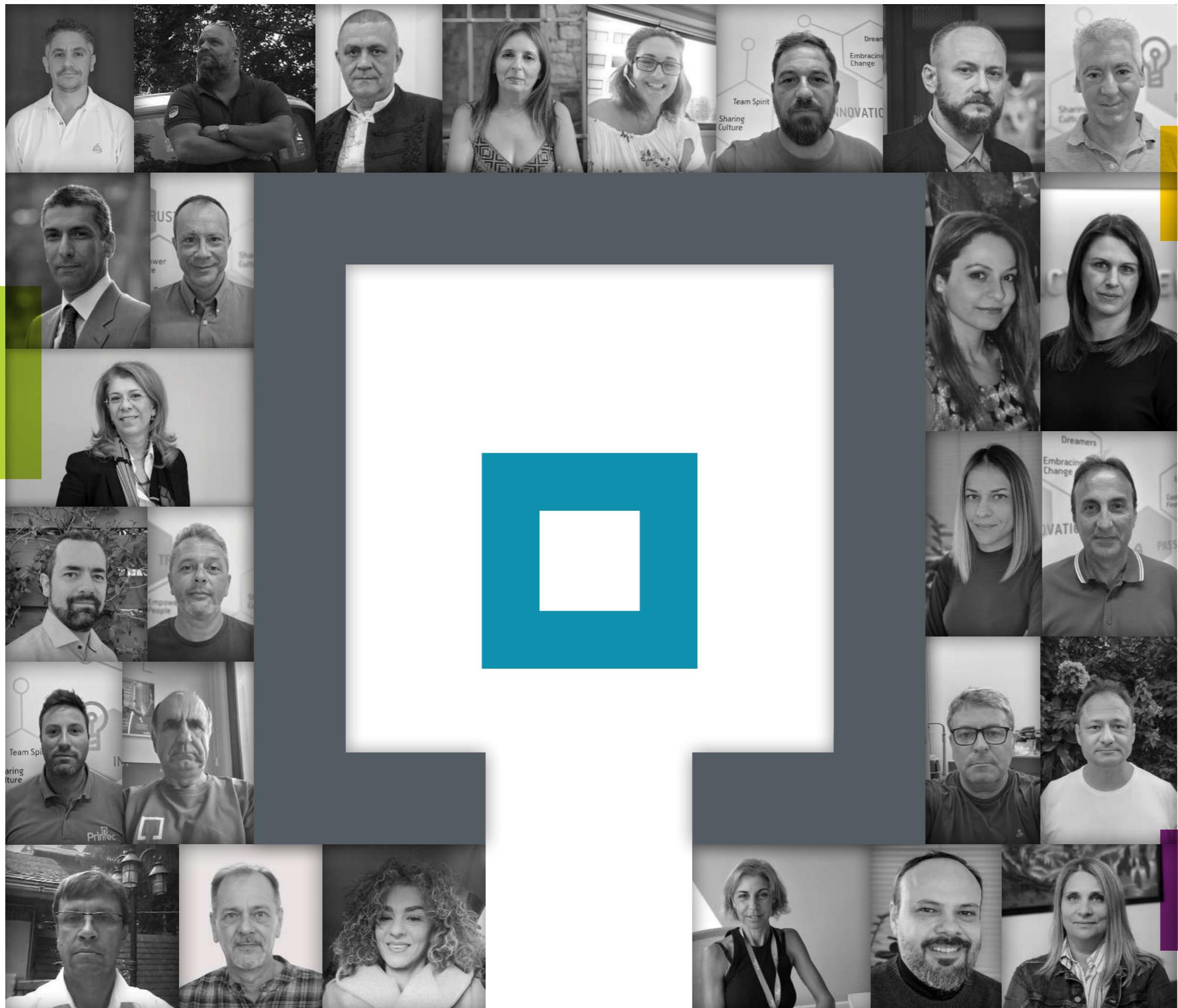


# 2022 ANNUAL SUSTAINABILITY REPORT



**35**  
YEARS ANNIVERSARY  
Creating the future. Together.



*This report reflects on the activities we concluded in 2022, but as it is being released in 2023, which marks our 35 years anniversary, we use it as an opportunity to commemorate our long history.*

*As we embark on this 35th anniversary milestone, we also extend our appreciation to the diverse countries that form our global community.*

*The striking photography throughout this report showcases the beauty and diversity of the countries in which we operate, emphasizing our global presence and responsibility.*

*We extend our heartfelt gratitude to our people for their enduring commitment and to our stakeholders for their continued trust in our mission for a better tomorrow and we proudly dedicate this year's edition to them\* who have actively contributed to Printec's growth and success throughout this 35-year journey.*

*\*The individuals featured on this page are among the team of 75 colleagues with over 20 years of service in Printec located in Bulgaria, Croatia, Cyprus, Greece, Romania, Slovenia and Slovakia.*

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SULZTAL LEIBNITZ AREA VINEYARDS, AUSTRIA



Creating the future. Together.

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## CHAIRMAN'S MESSAGE

THIS YEAR WE ARE  
MARKING PRINTEC'S  
35-YEAR ANNIVERSARY,  
AND I AM PROUD TO DO SO.

OVECH FORTRESS, BULGARIA



From starting the company with a handful of people with nothing but a big dream and a passion for technology, to having almost 900+ employees today, a leading presence in 16 countries and a wide range of services and loyal clientele, Printec has had a successful course throughout these years. I strongly believe that in our case, actions speak louder than words.

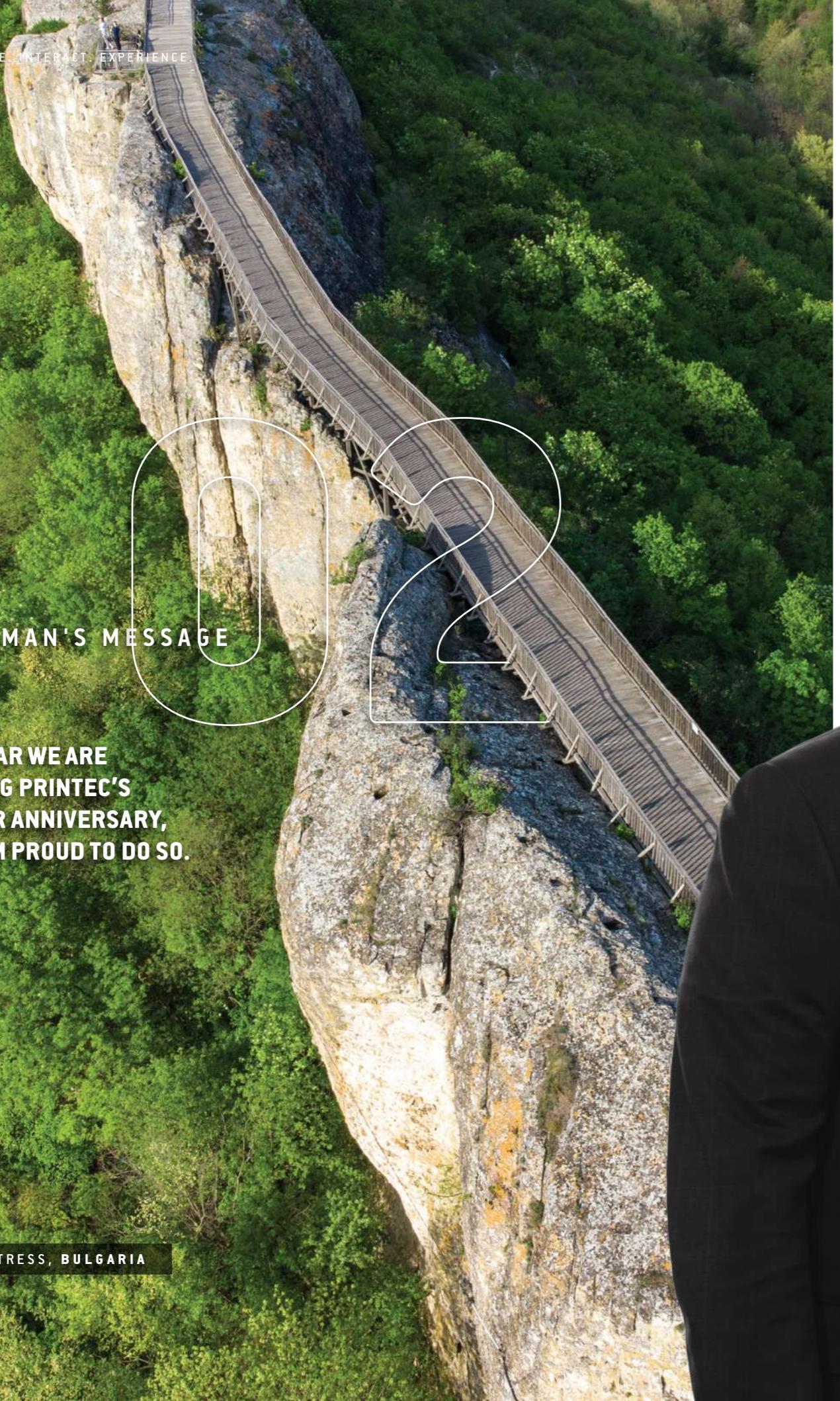
In the past and throughout these 35 years we have gone through some highs and some extremely challenging lows that regardless of their cost, we have endured. Back then, things were difficult but simpler. Today, we are facing a complicated multifaceted reality where circumstances change from one minute to the next. We need to have a clear vision and sense of direction and identity, to rise above the steep competition and effectively cope with the ever-changing reality of today.

We need to have our eyes and minds open, to see beyond simply the next day and think out of the box, so we can innovate and bring the future a step closer for our clients and ourselves.

My family and I have been absolutely committed to supporting Printec throughout its journey and will continue to do so. Our vision is big, and we are looking forward to working hard and making it a reality. We are very fortunate in our Printec family, to have the support of each and every one of you. We consider our people an essential part of our success and an integral part of our future.

A special thank you to the ones who have been with me from the beginning and to everyone for their efforts throughout these years. Together we can make this vision come true and hopefully move onto the next chapter.

**Harris Konstantinou**  
Founder & Chairman



03

## CEO'S MESSAGE

**35 YEARS OF PRINCIPLED  
GROWTH. LET'S CONTINUE  
THE JOURNEY TOGETHER**



PARTHENON TEMPLE AT THE ACROPOLIS OF ATHENS, GREECE



Our aim is to further grow our business, by acting responsibly and earning the lasting trust of our people, customers, partners, and communities.

Thirty-five years ago, our founders had a vision: to turn a small startup of a handful of people providing computer peripherals to just a few customers, into the remarkable organization that PRINTEC is today with 900+ employees, over 100M turnover, serving our customers in 16 markets, spreading over several sectors.

This took determination, dedication, hard work but mostly adaptation to the dramatic changes of the external environment over the years. But there was one thing that remained unchanged throughout this growth journey. Our philosophy, values and principles of respect, integrity and a people-centric approach for our employees, our customers, our partners.

Adaptation to change is needed today more than ever before. The recent years have brought unprecedented challenges: global financial crisis, a pandemic the kind of which was never seen before, an AI revolution that is rapidly impacting everything around us and climate changes that threaten our planet. Navigating our company through such turbulent waters is challenging and requires relentless focus to our goals.

And while we rightly focus on delivering each year's results, we should never lose sight of the long-term goal, paying tribute to the vision of the founders for a continued healthy and principled growth to prosper our people, our partners, our communities.

There is only one path to lead us there: the path of doing the right thing. This is our collective commitment now and for the years to come: doing what's right, consistently, despite everything. Everyday. For everyone.

# 03

## CEO'S MESSAGE

Looking ahead, there is more work to be done but also plenty of opportunities to make a bigger impact.

Thanks to our scale, geographic footprint, business diversification, but mostly thanks to our talented team we are best placed to drive sustainable, responsible growth. This is not about achieving some financial targets and a few sustainability goals, it's about a paradigm shift in the way we do business – through integrated sustainable business models and technologies, and ethical leadership aiming at responsible growth.

I have full faith in the 900+ incredible men and women of Printec and count on their partnership in delivering on our commitment to make digital transactions safer, faster and easier for people while making Printec a benchmark of responsible growth for our industry.

Let me end with a message to them - each and every Printec employee, who is an integral part of this incredible journey.

Let's keep on working passionately every day, as one team, to deliver for our customers; to create value for our shareholder and all our stakeholders; to be proud of our results; Together, we will remain committed to principled growth and success, ensuring that Printec continues to be a company we can all be proud to be part of.

**Marina Mavrommatis**  
Chief Executive Officer



In 2022, despite numerous challenges, we did deliver solid results and at the same time we accelerated our ESG efforts. We conducted a Materiality Assessment to identify the most impactful areas across Environment, Social Capital, and Governance, creating a clear and measurable path forward for each. Below you can see some of our major ESG initiatives for the year.

### ENVIRONMENT (E)

Our environmental efforts for 2022 included:

- Focusing on a stronger culture via more regular learning & awareness sessions, planning to measure our greenhouse gas emissions to set targets for emissions reduction within the next two years.
- Gradually transforming all our premises to eco-friendly (energy savings, recycling corners, elimination of single-use plastic).
- Organizing several activities where our people participate in environment-related activities (tree planting, beach cleaning etc).

### SOCIETY (S)

At Printec, we will never stop recognizing and appreciating our people, who are at the core of our success as an organization. In 2022 we:

- Contributed to the development of our staff, enhancing further our learning program by expanding both variety of topics and training hours.
- Completed our 3rd Employee Engagement Survey, aiming at the identification of areas of strength but also of opportunities for improvement, as seen through the eyes of our people. The survey was completed with success, exceeding participation level expectations (94 % participation level) and a significantly improved engagement index. Very important insights on our organization have been revealed and an action plan has been created to address all areas of improvement.
- Introduced a new competency model aligned with our revised shared purpose & values.
- Received the Share Equity Label which reflects our focus on promoting gender equality work-life balance and inclusive culture.

### GOVERNANCE (G)

We are proud of always adhering to the highest corporate governance standards. To that end, in 2022, we implemented several important actions:

- Established the "ESG Committee" and dedicated cross-functional teams to enhance the governance of ESG issues at the management level.
- Conducted several training sessions in relation to ESG topics to enhance the oversight of ESG issues and risks.
- Introduced a "Speak up" platform, allowing anyone to report concerns anonymously.
- Strengthened our risk management practices, to further improve our existing Corporate Governance framework including Business Resilience and Crisis Management, Data Privacy and Cybersecurity practices.



VALBONA VALLEY NATIONAL PARK, ALBANIA

We extend our competitive advantage and improve our financial performance, with a clear focus on operational excellence and growth. To achieve this, we must:

**DEEPEN OUR ENGAGEMENT WITH CUSTOMERS  
TO DRIVE REVENUE GROWTH.**

**Optimize** our own solutions' portfolio based on customer needs and insights.

**Strengthen** the existing partnerships while selectively establishing new ones.

**Enhance** our services capabilities through new offerings and new business models.

**Tap on** the growing potential of payments expanding our position across the ecosystem.

**Expand** our presence in selected industries such as insurance, retail, postal, vending machines, transportation.

**TRANSFORM OUR OPERATIONS TOWARDS A DIGITAL-FIRST,  
AGILE WAY OF WORK.**

**Accelerate** our digital transformation ensuring state of the art platforms for all functions.

**Enhance** cybersecurity to ensure customer and employee confidence.

**Unlock** synergies and efficiencies at a Group level while improving customer experience.

**EMPOWER AND DEVELOP OUR PEOPLE IN AN ENVIRONMENT  
THAT HELPS THEM PERFORM AT THEIR BEST.**

**Cultivate** One Printec culture, shared purpose and values.

**Reskill** our people to reach their full potential, develop our future leaders and attract top-talented professionals.

**Create** a workplace fostering on employee experience through well-being, flexibility and individualization.

**Redefine** our reward program to connect with individual and team contribution, while focusing on simplicity and transparency.



CANYON OF UVAC RIVER, SERBIA

## ABOUT PRINTEC

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

Through our 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 SHARED VALUES AND PURPOSE

06



SUCCESSFUL  
RELATIONSHIPS  
ARE FOUNDED ON  
TRUST.



GREAT VISIONS  
COME TO LIFE  
THROUGH  
TEAMWORK.



A BETTER  
WORLD IS  
BUILT WITH  
CARE.



EXCELLENCE  
IS A JOURNEY  
THAT STARTS WITH  
PASSION.



THE ROAD  
TO THE FUTURE  
IS SHAPED BY  
INNOVATION.

We aspire to make digital transactions  
safer, faster, and easier for people  
as we shape the way towards a more  
accessible and sustainable world.

07  
PRINTEC AT A GLANCE

35  
Years

16  
Countries

900+  
Employees

500+  
Clients

650k  
POSs

23k  
ATMs



PRINTEC 2022 IN REVIEW



Creating the future. Together.

35 YEARS OF PRINTEC HISTORY

We are proud to be commemorating  
our 35-year journey in the business world,  
marked by dedication, innovation and  
commitment to our customers.

TATRA MOUNTAINS, SLOVAKIA

1988-1997

## BUILDING FOUNDATIONS AND INNOVATIONS

In 1988, Printec was founded with a focus on promoting and maintaining Computer Peripheral systems, championing computerization within the private sector. A partnership with Verifone Inc. was initiated in 1989, paving the way for Electronic Funds Transfer (EFT) and Point of Sale (POS) systems. In 1990, a landmark collaboration with Alpha Bank marked the company's successful deal for Tranz-420 terminals, a new technology that saw thousands of installations, catapulting Alpha Bank's market share from 4% to 40%. Meanwhile, Printec's expansion into the Balkans took off with its first subsidiary established in Bulgaria in 1992. The company's journey intersected with academic progress in the field as the Department of Computer Engineering and Informatics was established in Greece in 1993 and the first computer engineering students started attending classes. By 1995, Printec Cyprus Ltd. was born, and the company delved into innovative ventures, including an early attempt at the Electronic Wallet in 1996 in collaboration with the National Bank of Greece.

1998-2017

## ADVANCEMENTS AND MILESTONES

The late 1990s saw Printec's FMS solution (Fleet Management System, now known as bizwire) poised for market domination, while the turn of the century brought transformative acquisitions. Printec's acquisition of NCR Corp. subsidiaries in Slovakia, Slovenia, Croatia and Romania in 2000 marked a pivotal moment, granting additional exclusive distribution rights of NCR products to Bosnia and Herzegovina, Moldova, Albania, Serbia, Montenegro and North Macedonia and solidifying its foothold in Southeast Europe. A currency transition to the euro in Greece in 2002 showcased Printec's adaptability by successfully transitioning all of its systems throughout the country. During the Athens 2004 Olympic Games a groundbreaking collaboration was held between Alpha Bank, Printec, and Verifone, resulting in the first-ever fully EMV-compliant POS network across all Olympic venues. Economic challenges in 2008 didn't deter the company's progress, as it established a subsidiary in the Czech Republic in 2009. The company embraced opportunities arising from capital controls in 2015, resulting in heightened sales of POS devices. 2016 and 2017 marked significant contracts with major Greek banks, as well as the establishment of a pioneering e-branch featuring Printec machines for digital customer service and e-signature solutions.

2018-2022

## INNOVATION AND COMMITMENT FOR A BETTER WORLD

Continued growth in 2018 was marked by the rising popularity of card payments and alternative payment methods, leading to increased distribution of card acceptance terminals. The integration of ELTA LIBIAO's robotic sorting system in 2021 showcased Printec's forward-thinking approach. In 2022, the company embraced an Environmental, Social, and Governance (ESG) strategy, underlining its dedication to sustainability. Steadfast in its values and people, Printec continues its journey in 2023, poised for further growth and continued commitment to excellence.

## 35 YEARS OF PRINTEC HISTORY | TIMELINE

08

1988  
Printec Greece  
is established1992  
Printec Bulgaria1995  
Printec Bulgaria1999  
Acquisition of NCR  
subsidiaries in Slovakia,  
Slovenia, Croatia and  
Romania – exclusive  
distribution rights  
of NCR products in SEE2008  
Group redomiciling  
in Cyprus2007  
Printec North Macedonia  
and Printec Ukraine2006  
Printec Kosovo2004  
Printec Albania,  
Printec Bosnia and  
Printec Serbia2000  
Printec Croatia,  
Printec Romania,  
Printec Slovakia and  
Printec Slovenia2011  
Acquisition of CardPay  
Systems, a recognised leader  
in the field of card and payment  
technologies in Ukraine2013  
Printec Czech Republic2014  
Group redomiciling  
in Austria2019  
NCR Solution  
Provider of the  
Year award

2023

2022  
Majority stake  
acquisition of NeoInfo2022  
Shaping our  
ESG strategy2021  
Printec Montenegro

 Printec  
35 Years  
of business

LAKE PRESPA, NORTH MACEDONIA

LOCATIONS & GOVERNANCE

00



ALBANIA  
AUSTRIA  
BOSNIA AND HERZEGOVINA  
BULGARIA  
CROATIA  
CYPRUS  
CZECH REPUBLIC  
GREECE  
KOSOVO

MONTENEGRO  
NORTH MACEDONIA  
ROMANIA  
SERBIA  
SLOVAKIA  
SLOVENIA  
UKRAINE

## GOVERNANCE

### OUR COMMITTEES' STRUCTURE:

At Printec's internal Governance structure, we have introduced several decision making Committees where important internal and strategy issues can be effectively addressed. The Ethics Committee addresses ethics violations and conducts investigations on such matters. The We Care Committee discusses sustainability and corporate responsibility matters and strategy. And the Printec Leadership Team (PLT) addresses strategic and product matters related to our digital transformation and product innovation.

