Euronet

2024 Sustainability Report

Contents

About the Flags

As part of the Euronet logo, the Euronet flag represents our global coverage in 200 countries and territories. In this report, we use the flag to symbolize the expansive geographic reach of our payments network.

Introduction

The EU's Corporate Sustainability Reporting Directive (CSRD) mandates that companies disclose their environmental, social, and governance (ESG) performance as of December 31, 2025. This involves reporting on ten specific topics and two general standards to provide stakeholders with a clear understanding of a company's sustainability efforts. This 2024 Sustainability Report is published voluntarily to demonstrate our progress ahead of the mandatory reporting requirements.

We've begun our CSRD implementation in 2023 by assessing our current data and analyzing our business model, value chain, stakeholders, and reporting methods. To identify the most relevant sustainability topics, we conducted a double materiality assessment, which is embedded in our annual enterprise risk assessment.

We've also established control environments similar to our financial reporting processes to ensure the reliability of our sustainability disclosures.

We plan to file our sustainability report with our largest EU subsidiary, in line with the approach discussed by the EFRAG workstream on non-EU groups. As per Article 40a of the CSRD, non-EU companies meeting the reporting thresholds will be required to disclose sustainability impacts at the group level starting from the financial year 2028, with the first sustainability statement published in 2029. We continue to monitor the development of the separate reporting standards, expected to be adopted by June 2026, with EFRAG's advice to the European Commission due by the end of 2025 and a consultation on the Exposure Draft anticipated in Q1 2025.

Topical standards

ENVIRONMENT ESRS E	SOCIAL ESRS S	GOVERNANCE ESRS G
E1 Climate change	S1 Own workforce	G1 Business conduct
E2 Pollution	S2 Workers in the value chain	
E3 Water and marine resources	S3 Affected communities	
E4 Biodiversity and ecosystems	S4 Consumers and end-users	
E5 Resource use and circular economy		

Cross-cutting standards

- GENERAL REQUIREMENTS ESRS 1
- GENERAL DISCLOSURES ESRS 2

Coming Later

- Sector-Specific Standards
- SME's proportionate structures

Introduction from the CEO

I founded Euronet with a mission to bring financial payment inclusion to those who have not had it before. To this end, we've worked relentlessly since 1994 to further this mission and now have customers in approximately 200 countries and territories with employees in 56 countries and 67 business offices around the globe. We have achieved this global scale through the valued perspectives of our ethnically and gender diverse workforce. The content below highlights the environmental, social, and governance achievements across our organization and I am proud of the culture we have fostered to deliver:

- Products and services that consume very few natural resources, fossil fuels, or environmentally damaging byproducts;
- Technologies that enable our customers to bridge financial imbalances across the globe and provide financial inclusion to those who may not otherwise have the opportunity to participate; and
- A corporate governance structure that is designed to elevate a diverse workforce capable of delivering these results to customers through industry leading practices.

In summary, I believe our products and services have a long runway to continue providing positive environmental and social change into the future, protected by our strong corporate governance structure.

Michael J. Brown
Chairman, CEO and Founder
Euronet

General Disclosures

Basis of Preparation

The sustainability section of this report is prepared on a consolidated basis, aligning with the scope of our financial statements. Joint ventures and non-controlling interests are excluded. This report follows the **European Sustainability Reporting Standards (ESRS)** as defined by **EFRAG** to ensure transparency and consistency.

We have focused on the key aspects of our upstream and downstream value chain, considering impacts, risks, and opportunities. While we haven't established specific targets in this report, we are currently prioritizing sustainability focus areas and aim to set mid- and long-term goals that align with our overall strategic objectives.

Unless explicitly stated, we categorize time horizons as short-term (one year, aligned with our financial reporting period), medium-term (two to five years), and long-term (more than five years).

Financial Effects

The financial effects of our sustainability efforts in **2024** were limited. Our initial focus was on preparing for the Corporate Sustainability Reporting Directive (CSRD), as well as implementing actions aligned with our material topics.

We have integrated sustainability reporting and strategy into the Group Controlling function under the CFO, expanding the team to support these efforts. Our commitment to providing professional and social opportunities for our employees remains strong. Additionally, we have adopted the **Energy Transition Plan (ETP)**, which, while significant, did not have a material financial impact.

This report outlines how The Company manages environmental, social, and ethical risks.

Management Responsibilities

Composition

The Company's management structure follows a one-tier system, comprising a Board of Directors and Executive Management. This structure is common in US corporations, where the Board provides oversight and strategic direction, while the Executive Management handles day-to-day operations.

The Board of Directors, elected by shareholders, is responsible for:

- **Overseeing Executive Management**: Ensuring that management acts in the best interests of the company and its shareholders.
- **Strategic Decision-Making**: Approving major corporate decisions, such as mergers, acquisitions, and capital investments.
- **Risk Management**: Overseeing the identification, assessment, and mitigation of risks.
- **Corporate Governance**: Ensuring compliance with relevant laws, regulations, and ethical standards.

Executive Management is responsible for:

- **Day-to-Day Operations**: Managing the company's operations, including sales, marketing, finance, human resources, and production.
- **Implementing Strategy**: Carrying out the strategic initiatives approved by the Board.
- **Operational Decision-Making**: Making decisions related to day-to-day operations, such as hiring, budgeting, and resource allocation.

The division of responsibilities between the Board and Executive Management is outlined in the Corporate Governance guidelines. This document provides a framework for how the two bodies interact and ensures that there is a clear separation of powers. Shareholders exercise their rights at the annual meeting of stockholders. At this meeting, shareholders vote on important matters, such as the election of Board members, advisory vote on executive compensation, and the ratification of auditor appointments. This structure, with its clear separation of roles and responsibilities, is designed to promote effective governance, accountability, and long-term value creation for shareholders.

The Board of Directors of the Company currently consists of **11** members. The Board has determined that all the Directors, other than Mr. Brown, are independent Directors as defined in the listing standards for The Nasdaq Stock Market LLC.

The Board has established an Audit Committee, a Compensation Committee and a Nominating & Corporate Governance Committee. During **2024**, each Director attended at least **75%** of the total number of meetings held by the Board and Board committees on which they served (during the period for which he or she was a director).

The main purpose of the committees includes preparatory tasks and making recommendations to the Board of Directors, who make final decisions on subjects at hand. The main tasks and duties for each committee are set out in the separate committee charters.

The charters are reviewed and, if deemed necessary, updated, and approved by the Board of Directors annually. The members of the board committees, including the committee chair, are appointed by the Board of Directors among its own members.

The Company prepared a Proxy Statement pursuant to Section 14(a) of the Securities Exchange Act of 1934 which describes the activities of the board of directors during the year.

Executive Officers

The Company has **7** executive officers, as required by Nasdaq. The executive officers are responsible for day-to-day management. The day-to-day operations include, among others, the continuous improvement of our business, making sure we operate in compliance with the Articles of Association, general policies and guidelines, and other applicable rules and regulations, as well as the continuous reporting to the Board of Directors on the Company's activities, financial state, and other matters of significance.

Together with the Board of Directors, the executive officers have established a procedure for an annual evaluation of their cooperation. The Board of Directors and the executive officers have consistently evaluated their cooperation as good and constructive, and with informative dialogues both at formal board meetings and via informal dialogue between meetings. In addition, the Chair of the Audit Committee regularly meets informally and engages in cooperative discussions with the CFO.

Euronet Executive Officers

The name, age, period of service and position held by each of our Executive Officers as of December 31, 2024 are as follows:

Name	Position Held	Age	Served Since
Michael J. Brown	Chairman, Chief Executive Officer and President	68	07/01/1994
Rick L. Weller	Executive Vice President – Chief Financial Officer	67	11/01/2002
Adam J. Godderz	General Counsel and Secretary	50	05/01/2024
Kevin J. Caponecchi	Executive Vice President – Chief Executive Officer, epay, Software and EFT Asia Pacific Division	58	07/01/2007
Juan C. Bianchi	Executive Vice President – Chief Executive Officer, Money Transfer Segment	54	04/01/2007
Nikos Fountas	Executive Vice President – Chief Executive Officer, EFT Europe, Middle East and Africa Division	61	09/01/2009
Martin L. Bruckner	Senior Vice President – Chief Technology Officer	49	01/01/2014

Diversity

The Nominating & Corporate Governance Committee performs extensive evaluations of the credibility of each Board member and did not exclude any Board candidate based on their gender identity or demographic background. The Board of Directors has ethnic diversity beyond the specific ethnicities defined in Nasdaq Rule 5606, with representation from within and outside the United States, as well as a diverse background of industry experiences ranging from entrepreneurship, finance, transportation, technology, government, academia, and communications. Our Board includes CEOs, patent owners, MIT engineers, Molecular and Cellular Biologists, PhDs, MBAs, and CPAs, all delivering insights from their unique and diverse experience.

	2024	2023
Board of Directors		
Total number of members	11	9
Total number of men	8	6
Total number of women	3	3
Executive Management		
Total number of members	7	7
Total number of women	–	–

Our Risk Management Framework

The Board of Directors has delegated oversight of Euronet's risk management efforts to the Audit Committee. The Audit Committee's role in risk oversight includes reviewing information provided by members of senior management on areas of material risk to the Company, or to the success of a particular project or endeavor under consideration, including operational, financial, legal, regulatory, compliance, cybersecurity, strategic and reputational risks. The Audit Committee uses such information to understand the Company's risk identification, risk management and risk mitigation strategies. The Board believes that risk management is an integral part of Euronet's annual strategic planning process, which addresses, among other things, the risks and opportunities facing the Company.

Part of the Audit Committee's responsibilities, as set forth in its charter, is to review with corporate management, the independent auditors and the internal auditors, if applicable, any legal matters, risks or exposures that could have a significant impact on the financial statements and the steps management has taken to minimize the Company's exposure. The Company's management regularly evaluates these controls, and the Audit Committee is provided regular updates regarding the effectiveness of the controls. The Audit Committee regularly reports to the full Board.

Risk management has always been an integral part of doing business. Whether it be entering new lines of business, onboarding new business partners, embracing new technologies, or ensuring that new employees understand and adhere to our risk management framework. The philosophy has always been to anchor responsibility locally with the operational units based on centrally defined methodology and processes.

We continuously improve the Risk Management Framework with the aim of strengthening management of risks across the Company. The framework consists of a risk governance structure defining the overall roles and mandates across the Company. Each quarter, the main risks and mitigating actions are presented to the Audit Committee and Board of Directors who discuss the overall risk level for the Company. Furthermore, the purpose of the quarterly risk meetings is to ensure that relevant mitigating actions are implemented by the executive officers, and to continuously oversee the net risk exposure of the Company.

Our risks are annually disclosed in our annual report, which is filed with the Securities and Exchange Commission. The risks can be summarized as follows:

Government and Regulation:

- Multinational company conducting a complex business: Exposure to global legal and regulatory risks that could affect operations.
- PE changes: Risk from political, economic, and regulatory changes, especially in non-U.S. markets.
- Tax compliance risks: Complexity in international tax laws and compliance challenges.

- FCPA and anti-corruption laws: Exposure to U.S. Foreign Corrupt Practices Act and similar laws.
- Adverse change in immigration patterns: Business may be affected by changes in immigration and compliance with U.S. regulations.
- ESG: Increased costs, liabilities, and reputational harm due to environmental, social, and governance expectations.
- Unfavorable results of legal proceedings or government investigations: Potential adverse impact from unfavorable legal outcomes.

Supply Chain and Third Parties:

- Short-term contract risks: Risk of non-renewal or less favorable renewal of short-term contracts.
- Unable to secure card acceptance agreements: Business stability depends on maintaining current card agreements.
- Dependence on international card organizations (ICO): Reliance on external organizations for transaction settlements.
- Failure of third-party depository institutions: Potential financial losses from the failure of third-party institutions.
- Failure of sponsor agreements: Inability to secure sponsors in key markets could disrupt ATM operations.
- Reliance on third-party financial institutions for ATM cash: Risk of cash supply disruptions for ATMs.
- Unable to maintain money transfer (MT) agents and correspondents network: Business depends on maintaining agent and correspondent networks.

Corporate Growth Strategies:

- Acquisitions: Potential risks from acquisitions and failure to launch new businesses.
- Little control over ATM fees: Limited control over fees, which may affect operational results.
- Decline in consumer confidence: Loss of confidence could adversely affect the business.

Capital Market and Economic Conditions:

- PE factors: Exposure to political tensions, wars, and global economic downturns.
- Impact of downturns and seasonality: Subject to business cycles and seasonality.
- Debt risk: High debt levels may increase risk, especially if additional debt is incurred.
- Inflation and currency fluctuations: Business affected by inflation and exchange rate fluctuations.

Cyber, Physical Assets, and Data Security:

- Technical disruptions: Business highly dependent on proper network operations.
- Security breaches: Risk of financial losses and reputational harm due to breaches.
- Failure of third-party service providers: Dependency on external providers for financial and operational continuity.
- Laws regarding data protection: Subject to various U.S. and international data protection laws.

Competitive Landscape:

- Lack of financial resources: Competition with larger, better-financed companies could limit growth.
- Development in payments: Technological advancements could reduce transaction volumes and revenue.
- Competition in EFT: Increased competition in electronic funds transfer services.

Governance Matters:

- Takeover attempts: Existing measures to discourage takeover attempts could limit stockholders' options.
- Decrease in the market price of common stock: Potential increase in shares in circulation could lower stock prices.

Key Personnel:

- Retaining founder and key executives: Critical to the company's success; loss of key personnel could harm operations.

Oversight of Sustainability Impacts, Risks, and Opportunities

The Board committees, in particular the Audit Committee, are the dedicated bodies responsible for the oversight of impacts, risks, and opportunities, whereas the Board of Directors is the decision-making body at the Company.

