

2021

# ANNUAL SUSTAINABILITY REPORT

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# 1 MESSAGE BY THE LEADERSHIP

DEAR STAKEHOLDERS,

It is an honour to draft my third Sustainability Report letter to you. As I summarize my thoughts for 2021 three things come to mind: success, challenges, and optimism.

Overall, 2021 was another remarkable year for our business on many fronts. For Printec, 2021 was our strongest year in history in terms of profitability and we are proud of that. We fell short though in revenue and faced challenges trying to remain focused on our digital transformation and people centric culture within a rough year. Not only did we enter 2021 under the shadow of the pandemic, but soon after we had a crisis on our hands; The War in Ukraine. This was another devastating and overwhelming to us since one of our largest subsidiaries is in Ukraine with over 160 people. As a responsible employer, we helped support our fellow colleagues in every way possible and while we will undoubtedly remain committed to our people and our values.

“

*When the war in Ukraine started, we stood by our people from day one, helping, those who could relocate and supporting those who stayed behind, in war zones, to cope during the crisis. We will keep providing for their safety & wellbeing and continue proving we are a responsible employer when the need arises”*

Harris Konstantinou  
Chairman

Sustainability has always been embedded in our company's culture and we believe it makes us a stronger, more resilient company. Since 2014, we are in direct alignment with our commitment to the UN Sustainable Development Goals (SDGs) and the Ten Principles of the UN Global Compact. Already, this year we gradually move from a CSR philosophy to planning a solid ESG strategy. This is paramount for Printec and a priority for me.

Following the example set by our founder, Harris Konstantinou, we strive to create long-term and sustainable value for our key stakeholders, to whom we rely on for our success:

## OUR DEDICATED EMPLOYEES

Throughout 2021, we placed additional priority on the health and safety of our employees and while ensuring that, we promoted flexibility by launching a FlexWork program to support our commitment to our shared values.

Our definition of a healthy workplace is a balanced combination of development and wellbeing. In a constantly changing world, we wanted to safeguard our peoples' training and reskilling to reach their full potential. We realized the importance of wellbeing and introduced new initiatives and creative solutions to help people perform at their best.

## OUR VALUED CUSTOMERS

Although we strive to apply a customer centric approach in everything we do, this by no means implies that we are perfect in our execution. In 2021, there were times when we were overwhelmed and faced challenges.

Despite those challenges though, our employees continued their extraordinary efforts. This included efforts to roll out SAP ERP and Field Services Management to all our countries as part of our Digital Transformation journey.

We will continue to invest in maintaining and upgrading our technology, strengthening our information security, and improving the ease of doing business with us. Our way of measuring our relationship with customers is systematically asking for their feedback. In 2021 we ran another customer survey, and we were happy to find out that our Net Promoter score increased and our efforts to building loyal relationships paid off.

## OUR LONG-TERM PARTNERS

We value our long-lasting partnerships that are key for our business. To ensure that, we wish to be close to our partners, be transparent in any possible way and communicate effectively to guarantee a shared vision. In 2021 we also introduced new partnerships with promising growth opportunities.

## THE COMMUNITIES WHERE WE LIVE AND WORK

Along with our commitment to serving customers, employees, and long-term partners is our commitment to serving the communities where we live and work. This commitment is demonstrated by our strong We Care Program that emphasized on people, society and the environment. More than 100 employees are constitute Printec's active We Care Ambassadors network coordinating our team's efforts on giving back in any way. I am proud of their Printec people's voluntary efforts to shape the way towards a more accessible and sustainable world.

None of our company's successes in 2021 would have been possible without the trust that each of you placed in us—whether as an employee, a customer, a partner, or a member of one of our local communities.

As I humbly express my gratitude for your trust, I also hope you recognize that not every year will yield record profits. No one could reasonably commit to that. But you do have my commitment that Printec will continue:

- To operate with integrity and transparency and consistent with our values
- To apply a customer centric approach in everything we do
- To always act as a responsible employer
- To strive to maintain a culture that treats every employee with respect and honour and that ensures every employee is given the opportunity to thrive
- To share the benefits of our successes with customers, employees, partners, and the communities where we work and live

I am dedicated to these actions and my aim is to present Printec as a company you can feel proud to be associated with.

**Marina Mavrommati**  
Chief Executive Officer



# STRATEGIC GOALS

WE EXTEND OUR COMPETITIVE ADVANTAGE AND IMPROVE OUR FINANCIAL PERFORMANCE, WITH A CLEAR FOCUS ON OPERATIONAL EXCELLENCE AND GROWTH.

TO ACHIEVE THIS, WE MUST:

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## 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.



## 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.



## 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.

9



# WHO WE ARE

## ABOUT PRINTEC

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

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

Through our solutions and services, we enable businesses to leverage innovative technology in order to provide superior customer experience and at the same time achieve operational efficiencies and regulatory compliance.



WHO WE ARE

# LOCATIONS

ALBANIA • AUSTRIA •  
CROATIA • CYPRUS • CZECH REPUBLIC  
NORTH MACEDONIA • ROMANIA •  
UKRAINE

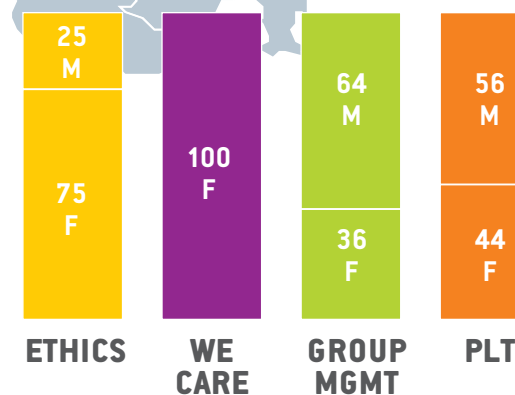
BOSNIA AND HERZEGOVINA • BULGARIA •  
GREECE • KOSOVO • MONTENEGRO •  
SERBIA • SLOVAKIA • SLOVENIA •

# GOVERNANCE

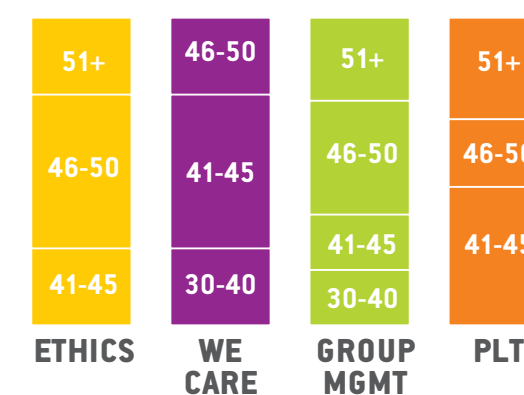
## OUR COMMITTEES' STRUCTURE:

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

GENDER %



AGE GROUPS





## WHO WE ARE



**Harris Konstantinou**  
*Chairman*



**Marina Mavrommati**  
*Chief Executive Officer*



**Alexander Horozov**  
*Chief Solutions & Services Delivery Officer*



**Irini Ioannidou**  
*Chief Compliance Officer*



**Ilias Papastathopoulos**  
*Chief Finance Officer*



**Elina Koulouri**  
*Chief People Officer*



**Symeon Stavrou**  
*Group ITMS Manager*



**Iosif Tavlaz**  
*Group Customer Services Manager*



**Leonidas Petromaniatis**  
*Group PMO Manager*

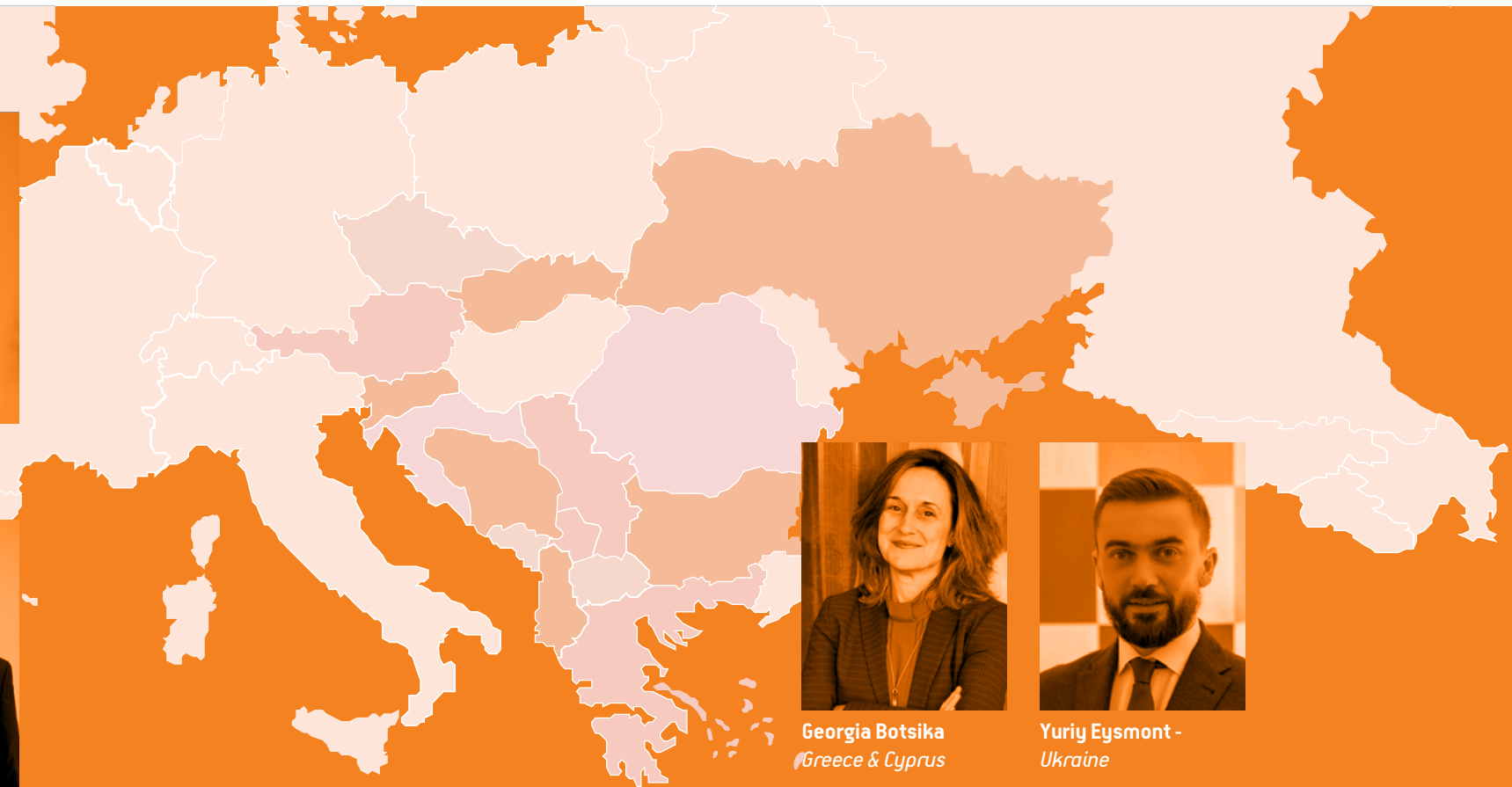


**Igor Kujundziski**  
*Group Professional Services Manager*



**Manolis Kargopoulos**  
*Group Supply Chain Manager*

# EXECUTIVE TEAM



## CLUSTER MANAGERS



**Georgia Botsika**  
*Greece & Cyprus*



**Yuriy Eysmont**  
*Ukraine*



**Ionut Cristea**  
*Romania*



**Ivan Moderdovsky**  
*Czech Republic & Slovakia*



**Paulin Kolev**  
*Bulgaria*



**Goran Martic**  
*Adriatics Cluster*

# OUR SHARED VALUES AND PURPOSE

## 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.

## 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.



## 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.



## 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.

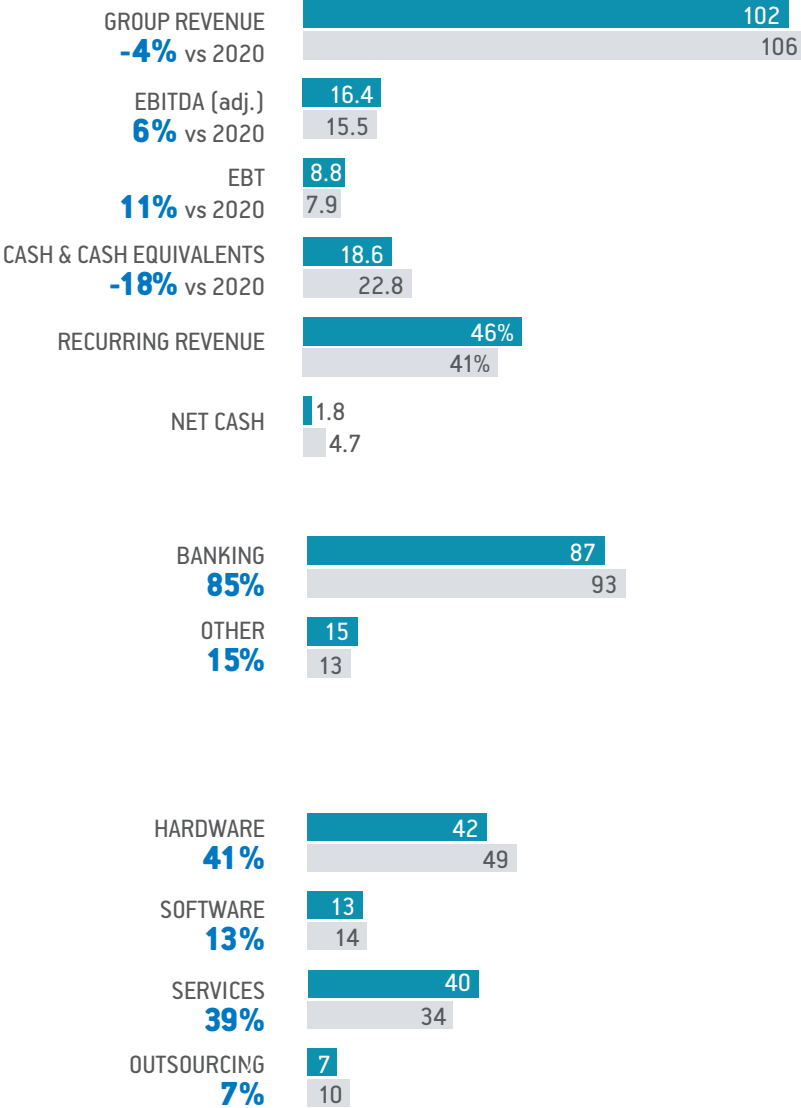
We are dreamers, makers, and risk-takers on a constant quest for improvement. Together, we grow stronger by encouraging creativity, embracing change, and welcoming new challenges.



# 5 FINANCIAL RESULTS

## KEY FINANCIAL HIGHLIGHTS

2021  
2020

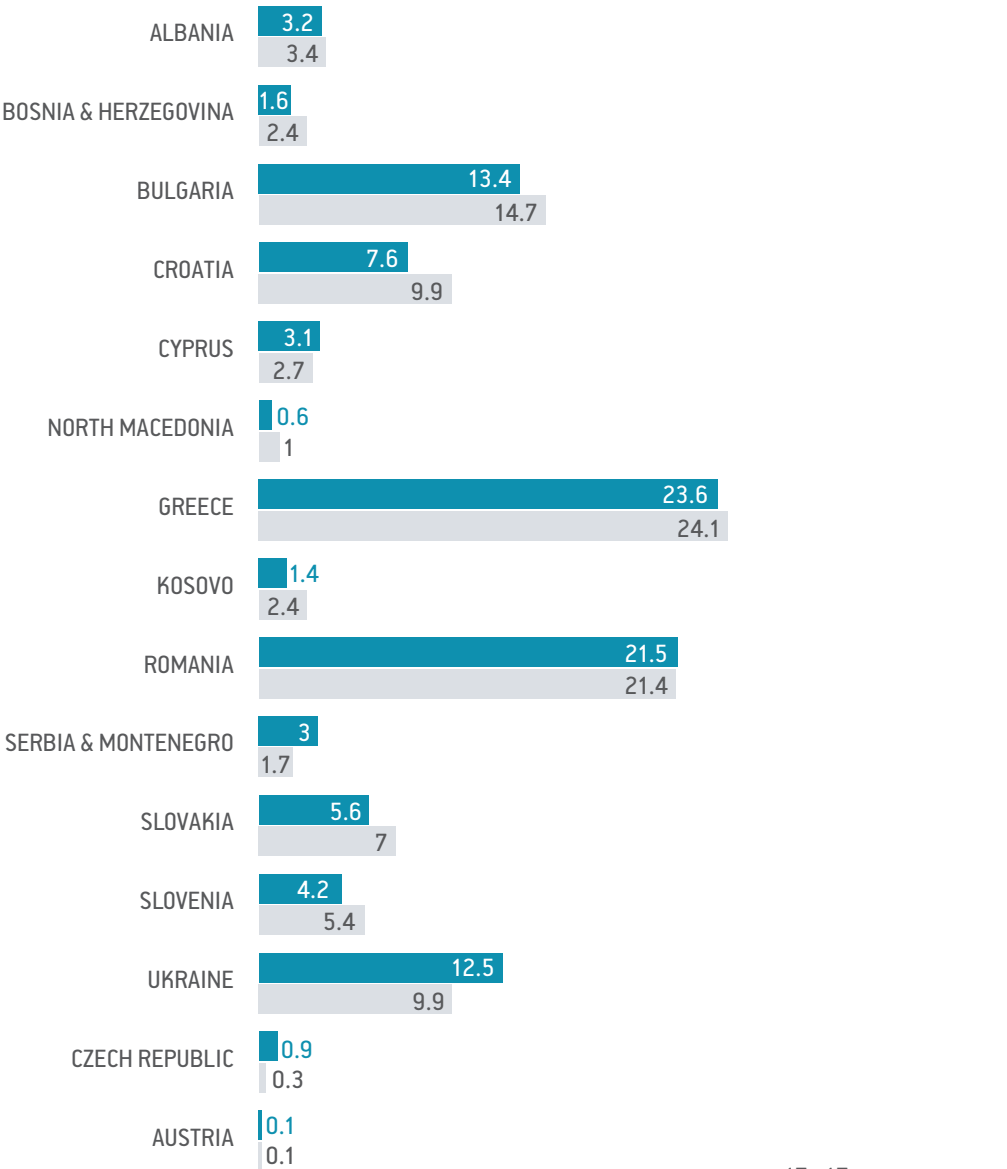


## REVENUE PER INDUSTRY

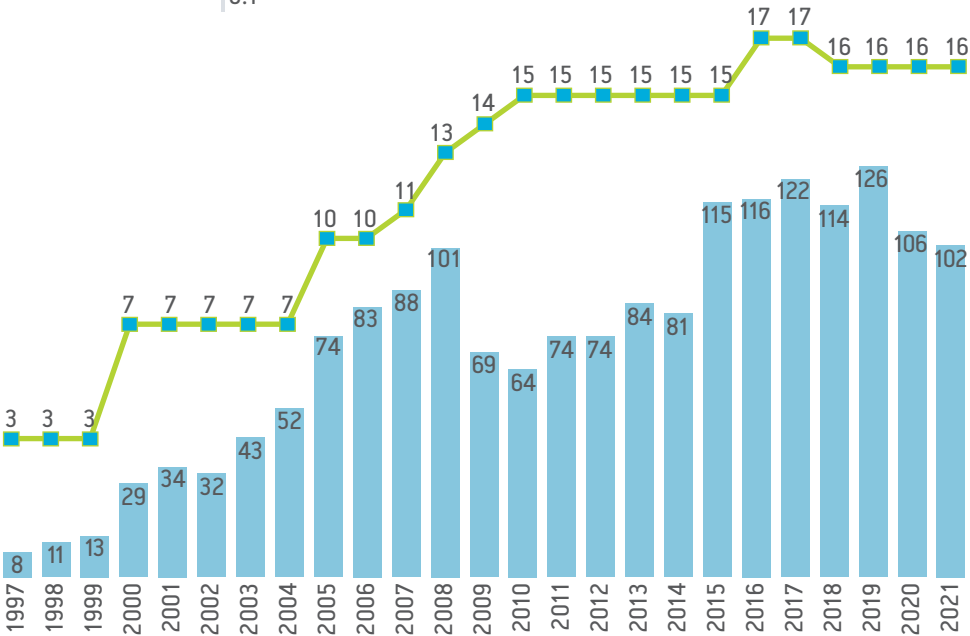
## REVENUE PER ACTIVITY

## COUNTRY ANALYSIS REVENUE

2021  
102  
2020  
106



## REVENUE €M # OF COUNTRIES





# BUSINESS SOLUTIONS



## SECURITY & COMPLIANCE



## DIGITAL TRANSFORMATION



## SELF-SERVICE CHANNELS



## BI & ANALYTICS



## EPAYMENTS

### Innovation is in our DNA and embedded into our solutions

At Printec, we always act on opportunities, take initiatives, push boundaries, and empower our people to innovate. We develop and deliver solutions that satisfy the unique needs of our customers and transform their business through digitization and automation. We are and always have been pioneers in transaction automation solutions.