### DEMOGRAPHICS FOR COMMITTEES

AGE GROUP	Ethics	WeCare	PLT	GENDER	Ethics	WeCare	PLT
30-40	-	1	-	FEMALE	75%	67%	22%
41-45	1	2	3	MALE	25%	33%	78%
46-50	2	-	3				
51+	1	3	3				
TOTAL	4	6	9		100%	100%	100%

## EXECUTIVE TEAM

10

**Harris Konstantinou**

FOUNDER &amp; CHAIRMAN

**Marina Mavrommatti**

CHIEF EXECUTIVE OFFICER

**Alexander Serbetis**

DEPUTY CHIEF EXECUTIVE OFFICER

\*joined December 2022

Irina Ioannidou

CHIEF COMPLIANCE OFFICER

Alexander Horozov

CHIEF SOLUTIONS &amp; SERVICES DELIVERY OFFICER



Ilias Papastathopoulos

CHIEF FINANCE OFFICER



Elina Koulouri

CHIEF PEOPLE OFFICER



Iosif Tavlas

GROUP CUSTOMER SERVICES MANAGER



Symeon Stavrou

GROUP ITMS MANAGER



Igor Kujundziski

GROUP PRODUCT DEVELOPMENT MANAGER



Manolis Kargopoulos

GROUP SUPPLY CHAIN MANAGER



Leonidas Petromaniatis

GROUP PMO &amp; PS GOVERNANCE MANAGER



Konstantinos Kalogerakis

GROUP BUSINESS DEVELOPMENT MANAGER



Melina Grigoriadou

GROUP COMMUNICATIONS MANAGER



## COUNTRIES

**Goran Martic**  
CLUSTER GENERAL MANAGER  
Albania, Bosnia & Herzegovina, Croatia, Kosovo, Montenegro, N. Macedonia, Serbia, Slovenia**Georgia Botsika**  
CLUSTER GENERAL MANAGER  
Cyprus & Greece**Ivan Moderdovsky**  
CLUSTER GENERAL MANAGER  
Czech Republic, Slovakia & Hungary**Adrian Shehu**  
COUNTRY MANAGER  
Albania**Maria Loupi**  
COUNTRY MANAGER  
Cyprus**Kenan Halilovic**  
COUNTRY LEAD  
Bosnia & Herzegovina**Parlind Mahmudi**  
COUNTRY LEAD  
Kosovo**Paulin Kolev**  
COUNTRY GENERAL MANAGER  
Bulgaria**Ionut Cristea**  
COUNTRY GENERAL MANAGER  
Romania**Yuriy Eysmont**  
COUNTRY GENERAL MANAGER  
Ukraine**Davor Jacimovic**  
COUNTRY LEAD  
Montenegro**Aleksandar Bajkov**  
COUNTRY LEAD  
North Macedonia**Predrag Radovanovic**  
COUNTRY LEAD  
Serbia**Matjaz Strus**  
COUNTRY LEAD  
Slovenia



SUNRISE IN CIUCAS MOUNTAINS, ROMANIA

## A dynamic future through innovation

In 2022, the Printec Group witnessed a recovery in business growth; however, this achievement was not followed in terms of profitability. The prevailing circumstances in Ukraine, coupled with inflationary pressures and supply chain disruptions, created an unfavorable environment that impacted profitability in comparison to the preceding year.

Looking forward, it is essential to adopt a comprehensive strategy aimed at enhancing operational efficiency while placing a sharper focus on refining our product portfolio to align with the evolving needs of our valued customers.

As we celebrate the remarkable milestone of 35 years of Printec operations, having our excellent financial health as cornerstone, we envision a dynamic future with innovation and success. With a legacy of fiscal prudence and strategic foresight, we are poised to embrace the upcoming chapters with solid confidence.

# 11 FINANCIAL RESULTS

## KEY FINANCIAL HIGHLIGHTS (€M)

	2022	2021
Group Revenue	104	102
EBITDA (adj.)	14.1	16.4
EBT	8.1	8.8
Cash & Cash equivalents	22.5	18.7
Recurring revenue	44%	46%
Net Cash or Net Debt	-0.9	1.8

## REVENUE (€M) PER INDUSTRY

	2022	2021
Banking	82	87
Other	22	15
<b>104</b>	<b>102</b>	

## REVENUE (€M) PER ACTIVITY

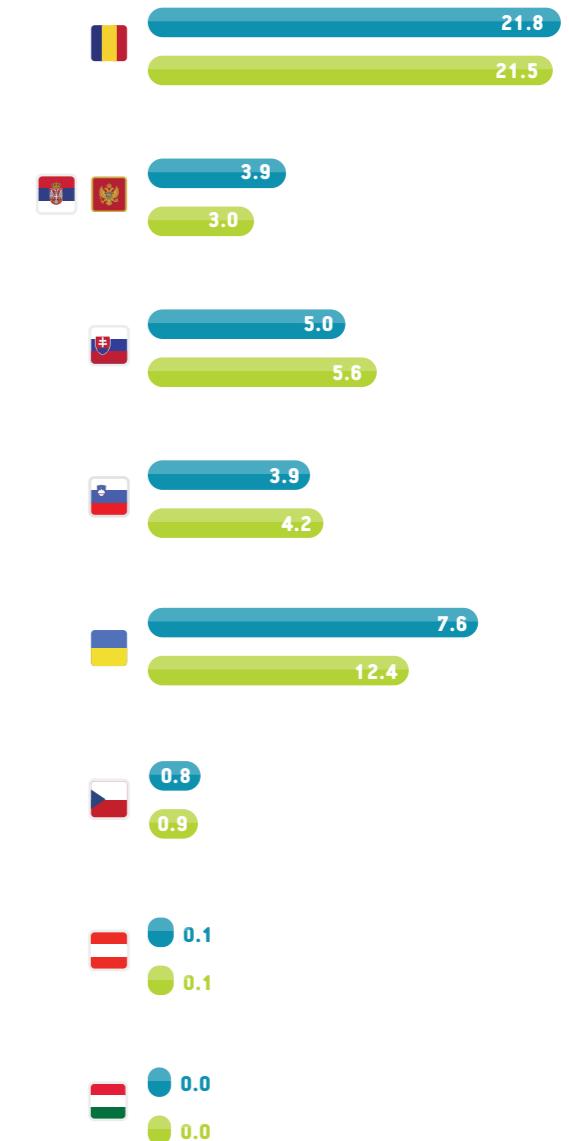
	2022	2021
Hardware	45	41
Software	14	14
Services	38	39
Outsourcing	8	8
<b>104</b>	<b>102</b>	

## RECURRING REVENUE

2022  
44%

2021  
46%

## COUNTRY ANALYSIS - REVENUE (€M)



## REVENUE (€M) GRAND TOTAL

2022  
104

2021  
102



We create solutions that meet market needs

## WE INVEST IN R&D

We design and develop innovative software products, which add value to existing and potential customers.

## WE INVEST IN OUR PEOPLE

120+ Printec professional services engineers are located in 14 CEE countries developing innovative solutions.

## WE COOPERATE WITH THE BEST

We work with partners and customers who are leaders in their fields.



## SOLUTIONS THAT MATTER

At Printec, we invest in research and development and design innovative hardware and software products that matter. A dedicated team of software developers, designers and other experts work on creating new products, or on customizing existing ones to serve the unique needs of our customers.

SPEND A DAY WITH MR. T AND EXPLORE  
OUR BUSINESS SOLUTIONS!



**SELF-SERVICE  
CHANNELS**

**DIGITAL  
TRANSFORMATION**



**EPAYMENTS**

**SECURITY &  
COMPLIANCE**

**BI &  
ANALYTICS**

## OUR BUSINESS SOLUTIONS

# 13

### SELF-SERVICE CHANNELS

#### ATMs

New generation ATMs, management and security solutions, network monitoring.

#### VIRTUAL TELLER STATION

A station that can perform all teller transactions without the need of staff (monetary & non-monetary transactions).

#### SELF-SERVICE KIOSKS

Kiosks that enable payments with a wide variety of payment options.

#### OUTDOOR PAYMENT TERMINALS (OPTS)

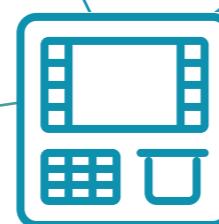
Terminals that allow self-service when refuelling vehicles, and accept all means of payment (including fleet cards).

#### SELF CHECKOUT

A fast check-out process for consumers that allows retailers to re-assign employees where customers need them the most: in the store.

#### SMART VENDING MACHINES

A variety of vending machines that accept all payment options, and provide different types of products.



### DIGITAL TRANSFORMATION

#### POINT OF SALE SOLUTIONS

A complete set of retail solutions such as ECR POS, electronic shelf labels, scanners, price checkers and more.

#### DIGITAL ONBOARDING

Revolutionize the way you interact with customers; provide seamless, secure and compliant onboarding and identity verification.

#### DIGITAL SIGNAGE & SMART QUEUEING

Solutions allowing businesses to deliver targeted messaging to customers and initiate meaningful conversations, while minimizing friction and idle time.

#### OUTDOOR PAYMENT TERMINALS (OPTS)

Terminals that allow self-service when refuelling vehicles, and accept all means of payment (including fleet cards).

#### ESIGNATURE

Signing papers digitally offers a seamless and positive experience for customers and a cost-effective and secure solution for the business.

#### X-CORE

Software solution for self-service kiosks. Leveraging the functionality of the existing kiosk application, x-core delivers a true personalized experience.

#### SELF CHECKOUT

Complete solution for customer self-check out that releases staff for added-value service to the customer and allows for increased operational efficiencies while increasing customer loyalty.

#### CASH & COIN HANDLING

Various solutions designed for the right counting, storing, securing and handling cash for banks or businesses of any size.

## OUR BUSINESS SOLUTIONS

# 13

### EPAYMENTS

#### EFT-POS TERMINALS AND PINPADS

A wide variety of devices for card payments acceptance (countertop, portable, mobile).

### ECOMMERCE

A flexible and certified authentication platform for web banking, transaction signatures and on-line payments.

### SWITCHING

An intelligent transaction processing platform that is used to acquire, route and switch, and authorize transactions.

### WATCH4PAY

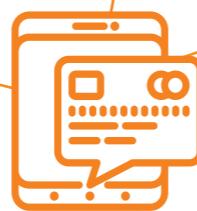
A turn-key solution for large merchant networks wishing to take advantage of the same level of service across multiple countries.

### LOYALTY

Real-time identification of customers, purchasing patterns and services usage.

### FLEET MANAGEMENT SYSTEM

An end-to-end platform that allows businesses to better manage their fleet cards and fuel expenses.



### SECURITY & COMPLIANCE

#### ANTI-MONEY LAUNDERING

A solution that effectively monitors customers' transactions to identify money laundering activities.

#### KNOW YOUR CUSTOMER

Enabling financial institutions to create customer data and match them real-time with politically exposed persons, embargo and other lists.

#### TRANSACTION SCREENING

A solution for identifying people and organizations who are subject to sanctions. It detects and stops in real-time all transactions to/from individuals and organizations named in the sanction lists.

#### RISK MANAGEMENT

Based on risk ratings, appropriate measures have to be defined, to help minimize the risk and limit the monetary and reputational loss of misuse of products and services.

#### TAX COMPLIANCE

A complete set of solutions to ensure agreement with regulatory requirements.



### BI & ANALYTICS

#### REAL-TIME TRANSACTIONS MONITORING

Allows IT operations and support teams to monitor the performance of transactions across all self-service channels.



#### REAL-TIME DATA ANALYTICS & MONETIZATION

Analytics over mobile network traffic and usage based on demographic as well as behavioral data.

#### OMNI-CHANNEL TRANSACTION ANALYTICS

Channel managers and operations teams can better understand how customers use their self-service devices and digital banking applications.

#### CASH FORECASTING AND OPTIMIZATION

Cash optimization & forecasting over all cash points (ATMs, branches, vaults).

## PRODUCT HIGHLIGHTS



ZVIKOV CASTLE, CZECH REPUBLIC

## PRODUCT HIGHLIGHTS | BIZWIRE

14



We created bizwire as an 'One Stop Shop' solution providing all the necessary functionality to our clients in order to fulfil their needs.

Leading petrol companies use the bizwire platform for account management, card issuing, acquiring, switching and B2B online monitoring. With bizwire all transactions are easy, fast and secure. Access to data happens in real-time, while processing and reporting becomes a matter of seconds.

**FULL-FEATURED PACKAGE**

It includes all the elements that the petrol company, petrol stations, companies or driver need to better manage the fleet expenses of the vehicles.

**EASE OF USE**

The fleet card allows the driver to purchase fuel & other products from a wide network of petrol stations. Easy web access to the customers for real time information, account management and report creation.

**RELIABLE**

99,99% uptime, we offer a solution that's always there for you with 4.000+ stations and 20.000+ companies with 500.000+ cards using it.

**SAVES YOUR MONEY & HUMAN RESOURCES**

With minimum resources required, you can have great service, data quality and optimum savings, all at once.

**WHY  
CHOOSE  
PRINTEC?****BIZWIRE  
PLATFORM  
AT A GLANCE**

Providing Services in countries	21
Deployment in petrol companies	17+
Installations in petrol stations	5000+
Global support Multiple languages, currencies, time zones	

## PRODUCT HIGHLIGHTS | X-CORE

14



## x-core

Self-service reimagined.

x-core is a software solution for self-service kiosks (e.g. ATMs).



Leveraging the functionality of the existing kiosk application, x-core delivers a true personalized experience responding to the needs of today's digital consumers.

By unlocking the possibilities of kiosks, stores can now stand out and offer customers extended self-service possibilities without losing the human touch. At the same time, employees are redeployed to focus on customer consultation and other value-adding services.



### PERSONALIZED EXPERIENCE

Create a unique experience for your customers with a tailor-made interface and customized campaigns and offers to ensure they get the most out of your services.



### PROFIT OPTIMIZATION

Decrease cash handling and CIT costs, as well as infrastructure costs, while increasing your revenue with custom CRM sales offers and real-time reactions of your staff.



### OMNI-CHANNEL TRANSACTIONS

Deliver superior customer service across all channels, physical and digital; unlock kiosk potential and enable customers to perform a wide range of transactions.



### INCREASED PRODUCTIVITY

Staff can be redeployed to focus on customer service and revenue-generating activities, optimizing staff-to-customer ratio and profitability per employee.

## SOLUTION ARCHITECTURE

x-core is a software solution with a modular architecture, based on three main components:

### ATM CLIENT APPLICATION

which must be installed at each terminal

### X-CORE MIDDLEWARE SERVER

which can be installed on customer premises

### TABLET APPLICATION

### (X-CORE – MOBILE BANKER)

which is used for real-time interaction with customers (optional)

## PRODUCT HIGHLIGHTS

14



## CUSTOMER WIN TOTAL FLEET CARD

### TOTAL FLEET CARD ACCEPTANCE IN 29 COUNTRIES IN AFRICA

Following the successful cooperation with AS 24 France S.A.S. in Europe, Georgia, and Azerbaijan, Printec Greece has been assigned the Total fleet card acceptance in 29 African countries. The project will start with 4 countries (Senegal, Burkina Faso, Togo and Mali) and the pilot phase is expected in the next weeks.

Printec will deliver Castles S1F2 ATEX terminals running the fleet card application enabling the acceptance of Total chip cards for fuel transactions, routed through our Watch4FMS platform, which is certified by AS 24 for multinational card acceptance. We are excited to work with AS 24 on further expanding the fleet card acceptance network!



## ATM VOICE GUIDANCE (BY NCR)

Voice Guidance aims to help visually impaired people to use an ATM. Each ATM is equipped with a headphone socket.

A person with impaired vision can insert headphones in the socket and the ATM will start speaking to them.

Typically, an ATM will speak out the available options and will ask a user to press a certain button on the pin pad. For example, an ATM might say 'For balance press 1, for cash withdrawal press 2'. Often, an ATM will also darken the screen once headphones are inserted this is called 'screen blanking'.



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OUR WAY TO A  
SUSTAINABLE FUTURE



## OUR WAY TO A BETTER WORLD

### FROM CSR TO ESG

At Printec, we have always believed in the importance of making a positive impact on the world around us. That's why in 2017 we introduced our Corporate Social Responsibility (CSR) program, "We Care," which focused on addressing social and environmental issues through various initiatives.

As we continue to grow and evolve, we recognized the need for a more comprehensive and strategic approach. In 2022 we took the next step and transitioned to our Environment, Society, and Corporate Governance (ESG) program called "Better World." This new program encompasses a broader scope, and helps us set strategic goals for our planet, our people and our own corporate practices. "Better World" reflects our dedication to creating a sustainable and inclusive future by integrating responsible practices across all aspects of our business operations.

We are excited about this transformation and look forward to continuing our journey towards a better world for all.

**2017**

Launching  
our CSR program  
**WE CARE**

**2022**

Launching our ESG program  
**BETTER WORLD**,  
focusing on the Planet,  
People, and our Practices

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## OUR WAY TO A SUSTAINABLE FUTURE

## OUR SUSTAINABILITY STRATEGY

Better World is our commitment to a more accessible and sustainable world. Following the principles of ESG (Environment, Society, and Corporate Governance), we pledge to:



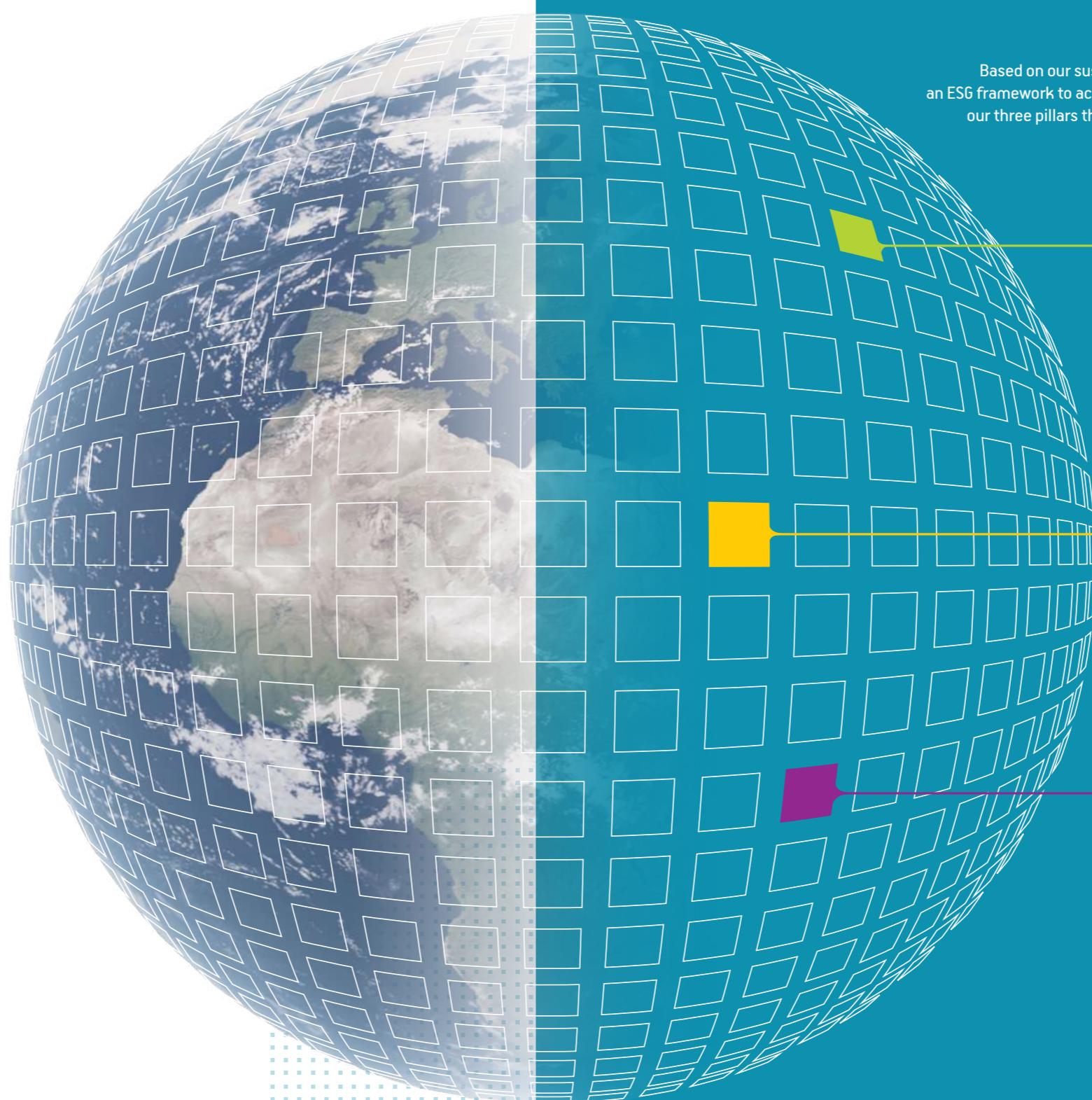
Improve our impact on the environment.



Have a positive impact to the communities we touch upon.



Ensure our consistent and continuous improvement on every aspect of our strategy and operations.



Based on our sustainability strategy we have introduced our customized approach to an ESG framework to accommodate our business practices and our goals. We are introducing our three pillars that, in combination, encapsulate our entire ESG framework and goals.

## OUR ESG PILLARS

## PLANET

We are committed to focusing our efforts on creating a better future for our planet, emphasizing on climate change, natural resources and on pollution factors.

## PEOPLE

We are committed to having a positive impact on the communities we touch upon, focusing on human rights, labor standards and internal as well as external synergies.

## PRACTICES

We are committed to having the best rules, practices and processes in place that will allow us to succeed in our Better World program and in our overall business. We focus on the areas of business continuity, risk management, and corporate governance implementation, and on the systems that are needed to monitor and improve our operations.

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## OUR WAY TO A SUSTAINABLE FUTURE



## OUR KEY STAKEHOLDERS

We know that through our business operations, we affect many different groups of people - some directly and some indirectly. We have recognized each group and we take them all into consideration when planning, implementing, and measuring each activity.



## OUR COMMITMENT

We commit to being a responsible business towards our partners and customers. This entails fostering trust, transparency, and open communication in our relationships. We will strive to deliver exceptional products and services that meet the needs and expectations of our customers, while also supporting the growth and success of our partners. Our commitment extends to ensuring fair and ethical business practices that benefit all stakeholders.

Furthermore, we commit to being a responsible employer towards our people. We value our employees and are dedicated to providing a safe, inclusive, and supportive work environment. This includes investing in their professional development, promoting diversity and equality, and ensuring their well-being.

By maintaining strong governance and ethics to guide our actions and by developing the business resilience and crisis management capabilities needed to achieve all our goals, we will continue to uphold these commitments while striving for sustainable success.

Additionally, we will actively work to reduce our environmental footprint through our business operations, contributing to a more sustainable future for our planet.

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## OUR WAY TO A SUSTAINABLE FUTURE

## OUR AIMS

Based on the above commitment to our sustainability aims, we have introduced a set of projects that will help us achieve our goals that encompass all pillars of our strategy.



