ANNUAL SUSTAINABILITY REPORT

2023

Printec

INNOVATE. INTERACT. EXPERIENCE.

ABOUT THE REPORT

Report Profile: Printec's Sustainability Report 2023 covers the period 01.01.2023 - 31.12.2023 and includes information for all its subsidiaries.

In this Report, the Group presents how it responds to the various economic, social and environmental challenges, as well as the expectations/requirements of its stakeholders. It also presents its policies, procedures, strategy, management practice, goals and ESG programs. The Group publishes its performance on each sustainability axis, with the ultimate goal of an open and transparent dialogue with its social partners.

Printec's 2023 Sustainability Report is available on the corporate website (www.printecgroup.com) in the section Sustainability.

Scope and limit: There is no restriction on the scope or boundary of the Report that affects the comparison of information from year to year. The data included in the Report relate to the overall activity of Printec Group. In the case of revisions, special reference is made to the individual sections, tables or diagrams and the reasons for the revision are specified in the corresponding points.

Methodology: Printec's Sustainability Report 2023 has been prepared in accordance with the GRI Standards (2021) guidelines of the international organization Global Reporting Initiative (GRI), at the Core level, following both the principles of defining the content and the principles of determining the quality of the Report set out in the guidelines.

Additionally, the guidelines of the Sustainability Accounting Standards Board (SASB) sector standard, as well as the 17 UN's Sustainable Development Goals (SDGs) have been taken into account.

The identification, analysis and prioritization of the most important issues (Materiality Analysis) was performed in accordance with international standards, such as the Global Reporting Initiative. These issues were validated and evaluated in 2023 by Top Management and are detailed in the section "Corporate Profile".

The development of the Report was carried out with the support and scientific guidance of Grant Thornton (www.grant-thornton.gr).

Project Team: The Group's ESG Team is responsible for collecting and recording all necessary data and information regarding Printec's performance in the pillars of Sustainable Development.

Sources of information: The data and information published in the Report have been collected on the basis of monitoring procedures applied in Printec, as well as from the databases maintained in the context of the implementation of the Group's management systems. Where data obtained after processing or based on assumptions are listed, the method of calculation shall be indicated according to the guidelines of the GRI Standards.

External assurance: The data in this Report has not been externally verified by a third independent party. Nevertheless, recognizing the usefulness and added value that the external verification of the Report's data can offer, Printec will consider the possibility of an external audit, in its next editions.

Contact about the Report:
Please send any comments or suggestions to the following address.
www.printecgroup.com/contact/

TABLE OF CONTENTS

01

10 **CORPORATE PROFILE**

13 At a glance

14 35 Years of Business, Innovation & Success

16 Printec around the world

18 Innovation is in our DNA

20 Our Business Solutions

28 Our shared values

30 Our way to a better world

31 Sustainability at Printec

32 Communication with our stakeholders

Materiality Analysis

34 Our ESG goals

36 Our contribution to UN Global Compact and Sustainable Development Goals

02

38 **LEADING FOR BUSINESS EXCELLENCE**

40 Customer Service Excellence

41 Our 2023 Operational Performance

43 Research & Development

50 Resilient IT Infrastructure and Innovation

52 Cybersecurity and Data Privacy

56 Sustainable IT Operations

58 Business Partnerships

60 Our Supply Chain

62 Our clients

63 Landmark Projects

03

76 **CORPORATE GOVERNANCE**

78 Printec Group Structure

80 Organizational Chart

82 Supervisory Boards

83 Advisory Board

86 Executive Team

88 Printec's Structure of Committees

90 Code of Business Conduct and Ethics

92 Whistleblowing

94 Risk Management

96 Business Continuity

98 Major Disruptive Event Preparedness and Response Plan

100 Ukraine: Managing through the Crisis

102 Financial Performance

04

108 **OUR PEOPLE**

110 In numbers

112 Diversity at Printec

114 Attracting and retaining new talents

115 Our Onboarding program - "Printec Take - Off"

116 Learning Initiatives - Knowledge Sharing

118 Talent Management and Succession Planning

120 Employee Engagement

122 Rewards at Printec

124 Wellbeing at Printec

126 Employee Health and Safety

05

128 **WE CARE**

130 Our Approach

We Care Program Management

131 Interconnectivity of the Pillars

132 We Care Vision

133 The importance of collaboration

134 Organizational structure and Oversight

Global Initiatives

136 We Care about Society

140 We Care for the Environment

06

144 **PROTECTING THE ENVIRONMENT**

146 Our Approach

148 Energy & GHG Emissions Management

150 Waste management

07

154 **APPENDICES**

156 Communication with our stakeholders

158 Key ESG Performance Indicators of Printec

162 GRI Content Index

166 Feedback Form

MARINA MAVROMMATI
CHIEF EXECUTIVE OFFICER

**DEAR COLLEAGUES,
CUSTOMERS AND PARTNERS,**

Our world faces ongoing geopolitical, social, and environmental challenges that create uncertainty, while it is more than clear that technological developments of the next decade will have an irreversible impact for generations to come.

A MOMENTOUS 2023

In 2023, we continued to experience an everchanging reality of such challenges: global instability, natural disasters, and the foretelling of devastating environmental developments, along with a climate change and crisis. At the same time, we have witnessed a user centric growth and socialization of AI, that lead to technological evolution and changes both in our personal lives but business as well.

INNOVATING FOR SUSTAINABILITY

Therefore, at Printec, we are thrilled to face the opportunity and the challenge of creating the new, by fostering innovation for a sustainable future.
The opportunity to leverage technology so as to tackle our world's pain points, such as climate change, consumption of natural resources, and the energy crisis; and the responsibility to take action to ensure a better world for our children.

TOGETHER. TODAY. FOR A BETTER TOMORROW

Our values, trust, teamwork, care, passion and innovation shape our culture and our way of working.
But, we cannot bring change alone. Change requires understanding, alliance building and close cooperation.
That's why we strategically partner with organizations that share our values and vision to grow and develop.
That's why we empower our people, customers, partners and communities through technology to join the ride of evolution and be part of a sustainable world.

THE ROAD TO ZERO

And for us, it's not about the big numbers; it's about a small number — helping the world get closer to Zero. Zero corruption. Zero pay gap. Zero carbon emission. Zero waste.
Some might say this is idealistic, but setting ambitious goals leads to meaningful progress with great impact.

FOR THE LONG-TERM. AND FOR ALL

As restless innovators and responsible technology creators, we work together with our people, our partners and our communities to build a better, more sustainable future and reveal our unlimited potential.

We are proud to share our annual Environmental, Social, Governance (ESG) Report.
Our 2023 sustainability report illustrates how we keep our commitment to create sustainable value.

HENCE, AS A TEAM OF RESPONSIBLE PEOPLE, WE WILL KEEP OUR PROMISE AND CONTINUE TO DEMONSTRATE HOW **PRINTEC IS TRULY A COMPANY WITH A SOUL, MIND AND BRAIN.**

ALEX SERBETIS

DEPUTY CEO

DEAR PARTNERS & COLLEAGUES,

As we reflect on this past year, I am honored and proud to share that despite the challenges posed by an unpredictable global landscape, **Printec made substantial progress in 2023.** This progress, on the year marking our 35th anniversary, should be seen as the **result of our commitment to consistently improve,** our **resilience,** and our **adaptability to change.**

2023 WAS A YEAR FULL OF CHALLENGES

The ongoing political instability along with factors such as the high inflation globally, fluctuating interest rates, uncertainty in the market, increased cybersecurity threats, and the emergence of disruptive AI technologies, added complexity to our business landscape.

IT WAS ALSO A MILESTONE YEAR

Despite all these challenges, **2023 was a milestone year for Printec,** characterized by substantial progress as we achieved **significant revenue growth,** surpassing 10% year-over-year, marking a remarkable milestone after several years of slower growth. While rising costs and margin pressures affected our profitability, our strategic initiatives and investment in new business models are positioning us for continued success in the future.

WE STRENGTHENED OUR POSITION IN THE PAYMENTS' ECOSYSTEM

Over the last year, **we engaged within the transactions and payment ecosystem even more, by emphasizing on extroversion, innovation and operational excellence** while offering increasingly complex solutions that address real market needs. The introduction of new strategic partnerships such as the one with Worldline, the selective acquisitions of companies such as NeoInfo that complement our product portfolio and our investment in new business models with our customers, further underscore our commitment to remain at the forefront of innovation within this ecosystem.

LOOKING AHEAD TO 2024, SUSTAINABLE GROWTH IS KEY

Looking ahead to 2024, **we remain focused on achieving Sustainable Profitable Growth.** Our strategic priorities continue to center on enhancing revenue diversification, increasing operational efficiencies, and continuing to build a robust and future-ready organization. Moreover, we will continue to reinforce our governance structures and internal controls, which remain critical in ensuring long-term stability and accountability across our operations. All in all, **we are committed to navigating the complexities of our environment with bold actions, a focus on execution coupled with a long-term vision.**

Moving forward together, as a team of responsible professionals led by a shared passion for excellence and innovation, I would like to thank every one of you for your effort and commitment.

TOGETHER, WE CONTINUE TO GROW AND HAVE A POSITIVE IMPACT IN ALL AREAS WHERE WE OPERATE!

01 CORPORATE PROFILE

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.

Our solutions and services empower businesses to leverage innovative technology, delivering superior customer experiences while simultaneously achieving operational efficiency and regulatory compliance.

01 CORPORATE PROFILE

WE ASPIRE TO MAKE DIGITAL TRANSACTIONS SAFER, FASTER, AND EASIER FOR PEOPLE AS WE SHAPE THE WAY TOWARDS A MORE ACCESSIBLE AND SUSTAINABLE WORLD.

Since 1988, Printec Group offers a comprehensive suite of solutions that includes cash and card transactions, self-service channels, branch transformation, automation & optimization, e-commerce as well as security and compliance. For over 35 years our Group has been a trusted partner of financial services institutions, petroleum companies, large retailers, government organizations as well as many other organizations in the public and private sectors.

Prioritizing meeting and exceeding customers' needs, Printec partners with industry leaders like NCR, Verifone, FIS, Worldline, and IMTF to create highly effective and dependable solutions for businesses worldwide.

AT A GLANCE

2,300,000
Daily transactions

17
countries

940+
Employees

500+
Clients

728,000
POS terminals

35
Years

21,000
ATMs

STORE OF THE FUTURE

01 CORPORATE PROFILE

35 YEARS OF BUSINESS, INNOVATION & SUCCESS

1988 — Printec Greece

1992 — Printec Bulgaria

1995 — Printec Cyprus

1999 — Acquisition of NCR subsidiaries in Slovakia, Slovenia, Croatia, and Romania - exclusive distributorship rights of NCR products in SEE

2000 — Printec Croatia, Printec Romania, Printec Slovakia, and Printec Slovenia

2004 — Printec Albania, Printec Bosnia, and Printec Serbia[1]

2006 — Printec Kosovo

2007 — Printec North Macedonia and Printec Ukraine

2008 — Group re-domiciling in Cyprus

2011 — Acquisition of CardPay Systems, a recognised leader in the field of card and payment technologies in Ukraine

2013 — Printec Czech Republic

2014 — Group re-domiciling in Austria

2019 — NCR Solution Provider of the Year award

2021 — Printec Montenegro

2022 — Shaping our ESG strategy

Majority stake acquisition of NeoInfo

2023 — 35 YEARS ANNIVERSARY. Creating the future. Together.

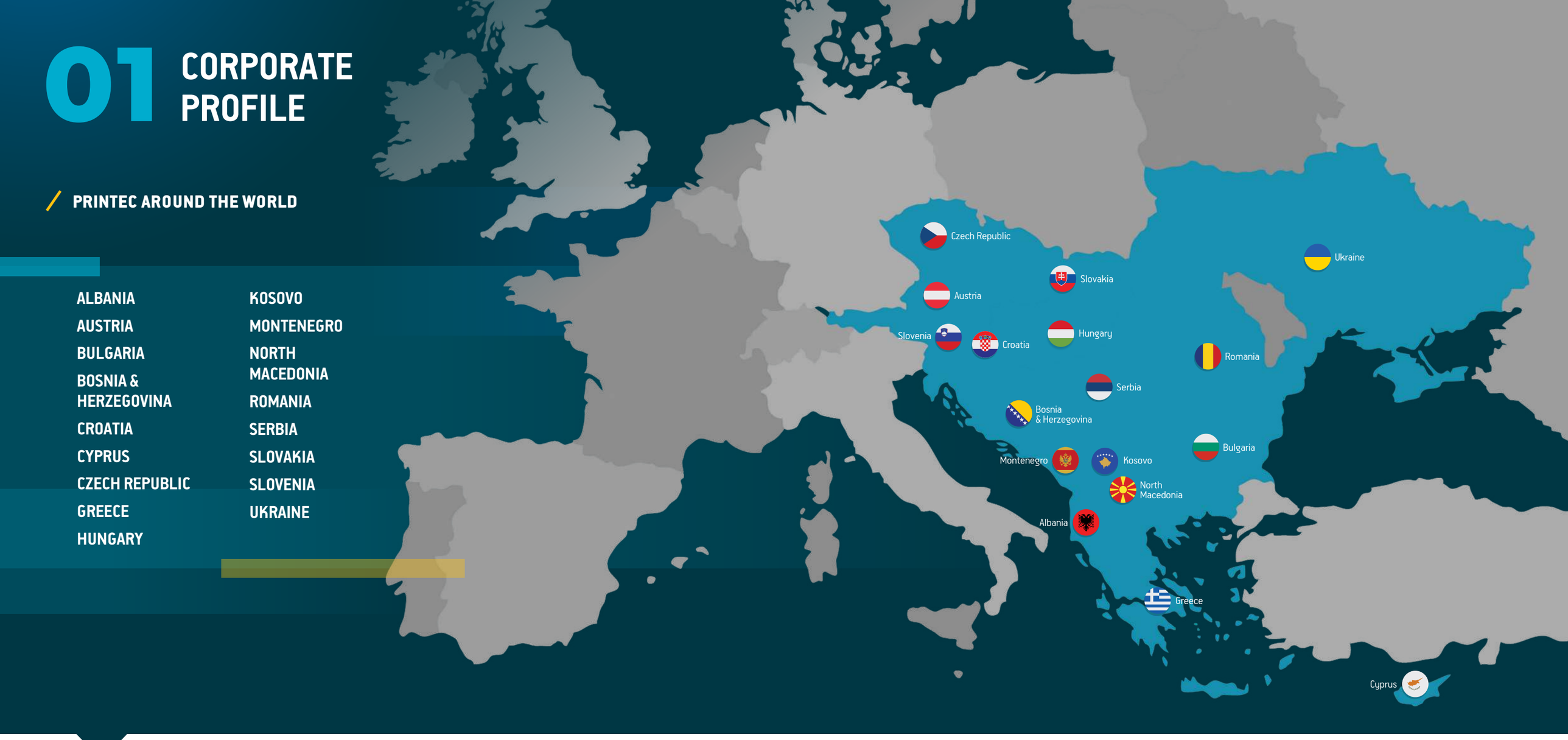
First Sustainability Report based on GRI Standards. Formation of the Advisory Board

Note: (1) The Serbia office also serves clients in Montenegro

01 CORPORATE PROFILE

PRINTEC AROUND THE WORLD

ALBANIA
AUSTRIA
BULGARIA
BOSNIA & HERZEGOVINA
CROATIA
CYPRUS
CZECH REPUBLIC
GREECE
HUNGARY
KOSOVO
MONTENEGRO
NORTH MACEDONIA
ROMANIA
SERBIA
SLOVAKIA
SLOVENIA
UKRAINE



WE ARE PIONEERS

The 1st **contactless payments project** in Greece (Alpha Bank & Eurobank)

The 1st **m-payment project** in Romania (ING & MasterCard)

The 1st **Self-Scan project** in Bulgaria (Piccadilly/ Delhaize group)

The 1st **bank loyalty schemes** in Greece and Bulgaria (Alpha Bank, NBG, First Investment Bank)

The 1st **self-service info-kiosk** used for tax payment, duties, and fines with credit card in Romania & Eastern Europe (Piraeus Bank & Local administration of Bucharest and Ploiesti)

PRINTEC LEADS THE WAY TO A DIGITAL FUTURE BY INVESTING IN THE RESEARCH, DEVELOPMENT, AND DESIGN OF INNOVATIVE HARDWARE AND SOFTWARE PRODUCTS THAT MATTER. OUR TEAM OF DEDICATED SOFTWARE DEVELOPERS, DESIGNERS, AND EXPERTS DEVELOP NEW PRODUCTS, OR SKILLFULLY CUSTOMIZE AND ADAPT EXISTING ONES TO MEET THE UNIQUE CHALLENGES AND NEEDS OF OUR CUSTOMERS.

01 CORPORATE PROFILE

INNOVATION IS IN OUR DNA

WE INVEST IN R&D

Printec designs and develops innovative software products that push the boundaries and add value to our customers.

WE COOPERATE WITH THE BEST

Printec forms strategic partnerships with leading companies, fostering innovation and achieving exceptional outcomes.

WE INVEST IN OUR PEOPLE

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

3 Internal Innovation Competitions ran in the past 5 years to generate ideas within our teams.

1989
EFT-POS in Greece

1993
Fleet Management System project in Greece

2008
m-payment project in Romania

2011
Self-Scan project in Bulgaria

2012
Contactless payments project in Greece

2013
Self-service info kiosk with a credit card in EE
Bank loyalty schemes in GR & BG

2017
Contactless cash withdrawals over ATMs in Croatia

2021
Robot Sorting project in Greece

2021
Printec Products journey

2023
Visa Innovation Program Europe partnership as a POC partner

01 CORPORATE PROFILE

/ OUR BUSINESS SOLUTIONS

SELF-SERVICE

AUTOMATION & OPTIMIZATION

PAYMENTS

SECURITY & COMPLIANCE

SERVICES SEGMENT

Printec leverages technology to automate and streamline processes, minimizing the time and the resources needed. Our solutions empower businesses to deliver products and services that meet and exceed the demands of today's modern consumer. Our comprehensive suite of customized software and hardware solutions ensures each customer receives a tailored product for their unique needs.

OUTCOMES

- INCREASED PRODUCTIVITY
- REGULATORY COMPLIANCE
- COST OPTIMIZATION
- CUSTOMER EXPERIENCE
- DIFFERENTIATION THROUGH TECHNOLOGY
- IMPROVED MONITORING
- ENHANCED DECISION MAKING

WE ARE COMMITTED TO DELIVERING STATE OF THE ART SOLUTIONS TO OUR CUSTOMERS, ADDING VALUE TO THEIR BUSINESS AND HELPING THEM ACHIEVE OPERATIONAL EFFICIENCIES AND REGULATORY COMPLIANCE.

01 CORPORATE PROFILE

SELF-SERVICE

Addressing consumers' increasing demand for speed, convenience, and personalized experiences, we empower users to conduct transactions with efficiency and security. Our solutions go beyond traditional channels to offer tailored services that meet the diverse needs of businesses while ensuring seamless operations, and ultimately deliver a superior self-service experience.

Software/Hardware

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

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.

Vending Machine Toolset
A powerful vending machine companion toolset that redefines vending machine management.

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

Pharmakorr
A robotic kiosk enabling transactions through a live connection with remote pharmacists, replacing the operations of the pharmacy.

BanKorr
A hybrid kiosk for bank transactions, offering both self-service and live connections to remote bank agents, replicating the functions of a traditional branch.

EV-Charging
An integrated POS on the EV charger facilitates instant card payments, offering users a seamless payment solution.

Software

ATM & Device Monitoring
New generation ATMs, management and security solutions, network monitoring.

Self-Service Software Solution
A software solution for self-service kiosks delivering a personalized experience responding to the needs of today's digital consumers.

Telemetry
Printec has developed an in-house telemetry solution catering to payment processing needs.

AUTOMATION & OPTIMIZATION

Our automation and optimization products and services streamline back-office processes and enhance direct customer interactions which are essential for improving efficiency, reducing costs and maintaining a competitive advantage in today's fast-paced business environment. We enable businesses to automate routine tasks, improve efficiency, and optimize resource allocation, ensuring a seamless experience for both themselves and their clients.

Software/Hardware

Robot Sorting
Automated solutions in logistics sorting, based on the core technology of robots to boost efficiency and quality of logistics operations.

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

Click & Collect
Retail solutions such as click & collect and parcel lockers for seamless shopping and pick-up.

Cash/coin Solutions & Smart Safes
Various solutions designed for the right counting, storing, securing, and handling cash for banks or businesses of any size.

Software

E-signature & Document Management
Signing papers digitally offers a seamless and positive experience for customers and a cost-effective and secure solution for the business.

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

Digital Signage & Smart Queuing
An easy-to-use and intuitive interface that enables creativity and allows the creation of digital content and easy deployment of such content on various interactive devices.

Cash Forecasting & Optimisation
Cash optimization & forecasting overall cash points (ATMs, branches, vaults).

Smart Electronic Cash Register
A unique software solution for sales support. An Android fiscal cash register suitable for all retailers' needs.

01 CORPORATE PROFILE

PAYMENTS

Printec offers a comprehensive suite of payments solutions tailored to meet the diverse needs of businesses. Our software and hardware ensure secure transactions while also streamlining payment processes for merchants and customers alike. Our robust payment solutions empower businesses through increased efficiency while also constantly supporting their growth.

Software/Hardware

EFT-POS Terminals, PinPads & Key Injection Facilities
A wide variety of devices for card payments acceptance (countertop, portable, mobile).

Software

Payment Facilitators
Payment Facilitators is a solution comprising various modules: Switching for intelligent transaction processing, E-commerce for secure online payments, and Watch4pay for seamless merchant network management.

Fleet and closed-loop Card Platform
An end-to-end Fleet card platform for petrol companies for account management, card issuing, acquiring, switching, and B2B online monitoring.

Android Payment Platform
A versatile payments platform running on certified Android terminals.

POS Monitoring and Merchant Portal
A cloud solution combining monitoring and merchant portal, offering a graphical representation of real time transaction data.

Terminal Management System
A web-based software product created for the remote administration of multi-vendor EFT-POS terminal fleets.

Real-time Transactions Monitoring & Analytics
Real time transaction data and insights, empowering them to make timely decisions, boosting profitability, and enhancing customer experience.

