

# Business Code of Conduct

**temenos**

Everyone's Banking Platform



# Message from the Chief Executive Officer



At Temenos we believe that you, our people make the difference. It is embedded in our Culture. What we create and achieve is a result of the aspirations and goals of the 7000 unique individuals that make up Temenos today. Our people drive real change, and working together as a team is what got us to where we are today.

Everyone we deal with – our clients, investors, partners, suppliers, regulators, non-governmental organizations and the media – rightly expect from us to act responsibly and with integrity at all times and in all circumstances.

So, we are committed to achieving business excellence and long-term value through superior financial performance while managing our operations in a responsible and sustainable way and conducting our business with integrity, honesty and transparency, ensuring that we comply with legislation and client requirements, honoring our stakeholders' expectations and returning value to the society and the environment.

Over the years, the Temenos Business Code of Conduct has been the guiding principle as well as the reference point for our approach to ethical and accountable business practices. Over the years, the world around us has evolved along with the aspirations and expectations of our stakeholders. To adapt to the new global landscape, we go beyond pure compliance and integrate responsibility in our corporate governance strategy and processes. In that way, we can better anticipate global business, social and environmental challenges and actively manage the risks and opportunities associated with them.

In order to make this commitment clear to all our stakeholders, we have updated the Temenos Business Code of Conduct and aligned it with the ten principles of the United Nations Global Compact, as well as the OECD Guidelines for Multinational Enterprises.

The members of the Board of Directors and the Executive Committee endorse this Code. The success of our company depends on each one of you. Because we set high ethical standards – in some cases higher standards than required by national laws or regulations – and we expect from every single person working for and with Temenos to live up to those standards.

A handwritten signature in blue ink, which appears to be 'Max Chuard'. The signature is fluid and cursive, written over a light blue horizontal line.

Max Chuard, Chief Executive Officer

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# Everyone's Banking Platform

## A clear mission

We were founded in 1993 and set on a mission to revolutionize banking. Since then, our community of customers, partners, influencers, and employees has grown. Back in 2002, we celebrated signing our 300th client, and today we serve 3000 customers. Two-thirds of the world's top 1,000 banks and 70+ challenger banks in more than 150 countries rely on our technology.

Our open platform enables over 1.2 billion people to carry out their daily banking needs. That's 30% of the world's banking population.

Banking providers – big and small, traditional and new – use our platform to build new services and state-of-the-art customer experiences through highly personalized and AI-supported user journeys.

We constantly innovate to combine rich, out-of-the-box functionality with cutting-edge technology. Our single code base means every dollar we invest benefits all our customers. We help our clients create new growth opportunities, drive efficiencies at scale and achieve cost-to-income ratios at half the industry average. We do this by offering open, composable, cloud-based banking services at a fraction of the cost of legacy systems.

## Who we are

Our culture of Temenosity guides the way we work. A culture that encourages all of us to **challenge** convention and **commit** to everything we do to make banking better. A culture that enables us to **collaborate** with our community and truly **care** about the people we serve and the impact of our business.

We are **Everyone's Banking Platform**. And together with our customers, partners, and Temenosians, we want to continue making a positive contribution to the world of banking and society.

**20%**

invested in R&D

**150+**

countries on our model bank framework

**1.2+bn**

Temenos makes banking possible for over 1.2 billion people

**3000**

clients in 150 countries

**7000+**

Temenos-skilled partner consultants

**100+**

Fintechs on Temenos Exchange



## Our commitments

Temenos pledges to be open, accountable and responsive to stakeholder concerns and expectations and grow its business in a sustainable way that has value for anyone associated with it. We aim to go beyond compliance, drawing upon internationally recognized standards, in order to advance social and environmental responsibility and business ethics.

We are committed to:

- Building long-term sustainable relationships with our stakeholders
- Managing our operations in a responsible, secure and sustainable way
- Helping our clients transform into smart, sustainable organizations
- Achieving both financial and social value for our stakeholders



Our commitment to make Temenos a more sustainable company and to manage our impact is defined in our Business Code of Conduct (the Code), which can be found on the company's intranet or on our website. It is applicable to all Temenos stakeholders and approved by the Board of Directors.

