



UNITED NATIONS GLOBAL COMPACT

COMMUNICATION ON PROGRESS 2018



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We Care.



From “good intentions” to real progress

Corporate responsibility and sustainability often have different meanings in different organizations. For us in Printec it means to always strive for the best while having our customers, our people, the environment, and our communities in mind. It is about making sure that our work will have a positive impact, not just to us and our company, but also to all the things that define us as professionals and as individuals. In this context, Corporate Social Responsibility (CSR) is not just an one-off initiative or a checkbox that we need to fill, but an integral part of our continuous improvement efforts that is embedded in our business processes and ways of working.

Responsibility towards the environment, local communities, and -our greatest asset- our people has always been intrinsic to our philosophy, but it was not until quite recently that all these efforts have been formalized under one program that we call “We Care”. A few years ago we also decided to become a member of the UN Global Compact in order to further strengthen our commitment to positive impact, to measure our progress, and to benchmark ourselves against the globally recognized standards of the United Nations’ Sustainable Development Goals.

In the following pages you will read about our commitment and the actions we took during 2018 towards these goals.

We are proud of the progress we have achieved, yet we know there is still much work to be done. We should, therefore, remain focused to continuously move from “good intentions” to real impact and progress.

A warm thank you to all Printec people who participated in our “We Care” initiatives: Printec is a better company because of you.

Marina Mavrommati

Chief Executive Officer



Who we are

16
countries

30
years of business

900+
employees

23.000
ATMs

500+
customers

630.000
POSs

2.300.000
daily transactions

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
- Drive for Results
- Entrepreneurship
- Customer Focus
- Trust

History

Printec is a leader in business-to-customer transaction technologies in 16 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 solutions and more, enabling hundreds of organizations in Europe meet and exceed their customers' expectations, while at the same time optimize their operations, creating cost efficiencies.

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

Focusing on the Future

Through a growing network of subsidiaries, Printec has a strong presence in CEE, while maintaining the flexibility of an entrepreneurial company. The company continues to focus on its growth, both organic and inorganic, and constantly scouts the business horizon for potential opportunities.

With more than 900 highly qualified professionals, 100 Service Centers and fully-fledged subsidiaries in 16 countries, Printec is constantly geared towards the highest possible service level for its customers. Thanks to its innovative, state-of-the-art solutions Printec has become one of the fastest growing ICT organizations in the whole region.

Greater innovation, diversified solutions portfolio, and accelerated growth and expansion into new markets will lead the way and all the necessary ingredients are in place; proven products, financial backing and most importantly, dedicated staff with talent and commitment.

New and exciting opportunities lie ahead for Printec.





Respecting the UN Principles

Our Goals

Printec has been a member of the United Nations Global Compact for 5 years. Each year we want to move closer to achieving the United Nation's Sustainable Development Goals (SDGs).

The SDGs set the framework to achieve a better and more sustainable future for all. They address the global challenges we face, and they interconnect in order to leave no one behind.

At Printec, taking into consideration the sector in which we operate, we incorporate the goals that apply to us in the way we work.

All of our actions that fall under the "We Care" Program, aim at achieving one or a combination of SDGs.

Each year we become better.

In the 2018 Report, we highlight our people, our countries, our activities and our overall increased impact.

The Sustainable Development Goals

GOAL 1: NO POVERTY
Economic growth must be inclusive to provide sustainable jobs and promote equality.

GOAL 2: ZERO HUNGER
The food and agriculture sector offers key solutions for development, and is central for hunger and poverty eradication.

GOAL 3: GOOD HEALTH AND WELL-BEING
Ensuring healthy lives and promoting the well-being for all at all ages is essential to sustainable development.

GOAL 4: QUALITY EDUCATION
Obtaining a quality education is the foundation to improving people's lives and sustainable development.

GOAL 5: GENDER EQUALITY
Gender equality is not only a fundamental human right, but a necessary foundation for a peaceful, prosperous and sustainable world.

GOAL 6: CLEAN WATER AND SANITATION
Clean, accessible water for all is an essential part of the world we want to live in.

GOAL 7: AFFORDABLE AND CLEAN ENERGY
Energy is central to nearly every major challenge and opportunity.

GOAL 8: DECENT WORK AND ECONOMIC GROWTH
Sustainable economic growth will require societies to create the conditions that allow people to have quality jobs.

GOAL 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE
Investments in infrastructure are crucial to achieving sustainable development.

GOAL 10: REDUCED INEQUALITIES
To reduce inequalities, policies should be universal in principle, paying attention to the needs of disadvantaged and marginalized populations.

GOAL 11: SUSTAINABLE CITIES AND COMMUNITIES
There needs to be a future in which cities provide opportunities for all, with access to basic services, energy, housing, transportation and more.

GOAL 12: RESPONSIBLE PRODUCTION AND CONSUMPTION
Responsible Production and Consumption

GOAL 13: CLIMATE ACTION
Climate change is a global challenge that affects everyone, everywhere.

GOAL 14: LIFE BELOW WATER
Careful management of this essential global resource is a key feature of a sustainable future.

GOAL 15: LIFE ON LAND
Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss

GOAL 16: PEACE, JUSTICE AND STRONG INSTITUTIONS
Access to justice for all, and building effective, accountable institutions at all levels.

