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2020 Corporate Social Responsibility Report

# TABLE OF CONTENTS

## Introduction

- Message from Managing Director
- Mellon Group of Companies
- Historical Review
- Our Activities
- Values
- Awards & Certifications

## Organizational Governance

- Our Culture
- Stakeholders & our engagement
- Materiality Analysis
- Key findings
- CSR Strategy

## Labour Practices

- Our People
- Equal Opportunities
- Training & Development Programs
- Company Employment & Benefits
- Health and Safety of Employees

## Customer Issues

- Digital Rights
- Securing Data Security
  - Securing Customers' Data & Customers' Privacy
  - Customer Satisfaction & Quality of Customer Service
  - Updating & upgrading of provided services
  - Responsiveness of market needs
  - Customer satisfaction survey

## Fair Operating Practices

- Quality and transparent financial information
- Transparency of contracts, pricing policy
- Preventing Corruption
- Procurement: Compliance with legislation, transparent policy and payments

## Community Involvement & Development

- Promoting technology and innovation-Services and products that contribute to an effective environmental and social impact
- Process of developing new technology solutions
- Support for NGOs, Institutions or vulnerable social groups

## Human Rights

- UN Global compact
- Child Labour

## The environment

- Sustainable resource use
- Environmental Compliance
- Recycling



## A message from Haris Constantinidis

**T**his year was a challenging one for all of us. 2020 was the year of the pandemic which has had a devastating impact on people, economies and business. Mellon has immediately launched a package of decisive measures to tackle the Covid-19 pandemic; at the heart of our efforts was the

protection of the health and safety of Employees and Customers. We adapted quickly to the changes due to pandemic, as the safety of our customers and staff has always been our top priority. Our goal is to support our customers, and to maintain the smooth continuation of our operations.

However, it is worth noting that we have as well managed to introduce many functional changes for our employees and customers. Indicatively, the provision of remote access of employees to our systems, which has proven to be crucial for the preservation of health and safety, not only of our staff, but also of society in general. At the same time, we took all necessary action to provide our staff with training and development opportunities, but also to ensure that equal opportunities and respect for diversity are protected.

During the pandemic, Mellon found a great opportunity to introduce innovative technology solutions, to meet its customers' needs. Our solutions for people counting, in-store analytics and people flow monitoring, paved the way to achieve smoother people movement through facilities, streamlined processes and increased customer satisfaction. We offered the solution of a software that has the ability to give a very accurate calculation of the number of visitors to retail and public spaces and a solution leveraging AI in sensors in order to

recognize if a person is wearing a face mask, compliant with COVID-19 requirements.

Banks, public places and retail stores need to maintain a secure environment and ensure the health and wellness of visitors, passengers and staff for years to come. In this context, Mellon has introduced an innovative remote on-boarding solutions for its customers aiming at the remote identification of persons that need to attain a relationship with Mellon's customers.

The Covid-19 outbreak continues to impact the way we live, from social behaviour to government restrictions. Corporate Social Responsibility and Sustainable Development are an integral part of our philosophy. We will constantly undertake new initiatives in the context of full integration into our activities, of the principles of Corporate Social Responsibility and the criteria and risks related to the Environment, Society and Governance.

Haris Constantinidis  
Managing Director

# Introduction





## 1.2 Historical Review

In other words, Mellon, capitalizing on the experience of the Greek market, started to expand internationally its expertise, proven capabilities and, most importantly, its invaluable experience in the entire life-cycle of consumer credit.

**Today, Mellon Technologies S.A. consists of 12 companies, assisting our customers increase their market share and introduce new products and services with significant cost efficiencies. At year-end Mellon Group of Companies employed 5,593 people in total.**

## 1.1 Today

MELLON TECHNOLOGIES, the parent company of Mellon Group of Companies, was established in September 1994 in Greece and for over two decades, has a leading role in the electronic transactions and business process management market.

Its activity and technological solutions delivers real value to its clients and transforms their business by facilitating customer interactions and transactions, improving their operational efficiency and boosting their competitiveness.

At the time when the Greek market was opening up to retail banking and was in need of innovative consumer credit products, Mellon was there to provide the necessary solutions and services that would enable banks to create a competitive edge.

At the same time, as consumer credit matured and similar market opportunities arose in Balkans, Mellon developed and adopted its offering and provided high quality, value added services to enable customers to grow fast at low operating costs.

Mellon Technologies

1994

Athens, Greece



EDS

1997

Athens, Greece



Mellon Cyprus

2000

Nicosia, Cyprus



Mellon Romania

2001

Bucharest, Romania



Mellon Bulgaria

2001

Sofia, Bulgaria



Mellon Serbia

2001

Belgrade, Serbia



Mellon Solutions

2003

Skopje, North Macedonia



Mellon Albania

2004

Tirana, Albania



Mellon Poland

2006

Warsaw, Poland



Mellon Ukraine

2007

Kiev, Ukraine



Mellon  
Employment Services

2013

Athens, Greece



Melfin

2018

Athens Greece





Mellons' offering is reflected through a range of technologically advanced solutions and services that address the need for operational and business efficiency of organizations with consumer related business activities, such as financial institutions, retail chains, telecommunications providers, and public utility organizations.

## 1.3 Our activities

### TECHNOLOGY SOLUTIONS

Representing industry leaders, such as Gemalto, Ingenico, Thales e-Security, Altitude Software, Fiserv, Matica, Neopost, Fireking, NemoQ and i-Design, and cooperating with key processors such as Visa and Mastercard, Mellon offers a range of technologically advanced solutions, value-added technical support and customized software solutions that shape the payments landscape.



- **EFTPOS Payment Solutions**
- **Self Service Solutions**
- **Branch Automation**
- **Card Solutions**
- **Digital Money Solutions**
- **Electronic Security**
- **Risk & Compliance**
- **Cash & Logistics Management**
- **Mobile Applications**
- **Contact Centre Software Solutions**
- **Customer Management Solutions**
- **Physical Security**
- **Mail Automation**

**Contact Center Services** Mellon is a top Omni channel customer experience provider covering both inbound and outbound campaigns in the key areas of:

- **debt management,**
- **telemarketing and**
- **customer support,**
- **along a wide range**
- **of complementary**
- **services.**

## Outsourcing Services

Mellon offers BPM services that draw from specialized know-how, processes, expert human resources and cutting-edge technologies to meet the ever changing needs of various industries including telecommunications, financial institutions, insurance and retail.

- **Business Process Outsourcing**
- **HR Outsourcing**
- **Security Services**
- **POS Managed Services**
- **ATM Field Services**



At Mellon we believe that it is of paramount importance to create long-term value for our stakeholders, and the society.

We aim to deliver top performance by investing in our people, building strong, honest relationships with our stakeholders and leaving a positive societal and environmental footprint.

## 1.4 Our Values





At Mellon, we cultivate a challenging, collaborative and relationship-oriented working environment that offers development opportunities and exposure to international practices.

We are proud of our people and we believe that leveraging diverse cultures and backgrounds improves our everyday life and boosts innovation and efficiency.

While we come from different backgrounds and cultures, our values are what we have in common. Our values govern our actions and determine our success.

The following Values express what we value most in our practices with our stakeholders, our people and the society:

### Our Values

-  **Committed Entrepreneur:** We are ethically and fairly committed towards our client's need.
-  **Innovative Pioneer:** We hand-pick diverse hardware and software solutions, and we create top class services.
-  **Outstanding services:** Our solutions succeed excellent quality, creativity and top gear performance.
-  **People centric mindset:** We always work with purpose, respect and fairness towards all our stakeholders.



## Awards

Mellon has been benchmarked for its international footprint, innovative technologies and superior quality of services, culture and people practices. Has been recognized and awarded by top international organizations including Europe's 500 Entrepreneurs for Growth, Best Workplaces, Contact Center World Awards and European Business Awards. Below are listed all the awards that Mellon has been awarded during the last years:

# 2020

### Impact BITE Awards:

The innovative and pioneering IoT solution of the Rest Rooms monitoring system / **"MTB critical WCs visitors' counting system"** implemented within the project of Athens International Airport (AIA) in 2019 by Mellon, in collaboration with the international, a leading technology company and strategic partner, Xovis, embraced the **Bronze Award** in the category of **"Digital Transformation of Business Processes"**.

### EIEP – National Customer Service Awards 2020:

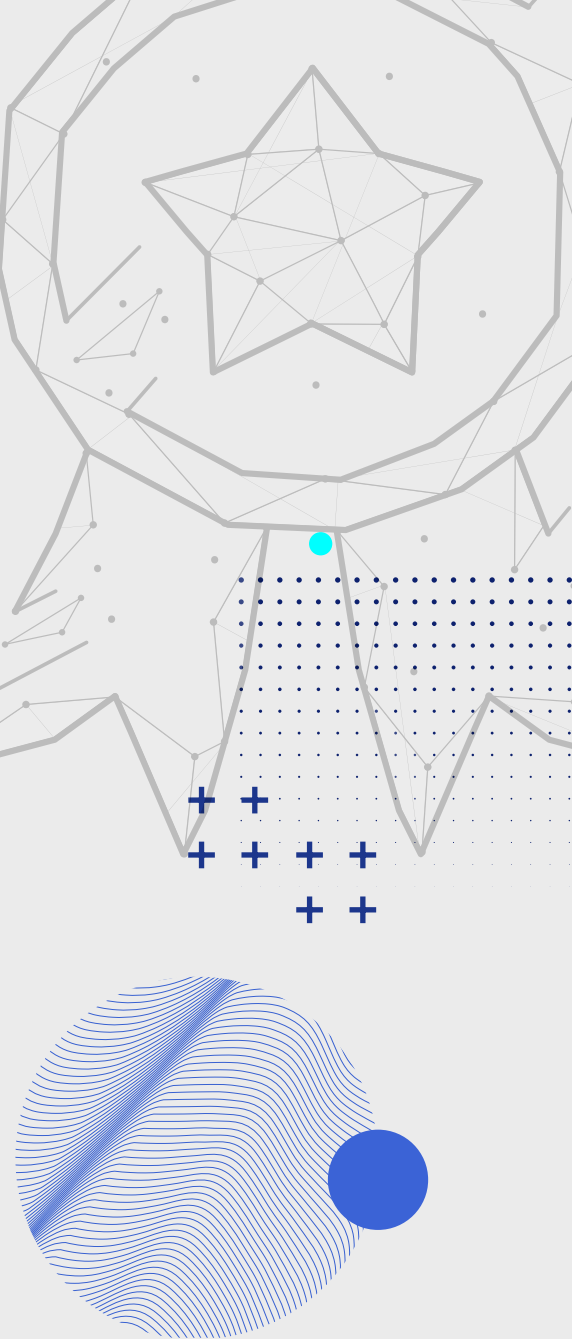
MT CCS and Optima Bank were awarded the **National Customer Service Awards 2020**. "Optima Bank call center was created very quickly, remotely and with advanced technologies" Within a very short period of time, an information call center was set up, without any live meetings. All the consultations, both in Business and technically at IT level, but also the trainings were done remotely.