### REDUCE OUR ENVIRONMENTAL FOOTPRINT THROUGH OUR BUSINESS OPERATIONS

- Implement Green Offices Concept
- Launch Waste management
- Embrace ESG-friendly operations
- Design ESG-friendly business portfolio



### BE A RESPONSIBLE BUSINESS TOWARDS OUR PARTNERS AND CUSTOMERS

- Maintain quality business relationships
- Refresh existing GDPR program
- Ensure Quality Certifications & Data Assurance
- Assure Reporting & Disclosures



### MAINTAIN STRONG GOVERNANCE AND ETHICS TO GUIDE OUR ACTIONS

- Update existing Governance documentation
- Improve Legal Representation schemes
- Update Code of Business Conduct for Employees
- Ensure Whistleblowing monitoring
- Launch Code of Business Conduct for Suppliers
- Launch ESG Governance & Documentation
- Audit & Assurance



### BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

- Ensure & Monitor Employees' Health & Safety
- Enhance Employees' Well-being
- Enhance Employees' Engagement
- Managing & Retaining Talents
- Ensure Fair Awards & Recognition
- Raise Awareness
- Provide continuous opportunities for Learning
- Empower Employability for All
- Promote Gender Equality
- Promote Volunteerism



### HAVE THE BUSINESS RESILIENCE AND CRISIS MANAGEMENT NEEDED TO ACHIEVE ALL GOALS

- Maintain & Extend BCP
- Maintain & Extend ERM
- Monitor ESG Risks
- Handle proactively ad-hoc Crisis incidents



REDUCE OUR ENVIRONMENTAL FOOTPRINT  
THROUGH OUR BUSINESS OPERATIONS

KRAVICA WATERFALL, BOSNIA AND HERZEGOVINA



7 AFFORDABLE AND  
CLEAN ENERGY



9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



11 SUSTAINABLE CITIES  
AND COMMUNITIES



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



13 CLIMATE ACTION

One of the objectives of our “Better World” framework is to significantly reduce our environmental footprint through sustainable business practices. To achieve this, we have outlined several key projects that will drive positive change.

Firstly, we are implementing a green offices concept, ensuring that our workplaces are energy-efficient, utilize renewable resources, and prioritize recycling and waste reduction. Secondly, we aspire to have a comprehensive waste management system, aiming to minimize waste generation and maximize recycling and composting efforts throughout our operations. Thirdly, we are embracing ESG-friendly operations, focusing on sustainable sourcing, responsible supply chain management, and ethical business practices. Lastly, we are actively designing an ESG-friendly business portfolio, investing in solutions that will help our customers reduce their waste and improve process efficiency. Through these initiatives, we are dedicated to making a positive impact on the environment and inspiring others in our industry to follow suit.

# 16

## REDUCE OUR ENVIRONMENTAL FOOTPRINT THROUGH OUR BUSINESS OPERATIONS

### SUPPORTING SUSTAINABILITY BY DEVELOPING DIGITAL TRANSACTION SOLUTIONS

In Printec, sustainable development is one of the guiding principles we are following in all our plans and our very own Product Development team is the one that represents these principles best.

Following the company strategy, by combining the deep domain expertise of our highly skilled developers and engineers in the area of payments and transaction automation, backed by some of the leading technologies in the market, aimed at productivity increase and in combination with proven industry best practices, we are developing products which are helping the society to have easy and seamless access to the newest payment technologies, but also the environment through digitalization. Here are some examples of how the selected products, developed by our Group Product Development team, adhere to the Sustainable development:



#### X-POS SOLUTION

Following the latest technological trends, Printec's Android-based "X-POS" solution allows for multiple applications (Payment, Fiscal & Cash Register) to be executed by the same device, offering superior user experience and minimizing the necessity of having separate multiple devices, minimizing the footprint and the energy consumption.

#### SOFTPOS SOLUTION

The Printec "SoftPOS" solution allows to use regular Android-based, NFC-enabled mobile phones to accept card payments and reuse the widely spread Mobile Phones, minimizing the need of having dedicated device.

#### FLEET MANAGEMENT SYSTEM SOLUTION



The Printec "Fleet Management System" automates and manages the whole process of accepting and processing transactions, executed by fleet cards, allowing access and use of international and local fleet cards. Combining Printec's "Bizwire" & payment application on the same POS device, the solution provides an unrivaled set of capabilities through a single device.

The Printec "X-Core" solution, intended to work on ATMs and Payment Kiosks, elevates the meaning of "self-service" on a completely different level. By breaking down the constraints of the legacy protocols used in the industry, "X-Core" enables a whole new world of transactions and self-service interaction with the ATMs and Payment Kiosks. This allows for a significant amount of quality time to be "unlocked" for bank-employees so they can focus on the human interactions with their customers, which are the ones that matter most.

#### X-CORE SOLUTION



The Printec "TeleFisPay" solution helps the Vending industry to enable payments on their estate with Vending Machines, significantly minimizing the need to physically visit the machines to perform cash-management activities. Moreover, the intelligent Telemetry system that is implemented allows for full remote visibility and management of the vending machine fleets, helping for better planning of the physical visits and minimization of the cost. Using "TeleFisPay" the Vending Machine Operators can greatly benefit from reducing the cost by minimizing the unnecessary traveling and thus also having a very visible contribution on minimizing the carbon footprint, compared to the legacy way of operation.

#### TELEFISPAY SOLUTION



The Printec "IDM" solution allows for easy and seamless management of interactive digital content on Information Kiosks, Digital Displays, tablets and many more. By enabling the management of various types of digital content in an easy way, "IDM" minimizes the use of paper for advertisements and modernizes the way that businesses interact with their customers. Built as a platform-independent solution, "IDM" allows old and new generation displays and information visualizing devices to be managed by a single system, thus minimizing the necessity of old technology replacements.

#### IDM SOLUTION

In the process of development of our solutions, the Printec Product Development Team has fully adopted in its work the principles of reusability, high-quality, reliability and ease of use. These are some of the most important elements which are constantly monitored through relevant KPIs, embedded in our processes with the aim of achieving sustainable products, adhering to the ESG principles.

# 16 REDUCE OUR ENVIRONMENTAL FOOTPRINT THROUGH OUR BUSINESS OPERATIONS

## OUR NEW OFFICES

Ever since 2018 we have started renovating the spaces we work. First was the Group office, then Cyprus, then Ukraine and more will follow in the upcoming years. In 2022 we underwent a transformative phase in Albania and Bosnia & Herzegovina, where we have renovated and moved our offices to bright, new spaces to embody our core value of innovation. The new office spaces have been thoughtfully designed with an open-space format, fostering an atmosphere of transparency and openness, while also aligning with our commitment to sustainability through the incorporation of plants and a recycling station to support our green office initiative. Moreover, we have introduced many collaboration spaces to facilitate seamless communication, encourage collaboration, and nurture creativity among our team members. We believe that these revamped work environments will enhance our employees' overall well-being and further support our company's dedication to pushing the boundaries of innovation, transparency and creativity.

### Albania



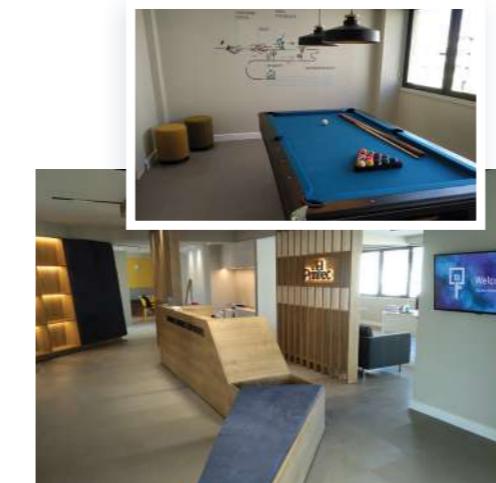
#### WELCOME TO OUR NEW OFFICE

The opening of the new offices in Albania was a great occasion to invite customers, partners, and members of our management team to get together, celebrate our 35 years Printec anniversary, enjoy delicious food and raise a glass to our new office. Media representatives covered the event which was broadcasted on the Albanian National TV.

### Bosnia & Herzegovina

#### LET'S TOAST THE LAUNCH OF OUR NEWLY RENOVATED PRINTEC OFFICE

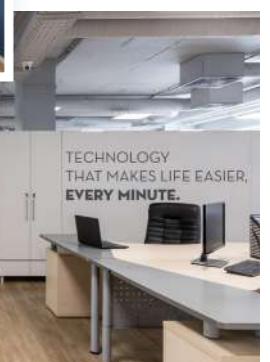
After a month of revamping our work environment, the time has finally come to open the doors into our new space and we couldn't be more excited. And what better way to celebrate than hosting an open house? Colleagues, partners, and customers joined us at our new office to explore our beautiful workspace, and enjoy great music, finger food and wine!



### Cyprus

#### RENEWED DEDICATION THROUGH A RENOVATION

In our offices in Cyprus we renovated our working facilities to reflect our new commitment to sustainability and collaborative spaces, with a focus on employees wellbeing and work life.



### Ukraine

#### UKRAINE'S OFFICE: A MOVE OF CHANGE

In 2019 Ukraine moved to a new office. The office is welcoming, bright and warm, an engaging open space encouraging transparency, limitless cooperation and bonding among the employees, with meeting rooms, phone booths, break room and coffee points. We have relied a lot on the award-winning design principles successfully implemented in Printec offices in Greece and Cyprus, with transparent spaces, branding elements and homey-style.



### Group Office

#### AWARD-WINNING DESIGN FOR INNOVATION AND CREATIVITY

Our office relocation project in Greece is a BIG SEE – where life is creativity - Interior Design Award 2021 Winner. A "one-of-a-kind" project defined by its dynamic position, surrounded by a green park space offering a panoramic view of the area which raises the quality of the workplace.

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REDUCE OUR ENVIRONMENTAL FOOTPRINT  
THROUGH OUR BUSINESS OPERATIONS

## WORLD CLEANUP DAY

Keeping your office tidy can have a significant impact on productivity. This applies both to our physical and our digital workstation. Destroying, recycling and archiving physical files can help with decluttering and keeping a clean desk. Cleaning our digital files as well can ensure that all data are archived appropriately.

This was an OnePrintec initiative that took place in all our countries.

### LET'S KEEP OUR WORKPLACE TIDY!



MEET WITH COLLEAGUES  
AT THE OFFICE



IMPROVE OUR  
WORKPLACE



RECYCLE  
IF POSSIBLE

Reducing our Environmental Footprint:  
 • IMPLEMENT GREEN OFFICES CONCEPT  
 • LAUNCH WASTE MANAGEMENT  
 • EMBRACE ESG-FRIENDLY OPERATIONS



11 SUSTAINABLE CITIES  
AND COMMUNITIES



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



13 CLIMATE ACTION



# 16

## REDUCE OUR ENVIRONMENTAL FOOTPRINT THROUGH OUR BUSINESS OPERATIONS



### Romania

#### ZERO PAPER COMMITMENT

In Romania we committed to zero paper in our offices and clean up every space. We also emptied out the printing area of any unneeded papers and enjoyed some snacks during the activity.



### Serbia

#### CLEANING AND HAVING FUN IN THE OFFICE

In Serbia we cleaned up archives and recycled office materials to declutter our space and socialized around the lunch table as a team.



### Slovakia

#### CLEAN DESKS FOR ALL

In Slovakia each one of us committed to declutter their office and have a clean desk.



# 16

## REDUCE OUR ENVIRONMENTAL FOOTPRINT THROUGH OUR BUSINESS OPERATIONS



Kosovo



Cyprus

### RECYCLING OLD EQUIPMENT

In Cyprus we sorted through old equipment and recycled it, we cleaned up our offices and saw this Office Cleanup Day as an opportunity to bring sweets in the office and celebrate.



Croatia

### DECLUTTERING AND RECYCLING

In Croatia we decluttered our offices and recycled all old materials.



# 16

## REDUCE OUR ENVIRONMENTAL FOOTPRINT THROUGH OUR BUSINESS OPERATIONS



## RECYCLING PROGRAM

Across all our counties, we have implemented recycling practices to improve waste management and transform our spaces into green offices. By recycling batteries, paper, toners, bottle caps, and old equipment, we have minimized our environmental footprint while promoting sustainability. These efforts have not only reduced the amount of waste sent to landfills but have also conserved valuable resources. Through our commitment to recycling, we are actively contributing to a cleaner and greener future, setting an example for responsible waste management in our communities.

### MATERIALS THAT CAN BE MANAGED VIA OUR PROGRAM

#### BIO WASTE



Coffee capsules



Coffee capsules



Food waste

#### RECYCLABLE RESOURCES



Paper



Plastic



Glass



Aluminum



Batteries



Light bulbs



Ink cartridges



# 16

## REDUCE OUR ENVIRONMENTAL FOOTPRINT THROUGH OUR BUSINESS OPERATIONS



### Serbia

#### RECYCLING OF BATTERIES, PLASTIC BOTTLE CAPS AND OLD EQUIPMENT

We collect bottle caps in special Plug collection box and send them to the association "Plug for Handicap", that buys new or used orthopedic aids for people with disabilities.



### Croatia

#### RECYCLING/SUPPORT FOR A CAUSE

Printec Croatia continues to collect the lids of the bottles and send them to a humanitarian association that buys medicine for people with leukemia and lymphoma who cannot afford them.



### Croatia

#### RECYCLING OFFICE MATERIALS

On-going activities – waste separation, recycling used toners, batteries, collecting plastic bottle caps.

## HOW TO REDUCE YOUR WASTE AND HELP THE PLANET



Reducing waste or living a zero-waste lifestyle can help conserve the planet's most valuable resources, reducing the amount of garbage sent to landfills, and in turn, the carbon emissions released into our atmosphere. Reducing waste lessens the harmful impact of pollution on our ecosystem and encourages sustainable living, biodiversity, and a healthy, productive balance of organisms. We shared these instructions with our people to help raise awareness on environmental consciousness.



#### BUY FRESH

When possible, opt to buy fresh fruits and veggies when you head to the grocery store. Fresh produce doesn't come with extra packaging waste, which can reduce the amount of plastic you throw away. Reuse fabric or cloth bags to carry fresh produce.



#### NO SINGLE-USE

Single-use plastics or paper goods like utensils, straws, paper towels, and plastic bottles contribute to much of the garbage and pollution plaguing our planet. Instead, utilize reusable items like metal cutlery or cloth napkins to reduce the amount of paper and plastic waste you generate with every meal. Have a reusable water bottle on hand rather than buying new bottles from the grocery store.



#### USE YOUR OWN CONTAINERS

You can reduce waste by using your own containers or bags when food shopping or planting flowers and vegetables. Mason jars make great planters and reusable containers for food items. If you're out of reusable bags, you can fasten an old bedsheet into one for grocery shopping. If you're a coffee drinker, you can wash and reuse a travel mug without wasting paper coffee cups.



#### COMPOST

Much of the food waste we produce, like eggshells or fruit peels, are compostable materials. Under the right conditions, composting can turn your food scraps into pure organic nutrition without all the harmful methane byproducts. Incorporating compost into your home garden is a natural way to mulch your soil.



#### RECYCLE

Recycling is the process by which used materials are converted into new products. There are many ways to recycle, from DIY repurposing old objects to sending used materials to facilities. Recycling cuts down on our need to harvest resources, helping to save energy, minimize greenhouse gas emissions, and reduce deforestation over time.



#### THRIFT SHOP

Thrifting, buying secondhand clothes and goods from thrift stores or flea markets, is a great way to reuse and repurpose preexisting materials. You can repurpose or upcycling thrifted items like furniture into other useful goods, saving these items from winding up in landfills.

BE A RESPONSIBLE BUSINESS  
TOWARDS OUR PARTNERS AND CUSTOMERS



BRATISLAVA, SLOVAKIA



At Printec, we are committed to being a responsible business towards our partners and customers. To achieve this, we are currently working on several projects.

We are maintaining quality business relationships, continuously fostering strong connections and open communication with our partners and customers. Our team is actively refreshing our existing GDPR program, ensuring that data protection and privacy measures are up to date and in compliance with regulations. Additionally, we are working to ensure quality certifications and data assurance, implementing rigorous standards to guarantee the security and integrity of the data entrusted to us. Lastly, we are assuring comprehensive reporting and disclosures, providing transparent and accurate information to our stakeholders, demonstrating our commitment to accountability and trust. Through these ongoing initiatives, we are striving to be a reliable and trustworthy partner to all those we serve.

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## BE A RESPONSIBLE BUSINESS TOWARDS OUR PARTNERS AND CUSTOMERS

# GENERAL DATA PROTECTION REGULATION

Printec is committed to compliance with all relevant EU and Member State laws regarding personal data, and the protection of the rights and freedoms of individuals whose information Printec collects and processes.

The GDPR has been in effect for three years now, and every year we are following an approach of continuous improvement. The framework of our GDPR program remains solid, but our policies, training, exercises, assessments etc. keep getting specialized and more detailed through the years, as the organization's awareness is maturing.



## 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 implementing a Group-wide Program to safeguard personal data which:

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

Our existing privacy, data protection policies and internal standards and governance are regularly updated with particular regard to personal data lifecycle, individual rights, data breaches, data access, and security.

### DATA PROTECTION OFFICER (DPO)

A Group Data Protection Officer, who the Board of Directors considers to be suitably qualified and experienced, has been appointed to oversee Printec's compliance with this policy on a day-to-day basis.

### 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.

### DATA RISK MANAGEMENT

Data risk management requires understanding the threats, vulnerabilities and risks associated with processing the specific types of personal data we handle.

### INCIDENT RESPONSE

We have implemented a thorough, group-wide data incident response process that is integrated in our business continuity processes.

### TRAINING & AWARENESS

Printec conducts on a regular basis a Data Protection Awareness program (including campaigns) through a variety of multi-media (online, 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 for all new employees and advisable for all existing employees who have participated in a session in the past. In order to facilitate the participation of Printec employees we maintain an active intranet for collaboration and communications at all levels within the company. The content of the general Data Protection training is specialized further year by year, as the employees' understanding of the GDPR is gradually improving. Departmental sessions are also introduced. Beyond basic awareness training, Printec encourages & supports employees to pursue further training opportunities.

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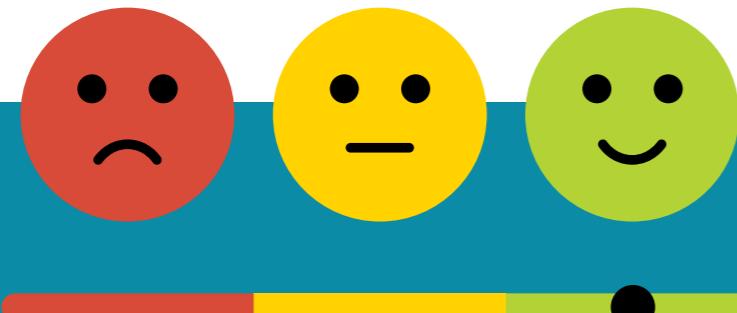
## BE A RESPONSIBLE BUSINESS TOWARDS OUR PARTNERS AND CUSTOMERS



## CUSTOMER SATISFACTION SURVEY

At Printec, our commitment to delivering exceptional value to our clients goes hand in hand with our dedication to their satisfaction. We recognize that the best way to understand their evolving needs and preferences is by directly engaging with them. This is why we have been steadfast in our practice of launching customer satisfaction surveys. By initiating these surveys, we actively seek insights and feedback directly from our clients, enabling us to continuously improve and adapt our solutions and customer services to better meet their requirements.

In alignment with our customer-centric values, we will be launching our next customer satisfaction survey in 2024, building on the results of our previous survey conducted in 2021. Our decision to conduct these surveys at regular intervals underscores our commitment to staying attuned to our clients' experiences over time. This iterative approach demonstrates our responsiveness to their needs and serves as a cornerstone for innovation and growth. As we prepare to launch our upcoming survey, we look forward to gaining fresh perspectives, refining our offerings, and fortifying the partnerships that drive our success and that of our valued customers.



## ISO

Across our organization we maintain a framework of ISO certification, ensuring adherence to internationally recognized standards for quality, security and environmental management.

<b>BOSNIA AND HERZEGOVINA</b>	ISO 9001:2015 ISO/IEC 27001:2013	Quality Management System Information Security Management System
<b>BULGARIA</b>	ISO 9001:2015 ISO 14001: 2015 ISO/IEC 20000-1:2018 ISO/IEC 27001:2017 ISO 45001:2018	Quality Management System Environmental Management System Service Management System Information Security Management Occupational Health and Safety Management System
<b>CYPRUS</b>	ISO 9001:2015 ISO 22301:2019 ISO/IEC 27001:2013	Quality Management System Security & Resilience - Business Continuity Management System Information Security Management System
<b>NORTH MACEDONIA R.</b>	ISO/IEC 20000-1:2018	Service Management System
<b>GREECE</b>	ISO 9001:2015 ISO 22301:2019 ISO/IEC 27001:2013 ISO/IEC 20000-1:2018	Quality Management System Security & Resilience - Business Continuity Management System Information Security Management System Service Management System
<b>ROMANIA</b>	ISO 9001:2015 ISO 14001: 2015 ISO 22301:2019 ISO/IEC 27001:2013 ISO 45001:2018	Quality Management System Environmental Management System Security & Resilience - Business Continuity Management System Information Security Management System Occupational Health and Safety Management System
<b>SLOVENIA</b>	ISO 9001:2015 ISO/IEC 27001:2022	Quality Management System Information Security Management System

17

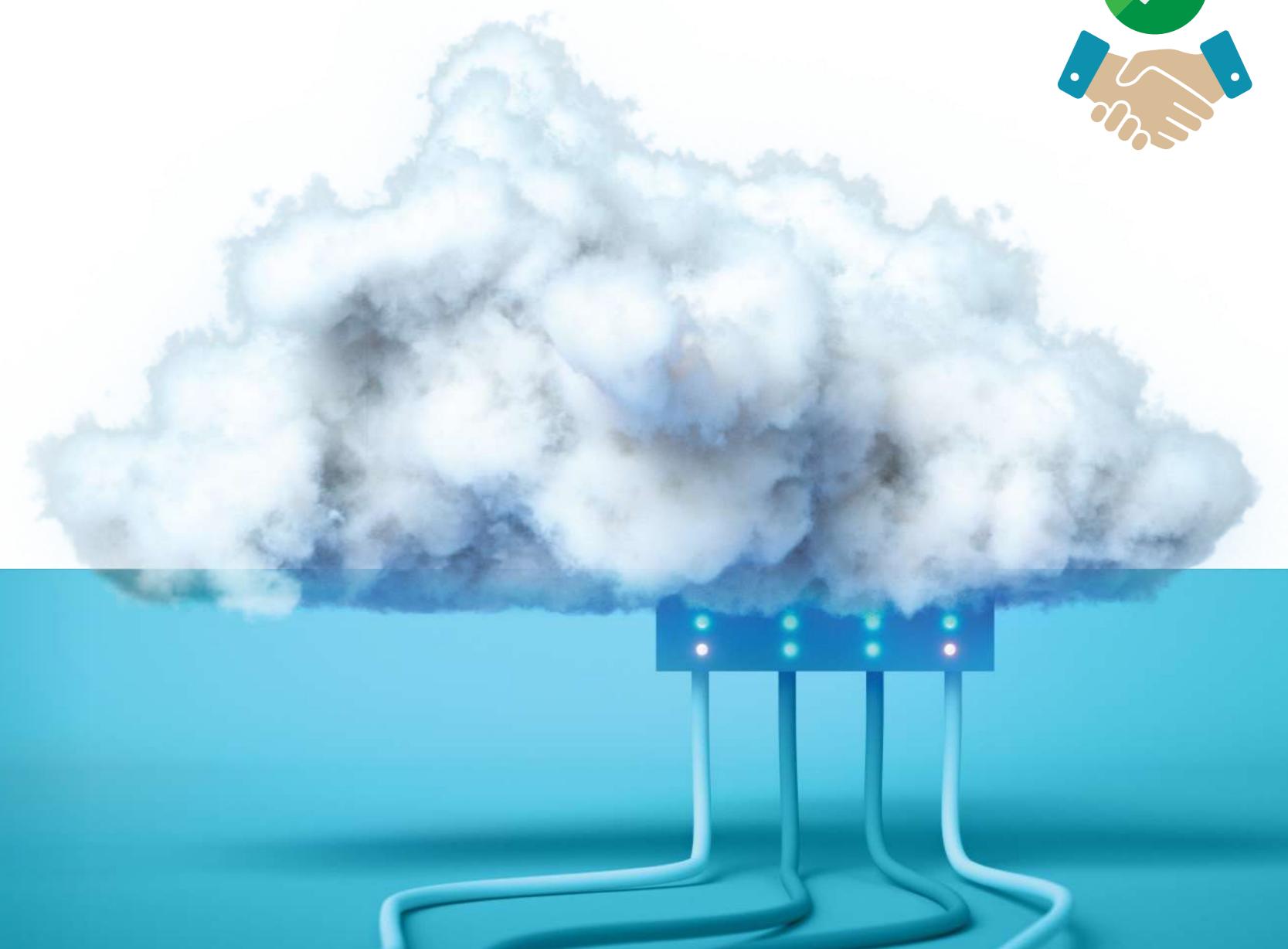
BE A RESPONSIBLE BUSINESS  
TOWARDS OUR PARTNERS AND CUSTOMERS

## INFORMATION TECHNOLOGY MANAGED SERVICES

In 2022, the ITMS Department of Printec Group continued to uphold its commitment to sustainability and cybersecurity excellence through our dedicated Cybersecurity program, "Printec Shield." We embraced digital transformation, fortifying our operating model and infrastructure while aligning our efforts with the United Nations Sustainable Development Goals (SDGs). As a vital pillar of our organization, we continuously worked towards enhancing our Identify, Protect, Detect, and Recover capabilities to ensure a resilient and secure digital landscape. This report outlines our key initiatives and achievements for 2022 and how they contribute to the UN SDGs.

