

Investing in our communities

# CARING FOR OUR COMMUNITIES

## Community investment

As a global corporation, we are committed to supporting and enhancing the quality of life of the communities where our employees, Partners, and clients live and work. By using our technology and resources, offering financial support, sharing our business expertise as well as the passion, effort and talent of our employees, collaborating with clients and Partners, we are making positive, measurable contributions to the local communities, while responding in times of need.

### Our Approach

- Corporate monetary contributions
- Corporate monetary contributions that complement the donations or volunteer efforts of our employees
- In-kind contributions of used IT equipment
- Employee fundraising (volunteering their time and/or money) and
- Volunteering (donation of professional service, management expertise, skills and time to non-profit organizations or local communities).

As per our Anti-Corruption and Bribery policy as well as the Charitable Donations and Non Commercial Sponsorships' policy, Temenos does not make any contributions to political parties.

At Temenos we are looking for ways to go beyond financial resources and consider how to make best use of our assets, resources, expertise, advocacy, and relationships to support and enhance the local communities. In addition, we have aligned our community investment with our mission and the strategic issues of our business to create shared value. We look for Partners rather than as the principal actor in promoting local development and creating long term benefits and sustainable results that can outlast company support.

## Corporate Monetary Contributions

We rely on the efforts of all our employees to help us identify emerging issues and local community needs where Temenos can reach out, design programs and contribute to the communities in the regions where we operate and monitor the progress. We cooperate with our people in our local offices on the review, evaluation and selection procedure that is based on local community-need assessments. Our community investment is aligned with our mission, business strategy, employee concentration and CSR strategic priorities, ranging from long term programs to short term initiatives. In 2017-2019 we awarded around USD 500,000 to community development projects mainly in India and Romania. Temenos evaluates the effectiveness and impact of its community investment by maintaining contact with organizations it supports and through Temenos employee volunteering, aiming at improving management of existing projects and identifying future opportunities. During the Temenos Kony integration project, we will align our community investment and employee volunteering initiatives.

Poverty alleviation and local economic development remains a key priority area for our community investment. In order to maximize the social impact of our community investment, we focus on this area, with 96% of our community investment towards empowering underserved and poor communities. Our goal is to provide young students from disadvantaged local communities with digital skills and capabilities – promoting gender equality and inclusive education for all – and enhance their lives and their communities, by contributing to their financial literacy, education, improved health and economy.

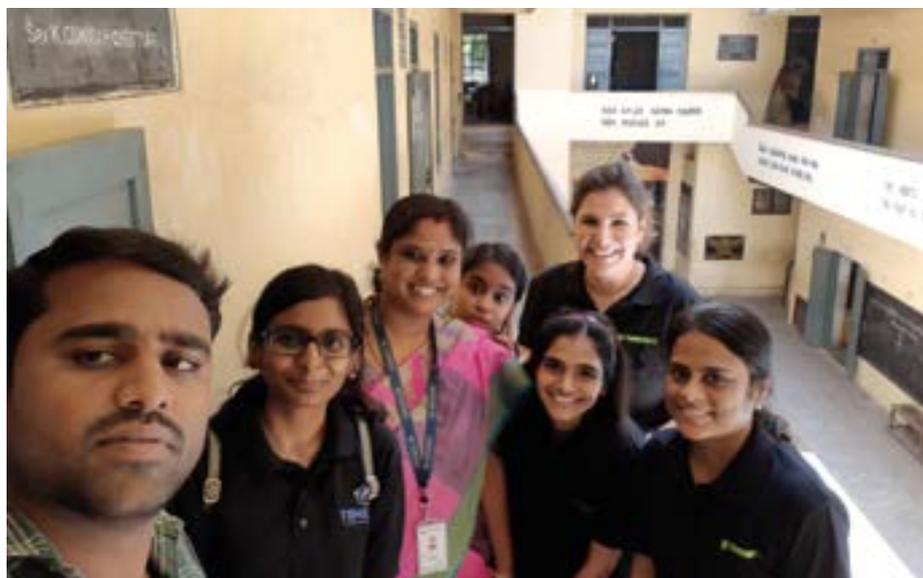
### Our strategic priorities

- Poverty Alleviation and Local Economic Development
- Children
- Youth Development
- Technology and Innovation
- Environment
- Emergency Relief

## Contribution to the SDGs



In addition, the Temenos Internal Audit team conducts yearly independent, objective audits of the Company's corporate monetary contributions, in relation to the Anti-Corruption and Bribery and Conflict of Interest policies. The results of these audits are shared with the CSR and Ethics Committee and the Audit Committee. All donations and non-commercial sponsorships requests are submitted online through the Temenos intranet for review and evaluation by the CSR and Ethics Committee during its regular meetings.





