

We Care.

COMMUNICATION

ON PROGRESS 2017



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Message from the CEO

At Printec, the principles of corporate responsibility and sustainability go beyond compliance and philanthropy. Sustainability isn't an initiative for us; it is integrated into our core strategy and embedded in our business, processes and ways of working.

Our sustainability vision is formulated around three basic pillars and is focused on creating sustained value for our people, the society and the environment.

These ongoing efforts are also aligned with the principles of the UN Global Compact concerning human rights, working life, environmental affairs, and anti-corruption which we support and implement. These principles become an integrated part of our business strategy, culture and daily operations.

While we are proud of the progress we have achieved, we know there is still much work to be done. With our technologies and innovative culture, I am confident that we will further accelerate our progress over the coming years and fully integrate sustainability practices into our business plans.

Marina Mavrommati

Chief Executive Officer



Who we are

Vision

To be the technology brand of choice for easy and secure interactions, anytime, anywhere.

Mission

We exist to provide innovative technology based solutions & services, which enable efficiency, effectiveness and convenience.

Values

Diversity

We embrace diversity in all of its forms and respect individuality. We give people room to think and act differently.

Drive for Results

We pursue our goals with passion and with unrelenting focus on performance.

Entrepreneurship

We encourage our people to act on opportunities, take initiatives, and go beyond boundaries

Customer focus

We diligently service our customers. We understand what drives our customers' business and we create innovative solutions tailored to their needs.

Trust

We trust our people to do the right thing and conduct business with competence, expertise, positive attitude and cooperation on all levels.



DIVERSITY

DRIVE
FOR RESULTS

ENTREPRENEURSHIP

CUSTOMER FOCUS

TRUST

Our story so far

Printec is a leader in business-to-customer transaction technologies in 17 countries in Central and Eastern Europe, offering a wide range of technology solutions that help improve human interactions, making everyday life easier.

Through our wide range of technology solutions and services we enable businesses to leverage innovative technology in order to provide superior customer experience and at the same time achieve operational efficiencies and regulatory compliance.

Our solutions are behind everyday transactions: from cash transactions via ATMs, to card transactions, self-service time optimize their operations, creating efficiencies.

With our presence of 30 years and with more than 900 highly qualified and trained professionals, Printec is one of the fastest growing information technology groups in Central and Eastern Europe.

We provide customers with a wide range of industry-leading innovative solutions also through partnering with the world's leading information technology organizations such as NCR, VeriFone, FICO-Tonbeller, Glory and many others.

Established in 1988, in Athens Greece, Printec's initial business focused on providing computer peripherals. Realizing the potential of payment technologies, the company's founders soon expanded the business scope and introduced electronic payments in the Greek market, making Printec one of the most innovative IT companies in the country. The company soon transcended state boundaries. The strategy to form partnerships with leading global IT vendors, in tandem with the commitment towards the enhancement of Printec's in-house expertise, soon enabled Printec to extend its reach, exploit its core potential and enter the markets of South-East Europe.

Printec Bulgaria Ltd, founded in 1992, was the first subsidiary outside Greece, followed by Printec Cyprus Ltd in 1995. The beginning of the new century marked the group's further expansion through the acquisition of NCR Corp. business units in Croatia, Romania, Slovakia and Slovenia, becoming the largest distributor of NCR products in Europe.



UN GLOBAL COMPACT TEN PRINCIPLES

The numbers opposite refer to the following Ten Principles of the United Nations Global Compact to illustrate our undertaking to operating in a responsible manner in the areas of human rights, labor, environment and anti-corruption.

Respecting the UN Principles

Printec is committed to protecting and promoting human rights and basic freedoms for all its employees. The Company encourages all employees and business partners to respect human rights and prevent potential abuses. This commitment is clearly stated in the written policies found in the company's code of conduct, "*One Group, One Code*", which has been published on the company website and intranet and is translated in all local languages of our jurisdiction.

According to Printec's Code of Conduct, each employee should conduct company business with integrity and in compliance with applicable laws. The Company will not tolerate victimization, bullying or harassment in the workplace. Any such behavior is facing disciplinary repercussions and even termination of employment. All Printec employees are required to read and confirm that they have understood and commit to abide by the Code.

In Printec we follow the rules and regulations of the jurisdiction in which we operate and in our company's policies, we ensure that our employees and stakeholders are treated fairly and equally.

Printec's commitment to the UN Global Compact has also been published on the company's corporate website reflecting Printec's ethical business performance and positive engagement with stakeholders e.g. employees, partners, customers and communities.