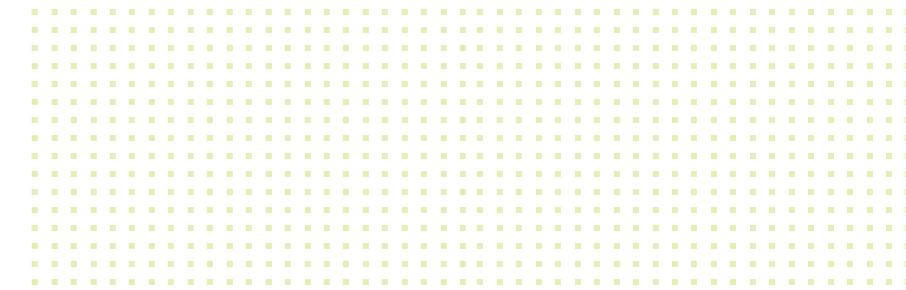
The ITMS sustainability report for 2022 showcases our relentless dedication to cybersecurity excellence, environmental responsibility, and social well-being. Our Cybersecurity program, "Printec Shield," serves as a bastion of protection in an ever-changing digital landscape. By aligning our initiatives with the United Nations Sustainable Development Goals, we aim to play a transformative role, ensuring a sustainable future for our organization and the communities we serve.

**We extend our heartfelt appreciation to our employees, partners, and stakeholders for their support on our sustainability journey. Together, we will continue to innovate and build a secure, sustainable, and inclusive world for generations to come.**



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## BE A RESPONSIBLE BUSINESS TOWARDS OUR PARTNERS AND CUSTOMERS



### IDENTIFY



**Threat Intelligence Advancements:** We integrated cutting-edge threat intelligence feeds, enabling proactive identification of emerging threats and potential risks, contributing to SDG 16 (Peace, Justice, and Strong Institutions).

**Continuous Risk Assessment:** Real-time monitoring and dynamic risk assessment allowed us to adjust security controls promptly, supporting SDG 9 (Industry, Innovation, and Infrastructure).

**Regulatory Compliance Enhancements:** Our updated cybersecurity policies align with industry standards and SDG 17 (Partnerships for the Goals), fostering collaboration towards sustainable cybersecurity practices.

### PROTECT



**Security Incident and Event Management (SIEM) Enhancement:** We enhanced our Security Information and Event Management (SIEM) system with advanced correlation rules and automated alerts to improve threat detection and response, supporting SDG 16 (Peace, Justice, and Strong Institutions) by fortifying our defenses against cyber threats.

**Advanced Threat Protection (ATP) Deployment:** We deployed Advanced Threat Protection (ATP) to proactively safeguard against sophisticated email and file-based threats, supporting SDG 16 (Peace, Justice, and Strong Institutions) by protecting sensitive data and communication.

**Cybersecurity Risk Assessment for Third-Party Vendors:** We conducted cybersecurity risk assessments for third-party vendors and partners to evaluate their security practices and ensure the integrity of our supply chain, supporting SDG 17 (Partnerships for the Goals).

### DETECT



**Behavioral Analytics Deployment:** Utilizing user and entity behavior analytics for anomaly detection furthered our commitment to SDG 16 (Peace, Justice, and Strong Institutions) by protecting against insider threats.

**Threat Hunting Initiatives:** Regular threat hunting exercises exemplified our dedication to SDG 16 (Peace, Justice, and Strong Institutions) by proactively seeking hidden threats.

**Real-time Incident Response:** Swift incident response and resolution aligned with SDG 11 (Sustainable Cities and Communities) by mitigating the impact of cyber incidents.

### RESPOND



**Red Team Exercises:** Conducting red team exercises with external experts demonstrated our commitment to SDG 17 (Partnerships for the Goals) as we collaborated with industry peers to strengthen our defenses.

**Incident Response Playbooks Refinement:** Continuously updating our response playbooks aligned with SDG 9 (Industry, Innovation, and Infrastructure) as we strived for agile and efficient cybersecurity practices.

**Regular Security Patching and Updates:** We ensured that our systems and software were promptly patched with the latest security updates to address known vulnerabilities and enhance cyber resilience, contributing to SDG 9 (Industry, Innovation, and Infrastructure).

### RECOVER



**Disaster Recovery Testing:** Rigorous disaster recovery testing, aligned with SDG 11 (Sustainable Cities and Communities), ensured business continuity in the face of disruptions.

**Cybersecurity Awareness Training:** Employees received cybersecurity awareness training, contributing to SDG 4 (Quality Education) by fostering a security-conscious workforce.

**Business Continuity Plan Improvements:** Enhanced business continuity plans contributed to SDG 13 (Climate Action) by enabling swift response to environmental challenges.



BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE

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CAPE GRECO NEAR AYIA NAPA, CYPRUS



3 GOOD HEALTH  
AND WELL-BEING



4 QUALITY  
EDUCATION



5 GENDER  
EQUALITY



8 DECENT WORK AND  
ECONOMIC GROWTH



10 REDUCED  
INEQUALITIES



As a responsible employer, our aim is to prioritize our people's well-being and development through a comprehensive set of initiatives.

We ensure and monitor employees' health and safety, creating a secure and nurturing work environment. Fostering a culture of inclusivity and support, we enhance employees' overall well-being. Through open communication and engagement initiatives, we strengthen our bond with the workforce. Talent management and retention programs provide growth opportunities, while fair awards and recognition systems acknowledge employees' contributions. We promote continuous learning and empower employability for all, fostering diversity and gender equality. Additionally, we encourage volunteerism and community outreach, making a positive impact beyond the workplace. These initiatives reflect our commitment to being a compassionate and responsible employer, driving success through the thriving and fulfilled lives of our valued employees.

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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

### ONE PRINTEC

One Printec is about creating a work environment that is meaningful, inspiring and fun, setting a more clear vision for the future. It is the WHY we exist (our shared purpose) and the HOW we work (our shared values), our identity which is reflected in all our activities through our behaviours. Living our Values is an ongoing process, part of our growth journey and among our constant priorities.



In 2022 we further built our One Printec, aiming to bring our purpose and values into all aspects of our everyday work-life. We saw the continued success and growth of One Printec as a result of our collective efforts to live our shared values and work towards our common goals.

Entering 2023, we will continue to build upon our shared values and the progress we've made in the past years. Our focus will remain on learning and growing, fostering cross-country collaboration, creating a positive workplace environment, and driving innovation.

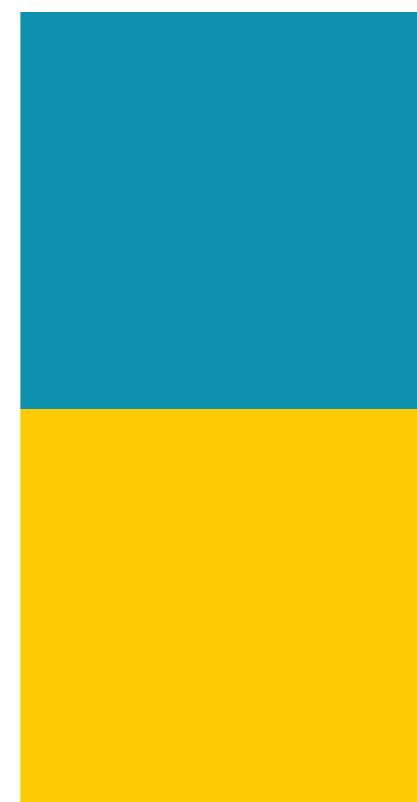


We introduced  
**LEAD  
ONE PRINTEC**,  
our own learning  
program for  
People managers.



We reunited  
in person on our  
**FUNCTION  
SUMMITS**

We included a  
**"FOCUS ON  
PEOPLE" GOAL  
FOR ALL MANAGERS**  
to align performance with  
OnePrintec values.



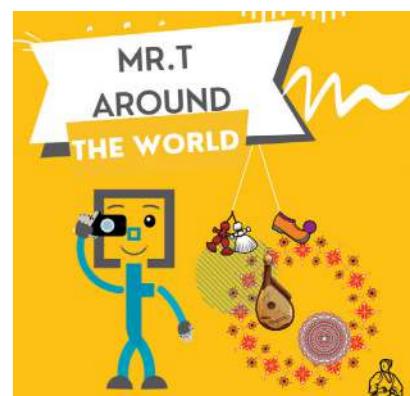
We took action to  
improve our workplace  
by launching  
**"CARE  
FOR OUR  
OFFICES" DAY**



We launched  
our very own  
**INTERACTIVE  
GUIDE**  
designed to boost  
productivity and  
collaboration within teams.



We ran a  
**PHOTO CONTEST**  
where all employees were invited  
to share a photo from a nice  
destination, using an AR version  
of our very own Mr.T.



We  
**REDESIGNED  
OUR  
COMPETENCY  
FRAMEWORK**  
aligning it with our values  
to enhance our  
performance and  
further development.

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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE



## diversity

In Printec we take pride on having an authentically diverse culture as our workforce spans across countries, cultures, languages, generations and backgrounds. Although we are operating in a male dominated industry, we maintain a good gender mix.

Printec's commitment to Global Compact's principles on Labor is reflected in our 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. We are committed towards providing equal opportunities in all aspects of employment and career advancement.

We embrace diversity and value the contribution of each and every employee, aiming to promote openness, inclusion and the sense of belonging.

### TOTAL NUMBER OF EMPLOYEES IN OUR COUNTRIES

ROM	GRE	UKR	BUL	CRO	SLK	GRP	SLN
2021 168	2022 178	2021 153	2022 154	2021 141	2022 144	2021 104	2022 108
SER	ALB	CYP	BOS	KOS	NMK	MNE	CZR
2021 25	2022 25	2021 24	2022 21	2021 17	2022 17	2021 13	2022 16
2021 14	2022 15	2021 12	2022 13	2021 0	2022 6	2021 6	2022 4



YEARS OF SERVICE	<1	1-3	3-5	5-10	10-15	>15	TOTAL
2022	131	112	137	206	145	176	907
2021	87	130	146	199	149	156	867

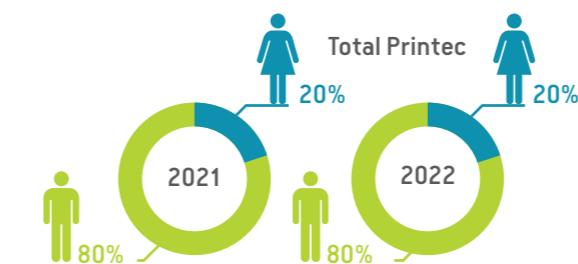
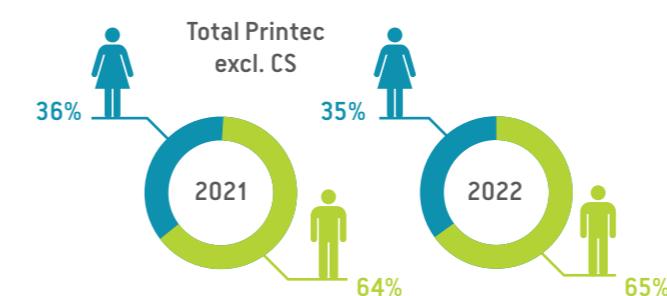
2022	2021	Avg. Tenure	8	8	Avg. Age	42	42

2022	2021	Avg. Age of New Hires	35	34

### NUMBER OF EMPLOYEES PER GENERATION

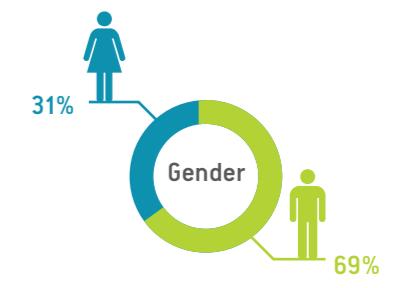


### GENDER



### GROUP MANAGEMENT 2022

AGE GROUP	GroupMgmt
30-40	3
41-45	4
46-50	4
51+	2
<b>TOTAL</b>	<b>13</b>



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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

# TOTAL REWARDS

Our Total Reward Philosophy ensures fairness and consistency of rewards to attract, enable and engage high-performing teams. Through its various elements, it cultivates commitment, initiative, collaboration and embraces our shared values.

All Printec employees receive at least the minimum wage. All employees are paid holiday leave, sick leave and parental leave in accordance with international standards. We consistently monitor pay structure and market practices to ensure we keep rewarding our people fairly. We have established a Total Reward Policy & Reward Review Toolkit, outlining the core principles and the framework to make evidence-based reward decisions for every Printec employee. We take into consideration our peoples' performance, exceptional contribution and potential to reward our people through regular base pay review, bonus schemes and people awards.

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 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.

We strive to remain competitive and ensure that Printec reward programs are improving over time. Therefore, in 2022 we focused on revising our reward programs (Corporate Bonus Plan & Sales Incentive Plan) aiming to cultivate high-performance culture, transparency and simplicity and launch in 2023.



### 01 BASE PAY REVIEW

Starts upon PPD review cycle completion and combines performance ratings, historic data and market data to review base pay and reflect performance, capability & growth.



### 02 PEOPLE AWARDS

Are personalized awards in recognition of an exceptional accomplishment (within or outside of assigned job responsibilities) and clearly well beyond a normal range of expectation, as well as Leading Performance on competencies. Awarded employees are nominated and announced on a quarterly basis.



### 03 SHORT-TERM INCENTIVES (SALES INCENTIVES & CORPORATE BONUS)

Are single cash payment tied to employees' performance rating and company's profitability.



### 04 FOR YOU

is a group-wide program for creating a better workplace and enriching the quality of our work life, wellbeing and personal development. Printec For You programs and initiatives create a common employee experience on the following pillars: Worklife, Health & Fitness, Grow and Enjoy.



PEOPLE AWARDS



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BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE

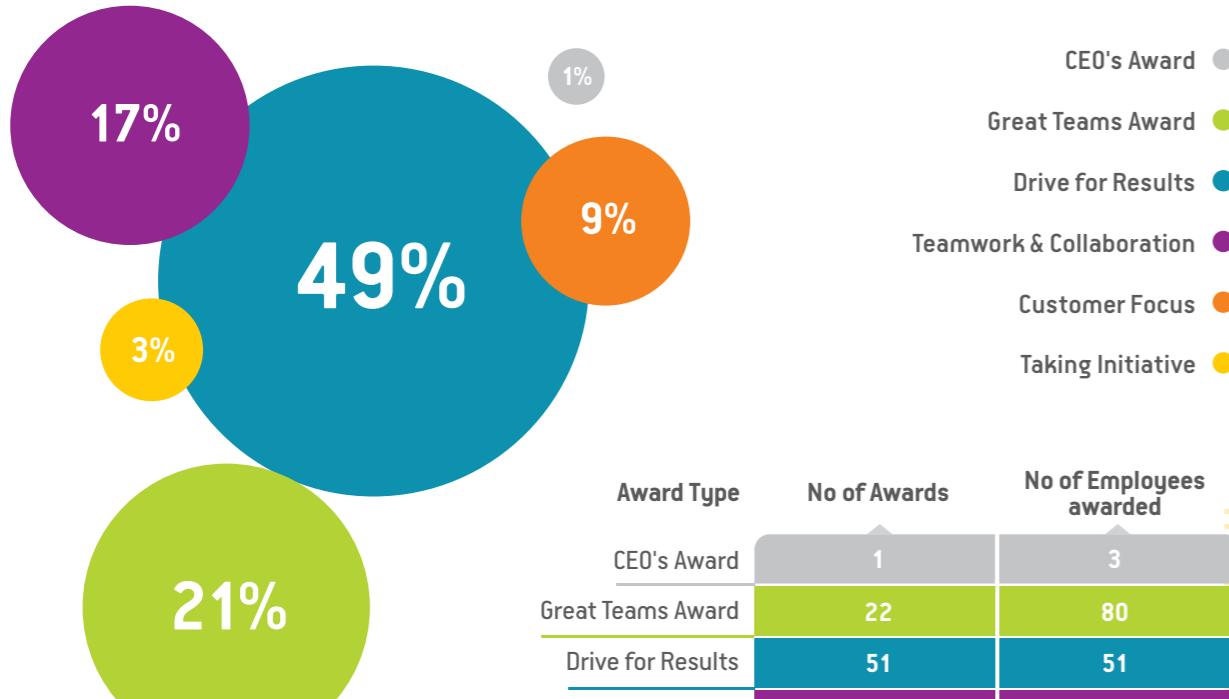
## TOTAL REWARDS

## PEOPLE AWARDS

We are truly proud of our achievements and celebrating them is part of our culture. Printec People Awards is a group-wide Recognition Program designed to celebrate and reward individual and team achievements. Creating a high-performance and feedback culture is at the heart of our operations. Printec People Awards recognize our colleagues who "Live our Values" and contribute to outstanding projects in line with our business strategy.

**This year 104 People Awards were granted by Country Management Teams & our CEO to our people:**

- individuals who displayed Leading Performance at one of our Competencies, linked with our shared values &
- teams that delivered a key project or exceptional work that helped us achieve a strategic objective



**FLEXWORK  
@ PRINTEC**

End of 2021 we launched FlexWork, a hybrid working model aiming to promote our shared values by nurturing a culture based on trust and outcome-based performance management.

**The initiative is built around two key elements**

**FlexTime:** offering the option to choose the most efficient working schedule for roles that do not require services delivery within specific SLAs and pre-defined work schedules

**FlexPlace:** providing the option to work remotely up to 40% of the monthly working time, upon direct manager's approval. Eligible roles are the ones that do not require continuous physical presence at Printec's or customer's premises to perform job duties.

In 2022, as Covid-19 restrictions were gradually lifted, we fully utilized the option of flexwork across our countries. Our people worked remotely **33%** of the monthly working time, deploying the opportunity to find the right balance between office and remote work and make the most of both worlds.

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BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE

## LEARNING & DEVELOPMENT

Fostering Learning is one of our strategic priorities under the FOCUS ON OUR PEOPLE pillar. In 2019, we designed our Learning Framework identifying the context for our Managers' and Experts' learning and development. Following this framework, we are building our curriculums based on the input, needs & priorities set by the organization in alignment with the individual development plans of each role and individual.

As an organization, we take pride in the skills and competencies of our people in support of our passion to provide quality services. Upgrading our skills is our priority to excel our customer-first mentality and results-driven approach.

### LEARNING INITIATIVES KNOWLEDGE SHARING

We are constantly trying to inspire our people and help them grow professionally and personally, building a learning routine that allows us to thrive. At the same time, our open and collaborative culture encourages knowledge sharing and it is what led us to our 'Learning Thursdays' initiative - a series of short and sweet learning sessions on a variety of topics coming from our own or external experts. The first round of these sessions concluded in December 2021 and since then our annual cycles have been

extremely successful, with more than 300 employees participating, and ranking the sessions with an average of 4.7/5.

### LINKEDIN LEARNING OUR DIGITAL LEARNING PLATFORM

In 2020 we introduced LinkedIn Learning, a robust online learning platform serving the transformation of our learning experience, while helping us adopt a learning habit, upskilling and reskilling our potential. In support of our continued growth, more than 300 users getting access to LinkedIn Learning, showing personal commitment to continuously improve and develop new skills from structured learning.

Our focus year over year is to leverage the endless possibilities of this robust online platform and gain access to a wide variety of topics and Printec-made content, as well as benefit from the personalized learning paths that can be designed by the individual, the manager or the organization. With over 16,000 courses taught by real-world experts and more than 50 new courses added every week, the library is always up-to-date with the most in-demand business, technology, and creative content. The platform has more than 100 unlocked courses that are available to anyone with a LinkedIn account.

## 2022 LEARNING METRICS



### LEARNING HOURS

% increase of learning hours vs 2021	2022 Hours of completed courses	2021 Hours of completed courses
87%	15.893	8496

### LINKED IN LEARNING HOURS

% increase	2022 Hours	2021 Hours
51%	2.667	1.767

### UNIQUE LEARNERS

Unique Learners vs Headcount	2022	2021
56%	506	432

### UNIQUE LEARNERS VS HEADCOUNT PER COUNTRY



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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

# LEAD ONE PRINTEC

### PEOPLE MANAGERS' LEARNING & DEVELOPMENT

A special focus is taken on our People Managers upskilling and reskilling. The focus is on understanding people behaviors and competencies aiming at supporting them on managing their teams effectively and act as a role model for their people, in accordance with Printec's new corporate values: trust, teamwork, care, passion and innovation. The learning opportunities vary from self-paced through LinkedIn Learning, specialized trainings and coaching based on individual development plans to dedicated leadership programs.

