



**UN GLOBAL
COMPACT**

**Communication
on Progress
2022**



INTRACOM
TELECOM



Kartlos Edilashvili

Acting Managing Director (CEO)

CEO STATEMENT

“The year 2022 has been a challenging year, requiring increased response times in new situations, effective decision making and flexibility. In order to respond to that change, we had to think differently, being flexible and reach new levels of collaboration. I am appreciated by the way our company continued to react efficiently to this challenge, focusing on employees' health and safety, and well-being. With our people remaining our top priority, we are now expanding our focus on helping our clients and partners more, to fully embrace sustainability.

This year, once again, we proudly renew our commitment of support in alignment with the 10 Principles of the United Nations Global Compact in respect to human rights, labour rights, the protection of environment and anti-corruption, and we affirm we will continue our membership to CSR Hellas and Global Compact Network Hellas.

Some of the 2022 achievements are listed below:

» We transformed our work schedule to a contractual hybrid working model for the majority of our employees offering them with flexibility in order to adjust to the new conditions.





- » We received an international award from the renowned association of WITSA, for a Smart City project that emphasizes on Environmental protection and Sustainability, addressing real problems and impacting directly and positively the lives of Serbian citizens.
- » We organized technology related workshops in 3 cities in Greece (Athens, Thessaloniki and Patras), so to continue educating the student community.
- » In collaboration with the Hellenic Red Cross we proceeded to a donation for the support of the War Stricken Citizens of Ukraine with food and medical supplies.
- » We proceeded to the complete exit from the Russian market in the framework of the European Union sanctions on Russia imposed on February 25th 2022.

Our vision is to develop innovative technologies that will improve the quality of life of citizens around the globe and I am confident that the Intracom Telecom team is fully aligned with our commitment to continue delivering superior products and services to our partners and customers that, in their turn, contribute to this goal.



A world map with a grey landmass and white ocean. Various colored location pins are placed across the map. A large red banner is centered over the map.

**We envisage a smarter connected world
where advanced technology enables
innovative, life improving services**

-  Local presence
-  Technical Assistance Centers
-  R&D facilities
-  Production facilities

THE GROUP



1,700
employees
worldwide



16
countries with
local presence



3
R&D
centers



70%+
international
activities

We are a global telecommunication systems and solutions vendor with over 45 years of experience in the market and approximately 1,700 employees worldwide. We have extensive know-how and a proven track record in the telecommunications market, developing and providing products, solutions and professional services primarily for fixed and mobile telecom operators, public authorities, and large public and private enterprises.

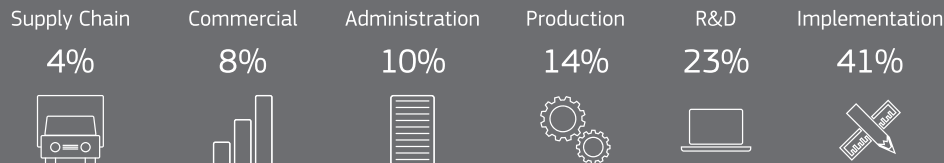
Our dedication to R&D and commitment to technology innovation is at the foundation of the company's business strategy. We invest significantly in R&D programs developing cutting-edge products and competitive solutions on an international level. We operate R&D and production facilities in the European Union and we participate in the European Union's (EU) flagship initiative for 5G, as well as in the EU Horizon 2020 research framework. Moreover, we partner, at an R&D level, with major technology vendors and leading academic institutions globally, jointly conducting research and development of new products and services.

Our company has become the benchmark in fixed wireless access and it successfully innovates in the 5G/4G wireless RAN transport and small-cell SON backhaul international arena. We also offer a comprehensive revenue-generating software solutions portfolio and a complete range of ICT services, focusing on IoT, SDN/NFV, Big Data analytics & data-driven intelligence, and Smart City solutions. Moreover, we address the Energy & Utilities industry, emphasizing on smart metering and end-to-end IT solutions. We are also active in the defense sector providing security integrated systems for critical infrastructure protection and border surveillance.