HUMAN RIGHTS

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and Principle 2: make sure that they are not complicit in human rights abuses

LABOR

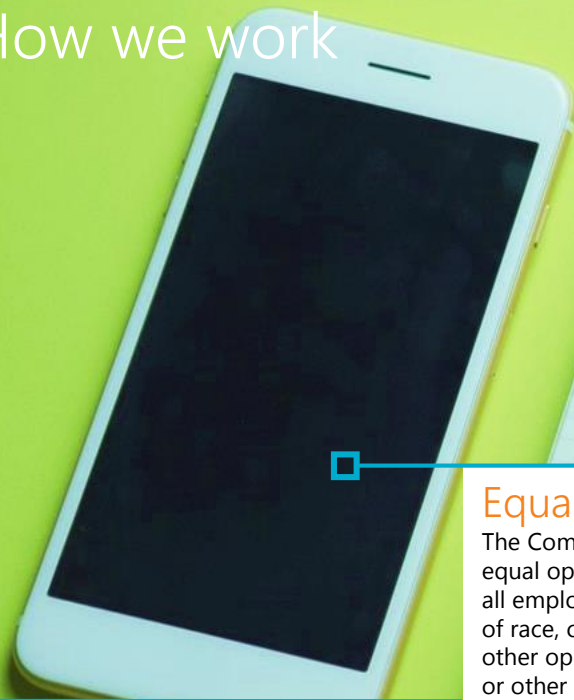
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; Principle 4: the elimination of all forms of forced and compulsory labor; Principle 5: the effective abolition of child labor; and Principle 6: the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

Principle 7: Businesses should support a precautionary approach to environmental challenges; Principle 8: undertake initiatives to promote greater environmental responsibility; and Principle 9: encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.



Diversity

Printec's commitment to Global Compact's principles on Labor is reflected in its Code of Conduct, in policies such as the Hiring Policy, as well as in processes such as the Performance and Development Process which describe how employees are selected and regularly evaluated.

The company supports and is committed to the practice of equal opportunity in all aspects of employment and advancement.

With Diversity as one of its Values, Printec prides itself on having an authentically diverse culture: our workforce spans countries, cultures, languages, generations, perspectives, backgrounds and educational experiences. Printec understands that employees with disabilities share the same general employment rights as other workers. Printec has a good mix of female and male although our industry is an area which is by nature male dominated. This however, in no way reflects our approach to encouraging and promoting staff within the organization.

Equal pay

The Company ensures equal pay for equal work and equal opportunities for training and development for all employees, without distinction based on grounds of race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status such as ethnic origin, disability, age, health status, parental or marital status or sexual orientation, taking into account differences in wages by region of expertise. Printec ensures that hiring, promotion or termination are based on legitimate non-discriminatory business reasons and provides a safe, healthy & comfortable working environment to all employees.

All employees receive at least the minimum wage. This is communicated in the contract provided to all new employees prior to employment. This contract contains among others the terms and conditions of employment and the working time regulations based on the specific job position. All employees are paid holiday leave, sick leave and parental leave in accordance with international minimum standards.

For cases where –according to specific support contracts with customers- the Customer Services employees might be required to work after office hours, there is a “*Stand-by and Call-out*” Policy in place ensuring that employees who might be required to work overtime, are compensated accordingly.

Hiring

The “Hiring Policy” available for all HR department personnel and Managers involved in the hiring process, provides all the necessary tools and relevant processes for an objective candidate assessment. Printec will never advertise a job referencing discriminatory criteria such as race, gender or age. Likewise, the company ensures job applicants are not asked to give information about their marital status, pregnancy, intent to have children or similar information which may lead to discriminatory hiring decisions.

Upon hiring, a written contract is presented to employees, stating their terms and conditions, including pay rates and overtime pay arrangements. Based on their job description, Printec employees are informed of the relevant Compensation Policy in place. Additionally, a comprehensive job description is communicated ensuring employees are fully aware of their roles and responsibilities, before signing the agreement prior to employment.

Printec implements for the third year an *Onboarding Program* that allows new employees to assimilate within their working environment, and informs them of all Printec Policies & Procedures, including, but not limited to, the Code of Conduct, Compensation & Benefits, Company's Vision, Mission & Values, Performance & Development Process, Risk Management Process etc. Through this process, which is continuously enhanced when a new or an update of existing policy is released, Printec's new employees are immediately informed about all relevant information on equal opportunities, employee rights & responsibilities.

Freedom of association & child labor

Printec believes in the freedom of association and the effective recognition of the right to collective bargaining and adheres to sectional collective agreements in all countries of its operations, and, where applicable, allows the formation of Labor Unions. All employees are made aware that any forms of forced or compulsory labor are not supported. Printec does not condone any forms of child labor or human trafficking. Due to the nature of the business and the countries of operations, there have not been any recorded instances where the company has had to deal with any issues of this kind - if this was to become apparent, Printec would take immediate action.

Printec has not been involved in any investigations, legal cases or other relevant events related to contravention of the Global Compact Labor principles.