GOAL 17: PARTNERSHIPS FOR THE GOALS
Revitalize the global partnership for sustainable development.

1 NO POVERTY



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



SUSTAINABLE DEVELOPMENT GOALS



How we work

Printec is committed to protecting human rights and basic freedoms for all its employees.

Printec 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 our 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 our ethical business performance and positive engagement with stakeholders e.g. employees, partners, customers and communities.

The 10 Principles of the United Nations Global Compact illustrate our undertaking to operate in a responsible manner in the areas of human rights, labor, environment and anti-corruption.

Businesses should

- 1:** support and respect the protection of internationally proclaimed human rights;
- 2:** make sure that they are not complicit in human rights abuses
- 3:** uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4:** uphold the elimination of all forms of forced and compulsory labor;
- 5:** uphold the effective abolition of child labor; and
- 6:** uphold the elimination of discrimination in respect of employment and occupation.
- 7:** support a precautionary approach to environmental challenges;
- 8:** undertake initiatives to promote greater environmental responsibility; and
- 9:** encourage the development and diffusion of environmentally friendly technologies.
- 10:** work against corruption in all its forms, including extortion and bribery.

At Printec, it doesn't matter who you are, what you look like or where you come from.

Our culture, our open and collaborative work environment and our people give us the opportunity to tackle big challenges and continuously develop. We bring our passion, experience and true self to work to make sure that together we achieve amazing things.

We ensure that recruitment & selection, performance & development, career progress and leadership promotions are based on legitimate non-discriminatory business reasons. We provide a safe, healthy & comfortable working environment to all employees.

Life @ Printec

We're passionate about what we do and we recognize that inspiration comes from both in and outside the office. We are committed to creating a better workplace and our culture allows employees to find balance and focus on what matters: achieving professional success while making personal aspirations a reality.

Everyone is part of a team that reimagines transactions and creates technology that makes everyday life easier.

Our people tend to stay here, and it's not hard to see why!

The Employee Life-Cycle





How we work

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.


Talent Attraction & Selection

Our roadmap on "Recruitment & Selection" provides all the necessary tools and relevant processes for an objective candidate assessment, followed by all HR department personnel and Managers involved in the hiring process.

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.

Onboarding

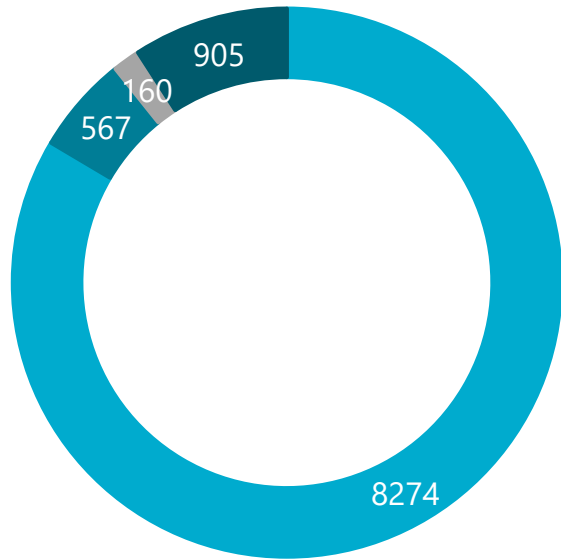
Printec implements for the fourth year an *Onboarding Program* that allows new employees to assimilate within their working environment, and informs them of all Printec Policies & Procedures, including, but not limited to, the Code of Conduct, Compensation & Benefits, Company's Vision, Mission & Values, 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.



39%
of our Managers are
female

4%
increase from 2017

Total Training Hours 2018



- Technical Skills
- Soft Skills
- Conference
- Other

Performance & Development

Through our Performance and Development Program (PPD), we drive 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 goals & individual performance on both goals & competencies of their role.

Discrimination in the development and advancement of employees has been mitigated through Printec's Career Framework. We have a description for each role based on its unique contribution and industry standards. The ultimate goal being to eliminate any issues of discrimination in compensation, performance and development.

9.906
hours of training were
completed in 2018

Within 2018 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.

11%
increase from 2017

We further strengthened fairness and transparency by organizing "Calibration meetings" across all countries, where managers had the opportunity to discuss their teams performance results and create an action plan for their teams development. 2018 Performance & Reward results are accessible to everyone at Printec at our "Building a High-Performance Page" on SharePoint.



We encourage flexibility

Quality time outside the office is vital. Our FlexWork program, allows for flexibility both in terms of where and when we get work done. Our work tools and, most importantly, our habits change to welcome a culture of mobility, agility and accountability, where people choose how they complete specific tasks that can be performed virtually. Giving back to people control over their work time and place, reduce unnecessary commute time and improve the quality of their work life.

We ensure equal pay for equal work and equal opportunities for training and development for all employees, without distinction based on 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.

Reward

We take care of our people in more ways than one.

We love rewarding our people. We all work very hard on opportunities that define our careers. We commit on fairness, respect and superior rewards for superior performance. We responsibly look at performance, potential and commitment to reward our people in various manners.

All Printec employees receive at least the minimum wage. All employees are paid holiday leave, sick leave and parental leave in accordance with international minimum standards.

