



ANNUAL SUSTAINABILITY REPORT

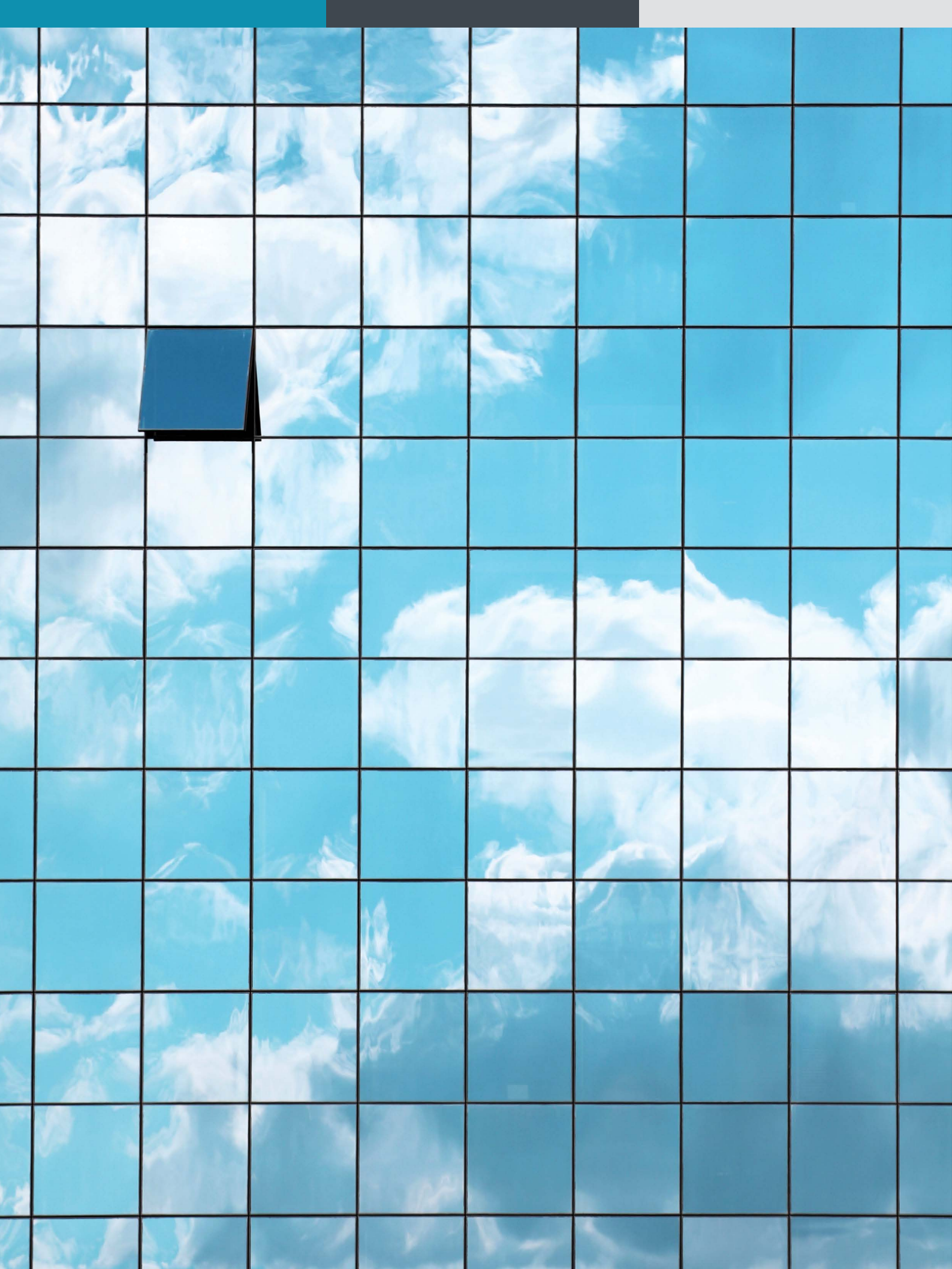


2020



■ Content

CEO's Message	5	Data Protection Program	59
Strategic Goals	9	Digital Transformation: C0ReBIT	63
We are OnePrintec	13	Digital Transformation: Change Management	67
Financial Results	19	Digital Transformation: Innovation Initiative 2.0	75
Our Way to a Sustainable Future	25	Digital Transformation: JIRA	81
Our Response to the COVID19 Pandemic	29	Focusing on Our People	85
Business Continuity Framework	33	Photo Contest: How We Worked From Home	109
Delivering Value to Our Customers	39	We Care Program	113
Our Customer Support Team	43	Our UNGC progress	171
Business & Product Focus	49		
PrintecShield: Our Cybersecurity Program	55		



CEO's Message

CEO's Message



Marina Mavrommati

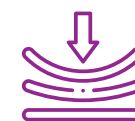
Chief Executive Officer

**Emerging
more united,
strong,
responsible**

2020 was a special year. Truly one of a kind.

Not only did we face a pandemic more massive than any other in the modern history of man, but we also had to adapt our professional and personal lives at an unprecedented speed.

But we remained strong, putting our teams first while being responsible as professionals and as citizens.



RESILIENCE AND STRENGTH

We took proactive measures to ensure the health of our employees, we made adjustments needed to allow work from home at a larger scale for our office workers, and we revised our business model to respond to the market's changing needs.



STRONGER AS A TEAM

While COVID-19 kept us at a distance, we virtually came together more than before. We ensured that everyone was connected and able to perform at their best, we put together virtual and diverse teams to work on cross-country projects and we ensured that managers and team members felt trusted and inspired throughout this period of crisis.



REDEFINING OUR PURPOSE

Throughout 2020, we worked on redefining our shared purpose and values. This was designed as a collaborative effort; we performed one-to-one interviews, online questionnaires and focus groups in order to redefine, calibrate and finalize our purpose and values. The result is a shared purpose and set of values that reflect who we are today, and where we are going.



DRIVEN BY PERFORMANCE

We reviewed our plans, and adapted where necessary. We deliberately kept all of our major initiatives alive, while focusing on our customer and partner relationships. We managed to secure key customer wins, while creating new and exciting opportunities.



WE CARE AND GIVE BACK

Our network of coordinators and ambassadors across our countries went over and above to plan and execute those actions that would have the maximum impact in our people, our society and the environment. They too showed the resilience and drive needed to make things happen in times of uncertainty.



INNOVATION IN THE CORE

Our second Innovation Initiative was again embraced by our people; we received 46 ideas from 10 countries, proposing new things we can do to improve the way we work or the way we do business. Out of all these ideas 4 were selected to be implemented. To me, the long-term success of this initiative is how our people are driven to think differently, to embrace the new and to re-imagine the way we do things.



Once again, our people made me both happy and proud; seeing them rise up, work smart, and succeed no matter what. Thank you for a special year, and on to the next!



2

Printec

Strategic Goals

Our 2023 Strategy



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

Deepen our engagement with customers to drive revenue growth.

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

Strengthen the existing partnerships while selectively establishing new ones.

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

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

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

Transform our operations towards a digital-first, agile way of work.

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

Enhance cybersecurity to ensure customer and employee confidence.

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

Empower and develop our people in an environment that helps them perform at their best.

Cultivate One Printec culture, shared purpose and values.

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

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

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

3



We Are
OnePrintec

Decoding One Printec

In 2020 we embarked on a journey to redefine our purpose and values and set a clearer vision for the future, which we will all follow together to achieve our strategic objectives.

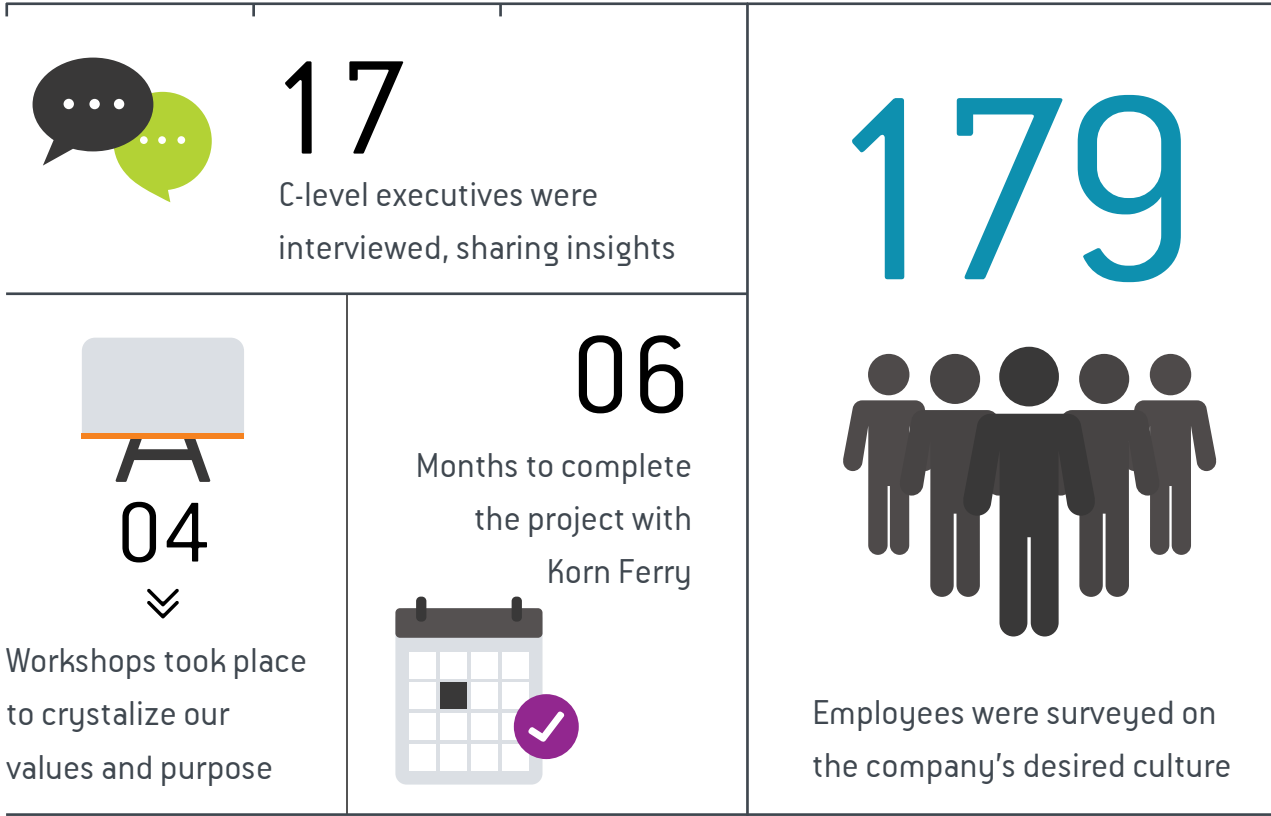
ONE Printec is all about creating a work environment that is meaningful, inspiring and fun.

An environment that is consistent and true; that speaks on behalf of our people and their shared beliefs.

ONE Printec is essentially the WHY we exist (our shared purpose) and the HOW we work (our shared values).

Our One Printec journey

■ A unified culture and collective mindset that will guide us in the way we do things, make decisions, treats each other and our customers.



Building the right culture
and living our values together.

WE ARE ONE PRINTEC

Our Shared Purpose

what we aim for

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



Our Shared Values

what we stand for



Successful relationships are founded on TRUST.

We empower people to be bold and authentic, take initiatives, and express new ideas. Together, we operate with fairness and accountability, always making sure to deliver on our promises.



Great visions come to life through TEAMWORK.

We count on team spirit and honest communication to create a sharing culture. Together, we work as one, and every person is equally essential.



A better world is built with CARE.

We are committed to providing a friendly, inclusive workplace based on empathy and respect. Together, we strive to make a positive impact on people's lives, society, and the environment.



Excellence is a journey that starts with PASSION.

We take pride in our determination to provide quality services, no matter what. Together, we make it happen, thanks to our customer-first mentality and result-driven approach.



The road to the future is shaped by INNOVATION.

We are dreamers, makers, and risk-takers on a constant quest for improvement. Together, we grow stronger by encouraging creativity, embracing change, and welcoming new challenges.



4



Financial Results

Persevering during a challenging year



2020 was undoubtedly a challenging and peculiar year. The COVID-19 pandemic has led to serious social and economic changes on a global scale.

2020 was undoubtedly a challenging and peculiar year. The COVID-19 pandemic has led to serious social and economic changes on a global scale.

All those circumstances made us reconsider the importance of health and mental stability on both a personal and professional level and made us rethink and change the way we do things. Similarly, to ensure our financial and business stability, we had to react fast and engage all stakeholders, internal and external ones, in this new race.

The pandemic did not lead us to further expand our business based on our strategy and target. The turbulence of the tourism-driven economies in some of our countries affected their performance, while the picture in the rest of our countries was very mixed in terms of business development as our customers put on hold several investment plans.

Despite the decrease of Revenue and profitability on an annual basis, we managed to successfully build a strong cash financial position as a result of accumulated positive last year and in parallel to secure credit lines to support future investment needs. At the same time our strategic focus and commitment on digital transformation remained solid and we have moved on the second phase of COREBIT our ERP and FSM implementation project.

The beginning of 2021 finds us financially strong; guided by our reshaped values towards a new era where we see ourselves as leaders in our industry, carefully exploring new markets & opportunities. We focus on retaining a balanced revenue and profitability growth and improving further our operational efficiency and productivity.

”

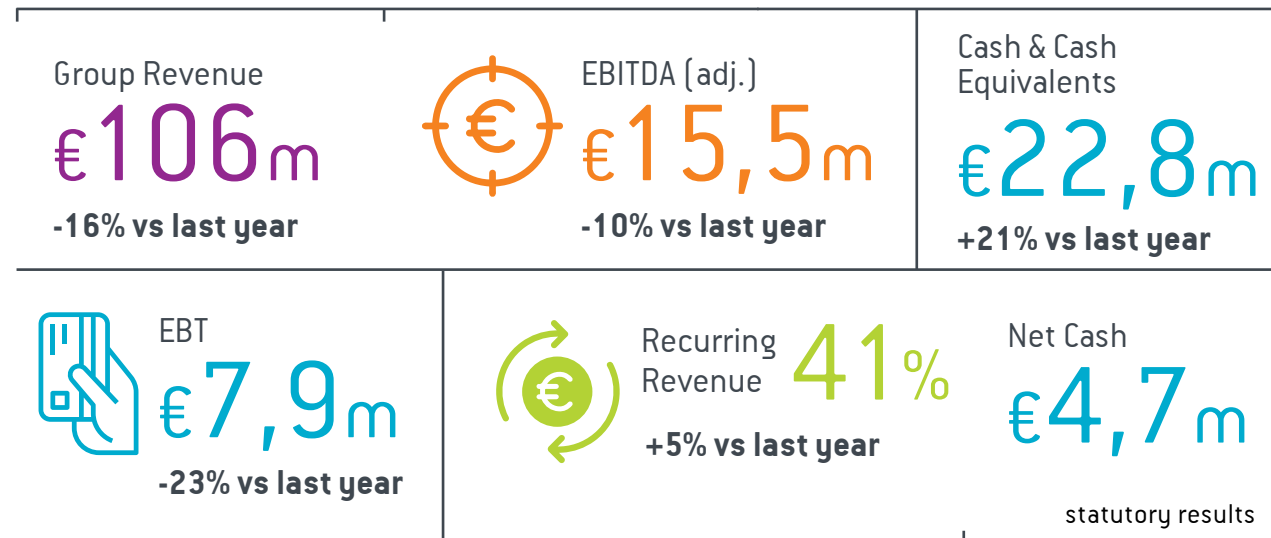
The beginning of 2021 finds us financially strong; guided by our reshaped values towards a new era where we see ourselves as leaders in our industry, carefully exploring new markets & opportunities.



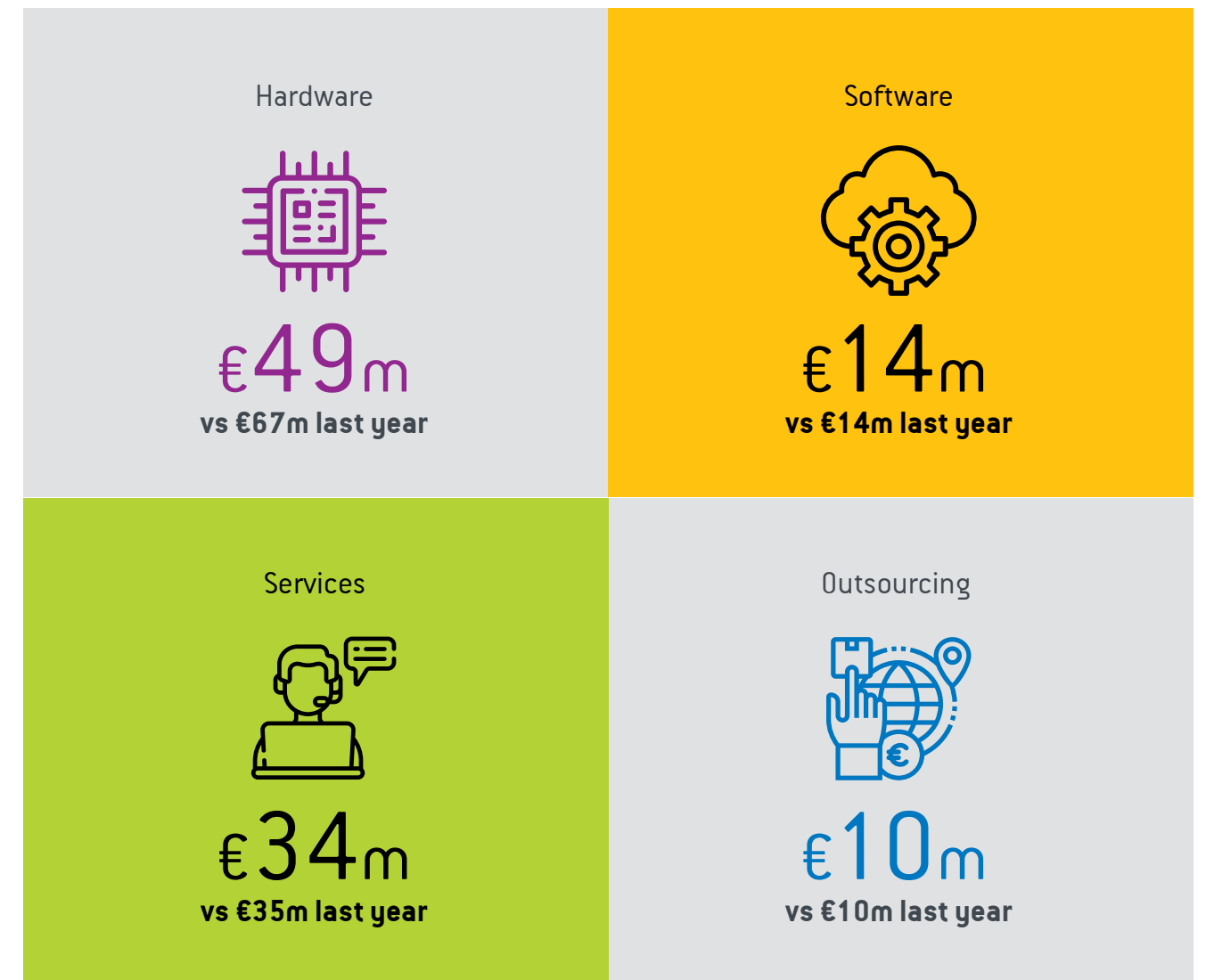
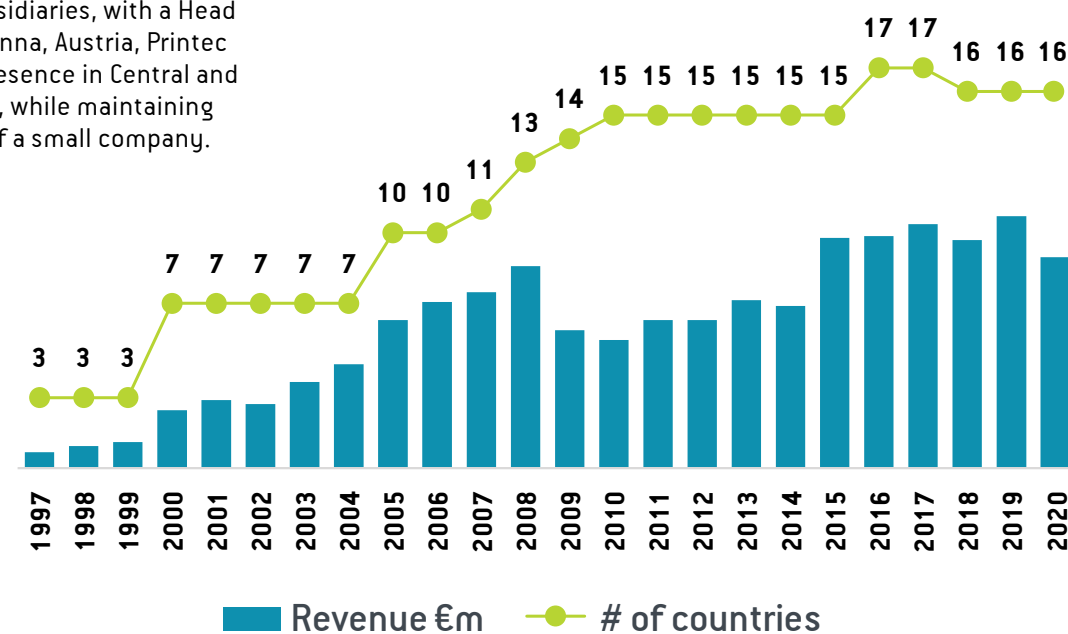
Ilias Papastathopoulos
Chief Finance Officer

Financial Results

2020 Overview



Currently, through a growing network of subsidiaries, with a Head Company in Vienna, Austria, Printec has a strong presence in Central and Eastern Europe, while maintaining the flexibility of a small company.



Printec customers include numerous global and local financial services institutions, large retailers, telecommunication and petroleum companies, as well as many other organizations in the public and private sectors.

The Group Income mix per Business Sector identified as reportable segments (FSI-Banking and Private) remains roughly stable in 2020 compared to 2019 with Printec Group Core Sector – FSI-Banking providing major income contribution.

Revenue per industry in EUR m.	2020	2019	%
Banking	93	110	88%
Other	13	15	12%



5



Our Way to a Sustainable Future

A committed member of the United Nations Global Compact

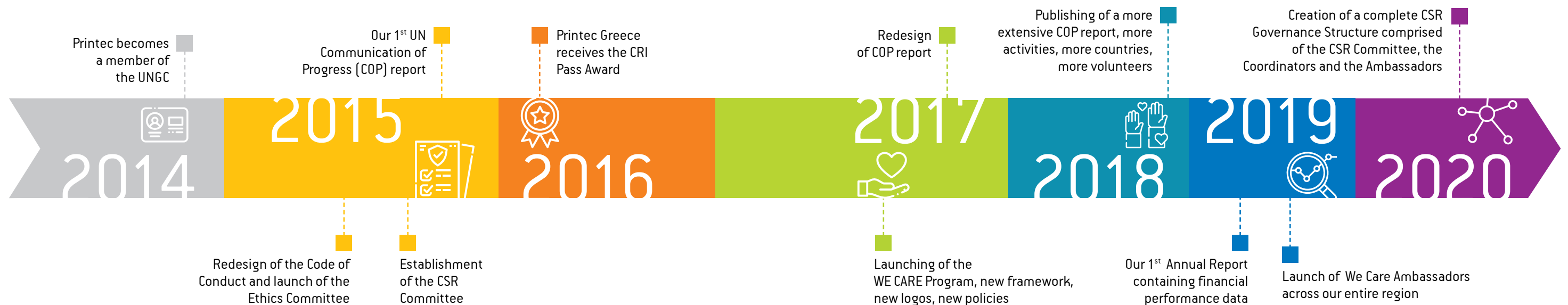
Printec is a member of the United Nations Global Compact since 2014. For the past six years, we have been demonstrating a steady growth in our We Care program's outreach. Internally, we noted increased participation and volunteering by our people, and externally, we carry out more and more actions that impact society positively in all of our regions.