# 2019

Mellon Technologies scooped one award for Greek business, "Protagonists of the Greek Economy", organized for the fifth time by the Direction Business Network. More specifically, MELLON TECHNOLOGIES was awarded in the Greek Business Champions category, in which companies with an annual turnover of more than 10 million euros took part, which -as it appears from their financial results for 2017- managed this year to simultaneously increase the turnover and their pre-tax profits over 20%.

CS Awards-In a competition open to all companies, in all sectors, the Mellon Group of Companies was awarded by the National Customer Service Awards, the most leading institution in the business sector, for the Best Outsourcing Partnership 2019 (Best Outsourcing Partners) for his 5-year successful collaboration with TOYOTA Hellas.

BITE Awards-Mellon Technologies won two awards at the Business IT Excellence (BITE) Awards 2019. More specifically, the company received a bronze award in the category of Activity Abroad and Silver in the category of Software Supplier.



# 2018

Triple distinction for the creation of new job opportunities, international activity and corporate social responsibility program

Athens, 15 June 2018 – Mellon Technologies, the parent company of the group, scooped three awards at the Business IT Excellence (BITE) Awards 2018.

In particular, the company received two gold award prizes in the "New Job Opportunities" and the "International Activity" categories. Mellon was also distinguished under the category "Corporate Social Responsibility Actions" for its plan entitled "Acting for a Cause".

BITE Awards are organized by Boussias Communications's network magazine and ELTRUN's e-Commerce &

Business Lab of the Athens University of Economics and Business, while the Jury members are drawn from the academic and business community.

The impressive award ceremony was held on Wednesday the 13th of June at the new Hippodrome of Athens. The fact that more than 550 executives from the most important Greek ICT companies, as well as the financial, retail, telecom and maritime industries attended the ceremony, reflects the growing recognition of the awards.

# 2017

Mellon Technologies has been listed among the "Diamonds of the Greek Economy 2016"

Mellon Poland along with mBank won two awards at the Contact Center World Awards, one Gold for the best Outbound Campaign and one Silver for the best Outsourcing Partnership

Mellon Technologies scooped two awards at the Business IT Excellence Awards under the categories Specialized Solutions for Specific Industries and Corporate Social Responsibility

Mellon Poland received the "Gepard Biznesu 2016 / Business Cheetah 2016" award by the Institute of European Business

# 2016

Mellon Solutions has been selected as a National Champion in European Business Awards representing the country in The Award for Customer Focus

Mellon Technologies scooped 2 awards at the Business IT excellence Awards under the categories International Activity and Software Provider

Mellon Technologies was distinguished under the category Mobile Banking Applications at the Mobile Excellence Awards

Mellon Technologies was awarded by Eurobank & Grant Thornton with the "Growth Driver 2016" prize for its exceptional performance

# 2015

Mellon Technologies was awarded at the Greek Exports Awards for its international activity

# 2014

Mellon Poland scooped 3 awards, two of them along with mBank for Best Outbound Campaign and Best Outsourcing Partnership

# 2013

BlueSphere was distinguished under the category Best Outbound Campaign at the Contact Center World Awards – EMEA region  
Mellon Romania was awarded at the CSR Romanian Awards, under the category of Internal CSR Campaigns.

Mellon Poland was a finalist under the category Best BPO Firm of the Year of the first Poland Outsourcing and Shared Services Awards

Mellon Solutions was distinguished under the category Best Community Spirit at the Contact Center World Awards – EMEA region

Mellon Poland was distinguished under the category Best Outsourcing Partnership at the Contact Center World Awards – EMEA region



# 2012

Mellon Bulgaria was distinguished under the category Best Outbound Campaign in the Contact Center World Awards - EMEA region

Mellon Poland was distinguished under the category Best Outbound Campaign in the Contact Center World Awards - EMEA region

# 2011

Mellon Ukraine was awarded at the Ukrainian Competition "Professional Award In Banking Technologies, Equipment And Services - 2011" at the category "Best Equipment For Plastic Card Personalization

Mellon Romania was distinguished under the categories Best Outsourcing Partnership and Best in Customer Service in the Contact Center World Awards (CCWA) - EMEA region

The outstanding employment and business growth of Mellon Romania and Mellon Poland earned the two companies a place in the 2010 Europe's 500 List

# 2010

Mellon Technologies was awarded at the Horizon Trophy competition organized by Credit Agricole to honor suppliers who have taken noteworthy initiatives in the area of sustainable development

Mellon Contact Services receives the bronze award under the category 'Best Contact Center (250+) of the 5th Annual Contact Center Worlds Awards - EMEA region

# 2009

Mellon Poland receives the prestigious Ruban d' Honneur accolade under the category "The Atradius Growth Strategy of the Year Award" of the European Business Awards 2009

# 2008

Mellon Technologies was awarded during the Greek ICT Awards of the 10th Greek ICT Forum

Mellon Group of Companies receives the bronze award under the category 'Best Community Spirit' of the 3rd Annual Contact Center World Awards - EMEA region

Mellon Contact Services (then Mellon Collection Services) was ranked 12th in the top 20 of the 2008 Best Workplaces Hellas list

# 2007

Mellon Romania scoops 4 awards at the 2nd Annual Contact Center World Awards, 'Best of the Best in EMEA'

Fintrust receives the International Award For Prestige And Quality from Actualidad

Mellon Contact Services (then Mellon Collection Services) is included in the top 20 of the Best Workplaces Hellas list

Mellon Group of Companies, represented by Nikos Petrakopoulos, President and Managing Director of

the Group, is placed among the ten finalists of the 2008 European Business Awards' «The Entrepreneur of the Year» category

The outstanding employment and business growth of Mellon Financial Products Support and Mellon Contact Services (then Mellon Collection Services) earns the two companies a place in the 2007 Europe's 500 List.

ORGANIZATIONAL

# Governance





# earn the trust

**W**e recognize that the organizational governance is the most crucial factor in enabling an organization to take responsibility for the impact of its decisions and activities and to integrate social responsibility throughout its organization and activities.

We continuously strive to achieve the highest standards of ethical conduct in all our business dealings. In order to live up to this, we are committed to maintaining an environment where everyone is expected to act ethically and where people can voice concerns without fear of consequences, and with confidence that those concerns will be taken seriously. Our success is built on this very culture of integrity: customers, shareholders, and partners rely on our trustworthiness in the marketplace; and this trustworthiness begins within the company. In order to operate successfully, we must have the trust of all our stakeholders. This includes our employees, customers, shareholders, partners, and suppliers, as well as the governmental and non-governmental organizations with which we interact, and the communities in which we operate. Our culture of integrity and our commitment to excellence in corporate governance provide the foundation for us to earn that trust.

## 2.1 Stakeholders Engagement

Stakeholders are defined as the environment, both direct and indirect, which interacts with the business and is interested in its activities. Our stakeholders in Mellon contribute directly to our operations as customers, employees, partners, suppliers and indirectly as the State, the local societies in which we operate, the NGOs and the media.

Mellon respects stakeholders and nurtures a business environment that considers all stakeholders (both direct and indirect) and engages in an essential dialogue process before defining its action plan on corporate social responsibility.

Mellon seeks two-ways communication and the expectations and concerns of stakeholders are directly related to the company. This essential dialogue sets the foundations for Mellon's corporate strategic plan.

Customers



**Sales**  
Operations by  
telephone and  
emails

**Annual**  
Customer  
Satisfaction  
Surveys

**Complaint**  
Management  
Procedure

**Site**  
contact  
form

**Events**

**The Company  
communicates  
periodically with each  
stakeholder group in the  
following ways:**

**Electronic**  
communication  
(newsletters,  
social media  
etc)







## 2.2 ISO 26000 Principles & Core Subjects

As an entity which is closely linked with society, Mellon aims not only at expanding and developing its business activity, but also at expressing its social responsibility in practice, thus making a significant contribution to social and environmental issues.

Mellon respects the seven principles of Corporate Responsibility and takes them under consideration when defining its business strategy.

### Principles

#### ACCOUNTABILITY

Mellon is accountable for its impacts on society, the economy and the environment. No member of staff of the Group may, directly or indirectly, accept or require any bribe or advantage whatsoever. No enterprise in the Group may propose or give any bribes or other advantages, nor accept a demand for the same. The enterprise do not provide any rebate or kickback concerning part of the payment for performance of a contract to the employees of their contracting party, nor have recourse to any other practices (subcontracting, orders, etc.) in order to make payments to officials, employees, family relations, associates or partners of their contracting parties.

#### ETHICAL BEHAVIOR

Mellon's behavior is based on the values of honesty, equity and integrity. These values imply a concern for people and the environment and a commitment to address the impact of its activities and decisions on stakeholders' interests.

#### TRANSPARENCY

Mellon is transparent in its decisions and activities that impact the society and the environment. Moreover, our company meets the standards of accountability and enhances management efficiency and transparency, so as to remain open to our communities and society, and continue to be a reliable and respectable company.

#### RESPECT FOR INTERNATIONAL NORMS OF BEHAVIOR

Mellon respects international norms of behavior, while adhering to the principle of respect for the rule of law.

#### RESPECT FOR STAKEHOLDERS INTEREST

The enterprise and its officers undertake to seek a balanced and honest dialogue with shareholders. For this purpose, the enterprise will provide quality information which is sincere and true. Mellon operates with fairness and loyalty towards commercial partners as well. Commercial partners must be treated with complete equity in all countries in which the group pursues its activities. The selection of suppliers is based on their performance, assessed on the basis of objective criteria. It must be the subject of a written, collegial procedure. This selection will also take into consideration those ethical criteria which the suppliers apply themselves; in particular, the enterprise will ensure that suppliers to not use child labour.

