

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
- > Corporate donations 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).

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 order to maximize the social impact of our community investment, we focus on the social impact rather than the donated budget. 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 2017-2018 we awarded around USD 300,000 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 both to improve management of existing projects and to identify future opportunities and by communicating its CSR program to the Company's stakeholders through the Company's communication channels.

OUR STRATEGIC PRIORITIES

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

In addition, the Temenos Internal Audit team conducts yearly independent, objective audits of the Company's corporate monetary contributions, in relation to the Anti-bribery and Corruption 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.

2018 DONATIONS

2018 DONATIONS BY CSR AREAS



Corporate Monetary Contributions and Employee Fundraising

Temenos encourages all employees to actively engage in community service and fundraising activities for a social cause 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.

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.

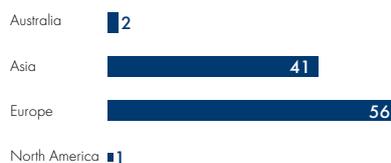
Employee Volunteering and Community Service

Our people offered their time and expertise to support local community organizations, as well as to donate management time and expertise to support non-governmental organizations in the Company's core activities. In 2018, Temenos launched the Temenos Volunteering Day. Local HR with CSR champions in our offices globally select a day during the year based on the UN global days and organize a local volunteering activity for Temenos employees of that location. As recognition of our employees' volunteer work, Temenos is granting one day-off annually for volunteering during the Temenos Volunteering Day.

CONTRIBUTION TO THE SDGS



% 2018 DONATIONS BY REGION



SUPPORTING LOCAL COMMUNITIES

Poverty Alleviation and Local Economic Development: India CSR 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 52% 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. Based on global research, while more than 95% of children attend primary school, just 40% of Indian adolescents attend secondary school (Grades 9-12). Curriculum and teaching practices need upgrading to impart more relevant skills, such as reasoning skills, problem-solving, learning-to-learn and critical and independent thinking. Public-private partnerships need to be expanded to tap into the potential offered by the 60% of secondary schools which are privately managed in India.

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 – privately managed) and use technology to enable social change. Our goal was to provide young students from disadvantaged local communities with digital skills and capabilities and help them unleash future opportunity and gain access to jobs, health and finance.

In 2017, Manur Chengalvaraya Naidu Higher Secondary School was identified and the first pilot project was implemented. In 2018 after a due diligence process of nine schools in total, two schools were selected in Chennai and Bangalore. St. Columba's Higher Secondary School is located in Chennai, 55 kilometers from one of the Chennai Temenos offices. The school has 1,127 students (313 girls and 814 boys). The second school, Government Kannada Higher Primary School is located in Bangalore, 4.5 kilometers from our office in Bangalore. The 91-year-old school has 172 students.

During 2017-2018, through the Temenos Adopt iT project, we built computer labs in three schools in India. In addition, we focused our actions on encouraging gender equality and inclusive education for all, by building girls' restrooms in two schools in India, helping girls stay in school and gain equal access to education and opportunities in life. Global research has shown that by providing water, hygiene and sanitation facilities in schools, children's regularity to school can be substantially improved, as they will have fewer illnesses due to water borne infections and in the long term, it has the potential to reduce drop-out rates, especially among girls, in upper primary and secondary school levels.

Our Temenos India employees volunteered their time and skills during the initial phase to help with the setup of the computer labs and throughout the year, by teaching more than 1,500 students about computers, as well as art.



[▶ Watch the video online](#)



[▶ Watch the video online](#)

Investing in our communities continued

Children

Temenos, in cooperation with leading non-profit organizations in the communities where we operate, organizes and supports initiatives that help improve the living conditions of children irrespective of their color, race, religion, nationality, or socio-economic status, by providing them with a healthy start and the opportunity to learn, while advocating and protecting their basic human rights and providing them with emotional and psychological support.

In 2018, we continued to support two organizations at a global, as well as at a local level, where Temenos has a significant number of employees:

- > School for Children with Hearing Disabilities in Bucharest, Romania
- > "Save a Child's Heart" initiative in Bucharest, Romania.