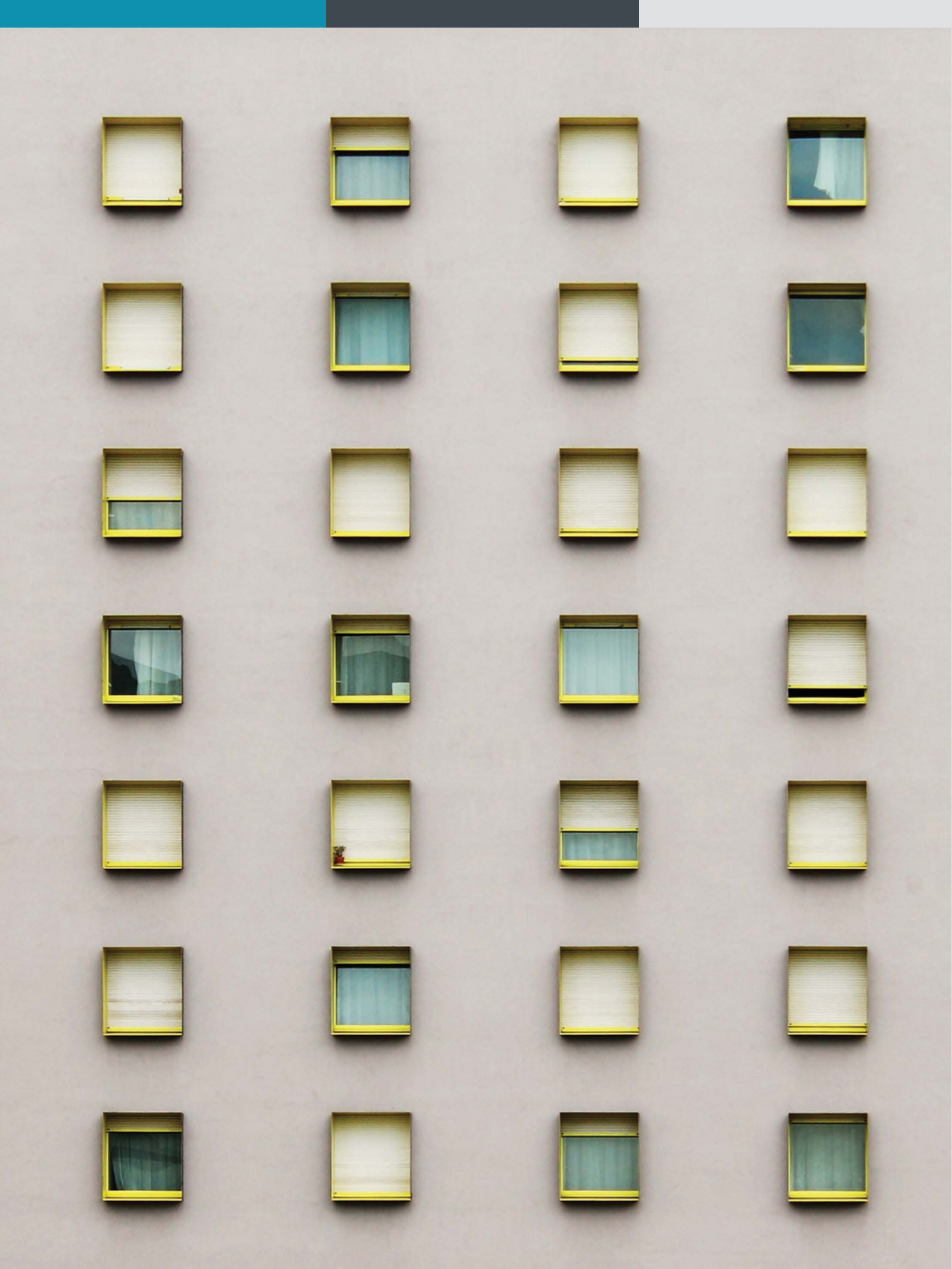
Even through 2020, an admittedly rough year due to the pandemic, we managed to support our people and our communities. Our priority was health and wellness, and to demonstrate continuation in our long-term activities like supporting children and families, especially during a year that was needed the most. We adapted. We utilized our We Care activities as a way to reconnect with our colleagues and the community after prolonged quarantines, and we stayed loyal to our vision: to continue doing business responsibly by aligning our strategy and operations with the [Ten Principles](#) on human rights, labor, environment and anti-corruption, supporting in our Printec way, the [UN Sustainable Development Goals](#), with an emphasis on collaboration and innovation.

In 2020 we introduced a new system to collect KPIs to measure the impact of our activities and a detailed

depiction that aligns our activities with the SDGs and the 10 Principles of the United Nations Global Compact. Additionally, we made significant steps in our Digital Transformation, which can only be described as the beginning of a great journey that we are looking forward to seeing through in the upcoming years.

For the following year, we are planning on enhancing our strategy with a more detailed plan that will demonstrate our increasing positive impact on our communities with a commitment to be fully align our We Care Program and our operations with the United Nations Global Compact. If 2020 taught us one thing was that the prosperity of all is important for the prosperity of the individual. And this is how we are seeing Printec, as a member of a greater global society whose growth cannot be seen separately from the growth and wellbeing of society in general.





6



Our Response to the COVID19 Pandemic

■ Our Response to the COVID19 Pandemic

■ Setting clear priorities & staying safe

2020 was an extraordinary and challenging year. The COVID-19 pandemic severely impacted everyone's lives and created much instability and uncertainty. Printec responded immediately and with clear priorities, activating and implementing measures to keep our people safe, and provided care for our communities, as well as in-kind support to those who needed it the most, either directly or via collaboration with stakeholders e.g., public authorities (like the Ministry of Education), customers or suppliers.

Early in 2020, when Covid-19 crossed Europe's borders, our Group Crisis Management Committee performed a COVID-19 risk assessment and together with the Group & Local Management teams, decided on the next reasonable steps to manage the potential risk, protect the health & safety of our people and ensure the required level of operational resilience through uninterrupted high-quality support to our customers.

Printec's Business Continuity Plans were activated, both at Group-level (Head Office) as well as local operational level. The plans had to be continuously adjusted in order to cover the extended needs imposed by a pandemic scenario which has never occurred before (i.e., a risk affecting all operating entities in all 16 countries of our presence, all premises and all employees). Internal measures and guidelines were - and still are - officially updated and publicly released, translated in local languages as early as possible so that there is enough time ahead for all stakeholders to adjust.

Due to the rapid spread of the Covid-19 virus, large scale social distancing measures have been imposed globally. Business travel and gatherings were cancelled and banned until further notice and within a few hours fully replaced by online meetings. While our people worked either fully

from home or on rotation or on a stand-by at home scheme depending on the pandemic conditions at their location, all Printec business activities remained operational.

Our efforts were focused in securing people's jobs despite the turbulent times we were in. To achieve this, we needed to ensure our customers are being supported like before, to identify new opportunities, and to locate and propose efficiencies based on our experience and expertise.

The participation and support of Printec employees was outstanding! As One Printec, they respected the internal rules, followed preventive measures, offered their time and dedication to implement local We Care activities supporting the communities (e.g., providing the essentials to the elderly, donating technological equipment and books to the younger students, supporting animal shelters) while at the same time they never lost an opportunity to attend a mental health seminar, a well-being activity or a training opportunity provided by Printec.

The COVID risk assessment was updated regularly to reflect any changes in legislation or WHO guidance that may impact how the work activity should be carried out, for example if there is a change in local or national restrictions.

”

Although the implications of Covid-19 have yet to be determined, it will continue to disrupt our lives for the months to come. Printec will continue during this crisis to implement strategies and initiatives that support its employees, customers and the economy at large.



**Irini
Ioannidou**
Chief Compliance Officer



Maintaining safe and stable operations Business Continuity Management

Operational resiliency is a focus topic for Printec.

The company-wide Business Continuity Management (BCM) Program is in place to support the maintenance of critical business processes in the event of a major internal or external incident. The aim of the BCM Program is to exercise a duty of care to employees, protect customer and company assets and minimize the financial, regulatory, reputational and strategic impact of such incidents.

In 2020, Printec had to address the challenges created by the global COVID-19 pandemic, which affected the entire industry. The resulting crisis required a globally coordinated response within Printec. Overseen by the Group Crisis Management Committee, the local Crisis Management Teams implemented response plans in accordance at a minimum with applicable local regulations. Measures implemented (e.g. building up infrastructure to support the new enhanced levels of remote working arrangements, measures for employees' wellbeing, split operations) have ensured continued operations throughout the different waves of the pandemic.

Technology and cybersecurity risk has been elevated due to the prolonged work from home environment and cyber threats remain high and continue to increase. The Company maintains a robust set of controls, in line with industry standards, to manage cybersecurity threats, including both technical and process controls to identify, defend, detect, respond to and recover from a cybersecurity event. Printec also provides training and awareness campaigns for employees regarding cybersecurity, including realistic phishing tests.

7



Business Continuity Framework

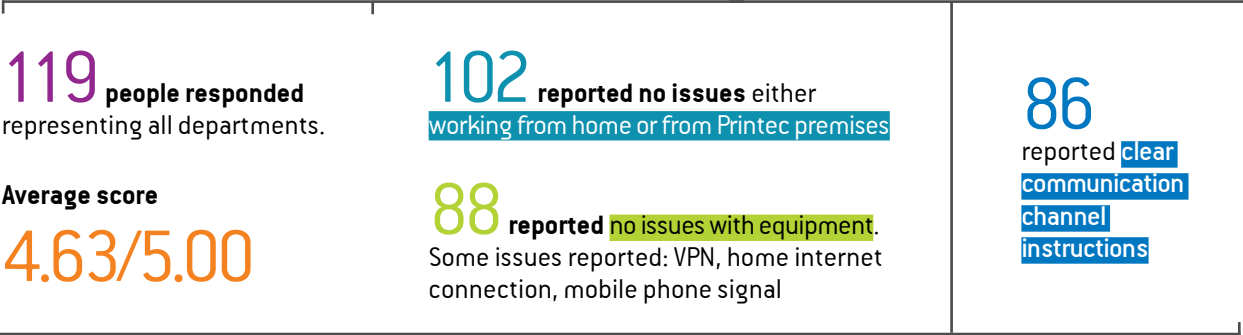
■ Business Continuity Plans

Printec has in place a robust Business Continuity Plan (BCP) and recovery procedures on how the Organization will respond more effectively to incidents that will significantly disrupt our services and critical operations. Through our Business Continuity program, we plan to quickly recover and resume critical business operations after a significant business disruption and respond by safeguarding our employees and assets, making a financial and operational assessment, protecting the firm's and clients' data and assets, and allowing our clients to conduct business without delays. In short, our Business Continuity Plan is designed to permit our organization to resume operations as quickly as possible, given the scope and severity of the significant business disruption.

- Our Business Continuity Plan addresses issues related to:
- data backup and recovery
 - all mission critical systems and services
 - safety of employees, community, and collaboration with regulatory authorities
 - alternative communication paths
 - alternate physical locations for employees
 - resilience of critical suppliers and contractors

- Printec has established a Governance structure with specific roles and responsibilities to manage effectively the BCP schema:
1. Printec's top management involvement and buy in,
 2. the role of the Business Continuity Manager,
 3. Correspondents from all the Business Units/ Departments and
 4. testing exercises at least once a year.

On March 2020 we run a BCP exercise as we were preparing for the pandemic to hit our region. We tested the extended work-from-home model, and we asked our people to evaluate their experience.



The gaps covered
Purchased more laptops for more flexibility, installed Jabber to resolve phone signal issues, issued internet USB sticks fro those with unstable Wi-Fi network, created a COVID19 Crisis Communication Channel through Teams.

The result
We were prepared to move to the extended work-from-home scheme as soon as the pandemic reached our region and governments started issuing quarantine mandates.

■ Major Disruptive Event Preparedness & Response Framework

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


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

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

The 7 Crisis Focus Areas

- 1. Crisis Management (CM) Governance:** A robust governance structure is in place to facilitate crisis response.
- 2. Business Continuity Plans & Capability Gaps:** Business Continuity Plans are activated, and any documented capability gaps are quickly addressed based on the situational needs.
- 3. Situational Awareness & Insights:** Legitimate sources of information are identified, and relevant fact about the situation are cascaded to various company teams.
- 4. 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.
- 5. Crisis Response Process:** A robust process is in place and all people are informed and trained on how to respond in crisis situations.
- 6. Communication & Engagement:** Established crisis communication channels and strategy ensure timely distribution of information internally and externally.
- 7. Lessons Learnt & Post-Crisis Analysis:** All such situations are a learning process; thus, they are documented to ensure improved processes in the future.

■ Business Continuity Framework



Utilizing our framework during COVID19

Based on these focus areas and the operational model, we responded effectively to the COVID19 pandemic that affected every country around the globe. In detail:

Situational Awareness & Insights

We started monitoring the pandemic long before it hit our areas of operation. We were monitoring the spread and the official reports and calculated the time it would reach our operating area. We additionally took proactive steps to issue travel recommendations for our people who were planning on visiting countries already affected by the virus.

Crisis Management Governance

The Crisis Management Team was activated proactively, and specific roles were set amongst the members. Additionally, upper management was constantly informed and was taking immediate decisions as the situation was unfolding. We also enhanced our policies arsenal with specific policies and processes regarding the new situation.

Business Continuity Plans & Capability Gaps

As the situation was unfolding and the virus was approaching our areas, it was clear that our normal operations would soon need to change. We run a work from home exercise where we tested how each department would operate outside of company premises. We activated the Business Continuity Plans and the Business Continuity Manager was coordinating the exercise. The exercise run smoothly,

and we discovered some valuable insights regarding equipment needs, which were immediately covered in preparation of the actual pandemic. Consequently, once the pandemic arrived, all our people could smoothly transition to a work-from-home operational model.

Third Parties' Business Risks

At the same time, we were reviewing existing agreements with third parties and assessing risks related to contractual liability for unforeseen costs, delay penalties (i.e., linked to SLAs), or termination risk, insurance coverage, force majeure etc. That way we were able to prioritize and potentially find alternatives, so that our operations would keep running smoothly and we and our customers would not be affected.

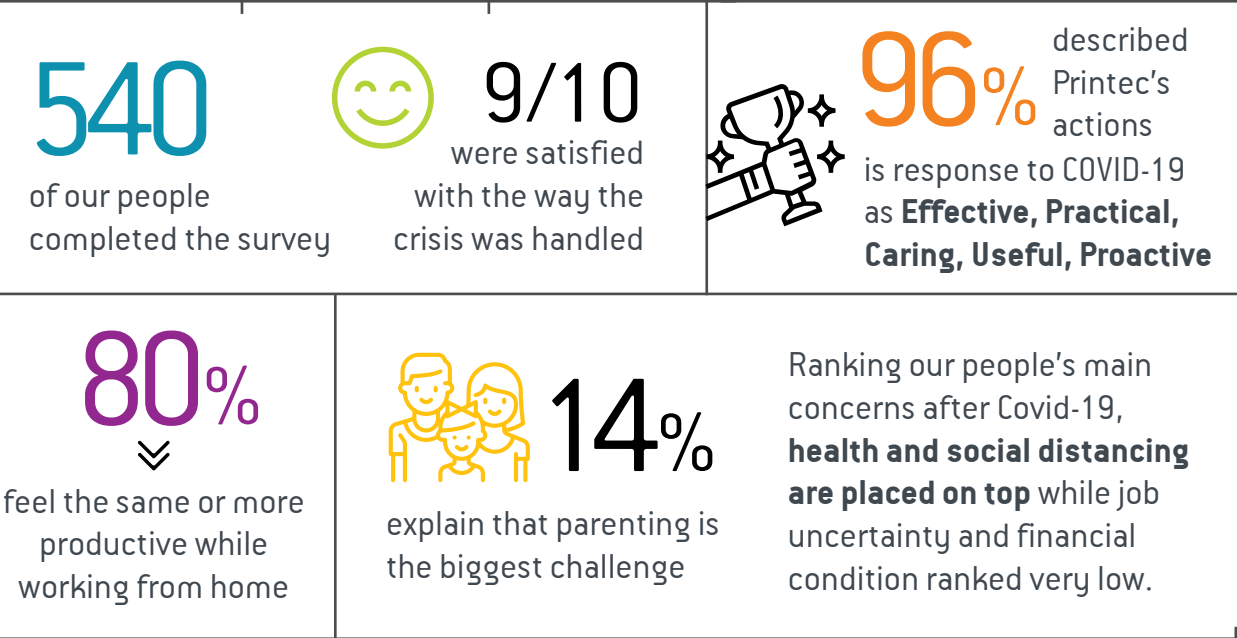
Capability

To improve our response, we researched academic and online resources and designed a crisis response process for the specific event of a pandemic, addressing the relevant risks and utilizing the available resources.

Situational Awareness & Communication

Throughout this process we informed all Company entities, functions, and facilities about the approach that we will follow for the pandemic and the relative response protocols.

We asked our employees how the company handled the Covid-19 crisis



Crisis Response Process

As the pandemic hit, we advised all teams on who holds the mandate for decision-making and/or implementation of actions required, given the need to potentially act at a much quicker pace than usually, to mitigate a risk proactively.

Communication & Engagement

Communication during a situation like a pandemic is vital for the effective application of the crisis plans and the smooth continuation of our operations. All stakeholders were effectively informed in a timely manner, management, employees at all levels, partners, customers, government agencies, providers. We set up specialized channels in Teams and in our intranet (PrintecHub) where we would regularly share information regarding the situation and offered a channel where the Crisis Management Team could be reached by anyone in the company. We started issuing statements, updated action plans and new developments as early and as often as possible. We informed personnel on a regular basis, about actions and preventive measures to be taken to protect & support them and their families. We were quick to spot any misinformation and promptly correct it. We asked for feedback from stakeholders to accurately

adapt strategy and tactics. We released surveys to get feedback and comments from our employees regarding the new operational model. We kept our customers & external stakeholders aware on the Crisis management and promoted confidence in our business resilience through clear, official messages since information on any crisis pertaining to the organization should come from the Organization first.

Lessons Learnt & Post-Crisis Analysis

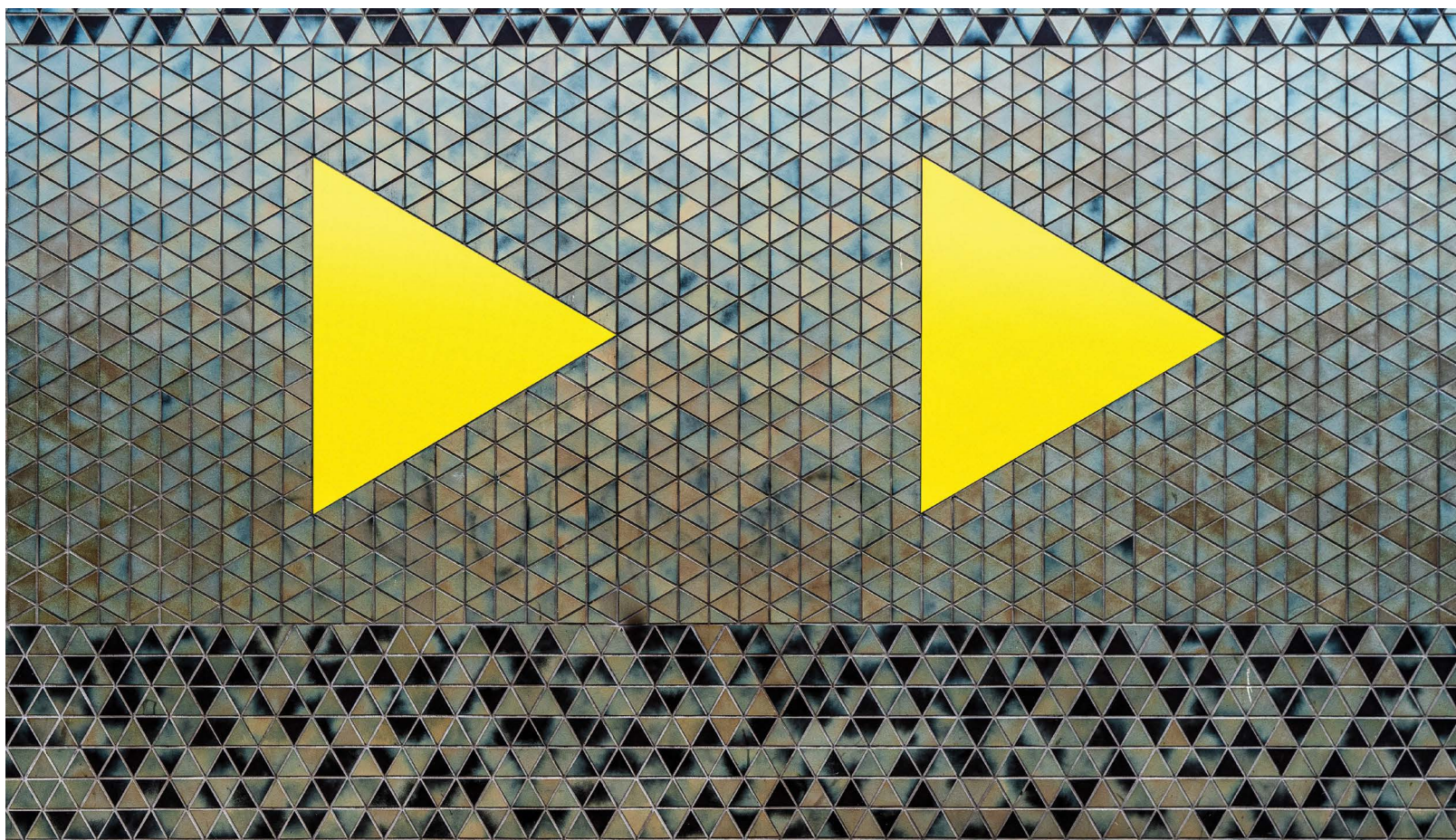
As the situation was unfolding, we researched lessons learnt from similar situations that had occurred in the past, so that we could be adequately prepared for what was coming. After each phase of the crisis was passing, we would gather a formal analysis of what was done well, what could be done better next time and how to improve various elements of the crisis response plan. We adopt these lessons learned in the Corporate organizational framework and we created new policies & procedures. Through this new framework we cascaded the knowledge acquired to the entire organization via regular or ad-hoc awareness sessions, adjusted BCP scenario testing etc. As the situation is still unfolding, we keep gathering additional information to finetune our operations and future responses.

8



Delivering Value
to Our Customers

■ Maintaining operational resilience



The arrival and the fast pace of COVID-19 spreading around the world, caught many businesses and organizations unready for the challenges imposed by the pandemic. At Printec we faced the challenge, and the response of the organization was quick and efficient. By triggering a broad range of activities, we mobilized our digital assets and capabilities to ensure

the transition to the new normal, while preserving the full capabilities of the organization to deliver value to the customers and society!

And our response couldn't be different, knowing that our services are the core component in keeping the uptime and the availability of the essential financial

services for the society, allowing access to cash and payments through the ATM and POS networks, maintained by Printec. Knowing the importance of our services, **Printec "Customer Services" teams** were always available and keen to do an "extra mile" while delivering high quality services, strictly observing all measures for disinfection, distancing, and discipline. At the same time, the **"Professional Services" and the "Software Product Development" teams** in Printec were reorganized and formed digitally-connected teams, ensuring uninterrupted and continuous software development and support, integration, and consulting services to our customers.

To help the efforts to prevent the spread of the pandemic, **Printec teamed up with its customers and other technology providers in the industry**, sharing the know-how and the technical expertise to enable and accelerate the adoption of the Contactless payments and the availability of more accessible services through a variety of devices in the Self-service channel. Our R&D team developed innovative UV-light modules to ensure sanitized and disinfected (COVID-19 free) surfaces and safe interaction.

All the efforts of our teams wouldn't be possible if they were not backed by the leading-edge technologies, deployed, activated, supported and monitored on a 24x7 basis by Printec IT teams, who enabled the full range of digital collaboration and communication platforms, ensuring secure, reliable, timely & trouble-free interaction.

All these activities were very closely supported and orchestrated in full alignment with the Management teams, who were always available and close to our people, customers, and the society.

”

From today's perspective and one year after the start of the COVID-19 pandemic, we are proud that our efforts have helped the society and at the same time we became wiser, learning the lesson that in challenging times the core values - our humanity, empathy, compassion, responsiveness, help & support to the one in need and to the society are the guiding principles, to ensure that we will overcome the challenges and build a sustainable future.



Alexander Horozov
Chief Solutions & Services Delivery Officer



g



Our Customer Support Team

■ Our Customer Support Team

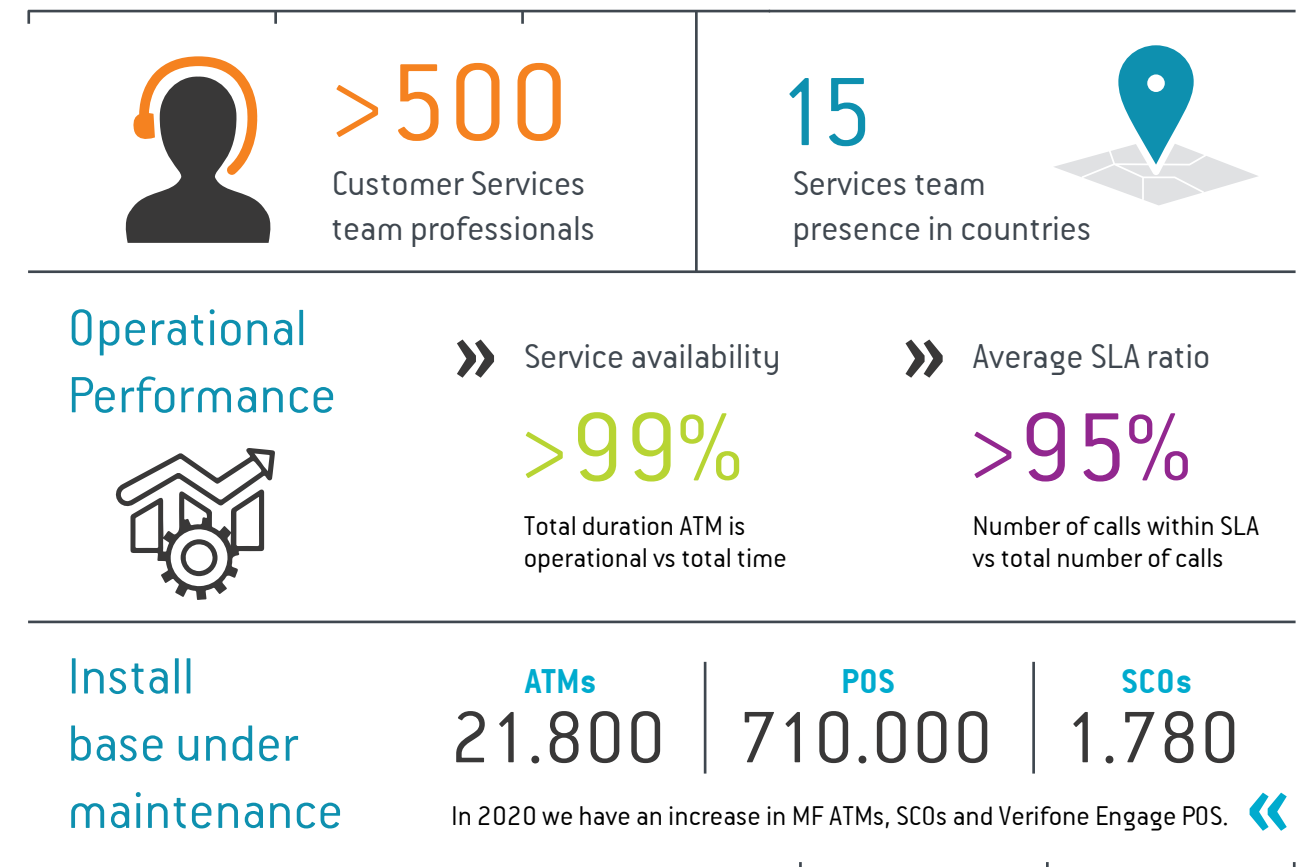
■ Supporting our clients & optimizing our operations



Back in March 2020 when I joined our company, with the usual excitement and anxiousness for such a change, I never thought that I will experience a fully digital onboarding. Having my contract, my laptop and my SIM card delivered by courier at home, I entered in my new business life. This was continued by several online sessions to be introduced to as many colleagues as possible. On top of that and due to the great honor and responsibility to lead our Customer Services organization, the necessity for constant and intense online collaboration with the entire team was unquestionable.