Performance Management

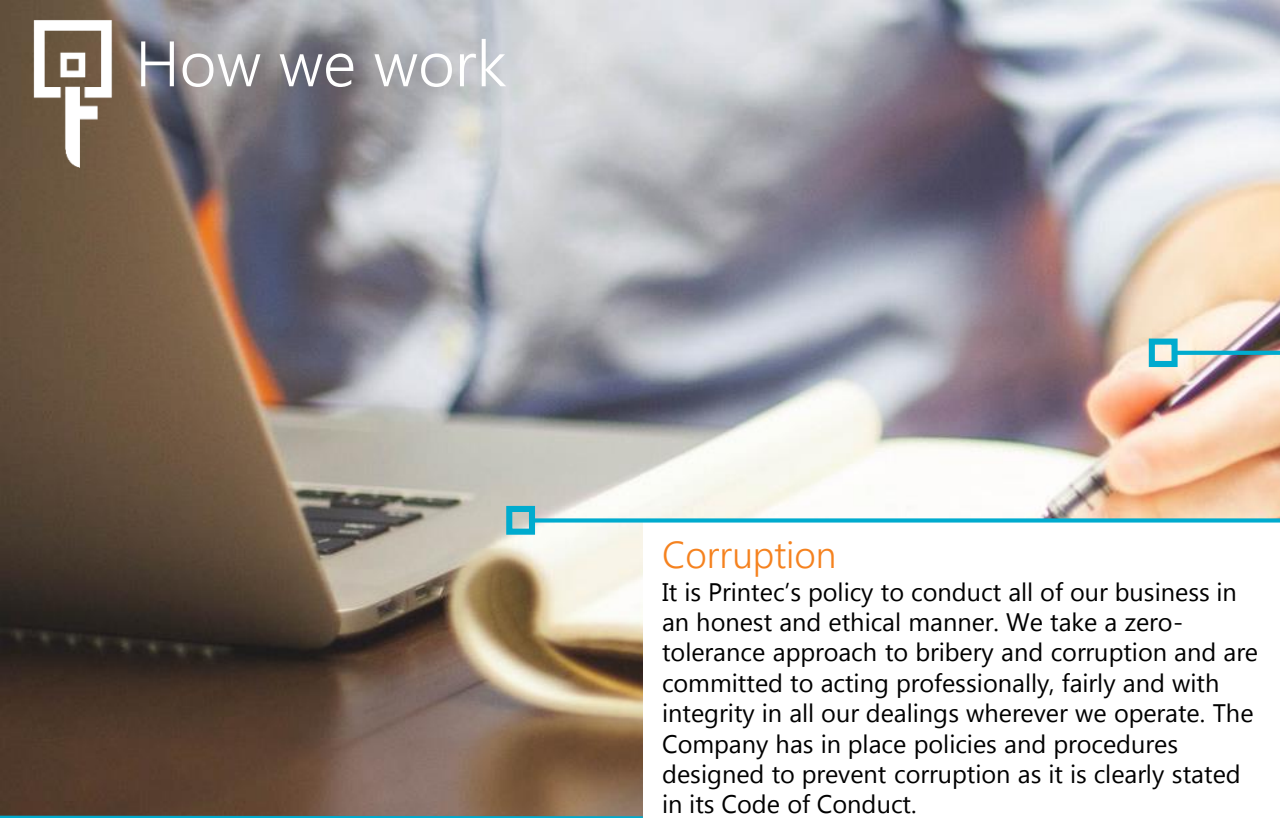
Through our Performance and Development Program, we maintain alignment with our core business objectives, monitor progress bi-annually to identify strengths and individual development needs and training requirements. As part of this process, Printec employees receive written and verbal feedback on their individual performance against their set of objectives & competencies respective to their role. The desired results and behaviors are encouraged and recognized through Printec's People Awards, nominated every quarter.

Discrimination in the development and advancement of employees has been mitigated through Printec's Career Framework that classifies each job role in Bands based on unique contribution and benchmarks of industry standards, therefore eliminating any issues of discrimination in compensation.

Within 2017 we performed internal “refresher” sessions to existing employees for the Performance & Development System online platform, initially launched in 2015, and special trainings for the new members of Printec team in order to educate them on the principles and optimum use of the performance management system.



How we work



Corruption

It is Printec's policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our dealings wherever we operate. The Company has in place policies and procedures designed to prevent corruption as it is clearly stated in its Code of Conduct.

Regular internal and external auditing of financial accounts ensures Printec's expectations & policies in relation to corporate governance are maintained.

All staff are aware that they can communicate with the Group Ethics Committee should they become concerned for the welfare or operations of the business or if they detect a violation of the company's corporate governance policy. Should any issues arise, Printec would seek legal advice and deal with them immediately.

Printec Financial Statements are audited locally by external auditors each year and submitted for consolidation at Group Level to a separate independent external auditor in Austria.

Printec had not been involved in any legal cases, rulings or other events related to corruption or bribery.

Health & Safety

With regards to the Health and Safety of Employees, Printec is in full compliance with the relevant laws and regulations in the countries of its operations. The company makes sure that the necessary procedures and precautions are in place with regards to Printec facilities, providing a safe and sanitary working environment. Additionally, the company has achieved and continues to maintain the OHSAS 18001:2007 & OHSAS 18001:2008 certification which relates to occupational health and safety in Bulgaria and Romania respectively, and the "Employer as Partner Certificate" in Croatia.