In this context, LEAD One Printec was implemented in 2022. Our 130 People Managers participated in this in-house virtual learning program that aimed to interact and share knowledge, create awareness on specific topics,



adopt learning in our work routine and fully embrace our shared values. Leveraging the LinkedIn Learning content, the program was divided into five modules, one for each value. Working in mixed teams during monthly live sessions, a knowledge sharing network was created among experienced and younger Managers from different countries and departments.

The LEAD One Printec program was designed to bring to life the One Printec values; translate them to behaviors and actions, create a common language about our values and support our people managers' development to drive consistently the One Printec culture.

 **LEAD  
ONE PRINTEC**



### THE PROGRAM IN A NUTSHELL



#### SCOPE

Interact & Share knowledge  
Create Awareness on specified topics  
Embrace Learning in our work routine



#### PARTICIPATION

130 People Managers  
Mixed groups countries, functions, position levels



#### DURATION

July to December 2022  
5 hours per month  
LinkedIn Learning self-study and interactive Live sessions

### PROGRAM COMPLETION

6

MONTHS  
DURATION

130

PARTICIPANTS

26

LIVE SESSIONS

33

LINKEDIN  
LEARNING COURSES



86%

PARTICIPATION  
RATE

4.5/5

AVERAGE  
RATING

1535

HOURS SPENT OVERALL ON  
LINKEDIN LEARNING COURSES

### FEW TESTIMONIALS



Great exercise  
to train people  
managers!



I identified  
my own gaps  
in leading the team.  
Thank you!



Great learning,  
teamwork  
and fun.



Very meaningful,  
effective  
and efficient.  
Very good!



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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

# EMPLOYEE ENGAGEMENT



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.

"Engagement" isn't just a buzzword, it is an unwritten social contract between employee and employer that fuels business results, productivity and high performance. People who are emotionally committed and enjoy the environment Printec has created, work with passion, perform consistently at higher levels, seek opportunities for growth, take ownership of results and drive innovation.

In 2017, we carried out our first Employee Engagement Survey, "Be Heard", across our entire workforce and since then we run the survey every two years with high participation (2017; 85%; 2019; 91%; 2022; 94%). The survey is conducted online and is completely anonymous and confidential. We have partnered with a respected third-party provider, Gallup, a leader in polling & analytics with the world's most comprehensive employee engagement database – 6.5 million employees from over 600 unique organizations. We use the Gallup Q12 Engagement hierarchy survey model, asking all employees for honest and uninhibited feedback to improve employee experience, strengthen relationships and initiate a company wide engagement conversation. In 2022, our results have shown an increase and are now in line with the Southern Europe companies ranking also at the 50th percentile, bringing us now at the middle of the ranking scale, as per Gallup benchmarks.

We make Printec a great place to work by empowering every employee to have his or her say in the survey and by taking part in action planning to shape the way towards a better and more sustainable future together. Engagement survey results and actions are becoming part of our next day operations, aiming at improving our collaboration with all stakeholders. This is why at Printec we commit on following-up action plans to generate more employee engagement and development opportunities.

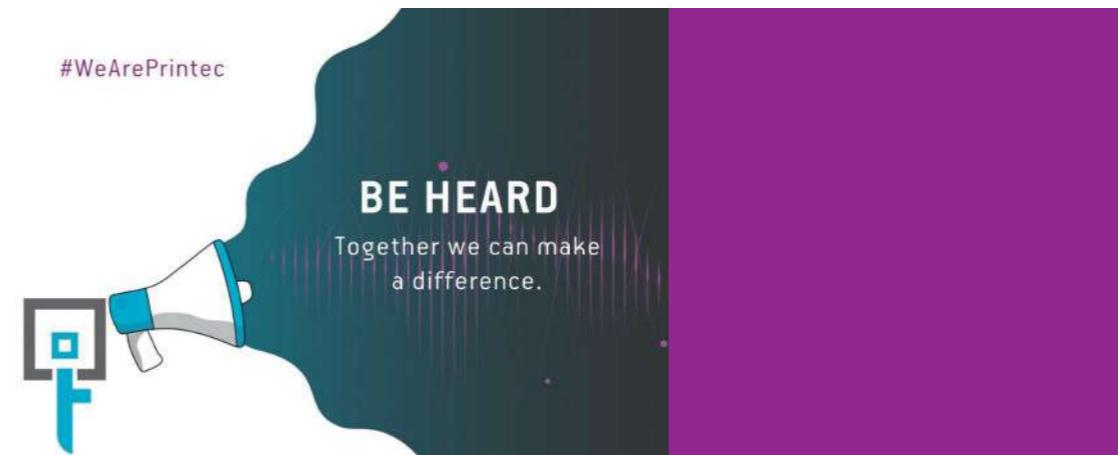
The Country and Group Leadership teams review the findings in great detail, identify focus areas and take actions to address shortcomings highlighted by our people.

As we continue to evolve, employee engagement is critical to our future success. We are committed to providing a friendly and inclusive workplace, counting on team spirit and open communication to build trust and allow effective conversations that will strengthen our relationships and eventually our business performance.

## OUR PEOPLE ENGAGEMENT

Our results have shown an increase and are now in line with the Southern Europe companies ranking also at the 50th percentile, bringing us now at the middle of the ranking scale, as per Gallup benchmarks.

We exhibited an exceptional participation rate compared to the average 60% of Gallup's Global Database



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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE



## TALENT ATTRACTION

At Printec, our primary focus is on attracting, engaging, developing, and retaining the right individuals in the appropriate roles, in the right time, to achieve our business objectives. We are committed to promoting job opportunities that are free from discriminatory elements, such as race, gender, or age. Similarly, we ensure that job applicants are not required to disclose personal information regarding their marital status, pregnancy, or intention to have children, as we strive to make fair and unbiased hiring decisions.

As part of our strategic workforce planning process, Printec recognizes the criticality of sourcing, attracting, and recruiting top talent across the entire organization. By involving all Printec Group Functions in activities such as crafting job advertisements, screening CVs, assessing technical skills, and developing and conducting interviews, we ensure a comprehensive approach to talent acquisition that aligns with our long-term growth objectives.



Through our digital hiring platform, Workable, we have successfully enhanced the candidate experience, strengthened our employer brand, and improved the effectiveness of talent acquisition. Our recruiters and hiring managers are trained to efficiently utilize this tool, enabling them to monitor the hiring process at every stage and provide instant feedback.

To further enhance our talent attraction efforts, we actively encourage and engage our own employees to participate in our "Bring a friend @ Printec" Employee Referral Program. This program allows our employees to recommend their friends or acquaintances for open positions, provided they meet the necessary qualifications and align with our corporate values. By involving our employees in the recruitment process, we foster a sense of involvement and ownership in building our workforce.

New hires per level	2022	2021	2020
Executives	3	1	6
People Manager	8	2	5
Ind. Contributor	132	84	60
Grand Total	143	87	71

## ONBOARDING

Continuing our successful journey, we are proud to enter the second year of our "Printec Take-Off" program, our sophisticated and digital onboarding experience. This comprehensive program encompasses all necessary tasks, steps, and training materials for newcomers and active participants in the onboarding process across Printec. Through our Pathfinder digital platform, developed in-house, we ensure a seamless and effective 90-day journey that fosters integration, a sense of belonging, confidence, and engagement.

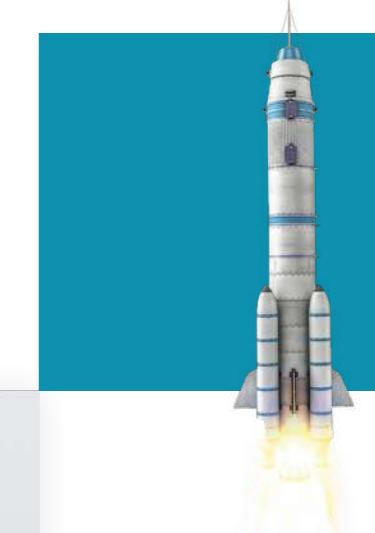
Printec Take-Off is an experience-based onboarding program designed to share knowledge, communicate values, build strong relationships and commit to transform our newcomers into confident, empowered team members and ambassadors.

It is a 90days journey that allows the astronauts (newcomers) to explore every angle of our "Printec Galaxy". Travelling along with their co-pilots, the astronauts will:

- **Feel welcomed and at ease**
- **Gain a good understanding of our history, values and purpose**
- **Understand our working environment**
- **Recognize the importance of their role and its contribution in our culture**

Printec Take-Off is a team sport. From the moment the astronaut is aboard, a team of colleagues (travelers) start working towards creating an amazing onboarding journey for them. There are several "roles" in the Take-off process:

- Our HR team owns the program and is responsible for the implementation and support of all members.
- The Direct Manager is the key contributor to the successful 90days journey. They will be introducing the astronaut to other colleagues, provide guidance on performance expectations, offer regular feedback, making sure the integration is smooth and nice.
- The Co-Pilot (buddy) is the journey companion while exploring Printec Galaxy, sharing experience of the workplace culture and helping the astronaut feel part of the team. After all, starting a new job can be exciting, but also overwhelming!
- Our IT gurus will take care of their working station and equipment well before the first day and will plan the collaboration tools training.

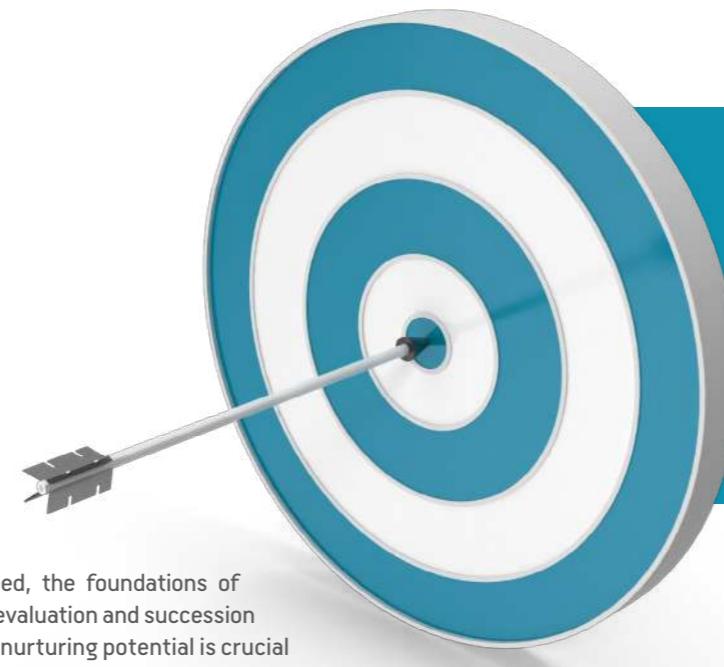


Apart from the digital onboarding experience, our live Space Bootcamps – interactive workshops across Printec- give newcomers the opportunity to meet and learn about our operations from our experts, our Function Commanders!

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BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE

## TALENT MANAGEMENT & SUCCESSION PLANNING



In 2022, with our new competency model being reshaped, the foundations of another project were set; the development of our potential evaluation and succession planning process for our people at Printec. Identifying and nurturing potential is crucial for the ongoing success of critical roles within our company.

Through our focus on potential, our goal is to identify the behaviors and characteristics that enable individuals to maximize learning opportunities and progress in their careers, empowering our people to thrive and reach their full potential within Printec. Furthermore, we strive to equip our employees with the skills and competencies necessary for undertaking leadership roles. This will further ensure that our leaders have the necessary attributes to drive the company's success and lead effectively.

By incorporating potential evaluation and succession planning into our practices, we demonstrate our commitment to nurturing talent and providing growth opportunities for our employees.

**We look forward to implementing and refining our potential evaluation and succession planning process to further support the development and advancement of our employees at Printec.** The process development will be completed by the end of 2023 and will be launched the following year.

## PERFORMANCE MANAGEMENT

We prioritize work-life balance and personal growth by cultivating a workplace culture that supports employees in achieving professional success and realizing their personal aspirations. Our Printec Performance Management & Development system (PPD) measures results through SMART goals and specific, measurable Competencies. Apart from our SMART Goals related to our Strategic and Business priorities, we also launched a set of goals called "Focus on People", dedicated to People Management. As a People Manager, managing the team is always a top priority. Effective people management involves among others driving learning & development, reward, recognition & feedback, engagement & wellbeing. Prioritizing these areas ensures that our teams have the necessary skills, feel valued, and promotes a positive work culture. Meeting these targets requires ongoing effort and attention and contributes to people's development and growth.

Regarding our Competencies, each one is defined by observable behavioral indicators, fostering clear expectations, and promoting communication, transparency, and honest feedback. Our performance cycle includes Planning and Review stages, with an Individual Development Plan shaping personal growth. Our Career Framework ensures fair compensation, performance, and development, eliminating discrimination. We conduct PPD broadcasts, training sessions, onboarding workshops, and Calibration meetings to educate and align our teams, ensuring fairness, transparency, and consistency.



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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

### RESHAPING OUR COMPETENCY MODEL TO REINFORCE PRINTEC'S VALUES

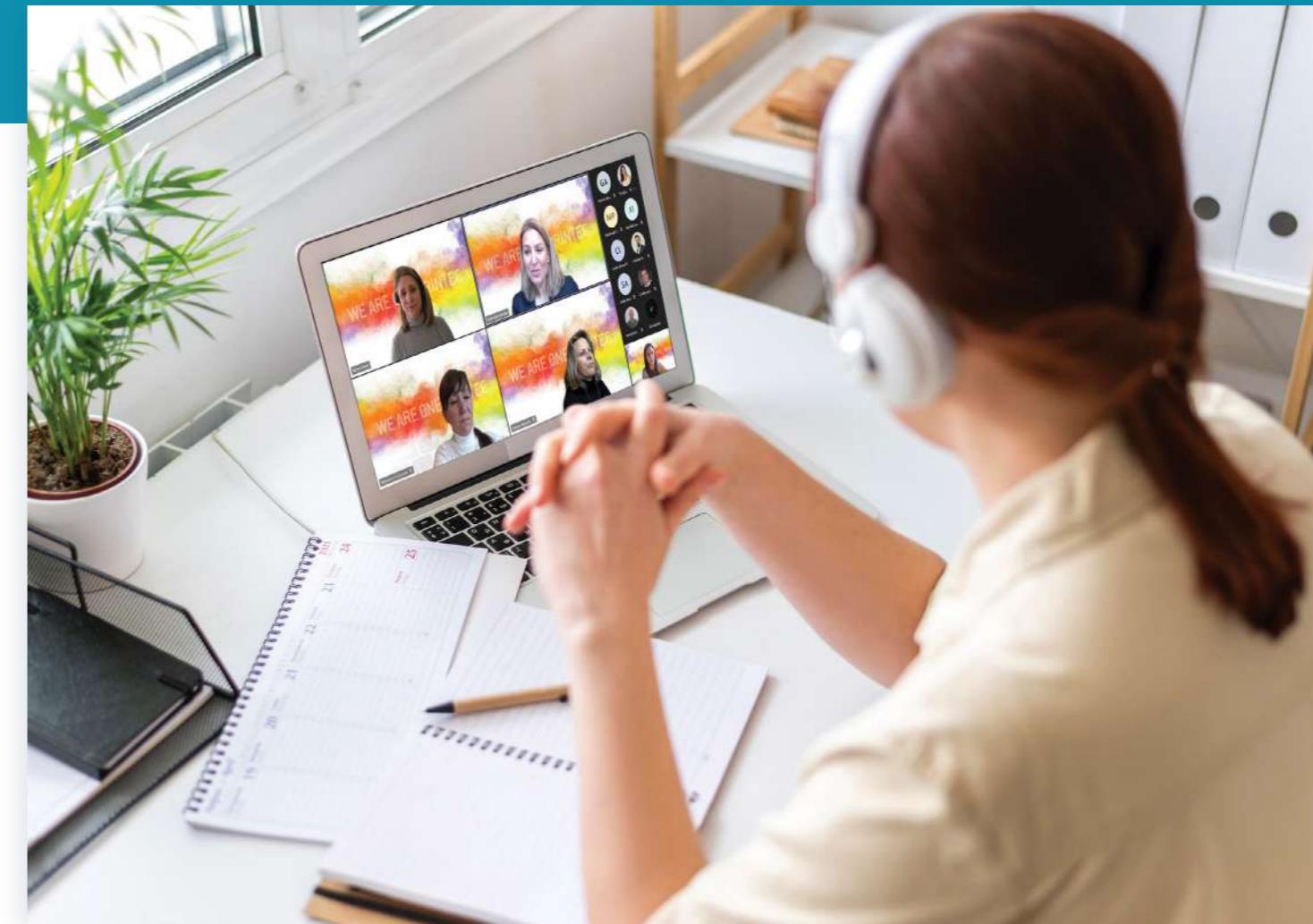
In 2021, we launched the One Printec journey to redefine our purpose and values. As part of this effort, during 2022, we reshaped our competencies to align with our new values and incorporate feedback from our stakeholders. The new competency model reflects our values and identifies the key competencies crucial for success at Printec. It serves as a framework for professional growth, facilitates performance discussions, and helps identify areas for improvement.

We further enhanced the model to meet our evolving business needs, ensuring clarity, transparency, consistency, and a common understanding, by introducing a new 4-point descriptive scale, ranging from "Improvement Needed" to "Leading Performance." This scale allows us to clearly define competency levels and set

development goals. This enables us to acknowledge achievements and objectively identify areas for improvement.

By embracing this model, we align ourselves with shared expectations and behaviors that contribute to individual and collective success. It supports the sustainable growth of our company.

Starting in 2023, the new competency model will take effect. To ensure a smooth transition, awareness and training sessions will be organized. These sessions will provide valuable insights into the new model and equip our people with the necessary knowledge and tools to leverage its benefits.



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## BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

# FOR YOU

In 2022 our For You activities focused on promoting & stabilizing our FlexWork initiative, activities that brought our People together like summits & team building events and activities promoting our physical & mental wellbeing.

In 2023 we are introducing a more holistic approach toward wellbeing under Mental, Social, Financial, Digital & Physical wellbeing pillars.



### WORKLIFE @PRINTEC

Under this pillar we are introducing initiatives that help make our workplace a better place for our people.



### 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
- Marathons
- Blood banks
- Team sport activities



### 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

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



# WORKLIFE @ PRINTEC



### IMPROVING OUR WORKPLACE

Transform offices into comfortable & creative places, where people can meet and collaborate on projects



### EMPHASIZING

teamwork & collaboration



### ENCOURAGING FLEXIBILITY

on how we deliver our work through FlexWork initiative



### ORGANIZING “KNOW-US-BETTER” SESSIONS

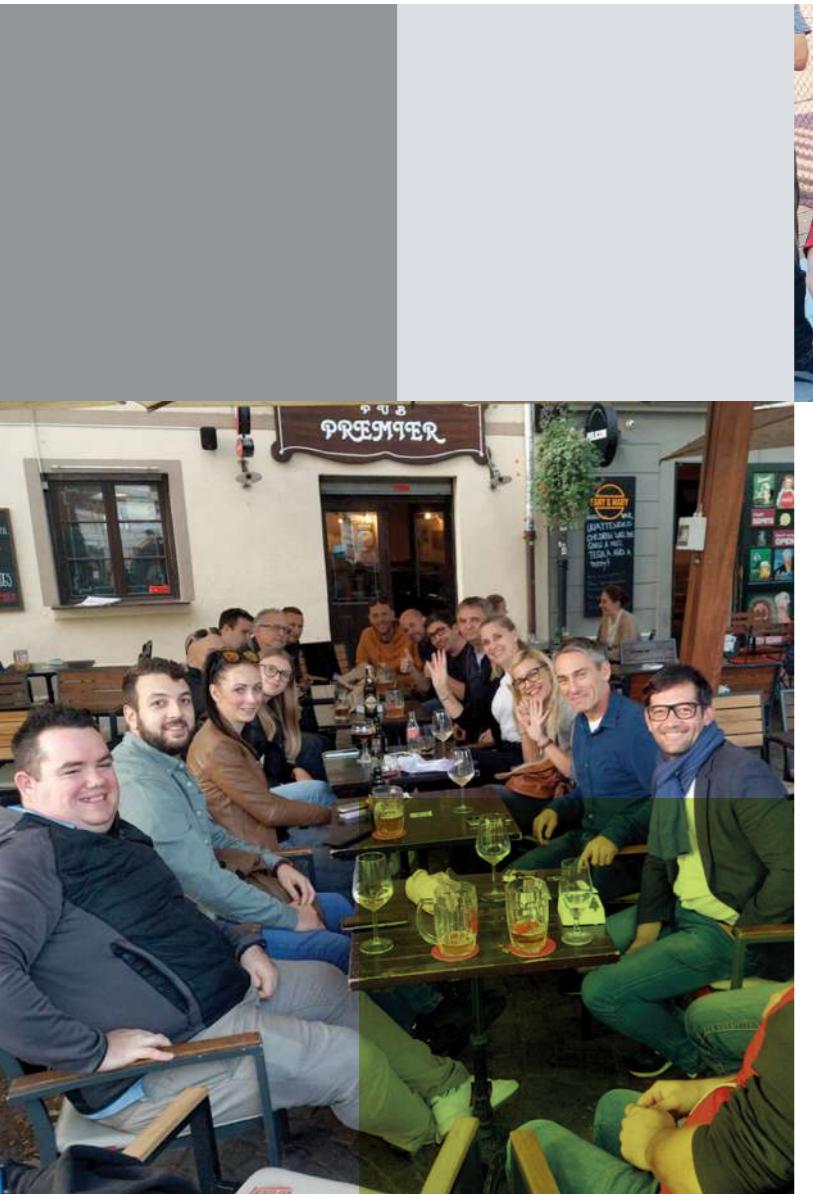
where teams could share what they do, their achievements or challenges, or their best thinking ideas



### INTRODUCING

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

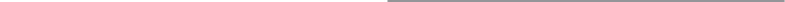
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**BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE****LIFE @ PRINTEC****Slovenia****WALKING IN LJUBLJANA**

Employees from all departments, spent a sunny autumn Thursday afternoon together, walking in the center of Ljubljana, enjoying time together over delicious chestnuts.

**Slovakia****BRATISLAVA TEAMBUILDING ON THE ROOF**

Taking advantage of the good weather, our Slovakian team hosted a teambuilding event at the rooftop of our offices where our colleagues could socialize and enjoy the nice weather.

