

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 2018	102-1 Name of the organization	About Temenos; p.1 Annual Report: Welcome	v
	102-2 Activities, brands, products, and services	About Temenos; p.11 Annual Report: Our Solutions	v
	102-3 Location of headquarters	About Temenos; p.95 Annual Report: Group Structure and Shareholders	v
	102-4 Location of operations	p.95 Annual Report: Group Structure and Shareholders; p. 189 Annual Report: Temenos worldwide offices; p.151 Annual Report: Consolidated Financial Statements: 5. Group Companies	v
	102-5 Ownership and legal form	p.95 Annual Report: Group Structure and Shareholders	v
	102-6 Markets served	p.95 Annual Report: Group Structure and Shareholders	v
	102-7 Scale of the organization	About Temenos; About this Report; p.95 Annual Report: Group Structure and Shareholders; p.189 Annual Report: Temenos worldwide offices; p.151 Annual Report: Consolidated Financial Statements: 5. Group Companies	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; Diversity Dashboard; Investing in Our People, p.151 Annual Report: Consolidated Financial Statements: 5. Group Companies; p.95 Annual Report: Group Structure and Shareholders	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

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GENERAL DISCLOSURES continued		REFERENCE	EXTERNAL ASSURANCE
STRATEGY			
GRI 102: General Disclosures 2018	102-14 Statement from senior decision-maker	Message from the CEO	v
ETHICS AND INTEGRITY			
GRI 102: General Disclosures 2018	102-16 Values, principles, standards and norms of behavior	Mission, Vision and Core Values, Ethical Business Conduct and Governance	v
	102-17 Mechanisms for advice and concerns about ethics	Ethical Business Conduct and Governance	
GOVERNANCE			
GRI 102: General Disclosures 2018	102-18 Governance Structure	Corporate Governance; CSR and Ethics Governance; p.94 Annual Report: Corporate Governance	v
	102-19 Delegating Authority	Corporate Governance; CSR and Ethics Governance; p.94 Annual Report: Corporate Governance	
	102-20 Executive-level responsibility for economic, environmental and social topics	Corporate Governance; CSR and Ethics Governance; p.94 Annual Report: Corporate Governance	
	102-22 Composition of the highest governance body and its committees	Corporate Governance; CSR and Ethics Governance; p.94 Annual Report: Corporate Governance	
	102-23 Chair of the highest governance body	Corporate Governance; CSR and Ethics Governance; p.94 Annual Report: Corporate 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	p. 108 Annual Report: Compensation Report: Compensation Components	
	102-36 Process for determining remuneration	p. 105 Annual Report: Compensation Report: Organization and Competencies	
102-37 Stakeholders' involvement in remuneration	p. 106 Annual Report: Compensation Report: Shareholder Engagement		
STAKEHOLDER ENGAGEMENT			
GRI 102: General Disclosures 2018	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 2018	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	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	

MATERIAL TOPICS		REFERENCE	EXTERNAL ASSURANCE
BUSINESS PERFORMANCE			
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its Boundaries	p. 138 Annual Report: Employee Benefits; p. 157 Annual Report: Employee Benefit Expenses; p. 168 Annual Report: Retirement Benefit Obligations; Economic Impact; p. 154 Annual Report: Consolidated Financial Statements: 7 Segment Information	
	103-2 The management approach and its components	p. 138 Annual Report: Employee Benefits; p. 157 Annual Report: Employee Benefit Expenses; p. 168 Annual Report: Retirement Benefit Obligations; Economic Impact; p. 154 Annual Report: Consolidated Financial Statements: 7 Segment Information	
	103-3 Evaluation of the management approach	p. 138 Annual Report: Employee Benefits; p. 157 Annual Report: Employee Benefit Expenses; p. 168 Annual Report: Retirement Benefit Obligations; Economic Impact; p. 154 Annual Report: Consolidated Financial Statements: 7 Segment Information	
GRI 201: Economic Performance 2018	201-1 Direct economic value generated and distributed	Economic Impact; p. 154 Annual Report: Consolidated Financial Statements: 7 Segment Information	v
	201-3 Defined benefit plan obligations and other retirement plans	p. 138 Annual Report: Employee Benefits; p. 157 Annual Report: Employee Benefit Expenses; p. 168 Annual Report: Retirement Benefit Obligations	
	201-4 Financial assistance received from government	Economic Impact	
SOCIAL RESPONSIBILITY AND COMMUNITY INVESTMENT			
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its Boundaries	Community Investment; Responsible Procurement	
	103-2 The management approach and its components	Community Investment; Responsible Procurement	
	103-3 Evaluation of the management approach	Community Investment; Responsible Procurement	
GRI 203: Indirect Economic Impacts 2018	203-1 Infrastructure investments and services supported	Community Investment	v
GRI 204: Procurement Practices 2018	204-1 Proportion of spending on local suppliers	Responsible Procurement	