## Our code

### What is the Temenos Business Code of Conduct?

The Code defines standards for business conduct everywhere we operate and provides guidance in addressing the business, legal and ethical issues encountered while performing daily work or making decisions on behalf of Temenos. The objective of this Code is to ensure that stakeholders are aware of the behaviors that are expected from them.

The Code is aligned with the ten principles of the United Nations Global Compact on the four issue areas of Human Rights, Labor, Environment and Anti-Corruption, as well as the OECD Guidelines for Multinational Enterprises. Temenos Board of Directors reserves the right to review and revise the Code at any time. Stakeholders will be notified of amendments to the Code by e-mail or through the intranet or internet.

### Whom is this Code for?

The Code applies equally to full-time, part-time or temporary Employees globally and the members of the Board of Directors.



## What is expected from you and your manager?

You are expected to:

- Read, understand and comply with the Code
- Seek for guidance when uncertain about how to proceed in a situation
- Report possible violations of the Code
- Cooperate with Internal Audit if and when requested
- Complete Policy training and ensure understanding of the code and policies

It is the responsibility of your Manager to:

- Lead by example
- Ensure that their team members understand and comply with the Code
- Encourage them to follow all company policies and procedures
- Prevent compliance problems and allow for their prompt detection and response

## What to do when in doubt?

This Code is not intended to cover all situations that someone may be facing. In case you need advice on a specific matter, please do not hesitate to ask your line Manager, Legal Department, your Human Resources Manager or your Supply Chain contact to help you answer your questions or address your concerns.





## What will happen in case of non-compliance?

For Temenos Employees, the Code is an integral part of the employment relationship between the Employee and Temenos. Temenos will take immediate disciplinary action, up to and including termination, of any Employee who violates this Code. Disciplinary actions might be imposed on contractors, suppliers and partners, as stipulated in the terms of their contract.

## Following the law

It shall be noted that any policy within this Code does not seek to circumvent the laws or regulations of any country in which Temenos operates. In addition to compliance with all relevant laws, regulations and standards, all parties mentioned above shall comply with the Code even if it stipulates a higher standard than required by national laws or regulations.

## Reporting Violations

If you detect instances of possible non-compliance with the Code, you have the right and the responsibility to report them verbally, electronically or any other suitable mean to any of:

- Your line Manager
- Your Human Resources representative
- The Legal Department
- Internal Audit



Alternatively, you can send your disclosure to:  
[anonymousreporting@temenos.com](mailto:anonymousreporting@temenos.com).

This email address is accessed only by the Group Head of Internal Audit.

Whichever method you choose to report your concerns we will aim to preserve your anonymity and maintain confidentiality. Retaliation for raising questions or issues is prohibited, even if an investigation does not ultimately validate the concerns raised.

For more information, refer to the  
[Temenos Anonymous Reporting Policy](#) on Unit-T.



# Compliance with Law

## Anti-Corruption and Bribery

All Temenos Employees, contractors, partners and suppliers are expected and required to comply with the Temenos Anti-Corruption and Bribery policy.

It is Temenos' policy to conduct all of its business in an honest and ethical manner. Temenos takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all its business dealings and relationships wherever it operates and implements and enforces effective systems to counter bribery.

Temenos will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which it operates. Temenos is bound by the laws of the countries in which it operates in respect of its conduct at home and abroad, including but by no means limited to the U.S. Foreign Corrupt Practices Act (the "FCPA") and the Bribery Act (UK) 2010.

Temenos will monitor compliance with the policy regularly through routine and ad hoc checks and audits across the organization.

For more information, refer to the [Temenos Anti-Corruption and Bribery Policy](#) and the [Temenos Travel and Expenses Policy](#) on uni-T.



## Anti-Trust

Temenos values customer and market trust and strongly believes that it is fundamental to ensure Temenos safeguards its reputation.