**Slovakia****OFF-SITE TEAMBUILDING**

Our entire Slovakian team met up for an offsite teambuilding activity. The team enjoyed the nice weather and participated in activities that improved their collaboration and team spirit.



# 18 BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

## LIFE @ PRINTEC



### Romania

#### OFF-SITE TEAMBUILDING

After a long time apart due to the pandemic, our Romanian team managed to gather once again for an off-site teambuilding where they could finally interact face-to-face and catch up in person.



### Croatia

#### THE LAST DAY OF CARNIVAL CELEBRATION

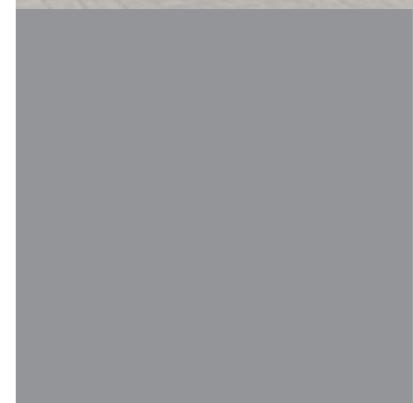
We celebrated the last day of Carnival with sweet treats for our employees & customers



### Slovenia

#### TRADITIONAL TEAM PICNIC

Summer officially began and to celebrate it, Printec Slovenia's team had a traditional picnic. This year we invited also some former colleagues to join us. Sunny day, warm weather, great food, playing sports and mostly...having a lot of fun.



### Montenegro

#### END OF YEAR TEAM GATHERING

Our team in Montenegro gathered at the end of the year to celebrate their achievements and plan a successful year to come.

# 18 BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

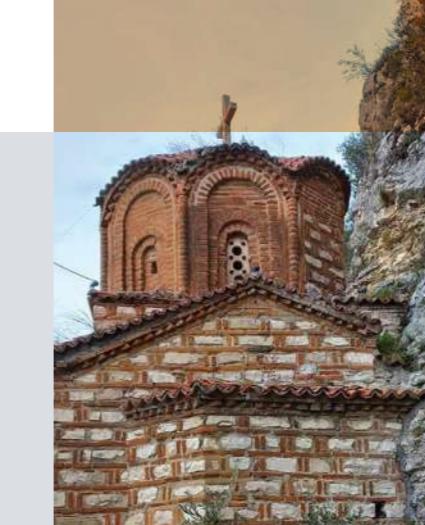
## LIFE @ PRINTEC



### Albania

#### VISITING KRUJA CASTLE CULTURAL SITE

Our team in Albania added a cultural element to their teambuilding activities in 2022 where they planned visits to cultural sites of Albanian heritage.



### Albania

#### VISITING BERATI CULTURAL SITE UNESCO PROTECTED



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BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE

## LIFE @ PRINTEC



Greece

CYPRUS & GREECE | AN EVENING OUT  
WITH THEIR TEAMS

Getting together after 2 years of restrictions is what our teams needed. Our colleagues from Cyprus and Greece spent some time together to share ideas and have fun!

The Greek team met at the beach to signal the end of summer, whereas the Cypriot team, along with the Greek Management team gathered for dinner. Nice discussions and jokes, accompanied by refreshing cocktails created a wonderful evening.



Greece

PRINTEC GREECE WISHES  
FOR HAPPY VALENTINE'S DAY!

Valentine's Day is the day to spread love and happiness and we wish our colleagues at work a wonderful Valentine's Day.



Greece

## "SMOKY THURSDAY" 2022

This day in Greece it is the tradition to grill meat and eat with friends.

We gathered once more to celebrate this day together and enjoy delicacies in our office. We hope next year we can enjoy this day without COVID restrictions.



# 18 BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

## LIFE @ PRINTEC



### Greece & Cyprus VIRTUAL TOWNHALL H1 2022

Greece and Cyprus got together for a virtual Townhall for their H1 results.

During the Townhall, country and group results were presented, together with the new products we are working on and the opportunities that we are pursuing. Be Heard 2022 Survey results were also discussed during the meeting.

### Adriatic

#### PRINTEC ADRIATIC EVENT 2022

Our teams from our Adriatic region were joined together in a common event where they could meet each other face-to-face and discuss achievements and goals for the year. They also exchanged advice and strategies to improve performance. This event is a learning opportunity that enhances collaboration and know-how across our people.



### Adriatic ADRIATIC SALES STRATEGY MEETING

During the Adriatic Event the Sales teams of all the Adriatic region gathered together for a joint sales strategy meeting where they exchanged ideas and discussed their strategic sales approach for the region.



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BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE



## GETTING BACK TOGETHER TO SET NEW GOALS

After 3 years, it was really a pleasure to meet again! Getting all together, having really important discussions and getting connected.



### CS SUMMIT 2022: A JOURNEY OF INSPIRATION, MOTIVATION, AND ALIGNMENT

The CS Summit 2022 exemplified the power of teamwork and alignment. Extensive workshops among newly formed streams paved the way for service excellence and maximizing synergies. The summit emphasized customer focus, strategic growth, and reinforcing a results-driven approach. With a strong commitment to teamwork, the summit proved that great teams can work efficiently while having fun together.

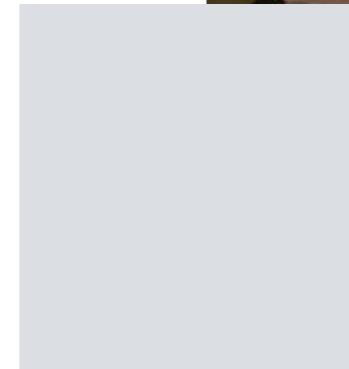
### FINANCE SUMMIT 2022: RECONNECTING AND SETTING THE PATH AHEAD

After three years, the 2022 Finance Summit provided a welcomed opportunity to reunite and engage in significant discussions. Hosted in Xylokastro, Greece, the summit enabled positive and constructive interactions. Attendants were able to bond and contribute towards a promising future for both Finance and Printec.



### HR SUMMIT 2022: REFLECTING, LEARNING AND BONDING

The annual HR Summit in Athens gathered HR teams from across Printec countries. Over 3 days, insights were shared, practices exchanged, and future priorities aligned. The theme of "Explore - Focus - Act" was aptly embodied as strategic business priorities, trends, and projects were discussed. Notably, HR Be Heard results and ESG considerations took the spotlight, strengthening the sense of unity and partnership.



### SALES SUMMIT 2022: UNITING VIRTUALLY TO DRIVE GROWTH

Despite being virtual, the Sales Summit connected teams to reflect on achievements and challenges. Presentations, insights from customers, vendors, and colleagues, and team-building activities enriched the event. A spotlight on strategic priorities and emerging technologies shaped discussions, fostering a collaborative environment for future growth.

### PS-PRODUCTS & PMO SUMMIT 2022: COLLABORATIVE ALIGNMENT AND EXPLORATION

The PS-Products & PMO Summit facilitated valuable discussions on products, projects, processes, and future models. With a blend of presentations and workshops, attendees addressed pressing matters and brainstormed solutions. The event's success lies in the strong collaboration, positive energy, and passionate contributions of participants, reflecting Printec's spirit of teamwork and shared achievement.



### ITMS SUMMIT 2022: EMBRACING THE HUMAN-CENTRIC APPROACH

The IT Managed Services summit focused on human interaction more than technology, resonating with Printec's ethos. Discussions delved into the ITMS portfolio, lessons from the pandemic, and operational enhancements. With unity as a core theme, brainstorming sessions explored ways to align with Printec 3.0 strategy and promote cross-country synergies, furthering the sense of partnership and cooperation.



### GROUP SUMMIT IN ATHENS



# 18 BE A RESPONSIBLE EMPLOYER TOWARDS OUR PEOPLE

## FITNESS & HEALTH



### Kosovo FOOTBALL TOURNAMENT

Our Kosovo team is participating in a football tournament where our colleagues get to enhance their team spirit and collaboration outside the office as well.



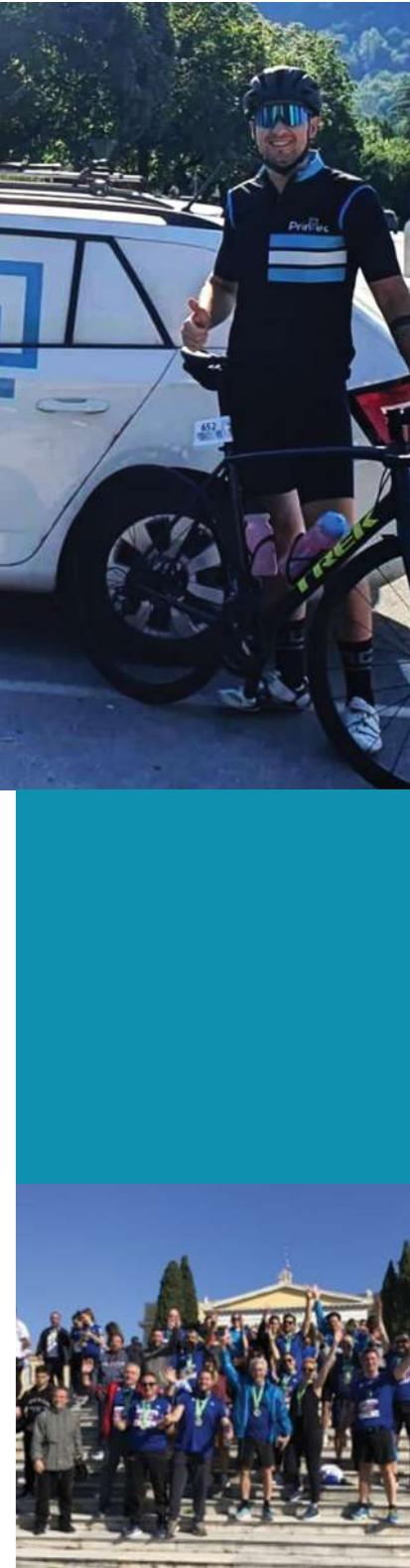
### Slovenia CYCLING IN THE ALPS

Printec Slovenia colleagues participated at local "Marathon Alps" cycling event.



### Greece ATHENS AUTHENTIC MARATHON RACE 2022

We are proud of our 34 Printec runners who participated in this year's Athens Authentic Marathon and tested their limits once again!

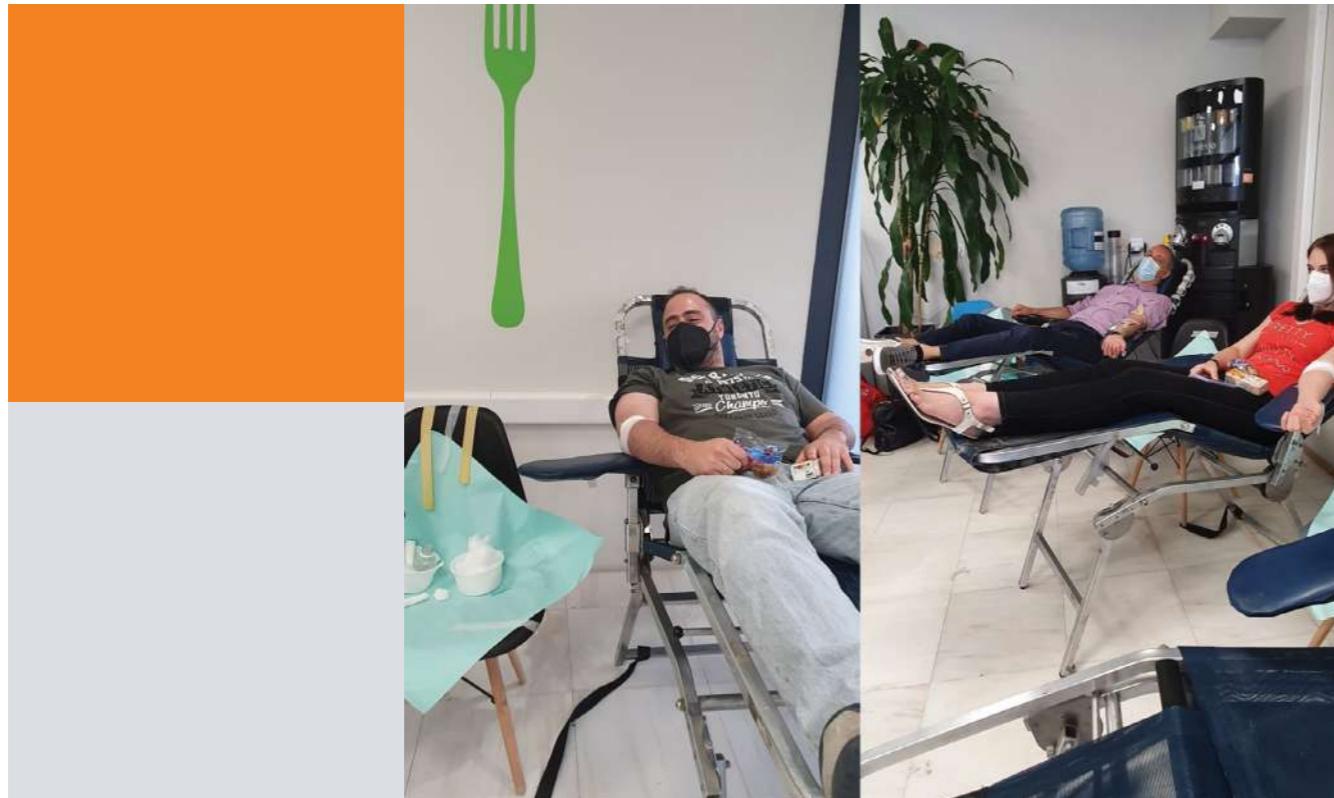


More than 45.000 participants from all over the world took part in the event and enjoyed the sunny November day running the Classic Marathon, inspired by the Ancient Greek legend of Pheidippides.

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BE A RESPONSIBLE EMPLOYER  
TOWARDS OUR PEOPLE

## FITNESS &amp; HEALTH



Greece

## BLOOD DONATION DAY

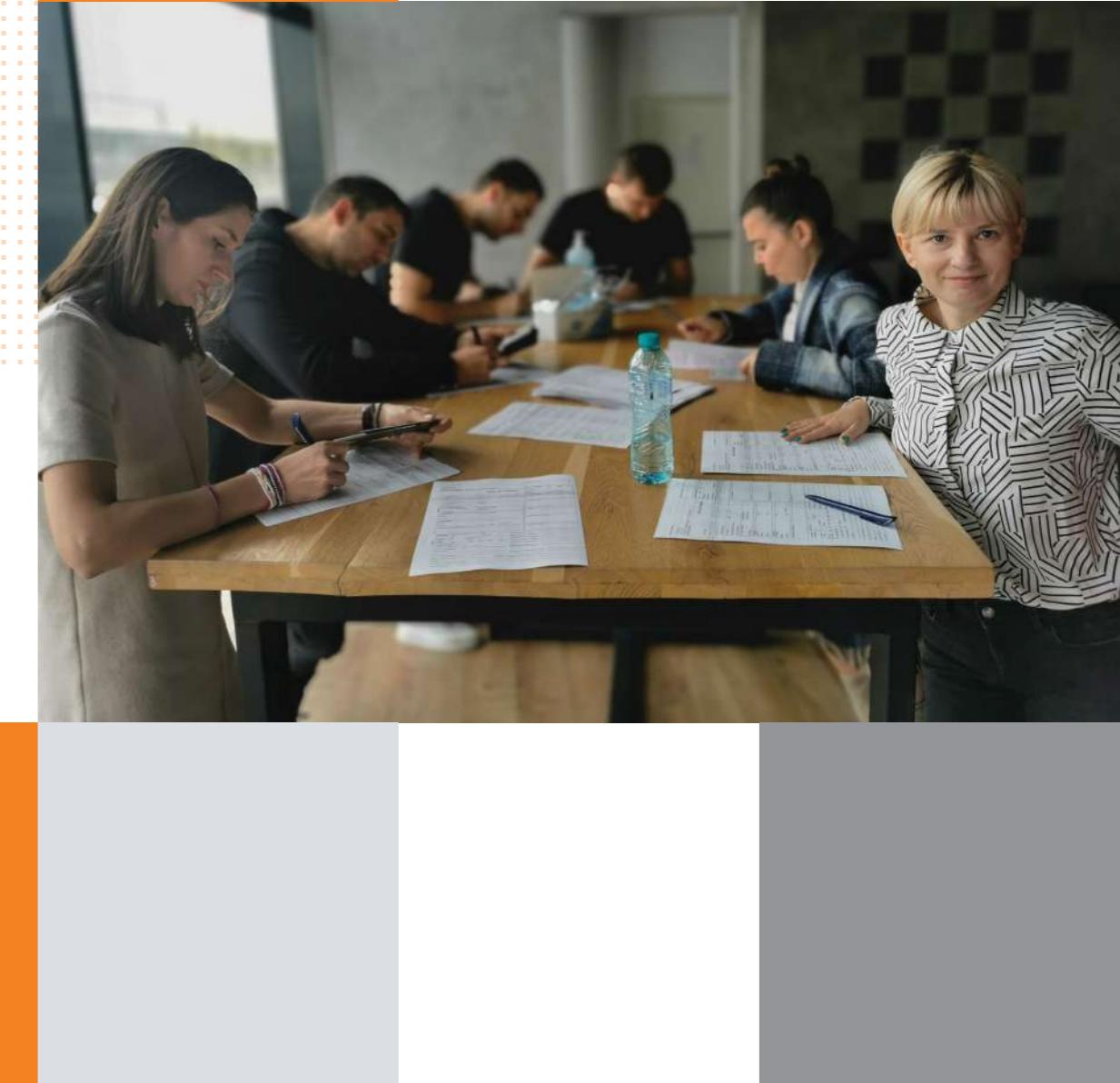
After a 2-year break our colleagues in Greece finally held their annual Blood Donation Day! 22 people volunteered to donate blood that will also be available for all our employees and their families.



Romania

## DONATE BLOOD &amp; SAVE LIVES!

8 colleagues participated in the blood donation organized by Patria Bank - November 2022.



# 18 HOLIDAYS @ PRINTEC

## Romania

### CHRISTMAS GIFTS FOR ALL EMPLOYEES



## Romania

### CHRISTMAS PARTY 2022



## Serbia

### CELEBRATING THE NEW YEAR

We had a lot of fun at our New Year's party. We prepared a surprise for all employees – Printec vests!

## Croatia

### CHRISTMAS PARTY FOR OUR EMPLOYEES' KIDS



## Albania

### CHRISTMAS GIFTS FOR CHILDREN OF OUR STAFF



## Slovenia

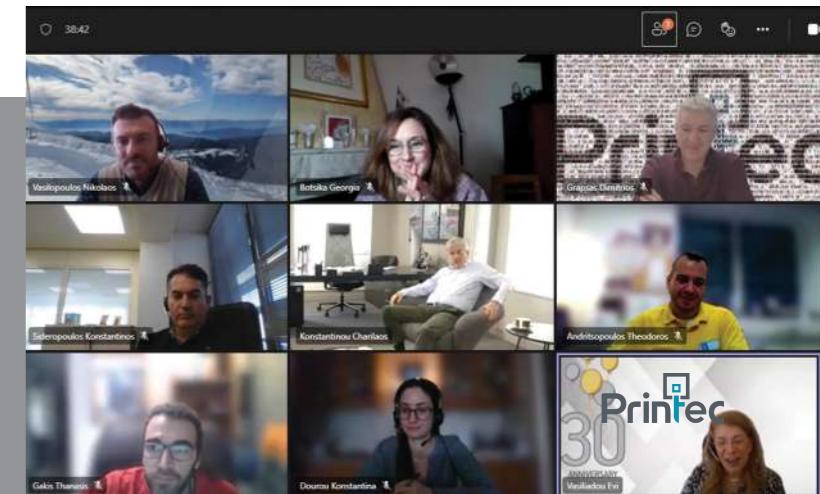
### HOLIDAY EVENT FOR EMPLOYEES AND THEIR CHILDREN



## Greece

### SECRET SANTA

In Greece we celebrated the holidays by planning a "Secret Santa" event where all colleagues exchanged thoughtful gifts.



## Greece & Cyprus

### NEW YEAR'S 2022 VIRTUAL EVENT

On February 28th, colleagues from all of our offices in Greece & Cyprus, gathered virtually to exchange wishes for 2022 and celebrate together our colleagues who have been with the company for 10, 20 or 30 years! An online lucky draw took place at the end and five lucky winners were announced.



RUGOVA GORGE, WEST OF THE CITY OF PEJA, KOSOVO



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



At Printec, our aim is to maintain strong governance and ethics to guide our actions. To achieve this, we have introduced a comprehensive set of policies, processes and programs.

We are updating our existing governance documentation, ensuring that our policies and procedures align with the latest industry standards and best practices. Additionally, we are actively working to improve our legal representation schemes, ensuring that we have the right expertise and resources to handle legal matters responsibly and ethically. Our team is also updating the Code of Business Conduct for employees, providing clear guidelines and expectations for ethical behavior throughout the organization. To promote transparency and accountability, we are diligently ensuring whistleblowing monitoring, allowing employees to report any misconduct without fear of retaliation. Furthermore, we are launching a Code of Business Conduct for suppliers, extending our commitment to ethical conduct throughout our supply chain. As part of our broader environmental, social, and governance (ESG) initiatives, we are launching ESG governance and documentation, embedding sustainability principles into our decision-making processes. Finally, we are conducting regular audits and assurance checks to verify that our governance and ethics practices are being implemented effectively and consistently. By focusing on these essential projects, we are dedicated to upholding strong governance and ethical standards to steer our organization towards a responsible and sustainable future.

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## MAINTAIN STRONG GOVERNANCE AND ETHICS TO GUIDE OUR ACTIONS



### PRINTEC CODE OF BUSINESS CONDUCT AND ETHICS

At Printec we have established a code of conduct that serves as a foundational document that reinforces ethical behavior, guides decision-making, and ensures legal compliance, ultimately contributing to the company's overall success and reputation.

The [Code of Business Conduct and Ethics of Printec Group](#) is our guiding framework, outlining the principles and rules that all stakeholders must adhere to in their daily business activities. It underscores the importance of ethical standards aligned with the company's mission, values, and philosophy. The Code emphasizes compliance with legal requirements and complements existing policies and rules. It applies to all individuals associated with Printec and covers a wide range of topics, including responsibilities, reporting concerns, anonymity, violations, investigations, and protection against retaliation or false accusations. The Code's application spans various areas: in the work environment, it focuses on human rights, labor principles, health, safety, and workplace behavior. In the marketplace, it addresses conflict of interest, bribery, asset usage, responsible travel, communication, personal data protection, intellectual property, and more. By following this Code, Printec Group aims to uphold a [culture of integrity, legality, and responsibility in all aspects of its operations](#).