To further motivate and inspire our people to bring new ideas to the table, we introduced in 2018 the Innovation Initiative asking all of our people to submit new ideas that can impact the way we work and the solutions we offer to our customers. In 2021 we ran the 2nd Innovation Initiative that has brought in the spotlight innovative solutions that can really make an impact to our company, the business, and our customers.

### We create solutions that meet market needs

Through our solutions and services we enable businesses to leverage innovative technology in order to provide superior customer experience and at the same time achieve operational efficiencies and regulatory compliance. Today, we operate in 16 countries, we employ over 900 people and are proud to have more than 500 satisfied customers using our technology solutions.

## ANTI-MONEY LAUNDERING

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

## TRANSACTION SCREENING

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

## RISK MANAGEMENT

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

## TAX COMPLIANCE

Anti-Money Laundering, Know Your Customer, tax compliance — a complete set of solutions to ensure agreement with regulatory requirements.

## KNOW YOUR CUSTOMER

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

# SECURITY & COMPLIANCE



## BUSINESS SOLUTIONS

# DIGITAL TRANSFORMATION

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

## POINT OF SALE SOLUTIONS

## DIGITAL SIGNAGE & SMART QUEUEING

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

## ESIGNATURE

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

## SELF CHECKOUT, SELF SHOPPING

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

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

## CASH & COIN HANDLING

## CUSTOMER EXPERIENCE OVER SELF SERVICE CHANNELS

Optimizing all channels through forecasting, targeted campaigns, extended services gives the end customer an improved overall experience.

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

## VIRTUAL TELLER STATION

## SMART VENDING MACHINES

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

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

## ATMS

## SELF CHECKOUT

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

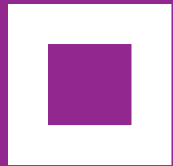
## PETROL STATIONS OUTDOOR PAYMENT TERMINALS (OPTS)

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

## SELF-SERVICE KIOSKS

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

# SELF-SERVICE CHANNELS



## BUSINESS SOLUTIONS

# ANALYTICS & BI

## REAL-TIME TRANSACTIONS MONITORING

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

## OMNI-CHANNEL TRANSACTION ANALYTICS

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

## REAL-TIME DATA ANALYTICS & MONETIZATION

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

## CASH FORECASTING AND OPTIMIZATION

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

## EFT-POS TERMINALS AND PINPADS

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

## LOYALTY

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

## SWITCHING

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

## ECOMMERCE

A flexible and certified authentication platform for web banking, transaction signatures and online payments.

## FLEET MANAGEMENT SYSTEM

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

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

## WATCH4PAY

# E-PAYMENTS



## BUSINESS SOLUTIONS

# WAREHOUSE ROBOTIC SORTING SOLUTION



## SPOTLIGHT ON THE ROBOTIC SORTING SOLUTION

For the first time ever in the Greek Market, Printec introduced the Warehouse Robotic Sorting solution, an innovative system consisting of AMRs (Autonomous Mobile Robots) on a platform and a user-friendly operating system, which replaces the traditional sorting method with an efficient and cost-effective automated process.

With this new sorting system, based on Artificial Intelligence (AI) technology, customer service is faster, while at the same time both utilization of human resources and operating errors are substantially improved. Its installation is easy and fast, ensuring high performance and accuracy and providing a wide range of capabilities and applications. The solution is fully portable, thus it can be easily uninstalled, moved, and adapted to a new installation if necessary.

Through this innovative sorting solution, Printec provides superior customer experience by offering a flexible and scalable solution with fast deployment cycle (2 weeks – 2 months), of high capacity and low capital investment. At the same time, Printec customers benefit by reduced order-to-delivery times with lower operating costs and high accuracy, while end customers are served in the fastest possible way with error free processes.



## 7

# BUSINESS RESILIENCE

## BUSINESS RESILIENCE

FOR THE PAST FEW YEARS, EVEN BEFORE THE COVID19 PANDEMIC, AT PRINTEC WE HAD STARTED TO INVEST IN INITIATIVES THAT WOULD HELP US ENHANCE OUR BUSINESS'S RESILIENCE TOWARDS ANY FORM OF DISRUPTION.

We want to safeguard our people, our assets, our customers and our operations and provide assurances towards for our uninterrupted operations.

The latest developments with the COVID pandemic and global political and social unrest, have validated our decision to invest towards these efforts.

Through our Business Resilience initiatives, we aim to go beyond Disaster Recovery and Business Continuity by offering post-disaster strategies to avoid costly downtime, shore up vulnerabilities and maintain business operations in the face of any unexpected major or minor events.

Our Business Resilience framework comprises of a series of programs that all work together to protect every aspect of the business:

- ENTERPRISE RISK MANAGEMENT
- CRISIS MANAGEMENT
- BUSINESS CONTINUITY
- CYBERSECURITY
- DATA PROTECTION
- WHISTLEBLOWING
- QUALITY MANAGEMENT





## BUSINESS RESILIENCE

# RISK MANAGEMENT

## LOOKING AHEAD

In 2022 we are planning on reviewing our current risk registers through a series of internal workshops to reflect the new landscape that we will operate in a post-pandemic era.

**Printec acknowledges that taking risks is an integral part of its business. It, therefore, sets mechanisms to identify those risks and assess their potential impact for the achievement of its objectives.**

Since social, economic, industry, regulatory and operating conditions will continue to change, risk management mechanisms are set and evolve in a manner that enables the company to identify and manage risks associated with those changes.

Management at Group level is highly involved in the supervision of the operations and performance of the subsidiaries. Group Directors are the risk owners of their area of responsibility and local management in each subsidiary participates respectively. Currently, the Group, based on the agreed risk assessment process documentation, runs risk assessments.

The Group Risk Management Charter describes the overall strategy, objectives, and direction of the Company towards Risk Management. It includes the risk appetite, strategy and overall ERM framework in place.

In addition, a dynamic Enterprise Risk Management methodology is applied to enable prompt risk identification and mitigation towards the achievement of Company's strategic business objectives.

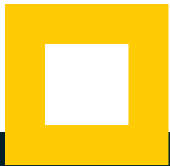
The global economy showed signs of recovery from the pandemic crisis in 2021, however, economic development continues to be impacted by its aftermath. Leading institutes and organizations expect the recovery to continue in 2022.

However, wide-ranging supply-side bottlenecks are disrupting global value chains and, combined with ongoing pandemic-related restrictions, are slowing growth. Rising raw materials and energy prices as well as delivery and capacity bottlenecks have ramped up inflationary pressures worldwide. And this is only likely to let up slightly in 2022, with no expectation of a rapid return to the pre-pandemic very low rates of inflation.

As such, economic development is subject to not insignificant risks going forwards. New, wide-reaching pandemic-related restrictions or longstanding delivery and capacity bottlenecks could impede recovery to a greater extent than expected. Further risks result from potential geopolitical conflicts and uncertainties from international trade conflicts.

These risks are counterbalanced by opportunities, especially if the coronavirus pandemic can be effectively contained. Based on experience so far, the coronavirus pandemic is expected to have only a limited impact on Printec's business. If delivery and capacity bottlenecks are resolved faster than expected, this would open up the opportunity to a dynamic upturn.

Finally, Printec's competitiveness is maintained by continuous partnerships and investments, quality control and assurance measures, and the deepening scale and scope of services with core customers. Customers' opportunity costs of switching from Printec services to other service providers are relatively high due to years of cooperation, the Printec's proprietary technology and know-how.



## BUSINESS RESILIENCE

# DISRUPTIVE INCIDENT RISKS & BUSINESS CONTINUITY

**Disruptive incident risks (e.g., global health risks) that might arise in our region are sufficiently covered by Printec's newly introduced Major Incident Response Framework and the Pandemic Response Framework, as well as the Business Continuity Framework.**

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

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

## OUR BUSINESS CONTINUITY PLAN ADDRESSES ISSUES RELATED TO:

DATA BACKUP AND  
RECOVERY

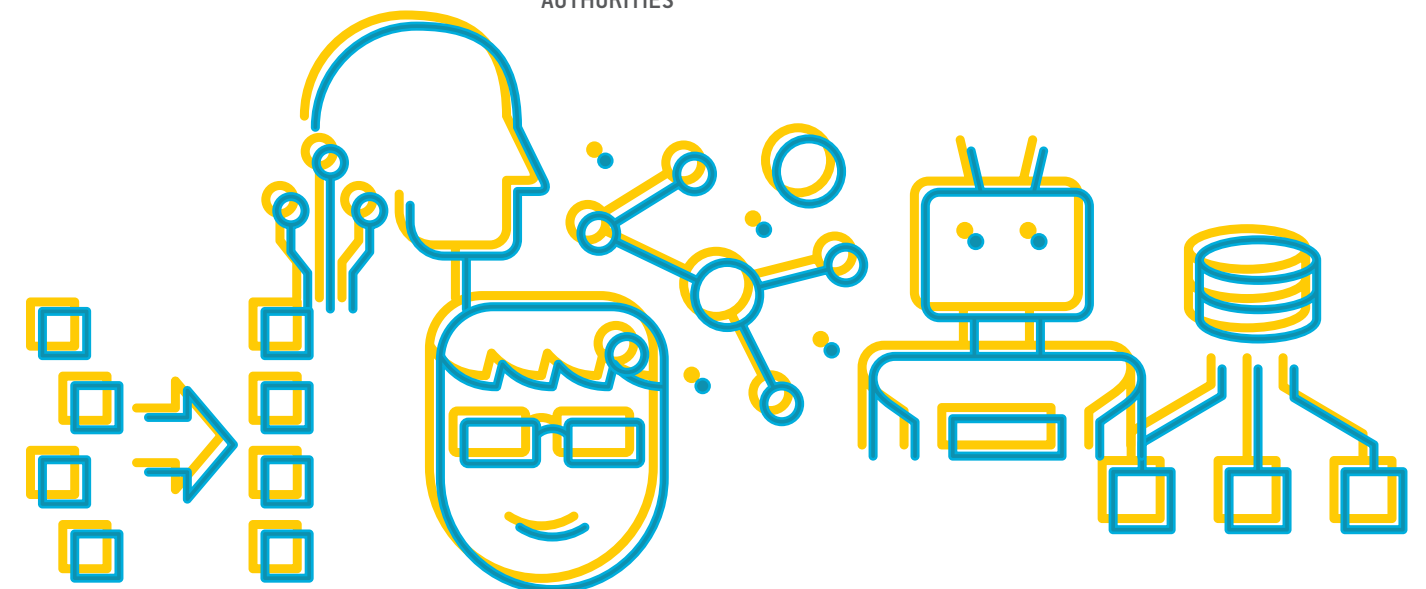
ALL MISSION  
CRITICAL SYSTEMS  
AND SERVICES

SAFETY OF  
EMPLOYEES,  
COMMUNITY, AND  
COLLABORATION  
WITH REGULATORY  
AUTHORITIES

ALTERNATIVE  
COMMUNICATION  
PATHS WITH  
CUSTOMERS AND  
THIRD PARTIES

ALTERNATE  
PHYSICAL  
LOCATIONS FOR  
EMPLOYEES

RESILIENCE  
OF CRITICAL  
SUPPLIERS AND  
CONTRACTORS





## BUSINESS RESILIENCE

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

This BC schema dictates

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

More specifically, all corporate business units are required to maintain and exercise alternate operation strategies by prioritizing key processes and functions, utilizing Business Impact Analyses for processes and Service Impact Analyses for applications supporting business processes. Each of the critical processes and applications has resiliency plans to restore their functionality.

Our Business Continuity Management policy calls for reviews, updates, and testing of Business Continuity Plans at scheduled intervals. Based on these, Printec Business Continuity Management teams validate that each business unit's resiliency strategies are effective as well as if any further mitigation action is required.

A Major Disruptive Event is an incident that may result in significant disruption to the business and demands a response beyond the routine incident management process. Major events have a separate procedure with shorter timescales and urgency that is required to accelerate resolution process since they might cause high business impact.

This event or situation has a range of serious consequences that threatens serious damage to human welfare, or the security of the company which requires special arrangements to be implemented by one or more departments.

The characterization of an event as "major disruptive event" is determined by the Crisis Management Committee of the company. For example, an incident can be escalated to "major" if a critical business service is impacted or if there is a service outage that affects a large number of users.

Other examples: loss of life, large-scale loss of communications and disruption to health or communication services.

At Printec we have established a concise framework, addressed to all BCP teams, crisis management teams, management teams, people managers and team leaders which outlines the 7 Crisis Focus Areas that need to be addressed before and during an incident.

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

## THE 7 CRISIS FOCUS AREAS

The areas are not necessarily in chronological order and each model is activated based on the assessment of the current situation.

### CRISIS MANAGEMENT GOVERNANCE

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

### BUSINESS CONTINUITY PLANS & CAPABILITY GAPS

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

### 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.

### COMMUNICATION & ENGAGEMENT

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

### SITUATIONAL AWARENESS & INSIGHTS

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

### CRISIS RESPONSE PROCESS

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

### LESSONS LEARNT & POST-CRISIS ANALYSIS

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

## MAJOR DISRUPTIVE EVENT PREPAREDNESS AND RESPONSE FRAMEWORK





## BUSINESS RESILIENCE

# COVID19 RESPONSE



## THE PANDEMIC

IS EXPECTED TO  
ONLY IMPACT  
OUR BUSINESS  
TO A LIMITED  
EXTENT GOING  
FORWARD

Based on these focus areas and the operational model we responded responsibly to the COVID19 pandemic that affected every country around the globe, keeping Crisis Management Committees (Group & local) and Business Continuity teams activated and fully engaged supporting all Printec's employees as well as external collaborating parties by issuing regular guidelines on Situational Awareness & Covid Insights combined with an even faster decision-making process on flexible working arrangements & business travel adjustments.

As the pandemic was evolving, 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. (Third Parties' Business Risks).

Our non-financial performance indicators also revealed in the reporting year that the coronavirus pandemic had a formative effect on how we collaborate. We successfully built on our experience in recent months and put proactive measures in place that have been reflected in our employees' outstanding performance and record levels of employee satisfaction (engagement score as measured in 2022). Our customer service revenue line increase in the reporting year from the re-opening of shops after the imposition of coronavirus-induced temporary closures both in the previous year and in 2021.

Based on experience so far, the coronavirus pandemic is expected to only impact our business to a limited extent going forward.





## OUR CYBERSECURITY PROGRAM

**“PRINTEC SHIELD” KEPT PACE WITH ALL THESE DEVELOPMENTS ALSO FOR 2021**

**Printec’s ongoing digital transformation has made our operating model more efficient than ever before, driving extraordinary opportunity, innovation, and development.**

The coronavirus pandemic has accelerated this trend impacting our expansion in cyberspace and the critical services and systems that we rely on. Our Cybersecurity program, “Printec Shield” kept pace with all these developments also for 2021.

Within 2021 we further enhanced our Cybersecurity posture with cutting-edge technology and operations capabilities across our established program functions Identify → Protect → Detect → Respond → Recover (compliant with NIST) as follows:

### IDENTIFY

ENTERPRISE RISK MANAGEMENT AND CYBERSECURITY FRAMEWORK WERE INTEGRATED FOR ADDRESSING RISKS HOLISTICALLY

SUPPLY CHAIN RISK MANAGEMENT AND MONITORING WAS INTENSIFIED

ASSET MANAGEMENT WAS STRENGTHENED WITH NEW TOOLS AND SERVICES

### PROTECT

CYBERSECURITY POLICY FRAMEWORK WAS UPDATED AND WAS RECERTIFIED BASED ON ISO 27001:2013

INVESTED IN OUR PEOPLE

SKILLS WITH CYBERSECURITY KNOWLEDGE AND CERTIFICATIONS

ACQUIRED STATE-OF-THE-ART INFRASTRUCTURE AND RELOCATED CORE SERVICES TO

WORLD-CLASS DATACENTER FACILITIES IMPROVING CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF OUR DATA AND SERVICES.

### DETECT

INTRUSION AND DETECTION CONTROLS WERE REEVALUATED AND TOUGHENED FURTHER.

CONTINUING SHIFTING TO A CLOUD-BASED STRATEGY WITH EMBEDDED SECURITY CONTROLS PROVIDED BY DESIGN.

FURTHER IMPLEMENTING IDENTITY MANAGEMENT AND ZERO-TRUST MODEL ACROSS THE ORGANIZATION.

### RESPOND

IMPLEMENTED ADVANCED THREAT RESPONSE CAPABILITIES FOR ON-PREMISES AND CLOUD WORKLOADS/ENDPOINTS.

FORTIFIED OUR PARTNERSHIP WITH RECOGNIZED CYBERSECURITY PARTNERS AND PROFESSIONALS OFFERING INCIDENT RESPONSE SERVICES.

### RECOVER

IMPROVED BUSINESS CONTINUITY MEASURES AND INCREASED MATURITY – GREECE AND ROMANIA WERE RECERTIFIED ACCORDING TO ISO / IEC 22301:2019.

INTEGRATED AND TESTED CRISIS MANAGEMENT PROGRAM ACROSS THE ORGANIZATION





**BUSINESS  
RESILIENCE**

# DATA PROTECTION



## GENERAL DATA PROTECTION REGULATION

**DATA PRIVACY  
RISKS ARE  
HEIGHTENED  
DUE TO  
PANDEMIC  
CRISIS AND  
THE INTENSE  
REMOTE  
WORKING  
CONDITIONS**

**Printec is committed to compliance with all relevant EU and Member State laws in respect to personal data, and the protection of the rights and freedoms of individuals whose information Printec collects and processes in accordance with the General Data Protection Regulation.**

The GDPR embodies the well-recognized privacy principles of transparency, fairness, and accountability, expands the privacy rights of EU individuals and places new obligations on all organizations that market, track, or handle EU residents' personal data. GDPR promotes better accountability for handling the personal data of customers and employees through better data accounting and by introducing a risk-based approach, which enables innovation and participation in the global digital economy.

