



ACHIEVING EXCELLENCE RESPONSIBLY

“There is no question that sustainability has been moving upwards on the corporate agenda globally and is set to shape how businesses think, plan and operate. It is increasingly on the minds of people, business leaders, investors, non-governmental organizations and policy makers.”



Max Chuard
Chief Executive
Officer

The rise of sustainable business

Technology is transforming the world. We witness breakthroughs that we could not have imagined years ago. Technology moves fast. The world has to keep up and adapt fast. Digital technologies and the rise of an interconnected world are transforming the way businesses think, plan and operate. Business models are not linear any more. Millennials and Gen Zers are questioning the ‘traditional’ ways, mobilize themselves for a variety of causes, and are now setting new game rules.

Our roles as CEOs have been transforming as well. We are looking for new and better ways to listen and act upon the expectations of our stakeholders. We have witnessed a number of initiatives in the headlines lately, just to name a few: the Business Roundtable new statement on corporate purpose, BlackRock and State Street letters to CEOs, as well as the aspiring teenage world-changers sitting on the same table along with CEOs at the United Nations (UN) or the World Economic Forum (WEF) events. We have the ethical responsibility to consider the expectations of our stakeholders, along with our corporate purpose, our company’s strengths, the opportunities and trends in the global marketplace, and our personal aspirations and values to get a clear understanding of what will generate value to all those associated with us.

Our sector has experienced more change in the last five years than in the previous 20 years combined. Digital technology is transforming banking. Being innovative, fast, flexible and compact in size can put you ahead of the game. Banks are changing to adapt to this new fast-paced, digital, interconnected global world: moving from the physical to the digital model service delivery that transcends border, time or adverse event limitations, topped up with all the new risks and the ethical implications of an increasingly digital world as well as the changing new regulations. The possibilities now emerging for companies are equally transformational as challenging.

At Temenos, we are proud of our dynamic and sustainable presence in the banking industry for over 25 years, as an enabler for the transformation and re-invention of banks, having built one of the world’s most dynamic banking communities, where we share best technology banking practices and see their impact on our stakeholders.

As a truly global company, we want to keep on doing what we know best in a way that takes care of the world around us both globally and locally. It is our mission and ethical responsibility to keep growing our business in a responsible and sustainable way, delivering value to anyone associated with us. Responsibility after all is in our Culture, Temenosity, the magic that makes Temenos, Temenos.

In 2019, we renewed our commitment to furthering the agenda for global action on sustainability and advancing the UN Sustainable Development Goals through our engagements with the UN Global Compact and WEF.

We also remained close to the local communities where our employees, Partners and clients live and work, by sharing our technology, expertise and resources with those that need them the most. Through the Temenos Adopt iT project, we built solar-powered computer labs in two additional schools in India, reaching more than 8,000 students in five government or government-aided schools in Chennai and Bangalore. It is with enormous pride that I keep returning to India and volunteer myself along with our Temenos India volunteers every time we build another computer lab: to help these children improve their work skills and capabilities and promote gender equality and inclusive education for all.

They are the ones who will transform local communities, enhance India’s competitiveness and change the world.

We also expanded the Adopt-iT program to promote innovation and digital skills and create employment opportunities to University students. We created the first Temenos Innovation Lab and provided 43 need and merit-based scholarships to deserving engineering students at Anna University in Chennai. And this is only the beginning. Our long-term goal is to reach as many young people as possible and inspire them to achieve, do better, and improve their own lives and others within the communities around them.

We are also proud of the progress we have made in 2019 on our long term environmental sustainability journey. Temenos received ISO 14001:2015 certification for having implemented an Environmental Management System (EMS) in our office in Romania, adding to our three already certified offices in India. In addition, we measured for the first time the carbon footprint of our two biggest Temenos events – Temenos Community Forum and General Sales Meeting 2019 – and offset the emissions that could not be avoided or reduced.

At Temenos, we believe that people can make the difference. Our strength lies in our people, as our people are the key to our success. What we create and achieve is the result of the aspirations and goals of the 8,000 Temenosians that make up Temenos today. And a solid proof of that were our four 2019 Great Place to Work recognitions in Europe, Middle East and Asia.

For us, it is not enough to simply have a CSR strategy. Instead we have integrated responsibility into the way we operate, promoting a sustainable corporate strategy across our entire business and beyond.

In 2019, we celebrated a big milestone in our sustainability journey: our inclusion in the 2019 Dow Jones Sustainability World Index (DJSI), ranking in the top 10% of the largest global companies listed, as well as our inclusion in the FTSE4Good Index Series.

As we look to the future, we will continue to embrace our global role and create sustainable value for all our stakeholders. Maintaining the trust of our stakeholders and remaining accountable to them is critical to us. We will keep on doing what we know best – while managing our operations responsibly – from investing in our people and managing our carbon footprint, to providing secure, compliant and trustworthy services to our clients, while conducting our business in an ethical and transparent way.

Max Chuard
Chief Executive Officer

Highlights

in the top 10%

Of the largest global companies listed in the 2019 Dow Jones Sustainability Index

45%

Female senior managers reporting to CEO

5

Great Place to Work recognitions

8,300

Students reached through solar powered computer labs built in Chennai and Bangalore

For more information on our 2019 CSR and Sustainability highlights, please watch this video.

About Temenos

Founded in 1993, Temenos is the world's leader in banking software, partnering with banks and other financial institutions to transform their businesses and stay ahead of a changing marketplace. Over 3,000 firms across the globe, including 41 of the top 50 banks, rely on Temenos to process both the daily transactions and client interactions of more than 500 million banking customers. Our products combine the richest end-to-end packaged country model bank functionality and the most advanced cloud-native, cloud-agnostic, AI and API-first technology, helping our clients go-live faster, giving them the freedom to innovate and deliver personalized experiences.

Headquartered in Geneva, Switzerland, the Company currently has 68 offices in 40 countries and had non-IFRS revenues of USD 980.6 million for the year ended 31 December 2019. Temenos has been a public company listed on the SIX Swiss Exchange (TEMN) since June 2001. Temenos employs 7,854 people worldwide, including full-time employees and contractors. In February 2019, Temenos acquired hTrunk, a small and fast-growing company providing big data and analytics solutions to the banking market. In July 2019, Temenos acquired Logical Glue, a SaaS-based, patented, Explainable AI company and in September 2019, Temenos acquired Kony, the fast-growing US #1 digital banking SaaS company. For more information please refer to the Annual Report: Strategic Acquisitions section.

Our vision is to provide financial institutions, of any size, anywhere in the world, the software to thrive in the digital banking age.

We are passionate about helping banks perform better and deliver consistent, frictionless customer journeys.

Our culture:
TEMENOSITY

Temenos' culture powers the company. We define it as 'TEMENOSITY' because this single word captures the spirit of who we are and how we make things happen: collaboratively, dynamically and boldly. These are the qualities that make up TEMENOSITY.



Tenacity

We are innovators who disrupt the status quo. We are driven and hate to lose, so we never give up. We put Temenos first to achieve great things.

Velocity

We operate with a long term strategic view and a day-to-day sense of urgency. We are ambitious, never stand still and are always thinking ahead. We are growth-minded, execution-focused and results-driven.

Responsibility

We act with integrity and keep our promises. We love, protect and invest in our software and technology. We relentlessly focus on value creation.

Authenticity

We are straight talkers, hate politics and do not let hierarchy define us. We work with freedom and are not afraid of taking risks. We champion diversity and see things differently.

Community

We care about and respect each other in good times and bad. We work collaboratively and inspire each other. We put our clients at the heart of everything we do.