OUR PEOPLE

Throughout Intracom Telecom history, our people have embraced constant change. Fiscal 2022 was no different. Last year, despite an unprecedented health, economic and social crisis, our people around the world demonstrated their dedication, resilience and commitment to our clients, creating shared success for all our stakeholders. One of our primary goals is to lead with compassion and humanity, to help our people be their best professionally and personally, and this took on a deeper meaning and sense of urgency this past year. We supported our people with new virtual tools and initiatives to help them cope with the demands and stresses of the compounding crises. We took decisive action to reaffirm that Employee training will not stop during the pandemic and the company will continue to support Employee wellbeing. At the same time, we remain focused on supporting our people professionally, equipping them with leading-edge technologies, continuous learning and a supportive community to enable them to seize opportunities and resources to successfully manage their careers, and to help themselves, our clients and one another as we look ahead to a new reality beyond COVID-19.

FUNCTION



EDUCATION



Postgraduate
Studies



University / Technological
Educational Institute



High school / Technical
school / College

OUR SOCIAL RESPONSIBILITY

We are strongly committed to the values of Corporate Social Responsibility (CSR) and endorse United Nations Global Compact as well as actively participate as member in CSR Greece and Global Compact Hellas associations. The Group is fully aligned with the United Nations Global Compact's ten principles in the areas of human rights, labor, the environment and anti-corruption. It is committed to conducting its business in an environmentally sound and sustainable manner, safeguarding pollution prevention, providing excellent workplace conditions and being committed to finding solutions to societal challenges.



HUMAN RIGHTS



LABOUR RIGHTS



ENVIRONMENT



ANTI-CORRUPTION



HUMAN RIGHTS

ACTION PLAN AGAINST COVID-19

During the fight against COVID-19 pandemic, we made all necessary amendments to keep every Employee working uninterrupted in the safest possible way. Intracom Telecom's readiness for social solidarity, which expresses a general attitude of humanity, mutual assistance, understanding and reciprocity, has determined the company's direction in the era of the global corona virus pandemic. In 2022, Intracom Telecom remained true to its commitment to continue long-term investment in the community, and, in keeping with the new circumstances, key projects were implemented and humanitarian actions were initiated in the area of health and social protection. On top of Greek Government's directions during the first half of the year, our action plan continued as in previous year and was also enhanced with additional measures and humanitarian actions in the field of health and safety, as below:

- » Hybrid working status continued to be implemented at higher percentages than those imposed by the State. During 2022, we implemented for the majority of our Employees the choice of a contractual hybrid working plan at a standard basis in order to provide flexibility and to enhance Employee's physical energy, mental focus, value and sense of purpose.

- » We continued to support our people personally with new virtual tools and initiatives to ensure they were seen, heard, connected and productive, as well as to help cope with the demands and stresses.
- » Provision of constant communication to our Employees from professionals of our Occupation & Physician Office providing guidance based on each individual's situation. A dedicated COVID-19 emergency team provided support through an established action plan of possible COVID-19 confirmed cases on 24/7 basis.
- » Provision for additional self-tests at Company's cost for all Employees working with a physical presence.
- » Employees' Notification System in emergency cases was enhanced in order to inform Employees about COVID-19 cases in their close relationships.
- » Temperature measurement of Employees and visitors/partners entering the Company's premises and buses, as well as scanning of their vaccination certificates or rapid tests during the first half of the year.
- » Implementation of meetings through applications such as Microsoft Teams and Zoom, and avoidance of physical meetings where possible especially during the first half of the year.

HEALTH AND SAFETY (ISO 45001:2018)

Intracom Telecom is fully committed to providing a healthy and safe workplace to its Employees. This philosophy is best represented by our certification to ISO 45001:2018 Occupational Health and Safety Management System, which ensures that all Health and Safety regulations are strictly followed in the workplace, enables the company to identify & control health as well as safety risks, prepares Emergency Response plans and improves its overall performance. Moreover, all new Employees attend orientation seminars aimed at familiarizing them with all the security measures.

REFURBISHED PC DONATIONS

By donating refurbished personal computers to public schools and non-profit organizations in Greece we contribute to bridging the gap between technology education and lack of appropriate infrastructure. We initiated this program more than 15 years ago and we are proud that until today we have achieved to provide more than 1,300 personal computers; of which nearly 25% were donated in 2022. Moreover, this initiative has an environmental aspect too, since the choice of extending the life use of these PCs results to reduction of the amount of waste sent to landfills. It is now one of our basic principles to ensure the responsible recycling of all equipment, where donation is not feasible.