When we treat people fairly, equitably and consistently in accordance with their value to the organization. We are able to attract, enable and engage high performing teams.

We have established a Total Reward Policy & Reward Review Toolkit, outlining core principles and the framework to make evidence-based reward decisions for every Printec employee.

Due to the nature of Printec's services, we are often required to serve our customers after hours, thus, to ensure fairness and work-life balance, the Stand-by & Call-out policy regulates the terms and conditions under which extra payment is granted for extra effort, especially in the Customer Services function.



We are truly proud of our achievements and celebrating them is part of our culture. We live our values, push ourselves and do our best work, therefore, there is plenty to celebrate.

- Values**
- Diversity**
- Results (Drive for Results)**
- Entrepreneurship**
- Customer Focus**
- Trust**

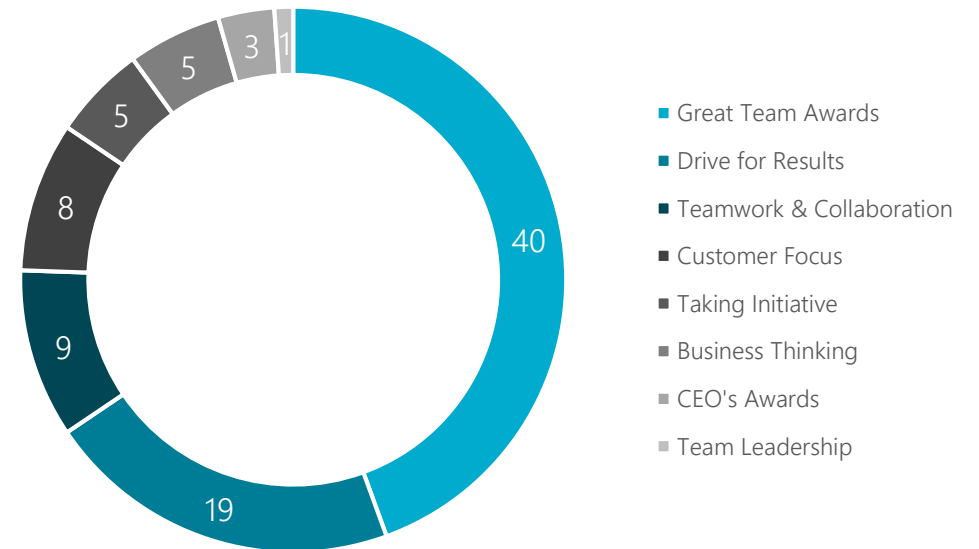
We embraces feedback and recognize exceptional contribution of :

- Teams that delivered a key project or exceptional work that helped us achieve a strategic objective; or
- People who displayed Leading Performance at one of our Competencies, linked with Printec's core values

Country Management Teams award individuals and teams considering strategic impact, professional excellence and commitment to Printec DiRECT values.

87
employees got a
Printec People Award
for Leading Performance
on Competencies
& their contribution on
strategic projects

Congratulating Printec People





How we work

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.

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, 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.

Freedom of Association & Child Labor

We believe in the freedom of association and the effective recognition of the right to collective bargaining and adhere to sectional collective agreements in all countries, and, where applicable, allow the formation of Labor Unions.

All employees are made aware that any forms of forced or compulsory labor are not supported.

We do not condone any forms of child labor or human trafficking.

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

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.

During 2018, one incident was raised, which was treated and solved with utmost discretion for all sides.

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 and effectiveness on a regular or also ad-hoc basis should a significant change occur).

All employees have been made aware of Printec's policies in this area and are 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 to the individuals with responsibility in this area.

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 does not allow any human rights violations. 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 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.



Data Protection

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 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.

Our Commitment

Protecting the security and privacy of personal data is important to Printec. Printec complies with mandatory privacy laws worldwide, and is implementing a Group-wide Program to safeguard personal data which:

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

Training & Awareness

Printec conducts a Data Protection Awareness program through a variety of multimedia (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.

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.

Our Continuous Improvement

GDPR@Printec

2018 was a transitional year for all due to the GDPR. As we were getting ready to comply with the new regulation, we were also planning for the future. We saw GDPR as an opportunity to improve the way we work, that is why we have adopted a "continuous improvement" framework where we are constantly re-assessing our practices, train our people and maintain our existing infrastructure.



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Although GDPR was not adopted early by the Bulgarian legislation, 2018 was a busy and interesting year in this aspect. GDPR was a leading topic of discussions on country level and within Printec Bulgaria as well.

On a company level, locally, we have put serious efforts in analyzing our processes, filtering and structuring those concerning personal data. We have started to build a corporate GDPR culture through spreading knowledge among the employees. It is an ongoing “step by step” process.

-Miryana Vasileva
BULGARIA

As per my personal point of view, one of our biggest issues in Bulgaria in respect to GDPR is persuading people on the positive aspects of the implementation of the regulation. Turning GDPR from an obstacle to an opportunity is a major challenge for year 2019.