Complying with Anti-Trust laws throughout the world is part of our commitment to operating in an effective, fair and free market economy. This commitment includes contracts with clients and any third party, ensuring Temenos competes independently from other market players and does not seek to control the commercial policy and practices of its re-sellers or distributors in any illegal or inappropriate manner.

For more information, refer to the [Temenos Anti-Trust Policy](#).





## Insider Information

Temenos AG is a public company, listed at SIX Swiss Exchange (SIX) and therefore subject to insider laws and regulations, including the rules and regulations of the Swiss Financial Market Supervisory Authority (FINMA), in particular, the FINMA Circular 2013/08 on market conduct.

Temenos Information Policy defines the rules and procedures applicable to ensure prevention of abuse of Insider Information. It applies to all members of the Board of Directors, executive management and any Employee, consultant or advisor of any Temenos group company as well as to close persons as further set out in the policy.

Insider Information refers to facts other than rumors and speculation, of sufficiently clear and certain nature which (i) are confidential, (ii) have arisen in Temenos sphere of activity or relate to facts external to Temenos (such as knowledge of financial analysis, rating decisions, industry-specific or general economic developments, awaiting publication) or which relate to any Temenos Securities and (iii) are price-sensitive.

For more information, refer to the [Temenos Insider Information Policy](#) on uni-T.

## Export Controls and Sanctions

Companies operating internationally face a variety of complex legal and operational considerations related to compliance with export controls and sanctions and responding to alleged violations. This has become an area of increased government focus and enforcement.

Temenos complies with all applicable export control laws and sanctions worldwide when conducting business around the world. All Temenos Employees, contractors, distributors and partners are expected and required to comply with the Export Controls and Sanctions Policy.

Failure to observe sanctions and export controls may cause operational delays, expose the company to regulatory investigations, severely damage our reputation, and create substantial legal exposure for Temenos companies including criminal and civil fines, and for individuals, fines and imprisonment.

In addition, failure to comply with this Policy will result in disciplinary action for the concerned individual. Temenos will monitor compliance with this Policy regularly through routine and ad hoc checks and audits across the organization.

For more information, refer to the [Temenos Export Controls and Sanctions Policy](#) on uni-T.



# Responsible Personal Conduct

## Conflict of Interest

Conflicts of interest in both the public and private sectors have become a major matter of public concern worldwide. As a global market leading software provider, Temenos might be faced with actual, potential or perceived conflicts of interest. Temenos is sensitive to the ways in which an employee's private financial affairs could create potential conflicts of interest. Ensuring that the integrity of the company's decision-making is not compromised by Employees' private interests, Temenos has in place business-specific procedures that address the identification and management of actual, potential or perceived conflicts of interest that may arise in the course of business.

You should avoid having any financial or other relationships that are adverse to the overall interests of the company. Such a relationship could for example produce conflicting loyalties or interfere with just and effective job performance. All business decisions should only be made if it is in the best interest of Temenos. You should not be influenced by personal or family situation when making such decisions.

This Policy applies to all Employees, members of the Board of Directors, contractors and partners working with or representing Temenos.

For more information, refer to the [Temenos Conflict of Interest Policy](#) on uni-T.

## Intellectual property

You must disclose to Temenos any product, process, know-how, invention or design, and any writing, drawing or similar eye-readable or machine-readable record of knowledge that you create, make, or discover whether alone or jointly, in the course of your employment with Temenos ("intellectual property"). Any such intellectual property is owned by Temenos, and you must comply with any reasonable request by Temenos on and prevention of exploitation of any rights connected with such an intellectual property in any country in the world. Temenos owns all intellectual property rights created in the course your employment, contract or engagement. You may contact the Legal department if you have any questions related to Temenos rights.

A conflict of interest exists when you have a financial interest, or otherwise, in another organization that could benefit from knowledge of Temenos current or future strategic plans, or profit from a decision and/or action made by Temenos in its business operations.