#### RESPECT FOR THE RULE OF LAW

Mellon respects the rule of law and complies with legal requirements in all jurisdictions in which the organization operates. The Group and its members of staff must comply with the law in all countries where it does business. Considering the complexity of problems, particular attention should be paid to competition law and antitrust, labour regulations, health and safety regulations and environmental laws. This does not however exclude general vigilance with respect to all laws. In addition to laws in force, the protection of the interests of the Group requires that the professional ethics of the Group be respected by every member of staff.

Core subjects  
ORGANIZATIONAL  
GOVERNANCE



HUMAN RIGHTS AND  
LABOR PRACTICES  
We respect human rights,  
civil and economic, social and  
cultural human rights and  
dignity of individuals.

- We prohibit forced labor, and we do not use child labor in any processes
- We guarantee our employees lawful working hours, holidays/leaves and wages, and eliminate all forms of discrimination
- In accordance with the law of each country where we operate, we respect employees' rights to join labor unions and promote free communication
- No discrimination incident or related complaint has ever been detected or reported.

We incorporate the principles of social responsibility into decision making and implementation.

In particular, we meet the standards of accountability and we enhance management efficiency and transparency, so as to remain open to our communities and society, and continue to be a reliable and respectable company.

RESPECT FOR HUMAN RIGHTS

Mellon respects human rights, recognizes their importance and their universality that they are indivisibly applicable in all countries, cultures and situations and where is possible promotes them.

HEALTH AND SAFETY

We improve products and service quality and boost employee morale by securing a safe and comfortable working environment.

- We ensure workplace health and safety and maintain appropriate workplace conditions. Should an occupational accident/disease or an emergency occur, we will take appropriate steps by identifying the situation and devising emergency countermeasures.
- For manufacturing equipment and facilities or other machinery used, we take safety measures to prevent accidents and health problems.
- We identify all types of physically demanding work always surveying the conditions and controlling such work.
- We maintain hygiene in welfare facilities, so that these facilities are kept safe and clean.
- We continuously take actions to prevent the spread of COVID -19 to safeguard our employees. (e.g.: Extra hygiene services, Remote work, Presence of a Occupational Doctor at our headquarter premises

THE ENVIRONMENT  
We live in a society where people can live a healthy life, by reducing negative impact of our corporate activities on society, environment and natural resources.

- We actively participate in recycling, and encourage participation in environmental activities
- We support environmental non-governmental organizations (NGOs)
- We commit to continuous improvements in our environmental performance
- We aim to reduce materials and energy use for an effective eco-efficiency
- We give preference to products or services with minimized impacts
- We create awareness and promote appropriate learning to support the environmental efforts within the organization

COMMUNITY INVOLVEMENT  
AND DEVELOPMENT

Mellon builds a strong relationship with local communities, aiming to support their needs. Issues of community development to which Mellon can contribute, include creating employment through expanding and diversifying economic activities and technological development.



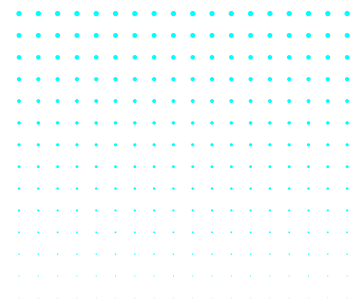
- We utilize local resources
- We transfer know-how
- We support cooperation with local suppliers, contractors, professionals etc

FAIR OPERATING  
PRACTICES  
We maintain the highest standards of ethics, so as to be a company that fulfills its social responsibility and wins social trust.

- In all business relationships, we prohibit corruption, blackmail and embezzlement, and do not offer or accept bribes or other improper advantages
- We prohibit abuse of dominant bargaining positions, rejecting all behaviors that impede fair, transparent and free competition
- We actively provide and disclose information to our stakeholders
- We conduct education and raise awareness to prevent improper conduct
- We never transact with, provide assistance to, or sympathize with antisocial forces that adversely affect public order and sound corporate activities

CONSUMER ISSUES  
Mellon adopts responsible behavior practices across the range of commercial activities, providing quality products and services, and develops trusted relationships with its customers.

- We conduct a customer satisfaction survey on an annual basis and we report complaints, aiming to our improvement.
- We review these complaints and we improve practices in response to complaints
- We inform customers how they can access after-supply services and support
- We offer adequate and efficient support and advice systems





In 2020 we carried out a materiality analysis to identify and prioritize our sustainability related topics that are important to Mellon and to our stakeholders.

The process of recognizing and understanding Material Sustainability Issues as expressed both by society and by the Mellon Group is an important practice of the Group's operations through which it formulates and develops its strategy, objectives, social and environmental of its initiatives, operating responsibly across its entire range of activities (national and international)

## 2.3 Materiality Analysis

Adhering to international best practices in the process of identifying the key issues of sustainability, Mellon has upgraded the existing corporate process by helping to identify these issues more effectively, as well as their effects within and outside the Group. These issues have emerged from review of the recognition and assessment of their impact on the Group's activity, combined with the importance of the key social partners in the business sector.



# Materiality Matrix

In 2020, using the results of our online survey, the feedback we got from stakeholders' interviews we have created the Materiality Matrix in order to realize how our approach to sustainability and our actions reflect the interests and concerns of our key stakeholders. We used the feedback we received from all our stakeholders our survey was communicated to, to understand the importance of the key sustainability topics to our stakeholders. We used the feedback from our Board of Directors, Managing Directors and Department Directors to map the business perspective, reviewed and validated by our Leadership.

Key findings included

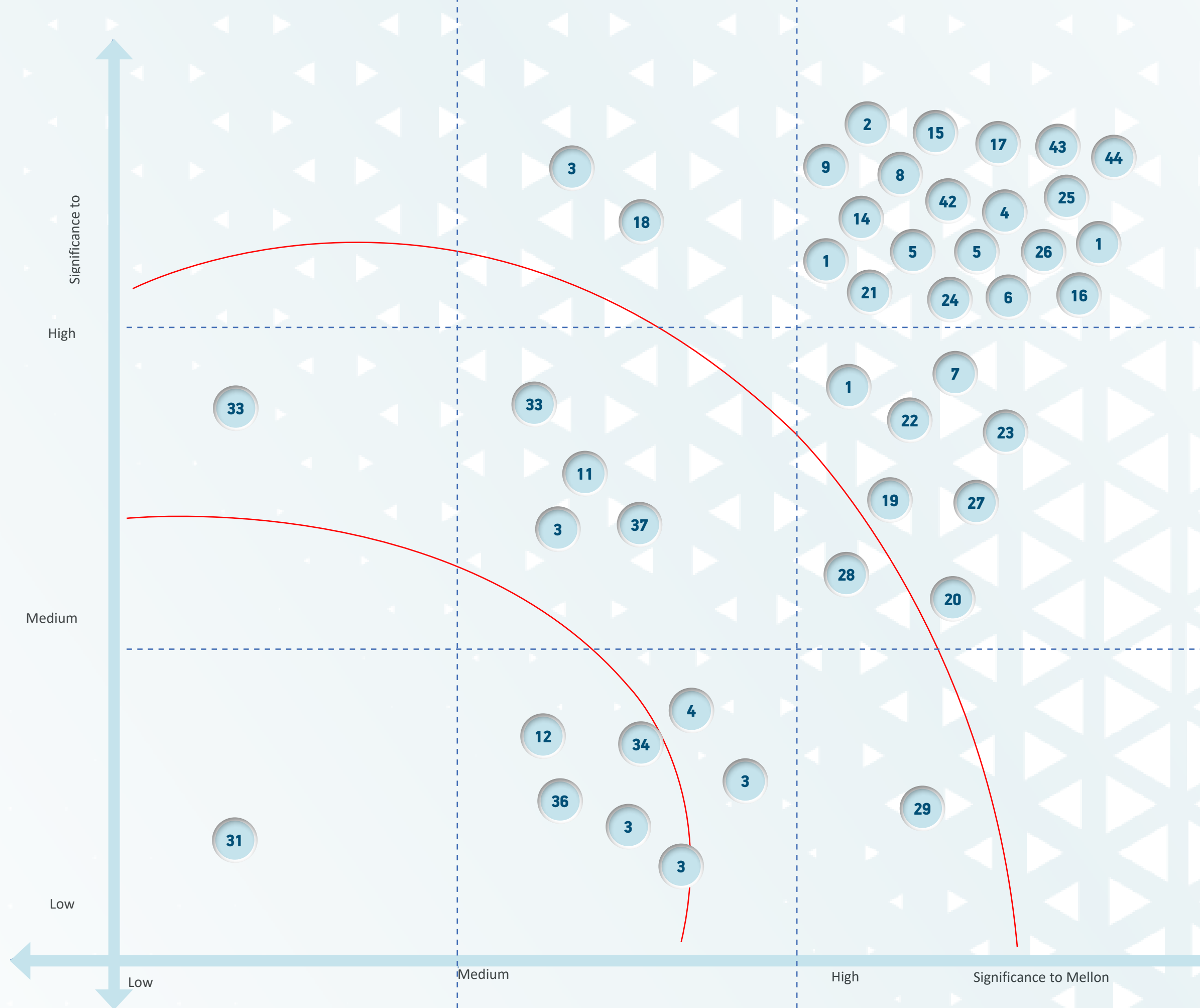
- ◆ Community Involvement and Development in terms of Tax Compliance, is ranked among the issues of high importance within our CSR topics along with Customer issues and specifically Data Security and Data Privacy
- ◆ Topics regarding Fair Operating Practices and Labor practices are quite important
- ◆ Environmental issues and Operational Governance within Mellon are perceived to be of less importance to our stakeholders.