SECURITY & COMPLIANCE

Through our solutions, Printec Group safeguards data and transactions while ensuring adherence to regulatory standards, with a specialization on financial institutions. Our software and hardware fortify infrastructure against threats, enhance operational efficiency, maintain compliance, and bolster security measures across all channels.

Software/Hardware

Hardware Security Modules
This solution delivers a suite of payment security functionality proven in critical environments, including transaction processing, sensitive data protection, payment credential issuing, and mobile card acceptance.

Software

Compliance solutions
A compliance full set with modules such as Anti-money Laundering (AML), Know Your Customer (KYC), Transaction Screening,and Risk Assessment.

Omni-fraud
A cloud-based (SaaS) multi-channel financial crime management tool that ensures scalability and cost-effectiveness.

Data Integrity & Reconciliation (FIS)
Reimagining reconciliation solutions and the way reconciliation professionals address challenges such as data inaccuracy and fragmentation, variation, convolution, and degradation.

Chargeback & Dispute management
This solution puts you in control deflecting disputes before they ever become a chargeback, disputing chargebacks on your behalf, and giving you access, through a portal, to your proactive defense.

01 CORPORATE PROFILE

SERVICES SEGMENT

Printec's evolving Services portfolio responds to the growing needs of businesses enabling them to enhance customer interactions and deliver exceptional customer experience. Our services segment is subdivided into three key categories, Customer Services, Maintenance Services, and Professional Services which are presented below.

OUR CUSTOMER SERVICES

With more than **500 specialized repair and maintenance engineers** and support specialists in a wide network of **100+ service points,** our customer services provide high-quality services in an unparalleled geographical footprint.

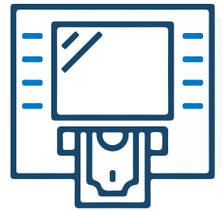
01. On-site customer support
02. Help desk support
03. Installation services
04. Spare parts management
05. Managed services
06. Lab repairs for equipment and parts
07. Training our people for field support

CORE MAINTENANCE SERVICES

Through our maintenance services we **manage and maintain hardware and software for our clients ensuring optimal operational efficiency.**

01. ATM Services

Application development, testing & customization
Installation (site preparation, installation & testing)
Technical support, preventive maintenance & repair
Monitoring & remote ATM management
Reporting
Cash management & forecasting
Online incident management system



02. EFT/POS Services

Application development, testing & customization
EFT POS application certification support
Terminal installation and merchant training
Technical support, preventive maintenance & repair
Merchant hot line
Remote terminal management and secure key injection
Reporting
Online incident management system

OUR PROFESSIONAL SERVICES

With more than **150 experienced professionals**, we help customers develop innovative products, transform their businesses and gain even more value from their investment decisions.

Software development
Consulting services
Project management
Software support and maintenance

01 CORPORATE PROFILE

OUR SHARED VALUES

SUCCESSFUL RELATIONSHIPS ARE FOUNDED ON **TRUST**

EXCELLENCE IS A JOURNEY THAT STARTS WITH **PASSION**

GREAT VISIONS COME TO LIFE THROUGH **TEAMWORK**

A BETTER WORLD IS BUILT WITH **CARE**

THE ROAD TO THE FUTURE IS SHAPED BY **INNOVATION**

01 CORPORATE PROFILE

OUR WAY TO A BETTER WORLD

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:

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.

SUSTAINABILITY AT PRINTEC

Through our Better World program, we solidified our commitment to a more accessible and sustainable world. We remain steadfast to the principles of ESG by reducing our environmental impact, having a positive influence on the society and ensuring sound governance.

OUR COMMITMENT

01 **Reduce our environmental footprint through our business operations.**

02 **Be a responsible business towards our partners and customers.**

03 **Be a responsible employer towards our people.**

04 **Maintain strong governance and ethics to guide our actions.**

05 **Achieve resilience by integrating risks and crisis management in our business operations.**

REDUCE OUR ENVIRONMENTAL FOOTPRINT

Focus our efforts on creating a better future for our planet, emphasizing combating climate change, minimizing the use of natural resources and reducing pollution and emissions.

HAVE A POSITIVE INFLUENCE ON THE COMMUNITIES WE OPERATE IN

We aim to enhance our impact by increasing customers and partners satisfaction with our products and services, securing our employees' wellbeing, health and safety and ensuring we respect human rights in every aspect of our operations.

ENSURE CONSISTENT AND CONTINUOUS IMPROVEMENT IN EVERY ASPECT OF OUR STRATEGY AND OPERATIONS

We believe a robust framework of rules, procedures, and processes is essential to achieving sound governance and our Goals. Printec focuses on business continuity and risk management by implementing systems to monitor and continuously improve our operations, achieving sound corporate governance. These efforts not only ensure the smooth running of our business but also empower us to make a greater difference through our "Better World" program.

01 CORPORATE PROFILE

COMMUNICATION WITH OUR 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. We attempt to create and maintain strong relationships with all our stakeholders groups in order to enforce open, mutually beneficial communication. We have established various communication channels, enabling us to recognize their needs and requirments, by providing ongoing dialogue.

We have recognized the stakeholders groups, developing with each one effective communication channels, as descibed in Appendix A.

MATERIALITY ANALYSIS

In 2023, Printec conducted a materiality analysis to identify, assess, and prioritize the issues of high importance to the Company and its stakeholders. Materiality analysis contributes significantly to the identification and evaluation of risks and opportunities arising from the Company's activity as well as to the goal setting.

The materiality analysis was developed by taking into account the GRI Standards and the sectoral standard of the Sustainability Accounting Standard Board (SASB), in order to identify those issues that directly or indirectly positively or negatively affect Printec and its stakeholders' groups. The materiality analysis is fulfilled through the following approach:

01

Identifying and understanding the material issues: Sector analysis and benchmarking, prioritization based on SASB industry standard and MSCI material risks.

02

Assessing and ranking the identified material issues through documentation for the collective assessment of all sustainable development issues based on specific ESG criteria, also considering stakeholders' feedback through an online survey.

03

Validation and evaluation of topics by Top Management. Validation of topics and evaluation of relevant targets in order to align with the Company's strategic priorities.

01 CORPORATE PROFILE

OUR ESG GOALS

Using our ESG management framework as a foundation, we've established objectives and intend to execute initiatives covering all of our focus areas, thereby enhancing the integration of sustainability throughout our operations.

ENVIRONMENT

- Focus on reducing the energy consumption of our offices, implement a new company vehicle policy.
- Implement waste management & recycling principles across our operations.
- Improve our offices' footprint through our Green Office program, by improving energy efficiency, reducing our water use, eliminating plastic, and increasing composting.
- Offer an eco-friendly portfolio, by increasing the solutions that have positive impact on the environment.
- Design ESG-friendly operations & business portfolio.

SOCIAL

- Focus on employee engagement & wellbeing by offering assistance programs.
- Prioritize health & safety by offering first aid training and ensuring safety at work.
- Promote human rights as a responsible employer, partner, and supplier.
- Invest in learning & development through personalized training plans, learning initiatives, and talent management.
- Ensure fair recognition and upward appraisals.
- Promoting gender equality, raising awareness, and implementing initiatives to tackle gender roles & implicit biases.
- Empower Employability for all.
- Promote Volunteerism.

GOVERNANCE

- Prioritize data management through our data security processes, ISO (International Organization for Standardization) certifications, and GDPR (General Data Protection Regulation) compliance.
- Implement corporate governance through our anticorruption, ethics, whistleblowing, and code of conduct policies & programs.
- Implement risk management through our processes on BCP (Business Continuity Plan), crisis management, and succession planning.
- Identify, monitor and manage ESG related risks.
- Maintain transparency through adequate reporting and disclosures.

01 CORPORATE PROFILE

OUR CONTRIBUTION TO UN GLOBAL COMPACT AND SUSTAINABLE DEVELOPMENT GOALS

Printec with the aim to maximize its contribution to a more sustainable and fair future implements actions in alignment with the Principles of UN Global Compact as well as Sustainable Development Goals. Those initiatives' target is to motivate international community about the importance of a balanced economic, environmental, and social development. Operating with integrity, transparency, and accountability we contribute to the UN Global Compact Principles, while at the same time, we take all the appropriate measures and implement actions that promote environmental and social awareness.

The alignment of our material issues with the Principles and SDGs showcases our commitment.

UN GLOBAL COMPACT **United Nations Global Compact**

9 YEARS OF MEMBERSHIP

Printec is an active member of UN Global Compact since 2014, contributing to the promotion and implementation of the ten Principles.

Material Issues

	SDGs	Global Compact Principles	Printec's Better World Pillar
Environment			
Energy, emissions & climate change Waste management (packaging & electronic equipment)	7 AFFORDABLE AND CLEAN ENERGY 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION	**Principle 7:** Businesses should support a precautionary approach to environmental challenges **Principle 8:** Undertake initiatives to promote greater environmental responsibility **Principle 9:** Encourage the development and diffusion of environmentally friendly technologies	**Planet**
Social			
Accessibility to transactions & payment services Talent attraction, development & retention Quality & Customer satisfaction Health, safety, and wellbeing Social contribution	1 NO POVERTY 3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 11 SUSTAINABLE CITIES AND COMMUNITIES 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS	**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights **Principle 2:** Make sure that they are not complicit in human rights abuses **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining **Principle 4:** The elimination of all forms of forced and compulsory labour **Principle 5:** The effective abolition of child labour **Principle 6:** The elimination of discrimination in respect of employment and occupation.	**People**
Governance			
Data & cyber security Business continuity & risk management Business ethics and integrity Responsible value chain management	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS	**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery	**Practices**

02

LEADING FOR BUSINESS EXCELLENCE

We have developed a framework that **delivers cutting-edge products and services** that address customer needs and enhance their business models, providing them with a unique customer experience.

Our **industry leading technological solutions** coupled with our long-term partnerships enable Printec to achieve its vision for Business Excellence.

Our Contribution to the
UN Sustainable Development Goals

02 LEADING FOR BUSINESS EXCELLENCE

CUSTOMER SERVICE EXCELLENCE

At Printec through our history of innovation and success we have established ourselves as industry leaders and pioneers in our field. We aim to capitalize on the Digitalization megatrend, providing solutions for our customers that enable them to transition to more interconnected digital business models. To ensure we meet our commitment to excellence towards our customers we have established four teams that ensure the quality of our customer service.

HELPDESK

- 1st level maintenance support from dedicated HD agents.
- 2nd level maintenance support from technical experts.
- Technical support for external partners.
- Remote SW rollout activities.
- Service manuals creation and Documentation Management

FIELD OPERATIONS

- On-site support for HW/SW related faults.
- Execution of regular preventive maintenance activities.
- Installation and configuration/integration of new equipment.
- Rollout of scheduled SW upgrades.

BACKOFFICE

- Master data management (Create/Update Equipment, Update Contracts)
- Customer invoice settlement
- Service Order Management
- External Partners management (Operational issues)
- Pending Service Order management
- Reporting to customers (pending/closed Service order, Stats)
- Internal Reporting
- Dispatching of activities to Field Operations team.

LAB/REPAIR

- Lab repairs for supported equipment
- Lab repairs for replaced parts
- Prestaging and preparation of new equipment for installation.
- Technical support for field partners and Helpdesk Agents
- Training Partners for field support
- R&D for parts and equipment
- Service manuals creation and Documentation Management.

Our approach ensures that we maintain active, two-way channels of communication. Our clients can report any issue to us through:

EMAIL

PHONE

WEB SELF-SERVICE CHANNEL

Additionally, utilizing our automated ticketing system any customer-reported issue is automatically forwarded to our team, ensuring a timely response. To monitor Printec's performance and ensure that our customers' experience meets the standards we set, we have established a set of KPIs that monitor the effectiveness of our communication channels through specific benchmarks.

KPI	Internal Targets / Benchmarks	Description / Comments
Average SLA ratio	95.00%	Ratio between the calls within SLA (Service Level Agreement) and the total number of calls
Service efficiency	85.00%	This KPI quantifies the additional effort needed for out of SLA service requests.
Service availability	98.50%	This is a measure of the time the service being available and accessible to the customers versus the total service window (including downtime).
Dispatch avoidance	10.00%	Ratio between the number of calls solved by Helpdesk (remotely) and the total number of calls received.
Calls abandoned ratio	5.00%	Ratio between the calls not answered after a certain threshold of time and the total calls received.
Number of repairs	Country specific	Number of successful module repairs per each type of equipment.
Incident ratio per type of equipment	Product type specific	Ratio of total incidents per equipment type and the total installed base
Repeated calls	7.00%	Ratio between number of repeated calls for related problems on the same equipment and the total calls

OUR 2023 OPERATIONAL PERFORMANCE

ATM SLA ratio

94.36%

+ 0,62% YoY ⬆

ATM Incident ratio

31.58%

- 2.82% YoY ⬇

ATM Repeated calls

6.95%

- 0,02% YoY ⟷

02 LEADING FOR BUSINESS EXCELLENCE

CUSTOMER SATISFACTION SURVEYS

Through our customer-centric approach we aim to be pro-active about their needs and expectations, seeking their feedback by implementing Customer satisfaction surveys. Through 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 needs and expectations.

CASE STUDY: MERCHANTS' FEEDBACK SURVEY IN UKRAINE

In Ukraine we have implemented a mechanism seeking the feedback of our clients after the fulfillment of every service order. The feedback is then analyzed, and a monthly report is compiled summarizing the results. Through this mechanism we achieve a constant monitoring of customer satisfaction and we're able to immediately respond to any deviations to the customer experience standards we aim to maintain

01

SMS TO MERCHANT

Once Service Order is successfully closed the customer receives one SMS with a link to a short survey. Usualy we cover installation or replacement calls.

02

SHORT SURVEY

Customer is proposed to evaluate the call upon 4 criteria:

- Overall evaluation
- Service speed
- Solution in 1-touch
- Comfort of communication

03

FAST ESCALATION

Evaluation is made based on 5-grade scale. All calls, which receive a 1 or 2 are immediately forwarded internally to the POS team.

04

STATISTICS

We get valuable insights of our operational performance with granurality to region or CS Engineer level.

05

REPORT

We present monthly reports to our main customers in order to show our transparency and agree on next steps and improvement actions.

RESEARCH & DEVELOPMENT

Our industry leading products and services are a reflection of our constant quest for improvement which we achieve through research and development that encourages creativity, embraces change and welcomes new challenges. We consider our people the most important asset in our business development journey that is crucial to fostering innovation.

> **AT PRINTEC INNOVATION IS A VITAL PART OF OUR VISION FOR BUSINESS EXCELLENCE, LEVERAGING NEW TECHNOLOGIES TO PROVIDE OUR CUSTOMERS WITH SERVICES AND PRODUCTS THAT ENHANCE THEIR BUSINESS MODELS.**

PRINTEC LAB - INNOVATION 3.0

Printec Lab is a platform that celebrates and nurtures our employees' entrepreneurial spirit, embodying our belief that our employees are the driving force behind our success. Through this initiative our talented people showcase their innovative ideas and entrepreneurial mindset, enhance their skills, and actively contribute to the growth and transformation of our organization. Printec Lab is the third round of our highly successful innovation competition that encourage and empower our employees to think innovatively, identify opportunities, and propose groundbreaking solutions that can bring value to Printec. Printec Lab welcomes all ideas from our talented employees, with a particular emphasis on the areas of AI (Artificial Intelligence) and Sustainability / ESG (Environmental, Social, and Governance).

The aim of the competition is to empower our employees to become actors of change and bring pioneering solutions to the market and inside the company.

OUR INNOVATIVE VISION

We aim to create bridges with other players of the innovation ecosystem across the countries we operate in and under Printec Lab platform to open collaboration opportunities with dynamic start-ups.

This engagement will position Printec as a dynamic technology provider that remains in the forefront of market evolution.

More specifically, Printec Lab aims to:

- Foster innovation within Printec, by activating, supporting and recognizing the talents and ideas of all employees
- Give the opportunity to employees to enhance their skills, expand their knowledge, and grow professionally and personally.
- Cultivate a more creative working environment by exposing participants to experience an innovative, collaborative and interactive process.

02 LEADING FOR BUSINESS EXCELLENCE

INNOVATION 3.0 TIMELINE

DESIGN & PLANNING
May 4 to June 6

IDEAS SUBMISSION
June 7 to September 21

The Call for applications period was from 7 June to 21 September 2023. During this time, we invited teams to submit their innovative ideas that fell under the 2 two categories: Product or Service Innovation and Internal Processes & Working Environment.

IDEAS SELECTION
September 22 to October 6

After the completion of the Open Call, **a panel of expert judges,** both from Printec and from Found.ation, evaluated the submissions based on their **innovation, feasibility, level of readiness/maturity of solution, alignment with our strategic goals** and selected the **best 6 ideas** and advanced them to the next phase, the Ideas Development phase.

KICK-OFF BOOTCAMP
October 19

The Kick-off Bootcamp is a 1-day diverse curriculum event that includes workshops and seminars upskilling the selected teams and helping them to better define their projects and ideas.

IDEAS DEVELOPMENT
October 19 to December 7

FOUND.ATION

Throughout this **5-week phase,** participants had the opportunity to learn from industry experts by participating in workshops and coaching sessions and received mentorship from experienced leaders within Printec Group. The Ideas Development included the **Kick-off Bootcamp, mentoring and coaching sessions and a pitching workshop.**

- **Mentoring and coaching sessions**
  The teams received expert support and tailored guidance to help them convert their ideas into well-defined projects. At the same time coaches from the Found.ation team ensured that the teams stayed focused and accelerated towards realistic goals.
- **Pitching workshop**
  The teams attended an interactive workshop focusing on effective communication that helped them to prepare for the Demo Day event.

DEMO DAY
December 8

The Demo Day was a one-day event where the teams pitched their projects in front of a dedicated evaluation committee and the 2 winning teams were announced and awarded. The Demo Day was a physical event in Athens.

02 LEADING FOR BUSINESS EXCELLENCE

OUR 2023 LAB WINNERS

In 2023, 34 ideas were submitted from 11 countries, showcasing the reach of our initiative, while the whole initiative involved more than 30 hours of mentoring and coaching, reflecting our dedication to nurturing creativity and innovation. During the Demo Day, we live-streamed the presentations of the six finalist teams, consisting of 19 participants from 8 different countries. Two of the teams had members from different countries, highlighting the collaborative and diverse nature of Printec.

The categories that Printec chose to seek innovative solutions were:

ARTIFICIAL INTELLIGENCE

Ideas related to leveraging AI to enhance business operations or create advanced solutions.

SUSTAINABILITY / ESG

Ideas that promote environmental sustainability, social responsibility, and community engagement, demonstrating the company's commitment to making a positive impact.

Evaluated on 2 dimensions:

PRODUCT OR SERVICE INNOVATION

New products, services, or enhancements to existing offerings that can meet evolving customer needs and drive business growth.

INTERNAL PROCESSES & WORKING ENVIRONMENT

Ideas aimed at streamlining processes, optimizing workflows, reducing costs, or improving productivity and fostering a positive work culture and employee development within the organization.

OUR WINNERS

AI-POWERED KNOWLEDGE BASE FOR HELPDESK TEAM, TECHNICIANS AND PROGRAMMERS

GOLD WINNER

The AI-driven Knowledge Base aims to achieve universal access to all users of the technical knowledge that Printec has collectively, enabling users to submit technical questions and receive instant answers.

The implementation of the AI-powered tool will be done in the following stages:

01 Create a basic Chatbot

02 Gather all required information and convert it to a specific format so it can be used by the AI tool

03 Train and test the AI tool

04 Provide access to the knowledge base by using a web portal or a chatbot interface

05 Maintain the solution by adding/optimizing information to the knowledge base

02 LEADING FOR BUSINESS EXCELLENCE

THE PLA(N)T.FORM

The PLA(N)T.FORM project aims to streamline document management, enhance electronic signatures, and create a unified document library. It's a comprehensive platform designed to revolutionize document handling within the organization, bridging the gap between various processes and systems. The program will enable us to operate more efficiently across our departments, increasing our productivity, increasing collaboration and reduce storage space.

01. HOW WE OPERATE TODAY

To evaluate current status of how documents are processed and stored in each country

02. THE ENVISIONED SOLUTION

To collect and evaluate the offers for DMS solution and electronic signature

03. LOOKING FORWARD

To establish the new way of working using the DMS system

04. PROOF OF CONCEPT

Demo of the chosen DMS solution

05. IMPLEMENTATION

To implement the DMS process

06. EDUCATION

To educate users about the system and Implement the process for new records

07. RECORDS TRANSFER

To transfer history records into the system

08. POST IMPLEMENTATION

To analyze implemented process and to calibrate the solution

OTHER RUNNER-UPS
ALL FINALISTS IN IMPLEMENTATION PHASE.

Enhanced Screen Management Tool for ATMs

Creating a multifunctional tool for ATM and Multi-Function Machines. It manages user interfaces, operational flows, screen editing, actions, local simulation, and deployment. It can integrate with X-Core for enhanced synergy or operate independently.

RPA Ecosystem for COReBIT

Creating an RPA Ecosystem to connect 'Demand' (SLAs, data quality, stock, speed, employee satisfaction) with 'Supply' (SAP processes, workforce, training), user-friendly as Excel, benefiting both internal and external stakeholders

Company's NCR subscription licenses administration in SAP

The solution, developed for Printec Croatia, efficiently processes NCR subscriptions within SAP ERP. The system offers precise traceability of licenses to individual ATMs or purchases, eliminating the need for group-wide reports from external sources, such as EY.

02 LEADING FOR BUSINESS EXCELLENCE

At Printec, Business excellence remains our top priority, driving continuous improvement and sustainable development. To achieve this, we have adopted a holistic approach that encompasses our products, customers, and partnerships. We place great emphasis on Cybersecurity and Data Privacy, while implementing sustainable IT practices and metrics. Printec Lab, showcases our dedication to Research and Development in order to successfully respond to industry's requirements and clients' expectations. By offering innovative, AI - powered and improvement solutions, in combination with high quality customer services, we achieve to facilitate customer transition to digital era while preserving high levels of satisfaction. At the same time, we implement landmark projects that create long - lasting value and focus on creating and maintaining relationships of mutual respect with our business partners as well as with our suppliers.

RESILIENT IT INFRASTRUCTURE AND INNOVATION

Building resilient and innovative IT systems is at the core of our strategy to ensure business continuity and long-term growth.

Disaster Recovery and Business Continuity Plans:
Printec has implemented comprehensive disaster recovery and business continuity plans, ensuring minimal downtime in case of disruptions, protecting critical services and operations.