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.

## OUR COMMITMENT

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

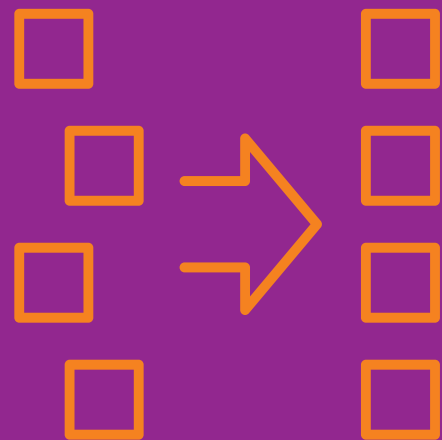
IS BASED ON A RISK-  
BASED APPROACH  
FOLLOWING UNIFORM  
METHODOLOGY IN ALL  
PRINTEC ENTITIES

EXAMINES EVERY  
ASPECT OF OUR  
OPERATIONS

ENSURES EVERYONE'S  
INVOLVEMENT AND  
COMMITMENTALL

## BUSINESS RESILIENCE

### 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. The main principles of our policy are reflected in our privacy statement and our Code of Business Conduct & Ethics. Every year we add more policies regarding data protection to our arsenal, as business needs arise and we continuously improve our existing ones.

#### DATA PROTECTION OFFICER (DPO)

In Printec, we see GDPR as one more opportunity to improve the way we work, that is why we have adopted a “continuous improvement” framework where we are constantly re-assessing our practices, train our people and maintain our existing infrastructure

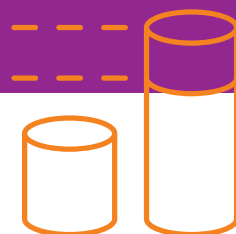
A Group Data Protection Officer, who the Board of Directors considers to be suitably qualified and experienced, has been appointed to oversee Printec's compliance with this policy on a day-to-day basis.

Managers/Supervisors/Team Leaders are responsible for data processing that takes place within their area of responsibility.

The local Data Protection Officer where required and/or Cluster-Country Data Protection leader have specific responsibilities and are the first point of contact for employees seeking clarification on any aspect of data protection compliance.

#### DATA INVENTORY

Knowing what data we hold is key in managing them appropriately and consistently. Based on a cross-functional, company-wide effort, we inventory and map the data that each unit within Printec processes. We also inventory our products and services. This allows us to identify and understand how we handle data, including what we have, how we are protecting them, what we are doing with them, where they are, where they flow, who has access to them, and why. By gaining this knowledge we aim to improve our processes to comply with the principles of the GDPR.



#### DATA RISK MANAGEMENT

Data risk management requires understanding the threats, vulnerabilities and risks associated with processing (e.g., collecting, exchanging, storing, deleting) the specific types of personal data we handle. By conducting Data Privacy Impact Assessments (DPIAs) for our own internal business processes, measuring the effectiveness of policies, processes and controls, we constantly try to manage risks to an acceptable level and identify the current strengths and opportunities in the data protection practices of Printec.

#### INCIDENT RESPONSE

We have implemented a thorough, group-wide data incident response process that is integrated in our business continuity processes. Our cross-functional incident response team consists of personnel from multiple departments. Our team provides guidance and takes responsibility for remedial actions based on members' business function and role. Any data breaches will be handled by a subgroup of the incident response team since, due to possible legal/regulatory implications, a different management process may be required.

#### TRAINING & AWARENESS

Printec conducts on a regular basis a Data Protection Awareness program (including campaigns) through a variety of multi-media (online, print, video, live sessions) and languages, which aims at providing general training to all personnel and specific training to personnel who have permanent or regular access to personal data. Specific modules, taking into account local specificities, are also being developed. The attendance to the Data Protection Training is mandatory for all new employees and advisable for all existing employees who have participated in a session in the past. In order to facilitate the participation of Printec employees we maintain an active intranet for collaboration and communications at all levels within the company. The content of the general Data Protection training is specialized further year by year, as the employees' understanding of the GDPR is gradually improving. Departmental sessions are also introduced. Beyond basic awareness training, Printec encourages & supports employees to pursue further training opportunities.

# OUR PROGRAM





## BUSINESS RESILIENCE

# WHISTLEBLOWING

## LOOKING AHEAD

In 2022, Printec aims on enhancing further the way it complies with the WB directive securing anonymity by setting up an online platform accessible by anybody inside or outside the organization, as well as to schedule regular online awareness / training sessions to its personnel

**Printec, since 2015, when its Code of Business Conduct & Ethics was officially released for the first time, has made clear reference to whistleblowing and non-retaliation of whistle-blowers who would use the launched communication channels of the Company.**

In 2021, Printec has enhanced the existing communication forms on its site (printecgroup.com) to support anonymous reporting in respect to issues linked to Data Privacy and Ethics. Printec's Code of Business Conduct & Ethics has also been updated respectively, requesting Printec's employees, suppliers, collaborators, business partners and customers to contribute to a corruption-free environment. Any indications of corruption must be immediately reported through the dedicated whistleblowing channels made available by the Group and its subsidiaries as specified in Printec's Code of Business Conduct & Ethics.

Whistle-blowers are vital for maintaining an open and transparent society, as they expose misconduct or hidden threats. To ensure that they are better protected against negative consequences, EU Directive 2019/1937 on the protection of whistle-blowers came into force on 16 December 2019.

## THE GOALS OF THE EU WHISTLEBLOWING DIRECTIVE ARE:

TO DETECT AND  
PREVENT MISCONDUCT  
AND BREACHES  
OF LAWS AND  
REGULATIONS,

TO IMPROVE LAW  
ENFORCEMENT  
BY ESTABLISHING  
EFFECTIVE,  
CONFIDENTIAL AND  
SECURE REPORTING  
CHANNELS TO  
EFFECTIVELY PROTECT  
WHISTLE-BLOWERS  
FROM FEAR OF  
RETALIATION,

TO PROTECT AND  
ENABLE WHISTLE-  
BLOWERS BY  
HELPING THEM TO  
RAISE CONCERNS  
CONFIDENTLY WITHOUT  
FEAR OF RETALIATION,  
BY ENSURING  
ANONYMITY.

The WB Directive obliges both companies (with more than 250 employees from 2021 and more than 50 employees from 2023) and authorities in general to introduce whistle-blower schemes, which must be available to all employees in the organization. It is also possible that the scheme also influences external partners, e.g. clients or consultants while it can be established in various ways, i.e. in writing and submit reports by post, by physical complaint box(es), or through an online platform, whether it be on an intranet or internet platform, or to report orally, by telephone hotline or other voice messaging system, or both.



BUSINESS  
RESILIENCE

# SPEAK UP POLICY

Whistleblower? Yeah that sounds scary but don't worry. **You're not becoming that.** You are merely giving us a signal so that we can act. Any step in the process which asks for your participation will go via you first.

## WHAT ARE THE RESULTS?

We are not always allowed to share details of outcome, but in our annual reports under culture and ethics you can see statistics of what we did with your signals.  
**Speaking Up Really Pays Off!**

### Breaches of the code of conduct

- Fraud
- Bullying
- Human Rights issues
- #metoo matters
- Health and safety
- Corruption
- Abuse of power

## SPEAK UP!

If you suspect something is wrong, share it with us, so we can take the burden from you.

Help us help you.

And remember: you can signal us **anonymously!**

## WHY SHOULD I?

We are a company that wants to do the right thing, **If something is damaging our culture...** We want to know as early as possible so we can **take action!**

## HOW CAN I SPEAK UP

### Ask or Report

You can confidentially contact the

### Ethics Committee

Online: SpeakUp & Ethics webform for all



[www.printecgroup.com/contact/](http://www.printecgroup.com/contact/)



Email: [ethics@printecgroup.com](mailto:ethics@printecgroup.com)

Mail: Printec Group  
Mariahilfer strasse 32  
1070 Wien



**BUSINESS  
RESILIENCE**

# QUALITY MANAGEMENT SYSTEM REQUIREMENTS AND CERTIFICATIONS

## AT PRINTEC

we strive to meet Quality Management System (QMS) requirements in our key areas of operation, and we make sure our certifications are internationally recognized:

COUNTRY	STANDARD AUDITED	CERTIFICATE NAME
BOSNIA AND HERZEGOVINA	ISO 9001:2015	QUALITY MANAGEMENT SYSTEM
	ISO/IEC 27001:2013	INFORMATION SECURITY MANAGEMENT SYSTEM
BULGARIA	ISO 9001:2015	QUALITY MANAGEMENT SYSTEM
	ISO 14001:2015	ENVIRONMENTAL MANAGEMENT SYSTEM
	ISO 20000-1:2011	SERVICE MANAGEMENT SYSTEM
	BS ISO/IEC 27001:2013	INFORMATION SECURITY MANAGEMENT
	ISO 45001:2018	OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM
CYPRUS	ISO 9001:2015	QUALITY MANAGEMENT SYSTEM
NORTH MACEDONIA R.	ISO/IEC 20000-1:2018	SERVICE MANAGEMENT SYSTEM
GREECE	ISO 9001:2015	QUALITY MANAGEMENT SYSTEM
	ISO 22301:2019	SECURITY & RESILIENCE – BUSINESS CONTINUITY MANAGEMENT SYSTEM
	ISO 27001:2013	INFORMATION SECURITY MANAGEMENT SYSTEM
	ISO 27701:2019	PRIVACY INFORMATION MANAGEMENT SYSTEM
	ISO 20000-1:2018	SERVICE MANAGEMENT SYSTEM
ROMANIA	ISO 9001:2015	QUALITY MANAGEMENT SYSTEM
	ISO 14001:2015	ENVIRONMENTAL MANAGEMENT SYSTEM
	ISO 22301:2019	SECURITY & RESILIENCE – BUSINESS CONTINUITY MANAGEMENT SYSTEM
	ISO/IEC 27001:2013	INFORMATION SECURITY MANAGEMENT SYSTEM
	ISO 45001:2018	OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM
SLOVENIA	ISO 9001:2015	QUALITY MANAGEMENT SYSTEM
	ISO/IEC 27001:2013	INFORMATION SECURITY MANAGEMENT SYSTEM

COUNTRY	CERTIFICATION NAME
SERBIA	GOLDEN AAA CERTIFICATE OF CREDITWORTHINESS RATING
SLOVENIA	GOLDEN AAA CERTIFICATE OF CREDITWORTHINESS RATING

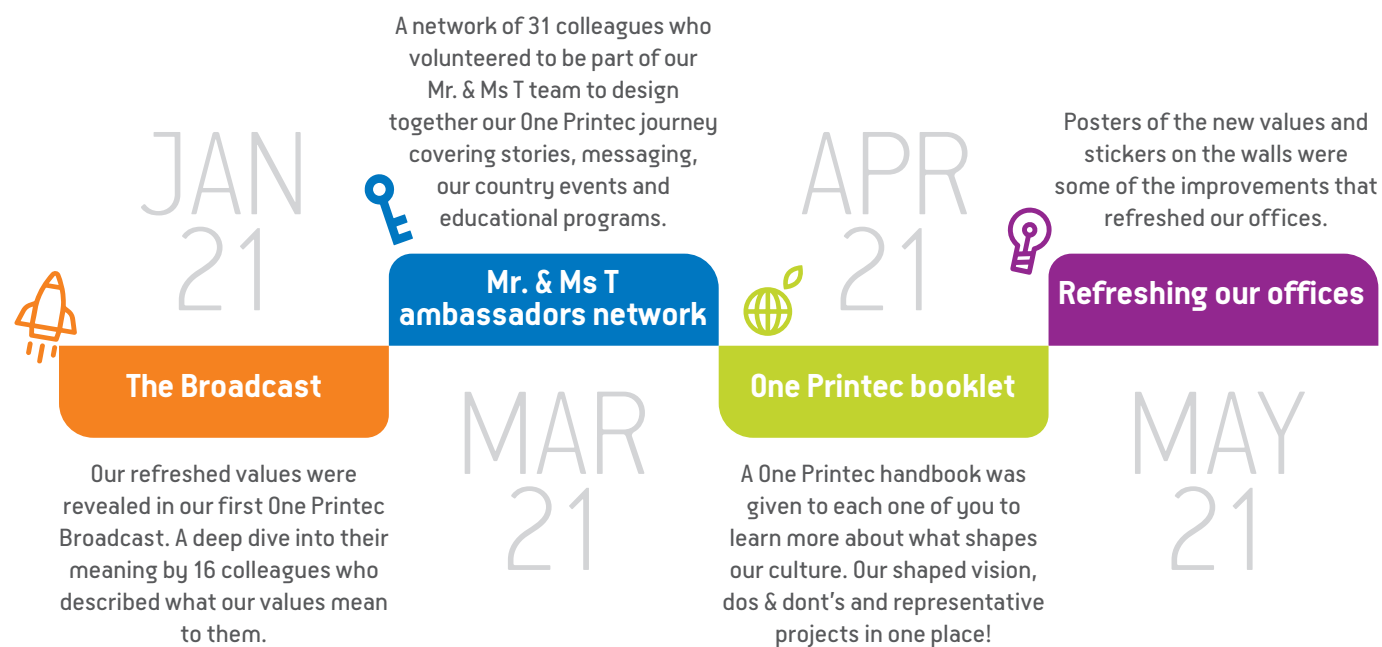


8

# OPERATIONAL EXCELLENCE

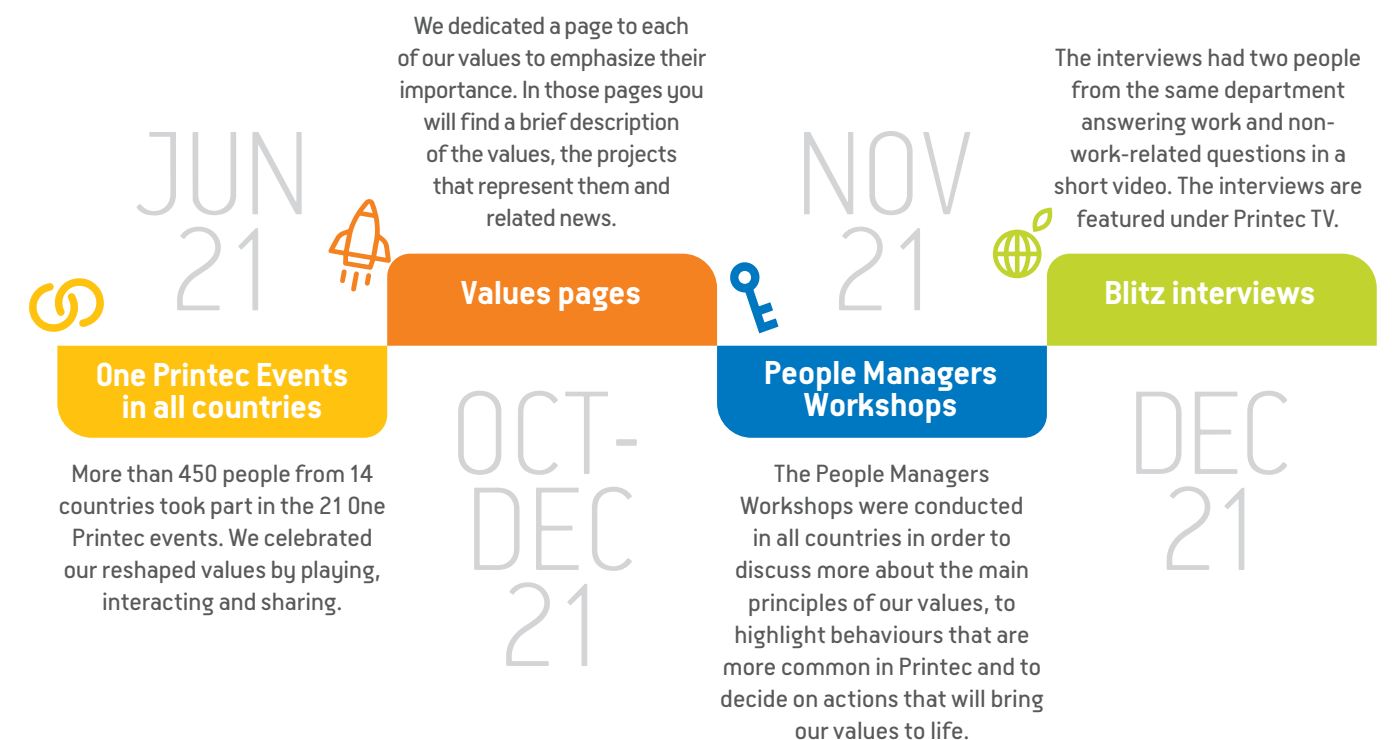
## CULTURAL TRANSFORMATION: ONE PRINTEC

### 2021 IN A NUTSHELL



One Printec is about creating a work environment that is meaningful, inspiring and fun, setting a more clear vision for the future. It is the WHY we exist (our shared purpose) and the HOW we work (our shared values), our identity which is reflected in all our activities through our behaviours.

Living our Values is an ongoing process, part of our growth journey and among our constant priorities. In 2022 we will further build our One Printec activation, aiming to bring our purpose and values into all aspects of our everyday worklife.







**OPERATIONAL  
EXCELLENCE**

# COREBIT: OUR NEW ERP

# COReBIT

**CELEBRATING  
A NEW ERA**

**ON THE 1ST JAN 2022  
WE SUCCESSFULLY  
COMPLETED THE  
DEPLOYMENT OF  
COREBIT TO THE  
WHOLE OF THE  
ORGANIZATION**

COReBIT was a two-year program including SAP S/4HANA Cloud ERP and SAP Field Service Management Solution rollout. COReBIT is the cornerstone of our own digital transformation, as it fundamentally changed how we work. In its essence it is:

## A MAJOR TRANSITION

FOR OUR ORGANIZATION,  
AND MORE SO FOR OUR  
FINANCE, SALES, SUPPLY  
CHAIN AND FIELD SERVICE  
OPERATIONS.

## A STATE- OF-THE-ART PLATFORM

BY SAP OFFERING  
EXTENSIVE BENEFITS TO  
OUR CUSTOMERS AND  
PARTNERS INCLUDING  
SPEED, EFFICIENCY,  
AND TRANSPARENCY.

## AN INNOVATIVE PROJECT

WITH THE FIRST SAP  
S/4HANA CLOUD  
& SAP FSM  
IMPLEMENTATION  
IN GREECE.





## OPERATIONAL EXCELLENCE

### NUMBERS

**2 YEARS  
ROLLOUT**  
SAP ERP & FSM

**3 COMPANIES**  
PRINTEC EY SAP

**250 TEAM  
MEMBERS**  
COLLABORATED REMOTELY

**5 COUNTRIES**  
BLUEPRINT DEFINITION

**7 CORPORATE  
FUNCTIONS**  
COLLABORATED FINANCE, SUPPLY  
CHAIN, CUSTOMER SERVICES, SALES,  
COMPLIANCE, HR & IT

**14  
COUNTRIES**

**3 CORPORATE  
FUNCTIONS** COVERED  
FINANCE, SUPPLY CHAIN, CUSTOMER  
SERVICES & SALES

### HOW WE MANAGED DURING COVID

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. COREBIT is both about the journey and the destination. It is a continuous learning process.