READ MORE ABOUT OUR CODE  
OF CONDUCT AT OUR WEBSITE

### CODE OF CONDUCT FOR SUPPLIERS & VENDOR ASSESSMENT PROCESS



By the end of 2022, our new [Code of Conduct for Suppliers](#) was published. It communicates the importance of conducting responsible & ethical business, by adopting best practices & carefully distinguishing new, sustainable partnerships. Printec deeply relies on its Suppliers, Vendors, Business Partners & 3rd parties, to activate promising corporate collaborations and to this direction, the Code is our solid statement.



An optimization of the Vendor Assessment Process is being performed, as part of Printec's Business Process Improvements Initiative. This includes the [evaluation & selection process of potential Suppliers, Business Partners, Vendors & Outsourcing entities](#), prior to any contractual establishment. InfoSec, Business Continuity, GDPR, Health & Safety, ESG alignment, Performance & Consistency are only a few of the assessed values.

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## MAINTAIN STRONG GOVERNANCE AND ETHICS TO GUIDE OUR ACTIONS

### WHISTLEBLOWING

#### SPEAK UP

Continuing our 2021 effort to align Printec to the EU Whistleblowing Directive 2019/1937, [our online whistleblowing platform is available 24/7](#) via the corporate intranet & the Company's public webpage. It is regularly communicated group-wide so that our people can be aware of the ability of reporting – anonymously or in full disclosure – witnessed compliance related incidents or suspicions they may preserve on misconduct & corporate violations, by utilizing the functionalities of – among other channels – the GDPR compliant Electronic Speak Up™ platform.

For 2022, via SpeakUp TM platform, in total, 1 incident was submitted. It addressed an anonymous tip-off, which was assessed as not compliance relevant. The issue was reported by an external individual. The case handling duration (reception to resolution) reached approx. two weeks. The tip-off was positively resolved, the complainant was informed timely upon closure of the tip-off and no disciplinary measures were imposed.



### INTERNAL AUDIT



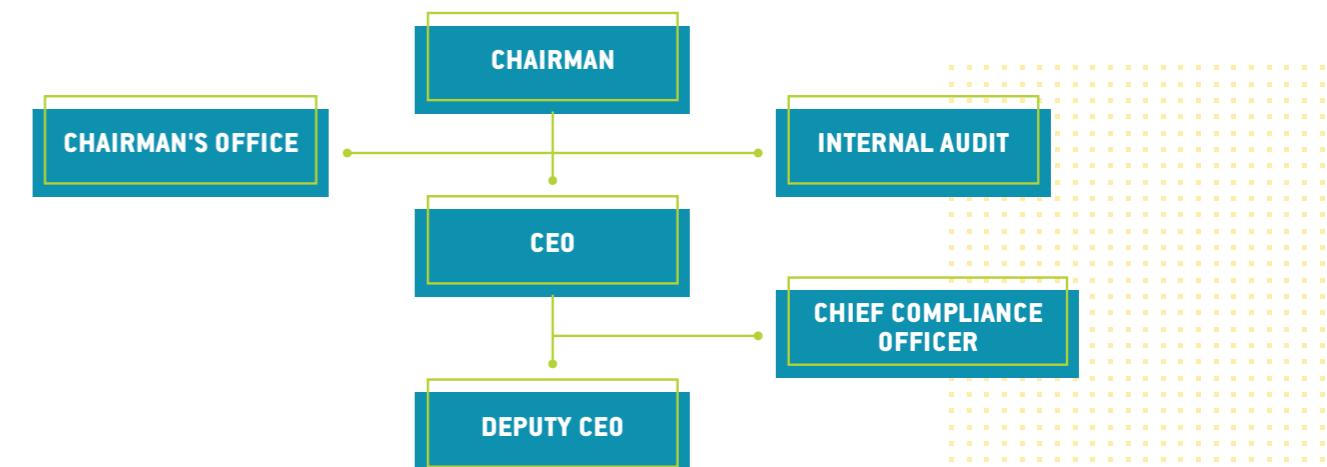
The Group defines the IAU, in line with the global Institute of Internal Auditors (IIA), as "an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes".

Group IA is independent from the other business units, and reports functionally to the Chairman and administratively to the CEO.

IA has no direct operational responsibility or authority over any of the activities audited. Accordingly it will not implement internal controls, develop procedures, install systems, prepare records or engage in any other activity that may impair internal auditor's judgement.

#### The specific responsibilities of the Group IA as defined in relative Internal Audit Charter, are the following:

- Develop, submit for approval and implement an annual audit plan based on a prioritization of the audit universe using a risk based methodology
- Implement any special tasks assigned by Management (or by the Audit Committee)
- Timely inform the Management (or the Audit Committee) for any critical issues that may be identified during the course of the audit
- Issue progress reports to the Management (or to the Audit Committee) summarizing results of the audit activities
- Maintain professional staff with sufficient knowledge, skills and experience
- Evaluate new processes or amendments to existing controls and procedures
- Assist in the investigation of any suspected fraudulent activities within the organization and notify Management (or Audit Committee) about the results
- Consider the scope of work of the external auditors for the purpose of providing optimal audit coverage to the group at a reasonable overall cost





2020

HAVE THE BUSINESS RESILIENCE  
AND CRISIS MANAGEMENT NEEDED  
TO ACHIEVE ALL GOALS

BRIDGE OVER THE SEA AT SUNSET, CROATIA



One of our main ESG goals is to ensure business resilience and effective crisis management, enabling us to achieve all other ESG goals.

Firstly, we are continuously maintaining and extending our Business Continuity Plans, ensuring that we have robust strategies in place to handle any potential disruptions and maintain essential operations during challenging times. Secondly, we are doing the same for our Enterprise Risk Management practices, constantly identifying, assessing, and mitigating risks that could impact our ability to meet our ESG objectives. Additionally, we are closely monitoring ESG risks, allowing us to address emerging environmental, social, and governance challenges proactively. Lastly, we are dedicated to handling ad-hoc crisis incidents with a proactive approach, swiftly responding to unforeseen events and taking necessary measures to protect our people and all other stakeholders and maintain our commitment to ESG principles. Through these vital initiatives, we are building the resilience needed to navigate through uncertainties and achieve our ESG aspirations successfully.

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HAVE THE BUSINESS RESILIENCE  
AND CRISIS MANAGEMENT NEEDED  
TO ACHIEVE ALL GOALS



## ENTERPRISE RISK MANAGEMENT

The **Annual Printec Risk Management Exercise** was successfully implemented on a Group level. The contribution of company-critical business units, helped expose certain areas for improvement, integrate mitigation measures and address future risks/opportunities, across every stage of the process. For 2022, the ERM Spotlight, highlighted the following key areas of focus:

 **NEW MARKET ENTRIES,  
ON A STRATEGIC PERSPECTIVE**

 **CYBERSECURITY**

 **GLOBAL FINANCIAL DISTRESS  
& POLITICAL INSTABILITY**

 **ESG STRATEGIC OBJECTIVES**

 **GDPR AND DATA PROTECTION**

 **SUPPLY CHAIN DISRUPTION  
AND PRICE INCREASES  
FOR TRADING GOODS & SPARE PARTS**

On a **5-year comparative analysis**, the core identified risks of 2022 were significantly reduced, however the associated impact & probability factors were significantly increased, since 2017.

This year, the majority of operational risks were Information Technology, Project Management & Human Resources related, while strategic risks were allocated on Business Development, External Environment & Marketing areas.

## BUSINESS CONTINUITY

Printec has in place a robust Business Continuity Plan (BCP) and recovery procedures on how the Organization will respond more effectively to incidents that will significantly disrupt our services and critical operations. **Since the timing and impact of disasters and disruptions is unpredictable, Printec's maturity level is constantly growing as to be flexible in responding to real incidents as they occur and minimize their impact to the organization's and its stakeholder's smooth and proper operation.**

Through our Business Continuity program, we plan to quickly recover and resume critical business operations after a significant business disruption and respond by safeguarding our employees and assets, making a financial and operational assessment, protecting the firm's and clients' data and assets, and allowing our clients to conduct business without delays. In short, our Business Continuity Plan is designed to permit our organization to resume operations as quickly as possible, given the scope and severity of the significant business disruption.

Our Business Continuity Plan addresses issues related to:

1   <b>Data backup and recovery</b>	2   <b>All mission critical systems and services</b>	3   <b>Safety of employees, community, and collaboration with regulatory authorities</b>
4   <b>Alternative communication paths with customers and third parties</b>	5   <b>Alternate physical locations for employees</b>	6   <b>Resilience of critical suppliers and contractors</b>

In order for the Business Continuity Plan to be effectively managed, Printec has established a Governance structure with specific roles and responsibilities. This BC schema dictates:



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HAVE THE BUSINESS RESILIENCE  
AND CRISIS MANAGEMENT NEEDED  
TO ACHIEVE ALL GOALS

## MAJOR DISRUPTIVE EVENT PREPAREDNESS AND RESPONSE FRAMEWORK

In addition to our Business Continuity Plans we have prepared a specialized response framework for major disruptive events. The characterization of an event as "major & disruptive" is determined by the Crisis Management Committee. For example, an incident can be escalated to "major" if a critical business service is impacted or if there is a service outage that affects a large number of users. Other examples: loss of life, large-scale loss of communications and disruption to health or communication services.

Our framework is addressed to all BCP teams, crisis management teams, management teams, people managers and team leaders and it outlines 7 Crisis Focus Areas that need to be addressed before and during an incident.

The operational model of the company is continuously adjusted based on the evaluation of the situation with employees either working from home or from company premises, or with variations of those models (hybrid model).



### THE 7 CRISIS FOCUS AREAS



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HAVE THE BUSINESS RESILIENCE  
AND CRISIS MANAGEMENT NEEDED  
TO ACHIEVE ALL GOALS

## UKRAINE CRISIS OPERATIONAL CHALLENGES AND BUSINESS CONTINUITY



You can never be fully prepared for unprecedented and extraordinary situations. What you can do though is to act fast and rely on proper implementation of established crisis management procedures.

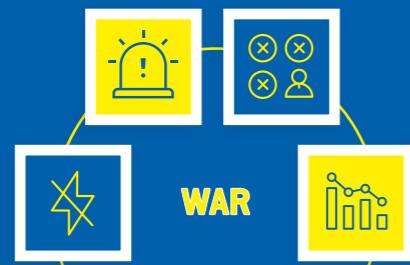
But even if all above are executed perfectly, still nothing is possible without the dedication, passion and bravery of our people. This is exactly the case in Ukraine crisis. Our company has helped from the very first moment to comfort our employees there by providing financial aid, relocation support, emergency lines for any kind of support while all Printec entities were actively contributing in any possible way.

At the same time, our Ukrainian colleagues did every single day the extra mile needed to continue our operations, working under extremely dangerous conditions and acting as real heroes in several occasions.

### MAJOR CHALLENGES FOR OUR OPERATIONS

#### DANGEROUS ENVIRONMENT

Shelling of the cities, shelling in regions near the border & frontline, missile strikes everywhere.



#### INFRASTRUCTURE CHALLENGES

Air-raid sirens, roadblocks, petrol shortage, frequent electricity power cuts.

#### WORKLOAD - LACK OF RESOURCES

Mobilization of our employees to the army, immigration, shortage of professionals with adequate technical expertise.

#### ECONOMY INSTABILITY

Inflation of 40% in USD, 25% EUR FX rate increase, 20% consumer price index increase (official).

### KEY ELEMENTS IN ACHIEVING BUSINESS CONTINUITY



#### PEOPLE SUPPORT

Family relocations, in advance salary payments, special bonuses, equipment for mobilized employees. Feeling safe and secured for yourself and your beloved ones is essential in order to work under any conditions.



#### MATERIAL EVACUATION/RELOCATION

ATM spare parts, POS terminals with consumables, IT equipment were transferred from our warehouse in Kyiv that was under massive attacks to an alternative logistics hub that was created and organized in only few days in Lviv.



#### REGULAR STATUS UPDATE

Daily status check of all our Ukrainian employees through dedicated communication channel, resources availability control to support our maintenance activities, especially on the field.



#### CLOSE CONTACT WITH CUSTOMERS

Being in very close cooperation with our customers to address criticalities, prioritize activities and adjust plans accordingly was achieved by establishing frequent operational meetings and showing empathy in practice, understanding customer needs and aligning on what is feasible each time.

Providing customer support during war times is an extremely challenging task and cannot be taken for granted. All of us within Printec understand the heroic actions that our Ukrainian colleagues did several times to overcome the fear of working under life threatening situations and support our customers.

Is there really any better metric for employee engagement?

Is there any more obvious proof that investing in our people, caring about their well-being and building strong relationships within a company is essential element for any success story?

We do feel the pain for the 2 colleagues we lost during war period. Their loss is not something we can easily accept or understand. And our thoughts are with more than 15 of our colleagues that are currently in the army.

At the same time we have numerous reasons to feel proud of:

- 1 Our whole Ukrainian team strength, devotion and determination to provide uninterrupted operations.
- 2 The solidarity of all our teams that has resulted in hosting almost 30 people in other Printec countries.
- 3 The excellent cooperation between all functions of our company to manage such crisis.
- 4 The understanding, level of collaboration and working as real partners spirit of our customers.

**Wishing that this unreasonable and sad situation will finish soon, we will insist on keeping the safety of our people as first priority while we will continue to serve our customers in the best possible way!**



The We Care program at its core represents Printec Group's dedicated initiative to foster volunteerism and a sense of social responsibility among its employees.

Through the program's two key pillars, "For Society" and "For the Environment," Printec encourages its people to actively engage in volunteer activities that contribute positively to the world.

# 21

## IN PRINTEC WE CARE

With a resolute belief that genuine CARE is the foundation of a better world, the **We Care** program is designed to achieve the following objectives:

### 01 VOLUNTEERISM PROMOTION

The program aims to inspire and motivate Printec employees to participate in volunteer activities that address both social and environmental challenges. By volunteering their time and skills, employees become active agents of positive change, making meaningful contributions to society and the planet.

### 02 EMPOWERMENT AND ENGAGEMENT

We Care empowers employees to be an integral part of the company's efforts to create a positive impact. Through active engagement in volunteer initiatives, employees become ambassadors for positive change, reinforcing the company's commitment to making a difference.

### 03 SUPPORTIVE INFRASTRUCTURE

The program is built on the foundation of support, providing employees with the necessary tools, resources, and organizational structures to effectively engage in volunteer activities. It encourages a collective understanding of societal and environmental issues, fostering a collaborative approach to problem-solving.

The **We Care** program embraces a wide range of activities that reflect its comprehensive approach to volunteerism. Some examples of these activities include:



#### BLOOD DONATION

Contributing to the well-being of others by donating blood, potentially saving lives and supporting medical needs.



#### SUPPORTING VULNERABLE GROUPS

Providing assistance to individuals and families in need, such as children, the elderly, single parents, and families facing challenging circumstances.



#### AWARENESS BUILDING

Raising awareness about critical issues like cancer by participating in events such as running campaigns, which not only spread awareness but also demonstrate solidarity with those affected.



#### ENVIRONMENTAL CONSERVATION

Engaging in activities like tree planting to combat deforestation and improve green spaces.



#### CLEAN-UP INITIATIVES

Taking proactive steps towards environmental stewardship by cleaning up trash from natural spaces like beaches, forests, parks, and streets.

The **We Care** program instills a genuine commitment to social and environmental well-being within Printec's culture. By fostering a spirit of volunteerism and active participation, the program exemplifies the company's dedication to creating a better world through collective care, compassion, and positive action.

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IN PRINTEC WE CARE

## OUR "WE CARE" GOVERNANCE

### WE CARE COMMITTEE

A "We Care Committee" is formed since 2016 being responsible for designing the strategy, coordinating the activities, and safeguarding their compliance to the existing framework at Group/Country level.

### THE NETWORK

Effective 2019, a scheme of volunteers was formed to participate actively during We care activities planning & coordination. These volunteers are called "We Care Ambassadors" and they represent Printec's We Care program across our countries. We typically have multiple Ambassadors in each country; to better coordinate their actions we have named one ambassador in each country as our "We Care Coordinator".

One member of Ambassadors (or Coordinators) can be elected/proposed on an annual basis by "We Care Ambassadors" to act as a Committee member joining the meetings with voting right.

The list of our We Care Ambassadors and Coordinators is real time updated and published on the PrintecHub and is annually validated / renewed.

### WE CARE AMBASSADORS RESPONSIBILITIES

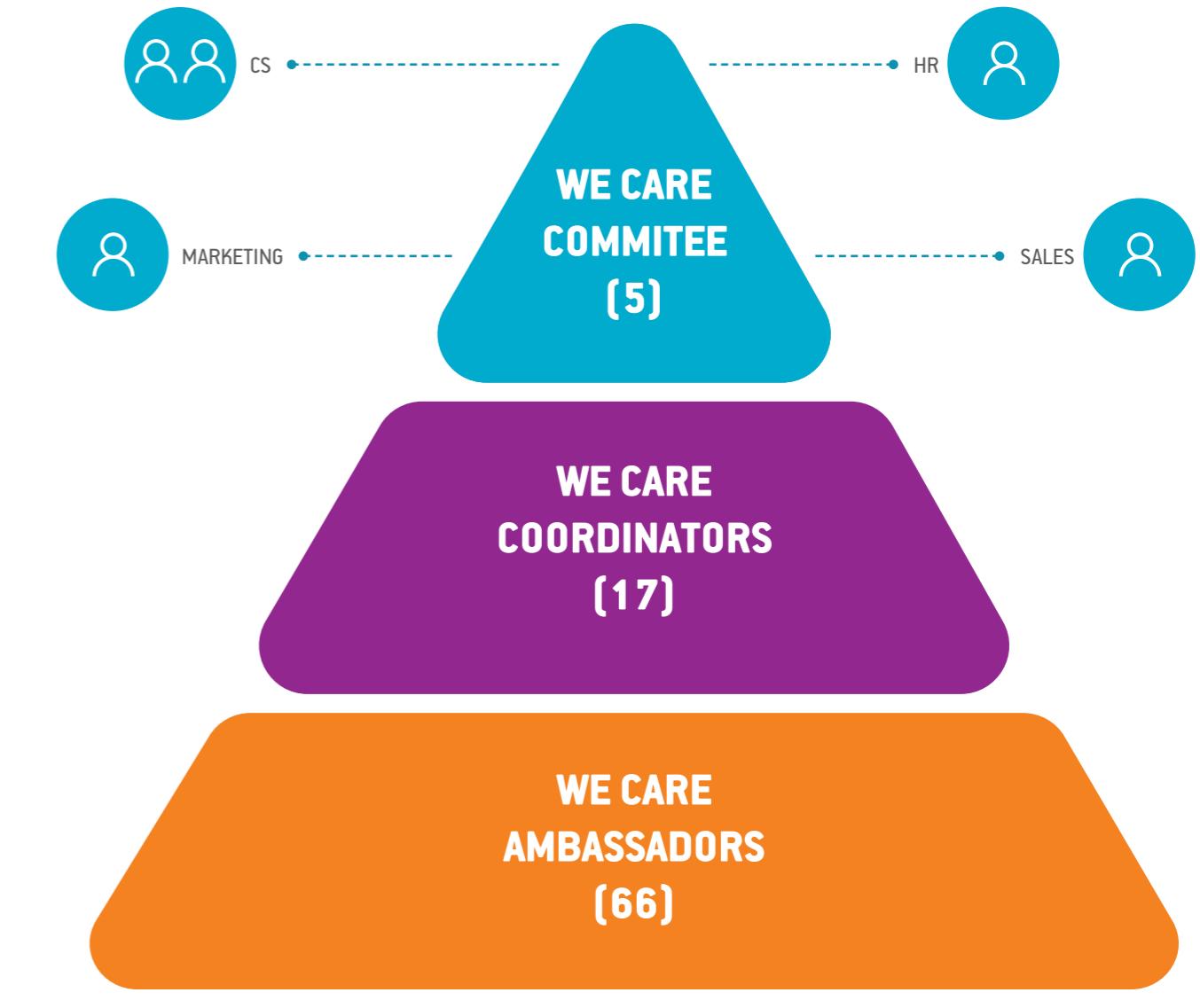
Suggest we care activities for their country before the budget submission (idea, partners, budget)	Plan and implement country we care plan	Ensure collection of visual materials during activities (photos, videos)
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### WE CARE COORDINATORS RESPONSIBILITIES

Coordinate ambassadors' activities in country	Report each activity after completion through designated channel	Create announcements for each activity through printechub
		Create / initiate social media announcements (through marketing)

### THE STANDARDS

The We Care Committee, the network of Ambassadors and Coordinators, and all Printec employees help advance the company's sustainability goals by following the established standards of operations. These standards include the "We Care" Committee Charter, the We Care Policy and the Environmental and Recycling Policy.



ALBANIA 4 • BOSNIA 3 • BULGARIA 9 • CROATIA 4 • CYPRUS 3 • CZECH 1 • GREECE 13 • KOSOVO 1  
NORTH MACEDONIA 1 • ROMANIA 3 • SERBIA 2 • SLOVAKIA 2 • SLOVENIA 4 • UKRAINE 16





Ever since the beginning of war we have been bravely standing together, coping through lots of difficulties each day. Printec has continued to operate in Ukraine by supporting our employees and their families.

Our colleagues from all Printec countries actively joined humanitarian and social initiatives. From the first days we felt care and support from Printec. Our employees got financial aid for probable relocation and to cover any urgent issues they could have. Several families, more than 30 people, were warmly hosted in different Printec countries. Our colleagues were standing by ready to welcome anyone at their border and provide accommodation and care. We are very thankful for colleagues to give us such an opportunity.

During the very first days, when Kyiv city was under attack, our employees helped in the evacuation of the warehouse from the city and the rapid organization of the infrastructure of the company's alternative logistics hub in Lviv. This allowed us to work in regions of Ukraine where it was possible. Our support services towards the banks played a vital part in ensuring that banks will have continuous operations and provide their services to all people in need. Our employees also took part in the restoration of public services in the de-occupied areas. In recognition of our people's actions, our Ukrainian colleagues received personal thanks and expressions of admiration and respect from Edzard Janssen, the Managing Director of Raiffeisen Bank International AG, Vienna.

In support of all our Ukrainian colleagues that have relocated, experienced tragedy or are currently mobilized in important areas we have created the Ukrainian humanitarian fund and our employees from all the countries support them by sending in-kind donations.

## WE CARE | FOR UKRAINE

21

Romania

## SHOWING OUR SUPPORT WITH ACTION

Several colleagues (more than 12 employees), participated in donating goods, accommodation, transportation, even their meal tickets to their Ukrainian colleagues in need.