The Audit Committee assists the Board of Directors in the oversight of our impacts, risks, and opportunities in the environmental, social- and governance areas. The Audit Committee is a sub-committee of the Board of Directors and reviews and recommends decisions to be made by the Board of Directors. The Audit Committee is responsible for the oversight of our double materiality assessment and overall sustainability reporting, as well as the integration of its results into the governance processes and controls. The results of the double materiality assessment form part of the information which is assessed and later presented to the Board of Directors with accompanying recommendations to ensure meaningful and diverse management involvement with sustainability matters. This is one component of a greater framework of reporting lines in place between the levels outlined in the table, allowing sustainability-related information to easily and regularly reach decision-making bodies.

In addition to the Audit Committee, the Compensation Committee and Nominating & Corporate Governance Committee have specific responsibilities regarding certain sustainability matters. The Compensation Committee's role in the oversight of impacts, risks, and opportunities is to be responsible for e.g., the Remuneration Policy and ensuring that incentives have sustainability elements, where relevant, in place. The Nomination Committee's role in the oversight of our impacts, risks, and opportunities is in areas such as ensuring diversity and the right competencies at the Board and the executive officer's level.

The executive officers are responsible for the day-to-day operations of the organization, and play a significant role in strategy, decision-making, and resource allocation. In the context of managing material impacts, risks, and opportunities, the executive officers ensure operationalization and overall alignment with our strategy and long-term plans. Oversight of our social matters is anchored in Human Resources, whereas oversight of the environmental and governance matters is anchored in Controlling and Legal, respectively.

In terms of disclosures, the primary department is controlling with assistance from Legal as they are responsible for financial and legal compliance, respectively, and have the expertise and skills to undertake our sustainability matters. Controlling ensures that sufficient controls are in place, and disclosures are in accordance with legislation and standards. Controls and procedures are applied to the management of impacts, risks, and opportunities and are integrated with our ordinary financial reporting by e.g., having clear reporting manuals and accounting principles.

The CFO is responsible for the disclosure and reporting of financial and non-financial matters. Executive officers participate in meetings with the Board of Directors and provides the necessary information for the Board of Directors to make informed decisions on sustainability matters. Final decisions on impacts, risks, and opportunities are made by the Board of Directors.

Targets and Progression

The Board of Directors utilizes the processes and controls as well as the results of the double materiality assessment to guide the setting of targets in relation to our material impacts, risks, and opportunities. The tracking of these targets is based on appropriate qualitative and quantitative indicators and draws on feedback from both internal and external sources, including stakeholders. Tracking currently includes monitoring quantitative data about the internal reporting processes, educational training courses, and the use of grievance mechanisms. Periodic assessments of business relationships, and sustainability-related supplier conduct contracts are gradually planned and implemented in connection with a move towards more sustainability-focused procurement processes.

Competency

We have established a Nominating & Corporate Governance Committee with the purpose of, among others, assisting the Board of Directors on matters related to the composition of the Board of Directors. This includes the nomination of candidates, and determining if appropriate strategic, industrial, sustainability, and other necessary skills and expertise are available within the Board of Directors and in the executive officers.

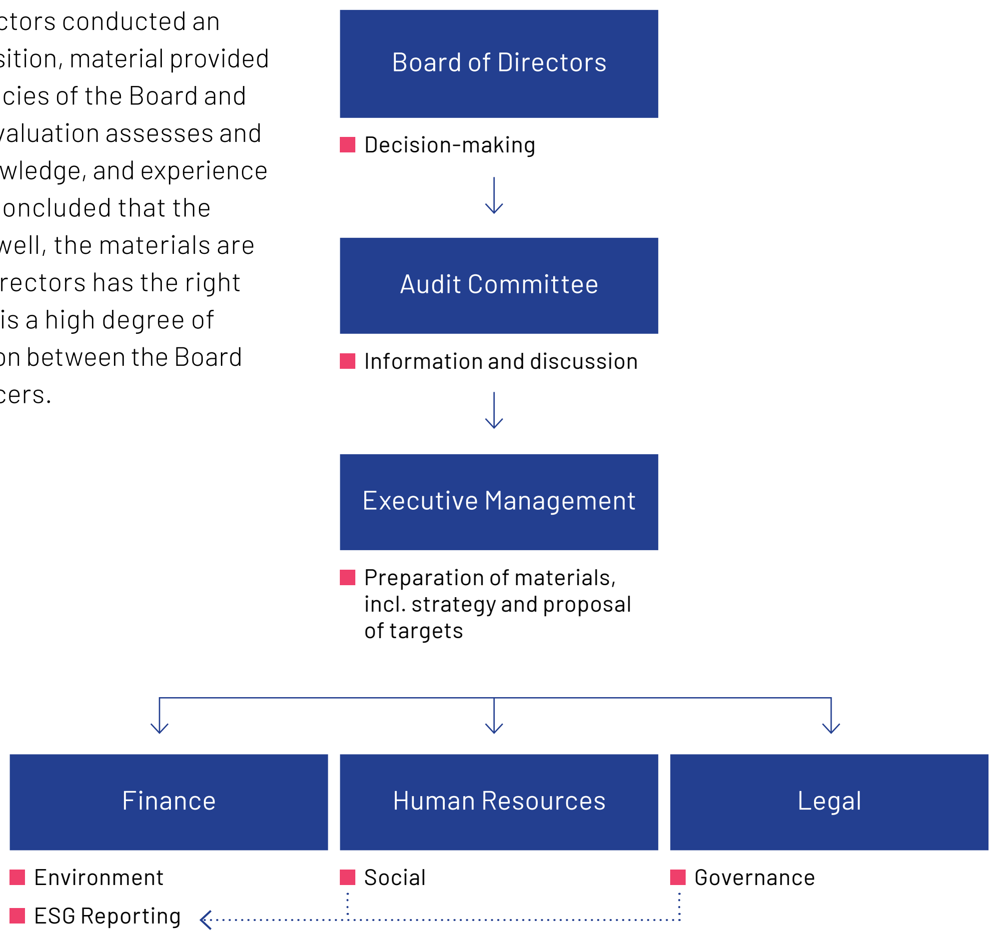
The committee must ensure that all candidates up for the position as a member of the Board of Directors fulfill the expectations of the capital markets, and that the composition and skills and expertise of the Board of Directors fulfill the recommendations of good corporate governance in listed companies, including having relevant sustainability expertise.

Evaluation

During **2024**, the Board of Directors conducted an evaluation of the Board Composition, material provided by management and competencies of the Board and Executive Management. The evaluation assesses and evaluates the competence, knowledge, and experience of the individual members. It concluded that the Board of Directors is working well, the materials are of high quality, the Board of Directors has the right competencies, and that there is a high degree of satisfaction with the cooperation between the Board of Directors and executive officers.

Remuneration

The Company prepared a Proxy Statement pursuant to Section 14(a) of the Securities Exchange Act of 1934 which describes the remuneration of the Board of Directors and executive officers during the year. The Proxy Statement includes the pay ratio between the highest earning employee, typically the CEO, and the median employee's salary.



Double Materiality Assessment

The following section outlines our process to identify material impacts, risks, and opportunities.

Risk Management and Internal Control System of Sustainability Reporting

Controlling is responsible for our sustainability reporting, aligning it with the Annual Report(s). The decision to put the responsibility under Controlling was made by the executive officers in anticipation of future legislation in the sustainability reporting domain, including the European Sustainability Reporting Standards (ESRS) under the Corporate Sustainability Reporting Directive (CSRD) and the American Climate Change Rule. To ensure compliance of our 2024 report, we have allocated resources to improving overall sustainability governance and reporting, including data collection processes and internal controls.

As part of our ambition to reach limited assurance on selected sustainability key figures, we evaluated, built, and improved internal controls similar to those for our financial figures. These internal controls have been established for each key figure, considering risks related to data accuracy and completeness. We expect to expand and further improve our internal controls while continually working on aligning financial and sustainability reporting, leveraging expertise in both areas to create synergies. In 2024, we prepared for CSRD by conducting a gap analysis and establishing workflows to ensure consistency of data collection from all entities in the Company.

We recognize the risks in ensuring data completeness and the potential need to implement estimation procedures based on historical data, when available and considered dependable. Regarding the value chain information, the accuracy of the data is deemed sufficient. Nevertheless, there is an opportunity to further improve data collection and governance in this area in 2025 and beyond. Sustainability data and reporting risks are addressed on a case-by-case basis through discussions with data owners, management, and the Audit Committee.

Interests and Views of Stakeholders

Our key stakeholders include internal and external stakeholders that enable us to create value – and for whom we create value. Our ongoing dialogue with stakeholders informs us of our strategic decisions and daily operations in areas such as employee training and development, diversity, our methodology and delivery model, how we drive our sustainability agenda, our business practices, and our strategic partnerships. Specifically in relation to our customers, we continuously assess their needs, so we can adapt to shifting market demands.

Each stakeholder group has different needs and perspectives, and their relationships with us can have positive and negative impacts due to interdependence. Our ambition is to stay informed and act on opportunities and risks identified through our engagement and dialogue. Our approach to stakeholder engagement varies depending on each group of stakeholders, with both informal and formal structures to support our ambition.

We engage with stakeholders through both formal and informal channels, including customer satisfaction surveys, industry dialogue, and expert consultation, ensuring we stay informed of risks, opportunities, and perspectives that influence our sustainability strategy.

Our key stakeholders

- Customers
- Financial institutions
- Our people – own workforce and contractors
- Content providers
- Agents and correspondents
- Suppliers – especially in relation to data centers and IT equipment
- Investors and analysts
- Governments, regulators, and public institutions

Our Business Model and Value Chain

We deliver global payment solutions and platforms to the public and to the private sectors. We support our customers' digital transformation by providing flexible and customized payment solutions.

We provide affordable and efficient payment processing solutions across ATMs, online transactions, and money remittance services. Our success is driven by a competitive open-market approach, where we differentiate through a combination of best-in-class pricing and superior service quality. By continuously optimizing our cost structure and leveraging innovation, we offer value-driven solutions that meet the evolving needs of consumers and businesses. This approach has enabled us to expand our market share while maintaining strong customer loyalty and industry leadership.

At our business, we are committed to providing globally affordable money transfer services, ensuring that individuals and businesses can send and receive funds across borders without the burden of excessive fees. Through innovative technology and strategic partnerships, we've significantly reduced transfer charges, making international transactions faster, more accessible, and budget friendly. Our goal is to empower people worldwide by offering a cost-effective and transparent solution for sending money, ensuring that financial inclusion is within reach for everyone, regardless of location.

Our Mission

We build tomorrow's financial technology today to enhance our global community and connect the world through financial participation.

BUSINESS SEGMENTS

Electronic Funds Transfer (EFT) Processing

- **Focus**: Manages a global network of ATMs and POS terminals.
- **Services**: ATM operations, outsourced ATM management for banks, payment processing, dynamic currency conversion, and value-added services.
- **Revenue**: Earns from transaction fees, financial institution services, currency conversion, and ATM-related services.

epay

- **Focus**: Distributes electronic payments, focusing on prepaid products.
- **Services**: Prepaid mobile airtime, gift cards, digital media, and bill payment solutions.
- **Revenue**: Commissions and service fees from prepaid product sales and transactions.

Money Transfer (Ria Money Transfer)

- **Focus**: Facilitates international person-to-person money transfers.
- **Services**: Remittance and payment services with payout options including cash, bank deposits, or mobile wallets.
- **Revenue**: Transaction fees for money transfers and foreign exchange margins.

These segments allow Euronet to offer diversified financial services across a wide geographic footprint, including ATMs, digital payments, and cross-border payment services.

Material Topics

The material ESG topics of our company, as defined through our 2024 double materiality assessment, are those that bring sustainability performance closer to the business by presenting both risks and opportunities (RO):

Environment

- **R01**: Our carbon emissions and energy mix

Social

- **R02**: Our people, including talent attraction and retention, training, equity & employee well-being
- **R03**: Our vision of financial inclusion, including secure access to ATMs and affordable money transfer services
- **R04**: Our digital presence concerning cybersecurity and data privacy

Governance

- **R05**: Our business conduct, particularly related to business ethics and compliance with laws and regulations

The double materiality assessment process involved the following steps:

1. Scoping the Assessment

Scoping the assessment begins by aligning with current regulatory frameworks, such as the ESRS. Key considerations include the company's operations, business model, industry, geographic presence, and stakeholders. As part of this alignment, ESRS 1 Application Requirement 16 (AR 16) of the ESRS plays a crucial role by providing a comprehensive list of sustainability topics, sub-topics, and sub-sub-topics. AR 16 supports the materiality assessment process by helping companies identify potential sustainability-related impacts, risks, and opportunities.

2. Value Chain Mapping

Internal and external subject matter experts collaborate to map the company's value chain. This helps to identify key areas of value-adding activities and assess exposure to potential risks and opportunities, particularly in areas like climate change, pollution, biodiversity, water resources, and resource use.

3. Stakeholder Identification

The company distinguishes between two main groups of stakeholders: those directly affected by its activities and users of sustainability statements. Stakeholder identification draws on data from risk reports, expert insights, and interviews, along with the value chain mapping.

4. Risk and Impact Assessment

The company integrates a sustainability due diligence framework, based on recognized international guidelines, into its operations. This framework is continuously refined to assess and address sustainability-related risks and impacts within the business. This approach ensures that sustainability risks, opportunities, and impacts are comprehensively identified and managed across the business and its value chain. The 2024 double materiality assessment process was approved by the Board of Directors in February 2025.

As we prepare for the Corporate Sustainability Reporting Directive (CSRD) and additional upcoming legislation, we expect to review our double materiality assessment annually and further strengthen the methodology and integration of assessing and managing sustainability issues throughout our organization. This includes adding sustainability-related topics to our Risk Management Framework.