A multinational team from 14 countries managed to pull off the blueprint design and the full-blown rollout, in the record time of 2 years! What a great achievement, especially under an unprecedented, uncharted, COVID-19-driven, fully virtual environment.

Our program 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.

**WHAT A  
JOURNEY  
THIS HAS  
BEEN!**

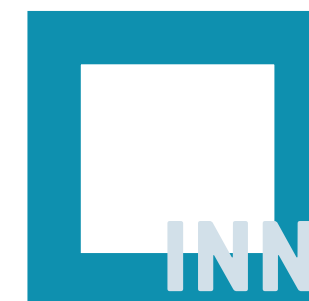




**OPERATIONAL  
EXCELLENCE**

# INNOVATION INITIATIVE

# 2.0



## INNOVATION 2.0 AFTERMATH

### THE PROGRAM

The Innovation 2.0 program 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





## OPERATIONAL EXCELLENCE

**15 IDEAS WERE  
PRESELECTED AND  
PROGRESSED TO THE  
SECOND ROUND.**

### SPOTLIGHT ON SOLUTIONS FROM OUR VERY OWN "INNOVATION INITIATIVE"

Unattended payments and vending machines: this is Printec's integrated added-value package for vending machines, comprising unattended card payments with full PCI compliance, vending machines merchandise inventory and sales monitoring through a telemetry system and, where mandated by local legislation, fiscal modules. This is an all-in-one, modular package, ensuring 100% inter-compatibility among components and with back-end servers, which consists of a complete solution for vending machine owners' business needs and optimizes costs and pricing.

Monitoring and merchant portal: this is Printec's in-house solution for Monitoring and Merchant Portal; part of our broader eftpos solutions. It is a cloud and vendor agnostic solution with dual functionality, which offers graphical presentation of real-time data to users, and it is optimized for desktop, tablet, and smartphone. This is a powerful tool for any merchant that increases profitability, simplifies and automates processes.

### INNOVATION 2.0 PROGRAM EXECUTION STAGE (2021)

During scope refinement, detailed user requirements for the version 1.0 of the solution (Minimum Viable Product) were created.

Effort, resources, engagement model (resources assignment %), investment needs and indicative timelines for the creation of the MVP products were 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.

**THE 4 WINNER IDEAS  
WENT THROUGH A  
SCOPE & EFFORT  
REFINEMENT STAGE.**

## LOOKING AHEAD

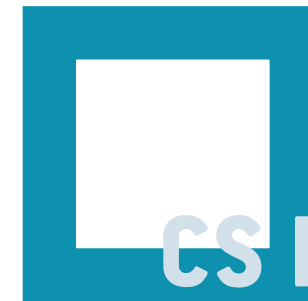
For 3 out of 4 winner ideas an MVP product was created and the Printec Leadership Team decided to further invest by incorporating them in a new Group Product Development team to be created in our organizational structure within 2022, to be further evolved, backed up by new resources covering SW development & Quality assurance roles. The aim is to fully productize them (i.e., adopt a price model, a user license scheme, a support scheme and a features roadmap) and include them in our product portfolio.





## OPERATIONAL EXCELLENCE

# CUSTOMER SERVICE HIGHLIGHTS



## CS HIGHLIGHTS 2021

**Last year was challenging based on the combination of a difficult environment due to pandemic, increased operational requirements from customers and deployment of C0ReBIT in all countries.**

Despite all this, CS team has managed to deliver with success in most areas:

**Financials:** business has increased and at the same time profitability due to cost control and careful monitor of team dimensioning.

**Digital transformation:** successful Corebit deployment in all countries on time and with minimum disruption in customer operations

**Operation & re-organization:** SLA compliance in majority of our contracts with only few escalations. Re-organization group template defined and implementation is ongoing.

**CS Learning:** focus was given in usage of online learning capabilities. Dedicated CS learning project was initiated.

### OPERATIONAL PERFORMANCE

**AVERAGE SLA  
RATIO**  
**95.67%**  
Number of calls  
within SLA  
vs total calls

**SERVICE  
AVAILABILITY**  
**99.42%**  
Total duration ATM  
is operational  
vs total time

**REPEATED  
CALLS**  
**7.59%**  
Related failure  
in same equipment  
in 30 days

### INSTALL BASE UNDER MAINTENANCE

**ATMs**  
**21.500**

**POS**  
**700.000**

**SCOs**  
**2.070**

Maintained our install base in ATM and POS and further increased our retail footprint with additional SCOs (+300).



## OPERATIONAL EXCELLENCE

## NEW CS ORGANIZATION INITIATIVE

During 2020 we re-established our CS management layer with an aim to create a lean, effective and representative management team.

We also set clear governance and processes to unify our operations and create a group mindset in all CS team members. Finally, we set the next milestones, which in 2021 we have started to implement.

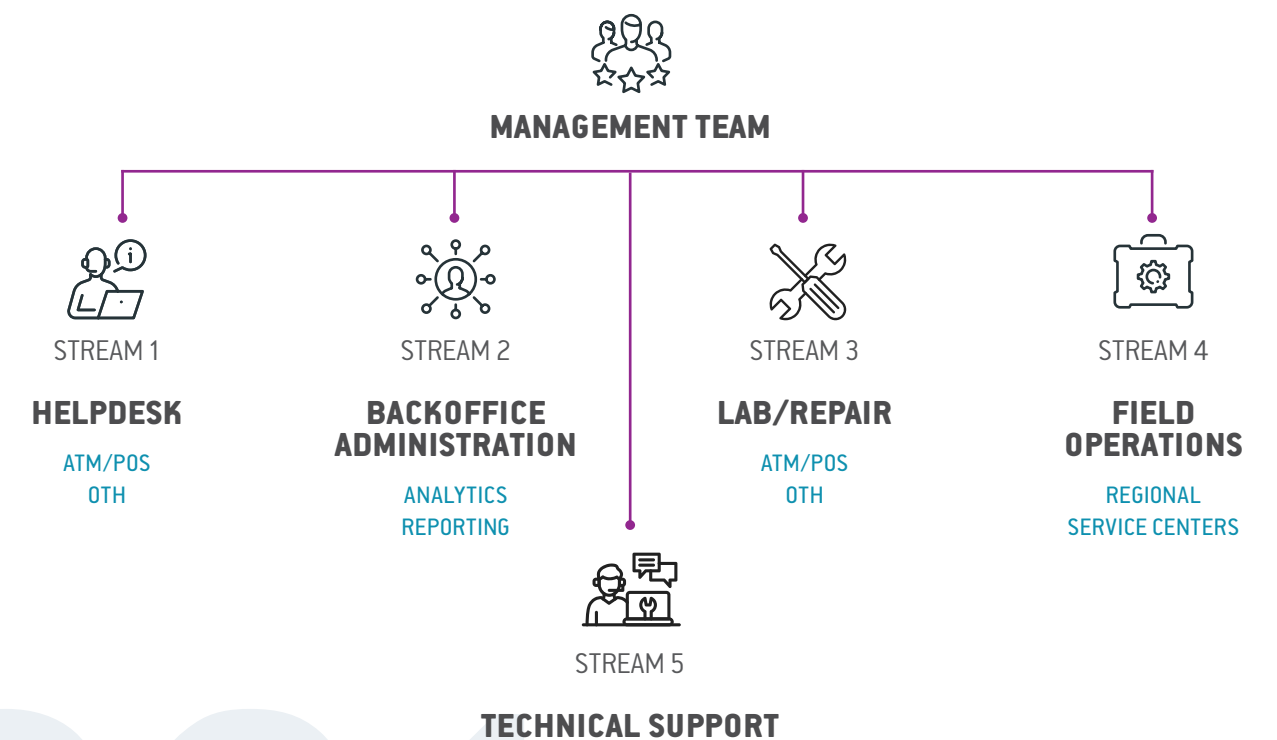
We are living in a world of constant change, and we need to adapt and focus on what brings added value to our customers and to our teams. To do that, we are standardizing our organizational structure in all countries.

The main benefits we expect out of this new organization are:

- **Unify** our mode of operation across all countries which is now easier because of COrEBIT deployment.
- **Unlock** synergies and increase cooperation between countries.
- **Improve** customer experience through an end-to-end consistent approach across our customers regardless the solution.
- **Establish** clarity in roles and structure to increase ownership and accountability.

Organizational unification and structural approach is not the final target, is the mean to achieve our strategic goals as Services team. Our aim is to elevate the quality of our offered services resulting in improved customer satisfaction and increase our services business.

## NEW CS ORGANIZATION – COUNTRY LAYER STRUCTURE







OPERATIONAL  
EXCELLENCE



# CUSTOMER SATISFACTION SURVEY



IN FEBRUARY  
2021

WE RUN AN ANONYMOUS  
CUSTOMER SURVEY IN  
GROUP LEVEL, TARGETING  
BANKING CONTACTS FROM  
OUR SALES AND CUSTOMER  
SERVICES TEAMS.



MORE THAN **250 PARTICIPANTS** FROM **13 DIFFERENT COUNTRIES** AND WITH A WIDE REPRESENTATION IN TERMS OF BUSINESS ASPECTS INCLUDING SALES, PROFESSIONAL SERVICES AND CUSTOMER SERVICES (HW & SW SUPPORT) TOOK PART IN THIS SURVEY.



OUR NET PROMOTER SCORE (NPS), SINGLE METRIC USED TO MEASURE CUSTOMER LOYALTY IN THE RANGE OF -100 TO 100, IS **38 WHICH IS ABOVE MARKET MEDIAN** AND WITH **ACTIVE PROMOTERS MORE THAN 50% OF THE PARTICIPANTS.**

74%

OF OUR CUSTOMERS HAVE AN  
EXCELLENT OR VERY GOOD EXPERIENCE SO FAR  
(+24% VS PREVIOUS SURVEY).



68%

OF OUR CUSTOMERS RATE US AS  
EXCELLENT OR VERY GOOD IN TERMS OF QUALITY  
(+22% VS PREVIOUS SURVEY).



KNOWLEDGE AND  
EXPERTISE WERE THE  
HIGHEST RATINGS ON OUR  
SOFTWARE SERVICES.

PRINTEC  
IS MOSTLY  
PERCEIVED AS A FULL  
SOLUTION PROVIDER  
WITH HIGH ETHICAL STANDARDS,  
EASINESS TO DO BUSINESS WITH  
AND OFFERINGS THAT HIGHLY  
MATCH CUSTOMER  
NEEDS.

BOTH SOLUTION  
DELIVERY AND  
MAINTENANCE SERVICES  
HAVE MAJORITY OF  
FEEDBACKS IN EXCELLENT  
OR VERY GOOD RATING  
(+20% VS PREVIOUS  
SURVEY).

OUR CUSTOMERS TOP CRITERION WHILE SELECTING A PARTNER IS **QUALITY OF OFFERED PRODUCTS AND SERVICES** AND THIS PRIORITIZATION MATCHES WITH THE POSITIVE FEEDBACK PROVIDED FOR PRINTEC'S PERSONNEL ON TECHNICAL EXPERTISE, OPERABILITY OF OUR PRODUCTS AND ABILITY TO MAINTAIN HIGH AVAILABILITY OF EQUIPMENT AND CUSTOMER SERVICES.

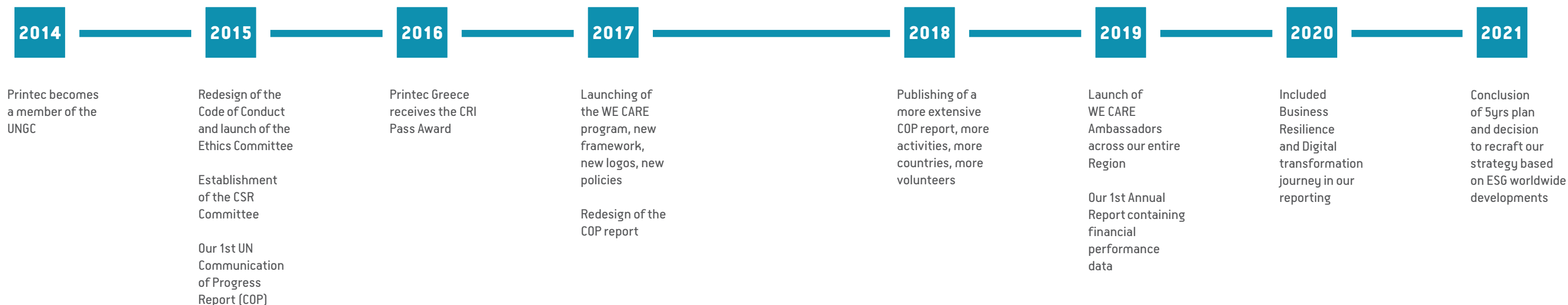
# 9 SUSTAINABLE FUTURE

## RESPECTING THE UN PRINCIPLES



PRINTEC IS A MEMBER OF THE UNITED NATIONS GLOBAL COMPACT SINCE 2014.

For the past seven 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.







## SUSTAINABLE FUTURE

### HEALTH & SAFETY

With regards to the Health and Safety of employees, Printec is in full compliance with the relevant laws and regulations in the countries of its operations.

The company makes sure that the necessary procedures and precautions are in place with regards to Printec facilities, providing a safe and sanitary working environment.

Additionally, the company has achieved and continues to maintain the 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. If a violation was to occur, then appropriate actions will be taken. Employees are encouraged to speak with the senior members of the team and/or communicate directly with the Group Ethics Committee (via telephone, email or mail) if they feel treated unfairly.

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

## ANTI-CORRUPTION

It is Printec's policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our dealings wherever we operate. The Company has in place policies and procedures designed to prevent corruption as it is clearly stated in its Code of Conduct.

Regular internal and external auditing of financial accounts ensures Printec's expectations & policies in relation to corporate governance are maintained.

All staff are aware that they can communicate with the Group Ethics Committee should they become concerned for the welfare or operations of the business or if they detect a violation of the company's corporate governance policy. Should any issues arise, Printec would seek legal advice and deal with them immediately.

Printec Financial Statements are audited locally by external auditors each year and submitted for consolidation at Group Level to a separate independent external auditor in Austria.

Additionally, Printec is introducing a Whistleblowing framework with a hotline where everyone can report misconduct.

## REGULAR CONTROLS

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

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

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



SUSTAINABLE  
FUTURE

# OUR WAY TO A SUSTAINABLE FUTURE

As per the UNGC strategic view, corporate sustainability starts with a company's value system and a principles-base approach to doing business.

We in Printec could not agree more! Our Way to a sustainable future via our continuously improved We Care program is founded on Printec's value-system and human-centric way of operation, deeply committed to our fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption.

By incorporating the Ten Principles of the UN Global Compact into our strategy, our corporate policies, and procedures, and by maintaining a culture of integrity, we in Printec not only uphold our basic responsibilities as a conscious employer to people (all our stakeholders) and the planet, but also look forward to a future of safety & long-term success.

As a next step, effective 2022, we are planning to redesign our sustainability strategy shifting from a CSR to an ESG view. Our operational model and our We Care program will be enhanced and supported even further with ESG awareness sessions for our people, who all these years support Printec's sustainability activities with their passion and ideas, to achieve as a team a continuously positive impact to the societies and the environment wherever we operate. And this is once again, how we are seeing Printec, as a member of a greater society, whose growth cannot be seen separately from the growth and well-being of society in general.

## ESG TRANSFORMATION

In order to shape the digital transactions' era, it is essential to conduct business on Sustainable Goals.

The mission of the ESG Agenda is to empower socially responsible investing through initiatives, under the auspices of the UN Global Compact.

Replacing the agendas of a) Environmental Health & Safety (EHS), b) Sustainability & c) Corporate Social Responsibility (CSR), the 3 main pillars of ESG (Environmental, Social & Governance) set new standards towards a Sustainable Business Landscape.

The ESG criteria form a new business framework while counting in disruptions and risks that affect the environment, the society and corporate governance.

Goals of the ESG Criteria are:

- SUCCESS OF BUSINESSES
- CORPORATE GOALS ACHIEVEMENT
- CONTRIBUTION TO SOCIETY & THE ENVIRONMENT

## ESG & CSR ARE RELATED, BUT NOT THE SAME

### CSR

CSR GIVES CONTEXT ABOUT SUSTAINABILITY AGENDAS & CORPORATE RESPONSIBILITY CULTURE

THEY ENHANCE THE ORGANIZATION'S REPUTATION & BRAND NAME

THEY PROMOTE THE STAKEHOLDERS' INVOLVEMENT

THEY AIM FOR BUSINESS ACCOUNTABILITY & INSIGHT OF COMPANY VALUES

TARGET GROUPS: CONSUMERS, EMPLOYEES, LOCAL COMMUNITIES, NGOS

CSR METRICS ARE SELF REGULATED, QUALITATIVE AND MILESTONE-BASED

### ESG

ESG CRITERIA ARE INTEGRATED TO THE BUSINESS PLAN AND PROVIDE ACTIONS AND MEASURABLE OUTCOME

THEY PROVIDE ELEVATED ACCESS TO CAPITALS & FUNDS

THEY ENHANCE ENTERPRISE RISK MANAGEMENT

THEY AIM FOR FINANCIAL STABILITY & INVESTMENT OPPORTUNITIES

TARGET GROUPS: INVESTORS, FINANCIAL INSTITUTIONS, STAKEHOLDERS

ESG METRICS HAVE QUANTITATIVE PERFORMANCE INDICATORS, ALIGNED TO THE CRITERIA





**SUSTAINABLE  
FUTURE**

# ESG KEY FOCUS AREAS

## ENVIRONMENT

### NATURAL RESOURCES

Water Consumption  
Management, Biodiversity  
& Ecosystems, Effective  
Raw Materials & Disposables  
Procurement Lines

### CLIMATE CHANGE

Natural Phenomena (such  
as increase in global  
temperatures), Carbon  
Emissions, Transition to Low  
Emissions Technologies

### POLLUTION FACTORS

Waste Disposal, Emissions  
Reduction, Carbon Emissions,  
Investing in New Eco  
Technologies

### HUMAN RIGHTS

Diversity, Equity, Inclusion,  
Respect, Integrity, Ethics,  
Social Campaigns

### HUMAN RESOURCES

Equal opportunities, Teamwork,  
Collaboration, Trainings,  
Awareness, Labor, Law, Talent  
Management

### INTERNAL & EXTERNAL SYNERGIES

Clients & Investors  
Relationships, Health & Safety,  
Work-Life Balance, Social  
Actions, Donations, Fair Market  
Competition

## SOCIAL GOVERNANCE

### BUSINESS ETHICS

Corporate Best Practices,  
Shareholders' Rights, Board  
of Directors Independence,  
Decision Making, Solid  
Members Representation

### POLICIES

Rules, Regulations, Local &  
International Law, Agreements,  
Contracts, Insider Trading, Anti  
Money Laundering, Taxation

### CORPORATE CULTURE

Internal Audit, Compliance,  
Sustainable Business Practices,  
Transparency, Industry  
Standards, Business Partners  
Relationship

# OUR PEOPLE



**2021 was a challenging year, with the COVID-19 pandemic impacting our lives for another consecutive year, disrupting normality and bringing tremendous changes in the workplace landscape.**

Change was forced and extreme and brought us in front of a new reality. Our company showed remarkable adaptability, putting the safety and well-being of our people at the forefront, enabling seamlessly remote work, fostering collaboration, inclusion and belongingness with minimum physical contact.

The beginning of 2022 finds us strong and proud of what we managed to achieve despite the turbulence. As the world recovers from the pandemic and the dust settles, we all realize that we have additional challenges in front of us. Disruption is becoming the new normal, crisis situations might come and go, change is here to stay...

