR VALUE CHAIN.

12

Suppliers have signed our STid charter (or provide at least equivalent guarantees), representing 44% of the direct purchasing budget under coverage..

Obtain labels or certifications to ensure our work is recognized and visible.

Scope: STid Headquarters.

RFAR charter signed in May 2024.

Charte
RELATIONS FOURNISSEURS
ET ACHATS RESPONSABLES

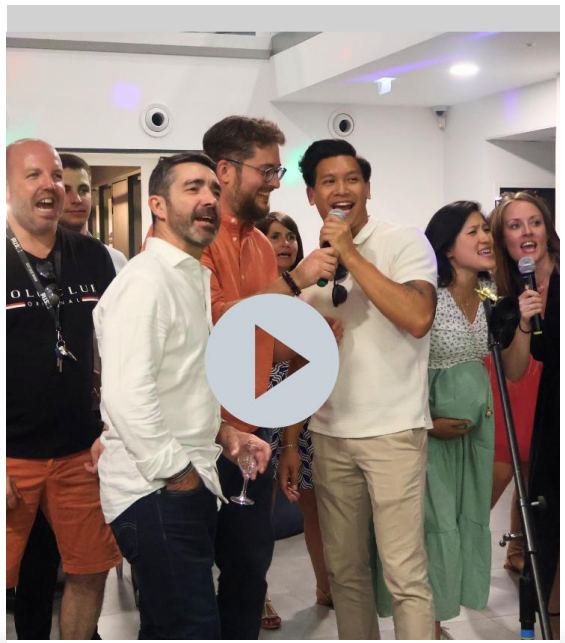
© COPYRIGHT

PILLAR 2
SUPPORT PEOPLE IN RESPECTING THEIR IDENTITYAND PERSONAL FULFILLMENT

SUPPORT PEOPLE IN RESPECTING THEIR IDENTITYAND PERSONAL FULFILLMENT

Improve our employees' quality of work life every day.

romote collective employee performance:
consult employee feedback, expand training offerings, organize bi-monthly interdepartmental meetings...



Promote diversity and inclusion.

Commit to social and community projects that reflect our values:
deepen our involvement with meaningful associations and partnerships, such as the Résilience Foundation.

© COPYRIGHT

2024 KPI'S

IMPROVE OUR EMPLOYEES' QUALITY OF WORK LIFE EVERY DAY.

7,67%

Turnover rate at constant headcount.

Improve attraction, retention, and employer branding.

Scope: STid Headquarters.

© COPYRIGHT

2024 KPI'S

IMPROVE OUR EMPLOYEES' QUALITY OF WORK LIFE EVERY DAY.

8,9/10
Onboarding process satisfaction

8,9/10
Recruitment process satisfaction

8,3/10
Training satisfaction

7,9/10
Internal communication satisfaction

8/10
Work environment satisfaction

8,3/10
Company culture satisfaction

Improve attraction, retention, and employer branding.

Scope: STid Group.

Internal surveys conducted with new employees:

- At 2 weeks (onboarding and recruitment process),
- At 6 months (training, internal communication, work environment, company culture).

© COPYRIGHT

2024 KPI'S

IMPROVE OUR EMPLOYEES' QUALITY OF WORK LIFE EVERY DAY.