Innovation in Information Security:
Printec continues to invest in advanced cybersecurity technologies. This proactive approach allows us to stay ahead of evolving threats and demonstrates our commitment to innovation in security.

Cross-Industry Collaborations:
We have partnered with cybersecurity firms and industry groups to share threat intelligence and improve our security posture. These partnerships enhance our ability to detect and mitigate threats across industries.

Compliance with International Standards:
Our commitment to lead through business excellence is exemplified by the extensive certifications we have achieved and maintain. The management systems ensure we adhere to strict, externally assured and internationally recognised standards for quality, information security and environmental management, among others. Committed to maintaining high quality, during 2023, Printec maintained the acquired ISO certificates. This certification demonstrates our commitment to governance excellence and accountability in data protection.

Find below the description of the aforementioned certifications:

ISO 9001:2015	Quality Management Systems
ISO 27001:2013	Information technology - Security techniques - Information security management
ISO 22301:2019	Security and resilience - Business continuity management systems
ISO 20000-1:2018	Information technology - Service management systems
ISO 14001: 2015	Environmental management systems
ISO 45001: 2018	Occupational health and safety management systems

02 LEADING FOR BUSINESS EXCELLENCE

CYBERSECURITY AND DATA PRIVACY

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.

OUR COMMITMENT

Protecting the security and privacy of personal data, no matter where they come from or where they flow, is important to Printec.

01 **Follows:** a risk-based approach implementing a uniform methodology in all Printec entities.

02 **Examines:** every aspect of our operations

03 **Ensures:** everyone's involvement and commitment

OUR DATA PRIVACY PROGRAM

Printec complies with mandatory privacy laws, and is implementing a Group-wide Program to safeguard personal data which is based on:

- **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.
- **Record of Processing Activities:** Knowing what data, we hold, and their flow from/to/inside the organization, 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 Breach Handling:** We have implemented a thorough, group-wide data breach handling process that is integrated in our business continuity processes.
- **Training & Awareness:** Printec conducts on a regular basis a Data Protection Awareness program, which aims at providing general training to all personnel and specific training to personnel who have permanent or regular access to personal data. The attendance to the Data Protection Training is mandatory for all employees. 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.

02 LEADING FOR BUSINESS EXCELLENCE

PRINTEC SHIELD PROGRAM

Ensuring that all data managed are secure, the ITMS department has developed its specialized Cybersecurity program "Printec Shield". Our industry-leading IT expertise ensures that "Printec Shield," serves as a bastion of protection in an ever-changing digital landscape.

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).
- **Security Information 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 defences against cyber threats.

PROTECT

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

DETECT

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

RESPOND

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

RECOVER

- **Business Continuity Plan Improvements:** Enhanced business continuity plans contributed to SDG 13 (Climate Action) by enabling swift response to environmental challenges.
- **Disaster Recovery Testing:** Rigorous disaster recovery testing, aligned with SDG 11 (Sustainable Cities and Communities), ensured business continuity in the face of disruptions.

02 LEADING FOR BUSINESS EXCELLENCE

SUSTAINABLE IT OPERATIONS

Understanding our responsibility towards the environment we aim to achieve sustainable IT operations by embedding ESG principles in every aspect of our activities. Printec aims to achieve its sustainable development goals by monitoring its environmental performance, increasing the energy efficiency of its equipment, managing its IT waste and setting sustainable procurement criteria.

In 2023 we decided to implement a set of measures that enhance our ESG efforts and take us one step further to realizing our vision for sustainable development. Our objectives and actions were separated in the following two pillars:

Commit to sustainable IT practices that align with and support the company's ESG objectives and monitor our performance.

Milestones

ESG Metrics Dashboard Development:
Create a dashboard to monitor and report IT' s impact on sustainability goals.

IT Equipment Lifecycle Management:

- Implement a policy for eco-friendly IT equipment procurement.
- Establish a program for responsible disposal and recycling of IT equipment (e-waste).
- Implement the recycling program for outdated IT equipment across all locations, with a specific focus on completion in Greece by 2024.

Adopt energy efficient technologies and optimize data center operations for ESG compliance.

Milestones

Energy-Efficient Data Center Certification:

- Obtain certifications from the data center provider that demonstrate energy efficiency and sustainability.

Azure Sustainability Metrics:

- Utilize Azure's sustainability metrics to monitor and report the cloud services' contribution to ESG goals.

OUR FORWARD LOOKING

In 2023 we decided to establish a comprehensive IT Strategy that aims to capitalize on our industry leading expertise and establish clear objectives for the ITMS department. This strategy highlights our ITMS service line as a crucial part of our vision for business excellence marking an important milestone for its development. The strategy is developed across the following points:

01

IT-Enabled Customer Services Excellence

Enhance IT infrastructure to support and strategically expand customer-facing services, ensuring resilience.

Develop robust infrastructure specifically tailored for secure and reliable payment services.

Position the IT Service Desk as a strategic partner within the business, aligning IT support with business goals and customer needs.

02

Integrated Digital Platforms & Enhanced Enterprise Applications

Drive digital transformation with state-of-the-art integrated platforms across all functions, unlocking synergies and efficiencies at a Group level.

Enhance enterprise applications for operational excellence and improved user experience.

Leverage data analytics and BI tools for data-driven decision-making and insight generation.

03

Information Security-First Culture & Regulatory Compliance

Embed an information security-first mindset, safeguarding core solutions, digital services, and stakeholder data.

Uphold continuous compliance with standards, information security frameworks, and other pertinent regulations.

Vigilantly assess and update information security organizational and technical measures (including physical security) to uphold the trust of customers, employees, and stakeholders and strengthen the organization's resilience.

04

AI-Driven Innovation & Operational Efficiency

Establish AI governance to ensure ethical use, security, and compliance of AI technologies.

Utilize AI to enhance operational efficiency, streamline processes, cybersecurity and drive service innovation and automated risk management.

05

Empowerment and Engagement Through People-Centric Technology

Implement intuitive technology solutions that simplify workflows, boost productivity, and improve overall job satisfaction.

Offer targeted training and upskilling programs to increase digital fluency across the organization, enabling employees to leverage technology confidently.

Create avenues for employees to contribute to technological innovation, such as suggestion platforms or innovation contests, fostering a sense of ownership and engagement with IT initiatives.

02 LEADING FOR BUSINESS EXCELLENCE

BUSINESS PARTNERSHIPS

Throughout our 35-year journey of business innovation and success, we have managed to cultivate business relations with industry leaders showcasing our operational excellence and high-quality customer service. These partnerships are an important asset for Printec that ensures we operate among pioneers and leaders and that our sustainability values are reverberated in our value chain.

What our Business Partners are saying:

NCR Atleos is a proud strategic partner of Printec, we work together to expand self-service financial access. For over 30 years, we've led with innovative technology and services to transform the customer experiences and drive improve operational efficiencies for organizations across Europe.

Diego Navarrete Executive Vice President | **NCR Atleos Corp.**

Since our partnership with Printec Group began in 2023, we have made great strides in expanding our payment solutions across 16 countries in Central and Eastern Europe. The impact of our collaboration is already substantial, reinforcing our common vision and commitment to developing our presence in the CEE region and stimulating further business growth and opportunities. Together, we are delivering an innovative and efficient payment infrastructure that meets the evolving needs of the market, enhancing the value we provide to financial institutions and merchants while creating a more interactive environment for all stakeholders.

Alessandro Baroni Head of Global Financial Services | **Worldline**

For over a decade, Printec has been IMTF's key partner in Central and Eastern Europe, playing a crucial role in the continuous growth of our anti-financial crime solutions. Printec's unwavering commitment to excellence aligns perfectly with IMTF's mission to combat financial crime. Their local expertise and technical capabilities have been vital in expanding our anti-crime and anti-money laundering solutions, serving a large customer base.

Sebastian Hetzler CO-CEO | **IMTF**

Working in synch with Printec has been a pivotal part in Verifone's journey to deliver cutting-edge payments solutions and enable operational efficiencies in the CEE region. Printec's dedication to excellence and forward-thinking approach have consistently aligned with our mission to shape the future of commerce. For the past 30 years, our mutual commitment to pushing the boundaries of technology has empowered businesses and made everyday transactions safer and more convenient.

Alfred Zachwiej VP, Head of Partnerships EMEA | **Verifone**

LONG-LASTING PARTNERSHIPS

Over the years, we've built and maintained lasting partnerships with companies that share our values and goals.

Here are just a few of the many partners who have been instrumental in our journey.

NCR VOYIX

NCR ATLEOS

verifone

IMTF

GLORY

WORLDLINE

Namirial

INETCO

FIS

CASTLES TECHNOLOGY

02 LEADING FOR BUSINESS EXCELLENCE

OUR SUPPLY CHAIN

Our suppliers and vendors are a vital part of our business, playing a crucial role in our success. At Printec, we are dedicated to building partnerships that align with our core values. Acknowledging that our influence reaches beyond our own operations into the broader network of suppliers and partners, we strive to cultivate a sustainable supply chain that safeguards the environment, enhances the well-being of workers and communities, and strengthens our business.

A resilient, ethical supply chain not only mitigates risks but also enhances our reputation and fosters long-term relationships that are essential for continued success. Through a rigorous selection and evaluation process, we continually refine our network, embedding our values across all areas of operation.

2,078 VENDORS WORLDWIDE IN 2023

CODE OF CONDUCT FOR SUPPLIERS AND VENDOR ASSESSMENT

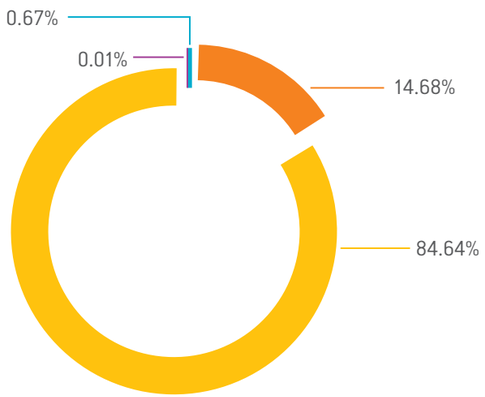
By the end of 2022, we published the Code of Conduct for Suppliers aiming to communicate the importance of conducting responsible and ethical business, by adopting best practices and carefully distinguishing new, sustainable partnerships. Printec deeply relies on its Suppliers, Vendors, Business Partners and 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 and selection process of potential Suppliers, Business Partners, Vendors and Outsourcing entities, prior to any contractual establishment. InfoSec, Business Continuity, GDPR, Health and Safety, ESG alignment, Performance and Consistency are only a few of the assessed criteria.

Given that the majority of our operations are based in Europe, our supplier network reflects this regional focus. In 2023, approximately 85% of our spending was directed toward European suppliers, with the remaining 15% concentrated primarily in the Americas, driven by the specific needs of the technology sector. A detailed breakdown of our suppliers by continent is presented in the following graph.

2023 Supplier Breakdown per Continent

In an effort to boost local economies and support the countries where we operate we focus on procuring goods and services locally[1] , if a product or service is not available in the quantity or quality that we need, we then consider procuring it from abroad.



2022

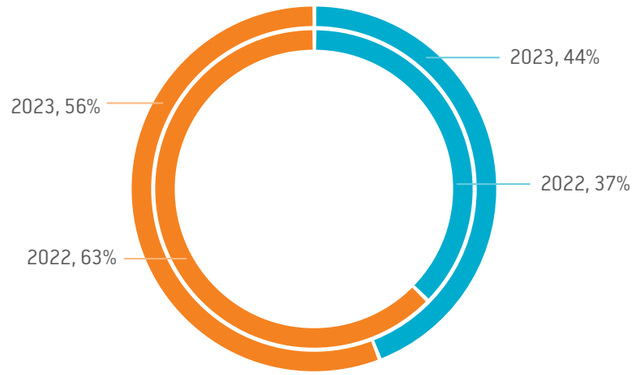
1,429 Local Vendors
334 International Vendors

2023

1,443 Local Vendors
391 International Vendors

Supplier Breakdown by Spend

Most of our international suppliers, concern software, services and products that can only be procured from global large enterprises while our local suppliers are smaller businesses that form the cornerstone of the local economies. This is reflected by the fact that in 2023, 1,443 of our vendors were located in the country where we operate and only 391 were international. Finally, as a result of our concentrated efforts 44% of supplies by spend in 2023 and 37% in 2022 were sourced from countries where we operate.



[1]Supplies procured from the countries where our facilities are located are classified as local. Cross-country supplies, even if sourced from other countries where we have operations, are not considered local.

02 LEADING FOR BUSINESS EXCELLENCE

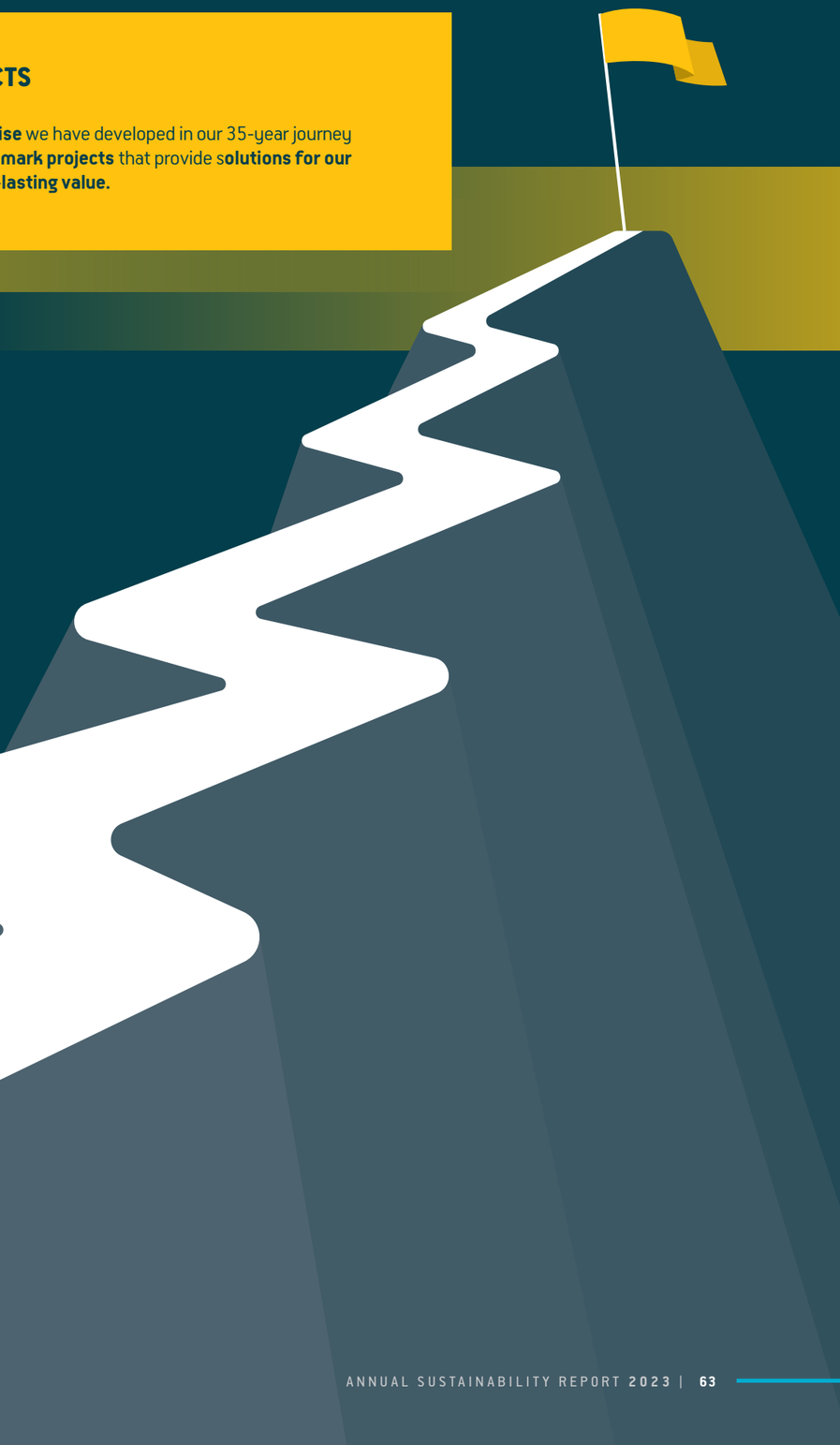
OUR CLIENTS

Our clientele includes leaders across multiple sectors that focus in financial services. Their long-standing relationship with Printec and their outlook on our products and services are the highest level of business excellence recognition.

otpbank
Kaufland
LIDL
KBC
SCHWARZ
ERSTE Group
AB
Coral
EKO
BKT BANKA KOMBETARE TREGTARE
AVIN
TESCO
ATHENS INTERNATIONAL AIRPORT ELEFTHERIOS VENIZELOS
SPAR
INTESA SANPAOLO
Raiffeisen BANK
PIRAEUS BANK
NATIONAL BANK OF GREECE
ALPHA BANK
cardlink a Worldline brand
SOCIETE GENERALE
EUROBANK
Bank of Cyprus
JCC PAYMENT SYSTEMS
nexi
Euronet
HPB HRVATSKA POŠTANSKA BANKA
UniCredit

LANDMARK PROJECTS

The **industry leading expertise** we have developed in our 35-year journey enables us to undertake **landmark projects** that provide s**olutions for our customers and create long-lasting value.**



02 LEADING FOR BUSINESS EXCELLENCE

AML SOLUTION FOR ALPHA BANK IN GREECE

Description

Alpha Bank Group is one of the primary banking institutions in Greece. It also operates in Cyprus, Romania, Albania and the United Kingdom.

9
Months to complete the project

900
Branches

17
Subsidiaries

The challenge

- Money laundering and the financing of international terrorism is a threat to ongoing business activities.
- The presence of illegal funds is increasing and more legislation and directives (e.g., the Third Anti-Money Laundering Directive, Bank Secrecy Act and FATF 40+9 Recommendations) are being developed.
- Setting up a secure and reliable system against money laundering and illegal movements of capital is essential.

The solution

- Alpha Bank chose to use centralized Anti-Money Laundering (AML) system, TONBELLER Siron Compliance Solutions.
- In cooperation with TONBELLER, Alpha Bank used Printec's expertise in the technical implementation of Siron to implement the software within a timeframe of nine months.
- We delivered custom modules for each country in a specific period of time, due to respective local central bank's controls. There were also divergent character sets for localization, time zones and working hours, all of which were to be integrated with a unified central system and software infrastructure for economies of scale.

The result

Minimize risk
The main innovation is the bank's ability to verify all transactions of its subsidiaries, through SironEMBARGO.

Maximise control
Printec developed an additional system to convert domestic messages to SWIFT financial messages without changing the original, maximising control (interbank, third-party banks, and within the organisation) for all countries.

Increase reliability
One of the most important benefits for Alpha Bank was the increase of its reliability in both interbank checks and in the improved perception of its customers.

02 LEADING FOR BUSINESS EXCELLENCE

CASH MANAGEMENT SOLUTION FOR BCR IN ROMANIA

Description

BCR is Romania's No. 1 bank in terms of asset value, client base and savings and crediting.

507
Branches

2,500
ATMs

99.8%
ATM availability

16
Different currencies

The challenge

- Difficulty in monitoring and to taking control of the overall cost of cash.
- As of 2014, the required cash levels for each processing center and ATM were forecasted manually for each denomination, based on historical data. For branches, the forecast was performed locally based on cash thresholds and scheduled payments to customers, while the cash requests were sent to the centralized coordination office.
- The cash pick-up orders for customers were generated automatically, based on prescheduled agreements, while the cash deliveries were generated manually, on customer request.

The solution

- BCR decided to use NCR APTRA Cash Management to reduce the amount of cash in the network and the number of emergencies, as well as take the best action based on real-time information.
- Printec and NCR worked closely with the bank to understand the problem and analyze the situation. They concluded that NCR APTRA Cash Management Suite was the most suitable solution.
- NCR APTRA Cash Management Suite performs automatic monitoring, forecast and cost optimization calculations of the cash needed in processing centers, automated equipment, branch or customer.

The result

>20%
Cost reduction for transportation of cash in branches and ATMs

99.8%
Cash availability of equipment

13.3%
Decrease of ATM replenishments

Client level of service has significantly improved

15.1%
Decrease of ATM cost processing

18.6%
Decrease in branch transports improved cash threshold

02 LEADING FOR BUSINESS EXCELLENCE

CASH MANAGEMENT SOLUTION FOR ERSTE BANK IN CROATIA

Description

Erste Group is one of the largest financial services providers in the Eastern part of EU, focusing on mortgages, consumer loans, savings products, asset management and pension products.

133
Branches

619
ATMs

99.2%
ATM availability

1.3 bn
Transaction value per year

13m
Transactions per year

The challenge

ATMs are critical to Erste Bank Croatia's retail banking services. Despite them being overstocked, a high number of cash runs occurred.

- 23% of the cash delivered to ATMs was returned un-dispensed upon the next replenishment visit.
- Despite the high level of unused cash being returned, cash outages were still a significant contributor to ATM downtime.

With significant growth in their ATM network, these costs and this level of customer service were not sustainable.

The solution

- Erste Bank worked closely with the NCR cash management team and Printec by analyzing the cash ordering and ATM performance history.
- They opted for APTRA OptiCash: a continuous optimization solution that forecasts cash requirements for each ATM and then generates optimized replenishment strategies.
- A pilot was implemented in two weeks, with network wide rollout in two months and full production operation in 90 days.

The result

Cash utilization improved dramatically

23% > **14%**

Return rate drop

88%
Emergency cash deliveries cuts

88%
Cash events decrease

98.7% > **99.1%**

Enhanced ATM availability was increase within the first quarter

99%
New availability record

02 LEADING FOR BUSINESS EXCELLENCE

X-CORE FOR RAIFFEISEN BANK IN SERBIA

Description

Raiffeisen Serbia is a member of Raiffeisen Bank International (RBI), one of the largest banking groups in Central and Eastern Europe, which looks after more than 17 million customers.

58
Branches

5
Branches without tellers

103
New-gen ATMs installed

+700k
Customers in Serbia

60%
Of branch transactions are done on new-gen ATMs at a minimum

The challenge

- Improve customer experience by extending its network, available services and operating hours, while minimizing operational costs.
- Increased customer expectations in terms of branch operating times, self-service capabilities and digital services.
- Satisfy customers while controlling operating costs, which can be threatened when new customer service standards are enforced.

