



GRI content index

This report has been prepared in accordance with the GRI Standards: Core option.

The table below describes the location of relevant report content correlating to the Global Reporting Initiative's GRI Standards. While most information is found in this report, other primary sources include Temenos Business Code of Conduct, Slavery and Human Trafficking Statement and our corporate website: www.temenos.com.

General disclosures		Reference	External assurance
Organizational profile			
GRI 102: General Disclosures 2019	102-1 Name of the organization	Annual Report: Overview; About Temenos	v
	102-2 Activities, brands, products, and services	Annual Report: Overview; About Temenos	v
	102-3 Location of headquarters	About Temenos; About this Report; Annual Report: Overview, Governance, Financial Statements	v
	102-4 Location of operations	About Temenos; About this Report; Annual Report: Overview, Governance, Financial Statements	v
	102-5 Ownership and legal form	About Temenos; About this Report; Annual Report: Overview, Governance, Financial Statements	v
	102-6 Markets served	About Temenos; About this Report; Annual Report: Overview, Governance, Financial Statements	v
	102-7 Scale of the organization	About Temenos; About this Report; Annual Report: Overview, Governance, Financial Statements	v
	102-8 Information on employees and other workers	Investing in Our People ; no seasonal variations	v
	102-9 Supply chain	Responsible Procurement	v
	102-10 Significant changes to the organization and its supply chain	About Temenos; About this Report; Annual Report: Overview, Governance, Financial Statements	v
	102-11 Precautionary principle or approach	Environmental Responsibility	v
	102-12 External initiatives	Our Endorsements	v
	102-13 Membership of associations	Our Endorsements	v
Strategy			
GRI 102: General Disclosures 2019	102-14 Statement from senior decision-maker	Message from the CEO	v
Ethics and integrity			
GRI 102: General Disclosures 2019	102-16 Values, principles, standards and norms of behavior	Temenos Culture; Ethical Business Conduct and Governance	v
	102-17 Mechanisms for advice and concerns about ethics	Ethical Business Conduct and Governance	

General disclosures		Reference	External assurance
Governance			
GRI 102: General Disclosures 2019	102-18 Governance Structure	Annual Report: Governance	v
	102-19 Delegating Authority	Annual Report: Governance	
	102-20 Executive-level responsibility for economic, environmental and social topics	Annual Report: Governance	
	102-22 Composition of the highest governance body and its committees	Annual Report: Governance	
	102-23 Chair of the highest governance body	Annual Report: Governance	
	102-25 Conflicts of Interest	Conflict of Interest and Related Party Transactions	
	102-32 Highest governance body's role in sustainability reporting	About this Report	
	102-35 Remuneration Policies	Annual Report: Governance	
	102-36 Process for determining remuneration	Annual Report: Governance	
102-37 Stakeholders' involvement in remuneration	Annual Report: Governance		
Stakeholder engagement			
GRI 102: General Disclosures 2019	102-40 List of stakeholder groups	Stakeholder Engagement	v
	102-41 Collective bargaining agreements	Employee Relations	v
	102-42 Identifying and selecting stakeholders	Stakeholder Engagement	v
	102-43 Approach to stakeholder engagement	Stakeholder Engagement	v
	102-44 Key topics and concerns raised	Stakeholder Engagement; Materiality Analysis	v
Reporting practice			
GRI 102: General Disclosures 2019	102-45 Entities included in the consolidated financial statements	About this Report	v
	102-46 Defining report content and topic Boundaries	About this Report; Materiality Analysis	v
	102-47 List of material topics	About this Report; Materiality Analysis	v
	102-48 Restatements of information	About this Report	v
	102-49 Changes in reporting	About this Report	v
	102-50 Reporting period	About this Report	v
	102-51 Date of most recent report	About this Report; March 2018	v
	102-52 Reporting cycle	About this Report; Annual	v
	102-53 Contact point for questions regarding the report	About this Report; Contact	v
	102-54 Claims of reporting in accordance with the GRI Standards	GRI content index; Core	v
	102-55 GRI content index	GRI content index; Core	v
102-56 GRI External assurance	Independent Assurance Report	v	



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Material topics		Reference	External assurance
Business performance			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Annual Report: Financial Statements	v
	103-2 The management approach and its components	Annual Report: Financial Statements	v
	103-3 Evaluation of the management approach	Annual Report: Financial Statements	v
GRI 201: Economic Performance 2019	201-1 Direct economic value generated and distributed	Economic Impact ; Annual Report: Financial Statements	v
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report: Governance, Financial Statements	
	201-4 Financial assistance received from government	Economic Impact	
Social responsibility and community investment			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Community Investment; Responsible Procurement	v
	103-2 The management approach and its components	Community Investment; Responsible Procurement	v
	103-3 Evaluation of the management approach	Community Investment; Responsible Procurement	v
GRI 203: Indirect Economic Impacts 2019	203-1 Infrastructure investments and services supported	Community Investment	v
GRI 204: Procurement Practices 2019	204-1 Proportion of spending on local suppliers	Responsible Procurement	v