205%

more refurbished
PCs donated in 2022
compared to 2021

ENHANCING YOUTH'S EDUCATION

Intracom Telecom supports the role of education in society that prepares the next generation of talent. Within this framework, we educate budding scientists by supporting the European Pact for Youth initiative, launched by CSR Europe and the European Commission, inviting businesses, social partners, education & training providers, employment services and parents to develop and consolidate partnerships in support of youth employability and inclusion.

During the last years, by offering our sponsorships to the Electrical Engineering Students' European Association (EESTEC), Board of European Students of Technology (BEST) and The Electrical and Computer Engineering Conference (ECESCON), we managed to organize workshops for University students in Athens, Thessaloniki and Patras in order to share our professionals' technical knowledge. In 2022, we also participated in the conference of Electrical and Computer Engineering students in Patras, sharing with students our insights in two workshops. The first workshop was related with "The Path from Physical HW to Cloud Native in Telecoms" an introduction to the participants in the evolution steps of Mobile Communications, with an end-to-end perspective, from user devices to radio part, core network and global connectivity. The second workshop was related with wireless network systems" where participants had an introduction in the wireless systems for the mobile backhaul and fixed wireless access with use cases.

Additionally, in cooperation with IEEE National Technical University of Athens Branch we organised in November a workshop on IoT technologies which gave the opportunity to students to come in contact with our team, exchange opinions in real life case studies and see how the vision of Intracom Telecom for a smarter connected world is possible. Last but not least, in December we organized a “Cloud Native Bootcamp” workshop with BEST in Thessaloniki where the local students had the opportunity to get in touch with cutting edge Technologies. We have also continued to have an annual framework for University internships and traineeships in various scientific fields in our company.

SOCIAL GROUPS IN NEED

During 2022, Intracom Telecom supported financially the philanthropic organization “Girls House- Filothei” in collaboration with ALBA Business School and the Hellenic Federation of Enterprises (SEV). At the same time, the company contributed to the seasonal fundraising of the Pan-Hellenic Association of the Blind, aiming to provide visually impaired people of all ages who live throughout Greece, independent living and social and psychological support. In collaboration with the Hellenic Red Cross, we proceeded to a donation for the support of the War Stricken Citizens of Ukraine with food & medical supplies. Moreover, the company continues the collection of bottle caps on behalf of the Association of Paraplegic and Handicapped of Pellas Prefecture in order to exchange them with wheel chairs for the Association’s members.

BUSINESS CONTINUITY

No one can predict the future, but we can certainly be prepared for it and that is what we aim in Intracom Telecom with our Business Continuity Planning. Our ISO 22301 certified Business Continuity Plan outlines procedures and instructions that the organization must follow in the face of an emergency or disaster in order to ensure that business processes, procedures, assets and human resources can continue operating during and after this time. This year, faced with the coronavirus pandemic, we managed to deliver our products and services uninterrupted, maintaining our company’s business continuity. Our goal is to be a well-organized and proactive organization that ensures the health & safety of its Employees and 2022 gave us the opportunity to demonstrate the importance of clear communication in an emergency situation.

LABOUR RIGHTS

EXCELLENT WORK ENVIRONMENT

Our Employees' well-being is our key factor in determining Intracom Telecom's long-term effectiveness and sustainability. The biggest reward and success of our company is our Employees' satisfaction about their job and their continuous development that will assist them in reaching their highest potential.

Within this framework, we offer benefits to all Employees such as:

- » Free Employee and subsidized family medical insurance plan
- » Free transportation on company buses
- » Free parking on company premises
- » Flexible working hours

FAIR HUMAN RESOURCES

It is the policy of Intracom Telecom to maintain a work environment free of unlawful discrimination for all Employees. Our Human Resources Management System and its subsystems, including recruitment & succession planning, career development, performance and rewards management, training and development, are in full alignment with our corporate principles of equal opportunity and meritocracy. Our company applies policies for equal opportunities irrespective of caste, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age. Given this framework, an 8% of Intracom Telecom Group's Employees are people who belong in categories such as: parents or members of multi-child families, disabled people or relatives of disabled people, etc. Promotions are awarded once a year as part of the annual performance appraisal procedure and Employees are rewarded according to their performance and their individual contribution towards achieving the company's goals. We are hiring with meritocracy, using criteria as academic qualifications and skill sets, with candidates taking written exams during a regularly organized assessment center process.