## Materiality Analysis

Community Involvement	
and Development	Tax Compliance
Consumer Issues	Data Protection
Human Rights	Child Labour
Consumer Issues	Updating and upgrading provided services
Fair Operating Practices	Compliance with the legislative framework
Consumer Issues	Responsiveness to specialized market needs
Fair Operating Practices	Transparency of contracts, pricing policy
Consumer Issues	Securing customer privacy
Consumer Issues	Customer satisfaction
Labor Practices	Health & Safety
Fair Operating Practices	Quality and transparent financial information
Consumer Issues	Developing new technology solutions
Consumer Issues	Promoting technology and innovation
Consumer Issues	Cyber security
Labor Practices	Transparency and equality among employees
Consumer Issues	Negotiation of terms with customers that aims to best customer service
Labor Practices	Non-discrimination and implementation of the Code of Conduct
Fair Operating Practices	Suppliers evaluating based on locality and societal criteria to strengthen the domestic economy
Fair Operating Practices	Compliance with rules, market operations
Fair Operating Practices	Procurement: Compliance with legislation, transparent policy and payments
Labor Practices	Transparency, equality and meritocracy among employees

		SCORE	Stakeholders Significance Level	Mellon Significance Level
MT9	Customer satisfaction	69	High	High
MT2	Data Protection	68	High	High
MT8	Securing customer privacy	65	High	High
MT41	Covid-19 measures for employees and visitors	65	High	High
MT3	Child Labour	64	High	Medium
MT14	Cyber security	64	High	High
MT24	Services and products that contribute to an effective environmental and social impact	64	High	High
MT42	Smart Working opportunities	64	High	High
MT4	Updating and upgrading provided services	63	High	High
MT10	Health & Safety	63	High	High
MT26	Training and development	63	High	High
MT16	Negotiation of terms with customers that aims to best customer service	62	High	High
MT21	Transparency, equality and meritocracy among employees	62	High	High
MT5	Compliance with the legislative framework	61	High	High
MT15	Transparency and equality among employees	61	High	High
MT17	Non-discrimination and implementation of the Code of Conduct	61	High	High
MT25	Digital rights-Data subject personal rights	61	High	High
MT43	Online Training on collaboration tools	61	High	High
MT6	Responsiveness to specialized market needs	60	High	High
MT13	Promoting technology and innovation	60	High	High
MT18	Suppliers evaluating based on locality and societal criteria to strengthen the domestic economy	60	High	Medium
MT44	Communication of normative guidelines in the facilities (multichannel)	60	High	High
MT19	Compliance with rules, market operations	59	Medium	High
MT28	Benefits for work-life balance	59	Medium	High
MT22	Responsiveness to requests from Independent Authorities	58	Medium	High
MT1	Tax Compliance	57	Medium	High
MT7	Transparency of contracts, pricing policy	57	Medium	High
MT11	Quality and transparent financial information	57	Medium	Medium
MT20	Procurement:Compliance with legislation, transparent policy and payments	56	Medium	High
MT23	Preventing Corruption	56	Medium	High
MT35	Digital Training in the context of minimizing the digital gap.	56	Medium	Medium
MT37	Suppliers' locality and common criteria to strengthen the domestic economy	56	Medium	Medium
MT32	Environmental Corporate Compliance	54	Medium	Medium
MT33	Reducing direct and indirect emissions	52	Medium	Low
MT27	Operating with Social Responsibility Practices	51	Medium	High
MT29	Financial Results	49	Low	High
MT31	Saving and managing energy and natural resources	49	Low	Low
MT12	Developing new technology solutions	48	Low	Medium
MT34	Social green products	48	Low	Medium
MT36	Compliance of our suppliers to environmental standards	48	Low	Medium
MT40	Best Practices in advertising	46	Low	Medium
MT39	Youth employment program - Internships	44	Low	Medium
MT38	Positive contribution to National Economy	42	Low	Medium
MT30	Support for NGOs, Institutions or vulnerable social groups	39	Low	Medium





The findings of materiality assessment are addressed extensively to the following topics of Sustainability report.

Administration Review and Quality Council

Group CSR strategy is defined reviewed and approved by:

- President
- Managing Director
- Group Marketing and Communications Director
- Group Quality Systems Compliance Manager

# Labour Practices





## 3.1 Empower our People

Mellon has a long background as a technology pioneer, while embracing a growth and human-centered mindset. We nurture a culture that leverages diversity and agility, boosts innovation and efficiency by promoting a challenging and collaborative working environment that offers unlimited development opportunities and exposure to international practices, as we share a simple agreement:

"Empower our people to lead, innovate and act in ways that enable people to fulfill their potential."

At Mellon we put our People first on everything we do. We consider their needs and we strive to ensure a positive workplace culture and long-term career opportunities.

To achieve this, we support the following within the Group:

- We nurture a culture of trust, collaboration and open communication.
- We provide the tools for constant development and skills growth.
- We promote equal opportunities without discrimination.
- We provide attractive and fair compensation & benefits policies.
- We support an inclusive environment to absorb different ideas and thoughts to overcome challenges and grow together.



## 3.2 Equal Opportunities:

### Developing Diversity & Inclusion

**Mellon's primary policy** is to provide equal employment opportunities and have a positive impact on people beyond our operations. We are committed to respect and care for everyone that contributes to our success and addresses the applicants and the employees without taking into account personal characteristics, such as:

race, color, nationality, doctrine, origin, religion, sex, sexual orientation, age, identity or gender expression, ethnic origin, marital status, pregnancy, childbirth, genetic information, military service, medical conditions, the existence of mental or physical disability and other characteristics protected by applicable law.

In the Group, we strive to ensure an inclusive workplace, where we embrace the diversity. Our People come from different backgrounds and cultures, while bringing out a variety of different experiences, skills, ideas and insights.

We continuously revisit our workforce statistics and make efforts to implement better practices, so as everyone have equal opportunities to accomplish their career goals.





## 3.1 Training & Development programs

"In order to change the way the world learns, we need to change our approach to learning as well."

### Onboarding Lifecycle

**Every new employee receives a warm onboarding experience!**

During the first day of a newcomer's employment, we guide them at our offices, provide a welcoming toolkit and introduce them to the current personnel, while organizing meetings with the manager and key employees. In this way, the newcomer gets to know the team better and gains some first impressions on Mellon's culture and values. Also, we provide a handbook tool with useful information regarding the Group, which helps them integrate better during the first week of employment.

THE ONBOARDING PROCESS INCLUDES THE FOLLOWING PHASES:



**Pre-boarding:** A newcomer's digital guide before the first day of employment to get insights for Mellon's culture, structure, values, strategy, products and services.

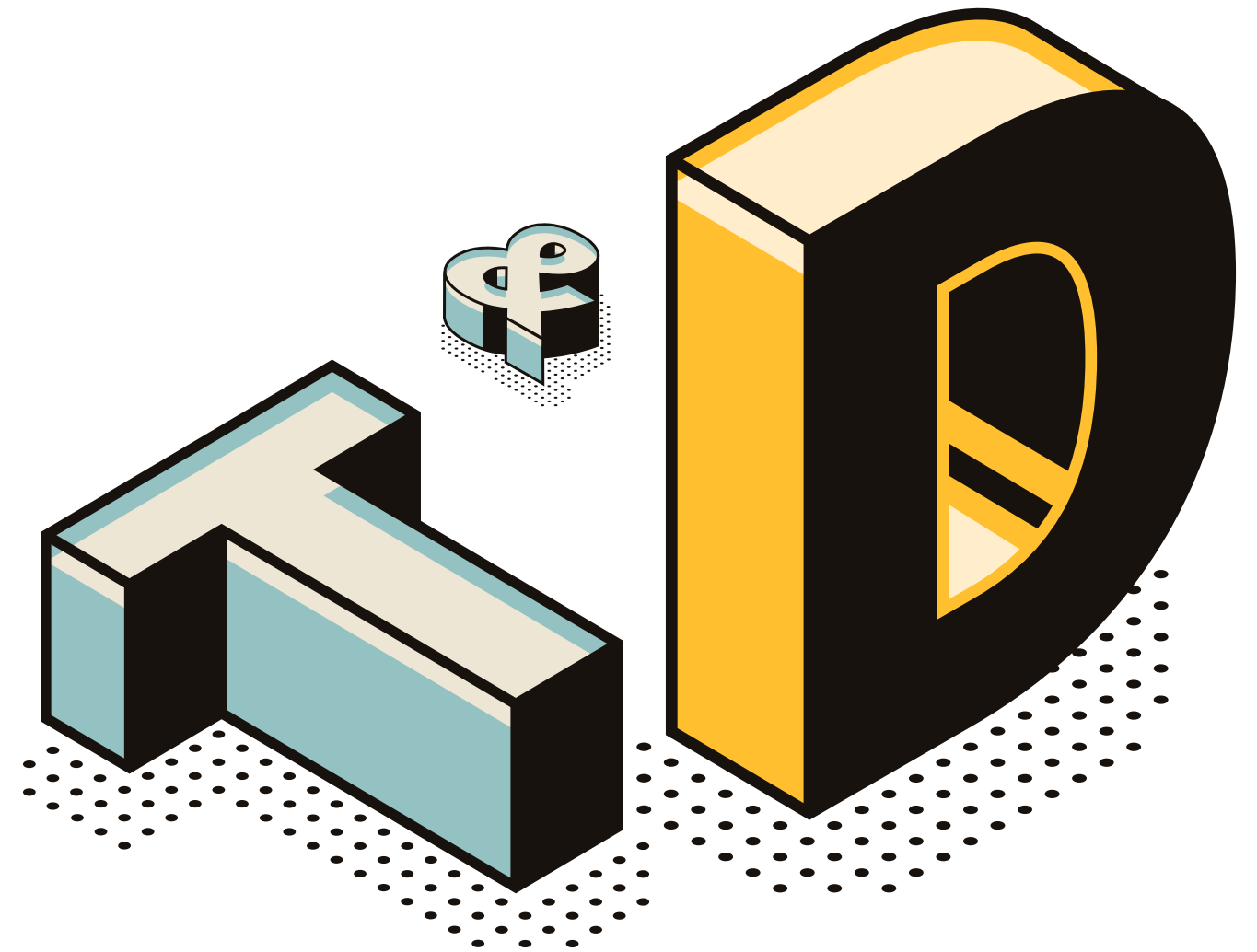
**On-boarding:** Material with Organization information, Video Trainings, Welcoming toolkit, Individual and Group meeting sessions.



**Remote On-boarding:** The same process as before but it's implemented virtually and exclusively for full-time remote employees.

**Re-boarding:** Trainings for employees who change role and duties, return from maternity or after a long period away from the company.

**Off-boarding:** Insights when an employee leaves the company.



### 7h Roadmap: The Annual Training Session

The Group Annual Services & Products Roadmap Training Session is conducted every year in Athens, where employees from Mellon's companies and subsidiaries participate. Particularly, the sales workforce, client-faced personnel and newcomers take part in Roadmap, who benefit from interactive activities and informative business and training sessions. Sales sessions are conducted from international business experts, who present best practices and successful sales initiatives.

