



Our CSR approach

Our commitments

Operating Responsibly is in our DNA, part of our Temenos culture. We strongly believe that our long term success requires a sustainable business model that incorporates corporate responsibility as an important part of our business operation. Temenos is committed to achieving business excellence and long term value through superior financial performance while operating responsibly and with integrity, honoring ethical values and respecting its stakeholders, communities and the environment.

We are committed to:

- Building long term sustainable relationships with our stakeholders
- Managing our operations in a responsible, secure and sustainable way
- Helping our clients transform into smart, sustainable organizations
- Achieving both financial and non-financial value (business and social value) for our stakeholders.

Our priority areas

For over 25 years, these commitments have guided the way we operate internally, innovate and deliver on our business mission through the following priority strategic areas:

- Achieving business excellence
- Operating responsibly
- Investing in our People
- Enabling access to financial services
- Investing in our Communities

Our actions

We have gone beyond the requirements of the law and have integrated CSR into our corporate strategy, business principles, policies and processes, decision making and governance. Our CSR action plan focuses on three areas:

1. How to manage our CSR strategy
2. How to monitor, analyze and assess our ESG footprint, with the use of non-financial KPIs
3. How to communicate and raise awareness about our CSR strategy to all stakeholders internally and externally.

Our endorsements

International organizations, industry peer pressure and stakeholder expectations play a major role in promoting responsibility, transparency and accountability in corporate governance and business processes. Regulation as well as voluntary compliance with international standards are central to our CSR strategy. Temenos complies with the requirements of many international organizations, governmental organizations and industry standards, such as the EU Directive 2014/95/EU on disclosure of non-financial and diversity information by certain large undertakings and groups, India Companies Act 2013, UK Modern Slavery Act 2015 and the UK Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Temenos is included in the SXI Switzerland Sustainability 25[®] Index among the 25 Swiss stocks from the SMI[®] Expanded Index with the best sustainability scores. We base our CSR reporting on the Global Reporting Initiative (GRI) Standards. **We have endorsed the UN Global Compact (UNGC)**, and are committed to submitting an annual Communication on Progress implementing the UNGC's 10 principles. We are members of the Global Compact Network Switzerland. We have aligned our Business Code of Conduct and corporate policies with the UNGC's 10 principles on the four issue areas of Human Rights, Labor, Environment and Anti-Corruption, as well as the OECD Guidelines for Multinational Enterprises. Our commitments strongly align with the UN Sustainable Development Goals (SDGs). We support the SDGs and publicly report ways in which we are contributing to the global effort to achieve the UN SDGs.

Temenos is also a member of the World Economic Forum (WEF). For the past two years, Temenos has been participating in a number of key WEF events, demonstrating the significance of our contribution to the banking industry and more broadly to society as a whole, including the Sustainable Development Impact Summit in New York on 23-24 September 2019. Temenos' attendance confirms our commitment to furthering the sustainability agenda and advancing the UN SDGs.

Reporting, verification and assurance are important tools for us to measure our progress as well as document our non-financial performance to all our stakeholders, while remaining competitive and ahead of the game.

Our achievements

Throughout 2019, as a result of our active dialogue with our stakeholders, we continued to benchmark our sustainability performance against international business benchmarks and voluntary initiatives, in order to better address the needs of our stakeholders. In recognition of our sustainability performance:

- Temenos was included in the **2019 Dow Jones Sustainability World Index (DJSI)** and ranked in the top 10% of the largest global companies listed, as well as in the **FTSE4Good Index Series**
- Temenos obtained a gold medal level by EcoVadis for its CSR performance, ranking among the top 5% performers evaluated in all four themes
- **Temenos was once again named as a Great Place to Work**, adding to the Temenos Greece 2018 recognition. The new recognitions included:
 - Temenos Luxembourg: 2019 Great Place to Work (1st place)
 - One of the Best 2019 Workplaces in Europe
 - Temenos United Arab Emirates: 2019 Great Place to Work (12th place)
 - Temenos India: 2019 Great Place to Work (certified)
- Our Environmental Management System in our office in Romania received ISO 14001:2015 certification, adding to our three India offices and reaching coverage at around 60% of the total global employee workforce (before the Kony acquisition)
- Temenos was the only exhibitor partnering with a sustainable production company to introduce a zero-waste conference stand at Sibos, the global financial services event that took place in London 23-26 September 2019.