Financial Overview 2024

We are including a financial overview in our sustainability report to provide readers with context and a broader perspective on our company's overall performance.

AS REPORTED

USD (in millions)	Revenue		Adjusted Operating Income		Adjusted EBITDA	
	2023	2024	2023	2024	2023	2024
EFT Processing	$ 1,058.3	$ 1,161.2	$ 205.8	$ 255.6	$ 300.4	$ 353.5
% Change		10%		24%		18%
epay	$ 1,082.4	$ 1,150.5	$ 126.2	$ 129.9	$ 133.1	$ 137.2
% Change		6%		3%		3%
Money Transfer	$ 1,555.2	$ 1,686.5	$ 185.4	$ 201.0	$ 216.4	$ 227.0
% Change		8%		8%		5%
Subtotal	$ 3,695.9	$ 3,998.2	$ 517.4	$ 586.5	$ 649.9	$ 717.7
% Change		8%		13%		10%
Corporate, Eliminations & Others	(7.9)	(8.4)	(85.3)	(83.7)	(31.2)	(39.2)
Consolidated Total	$ 3,688.0	$ 3,989.8	$ 432.1	$ 502.8	$ 618.7	$ 678.5
% Change		8%		16%		10%

Environment

The environmental reporting landscape is undergoing a significant transformation, transitioning from informal, non-binding guidelines to enforceable regulations via e.g., the Corporate Sustainability Reporting Directive (CSRD). This transition drives a need for an increased focus on how we approach and report environmental matters. Consequently, our reporting efforts will increasingly emphasize data quality and align with stringent legal requirements.

During this transition, our focus centers on building a solid foundation for our reporting practices. As a first step, we have expanded our environmental reporting.

As a provider of financial technology solutions and payments, we recognize the limited environmental impact of our business and operations. Nevertheless, we remain steadfast in our commitment to minimizing our ecological footprint through an **Energy Transition Plan** (see exhibits). We strive to leverage the latest technological and operational efficiencies to reduce our energy consumption and greenhouse gas emissions.

The Company aims for continued development and growth of digital transactions to improve efficiency, enhance customer experience, drive growth, and eliminate unnecessary travel. Even though we are a company that produces very little environmental impact, we are nevertheless committed to assessing our ecological footprint.

Additionally, customers and other stakeholders increasingly expect comprehensive information on our climate-related initiatives and data. This moves sustainability performance closer to the business, providing both risk and opportunity.

Climate change and our carbon emissions are not only matters we should consider as a responsible corporate citizen — addressing them is an important step to meet the growing expectations of our customers, business partners, investors, and other stakeholders.

R01

Our carbon emissions and energy mix

Impact, Risk and Opportunity Management

Aspect

Risk

Energy Consumption from ATMs, Cash-in-Transit Logistics, and Employee Commuting

Context

Financial Materiality

High energy consumption from ATMs, cash-in-transit logistics, and employee commuting can lead to increased operational costs, especially with rising energy prices. Inefficiencies in energy use can also result in higher overall expenses and impact profitability.

Environmental and Social Materiality

High energy consumption contributes to a larger carbon footprint, which may negatively impact the company's environmental profile and sustainability goals. The environmental impact of logistics and commuting can also contribute to broader climate change concerns.

Description

Nature of the Risk

Significant energy use from ATMs, cash-in-transit logistics, and employee commuting increases operational costs and contributes to the company's overall carbon footprint. Rising energy costs and stricter environmental regulations can exacerbate these issues.

Impact

Financially, increased energy costs and inefficiencies can negatively affect profitability. Environmentally, higher energy consumption contributes to greater greenhouse gas emissions and may conflict with sustainability targets.

Likelihood

The likelihood of experiencing financial and environmental impacts is moderate due to the ongoing nature of energy consumption and the potential volatility of energy prices. Regulations and environmental expectations are also becoming stricter.

Time Horizon

The risk is ongoing and may fluctuate with changes in energy prices, regulatory environments, and technological advancements. Immediate and long-term impacts can vary based on the company's energy practices and external factors.

Action Plan

- Operate energy-efficient ATMs and optimize their fill- and operation schedules.
- To enhance logistics practices to reduce fuel consumption and improve route efficiency.
- Promote sustainable commuting options for employees, such as public transportation or carpooling.
- Monitor and manage energy usage to identify and address inefficiencies.
- Conduct an energy audit to identify areas for improvement and implement energy-saving measures.
- Invest in technology and practices that reduce energy consumption in ATMs and logistics operations.
- Launch initiatives to promote and facilitate sustainable commuting options for employees.
- Regularly review and update energy management practices to ensure continuous improvement.

Our Emissions

We engaged Biocode's team of experts and their specialized application to calculate our Scope 1, 2 and 3 emissions. Biocode's professionals provided the appropriate emission factors tailored to each relevant item in our operations, ensuring accurate and reliable results aligned with our business activities. Our Scope 1-3 results are presented below.

Fossil GHG Emissions		2024	%	2023	%
Gross Scope 1 GHG emissions (tCO, e)		4,113	3.0%	3,548	2.6%
Gross Scope 2 GHG emissions (tCO, e)		40,006	29.4%	40,038	29.4%
Gross Scope 3 GHG emissions (tCO, e)		—	—	—	—
	Upstream	92,087	67.6%	92,754	68.0%
	Downstream	0	0%	0	0%
Total		136,206	100%	136,340	100%

Scope 1

Scope 1 GHG emissions	2024	2023	%
Gross Scope 1 GHG emissions (tCO_2e)	4,113	3,548	15.9%

Scope 1 greenhouse gas (GHG) emissions refer to direct emissions from sources that are owned or controlled by an organization. Direct GHG emissions is comprised of the sum of greenhouse gases, which are converted to CO_2 equivalents. The emissions arise from the combustion of fuel products related to transportation, company owned vehicles and leased cars.

Scope 1 emissions were 4,113 for the twelve months ended December 31, 2024, an increase of 15.9%, compared to the same period in 2023. The increase in scope 1 was primarily due to transportation expenses, which is in line with the growth of our business.

Scope 2

Scope 2 GHG emissions	2024	2023	%
Gross location-based Scope 2 GHG emissions (tCO_2e)	—	—	—
Gross market-based Scope 2 GHG emissions (tCO_2e)	40,006	40,038	-0.1%

Scope 2 greenhouse gas (GHG) emissions refer to the indirect emissions resulting from the generation of purchased energy that is used by an organization. Scope 2 emissions occur at the facility where the energy is generated, thus being classified as indirect emissions. The emissions are linked to electricity consumption related mostly to the servers and ATMs.

Scope 2 market-based emissions are calculated by taking the specific energy sources an organization uses for its purchased electricity, heat, or steam.

Scope 2 market-based emissions were 40,006 for the twelve months ended December 31, 2024, a decrease of 0.1%, compared to the same period in 2023.

Scope 3

Significant Scope 3 GHG emissions Total gross indirect (Scope 3) GHG emissions (tCO2e)	2024	2023	%
1. Purchased goods and services	41,682	51,452	-19.0%
2. Upstream leases assets	16,963	16,405	3.4%
3. Capital goods	14,584	14,198	2.7%
4. Business travel	5,927	4,840	22.5%
5. Employee commuting	12,931	5,859	119.5%

Scope 3 emissions are the indirect greenhouse gas emissions attributed to an organization's value chain.

Where we use expense-based emission factors these expenses have been converted to USD using the average exchange rate of the year.

Purchased Goods and Services

GHG emissions, associated with the Group's purchase of goods and services, are calculated as the amount of direct cost including VAT associated with a specific type, multiplied by a matching emission factor. Examples of purchased goods and services are bank costs, production of gift cards, maintenance, advertising, professional fees.

Purchased goods and services emissions were 41,682 for the twelve months ending December 31, 2024, a decrease of 19%, compared to the same period in 2023. The decrease in scope 2 was primarily due to adjusting our mapping of expenses.

Upstream Leased Assets

GHG emissions, associated with the Group's upstream leased assets, are calculated as the amount of direct cost including VAT associated with a specific type, multiplied by a matching emission factor. Examples of upstream leased assets are ATM rent, office rent, warehousing and equipment rent.

Upstream leased assets emissions were 16,963 for the twelve months ended December 31, 2024, an increase 3.4%, compared to the same period in 2023. The increase in upstream leased assets was primarily due to an increase in site rent for our ATMs. The increase in site rent is due to the growth of our business.

Capital Goods

GHG emissions associated with the Group's additions to tangible assets, are calculated as the amount of capitalized cost associated with a specific type, multiplied by a matching emission factor. Example of capital goods are the purchase of ATMs and servers.

Capital goods emissions were 14,584 for the twelve months ending December 31, 2024, an increase of 2.7% compared to the same period in 2023. The increase in capital goods was primarily due to an increase in purchased ATMs.

Business Travel

GHG emissions, associated with the Group's business travel activities, are calculated as the amount of direct cost including VAT associated with air transport services and accommodation services, multiplied by a matching emission factor.

Since we are a global company and some travel is inevitable, we prioritize the use of technology, such as video and teleconferencing, to reduce the need for travel, both for internal and customer meetings. We aim to provide our employees with the most efficient ways to travel. We analyze travel data and audit our travel internally to make sure we are doing the most when it comes to environmental responsibility.

Business travel emissions were 5,927 for the twelve months ending December 31, 2024, an increase of 22.5%, compared to the same period in 2023. The increase in business travel was primarily due to the growth of our business, new product sales and also the recovery of travel since the pandemic.

Employee Commuting

GHG emissions related to employee commuting are related to the indirect emissions generated from the transportation of employees between their homes and their place of work.

Employee commuting emissions were 12,931 for the twelve months ended December 31, 2024, an increase of 119.5%, compared to the same period in 2023. The increase in employee commuting was primarily due to using a higher assumption for average commute per employee compared to 2023.

GHG Intensity based on Net Revenue

GHG intensity based on net revenue	2024	2023	%
Total GHG emissions (location-based) per net revenue (tCO_2e/USD million)	–	–	–
Total GHG emissions (market-based) per net revenue (tCO_2e/USD million)	11.06	11.82	-6.4%

GHG intensity was 11.06 for the twelve months ended December 31, 2024, a decrease of 6.4%, compared to the same period in 2023. The decrease in GHG intensity was primarily due to higher utilization of assets and cost savings.

	2024	2023	%
Absolute emissions (tCO_2e)	136,206	136,340	-0.1%
Emission intensity (tCO_2e/USD million)	33.97	36.97	-8.1%

Overall, the data gathering process and greenhouse gas (GHG) emissions results have not changed significantly compared to the 2023 reporting year. However, absolute Scope 1–3 emissions decreased slightly by 0.1%. During the same period, Euronet's revenue increased from USD 3,688 million to USD 3,990 million, resulting in an 8.1% reduction in emission intensity (tCO_2e per million USD). We have enhanced our operational efficiency in terms of emissions.

One notable improvement included switching the material of gift cards from plastic to paper, which led to a reduction of nearly 11,000 tCO_2e—approximately 8% of the total emissions reported for 2024.

For the second consecutive year, we applied a systematic approach to our carbon footprint calculations. In 2024, we also enhanced its data collection and quality by, for example, using physical units instead of consumption-based data for gift cards.

Considering our business model, services can still be assessed on a consumption-based basis, as this approach reflects the scale of our impact. However, for greater accuracy—particularly in Scope 3 upstream leased assets and Scope 1 logistics—calculations using physical units are encouraged for 2025 by our team of experts.

Biocode has reviewed Euronet Worldwide's GHG emission calculations (Scope 1-3) for the year 2024, and the results reliably and comprehensively reflect the business's emissions. The data used as the basis for calculation and the calculated results have been reviewed by Biocode's impact assessment experts.

Energy Consumption and Mix

Energy consumption and mix	2024	2023
Fuel consumption from crude oil and petroleum products (MWh)	10,293	11,759
Fuel consumption from natural gas (MWh)	0	0
Consumption of purchased or acquired electricity, heat, steam, and cooling from non-renewable sources (MWh)	64,231	64,281
Total non-renewable energy consumption (MWh)	**74,524**	**76,040**
Share of non-renewable sources in total energy consumption (%)	**73%**	**73%**
Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh)	27,527	27,549
Total renewable energy consumption (MWh)	**27,527**	**27,549**
Share of renewable sources in total energy consumption (%)	**27%**	**27%**
Total energy consumption (MWh)	**102,051**	**103,589**

Our overall energy consumption decreased by 1.5% from 103,589 to 102,051 megawatt-hours. This decrease was primarily due to server reallocation and decreases in total servers globally.

Our total renewable energy share neither increased nor decreased, the percentage stayed at 73% points. However, the total MWh of non-renewable energy consumption did decrease from 76,040 to 74,523. Energy from non-renewable sources covers fuel consumption related to the Group's leasing car fleet, natural gas consumption related to heating of office building, consumption of electricity related to The Company controlled data center operations and office activities and district heating related to office activities.

The fuel consumption from crude oil and petroleum products was calculated by converting miles traveled with company owned vehicles into gasoline consumption and further into megawatt hours. It was assumed that the fuel economy for a car is 24.4 miles per gasoline gallon. We converted monetary consumption on land transportation into miles by assuming a rate of $0.19 per mile. Finally, the conversion of gasoline gallons into megawatt hours was done according to the ANNEX II of IPCC AR5 and CDP reporting Technical Note. Energy from renewable sources covers district heating and electricity related to office activities and The Company controlled data center operations.