In 2020, it was the first time to conduct the 7th Solutions Roadmap virtually via Microsoft Teams and Zoom due to our efforts to keep everyone safe from the spread of COVID-19. The participants had the opportunity to deliver and watch presentations about new technologies and trends, while engaging themselves in team building activities. The 7th Roadmap allowed them to interact with each other in a non-work-related way, where everyone worked towards a common goal and shared insightful experiences. Despite the online implementation, thanks to the efficient cooperation between all stakeholders and the effective organization, the Roadmap run smoothly and efficiently.

### Our Culture of Competencies Development

At Mellon, we strive to ensure an attractive, respectful and fair working environment for our employees. Our Peoples' development, success and long-term careers are top priorities for the Group.

We have established a culture that promotes the development of diverse competencies and skills, encourages the open dialogue and continuous feedback that contribute to the success of our employees, as well as our organization.

In 2020, our new online competencies development system was implemented successfully for the first time with more than 150 participants, including employees and their managers.

This system, which was internally built, covers our people's needs, including employees' strengths, areas of improvement, goal setting, and listing of feedback sessions between an employee and their manager.

For the key positions, we organize Individual Development Plans (IDP's), through which we help employees develop their strengths more and improve their weak areas to undertake higher positions-promotions. In addition, for management roles, we provide management trainings and coaching sessions to help executives perform at a high level.

Throughout our internal system, employees understand their progress and explore development opportunities by setting specific milestones to achieve their career goals. Part of this process includes a competencies framework, which reflects Mellon's culture and strategic strength that drive the performance and success of the employees.

Particularly, it includes 6 core and 4 leadership competencies that employees are expected to develop:

## 6 SIX CORE COMPETENCIES

**Credibility and Efficiency**

**Customer Focus**

**Comprehension of Objectives and Priorities**

**Pursuance of Self-Improvement and Self-motivation**

**Agility and Innovation**

**Effective Communication and Teamwork**

## 4 FOUR LEADERSHIP COMPETENCIES

**Perception and Strategic Thinking**

**Planning and Organization of Resources**

**People Management and Emotional Intelligence**

**People Development and Team Motivation**



## Training and Development Programs

Despite the difficulties caused by the pandemic, we managed to implement more than 40 Training and Development programs in 2020. The majority of those were delivered virtually, targeted to our employees working in Greece and abroad.

Throughout the year, multiple programs were planned and executed that vary from Technical to Soft Skills, with the aim to enhance continuously our employees' competencies and potential. Some of those were organized internally and others by external providers.



## 3.4 Mellon's approach to Employment & Benefits

Mellon creates jobs and provides development opportunities for personal and professional growth

### 3.4.1 Company employment

Employment is highly relevant to economic, social and individual growth and it is very significant for Mellon to create opportunities in order to contribute to this progress, as well as have a positive impact on the local communities.

Considering the digital transformation that is currently happening along with the rise of technology, Mellon creates jobs and provides development opportunities for personal and professional growth through a variety of training programs and a fair career development process.

Specifically, we continuously cover cutting-edge jobs related to the design and development of IT applications (such as software developers, web developers, software engineers, data analysts, etc.) helping not only to develop the economy but also to offer added value to society.

At the same time, Mellon strives for a dynamic and positive work environment for the workforce, by establishing a healthy and safe environment, an attractive compensations and rewards strategy and long-term employment. Also, healthy working conditions such as working hours, benefits, wages, leaves and other relevant issues are top priorities for the Group so as the workforce is satisfied, productive, engaged and committed.

### 3.4.2 Fostering a positive work environment

Recognizing the importance of a positive and collaborative climate, Mellon organizes a variety of corporate events, such as the Christmas and New Year celebrations that aim at building strong relationships among the employees.

The employees celebrated heartily the International Women's Day on 8th of March of 2020. Specifically, flowers, cupcakes and artful notes with inspiring messages were distributed to

women employees at HQ's offices. The majority of these gifts included quotes such as "We are all wonderwomen" as a way to recognize and celebrate their achievements and raise awareness for any bias. Our employees got very empowered by the gifts and exchanged wishes within a warm atmosphere.

In addition, during the Christmas period of 2020, it was the first time to conduct a virtual gathering between colleagues due to remote

working circumstances. The remote employees exchanged greetings and Christmas wishes in an on-line meeting in a fun and enjoyable atmosphere. Also, a video was created with employees from Mellon's HQ offices, who sent their wishes to the employees that were working from home. The result was to create a cheerful and sentimental atmosphere, as well as boost the bonding of the personnel.



### 3.4.3 Company Benefits

In all countries that the Group operates, Mellon provides salaries with respect to all the provisions of labor law and collective agreements, where they exist. The goal is to ensure pay equity and fairness in earnings and offer a variety of benefits to keep the workforce engaged, as well as provide them a good standard of living.

Mellon continuously reevaluates the approach towards its Compensation and Rewards strategy to ensure meritocratic practices and that employees' efforts feel valued.

The Group implements several attractive short-term and long-term benefits to the employees of full-time employment. These benefits vary by sector of activity and include, but are not limited to:

- **Fair employee compensation**
- **Bonus for team productivity and targets achievement**
- **Private health insurance**
- **Occupational Doctor to protect the health of employees**
- **Check-up and various diagnostic tests with the Occupational Doctor**
- **Life, disability and accident insurance**
- **Blood donation and corporate blood bank**
- **Trainings and seminars**
- **Corporate events and celebrations**
- **Meal coupons**

### 3.5 Employee Health & Safety

Ensuring an unquestionably safe workplace for our employees, internal associates and visitors are Mellon's priorities. Our aim is to have the highest standards to protect the safety of our employees and promote a culture of safe behaviors. We continuously run processes to confirm the proper operations towards the protection of our workforce.

Specifically, we commit to:

- **Be compliant with all applicable laws and internal standards, regarding H&S**
- **Constantly enhance our performance on H&S issues**
- **Educate and motivate our employees to work safely and with respect to the environment**

In addition, a committee consisting of individuals from different departments of the company has been appointed and manages issues that may regard H&S of the employees. Also, annual audits are conducted and their results are monitored until their final resolution.

In 2020, no work-related injury or work-related death occurred, which applies to all employees occupied by our company, with any employment status. There has been no accident or crash that has been characterized as labor.







**Group's response to  
the COVID-19 pandemic**



Mellon acted promptly and responsibly, when the outbreak of the COVID-19 pandemic started since early March 2020, as it became a threat and major concern for our employees and the public health overall. Group implemented action plans to protect the personnel, as well as ensure the business continuity for Greece and the subsidiary companies abroad.

Mellon followed the instructions and rules of the Greek authorities, the Hellenic Public Health Organization (EODY) and the World Health Organization. At the same time, the HR was consulting continuously the subsidiaries abroad to follow the rules and instructions given by the local authorities.

In this way, constant efforts were made to safeguard our workforce around the world by continuing our operations as well as providing services to our customers, while contributing to the support of the Greek economy.

## Mellon's

priorities during the crisis of COVID-19:



### TO ACT QUICKLY DURING THE LOCKDOWN PERIOD:

- We implemented an internal tool to manage the remote work of our employees, in positions where feasible.
- We created a Group HR site in both Greek and English to remind the hygiene measures at Group level.
- We prepared guidelines for remote working teams to facilitate the smooth transition from the on-site work to remote work.
- We organized online trainings for the applications and systems we use.
- We applied early travel suspension at Group Level for intragroup and business travelling.
- We applied extra hygiene services, preventive disinfection at our headquarter premises.
- We assured the presence of a doctor at headquarter premises.
- We provided free e-learning courses to our employees.

### TO ENSURE OUR BUSINESS CONTINUITY:

- We distributed hygiene products at all premises and applied extra cleaning/hygiene services.
- We placed TVs with official videos at HQ's premises to show the new government meters and guidelines.
- We designed banners with guidelines at premises in Greece and abroad.
- We posted Pop – up messages in PCs/laptops at office to remind guidelines to stay safe in Greece HQ's.

### TO SUPPORT OUR PEOPLE ON EFFICIENT REMOTE WORK:



- We cultivated a culture of trust, while ceaselessly informing everyone for what is happening at their department and the company overall.
- We organized short and frequent meetings for providing feedback regarding the progress of the employees' work.
- We advised teams:
  - to communicate frequently on a daily basis (e.g. by telephone, chat, teleconference) with all members of the team, even for 15 minutes per day
  - to organize two teleconferences / phone calls per direct report employee, lasting a minimum of 15–30 minutes, on a weekly basis
  - to schedule an official meeting with the whole team, lasting 1 hour, on a weekly basis





# Customer Issues



# Digital Rights

The Internet has transformed the way people exercise their digital rights, allowing billions of people to access information previously unavailable to them. Our goal is to provide opportunities for accessing information and promoting innovation. We build our products based on the open, global standards which we believe are critical in overcoming censorship, protecting privacy, and keeping the world connected. We are strongly committed to a standards-based global Internet that maximizes all available opportunities.

keeping  
the  
world  
connected

## Digital Rights -Internet Security

Today, tension undoubtedly exists between security and freedom. We want authorities to detect and disrupt terrorist networks while protecting citizens' basic human rights. When we learn of a security vulnerability in a product or service, we respond by validating it, fixing it, and informing our customers. If customer's security has been impacted by external forces, we react in the same way, regardless of the origin of the security breach. We offer customers powerful tools to defend their environments against attacks—and to detect attacks when they are happening.

## Privacy

Personal Data is subject to certain legal safeguards and other regulations which impose restrictions on how organizations may process Personal Data. Each Mellon entity in its capacity, as a controller or a processor, ensures compliance with Data Protection regulations and obligations set forth in the Group Data Protection Policy, through audits and trainings at planned intervals.

Mellon is committed to conducting its business in accordance with all applicable Data Protection legislation/regulations, including the European Union's General Data Protection Regulation 2016/679 (GDPR), in line with the highest standards of ethical conduct.

Mellon's Data Privacy Policy sets forth rules, practical steps, and the expected behaviors on the part of Mellon employees and any third parties in relation to any operation or set of operations performed on Personal Data such as the collection, recording, organization, retention, use, transfer, disclosure and destruction of any Personal Data processed by a Mellon entity.





# Securing Customers' Data

# & Customers' Privacy

**Mellon's leadership is fully committed to ensuring and monitoring continued and effective implementation of the Group Data Protection Policy and expects that all its employees shall engage in and share this commitment.**

The management team of each Mellon Entity must ensure that all employees responsible for Personal Data processing operations are aware of and comply with the contents of the Data Protection Policy.