All parameters of health and safety in the workplace are covered by local legislation such as:

- Controls by a dedicated safety engineer are held on a regular basis
- Scheduled visits by an occupational doctor
- A detailed evacuation plan is upheld by frequent fire and earthquake drills

All employees are covered by the state medical insurance and supplementary private medical insurance is provided as a benefit for employees in the majority of Printec. We plan to extend this benefit to all countries. To improve the quality of life of employees and their families, they are granted flexible time & place work arrangements, encouraged to take all their annual paid time off, exercise and live a healthy lifestyle.

Monitoring Compliance

We span in more than 15 countries but we maintain an open and supporting working environment. Printec enables employees to freely communicate in cases where they feel their rights are being compromised or breached.

Grievance Mechanism: Through the implementation of Printec's Code of Conduct and the relevant policies, the company keeps human rights violation to a minimum. However if violations were to occur, then appropriate action would be taken. Employees are encouraged to speak with the senior members of the team and/or communicate directly with the Group Ethics Committee (via telephone, email or traditional mail) if they feel treated unfairly.

The Ethics Committee: Printec's Ethics Committee is responsible for the review of issues regarding human rights, or other ethical issues that have or may arise in conjunction with Printec activities.

Regular controls: The Chief Compliance Officer, on an annual basis, performs on-site audits in each of the company's locations of business operations and investigates if the company policies and procedures are being meticulously followed, providing feedback and ensuring realignment in case of discrepancies (policies are being reviewed for suitability, sustainability and effectiveness on a regular or also ad-hoc basis should a significant change occur)

During 2017, three incidents were raised, which were treated and solved with utmost discretion for all sides.

All employees have been made aware of Printec's policies in this area and have been required to read and familiarize themselves with the Code of Conduct. All policy documents are available to access at any time via the company's intranet, and employees are encouraged to submit questions, feedback and any concerns through the listed individuals with special responsibility and oversight in this area.

"No company can operate cut-off from society. Social Responsibility must derive from conscious social ethics, sensitivity, and culture.

For this reason we are constantly organizing actions related to our daily operations that promote a responsible way of doing business and embrace the broader society.

We are proud of what we have achieved so far and we strive for greater results in the future."



Data Protection

Our Commitment

Protecting the security and privacy of personal data, no matter where they come from or where they flow, is important to Printec. Printec complies with mandatory privacy laws worldwide, and is working to be ready for the GDPR by implementing a Group-wide Program that:

- is based on a **risk based approach** following uniform methodology in all Printec entities
- examines **every aspect of our operations**
- ensures **everyone's involvement and commitment**

Our Program

Policies and Standards

We have updated our existing privacy and data protection policies and internal standards and governance with particular regard to personal data lifecycle, individual rights, data breaches, data access, and security. The main principles of our policy are reflected in our privacy statement and our Code of Business Conduct and Ethics.

Data Inventory

Knowing what data we hold is key in managing them appropriately and consistently. Based on a cross-functional, company-wide effort, we inventory and map the data that each unit within Printec processes. We also inventory our products and services. This allows us to identify and understand how we handle data, including what we have, how are we protecting them, what we are doing with them, where they are, where they flow, who has access to them, and why.

Data Risk Management

Data risk management requires understanding the threats, vulnerabilities and risks associated with processing (e.g., collecting, exchanging, storing, deleting) the specific types of personal data we handle. By conducting Data Privacy Impact Assessments (DPIA) for our own internal business processes, measuring the effectiveness of policies, processes and controls, we constantly try to manage risks to an acceptable level and identify the current strengths and opportunities in the data protection practices of Printec.

Incident response

We have implemented a thorough, organization-wide data incident response process that is integrated in our business continuity processes. Our cross-functional incident response team consists of personnel from multiple departments. Our team provides guidance and takes responsibility for remedial actions based on members' business function and role. Any data breaches will be handled by a subgroup of the incident response team since due to possible legal/regulatory implications, a different management process may be required.

Training & Awareness

Printec conducts a Data Protection Awareness program (including campaigns) in a variety of multi-media (on-line, print, video, live sessions) and languages, which aims at providing general training to all personnel and specific training to personnel who have permanent or regular access to personal data. Specific modules taking into account local specificities are also being developed. The attendance to the Data Protection Training is mandatory and in order to facilitate the participation of Printec employees we maintain an active intranet for collaboration and communications at all levels within the company. Beyond basic awareness training, Printec encourages & supports employees to pursue further training opportunities.



In Printec, WE CARE.

Our CSR vision and strategy is formulated around three basic pillars seen below and is translated into integrated solutions that deliver greater convenience and enhanced value to people's lives.

To that end, Printec is aiming at long-term maximization of its financial value, through sound corporate governance and ethical conduct, ensuring that its employees act with integrity, transparency, ethos and environmental consciousness in their relationship with the Company's stakeholders and society in general. Printec's targets are to generate continuous growth and economic value through long term performance improvement, provide innovative & optimal solutions responding to customer's requirements and sustain longstanding relationships with key vendors/partners and behave with transparency towards them.