Croatia

## GATHERING SUPPLIES IN THE OFFICE

Our colleagues in the Croatian office gathered supplies and donations to send out to our people in Ukraine.



Slovakia

## SUPPLIES AND NOTES OF SUPPORT

Our people from Slovakia gathered supplies, and their children wrote letters of encouragement to their Ukrainian colleagues and their families.

**WE CARE | PROVIDING TO PEOPLE IN NEED**

21

At Printec we are committed to providing assistance to those in need within our communities, fostering a culture of volunteerism among our employees. We actively engage in initiatives to support individuals and families facing challenging circumstances. Through regular donations, we help cover basic necessities such as food and clothing, ensuring that vulnerable populations have access to essential resources. During holidays, we extend our generosity by offering gifts to children, the elderly, and families in need, spreading joy and celebrating together. By prioritizing these efforts, we not only make a tangible difference in the lives of others but also inspire our employees to actively participate in volunteer activities and contribute to the well-being of our communities.



Being a Responsible Employer:  
**PROMOTE VOLUNTEERISM**



**10 REDUCED  
INEQUALITIES**

WE CARE | PROVIDING TO PEOPLE IN NEED

21



## Serbia

### DONATION OF BOOKS TO CHILDREN'S HOSPITAL

Printec Serbia delivered books to children's hospital in Belgrade and its new library, which started operating to ensure a more pleasant stay for children.

Our colleagues had gathered 4 boxes and 4 bags full of books just before the pandemic started, but we finally managed to deliver them to the hospital on April 2022.



## Serbia

### DONATION OF SCHOOL SUPPLIES TO A SHELTER IN BELGRADE

Our colleagues donated to a shelter for children what they would need the most for the new school year: 4 bags of notebooks, pencils, pens, crayons, and other school supplies and one big box snacks for school.



WE CARE | PROVIDING TO PEOPLE IN NEED

21

Albania

**DONATING CLOTHES AND BOOKS FOR THE SOCIAL CENTER "GONXHE BOJAXHI!"**

We donated 10 big boxes with books, shoes and clothes to the social center that helps children and families in need.



Croatia

**DONATION OF SUPPLIES FOR THE "HOUSE OF LOVE"**

The House of Love takes care of young mothers and their babies and we are glad that we can support its cause by donating the required supplies.

**Romania  
DONATION OF BOOKS  
TO CHILDREN'S HOSPITAL**

15 of our colleagues volunteered to answer children's letters to Santa Claus by buying the gifts they were dreaming for Christmas.



Slovenia

**DONATING INCOME TAX TO CHILDREN IN NEED**

Printec Slovenia employees were invited to participate in a social-humanitarian program for children by allocating 1% of their income tax to a respected local non-profit organization called "Zveza prijateljev mladine". Until now we have 7 employees participating in this initiative.



Greece

**SUPPORTING "THE BENJAMIN CHILD SUPPORT SOCIETY"**

Our colleagues from Greece also supported two orphan girls aged 10 and 3.5 years old for another year through an independent and non-profit organization, "The BENJAMIN Child Support Society" by providing them with clothes, sweets, and other basic nutritional supplies as Christmas gifts.

WE CARE | PROVIDING TO PEOPLE IN NEED

21



Greece

**SUPPORTING "THE BENJAMIN CHILD SUPPORT SOCIETY"**

Printec Greece wishes Happy Easter to BENJAMIN Child Support Society. Colleagues in Greece are wishing Happy Easter to their god children, Georgia and Evgenia, by donating Easter candies. The children are supported by "The Benjamin Child Support Society", an independent non-profit organization.

Because of our colleagues contribution, Printec was recognized by the organization as their sponsor!



Greece

**"FRIENDS OF THE CHILD" - EASTER GIFTS**

Once again, we are sending chocolate Easter eggs to our 25 little friends from Friends of the Child.

This year we are also supporting the SOS kindergartens by buying them Easter chocolate eggs.



Greece

**MOSCHATO SOCIAL WELFARE IN ATHENS WISHES FOR A HAPPY EASTER 2022**

We are supporting the initiative "Become a Relative" by offering gifts to the 30 elderly people of the Moschato nursing home. This Easter we chose to offer them an Easter candle along with cookies, buns and red eggs!



WE CARE | PROVIDING TO PEOPLE IN NEED

21

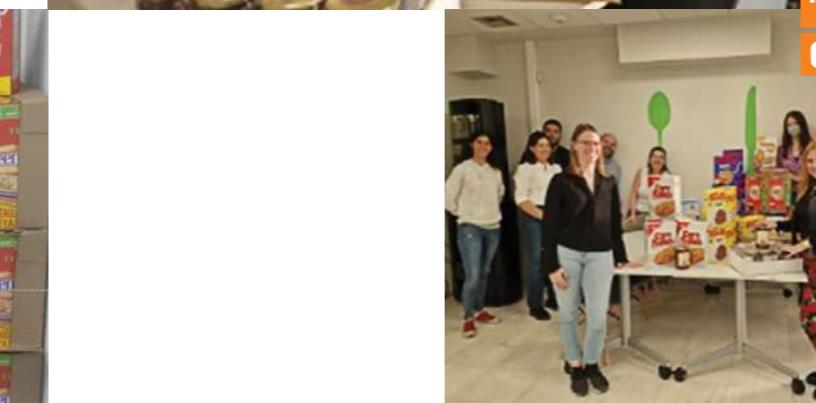
Greece

**"FRIENDS OF THE CHILD"****BREAKFAST SUPPLIES FOR A YEAR**

For the last 5 years Printec has been supporting the NGO "The Friends of the Child". They take care of sick, abused or children who live in poverty.

Once again, thanks to our volunteers and Printec, we continue to provide breakfast supplies to the 25 children of the organization for the whole year!

Also knowing the importance of breakfast, we make sure to provide healthy choices for the little ones!



Greece

**"FRIENDS OF THE CHILD"  
CHRISTMAS GIFTS & PARTY**

Our colleagues from Greece, in the spirit of Christmas, gifted the 29 children of the NGO "Friends of the Child" with a festive party filled with music, dancing, team games, and a candy piñata, all organized with love for the little ones. The party was a huge success as the children had a blast playing games, dancing, and smashing the piñata, and colorful balloons added to the joyous atmosphere.



Greece

**"FRIENDS OF THE CHILD" - SUMMER DONATION**

The 25 children from "The Friends of the Child" were surprised with lots of clothes and toys that will surely make their summer more fun! Our colleagues also helped with the transfer of outdoor toys. Swings and slides for kids to enjoy and play!



Greece

**HELPING ANIMALS IN NEED**

In the summer we will all leave for our holidays so we will not forget the stray cats who suffer from lack of food and water!

In the buildings of Poseidonos and Volou, where there is access, we placed containers of food and water for the hot summer days outside our buildings.





21

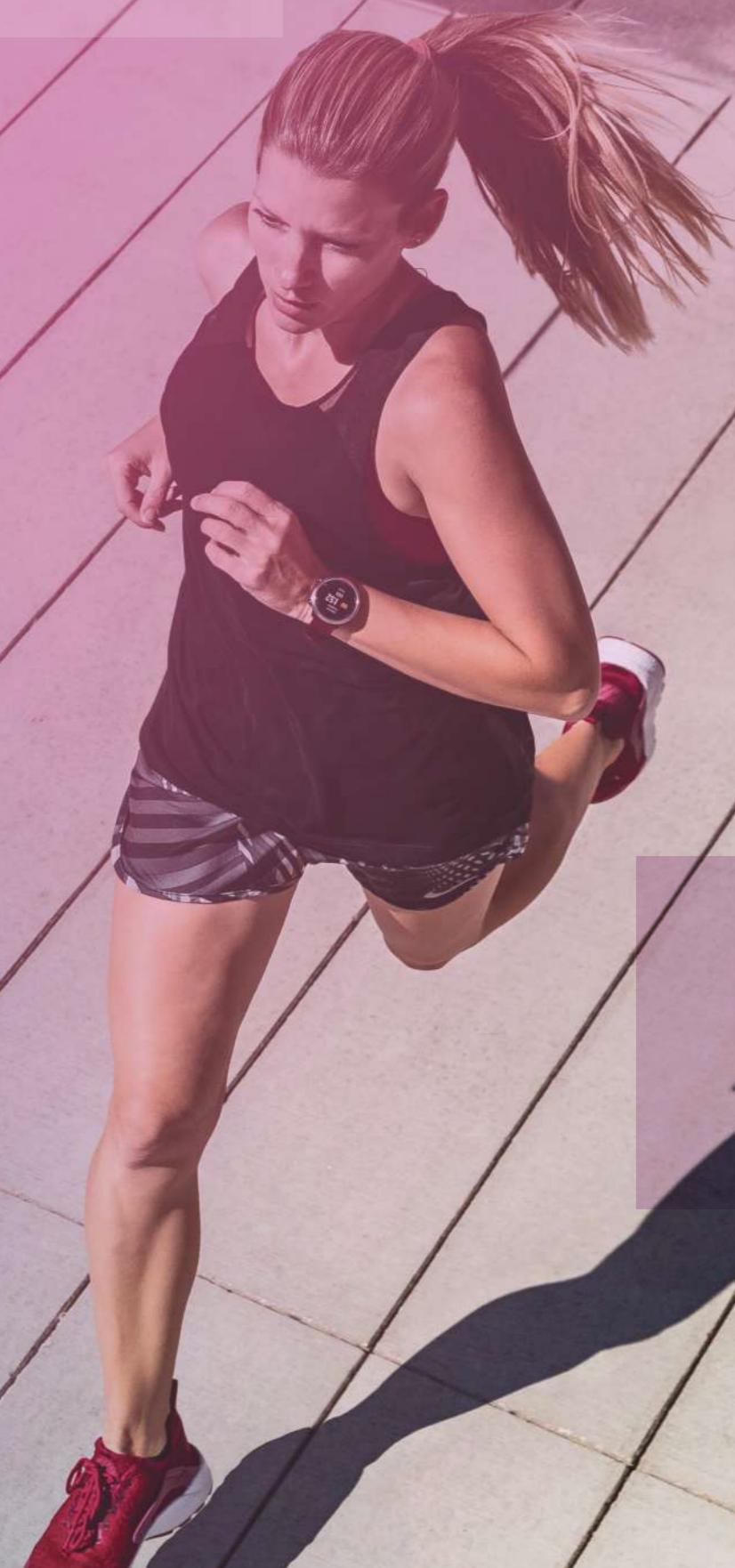
## WE CARE | RUNNING FOR A CAUSE

October is Breast Cancer awareness month. We are running in support of 2 events "Running under the Moon" and "Race for the Cure" - Europe's biggest sporting event for women's health. 139 of our employees with friends and family from 10 countries participated in running events to help raise awareness on cancer.



### Being a Responsible Employer:

- ENHANCE EMPLOYEES' WELL-BEING
- RAISE AWARENESS
- PROMOTE VOLUNTEERISM



21  
WE CARE | RUNNING FOR A CAUSE



Serbia  
12 participants

RACE FOR THE CURE



Croatia  
9 participants



Kosovo  
9 participants



Greece  
45 participants



Albania  
23 participants



WE CARE | RUNNING FOR A CAUSE

21



Bosnia & Herzegovina

12 participants



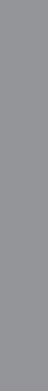
Slovenia

15 participants



Cyprus

5 participants



Bulgaria

12 participants



21

## WE CARE | TREE PLANTING

In 2022 we planned tree planting initiatives to nurture and enrich our environment. Through this project, we aimed to increase the green cover and restore biodiversity in our communities in two of our countries. 35 volunteers came together to plant saplings, providing shade, improving air quality, and creating a thriving habitat for wildlife. This initiative not only beautified our surroundings but also fostered a sense of responsibility towards nature, as we collectively contributed to a greener and more sustainable future.



Being a Responsible Employer:  
- PROMOTE VOLUNTEERISM



VELIKA PLANINA, SLOVENIA

# 21

WE CARE | TREE PLANTING



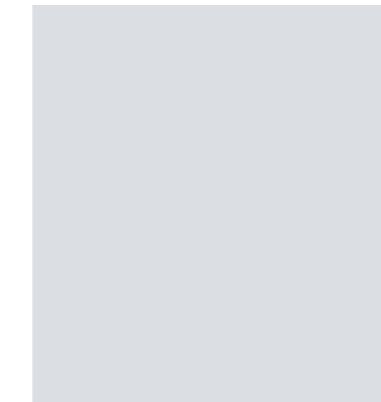
## Romania

### PLANTING TREES

25 participants from our Romania office participated in a tree-planting initiative that gathered more than 600 volunteers in total and managed to plant more than 9.000 oak saplings.



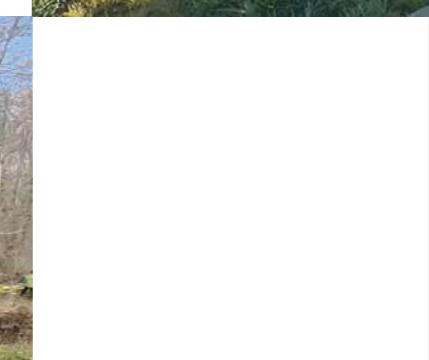
Photo: Printec Romania



## Albania

### TREE PLANTING INITIATIVE

Our Albanian team cares for the Environment and on Earth Day 2022 they gathered to plant trees around the office.



## WE CARE | CLEANUP DAY & CELEBRATING EARTH DAY

21

On Earth Day, we organized an impactful initiative in all our countries to celebrate and care for our planet. 171 volunteers across 10 countries came together to clean up 50+ bags of trash from beaches, forests, lakes, and parks and restore the environment's pristine beauty. This project showed our dedication to taking care of nature and reminded us all that we can make a difference in protecting our beautiful planet.



ST GEORGE ISLAND, MONTENEGRO



Being a Responsible Employer:  
• PROMOTE VOLUNTEERISM



11 SUSTAINABLE CITIES  
AND COMMUNITIES



13 CLIMATE ACTION



15 LIFE  
ON LAND

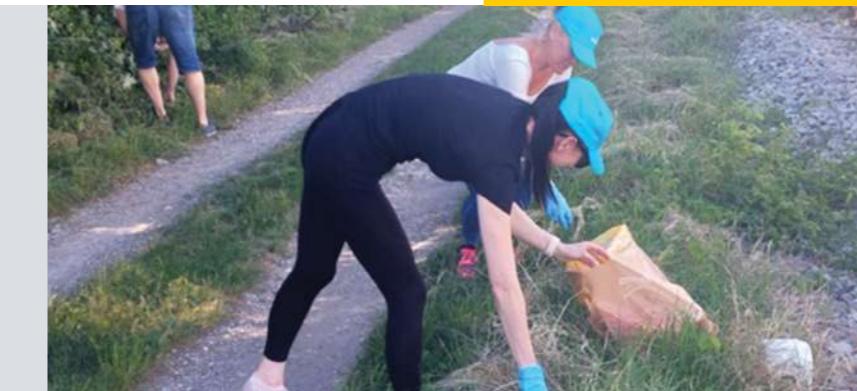
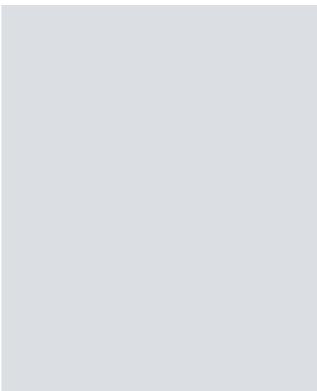
21

WE CARE | CLEANUP DAY  
& CELEBRATING EARTH DAY

Bulgaria

## EARTH DAY CLEAN UP

The Bulgarian team gathered on Earth Day to clean up a public space around the offices and help restore its natural beauty.



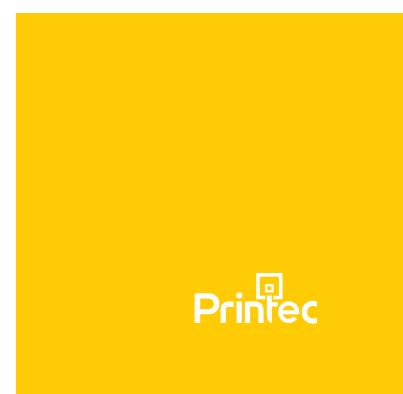
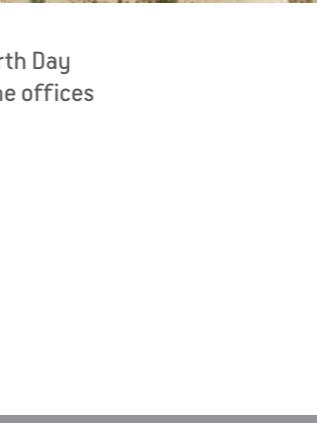
Slovenia



Kosovo

## EARTH DAY – CLEAN THE LAKE

The Kosovo team visited a lake and helped clean the surrounding area of trash that were left behind by visitors.



21

WE CARE | CLEANUP DAY &amp; CELEBRATING EARTH DAY



## Romania

### CLEANING PUSTNICU FOREST

Our Romanian team with friends and family met up at Pustnicu forest to clean it up and enjoy a sunny day in the environment.



Slovakia

### CLEANING FOREST AND BARBECUE WITH FAMILIES

The Slovakian team gathered to clean a local forest and then celebrated their achievement with friends and families with a barbecue in the nature.



Greece

### BEACH CLEANUP INITIATIVE ON EARTH DAY

Our colleagues from the Greece and Group offices joined forces with friends and family to help clean one beach on the Athenian coastline.



Slovakia

### WE CLEANED THE PARK NEAR OUR OFFICES

We are taking care of the communities we operate in! In Slovakia our colleagues gathered in the office and headed to the parks in the surrounding area to clean them up so that everyone can enjoy them once again.



RESPECTING THE UN PRINCIPLES & SDGS

Printec is a member of the United Nations  
Global Compact since 2014.

ALPINE MOUNTAINS, SLOVENIA

# 22

## RESPECTING THE UN PRINCIPLES & SDGs

For the past eight years, we have been demonstrating a steady growth in our We Care program's outreach which has now advanced to our ESG strategy, "Better World". Internally, we note increase in participation and volunteering by our people, and externally, we carry out more and more actions that impact society positively in all of our regions.

### 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.

1 **Controls by a dedicated safety engineer are held on a regular basis**

2 **Scheduled visits by an occupational doctor**

3 **The excellent cooperation between all functions of our company to manage such crisis.**

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.

### MONITORING COMPLIANCE

We span in 16 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. If a violation was to occur, then appropriate actions will 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 breach of the Printec Code of Business Conduct and Ethics, human rights, or other ethical issues that have or may arise in conjunction with Printec activities.

### ANTI-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.

Additionally, Printec has introduced "Speak Up" a Whistleblowing framework with a hotline where everyone can report misconduct.

### 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.

# 22

## RESPECTING THE UN PRINCIPLES & SDGs

The Sustainable Development Goals are the plan to achieve a better and more sustainable future for humankind. They were developed by the United Nations in 2015 and include the global challenges of poverty, inequality, climate change, environmental degradation, prosperity, peace and justice.

Printec recognizes the importance of the Goals for a sustainable world, harmonizes its activities with several of the Goals, contributing with its strengths to the achievement of them.



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21. PROVIDING TO PEOPLE IN NEED p 150



21. IN PRINTEC WE CARE p 138  
21. PROVIDING TO PEOPLE IN NEED p 150



18. FOR YOU p 104  
21. RUNNING FOR A CAUSE p 160  
22. HEALTH & SAFETY p 176



18. LEARNING & DEVELOPMENT p 92  
18. LEAD ONE PRINTEC p 94



18. DIVERSITY p 86



16. OUR NEW OFFICES p 60



18. TOTAL REWARDS p 88  
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# 22

## RESPECTING THE UN PRINCIPLES & SDGs

### HUMAN RIGHTS

**PRINCIPLE 1:**  
BUSINESSES SHOULD SUPPORT  
AND RESPECT THE PROTECTION OF  
INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

**PRINCIPLE 2:**  
BUSINESSES SHOULD MAKE SURE THAT THEY ARE  
NOT COMPLICIT IN HUMAN RIGHTS ABUSES

### LABOUR

**PRINCIPLE 3:**  
BUSINESSES SHOULD UPHOLD THE FREEDOM OF  
ASSOCIATION AND THE EFFECTIVE RECOGNITION  
OF THE RIGHT TO COLLECTIVE BARGAINING

**PRINCIPLE 4:**  
BUSINESSES SHOULD UPHOLD THE ELIMINATION OF  
ALL FORMS OF FORCED AND COMPULSORY LABOUR

**PRINCIPLE 5:**  
BUSINESSES SHOULD UPHOLD THE EFFECTIVE  
ABOLITION OF CHILD LABOUR

**PRINCIPLE 6:**  
BUSINESSES SHOULD UPHOLD THE ELIMINATION  
OF DISCRIMINATION IN RESPECT OF EMPLOYMENT  
AND OCCUPATION

- 09. GOVERNANCE p 25
- 15. OUR WAY TO A BETTER WORLD p 48
- 19. PRINTEC CODE OF BUSINESS CONDUCT  
AND ETHICS p 126
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- 21. OUR "WE CARE" GOVERNANCE p 142

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OUR PEOPLE p 82
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PLANNING p 100
- 18. PERFORMANCE MANAGEMENT p 101

### ENVIRONMENT

**PRINCIPLE 7:**  
BUSINESSES ARE ASKED TO SUPPORT  
A PRECAUTIONARY APPROACH TO  
ENVIRONMENTAL CHALLENGES

**PRINCIPLE 8:**  
BUSINESSES SHOULD UNDERTAKE INITIATIVES  
TO PROMOTE GREATER ENVIRONMENTAL  
RESPONSIBILITY

**PRINCIPLE 9:**  
BUSINESSES SHOULD ENCOURAGE THE  
DEVELOPMENT AND DIFFUSION OF  
ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

### ANTI-CORRUPTION

**PRINCIPLE 10:**  
BUSINESS SHOULD WORK AGAINST CORRUPTION  
IN ALL ITS FORMS, INCLUDING EXTORTION  
AND BRIBERY

- 16. REDUCE OUR ENVIRONMENTAL FOOTPRINT  
THROUGH OUR BUSINESS OPERATIONS p 56
- 16. OUR NEW OFFICES p 60

- 16. WORLD CLEANUP DAY p 62
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- 21. CLEANUP DAY & CELEBRATING EARTH DAY p 170

- 16. SUPPORTING SUSTAINABILITY BY DEVELOPING  
DIGITAL TRANSACTION SOLUTIONS p 58

- 19. WHISTLEBLOWING p 128
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- 22. ANTICORRUPTION p 179
- 22. REGULAR CONTROLS p 179



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.



printecgroup.com