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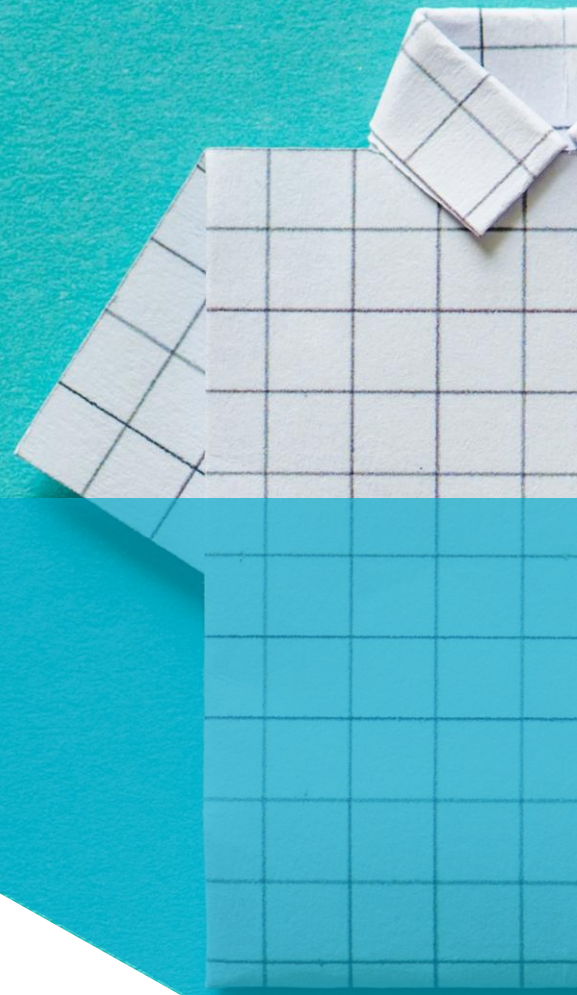
In my opinion GDPR is for the people, by the people. Having this in mind and the fact that there can be benefits for all parties in the GDPR compliance process, these are some of the things that maintain my enthusiasm and commitment on the path towards GDPR compliance.

-Diana Cazacu
ROMANIA





Employee Engagement



In 2017, we carried out our first “Employee Engagement Survey” across our entire workforce worldwide. The survey was conducted online using a respected third-party provider and is completely anonymous and confidential. Measuring Employee Engagement is vital to understand how to best support people, improve the workplace and create an environment that enables management and employees to remove any barriers to success. This is why at Printec we commit on following up action plans in order to generate more employee engagement and development opportunities. The group leadership team having examined the findings in great detail, identified areas and took action in 2018 to address shortcomings highlighted by our people.



Building a more positive, productive workplace takes all of us!

Planning Ahead - In 2019, a second “Be Heard” cycle will begin.



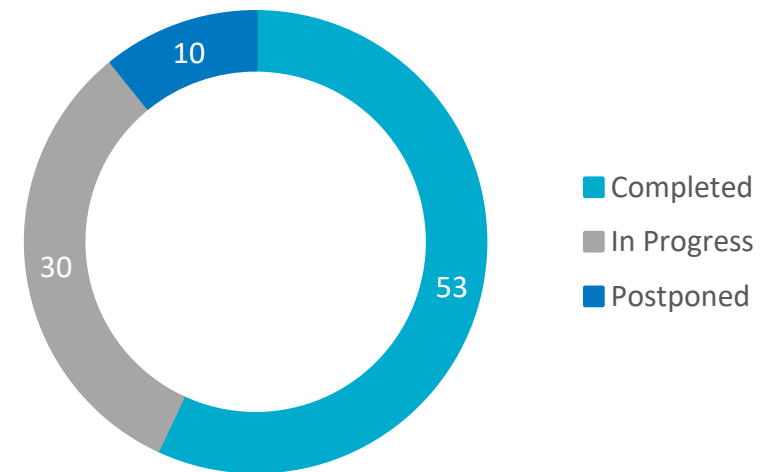
Where do we go from here?

Building a more effective team begins with small daily actions. Actions that derive from our understanding of the results and what is their underlying meaning. Actions that are based on clear objectives that meet our people's needs.

46% of the total actions are related to:

- I have the materials and equipment I need to do my work.
- This last year I have had opportunities at work to learn and grow.
- There is cooperation between my department and other departments with whom I work.

93 Actions overall





Innovation Initiative

We strongly believe that the best source of innovation is our own people who interact with our customers and understand their changing needs and requirements.

This Innovation initiative encourages teams or individuals to communicate their ideas by submitting improvement proposals that will impact the way we work (operational efficiency), our revenue, profitability, customer and employee experience.

We are in the midst of a technological evolution, affecting both our customers and our own industry. To succeed, we need to adapt and find ways to innovate and be one step ahead of these rapid changes.

Our focus on innovation started last year through the formation of an Innovation Committee that had as a task to re-think our offering and the way we work in a strategic level. This year, we aim to take this one step further by investing and recognizing new ideas coming from the core of our business: our people.

With this new initiative we wish to inspire everyone to share their proposals about our product and service offering (what we offer) and our internal processes (how we work)

The most important aspect of this project is that the best proposals will be implemented by the Group or by the countries, making ideas happen.

95 submitted ideas

3 ideas are awarded for having contributed to the implementation of new things in Printec.

10 ideas are awarded for their drive and innovative way of thinking

6 ideas have been found innovative, beneficial and realistic and are progressing to the next round.



LET'S MAKE
YOUR IDEAS
HAPPEN



The winning photo

2018 was a year of celebration for our 30-year anniversary.