Material topics		Reference	External assurance
Ethical business conduct and governance			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Anti-Corruption and Bribery; Elimination of Discrimination and Prevention of Harassment; Ethical Business Conduct Monitoring and Reporting; Environmental Responsibility	v
	103-2 The management approach and its components	Anti-Corruption and Bribery; Elimination of Discrimination and Prevention of Harassment; Ethical Business Conduct Monitoring and Reporting; Environmental Responsibility	v
	103-3 Evaluation of the management approach	Anti-Corruption and Bribery; Elimination of Discrimination and Prevention of Harassment; Ethical Business Conduct Monitoring and Reporting; Environmental Responsibility	v
GRI 205: Anti-Corruption 2019	205-2 Communication and training about anti-corruption policies and procedures	Anti-Corruption and Bribery	v
	205-3 Confirmed incidents of corruption and actions taken	Anti-Corruption and Bribery	
GRI 406: Non-Discrimination 2019	406-1 Incidents of non-discrimination and corrective actions taken	Elimination of Discrimination and Prevention of Harassment; Ethical Business Conduct Monitoring and Reporting	
GRI 419: Socioeconomic Compliance 2019	419-1 Non-Compliance with laws and regulations in the social and economic area	Environmental Responsibility	
Energy			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Environmental Responsibility	v
	103-2 The management approach and its components	Environmental Responsibility	v
	103-3 Evaluation of the management approach	Environmental Responsibility	v
GRI 302: Energy 2019	302-1 Energy consumption within the organization	Environmental Responsibility	v
Water			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Environmental Responsibility	v
	103-2 The management approach and its components	Environmental Responsibility	v
	103-3 Evaluation of the management approach	Environmental Responsibility	v
GRI 303: Water 2019	303-1 Water withdrawal by source	Environmental Responsibility	v



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Material topics		Reference	External assurance
Emissions			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Environmental Responsibility	v
	103-2 The management approach and its components	Environmental Responsibility	v
	103-3 Evaluation of the management approach	Environmental Responsibility	v
GRI 305: Emissions 2019	305-1 Direct (Scope 1) GHG emissions	Environmental Responsibility	v
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental Responsibility	v
	305-3 Other indirect (Scope 3) GHG emissions	Environmental Responsibility	v
Responsible procurement			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Responsible Procurement	v
	103-2 The management approach and its components	Responsible Procurement	v
	103-3 Evaluation of the management approach	Responsible Procurement	v
GRI 308: Supplier Environment Assessment 2019	308-1 Percentage of new suppliers that were screened using environmental criteria	Responsible Procurement	v
GRI 414: Supplier Social Assessment 2019	414-1 New Suppliers that were screened using social criteria	Responsible Procurement	v
Talent & development			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Talent and Development	v
	103-2 The management approach and its components	Talent and Development	v
	103-3 Evaluation of the management approach	Talent and Development	v
GRI 404: Training and Education 2019	404-1 Average hours of training per year per employee	Talent and Development	v
	404-3 Percentage of employees receiving regular performance and career development reviews	Talent and Development	v

Material topics		Reference	External assurance
Diversity & inclusion			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Investing in Our People; Diversity Dashboard; Diversity, Inclusion and Equal Opportunity	v
	103-2 The management approach and its components	Investing in Our People; Diversity Dashboard; Diversity, Inclusion and Equal Opportunity	v
	103-3 Evaluation of the management approach	Investing in Our People; Diversity Dashboard; Diversity, Inclusion and Equal Opportunity	v
GRI 401: Employment 2019	401-1 New employee hires and employee turnover	Investing in Our People; Diversity Dashboard	v
GRI 405: Diversity and Equal Opportunity 2019	405-1 Diversity of governance bodies and employees	Diversity, Inclusion and Equal Opportunity; Diversity Dashboard	v
Human rights			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Human Rights; Against Forced and Child Labor; Corporate Policies	
	103-2 The management approach and its components	Human Rights; Against Forced and Child Labor; Corporate Policies	
	103-3 Evaluation of the management approach	Human Rights; Against Forced and Child Labor; Corporate Policies	
GRI 408: Child Labor 2019	408-1 Operations and suppliers at significant risk for incidents of child labor	Human Rights; Against Forced and Child Labor	
GRI 409: Forced or Compulsory Labor 2019	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human Rights; Against Forced and Child Labor	
GRI 412: Human Rights Assessment 2019	412-2 Employee training on human rights policies or procedures	Human Rights; Corporate Policies	
Data privacy			
GRI 103: Management Approach 2019	103-1 Explanation of the material topic and its Boundaries	Information Security and Data Privacy	
	103-2 The management approach and its components	Information Security and Data Privacy	
	103-3 Evaluation of the management approach	Information Security and Data Privacy	
GRI 418: Customer Privacy 2019	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security and Data Privacy	
Technology and innovation			
Temenos 1	% of revenue spend on R&D	Annual Report: Overview – Research and Development	v
Client focus			
Temenos 2	Client Satisfaction: improvement by % points	Focus on Client Engagement	v
	Client Voice: Number of participants annually and Net Promoter score	Focus on Client Engagement	v