Moving forward, we have been equipped with valuable learnings; disruption as always brings new opportunities, one of them being that the past two years we learned to work in a totally different way; collaborate, innovate, achieve collective goals even when we were not physically present in the office. Productivity was not impaired, but connection, team dynamics, depth of relationships were at some extent impacted. We learned to embrace change, focus on what truly matters, pay attention to outcomes and deliverables instead of tasks performed. Resilience and flexibility have become more important than ever, given the uncertain and ambiguous times we have been living. We learned that we need to keep communicating in a transparent and open manner, taking care of our people and offering options that support well-being.

In 2021 we continued focusing on employee experience and well-being. We kept our focus on learning & development, talent attraction & retention, cultivating One Printec culture across the organization, and driving employee engagement. In that line, we launched FlexWork, a post-covid hybrid working model aiming to promote our shared values, granting our people with the flexibility they deserve and expect. Being proactive, embracing the new normal, capitalizing on global research and available data, we established a hybrid model of work, aiming to make the best of both worlds (onsite & virtual), as a means of unleashing our peoples' potential, enabling them to be happy and productive.

The past two years changed everything and we managed to navigate through ambiguity. Our people in Printec made the difference, made things happen no matter what, stayed connected with each other and with our purpose, acted as responsible professionals. We are now coming out of the storm stronger, able to reinvent ourselves, better equipped to handle new and unprecedented circumstances, so as to realize our growth journey.





OUR PEOPLE

# HR REINVENTION

**End of 2021, we introduced the new set-up of the HR Team, aspiring to better support our corporate priorities and ultimately realize our vision - being truly human in a digital era.**

The re-set is part of our journey towards becoming a value-adding business partner, providing best in class HR services and contributing to sustainable growth. We adopt a forward-looking approach, driven by our commitment to act as enablers, effectively supporting the organization to aim high and conquer new and increasing challenges throughout our growth journey. The way to achieve this is through elevating the scope and contribution of the Local HR Teams and enhancing the Group HR, in order to direct all our efforts towards empowering and developing our people in an environment that helps them perform at their best.

**OUR GROUP HR PHILOSOPHY, DEPICTING THE NEW SET-UP AND PILLARS IS:**

## TALENT & CULTURE

- Drives Group Talent Acquisition and Onboarding strategy across the organization
- Leads the design and roll-out of the Group Talent Management and Succession Planning framework
- Instills a high-performance culture across Printec, through the annual Performance Management process
- Drives the efforts for identifying and deploying Printec's Employee Value Proposition (EVP), leveraging the insights to build a robust Employer Brand

## TOTAL REWARDS & ORGANIZATIONAL DESIGN

- Contributes to Organizational Design & effectiveness across Printec, ensuring clarity and equity through the career framework, grading structure, role profiles and workforce planning
- Implements, communicates, and monitors Group Reward policies and practices, including medium and short-term action plans and initiatives
- Drives "Printec for You" Program across countries, placing emphasis on our peoples' well-being

## LEARNING & SUSTAINABILITY

- Drives Employee Engagement, ensuring the seamless roll-out of BeHeard and the proper creation and implementation of respective engagement action plans
- Fosters Learning across the organization, through value adding interventions and adoption of best practices
- Contributes to the deployment of the ESG/Sustainability strategy

## HR OPERATIONS & INFORMATION SYSTEMS

- Manages HR Systems full lifecycle
- Oversees HR Operations across countries, in order to enhance effectiveness and consistency and elevate employee experience
- Enables People Analytics and Reporting through capitalizing on technology solutions & tools



## OUR PEOPLE

# TALENT ATTRACTION

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.

The global technology market is fiercely competitive and talent scarcity has been and will be a challenge. Sourcing, attracting and recruiting the right people across the Group is of outmost importance to ensure business continuity and growth. This is not only an HR process, but a cross-functional activity: the ad drafting, cv screening, tech skills assessments and the interview questions and meeting are developed and conducted in collaboration with all Printec Group Functions.

Through Workable, our digital hiring platform, we managed to elevate candidate experience, improve employer branding and enhance talent acquisition effectiveness. HR Team and hiring managers are trained, to use the tool efficiently, monitor the hiring process at each stage and share their feedback instantly.

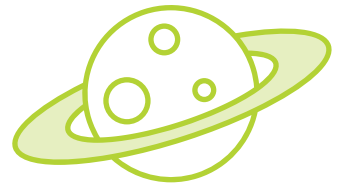
Aiming to enhance talent attraction, we motivate and engage our own people "to Bring a friend @ Printec". This is our Employee Referral Program, through which our people can recommend one of their friends or people they know for an open position, given that they meet the required qualifications and share our corporate values.

## NEW HIRES PER LEVEL



## PRINTEC TAKE OFF

### AN ONBOARDING PROGRAM TO EXPLORE OUR PRINTEC GALAXY!



In March 2021 we launched "Printec Take -off"; our sophisticated & digital onboarding programme, that includes all tasks and steps for our newcomers and those who actively participate in the onboarding process across Printec, as well as training material. Through Pathfinder, our digital in-house developed platform, our newcomers synchronize to ensure a smooth and effective 90days journey, fostering their integration, sense of belongingness, confidence and engagement.

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

IT IS A 90DAYS JOURNEY THAT ALLOWS THE ASTRONAUTS (NEWCOMERS) TO EXPLORE EVERY ANGLE OF OUR "PRINTEC GALAXY".

Travelling along with their co-pilots, the astronauts will:



Feel welcomed and at ease



Gain a good understanding of our history, values and purpose



Understand our working environment



Recognize the importance of their role and its contribution in our culture



PRINTEC TAKE-OFF IS A TEAM SPORT. FROM THE MOMENT THE ASTRONAUT IS ABOARD, A TEAM OF COLLEAGUES (TRAVELERS) START WORKING TOWARDS CREATING AN AMAZING ONBOARDING JOURNEY FOR THEM.

There are several "roles" in the Take-off process:

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

APART FROM THE DIGITAL ONBOARDING EXPERIENCE, OUR LIVE SPACE BOOTCAMPS – INTERACTIVE WORKSHOPS ACROSS PRINTEC- GIVE NEWCOMERS THE OPPORTUNITY TO MEET AND LEARN ABOUT OUR OPERATIONS FROM OUR EXPERTS, OUR FUNCTION COMMANDERS!



## OUR PEOPLE

# DIVERSITY, EQUITY & INCLUSION

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

Although we are operating in a male dominated industry, we maintain a good gender mix.

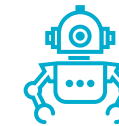
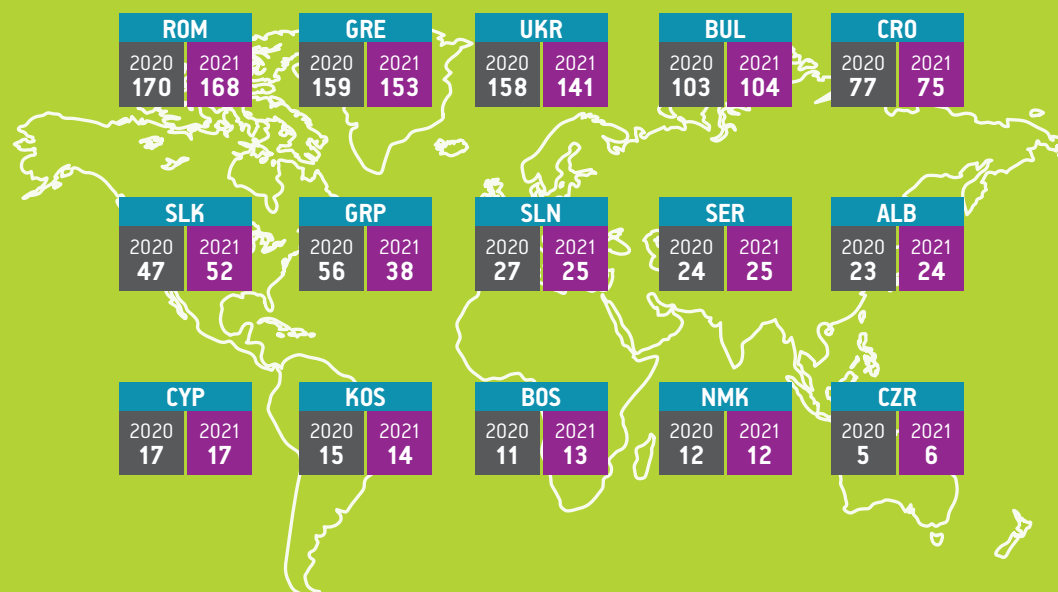
Printec's commitment to Global Compact's principles on Labor is reflected in our Code of Conduct, in policies such as the Hiring Policy, as well as in processes such as the Performance and Development Process which describe how employees are selected and regularly evaluated. We support and we are committed to provide equal opportunities in all aspects of employment and career advancement.

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

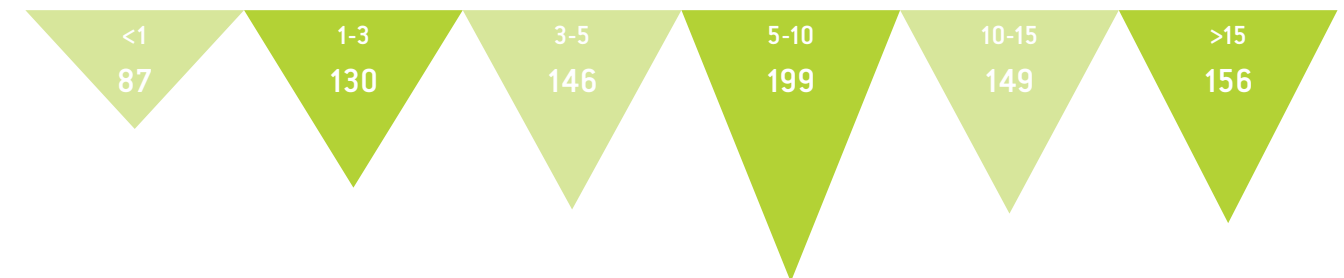
## TOTAL NUMBER OF EMPLOYEES IN OUR COUNTRIES

### GRAND TOTAL

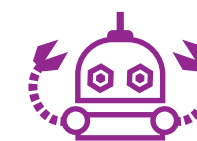
2020	2021
904	867



## YEARS OF SERVICE



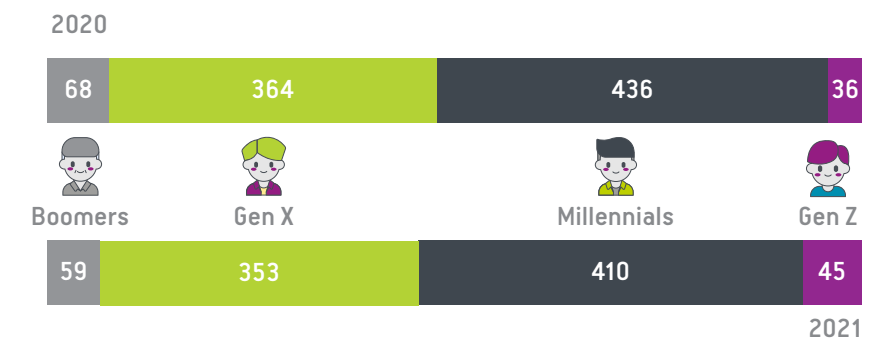
## AVG. TENURE



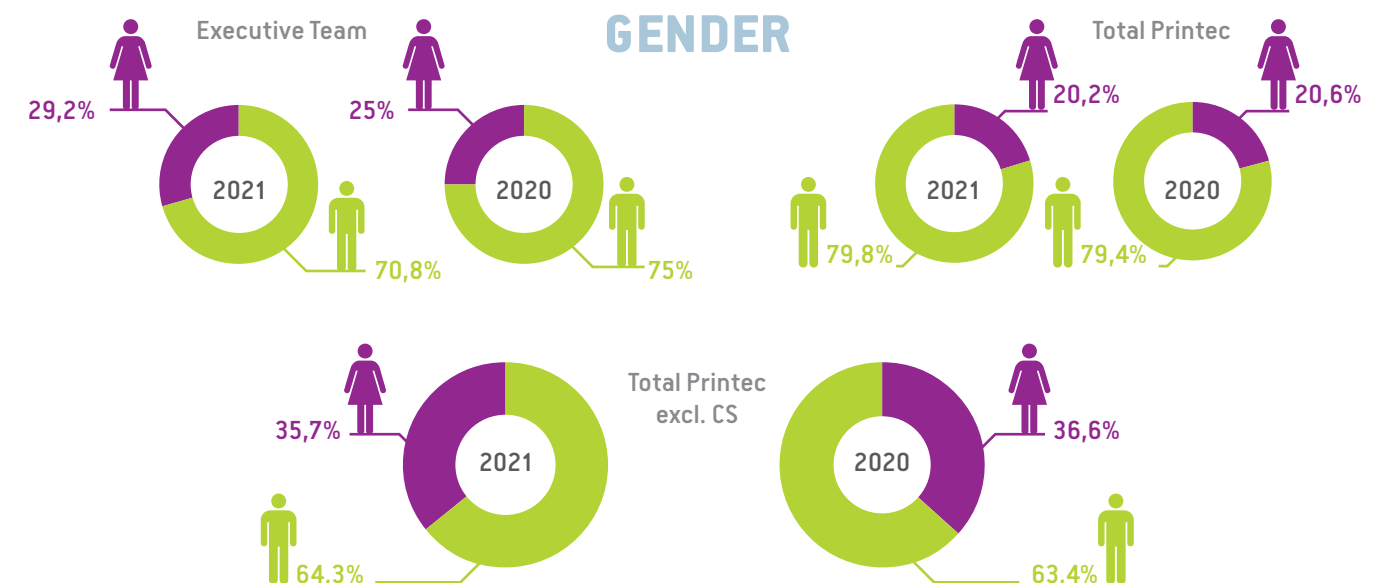
## AVG. AGE



## NUMBER OF EMPLOYEES PER GENERATION



## GENDER







OUR PEOPLE

# PERFORMANCE MANAGEMENT

**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.**

Through our Printec Performance Management & Development system (PPD), the results of our efforts are measured according to SMART goals/ Personal Objectives (What to achieve) and a set of specific and measurable Competencies (How to achieve). Each Competency is defined by a set of behavioural indicators which are observable and critical to successful individual and company performance, so all of us have a common and clear understanding of what is expected from us. This process enhances communication, transparency and honest feedback, fostering a trust-based and high performance culture.

Our performance cycle consists of Performance Planning (beginning of the year) and Performance Review (middle and end of the year). Individual Development Plan is an important part of the PPD that formulates personal developmental activities and shapes our professional growth; it is part of the Performance Planning and is 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 managers and 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, transparency and consistency by organizing "Calibration meetings" across all countries, where managers have the opportunity to share their feedback, discuss and calibrate cross-teams performance results and create an action plan.





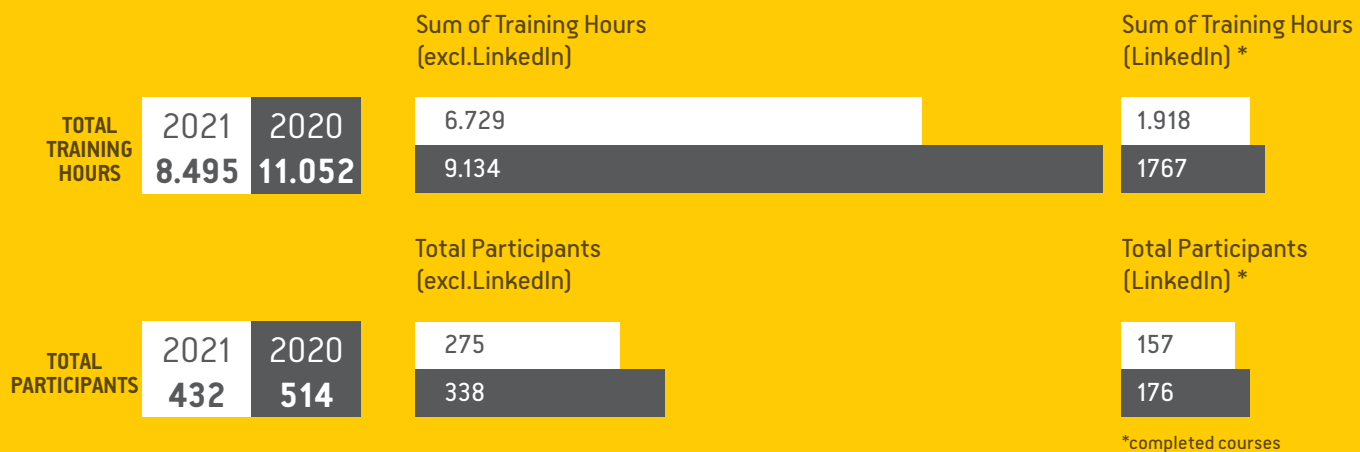
OUR PEOPLE

# LEARNING & DEVELOPMENT

Fostering Learning is one of our strategic priorities under the FOCUS ON OUR PEOPLE pillar.

In 2019, we designed our Learning Framework identifying the context for our Managers' and Experts' learning and development. Following this framework, we are building our functional curriculums based on input, needs & priorities set by each function.

Starting with the CS function in 2021, a working team within CS was assigned across countries and position levels to build the CS curriculum focusing on three streams; 1) Linked in Learning relevant courses, 2)Vendors or Partners available resources and 3) tailor-made Printec specific content. The outcome of this initiative would be a well-defined curriculum per stream available to the respective CS people, utilizing existing learning channels and ultimately link them with career paths to enhance people development.

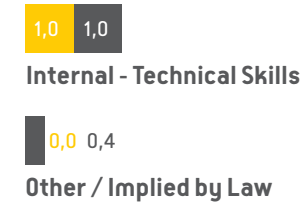
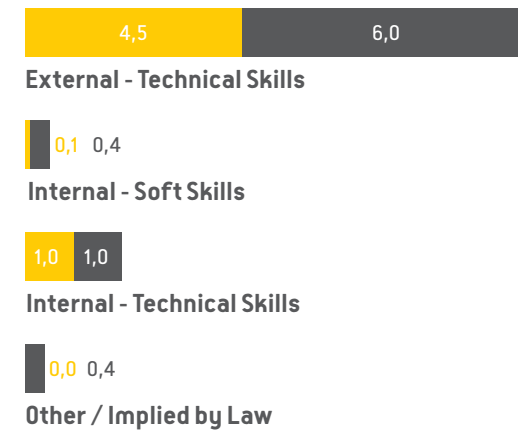
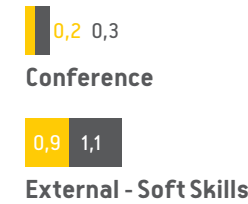


TOTAL PARTICIPANTS VS TOTAL HEADCOUNT

2021	2020
50%	48%

# KPIs

## TOTAL HOURS PER TRAINING TYPE EXCL. LINKEDIN



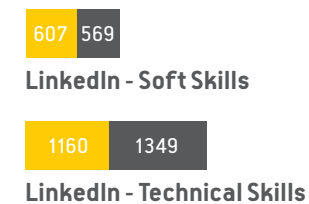
### LEARNING INITIATIVES - KNOWLEDGE SHARING

We are constantly trying to inspire our people and help them grow professionally and personally, building a learning routine that allows us to thrive. At the same time, our open and collaborative culture encourages knowledge sharing and it is what led us to our 'Learning Thursdays' initiative - a series of learning sessions on a variety of topics coming from our own experts from all our functions. The first round of these sessions concluded in December 2021 and has been extremely successful, with more than 300 employees participating, and ranking the sessions with an average of 4.4/5.