Data Hierarchy

Data Hierarchy	Scope 1 Energy Mix / Category 3			Scope 2 Energy Mix / Category 3	
	Diesel	Petrol	Gas	Electricity	District heating
1. Actual consumption directly stated on the invoice from the vendors	–	–	–	100%	–
2. Data through vendor online portal or similar	–	–	–	–	–
3. Data supplied by the vendor open request through written communication	–	–	–	–	–
4. Estimations performed based on historical data	–	–	–	–	–
5. Estimations performed based on average price per unit of consumption (kWh, liters, m3), for The Company purchases in the relevant period	–	100%	–	–	–
6. Estimations based on average publicly available average price pr. unit of consumption (kWh, liters, m3)	–	–	–	–	–

Data Hierarchy	Scope 3		
	Purchased goods and services	Capital goods	Business goods
1. GHG emission data supplied directly by the supplier	–	–	–
2. GHG emission calculated based on actual purchase / weight	1.71%*	100%	–
3. GHG emission calculated on the base of net-spend	98.29%	–	100%

**The emissions for purchased gift cards were calculated by using emission factors based on the weight of gift cards*

The reported environmental performance follows the data hierarchy principles stated below.

Scope 1, 2 & Scope 3, category 6

1. Actual consumption directly stated on the invoice from the vendors.
2. Data through vendor online portal or similar.
3. Data supplied by the vendor open request through written communication.
4. Estimations performed based on historical data.
5. Estimations performed based on average price pr. unit of consumption (kWh, liter, m3), for The Company purchases in the relevant period.
6. Estimations based on average publicly available average price pr. unit of consumption (kWh, liters, m3).

Scope 3, category 1, 2 & 3

1. GHG emission data supplied directly by the supplier.
2. GHG emission calculated based on actual purchase / weight.
3. GHG emission calculated on the base of net-spend.

Green Accommodations & Environmental Responsibility

Energy Efficiency

One of our most significant areas of energy use relates to data centers. We have continually decreased our energy consumption by reducing the number of data centers and utilizing efficient, innovative servers and IT equipment. Additionally, we extend the life of our IT equipment beyond warranty periods, and we practice responsible recycling to minimize waste. These strategies allow us to optimize resource efficiency while maintaining operational effectiveness.

Our commitment to sustainability extends beyond digital means, as we actively seek to reduce waste by purchasing recycled products and offering recycling systems to employees for paper, plastic, aluminum, glass, and other materials when available. Moreover, we have implemented innovative technologies, such as motion and light sensors, and climate controls, to decrease electricity consumption in unoccupied areas of our facilities. We aim to integrate low or renewable energy devices, such as LED light bulbs, wherever possible, furthering our commitment to a sustainable future. We understand the role that clean and green buildings play in long term environmental responsibility and overall company intent to be efficient users of energy.

Clean Water Management

We are committed to providing the essential right to access clean water and sanitation at all global locations. We are mindful of water availability and quality consumption in other areas of the world. We have made changes that promote less water usage in restrooms with sensor faucets and water efficient toilets. Water usage is not material for us as most of our products and services do not require a large amount of water.

Software Solutions

We design software systems that rely on lower hardware and energy requirements to perform than previous generations. We design our software and data centers to leverage existing centers for business continuity rather than erecting rarely used host sites. Optimized networks are used to efficiently utilize hardware and power components.

The fundamentals of our business are initially focused on providing a way for financial payments to be accessed by all, including access to cash through ATMs. As ATMs have changed over the years, so have we. We have deployed ATMs that have the capability for customers' and merchants' deposits to fill ATMs with cash. This reduces travel to bank branches and reduces cash fill transportation. We have also streamlined the processing of cardless transactions to eliminate waste. Along with streamlining ATM procedures, we have reduced the use of paper across all our businesses by providing the consumer choice for digital delivery of a receipt.

Across all segments, we promote the utilization of websites and mobile apps for remittance transactions, while maintaining the ongoing environmental advantages of paperless transactions. Unlike traditional retail-based methods, which generate waste through manual paperwork and fuel use during in-person visits to physical sites, digital transactions require far less energy consumption. By eliminating the need for brick-and-mortar sites to be established, this also reduces the requirement for in-person visits, which saves more resources that would otherwise be needed to maintain operating stores.

Waste Reduction

We are making efforts to eliminate all types of waste in our business practices. We have options for zero waste alternatives in most of our office buildings. We divert waste through recycling, drink refill stations and donations. We pride ourselves in responsible life cycle management of all our electronics and software-related products as well.

Reforestation Initiative

We are participating in reforestation initiatives in Europe. The loss of forests contributes significantly to greenhouse gas (GHG) emissions.

The main benefits from our participation in reforestation initiatives include:

- Reduced environmental impact.
- Regenerated area of high ecological value.
- Creation of local jobs in rural areas.
- Boosted economy and area development.

Ecosystem

We recognize the historical and architectural legacy of cities and work to integrate our ATMs into their surroundings, while serving the cash access needs of consumers. By creating goods and services that blend in with our customers' local cultures and heritage, we can promote community involvement through the mutual respect that is necessary.

Social

Own Workforce

Our people are the backbone of our company, driving innovation and delivering exceptional results. Our efforts to support our people in their personal and professional development are founded on our shared ambition to deliver value for our customers. We want to cultivate an inclusive culture, ensuring every employee feels supported and valued. Our commitment extends to providing equitable career opportunities for all.

We believe a great company can only be built on a solid ethical foundation. We want to lead in business, but we are unwilling to compromise our commitment to our values. Our values are rooted in humility, as we leave our egos at the door. We hold high expectations and never settle for less than the best. Reliability is crucial to us, as we work hard and meet deadlines. We approach challenges with optimism and achieve what others think cannot be done. Empowerment is key to our success, as we take the initiative and boldly pursue our goals. We strive to be competitive in all aspects of our endeavors.

Our commitment to employee engagement extends to active participation in our management decision-making processes through avenues such as town halls and stock ownership programs, including the Employee Stock Purchase Plan (ESPP). Given the nature of our business and the professionalism of our workforce, we generally operate in a non-unionized capacity, with employment terms individually negotiated with each employee, rather than through a collectively agreed-upon contract.

Each year, we celebrate our employees through the HEROES Awards, recognizing individuals who go above and beyond for their colleagues and customers. These awards honor those who embody our core values of humility, expectations, reliability, optimism, empowerment, and success. Nominated by their peers, the recipients reflect the deep respect and admiration shared among colleagues across our global organization.

R02 Our people, including talent attraction and retention, training, equity & employee well-being

Impact, Risk and Opportunity Management

Aspect

Risk

Unable to Retain Talent

Context

Financial Materiality

High employee turnover can increase recruitment and training costs, impacting financial performance.

Environmental and Social Materiality

High turnover can affect company culture and stakeholder relations.

Description

Nature of the Risk

Difficulty in retaining talent can lead to increased costs associated with recruitment, training, and lost productivity. It can also impact the company's ability to innovate and maintain a competitive edge.

Impact

Financially, high turnover rates can increase costs and disrupt operations. Socially, it can negatively affect employee morale and company reputation.

Likelihood

Likelihood depends on industry conditions, company culture, and employee satisfaction levels. In highly competitive industries, this risk is often higher.

Time Horizon

This risk is ongoing but may become more acute in the near term depending on labor market conditions and internal factors.

Action Plan

- Develop strategies to improve employee engagement, offer competitive compensation and benefits, and create a positive work environment.
- Implement initiatives to enhance employee retention, such as career development programs, competitive salaries, and improving work-life balance. Monitor turnover rates and employee feedback to make data-driven adjustments.

Workforce Development, Engagement, and Impact Management

Attracting and Retaining Top Talent

Our business strategy centers on providing secure, fulfilling employment and promoting work-life balance. By aligning our practices with local standards and equipping leaders to support employee well-being, we attract, retain, and inspire top talent. This approach strengthens operational excellence and enhances customer experience.

Talent Retention and Leadership Continuity Strategy

Our success depends on retaining key leaders, including our co-founder, Michael J. Brown, and the founders or executives of acquired businesses. We prioritize leadership stability as a driver of sustained growth and operational excellence.

To attract and retain top talent, we implement:

- **Leadership Retention Initiatives**: We offer long-term incentives, including stock options and restricted stock with extended vesting periods, to align key executives with our long-term goals.
- **Competitive Talent Acquisition & Retention**: We invest in hiring and retaining highly skilled management, operational, marketing, financial, and technical professionals in competitive talent markets.
- **Employment Agreements & Protection Measures**: Key personnel contracts include non-competition, non-disclosure, and non-solicitation clauses to safeguard our business continuity and intellectual capital.

By maintaining a strong leadership pipeline and fostering an environment where top talent thrives, we mitigate risks associated with executive turnover and sustain long-term business success.

Equal Development Opportunities

We ensure equitable access to career development, offering training programs, external certifications, and skills enhancement to empower all employees, regardless of background or identity. We invest in both internal and external training, contributing to career growth and ensuring our people reach their full potential.

Fostering an Engaged Workforce

We cultivate a respectful, secure, and open culture through town halls, works councils, and dialogue platforms. Leadership actively oversees these efforts, ensuring a safe environment for employees to voice concerns without fear of discrimination. We continually refine communication channels, gather feedback, and implement effective strategies to enhance employee engagement.

Managing Employee Impact

We are dedicated to preventing, mitigating, and addressing potential negative impacts on our employees while fostering positive outcomes. Employee well-being, privacy, and security are prioritized, with policies regularly reviewed for compliance. Our CEO and CFO are responsible for overseeing these initiatives and policy adaptations, ensuring that diverse perspectives inform decision-making and continuous improvements.

Human Resource Management Policies

Our workforce is integral to our business strategy, and ensuring their well-being is critical. We aim to create a supportive environment that maximizes opportunities while managing risks effectively. Our policies are designed to protect human and labor rights, which remain central to our commitment.

Employee Benefits

At our company, we believe in supporting our employees both personally and professionally. Our comprehensive Employee Benefits Package is designed to promote a healthy work-life balance, enhance well-being, and provide opportunities for growth. We offer competitive health and wellness benefits, including medical, dental, and vision coverage, as well as mental health resources to support overall well-being. Our flexible work options and paid time-off policies give employees the flexibility they need to manage personal responsibilities and take time to recharge.

We are committed to professional development, offering access to training programs and opportunities for career advancement. Our retirement plans ensure employees can plan for the future with confidence. Additionally, we provide a recognition program to celebrate the hard work and dedication of our team, fostering a positive and inclusive workplace culture. By offering these benefits, we aim to create a supportive environment where employees feel valued, respected, and empowered to thrive both inside and outside the workplace.

Code of Business Conduct & Ethics (CoC)

Our CoC Policy serves as the foundation for ethical decision-making, promoting trust and integrity across our business. It addresses personal conduct, workplace safety, conflicts of interest, data privacy, human rights (including non-discrimination and labor rights), and anti-corruption. Our CoC aligns with international frameworks, including the International Bill of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, and the Modern Slavery Act. We maintain a zero-tolerance policy on forced labor, slavery, and human trafficking (refer to Governance – Code of Business Conduct & Ethics).

Human Rights Commitments

Aligned with the UN Guiding Principles on Business and Human Rights and the OECD Guidelines, we are committed to respecting human rights throughout our value chain. We maintain a zero-tolerance policy for discrimination, harassment, or bullying based on social identity. We engage stakeholders and conduct due diligence to identify human rights risks, and our whistleblower system allows confidential reporting. Our Board of Directors approves our CoC and human rights commitments, ensuring compliance across all business relationships.

Diversity, Equity, and Inclusion (DEI) Policy

Our DEI Policy, overseen by the Board and executive officers, ensures compliance with relevant laws and promotes an inclusive culture.

Harassment and Sexual Harassment Policy

Our Harassment Policy strictly prohibits any form of harassment, discrimination, or bullying within our organization. We are dedicated to maintaining a respectful and inclusive workplace where every individual feels valued and safe. Any violation of this policy is taken seriously, and we take swift, appropriate action to address concerns and promote a positive, supportive environment. Reports are investigated by Human Resources, with disciplinary action taken, as necessary. Leadership is held accountable for reporting any incidents. Separate policies exist for our Greek entity, in line with local laws.

Health and Safety Policy

Our Health and Safety Policy ensures compliance with ISO 45001 and other regulations. Managed by the Work Environment Organization (WEO), the policy focuses on injury prevention, compliance, and workplace assessments, with oversight from certified internal teams. At our business, we prioritize the health, safety, and well-being of all our employees, customers, and partners. Our Health & Safety Policy ensures a safe and secure working environment, adhering to the highest standards to prevent accidents and promote the overall physical and mental health of everyone involved. We are committed to providing proper training, resources, and support to foster a culture of safety.

Anti-Slavery and Human Trafficking Policy

In line with the Modern Slavery Act 2015, this policy enforces a strict stance against modern slavery. Violations result in disciplinary actions, including dismissal and/or legal reporting. The policy applies to all business partners and is overseen by the Board.

Engaging with Our People

Employee Satisfaction Survey

In our commitment to fostering an inclusive and engaged workplace, we value input from our employees. We maintain open channels for direct and indirect engagement. Our direct engagement occurs through our Employee Satisfaction surveys, as well as town halls where we actively investigate employee suggestions for workplace improvement.

Our Social surveys gather insight related to any challenges faced by our people and to identify new ways to improve the conditions of their work environment.

Our employee satisfaction survey is administered to quantify employee satisfaction using the Employee Net Promoter Score (eNPS), assessed on a scale from -100 to +100.

	2024
eNPS* - Money Transfer Segment - EMEA	58

Our eNPS is calculated by subtracting the percentage of detractors from the percentage of promoters based on employee responses.

