

GROUP ANNUAL CSR REPORT

2016

*“Action without vision is only passing time,
vision without action is merely day dreaming,
but vision with action can change the world”*

Nelson Mandela, Political Leader

(1918- 2013)

Since 1994 we embarked on an important journey transforming the way we do business in a way that reflects our values with respect to our environment. Every day we have been learning what is possible when a company does well by also doing good back. We are pleased to share with you this journey.

Welcome onboard!

Who we are

Mellon's Identity

Mellon is a leading multinational group present in Central and Southeastern Europe that provides technological solutions and outsourcing services that aim to facilitate the transactions and interactions of organizations with strong consumers business, including financial institutions, public utilities, telecommunication providers and retail chains.

Our Mission

As one of the top IT and outsourced services providers, our mission is to deliver proactive solutions behind every aspect of our customers transactions. We are committed to make transactions easy, secure and accessible for everyone.

Our Vision

At Mellon we believe that it is of paramount importance to create long-term value for our stakeholders, as well as the wider society.

We aim to deliver top performance by investing in our people, building strong, honest relationships with our stakeholders and leaving a positive footprint in our societal and environmental world.

Mellon's vision is driven by our dedicated employees and expert partners and by the ability to meet the needs of communities where we do business.

We call our vision “Acting for a Cause”

Acting for A Cause Agenda

Our **Acting for A Cause Agenda** is designed to enable sustainable long-term growth. We believe that corporate responsibility and sustainability is an integral part of Mellon's culture. Our commitment is to ensure that our business is aligned to societal needs with an eye on our stakeholders and customers' expectations.

Acting for A cause by:

- a- Focus on our people-**Human resources** of the Group
- b- Giving back to our **Local Communities**
- c- Minimizing our **Environmental impact**
- d- Promoting **Health & Wellness**

Human Resources

We are a big organization spread in many countries but we have a common belief:

Investing in building strong relationships among our employees and acting in ways that empower people to fulfill their potential.

- We promote mutual respect, honesty and trust among the Group's employees.
- We adopt equal opportunities, policies at all levels placing special emphasis on an objective evaluation process and without any discrimination toward members of populations challenged in any way.
- We design individual career paths and implement them through promotions and internal transfers.
- We organize seminars and support the participation of employees in training programs.
- We maintain a high quality work environment, creating pleasant working conditions.

Health and Safety at Work

Employee training programs on security, first aid and fire safety are being implemented on a yearly basis to prevent accidents. The group monitors and records health and safety incidents and always takes the necessary measures, either preventive or corrective, with a view to continuously improve it in this field.

Blood Donation

For over decade now, the Greek companies of Mellon have been maintaining a blood bank for the employees and their first degree relatives. Indicatively, during 2016, More than 90 bottles of blood were collected, of which 50 were used to meet the needs of Mellon's employees and their families.

Also, in Ukraine the sales personnel gave blood for the child hospital "Ohmodet" and in Serbia the employees gave blood for the Blood transfusion Institute.

Training and Development

The majority of Mellon employees attends specialized, two-month specialized trainings that take place internally, or attends seminars and workshops, relevant to the their position.

The Annual Training Session

Every year Mellon conducts the Group Annual Training session in Athens with the participation of all companies and all countries. The annual training is a warm welcome not only for the newcomers but for all Mellon's employees who benefit from interactive team-bonding activities and informative business sessions.

Company Events

At Mellon, we believe that the reliability of administration, the respect for employees, sense of justice, pride workers and companionship are the cornerstone of an environment to work in.

We organize various company events for our employees, such as Christmas or New Year's Parties, as well as competitions such as the Annual Photo Competition.

Towards this end, in 2016, Mellon Solutions organized a team-building night for its new and old employees in the best bowling alley in town and Mellon Serbia organized a team-building event at Lake Bled, in Slovenia.

Photo competition

The 10th Annual Photo Competition was held from December 2016 to February 2017 with participation from all companies of the group being greater than any other year! The participating photos accompany our annual CSR report.

Local communities

Mellon is anthropocentric and behind our actions lie our beliefs; the importance to give.

Responding to the current needs of the societies where we operate, we organized campaigns for the collection of goods for vulnerable groups including underprivileged families, refugees and orphanages. Mellon donated clothes, toys, medicines and food supplies and technical equipment, to:

- **NGO ARSIS'** and '**Metadrasis'** – Association for the Social Support of Youth that was helping refugees across Greece
- **Xamogelo tou Paidiou / Smile of the Child**, a NGO that supports children in need
- **Municipality of Piraeus (Greece)**
- **Praksis**
- **EDRA**
- **Klimax**

During a period of four months, Mellon Poland has been collecting corks for the shelters Józefów and Pabianice. For each kilo of corks they collected, 3 meals were given to stray animals. In total, Mellon Poland collected 57kg corks!

Mellon Bulgaria made a donation to International Women's Club Sofia and Mellon Romania helped a child who needed hearing aid.

Mellon Poland collected letters to the Santa and prepared many gifts for the kids.

Seasonal BAZAARS

Mellon together with the NGOs EDRA, SMILE OF CHILD & KIVOTOS, hosted in its Headquarters an Easter and Christmas Bazaar aiming to support individuals with mental health problems and children who are in need.

Participation in Career Fair for People with Special Needs

The Greek companies of the group participated in a career fair for people with special needs. The event was organized by the NGO Glovo.4all, an organization that

is involved in events on a volunteer basis, and was held for the first time in the country.