FREEDOM OF ASSOCIATION

In Intracom Telecom, Employee trade union rights are respected and all Employees are free to join trade unions or similar external representative organizations. The Employees' Union is active with approximately 70% of our Employees being union members.



INVESTING IN OUR EMPLOYEES

Intracom Telecom's culture focuses on the lifelong learning of its Employees and the attraction of highly qualified professionals in Greece and abroad. The company offers lifelong learning opportunities to all Employees with continuous in-house and off-site training, determined by the challenges they have to face regarding their job. In 2022, more than 8,000 training hours were invested on 358 Employees throughout the Group.



22

training hours on
average per trainee

INTERNAL COMMUNICATION

Intracom Telecom's culture of sharing and collaboration is also supported by keeping up to date our Employees. Our Employees are updated in a weekly basis, through our company portal, bulletin boards, e-mails, staff meetings and corporate publications. In "Interact", our company portal, they can find information i.e. latest news and announcements, useful links about daily life, guidelines, internal services procedures and company's policies. Within these 2 years of unprecedented challenges the need to be in close contact with our people became our first priority. For another year we continued to provide our Employees with continuous updates about traveling guidelines, medical instructions, mail & packages handling, visitors handling, use of the protection mask in company's premises and buses, vaccination campaigns, social distancing and hands hygiene. We also continued to implement an Employees' Notification System in emergency cases, via SMS on their mobile phone device.



ENVIRONMENT

ENVIRONMENTAL MANAGEMENT SYSTEM (ISO 14001:2015)

Intracom Telecom is committed to conducting its business in an environmentally sound and sustainable manner and takes precautionary measures to protect the environment and minimize any negative environmental impacts that may result from its daily operations. The company defines and documents identification and evaluation methods of all environmental aspects of its operations and their associated impacts. Evaluation is performed against predefined criteria including legislative and other regulatory requirements. Emergency Response Plans are designed to secure prevention and mitigation of the associated environmental impacts. The company has established an Environmental Management System (EMS) which is certified in accordance with the international standard ISO 14001:2015 and is integrated with the ISO 9001:2015 (Quality), ISO 45001:2018 (Health and Safety), ISO 27001:2013 (Information Security) and ISO 22301:2019 (Business Continuity) based Management Systems. The company is subject to assessments by an independent certification body for its compliance with the abovementioned standards. The company seeks continual improvement by setting specific environmental objectives based on identified environmental impacts, on compliance obligations and on risks and opportunities, and by monitoring and documenting the achievement of these objectives. Intracom Telecom recognizes that environmental responsibility is crucial to its long-term success. Developing, manufacturing and marketing products that are not energy demanding and can be reused, recycled or safely disposed, as well as using environment-friendly manufacturing methods and enhancing Employee awareness and training, contribute to the company's aim towards sustainable development.

PARTICIPATION TO COLLECTIVE ALTERNATIVE MANAGEMENT SYSTEMS

Procedures for recycling and reusing materials are applied at all facilities. The company participates in the nationwide Collective Alternative Management Systems - “RECYCLING” (organized by “HE.R.R.CO”), AFIS S.A. and RE-BATTERY S.A. for the collection, sorting and recycling of used packaging materials, consumer batteries and lead-acid batteries respectively. It also participates in Collective Systems for the operation of Alternative Management of WEEE in Greece (“APPLIANCES RECYCLING S.A.”) and other European Countries, fully adhering to the EU directive on waste electrical and electronic equipment (recast WEEE directive - 2012/19/EU).

WASTE MANAGEMENT

Intracom Telecom’s waste is collected by authorized companies. Indicatively, waste includes used electrical and electronic equipment (e.g. PCs of no further use, rejected finished or semi-finished products, etc.), building installation lighting, non-usable cables, metals (e.g. iron, aluminum, etc.), timber (e.g. pallets, wooden reels, etc.), packaging waste (e.g. cardboard, plastic bags, etc.), printed material, lead batteries (e.g. from uninterruptible power supply units-UPS), small batteries, etc. Depending on their physical and chemical properties, waste produced is collected by authorized companies and delivered to authorized facilities for provisional storage, sorting, recycling, treatment, recovery or disposal. In 2022, the tonnage of non-hazardous waste was about 92 tonnes, while the tonnage of collected hazardous waste was about 5 tonnes⁽¹⁾.