### LINKEDIN LEARNING - OUR DIGITAL LEARNING PLATFORM - BOOST USAGE & ADOPTION

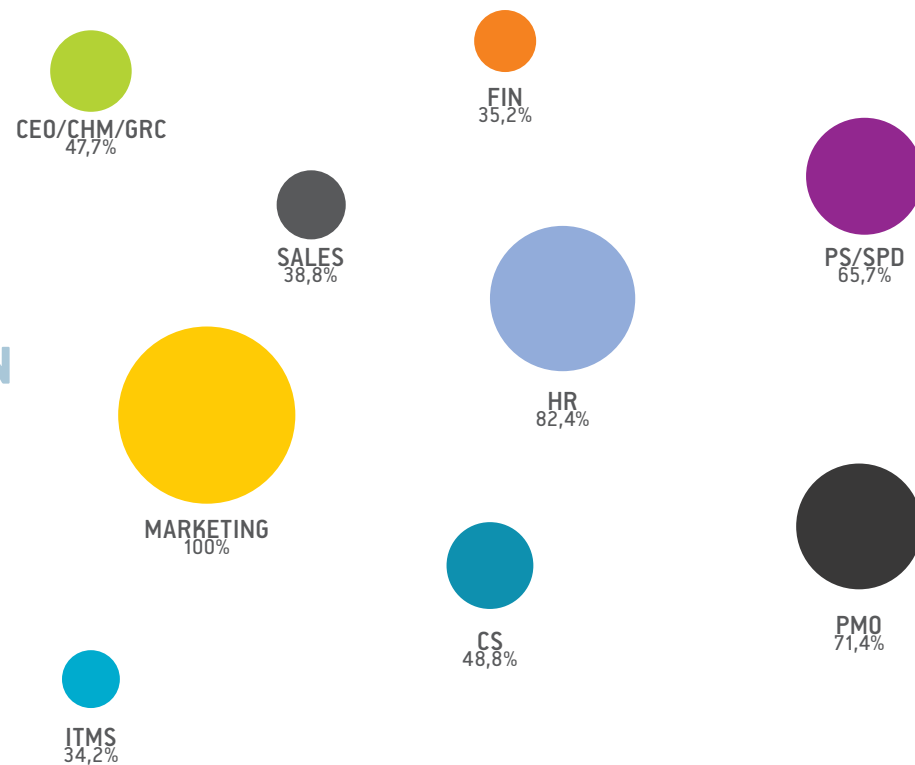
In 2020 we introduced LinkedIn Learning, a robust online learning platform serving the transformation of our learning experience, while helping us adopt a learning habit, upskilling and reskilling our potential. In support of our continued growth, more than 200 users getting access to Linked in Learning, showing personal commitment to continuously improve and develop new skills from structured learning. Within the first year of use, the overall users' satisfaction for the platform reached 80 percent with most popular topics on personal development, communication, leadership, and project management.

## TOTAL HOURS PER TRAINING TYPE LINKEDIN





## LEARNERS ENGAGEMENT PER FUNCTION (PARTICIPANTS AS % OF FUNCTION HEADCOUNT)



## % TECHNICAL/ TOTAL TRAININGS EXCL. LINKEDIN



**82%** OF THE TOTAL TRAINING HOURS COMING FROM TECHNICAL SKILLS TRAININGS (INTERNAL & EXTERNAL)

## % TECHNICAL/ TOTAL TRAININGS LINKEDIN



**66%** OF THE TOTAL LINKEDIN TRAININGS WERE ON TECHNICAL SKILLS

## LINKEDIN LEARNING USERS ENGAGEMENT



**228** USERS VIEWED **2271** HOURS OF CONTENT EACH USER SPENT ON AVERAGE **9** HOURS ON LINKEDIN LEARNING WHICH PLACES PRINTEC ON THE HIGHEST QUARTILE OF USERS' ENGAGEMENT BASED ON LINKEDIN BENCHMARKS

**256** TOTAL LICENSES SHARED; **30%** OF HC ASSIGNED A LICENSE

**70%** OF USERS COMPLETED A COURSE

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.

To help our people further navigate the platform and cover the organization's identified common learning needs, we have launched the quarterly "Linked in Learning Themes", where our internal experts create learning paths including a variety of courses, focusing on a specific topic which is recommended to all users. Additionally, we boost learners' engagement through a variety of initiatives, like sharing some licenses in a First Come First Served basis, or via recognizing & rewarding as "Linked in Learning Champions" our three Top Users with the most completed courses during the One Year celebration from platform launch, in May 2021.

## MOVING FORWARD, WE ARE DESIGNING A TAILOR-MADE PROGRAM FOR OUR PEOPLE MANAGERS TO BE LAUNCHED IN 2022.

The program is created based on the insights coming from OnePrintec workshops, BeHeard results & actions, Individual and Business needs and the vision for One Printec culture. It will be short, light and interactive utilizing Linked in Learning content in order to create awareness, the pattern to share knowledge within our teams and shape future growth for our people.

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





## OUR PEOPLE

# TOTAL REWARDS

**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.**

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

All Printec employees receive at least the minimum wage. All employees are paid holiday leave, sick leave and parental leave in accordance with international standards. We 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 the core principles and the framework to make evidence-based reward decisions for every Printec employee. 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 regular base pay review, bonus schemes and people awards.

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

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

## FAIRNESS, CONSISTENCY & RECOGNITION

### FOR YOU



is a group-wide program for creating a better workplace and enriching the quality of our work life, wellbeing and personal development.

Printec For You programs and initiatives create a common employee experience on the following pillars: Worklife, Health & Fitness, Grow and Enjoy.



### BASE PAY REVIEW

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

### PEOPLE AWARDS

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



### SHORT-TERM INCENTIVES

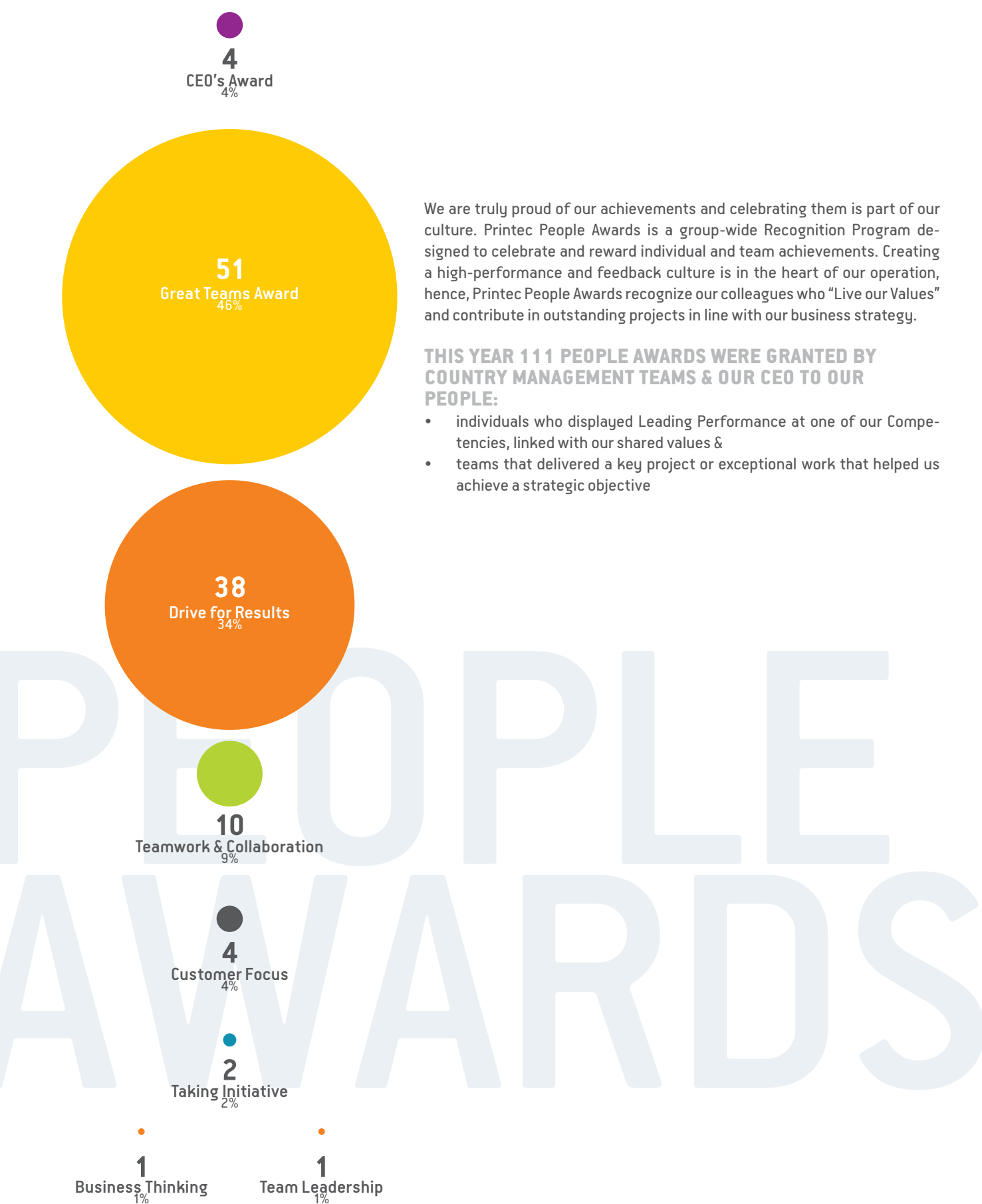
(Sales Incentives & Corporate Bonus)

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

### BENEFITS & PERKS

Include practices that safeguard employees' basic needs.





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

**THIS YEAR 111 PEOPLE AWARDS WERE GRANTED BY COUNTRY MANAGEMENT TEAMS & OUR CEO TO OUR PEOPLE:**

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

# INTRODUCING FLEXWORK @ PRINTEC



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

As we enter a new era for the workplace, we embrace flexibility, put our people and their needs first and focus on wellbeing.

We encourage our people to take responsibility over their work time & place, creating an engaging approach to work, while embracing the "new normal" shaped by the pandemic.

In line with our vision, to accelerate our digital transformation and to develop our people in an environment that helps them perform their best, we shaped our FlexWork initiative, capitalizing on feedback from our people, global research, as well as latest market insights and trends.

THE INITIATIVE IS BUILT AROUND TWO KEY ELEMENTS:	FLEXTIME	FLEXPLACE
	OFFERING THE OPTION TO CHOOSE THE MOST EFFICIENT WORKING SCHEDULE FOR ROLES THAT DO NOT REQUIRE SERVICES DELIVERY WITHIN SPECIFIC SLAS AND PRE-DEFINED WORK SCHEDULES	PROVIDING THE OPTION TO WORK REMOTELY UP TO 40% OF THE MONTHLY WORKING TIME, UPON DIRECT MANAGER'S APPROVAL. ELIGIBLE ROLES ARE THE ONES THAT DO NOT REQUIRE CONTINUOUS PHYSICAL PRESENCE AT PRINTEC'S OR CUSTOMER'S PREMISES TO PERFORM JOB DUTIES.

Through Flexwork, we grant our people with the flexibility they expect and deserve, enabling them to find the right balance between office & remote work, making the best of both worlds and maximizing productivity. We want our people to bring their best, happy, and productive selves to work, and add value in everything they do, shaping the way towards a more accessible and sustainable future of work.

Constant growth is in our DNA and one of our main priorities. We believe that giving the opportunity to young and talented students is an investment not only for Printec but our society as well.

In Printec we offer throughout the year and in all our counties internship programs in collaboration with reputed Universities. Our aim is to provide meaningful work opportunities, related to a student's field of study and career interest. This way interns have the chance to learn new skills and gain valuable professional experience, while in case we have a relevant opening we may offer a permanent position in our company. There are several success stories to share; some of our colleagues started at Printec as interns and have built their career with us!

# INTERNSHIPS AT PRINTEC





## OUR PEOPLE

# EMPLOYEE ENGAGEMENT

**Measuring Employee Engagement is vital to understand how to best support people, improve the workplace and create an environment that enables management and employees to remove any barriers to success.**

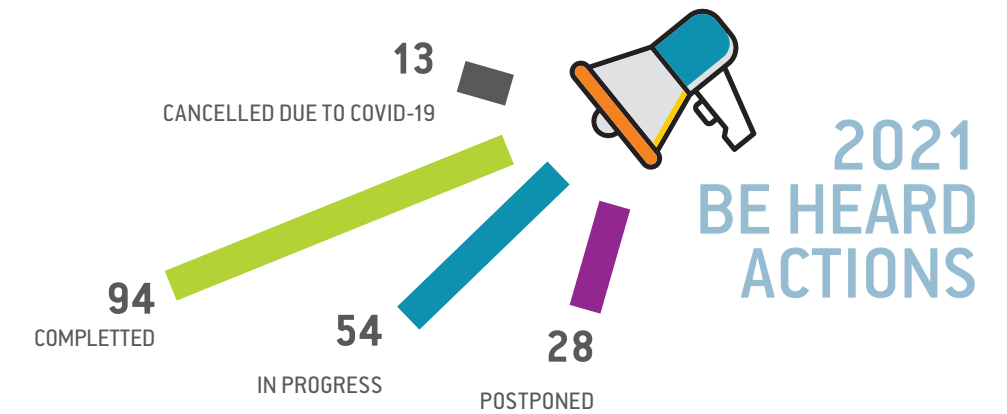
"Engagement" isn't just a buzzword, it is an unwritten social contract between employee and employer that fuels business results, productivity and high performance. People who are emotionally committed and enjoy the environment Printec has created, work with passion, perform consistently at higher levels,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

In 2017, we carried out our first Employee Engagement Survey, "Be Heard", across our entire workforce and since then we run the survey every two years with high participation (2017; 85%, 2019; 91%). The survey is conducted online and is completely anonymous and confidential. We have partnered with a respected third-party provider, Gallup, a leader in polling & analytics with the world's most comprehensive employee engagement database – 6.5 million employees from over 600 unique organizations. We use the Gallup Q12 Engagement hierarchy survey model, asking all employees for honest and uninhibited feedback to improve employee experience, strengthen relationships and initiate a company wide engagement conversation.

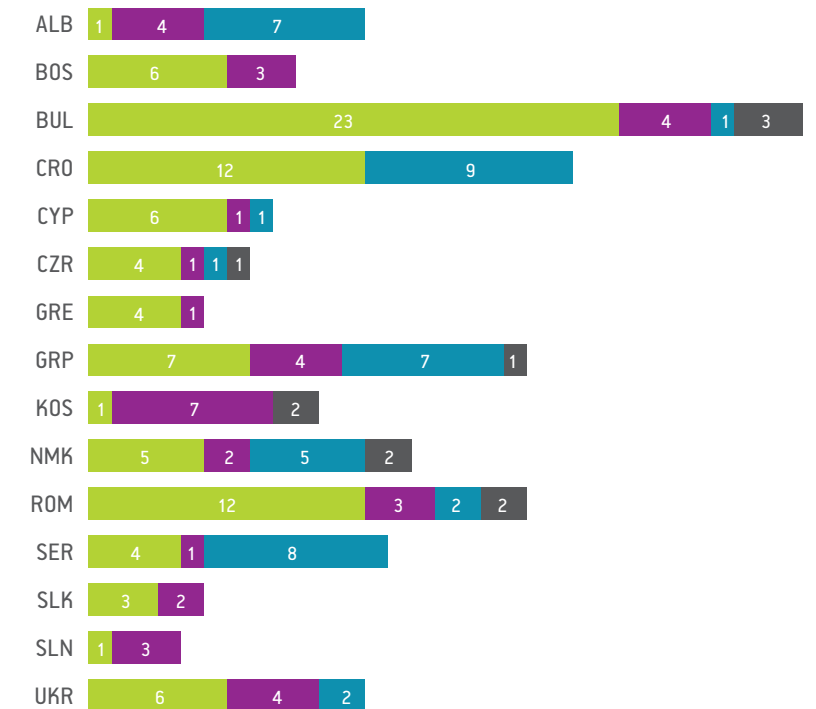
We make Printec a great place to work by empowering every employee to have his or her say in the survey and by taking part in action planning to shape the way towards a better and more sustainable future together. Engagement survey results and actions are becoming part of our next day operations, aiming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

The Country and Group Leadership teams review the findings in great detail, identify focus areas and take actions to address shortcomings highlighted by our people. 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, prepared solid, short and long term action plans which we updated where needed and monitored closely in 2021.

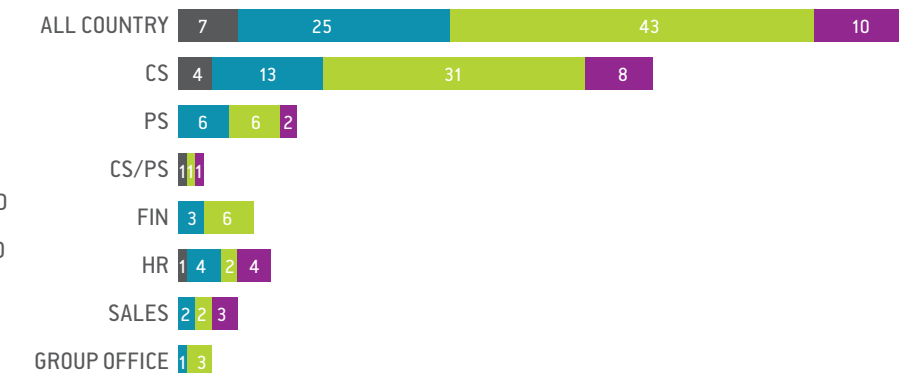
As we continue to evolve, employee engagement is critical to our future success. We are committed to providing a friendly and inclusive workplace, counting on team spirit and open communication to build trust and allow effective conversations that will strengthen our relationships and eventually our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



## ACTIONS PROGRESS PER COUNTRY



## ACTIONS PROGRESS PER FUNCTION



11

WE CARE

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.

The program has been divided to 3 basic pillars:

FOR  
YOU

Activities relating to  
Printec employees



FOR  
SOCIETY

Actions towards  
the societies and  
communities within  
which we operate



FOR THE  
ENVIRONMENT

Actions towards  
improving sustainability  
and environmental  
consciousness.

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

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

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

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

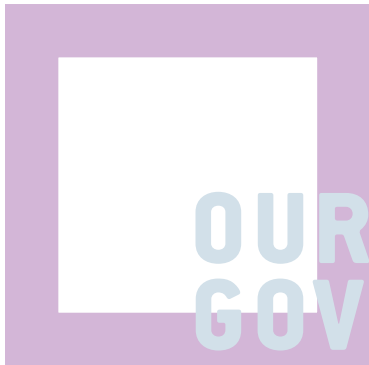
Our CSR vision and strategy is formulated around 3 basic pillars and is translated into integrated solutions that deliver greater convenience and add value to people’s lives.

From 2019 to 2021, 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.

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.