## Investing in our communities continued

### Community investment continued Corporate Monetary Contributions and Employee Fundraising

Temenos encourages all employees to actively engage in community service and fundraising activities for a social cause of their choice for non-profit organizations, based in the countries where we operate, by giving them the chance to boost their fundraising efforts through corporate matching of the raised funds. The activities to be considered for corporate matching need to be aligned with the corporate CSR priorities.

#### Donations of Used IT Equipment

We work at a local level to donate desktops, laptops, screens, printers and other IT equipment that are no longer used by the Company to non-profit organizations or schools based in the countries where we operate. All laptops and desktops are cleaned of all data and software before being donated due to confidentiality, licensing and data protection issues.

#### Employee volunteering and community service

At Temenos, we encourage and support the efforts of our employees as well as our management to offer their time and expertise to help local communities or non-governmental organizations during paid working hours in activities organized by the Company and in line with our CSR strategic priorities. In 2019, we set a target to evaluate our volunteering program and the impact of our volunteers. Our key aims were:

- To measure the social impact on the local communities
- To explore new ways to give back to the local communities
- To identify areas of improvement
- To uncover – through volunteering – new skills or talent of our people
- To identify the impact that volunteers have on Temenos, in terms of their contribution and economic value
- To have documentation for audit and third-party verification.

In order to be able to better monitor, track and report the number of volunteers, volunteering hours and the impact of these activities not only to the community, but also to Temenos, we have created an online Employee Volunteering Tracking form for volunteering activities organized by Temenos. The program was initially rolled out in India, focusing on the Adopt-iT program and the work we are doing in the schools and universities. Gradually, it was expanded to the rest of the company offices globally. For 2019, it includes all the India volunteering activities, but not the entire global activities.



**At Temenos, we encourage and support the efforts of our employees as well as our management to offer their time and expertise.**



| Employee volunteering by CSR strategic priority areas | Employee time in USD | Employee time in hours |
|---|----------------------|------------------------|
| Environment   | 2,511                | 193                    |
| Children  | 821                  | 54                     |
| Poverty alleviation and local economic development    | 17,707               | 1,132                  |
| Technology & innovation                               | 7,063                | 48                     |
| <b>Total</b>  | <b>28,102</b>        | <b>1,427</b>           |

\* The tables do not include Kony volunteering.

\*\* To calculate the cost, base salary and social charges were used for each employee.

**Supporting local communities**  
**India CSR School program**

Temenos is committed to finding ways to use technology to enable social change, by supporting disadvantaged local communities, enhancing their living standards as well as their work skills and capabilities and helping them gain access to finance, health and jobs. India is a material location for Temenos as it represents 57% of our total employee concentration. Education is one of the most powerful instruments for reducing poverty and inequality and enhancing India's competitiveness in the global economy.

In 2017, Temenos launched a comprehensive CSR program in India "Adopt iT" to help improve the quality of secondary education in India and eventually access to quality education for more. The concept was to identify secondary schools in need (government aided schools) and use technology to enable social change, by supporting disadvantaged local communities in India. Adopt iT aims to transform the lives of individuals in these communities by improving their work skills and capabilities, promoting gender equality and inclusive education for all and helping them access to finance, healthcare and jobs.

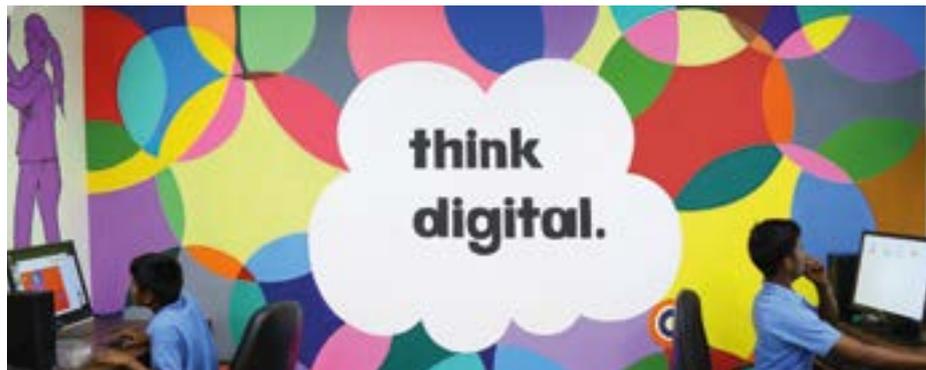
During 2017-2019, through the Temenos Adopt iT project, we built computer labs in five schools in India:

- MCN school in Chennai: computer lab
- St Columbus Higher Secondary school in Chennai: computer lab and girls' restrooms
- Government Kannada Higher Primary School in Bangalore: computer lab and girls' restrooms
- RBANC School in Chennai: solar-powered computer lab
- Prakash Nagar Government High School in Bangalore: solar-powered computer lab.