To keep the memories alive, we asked our people to share their photos depicting their definition of *Life @ Printec* in one image.

16
Countries

120
Photos

250
Votes

Throughout the year we had local photo contests, while the winners participated in a final round.

We finally have the winner through a voting process where Printec people selected their favorite.





We Care

In Printec, WE CARE

Our Corporate Social Responsibility actions have been formulated under the "We Care" program.

The program has been divided to 3 basic pillars:

- For You (Our People): Activities relating to Printec employees
- For Society: Actions towards the societies and communities within which we operate
- For the Environment: Actions towards improving sustainability and environmental consciousness.

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.

Our "We Care" program has been established under a clear framework. The "We Care" and the Environmental & Recycling policies set the guidelines regarding what activities we participate in and how we engage with the community. The CSR Committee ensures that the policies are being followed and sets a CSR strategy for the whole company.

Our CSR vision and strategy is formulated around 3 basic pillars and is translated into integrated solutions that deliver greater convenience and add value to people's lives.



For You



For Society



For the Environment





“

From the very beginning of the “We Care” Program, even before we had launched it, we knew that people wanted to participate in CSR activities. However, we could never imagine the extent of their participation. The program was immediately embraced by our people and sponsored by Management.

Every activity that we organize is received with a very positive reaction. We are always excited to do new things and we are having a lot of fun in the process.

We are so proud that we can do so many important things together, and offer back to society.

*-Irini Ioannidou
Member of the CSR Committee
GROUP*

“

The “We Care” program of the company has been very helpful in increasing engagement and collaboration among our people. Every activity that we take a part in, is an opportunity to give back to society and to build stronger relationships in our team.

Volunteering and participating in athletic activities has become an integral part of how we work and our people have started taking initiatives and proposing additional activities that we can all take part in.

I am proud of our team and our dedication to build stronger relationships and support the community.

*-Sylvos Vasiliadis
Member of the CSR Committee
GREECE*





“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 as:
Discounts on Products & Services, Meal & Transportation subsidies, tickets for museums and theaters

We participated in **33**
“Grow”
“Fitness & Health”
and “WorkLife”
activities in 2018

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

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

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



We Care | For You

BULGARIA

Legion Run

For the 2nd year, our amazing team participated in the Legion Run, the event that transforms colleagues to friends.



UKRAINE

Painting Contest for "Defender of Ukraine"

This year we celebrated the "Defender of Ukraine Day" with an on-site drawing competition for our colleagues' children. Kids had to paint their father-figure or any family member, and the best painting got a special prize.

UKRAINE

English classes & library

22 of our colleagues participated in English classes taking place in our offices. Also, we organized a new library where our people can have access to business books.



GREECE

"Van Gogh Alive" exhibition

More than 50 of our colleagues visited the famous "Van Gogh Alive" exhibition, learning about the artist's life and art.





GROUP

Athens Authentic Marathon

37 of our colleagues from Greece, Ukraine and Romania participated in the 5km, 10km and 42km races on 11th of November. We all had fun, and many colleagues even exceeded their last years' performance.



GREECE

Blood Donation

Along with Bloode, -the 1st online platform to spread and systematize blood donating in Greece- we implemented our annual blood donation for 2018. It included blood and bone marrow donations for the Printec blood bank; available to our employees and their families as well as people in need.

BULGARIA

First aid training

We participated in a First Aid training dedicated to improving health and safety by teaching the skills required to deal with emergency situations in the workplace or in any other place.