The solution

- Solution includes customized ATMs in the branch and x-core software with the ability to perform several personalized transactions and request assistance, if needed, via the ATM.
- The bank offers a unique environment for customers, reducing queues and offering a personalized experience.
- Modern ATMs and extended branch operating hours without incremental costs.
- Traditional cash services are complemented with added value features: 'next best action' based on powerful analytical CRM back-end infrastructure.

The result

Unique customer experience
Offering an extended network, longer working hours and a self-service option for most transactions increases customer service quality.

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

Profit optimization
Offering the right service to the right customer allows for increased revenue, while saving costs associated with cash handling, CIT and infrastructure.

02 LEADING FOR BUSINESS EXCELLENCE

SELF CHECKOUT FOR SPAR IN SLOVENIA

Description

Spar Slovenia is one of the largest retailers in the country.

48
Spar stores transformed

53%
Use self checkout

200
SelfServ™ checkout units

The challenge

- Increased competition leads customers to switch from one retailer to another. Spar aimed to increase customer loyalty, expand its customer base and reduce operational expenses.
- Customers often prefer to shop where they know they can get out of the store quickly and easily.
- Spar sought a solution that would improve employee utilization while enhancing customer experience.

The solution

- Spar Slovenia installed 200 NCR SelfServ™ Checkout units in 48 different outlets, replacing some of the staffed cash registers, reducing wait lines and improving store throughput.
- Spar selected Printec for the implementation of the project with NCR SelfServ™ checkout units.
- Self checkout enables customers to check out quickly, re-deploying employees to assist customers more inside the store than merely at checkout.
- The successful collaboration led to a fast and reliable implementation.

The result

Focus on operational efficiency

With one assistant looking after up to eight self-checkouts, Spar can re-deploy staff to other in-store functions, improving on-shelf availability of products and helping shoppers find what they need.

Improved customer experience and loyalty

With 53% of customers using SelfServ™, there is shorter queuing and additional help while shopping, improving overall customer experience and repeat purchases.

02 LEADING FOR BUSINESS EXCELLENCE

TELLER CASH RECYCLERS FOR BANK OF CYPRUS

Description

Bank of Cyprus Group is the largest banking and financial services group in the country with a long history of serving customers in Cyprus since 1899. The bank is the leading provider of retail banking services in Cyprus.

97
Branches

187
Installed TCRs in 1 year

100
Average cash transactions with TCRs per day per teller

The challenge

- 2 main challenges: the changing behavior and demands of customers and the development of financial regulatory requirements.
- A fresh look at customer experience and the operational processes within the bank branch network were needed.
- In 2015, the bank started their transformation process, which included transferring retail customers to digital and self-service channels, improving customer experience inside the branch and shifting employee focus.

The solution

- The bank worked closely with Printec and identified that GLORY's cash handling technology to address all requirements.
- The bank selected the GLORY Teller Cash Recycler (TCR) Vertera 6G to enable its bank transformation, recognizing the quality and flexibility of GLORY's front-line teller technology.
- The bank was able to improve customer and staff experience and ensure the optimization of operational processes.

The result

Streamline the cashier's processes and therefore manage to save 20 FTEs.

Decrease the cash management cost since cash is recycled and used to load the ATMs.

Enhance customer experience with no cash balances differences.

Improve reporting to the Central Bank for cash management.

Increase cash branch limits, allowing the bank to further decrease the usage of external security associates.

03 CORPORATE GOVERNANCE

Our Contribution to the
UN Sustainable Development Goals

BUILDING A STRONG CORPORATE GOVERNANCE

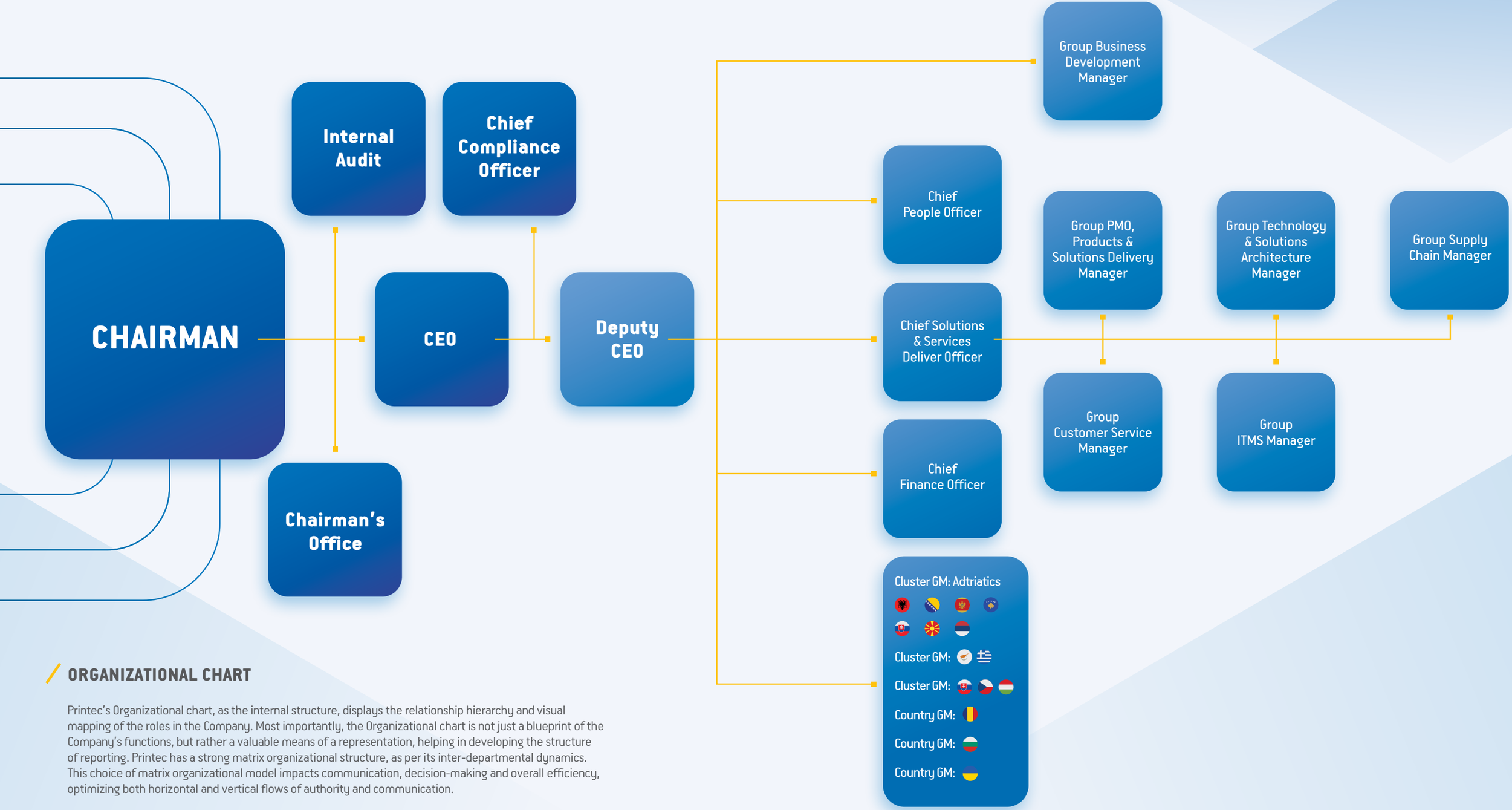
The Corporate Governance is considered for Printec the system of rules, practices, and processes by which it is directed and controlled. Thus, complying with regulatory requirements is of paramount importance. The Company monitors and follows all global laws and directives at a Group level, as well as local regulatory, new laws and directives at a country level. Undoubtedly, its governance system helps the Company in fostering cooperation, accountability, and shared vision and creates a robust framework of effective organizational management that enables responsible business and ethical business practices. Based on accountability, responsibility, transparency, and fairness, the Corporate Governance contributes to creating a culture of integrity within Printec, ultimately leading to better performance results and overall sustainability.

03 CORPORATE GOVERNANCE

PRINTEC GROUP STRUCTURE

Printec, as a leader in B2B transaction technologies, has an established profile with presence in Central and Eastern Europe. The following visual representation depicts the structure as of July 2024, outlines the links and ascertains the line of authority among the Group companies. Furthermore, it gives a clear picture of the degree of centralization and diversification of Printec, in terms of geographies.

03 CORPORATE GOVERNANCE



ORGANIZATIONAL CHART

Printec's Organizational chart, as the internal structure, displays the relationship hierarchy and visual mapping of the roles in the Company. Most importantly, the Organizational chart is not just a blueprint of the Company's functions, but rather a valuable means of a representation, helping in developing the structure of reporting. Printec has a strong matrix organizational structure, as per its inter-departmental dynamics. This choice of matrix organizational model impacts communication, decision-making and overall efficiency, optimizing both horizontal and vertical flows of authority and communication.

03 CORPORATE GOVERNANCE

SUPERVISORY BOARDS

There are two Supervisory Boards operating in Printec Group that serve as an oversight body. Key role of the Boards is to ensure that management aligns with the overall interests of shareholders and stakeholders.

PRINTEC AUSTRIA HOLDING AG

Dimitrios Kokkalis	Chairperson
Franz Schweiger	Deputy Chairperson
Wolfgang Eder	Non-executive Member

PRINTEC HOLDINGS LTD

Charilaos Konstantinou	Chairman
Melina Christoforou	Director
Demetris Vakis	Director, Secretary

ADVISORY BOARD

The Advisory Board was forrmed at the end of 2023. As a body that provides advice to the Company, the Advisory Board constitutes a prominent group of people, chosen for their strategic acumen, industry knowledge and unparalleled expertise, among others. The members of the Board are appointed to provide guidance, recommendations, and councel to Printec, as well as monitoring progress and consider risk apetite, always in connection with the Company's purpose and vision. Their level of diversity cultivates a broad spectrum of attributes and charateristics that bring different perspectives and have a positive impact on Printec's innovation, driving Printec to the next steps.

03 CORPORATE GOVERNANCE

ADV ISORY BOARD

Harris Konstantinou

Harris Konstantinou is the founder and Chairman of Printec Group and a true entrepreneur at heart.

He officially founded the company in 1988 with four co-founders, initially focusing on selling printers, hence the name. However, his visionary and restless attitude, always thinking about what is next, combined with his deep understanding of the environment and what customers wanted, drove the company to become a market leader in all the countries where it operates. Under his leadership, Printec grew from its modest beginnings to employ 1,000 people, operating in 16 countries, and he is now the sole shareholder.

He holds a Bachelor and Masters in Electronic Engineering from the Technical University of Sofia.

Marina Mavrommati

Marina Mavrommati is the CEO of Printec Group since October 2015, joining Printec in 2009 as an Executive advisor, and becoming the Deputy CEO, later, in 2011. She has extensive finance and management experience working for companies such as Procter & Gamble and Barclays Bank Plc. Prior to joining Printec Group, she served as CFO and Member of the Board of Directors for Michaniki S.A. (a Greek listed group of companies).

She currently serves as an independent non-executive board member in EYDAP (water supply company), in Bioiatriki (healthcare group) and in ELEPAP (non-profit organization). She is also a member of EYDAP's Audit Committee and Risk Management Committee.

She earned a BSc in Computer Science and Management from Kings College, London, University of London and a MSC in Management of Information Systems from the London School of Economics and Political Science.

She has executive training from Insead (Advanced Management Program) and extensive board member training from Harvard Business School and IMD.

She is also member of the Leadership Committee of the American-Hellenic Chamber of Commerce (AMCHAM), CEO Clubs Greece and member of the European Network of Women in Leadership (WIL).

Konstantinos Konstantinou

Konstantinos Konstantinou is the Vice Chairman of Printec Group, responsible for shaping the company's vision and driving its strategic initiatives.

With a background in product design and development, Konstantinos is a natural problem solver who values innovation centered on customer needs.

He holds a BSc in Computer Science from Brunel University, an MEng in Aerospace Engineering from Queen Mary University of London, and an MSc in Naval Architecture from University College London. Continuously seeking growth, he has attended executive education programs at both Stanford and Harvard, including the Stanford Executive Program and the Owner/President Management Program.

In addition to his role at Printec, Konstantinos is the co-founder and Chairman of Korr, a product house focused on disrupting how people interact with traditional banks, and Muvu, a payment institution aimed at delivering accessible and convenient payments for all.

Espen Tranoy

Espen Tranoy is the Regional Manager Northern Europe at Achilles Information Ltd. He joined Achilles as an Executive Advisor in 2023 and was appointed Regional Manager Northern Europe as of January 2024. He has leadership, management and board experience including Chair working for companies such as FirstData International (Fiserv) and SIA (Nexi). Prior to joining Achilles International, he served as Interim CEO of European Merchant Services EMS in the Netherlands.

During his career, he established his own consulting company with long assignments from VISA and Mastercard, and he was a member of the Faculty at VISA Bankcard Business School, and Europay Academy/ Mastercard. He later co-founded a company specializing in payments processing in Central and Eastern Europe and grow this company to encompass 13 countries before being acquired by FirstData.

During his tenure at FirstData, he served as Regional Manager Central and Eastern Europe, COB and Managing Director FirstData Hellas aswell as SVP General Financial Services EMEA. He also held various board positions including chairmanships at AIBMS Ireland and FirstData Slovakia and Greece.

He is a graduate from the Oslo Business School and a Certified Board Member from The Swedish Academy of Board Directors.

Paris Efthymiades

Paris is a qualified Chartered Accountant with 40 years of professional experience in Greece and the UK. He served as an Audit Partner in Deloitte Greece from 2007 to 2023, where he focused on the provision of audit and advisory services to clients in the telecommunications, consumer, media, manufacturing and retail business. Paris also served as the Audit Business Risk Leader as well as the Sustainability Leader for Deloitte in Greece.

Paris started his career in the UK where he qualified as a Chartered Accountant and worked for 7 years for an audit firm in Mayfair, London. He subsequently moved to Greece where he served as an audit partner in KPMG Greece and in BDO Hellenic Auditing Company. Paris has extensive experience in leading audits of listed and non-listed entities and groups, reporting under IFRS and Greek GAAP, both in Greece and abroad. He is also experienced in performing financial due diligence reviews in connection with potential acquisitions as well as accounting advisory services.

Paris earned a BSC (Econ) from the London School of Economics and Political Science. He subsequently qualified in the UK as a Chartered Accountant, member of the Institute of Chartered Accountants in England and Wales and in Greece as a Certified Public Accountant, member of the Institute of Certified Public Accountants of Greece.

Peter Weiss

Peter joined the Advisory Board of Printec in January 2024. He has over 40 years of banking and management experience, mainly as a career expatriate with ABN AMRO Bank, holding management positions across different functions and geographies.

Peter currently holds several non-executive Board positions with financial institutions, private companies, NGOs and educational institutions. Among others, he serves on the boards of Hellas Direct, Raiffeisen Bank (Romania) S.A., United Way in both Romania and The Netherlands and FINCA UK. He also serves on the European Advisory Board of the Fuqua School of Business, Duke University.

Peter earned his Bachelor's degree from Vassar College and his M.B.A. from Duke University, both in the US. He also completed executive training at INSEAD (Young Managers Program).

03 CORPORATE GOVERNANCE

EXECUTIVE TEAM

The Executive Team is composed of senior leaders and is responsible for setting the overall vision, mission, and strategic direction of the company. They oversee major operational and financial decisions, ensure effective resource allocation, and foster a culture of innovation and accountability. By providing leadership and direction, the Executive Team ensures that all departments align with the company's objectives, driving growth and long-term success.

LEADERSHIP

Harris Konstantinou
FOUNDER & CHAIRMAN

Marina Mavrommati
CHIEF EXECUTIVE OFFICER

Alexander Serbetis
DEPUTY CHIEF EXECUTIVE OFFICER

Alexander Horozov
CHIEF SOLUTIONS & SERVICES DELIVERY OFFICER

Ilias Papastathopoulos
CHIEF FINANCE OFFICER

Elina Koulouri
CHIEF PEOPLE OFFICER

Irini Ioannidou
CHIEF COMPLIANCE OFFICER

GROUP

Iosif Tavlas
GROUP CUSTOMER SERVICES MANAGER

Symeon Stavrou
GROUP ITMS MANAGER

Leonidas Petromaniatis
GROUP PMO, PRODUCTS & SOLUTIONS DELIVERY MANAGER

Manolis Kargopoulos
GROUP SUPPLY CHAIN MANAGER

Igor Kujundziski
GROUP TECHNOLOGY & SOLUTIONS ARCHITECTURE MANAGER

Konstantinos Kalogerakis
GROUP BUSINESS DEVELOPMENT MANAGER

CLUSTERS

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

Paulin Kolev
COUNTRY GENERAL MANAGER
Bulgaria

Ionut Cristea
Country GENERAL MANAGER
Romania

Yuriy Eysmont
Country GENERAL MANAGER
Ukraine

COUNTRIES

Adrian Shehu
Country MANAGER
Albania

Maria Loupi
COUNTRY MANAGER
Cyprus

Kenan Halilovic
Country LEAD
Bosnia & Herzegovina

Davor Jacimovic
COUNTRY LEAD
Montenegro

Aleksandar Bajkov
COUNTRY LEAD
North Macedonia

Predrag Radovanovic
COUNTRY LEAD
Serbia

Matjaz Strus
COUNTRY LEAD
Slovenia

03 CORPORATE GOVERNANCE

PRINTEC'S STRUCTURE OF COMMITTEES

At Printec, Commitees play a vital role in the governance and operational efficiency of the Company. Through their specialized focus, they contribute to streamlining the desicion-making process and providing an additional layer of oversight and accountability, in order for Printec to operate in the most transparent and ethical manner.

EXECUTIVE MANAGEMENT COMMITTEE

The Executive Management Committee (EMC) is a key leadership body responsible for overseeing the strategic direction and operational performance of the organization. Comprised of senior executives, the committee ensures alignment with corporate goals, facilitates cross-functional collaboration, and drives decision-making on critical business initiatives. It plays a crucial role in shaping long-term strategy, managing risks, and ensuring sustainable growth.

ETHICS COMMITTEE

The Ethics Committee (EC) addresses ethics violations, conducts investigations related to these issues and is responsible for the review of issues regarding breach of the Code of Business Conduct and Ethics, violation of human rights, violation of the applicable laws, rules and regulations, as well as other issues of ethical notion that may arise within Printec's wider operations and activities.

CRISIS MANAGEMENT COMMITTEE

The Crisis Management Committee (CMC) is responsible for preparing for, responding to, and coordinating recovery plan from unexpected and disruptive events that could impact the organization. Its role is to develop and implement crisis management plans, coordinate emergency response efforts, and communicate with internal and external parties during a crisis.

ESG COMMITTEE

The ESG Committee (ESGC), alongside with dedicated cross-functional teams, oversees the ESG strategy of the Company, as well as its various initiatives that support and promote this stratergy. By fullfilling its role and responsibilities, the ESG Committee ensures that Printec meets regulatory requirements and contributes positively to the environment and society at large, ultimately enhancing the governance of ESG issues at the management level.

WE CARE COMMITTEE

The We Care Committee (WeCareC), in collaboration with employees, is essential in advancing the environmental and social aspects of the Company's sustainability strategy. In each country, appointed "We Care Coordinators" facilitate the planning and coordination of We Care activities.

DEMOGRAPHICS OF COMMITTEES

	EMC	EC	CMC	ESGC	WeCareC
20-30	0%	0%	0%	0%	25%
31 - 40	0%	0%	0%	20%	25%
41 - 50	60%	50%	25%	40%	50%
51+	40%	50%	75%	40%	0%
F	40%	75%	50%	80%	75%

INTERNAL AUDIT

Internal Audit - in line with the global Institute of Internal Auditors (IIA) - is defined by the Group as "an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps the organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes". Group Internal Audit reports functionally to the Chairman and administratively to the CEO. Internal Audit has no direct operational responsibility or authority over any of the activities audited.

The Group Internal Audit is responsible for developing and implementing an annual risk-based audit plan, addressing special tasks from management, and promptly reporting critical issues. It issues progress reports, maintains a skilled audit team, evaluates new processes and controls, assists in fraud investigations, and collaborates with external auditors to ensure effective and cost-efficient audit coverage for the group. The group strives for continuous improvement and aims to create special Audit procedures such as a Self-Assessment and a 360° Audit to enhance efficiency and innovation.

03 CORPORATE GOVERNANCE

CODE OF BUSINESS CONDUCT AND ETHICS

Printec has established a Code of Business Conduct and Ethics 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. This Code applies throughout Printec group of companies and the Company safeguards its importance ensuring that all stakeholders are fully aware while all employees have acknowledged its content and scope and they are being regularly updated and trained on how to comply with.

CODE OF CONDUCT

Raise awareness upon ethics and compliance topics is a constant effort for Printec Group and relevant trainings are in place towards this direction.

The Code of Business Conduct and Ethics is the 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.

The purpose of Printec's Code of Conduct delineated as follows:

Serve as an important communication channel that will spread and uphold Printec's core values.

Promote honest and ethical conduct and compliance with applicable laws, rules and regulations in all internal and external relationships.

Discuss ethical issues with all Company members and the way they deal with the ethical dilemmas, prejudices and challenges they face in their everyday work.

Serves as an opportunity to build a positive brand identity, confidence and trust among employees, partners, customers, suppliers and the communities in which the Printec's activities are carried out.

03 CORPORATE GOVERNANCE

WHISTLEBLOWING

Aligning with the EU Whistleblowing Directive 2019/1937, Printec consistently prioritizes whistleblowing reporting, as a crucial tool for exposing misconduct and a fundamental aspect of good governance, risk management, and corporate responsibility. This commitment ultimately fosters a more just, transparent, and accountable business environment.

Printec enables its employees to communicate and report their concerns, about actual or suspected violations of their rights or when feel their rights are being compromised or breached in any way.

SPEAK UP CULTURE

Focused on maintaining a high standard of business ethics and safety within the organization, the Company promotes a strong culture of transparency and integrity ensuring that those who become aware of any misconduct, can report it. Towards this direction, the Company has taken actionable steps, namely the Corporate Policy, the online Whistleblowing Platform available 24/7 and the GDPR-compliant Electronic SpeakUp™ platform.