In 2019, our CEO visited the schools in Chennai and Bangalore twice to join the Temenos India volunteers and meet in person with the students and the teachers.



[▶ watch the video online](#)



[▶ watch the video online](#)





Investing in our communities continued



**Our vision is to keep finding ways to engage with local communities, provide them with access to the benefits and opportunities technology creates and the skills to deploy it.**



**Supporting local communities continued  
India CSR University program**

In 2019, we also expanded the Adopt-iT program to promote innovation and digital skills and create employment opportunities to University students. As part of the program, Temenos provided Anna University in Chennai with a fully equipped and sustainably-powered Innovation Lab. The lab will give students the opportunity to learn about the Fintech sector, partner with Temenos employee volunteers and provide opportunities to learn through hands-on experience. Temenos plans to expand the collaboration with Anna University to cover other areas and will continue to grow the Adopt-iT University program to reach other higher education institutions in Bangalore and Hyderabad, India.

In addition, we launched a scholarship program for students at Anna University in Chennai, India. Temenos will award need- and merit-based scholarships to qualifying 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year students for the coming years and provide employment opportunities to outstanding performance graduates. As part of its gender diversity program, Temenos will allocate 60% of the scholarships to young women, encouraging them to choose a career in the IT industry. In 2019, we launched the scholarship program by providing 46 need and merit-based scholarships to 2<sup>nd</sup> year Anna University College of Engineering in Chennai.

To date, the Temenos Adopt iT program has assisted nearly 8,300 students, by providing them with IT equipment, training and mentoring and by helping create safe, clean environments in which they can learn. In 2019, Temenos India employees volunteered for more than 1,000 hours to teach and coach the Adopt iT students.

Our vision is to keep finding ways to engage with local communities, provide them with access to the benefits and opportunities technology creates and the skills to deploy it. In doing this, we aim to encourage innovation and sustainable economic growth. Adopt iT not only benefits individuals and communities outside our business, it reinforces our Temenosity principles of operating responsibly and using our technology, expertise and resources for good within Temenos, inspiring many to dedicate their time to helping others.

**2020 Goals**

- To expand the Adopt iT school program to more schools in India
- To expand the Adopt iT University program to more Universities in India
- To continue to award need- and merit-based scholarships to qualifying 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year students of Anna University for the next three years
- To create more volunteering opportunities for our employees in line with our CSR strategic priorities

| Priority area                | Objective                                 | Indicator  | 2025 target |
|------------------------------|---|--|-------------|
| Investing in our communities | Digital Inclusion & Innovation            | Number of students reached/ benefited through the Adopt iT CSR India program, since the program was launched | 20,000      |
|                              | Volunteering & Community Service          | Percentage of volunteers (percentage of the total headcount of that year)                                    | 10%         |
|                              | Employee fundraising & Corporate Matching | Percentage of India employees' funds raised and company matched – Adopt a Kid program                        | 100%        |



**Kenya CSR program**

In 2018, 380 Temenos employees and partners ran 5K during our two Temenos events: Global Sales Meeting (GSM) 2018 in Lisbon and Temenos Community Forum (TCF) 2018 in Dublin to support the local community of Kivandini village in Kenya, in partnership with Hand in Hand International. The funds raised from these activities, along with the funds raised from the Client Voice surveys in 2018 and 2019, a total of USD 49,000, were used to support the local community to get out of poverty, through this poverty alleviation and local economic development program, that started in 2019 and is scheduled to be completed in 2021.

Kivandini village is in Machakos County, 65km southeast of Nairobi. The people of Kivandini village are struggling due to poverty and climate change. Roughly, 24% of people living in Machakos County live in poverty (earning less than USD 2 per day), resulting in high malnutrition and school dropout rates and creating a multi-generational poverty trap. With agriculture constituting over 70% of household income in the county, people have been hard-hit by a recent drought in 2017, one of the worst in Kenya’s living memory, making the idea of escaping poverty unassisted seem ever more distant.