ROHS DIRECTIVE

Intracom Telecom has taken all necessary steps to ensure that its products comply with the EU directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (recast RoHS directive - 2011/65/EU and its amendments e.g. Commission delegated directive (EU) 2015/863).

⁽¹⁾ Data are available as of October 31, 2022 and do not include wastes collected by municipal services

GREENHOUSE GAS EMISSIONS

The major cause of climate change is believed to be global warming, resulting from the increasing concentrations of CO₂ and other greenhouse gases (GHGs) on earth. In order to deal with climate change, Paris Agreement came into force in November 2016, setting the target of keeping the global temperature rise below 2°C, above pre-industrial levels and calling for efforts to limit warming to 1.5°C. Intracom Telecom understands the importance of addressing and contend with climate change and has taken steps to support the 1.5°C initiative. In this context the Company is aiming at reducing its Scope 1 and Scope 2 emissions by 50% by 2030, taking 2019 as the baseline year. Intracom Telecom calculates and monitors greenhouse gas emissions produced from its activities, using internationally approved calculation standards for greenhouse gas emissions such as “The Greenhouse Gas Protocol” etc. For 2022, CO₂ emissions have been estimated to be 2,899 tonnes⁽²⁾. Furthermore, Intracom Telecom has been participating since 2008 in the CDP (formerly known as Carbon Disclosure Project) and has been reporting through CDP to specific customers / interested parties on its carbon footprint.



39%

reduction of GHG
emissions in 2022 (est.)
compared to 2019

ENERGY SAVING

Intracom Telecom has undertaken a line of action that contributes to energy saving and the minimization of climate change impacts. Indicatively, the company performs preventive maintenance on equipment and electrical networks, regulates electrical parameters, operates building service equipment (e.g. air-conditioning units, lifts etc.) in an environmental friendly manner, uses video-conference equipment, which reduces the number of business trips required, uses integrated information systems aiming to restrict the consumption of paper, hires coaches for the transportation of personnel from central points in the city to Intracom Telecom, etc.

⁽²⁾ For more information please refer to www.intracom-telecom.com/en/company/profile/ClimateAction.htm

ECOLOGICAL DESIGN OF PRODUCTS

Intracom Telecom is paying close attention to the latest trend developments in the ICT field, and keeps its personnel informed and aware on the fundamentals and practices of ecological design. Indicatively, design fundamentals concern:

- » the reduction of the use of virgin materials that is harmful to the environment and the promotion of the use of recycled materials where technically and economically feasible
- » the capability of repairing and upgrading of products in order to extend their lifespan
- » the capability of products to be fully or partially disassembled and reused aiming to facilitate the recycling process and reduce the volume of waste
- » the provision of instructions for the end-user regarding the management of equipment at the end of its lifecycle, etc.

EMPLOYEES' ENVIRONMENTAL AWARENESS

Intracom Telecom aims to increase its Employees' environmental awareness through induction activities, reviews and audits. Employees are informed about the company's environmental policy, and relevant activities and initiatives, such as the waste management processes implemented, during the induction seminar at the beginning of their employment. Notifications and reminders to the Employees are circulated and published in the company's intranet.

ANTI-CORRUPTION

CODE OF BUSINESS ETHICS

Intracom Telecom is committed to the highest standards of ethical behavior in all its actions and decisions. Our Code of Business Ethics sets forth the company's position on fundamental legal, ethical and social matters, determines the way it operates around the world and applies to all Employees and external consultants, regardless of position or location. The Code offers clear guidance and sets certain non-negotiable standards of behavior that must be adhered to when interacting with coworkers, customers, suppliers, partners, shareholders, communities and public or state authorities while it is also communicated to suppliers and external consultants. The Code covers topics like compliance with laws and regulations, dealing with conflict of interest, proprietary information, dealing with competition, bribery and anti-corruption, political contributions, integrity, record keeping, company property, human rights and labor practices, health and safety, environment, leading by example, compliance and code violation reporting.