2020 Goals

- To proactively identify and address any new social and environmental issues, material to our business, better responding to the changing needs of our stakeholders
- To share our sustainability efforts' recognitions with our stakeholders
- To continue to target international standards, frameworks and business benchmarks relevant to the interests of our stakeholders, such as indices, ISO certifications and performance ratings.

How our CSR strategy is contributing to the UN SDGs



Stakeholder groups	Examples of engagement	Stakeholder key concerns	Location in report
Employees Frequency: daily	<ul style="list-style-type: none"> Employee surveys: MyVoice, New Hire Survey Career Development Process: Pathfinder, Compass and Talent Review Learning and Development Temenos Mentoring Platform Internal Communication: uni-T intranet, social media, Marketing, HR and regional Newsletters Town hall Meetings and Leadership Live Employee recognition: Quarterly Regional employee recognition awards, Annual C-level awards, Club and Chairman's Club, Hackathons, Temenosity Badges Internal global mobility scheme Business Code of Conduct and linked policies Employee volunteering and fundraising matching scheme 	<ul style="list-style-type: none"> Learning and development Internal communication Job satisfaction Employee recognition Responsible, secure and stress-free workplace 	<ul style="list-style-type: none"> Investing in Our People
Clients Frequency: daily	<ul style="list-style-type: none"> Client surveys: Client Voice and Client Satisfaction project Product Board and Steering Committees Annual Temenos Community Forum Temenos Learning Community Temenos MarketPlace Client newsletters, Marketing updates and social media Client Support Portal Audits Temenos Security and Privacy Committee Business Code of Conduct, data privacy and protection and corporate security policies Corporate Website 	<ul style="list-style-type: none"> Client communication Client satisfaction Quality, security and responsibility in delivery and implementation Data privacy and protection 	<ul style="list-style-type: none"> Achieving Business Excellence Focus on Client Engagement
Investors – research analysts Frequency: weekly	<ul style="list-style-type: none"> Annual General Meeting of Shareholders Annual Capital Markets Day Roadshows, investor and analyst visits, meetings, skype calls Financial press releases, videos, webcasts and social media Annual Report Corporate website Business Code of Conduct and linked policies ESG Indices 	<ul style="list-style-type: none"> Economic performance Transparent and ethical corporate governance Accurate, timely and responsible communication 	<ul style="list-style-type: none"> Annual Report
Suppliers and Partners Frequency: daily	<ul style="list-style-type: none"> Procurement policies Annual Temenos Community Forum Annual Temenos Kick Off Meeting Annual Partners' Meeting Temenos Learning Community Trainings and seminars Audits and risk assessments 	<ul style="list-style-type: none"> Ethical and responsible business conduct Long term partnership 	<ul style="list-style-type: none"> Operating Responsibly Responsible Procurement
Local Communities and NGOs Frequency: monthly	<ul style="list-style-type: none"> Cooperation with NGOs Community service and Employee Volunteering Employee fundraising Community investment projects Scholarships Social media 	<ul style="list-style-type: none"> Access to education and jobs Improve local living conditions Support in emergency situations 	<ul style="list-style-type: none"> Investing in Our Communities
Academic community Frequency: daily	<ul style="list-style-type: none"> Temenos Sales Academy Services Incubation Center Temenos Masterclass Temenos Innovation Labs Hackathons Scholarships Collaboration in research programs Lectures, presentations, company visits Career days Social media 	<ul style="list-style-type: none"> Collaboration and job opportunities Joint R&D projects 	<ul style="list-style-type: none"> Investing in Our People
Media and industry analysts Frequency: daily	<ul style="list-style-type: none"> Temenos Events Roadshows, visits, meetings, skype calls Press releases, videos, webcasts, blogs and social media Annual Report Corporate website 	<ul style="list-style-type: none"> Accurate, timely and responsible communication 	<ul style="list-style-type: none"> Annual Report