Professional and Personal Development

Annual performance appraisals are conducted for all employees to evaluate their performance, aligning them with organizational goals and fostering a culture of continuous feedback and improvement. At our company, we believe in the importance of continuous growth and development. Our yearly employee performance evaluations provide an opportunity for both employees and managers to reflect on achievements, identify areas for improvement, and set goals for the future. These evaluations are a collaborative process designed to recognize individual contributions, encourage professional development, and align personal goals with company objectives.

In addition to formal evaluations, we prioritize constructive feedback throughout the year to support ongoing improvement. Our goal is to foster an open, transparent environment where employees feel empowered to grow, develop new skills, and advance in their careers. Through regular check-ins and performance discussions, we ensure that every team member has the support they need to succeed and thrive within the organization.

In certain segments, we provide growth and development opportunities for our employees. This includes offering a range of opportunities to further their education and enhance their skills. We provide access to degree programs and specialized training that support both personal and professional growth.

Our IT Bootcamp equips individuals with the practical skills needed to thrive in the rapidly evolving tech industry, while our Continuing Professional Education Program offers up to $2,000 to support employees pursuing specialized degrees and certifications. The EFT - Graduate Program focuses on technology and IT infrastructure, providing advanced learning opportunities to deepen expertise in these critical fields.

In addition to these programs, we offer apprenticeships through the program, allowing hands-on experience in a real-world work environment, and internships through our Money Transfer Division, providing valuable exposure to the industry. Our ePay Germany – Work Study Program gives prospective employees the chance to gain international experience while continuing their studies. By offering these diverse educational pathways, we aim to empower our employees to reach their full potential and equip them with the knowledge and skills to succeed in an ever-changing global marketplace.

Addressing Adverse Impacts on Our People

We provide multiple accessible grievance mechanisms to address and remedy adverse impacts on our employees. These mechanisms include direct and anonymous reporting options through our whistleblower system or Human Resources via the company intranet, ensuring easy access for all employees. Each case is handled individually, facilitating meaningful dialogue between parties and, when necessary, enforcing disciplinary actions or remedies in accordance with our policies.

In addition to formal reporting, employees can seek guidance and support from mentors, managers, or senior leadership when raising concerns. These individuals can also initiate a case on behalf of the affected person if required. Our continuous engagement with employees allows us to gather feedback and enhance the effectiveness of our grievance mechanisms.

Our Help Hotline is available to all employees and customers, offering a confidential and accessible channel for reporting any issues related to health, safety, harassment, or other concerns. We are here to provide support and guidance, ensuring that everyone has access to the help they need in a timely and compassionate manner.

As required by law, we also collaborate with workers' representatives, such as Work Councils, to ensure compliance and address any issues collectively.

Characteristics of Our Own Workforce

We are committed to mirroring the diversity of the communities we serve by promoting inclusivity across various projects and roles.

Gender Distribution

Our policies are designed to ensure equal promotion opportunities and remuneration for all employees, regardless of gender.

Number of Employees (headcount) by gender excl. contractors	2024	Top 4 Level Management	2023	Top 3 Level Management
Male	5,979	70.5%	5,408	54%
Female	4,836	29.5%	4,591	46%
Total	**10,815**	**100%**	**9,999**	**100%**
Women % of total workforce	44.7%	–	45.9%	–

In 2024 we saw an increase in our total workforce. Our workforce is reasonably balanced between male and female workers.

Geographic Distribution

Our workforce in our 20 largest countries (by number of employees) can be summarized as follows:

The geographic distribution of employees is computed by aggregating the total headcount of employees within the specific geographical locations where our operating entities are located.

Number of Employees (headcount) by gender excl. contractors	2024	Total Women	% of Women 2024
United States	1,798	1,115	62.0%
India	1,070	207	19.3%
El Salvador	870	381	43.8%
Spain	850	411	48.2%
Germany	792	366	46.5%
Malaysia	721	402	55.8%
Mexico	491	189	38.5%
United Kingdom	437	186	42.6%
Greece	351	127	36.2%
Poland	290	130	44.8%
Serbia	249	70	28.1%
Hungary	236	113	47.9%
Philippines	222	112	50.5%
France	212	81	38.2%
Italy	210	103	49.0%
Chile	181	106	58.6%
Pakistan	174	26	14.9%
Senegal	142	67	47.2%
New Zealand	137	51	37.2%
Canada	135	69	51.1%
Total Top 20	**9,570**	**4,314**	**–**
% of Total	**88.5%**	**89.2%**	**–**

Employment Characteristics

We offer our employees generally stable, long-term employment whenever and wherever possible. In certain countries, we engage a limited number of contract employees, primarily due to the project-centric nature of our business, necessitating specific external disciplines. It is noteworthy that we maintain only a small number of temporary workers (less than 1% of our workforce), emphasizing our commitment to fostering stable employment relationships. In our recent history, we have upheld a consistent record of stability, having never implemented widespread redundancy programs, especially through the COVID years where certain revenue streams dropped by as much as 60%. Additionally, we are dedicated to empowering our employees through career development and training opportunities. As part of our commitment to continuous learning and professional growth, we offer tuition reimbursement for external courses, supporting employees in expanding their skills and advancing their careers.

Gender	Number of Employees	Number of Permanent Employees	Number of Temporary Employees	Number of Non-Guaranteed Hour Employees
Male	4,863	4,598	238	–
Female	5,979	5,425	554	–
Total	**10,815**	**10,023**	**792**	**–**

Calculation Disclosure Note: When calculating our employment characteristics, 12 permanent employees did not disclose gender, and 2 temporary employees did not disclose gender.

Permanent employees is defined as the headcount of employees with an employment "at will", whether or not they have a fixed end date. In countries where employees work "at-will", the term permanent employees refers to those who have an ongoing employment arrangement without a predefined end date, even though their employment can be terminated by either party at any time, with or without cause or notice, in accordance with local labor laws. Despite the flexible nature of these contracts, "at-will" employees are still classified as permanent because their roles do not automatically expire unless one party chooses to end the relationship.

When calculating the number of permanent employees, those with "at-will" contracts are included in the overall count. The distinction between "at-will" and other types of employment relates to the conditions for termination rather than the employee’s classification as permanent.

Temporary employees are those hired for a specific project or with a set employment end date, while non-guaranteed hours employees are those without a fixed number of working hours. Both groups are calculated by averaging their headcount over the reporting period.

Employee turnover

Employee turnover	2024	2023
Rate	22.2%	26.5%
Departed	2,399	2,650
Average Headcount	10,815	9,999

In 2024, we experienced a reduction in the overall turnover rate from 2024 to 2023. The decrease in turnover rate is mainly due to the stable growth of our segments. Our target turnover rate is 20%.

Employee turnover is defined as the cumulative headcount of employees who have departed from the Company, whereas the "**Employee turnover rate**" is defined as the proportion of employees who have left The Company expressed as a percentage.

The total number of employees who left the Company is computed by aggregating departures across all countries of operation from January 1 to December 31, 2024. To determine the percentage of departing employees, the total is divided by the average number of employees during the same period, aligning with the annual reporting method.

Employee Distribution

We embrace age diversity within our workforce as it facilitates knowledge transfer, professional growth, and effective problem-solving, and ensures that we harness collective experiences. By combining the strengths of different age groups, we drive innovation and growth – individually and as a business.

Age Distribution	2024	%	2023	%
<29	2,738	25%	2,538	25%
>30 – <50	6,839	63%	6,355	64%
>51	1,238	12%	1,106	11%
Total	**10,815**		**9,999**	

In 2024, our age distribution underlines our commitment to hiring young talents and providing them with opportunities to develop further in their career.

The age distribution of employees is computed by aggregating the total headcount of employees under 30 (29 or younger), employees between 30 and 50 (30 to 50), and employees aged 51 or above, excluding contractors. This calculation is based on an average taken over the reporting period from January 1, 2024, to December 31, 2024.

Sickness

In 2024, we continued to monitor absence rates, supported by initiatives that emphasize increased on-site presence, teamwork, and well-being, contributing to a healthier hybrid workplace balance.

Given our presence in over 40 countries, local laws, and regulations regarding the recording of sickness vary. While we do not track sickness data at an individual employee level across all jurisdictions, we maintain ongoing internal monitoring of overall sickness absence trends alongside other key indicators as part of our commitment to employee well-being and safety.

Reasons we do not track sickness data:

Employer vs. Social Security Coverage: Countries like Spain and El Salvador rely on Social Security contributions, while Germany and the Netherlands place a stronger burden on employers to cover long-term sick pay.

Length of Paid Sick Leave: Some countries offer short-term coverage (e.g., Malaysia, India, USA), while others provide long-term coverage (Germany, Netherlands, Spain).

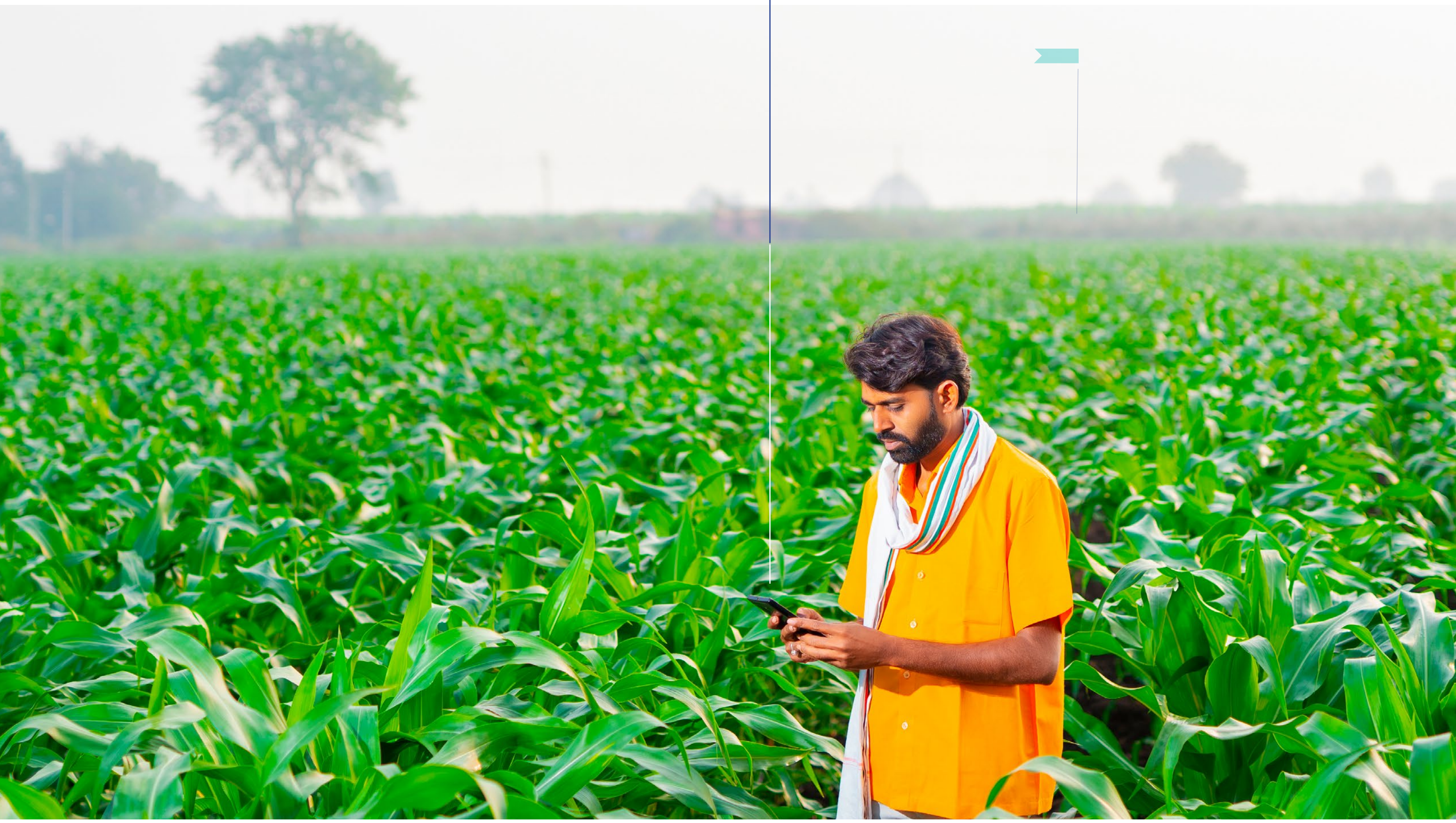
Medical Documentation: Countries like Germany, the Netherlands, Spain, and Malaysia require formal medical certification, while others like the USA and India often allow self-reported sick leave for short-term absences.

Employer Obligations: In the Netherlands and Germany, employers play a major role in reintegration and long-term sick leave support, while in India and the USA, obligations vary significantly by employer.

This variation in legal requirements, employer obligations, and documentation makes it difficult to standardize sickness absence reporting across global operations.[1]

Affected communities – Reducing Remittance Costs

Aligning with the UN Sustainable Development Goal (SDG) 10.c, which aims to reduce remittance costs to under 3%, presents a significant opportunity for companies in the financial sector. By focusing on reducing the cost of sending money and eliminating high-cost transfer corridors, businesses can enhance their market competitiveness, improve customer satisfaction, and unlock new revenue streams. Lowering remittance costs not only makes financial services more accessible but also supports global financial inclusion and economic development in recipient countries. Furthermore, aligning with SDG 10.c demonstrates a commitment to social responsibility, boosting the company's reputation as a leader in sustainable development. Embracing advanced financial technologies and partnerships can drive this initiative forward, creating lasting benefits for both the business and its customers.



R03

Our vision of financial inclusion, including secure access to ATMs and affordable money transfer services

Impact, Risk and Opportunity Management

Aspect

Opportunity

Aligning with UN SDG 10.c Targets for Reducing Remittance Costs

Context

Financial Materiality

Achieving the UN SDG 10.c targets by reducing the average cost of sending money to less than 3% and eliminating corridors with costs higher than 5% can enhance market competitiveness, improve customer satisfaction, and open new revenue streams.