In 2022, we implemented a Gifts, Hospitality and Entertainment applicable to all Intracom Telecom Employees and Managers that establishes guidelines for corporate gifts, hospitality and entertainment offered by an Intracom Telecom Employee or organizational entity (e.g. Department) to third parties, such as customers or other business partners. Also, it provides guidance as to what an Employee or company entity may accept as a gift or offering from a third party and under what circumstances.

WISTLEBLOWING

As a global company, we recognize our responsibility to uphold and instill the ethical treatment of all persons working on our behalf and apply corporate laws and practices fundamental to our business in every country where we operate. We are committed to the highest standards of openness, professional integrity, accountability and transparency. Within this scope, we have implemented as of 2019 a whistleblowing mechanism to enable Employees in Intracom Telecom, as well as other interested parties, such as consultants, customers, suppliers and partners, to voice concerns about wrongdoing or serious malpractice that affect the Company, in a responsible and effective manner. Through three available whistleblowing channels (via telephone, email and post) our Employees can express concerns or allegations, without fear of reprisal.

POLICY TO PREVENT AND COMBAT VIOLENCE AND HARASSMENT AT WORK

Our organization recognizes and respects the right of every individual to work in an environment free from violence and harassment and does not tolerate any such conduct of violence and harassment, of any kind, expressed during the work, whether associated with it or arising from it. Our organization does not apply or support any form of discrimination, based on personal characteristics and choices, in the workplace.

In 2022, we implemented a policy to prevent and combat violence and harassment as well as discriminations at work. This policy is designed to prevent, address and confront any kind of discrimination based on personal characteristics and choices, as well as any kind of violence and harassment that occurs in the course of work, whether associated with or arising from it.

GDPR & ISO 27001 INFORMATION SECURITY MANAGEMENT SYSTEM

In 2018, in the context of the new European Union General Data Protection Regulation (GDPR), we created a strong GDPR strategy. We have our systems and procedures upgraded in order to be compliant with the new regulations and we have strengthened our privacy and data protection policies. Furthermore, we are certified with the ISO/IEC 27001 Information Security Management System, emphasizing the need for an ethical reflection on the digital environment and fundamental rights. In Intracom Telecom we face data security as something more than just a legislation. We believe it's a dynamic field that requires respect and a continuous effort for improvement.



EMPLOYEE HANDBOOK

We have issued an Employee Handbook which is posted on the company intranet and contains information about company policies as well as guidelines, expectations and procedures regarding Employees' conduct and responsibilities. It is also vetted and approved by Greek public authorities. Among other key issues, the handbook underlines that Employees are not allowed to accept payments, gifts, bribes and other benefits or privileges offered to them or their relatives. All new Employees attend onboarding orientation seminars that cover corporate policies and procedures, including anti-corruption policies.

DISCIPLINARY ACTIONS

Our goal is to achieve the highest ethical standards of global citizenship and compliance, both internally and across our business activities. For this reason, we need to enforce disciplinary actions when an Employee violates provisions of the Code of Business Ethics and/ or the Employee Handbook. The disciplinary actions to Employees are imposed by the Management of the Company. In 2022, no disciplinary actions were imposed on Employees for corruption cases.

COMPLAINT PROCESS

In Intracom Telecom we have implemented a complaint mechanism in which all information regarding any specific incident will be kept confidential within the necessary boundaries of the fact-finding process. No reprisal or retaliation against the Employee reporting the unethical incidents will be tolerated. All Employees can raise a complaint, following a process which is described in the company's Employee Handbook and the Code of Business Ethics.

INTERNAL AUDIT

Internal audit can assess the effectiveness of anti-bribery and anti-corruption programs to help anticipate the risk, and identify the existence of potential and actual incidents. Within this framework, we have in place auditing mechanisms, audit committees (permanent and ad hoc) as well as internal control procedures in order to assure that risks are minimized and all activities are carried out in accordance with the corporate policies. All Employees are strongly encouraged to talk to the Internal Audit Director or company's Management about any behavior they believe may breach the Code of Business Ethics and about the best course of actions that can be followed in an anti-corruption direction.





Intracom Telecom

19.7 km Markopoulou Ave., Peania, Athens, GR 19002

t: +30 2106671000 | f: +30 2106671001

www.intracom-telecom.com



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