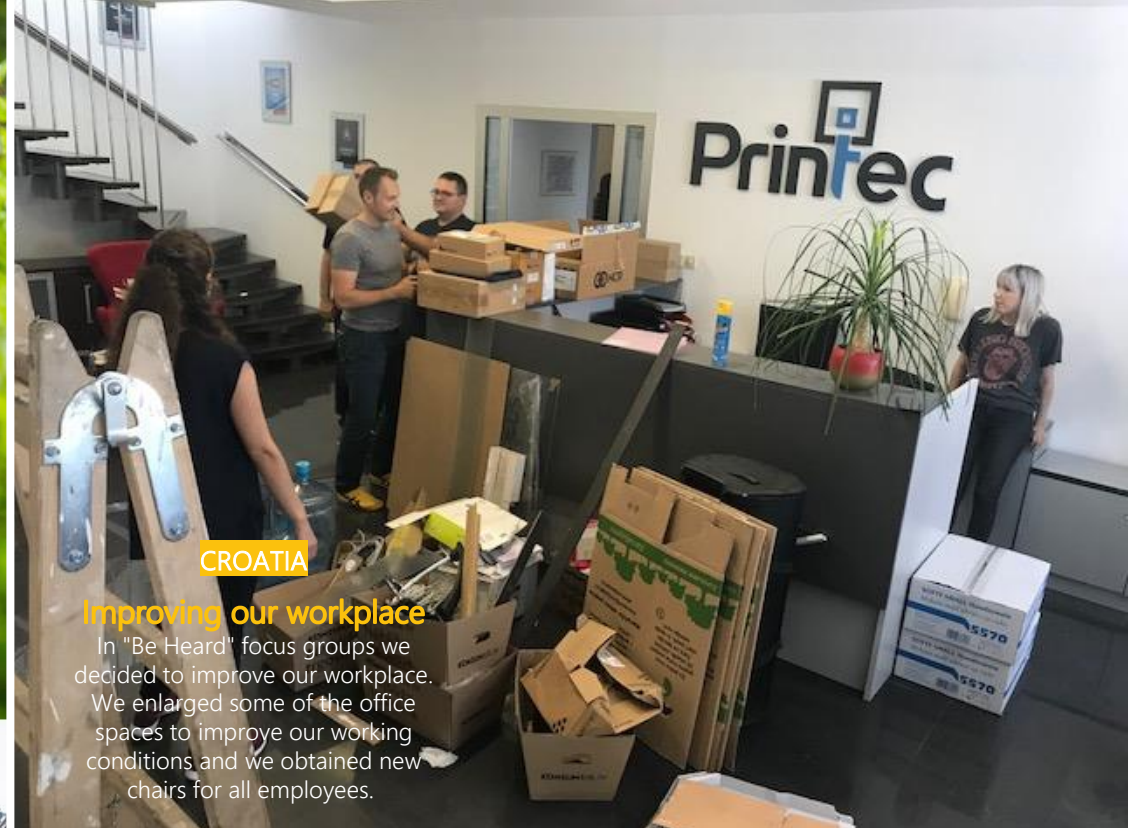


We Care | For You

SLOVENIA

Ljubljana Business Run

We competed in the 3rd Business Run in Ljubljana. It is a running event where we participated in activities for teambuilding, networking and cooking.



CROATIA

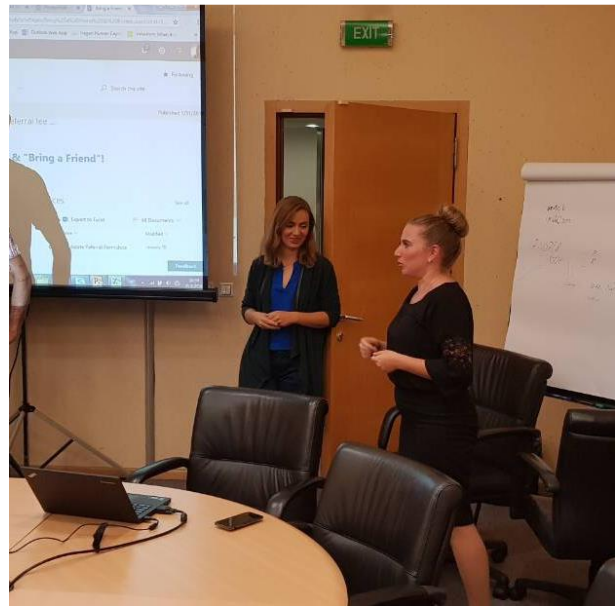
Improving our workplace

In "Be Heard" focus groups we decided to improve our workplace. We enlarged some of the office spaces to improve our working conditions and we obtained new chairs for all employees.

BOSNIA HERZEGOVINA

HR awareness sessions as part of our "Be Heard" action planning

Awareness sessions for all employees - HR topics such as PPD, Competencies Model, Reward Scheme, importance of feedback etc. Besides Printec Bosnia team, our Cluster General Manager, Goran Martić, joined the meeting too and provided our people with his own examples from his Printec life experience so far.



Holidays around Printec

Every year around Printec, we celebrate the winter holidays and the New Year. We exchange gifts, we organize office celebrations with our families, we decorate our offices and we have fun. Each year is unique, -like this year's Hawaiian themed party in Slovenia- but what is common is joyful spirit of the season.





“For Society” is our group-wide program that enables us to offer back to the communities in which we operate.

Our main goal is to utilize our **technological expertise** and **share our knowledge** with others.

We also focus on supporting children and families in need.

All of our activities are team activities, because we believe that **teamwork** and **collaboration** are important in improving relationships and our overall impact in society.

Throughout the years **volunteerism** has spread across Printec and each year we note an increase in the involvement in social actions among Printec employees.

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.

This year we used our knowledge for a good cause. Our developers created a new software for a POS to receive donations through contactless transactions.

Make-A-Wish received a 2€ donation by tapping a debit/credit card on the POS.

We participated in **20** activities group-wide, offering: food, clothes, hygiene products, educational material, medicine & vitamins, speech therapy, toys & sweets, to **15** organizations for children & families in **7** countries

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 science festivals or tech exhibitions 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 support children

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

For the last 5 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.

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.





GREECE

We Race for the Cure

Race For the Cure is consistently our activity with the highest participation.

Colleagues, friends and family gather each year in the center of Athens to raise awareness on breast cancer and celebrate and support the survivors.

Planning Ahead

In 2019 we plan on participating in similar races in at least 2 additional countries.

Participating in the Race has become a tradition for Printec, and every year more people are eager to help in organizing the event.

Let's renew our participation for next year!



UKRAINE

Helping children

Helping children is a priority throughout the company and we provided a local orphanage with vitamins in order to help safeguard the children, now that winter is coming.

BOSNIA HERZEGOVINA

Donating to SOS Children's Villages

We supported the SOS Children's Villages by donating instead of printing New Year's cards. The organization provides to children with a warm family environment, education and opportunities for a better future.