# OUR "WE CARE" GOVERNANCE

## THE COMMITTEE

## THE NETWORK

## WE CARE AMBASSADORS RESPONSIBILITIES

## WE CARE COORDINATORS RESPONSIBILITIES

## THE STANDARDS

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

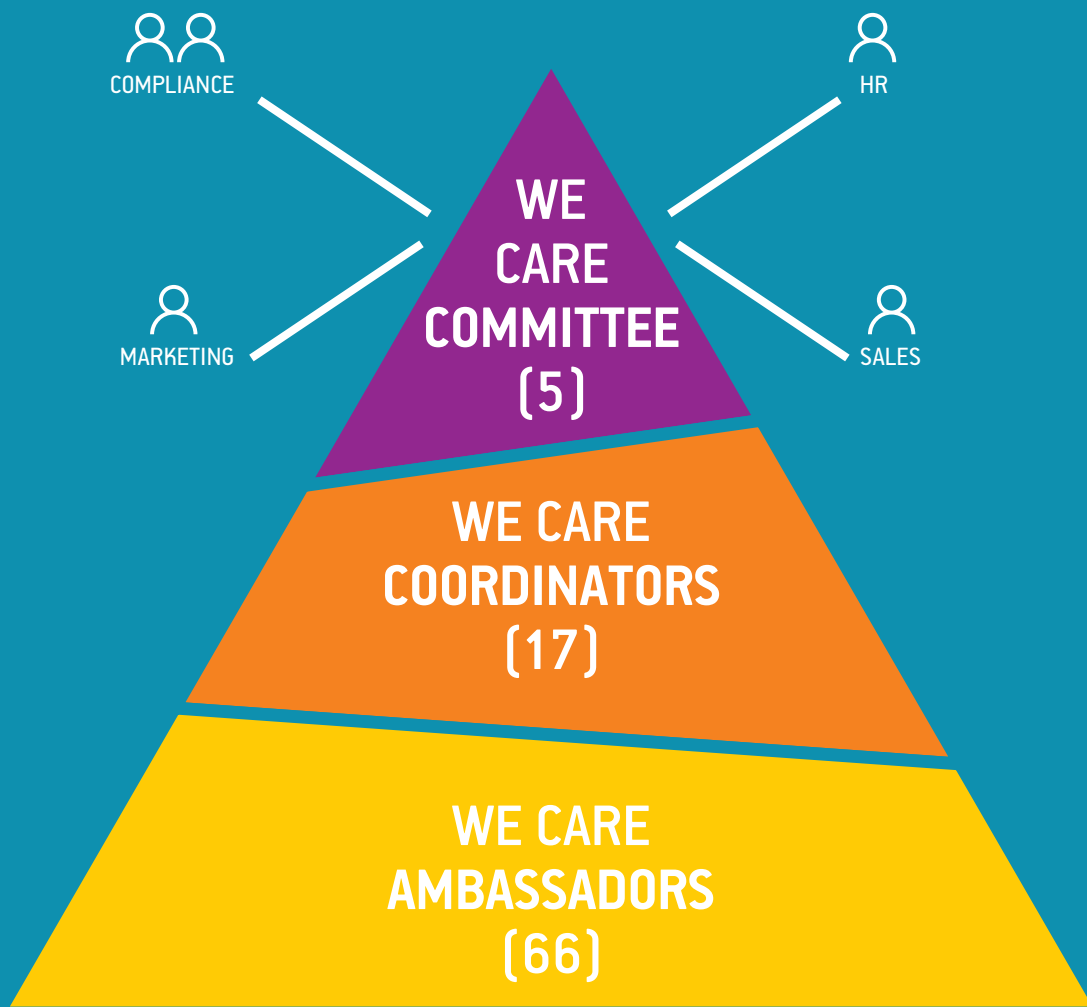
Effective 2019, a scheme of volunteers was formed to participate actively during We care activities planning & coordination. These volunteers are called "We Care Ambassadors" and they represent Printec's We Care program across our countries. We typically have multiple Ambassadors in each country; to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

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

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

<b>SUGGEST WE CARE</b> ACTIVITIES FOR THEIR COUNTRY BEFORE THE BUDGET SUBMISSION (IDEA, PARTNERS, BUDGET)	<b>PLAN AND IMPLEMENT</b> COUNTRY WE CARE PLAN	<b>ENSURE COLLECTION</b> OF VISUAL MATERIALS DURING ACTIVITIES (PHOTOS, VIDEOS)
<b>COORDINATE</b> AMBASSADORS' ACTIVITIES IN COUNTRY	<b>REPORT EACH ACTIVITY</b> AFTER COMPLETION THROUGH DESIGNATED CHANNEL	<b>CREATE</b> ANNOUNCEMENTS FOR EACH ACTIVITY THROUGH PRINTECHUB  <b>CREATE / INITIATE</b> SOCIAL MEDIA ANNOUNCEMENTS (THROUGH MARKETING)

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



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



## WE CARE PROGRAM

# METRICS

### FOR SOCIETY



228 EMPLOYEES, FRIENDS  
AND FAMILY FROM 6 COUNTRIES  
PARTICIPATED IN RACE FOR THE CURE



DONATED 220+ BOOKS  
TO 100+ CHILDREN

WE COVERED  
1-YEAR COST OF SPEECH  
THERAPY FOR 25 CHILDREN



2 PRINTERS DONATIONS  
AND ON-SITE INSTALLATION TO 2  
NURSING HOMES



WE DONATED: TOYS, SHOES, CLOTHES, BED LINENS, BLANKETS, SCHOOL  
SUPPLIES, BREAKFAST SUPPLIES, EASTER EGGS, BIRTHDAY CAKES,  
CHRISTMAS GIFTS, MEDICAL DEVICES TO

2 NURSING HOMES,  
1 CHILDREN'S HOSPITAL,  
8 CHILDREN AND FAMILY  
ORGANIZATIONS



3 HIGH-SCHOOL STUDENTS PARTICIPATED IN AN  
EDUCATIONAL PRACTICE AT OUR CS DEPARTMENT



### FOR THE ENVIRONMENT



40 EMPLOYEES IN 3 COUNTRIES PLANTED PLANTS  
AND TREES IN OUR OFFICES AND IN 3  
SCHOOL YARDS



RECYCLING  
PAPER, PLASTIC,  
GLASS, BIO/ORGANIC  
WASTE AND BATTERIES  
IN OUR OFFICES

### FOR THE ENVIRONMENT & FOR SOCIETY

RECYCLING PLASTIC BOTTLE  
LIDS TO BUY MEDICINE  
TO PEOPLE IN NEED



### FOR YOU



ATHENS AUTHENTIC MARATHON: 33  
PRINTEC RUNNERS



5 COUNTRIES CELEBRATED  
INTERNATIONAL WOMAN'S DAY WITH GIFTS TO  
81 WOMEN EMPLOYEES

2 COUNTRIES GAVE CHRISTMAS  
GIFTS TO 28 EMPLOYEES' CHILDREN

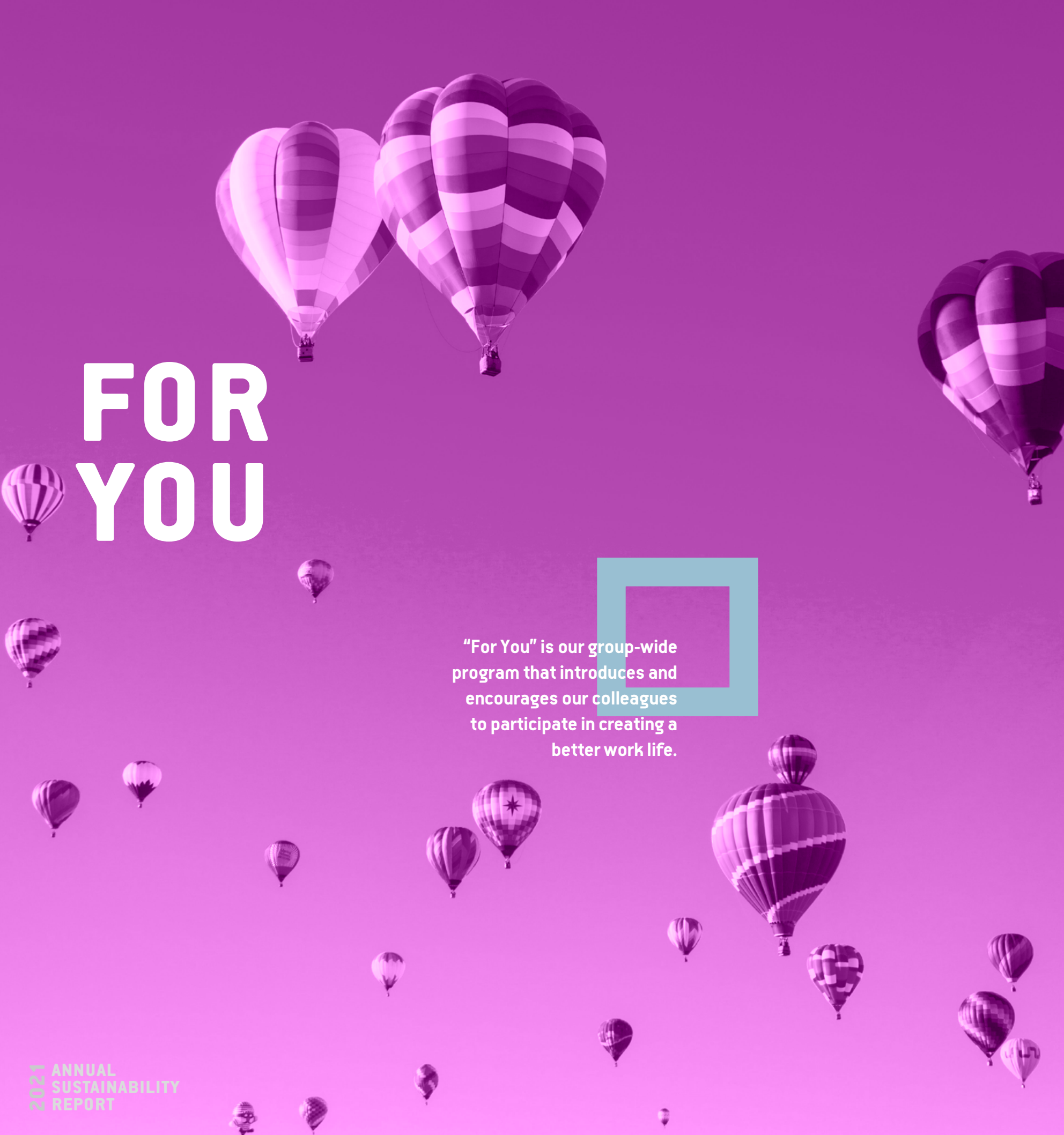


TEAMBUILDING AND FUN: WEEKLY TEAM COFFEE,  
PLAYING TABLE FOOTBALL, WATCHING UEFA  
CHAMPIONS LEAGUE FINAL TOGETHER  
& PREPARING 1700+ DONUTS  
IN THE OFFICE TO CELEBRATE THE CARNIVAL

39 COLLEAGUES







# 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

### EMPHASIZING

teamwork & collaboration

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

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

### LAUNCH

of our FlexWork initiative

### 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

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

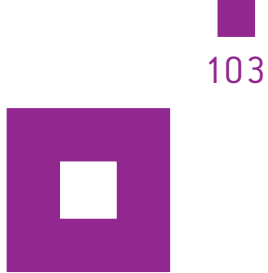
- Participate in Team building activities
- Create on-site play/ relax rooms
- Have fun in Christmas parties & celebrations

### GROW @PRINTEC

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

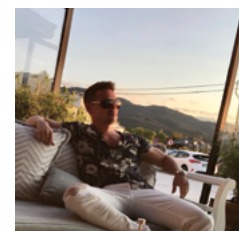
- Team and individual learning and development opportunities occur for technical and non-technical fields





# PHOTO CONTEST

HOW OUR ROMANIAN COLLEAGUES  
SPENT THEIR HOLIDAYS IN 2021





# WOMAN'S DAY

WE CARE FOR YOU PROGRAM

104



## Flowers and chocolate gifts

The importance of International Women's Day is to celebrate all the women and highlight the need to eliminate discriminations and barriers.

In Croatia, we celebrated this special day with flowers and chocolates offered by our male colleagues to our 9 women employees.

CROATIA



SERBIA



## A thank you gift

On March 8th, we celebrated the meaning of being a woman, working with other women and always being inspired by strength, emotions and intellectuality. At Printec Serbia, on this special occasion our colleagues prepared gift cards for our 6 female colleagues.

105

## A symbolic piece of jewelry

On March 8th, we celebrated all the achievements of women over the years.

Many changes have taken place in social, economic, cultural and political levels.

In terms of this change, we want to express our gratitude to all our 60 women's employees with a special bracelet gift.



GREECE & CYPRUS



## Flowers for our colleagues

We celebrated this unique day by offering small pots of flowers to all our 6 women employees as a gesture of gratitude and respect.



ALBANIA



# TEAMBUILDING AND FUN

WE CARE  
FOR  
YOU  
PROGRAM

## ALBANIA

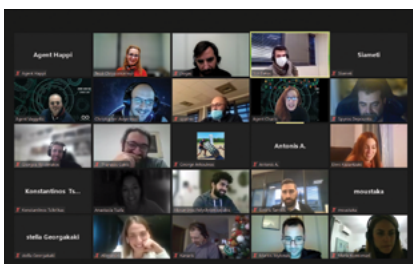


### Weekly Coffee Meet-ups in Albania

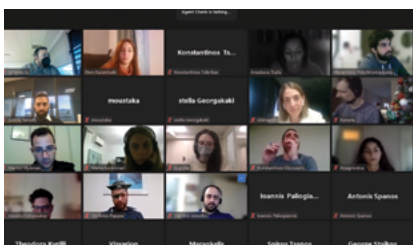
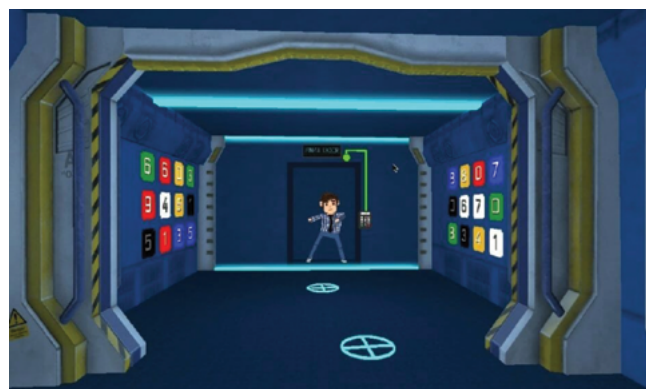
This time, our weekly coffee meet-ups occur in front of a big screen TV, watching the UEFA Euro 2020 Final football match.

Together as a team of 23 people, we enjoyed our special meeting after a long time of not being all together.

### Greece Team building HR Infinity Loop

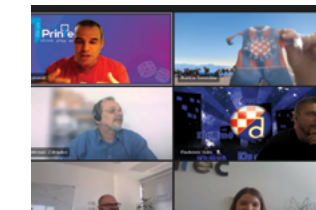
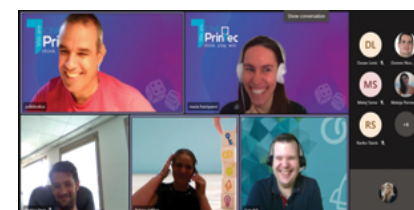
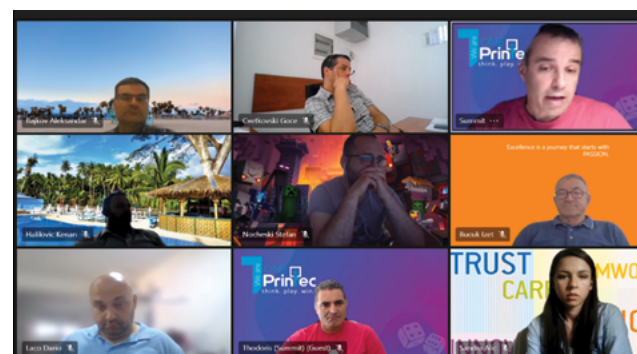


## GREECE



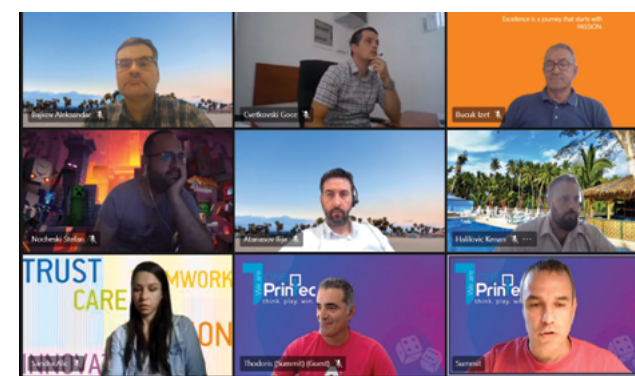
## CROATIA

### Enjoy - Celebrations



For You – Growth  
ADRIATIC OnePrintec  
Workshop

We are ONE  
Printec  
think. play. win.

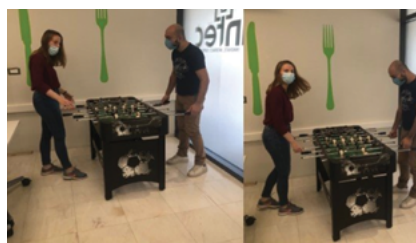




# TEAMBUILDING AND FUN

WE CARE  
FOR  
YOU  
PROGRAM

## GREECE



### Playing table soccer in the office

Although we are still working on a rotational scheme, those of us in the office are always happy to see our colleagues in person. And there is no better way to connect and have fun than a game of table soccer.

Our lunch break room turned into a game field, and 10 of our colleagues enjoyed their break playing, laughing and relaxing.

### Last Day of Carnival with donuts

"Donuts day" – in Croatia there is a longstanding tradition to celebrate the last day of the carnival with masks and during the day we make & eat lot of donuts.

Some years ago we started this nice local tradition with our employees & customers.

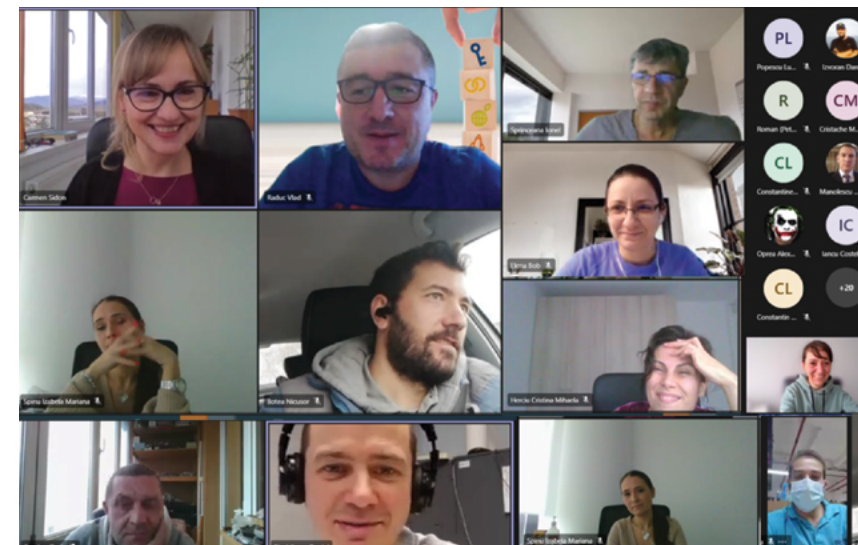
This year we prepared and distributed about 1700 donuts!