The Speak-Up TM Platform serves for the reception of various submitted concerns. People are encouraged to make a report - anonymously or in full disclosure - in good faith, without resistance or fear of retaliation from doing so, regarding issues of corruption, discrimination and harassment in the workplace, breaches of law, human rights violations, bribery, mismanagement, insider trading, misuse of data among others.

In addition, the Company acknowledges that its people should be constantly informed and updated, due to the critical role they play in the success of a procedure. In this context, going one step further, it delves into these issues and extends the training sessions to other subject areas, such as anti-corruption and compliance, in order to strengthen their overall understanding and knowledge.

Cases investigated by Printec

Disciplinary measures imposed	2022	2023
Yes	0	1
No	1	0
Total	1	1

03 CORPORATE GOVERNANCE

RISK MANAGEMENT

In a broad environment filled with uncertainties, Risk Management is an important tool for the leadership of Printec to steer the Company towards sustainable development and success, while navigating through the maze of all risks (existing and potential). As such, understanding and implementing effective risk management, becomes a pivotal aspect of strategic planning and decision-making.

ENTERPRISE RISK MANAGEMENT REPORT

Through the Enterprise Risk Management (ERM), Printec plans, organizes, directs, and controls its activities, in order to manage the overall portfolio of strategic risks and minimize their harmful effects on environmental, social and governance issues, enabling the Company to systematically identify, assess and monitor potential, actual and emerging risk exposures.

In 2023 Printec conducted a thorough review of the ERM process. An ERM Exercise was fully implemented, and all Risk Registers were enriched with ESG-adaptation & Business Continuity Gaps areas.

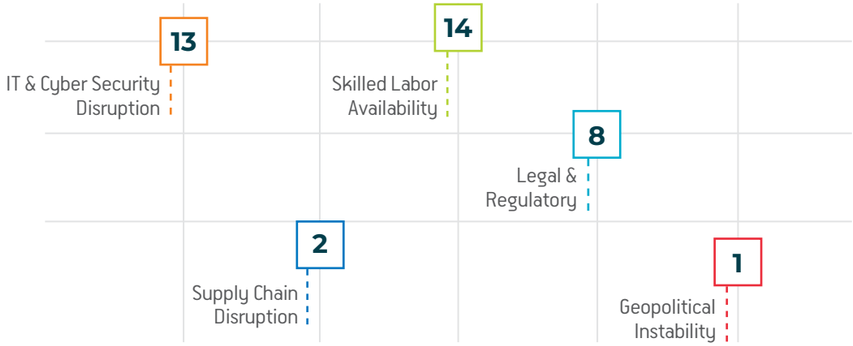
Reporting optimizations as of the previous ERM Exercise (2022), included:
- The introduction of new sub-categories of Operational, Compliance, Finance & Strategic Risk Areas
- Monitoring of annual Major Projects & Improvements
- Key Functional Implementations throughout the reporting period and
- Raising top Risks per Function, associated by respective Risk Owner's commentary input.

The ERM Exercise includes:

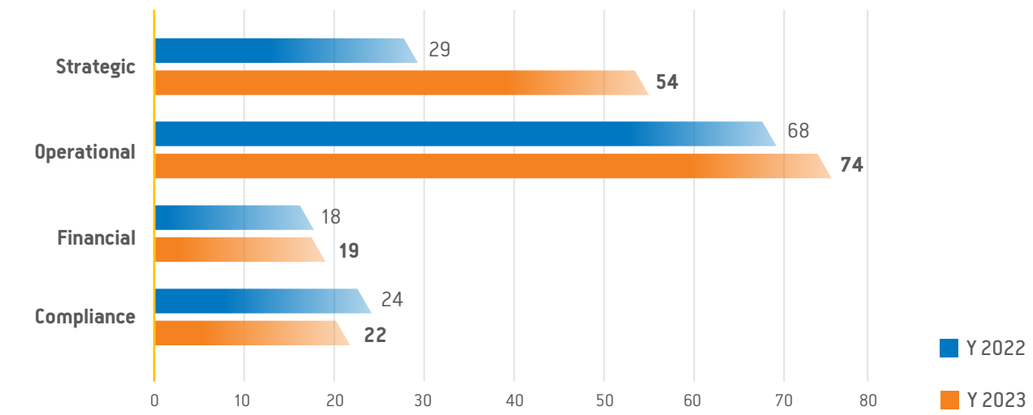
- Revision of Risk & Opportunity areas
- Comparative analysis between 2022 & 2023 risks
- Expansion of ESG-related areas
- Reflection of Printec's input across the respective 2023 Global Risks

In 2024, the ERM exercise shall be further enhanced by:
- Aligning identified Printec risks with the global 2024 Top Operational Risks & Global Risks World Economic Forum (WEF) Report etc.
- Introducing new risk categories of strategic significance, on behalf of the Top Management Team
- Calibrating Risk Ratings based on established Controls in Place.

No. of Risk Areas that reflect on major 2023 Global Risks (as reported by the WEF)



Risks per Category



03 CORPORATE GOVERNANCE

BUSINESS CONTINUITY

Business continuity is key for Printec's success and through this careful analysis of weaknesses and gathering of information, the Company can safeguard its resilience during unexpected situations. Printec has in place a robust Business Continuity Plan (BCP) - reviewed, updated, and tested accordingly on annual basis - as well as recovery procedures on how the Organization responds effectively to incidents that would significantly disrupt our services and critical operations.

Since the timing and impact of disasters and disruptions are 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 stakeholders' smooth and proper operations.

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.

01 DATA BACKUP AND RECOVERY

02 ALL MISSION CRITICAL SYSTEMS AND SERVICES

03 SAFETY OF EMPLOYEES, COMMUNITY AND COLLABORATION WITH REGULATORY AUTHORITIES

04 ALTERNATIVE COMMUNICATION PATHS WITH CUSTOMERS AND THIRD PARTIES

05 ALTERNATE PHYSICAL LOCATIONS FOR EMPLOYEES

06 RESILIENCE OF CRITICAL SUPPLIERS AND CONTRACTORS

Printec has established a Governance structure with specific roles and responsibilities to effectively manage the Business Continuity Plan. This BC schema dictates:

BUSINESS CONTINUITY PLAN

- Printec's top management involvement and buy in.
- The role of the Business Continuity Manager.
- Correspondents from all the Business Units/ Departments.
- Testing exercises at least once a year.

03 CORPORATE GOVERNANCE

MAJOR DISRUPTIVE EVENT PREPAREDNESS AND RESPONSE PLAN

In addition to the Business Continuity Plan, Printec has developed a Framework with 7 Crisis Focus Areas, setting proactive and reactive actions to each one of them accordingly (to be addressed before or/and during an incident). The framework is addressed to all BCP Teams, Group & Country Crisis Management Teams, Executive Management, People Managers and Team Leaders.

A Major Disruptive Event is an incident that may result in significant disruption to the business and demands a response beyond the routine incident management process. The characterization of an event as "major disruptive event" is determined by the Crisis Management Committee of the Company. 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.

7 Crisis Focus Areas

01

Crisis Management (CM) Governance:

A robust governance structure is in place to facilitate crisis response.

02

Business Continuity Plans& Capability Gaps:

Business Continuity Plans are activated, and any documented capability gaps are quickly addressed based on the situational needs.

03

Situational Awareness & Insights:

Legitimate sources of information are identified, and relevant facts about the situation are cascaded to various company teams.

04

Third Parties' Business Risks:

Printec has identified its high-risk third parties in case a major incident affects their operations as well and has examined operational and legal backups.

05

Crisis Response Process:

A robust process is in place and all people are informed and trained on how to respond in crisis situations.

06

Communication & Engagement:

Established crisis communication channels and strategy ensure timely distribution of information internally and externally.

07

Lessons Learnt & Post-Crisis Analysis:

All such situations are a learning process; thus, they are documented to ensure improved processes in the future.

03 CORPORATE GOVERNANCE

UKRAINE: MANAGING THROUGH THE CRISIS

Yuriy Eysmont, Country Manager, Ukraine

Managing operations in a country at war is hard challenge with new ambiguity almost daily. Before the full-scale Russian war on Ukraine broke out on February 24th 2022, based on the news trends and political signals, a Crisis Management Committee consisting of country and group executives, has been set up, to work on the different scenarios of escalation and mitigation plans.

However, despite the preparations made, nobody expected an invasion of this scale, so we had to adopt rapidly and agilely. Our immediate focus has been on the safety of our team and their loved ones, as well as doing everything we could to support those who have been directly impacted by the rapidly escalating situation. We have established a process of daily communications with the whole team and to know where they were and if any help was needed, and to consolidate our team status into living dashboard, analyzing potential risks and resource gaps.

Operational business continuity was the second major pillar. Being one of the major service providers in the country, it was our duty and mission to do everything possible to make sure the banking infrastructure we were responsible for (mainly ATMs and POSes) was stable and resilient. Coordination and decisions were fast, teams were acting with amazing commitment and bravery. Our people very well understood the importance of their work to a broader society, thus the emphasis on values and purpose helped to keep morale and motivation. COVID-19 learnings and experience of remote collaboration helped to adapt to the new reality faster. Most of our critical IT services have either already been available from the cloud, while others were moved smoothly within the first months of the war.

Every new development brought new challenges we had to address. For example, fuel outage after logistic routes disruptions and destruction of oil refineries, has made us prioritize field interventions and seek for creative ways of resolving traditional tasks. Active waves of conscription sporadically disrupted our valued technical experts in the country's service points, and we had to react with resource replacements with minimum customer experience impact. Our service coverage and activities differed in "green" (low risk, relatively safe, full coverage), "yellow" (medium risk, full coverage in major cities, partial coverage in rural areas) in "red" (high risk, active combat/shellings, limited coverage + remote support) regions, and the situation could change fast.

Massive shelling of energy infrastructure brought the complexity to the new level. Regular blackouts and power cuts accompanied with related mobile network outages multiplied the workload and responsibility we had to take on to support the sustainability of financial infrastructure. We have invested in autonomous power generation and connectivity to make sure our main office in Kyiv could function during blackout and equipped our service centers with autonomous power stations to continue our field operations during energy disruptions.

Through 2023 we have witnessed revival of business activities and have been actively growing our field staff to cover the increasing workload while also investing in operational efficiency and technology to be more agile and flexible. Approximately 75% of companies in Ukraine, Printec has been facing increasing talent scarcity due to conscription, outflow of skilled personnel, employee burnout and fatigue, new factors to deal with in our strategy and to embrace.

I'm extremely proud and thankful to our Ukrainian team who exhibits courage and bravery every day, by working in extremely difficult conditions for the sake of the country, for their families and loved ones, and the future. We are stronger as we have huge support from day one from our executive management team, and from all the teammates across our Printec Group.

2023 ACTIONS TO SUPPORT OUR PEOPLE

Supporting our colleagues in UKR

01 Provision for employees and their families with needed equipment (powerbanks, reflectors on clothes, backpacks.

02 Psychologists support on permanent basis providing consultation on request.

03 Webinars with psychologists on "War and Post-traumatic syndrome" and "How to prevent burnout during war".

04 Webinars on protection in case of nuclear risks.

05 Webinar on "How to prevent legal risks connected with the war".

06 On-site training on tactical medicine for employees & their families.

07 Additional first aid kits in the office.

03 CORPORATE GOVERNANCE

FINANCIAL PERFORMANCE

The successful trajectory of Printec is characterized by impressive progress and growth, as shown in the financial data below, with the Company continuing to successfully overcome the challenging international economic circumstances. A key factor in maintaining its profitability is the continuous pursuit of new solutions (products and services), as well as the establishment of significant partnerships. The Company's Top Management closely monitors developments, assesses their impact on the financial environment, and ensures the implementation of processes and measures that guarantee business continuity mitigating possible negative impacts.

PRINTEC EXPERIENCED NOTABLE BUSINESS GROWTH, ACHIEVING A 10% INCREASE COMPARED TO THE PREVIOUS YEAR.

ACQUISITION OF SUBSIDIARIES

In January 2023, the Printec Group acquired 70% of Neoinfo d.o.o., a Croatian system integrator and software development company with over 11 years of experience in ERP/ECR systems and nine years in the Android ecosystem. Neoinfo's certified Fiscal ECR solution is already implemented in eight countries and serves more than 10,000 clients through its cloud and product-oriented services. This acquisition strengthens Printec's market position in Croatia, expands its portfolio of business and payment services, and enhances growth through knowledge transfer and product diversification. Additionally, the acquisition brings valuable intangible assets, including ADEO software, brand recognition, and customer loyalty, providing a competitive edge in the market.

Ilias Papastathopoulos
CHIEF FINANCE OFFICER

"In 2023, our company succeeded a robust financial growth, with revenues rising by 11% to reach EUR 116 million, a testament to our expanding sales volume.

Despite facing rising costs and inflation, which has temporarily slowed our profit growth, we continued to invest in our team.

The year also marked significant capital investments, including the strategic acquisition of Neoinfo in Croatia and the initiation of capital-intensive projects, which have impacted our net debt position. Nevertheless, our overall financial health remains strong, underpinned by our ability to grow and maintain a solid financial foundation."

The following Tables, regarding financial data, as well as data on social value-creation, provide useful insights on the Company's progress in driving better business conduct and financial results.

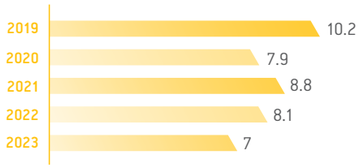
03 CORPORATE GOVERNANCE

DIRECT ECONOMIC VALUE GENERATED

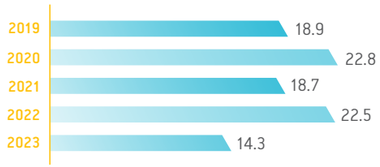
Financial KPIs

Group Revenue (EUR in millions)

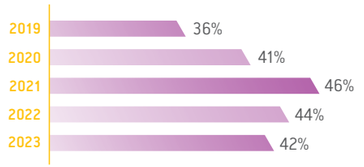
EBITDA (adj.) (EUR in millions)



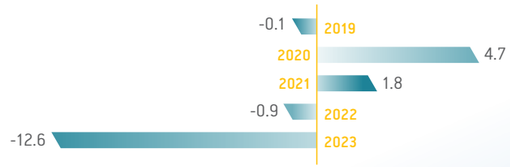
EBT (EUR in millions)



Cash & Cash Equivalents (EUR in millions)



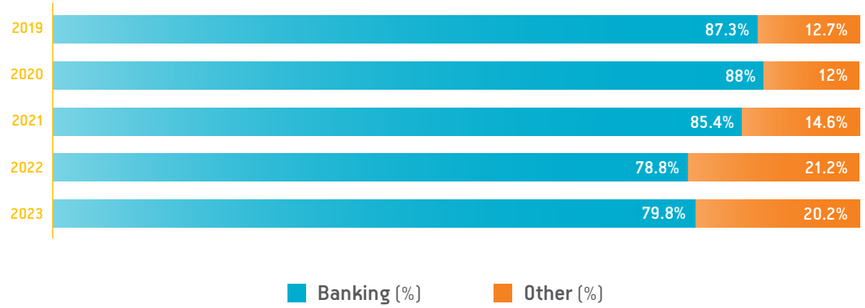
Recurring Revenue (%)



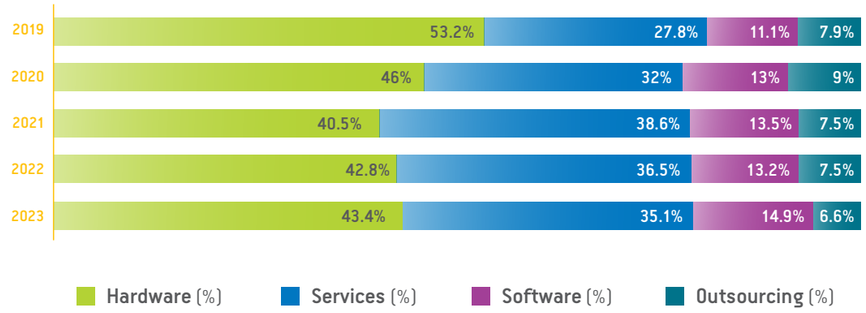
Net Debt/Net Cash (EUR in millions)

Capex & Acquisition affected 2023 Net Debt.

Revenue per industry (Total 100%)

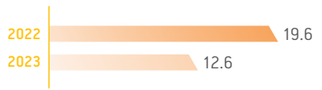


Revenue per Activity (Total 100%)



SOCIAL PRODUCT DISTRIBUTION

Employee Salaries (Gross Earnings)
(EUR in millions)



Payments to capital providers (EUR in millions)

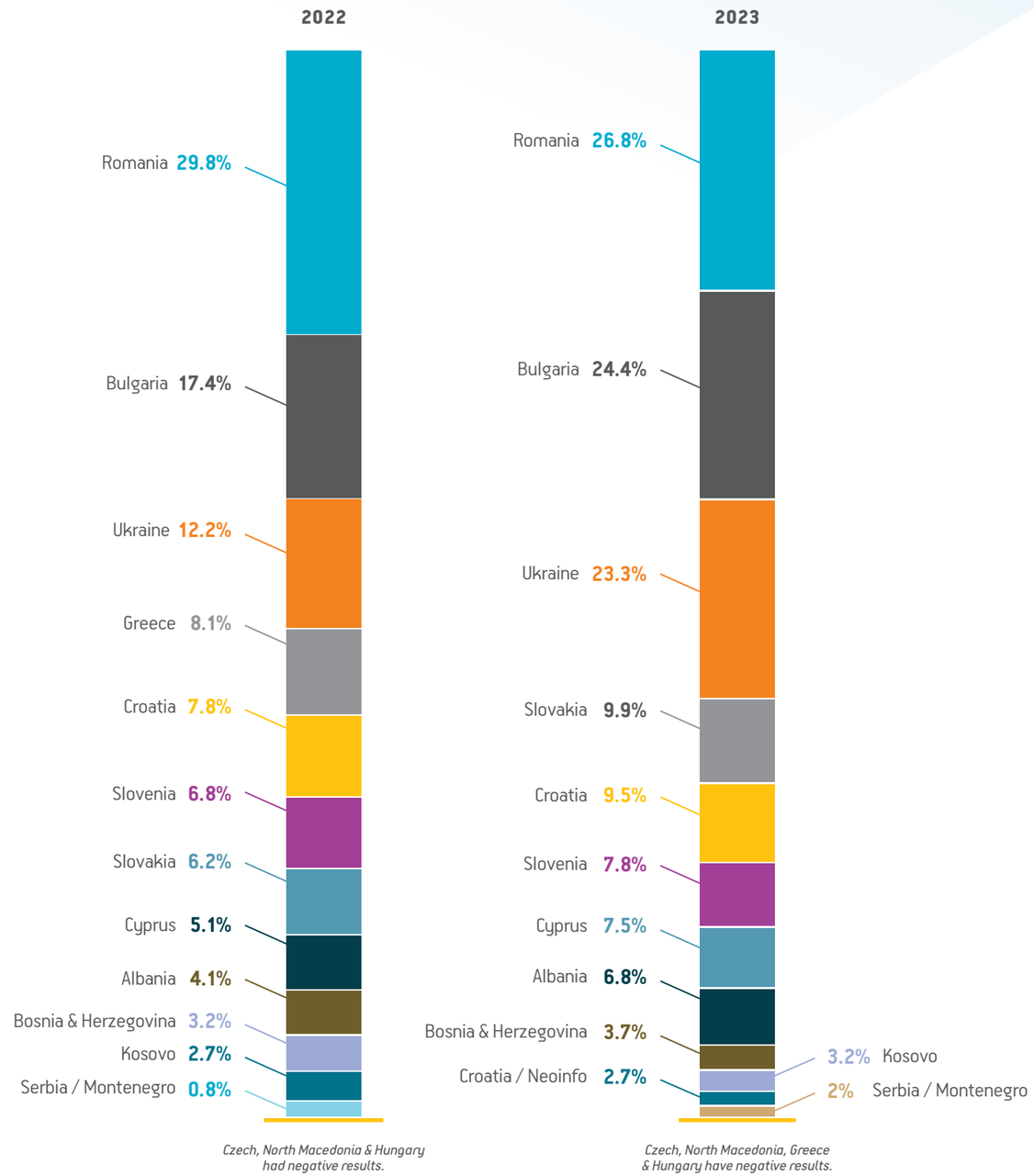
Total payments to government agencies (taxes paid)
(EUR in millions)

03 CORPORATE GOVERNANCE

REVENUES (€ in thousands)

	2022	2023
Bulgaria	14,453	16,567
Albania	3,524	4,268
Bosnia & Herzegovina	1,990	3,101
Croatia	9,326	9,064
CRO / Neoinfo		924
Cyprus	2,332	3,312
Czech Republic	796	473
Greece	26,657	24,534
Hungary	28	199
Kosovo	1,936	1,872
North Macedonia	1,004	1,222
Romania	21,819	21,725
Serbia	3,879	3,926
Montenegro		
Slovakia	4,960	6,292
Slovenia	3,909	6,087
Ukraine	7,560	12,211

EBT CONTRIBUTION (% in total)



Czech, North Macedonia & Hungary had negative results.

Czech, North Macedonia, Greece & Hungary have negative results.

04

OUR PEOPLE

An international team of passionate, highly-skilled professionals. Our people are the cornerstone of our operation. We aim to provide them with an inclusive, diverse, and safe working environment to enable them to thrive and reach their potential.