Our company has shown remarkable adaptability to the new reality and the usage of digital tools to ensure business continuity. I experienced a smooth and effective introduction in our mode of operation, operational details, and customer particularities. But in the end, all these were achieved because of the tireless efforts and dedication of our people. The same passion was evident in our 'front-liners', our Customer Services colleagues.

2020 was a year with a double challenge for Customer Services: ensure uninterrupted Customer Operations



under new conditions and fully support our Digital Transformation. Aiming in customer excellence, investing in continuous learning of new skills and modernizing our services are core elements of our strategy and the main drivers of ongoing and future initiatives.

Our Services organization consists of an extensive network of experienced field and back-office engineering teams that covers a large geographical area. **This unique combination in our Services profile can support in:**

- **Providing and enhancing the new era of customer experience,**
- **supporting fact-based business decisions based on quality KPIs and**
- **offering services that bring added value to our customers to support growth, unlock synergies and optimize operational efficiency.**



“Getting valuable lessons of what we experienced during the last year, we stay optimistic, energetic and focused. We know that together as OnePrintec team we will successfully face all future challenges and once again prove to be valuable partners for our customers.”

Iosif Tavlasi
Group Customer Services Manager



CS proactive measures for COVID19



Servicing our customers is a top priority, always, as is the health and well-being of our people. These days we are doing our best to ensure both, as we understand that through our services, we enable our communities to have access to cash and card payments around the clock.

To achieve this, we are taking all possible proactive measures to protect our people in CS that need to go to the field:



Masks and single-use gloves are used when entering closed spaces where our engineers encounter other people.



Antiseptic gels and wipes are used when exiting from customer sites and other places where there is contact with people.



Single-use robes are used for field visits to highly risky areas (in a state of emergency).



Our colleagues ensure to regularly clean their hands, the tools they are using and the surfaces they are touching. CS Supervisors are reminding them throughout the day.



10

Printec

Business &
Product Focus

■ Business & Product Focus

We adapted to a changing environment and we continued to serve our customers to the quality levels for which we are known for.

”

Violeta Xanthouli
Group Marketing Manager



■ A changing business landscape

2020 was far from “business as usual”. On the contrary, it was “business unusual”. The world health crisis changed the way we do things in multiple levels: consumers were less mobile, technology was used much more, and priorities – or consumer behavior – changed significantly. The main changes we saw in our business environment could be summarized as below:

e-Payments skyrocketed. 2020 saw a huge increase in e-payments and e-commerce, while cash use decreased significantly. Largely this was COVID-driven, when many countries were in total or partial lockdown for many weeks or months, and people could only use digital channels to purchase goods or services.

Compliance on the rise. With digital transactions comes fraud risk. In this environment, we

managed to secure major customer wins for our compliance solutions portfolio, positioning ourselves as compliance experts while we broadened our understanding of regulatory developments in our countries.

New solutions to meet new needs. We introduced new solutions such as clickID (digital onboarding and eSignature), we promoted our core products in different ways (like unattended payments), and we further enhanced our own solutions like x-core.

All in all, we adapted to a changing environment while at the same time we ensured that we continued to serve our existing customers and products to the quality levels for which we are known for. Not an easy task, but great teams achieve more in challenging times!

eSignature

Enabler for digital transformation of business processes. We provide an end-2-end solution to cover eSignature requirements for all use cases; customer facing or internal, face2face or remote, online or offline.

It is a flexible workflow engine to dynamically design the signing process. The entire process is executed in real-time, while the signed document can be approved and submitted instantly.



Benefits

»

Going paperless with electronically signed documents that have same legal value as paper-based

Customize customer journey for better customer experience and satisfaction

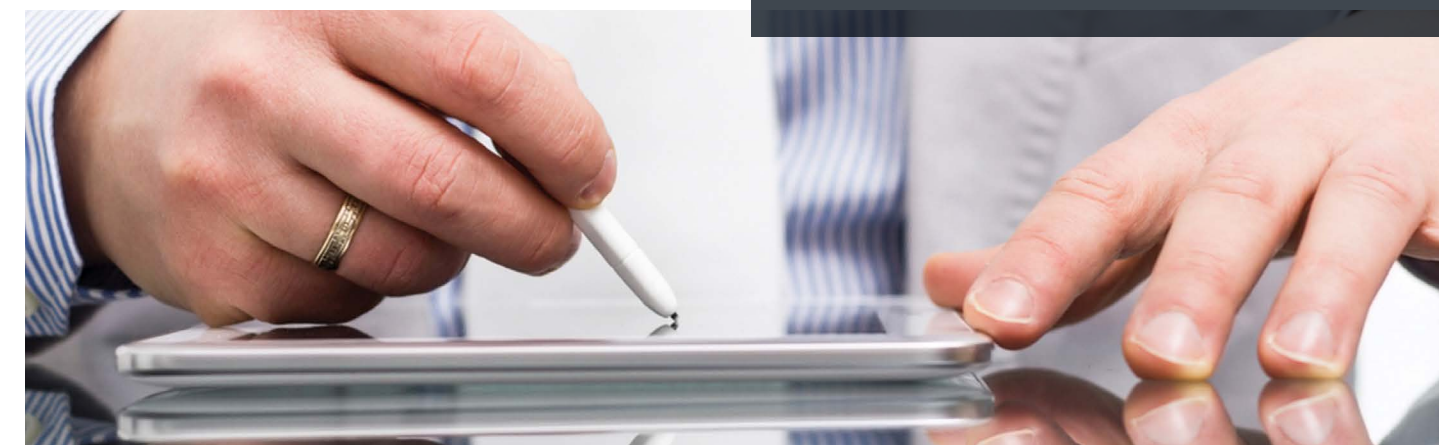
Process automation speeds up business processes and decision making

Cost reduction & increased revenue through improved efficiency

Information

»

Our eSignature platform is fully compliant with eIDAS 910/2014 regulation that went active as from 1st of July 2016. The solution supports all eSignature levels (Simple, Advanced & Qualified), as defined in the regulation, and can be combined with Trust Services from any Certification Authority.



Security & Compliance



Anti-Money Laundering

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

Know Your Customer

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

Tax Compliance

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

Transaction Screening

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

Risk Management

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

x-core | Self-service Reimagined



x-core is a software solution for self-service kiosks (e.g. ATMs). Leveraging the functionality of the existing kiosk application, x-core delivers a true personalized experience responding to the needs of today's digital consumers. Unlocking the possibilities of kiosks, stores can now stand out and offer customers extended self-service possibilities without losing human touch. At the same time, employees are redeployed to focus on customer consultation and other value adding services.

Benefits



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

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

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

Product Information



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

1. Client application which must be installed at each terminal
2. x-core middleware server which can be installed on customer premises
3. Tablet application [x-core - Mobile Banker] which is used for real time interaction with customers [optional]

Introduce a 'true self-service' concept and allow customers to perform a wide variety of services from a single device, including:

- Cash withdrawal/ deposit
- Balance inquiry
- Utility bill payments and credit card/loan payments
- Funds transfer and FOREX
- mCASH
- Assisted service and 'next best action'



11



PrintecShield: Our Cybersecurity Program

www.printecgroup.com

PrintecShield: Our Cybersecurity Program

Staying secure while working from home

From the very beginning of the pandemic within 2020 we essentially entered in a crisis management mode at all levels of our operations. Within a few days we were forced to apply the scenario of the pandemic to our business continuity plans and switch to a remote working model, across all 16 countries where we operate, without having any indication of the time that we will switch back to normal. **For us it was an opportunity to prove in practice the degree of our readiness and put the technology to work in favor of our operations and our people in a flawless and cyber-secure way.**

The use of technology in everyday work has increased dramatically as we all started using more (if not only)

audio/video conferencing and instant-messaging apps to stay connected and rely on technology to do most of our work and deliver both internally and to our customers. This rapid change has highlighted the need for an increased focus on current cybersecurity measures, forcing Printec to adapt and assess risks quickly to protect all stakeholders. The challenges and lessons learned during this time gave us the opportunity to improve further our cybersecurity program, called "Printec Shield". "Printec Shield": was launched in 2019 and since then we make efforts to continuously enhance it. Consequently, within 2020 we took initiatives that covered its five functions **Identify -> Protect -> Detect -> Respond -> Recover**



We strengthened our remote access management policies and procedures

We allocated additional resources to analyze systems proactively and discover issues before they become risks.

We keep managing cybersecurity risks associated with our most critical information assets.



We embraced zero trust approach to cybersecurity. A security model where only authenticated and authorized users and devices are permitted access to applications and data.

We took initiatives to increase cybersecurity awareness especially on phishing attacks related to COVID19.

We enhanced our perimeter security with more next generation firewalls and implemented advanced security controls on endpoints.



We increased our review cycles on cybersecurity risks and relevant exposure by taking into consideration new forms of attacks that are continuously appearing during pandemic.

We fortified our data security controls for remote workers and we integrated them with SaaS based corporate applications.



We strengthened our incident response capabilities by employing centralized and real-time monitoring/alerting mechanisms covering major portions of the enterprise systems.

We started developing cyber threat intelligence capabilities allowing the organization to have an early warning system so we can take appropriate actions against even the most sophisticated threats.



We activated crisis management teams during whole pandemic period to manage risks and respond to issues / threats.

We updated our Business Continuity plans based on pandemic scenarios.

We audited and certified our Business Continuity Management System for Greece and Romania according to ISO/IEC 22301:2019 Standard.

We enhanced our disaster recovery measures by engaging additional supportive infrastructure.

This pandemic has taught us that **we need to prioritize resilience more than anything else and preparation is key to successfully limiting the risks associated with cyberattacks.** For every organization, the ability to respond quickly to unforeseen events helps reduce the impact of a cyberattack. Printec has already benefited from secure remote working capabilities, and we truly trust that we will keep improving as we deal with the continued increase of cyber threats. We aim to make cyber resilience a competitive advantage for our organization by adopting a holistic approach that not only addresses technology, people, and skills, but also processes and governance as well for all aspects of our business operations and all involved stakeholders.

Thank you to the entire IT and Managed Services teams who are tirelessly supporting the entire organization and our customers to ensure uninterrupted operations.



Symeon Stavrou
Group ITMS Manager



12



Data Protection Program

Safeguarding Personal Data in a heightened-risk environment

Printec is committed to compliance with all relevant EU and Member State laws regarding personal data, and the protection of the rights and freedoms of individuals whose information Printec collects and processes. The GDPR has been in effect for three years now, and every year we are following an approach of continuous improvement. The framework of our GDPR program remain solid, but our policies, training, exercises, assessments etc. keep getting specialized and more detailed through the years, as the organization's awareness is maturing.

Data Protection during a pandemic

Especially during the pandemic, we held specialized training sessions for Data Protection issues that arise during a pandemic due to the new situation that we were all experiencing: working from home, away from the company premises and on-site IT support, having our data processed for COVID tests and contact tracing (health, family and location data), joining meetings online with cameras in our houses, children attending school online etc.

We also held a specialized workshop with HR which was hosted by our legal counsel on Data Protection, and we ensured that all high-risk areas regarding personal data processing were covered.

We also had an open communication channel with all employees, where the Group DPO and the Data Protection Team could be reached and respond to any questions or concerns.

As a company, we were adhering to the guidelines of the authorities regarding COVID tests and contact tracing and we were constantly monitoring the decisions issued by Data Protection Authorities in our region regarding such processing, or regarding work-from-home issues.

Our Commitment

Protecting the security and privacy of personal data, no matter where they come from or where they flow, is important to Printec. Printec complies with mandatory privacy laws worldwide, and is implementing a Group-wide Program to safeguard personal data which:

1 is based on a risk-based approach following uniform methodology in all Printec entities

2 examines every aspect of our operations

3 ensures everyone's involvement and commitment

Our Program

Policies and Standards

Our existing privacy and 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 Inventory

Knowing what data we hold is key in managing them appropriately and consistently. Based on a cross-functional, company-wide effort, we inventory and map the data that each unit within Printec processes. We also inventory our products and services.

Data Risk Management

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

Incident Response

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

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.

Training & Awareness

Printec conducts on a regular basis a Data Protection Awareness program which aims at providing general & specialized training to all personnel. The content of the training is specialized further year by year, as the employees' understanding of the GDPR is gradually improving. Departmental sessions are also introduced.

95 employees responded anonymously
They responded to 20 complex questions
72.05% was their average score

What confused people the most was the role of the Data Protection Authority and the right to be forgotten. The highest scores were in question relating to the identification of data breaches. The quiz was characterized as useful, interesting, informative and tricky

The result: 72.05% average score and a series of interesting and advanced GDPR questions were submitted in the "comments" section of the quiz which were included in our GDPR Q&A

13



Digital Transformation: C0ReBIT

Celebrating a new era for Printec

On the 1st of January we went live with our digital transformation project named C0ReBIT, which included our new ERP, SAP S/4HANA Cloud and also SAP Field Service Management Solution, in Greece and Croatia. This rollout is the cornerstone of our own digital transformation, as it fundamentally changes how we work. The C0ReBIT project is:

- 1

A major transition for our organization, and more so for our finance, sales, supply chain and field service operations.
- 2

A state-of-the-art platform by SAP offering extensive benefits to our customers and partners including speed, efficiency and transparency.
- 3

An innovative project with the first SAP S/4HANA Cloud & SAP FSM implementation in Greece.

What a journey this has been so far!

A multinational team from 14 different countries worked together and managed to pull off the blueprint design and a full-blown launch for 2 countries, in the record time of 11 months! And it all happened under an uncharted, COVID-19-driven, fully virtual environment.

Our project was delivered in time, in budget and in scope, against all odds. This is even more important as statistically, according to Gartner, up to 75% of implementations (ERP-only, pre-pandemic) fail to meet their objectives.

It's the people who make things happen!



”

“We are not writing the next page,
we are writing the next chapter”

Maria Boulougoura
Group Enterprise Applications Manager

Project Overview

C0ReBIT

250 team members collaborated remotely from			14 countries	03 corporate functions represented FI, Sales, CS	
03 companies Printec EY SAP		05 Countries blueprint definition		06 corporate functions collaborated FI, Sales, CS, Compliance, HR and IT	

During COVID we were fully virtual, and it was very important for our team to bond and be aligned. We achieved that through numerous meetings and workshops and our collective mind became the unstoppable force that made this big project a reality for Printec. We ensured that for important roles and critical resources we had backup positions, in case someone was unavailable due to the pandemic. We also had a strong alignment process and transparent flow of information to assure one team member's absence can be quickly "recovered".

A strongly bonded and aligned team helped our spirit and helped in the success of the project.

We utilized our team's heterogeneity to examine different point of view and we trained and prepared all

team members for the upcoming change since proper project preparation is a make-or-break imperative.

Our team members were experienced, willing to learn and to work efficiently in large teams and develop new knowledge and methodology for the company. Failure was never really an option for this project and our team made sure of that. C0ReBIT is both about the journey and the destination. It is a continuous learning process.

The journey continues for 2021 as a next step to our Digital Transformation Strategy as follows:

- Finance Business Planning and Consolidation,
- FSM standalone in 8 countries
- ERP+FSM in 5 countries



14

Printec

Digital Transformation: Change Management

■ Introducing C0ReBIT Change Management

2020 was the year of "Change" worldwide and Printec could be no different. Within this global COVID-19 turmoil and its consequences regarding physical presence and big group projects, **Printec initiated C0ReBIT**. An ERP introduction in any company is a significant disruption in any case. Trying to coordinate 15 countries to get one common blueprint, having a simultaneous pilot launch in two of them (Greece and Croatia) and doing all these remotely with virtual teams, is a whole different level of turbulence.

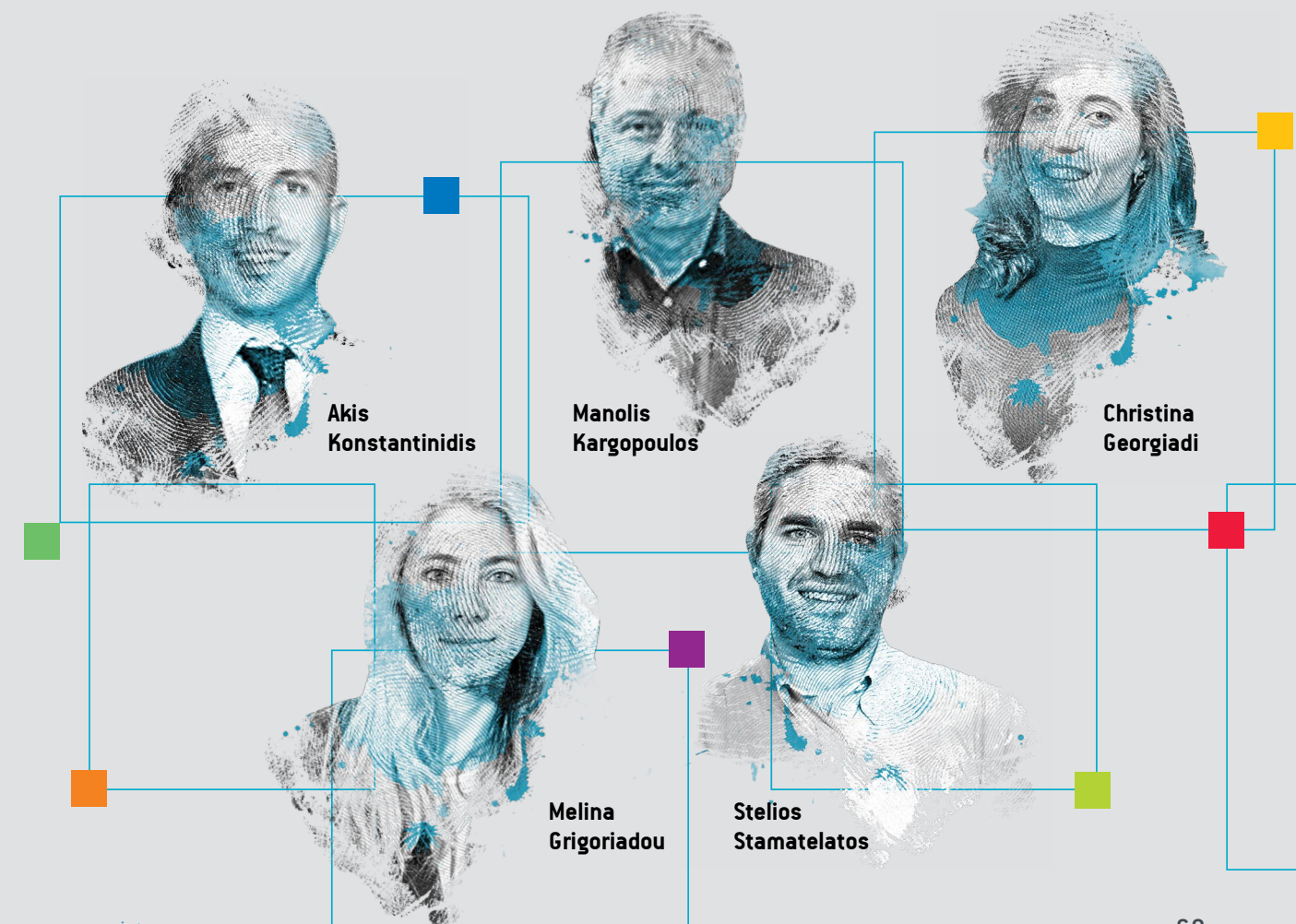
In order for Printec to secure a successful implementation for C0ReBIT, it introduced in parallel with Project Management a Change Management process. Right after the blueprinting phase, a Change Management Team was formed and undertook the task of supporting the organization both for the period before launch and more importantly, for the "change shock" after launch.

The team consisted of Akis, Christina, Manolis, Melina and Stelios. A cross-functional team that

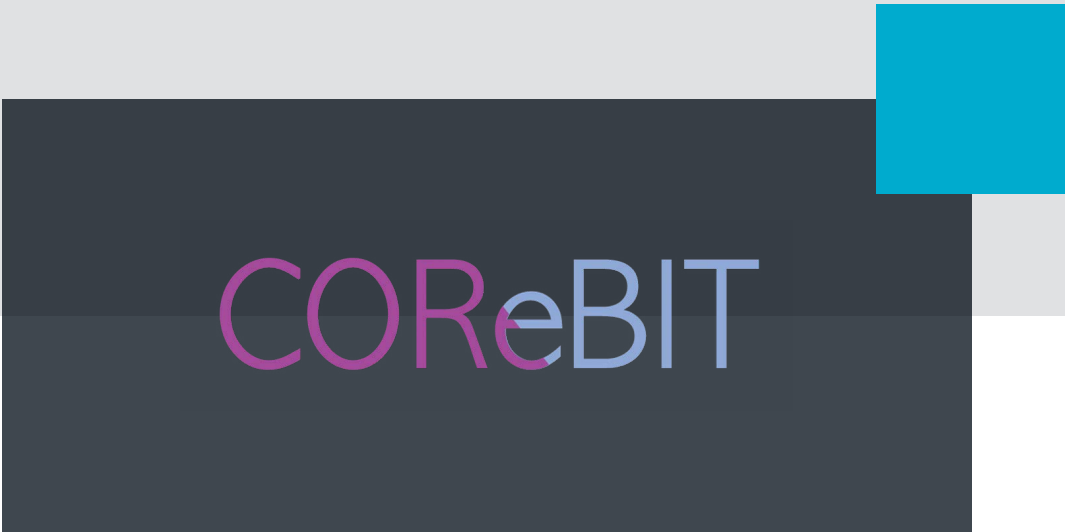
combines fresh ideas with experience. They had worked together on several projects in the past and along with Manolis's leadership and input on the project they became C0ReBIT's right-hand. Projects like an ERP implementation are hardly only "technology projects" or simply "IT projects". More often than that, they require substantial changes in everyday operations and processes.

This was the first time for Printec to introduce separately the dimension of Change Management to a group project of such a gravity and this by itself was also a "change" for the organization. Judging from the result, C0ReBIT implementation was successful since both Greece and Croatia managed to sustain their operational levels and absorbed the "shock of change". Furthermore, besides the experience that was gained regarding the deployment of C0ReBIT in the pilot countries that will be used for the next phase of the project, Printec also gained know-how in Change Management and this will not only facilitate C0ReBIT phase II but any other project in the future.

Our Team




How we named our project "C0ReBIT" and what we are thinking about this new change



 **3** WORKSHOPS

 **18** PARTICIPANTS

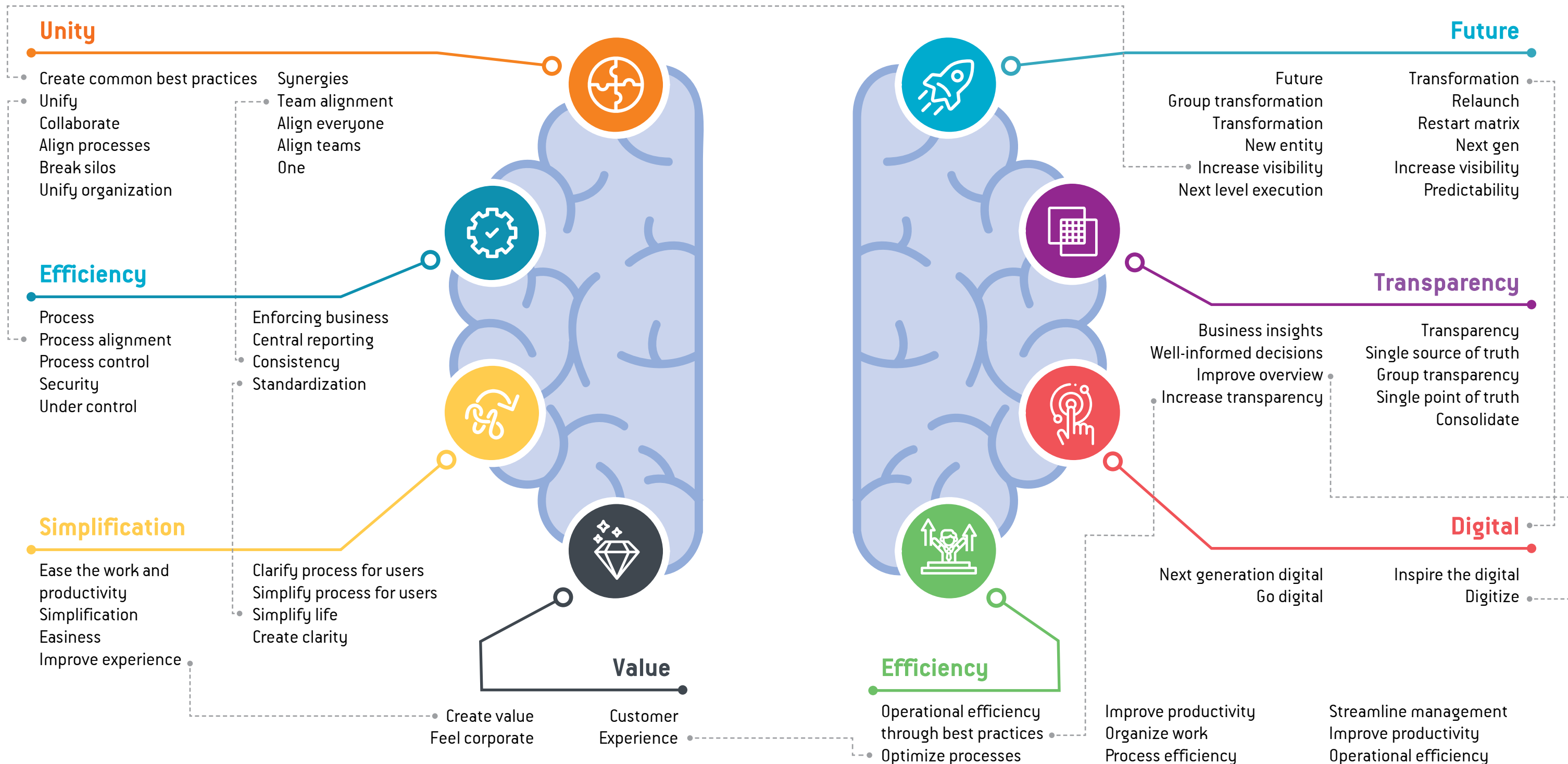
We discussed, we shared ideas, we brainstormed.
This is what the team is thinking about the project.