FOR YOU (OUR PEOPLE)

We are committed to:

- Respecting human rights and health & safety procedures.
- Treating employees as they are our most important asset.
- Maintaining a respectful rewarding and safe working environment.
- Creating an environment where diverse people can come together and offer their best thinking, ideas and performance.
- Providing performance-based rewards and career development opportunities.
- Safeguarding the wellbeing of all employees through various athletic events and workshops that promote healthy nutrition and work-life balance.

FOR SOCIETY

We follow a shared value approach that aims at:

- Working with local, national and international charities, NGOs and authorities.
- Accelerating education & entrepreneurship in the community.
- Supporting vulnerable groups or individuals through volunteerism.


FOR THE ENVIRONMENT

We develop environmental consciousness to our employees, suppliers and clients enabling the long-term success and sustainability of our own business and of our clients' businesses by:

- Designing and promoting "green" products that reduce the consumption of resources.
- Complying with all EU and local laws and regulations pertaining to the recycling of electronic equipment.
- Being at least environmentally neutral in all our operations.
- Reducing our impact on the natural environment from energy, business travel and waste.

We rebranded our CSR program in 2017 and created new logos and a new CSR policy. We also launched our first Group campaign promoting our collective actions of 2016.





We Care | For You is our group-wide program that introduces and encourages our colleagues to participate in creating a better work life.

WorkLife @Printec programs are about:

- Improving our **workplace**
Transform offices into comfortable & creative places, where people can meet and collaborate on projects
- Encouraging **flexibility** on how we deliver our work
Flexible Time & Place Arrangements, when appropriate
- Emphasizing **teamwork & collaboration**
Organize “know-us-better” sessions, where teams could share what they do, their achievements or challenges
- Introducing **meaningful perks** such us:
Discounts on Products & Services, Meal & Transportation subsidies, tickets for museums and theaters

Fitness & Health @Printec

focuses on our physical and mental health, stress release and nutrition; company programs in various countries, among others, include:

- Employee Assistance Program with 24/7 availability
- On-site pilates classes
- Marathons
- Blood banks

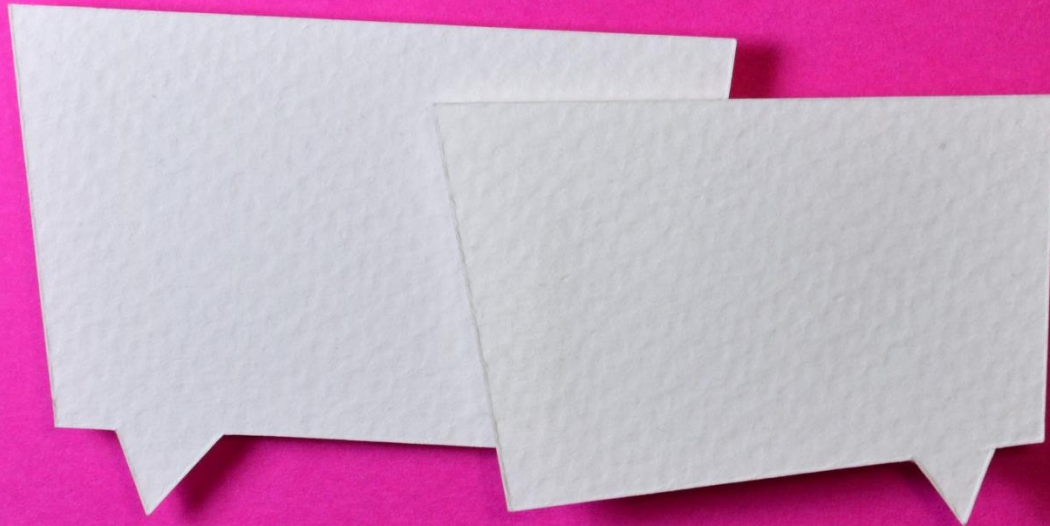
Grow @Printec

encourages accountability on personal and professional growth by providing a robust Individual Development Plan & realizing it with the organization's support.

Team and individual learning and development opportunities occur for technical and non-technical fields

EnJoy @Printec is about having fun! Let's celebrate our achievements, embrace challenges and support our colleagues. In many Printec countries our colleagues, among others:

- Participate in Team building activities
- Create on-site play/relax rooms
- Have fun in Christmas parties & celebrations



"Printec is committed to being a best employer everywhere it operates. Measuring Employee Engagement is vital to understanding how to best support people, improve the workplace and create an environment that enables management and employees to remove any barriers to success, transforming Printec into the technology brand of choice through the power of its people."

-Ifigenia Assimaki
Group Talent &
Development Manager

Employee engagement

In 2017, we carried out our first "Employee Engagement Survey" across our entire workforce worldwide. The survey is conducted online using a respected third-party provider and is completely anonymous and confidential. Although run for the first time, the participation rate reached 85%, higher than expected. The Survey helps us to assess the psychological commitment to the organization, concerns and aspirations of our employees as a whole. The group leadership team examines the findings in great detail to identify areas for action to address shortcomings highlighted by our people. The same scrutiny, analysis and discussion takes place for individual teams by their line manager.



Athens Marathon | The Authentic

In November 2017, Printec participated in the Authentic Marathon in Athens, for the first time!