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MATERIAL TOPICS continued		REFERENCE	EXTERNAL ASSURANCE
ETHICAL BUSINESS CONDUCT AND GOVERNANCE			
GRI 103: Management Approach 2018	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	
	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	
	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	
GRI 205: Anti-Corruption 2018	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 2018	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 2018	419-1 Non-Compliance with laws and regulations in the social and economic area	Environmental Responsibility	
ENERGY			
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its Boundaries	Environmental Responsibility	
	103-2 The management approach and its components	Environmental Responsibility	
	103-3 Evaluation of the management approach	Environmental Responsibility	
GRI 302: Energy 2018	302-1 Energy consumption within the organization	Environmental Responsibility	v
EMISSIONS			
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its Boundaries	Environmental Responsibility	
	103-2 The management approach and its components	Environmental Responsibility	
	103-3 Evaluation of the management approach	Environmental Responsibility	
GRI 305: Emissions 2018	305-1 Direct (Scope 1) GHG emissions	Environmental Responsibility	
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental Responsibility	v
	305-3 Other indirect (Scope 3) GHG emissions	Environmental Responsibility	
RESPONSIBLE PROCUREMENT			
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its Boundaries	Responsible Procurement	
	103-2 The management approach and its components	Responsible Procurement	
	103-3 Evaluation of the management approach	Responsible Procurement	
GRI 308: Supplier Environment Assessment 2018	308-1 Percentage of new suppliers that were screened using environmental criteria	Responsible Procurement	v
GRI 414: Supplier Social Assessment 2018	414-1 New Suppliers that were screened using social criteria	Responsible Procurement	

MATERIAL TOPICS continued		REFERENCE	EXTERNAL ASSURANCE
TALENT & DEVELOPMENT			
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its Boundaries	Talent and Development	
	103-2 The management approach and its components	Talent and Development	
	103-3 Evaluation of the management approach	Talent and Development	
GRI 404: Training and Education 2018	404-1 Average hours of training per year per employee	Talent and Development	
	404-3 Percentage of employees receiving regular performance and career development reviews	Talent and Development	v
DIVERSITY & INCLUSION			
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its Boundaries	Investing in Our People; Diversity Dashboard; Diversity, Inclusion and Equal Opportunity	
	103-2 The management approach and its components	Investing in Our People; Diversity Dashboard; Diversity, Inclusion and Equal Opportunity	
	103-3 Evaluation of the management approach	Investing in Our People; Diversity Dashboard; Diversity, Inclusion and Equal Opportunity	
GRI 401: Employment 2018	401-1 New employee hires and employee turnover	Investing in Our People; Diversity Dashboard	v
GRI 405: Diversity and Equal Opportunity 2018	405-1 Diversity of governance bodies and employees	Diversity, Inclusion and Equal Opportunity; Diversity Dashboard	
HUMAN RIGHTS			
GRI 103: Management Approach 2018	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 2018	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 2018	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 2018	412-2 Employee training on human rights policies or procedures	Human Rights; Corporate Policies	
TECHNOLOGY AND INNOVATION			
Temenos 1	% of revenue spend on R&D	p. 24 Annual Report: R&D	v
CLIENT FOCUS			
Temenos 2	Client Satisfaction: improvement by % points annually	Focus on Client Engagement	v
	Client Voice: Number of participants annually and Net Promoter score	Focus on Client Engagement	v