 **60** WORD COMBINATIONS
MOST COMMON WORD **"TRANSFORMATION"**

 **77** NAME SUGGESTIONS

 **47** NAME CATEGORIES
MOST VOTED CATEGORY **"VALUES"**

Digital Transformation: Change Management



COReBIT is a combination of future (=orbit), unity (=core) and digital (=bit).

"Core" stands for the ERP, our heart, a single, central place through which all our data will be distributed. In the meaning of colors, purple represent the future. "Bit" stands for the FSM, our heart-beat, our people out on the field, focusing on our Customer Services. Blue is the color of technology and digital.



15



Digital Transformation: Innovation Initiative 2.0

Launching our second innovation cycle

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

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

Innovation has always been in our DNA, and from this year it is also represented in our new shared values. Our history is full of “firsts” and we are no strangers in inventing new ways to do things through our

customers. Our deep connection with innovation became obvious as soon as we launched the first cycle of our Innovation initiative, back in 2018. Realizing that this initiative provided the structure that our people needed to make their ideas more tangible, in 2020 we launched [Innovation 2.0](#), our second innovation cycle with a new focused approach and process.

Innovation 2.0 was created to encourage our people, individually or in teams, to develop their ideas and communicate them by submitting complete proposals for improvements that will be related to one or more of the following categories:



Our Work

improving our internal processes, increasing productivity and resources efficiency



Our Business

suggestions that will positively impact our revenue and profitability



Our Customers

improving customer experience



Our People

ideas that will improve life at Printec



Give color to your ideas.

Program Stages

Idea Submission Period

Every employee in the Group was invited to submit their idea(s) based on the above categories, either individually or with a team of colleagues.

Pre-Selection & Ideas Grooming

The ideas were collected and evaluated by the pre-selection committee based on three main criteria:

- a) the benefits that will generate
- b) the novelty they will bring and
- c) their feasibility

15 ideas were preselected and progressed to the second round. All shortlisted ideas were assigned to a mentor who worked with the team, helping them to refine their idea following a BMC (Business Model Canvas) and defining the deliverables for the next and final stage, the Bootcamp.

Bootcamp & Final Presentations

The Bootcamp

The teams collaborated in a limited time-frame (4 days) to build a proof of concept for their idea. The deliverable could be a functional prototype, a pitch video or a detailed presentation. During Bootcamp, participants had dedicated time to work on their projects. They forgot their formal roles and titles and self-organized focusing on their deliverables.

Final Presentations

Following the Bootcamp, the teams presented their outcome to the Judging Committee who decided the 4 winning ideas.

Digital Transformation: Innovation Initiative 2.0

Program Overview

The results showed us that once again, people care for their work, their company and their future. Innovation comes from within, and we are very proud to have the processes and infrastructure in place that will allow us to give color to our ideas.

Despite the pandemic we managed to stick to the announced program timeplan and shifted to remote working and collaboration. A lot of time and energy was invested, and the final outcome was amazing. The interest was enormous, and everyone did the extra mile to support this great initiative.

Innovation 2.0 in Numbers



”

Innovation comes from within, and we are very proud to have the processes and infrastructure in place that will allow us to give color to our ideas.

Leonidas Petromaniatis
Group PMO Manager

Next step: Execution stage (2021)

The 4 winner ideas will go through a Scope & Effort refinement stage. Optionally teams are augmented (if needed), in order to on-board all necessary resources for delivering a full working product/solution version out of those ideas.

During scope refinement, detailed user requirements are to be created. Team will define which of those will be part of version 1.0 of the solution (Minimum Viable Product).

Effort, resources, engagement model (resources assignment %), investment needs and indicative timelines for the creation of the MVP products will be refined and presented to the management team along with MVP's scope, in order to gain internal stakeholders, support and alignment on the next steps.



16

Printec

Digital
Transformation:
JIRA

www.printecgroup.com

■ Increasing efficiency & productivity

Atlassian JIRA has been selected as the Project Management and Ticketing tool for the Professional Services Department. The project started in May 2020 and ended in December 2020.

Adopting the Jira as a PS & PM tool was challenging not from a technical point of view, but from the fact that it was necessary to change the way the PS and PMO organizations had been operating for so many years. It brought radical changes in the daily way of working and definitely important benefits.

Jira enabled us to increase efficiency and productivity. With it we can access all information of different projects in a single place, we have clear visibility of all open or closed issues, we can accurately monitor resource allocation and capacity and we can perform better scheduling and planning. For software development and new projects Jira also helps in prioritization, especially when working on various projects, as by registering all tasks and their priority we can easily identify which task is more important and has higher priority than others. Jira allows us to monitor in detail all projects, since at any

time we have all the data available to identify the status of each project, how each project evolves over time, how much work remains to be done and by which team and whether there are risks that put the project or its schedule at risk. Moreover, project tracking can be performed not only from the project managers, but also from anyone who is interested to and has proper access.

Jira improves transparency and collaboration among people, as it centralizes all project-relevant information in a single place, in real-time. This information is updated directly by each stakeholder, reflecting the status of their tasks and retains history of all actions and changes into the system.

Besides all these, for teams working with the Agile methodology, it provides all essential aspects of agile planning such as creating and estimating stories & sprints, identifying team commitment and velocity, building a sprint backlog, reporting on team progress, and monitor backlog.

We have extended the power of Jira by adding a powerful time management tool which allows all

team members to easily register how much time has been spent on a particular task from start to finish, at the time they complete part or all the work, thus saving significant time. By collecting these timesheets and extracting comprehensive time tracking reports, we have clear visibility of time spent on each project, we can compare it with the time estimated, and we have key insights into workload and performance metrics.

Finally, Jira helps the decision-making process which should be data-driven and based on true real-time information. Jira makes the process much faster and more precise, as it provides powerful reporting tools, either through dashboards that allow users to smoothly view and analyze statistics for different projects and expressed as pie charts, graphs, other customizable data representations, or through a variety of reports that can be generated and extracted, filtered and customized according to the needs of each user.

”

Introducing JIRA brought radical changes in the daily way of working and definitely important benefits.

Igor Kujundziski
Group Professional Services Manager





17

Printec

Focusing on
Our People

■ Focusing on Our People

■ Our HR Team

The coronavirus pandemic has thrown our world into obscure territory. From the beginning of the pandemic HR Team has actively participated in managing the COVID19 response in the organization, focusing on our people health and well-being. To prevent the spread of the coronavirus, the company has switched to a remote work model at a rate we have never experienced before.

In the time while face-to-face collaboration was replaced with videoconferencing and e-mails, team discussions with online chats, HR Team stayed close to the management team and the employees, organizing work from home, providing guidelines for managing teams remotely and helping people to adapt to a new reality.

Along with introducing health and safety measures, our efforts were focused to support people emotional well-being and stress resilience by placing Employee Assistance Program, Fitness & Workout programs, Ergonomics and Health Nutrition sessions.

In this new uncertain reality, we have continued keeping our focus and efforts on increasing organization capabilities by Fostering Learning & Development through LinkedIn and Learning Thursdays sessions on a variety of topics, talent attraction and development, driving employee engagement activities and enhancing employee experience.

Another demanding area was giving people a sense of organizational unity, building inclusion into a common culture and responding to their concerns in remote, physically, and socially distant reality without genuine human contact.

2020 was unforgettable year and everyone has been affected in different ways, unfortunately some more tragically than others. At the same time, we have witnessed unprecedented support between Printec teams, care, and compassion which made us proud, made us smile and hopeful that together we are able to overcome every crisis.



■ Focusing on Our People

■ Life @ Printec

Printec encourages all employees and business partners to respect human rights and prevent potential abuses. This commitment is clearly stated in the written policies found in our code of conduct, "One Group, One Code", which has been published on the company website and intranet and is translated in all local languages of our jurisdiction.

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

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

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



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

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

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

We ensure that recruitment & selection, performance & development, career progress and leadership promotions are based on **legitimate non-discriminatory business reasons**.

We provide a safe, healthy & comfortable working environment to all employees.

The Employee Life-Cycle



■ Focusing on Our People

■ Digitizing the Recruitment Process

The technology market is fiercely competitive in our geography and a veritable war for talent is taking place. Sourcing, attracting and recruiting the right people across the Group has become a great challenge. The purpose is to “find and hire the best-qualified candidates in a timely and cost-effective manner.” To keep up with the market, we had to increase the sophistication and efficiency of our recruitment process. In 2019, we introduced our new hiring platform, Workable, to help us change the candidate experience, improve employer branding, and finally recruit the best talents from the market. We now receive job descriptions and offer letters faster. The recruitment process has become digital, recruiters and hiring managers were trained to use the new tool efficiently.



Reinventing Onboarding

■ It is known that onboarding is the process that helps newcomers adjust in their new working environment and role.

As 2020 signaled a new decade that focuses on employee experience and promotes simplicity, flexibility and digitalization, we decided to come up with a new onboarding program. On top of that, the pandemic crisis accelerated the need for reshaping our working style in terms of the way we work and interact. We concluded that onboarding should be a perfect combination of human and digital aspect that is positively impacting employee engagement, thus we came up with our new onboarding program, Printec Take-Off.

Printec Take-Off impacted the content and the process and was based in the following 6 priorities:

1. Offer a consistent onboarding experience across Printec
2. Ensure everyone gains a good understanding of our business
3. Focus on culture-boarding
4. Introduce experience-based and dynamic storytelling
5. Promote onboarding as a team sport
6. Automate the process

Finally, we introduced technology by developing an application that concentrates & allocates tasks and automates collaboration among all actors [via automated workflows & email notifications] to ensure a successful onboarding experience.

Our next steps will be to organize interactive workshops across Printec where our newcomers will have the chance:

- to socialize with other colleagues and learn about their function's operations and
- to get a real-time demonstration of our products and solutions from our experts.

Focusing on Our People



Talent Attraction & Selection

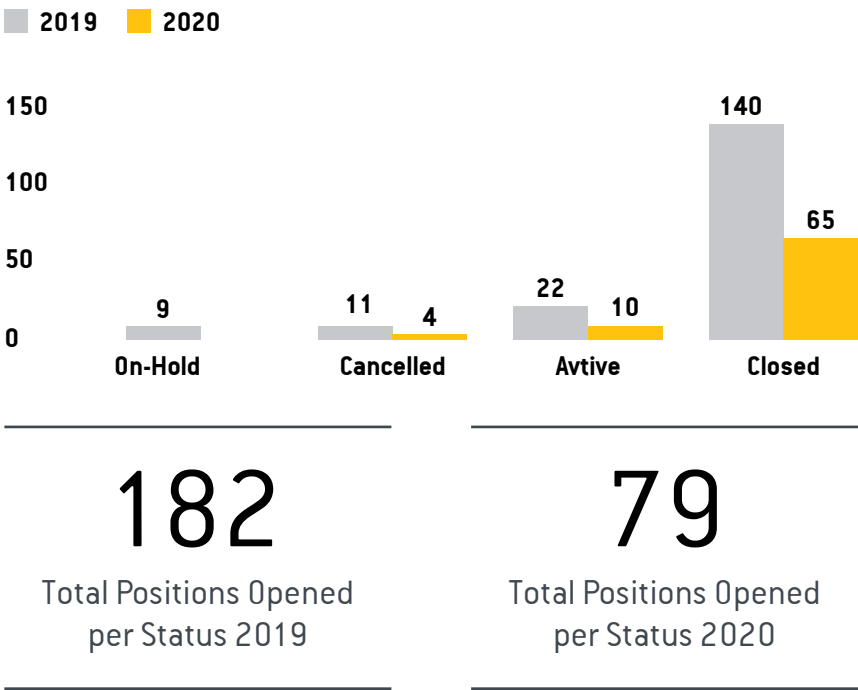
Printec’s commitment is to attract, engage, develop and retain the right people, in the right roles at the right time to deliver on business goals. Printec will never advertise a job referencing discriminatory criteria such as race, gender or age. Likewise, the company ensures job applicants are not asked to give information about their marital status, pregnancy, intent to have children or similar information which may lead to discriminatory hiring decisions.

A Digitized Recruitment Process

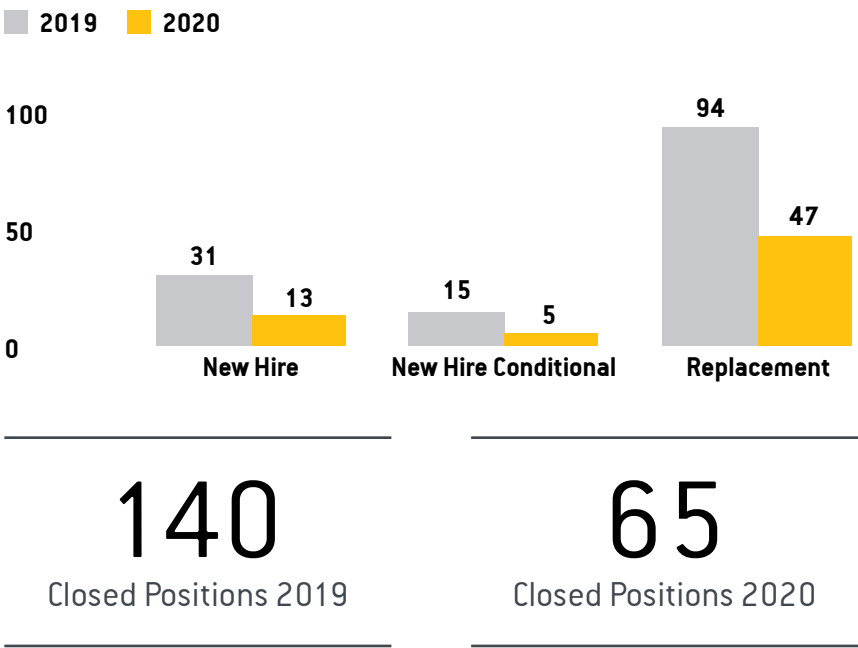
The technology market is fiercely competitive in our geography and a veritable war for talent is taking place. Sourcing, attracting and recruiting the right people across the Group has become a great challenge. The purpose is always to “find and hire the best-qualified candidates in a timely and cost-effective manner.” To keep up with the market, we had to increase the sophistication and efficiency of our recruitment process. In 2019, we introduced our new hiring platform,

Workable, to help us change the candidate experience by sharing the job descriptions and offer letters faster, improve employer branding and finally recruit the best talents from the market. In 2020, we keep this experience. The recruitment process has become faster and more transparent. Recruiters and hiring managers were trained again in 2020, to use the new tool efficiently, monitor the hiring process at each stage and share their feedback for the candidate instantly.

Total Positions Opened per Status



Closed Positions per Budget Status

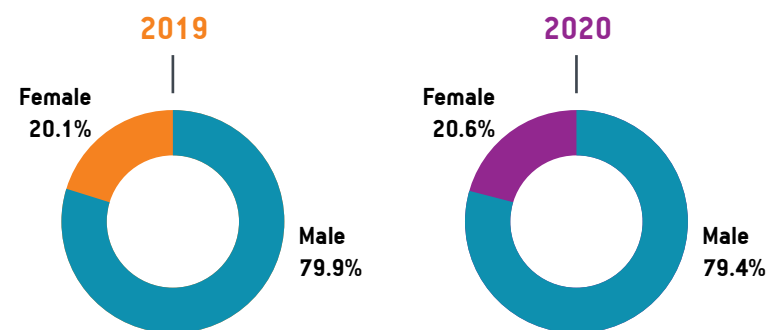


Focusing on Our People

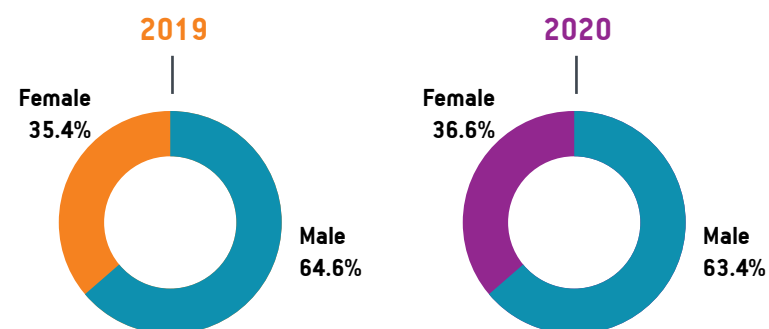
Diversity

Printec's commitment to Global Compact's principles on Labor is reflected in its Code of Conduct, in policies such as the Hiring Policy, as well as in processes such as the Performance and Development Process which describe how employees are selected and regularly evaluated. The company supports and is committed to the practice of equal opportunity in all aspects of employment and advancement. With Diversity as one of its Values, Printec prides itself on having an authentically diverse culture: our workforce spans countries, cultures, languages, generations, perspectives, backgrounds and educational experiences. Printec understands that employees with disabilities share the same general employment rights as other workers. Printec has a good mix of female and male although our industry is an area which is by nature male dominated. This however, in no way reflects our approach to encouraging and promoting staff within the organization.

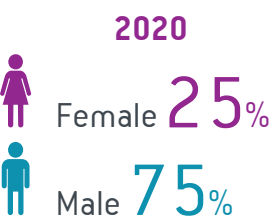
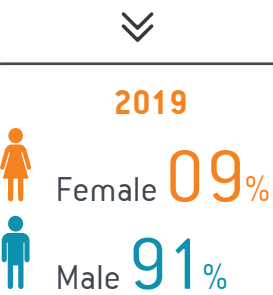
Gender Distribution



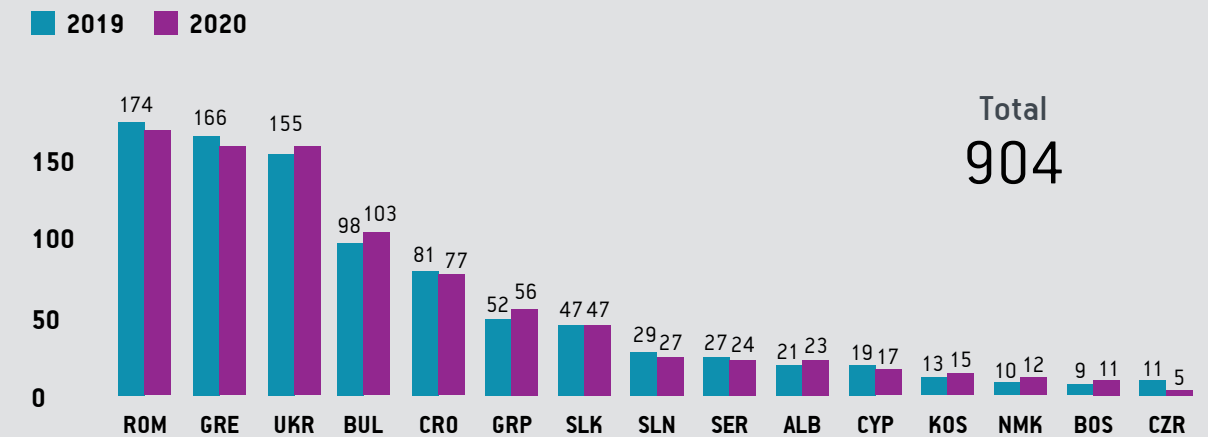
Gender Distribution (excl.CS)



Country Manager



Headcount

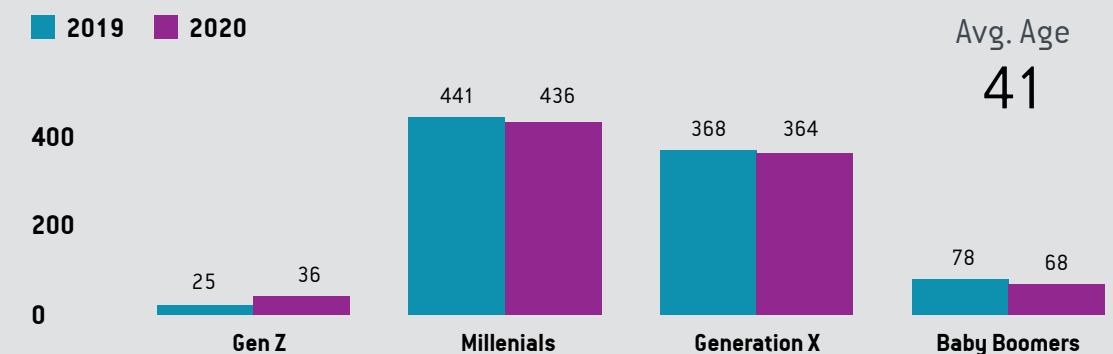


Years of Service



Average Tenure 2019: 07 2020: 08

Generations



■ Focusing on Our People

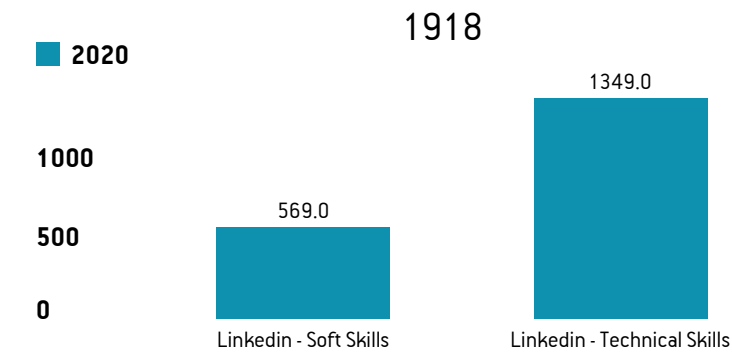
■ Performance & Development

We are shaping a workplace and culture that allows employees to find balance and focus on what matters: professional success while realizing their personal aspirations. Printec's People Calendar helps us stay on track and set aspirational targets, collaborate and contribute to achieve results, grow, recognize and reward our people. Printec Performance Development (PPD) helps us set effective goals, understand which behaviors lead us to success and how giving and receiving feedback builds trust. The performance cycle consists of Performance Planning (beginning of the year) and the Performance Review (middle and end of the year). Individual Development Plan is an important part of the PPD that formulates our training activities and shapes our professional growth. This is part of the Performance Planning and reviewed during Performance Reviews.

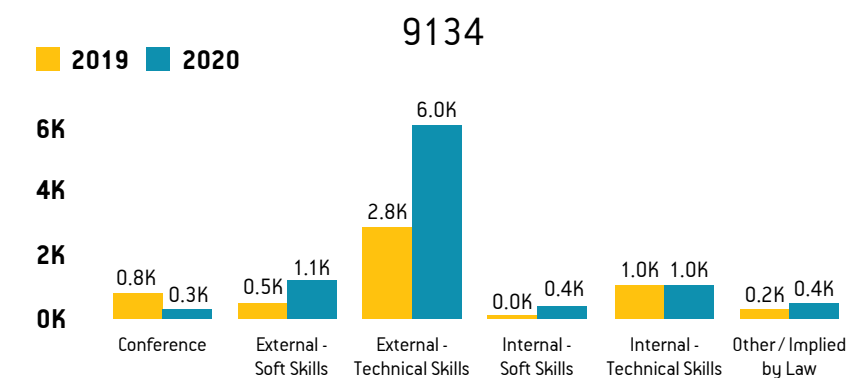
Printec's Career Framework describes each role based on its unique contribution and industry standards to eliminate any issues of discrimination in compensation, performance and development.

We annually organize PPD broadcasts & training sessions for our employees, and special onboarding workshops for the new members of Printec team to educate them on the principles, purpose and how to get the most out of their performance & development discussions. We further strengthen fairness and transparency by organizing "Calibration meetings" across all countries, where managers have the opportunity to discuss cross-teams performance results and create an action plan. Overall annual Performance & Reward results are accessible to everyone at Printec at our "Building a High-Performance page" on SharePoint & Analytics created.

Total Trainings Hours



70%
of the Total LinkedIn Training Hours coming from Technical Skills Trainings

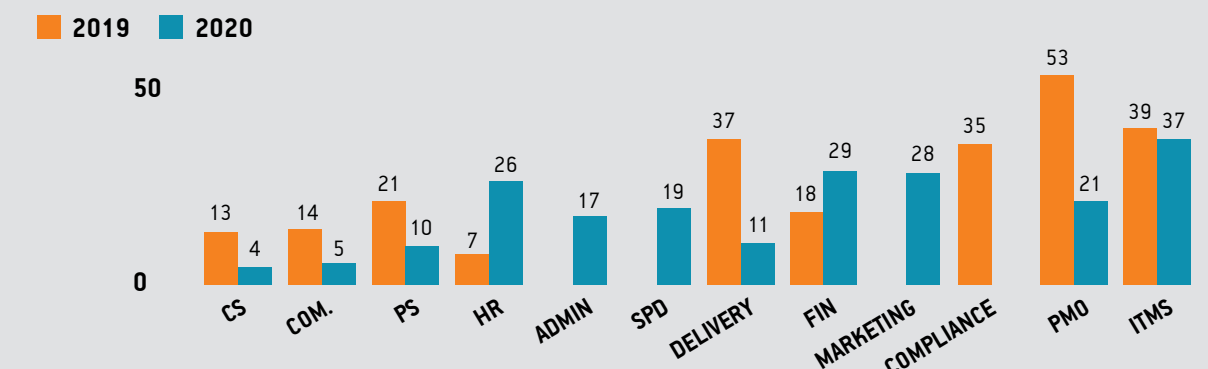


Total Training Hours increased by **71%** vs 2019 [5,334 vs 9,134]

77%
of Training Hours coming from Technical Skills Trainings (external & internal)

Top 2 skills developed during 2020 from our LinkedIn users are **Communication (32%)** and **Leadership (25%)**

Avg Tr. Hours



2019



Sum of Training Hours 2019 (excl. LinkedIn) **5.334**

Avg. Training Hour per Participant 2019 **17**

Total Participants (Excl. LinkedIn) 2019 **216**

Total Participants vs Total Headcount 2019 **24%**

2020



Sum of Training Hours 2020 (excl. LinkedIn) **9,134**

Sum of Training Hours 2020 (LinkedIn) **1,918**

Avg. Training Hour per Participant 2020 **7**

Total Participants (Excl. LinkedIn) 2020 **338**

Total Participants (Incl. LinkedIn) 2020 **176**

Total Participants vs Total Headcount 2020 **48%**

Focusing on Our People

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 200 users getting access to LinkedIn Learning, showing personal commitment to continuously improve and develop new skills from structured learning.