Our colleagues from Greece were joined by marathon runners from Romania and Slovenia in a celebration of the strength of human will, friendship and solidarity.

Our 2017 Heroes

4 of our colleagues run the full 42,195 m, an act that requires preparation, confidence, discipline and focus.



Printec 2017
1 Team
3 Countries
24 Runners
318.780 m in total



Pilates classes

For the second year in a row, we organize Pilates classes in our offices. Some days our trainer helps us relax, and others she pushes us to our limits.

No matter the workout, it is the best way to end the workday and release all the stress.

Legion Run

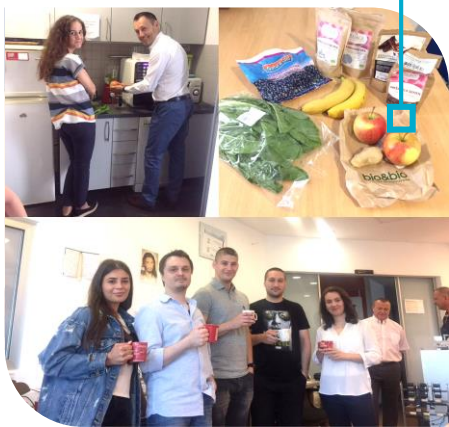
For the first time ever we participated in the Legion Run in Bulgaria. We raced in the mud, we bonded as a team and he had lots of fun.

The before and after pictures say it all...



Healthy breakfast

What's better than a healthy start of the day? We are having healthy smoothies and macha coffee in our offices and we fill up with energy for the rest of the workday.





Christmas around Printec

All around Printec we celebrate the holiday season with many events. We decorated our offices, hosted office parties, we invited friends and family, we went out to dinner and we exchanged gifts.

The holiday season is an opportunity to get to know one another and reflect on the year that has passed.



Ice Age Exhibition

Each year the Company arranges a cultural event for the children of the employees. Last year we went to the theater, this year we went to the Ice Age. The kids learnt about the Ice Age and the animals that lived during that era through an interactive exhibition with lots of games.



First-aid training

Knowing how to respond quickly in an emergency is a skill that can save lives.

For this reason we organized a first-aid training in our offices where employees learnt how to perform CPR and respond to other forms of emergency (e.g. allergic reaction).



Blood donation

Twice a year we donate blood. We are partnering with a public hospital and we have established a blood bank for our people.

This is a combined For You-For Society action since each time we give blood, we donate a percentage of it to the hospital that coordinates the donation.



Van Gogh Alive The Experience

As the children visited the Ice Age we took a trip to the art world. As part of our Christmas celebrations, the Company arranged a cultural visit to the Van Gogh exhibition.

We had the chance to get to know about the life and work of Van Gogh through multimedia presentations and exhibits.



We Care | For Society we volunteer, we share, we have fun.

Supporting society and the communities in which we operate is an endeavor that is being accomplished through the selfless help of our colleagues. Throughout the years volunteerism has spread across Printec and in 2017 we noted the highest involvement and participation in social actions among Printec employees.

We support children

Throughout Printec our employees have been active towards helping children in need.

For the last 4 years Printec has been supporting the NGO "The Friends of the Child" intending to take care and protect not only sick or abused children, but any child who lives in conditions that are below the threshold of relative poverty. Each year volunteers donate food supplies, clothes, toys & books but most importantly their time and positive attitude in order to put a smile on the face of these children.

Each year volunteers donate food supplies, clothes, toys & books but most importantly their time and positive attitude in order to put a smile on the face of these children. Thanks to the generous donations of Printec and our volunteers' we continue to cover the speech therapy expenses and the breakfast supplies of the children for a whole year.

Additionally, we donate school supplies and equipment to local schools, we provide hygiene products and clothes and we offer meaningful Easter and Christmas presents to children that need a bit of joy in their lives.

We embrace diversity

Printec is a multinational, spanning in over 15 countries around Europe. We are proud to say that we embrace diversity in every form. Religion, gender, age and disability.

A high percentage of managerial positions is covered by women and many positions are filled by employees that are 35 years old and younger. Additionally, the number of interns that we train increases steadily each year.

Last year we participated for the first time at the "Career Fair.4all" an initiative aiming to bring the Greek labor market close to people with disabilities.

During the event we had the opportunity to interact with candidates and discuss with them job prospects and what a position at Printec entails.

We actively support the inclusion of people with disabilities in the labor market and we have already renewed our participation for next year.

We share the knowledge

Technology is the future and in Printec we share our knowledge and expertise with the next generation in order to educate them and inspire them to become the future developers or engineers that will change the world.

We regularly participate in educational events like the Athens Science Festival or the Finance Presentation for SOS Villages and we arrange school visitation days where children can visit our offices and learn from our employees first-hand what it means to work for a company like Printec.

Additionally, we visit schools and offer career advice and guidance to teenagers to help them shape their future paths.

We raise awareness on health issues

Printec Races for the Cure.

Every year, for the past 5 years, Printec Greece has been participating in the Race for the Cure hoping to raise awareness on breast cancer.