Environmental and Social Materiality

Reducing remittance costs supports financial inclusion by making money transfers more affordable, thereby promoting economic development. This aligns with social responsibility goals and enhances the company's reputation as a socially conscious organization.

Description

Nature of the Opportunity

By reducing the average cost of sending money and eliminating high-cost corridors, companies can improve financial accessibility, support economic development, and enhance their competitive edge. Aligning with SDG 10.c targets also demonstrates a commitment to global financial inclusion and sustainable development.

Impact

Reducing remittance costs to under 3% and eliminating high-cost corridors can significantly boost customer satisfaction, increase transaction volumes, and improve overall profitability. Socially, it supports financial inclusion and economic development in recipient countries. Environmentally, streamlined digital solutions can reduce the carbon footprint associated with traditional money transfer processes.

Likelihood

The likelihood of achieving cost reductions and meeting SDG 10.c targets is high with the adoption of advanced digital solutions and streamlined processes. Innovations in financial technology and regulatory support enhance the feasibility of this opportunity.

Time Horizon

Benefits from achieving SDG 10.c targets can be realized in the medium to long term (3-5 years) as new technologies are implemented and cost reductions are achieved. The transition may require time for system upgrades and regulatory adjustments.

Action Plan

- Develop and implement strategies to reduce the average cost of money transfers to less than 3%. Monitor progress towards SDG 10.c targets and report on achievements. Improve bank relationships.
- Develop and deploy advanced financial technologies to lower transfer costs.
- Establish partnerships with other financial institutions to expand cost-effective corridors.
- Monitor and report on cost reduction progress.
- Promote financial inclusion initiatives to support low-income populations.

Remittance Target

On average, we charged a fee of 1.65% of the amount sent for each money transfer in 2024 (2023: 1.64%). This does not include any additional revenue we may earn from the currency exchange, which is handled separately by our treasury team. With this percentage, we meet the UN's goal of lowering transaction costs for migrant remittances to 3% or less by 2030. Our transparent and cost-effective services, including digital remittances, help immigrant communities and expatriates support their relatives and contribute to the advancement of their home economies. By sending remittances to developing countries, we strive to make a positive impact on communities with higher instances of poverty.

Affected Communities – Community Impact

We are committed to engaging with social issues within our communities. We have undertaken various initiatives, and we are actively engaged in community events to create significant changes and champion positive impacts in the communities we serve. Our endeavors to make positive impact within our communities revolve around three key social issues: the well-being and safety of our communities, prompt responses to global conflicts and crises, and restoration of areas devastated by disasters through reforestation.

These are illustrations of a few actions we are taking:

- Our financial products promote financial inclusion. We enable people denied or without banking privileges to send money to support family. Our Money Transfer segment fosters financial literacy by offering bill payment services and providing access to cash for individuals who are unbanked and underbanked.
- We provide complementary ATM and money transfers to customers adversely impacted in demanding situations such as natural disasters, domestic crises, and wars.
- We give back to the communities where we operate through a "Day of Caring." We allocate one full paid day for each employee to participate in a community involvement activity in their local community. We regularly participate in fundraising events for local charities, and we provide funds to employees to direct to charities of their choice.
- We publish AMBER Alerts on ATMs across Europe to support local government missing-person search efforts.
- We established an "ATMs-in-the-Community" program in Europe to provide cash access to residents of rural areas that have been left without cash access as banks close branches.
- Through our partnership with "Save the Children International" we made a significant contribution towards ensuring children's access to high-quality, protective, and uninterrupted education, along with essential child protection services.
- Financial literacy and digital finance education are essential tools for empowering underserved populations, helping them make informed decisions about their personal finances, savings, investments, and digital transactions. By increasing awareness and understanding of basic financial concepts, as well as the opportunities and risks associated with digital finance platforms, we can enable individuals to better manage their money, improve their financial wellbeing, and access essential services. With the rise of online banking, mobile payments, and other digital financial tools, it's crucial that these communities have the necessary resources to navigate this landscape confidently. Our initiative focuses on providing accessible, user-friendly online resources that cater specifically to the needs of underserved populations. These resources include educational materials, tutorials, and support systems designed to enhance digital financial literacy, build trust in online platforms, and promote responsible financial behavior. By expanding access to such resources, we aim to create an inclusive financial ecosystem where everyone, regardless of background or location, can benefit from the opportunities digital finance has to offer.

Consumers and End-Users - Cybersecurity

Cyber, physical assets, and data security pose critical risks to companies, affecting both financial performance and public trust. Technical disruptions, security breaches, and failures in physical assets can lead to significant financial losses, operational downtime, and legal liabilities. These incidents can also drive-up insurance premiums and result in costly litigation. From a reputational perspective, breaches and security failures undermine customer confidence, while incidents like ATM theft and vandalism damage community trust. Given the evolving nature of cyber threats and the vulnerabilities associated with physical assets, it is imperative that companies adopt comprehensive security measures and continuously assess their risk exposure. Maintaining robust security protocols not only mitigates financial and operational risks but also helps preserve the company's reputation and stakeholder trust.

R04

Our digital presence concerning cybersecurity and data privacy

Impact, Risk and Opportunity Management

Aspect

Risk

Cyber, Physical Asset, and Data Security

Context

Financial Materiality

Technical disruptions, security breaches, and failures in physical assets can lead to significant financial losses due to operational shutdowns, legal liabilities, and loss of customer trust. Increased insurance premiums and potential litigation costs can also impact financial results.

Environmental and Social Materiality

Security breaches and operational disruptions can impact the company's reputation and customer confidence. Physical security issues such as ATM theft and vandalism can affect public perception and community trust.

Description

Nature of the Risk

The company faces risks from technical disruptions, security breaches, and physical asset failures. Cyber threats, including ransomware, malware, and phishing attacks, can compromise sensitive information and disrupt operations. Physical risks include theft and vandalism of ATMs.

Impact

Financially, disruptions and breaches can lead to substantial losses, increased insurance premiums, legal fees, and potential fines. Socially, these events can negatively impact the company's reputation and customer confidence.

Likelihood

The likelihood of encountering these risks is inherently high due to the evolving nature of cyber threats, physical asset vulnerabilities, and data security challenges. The risk is compounded by the reliance on third-party vendors and technological advancements.

Time Horizon

The risk is ongoing and may fluctuate with changes in technology, cyber threats, and physical security challenges. Immediate and long-term impacts can vary based on the severity of incidents and response effectiveness.

Action Plan

- Implement comprehensive cybersecurity measures and physical security protocols.
- Regularly update software, conduct vulnerability assessments, and engage in disaster recovery planning.
- Train employees in security best practices and conduct phishing simulations.
- Maintain insurance coverage and engage with third-party risk assessments.
- Develop and maintain an incident response plan for cyber threats and physical security breaches.
- Conduct regular security audits and assessments to identify and address vulnerabilities.
- Implement advanced encryption and access control measures.
- Collaborate with third-party vendors to ensure their security practices align with company standards.

Cybersecurity Risk Management and Strategy

We recognize that cyber threats are constantly evolving, and we must stay ahead of risks and threats to our business systems, data, infrastructure, and employees. We take a holistic approach to cybersecurity to proactively mitigate and respond to cyber threats. Building a robust security program and security controls are critical components that are in the core foundation of our products, culture, and management oversight. As a financial transaction processor, we ensure security is embedded and regarded with importance across the organization and within our products and services. We recognize the criticality of maintaining the safety, security, and integrity of our systems and data to protect our customers, employees, partners, and shareholders. The security program and cybersecurity strategies are strongly supported by both executive management and our Board. Our executive management fosters a strong culture of security awareness and responsibilities from the tone at the top and across all functional teams at all levels. The security team leadership also conducts segment level Board and/or periodic meetings with segment business leadership to share security key performance indicators ("KPIs") and risk considerations, as well as align with business strategies and gain approval for financial support for cybersecurity resources and tools. Security leadership is also involved in financial forecasting for security needs and costs, and the Chief Technology Officer ("CTO") and Chief Financial Officer or executive management team is involved in understanding and approving security related investments and strategies. We invest in our cybersecurity personnel and protections to address critical risks to our infrastructure and systems, and we remain dedicated to continuous improvement in our cybersecurity program.

The Company's CTO reports to our Chief Executive Officer and has been with us for 16 years and is responsible for developing and implementing our information security program and reporting on cybersecurity matters to the Board. Many on our Information Technology ("IT") security team leadership have over a decade of cybersecurity and IT control experience, certifications, and external and internal IT audit experience. The Chief Information Security Officer ("CISO") reports to executive management independent of IT and is responsible for management of cybersecurity risk, security governance and compliance, security policies, security training, and the overall protection and defense of our networks, systems, and company data. The CISO manages the global security governance, risk, and compliance teams and is responsible for ensuring we meet our regulatory and compliance requirements as related to PCI DSS, ISO 27001, and other certifications we hold globally that support our business products and services. The Global Director of Cybersecurity reports to the CTO and manages our security requirements and implementations, incident response, alert management, and various technical security teams. The CISO and Global Director of Cybersecurity manage teams of cybersecurity professionals with broad experience and expertise, including Payment Card Industry ("PCI") and other regulatory compliance, threat assessments and detection, forensic investigations, mitigation technologies, cybersecurity training, incident response, insider threats, third party risk, penetration testing, and security engineering expertise. Many members of the security leadership team across the organization have been with us for more than 10 years. The global and segment security leadership teams work closely with legal, privacy, audit, and compliance teams to ensure we meet regulatory requirements and work together to address cyber risks in all functional areas of the organization. We also conduct strategic in person and virtual annual, quarterly, and monthly security meetings with key members of security and IT leadership to align security priorities, initiatives, and requirements.

Our Board is responsible for overseeing our enterprise risk management activities in general, and each of our Board committees assists the Board in the role of risk oversight. The full Board receives an update on our risk management process and the risk trends related to cybersecurity at least annually. The CTO attends all quarterly Board meetings and presents to the Board at a minimum of twice per year on security and cybersecurity KPIs and threat mitigations. The Audit

Committee oversees risks including cybersecurity risks. Our internal audit team reports on cybersecurity risks and internal and external audit results to the Audit Committee. Internal Audit performs IT security and compliance audits for SOX 404 purposes, as well as testing security standards, and performs pre-assessments for ISO 27001. We also engage third party independent assessments for penetration testing, vulnerability assessments, and certification such as PCI DSS, ISO 27001, VISA PIN and SOC Type 1 and Type 2 audits. The CTO and CISO also have weekly and monthly meetings with senior executive management to discuss security strategy, projects, and concerns. We have an established incident response process led by our CISO governing our assessment, response, and notifications internally and externally upon the occurrence of a cybersecurity incident. Depending on the nature and severity of an incident, this process provides for escalating notification to our Chief Executive Officer, executive management team, and the Board as well as regulatory notifications depending on the jurisdiction and specifications of the incident.

While we evaluate all security incidents and consider the materiality of individual or combined incidents, to date, no incidents or combination of incidents have materially affected the Company or our financial position, results of operations, and/or cash flows. We continue to invest in cybersecurity to enhance the design and effectiveness of our internal controls and processes to protect our systems, networks, and integrity of our data.

Our approach to cybersecurity risk management includes the following key areas:

Risk Management and Policies

Our policies, standards, processes, and practices for assessing, identifying, and managing risks, including material risks, from cybersecurity threats are integrated into our overall security and risk management program and are based on frameworks established by the National Institute of Standards and Technology (“NIST”), the International Organization for Standardization ("ISO"), and other applicable industry standards and best practices. We regularly review and update policies and procedures with input from IT and security leadership and industry security standards including Payment Card Industry Data Security Standard ("PCI DSS") and ISO. Business segments and local entities also maintain local policies and procedures that include global requirements and local, statutory, or contractual requirements and escalations. All employees must sign and acknowledge a Corporate Information Security Policy that outlines their responsibilities related to IT security, cybersecurity, and protection of company assets and data. In addition to the enterprise risk assessment presented to the Board, local entity IT and security teams maintain detailed risk assessments that are shared with local management and are provided for applicable regulatory requirements, as well.

Information Sharing and Collaboration

We subscribe to financial services, cyber intelligence, and collaboration services, and we work closely with cyber intelligence and managed security service providers to augment our own security program and controls. We investigate intelligence sharing platforms to assess potential risks as credible or emerging risks.

Continuous Monitoring

We have security team members across all of our geographic business operations that support our key IT processing centers. We have teams dedicated to investigating all security alerts and incidents at a global level or within our business segments. Further, we have managed security service providers who provide 24x7 advanced threat detection and monitoring services to augment our security analyst teams.

Incident Response

We have a global incident response policy that is shared with key stakeholders and outlines our classification, escalation, investigation, reporting, and overall response procedures depending on the classification and severity of incidents. Local IT teams must also create a local incident response plan and playbooks for addressing various types of incidents and handling escalations and reporting obligations locally. Further, we engage external forensic investigations as necessary to augment our incident reporting process if deemed critical and/or necessary for prompt response to security incidents which may require a higher technical level of forensics and/or resources to quickly assess and respond to certain incidents.

Training and Awareness

We provide security awareness training to our employees and contractors to help identify, mitigate, and report on cybersecurity threats. Our employees with network access must complete quarterly security awareness training which includes multiple interactive and video training modules with passing scores required to complete training compliance. We require annual PCI DSS and General Data Protection Regulation ("GDPR") training as well as any other regulatory required security training. We also perform simulated phishing campaigns to further test security training effectiveness. We also periodically host tabletop exercises with IT and management to test and evaluate our incident response plan or playbooks.