Our Contribution to the
UN Sustainable Development Goals

04 OUR PEOPLE

IN NUMBERS

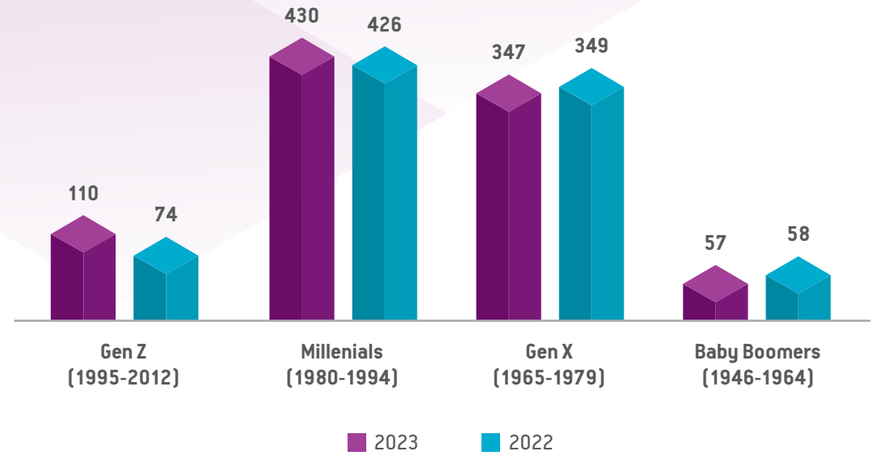
17
countries

944
employees in 2023

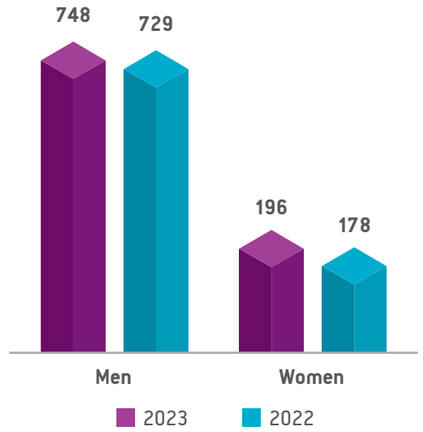
21.2%
Women in Management Positions

11.7%
of employees is Gen Z

Employee age distribution by generation



Employee distribution by gender

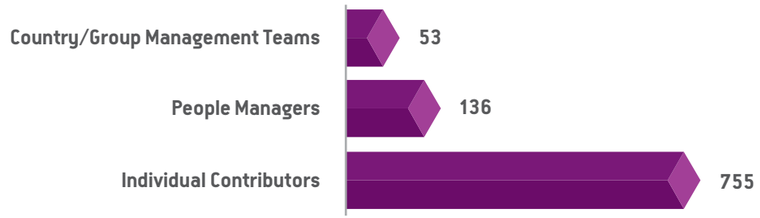


Gender allocation per function

Function	2022		2023	
	Females	Males	Females	Males
COMMERCIAL	23	42	22	42
CUSTOMER SERVICES	41	469	52	482
FINANCE	45	38	47	43
GROUP PRODUCT	6	21	11	26
HUMAN RESOURCES	17		16	
INFORMATION TECHNOLOGY	2	8	2	6
MANAGED SERVICES		34	1	32
PROJECT MANAGEMENT OFFICE	2	4	3	3
PROFESSIONAL SERVICES	16	101	17	103
Other*	26	12	25	11

*Other: Administrators, Internal Audit, Marketing, Chairman Office, Compliance

Employee distribution by hierarchical level



04 OUR PEOPLE

Country	Number of employees	
	2023	2022
Albania	24	21
Bosnia & Herzegovina	23	15
Bulgaria	108	105
Croatia	89	79
Cyprus	17	17
Czech Republic	4	4
Greece	208	215
Hungary	0	0
Kosovo	15	14
Montenegro	10	6
North Macedonia	15	12
Romania	181	177
Serbia	25	21
Slovakia	55	53
Slovenia	25	27
Ukraine	145	141

Our presence in 17 countries is a reason to celebrate **diversity** and further empower different approaches through our corporate values. We inspire and support our people to speak their mind and share their experiences and knowledge, promoting continuous improvement and development. We believe that shared values create a common language strengthening corporate culture between our employees across the Group.

DIVERSITY AT PRINTEC

In Printec, we take pride on having an authentically diverse culture as our workforce spans across countries, cultures, languages, generations, and backgrounds.

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 openess, inclusion, and the sense of belonging.

To this end, we ensure equal pay, learning and development opportunities for all our employees without discrimination 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.

Our diversity approach and achievements wouldn't be possible without our employees' contribution. We share common values, and every employee has knowledge of their own responsibility to promote inclusivity and equality, empowering our efforts and supporting continuous improvement.

Greece promotes DEI

In Greece we have made significant steps to promote inclusion, diversity, and the creation of a working environment of equal opportunities without any form of discrimination. Our aim is all our employees to reach their full potential and feel safe and heard in their workplace.

Harassment Policy

We have implemented a Harassment Policy aiming to prevent any form of discrimination and violence in our work environment. We aim to further implement Harassment Policy into the Group.

Great Place To Work

In 2023, Printec Greece received the certification "Great Place to Work" as a recognition of its efforts to provide a workplace of equal opportunities that promotes work-life balance. Our focus on employee well-being and fostering of common culture and shared values, showcases our dedication to cultivate a workplace of fair treatment.

Share Label for Printec Greece

In 2022, we received the Share Equality Label among 18 companies in Greece. The label reflects our focus on fostering an inclusive organizational culture by implementing initiatives to tackle traditional gender roles & implicit biases, as well as practices highlighting fathers' involvement in the family life, thus enhancing work-life balance for all employees.

Our 2023 activities were kickstarted with an empowerment workshop on setting boundaries and negotiation skills to celebrate International Women's Day in March. As part of our dedication to offering a family-friendly environment and supporting Printec parents to achieve work-life balance, a Kids Day took place in our office premises with a get-to-know Printec workshop, educational activities, and painting sessions in April, to enable children to learn more about mom's & dad's workplace and spend time there. Additionally, we offered our parents a Kids Camp discount for the summer months. Our efforts did not cease, as more initiatives took place, including an interactive workshop for our People Managers, to cultivate an inclusive culture.

04 OUR PEOPLE

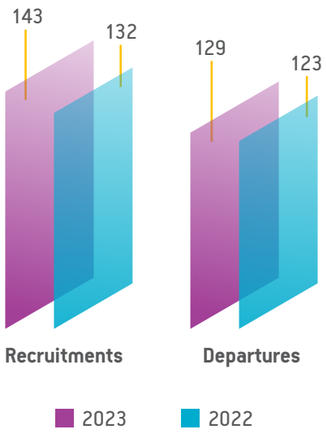
ATTRACTING AND RETAINING NEW TALENTS

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.

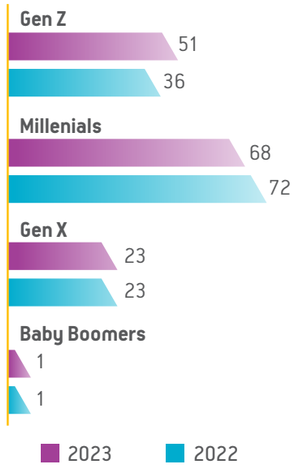
As part of our strategic workforce planning, Printec recognizes the importance of sourcing, attracting, and recruiting top talent throughout the organization. All Printec Group Functions actively participate in our hiring process, from crafting job advertisements to screening CVs, assessing technical skills, and conducting interviews. This comprehensive approach to talent acquisition ensures alignment 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.

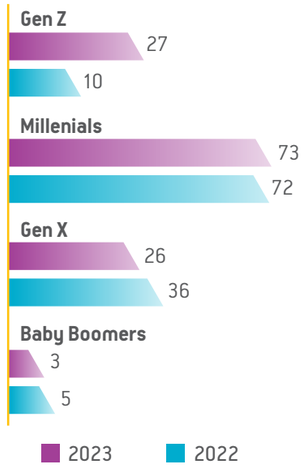
Employee recruitments and departures



Recruitments by generation



Departures by generation



To further enhance our talent attraction efforts, we actively promote participation in our "Bring a Friend @ Printec" Employee Referral Program. This initiative invites our employees to recommend friends or acquaintances for open positions, ensuring they meet the required qualifications and embody our corporate values. By engaging our employees in the recruitment process, we cultivate a sense of involvement and ownership in shaping our workforce.

During 2024, Printec is planning to launch a candidate survey through Workable, aiming to enhance our recruitment strategies and improve our candidates' experience. This initiative will allow us to gather valuable feedback directly from applicants, helping to refine our processes and align them more closely with candidate expectations. Through this effort, we commit to continuous improvement and fostering a transparent, candidate-centric recruitment environment.

OUR ONBOARDING PROGRAM - "PRINTEC TAKE-OFF"

Building on our ongoing success, we are pleased to sustain our commitment to the "Printec Take-Off" program, our advanced 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 90-day 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 90-day 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. Afterall, 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!

04 OUR PEOPLE

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.

4.7/5

THE AVERAGE RANKING OF "LEARNING THURSDAYS" BASED ON EMPLOYEES' FEEDBACK

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.

LEARNING AND DEVELOPMENT AT PRINTEC

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.

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 got access to Linked in 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.

We believe learning is an ongoing and interactive process, that combines knowledge and personality development. We find ways to motivate our people to be part of the long- term learning journey that we have created. Our long-term goal is to establish a collaborative, open and continuously involving environment, based on mutual respect and support.

2023 TRAINING ACHIEVEMENTS

14,607
training hours in 2023

15.5
average training hours per employee

14.6
average training hours per male employee

18.8
average training hours per female employee

Moreover, in 2023, we launched a new learning stream on "Mandatory Trainings", attempting to deeply understand the culture and the commitments of the Company. The new mandatory training is focused on the following topics:

COMPLIANCE	ETHICS	CYBERSECURITY	COMPETENCY FRAMEWORK	ESG & SUSTAINABILITY

To accomplish this, we implemented a new mobile micro-learning platform that effectively responds to our employee needs and thus improving the learning experience. Our new platform offers bite-sized modules and engaging content, facilitating and gamifying the learning process, while at the same time is compatible with a wide range of devices.

04 OUR PEOPLE

TALENT MANAGEMENT AND SUCCESSION PLANNING

In 2023, we are pleased to report that the development of the potential assessment and succession planning was completed and will be successfully launched in early 2024. This strategic initiative not only supports the professional growth of our employees but also aligns with business needs, ensuring that our company's objectives and our people's career aspirations are met. We are excited to continue refining these processes to further support the development and advancement of our team members at Printec.

Through our focus on potential, our goal is to identify the behaviors and characteristics that enable individuals to maximize learning opportunities and advance in their careers, empowering our people to thrive and reach their full potential within Printec. We also strive to equip our employees with the skills and competencies necessary to undertake leadership roles, ensuring our leaders possess the attributes required to drive the company's success and lead effectively.

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

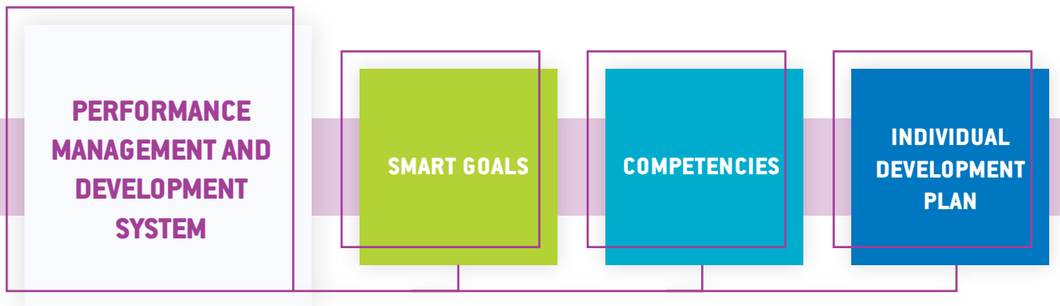
GROWTH WITHIN PRINTEC

DURING 2023, 100 PROMOTIONS WERE REALIZED INTERNALLY.

At Printec we believe the internal promotions is a pivotal component of our team's professional development and a key indicator of our organizational health. Advancements within the company not only reflect recognition of an individual's dedication and skill but also foster a culture of achievement and motivation across all levels. This commitment to internal growth ensures that our employees feel valued and that their career aspirations are an integral part of our company's success.

PERFORMANCE MANAGEMENT

Our Printec Performance Management & Development system (PPD) is crucial for aligning individual achievements with our company's goals, providing a structured framework to recognize employee contributions, guide their professional development, and enhance overall organizational performance. This system consists of 3 elements: SMART goals, measurable Competencies and an Individual Development Plan.



Our SMART Goals are related to our Strategic and Business priorities. During 2023, a list of Goals per function was created, in order to enhance consistency, so our objectives are even more aligned to our Business needs, reinforcing the achievement of our Strategic Priorities. Furthermore, a set of goals called "Focus on People", dedicated to People Management, is also an important component of our annual targets. 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 peoples' development and growth.

Our New Competency framework was launched during 2023. Each one of our Competencies is defined by observable behavioral indicators, fostering clear expectations, and promoting communication, transparency, and honest feedback. We further enhanced the model to meet our evolving business needs, ensuring clarity, 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.

100%

of People managers completed performance evaluation

100%

of our employees completed performance evaluation

Our developmental goals are set in the Individual Development Plan, shaping personal growth. This approach ensures that each employee's professional journey is aligned with both their aspirations and the organization's objectives.
Our New Competency Model, which identifies behaviors that contribute to both individual and collective success, supports the sustainable growth of our company. To facilitate a seamless adoption, we conducted awareness and training sessions that offered valuable insights into the model and equipped our employees with the essential knowledge and tools to fully utilize its benefits.

Continuing in 2024, training on the New Competency Model is being designed on an interactive learning platform.
A dedicated session will be provided to guide employees on how to effectively evaluate these new competencies.

04 OUR PEOPLE

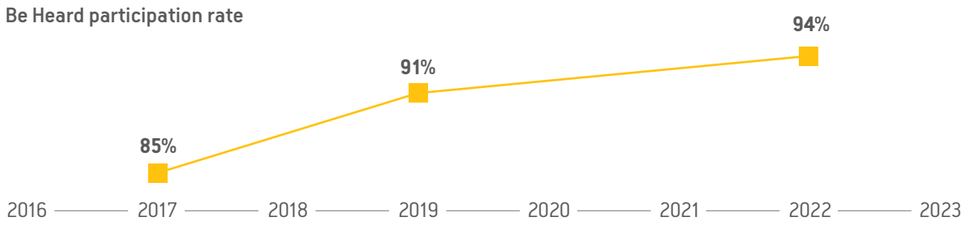
EMPLOYEE ENGAGEMENT

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.

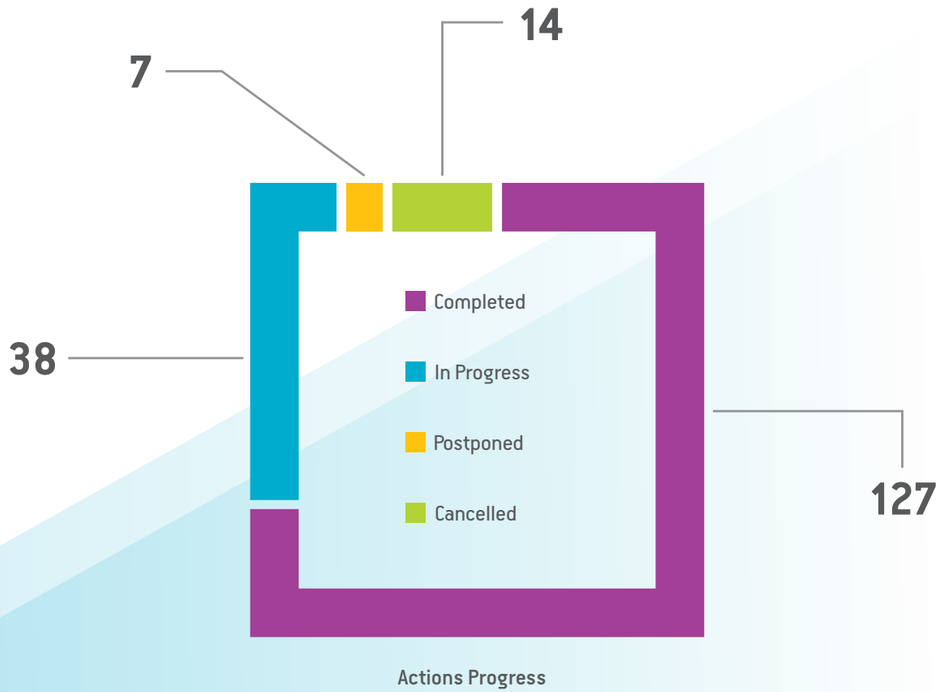
"BE HEARD" EMPLOYEES SURVEY

In 2022, we conducted our third employee satisfaction survey "Be Heard" in cooperation with GALLUP company, in order to secure anonymity and confidentiality. We take into serious consideration the survey results and integrate them into our daily business, pursuing to respond without delay to their expectations. More specifically, the Country and Group leadership teams extensively examine the results and schedule the actions to be implemented. **The importance of the survey is overshowed from employee continuous rising participation, showcasing our commitment to employee requirements and needs. In 2022, the employee engagement was increased to 94% participation, instead of 91% in 2019 and 85% in 2017.**



We strive to cultivate a culture of a two-way and open communication as the foundation of effectively managing employee requests and creating a high-performance and productive workplace.

With the aim of continuous improvement, we implement actions based on the survey's results, securing that employees feel heard and satisfied. In 2023, we closely monitored the progress of the short and long term action plans of our last survey and communicated their status across the organization to ensure transparency as we are getting ready for our next survey in 2024.



Actions Progress

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.

04 OUR PEOPLE

REWARDS AT PRINTEC

We deeply believe that reward is a main motivation for our people, contributing to maximizing their efforts and effectiveness, while ensuring continuous improvement. To this end, we have implemented a holistic approach regarding rewards based on four main pillars:

COMPENSATION **BENEFITS** **RECOGNITION** **WORK-LIFE BALANCE**

01. Compensation

All employees are paid based on each country's legislation and in accordance with market standards concerning role and position. In this context, we conduct benchmarking ensuring meritocracy and fairness. Except from regular compensation, we offer bonuses based on previous year performance, while offering sales incentives motivating employees to exceed their targets.

02. Benefits

Our benefits vary regarding employee position and seniority band. In this context, we offer life and health insurance to all employees, as well as extra allowances regarding the position.

03. Recognition

We celebrate the achievements of our employees, and we recognize their efforts. To this end, we have implemented Recognition Program "People Awards" across all countries, to showcase those who incorporate and promote our values, while achieving high- performance goals.
The program rewards both individual and teams.

In 2023, 122 People Awards were granted by Country Management Teams & our CEO to our people:

52.5%
Great Teams Award

- teams that delivered a key project or exceptional work that helped us achieve a strategic objective.

- individuals who displayed Leading Performance at one of our Competencies, linked with our shared values.

47.5%
Individual Awards

56.8% Drive for Results

17.2% Teamwork & Collaboration

12% Customer Focus

6.8% Taking Initiative

04. Work - life balance

Work-life balance is an essential part of our successful journey as we attempt to create a healthy, open, and thriving work environment. To this end, we have implemented FlexWork @Printec, 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.

FLEX WORK
MAKE THE BEST OF BOTH WORLDS

We have been utilizing the option of FlexWork across our countries since 2022, when Covid-19 restrictions were gradually lifted. In 2023 our people worked remotely 32% of the monthly working time, deploying the opportunity to find the right balance between office and personal/family life and make the most of both worlds. FlexWork@Printec is a program that was implemented to promote trust and support our employes effectively manage their personal tasks.

04 OUR PEOPLE

WELLBEING AT PRINTEC

In Printec we acknowledge that wellbeing might have a different meaning for each one of our people, it might come in various forms, and it is not a one-size fits all solution. Hence, our Wellbeing offerings & initiatives touch upon the various needs of our people across countries and functions to enable them to be balanced and energized during and after work, as we aim to cultivate a wellbeing culture, based on openness, trust & support. To this end, wellbeing is structured on the following main pillars:

MENTAL WELLBEING

This pillar includes initiatives focusing on mindfulness & resilience, enabling our people to be "present", promote happiness, recognize positive emotions, become more resilient in difficult situations and increase self-awareness. Indicative initiatives across our countries are the following:

- Learning Thursday on Finding Balance & managing stress for all employees
- Employee Assistance Program in Greece and Cyprus
- Webinars with psychologists on "War and Post-traumatic syndrome" & "How to prevent burnout during war" in Ukraine
- Book swap corners
- Break Rooms

PHYSICAL WELLBEING

This pillar is all about promoting an active and healthy lifestyle and the introduction of new habits and routines. A healthy body leads to a healthy mind, to being more productive at work and personal life and having more focus and energy throughout the day. Indicative activities taking place across our countries are:

- FitPass in Bosnia
- Multisports cards in Croatia, Bulgaria, and Slovakia
- Gym discount & Marathon participation sponsorship in Greece
- Cycling participation sponsorship in Slovenia
- Weekly football playing in Kosovo
- Team building Rafting in Bosnia
- Permanent Fruits corner in Greece and Ukraine
- Friday morning coffee gatherings in Slovenia
- Tiding up our office day – a Group wide activity for the 2nd year in a row

SOCIAL WELLBEING

This pillar includes initiatives to reinforce and promote a sense of belonging and a company culture of togetherness & trust. Indicative initiatives across our countries are the following:

- Celebrating & Exploring local cultures
- Team building activities
- Team gatherings after volunteering activities
- Christmas/New Year's gatherings
- Birthday's celebration
- International Women's Day Celebration
- Diversity & Inclusion initiatives

DIGITAL WELLBEING

This pillar includes initiatives to enable our people to feel that technology complements their work. Ensure that technology will not make them feel overwhelmed or distracted, as our lives are becoming more & more "digital". Indicative actions that are taking place across our countries are:

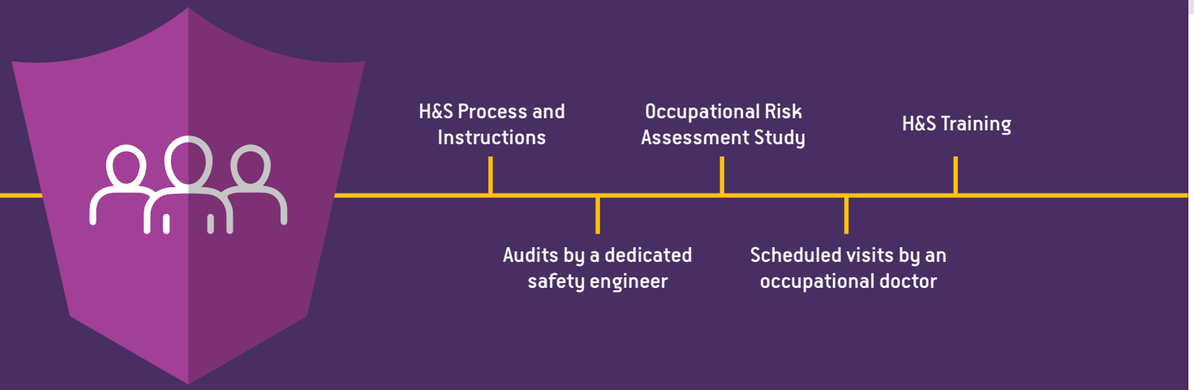
- Our hybrid working model, implemented to promote trust and support our employees work-life integration and allow them to find the right balance between office and remote work and make the most of both worlds.
- Printec Connect guide. Our own developed interactive Connect guide aims to support teams to work efficiently by utilizing collaboration tools in the best way possible.