GREECE

We support Make-A-Wish

This holiday season we use our knowledge for a good cause. Our developers created a new software for a POS to receive donations through contactless transactions. Make-A-Wish receives a 2€ donation by tapping a debit/credit card on the POS. This action was realized by Printec in collaboration with Cardlink and Easy 97.2. The POS has been installed at the Golden Hall, a shopping center in Athens.



GREECE

Make-A-Wish dinner

The life stories of children who fought and won were inspiring - to say the least. Printec participated in a dinner that celebrated life, supporting the work of Make-A-Wish Greece.



The We Care program in Ukraine has started recently, but I am proud on progress we've achieved, though there is much work to be done ahead. And you can clearly feel it when you meet Printec people all over Europe.

Wherever I meet colleagues from Greece, Bulgaria and other countries, they are easily recognized by having something in common

We are not united just by working in one company, we are all united by the match of personal and company values. This helps me to see a bright future for Printec, which I personally plan to contribute also through the prism of CSR activities, which are embedded into the core strategy of our company's activities.

I will continue thinking globally and acting locally, which I have experienced when implementing CSR projects in Ukraine.

-Yuliya Lavrenchuk
UKRAINE

Encouraging giving, organizing activities, spreading information to customers about CSR, recycling and many more – these are actions we are doing now and we will implement more extensively in the future.

I am confident that our lives have to be lived with a purpose, - humanity, gratitude, grace, love, care and support.



Being able to live and work in line with our values, surrounded with colleagues, all driven by similar way of thinking and passion, where caring for our business and carrying for our society goes along so naturally, is for me true purpose and meaning of the We care program.

The perfect balance, of professional and personal engagement, where it's not about monetizing your brand, but about being able to make an impact, to offer our time for organizing different actions to support organizations and individuals in our society, to impact others life, and to show care for our environment.

In the period that is afront of us, we would like to utilize our regional presence in Adriatic to spread activism in each of our countries, and when it will be possible to merge our initiatives and actions with bigger impact.

-Vesna Simic
CROATIA



SLOVENIA

Contributing towards enhancing security

Printec Slovenia received a bronze badge from the Police department for our contribution in enhancing security. This came as a result of a decade of excellent cooperation between Printec Slovenia and the Police department (Ministry of the Interior) in the field of ATM security.



SLOVENIA

Cooperation with the Police for child safety

Each year we cooperate with the Slovenian Police to create a free coloring book. This year the book had the title "My role models". It presented different professions to raise awareness among children in the district of Siska in Ljubljana.

BULGARIA

Open-door day for students

We welcomed 15 students at our premises, from technical schools. Our colleagues from all departments presented their role, their professional background and skills, and answered to some very interesting questions.



CROATIA

Supporting athletic activities

Printec Croatia supported the "Children Water polo club" based on Split, Croatia.



CROATIA

Christmas giving to families in need

This year our colleagues supported the humanitarian association "Dobra volja" (a.k.a. Good will) This association supports many families all around the country that are in need. We are very happy that helped them bring some Christmas joy to so many homes.



UKRAINE

Christmas giving to orphanage

This year Printec Ukraine team supported the "Nadiya" orphanage (children 3-14 years old) by providing warm winter clothes, presents, sweets, biscuits and greetings cards from Santa!



CROATIA

Christmas giving

Traditional donation of our employees to children without parents. We offered toys & sweets to bring a bit of joy during Christmas.



GREECE

Friends of the Child

Every year we visit the "Friends of the Child" to offer them breakfast supplies, clothes that we gather in our offices and cover their speech therapy costs for an entire year. The management of the school explained that our continuous support of the organizations is cherished since their main issue is that they cannot predict when they will receive donations or funding.



CROATIA

Easter giving

Employees participated in this volunteer action, where we supported local civil association "DAJMO IM ŠANSU". This organization helps children without proper parental care, and/or with chronic and malignant diseases, as well as the single parents of these children. Additionally, we gathered together and donated to an institution that cares for pregnant women and young mothers with newborns and children up to 3 years old. This organization currently supports 12 abandoned babies and 6 mothers and their children. By this action we made Easter giving truly meaningful!



BULGARIA

Easter donation

This Easter, we all gathered to offer sweets and educational games to children in need. We purchased Easter eggs and chocolates and educational board games, to enhance learning and collaboration.



“

Living in a family, without real support, makes children more vulnerable. Sometimes the family can be a source of physical or psychological harm. Children who live in a healthy and steady environment are better protected against the dangers of life. This protection is being given generously to children in need by the NGO "Friends of the Child" that becomes their "family".

Every time we give a hug to a child there, it is like we are being recharged and empowered for many days... We keep deep in our hearts their dark or bright smiles, their need to show us how happy they are because we just managed to visit them!

Be generous to children, they will only give you love!
Keep being volunteers!

-Evi Vasiliadou
GREECE

“

I am very proud of people I am working with, I am very thankful for their response, activity and for all the projects and initiatives we have on corporate level, and enormous gratitude for the CSR principles embedded into our working processes. I am sure we shall prolong with zest our contribution to a better society, so we can have happier people and healthier environment and stronger communities.

-Yuriy Eysmont,
UKRAINE





Printec, operates in an industry with a small environmental impact, but we still want to become better.