This is a "friends & family" event and every year the Printec family has been steadily increasing. In 2017 we noted the highest numbers of participation and we believe that in 2018 we will break that record once again.



Race for the Cure

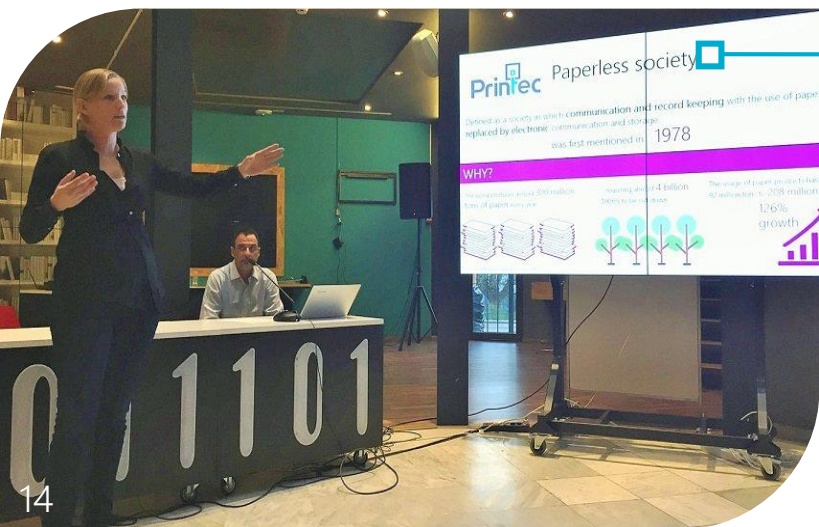
We are very proud that once again Printec supported Race for the Cure. On October 1st, Printec employees along with friends and family were gathered in the center of Athens to run, walk, laugh and spread the message of breast cancer awareness!

2017	2016	2015
190 participations	130 participants	33 participants
7 th out of 169 corporate teams	11 th out of 137 corporate teams	38 th out of 89 corporate teams
40 children	20 children	6 children
16 volunteers	9 volunteers	3 volunteers



Career Fair.4all

In April 29th Printec participated for the first time at the "Career Fair.4all" an initiative aiming to bring the Greek labor market close to people with disabilities. During the event we had the opportunity to interact with candidates and discuss with them job prospects and what a position at Printec entails. We actively support the inclusion of people with disabilities in the labor market and we have already renewed our participation for next year!



Athens Science Festival

Based on our experience we shared our view on the reasons, challenges and facts around how people have been trying to move away from the use of paper and cash and into a digital world. Lately there has been an effort towards cashless living and with the introduction of contactless technology, mobile wallets and IoT, it seems like an easy step to take.

Easter Giving

Our annual tradition of giving stands strong. This year we baked cookies, we gathered sweets and Easter eggs, we made personalized baskets, we created Easter candles, and we delivered them to the children. **15 volunteers** made up the coordination team and many more contributed by baking or offering monetary donations in order to purchase the sweets.





Meaningful Christmas presents

Before the holidays, we managed to gather clothes and monetary donations in order to purchase food and cleaning supplies for the children of the charity association "The Friends of the Child".

Furthermore, we participated in the activity "Donate books and schools supplies for children in need" organized by the non-profit organization "Timeheros". We managed to collect materials and create six big packages containing books, notebooks, puzzles and school supplies.

Finally, we continued our annual tradition of purchasing gifts and sending them to the Help Center for Children and Humanitarian Association "Oaza" which helps children without parents.



School supplies donation

This year we participated in the action "Let school be a joy for everyone!" initiated & led by the civil organization "Zagrebački humanitarci". We collected and delivered school supplies for 15 children in need.

Donating equipment to local schools

Continuing the donation of school supplies in Q3, Printec once again helped in facilitating education. In Q4 our colleagues donated a projector to a local school in Croatia that could not afford one in order to enrich the way lessons are delivered and increase student engagement.

Additionally Printec donated 2 PCs to local schools in Greece. Through this donation young students will have the opportunity to "gain technological literacy which is necessary in the modern era" as the headmistress of the schools says in her thank you letter.



Educating the youth

Our colleagues delivered a presentation for Management of Personal Finances to young individuals without parents in the SOS Children's Village Skopje. They gave advice on managing personal budget, using banking services and shopping securely online. At the end, they demonstrated how POS terminals and ATMs operate.

Food & clothes donation

In 2017, we continued our efforts to support "The Friends of the Child" by gathering winter and summer clothes and shoes and purchasing breakfast supplies with money gathered by employee donations.





We Care | For the Environment

Recognizing the importance of the environment, Printec continuously proceeds to the necessary actions to ensure responsible and environmental-friendly conduct in the entire company. The main activities of the company's Environmental program are focused on minimizing the environmental impact from the company's operations, as well as from its products and solutions, by reducing energy consumption in company's facilities and applying reuse/recycle practices.

We promote sustainability

Throughout Printec we are all committed to switching to energy conservation practices in all facilities e.g.