Our focus 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.

As an organization, we take pride in the skills and abilities of our people in support of our PASSION to provide quality services. Fostering a learning culture is not a luxury in these times. Upgrading our skills is now more imperative than it ever was to excel our customer-first mentality and results-driven approach.

People Engagement



2,455
Hours viewed



227
People viewed
content



80%
Of users completed
a course

LEARNING CONTENT



1,814
Courses completed

2020 TRAININGS



50%
Of trainings were
LinkedIn courses

Top Skills Developed



Personal
development



Communication



Leadership



Project
management

USER SATISFACTION

80%

is the overall users' satisfaction rate for LinkedIn platform, according to an internal survey conducted in Q4 2020.

100+ COURSES

Let's use this opportunity for continuous education and upskilling!

The platform has more than 100 unlocked courses that are available to anyone with a LinkedIn account. Check them out and get started.

■ Focusing on Our People

■ How we work

With regards to the Health and Safety of employees, Printec is in full compliance with the relevant laws and regulations in the countries of its operations. The company makes sure that the necessary procedures and precautions are in place with regards to Printec facilities, providing a safe and sanitary working environment.

Health & Safety

Especially during the COVID19 pandemic, the safety of our working spaces was our top priority. We equipped all buildings with the necessary cleaning supplies, masks, gloves and disinfectants, we ensured that employees working in open space areas, will use working stations that are 2 meters apart from each other, and we held certified disinfections with external providers in case an employee was diagnosed with the COVID virus. We had optional thermometers in place (depending on the local legislation) and we established new visitors protocols, for external parties visiting Printec premises, to ensure that they will not expose our employees to the risk of infection.

Additionally, the company has achieved and continues to maintain the ISO 45001:2018 certification which relates to occupational health and safety in Bulgaria and Romania.

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

- Controls by a dedicated safety engineer are held on a regular basis
- Scheduled visits by an occupational doctor

- A detailed evacuation plan, upheld by frequent fire and earthquake drills

All employees are covered by the state medical insurance and supplementary private medical insurance is provided as a benefit for employees in the majority of Printec. We plan to extend this benefit to all countries.

To improve the quality of life of employees and their families, they are granted flexible time & place work arrangements, encouraged to take all their annual paid time off, exercise and live a healthy lifestyle.

Freedom of Association & Child Labor

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

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

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



Monitoring Compliance

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

Grievance Mechanism: Through the implementation of Printec's Code of Conduct and the relevant policies, the company does not allow any human rights violations. However if violations were to occur, then appropriate action would be taken. Employees are encouraged to speak with the senior members of the team and/or communicate directly with the Group Ethics Committee (via telephone, email or mail) if they feel treated unfairly.

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

Business ethics, anti-corruption & Whistleblowing measures

We seek to grow our business & conduct all business activities with integrity and respect, by ensuring appropriate procedures and processes are in place to

enable our workforce to raise any issues of concern. Printec maintains zero-tolerance regarding breaches of our Code of Business Conduct & Ethics and anti-bribery policies, as well as any attempts to retaliate against our people who report potential violations.

Regular controls

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

All employees have been made aware of Printec's policies in this area and are required to read and familiarize themselves with the Code of Conduct.

All policy documents are available to access at any time via the company's intranet, and employees are encouraged to submit questions, feedback and any concerns to the individuals with responsibility in this area.

■ Focusing on Our People



Reward

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

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

All Printec employees receive at least the minimum wage. All employees are paid holiday leave, sick leave and parental leave in accordance with international standards. We conduct analysis and continue monitoring pay structure and market practices to ensure we keep rewarding our people fairly. We have established a Total Reward Policy & Reward Review Toolkit, outlining core principles and the framework to make evidence-based reward decisions for every Printec employee.

When we treat people fairly, equitably and consistently to attract, enable and engage high

performing teams. We carefully look at performance, exceptional contribution, potential and long-term commitment to reward our people through base pay review, Corporate Bonus, People Awards.

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

We ensure equal pay for equal work and equal opportunities for training and development for all employees, without distinction based on race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status such as ethnic origin, disability, age, health status, parental or marital status or sexual orientation.

We encourage flexibility

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

People Awards

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

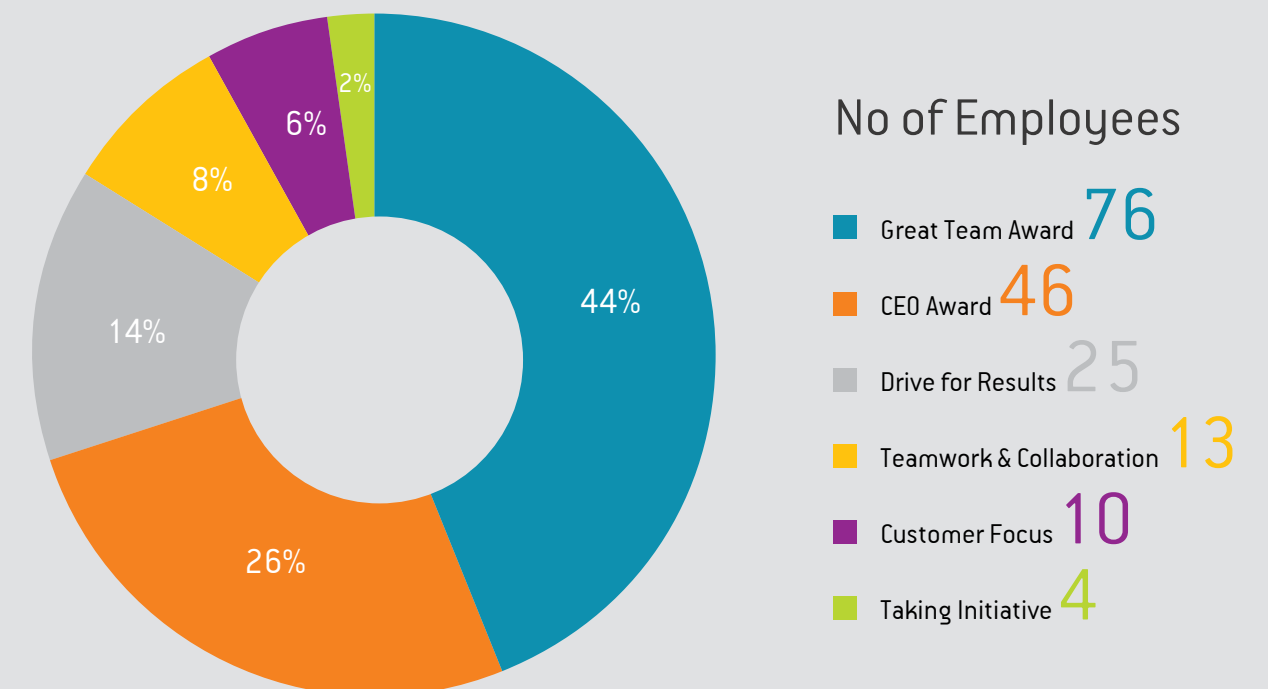
We embrace feedback and recognize exceptional contribution of:

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

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

This year 144 employees got a Printec People Award (vs 103 last year) for Leading Performance on Competencies & their contribution on strategic projects.

Finally, the COVID crisis made us all find new ways of working, re-think our processes, and redefine how collaboration is done. But our Customer Services colleagues were affected more than any other department, since it highly depends on physical presence, such as onsite maintenance work, rigid systems, such as Help Desk and third party, such as customers conditions and rules. Thus, we organized a public voting where each CS colleague had the opportunity to look around & nominate the "heroes" of their teams (instead of nominating people directly), those who inspired them, took initiative, stayed connected & positive, cared utmost for customers and colleagues, went beyond expectations, made a difference for their teams and Printec. Our "heroes" and role models. To appreciate the effort and resilience demonstrated by our CS team, our CEO Marina Mavrommati addressed the whole team in an exclusive broadcast, announcing that all CS members would receive a symbolic appreciation gift, as well as the first ever public voting for awarding our CS heroes. The response from CS was outstanding; the voting was carried out in one day and people voted for those who make a difference.

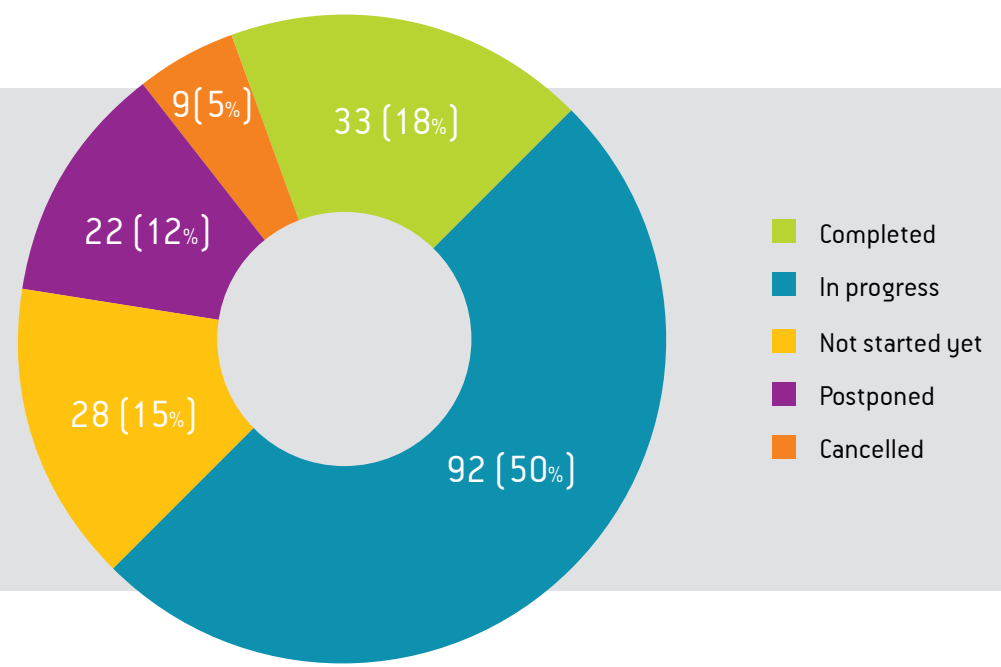


Employee Engagement

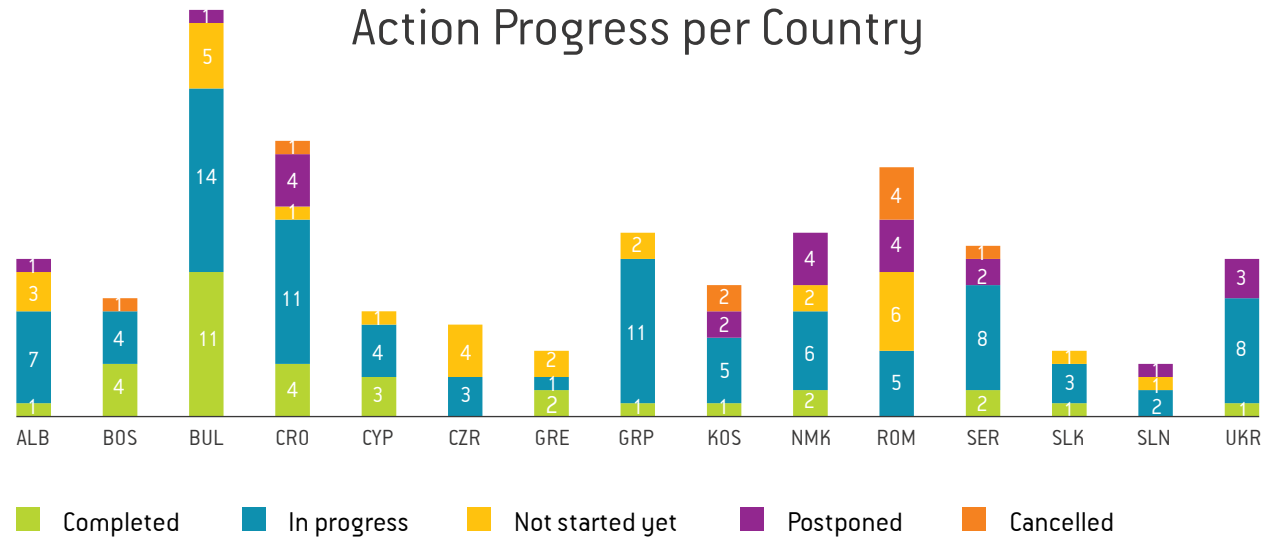
Measuring Employee Engagement is vital to understand how to best support people, improve the workplace and create an environment that enables management and employees to remove any barriers to success. In 2017, we carried out our first "Employee Engagement Survey" across our entire workforce. The survey was conducted online, using a respected third-party provider and was completely anonymous and confidential. This is why at Printec we commit on following up action plans in order to generate more employee engagement and development opportunities. At Printec, we are committed to hearing and acting on our people needs, thus, after two years, we launched again our engagement survey [Be Heard 2019] with increased participation rate to 91% vs 85% in 2017. The purpose of this Printec-wide employee engagement survey is to gather insights into Printec's collective engagement and learn more about how to improve the workplace. The country and group leadership teams examine the findings in great detail,

identify areas and take actions to address shortcomings highlighted by our people. In 2020, besides the limitations we faced due to COVID, we managed to run virtual focus groups with colleagues from different functions, countries and position levels stay focused on preparing solid short and long term action plans which we monitor and update where needed.

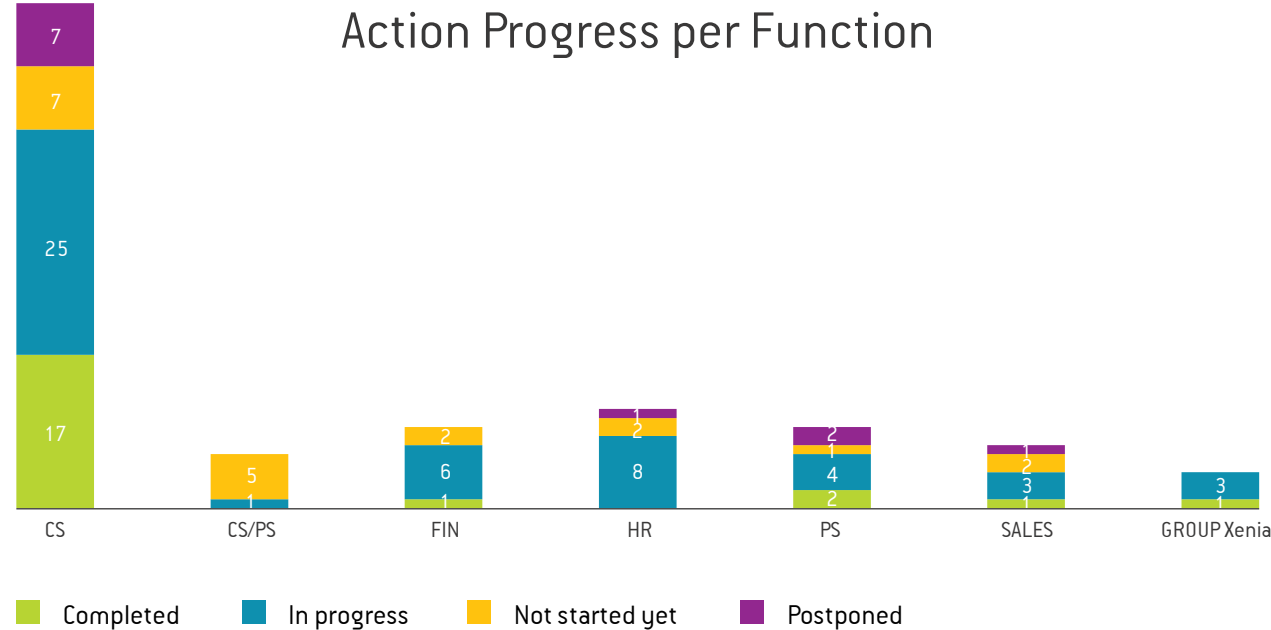
We make Printec a great place to work by empowering every employee to have his or her say in the survey and by taking part in action planning, best-practice sharing and a continual improvement approach that involves everyone from senior management to customer-facing employees. Partnering with Gallup, we use the Q12 Engagement hierarchy survey model, we ask all employees to share their opinions, ideas and innovations to improve processes, strengthen relationships and initiate a company wide engagement conversation.



Action Progress per Country



Action Progress per Function



Focusing on Our People

Joining Printec during COVID19



Georgia Botsika

Country Manager - Greece

You joined our company amidst the pandemic, in a position that requires a lot of communication with different people. What was your experience like?

I joined Printec, during a complete lockdown due to the Covid pandemic. The experience was extremely positive since everything was very well organized and supported by the right people. In my thirty years of working experience, it was the first time I had such an organized On-Boarding experience. During the first fifteen days, I had the opportunity to learn a lot about the company, to meet a lot of my colleagues and start working on specific projects through Teams meetings. Having no chance to meet my team face-to-face, I got used to digital technology as the only option to communicate to my colleagues. Later during the pandemic, I had the opportunity to meet some of my colleagues in the office. Since then, I organized so many digital meetings, weekly, biweekly, or ad hoc with so many different teams that it almost feels natural by now. I could say that, through this process, **it was made possible for me to feel a part of this great team very quickly, despite the barrier of the lack of physical contact.**

What ways did you find to keep your people motivated through this crisis?

Building good communication both within my immediate team and between the teams was my priority in the Covid pandemic. As a newcomer, I had to gain my team's trust first and then to find ways to keep them motivated. There were a lot of different feelings to manage. One of my new responsibilities was to manage a Cluster of two countries through digital meetings and this was a great challenge for me. I had to convert my uncertainty into creation and manage my people by being the example. Working closely with my direct reports, we managed to have a very consistent Management Team, ready to face any new challenge. On top of that, organizing townhalls or meetings with the different divisions, we managed to encourage people to keep looking forward to a promising next day. Having also some great wins during the pandemic both customer success stories and internal business process successes (i.e., COReBIT), the team is strong and ready to deliver good results in 2021.

Which part of Printec's environment would you consider as the organization's strongest point?

I knew and I respected Printec being either at a partner company or at a customer for the past sixteen years. Since I joined the company, as an employee, I realized that the strongest point that Printec has is its values. **The company is taking care of its people, it is customer-focused and both employees and customers can rely on it.** Printec has people with deep knowledge and experience that are loyal to the company and to its customers. Printec has a very good position as an innovative payments technology company in all of the countries that it operates.

You joined our company amidst the pandemic, in a position that requires a lot of communication with different people. What was your experience like?

At the beginning I was concerned about how we will communicate, both internally but also with our external partners, and I was quite surprised to see how easily people adapted to the "new normal". Internally, from a logistics perspective, we were well prepared, therefore, the transition to a remote working model was easily implemented. On top of this, **being part of an international company was very helpful as we were used to interact with colleagues from other countries via online communication platforms.** We created a rhythm of communication, at team level but also at country level, discussing not only about business, but also trying to manage the strong emotional load generated by the pandemic.

However, this is beyond communication per se, it is about human touch, it is about bonding and creating authentic relations and here the challenges arise. I had many introductory sessions with our colleagues and customers, we arranged many workshops and presentations.

Overall, one year later, I learned that we would adapt so that we will get the best out of any situation, but **working remotely would never replace human connection, which I value the most.**

Which part of Printec's environment would you consider as the organization's strongest point?

Clearly, the organization is very well structured and has its level of maturity that allows us to conduct our day-to-day business, even in difficult periods. **What I found in Printec and I appreciate the most are synergies between countries and the genuine culture of sharing knowledge and best practices.** This environment created a very strong attachment of our people, while ensuring the grounds for solid expertise and professionalism, the most valuable assets of Printec.



Ionut Cristea

Country Manager - Romania

What ways did you find to keep your people motivated through this crisis?

My primary role was to facilitate the proper environment so that our colleagues were performing, while keeping their safety as a primary objective. We faced the unknown and uncertainty but keeping an open and constructive dialog, we overcame together every difficulty we encountered.

I'm privileged to represent a mature and responsible team, which achieved outstanding results even during the pandemic and I'm confident that Printec Romania will keep the momentum, consolidating our position of a strong pillar for Printec Group.



18



Photo Contest: How We Worked From Home

■ Photo Contest: How We Worked From Home

Spending our time at home creatively

Everyone has a hobby, or activity they really enjoy. Staying at home has limited our outdoor activities and physical access to many things. However, this does not mean we can't stay creative and active at home. It's time we start sharing our new hobbies, routines, or passions! And who knows, maybe the quarantine will help us identify our hidden talents or new activities we enjoy!

22 colleagues sent their photo/video and **240** voted for their favorite one.

Congratulations to Dimitris for winning the 1st place!
Kudos to Nikolaos and Yuri for winning the 2nd and 3rd place!





19



We Care
Program

■ We Care Program



We Care

For You | For Society | For the Environment

In Printec, WE CARE

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

For You (Our People)



Activities relating to Printec employees

For Society



Actions towards the societies and communities within which we operate

For the Environment



Actions towards improving sustainability and environmental consciousness.

3

basic pillars

To that end, Printec is aiming at long-term maximization of its financial value, through sound corporate governance and ethical conduct, ensuring that its employees act with integrity, transparency, ethos and environmental consciousness in their relationship with the Company's stakeholders and society in general.

Printec's targets are to generate continuous growth and economic value through long term performance improvement, provide innovative & optimal solutions responding to customer's requirements and sustain longstanding relationships with key vendors/partners and behave with transparency towards them.

volunteered and started supporting our "We Care" program through various initiatives. For better monitoring, each country assigned one "We Care" coordinator who is responsible for the implementation of the "We Care" activities per pillar at a country level.

In 2020, during the COVID19 pandemic we faced subjective difficulties to engage with our communities in face-to-face interactions. Our priority became our people and keeping them safe and ensuring their wellbeing and providing them with support while they were working from home. During all of our activities we followed COVID19 protocols.



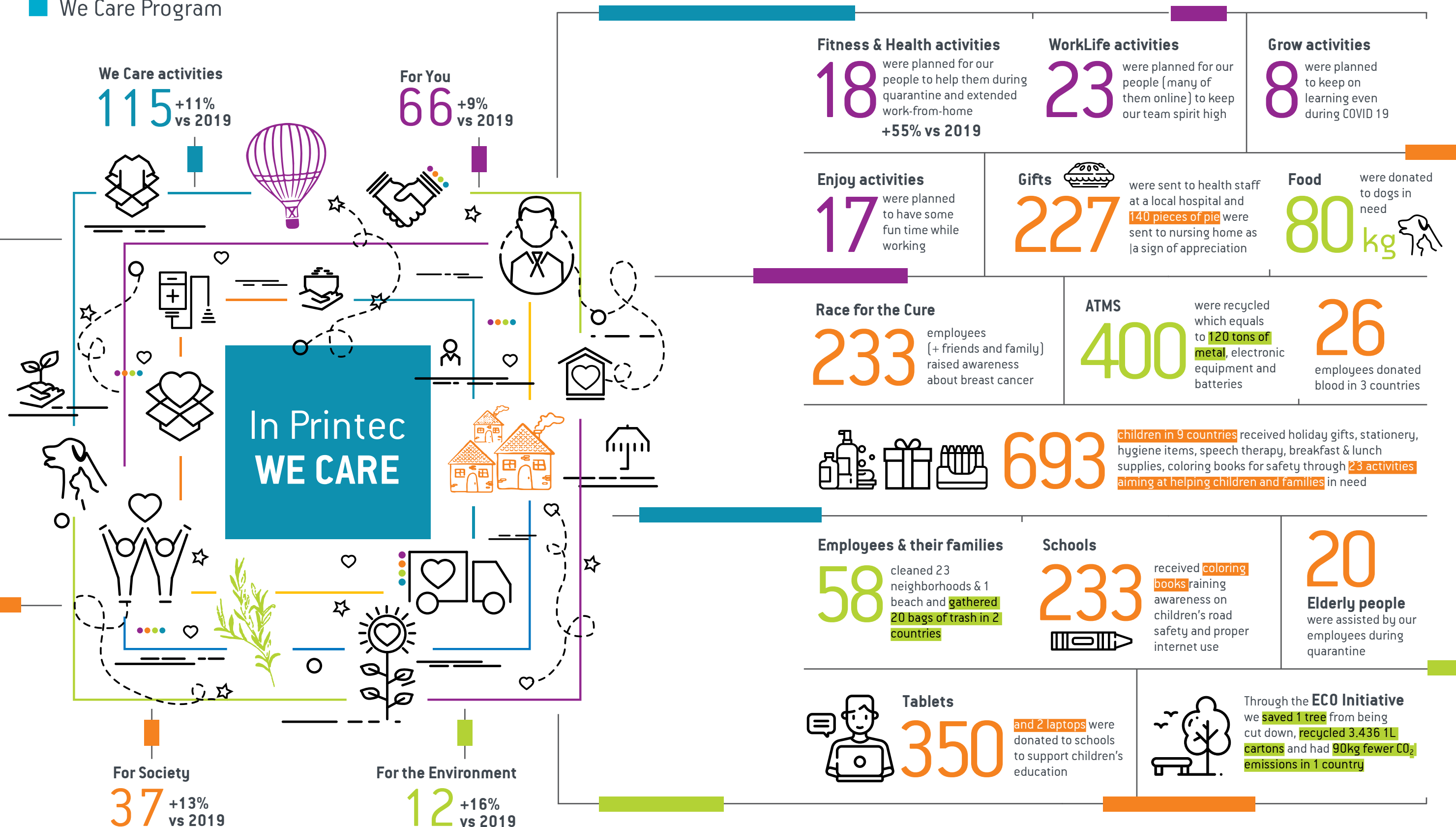
Our "We Care" program has been established under a clear framework. The "We Care" and the Environmental & Recycling policies set the guidelines regarding what activities we participate in and how we engage with the community. The CSR Committee ensures that the policies are being followed and sets a CSR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

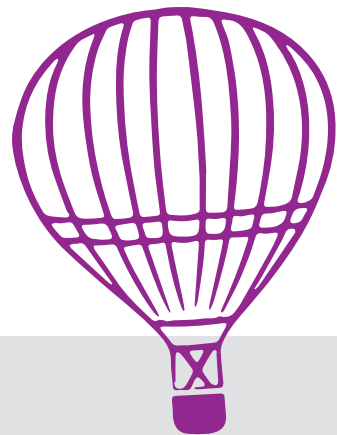
Under this scope, in 2019 a network of more than 80 Ambassadors was established at Printec. Employees from all countries

We supported our communities through many donations relevant to the pandemic and virtual events and we also focused on athletic activities that would encourage people to work out and keep their spirits lifted.