## CROATIA



108

## ROMANIA



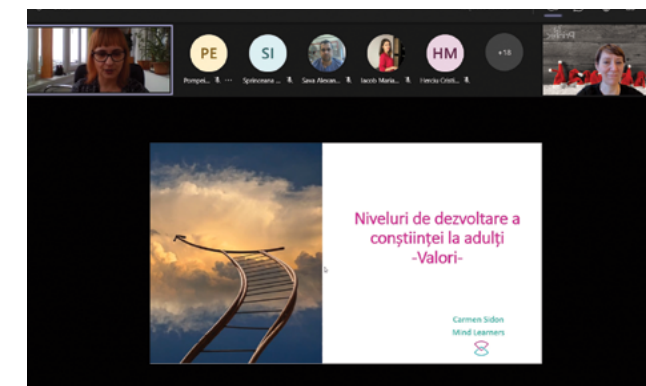
### Development Workshop

"Inner Critic and Saboteurs" workshop for 55 of our people.  
Feedback: 4.8 out of 5



### Romania Development Workshop for 36 of our people

"Adult development framework. Values."



### International Accounting Day

We celebrated International Accounting Day and gave gifts to our accountants.

## BULGARIA



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# HEALTHY HABITS

WE CARE FOR YOU PROGRAM



## Time for Vitamins in Printec Greece!

Every week a fresh fruit box will be available in each building in Greece to reenergize our 180 people, encourage them to take a break and enjoy a healthy snack!

Having healthy snacks on hand at work is a great way to stay energized and productive.



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## Athens Authentic Marathon Race 2021

After one year of absence, this event came back and brought optimism, hope, endurance and faith to participants and audience. It reminded us of the uniqueness of each person and stressed that we are stronger than we think. This year's event was characterized as "Strength and Faith" Marathon.

GREECE



We are proud of our 33 Printec runners who tested their strength limits and overcame their individual track records.

The Marathon Team is looking forward for new sport challenges, anticipating many more colleagues who did not manage to be with us this time!



## Printec Greece in Blood donation day

On September 17th, our annual Blood Donation day was held in Greece. This year 39 colleagues volunteered to donate blood.

We managed to collect 30 blood bottles, available at Laiko Athens General Hospital for all employees and their families to use them. A portion of the bottles is also donated to the hospital.



111



# HOLIDAYS AND NEW YEARS CELEBRATIONS

WE CARE FOR YOU  
PROGRAM

Christmas gathering in the office



CROATIA



ROMANIA

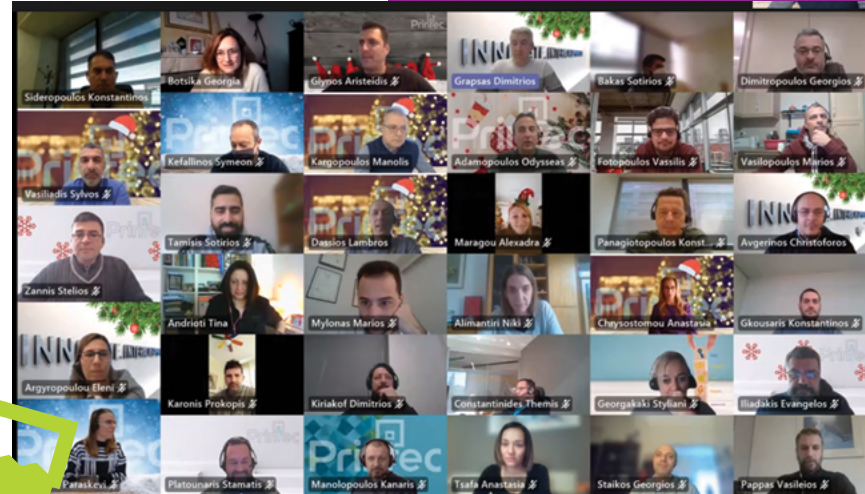






WE CARE  
FOR  
YOU  
PROGRAM

## Greece Christmas Townhall 2021



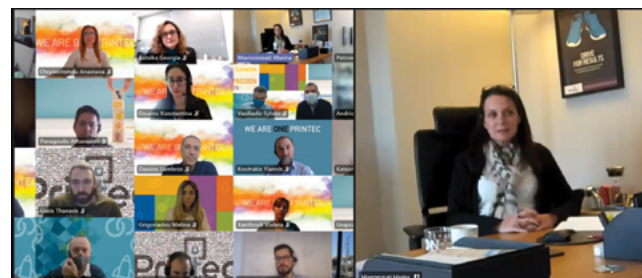
GREECE



Greece  
Secret  
Santa



GREECE



e-pita event flow  
2021

## Happy New Year from our children!

Printec Albania gave some gifts - toys  
to the children of Printec Albania staff  
members for the Holiday Seasons



ALBANIA



# 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.



# RACE FOR THE CURE



## CROATIA



### Race for the Cure

6 people from Croatia participated in Race for the Cure



## GREECE

### Race for the Cure!

October is Breast Cancer Awareness Month and we couldn't be moare proud of our 180 people who participated in the Race for the Cure 2021, raising awareness about the impact of breast cancer and helping uplift women in need. Kudos to our colleagues, their friends and family who walked and ran in this year's race.



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### Race for the Cure

Our team of 7 employees and family walked and run in two places in Serbia. It was a great experience and with our registration we supported the local organization Evropa Donna Serbia.



## SERBIA



### Race for the Cure

October is Breast Cancer Awareness Month and we couldn't be prouder of our people who have been participating in Race for the Cure 2021, raising awareness about the impact of breast cancer and helping uplift women in need. Kudos to our colleagues, their friends and family who walked and ran in this year's race.

## ALBANIA



## ROMANIA





# DONATIONS

WE CARE FOR SOCIETY PROGRAM



Our colleagues in Albania donated 70 schoolbooks to the “Gonxhe Bojaxhi” community centre for 100 children.

By donating books, we can play a part in bringing the joy of reading and learning to the people who don't have the means to buy books, offering them the opportunity to improve their own lives. Today we donated more than 70 schoolbooks and some clothes for the children of a community centre.

Together as a team, we will continue our mission of donating books, food and clothes to people in need.



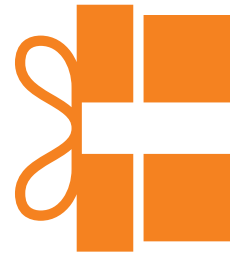
ALBANIA

During Christmas, the spirit of giving unconditionally prevails.

It gives us joy to see happiness in people. Our staff in Albania donated clothes, toys, shoes for more than 200 people in need in a social centre in Tirana.



120



ROMANIA



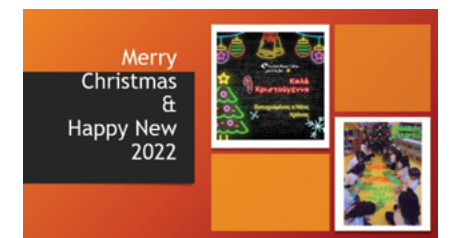
In Romania, instead of buying Christmas gifts for our partners, we utilized the budget to donate to the NGO Association M.A.M.E (Mothers) to help them during the hard times of the pandemic.

Thanks for your generosity and other good people, we managed to buy the 5 medical devices mentioned in the campaign (laser therapy, ultrasound, magnetotherapy, electrotherapy and light therapy Bioptron) and to include them in the recovery programs that the little ones follow under the close supervision of the organization's specialists.

-Asociatia M.A.M.E.

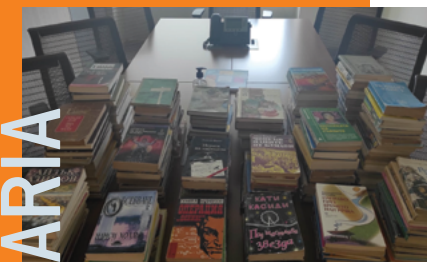
Special wishes from “Friends of the Child” and “Look to the Stars”

Excited to receive some special wishes for the festive season from The Friends of the Child & Look to the Stars, two organizations we support in Greece, who are taking care of children in need. A big THANK you from all of us!



GREECE

BULGARIA



Donation of books to a small library

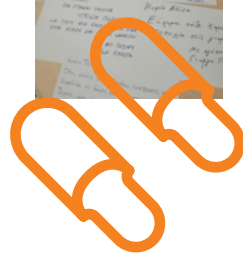
We donated 150+ books to a small library in honor of 24th May – Day of Slavonic Alphabet, Bulgarian Enlightenment and Culture.





# DONATIONS

WE CARE FOR SOCIETY PROGRAM



## Moschato Social Welfare in Athens Wishes for a happy and healthy New Year

As we support the action "Become a Relative", we offer gifts to the 25 elderly people of the Moschato nursing home. This year, we have chosen fleece blankets and fur slippers to keep everyone warm.

Alongside the gifts, our colleagues wrote their personal wishes to each person at the nursing home separately, a gesture that was received with great joy and appreciation.

GREECE



## Printec Greece Supports the House of ARSIS

The House of ARSIS has been operating in Oreokastro, Thessaloniki since 2007 as a temporary accommodation hostel for children & adolescents in danger with the funding of the Ministry of Labor, Social Security and Social Welfare. It is a short-term hostel for minors and is aimed at children and adolescents' victims of neglect, abuse, and trafficking, children who are at risk due to family or socio-economic conditions. It accommodates boys aged 5 to 12 years and girls aged 5 to 18 years. It is staffed by a social worker, a psychologist, social caregivers and a network of volunteers.

So, this year the employees of Printec Greece collected with all their love clothes, toys, books, and bed linens to donate to ARSIS for 75 families. We hope to facilitate the daily life of the children and to cover some of their basic needs since during the holidays these needs becomes larger than ever!



## Xmas Gifts to BENJAMIN Child Support Society

Once again, our colleagues at Printec Greece bought Christmas gifts for the two girls, aged 9 and 2.5, at "The BENJAMIN Child Support Society", the independent, non-profit organization we support.

## Christmas Toys

We bought Christmas toys to help a mother of a child with disabilities. This way we supported her in her battle to provide the best life possible for her child.

BULGARIA



We hope that Evgenia & Georgia will be very happy with their gifts and enjoy playing with the Frozen characters!

Alongside the gifts, we send them our warmest wishes for Merry Christmas and a bright New Year!



GREECE

## The Friends of the Child | Breakfast Supplies October 2021



We continue to support "The Friends of the Child", the NGO taking care and protecting not only sick or abused children, but any child who lives in conditions that are below the threshold of relative poverty.

Once again, thanks to our volunteers and Printec, we continue to cover the breakfast supplies and speech therapy expenses for 25 children for a whole year.

In Printec, we care for children!





# DONATIONS

WE CARE FOR SOCIETY PROGRAM

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## Moschato Social Welfare in Athens Wishes for a happy and healthy Easter!

In this difficult period we have been experiencing, we should never forget the people who are alone or disconnected from their loved ones. Once again, Printec Greece stands lovingly by the side of our senior citizens supported by the Moschato Social Welfare with the action "Become a relative".

Filling them with optimism, giving them strength and courage, and of course, our best wishes for a lovely Easter we offered them some sweet treats and traditional red eggs for their Easter table.



GREECE

## Our colleagues in Athens donate clothes & toys to BENJAMIN Child Support Society!

Our colleagues in Athens have been collecting clothes and toys for 75 children and teenagers aged 1-18 years, who are supported by BENJAMIN, an independent non-profit organization.

We congratulate and thank our volunteers for their donations and efforts in collecting, separating and packing everything that will be delivered to the families, bringing lots of joy and smiles to the kids!

During this process, all protective measures and hygiene rules have been applied to make sure everything is packed and delivered safely to the families.



125



## Organizing a special Happy Birthday for our godchild!

Our people in Printec have taken the role of the "godparents" of a little girl, supporting her and celebrating with her festive occasions.

A few days ago, our little godchild Georgia-Markella turned 9!

The Greek team - as her godparent - organized with some help from her mother a home celebration. The team made the arrangements for a birthday cake, as her mother couldn't afford the cost.

Georgia-Markella made a wish, blew the candles & enjoyed every moment of the day!

## Friends of the Child: Many wishes for a happy and healthy Easter!

Once again, we are sending to our little friends chocolate Easter eggs and our warmest wishes for a happy and healthy Easter.

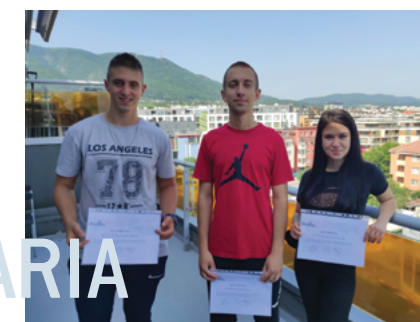
We are really looking forward to meeting them again soon and get carried away by their little voices and cheers. Till then, we'll be taking care of them from afar. We are excited to receive every year the Easter card from the "Friends of the Child"!

The beautiful card is created and signed by the kids with their wishes for a Happy Easter.



GREECE

BULGARIA



## High-school children educational practice at Printec

3 high-school students participated in an educational practice session at our CS departments under the supervision of one of our engineers. In the end of their practice they received certificates.



# DONATIONS

WE CARE FOR SOCIETY PROGRAM

126

## Donation of printers to Nursing Home & Moschato Social Welfare in Athens!



Athens nursing home, after our kind sponsorship during the holidays, expressed their need for a donation. A Multifunction Inkjet Printer that will cover the needs of their HR Department.

At the same time as well Moschato Social Welfare, which is a charitable non-profit association and for more than 50 years offers uninterrupted and voluntary public benefit work, expressed the need for a color printer.

We gladly accepted both requests.

The IT department dealt with the service and our colleague Prokopis undertook the transport and installation in both places.

The whole staff thanked us warmly because we covered needs that they had for a very long time!

GREECE

## Printec Serbia donates school supplies

Our colleagues from Printec Serbia collected all the necessary school supplies a child might need and delivered them to the humanitarian organization SOS Children's Villages Serbia, which has been a home full of love for every child in need for more than 15 years.

This school supplies will certainly put a smile on the faces of children at risk and without parental care.

Printec Serbia will continue to support the organization in the future!



SERBIA

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## Employees Donation to children's hospital



CROATIA



Printec Croatia employees participated in a donation of toys for the children's hospital in Zagreb.

We collected and donated dozens of toys, and hopefully this way we made their stay at the hospital easier.

Especially nowadays, when, unfortunately, the little patients do not have the opportunity to stay there with their parents.





# FOR THE ENVIRONMENT

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

## WE UTILIZE TECHNOLOGY

**"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 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.

## WE ARE BUILDING AN ENVIRONMENTALLY-CONSCIOUS CULTURE

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 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.

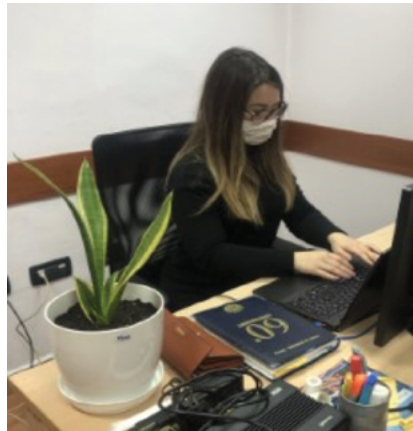


# EARTH DAY

WE CARE FOR ENVIRONMENT PROGRAM

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## ALBANIA



### EARTH DAY

In the spirit of environmental awareness, our colleges in Albania used this day as an opportunity to raise awareness, celebrate our environment and hold a Plant Potting activity.

We chose some variety of flowers that improve indoor air quality.

Together as a team we planted 13 flowers and placed them in our offices.

### Reforestation of school yards with our volunteers

Printec Croatia participated in the national initiative "Zasadi stablo, ne budi panj" / "Plant a tree, don't be a stump" that has the goal of reforestation specific areas in cities.

We donated and planted trees in 3 sites: a kindergarten and two elementary schools.

So several employees volunteered in the planting and had a lot of fun!

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## BOSNIA & HERZEGOVINA



### EARTH DAY

April 22 is one of the most important environmental dates of the year - Earth Day. This date is celebrated around the world through a series of activities that contribute to a better and cleaner environment.

11 people from our team in Bosnia and Herzegovina used this day as an opportunity to raise awareness, celebrate our environment and make some areas nicer by planting flowers.





# RECYCLING

WE CARE FOR ENVIRONMENT PROGRAM



## Recycling/Support for a cause

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.

CROATIA

## Recycling

We placed recycling containers in each office in Croatia to recycle waste: paper, plastic, glass, bio/organic waste, etc.



## BULGARIA Recycling Paper

Recycling paper is an initiative that Printec Bulgaria has been doing for years.

## PRINTEC RECYCLING PROGRAM

### MATERIALS THAT CAN BE MANAGED VIA OUR PROGRAM

#### BIO WASTE



Coffee capsules



Coffee capsules



Food waste



Paper



Plastic



Glass



Aluminum

#### RECYCLABLE RESOURCES

#### RECYCLABLE RESOURCES



Batteries



Light bulbs



Ink cartridges



# OUR UNGC PROGRESS

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.



# SDG's



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Report Section:  
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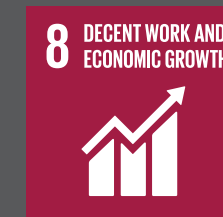
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## OUR UNGC PROGRESS

United Nations Global Compact and how they relate to  
Printec communication on progress

## HUMAN RIGHTS

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

**3. GOVERNANCE** Page: 13  
**11. WE CARE PROGRAM** Pages: 94-95  
**11. WE CARE GOVERNANCE** Pages: 96-97

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

**7. WHISTLEBLOWING** Pages: 44-47  
**9. MONITORING COMPLIANCE** Page: 69

## LABOUR

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

**9. FREEDOM OF ASSOCIATION & CHILD LABOR**  
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**PRINCIPLE 4:**  
BUSINESSES SHOULD UPHOLD  
THE ELIMINATION OF ALL FORMS  
OF FORCED AND COMPULSORY  
LABOUR

**9. FREEDOM OF ASSOCIATION & CHILD LABOR**  
Page: 68  
**10. OUR PEOPLE** Pages: 74-93

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

**9. FREEDOM OF ASSOCIATION & CHILD LABOR**  
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**PRINCIPLE 6:**  
BUSINESSES SHOULD UPHOLD THE  
ELIMINATION OF DISCRIMINATION  
IN RESPECT OF EMPLOYMENT AND  
OCCUPATION

**10. TALENT ATTRACTION** Pages: 78-79  
**10. DIVERSITY, EQUITY & INCLUSION**  
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**10. PERFORMANCE MANAGEMENT** Pages: 82-83

## ENVIRONMENT

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

**11. WE CARE – FOR THE ENVIRONMENT**  
Pages: 128-133

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

**11. WE CARE – FOR THE ENVIRONMENT**  
Pages: 128-133

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

**6. DIGITAL TRANSFORMATION** Page: 22  
**6. E-PAYMENTS** Page: 25  
**11. WE CARE – FOR THE ENVIRONMENT**  
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## ENVIRONMENT

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

**7. WHISTLEBLOWING** Pages: 44-49  
**9. MONITORING COMPLIANCE** Page: 69  
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## THANK YOU

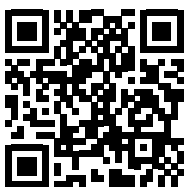
to everyone who volunteered, helped organize, or participated in any way in our activities, to every organization that gave us the opportunity to collaborate and give back to the community, to everyone who contributed to the creation of this report.



VATE  
ERACT  
ERIENCE



INNOV  
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