- Install LED light bulbs in the offices
- Establish a preventative maintenance program for heating, venting and air conditioning (HVAC) equipment and systems
- Install locking devices on thermostats to maintain desired temperature settings and
- Recycle e.g. paper, lead & household batteries, light bulbs, plastic, cartridges and electric/electronic equipment. Many of our recycling efforts have a double impact, on the environment and on society. For example in Croatia at the end of each month we send bottles caps to a humanitarian association that buys medication for people with leukemia and lymphoma who cannot afford it.

We also promote environmental consciousness through our products that reduce resource consumption and promote sustainability.

We create green solutions

The following environmental-friendly solutions are included in the company's product portfolio:

- Printec Watch4 family of products
- Branch automation & Green IT initiatives
- Transaction automation & Energy reduction
- Building Internet of Things solutions
- Cash management solutions & reduction of CTI travel
- InfoKiosks & Digital signage solutions
- Managed print services solutions
- Smart water solutions
- E-signature solution

We work efficiently

Since 2015 we are using Skype for Business for internal communications having reduced the travelling abroad for physical meetings with teams and clients to the absolutely required. The company car fleet consist where applicable of hybrid or diesel cars (either owned or leased depending on the options available in the countries of operation)

E-billing application was implemented for the first time in 2017 in one of Printec subsidiaries. Three subsidiaries have already replaced hardcopy working orders forms with electronic application process and default printer settings are applied throughout the organization.

We are responsible

Printec has not had any reportable environmental incidents within the last year and has not been subject to any statutory notices or prosecutions. The company's line of business do not pose a serious threat to the environment, therefore there are no serious environmental risks to be considered. 16



We Care | For the Environment

New framework

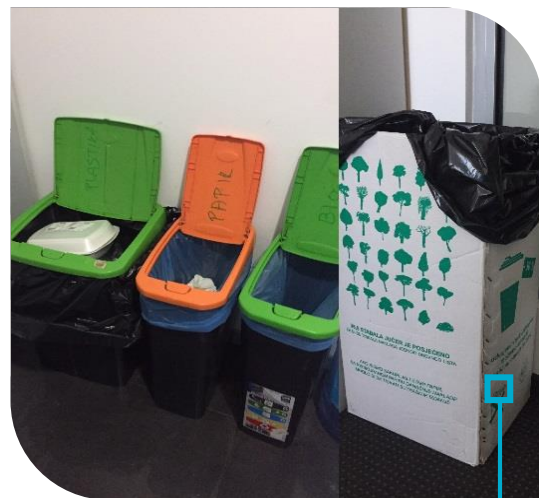
Along with the creation of our new CSR policy we created also the Environmental & Recycling Policy that applies to the entire Group. In this policy, we state our commitment to doing business responsibly and we set guidelines regarding recycling and using sustainable practices in order to minimize our impact on the environment and our society.



Environmental & Recycling Policy

CSRG02

DOCUMENT OWNER	VERSION
Group Compliance Department	2017_v1.0



Office waste separation

Since we do not operate in the industrial sector our impact on the environment is very small, but we are doing our best to reduce it even further. We want our offices to work efficiently, therefore we have introduced waste separation points, as well as battery recycling points.



Bottle caps for a good cause

At the end of each month we send bottles caps to a humanitarian association that buys medication for people with leukemia and lymphoma who cannot afford it.



Recycling campaign

In Printec, we recycle, but we wanted to boost our efforts and increase awareness amongst all of our employees. This is why we launched this recycle campaign, in order to inform everyone of our efforts and invite them to join us in case they were not aware of our activities. We want recycling to become a part of our everyday life and that is why we created the posters and hung them around our offices.



Our goals for sustainable development evolve around our people, the environment and the community we live in.

This is what we achieved in 2017.

We promote well-being.

We participated in **7 Fitness & Health activities** in **5 countries** like the Marathon, Legion Run, pilates, healthy breakfast in the office, football & basketball games.

We encourage culture.

54 Printec employees visited Van Gogh Alive | The experience and 69 employees with their children attended the Ice Age exhibition.



We Care.

We save energy.

We are switching to **LED lamps** in all of our facilities.

We reduce emissions.

Our leasing car fleet consists of **hybrid or diesel cars**.

We recycle.

We actively follow our processes for **safe disposal** and recycling of paper, toners and batteries.

We donate blood.

We gathered **24 bottles of blood** for our blood bank and the hospital.

We support those in need.

We secured breakfast and speech therapy for **35 underprivileged children** for **1 full year**.
+ We expanded our outreach.
We provided school supplies, Christmas and Easter gifts and hygiene products to **71 underprivileged children in 4 countries**.

We embrace youth & diversity.

We conducted interviews with young people with disability in the Career Fair.4all

31% of our workforce was under 35

We increased our internship opportunities introducing the Summer Internship Program for employees' children.

We support through action.

190 Printec people ran in the Race for the Cure supporting women fighting breast cancer.

+26% increase from 2016

We are a member of the United Nations Global Compact, stating that we remain committed to UN's universal principles and that we do business responsibly.



We Care.