This program aims to lift the entire community in this village including 345 people out of poverty in 27 months. First, we create community self-help groups of trainee entrepreneurs, mainly women, who support each other, save money and learn together. The trainees are recruited after consultations with local communities and their leaders to identify community members’ needs and identify existing service providers and gaps. Groups are trained to establish formal structures such as a group constitution and elected leadership to ensure the group can continue to operate sustainably. Each group members contributes small weekly savings to a collective pot, which is used to distribute loans to members. In this way, members learn to manage and repay borrowed capital so they can access credit from banks in the future.

Once a group has been set up, we provide business training through bi-weekly training sessions, learning basic business skills such as: saving; bookkeeping; business planning and registration; pricing; market demand and supply; and borrowing and repaying from banks. It typically takes between six to nine (6-9) months for groups to complete the training. Self-help group members develop businesses based on their own skills and local market opportunities, and enterprises vary hugely, including tailoring; beekeeping; poultry rearing; and shop-keeping.

Finally, we help members to grow their business by connecting them with larger markets, enabling them to source cheaper suppliers and more. For instance, they partner with Kenya’s Ministry of Agriculture to link the members into their priority value chains that are centered on specific crops, such as passion fruit and avocado.

In 2019, three months into the project, we have achieved:

| Activity                      | Results | Target |
|-------------------------------|---------|--------|
| Members mobilized             | 67      | 37     |
| Enterprises created           | 30      | 26     |
| Jobs created in the community | 41      | 34     |



**Case study:**

Meet Susannah Katite, Poultry entrepreneur

*“Hand in Hand taught Susannah how to improve her business.”*

Susannah used to struggle to make ends meet on just KES 1,500 (USD 15) a month. Today, Susannah runs a small poultry farm, selling eggs and mature chickens, earning an average of KES 4,000 (USD 40) a month.

Hand in Hand taught Susannah how to improve her business by switching breeds, how to feed the chickens properly and keep them healthy and how to keep track of expenses and profit. Looking ahead, Susannah plans to save enough money to buy a water tank, so that she does not have to walk far in search of water.

The increased income will help Susannah and her family to have three meals a day and to fund her grandchildren to go to school.



**67**  
Members mobilized

**30**  
Enterprises created

**41**  
Jobs created in the community

**What’s next?**

Through the program, we will work hard to recruit the remaining 278 people into our village program where they will learn about: financial planning, borrowing and repaying credit, and building resilience to climate change. By the completion of the program, we plan to have supported the creation of 241 businesses and 314 jobs.



## Investing in our communities continued

### Case study:

Bring your child to work day – US

*“This event encourages young people to stay in school, seek post-secondary education and pursue a greater variety of careers.”*

In February 2019, our Temenos Miami employees organized the “Bring Your Child to Work Day”. Miami schools allow their students to join parents at work for one day. This event encourages young people to stay in school, seek post-secondary education and pursue a greater variety of careers.

Our Temenos Avoka employees in Broomfield organized the same initiative in April. After having a tour of the office, the kids ‘took a stab’ at advertising and branding with the Marketing team and engineering a “drop proof” egg with Client Services and Product Development.



### Case study:

Adopt a kid – India

*“True Temenosity in action!”*

As part of our Temenos employee fundraising program, our Temenos India employees continued to support the Temenos Education Sponsorship program, Adopt a Kid. In 2019, our Temenos India employees covered themselves the school tuition fees, books and stationery for 47 poor children who could not afford a decent education. Thanks to our employees’ support in 2019, USD 8,061 were raised by the employees and 47 children were able to go to school and pursue their dreams. True Temenosity in action!



### Adopt a Kid – India 2017-2019 highlights

# 17,332<sup>USD</sup>

Raised by employees

# 87

Children were able to go to school and pursue their dreams

Number of children supported/year

|              | Boys      | Girls     | Total     |
|--------------|-----------|-----------|-----------|
| 2017         | 8         | 4         | 12        |
| 2018         | 10        | 18        | 28        |
| 2019         | 18        | 29        | 47        |
| <b>Total</b> | <b>36</b> | <b>51</b> | <b>87</b> |

Funds raised in USD by Temenos India employees/year

|                    | Total           |
|--------------------|-----------------|
| <b>2017</b>        | <b>\$2,727</b>  |
| Boy                | \$1,773         |
| Girl               | \$954           |
| <b>2018</b>        | <b>\$6,545</b>  |
| Boy                | \$2,062         |
| Girl               | \$4,482         |
| <b>2019</b>        | <b>\$8,061</b>  |
| Boy                | \$2,773         |
| Girl               | \$5,288         |
| <b>Grand total</b> | <b>\$17,332</b> |