ADOPT A KID - INDIA

In 2018, Temenos India employees have raised USD 6,210 in order to assist 28 kids whose families (either two parents or a single parent) were facing financial difficulties.



'JOURNÉE OSER TOUS LES MÉTIERS' – SWITZERLAND

In November 2018, our Temenos Lausanne employees organized 'Journée Oser tous les Métiers'. The goal was to 'expose' Temenos employees' children to a real working environment and introduce them to 'gender-neutral' careers that were traditionally deemed female or male. During the day, the children met with Temenos employees from different departments such as Human

Resources, Administration, IT, Business Analysis, Product Management, Development and Testing. Apart from that, the children had the opportunity to simulate a recruitment interview, participate in dismantling and reassembling a laptop and even develop their own game using Scratch program.

INSPIRING KIDS TO BE FUTURE READY! – SINGAPORE

In November 2018, our Temenos Singapore employees organized internally an activity to inspire young minds into computational and creative thinking. They invited children, especially from less privileged backgrounds for a day of learning and fun. With the

collaboration of Future Ready Academy, they tried to give these kids a glimpse of the future and hopefully ignite their interest on key areas like robotics, coding, AI and all things digital.

[▶ Watch the video online](#)



'GIVE A SMILE' PROJECT FOR CHILDREN WITH HEARING DISABILITIES – ROMANIA

For more than 12 years, Temenos has been supporting the School for Children with Hearing Disabilities in Bucharest, Romania, in collaboration with Rotary Pipera Club from Rotary International. In December 2018, in line with the "Give a Smile" project,

Temenos Romania volunteers accompanied 30 primary school children with hearing disabilities to do Christmas shopping and choose their presents. These children come from very low-income families and they live in the boarding school.

EMERGENCY RELIEF – INDIA



We are committed to supporting the local communities, where we operate, when affected by unexpected events or disasters of any kind as well as providing assistance to non-profit organizations and emergency relief agencies to prepare and respond to these humanitarian crises.

In August 2018, Kerala floods claimed the lives of 370 people across India, while dislocating 1,247,496 people, as a result of the intense flooding. In November 2018, Cyclone Gaja, claimed 45 lives across India. Temenos India employees collected and provided 45 cartons of food, supplies and relief material to families that were affected by these natural disasters.

2019 Goals

- > To expand the Adopt iT program to more schools in India
- > To explore partnerships with Universities in India to help young graduates gain digital skills and capabilities and access to jobs
- > To focus 2019 partnerships with NGOs on poverty alleviation and local development initiatives for a bigger impact
- > To organize more volunteering opportunities for our employees in line with our CSR strategic priorities
- > To match up to five employee fundraising activities in line with our Donations' policy focusing on poverty alleviation and local development
- > To raise awareness about Temenos' social campaign for financial inclusion within our client-Partner network.



TEMENOS EMPLOYEES FUN RUN 2018

380 Temenos employees and partners run 5K during the two most prominent Temenos events: Global Sales Meeting (GSM) 2018 in Lisbon and Temenos Community Forum (TCF) 2018 in Dublin to support the local community of a village in Kenya, in partnership with Hand in Hand International. Through this poverty



alleviation and local economic development program, that started in 2018 and is scheduled to be completed in 2020- Temenos awarded USD 30,000 to the local community in Kenya, aiming at training 400 villagers, creating around 350 jobs and lifting 1,250 children and adults out of poverty.

VOLUNTEERING FOR THE ENVIRONMENT – ROMANIA

Temenos Romania employees volunteered to "Let's Do It, Romania!", the biggest national volunteering event in Romania, with the aim to gather the waste from protected lands and habitats.

Along with 136,000 volunteers, Temenos Romania employees gathered 168,000 bags of PET, glass, plastic bottles, aluminum cans, textiles, and shoes and electronics waste.



FOOD BANK VOLUNTEERING – CANADA

Temenos Canada employees volunteered at the Greater Vancouver Food Bank, sorting food to be distributed to its members.



FOOD BANK VOLUNTEERING – USA

Avoka Temenos employees in Colorado volunteered at Broomfield FISH, a food bank serving those in need at the local community, sorting the incoming donations to stock the food bank's shelves.