04 OUR PEOPLE

EMPLOYEE HEALTH AND SAFETY

Health and Safety (H&S) of our employees is our main priority. To this end, we aim to promote a healthy and safe working environment preventing any incidents at work. As we are committed to UN Sustainable Development Goals and UN Global Compact, we strive to provide a work environment that is in full alignment with legislation and makes our people and subcontractors feel safe during their work. We conduct Occupational Risk Assessment Study in our facilities, in order to identify potential hazards and risks, evaluate the measures taken and implement new ones when necessary.

OUR HEALTH AND SAFETY APPROACH AT A GLANCE



We invest in cultivating the safety culture among employees with periodical trainings that ensure that all employees are aware of the health and safety procedures in place.

61
Health and Safety seminars

248
Employees were trained

309
Health and Safety training hours

We recognize the importance of securing health and safety not only for our employees but for our subcontractors as well. As a responsible and people-oriented Company we take care to provide a safe work environment to our 251 subcontractors securing the availability of personal protective equipment, a total investment of €7,228 for 2023. In addition, as most of the subcontractors belong to our Customer Services department, we ensure that all Technicians hold current license and specific certification required for the service provided.

€ 76,570

TOTAL INVESTMENTS RELATED TO HEALTH AND SAFETY

In Bulgaria and Romania, we have implemented an ISO 45001:2018 Health and Safety Management System, aiming at creating a framework for the effective management of potential risks and the improvement of our performance. Through hazard identification, risk assessment, emergency planning and goal setting we secure resilience and effective response to H&S hazards and potential incidents.

05

WE CARE

The CSR program, developed by Printec, aiming to support social responsibility and environmental protection.

Our Contribution to the
UN Sustainable Development Goals

05 WE CARE

OUR APPROACH

Printec's commitment to corporate social responsibility is embodied in its "We Care Program," which reflects the company's core value of CARE and shapes interactions with employees, society, and the environment. This value of CARE continues to underpin Printec's broader ESG strategy, "Better World." Printec's ESG strategy underscores the company's dedication to sustainability, seamlessly integrating environmental, social, and governance principles into its core operations across all countries where Printec operates.

We Care

WE CARE PROGRAM

We Care, as a Corporate Social Responsibility program, pertains to Printec's responsibility towards society and the environment. This Program enhances our commitment to sustainability by actively participating in volunteer efforts, fostering engagement and prioritizing the care of the planet and the well-being of the communities where we operate. The program is based on our belief that a better future is cultivated through increased awareness and individual actions.

The We Care program focuses on two fundamental pillars: "Offering to Society" and "Offering to Environment", and reflects Printec's dedication to creating sustained value for its people, society, and the environment through a range of actions and activities. The We Care program consists of actions taking place at a global level across all countries of Printec's operations, which fall into 8 distinct categories:

OFFERING TO SOCIETY

- Running for a cause
- Recycling for a cause
- Donations in kind, helping children and the elderly
- Blood donations

OFFERING TO ENVIRONMENT

- Recycling
- Tree Planting
- Cleaning public spaces
- Offices Cleanup - waste management

INTERCONNECTIVITY OF THE PILLARS

Each pillar of the We Care Program addresses specific aspects of Printec's CSR strategy, which are inherently interconnected.

Care for the Society: Highlights our commitment to making a positive impact on the communities we serve through various initiatives and the active participation of our volunteer employees. This pillar encompasses social contributions that improve the lives of community members and leverage the dedication of our employees as volunteers.

Care for the Environment: Emphasizes our efforts to minimize our environmental footprint and promote sustainability, which directly benefits society by preserving natural resources and improving living conditions. This includes environmental initiatives that also have social benefits, such as cleaner air and water, and conservation efforts.

05 WE CARE

WE CARE VISION

The program's vision is to ensure that our global initiatives and actions have an important impact worldwide, by engaging more employees in volunteerism and encouraging them to participate in local initiatives and activities organized in each country. Volunteerism is at the heart of our societal contributions. The promotion of a more sustainable mindset influences and motivates our teams to be dynamic participants, offering both their time and skills.

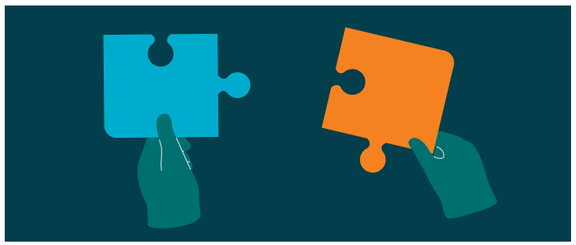
Their active involvement amplifies the impact of our societal initiatives, demonstrating that every individual's contribution is valuable in building stronger, more resilient communities.

Promote **volunteerism**

Influence teams towards a **sustainability mindset**

Ensure group-wide initiatives run across our countries to have **more impact**

Engage more colleagues in local activities



THE IMPORTANCE OF COLLABORATION

17 PARTNERSHIPS FOR THE GOALS

Printec actively collaborates with various NGOs across multiple countries, aligning its efforts with the United Nations Sustainable Development Goal 17, which emphasizes the importance of partnerships. Through a range of impactful initiatives, Printec works closely with numerous NGOs to drive positive change. The active participation of employees in these initiatives underscores the company's commitment to fostering a culture of engagement and collective responsibility. These collaborative efforts exemplify Printec's dedication to social responsibility and sustainability, demonstrating the crucial role of partnerships and employee involvement in achieving shared development goals.

RACE FOR THE CURE
8 NGOs

Albania
Bulgaria
Croatia
Cyprus
Greece
Kosovo
Serbia
Slovenia

RECYCLING CAPS FOR WHEELCAIRS & MEDICINE
4 NGOs

Croatia
Cyprus
Greece
Serbia

PLANTING TREES
2 NGOs

Greece
Serbia

DONATIONS IN KIND/SUPPORT FOR PEOPLE IN NEED
5 NGOs

Greece
Serbia
Slovenia

05 WE CARE

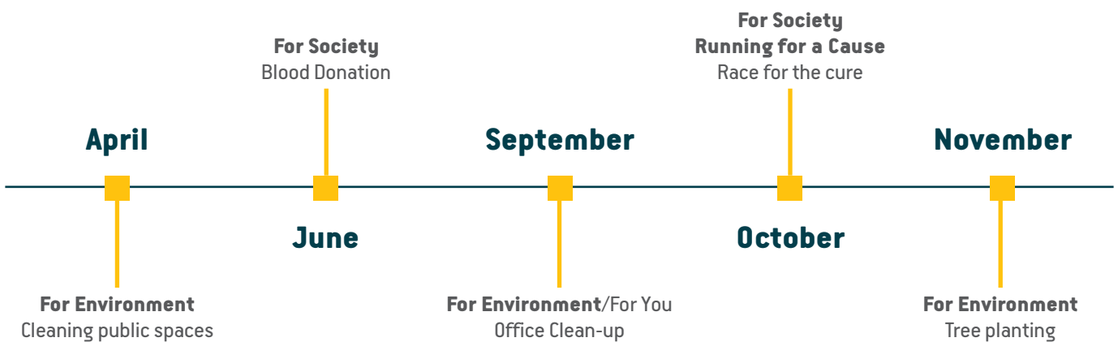
ORGANIZATIONAL STRUCTURE AND OVERSIGHT

In order for this comprehensive volunteer scheme to work effectively and have a tangible impact, a designated Committee was formed to organize these sustainable initiatives. The We Care Committee, along with volunteers across all countries, plays an integral part in supporting the environmental and social agenda of the Company's sustainability strategy.

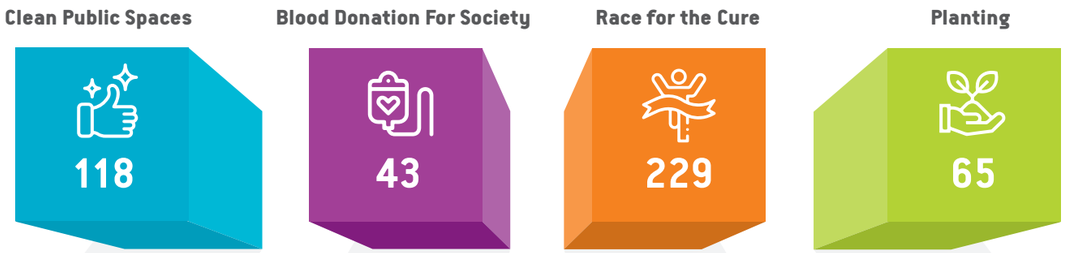
In each country, the designated "We Care Coordinators" enhance the planning and coordination of We Care activities. This structured approach guarantees our endeavors are effectively managed and consistently aligned with our corporate values and objectives.

GLOBAL INITIATIVES

Global initiatives are implemented across all countries where we operate. Furthermore, each country can choose to implement additional actions at a local level. Our global established initiatives and participants for 2023 were as follows:



GLOBAL ACTIVITIES PARTICIPATION # of Participants



PARTICIPATION RATES PER ACTIVITY AND COUNTRY

Race for the Cure

Country	Participants	Headcount
Albania	12	20
Bulgaria	10	108
Bosnia	11	18
Croatia	10	83
Cyprus	5	17
Czech Republic	0	4
Greece	100	202
Kosovo	9	14
Montenegro	0	8
North Macedonia	0	14
Romania	43	175
Serbia	15	24
Slovakia	0	51
Slovenia	14	28

Blood Donation

Country	Participants	Headcount
Albania	4	20
Bulgaria	4	108
Bosnia	0	18
Croatia	0	83
Cyprus	0	17
Czech Republic	0	4
Greece	26	202
Kosovo	0	14
Montenegro	3	8
North Macedonia	0	14
Romania	0	175
Serbia	3	24
Slovakia	0	51
Slovenia	3	28

Planting Trees

Country	Participants	Headcount
Albania	0	20
Bulgaria	0	108
Bosnia	0	18
Croatia	0	83
Cyprus	0	17
Czech Republic	0	4
Greece	47	202
Kosovo	4	14
Montenegro	0	8
North Macedonia	0	14
Romania	12	175
Serbia	2	24
Slovakia	0	51
Slovenia	0	28

Cleaning Public Space

Country	Participants	Headcount
Albania	11	20
Bulgaria	4	108
Bosnia	0	18
Croatia	10	83
Cyprus	10	17
Czech Republic	0	4
Greece	35	202
Kosovo	12	14
Montenegro	7	8
North Macedonia	0	14
Romania	10	175
Serbia	7	24
Slovakia	0	51
Slovenia	12	28

05 WE CARE

WE CARE ABOUT SOCIETY

At Printec, we are deeply committed to making a positive impact on the communities in which we operate. This commitment is demonstrated through a range of initiatives aimed at improving the lives of those around us and fostering a sense of community and support. Our societal impact is significantly enhanced by the active participation of our employees and the positive environmental actions we undertake, which collectively contribute to the well-being of the communities we serve.

Throughout 2023, Printec implemented various activities and actions to foster social responsibility. Through partnerships with non-profit organizations and other stakeholders, the Company is committed to making a positive impact on society and help people in need.

BLOOD DONATION

Employees participated in blood donations once again this year, highlighting the importance of giving back to our fellow human beings, through a small act with a huge impact. In 2023, 6 countries organized blood donations and 43 blood containers were collected, while 43 blood donators participated to help their fellow humans. Employees from Albania, Bulgaria, Montenegro, Serbia, and Slovenia supported this act and donated blood, making a meaningful difference in the lives of those in need. Through this act of solidarity, we strive to raise awareness of the need for blood products for transfusion, highlight voluntary contributions, and support blood transfusion services & blood donor organizations.

3 GOOD HEALTH AND WELL-BEING

17 PARTNERSHIPS FOR THE GOALS

MONTENEGRO

SLOVENIA

6
countries

43
blood containers

43
blood donators

RACE FOR THE CURE

Employees from our offices in ten countries came together to make a difference and took part in the race of awareness for breast cancer alongside their families and loved ones. This race is the biggest race in Europe that has a social impact. By participating, everyone helps hospitals, institutes, and organizations dealing with breast cancer to inform the public about the importance of information and prevention.

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

17 PARTNERSHIPS FOR THE GOALS

BOSNIA
61% of employees participated

CROATIA

ROMANIA

10
countries

220+
participants

SERBIA
62.5% of employees participated

GREECE
49.5% of employees participated

KOSOVO
64% of employees participated

05 WE CARE

HUMANITARIAN AID

In partnership with the Red Cross, Printec Greece has offered support to those affected by the Thessaly floods. Printec's employees collected and sent solidarity packages, helping in this way to improve the difficult daily life of those affected. They provided essential items, including rice, pulses, breakfast cereals, and clothing, to assist the residents of Thessaly during this challenging time.

DONATION OF SCHOOL SUPPLIES

Employees from Serbia support education and help underprivileged students succeed in a meaningful way. They collected and donated school equipment and supplies for children in need.

SUPPORTING NGOs

Colleagues from Greece support "Friends of the Child" Organization which, from its foundation until today, implements actions aiming at the holistic treatment of all forms of violence against children. This is achieved through a wide range of services that extend along three main axes: prevention, intervention, and treatment. Our Greek team members consistently provide the children with nutritious breakfast supplies and donate clothes, books, and toys. Moreover, they organized a Christmas party, where the children played games, danced, and enjoyed themselves.

Printec Greece also supports "The BENJAMIN Child Support Society" Organisation, whose purpose is to support children in their single-parent family environment until they reach adulthood. In 2023, it provided them with clothes, sweets, and other basic nutritional supplies as Christmas gifts.

Croatia, Cyprus, Greece and Serbia offices supported 4 NGOs in total by collecting recycling caps for wheelchairs and medicine.

Employees from Greece, Serbia, and Slovenia supported people in need by donating in local NGOs.

05 WE CARE

WE CARE FOR THE ENVIRONMENT

Environmental awareness is one of the key priorities of Printec's social action, through which it instills a genuine commitment to environmental well-being within the Company's culture. Through various actions, such as Tree Planting, Recycling, Cleaning public spaces and Offices Cleanup, the Company contributes to reducing its environmental footprint. These initiatives highlighted our commitment to nurturing nature and served as a reminder that every individual can play a role in safeguarding our planet.

TREE PLANTING

Recognizing the important role that tree planting plays in environmental conservation, our team took a proactive step in contributing to a greener future through tree planting. A round of applause to each participant for their dedication to making a positive impact on our environment. This collaborative effort reflects our shared commitment to sustainability and leaves a lasting mark on our community.

We look forward to watching these trees grow, symbolizing not only our corporate responsibility, but also our collective contribution to a more accessible and sustainable world.

13 CLIMATE ACTION
17 PARTNERSHIPS FOR THE GOALS

GREECE

KOSOVO

ROMANIA

4 countries

65 participants

362 trees planted

CLEAN UP INITIATIVES TO CELEBRATE EARTH DAY

We are proud to share that our group-wide initiative to celebrate Earth Day, aimed at cleaning the environment, has concluded for the second time with remarkable success. Over 110 dedicated participants from 10 countries came together, wholeheartedly committing their efforts to collect an impressive tally of 55+ bags of trash.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION
17 PARTNERSHIPS FOR THE GOALS

WRAP UP VIDEO

ALBANIA
55% of employees participated

BULGARIA

CROATIA

10 countries

110+ participants

55+ bags

2+ trucks of trash collected

CYPRUS
59% of employees participated

GREECE

ROMANIA

SLOVENIA
43% of employees participated

05 WE CARE

OFFICE CLEAN-UP

Aiming to inform employees about waste management in combination with environmental responsibility, on World Clean-up Day more than 300 participants from 9 countries collected, measured, and recycled 60kg of plastic, more than 600kg of paper and 300kg of electronics, and a large number of batteries from their offices.

11 SUSTAINABLE CITIES AND COMMUNITIES
13 CLIMATE ACTION
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
17 PARTNERSHIPS FOR THE GOALS

ALBANIA

BULGARIA

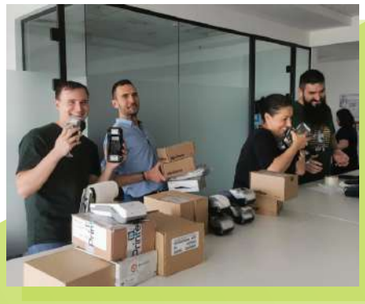
9
countries

300+
participants

960+
kg of waste collected

GREECE

ROMANIA



FOOD LOSS AND WASTE REDUCTION

12 RESPONSIBLE CONSUMPTION AND PRODUCTION
17 PARTNERSHIPS FOR THE GOALS

On the International Day of Awareness on Food Loss and Waste Reduction, Printec, committed to making a positive impact both internally and externally, shared through its social media some tips for the reduction of food waste. Specifically, the Company posted on LinkedIn in order to inform about minimizing food waste, encouraging people to adopt these habits both in workplaces and homes, so they can make a substantial impact, contributing to a more sustainable world.

06

PROTECTING THE ENVIRONMENT

Printec's commitment to a sustainable future by reducing environmental impact through responsible operations and community initiatives.

Our Contribution to the
UN Sustainable Development Goals

06 PROTECTING THE ENVIRONMENT

OUR APPROACH

Printec's environmental approach demonstrates its commitment to operating responsibly and making positive contribution to the planet. The Group systemically monitors its environmental impacts and implements measures to reduce them while also promoting a culture of environmental responsibility throughout its operations. In this direction, an Action Plan has been established and is updated on an annual basis applying to all countries of operation.

The Action Plan's primary focus lies in energy efficiency, acknowledging the significant environmental impacts associated with energy consumption. Printec is committed to improve its energy efficiency through the adoption of sound practices and new technologies.

Additionally, special care is given to waste management, prioritizing waste reduction and recycling initiatives. Waste management programs aim to reduce waste generation and maximize the recycling and reuse of materials. Printec collaborates with licensed waste management partners to responsibly dispose the electronic and other waste generated by its activities ensuring compliance with applicable waste regulations and standards.

Printec is also engaged in community-based environmental initiatives, participating in local conservation projects, supporting environmental education programs, and collaborating with NGOs on sustainability efforts. Through these actions, Printec aims to significantly reduce its environmental impact and contribute to a more sustainable future.

ENVIRONMENTAL MANAGEMENT SYSTEM

Greece, Bulgaria, and Romania demonstrate a proactive commitment to environmental management by implementing an ISO 14001:2015 certified system. This internationally recognized framework empowers companies to systematically manage their environmental impact, reduce risks, and promote sustainable practices tailored to the local regulatory landscape.

The Environmental Management System enables Printec to conduct regular assessments and audits, ensuring compliance with local environmental regulations and standards. Moreover, ISO 14001 empowers Printec to set clear environmental objectives and targets aligned with the companies' broader business goals. Through measurable targets tailored to the unique environmental challenges and opportunities in each country, Printec fosters a culture of continuous improvement in environmental performance.

It's worth noting that the company intends to expand the implementation of an Environmental Management System certified according to ISO 14001:2015 across all countries of operation, ensuring a consistent and rigorous approach to environmental management.

06 PROTECTING THE ENVIRONMENT

ENERGY & GHG EMISSIONS MANAGEMENT

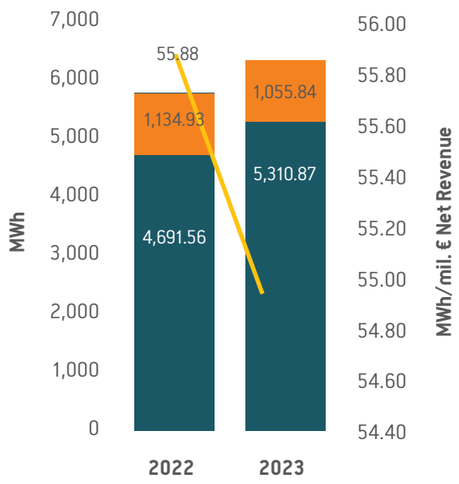
ENERGY CONSUMPTION

The company's energy consumption consists of electricity used for lighting, heating, and cooling purposes, representing 17% of its total energy use and thermal energy used for heating and the car fleet representing 83%. The Group implements sustainable practices in its operations, with a strong focus on efficient electricity and thermal energy use. Additionally, Printec fosters a culture of sustainability in the workplace through employee engagement programs aimed at minimizing energy usage during non-operational hours. Printec is committed to advancing its environmental sustainability efforts through several key initiatives planned for the coming years.

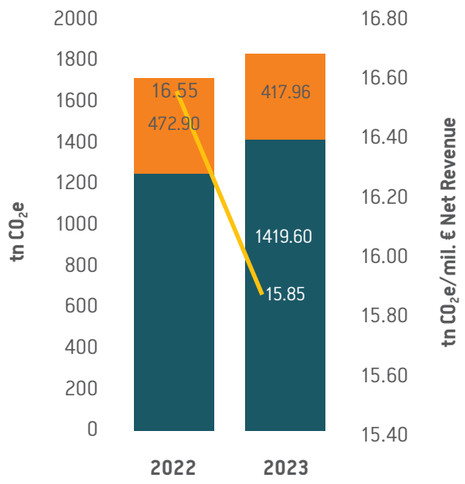
GHG EMISSIONS

Regarding GHG emissions, Printec has conducted a comprehensive calculation of its carbon footprint, encompassing both Scope 1 and Scope 2 emissions. This step underscores Printec's dedication to transparency and accountability regarding its environmental impact. By quantifying its direct and indirect greenhouse gas emissions, the company can identify key areas for improvement and implement targeted actions to reduce its carbon footprint, ultimately contributing to global efforts to combat climate change. The company also plans to proceed with the calculation of Scope 3 emissions for the most significant emissions categories in 2024.

Energy Consumption at Printec



Scope 1&2 GHG Emissions and Intensity



ENERGY CONSERVATION INITIATIVES TO REDUCE GHG EMISSIONS

- Upgrading to energy-efficient lighting systems and optimizing heating, ventilation, and air conditioning (HVAC) systems
- Extensive training programs to raise employee awareness
- Improvement of datacenters' energy efficiency
- Launch of a new car policy

06 PROTECTING THE ENVIRONMENT

WASTE MANAGEMENT

Implementing the principles of the circular economy is essential for any company aiming to minimize its environmental impact while maximizing resource efficiency and sustainability. Embracing these principles not only aligns with global efforts to combat climate change but also offers significant long-term benefits for businesses, including cost savings, enhanced brand reputation, and fostering innovation.