Each Mellon entity shall ensure that all recipients, i.e., all parties engaged in the processing of Personal Data on its behalf (i.e., its processors)

or to the sub-processing of its client's Personal Data (i.e., its sub-processors) as well as all third Parties are aware and comply with the contents of the Data Protection Policy. In addition, assurance of such compliance must be obtained from all parties, whether legal entities or individuals, prior to granting them access to Personal Data processed by Mellon.

We continue to anticipate and respond to consumer expectations, to guard against data security threats, and to adapt to the changing regulatory landscape.

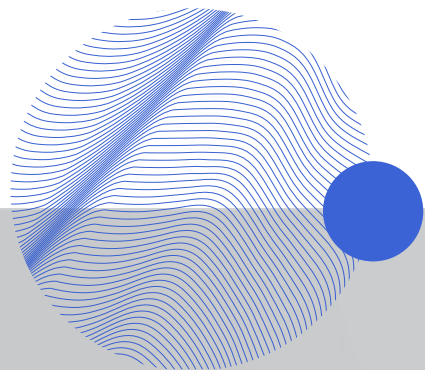
We are focused on our efforts towards compliance with the General Data Protection Regulation (GDPR) and corresponding national Legislative framework by auditing Mellon Entities at planned intervals. This major reform is designed

to strengthen and unify data protection. In some cases, we are witnessing stricter regulation and an increasing trend in data localization laws.

We are implementing an on-going privacy program throughout the Group. Central to this is the fact that two years ago, we introduced a Standard which covers all stages of data processing, from collection to deletion. The Standard reinforces our data protection principles and is supported by a strengthened network of information security officers and a data privacy officers.

To serve the purposes of the Information Security System, the company Management recognizes the dangers which threaten the Security of Information produced and transmitted in the context of our operations and provides all required resources to implement an Information Security Management System in accordance with the ISO 27001:2013 international standard.

Our commitment to Information Security and the avoidance of incidents which may compromise it is implemented via the following individual steps:



The Company is committed to making efforts, at all times, to improve the Secure Information Management system in order to be able to offer high levels of security to all parties with whom it transacts.





## Quality Assurance & Complaint Management

Mellon's Quality Assurance Department records all oral and written reports of potential product defects arriving at the department through colleagues, or directly from customers. All reports qualify as valid quality complaints and a specific process for the complaint's management concerning both products and services are recorded. Through this base, quality complaints are received and answered within a specified time (30 days). This reply is also communicated to the complainant. In addition to the requirements for policy complaints, Mellon has introduced further guidelines and procedures for the recording, monitoring and analysis of product quality complaints and identification of corrective actions.

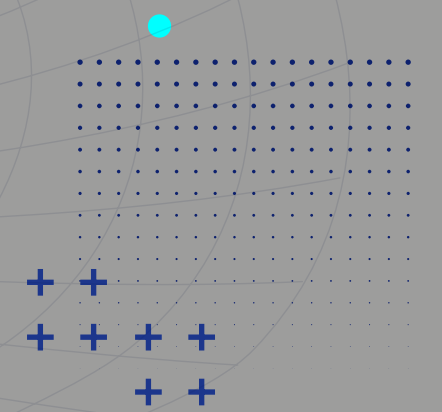
Mellon Group of Companies has installed and implemented a quality system in accordance with ISO 9001:2015, in order to increase customer satisfaction. To this end, the Mellon's Quality System was designed and is implemented in order to describe clearly, and in detail:



## Customer Satisfaction Survey

**Mellon annually conducts customer satisfaction surveys to identify customers' needs and assess their level of trust towards the Company.**

**The Design of new products using the current technological evolution is optimizing the management of the Company's relationship with our sales and our customers.**



Indicatively  
to mention that  
the  
**94%**  
recommend  
Mellon  
as a partner

35 out of 46  
fully agree  
that Mellon  
Technologies  
is a

**reliable partner!**





FAIR OPERATING **Practices**





## Processes Analysis and Continuous Improvement

Measurement, analysis and improvement processes are designed and implemented with customer focus, quality of service and secure information management to:

- **Ensure compliance** of services in the Quality and Information Security System,
- **Ensure continuous improvement** of the Quality and Information Security System, including through the implementation of corrective actions, and targeting actions.

General Management and Quality Systems Compliance Manager are responsible of ensuring the quality of the services provided and the safe management of information.

In Particular:

THE GENERAL MANAGEMENT ARE:

• **designing or redesigning the achievement** of the company's objectives and the final assessment of the objectives

• **Reviewing the quality indicators** on a yearly basis to assess the performance and deviations of the Company in relation to the objectives

• **Set a clear definition** of the review and, where appropriate, of the actions

• **Ensuring and allocating** the appropriate resources and assigning the person responsible for implementation (indicated if the person responsible for the implementation is different from the owner)

• **Decide with implementing managers / responsible owners** the timetable for implementation and how to evaluate the results

QUALITY SYSTEMS COMPLIANCE MANAGER IS RESPONSIBLE FOR:

- **The collection** of the data necessary to carry out the analysis,
- **Keeping track** of the KPIs track record to measure performance
- **Suggesting proposals** for adjustments of metrics when they are deemed to be improving or cannot be measured – are monitored efficiently
- **Running internal audits**, and communicating action plans and results to the management
- **Submitting proposals** for continuous improvement of the metrics, and hence of the production processes
- **Informing** the Management at planned intervals about the performance of the indicators



## Quality and transparent financial information

We strongly believe that fair operating practices pertain to the way that Mellon utilizes its relationships with other organizations in order to promote positive outcomes in the society in which it is active. Behaving ethically is fundamental to establishing and sustaining legitimate and productive relationships among organizations.

Upholding ethical principles in our business and throughout our value chain is fundamental to how we operate and underpins consumer trust and our license to operate. This includes our zero tolerance for fraud, bribery and corruption, our stringent efforts to ensure data privacy and our public policies. Our company values lie behind our efforts,

while our Corporate Business Principles and Code of Business Conduct clearly set out our responsibilities.

At Mellon Group, the promotion of transparency is a common component with two parameters: 1) the business value that governs the entire Group's governance system, which is realized by avoiding any transaction or contact with any third party that may, or may have been suspected to, cultivate conditions of corruption and 2) the voluntary public commitment to the 10th Global Compact initiative of the United Nations, according to which "the Group is opposed to all forms of corruption, including blackmail and bribery."

## Responsible Supply Chain Management- Transparency of contracts, pricing policy

**For Mellon, the responsible management of its supply chain and the cultivation of relationships based on trust with all of its suppliers are not only a necessity for its sustainability, but also represent a competitive advantage**

### PREVENTING CORRUPTION

Bribery and corruption have a negative impact on both company performance and the perceptions of stakeholders. We do not tolerate deception, bribery, corruption, breach of confidence or abuse of power of any kind, and we have made a public commitment to ensure a culture of integrity across the Group.

Recognizing that these activities can, and occasionally do arise in some markets, we aim to ensure that our commitments, policies and standards for combating bribery and corruption are clear, applicable to all employees, suppliers and customers, and widely communicated and understood. We set out our position on these issues in our Code of Business Conduct.

During 2016, we organized training regarding anti-corruption in which the managers and directors of our Greek Company participated.

## Procurement Policy:

COMPLIANCE WITH LEGISLATION, TRANSPARENT POLICY AND PAYMENTS

Mellon applies specific procurement management procedures that refer to actions relating to the placement, management and monitoring of supplies. More than 3,500 approved suppliers are registered with Mellon's registry. The main categories of purchases of materials and services performed by Mellon pertain to all kinds of consumables, printed and hygiene

material, electronic and electrical equipment, technical works, maintenance of buildings and equipment, consumables, computer support services, vehicle and fuel maintenance, document handling / management services, advertising display services, and general consulting services.

The Procurement Department is responsible for the overall implementation and monitoring of the process, and for working with the Managers of the other departments to provide information in the event that their procurement is directly relevant.

Specifically, it is the Chief of Procurement who undertakes a series of specified actions before proceeding

with the processing of orders / exports such as:

- Checking the completeness of the standard details of the applications and the existence of all required signatures
- Checking whether the goods are covered by the company's insurance policy; otherwise, it sees to insuring them
- Providing for the search for

alternative offers

The person in charge of the procurement department undertakes the handling of many other actions that are recorded and included in shared files which are available to employees.

The Financial Services Department is also responsible for monitoring the Process and cooperating with the Purchasing Department and paying suppliers.



# Community

INVOLVEMENT AND DEVELOPMENT





It is widely accepted today that organizations have a relationship with the communities in which they are active. We recognize that this relationship is based on community involvement so as to contribute to community development, both of which are integral parts of sustainability development.

## 6.1 Culture

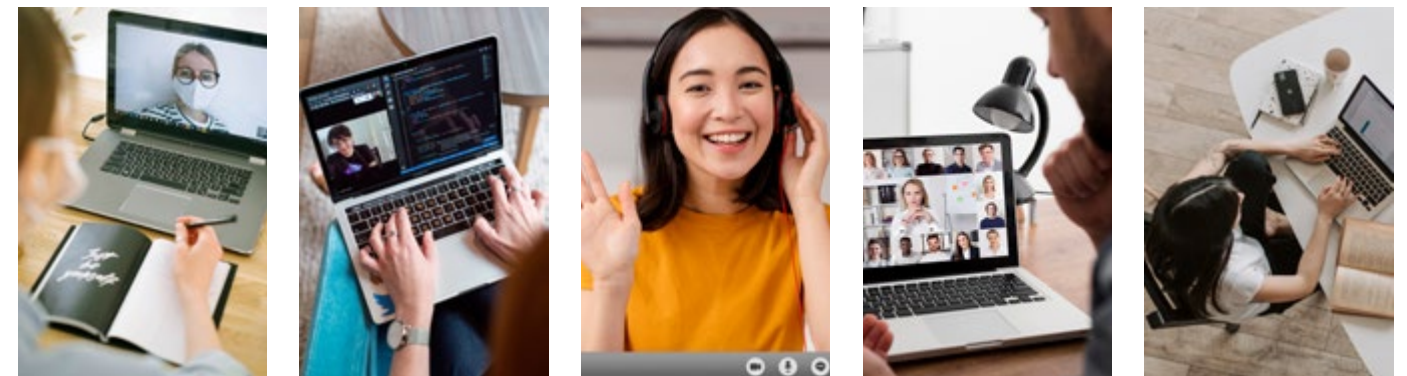
Goulandris Natural History Museum (G.N.H.M.) in collaboration with Mellon, having submitted a funding request to the Call RESEARCH – CREATE – INNOVATE (European Regional Development Fund, Operational Programme Competitiveness, Entrepreneurship and Innovation EΠΑnEK), shall commence the realization of the Project "IMA: Innovative Museum Applications" from 2018 until 2020, aiming to upgrade the visitor's experience and to reform the Museum's operations, guiding it into the new digital era. In particular, within the framework of the IMA project, the G.N.H.M. in collaboration with Mellon are developing an integrated solution/application with the use of innovative technologies for the Display of Exhibits / Material and Educational Practices.