The culture of giving and teamwork was once again prevalent amongst our people, who -even through this difficult era- were eager to support each other and provide help to our communities.

We Care Program





For You

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

WorkLife @Printec programs are about



Improving our workplace

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

Encouraging flexibility on how we deliver our work

Flexible Time & Place Arrangements, when appropriate.

Emphasizing teamwork & collaboration

Organize "know-us-better" sessions, where teams could share what they do, their achievements or challenges, or their best thinking ideas.

Introducing meaningful perks such as:

Discounts on Products & Services, Meal & Transportation subsidies, tickets for museums and theaters.

Fitness & Health @Printec



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

Employee Assistance Program with 24/7 availability

Marathons

Blood banks

Team sport activities

EnJoy @Printec



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

Participate in Team building activities

Create on-site play/relax rooms

Have fun in Christmas parties & celebrations

Grow @Printec

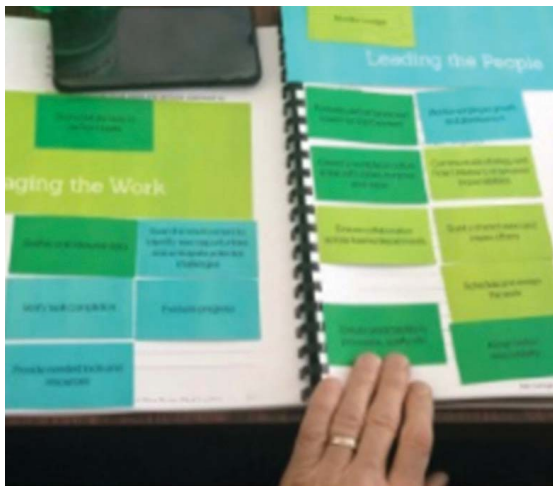
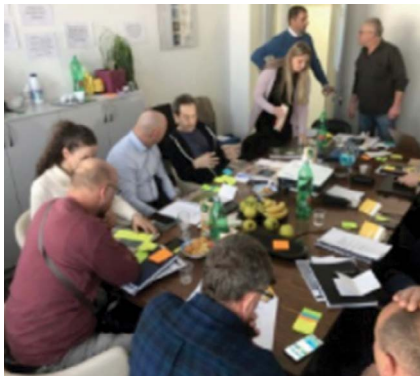


Encourages accountability on personal and professional growth by providing a robust Individual Development Plan & realizing it with the organization's support.

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

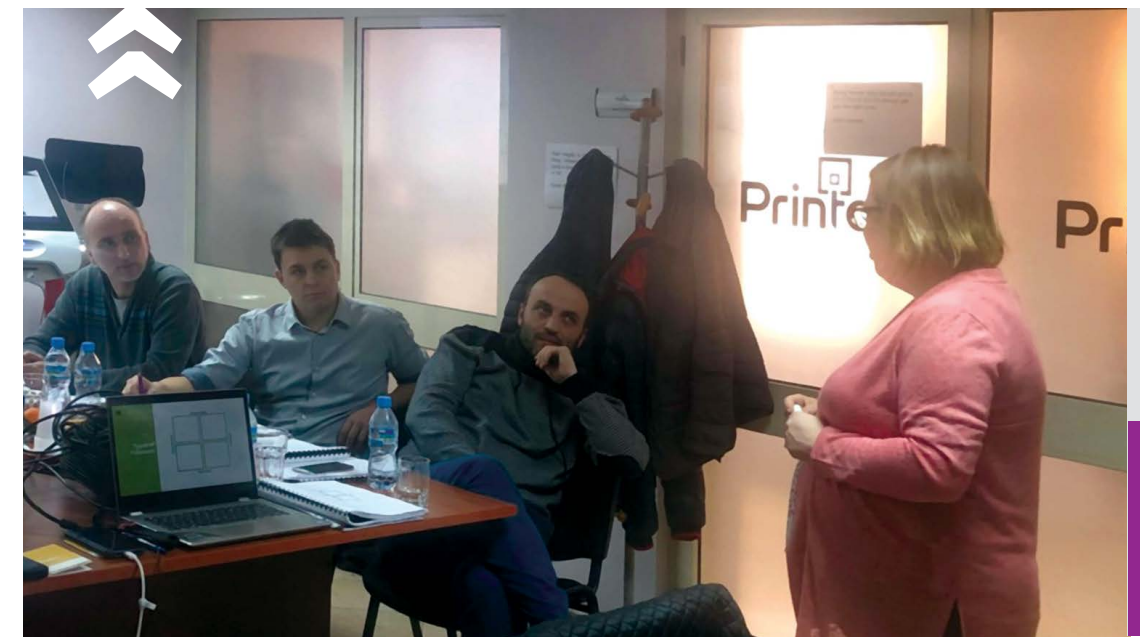
■ We Care Program

ADRIATIC
Leadership training
by Dale Carnegie



Continuing New Leaders Development Program that gathered Albania, Kosovo and Slovakia in Tirana

The 2nd Dale Carnegie's Training (from 6 sessions) of "New Leaders Development Program" was held last week in Tirana. This training gathered 4 supervisors from Albania, 1 from Kosovo and 2 from Slovakia, helping them to improve their capabilities, inspiring their teams and achieving outstanding business results through leadership skills training.



■ We Care Program

COVID measures for our people



Bosnia and Herzegovina

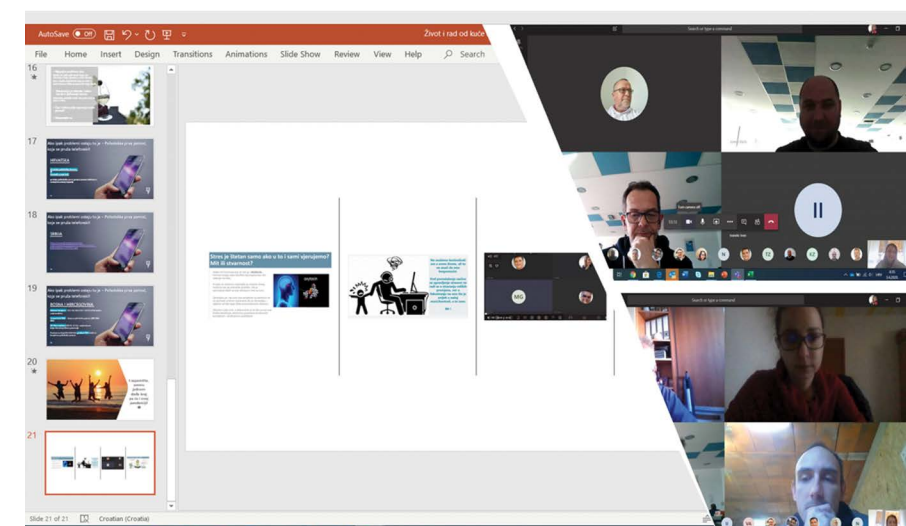
These days are tough and challenging for all. In Bosnia and Herzegovina, on an effort to handle our new reality as a team, we sent a full cleaning package along with a chocolate and a note to 11 employees in Printec BiH Team. This was a gesture to thank them for staying safe while providing their best services to our customers.

We care and we want our people to be happy and safe!

Packages with protective equipment for our colleagues in Bosnia and Herzegovina

Facial masks for employees & their family members

Due to COVID-19 pandemic, we have **organized facial masks** as a protection, both **for our employees and their family members**, since there was shortage of this product on the local market.

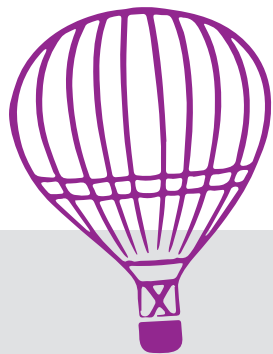


Work Life Adriatic - ALL

PPT for all employees **"Living and working in COVID 19 time"**.

■ We Care Program

COVID measures for our people



Domestic Violence Awareness - GROUP

Raising awareness on domestic violence, especially during the "work-from-home" COVID era
November 25th | International Day for the Elimination of Violence against Women

The UN General Assembly, defines violence against women as "any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life."

The pandemic has only made the situation worse; paying attention can save lives.

Violence against women is a violation of human rights, is one of the most persistent and widespread human rights violations and takes place everyday around the world. Globally, 1/4 of women are physically or sexually abused, mostly by a person they know. While, domestic violence and abuse are often kept a secret, if we have knowledge of the signs of an abusive relationship, we may be able to better recognize it and seek or offer help. Worldwide, 243 million women and girls have been abused by a loved one in the past year. However, less than 40% of women who experience violence, report it or ask for help.

Read the brochure by Hellas EAP to find:

- Basic tips on how to find support
- What to do when you are a victim, or you want to help a woman that you suspect or know that is being abused
- Reach out to Experts to help you cope or help someone in need



Virtual interactive presentation "Work from home"

In April 2020, we prepared a presentation on the topic of working from home. We presented IT channels for the flow of information with which we wanted to give employees a sense of security and reliability during the COVID crisis. We also presented 7 recommendations for an effective work from home environment.

Virtual well-being activities for all our employees across 16 countries

- Cyber talks about resilience and Parenting during COVID-19 - 19
- Pilates @home
- Parenting during COVID-19 (ONLY VIDEO)
- Ergonomic Sessions to maintain fitness and healthy habits during the lockdown
- Emotional Eating and Weight Management
- Quality food time with children
- Info sessions on Online Employee Assistance Program for Bulgaria, Ukraine, Slovakia and Romania (no photos - only brochures)



Anti-flu vaccination for our employees in Ukraine

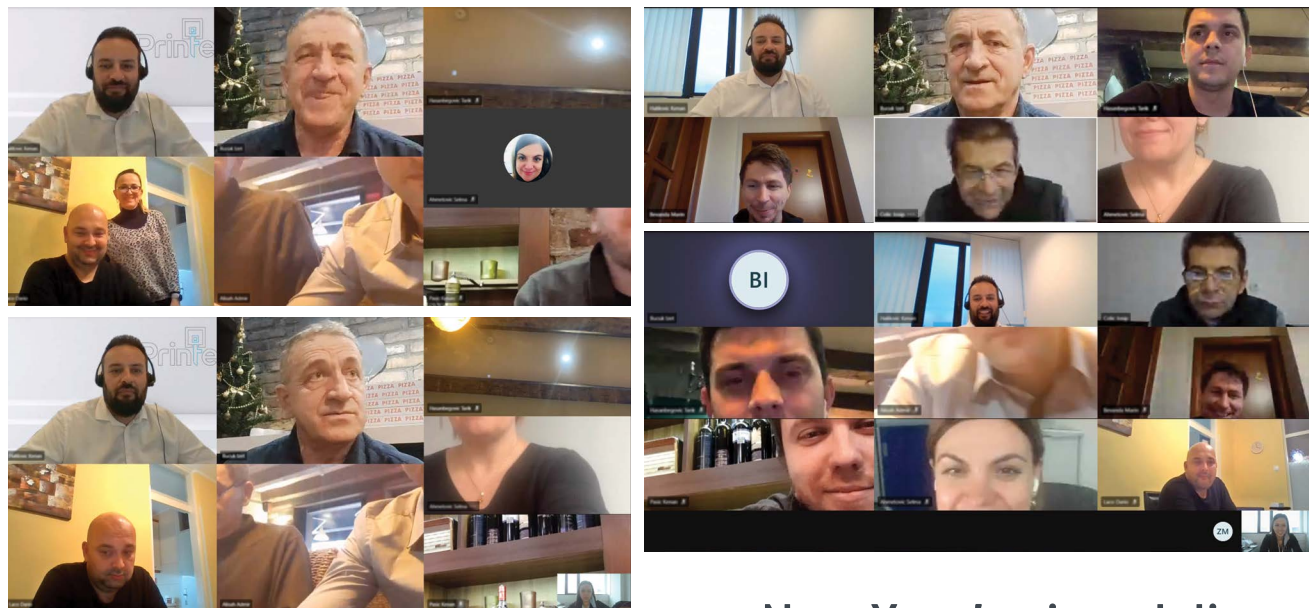
Being part of our medical insurance program, all our employees in Ukraine went through the anti-flu vaccination procedure in order to overcome the flu season safely and to minimize the ongoing risks of the cold weather. For the proper vaccination, all the appropriate measures were taken and given such as medical check ups and useful advices to all our employees!

Ukraine

■ We Care Program

Holidays celebrations at Printec

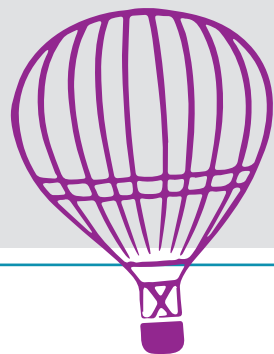
Bosnia and Herzegovina



New Year's virtual dinner

On December 27th, colleagues from all our offices in Bosnia and Herzegovina, had a virtual celebration to exchange wishes for 2021 and celebrate the hardest, yet succesful year!

Happy New 2021 Year!



Croatia

Christmas gifts & small presents for our employees

Even though 2020 was extremely challenging, and not too easy for all of us, nevertheless we wanted to give some **useful and nice holiday gifts to our employees**, so for the Christmas holidays we gave them **traditional Croatian products**, of small domestic craftsmen and producers, also in order to contribute and help their small and/or family businesses in this challenging and unpredictable year.



■ We Care Program

Holidays celebrations at Printec

Teambuilding
with cocktails
GROUP OFFICE

28 employees made their own cocktail under the guidance of an expert in a virtual christmas celebration. Even though this year was unique and strange, the group office wouldn't skip the traditional Christmas gathering! The team stayed home, received a package with cocktail ingredients and a recipe. Entering the call and under specific instructions, everyone came up with their very own drink to clink glasses and exchange holiday wishes.



Employees'
New Year's gifts

23 employees in Printec Serbia were surprised with very nice gift, few days before New Year.

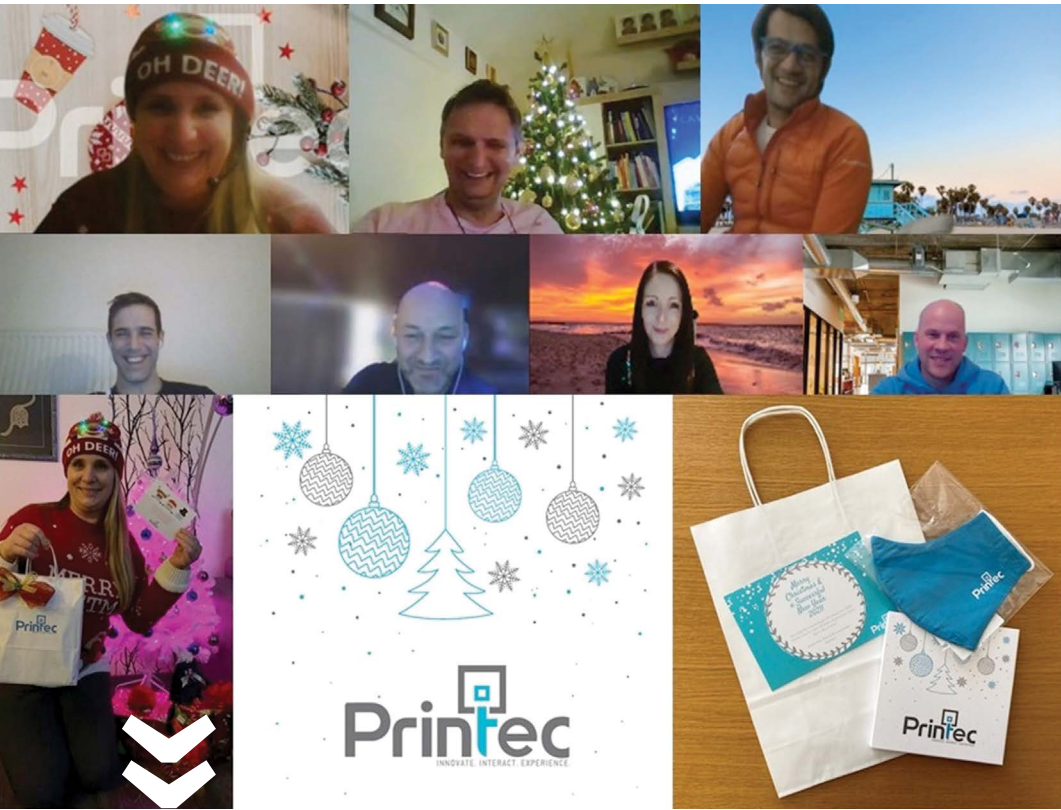


Serbia

Montenegro

Employees'
New Year's gifts

2 employees in Printec Montenegro, were also surprised with nice New Year's gift.



Christmas a little different than usual

Even though we were working from home and weren't able to celebrate the holiday spirit together in the offices, we had our traditional Christmas employee party. Only this time, it was virtual. We had a lot of fun, opened our gifts at home and cheered to a better 2021, which we hope will bring us all back together again soon.

Slovenia

■ We Care Program



Celebrating the week's achievements in Albania

This time, our CS dispatchers participated in a training program in order to reinforce their skills. Competencies such as efficient communication, managing complex situations and solving conflicts efficiently were promoted and cultivated in a customer friendly environment based on a win-win prospect and positive working relationships. Our employees were divided in small groups of 4 people and were trained digital. The outcome was to leverage their technical knowledge, refresh their communication skills and update their solving approach even under uncertain situations.



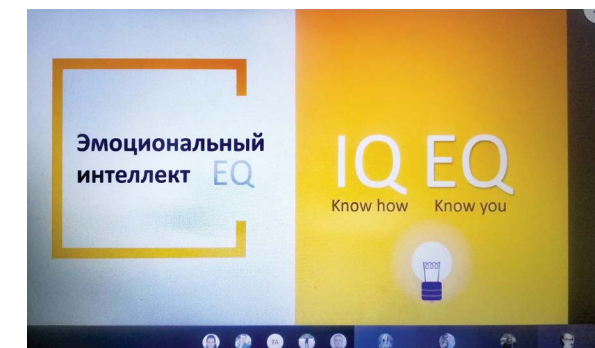
In Ukraine we support and extend our peoples' growth

Ukraine



After a long and demanding week, all Printec Albania decided to gather virtually and celebrate the previous week's achievements. The photo captures this **one very happy moment** from the whole team. Despite the distance, Printec Albania continues to work regularly, support its clients and deliver the best services.

Ukraine



Printec Ted Talks - a nice tradition for our employees to share their best ideas and experiences by choosing what motivates or excites them more for their personal or professional growth. For the third time, we gathered and ran this kind of session, based on a mini survey to our employees, who have chosen "Emotional Intelligence" as a topic to go deeper into. We delivered it through Teams, aiming to embrace regional employees as well as and those who are working from home. This session gave some practical insights on how we could consolidate, regulate and lift our emotional state. Also, some very useful tools came up and led us on how to prevent emotional burnout, how to understand ourselves in a better way and on how to learn the emotional state of our colleague. After the session, we got a very positive feedback from our colleagues who became more confident on how to deal with their professional and their private lives and which are the best practices in order to obtain knowledge and develop their skills further.



Win-Win Strategy Seminar

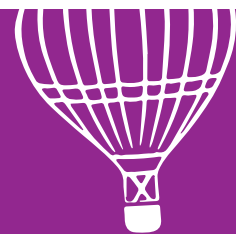
Our colleagues in Printec Bulgaria had the opportunity to learn all about the "Win-Win" Strategy and how to practice their newly acquired skills in a fun game. Under the guidance of an expert, they were two tribes - "Bugu Bugu" and "High Technology"- that had to negotiate the non-negotiable! The standards were high but both teams managed successfully to negotiate the terms and conditions of their contract!

Bulgaria

■ We Care Program

GROUP

Online - Psychological Counseling available for colleagues (in BUL-ROM-SLK-GRE-UKR)



During the pandemic we extended our Employee Assistance Program, a 24-hour Support Line to be now accessible by colleagues and their immediate family members in Greece, Cyprus, Bulgaria, Romania and Slovakia.

Current events are the source of great anxiety to many of us, who worry about our health and safety as well as the health and safety of our loved ones and people close to us. We also have to endure big changes and considerable constraints to our everyday work, personal and family relationships and social interactions. Direct access to qualified counselors can be an invaluable support mechanism in dealing with emotional tension, diffusion and stress/panic management issues, that are likely to arise more intensely at this point in time. Furthermore, it can help us adjust to a new reality in the best possible way. The 24-hour Support Line which is activated, provides anonymous, confidential and unlimited, support for you and your immediate family members so that you are able to better handle the various challenges that we face due to the existing conditions. In particular, the qualified counselors of the Support Line, on a 24-hour basis, can

provide us with guidance and support in the following issues:

- how to deal with stress that has emerged or has been amplified due to the pandemic.
- how to deal with negative thoughts and/or unpleasant feelings that we may be experiencing.
- ways to approach and support our loved ones or/and colleagues who may get sick.
- ways to support our children and communicate information to them without conveying a sense of fear and insecurity.
- how to deal with special circumstances of remote work or with a state of quarantine that we would have to abide by.
- how to deal with ourselves or our loved ones getting sick or having come in contact with the virus.
- what techniques of self-care we can use, so that we can strengthen our immune system against emotional pressure and anxiety.
- any personal, family and/or work related issues that might arise.

The counseling provided by the **24-hour Support Line** is completely anonymous and strictly confidential!



Bulgaria



Printec Bulgaria conquered Black Peak!

We climbed the forth highest peak in Bulgaria - Black Peak, 2290m. Our mascot, Charlie - a Yorkshire terrier - made sure that no one would be left behind and that no food would be wasted.

■ We Care Program



WOW Ukraine photo project

Being a little isolated within the circumstances of the pandemic and the closing of borders, we proposed our employees to take part in the photo contest "Wow Ukraine!". The promotion of internal tourism by exchanging ideas from places that we have visited, gave us a unique opportunity to spend vacations travelling to different parts of our native land. The beauty of these places is reflected in the fascinating images presented by our employees along with sharing tips, experiences and short stories in a form of presentation.

These photos transported us to unique and beautiful landscapes, small towns or big cities and reflected great ideas for travelling with children, families or alone. This project promoted the summer spirit, energy and team inspiration and created a good "album" of memories. We are proud to say that we love our country, because Ukraine is really breathtaking with many unexplored places!

Croatia

Last Day of Carnival with donuts

"Donuts day" - in Croatia there is a longstanding tradition to celebrate last day of carnival with masks and during the whole day we make & eat lot of donuts. Some years ago, we started to celebrate this nice local tradition with our employees & customers. This year we prepared and distributed about 1700 donuts!



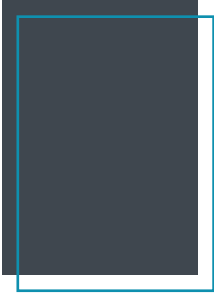
HR Team Teambuilding_GROUP

Our 11 employees from HR Team in a two days workshop grow activity.

In July, the HR team participated physically and virtually in a two days workshop. The scope of this workshop, which was conducted with the support of an expert consultant, was to give the opportunity to the HR team to share experiences, to exchange opinions and ideas, to connect and to realize talents, skills and new dynamics. The workshop ended with a wonderful and cozy dinner in a lovely garden yard!

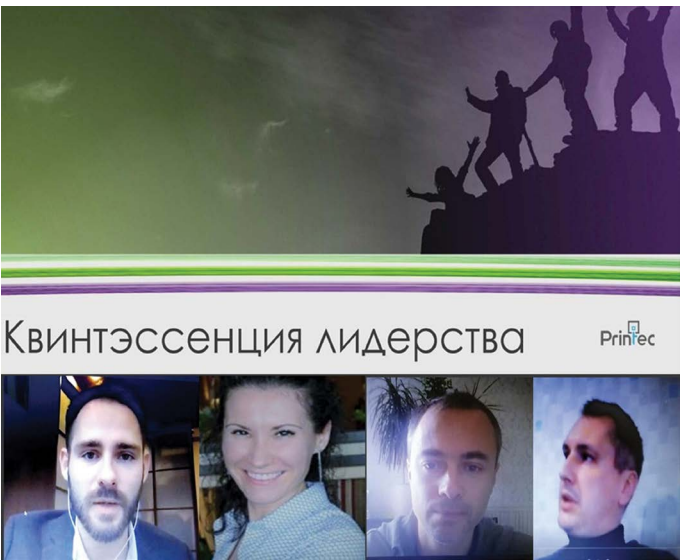
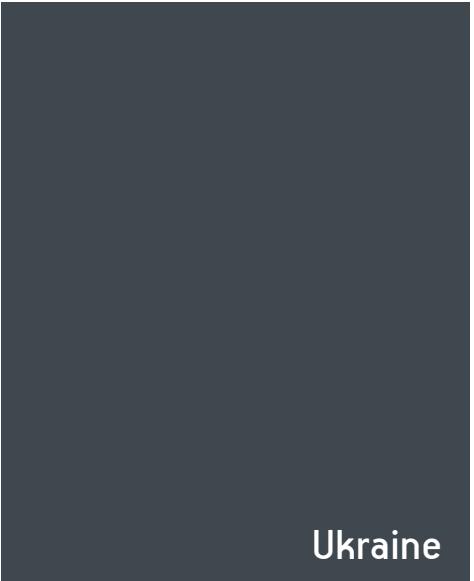


■ We Care Program



» Celebrating our achievements - GROUP OFFICE

16 colleagues from Greece gathered and celebrated Printec achievements for 2019. The Annual Report Booklet had just been published and it was the moment to cheer and drink on this!