Printec's commitment to waste reduction is evident throughout its operations, starting with comprehensive recycling programs at its offices. Employees actively participate in segregating waste materials such as paper, plastics, and electronics, ensuring recyclable items are diverted from landfills. Regular training sessions familiarize employees with proper waste disposal procedures, emphasizing the significance of recycling and composting. Furthermore, Printec promotes digital documentation and adopts double-sided printing practices to minimize paper consumption.

IN 2023, WE RECYCLED 85.03 TONS OF PAPER, PLASTIC AND WOOD WASTE

IN 2023, WE RECYCLED 184.48 TONS OF ELECTRONIC WASTE

One of Printec's primary actions involves adopting eco-friendly materials in its printing processes. By utilizing recyclable paper and biodegradable ink cartridges, the company significantly reduces its environmental footprint. Additionally, Printec actively seeks partnerships with suppliers who share its sustainability values, ensuring responsible sourcing of raw materials.

Beyond internal operations, Printec fosters a culture of sustainability among its employees through education and awareness campaigns. Training programs highlight the importance of resource conservation and provide practical tips for reducing waste in the workplace. Additionally, Printec encourages staff participation in volunteer activities focused on environmental conservation, furthering its commitment to corporate social responsibility.

Waste Categorization	Type of Waste	2022	2023
Non-Hazardous	Paper	119.53	77.88
	Plastic	5.70	5.57
	Wood	0.65	1.58
Hazardous	Bateries	0.06	0.07
	WEE	115.43	184.48
	Ink Cartridges	0.01	0.01

Moreover, Printec engages in product lifecycle management, extending the useful life of equipment and materials through repair, refurbishment, and remanufacturing programs. By refurbishing printing equipment and repurposing packaging materials, the company extends the lifecycle of resources, reducing the need for virgin materials and waste generation. Furthermore, clients are encouraged to consider digital document solutions, further reducing paper consumption and waste production. These initiatives reduce the need for new purchases and conserve resources.

When developing future product lines, Printec focuses on environmental friendliness, considering the use of sustainable materials, enhanced energy efficiency, and minimizing environmental impact throughout the product lifecycle.

The company intends to be more sustainable, reducing packaging materials, opting for recyclable or biodegradable options, and minimizing overall waste.

06 PROTECTING THE ENVIRONMENT

OUR GREEN OFFICES CONCEPT

Through our Green Offices Concept we aim to embody our commitment to sustainability in the spaces we operate. Through this concept we undertake environmentally friendly measures for our offices which aim to preserve natural resources and reduce their usage. Moreover, using this concept we have introduced many collaboration spaces to facilitate seamless communication, encourage collaboration, and nurture creativity among our team members. Some of the measures undertaken include:

1. Efficient lighting management through automatic sensors, shades, blinds and LED lightbulbs.
2. Focus on procuring Energy class A+++ equipment (monitors, kitchen appliances etc.).
3. Use thermostats for an efficient use of energy while maintaining ideal human environment temperature.
4. Eliminate single use plastic cups – use recyclable or reusable ones.
5. Consume eco-friendly recycled paper for printing and notepads for writing. If not required otherwise, print double sided and with black & white ink.
6. When replacing toilets, look for WaterSense-approved or 1.28 gallons per flush or less.

WORLD CLEANUP DAY

In line with World CleanUp Day, Printec's office revitalization program aligns with global efforts to reduce waste and promote sustainability. This international movement inspires individuals and organizations to take part in collective actions to clean up the planet, and Printec contributes by ensuring its workspaces are organized, sustainable, and efficient.

Going beyond mere cleanliness, this initiative prioritizes systematic organization of files, materials, and tools to optimize productivity and efficiency for employees. By meticulously sorting through physical workstations and digital files, Printec seeks to create an atmosphere conducive to focused work and streamlined workflows. Through the strategic elimination of outdated documents, recycling of unnecessary papers, and careful archiving of essential files, Printec aims to reclaim valuable space and promote mental clarity among its workforce.

Similarly, the digital landscape demands diligent maintenance. Sorting through digital files, deleting redundant or obsolete data, and ensuring proper archiving not only streamlines workflows but also safeguards against information overload and digital clutter. This proactive approach to digital organization not only enhances productivity but also promotes data integrity and accessibility.

In the context of this initiative, Printec conducts an annual seminar focused on recycling. This seminar educates employees about the importance of recycling, provides practical tips for reducing waste, and fosters a culture of sustainability within the company. By integrating these practices into their daily routines, employees can contribute to a more sustainable and environmentally friendly workplace.

The initiative spearheaded by Printec underscores the universal relevance of these practices, transcending geographical boundaries to instill a culture of efficiency and effectiveness across all branches. By embracing these principles of tidiness and organization, teams worldwide stand to reap the benefits of a clutter-free work environment, where focus, creativity, and productivity can flourish.

ALBANIA

CROATIA

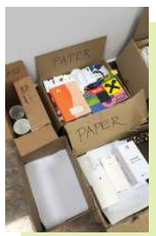
CYPRUS

GREECE

KOSOVO

MONTENEGRO

SERBIA



SLOVENIA

9 countries

300+ participants

960+ kg of waste recycled

07

APPENDICES

07 APPENDICES

COMMUNICATION WITH OUR STAKEHOLDERS

Communication with our stakeholders

Stakeholder Group	Communication Channels	Key Issues (Material issues of primary concern for each stakeholder group)
Shareholder Frequency of communication: When necessary	• Annual shareholder meeting • Leadership Team • Annual Financial Report • Sustainability Report	• Energy, emissions & climate change • Waste management (packaging & electronic equipment) • Talent attraction, development & retention • Health, safety and wellbeing • Accessibility to transactions & payment services • Quality & Customer satisfaction • Social contribution • Business ethics and integrity • Data & cyber security • Business continuity & risk management • Responsible value chain management
Employees Frequency of communication: Daily	• Corporate communication via email • "Open-door" communication • Employee satisfaction survey • Sustainability Report • Events / Meetings	• Talent attraction, development & retention • Health, safety and wellbeing • Business ethics and integrity • Data & cyber security • Business continuity & risk management • Social Contribution
Customers Frequency of communication: Daily	• Service Points 24/7 availability • Online contact form • Email • Blog • On - site customer support • Sustainability Report	• Accessibility to transactions & payment services • Quality & Customer satisfaction • Business ethics and integrity • Data & cyber security • Business continuity & risk management • Responsible value chain management
Business partners / vendors Frequency of communication: Daily	• On line contact form • Email • Events • Meetings when necessary • Annual Financial Report • Sustainability Report	• On line contact form • Email • Events • Meetings when necessary • Annual Financial Report • Sustainability Report

Communication with our stakeholders

Stakeholder Group	Communication Channels	Key Issues (Material issues of primary concern for each stakeholder group)
Suppliers & Sub-contractors Frequency of communication: Daily	• Online contact form • Email • Sustainability Report • Meeting when necessary	• Health, safety and wellbeing • Business ethics and integrity • Data & cyber security • Business continuity & risk management • Responsible value chain management
Financial institutions Frequency of communication: When necessary	• Annual Financial Report • Sustainability Report • Meetings when necessary • On line contact form	• Business ethics and integrity • Data & cyber security • Business continuity & risk management
Government and Local authorities Frequency of communication: When necessary	• Annual Financial Report • Sustainability Report • Meetings when necessary • On line contact form	• Energy, emissions & climate change • Waste management (packaging & electronic equipment) • Business ethics and integrity • Data & cyber security • Business continuity & risk management • Responsible value chain management
Local Communities and NGOs Frequency of communication: Daily	• On line contact form • Sustainability Report • Meetings when necessary • Events	• Energy, emissions & climate change • Waste management (packaging & electronic equipment) • Social contribution • Business ethics and integrity
Media Frequency of communication: When necessary	• Events • Sustainability Report • Annual Financial Report • On line contact form	• Social contribution • Business continuity & risk management • Business ethics and integrity

07 APPENDICES

KEY ESG PERFORMANCE INDICATORS OF PRINTEC

Environmental Pillar

Indicator Description		Unit of Measurement	2022	2023
Energy, emissions & climate change	Diesel	MWh	2,611.83	2,469.57
	Natural Gas	MWh	32.31	31.84
	Gasoline	MWh	2,023.41	2,807.46
	LPG	MWh	24.00	2.00
Waste management (packaging & electronic equipment)	Total Thermal Energy	MWh	4,691.56	5,310.87
	Total Electricity	MWh	1,134.93	1,055.84
	Total Energy Consumption	MWh	5,826.48	6,366.71
	Energy Intensity	MWh/mil. € Revenue	55.88	54.92
	Energy Intensity	MWh/sq. meteres	0.35	0.37
GHG Emissions	Stationary Combustion	tn CO_2e	17.22	22.67
	Mobile Combustion	tn CO_2e	1,235.98	1,396.93
	Scope 1	tn CO_2e	1,253.20	1,419.60
	Scope 2	tn CO_2e	472.90	417.96
	Total Scope 1 & 2 Emissions	tn CO_2e	1,726.10	1,837.57
	Scope 1 Intensity	tn CO_2e/mil. € Revenue	12.02	12.25
	Scope 2 Intensity	tn CO_2e/mil. € Revenue	4.54	3.61
	Scope 1&2 Intensity	tn CO_2e/mil. € Revenue	16.55	15.85
	Scope 1&2 Intensity	tn CO_2e/Sq. meters	0.10	0.11
Water	Water Consumption	m^3	-	5,951
	Water Intensity	m^3/mil. € of Revenue	38.19	119.39
	Water Intensity	m^3/sq. meters	0.24	0.81

Social Pillar

Indicator Description		Unit of Measurement	2022	2023
Human Resource	Total employees	Number	907	944
	Men	Number	729	748
	Women	Number	178	196
	Gen Z	Number	74	110
	Millenials	Number	426	430
	Gen X	Number	349	347
	Baby Boomers	Number	58	57
	Percentage of woman employee	%	19.6	20.7
	Recruitments by gender	Number	132	143
	Men	Number	110	103
	Women	Number	22	40
	Departures by gender	Number	123	129
	Men	Number	97	100
	Women	Number	26	29
	Total training hours	Number	15,893	14,607
	Average training hours per employee	Rate	17.5	15.5
	Average training hours per female employee	Rate	-	18.8
	Average training hours per male employee	Rate	-	14.6
	Employee turnover rate	Rate	13.5	13.6
	New Hires rate	Rate	14.5	15.1
	Employees and managers that completed performance evaluation	%	100	100
	Promotions realized internally	Number	66	100
	Percentage of women on the Board of Directors	%	28.3	28.3
	Percentage of women in Management Positions	%	21	21.2

07 APPENDICES

Social Pillar

Indicator Description		Unit of Measurement	2022	2023
Health and Safety	Total Investments related to Health and Safety issues	€	-	76,570
	Health and Safety seminars	Number	-	61
	Training hours related to Health and Safety issues	Number	-	309
	Total employees trained to Health and Safety issues	Number	-	248
	Rate of fatalities as a result of work-related injury	Rate	-	0
	Rate of high-consequence work-related injuries (excluding fatalities)	Rate	-	0
	Rate of recordable work-related injuries	Rate	-	0
Social Initiatives	Participants in beach clean-up activities	Number	171	118
	Participants in blood donation drives	Number	30	43
	Participants in Race for the Cure	Number	132	229
	Participants in planting trees	Number	35	65
Social Initiatives	Supplier Breakdown per Continent	Number	97	100
	Asia	%	0.46	0.67
	America	%	3.45	14.68
	Europe	%	96.09	84.64
	Australia	%	0.00	0.01
	Supplier Breakdown by spend	Rate	-	14.6
	Local Suppliers	%	37	44
	Rest of the world	%	63	56
	Local Vendors	Number	1,429	1,443
	International Vendors	Number	334	391

Governance Pillar

Indicator Description	Unit of Measurement	2022	2023
Confirmed incidents of corruption	Number	0	0
Confirmed incidents of discrimination	Number	0	0
Substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0
Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Number	0	0
Employee salaries (gross earnings)	million €	26,2	28,3
Payments to capital providers	million €	19,6	12,6
Payments to government agencies (taxes paid)	million €	1,6	1,8
Purchases to domestic suppliers	million €	31,96	40,12
Purchases to international suppliers	million €	53,45	50,78

The value depicted as "-" indicates that the specific indicator measured for first time for the year 2023.

07 APPENDICES

GRI CONTENT INDEX OF PRINTEC

GRI 1: Foundation 2021	
GRI 1: Foundation statement of use	The information provided in this Report reflects the activities of Printec Group as of 31 December 2023 and presents the Group's economic, environmental and social performance. The Report is prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No applicable GRI Sector Standard

GRI 2: General Disclosures 2021		
GRI Standards	**Disclosure**	**Reference**
1. The organization and its reporting practices		
2-1	Organizational details	p. 16-17, 79
2-2	Entities included in the organization's sustainability reporting	p. 14-17
2-3	Reporting period, frequency and contact point	p.3
2-4	Restatements of information	p.3
2-5	External assurance	p.3
2. Activities and workers		
2-6	Activities, value chain and other business relationships	p. 11-13, 20-29, 38-75
2-7	Employees	p. 110-112
2-8	Workers who are not employees	p. 126-127
3. Governance		
2-9	Governance structure and composition	p. 80-89
2-10	Nomination and selection of the highest governance body	As non-listed Company, this information is not disclosed
2-11	Chair of the highest governance body	p. 84
2-12	Role of the highest governance body in overseeing the management of impacts	p. 87
2-13	Delegation of responsibility for managing impacts	As non-listed Company, this information is not disclosed
2-14	Role of the highest governance body in sustainability reporting	p.32
2-15	Conflicts of interest	p. 91
2-16	Communication of critical concerns	p. 89
2-17	Collective knowledge of the highest governance body	As non-listed Company, this information is not disclosed
2-18	Evaluation of the performance of the highest governance body	As non-listed Company, this information is not disclosed
2-19	Remuneration policies	As non-listed Company, this information is not disclosed
2-20	Process to determine remuneration	As non-listed Company, this information is not disclosed
2-21	Annual total compensation ratio	As non-listed Company, this information is not disclosed

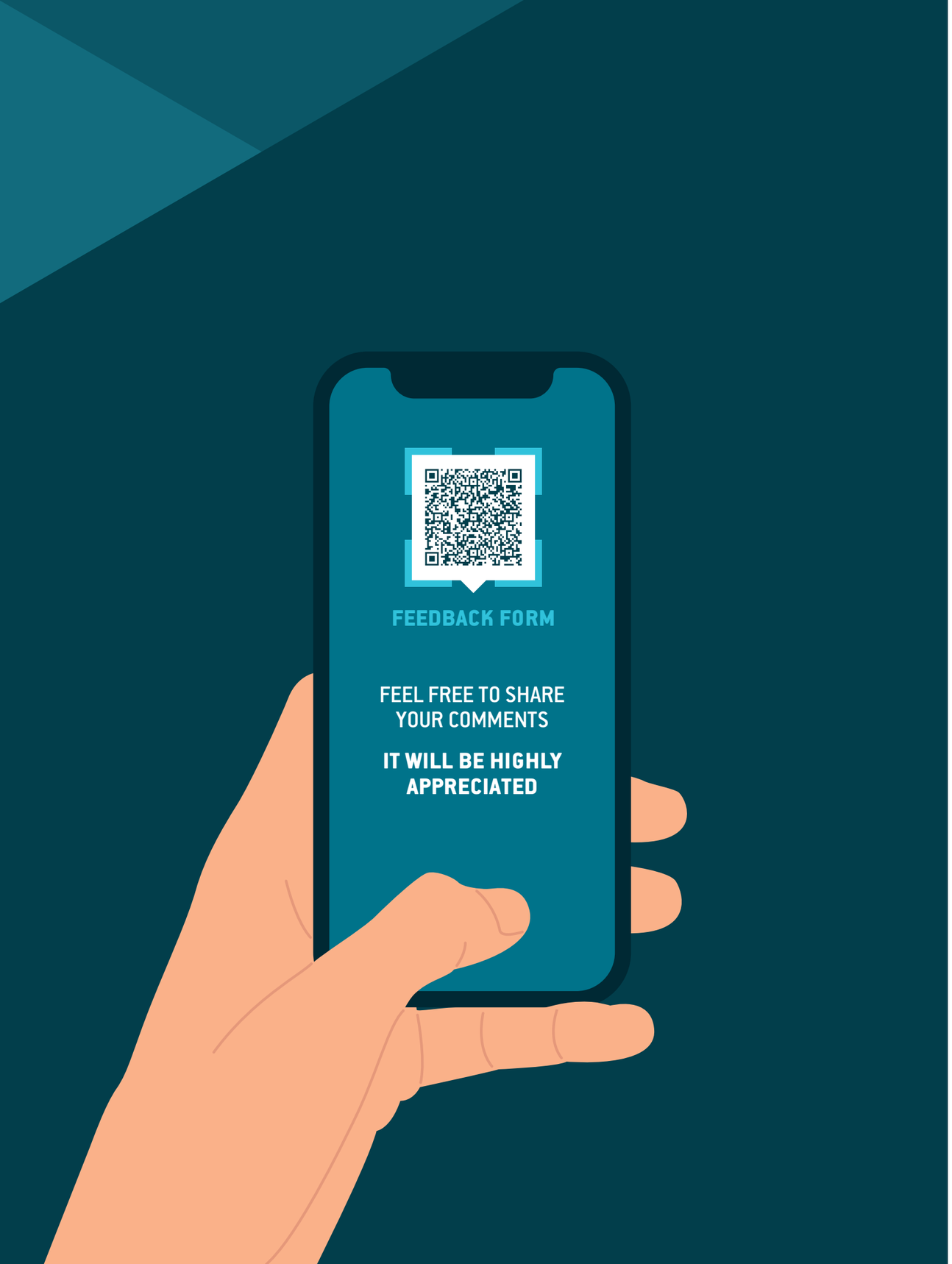
GRI 2: General Disclosures 2021		
GRI Standards	**Disclosure**	**Reference**
4. Strategy, policies and practices		
2-22	Statement on sustainable development strategy	p. 6-9
2-23	Policy commitments	p. 34, 53, 57, 92-93, 112-113, 149
2-24	Embedding policy commitments	p. 34, 53, 57, 92-93, 112-113, 149
2-25	Processes to remediate negative impacts	p.92-93, 120
2-26	Mechanisms for seeking advice and raising concerns	p.92-93, 120
2-27	Compliance with laws and regulations	p.90-91
2-28	Membership associations	p. 36, 58-59
5. Stakeholder engagement		
2-29	Approach to stakeholder engagement	p.32
2-30	Collective bargaining agreements	As per country law

GRI 3: Material Topics 2021		
GRI Standards	**Disclosure**	**Reference**
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 32
	3-2 List of material topics	p.33
Energy, emissions & climate change		
Material topic for stakeholders: Shareholders, Suppliers & Sub-contractors, financial institutions, Government and Local authorities		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 148
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 148
	302-3 Energy intensity	p. 148
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 148
	305-2 Energy indirect (Scope 2) GHG emissions	p. 148
	305-4 GHG emissions intensity	p. 148
Waste management (packaging & electronic equipment)		
Material topic for stakeholders: Suppliers & Sub-contractors, Government and Local authorities, Local Communities and NGOs		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 144-153
GRI 306: Waste 2020	306-4 Waste diverted from disposal	p. 150
Company's Indicator	Tones of WEEE diverted from disposal	p. 150

07 APPENDICES

GRI 3: Material Topics 2021		
GRI Standards	**Disclosure**	**Reference**
Talent attraction, development & retention		
Material topic for stakeholders: Shareholders, Employees, Business partners / vendors, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 108-125
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 117
	404-2 Programs for upgrading employee skills and transition assistance programs	p. 115-117
	404-3 Percentage of employees receiving regular performance and career development reviews	p. 119
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Total employee turnover: 0.14 p. 114
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 122
Health, safety and wellbeing		
Material topic for stakeholders: Employees, Suppliers & Sub-contractors		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 108-127
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p. 127 Implemented in some countries
	403-2 Hazard identification, risk assessment, and incident investigation	p. 126
	403-5 Worker training on occupational health and safety	p. 126
	403-6 Promotion of worker health	p. 125
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 110-112
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination were confirmed during the reporting period
Accessibility to transactions & payment services		
Material topic for stakeholders: Shareholders, Customers		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 10-37
Company's Indicator	Total number of ATMs in the countries we operate	p. 13

GRI 3: Material Topics 2021		
GRI Standards	**Disclosure**	**Reference**
Quality & Customer satisfaction		
Material topic for stakeholders: Shareholders, Customers, Business partners / vendors, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 42
Company's Indicator	Customer Satisfaction Surveys	p. 42
Social Contribution		
Material topic for stakeholders: Media, Local Communities and NGOs		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 128-143
Company's Indicator	Number of employees participated in Global activities in 2023	p. 134
Business ethics and integrity		
Material topic for stakeholders: Shareholders, Employees, Customers, Suppliers & Sub-contractors, Business partners / vendors, financial institutions, Media, Government and Local authorities, Local Communities and NGOs		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 76-107
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	No incidents of corruption were confirmed during the reporting period
Data & cyber security		
Material topic for stakeholders: Shareholders, Employees, Customers, Suppliers & Sub-contractors, Business partners / vendors, financial institutions, Government and Local authorities		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 76-107
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There have been no complaints about breaches in customer privacy and data loss during the reporting period
Business continuity & risk management		
Material topic for stakeholders: Shareholders, Employees, Customers, Suppliers & Sub-contractors, Business partners / vendors, financial institutions, Government and Local authorities		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 76-107
Company's Indicator	Risk Areas that reflect on major Global Risks	p. 95
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There were no such incidents during the reporting period
Responsible value chain management		
Material topic for stakeholders: Shareholders, Employees, Customers, Suppliers & Sub-contractors, Business partners / vendors, financial institutions, Media, Government and Local authorities, Local Communities and NGOs		
GRI 3: Material Topics 2021	3-3 Management of material topic	p. 32-34, 76-107
Company's Indicator	Printec's Social Product Distribution	p. 105



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.

Printec

INNOVATE. INTERACT. EXPERIENCE.

printecgroup.com