## 6.2 Providing new job opportunities & CONTINUOUS DEVELOPMENT

Employment is highly related to the growth of economy and society. We can have a positive impact on the society by creating more jobs and offering development opportunities, while reducing the unemployment rate and promoting the economic and social evolution.

The last year has been very challenging as the employment and the job market shifted to different ones by embracing the rise of technology and digital transformation. The COVID-19 pandemic brought a global disruption to the job markets as millions of people were furloughed or lost jobs and others shifted to "work from home" practices, since offices had to close to protect the workforce. This change has altered the way we work and communicate, especially in terms of virtual meetings that are very likely to continue even after the end of the pandemic, which has accelerated completely existing trends in remote work and automation. In particular, it is expected that many jobs are going to be lost until 2030 and many more will be created relevant to technology and automation. Meaning that in order to stay competitive and keep offering employment opportunities, the companies should foster agility and adaptability and constantly upskilling and reskilling their workforce.

Mellon considers this change and contributes to economic and social development by investing in technology and banking infrastructures that accelerate growth with significant added value in the economy. At the same time, it offers employment opportunities by opening jobs in the areas of management, sales, software development, contact centers, technical support and research and development that will continue to grow in the future.





# Support Youth Development

At Mellon, we believe that education is the key to companies' growth and social cohesion. Education helps people to develop themselves, unleash their full potential, open their minds and overcome the challenges of the future. That's why Mellon continues to invest in young people and always seeks new collaborations to build relationships with Universities and Educational Institutions to offer advices and resources to young students.



## 1 INTERNSHIP PROGRAMS

From 2016, in support of Youth, Mellon offers the opportunity to students through Internships to develop their professional skills and knowledge in specialized areas of activity of the company, enhancing their prospects of joining the labor market.

Mellon collaborates, among other educational institutions, with University of Piraeus, Athens University of Economics and Business, ALBA Business School and Mediterranean College.

Also, Mellon is a pioneer in running internship programs that provide an array of perspectives and benefits for students, as well as the company. Particularly, students have the opportunity to show their skills, bring new ideas and innovative ways of solving problems, while gaining important professional experience.

In 2020, Mellon hired almost 80% of interns in the Software Department after the end of their internship. We continuously strive to search for young and talented people to join our team, by offering new employment opportunities.



## 2 MELLON PARTNERS WITH THE NGO "JOB PAIRS"

Mellon in cooperation with the NGO "Job Pairs" helps new graduates to find the most suitable occupation for them by providing mentoring to graduates. After the successful completion of three mentoring pairs with HR graduates, who found occupations relevant to their studies, in 2020 we started the 4th mentoring pair with success.

## 3 COLLABORATION WITH REGENERATION: BRIDGING THE GAP BETWEEN YOUTH AND EMPLOYMENT

For the second consecutive year, we continue our cooperation with ReGeneration, the pioneering paid placement program for youth in Greece that aims to bridge the gap between young professionals and companies. In 2020, our HR team participated as Assessors to the Virtual Assessment Center of the ReGeneration Academy on Cloud Tools & Technology, powered by Microsoft.

## 4 EFMD VIRTUAL CAREER FAIRS: ENGAGING WITH INTERNATIONAL STUDENTS

During May and June of 2020, Mellon's HR team participated in EFMD Virtual Career fairs for the programs of Tech, Media and Telecom. There was a live chat, where our HR team had the chance to talk with many international candidates from European Universities and alumni and discuss about the job market, internships and employment opportunities at Mellon. Specifically, more than 1.300 students and alumni visited our virtual booth during the career fair and we received more than 300 CVs for our posted vacancies.

In addition, Mellon took part for the second time in the EFMD Virtual Career Fair during November of 2020. Our Talent Acquisition team met talented young professionals from 400 EFMD school members around the world.

## 5 DEREE CAREER DAYS 2020

Mellon's HR team participated in Deree's Career Days for 2020, which were held virtually. Our HR team met young graduates and discussed about jobs, internship opportunities and the current job market and how remote work will shape the future.

## 6 NEW PARTNERING WITH WEB DEVELOPMENT E-LEARNING ACADEMY OF COLLEGE LINK

College Link that aims at building graduates' competencies, organized the Web Development e-Learning Academy, which is a modern program, lasting 70 procedural hours, designed to prepare the next web developers in the industry. In 2020, Mellon became a Partner with the Web Development Academy to find fresh graduates, suitable web developers and fill relevant open jobs.





## 6.3 Wealth and Income Creation

Mellon follows a fair Tax Policy by respecting the rule of Law, by constant monitoring and in time paying of all the taxes. This way, Mellon contributes to the State and acts as a responsible company. Our tax footprint is also continuously audited in terms of financial leverage including taxes, from a contracted Accredited Internal Audit Company (SOL).



## 6.4 Technology Development

Education represents the foundation for social and economic development and is part of community identity. Preservation and promotion of education with respect for human rights has a positive impact on social development.

We offer volunteering time to the social school of the Municipality of Piraeus to children of families in need. We provided training seminars around new technologies, software development and IT, in an attempt to promote local human resource development and technology diffusion.



## 6.5 Social Investment

### Volunteering and Donations

**We aim to promote higher levels of wellbeing in the community by our participation in helping in communities needs and in encouraging our people to become volunteers for community service and to improve the quality of life of our fellow human beings in need, especially children and the elderly.**

For Mellon volunteering is a concept that establishes the development of corporate culture and in this context encourages and exploits the willingness of its employees and associates to offer to society without monetary reward.

Mellon has recognized significant benefits from the development of volunteering. Specifically volunteering enhances the climate of co-operation among employees and strengthens the relationship of employees with the Company and their pride as members of the company.

Mellon continues to work with most NGOs. In particular, the Greek companies of the group actively supported more than ten non-governmental organizations and charitable organizations, Remaining faithful to our principles in year 2020 we supported adults and children both practically and morally by:



#### DONATIONS

**The Greek companies of the group collected clothes, toys for children and basic necessities and we donated them to "Infants Center Mother".**

**Through ActionAid we support "Epikentro", the support center for our fellow human beings facing financial problems and social exclusion.**



**For over decade now, the Greek companies of Mellon have been maintaining a blood bank for the employees and their first-degree relatives. Indicatively, during 2020, More than 180 bottles of blood were collected, of which 125 were used to meet the needs of Mellon's employees and their families.**



**HERALDIC SUPPORTER**  
**Mellon is supporter and sponsor of the urban non-profit company "Omada Aigaïou", that provides support services to improve the lives of citizens and upgrade general living conditions in isolated Aegean islands.**



Mellon supports diversity by offering jobs to people belonging to vulnerable social groups.



# Human Rights

Conducting business in an ethical manner is part of our DNA. We believe it is our responsibility to continually improve how we integrate human rights principles and practices across our operations, business relationships, products, and services.

We respect all categories of human rights, civil and economic, social and cultural human rights and dignity of individuals.

- We prohibit forced labor, and we do not use child labor in any processes

- We guarantee our employees lawful working hours, holidays/leaves and wages, and we eliminate all forms of discrimination

- In accordance with the law of each country where we operate, we respect employees' rights to join labor unions and promote free communication

Mellon respects the Universal Declaration of Human Rights and maintains the protection of human rights of its employees as a high priority in the context of its CSR and HR written company policies, which are summed up in the Newcomers' Guide, the CSR Charter & the Code of Conduct, and diffused in the company's everyday practices and interactions.

The company also makes sure all of its suppliers and manufacturers represented support and respect the protection of internationally proclaimed human rights through the completion of an evaluation questionnaire administered by the Procurement department

Our Human Rights Policy is informed by international human rights frameworks, including the UN Global Compact. Since 2011, in an effort to progress our responsibility business development, we signed the United Nations Global Compact which is a strategic policy initiative for the commitment of companies to align their operations and strategies with ten universally accepted principles related to Human Rights, Labor Policies, Environmental Issues and anti-Corruption practices.

The policy reflects our commitment to apply the UN Guiding Principles on Business and Human Rights, which clarify the relationship between the state's duty to protect human rights and the corporate responsibility to respect human rights. We review our policy annually to ensure it reflects best practices.





# Training in Human Rights

Aiming to maintain a work environment in which our Company's values will support respect for Human Rights and the fair and dignified treatment of all people associated with our activities, we continuously educate our human resources in policies related to the protection of Human Rights.

Security personnel in Greece were trained in human rights protection policies, while the thematic units that covered this educational effort were briefly the following:

- Obligation to respect Human Rights
- Right to life, freedom of thought, conscience and religion
- Freedom of expression
- Prohibition of Slavery or forced labor
- Right to freedom
- Prohibition of discrimination and prohibition of abuse of rights
- Gender equality

Also, a broad reference was made to the Greek Constitution regarding the respect for human rights and the explicit prohibition of any discrimination between people. This effort will continue in the years to come, with the aim of training human rights protection practices as a permanent unit in our educational plans.

No incident or complaint has been ever recorded of human rights violations against employees.

The following table shows Mellon's response to every principle of the UN Global Compact through its Systems and Procedures.