0,75

Work accident rate

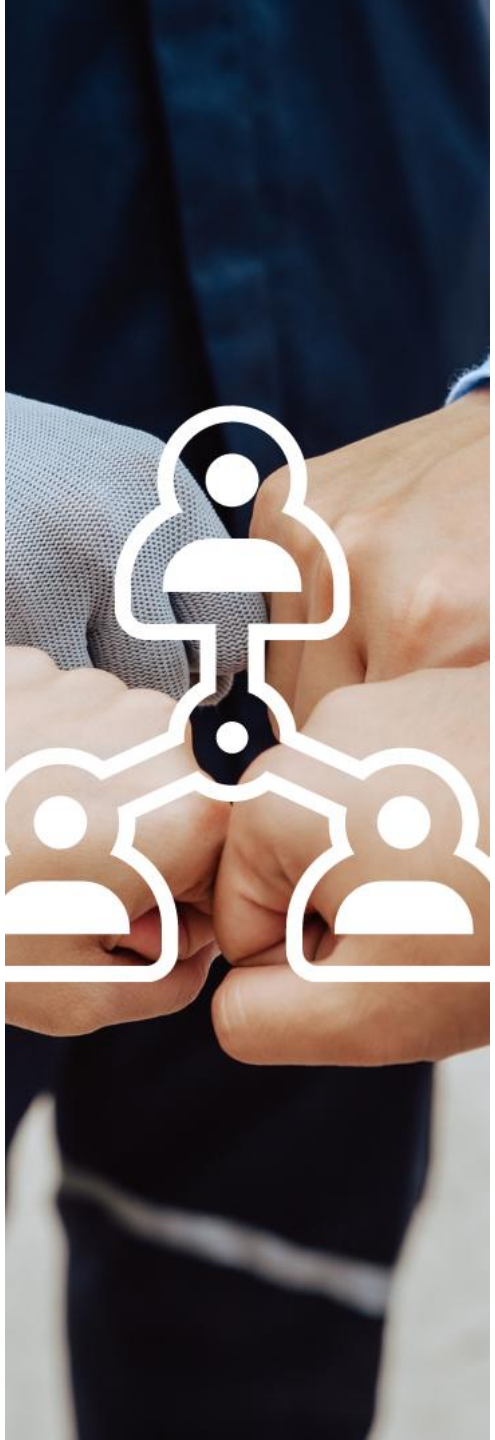
Improve talent attraction, retention, and employer branding.

Scope: STid Headquarters.

© COPYRIGHT

2024 KPI'S

PROMOTE COLLECTIVE PERFORMANCE



2855
Cumulative training hours in 2024

21,5
Training hours per employee in 2024

Allocate 1.5% of the payroll to the training of our employees.

Scope: STid Headquarters.

© COPYRIGHT

2024 KPI'S

PROMOTE DIVERSITY AND INCLUSION

40%
Women in management positions

38,1%
Women managers

33%
Women on the Executive Committee

60%
Men in management positions

69.1%
Men managers

67%
Men on the Executive Committee

Scope: STid Headquarters.

97/100
Egapro index

© COPYRIGHT

STid
SMARTER SECURITY ANSWERS

PILLAR 3
TAKE CARE OF OUR ENVIRONMENT

RISE

TAKE CARE OF OUR ENVIRONMENT

Innovate in eco-design: promote eco-design to our stakeholders.

Improve waste management.

Reduce our carbon footprint.

Promote eco-friendly actions on our sites.

9 INDUSTRIE, INNOVATION ET INFRASTRUCTURE

7 ÉNERGIE PROPRE ET D'UN COÛT ABORDABLE

13 MESURES RELATIVES À LA LUTTE CONTRE LES CHANGEMENTS CLIMATIQUES

12 CONSOMMATION ET PRODUCTION RESPONSABLES

© COPYRIGHT

2024 KPI'S

INNOVATE IN ECO-DESIGN

8,71%

Time spent on eco-design by R&D: 229 days.
(Data based on records and estimates)

Automate the eco-design of 100% of our major products.

Scope: STid Headquarters.

Life cycle analysis of our Architect readers:

- Train all our teams in eco-design (by the end of 2023) so that each department integrates it into their processes,
- Complete the environmental impact analysis of our Architect reader at each stage of its life cycle through a Life Cycle Assessment (LCA),
- Better target our internal actions and act on the right levers.

© COPYRIGHT

2024 KPI'S

IMPROVE THE MANAGEMENT OF OUR WASTE

26,19%
PC renewal rate in 2024.

60%
Rate of refurbished mobile devices (employees) in 2024.

60KG
Weight of IT equipment donated to the Résilience Foundation in 2024.

Reduce our electronic waste.

Scope: STid Groupe.

216
Reams of paper, equivalent to 36 pages per employee per month.

Reduce our paper consumption.

Scope: STid Headquarters.

© COPYRIGHT

STid
SMARTER SECURITY ANSWERS
SEE YOU NEXT YEAR!
RISE