Launching the online course:
“Leadership Development Program”

The aim of this training was to develop agile management and leadership skills that will make Supervisors and Team Leaders to stand out as high performers, to build trustful relationships with their teams and partners, to enhance their strategy and their decision-making ability. The modules of this program covered the necessity for a vital management and leadership skills which are necessary for a more effective teams' management. Additionally, effective communication and performance management were presented and analyzed. This program will definitely be implemented in more areas!

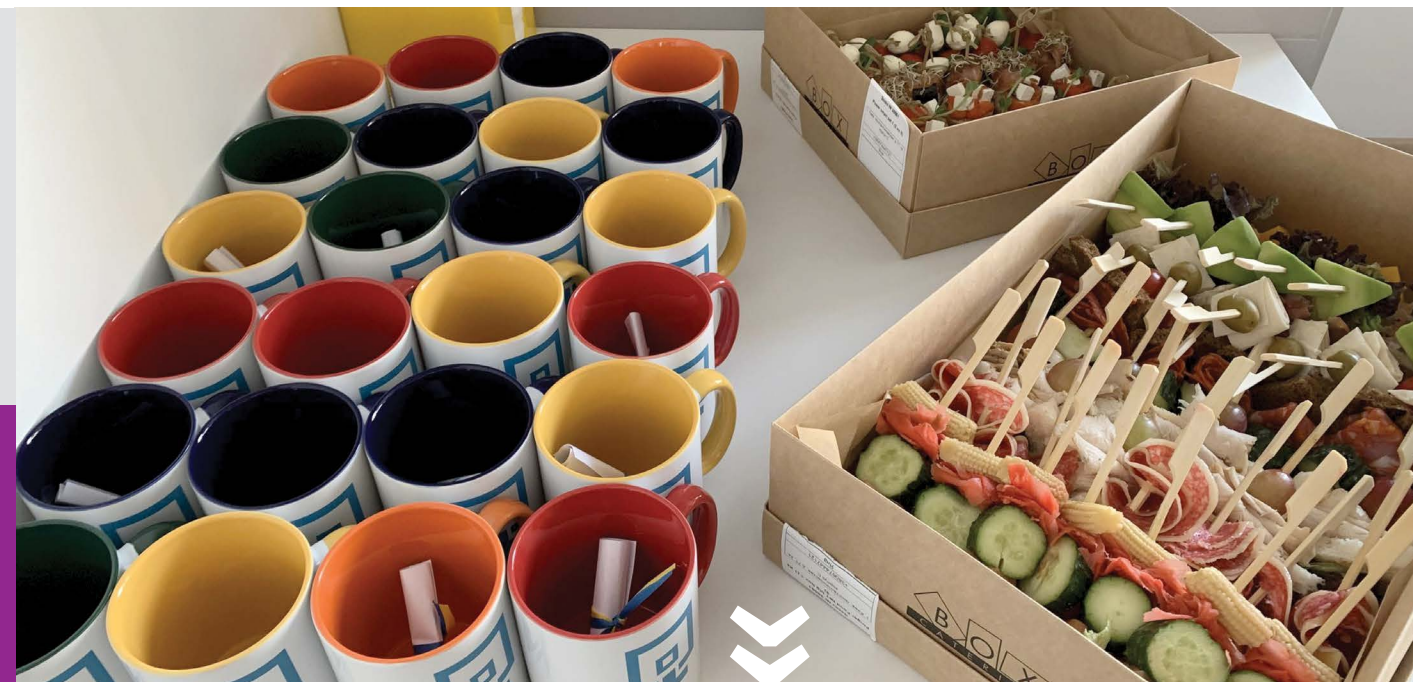


Blood donation in Athens

On February 19th, our annual Blood Donation day was held in Printec Greece. This year 21 colleagues volunteered to donate blood. We managed to collect 21 blood bottles, available at «Laiko Athens General Hospital» for all employees and their families to use them. A percentage of the donation is also going to the reserves of the hospital.



■ We Care Program



On October 14th, Ukraine celebrated The Defender of Ukraine Day

This is a day dedicated to the courage and heroism of the defenders of Ukraine's independence, sovereignty and territorial integrity. **Every year we honor our people who defend and protect our families and homeland.** To express our gratitude and sincere wishes, we welcomed our colleagues with greetings decorated with the colors of our national flag and we prepared for them some delicious dishes. As the cold season approaches, we decided to take care of their health, so nice branded cups added a warmth and caring atmosphere which everyone enjoyed!



Ukraine

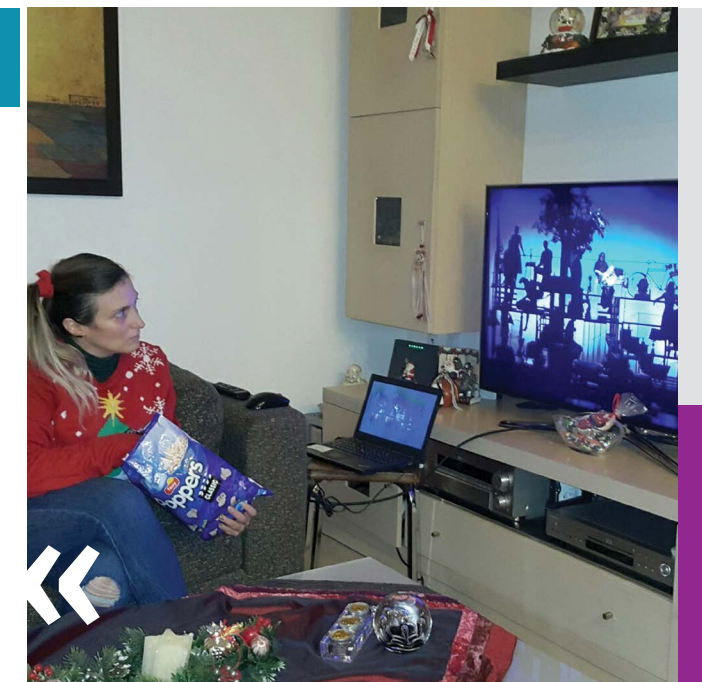
Healthy workday with seasonal fruits

There is no better time to enjoy the fresh gifts that nature gives us, than summer! This is why our colleagues in Ukraine decided to surprise everyone at the office with dozens of fresh fruits. Let all the days at the office be as fresh from ideas as ripe peaches and cherries were this day!

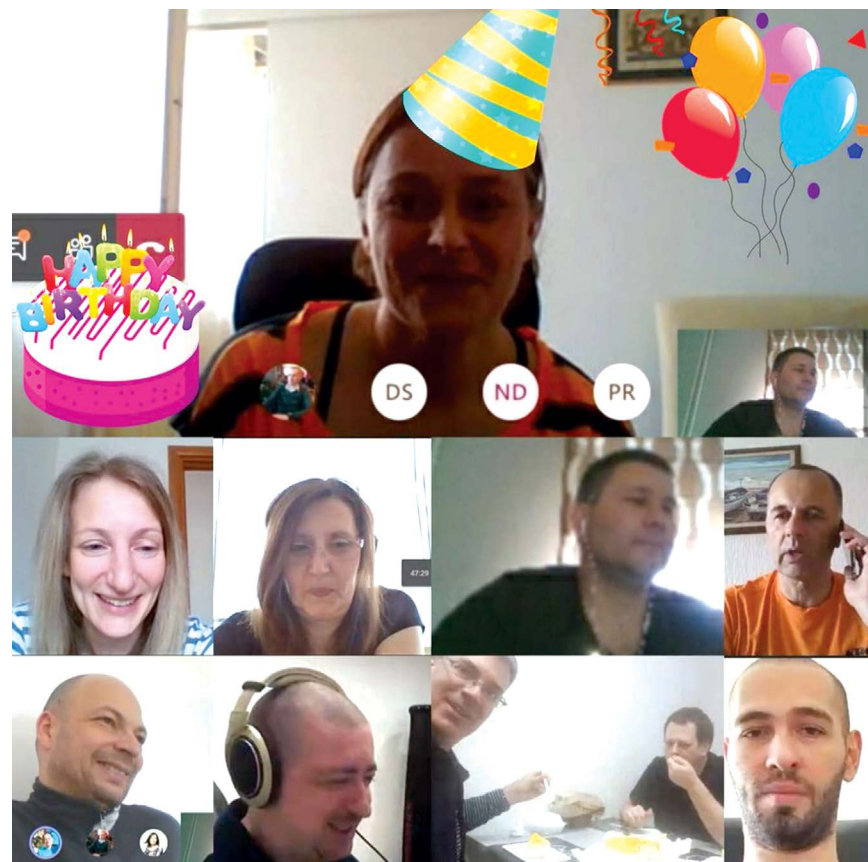
Greece

49 employees in a virtual theatrical experience in Athens

At the last month of 2020, **49 colleagues** from Greece watched the theatrical play "The third wreath" with their families and beloved ones. This great theatrical play, that takes place during the interwar period with so many autobiographical data, was available through online streaming and gave the opportunity to all our colleagues to be transferred and live in another period for a few hours. Despite the restrictive measures, our colleagues really enjoyed the play and stayed connected!



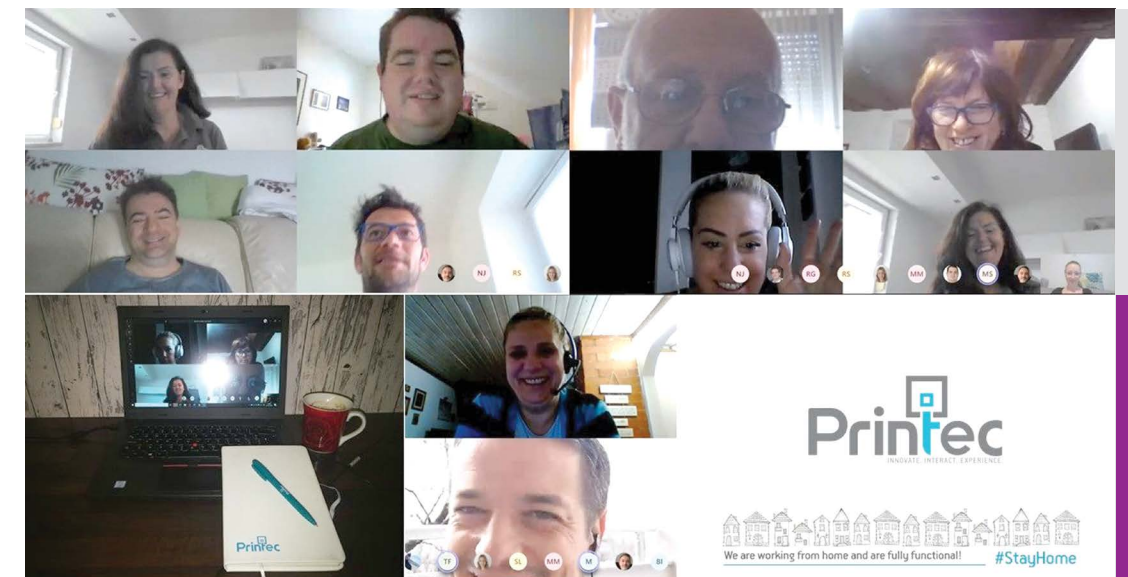
■ We Care Program



Serbia

Birthday celebration via Teams

Instead of our traditional birthday gathering in the conference room, 12 of us got together on Teams on April 13th, to celebrate our colleague's, Jelena, birthday. It was great to see again all these familiar and dear faces!



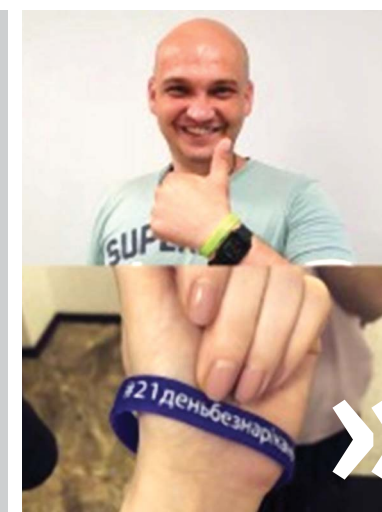
Slovenia

Friday morning team coffee

Working from home isn't keeping Slovenia's team from tradition. In these difficult times, when we are required to practice social distancing, we are not giving up on our traditional Friday morning coffee. As we are working from home and staying safe, we are keeping in touch and carrying on our tradition virtually.

Ukraine

25 employees decided to take part in the "21 Days Without Complaints Challenge" organized by our HR team. Everyone who would like to join, got a special bracelet which was the symbol of this initiative. Day 1 starts from the moment an employee puts on the bracelet on the one wrist and has to complete 21 days without complains, otherwise he starts from the beginning and moves the bracelet to the other wrist. In average a person takes from 4 - 8 months to complete the 21-Day challenge. The main rule is to act without complains or criticism but with positivity and composure.





For Society

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



We volunteer
We share
We have fun



Supporting society and the communities in which we operate is an endeavor that is being accomplished through the selfless help of our colleagues.

Our main goal is to utilize our technological expertise and share our knowledge with others. We also focus on supporting children and families in need.

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

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

We support children



Throughout Printec our employees have been active towards helping children in need. For the last 5 years Printec has been supporting the NGO **"The Friends of the Child"** intending to take care and protect, not only sick or abused children, but any child who lives in conditions that are below the threshold of relative poverty. Each year **volunteers donate food supplies, clothes, toys & books but most importantly their time and positive attitude** in order to put a smile on the face of these children.

Thanks to the generous donations of Printec and our volunteers' we continue to cover the **speech therapy expenses and the breakfast supplies** of the children for a whole year. Additionally, we donate **school supplies and equipment** to local schools, we **provide hygiene products and clothes** and we offer meaningful Easter and Christmas presents to children.

We share the knowledge

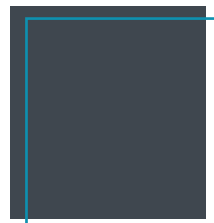


Technology is the future and in Printec we **share our knowledge and expertise with the next generation** in order to educate them and inspire them to become the future developers or engineers that will change the world.

We regularly participate in educational events like science festivals or tech exhibitions and we arrange school visitation days where children can visit our offices and learn from our employees first-hand what it means to work for a company like Printec. Additionally, we visit schools and **offer career advice and guidance** to teenagers to help them shape their future paths.

■ We Care Program

Race for the Cure



For Society

200+ colleagues from 9 Countries in the 1st Digital Race for the Cure!

On 25th, 26th and 27th of September, the 1st Digital Race for the cure in Europe was completed successfully. For the 1st time more than **200 employees** from **9 of our countries** were part of this great We Care initiative!

Despite the new reality, our colleagues from Albania, Bosnia, Bulgaria, Greece, Kosovo, Romania, Serbia, Slovenia and Ukraine walked or ran alone, with friends, families, colleagues or their pets, always taking all the appropriate safety measures, **under one purpose to celebrate the survivors and spread the message about the breast cancer awareness!**



■ We Care Program

Holiday Giving

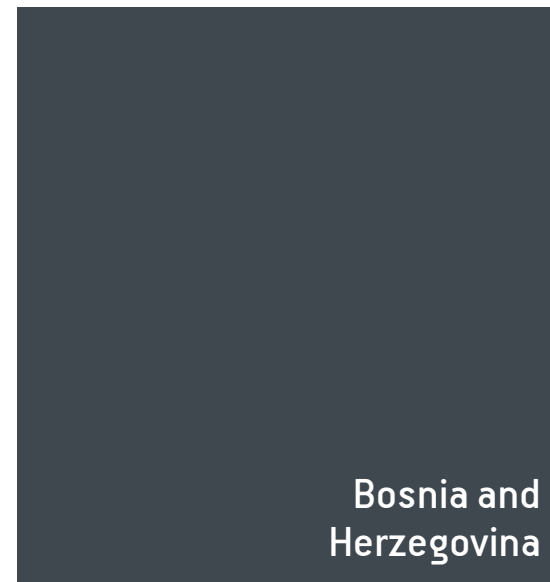


Greece



An appreciation gift to 227 nurses at Attikon Hospital for their tireless support

Our colleagues in Greece sent a small appreciation gift to the healthcare staff of Attikon Hospital to express their gratitude for their tireless work. This gift was a small gesture of saying a big **THANK YOU** for giving us hope and keeping us safe all this difficult time!



Bosnia and Herzegovina



In collaboration with a local charity organization which collects wishes from children from orphanages, our colleagues from Printec Bosnia and Herzegovina have contributed by **making children's wishes come true!** All the wishes are being collected in one online platform with main purpose to be fulfilled and make Holiday time warmer for our little friends and let them know that they should always make dreams!

Make Someone's Wish Come True



Just before the new year we purchased 2 new laptops and sweets for the orphanage "Center OPIKA", in the Mariupol, Donetsk region (frontline territory). With joy and excitement, we became a small part of a great miracle for 130 children! Each child also got a greeting card from Santa with the warmest seasonal greetings! We know for sure that all their cherished wishes will inevitably come true!



Our colleagues in Kiev donated gifts to children

Ukraine

■ We Care Program

Holiday Giving

Greece

Christmas Gifts to the BENJAMIN Child Support Society

Christmas days are days of joy and solidarity, so during this Year's celebration the colleagues from Greece supported 2 orphan girls aged 8 and 1.5 years old. Through an independent and non-profit, philanthropic organization "The BENJAMIN Child Support Society" our colleagues were able to support these families especially during this difficult period, covering part of their monthly expenses by offering toys, sweets and other basic nutritional supplies as Christmas presents from all of us, the Printec Family!



Christmas packages with sweets to the Athens Nursing Home

2020 was a difficult year for everyone, but it was particularly hard for the Athens Nursing Home. Due to COVID-19 their long-time volunteers were not able to help anymore and finding funds or even receiving offerings by individuals such as food and necessities became exceptionally harder. To comfort the people supported by the Athens Nursing Home, we decided to offer to each person a piece of a New Year's Cake (or in Greek: vasilopita) and some Christmas sweets, hoping they will feel a little better through this small but caring act. Our colleagues from CS made the delivery of 140 gifts at their premises. Keeping all the hygiene and protection measures, they delivered the sweets at the entrance of the nursing home together with our wishes for a Happy and Healthy New Year!

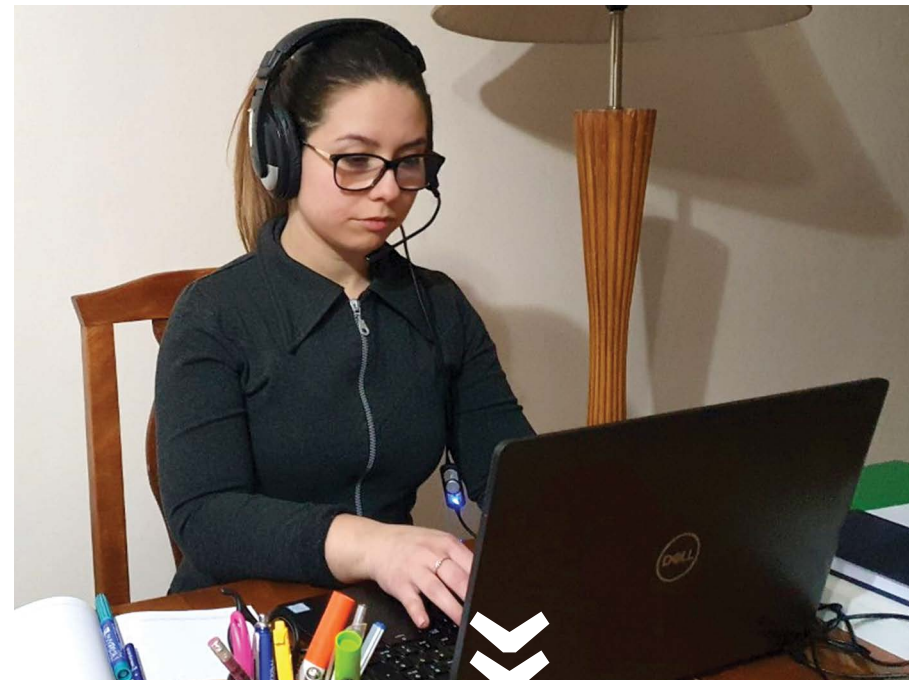
N. Macedonia

Providing face masks to primary schools

The Covid-19 pandemic forced students to move to online classes, but the youngest 1st, 2nd and 3rd graders kept going to school. To keep them protected from spreading the virus among them, their teachers, and their families, Printec ordered the production of 100 face protective bandanas for all these kids, from a nearby primary school located in a suburban, low-income area of the capital city Skopje.



■ We Care Program



Albania



Bringing joy through donating and recycling

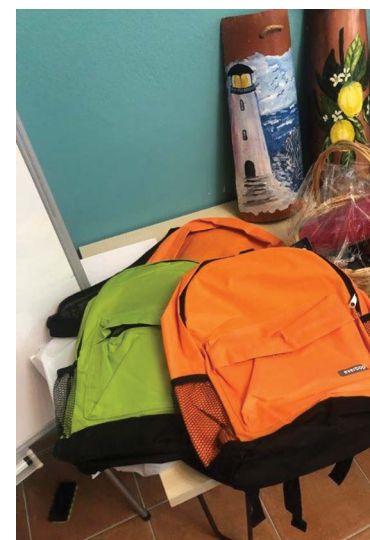
At this season of celebration, our colleagues in Albania came to contact with a local social center that **supports more than 100 people in need**. Basic and important supplies were collected by our staff, their friends and families, such as, clothes, shoes, blankets, bags and were delivered to the social center through recyclable boxes. Our colleagues in Albania felt **very proud and excited**, because they managed to give joy to people in need especially in this very difficult period!

Work from home and care for people in need

Our colleagues who are working from home are taking care of elderly people in need. Most staff are trying to do **shopping for the elderly and people with disability** that cannot go out. Due to the coronavirus the Government of Albania has instructed the elderly to stay home so that they are not exposed to the virus. Thus many people are unable to perform their daily shopping and chores. Considering this, Printec Albania staff is leading by example on how to best support those most in need. This project will continue until this situation improves.



Albania



Printec Albania donates school supplies

Our colleagues from Printec Albania collected and donated school supplies for "Education for All" an NGO that **helps 20-25 children without adequate parental care**. We created small baskets with many drawing supplies and other useful materials for everyday use at school. As a team we will continue to be committed to supporting our children who are our future!



■ We Care Program



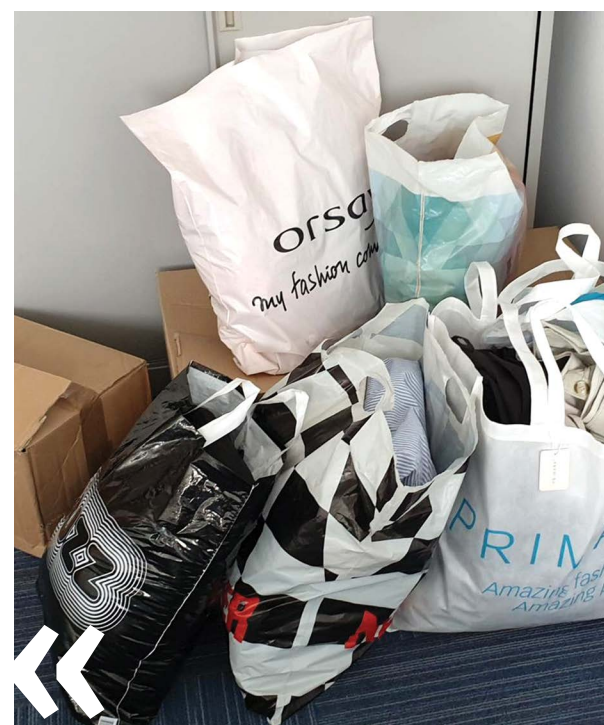
Colleagues from Bulgaria took part in an online meeting with children with a mental disability

We took initiative and joined the association "No Impossible Things" for an online meeting with children with a mental disability. We played games, laughed and enjoyed our time with the children. The most valuable thing, however, is that these meetings help young people not to feel lonely and isolated, meet other people "live" and support each other.

Donating clothes, toys and other domestic supplies

We all keep things in our "little boxes" that we do not use any more. Printec BiH decided to gather clothes, toys and other domestic items in good condition and donate them to people in need. Through this initiative, **8 large boxes of goods** were not wasted but instead were the reason of making someone's life better. **Because when We Care, We make our world better!**

Bosnia and Herzegovina



Bulgaria



Open Doors Day

We organized an "Open Doors Day" for young and energetic students who are interested in learning more about our company and having a first-hand experience in some of the areas that they might consider as a future career path. Each department prepared a short presentation so that the students could get to know more about each department's day-to-day operational responsibilities.

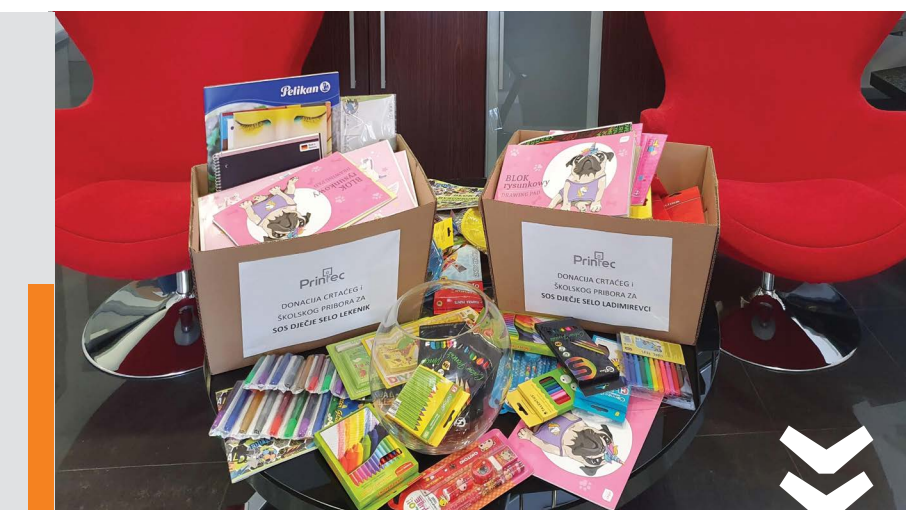
Printec Bulgaria donates school supplies and laptops



We donated school supplies to children and this year the need for offering was stronger than ever before. School supplies such as school bags, notebooks, pens, pencils, markers, rulers were donated by Printec Bulgaria. Additionally, **two laptops were donated** by our employees to **support the digital education of 25 students between the ages of 7 and 17** to have one more successful school year.