Insider Threats

We implement insider threat controls designed to identify, assess, and address potential risks from within our Company. We implement controls and tools to alert on suspicious or unusual insider activity, and we have rigorous controls in place to prevent data loss and external sharing of company information. We consider and evaluate potential risks consistent with industry practices, customer requirements and applicable law, including privacy and other considerations.

Third Party Risk Assessments

We conduct information security assessments before sharing or allowing the hosting of data in computing environments managed by third parties or allowing third parties to connect to our environment. We also review and amend legal terms and conditions to ensure there are contractual provisions requiring certain security protections and incident reporting. We also perform vendor risk assessments to assess the risk of new and existing vendors we conduct business with.

External Assessments

We engage external assessors to evaluate, test, and conclude on the design and effectiveness of security controls and processes. We engage quality assessors for vulnerability and penetration testing as well as for security certification and/or regulatory requirements. Further, we have external audits performed by customers, banking and government regulators, and public accounting firms as part of financial and statutory audit purposes. In 2024, we did not identify any cybersecurity threats that have materially affected or are reasonably likely to materially affect our business strategy, results of operations, or financial condition. However, despite our efforts, we cannot eliminate all risks from cybersecurity threats or provide assurances that we have not experienced undetected cybersecurity incidents.

Data Security

We take information security seriously and have implemented robust policies and procedures to ensure the confidentiality, integrity, and availability of our systems and data. To that end, we have adopted an Information Security Policy aligned with the ISO 27001 Information Security Standard, a globally recognized framework for information security management. Our most relevant subsidiaries are certified. This policy incorporates industry-leading practices and serves as a guiding principle for our operations, enabling us to reduce business risks and increase business continuity across our organization. Furthermore, we continuously review and update our policies and procedures to ensure that they meet or exceed the latest regulatory and industry standards, providing our stakeholders with the assurance that our operations are held to the high standards of security.

We are committed to safeguarding our customers and consumers against the rising threat of fraud. We recognize that security is a fundamental aspect of our business, and we take proactive measures to protect against fraudulent activity. This includes establishing velocity limits and monitoring suspicious behavior to quickly detect and respond to any potential threats. Additionally, we have implemented state-of-the-art anti-skimming devices and encryption technology across our ATMs to enhance security and prevent unauthorized access to sensitive information. Beyond these measures, we regularly review and enhance our security protocols, collaborate with industry partners and regulatory authorities, and invest in the latest technologies to stay ahead of evolving threats.

Data Privacy

We believe that protecting the rights and privacy of all personal data we handle is fundamental to trust in our business relationships.

- We are committed to complying with international data protection laws, including the European GDPR, the privacy laws of various states of the United States of America and applicable laws across several countries for in-country data protection as well as cross-border data transmission.
- We have implemented a Data Security Policy which governs how personal data is processed and stored across our systems. We have appointed a Data Protection Officer and dedicated data protection compliance people around the world to monitor and control personal data according to applicable regulations.

Security Incident Reporting

In 2024, the company experienced no cybersecurity incidents, which had a material impact on our business operations, financial condition, or reputation.
Each incident was promptly addressed using our incident response protocols, which include internal investigations and external forensic evaluations when necessary. Our continuous investment in cybersecurity measures has proven effective in mitigating the impact of these threats. We remain committed to monitoring, managing, and transparently reporting any future incidents to protect our stakeholders and ensure the ongoing security of our systems and data.

Consumers and End-Users – Product and Services

Product and Services

Our mission is to build tomorrow's financial technology today to enhance our global community and connect the world through financial participation and secure payment processing channels.

EFT

We deploy ATMs around the world to provide consumers with convenient, transparent access to cash. ATMs span a network of 55,248 installed ATMs as of December 31, 2024, a 5% increase from 52,652 at December 31, 2023. Operated 49,945 active ATMs as of December 31, 2024, a 6% increase from 47,303 as of December 31, 2023, and approximately 1.1 million POS terminals.

Under the brand name "Ren" we have developed a payment platform to operate in the evolving digital payments landscape of real-time settlements and emerging forms of payment, including QR codes, PINs, and biometrics. Ren primarily serves financial institutions, central banks and fintech companies. It is offered as an on-premises technology where these businesses install the platform in their own data centers or as a software as a service (SaaS) offering where development teams access it in our global data centers using APIs. Ren can be used as a payment hub or to deliver core banking functionality such as issuing, merchant acquiring, transaction switching, and ATM management. For real-time payments, Ren is used by central banks to process transactions and member banks use Ren to connect their legacy systems to real-time payment networks in their countries.

We are mindful and focused on ensuring the inclusive accessibility of our ATMs, POS terminals and other related products and services in today's rapidly advancing technological landscape. Ensuring accessibility remains a major focus, with the goal of granting all individuals the opportunity to benefit from and utilize our services, regardless of ability, geography, or economic circumstances. As part of our commitment to inclusivity and accessibility, we have incorporated a variety of features and design elements into our ATMs, which are compliant with the American with Disabilities Act (ADA) and European Accessibility Act (EAA) to ensure equal access to financial services worldwide.

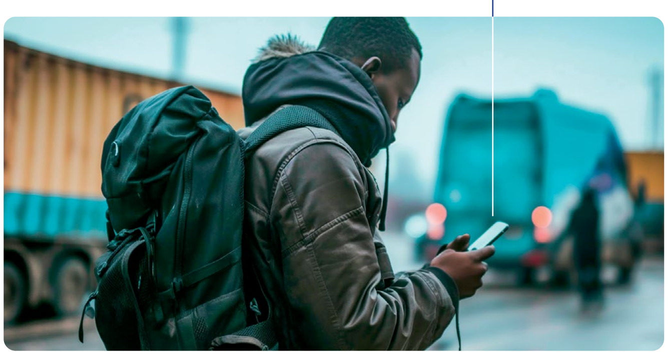
- ATMs are equipped with audio guidance that assists users in navigating the screen and making selections. These instructions can be provided through headphones or built-in speakers.
- Key areas, buttons, and instructions on the ATM are labeled in Braille, enabling users who are blind or have visual impairments.
- ATM interfaces are designed to be intuitive and straightforward, minimizing complex instructions and options that could confuse users with cognitive impairments and language barriers.
- All text on the ATM screen is presented in clear, easy-to-read fonts to aid users with reading difficulties. ATM screens feature high-contrast text and graphics, making it easier for users with low vision to read the content.
- Height and Reach: Our ATMs are designed at appropriate heights and reach ranges to accommodate users who may be seated in wheelchairs or have limited mobility. We strive to secure ample space around our ATMs to ensure easy maneuverability for wheelchair users wherever possible.

Our digital to consumer transactions grew by 1.6% year-over-year and are now 90.4% of our total EFT business. This means that most of our transactions are digital and not related to our ATMs. Digital to consumer products have a positive impact on all ESG metrics.

Money Transfer

We develop technology that enables digital payments such as mobile wallet payments and money transfer deposits to or from a digital wallet or bank account. At December 31, 2024, our network reached 4.1 billion bank accounts and 3.1 billion wallet accounts. We provide remittance services at more than 600,000 locations. Throughout 2024 we processed 176.9 million transactions. Under the brand name "Dandelion" we have developed a leading real-time cross-border payment platform, which offers consumer and business transaction processing and fulfillment with alternative payout channels like bank accounts, cash pick-up and mobile wallets. Dandelion powers cross-border payments for Xe and Ria, as well as third party banks, fintechs, and big tech platforms.

Our digital to consumer transactions grew by 28% year-over-year and are now approximately 12% of our total money remittance business. Digital to consumer products have a positive impact on all ESG metrics.



The Money Transfer segment was successful in reaching digitally-savvy consumers in 2024.

epay

Customers purchase digital media prepaid content as a gift or for self-use. Content is generally purchased in two ways: (1) directly online from the content provider using an online payment method, or (2) through physical retail stores, online retailers, or other electronic channels, including payment wallets, online banking, mobile applications, and other sources. We continue to increase our focus on direct relationships with chains of supermarkets, convenience stores, gas stations, and other larger scale retailers, where we can negotiate multi-year agreements with the retailers. In addition to the sale of traditional mobile top-up volume, we have expanded distribution into digital media products and other value-added services. We have leveraged our existing technological infrastructure to sell digital media products, which have been sold through our traditional retail network and new retail networks such as digital channels. Our epay business sells and produces physical gift cards for content providers. We continue to explore ways to improve our product propositions by offering digital gift cards / e-sims and by optimizing our card production process.

Our digital to consumer transactions decreased by 4% year-over-year and are now 76% of our total epay business. This means that most of our transactions are digital and not related to the production of physical paper gift cards. Digital to consumer products have a positive impact on all ESG metrics.

Rate Transparency

We adhere to the guidelines set forth by the Consumer Financial Protection Bureau ("CFPB") to ensure transparent and consistent communications and disclosures to consumers about the process and rates. Moreover, we follow similar standards regarding financial consumer disclosures around the world. Additionally, we meet the ATM disclosure requirements put forth by card organizations such as United States Visa and Mastercard, and the European Union.

Financial Health

Our success is contingent upon the financial health and security of essential transactions that involve numerous stakeholders. In our commitment to assisting customers and safeguarding their interests, including prevention of excessive indebtedness, we have incorporated various financial safeguards to ensure the reliability of our services and promote customer confidence.

- Limits on transaction amounts on ATMs to prevent excessive spending in a brief timeframe.
- Withdrawals or transfers are only permissible with verified available funds.
- Transparency regarding fees linked to transfer services.
- Access to online platforms and mobile applications for instant transaction monitoring, accompanied by alerts and notifications to enable timely financial decision-making.
- Multiple options available to connect with customer service for assistance with payment transfers and other various company financial related services.
- Each segment within the Company publishes blogs and shares updates through its communication channels and social media platforms to provide current information, as well as the latest news and industry trends.
- Offers a range of communication avenues for shareholders, whistle blowers, and customers to connect for information, concerns and questions regarding our conduct, products, and services.

It is worth noting that we neither endorse, provide, nor sell loan products, and we refrain from offering referrals to external lending agencies or financial institutions for loan products.

Governance

We recognize that strong governance is the foundation of a successful business, and we are committed to upholding the highest standards of ethical conduct, transparency, and accountability. During our double materiality assessment, we thoroughly evaluated the topic of our business conduct, with a particular focus on our commitment to business ethics and adherence to relevant laws and regulations. This assessment aimed at identifying the impacts of our operations on various stakeholders, as well as the broader implications of external factors on our business practices. We recognize that maintaining high ethical standards and ensuring compliance with legal requirements are essential for fostering trust, enhancing our reputation, and sustaining long-term value creation for all stakeholders.

Budapest, Hungary, is the site of our first ATM approximately 30 years ago and current location for one of our global processing centers.

R05

Our business conduct, particularly related to business ethics and compliance with laws and regulations

Impact, Risk and Opportunity Management

Aspect

Risk

Non-Compliance with Local and International Regulations

Context

Financial Materiality

Non-compliance with local and international regulations can result in substantial fines, penalties, and legal costs. This includes potential impacts on revenue and operations due to the imposition of new regulatory requirements or changes to existing ones.

Environmental and Social Materiality

Failure to adapt to evolving regulations may damage the company's reputation and relationship with stakeholders, impacting licenses to operate and trust among customers and partners.

Description

Nature of the Risk

Operating in multiple jurisdictions exposes the company to a wide range of legal and regulatory requirements, including customs, data protection, anti-money laundering, and tax regulations. Rapidly changing laws and inconsistent enforcement pose a significant challenge to maintain compliance.

Impact

Non-compliance can lead to legal actions, financial penalties, operational disruptions, and reputational damage. Specific areas of concern include financial transaction processing, electronic payment regulations, money transfer regulations, and evolving anti-corruption laws.

Likelihood

The likelihood of encountering compliance issues is high due to the complexity of international regulations and the potential for rapid changes in legal requirements across multiple jurisdictions.

Time Horizon

The risk is ongoing with potential for immediate and long-term impacts. Changes in laws and regulations can have both short-term and prolonged effects on operations and financial performance.

Action Plan

- Monitor and address regulatory changes across jurisdictions when they arise.
- Utilize comprehensive internal and external audit plan that is designed to provide independent oversight of the company's regulatory compliance.
- Monitor regulatory requirements, including developing relationships with regulators.
- Utilize our comprehensive internal controls system to ensure compliance with new and emerging regulations.
- Conduct periodic risk assessments to identify and address potential compliance gaps.
- Strengthen relationships with regulatory bodies and industry groups to stay informed about regulatory changes.
- Implement corrective actions and improvements based on audit findings and compliance reviews.
- Enhance transparency and communication with stakeholders regarding compliance efforts and practices.

Board of Directors

The Board is qualified to carry out its responsibilities as the governing body on our stockholders' behalf. As of December 31, 2024, our Board is comprised of 11 members of varying tenures, ages, ethnicity, origin, genders, geography, and professional experiences. 4 of the 11 members are non-U.S. citizens and 3 are female. The Board of Directors comprises independent members, except for our founder and Chairman. In addition, we have designated a lead independent director to ensure strong oversight and governance practices. The Board is guided by our Corporate Governance Guidelines which establish a framework for the governance of the Board and our management.

We have established three committees, comprised of all independent directors, to aid the Board in its oversight of the Company: Audit Committee, Compensation Committee and Nominating & Corporate Governance committee. Each of the committees has established a charter to guide it in fulfilling its duties.

The Board, Nominating & Corporate Governance committee and Audit Committee oversee our ESG efforts. The inclusion of ESG oversight within the Board, Audit, Nominating & Corporate Governance committees is focused on driving intentional considerations for ESG related matters, acknowledging the Board's responsibility for ESG in the organization and the Audit Committee oversight of ESG disclosures. In addition to ESG being at the forefront of the highest governing body in the organization, there are also additional committees responsible for ESG management in the organization, including representatives from legal, finance, accounting, marketing, human resources, and operations as well as representatives from our global offices.