UN PRINCIPLES			
1 & 2 Principles	Mellon Application (in brief)	Mellon Application (extensively)	Actions
Businesses should support and respect the protection of internationally proclaimed human rights. Business should make sure that they are not complicit in human rights abuses.-Businesses should uphold the elimination of all forms of forced and compulsory labour	1. NewComer's Guide 2. CSR Charter 3. Code of Conduct 4. ISO 26000 5. Annual Report 2019	Respect for human rights is a self-evident principle for Mellon. Respect for internationally agreed human rights, generally in Greece, does not pose a significant risk, as it is also protected by the Constitution of the country. Respect for human dignity and the protection of human rights are inalienable citizens' rights. Mellon strictly adheres to the rules and guidelines of the Data Protection Authority, and has also obtained the required authorization for the collection, preservation and processing of files with sensitive personal data of customers, suppliers, and staff. Code of Ethics and Ethics – Fair, equal and respectful treatment. The Company behaves towards its clients, employees, associates and suppliers with respect for dignity and respect and does not exploit anyone. Fair treatment is more important than sticking to the rules or short-term benefits for Mellon. Justice and respect in practice, means for the Company, behavior in good faith, objectivity and no misuse of information, misinterpret or conceal information intentionally. It also means guaranteeing equal opportunities for employees on the basis of strict professional criteria and creating a working environment free of discrimination or harassment of any kind. Code of Ethics and Ethics – Confidentiality. Employees are careful in managing information about customers, colleagues and the Company itself, ensuring that third parties will not have access to confidential information. Employees' responsible positions are responsible for preserving this information and they must be worthy of the confidence that the Company encompasses them. Confidential information may be disclosed only with the permission of the persons to whom it relates.	No incidents of human rights violations have been reported during 2019. Support for the Children's Undertaking Program of the Non-Governmental Organization ActionAid -Promoting Health and Safety at Work.
Principles 3, 4, 5, 6	Mellon Application (in brief)	Mellon Application (extensively)	Actions
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining- Businesses should uphold the effective abolition of child labour -Businesses should uphold the elimination of discrimination in respect of employment and occupation	1. Collective Agreements 2. Local Labour Law 3. ISO 26000	The way of Human Resources management is consistent with the principles and values of Mellon. The company respects the rights and dignity of all its employees. Every employee in the company contributes in the Company's success and the creation of a distinguished business. Working collectively and guided by their particular talents and their different views, the Company's people activate new creative opportunities for corporate activity. Teamwork creates a more enjoyable and rewarding work environment in which everyone feels responsible for the performance and reputation of the Future. The Company is committed to creating an environment of mutual trust and mutual respect in which diversity and inclusive participation of all are a true value. In addition, any company or individual cooperating with Mellon should support and respect the protection of internationally proclaimed human rights. The Company is committed to creating an environment of mutual trust and mutual respect in which diversity and inclusive participation of all are a true value. mination to feel he has help in the management of personal needs and priorities. The Company respects and supports internationally proclaimed human rights and strictly enforces national and European legislation. In this context, it opposes any form of child or forced labor and takes all necessary measures to combat it.	The total number of employees (100%) in 2019, as in previous years, was covered by Collective Labor Agreements. Mellon provides significant opportunities for education and development in its human resources, irrespective of gender, age, etc.
Principles 7, 8, 9, 10			
Businesses should support a precautionary approach to environmental challenges	1. WEEE Directive 2. CSR Charter 3. Green CSR initiatives (Recycling, Park cleaning, Tree planting, etc.) 4. ISO 26000	Mellon as a VAR (value added reseller) it not in the manufacturing industry, however the company makes sure all suppliers adhere to environmentally friendly guidelines. More specifically, Mellon ensures its suppliers are in full compliance with RoHS and WEEE directives. Finally, our suppliers have explicit to their activity certifications from the corresponding local and international carriers. Moreover we support environmental non-governmental organizations (NGOs) and weMellon creates awareness and promote appropriate learning to support the environmental efforts within the organization.	We recycle significant quantities of used materials, appliances and consumables.



# The environment

Separating economic growth from consumption of natural resources is fundamental to sustainable development and the transition towards a circular economy. Mellon recognizes that natural capital is invaluable. We design and apply a clear environmental policy aimed at improving the Group's environmental performance and reducing its overall operational environmental footprint.

Our goal is to reduce our environmental impact and associated costs, while performing in a way that meets our customers' high expectations. To achieve this, we focus on supporting resource efficiency and environmental protection with our solutions, as well as reducing the environmental impact of our activities.

Mellon believes businesses should support initiative to promote greater environmental responsibility, as demonstrated in the relevant policies which the company adopts and adheres to, its CSR Charter and the WEEE directive. We are registered to and observe, when applicable, the WEEE (Waste Electrical and Electronic Equipment) European Union Directives regarding the management of Waste Electrical and Electronic Equipment.

Moreover, the company monitors its environmental footprint and undertakes initiatives to counterbalance. We support environmental non-governmental organizations (NGOs) and we create awareness and promote appropriate learning to support the environmental efforts within the organization.

## SUSTAINABLE RESOURCE USE

As part of our ecological sensitivity, we recycle paper, aluminum, glass and lightbulbs and, more recently plastic caps, which we donate to support individuals with mobility problems. Every month, we collect over 300 kg of paper, plastic, aluminum, and glass.

## OUR GREEN SPACE: GREEN VERANDA

Taking into account the smooth harmonization of our employees with their working environment and the conservation of our natural resources, we maintain a 'Green Veranda' at our headquarters, with a variety of plants. Every month, we enrich the terrace with different plants, and we aim to develop a relaxing green area.

## Environmental Compliance

### ENVIRONMENTAL STUDY

Within the framework of ISO 26000, we have developed an environmental study according to which the risk of all issues that may be burdened by the environment is recorded and evaluated by an external environmental specialist. According to the study's findings / opinion, Mellon Technologies is a perfectly safe working environment

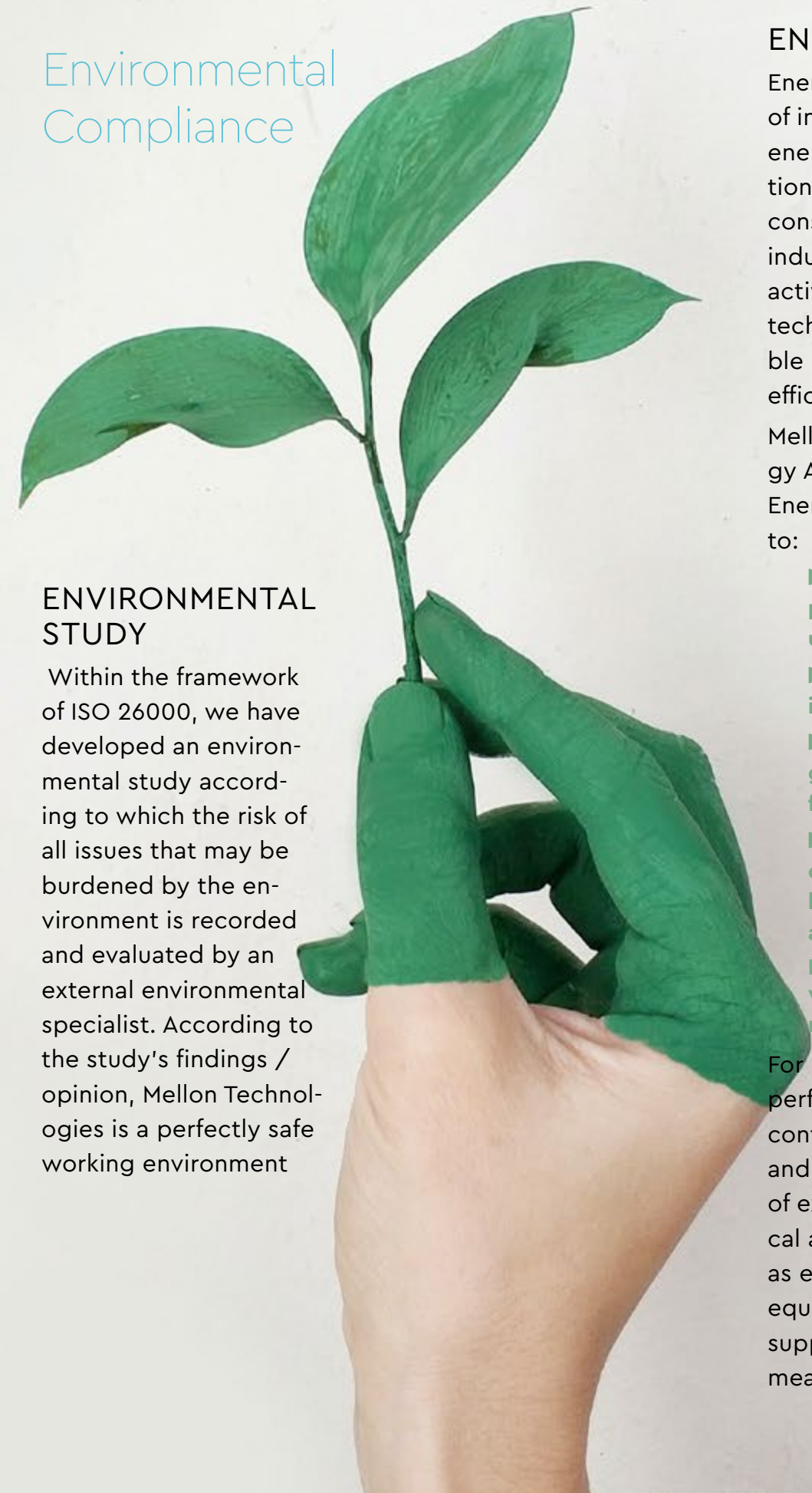
### ENERGY AUDIT

Energy Audit is the process of inspecting and analyzing energy uses and consumption (at least 90% of total consumption) of a building, industrial or commercial activity or facility to identify techno-economically feasible improvements in energy efficiency.

Mellon undergoes an Energy Audit by an independent Energy Auditor which aims to:

- ▶ Obtain a comprehensive picture of how energy is used in its processes
- ▶ Find solutions to reduce its operating costs.
- ▶ Define a plan for the gradual upgrading of its facilities and equipment.
- ▶ Prepare for the forthcoming institutional limitation of emissions allowances for gaseous pollutants and energy waste that will result from new climate agreements.

For all the above, Mellon performs research and control of energy efficiency and preformed a collection of existing energy, technical and financial data such as energy consumption, equipment manuals, energy supply invoices and field measurements.







## RECYCLING

As part of our ecological sensitivity, we recycle paper, aluminum, glass, lamps, batteries and plastic caps which we offer to the Association for the Prevention of Traffic Accidents & Support for the Disabled, Love for Life. More specifically in 2020 we recycled 1250kg of paper, 95kg of lamps and 39kg of batteries.

Since 2019, Mellon replaced all plastic cups with paper, recyclable. Mellon has the registration number for the Community directives regarding the Waste Management of Electrical and Electronic Equipment (Waste Electrical and Electronic Equipment).