We Care Program



Employees' Donation of Supplies for SOS childrens' village



Croatia

Our colleagues in Printec Croatia donated drawing and school material to the **SOS Childrens' village in Lekenik & Ladimirevci** [i.e.: pens, drawing supplies, collage paper, notebooks, tempera, watercolors etc.]

On the 29th of December 2020, there was a devastating earthquake in the cities of Petrinja and Sisak which took 8 lives and destroyed countless homes. People from all over the region and Croatia gathered to help. Similarly, many of us in Printec Croatia felt the need to help as much as we can by **providing people with food, drinkable water, clothes, and heating devices**. Many thanks to everyone who helped, and special thanks to our colleague **Jure** for the organization, who set aside time and selfless commitment to this humane gesture.



Help to earthquake affected areas

Croatia

Greece

TOP30

Printec: **Tablet για τις ανάγκες της τηλεκαπαίδευσης σε 100+ σχολεία**
350 συσκευές σε μαθητές

Η Printec Group στήριξε το υπουργείο Παιδείας και Οργανισμούς με δωρεά τεχνολογικού εξοπλισμού (tablet) για άμεση χρήση από μαθητές που τα έχουν ανάγκη σε περισσότερα από 100 σχολεία.

Συνβάλλοντας στην προσπάθεια ώστε να διασφαλιστεί ότι όλοι οι μαθητές διαθέτουν τα εργαλεία για να συνεχίσουν σπουδάζοντας τη βασική τους εκπαίδευση, η Printec κάλυψε τις ανάγκες για περισσότερα από 100 σχολεία.

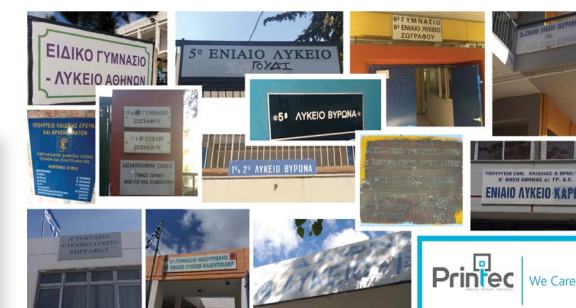
Υπεβλήθησαν σχετικά ανακοινώσεις του Υπουργείου και αναρτήθηκαν στο δικτυακό κόμβο δωρεάς άνω των 148 εκατ. ευρώ σε φορητές υπολογιστές και tablet, για χρήση από μαθητές και εκπαιδευτικούς.

Στα μέσα Αυγούστου έλαβε χώρα αυτή η δεύτερη φάση της δωρεάς τεχνολογικού εξοπλισμού για Λύκειο, Γυμνάσια, Δημοτικά και Νηπιαγωγεία της χώρας. Αφορά δωρεά 6.200 συσκευών (tablets και 2.200 φορητές υπολογιστές) για σχολικά μονάδες όλης της χώρας. Η σημαντική αυτή δωρεά έφτασε να φέρει μαζί 9.000 συσκευές tablet αξίας 1 εκατ. ευρώ που είναι προσαρμοσμένες για ελλειμματικά νομικά δικαιώματα, επιπλέον του τεχνολογικού εξοπλισμού που είχε ήδη δωρεαστεί στα σχολεία από το υπουργείο Παιδείας και Οργανισμών και το οποίο των δραστηριοτήτων μέσω ΕΣΠΑ.

Το Υπουργείο απάντησε επαγγελματίες στους δωρεάτες όπως ο Όμιλος Ομίλων Group (5.470 συσκευές tablet και laptop), καθώς και η Thana-Meta (Shira Metaformosa) Inc., ο επιχειρηματίας Νίκος Δροσίδης, η Lambda Development, η εταιρεία e-school, η A.M. Nektar TWMA S.A., οι Ανδρέας και Αλέξανδρος Μαρτίνου, η Thana Computers AEBE, η Εθνική Ασφαλιστική, η Asian Hellas, η Ένωση Μαρτυρών Ελλάδας, ο Σύνδεσμος Ιδιοκτητών Σχολείων και η Γενεαποδομητική Όμιλος και φυσικά η Printec που συνεισφέρει με μια συνολική δωρεά άνω των 1,48 εκατ. ευρώ που αντιστοιχεί σε 6.400 συσκευές φορητών υπολογιστών και tablet.

Η συνεισφορά της Printec που εντάσσεται στο πλαίσιο του σχεδίου Κοινωνικής Ευθύνης της, αφορά συνολικά δωρεά 350 tablet (αξία δωρεάς 50 κιλ. ευρώ) τα οποία δωρεάθηκαν από την ίδια την εταιρεία σε 101 σχολεία όλης της ελληνικής επικράτειας. Τα tablet αυτά παραδόθηκαν σε μαθητές (με ευθύνη του διευθυντή του κάθε σχολείου), προσαρμοσμένα να τους δοθεί η δυνατότητα να παρακολουθήσουν τις ψηφιακές εκπαιδευτικές υπηρεσίες που έχει οργανώσει το Υπουργείο.

Σημειώνεται ότι η Printec ηγείται στο χώρο της τεχνολογίας αυτοματοποίησης συναλλαγών, παρέχοντας λύσεις που επηρεάζουν σε επιχειρήσεις να βελτιώνουν τον τρόπο με τον



Printec donated 350 tablets to the Greek Ministry of Education to support digital classes across 100+ schools

In April, Printec donated **350 tablets to students in need across 100+ schools**, to ensure the continuity of children's education even from their home environment. In times of crisis, it is important to stay connected, empowered, to support each other and maintain our society's stability. For this initiative **we were featured in the "CSRindex" for the COVID special edition for 2020-2021** in the top 30 of companies who reacted to the pandemic and helped society with impactful initiatives.

Nutritious breakfast supplies were provided to the **Friends of Child to safeguard their health for the coming winter**. At the same time **100 reusable bags** were bought and delivered to carry their lunch back home. This way we eliminated the need for plastic bags and reduced waste.



Breakfast supplies to the Friends of the Child

Greece

■ We Care Program



Greece



Collecting clothes, shoes, books and toys for our little friends in Greece

Twice a year our colleagues in Greece gather clothes, shoes, books and toys for the **30 children from the "Friends of Child" kindergarten**. **8 boxes and 3 bags** were gathered and offered wholeheartedly. The participation was outstanding, and a significant number of basic items was collected.



Greece

Our little friend from the Friends of child expressed their gratitude and best wishes through handmade cards and photos

2020 was a difficult and challenging year but all our employees in Greece stayed close and supported our **30 little friends from the kindergarten** through various activities.

Greece



Our colleagues in Greece collect plastic bottle caps for a good cause

All colleagues in Greece in cooperation with the organization **"Look to the Stars"** decided to start collecting plastic caps in order to **support citizens with mobility difficulties** and to protect the environment. All five Greek Printec premises are equipped with recycling collecting bins for this purpose. "Look to the Stars" is a local Social Cooperative Enterprise that focuses on modern social needs for Ecology and Environmental Balance. Their goal is to manage materials that can be recovered, recycled and reused, to minimize their environmental footprint with a proportionate increase in their social return by **providing wheelchairs or other medical assistance to people with a disability**.



■ We Care Program



Serbia

Donating snacks to a shelter in Belgrade

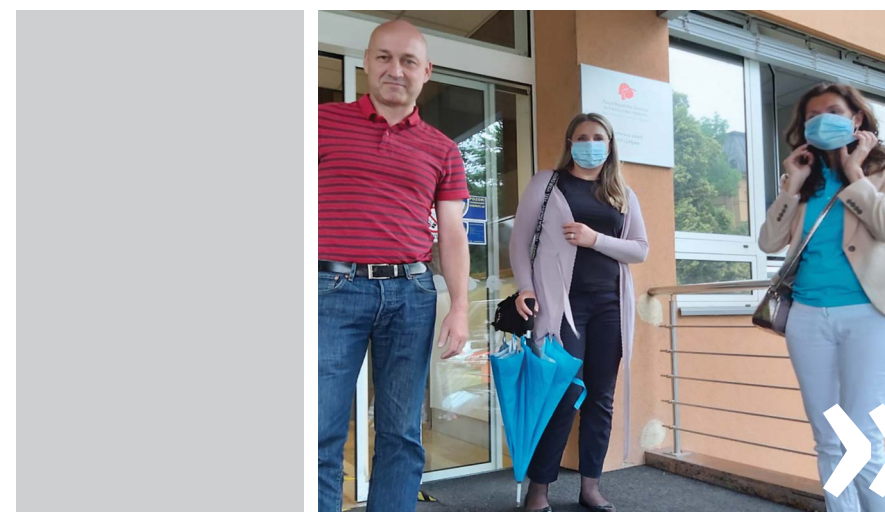
After an appeal of a local shelter on social media that they need school snacks for more than 250 beneficiaries, employees from Printec Serbia organized themselves very quickly and bought sweet & salty snacks [3 boxes & 4 bags]. We visited one of the shelter's location in Belgrade and were assured that it is one warm and positive place that offers support and protection to all beneficiaries.



Slovakia

The Sun is shining over Slovakia Printec supports kids in the Sun Centre

Having children at home today all day is not easy. The Center Slniecko provides support and takes care children in need. During this Covid period, when children stopped going to school, their costs increased disproportionately in medical supplies and other basic goods. Thanks to Printec, all the lunches for April were fully financially supported and all children were able to follow a healthy nutritional program with plenty of fruits.



Slovenia

International Blood Donation Day

Although under a bit different circumstances due to Covid-19, Printec Slovenia Team was invited to participate on a blood donation during the World Blood Donation Day. This year's blood donation activity was executed under strict health safety measures, implemented by the State Blood Transfusion Center.

■ We Care Program



Printec Slovenia in cooperation with the National Police Association to support all types of protection against children abuse.

We contribute every year! In 2020 we have prepared a booklet/coloring book on the topic of raising awareness about the use of the Internet. The booklet describes all kinds of dangers associated with using the Internet, and the user can learn how to avoid them. An old Slovenian proverb says: "The world rests on children". So, let's help them navigate safely through their most vulnerable years.

Aid to our little friends

Printec Ukraine has shown its important role in promoting social responsibility with the contribution of our CSR Ambassadors. We want the children from the local orphanage we are supporting to enjoy the summer, so we bought lots of toys that can be played inside and outside as well. Also, we bought some stationary supplies - water colors, pencils, chinks, canvas, colored paper - to work on some creative projects with their teachers and each other. Our little friends promised to present us their work of art, so we could organize a gallery in our new office. Also, some sweets and pastries came on time for birthday parties that they have once per month.

Ukraine



Nutritious treats for our little friends

Printec Ukraine sent natural products to the orphanage we are regularly assisting in the Kyiv region. To protect and reinforce children's health and to raise their spirit, honey, lemons, ginger, nuts as well as some sweets, chocolates and biscuits were gathered and delivered. As all the children are on vacations this time of period, books and games were donated as well.

Aiding people in need



At the end of this rough 2020, once again we have gathered all together and acted with kindness. We have donated plenty of healthy food and groceries to two humanitarian organizations, one from Zagreb, "Zagreb Humanitarians", and a second one from Osijek "The River of Love". This 2020 taught us a lot, especially how to be patient and understand the difficulties that each one might be facing within the global pandemic environment and help those in need.

Croatia



For the Environment

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



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

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

We utilize technology



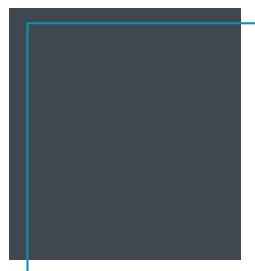
We use digital tools to enable communication that would require travel and / or physical presence. We have introduced a **Flex Work program** that allows our people to implement a hybrid work-from-home model to reduce commuting.

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

We are building an environmentally-conscious culture



We are actively encouraging and enabling our people to **recycle** (paper, batteries, plastic, caps), we discourage the use of single-use plastic in the office, and we organize activities under our "We Care" program where volunteers can participate in **environment-related initiatives** such as tree planting, beach-cleaning or environmental awareness lessons to young students at schools.



Albania

For the Environment



Making it pretty | Keeping it clean

Printec Albania staff continue the effort against the Coronavirus, this time not by disinfected surfaces but by mobilizing people to keep their **23 neighborhoods clean**. We have started this project in our neighborhood and will continue to increase the awareness of good hygiene practices and environmental education.

Albania



Printec Albania beach cleaning initiative

Printec Albania staff continues to be committed towards environment protection. On Sunday, September 6th, 2020, the Printec Albania team along with families and partners **organized a beach cleaning activity at Kroriža Beach in the southern part of Albania**. Kroriža beach is one of the most picturesque beaches on the Ionian Sea in the southern part of the country. It is one of the most beautiful beaches and it can be reached only by boat.

Printec Albania also invited local people from that area to be part of the initiative. This beach cleaning event showed once again the teamwork and team spirit we have at our office during daily operations. **About 20 plastic bags** were filled with waste at the beach and they were transported by boat to the city of Saranda and dumped into the municipal waste collection and treatment center.

Food donation to animal shelters

The last few years in Bosnia - Herzegovina, the phenomenon of abandoned animals had increased dramatically and only two animal shelters are active due to peoples' donations. In terms of this situation, Printec BiH decided to **donate 100kg food in order to raise the awareness of this problem** and act as an example to motivate more people to join in this effort.

Bosnia and Herzegovina



■ We Care Program



Waste is the new resource in Bulgaria

This year Printec Bulgaria launched a recycling project called WASTE IS A RESOURCE. We are truly committed to recycling but never had such a great project. We are happy to announce that Printec Bulgaria has just completed the first phase of the **"WASTE IS A RESOURCE"** recycling project. In the last 6 months our CS Engineers and Technicians disassembled almost 400 unusable ATMs.

THE RESULT: More than 120 tones of metal, electronic equipment and batteries have been delivered to a licensed waste recycling company!

Employees Donation - Embracing disability & Recycling For the Environment & For Society

Our colleagues at Printec Croatia gathered second-hand clothes and donated them to the organization **"HUMANA NOVA" in Zagreb**. This is an organization that collects, recycles and manufactures textile products, and employs people with disabilities and other socially excluded people.

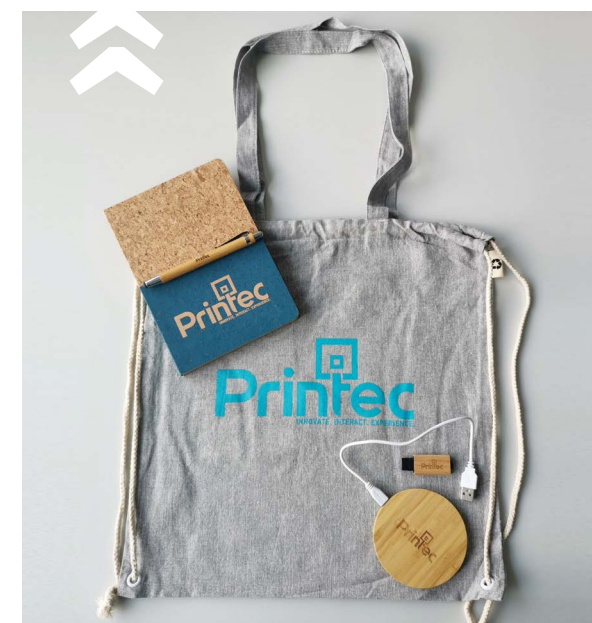
Croatia



Croatia

Eco friendly office stationery (for employees and for customers gifts)

At Printec Croatia we support our **Printec vision for reduced waste** and continue purchase **"eco friendly office material"** such are: eco pens, eco notebook, eco usb chargers, eco mobile chargers; all from eco materials and w/o plastic.



Recycling for a cause For the Environment & For Society

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



Recycling

We **organized containers** in each and every office in order to **recycle waste**: paper, plastic, glass, bio/ organic waste, etc.

Croatia

■ We Care Program

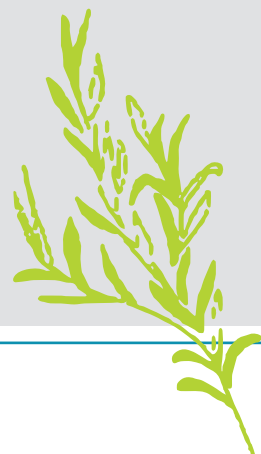


Greece



Recycling office waste

At Printec Greece, our colleagues recycle batteries, paper, toners and they take care of the environment's sustainability. **All the offices are equipped with recycling bins to promote environmental awareness and behavior.**



Using ecological towels and cleaning products

In 2020 we have joined the **ECO INITIATIVE** and increased our effort of caring for the environment, **by using recycled paper towels and toilet paper, in order to reduce the water pollution, carbon footprint and abuse of energy** that comes with the production of these two products. We are aware that nature is our greatest asset and that we must take action if we want to contribute to its preservation, which is especially important for the future of our children.

In a couple of months, we managed to:

Produce:	Recycle:
90kg	3436
less CO ₂ emissions	1L cartons



Slovenia

--	--	--	--	--	--	--	--	--

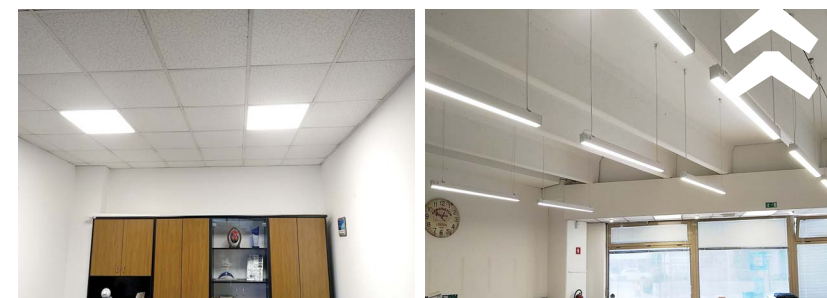
PRINTEC S.I. informacijska tehnologija, d.o.o.
POVEZAVA DO SPLETNE STRANI ČLANA

"V podjetju Printec smo tesno povezani z družbeno odgovornostjo. V okviru tega smo se odločili pridružiti EKO INICIATIVI in povečati poudarek na skrbi za okolje, ki je izrednega pomena za vse nas. Zavedamo se, da je narava naše največje bogastvo in, da moramo tudi mi za to nekaj narediti, če želimo prispevati k njeni ohranitvi, kar je še posebej pomembno za prihodnost naših otrok."

OD 2020 JE NAŠ PRISPEVEK K VAROVANJU OKOLJA:

- 1 PRED SEČNJO OBVAROVANIH DREVES
- 3.436 RECIKLIRANIH 1L TETRAPAKOV
- 0 m³ MANJ ODLOŽENIH ODPADKOV
- 90 kg MANJ CO₂ IZPUSTOV

We are proud of our environmental initiative in 2020 where Printec Slovenia **replaced old light bulbs with LED lighting**. This is important for the health of our employees and the environment, by reducing the consumption of electricity in our offices.



Slovenia



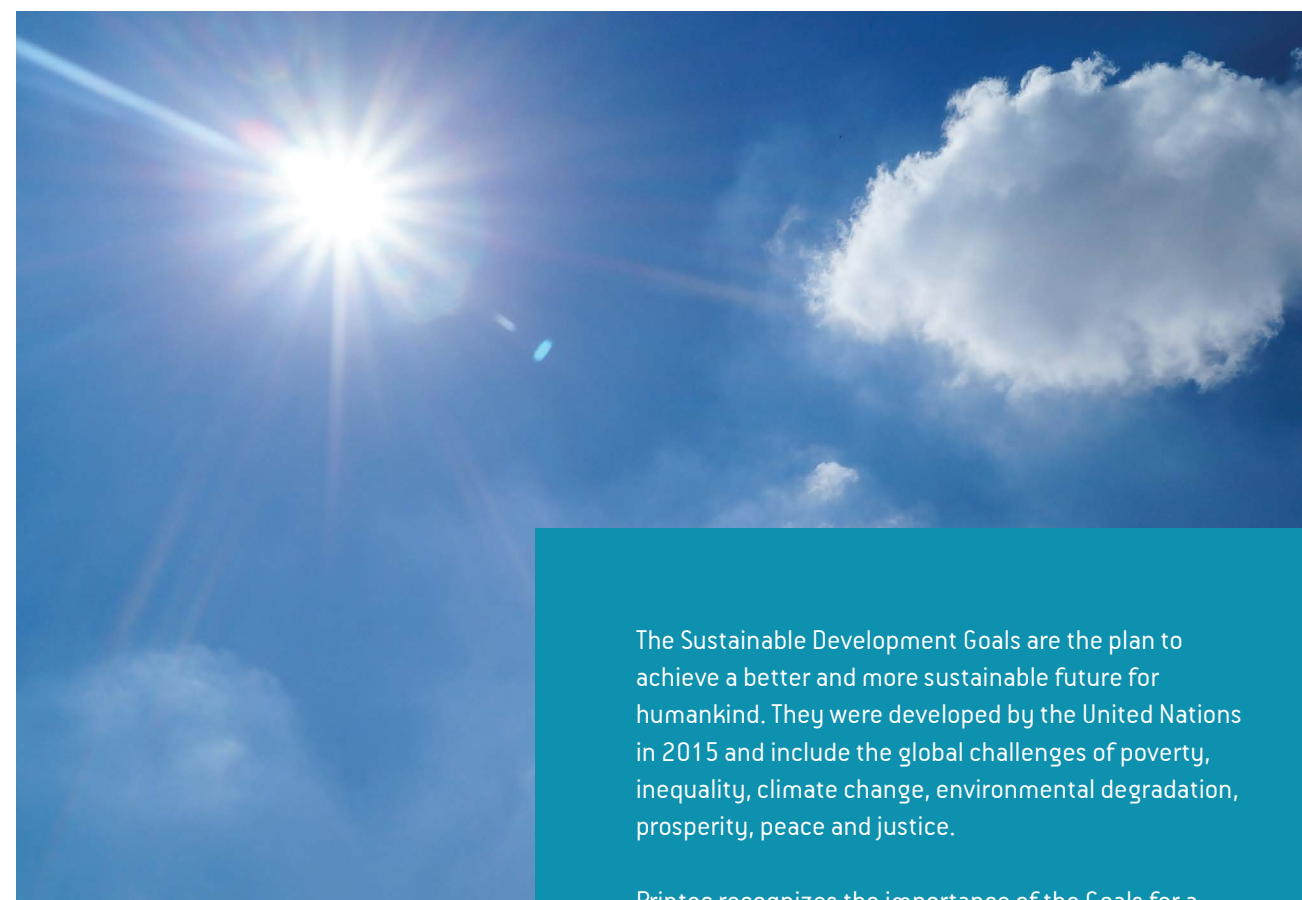
20



Our UNGC progress

Our UNGC progress

Sustainable Development Goals (SDG's)



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

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



1 NO POVERTY 	Report Section: 18. We Care Program – For Society Pages: 142-161	2 ZERO HUNGER 	Report Section: We Care Program – For Society Pages: 143, 155, 161
3 GOOD HEALTH AND WELL-BEING 	Report Section: 9. CS proactive measures for COVID 18. COVID measures for our people Pages: 46-47, 124-125	4 QUALITY EDUCATION 	Report Section: Strategic Goals 16. Focusing on our people - Performance & Development Pages: 11, 96-99
5 GENDER EQUALITY 	Report Section: 16. Focusing on our people – Diversity, Reward Pages: 94, 102	8 DECENT WORK AND ECONOMIC GROWTH 	Report Section: Strategic Goals 16. Focusing on our people - Talent Attraction & Selection, How we work Pages: 11, 92-93, 100
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	Report Section: 10.2020 Products in focus 13. Digital Transformation Pages: 49-53, 63-79	10 REDUCED INEQUALITIES 	Report Section: Strategic Goals 16. Focusing on our people – Reward Pages: 11, 102
15 LIFE ON LAND 	Report Section: 18. We care program – For Environment Page: 168	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Report Section: 18. We care program – For Society, For Environment Pages: 166-169
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Report Section: 16. Business ethics, anti-corruption & Whistleblowing measures Page: 101	17 PARTNERSHIPS FOR THE GOALS 	Report Section: 18. We care program – For society, For environment Pages: 142-161, 162-169

SUSTAINABLE DEVELOPMENT GOALS

United Nations Global Compact

The 10 Principles of the UNGC
and how they relate to Printec's
Communication on Progress



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

We welcome feedback on its contents.



The 10 Principles



Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Printec Commitment:

16. Focusing on Our People - How we work
Page: 100

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour

Printec Commitment:

16. Focusing on Our People - How we work
Page: 100



Environment

Principle 7: Businesses are asked to support a precautionary approach to environmental challenges

Printec Commitment:

18. We care program - For Environment
Page: 163

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility

Printec Commitment:

18. We care program - For Environment
Pages: 164-169

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies

Printec Commitment:

18. We care program - For Environment
Page: 163

Principle 5: Businesses should uphold the effective abolition of child labour

Printec Commitment:

16. Focusing on Our People - How we work
Page: 100

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

Printec Commitment:

16. Focusing on Our People - Performance & Development
Page: 96



Anticorruption

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

Printec Commitment:

16. Focusing on Our People - How we work
Page: 101



Human rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Printec Commitment:

18. We Care Program COVID measures for our people
Page: 168

Principle 2: Businesses should make sure that they are not complicit in human rights abuses

Printec Commitment:

16. Focusing on our people
Page: 94



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.





Discover more



www.printecgroup.com



[/PrintecGroup](https://www.facebook.com/PrintecGroup)



[/printec-group-of-companies](https://www.linkedin.com/company/printec-group-of-companies)



[/PrintecGroup](https://www.youtube.com/PrintecGroup)