Environment

Minimizing our environmental impact across the whole value chain is a core target for us. We've been setting annual improvement targets since 2007 and are working towards ambitious 2020 goals.

Aiming to inspire a factual environmental conscience, we realize activities with long-term impact by:

- **Recycling Everyday**
- **Adopting processes that preserve natural resources**
- **Managing products and waste in ways that limit energy dissipation**
- We have incorporated the recycling of plastic, paper, ink and batteries in our daily business routine.
 - Mellon in Greece recycles approximately 2000 kilos per year
 - We recycle and donate plastic caps to the NGO 'Love for Life', aiming to support people with movement disabilities
- Mellon Serbia supports several organizations "Živimo zajedno" by recycling paper and cans and the Serbian Association of Paraplegics by recycling cups

WEEE Directive

We are registered to and observe where is applicable, the WEEE (Waste Electrical and Electronic Equipment) European Union Directives regarding the management of Waste Electrical and Electronic Equipment.

Sports

Mellon is guided by values such as participation, peace, equality and sportsmanship and promotes actively the participation of personnel in sports activities.

We support sports events and initiatives, and encourage internally the sports interest and activities of colleagues. In the past few years running in particular, has become very popular among our employees, so we have continued in 2016 to support the participation of Mellon Running Team in various sports events.

The Greek companies once again participated in Athens Marathon & Athens Half Marathon, supporting the NGO 'Emfasis'. The organization addresses the needs of all vulnerable and socially excluded groups (homeless, unemployed, and people below the poverty.

Mellon Poland participated in the "Zofia Morawska Memorial" run race to collect funds for the Educational Centre for Blind Children in Laski.

Mellon Solutions participated in an athletic event with aerobic exercises in the city park on charity purpose.

Mellon Poland took part in the charity run **"Santa's Charity Run"** at 4th of December . Competitors, dressed in cap of Santa Clauses, fought for money for a good cause. For each kilometer sponsors donated 1 zloty to the Child Health Centre.

Mellon Technologies Software team participated in a football game organized by the Hellenic Organization for Company Sport & Health, a NonProfit Organization that aims to promote active Lifestyle.

Also, Mellon Technologies sponsored the Greek Bridge Federation and the participation of the National Team in the World Bridge Games held in Wroclaw, Poland from the 3rd until the 16th of September, 2016

Compliance with Global Standards

United Nations Global Compact

Since 2011, in an effort to progress our responsibility business development, we signed the United Nations Global Compact.

United Global Compact is a strategic policy initiative for the commitment of companies to align their operations and strategies with ten universally accepted principles, regarding Human Rights, Labor Policies, Environmental Issues and anti-Corruption practices.

CSR HELLAS

Mellon has, since 2007, been a member of CSR HELLAS (Hellenic Network for CSR)

ISO26000 evaluation

Mellon Technologies has been successfully evaluated for the implementation of ISO 26000, the international standard for social responsibility. The inspection was carried out by the official assessment body TUV Austria.

NGOs and Organizations

2016 was an outstanding year since we managed to support the most NGOs and various organizations compared to previous years.

We set high goals and we promise that we won't stop here.

1. Aegean Team

A team of doctors who work for the assistance and relief of the inhabitants of the remote isolated islands of Greece.

2. EDRA

A NGO active in the mental health and retardation domains, provides special care services.

3. AGALIA

A NGO that supports women who carry unwanted children without family support.

4. ATINA

Implements projects of long term social inclusion of victims of human trafficking while providing immediate support to women and children victimized by trafficking(SERBIA)

5. SMILE OF THE CHILD

A NGO that protects children's rights and aims to ensure their physical mental and emotional balance through various functions.

6. PEKAMEA PIREUS

A NGO that supports adults with special needs and educates them how to be functional in their daily routine.

7. MUNICIPALITY OF PIRAEUS - KODEP

Public Benefit Corporation (KO.D.E.P.) supports all the social problems of the citizens, regardless of their age.

8. ACTIONAID

A NGO focused on providing material aid, such as water, food and basic necessities and on providing training for children.

9. EMPHASIS

A NGO that gives immediate and effective solutions to the overall needs of vulnerable and socially excluded fellows living in the streets and face serious survival problems.

10. LOVE FOR LIFE

A NGO that helps and supports children who have movement problems to acquire the appropriate

11. VISION OF HOPE

The Association 'VISION OF HOPE "is a non-profit organization created in 2012. It represents one more link in the medicine supply chain, mental and social Association of Friends of Children with Cancer Care" HOPE "for children suffering from serious illnesses and their families

12. TEI PEIREUS

Greek Technological Institute

13. Arsis

ARSIS is a social non-governmental organization working since 1992 to support children and young people defend their rights.

14. THEOFILOS

NGO that supports families who are in financial need

15. Educational Center for blind Children in Laski (Skopje)

16. Zivimo Zajendo (Serbia)

The mission of the Association Living together is that persons with disabilities are visible, present and active in all aspects of social life, to promote all of their skills and individuality, to promote their rights and provide them with a dignified and fulfilling life.

17. Serbian Association of Paraplegics

18. Blood Transuzion Institute (Serbia)

19. Blood hospital Ohmodet (Serbia)

20. Jozefow and Parianice shelters for pets (Poland)

21. Child Health Center (Poland)

22. Special Education Center Dom Przy Rynku