Our CSR approach continued

Stakeholder engagement

Engaging with our key stakeholders informs our decision making, strengthens our relationships and helps us deliver our commitments and succeed as a business. In order to achieve our goals, we recognize that we need to work in partnership with those stakeholders who share our commitment and have a stake in our business. These engagements may take many forms, in order for us to identify the significant economic, environmental and social impacts on Temenos and better understand the interests and expectations of our stakeholders. We conduct annual surveys with clients, Partners and employees to learn more about our stakeholders' experiences working with us, as well as their expectations from us.

Over the past few years, our clients, prospects, investors and suppliers have addressed CSR as part of their evaluation of Temenos as an IT partner through client, prospect and investors' questionnaires, supplier and rating agencies' assessments, requesting for documentation of our CSR strategy and compliance with voluntary international sustainability standards.

We believe that regular, open and transparent communication with our stakeholders is the most effective way to assess the impact of our operations and our performance as a corporate citizen. That is why we have integrated CSR considerations into our dialogue with our stakeholders, drawing upon international frameworks such as the UN Global Compact, the UN Guiding Principles on Business and Human Rights and the GRI Standards.

2020 Goals

To look for new ways of direct stakeholder engagement and communication, based on the changing needs of our stakeholders.

Materiality analysis

Our materiality analysis is in line with the GRI Standards' requirements and includes the views of our employees, clients, prospects, investors, suppliers, Partners, non-governmental organizations and media. Based on various internal compliance, business continuity and risk assessments throughout the year covering different areas related to the impact of our operations as well as on the ongoing engagement process with our stakeholders, in 2019, we updated internally our materiality analysis and assessment of the material CSR issues for Temenos and for our key stakeholders. We incorporated the feedback we received from our clients through RFPs and supplier assessments and from our investors through engagement calls and meetings we had in 2019. We also incorporated the areas against which we were rated and scored in 2019, such as the Dow Jones Sustainability Index, FTSE4GOOD, MSCI, ISS-aekom, ISS E&S, Ecovadis, among others. In 2020, we plan to launch a new materiality issues survey to all our stakeholders, so as to have a 360 view of the changing needs of our stakeholders and mirror that into our materiality analysis.

Understanding and prioritizing the issues that matter to Temenos and our stakeholders enables us to focus on the respective areas, address the right issues and report on them effectively, aligned with the interests and changing needs of our stakeholders and those of the Company. We have defined issues to be material to our business in terms of:

- The importance of the issue to our key stakeholders
- The potential economic, environmental and social impacts
- The degree to which each issue is aligned with our mission, vision and geographic presence.

The following main material issues per priority strategic area have been identified:

Achieving Business Excellence

1. Business Performance
2. Technology and Product Innovation
3. Client Engagement

Operating Responsibly

4. Ethical Business Conduct and Governance
5. Information Security and Data Privacy
6. Responsible Procurement
7. Environmental Management and Awareness
8. Energy Efficiency and Carbon Neutrality

Investing in Our People

9. Diversity and Inclusion
10. Talent and Development
11. Human Rights

Investing in Our Communities

12. Community Investment and Employee Volunteering

Enabling Access to Financial Services

13. Financial Inclusion

In the following materiality analysis graph, the vertical axis represents the impact of the above material issues on Temenos and the horizontal axis represents the stakeholders' interest per material issue. For all of the issues discussed in this CSR Report, the data cover all Temenos operations globally except where otherwise noted.

2020 Goals

- To send a new materiality issues survey to our stakeholders, so as to update our materiality analysis.

Materiality analysis graph

