

## Our targets at a glance

| Priority area   | Objective                                 | Indicator  | 2025 target    |
|---|---|--|----------------|
| <b>Achieving Business Excellence</b>  | Client Engagement                         | Client Voice: Number of participants from our clients compared to 2016 baseline  | x2             |
|   |   | Improve Client Satisfaction: Percentage points in the Net Promoter Score, since the metric was launched  | +55p           |
| <b>Operating Responsibly</b>  | Ethical Business Conduct and Governance   | Percentage of completion of Ethical Business Code of Conduct and mandatory trainings compliance  | >97%           |
|   | Responsible Procurement                   | Sustainability assessment as part of the qualification and annual performance and risk assessment implemented to all focus categories of suppliers | 100%           |
|   |   | Percentage of new or renewed focus categories of suppliers, providing goods or services with Supplier Code of Conduct applicable clause            | 100%           |
|   | Environment policy & Management           | Roll out EMS to additional locations and increase the ISO 14001:2015 certification coverage  | 4 offices      |
|   | Energy Efficiency & Carbon Neutrality     | Organize sustainable and carbon neutral events   | 4 events       |
| Percentage of overall decrease of Scope 2 Indirect energy consumption per capita for certified ISO 14001 offices, compared to 2018 baseline (first certification) |   | 10%  |                |
| <b>Investing in our People</b>  | Gender Diversity                          | Percentage of women in the Temenos total headcount   | 36%            |
|   | Employee Engagement & Recognition         | Recognitions in Great Place to Work competitions (since first recognition)   | 7 recognitions |
| <b>Investing in our Communities</b>   | 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%           |