We place a high value on accountability and transparency, and we recognize that regular evaluations are essential to ensure that our Board of Directors is functioning at the highest level. To this end, we conduct an annual review of the Board and committee's performance, which includes an assessment of the flow of information between management, Board committees and the Board as a whole. The review is designed to enhance communication and collaboration, and it provides a valuable opportunity for the Board Committee Chairs to provide feedback on the effectiveness of our governance processes. By regularly evaluating our performance and seeking feedback, we can continuously improve our governance practices and ensure that we are fulfilling our fiduciary duties to our stakeholders.

Code of Business Conduct & Ethics

Our Code of Business Conduct & Ethics (CoC) embodies the core values of trust, loyalty, and integrity that define our corporate culture. It reflects the ethical principles we are committed to upholding and promoting across all levels of the Company. The CoC applies to the Board of Directors, executive officers, and all employees, including those in our subsidiaries. Furthermore, it extends to anyone conducting business on behalf of the Company, including suppliers, contractors, external business partners, and other parties directly linked to our operations, products, or services.

Grounded in internationally recognized ethical principles, guidelines, and conventions, our CoC is publicly available and communicated across the organization to ensure our principles are deeply integrated throughout the Company. In addition to the CoC, we have implemented various corporate policies designed to foster a strong corporate culture while ensuring compliance with applicable legal requirements and corporate governance best practices.

Where relevant, this report outlines key policies in detail. We encourage anyone who becomes aware of a potential or actual violation of the CoC, Company policy, or any applicable law to raise their concerns. Multiple reporting channels are available, including the option for employees to discuss the matter with their immediate supervisor or contact the Legal department, depending on the nature of the concern.

The Company is committed to ensuring that all employees adhere to our core values and standards as outlined in the Code of Conduct (CoC). As part of the onboarding process, every new employee is required to familiarize themselves with our principles and practices. Within one week of joining the Company, all employees must formally acknowledge their understanding of our policies by submitting a declaration through our internal portal. This systematic procedure allows individuals to confirm that they have read and comprehended the relevant materials. Employees are encouraged to ask questions and seek clarification from appropriate departments should any uncertainties arise.

We require our Board of Directors, employees, and business partners to comply with our Code of Business Conduct and Ethics. Our code is available online and is available in multiple languages and is reconfirmed annually.

Anti-bribery and Anti-corruption

We are committed to preventing corruption and bribery in all business activities. Our Anti-Bribery and Anti-Corruption Policy (ABC) complements our Code of Conduct (CoC), establishing high ethical standards and ensuring compliance with relevant national and international laws. This policy outlines clear guidelines regarding the offering or receiving of gifts and hospitality, ensuring these actions do not improperly influence decisions and remain transparent.

To maintain oversight of company expenses, we have implemented organizational procedures that specifically address risks related to gifts and hospitality, including benefits, experiences, and meals exchanged between our employees, customers, business partners, and public officials. A critical aspect of these procedures is our approval system, which requires that every gesture, whether offered or received, be approved of by a designated superior. This system not only aligns transactions with our principles but also fosters an environment of accountability and transparency.

The policy serves a dual purpose: it guides our employees to act consistently with the company's values and protects them from potential unfounded allegations of unethical behavior. Any allegations or incidents suggesting violations of our Anti-Bribery and Anti-Corruption Policy, or any applicable anti-corruption laws, will be promptly investigated by our Legal team, following our whistleblower reporting procedures.

If violations are confirmed, they will be addressed swiftly, and corrective actions will be taken. Furthermore, all findings and decisions related to these investigations will be systematically reported to the relevant individuals or departments within our administrative, management, and supervisory bodies.

In 2024, we have not experienced any incidents, convictions, or fines for violations of anti-corruption and anti-bribery laws or breaches of related procedures and standards. Additionally, we have not been subject to any legal proceedings concerning corruption or bribery against our employees, nor are we aware of any incidents in our value chain in which we are directly involved.

Data Ethics

Working as a payments service provider we encounter many types of data, including personal data. In addition to the consumer financial information that we safeguard, our cybersecurity and data protection are at the core of our portfolio of products and services. Our Ren product platform is designed to be one of the most scalable, stable, and secure real-time payment platforms on the market. The security of our systems is based on a blend of engineered architecture to prevent system breaches together with continued employee training to keep our cybersecurity programs up to date. During 2024, we had no material substantiated complaints concerning breaches of customer privacy and losses of customer data. This continues our strong history of security that enables our software solutions to be marketable for future additional customers.

We prioritize data ethics and best IT practices in all our operations. We operate with the "least privilege" principle, granting users only the access necessary for their tasks and monitoring such access controls continuously. This approach minimizes the potential for data misuse and forms the foundation of our stringent access control measures.

Technical and Organizational Security is an essential part of any safe data processing.

The Company's daily operations are based on a highly detailed security policy and organizational procedures, all of which comply with the international security standard ISO/IEC 27001. We process all data with the utmost respect for the sensitivity of the data and any privacy rights – to make sure we earn the trust of our customers, employees, shareholders, and any other stakeholders.

We have ethical internal controls to ensure compliance with both information security and data protection requirements as well as proper documentation, and all our employees are regularly trained. In addition to these measures, we have all data securely stored at different data centers to ensure that data availability is always upheld in the unlikely event of technical failures. Audits enable us to identify and address potential vulnerabilities, ensuring our systems stay updated with the latest security standards.

We use artificial intelligence (AI) and machine learning in some of our solutions, but never in a context where such services are used for either profiling, automated decision making or similar.

Whether we process personal data or other types of data, we apply our standards for data ethics to the way we work, making sure that our processing activities and security measures match the requirements for the data we are handling.

Political Influence and Lobbying Activities

In accordance with our Political Contribution Policy, we do not utilize corporate funds for contributions to candidates, political party committees, political action committees, or Super PACs. Furthermore, the Company does not engage in lobbying activities. Employees are also prohibited from making political contributions on behalf of the company. According to www.opensecrets.org the Company did not make any political/lobbying contributions. Individual employees contributed **USD 5,701**, in 2024.

Tax Strategy

Our tax strategy revolves around the principle of paying required taxes in all the tax jurisdictions where we conduct business. We implement transfer pricing studies and agreements so that all transactions are conducted at arm's length, thereby providing evidence to local fiscal authorities of our compliance with tax regulations. We are dedicated to upholding tax laws and regulations in all the countries where we conduct business. We have not shifted business from high-tax rate jurisdictions to low-tax rate jurisdictions. Moreover, we do not engage in any tax arrangements lacking genuine commercial purpose and adhere to the arm's length principle when conducting transfer pricing. Additionally, we do not exploit tax havens for the purpose of tax avoidance. The effective tax rate of the Company is **31.77% (2023: 30.19%)**, which is well above the Global Anti-Base Erosion (GloBE) Model Rules[2] advocating a global minimum tax rate of **15%**.

Fair Payment Practices

We are committed to upholding fair payment practices. Our standard payment practice involves settling invoices as agreed upon with each supplier, in alignment with applicable industry standards and regional regulations. The majority of invoices received by the Company are processed and paid within 30 to 60 days of receipt of a valid invoice. Furthermore, we have not faced any legal proceedings concerning outstanding late payments.

Innovation

A critical component of our industry, leading legal and regulatory compliance framework, is rooted in the design of the systems we operate. For example, the development of our real-time payment network, which allows us to connect with billions of bank accounts, includes the system logic to comply with approximately 175 countries financial regulations to complete the transactions. Our proprietary design of our real-time payment network, combined with the foresight to build legal and regulatory compliance controls into our software, has enabled us to avoid material regulatory fines and penalties. This is just one example of how we leverage SDG 9, Industry, Innovation and Infrastructure, to meet the increasingly complex legal and regulatory compliance environments in which we operate. We operate in more than 100 states or countries that require licenses for processing transactions in compliance with unique anti-money laundering and anti- terrorism requirements.

Whistleblowing

We adhere to legal requirements under national laws, international standards, and recommendations regarding the protection of whistleblowers.

Exhibits

Policies and Procedures

Policy	Year	Chapter	Responsible Department
Energy Transition Plan	2023	Environment	Executive Officers
Diversity, Equity, and Inclusion (DEI) Policy	2025	Social	HRM
Harassment and Sexual Harassment Policy	2025	Social	HRM
Health and Safety Policy	2025	Social	HRM
Anti-Slavery and Human Trafficking Policy	2025	Social	HRM
Code of Business Conduct & Ethics	2025	Governance	Legal
Anti-Slavery and Human Trafficking Policy	2025	Governance	Legal

Energy Transition Plan (2023-2030)

Euronet operations are very low energy consumers. Our energy and other utility costs are less than 1% of our Selling, General and Administrative expenses (SGA). SGA is approximately 8% of total revenues. Moreover, substantially all the energy consumed is a function of the company being one of many tenants in a multi-tenant office building, thus having very little, if any, control over energy practices. Nonetheless, the company has developed a transition plan to reduce its dependency on energy, where such an opportunity exists.

Energy Transition Plan (2023-2030)

Segment	Item	Target
All	Offices	Add to new lease contracts that we prefer renewable energy, energy efficient HVAC systems and air purifications systems, decrease the number of office locations
All	Transaction processing centers	Our software systems are designed to rely on less hardware to prevent electronic waste, and when applicable, our practice is to dispose of electronic waste using e-waste recyclers as defined by the Basel Action Network. We design our computer system and networks for distributed processing and load balancing, enabling the elimination of back-up centers consuming significant resources
All	Company cars	Transition to more fuel and energy efficient cars
All	Travel - business	Encourage virtual meetings and minimize business travel
All	Travel - commute	Encourage employees to use public transportation
All	Computers and office equipment	Purchase energy efficient computers and office equipment, encourage employees not to print documents when possible
Money transfer	Stores	Add to new lease contracts we prefer renewable energy, energy efficient HVAC systems and air purifications systems
Money transfer	Agents/locations	Add to new agent agreements that we prefer that they use renewable energy, energy efficient HVAC systems and air purifications systems
Money transfer	Transactions	Encourage customers to remit money digitally
EFT	ATMs	Purchase energy efficient ATMs, seasonal deactivation of ATMs, option to not print receipt; enable cardless transactions on old ATMs, recycle old ATMs
EFT	CIT	Optimize cash fill process, enable more ATMs to have the capability for customers and merchants for cash deposits
EFT	POS terminals	Purchase energy efficient POS terminals, replacement program, option to not print receipt, recycle old terminals
epay	Transactions	Encourage customers to transact digitally, increase digital transaction percentage
epay	POS terminals	Purchase energy efficient POS terminals, replacement program, option to not print receipt, recycle old terminals
epay	Retailer locations	Add to new retail agreements that we prefer that they use renewable energy, energy efficient HVAC systems and air purifications systems
epay	Transactions	Encourage customers to transact digitally, increase digital transaction percentage

End Notes

[1] USA: Sick leave policies vary widely by employer, as there is no federal mandate requiring paid sick leave. Some states and cities have laws requiring employers to provide a certain number of paid sick days, but many workers rely on employer-specific policies or unpaid leave under the Family and Medical Leave Act (FMLA) for extended absences. Employees typically self-report sick days without the need for a medical certificate for short-term illnesses.

Germany: Employees are entitled to six weeks of fully paid sick leave, covered by their employer, as long as they provide a doctor's certificate after three consecutive days of illness (or sooner if required by the employer). After six weeks, health insurance takes over with statutory sick pay, usually covering 70% of earnings. Employers and insurance providers maintain detailed records of sickness absence.

Netherlands: Employers are responsible for paying at least 70% of an employee's salary for up to two years in case of illness. Employees must report their sickness promptly, and a company doctor may assess their ability to work. The system emphasizes reintegration, with employers required to support employees in returning to work as soon as possible. Sickness records are closely monitored due to legal and financial implications.

India: Sick leave policies vary by state and type of employment. In the private sector, employees typically receive 5 to 12 days of paid sick leave per year, depending on company policy. The Factories Act and Shops and Establishments Acts in various states regulate leave entitlements for certain sectors. Employees usually self-report short-term illness, and a medical certificate may be required for extended absences. There is no centralized tracking system for sickness absence across industries.

Malaysia: Employees are entitled to paid sick leave under the Employment Act, depending on their length of service. Employees with less than two years of service receive 14 days, those with two to five years receive 18 days, and those with more than five years receive 22 days. If hospitalization is required, employees are entitled to up to 60 days of paid medical leave per year. A medical certificate is generally required, and employers maintain records of sick leave for compliance purposes.

El Salvador: Employees are entitled to paid sick leave, with compensation provided by the Social Security Institute (ISSS) after the third day of illness. Employees receive 75% of their salary while on sick leave, for up to 26 weeks (which can be extended under certain conditions). Employers may require a medical certificate for sick leave approval, and absence records are typically maintained for payroll and compliance reasons.

[2] The Global Minimum Tax, introduced by the Global Anti-Base Erosion (GloBE) Rules, is a key part of Pillar Two of the two-pillar solution. Agreed by over 135 member jurisdictions of the OECD/G20 Inclusive Framework on Base Erosion and Profit Shifting (Inclusive Framework on BEPS) in October 2021.

Euronet

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About Euronet

A global leader in payments processing and cross-border transactions, Euronet moves money in all the ways consumers and businesses depend upon. This includes money transfers, credit/debit processing, ATMs, point-of-sale services, branded payments, currency exchange and more. With products and services in approximately 200 countries and territories provided through its own brand and branded business segments, Euronet and its financial technologies and networks make participation in the global economy easier, faster and more secure for everyone.