We have established the "We Care" policy and the "Environmental & Recycling" policy through which we set the framework for a more environmentally conscious way of working.

The policies can be easily accessed through the company intranet, and in addition to that, each year we run awareness campaigns in our countries.

We work efficiently

Our Travel policy establishes that we minimize unnecessary relocations, and we have reduced travelling abroad for physical meetings with teams and clients to the absolutely required.

Our Car policy also establishes that 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).where possible, hybrid models need to be used.

Our Environmental & Recycling policy encourages going paperless and plastic-free in our offices. We are digitalizing our archives and we are reducing the use of paper.

We recycle

We are responsible for recycling our machinery in a certified way and we have established recycling practices in our offices. We are working with partners that recycle ink cartridges, and batteries and we have waste separation bins in our facilities.

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 Care | For the Environment is our program that promotes sustainability and environmental consciousness throughout the company.



We help others work efficiently

Our products and services focus on the digitization of business to consumer interactions, thus on the reduction of paper-based processes and unnecessary movement of people, documents and money.

For example, one of our products, **the e-signature** is helping businesses work efficiently as the case study highlights.

THE RESULTS – Lower costs, faster customer service and increased efficiency is just the start

PROTECTION OF THE ENVIRONMENT

Electronic signatures help save

100,000,000

sheets of paper every year,

a quantity equivalent to more than

10,000

trees.

Case Study

Piraeus Bank, first among the Greek banks identified the need to digitize the processes executed by the cashier tellers, relationship managers and desk officers in the branches. The latter usually deal with transactions that take longer, thus the bank decided to start their e-signature project from there.

To cut down on printing, manual signing, storing, transporting and physical archiving of documents, the bank equipped each desk with a signature pad and pen that allowed all transaction related documents to be signed electronically and as a final step to be automatically digitally archived in the document repository of the bank.

The electronic signature process allowed for all the transactions to move on faster and better, updating in real-time all the systems of the bank, reducing significantly the time needed, while maintaining the highest security standards. The solution not only saves time for the customer and the employee, but is also more secure, as the delivered signature pads have the ability to capture biometric data that compare the speed of writing, its acceleration, pressure on the pad, writing angles and other elements that allow for a secure verification of the signer.

For more on the Piraeus eSignature Case Study visit the website https://www.printecgroup.com/images/resources/CS_Piraeus_eSignature.pdf



We Care | For the Environment



ROMANIA

Planting Trees

Following the Chinese proverb: "The best time to plant a tree was 20 years ago-the second best time is now", on the 13th of April, our Printec team together with Organizatia ECOTIC planted over 60 seedlings and cared for over 200 shoots. It was a great day and we do hope we'll meet again next year with more and more volunteers.

CROATIA | SERBIA | BULGARIA

Bottle caps for a cause

In Croatia and Serbia, 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. In Bulgaria we participated in the national charity campaign Plastic caps for Future.





Waste separation & recycling

In many of our locations around our countries we regularly recycle materials. We recycle paper, glass, plastic, batteries and printer cartridges.

Last year we launched a recycling campaign, and we plan on promoting our recycling program even more in 2019.

Our goal for the future is to go paperless and plastic-free in our offices.

We recycle

- electronic equipment
- packaging material
- ink cartridges
- bottle caps
- light bulbs
- batteries
- plastic
- paper



What we achieved in 2018

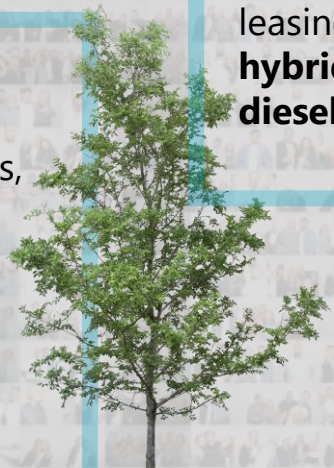


safe disposal and **recycling** of paper, toners & batteries

33 volunteers for blood donation & **14 volunteers** for bone marrow in 1 country

helping **"Make-A-Wish"** by **creating a software** for contactless donations through a POS

20 activities group-wide offering: food, clothes, hygiene products, educational material, medicine & vitamins, speech therapy, toys & sweets, to **15 organizations** for children & families in **7 countries**



leasing **hybrid or diesel cars**

LED lamps in all of our facilities

recycling bottle caps for a good cause in **4 countries**



planting of **60 seedlings** & caring for over **200 shoots** in **1 country**

7 fitness activities with participants from **6 countries**: Athens Marathon the Authentic, Legion Run, Race for the Cure, Ljubljana Business Run, Athens Bicycle Round, yoga & pilates in the office, intramural tournaments

celebration of **Woman's Day** & other **national days** in our offices in **4 countries**

implementation of **employee engagement results**: re-organized & improved offices, communication skills training, People Management training, labor legislation awareness



cultural activities in **2 countries**: on-site business library, visit to theater, museum & historical site



trainings in **4 countries**: English courses, communication skills, first aid training, stress management

visit of **2 schools** in our offices in 2 countries for professional advice & career orientation



We Care.



Acknowledgements



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

Thank you

to everyone who volunteered, helped organize, or participated in any way in our activities,

to every organization that gave us the opportunity to collaborate and give back to the community,

to everyone who contributed to the creation of this report.

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We Care.