## Risk Management and Internal Controls

Temenos' policy is to have adequate controls in all areas of its operation to ensure:



Compliance with applicable laws and regulations



Preparation of reliable financial and management reports



Safeguarding of company assets (both physical and intangible)



Efficient and effective use of resources

It is management's responsibility to design, implement and operate effective risk management practices and controls. This is achieved through regular assessment of risks, carrying out control activities such as segregation of duties, supervision, staff training, communication and monitoring.

You are responsible for maintaining accurate and complete financial and business records. You must ensure that all essential communication and documents prepared or received are securely stored, retained and disposed of in line with related Temenos policies. All transactions must be duly authorized and accurately recorded in the accounting period in which they occurred, in the appropriate accounts, and with sufficient supporting documents.

You should understand your role and responsibilities in implementation and maintenance of effective risk management and internal controls and, if needed, should seek further guidance from your line manager or Temenos representative. You should report all significant risks that may have impact on Temenos objectives and operations.

It is role of Internal Audit to, among others, evaluate effectiveness of risk management and internal controls, assess compliance with policies and procedures and provide assurance to management and Board of Directors.

All Temenos Employees, contractors, partners and suppliers are required to fully cooperate with the Internal Audit if and when requested and to provide access to all records, property and personnel as stated in the Internal Audit Charter approved by the Audit Committee.



## Use of IT infrastructure, software and copyrights

Temenos provides its Employees and contractors with IT infrastructure, computers, applications, and other tools to manage business related information. The company encourages their usage to further business objectives and to meet company goals. Provided they are used in appropriate and reliable manner such as to reflect positively on Temenos, its Employees, clients, partners and distributors. Utilization of Temenos IT infrastructure is permitted where you are performing your duties, whether on Temenos or client premises, at home or elsewhere. The specific use of the internet, e-mails, and other computer applications by anyone working for or with Temenos should be done with the overall objective to achieve the best usage of Temenos IT resources and ensure the security and integrity of company data and confidential information.

Personal use of the IT infrastructure should be limited and appropriate, and it should not:

- Interfere with the overall work performance
- Take place during working time
- Include downloading or distribution of large, offensive or inappropriate files
- Impact the security, performance or operation of Temenos IT infrastructure.

You should use software in accordance with the license agreements Temenos has entered into with the providers. Any duplication of licensed software, except for backup and archival purposes, is a violation of the copyright laws. Any violation of these laws amounts to a violation of this Code. Temenos reserves the right to monitor all aspects of its computer systems, notably reviewing e-mail sent or received by an Employee, use of internet etc. to the extent permitted by law.

For more information, refer to the [Temenos Information Systems Security Policy](#), [Temenos acceptable usage policy](#) and related [IT Policies](#) on uni-T.

You may not reproduce, distribute or alter copyrighted materials without the permission of the copyright owner or authorized representatives.



## Internal and External Communications

When you are communicating orally or in writing you should try to keep your communication:

- In a positive light
- Focus on facts
- Not apply improper or suggestive language

This especially applies to all written documents, memos, e-mail etc. and in particular to communication in areas regarding marketing, promotion, business contracts, and employment. Temenos encourages this because it is a good business practice and because written documents can carry judicial weight in a litigation process. You should consider the appropriate audience for your communications and ensure that any communication prepared by you meets in all respects the three points above.

Unless explicitly authorized, you are not allowed to communicate with media or analysts and should forward any request for information to the appropriate personnel within Temenos.





## Responsible Marketing Communication

In regard to advertising, marketing and promotion, integrity is a Temenos principle that cannot be deviated from. All marketing and promotional efforts shall always be truthful and in compliance with laws and regulations of the countries in which Temenos operates. Nobody may make false statements about Temenos products or competitors; make a product claim without having a proof of it; exaggerate the effectiveness or the quality of Temenos products; or make false product comparisons. Any claim on Temenos or competitor product can only be made based on sound proof, and one should always consult with Temenos Legal department before doing so. In the end, there is never any justification for a deceptive marketing or promotion, irrespective of whether they would provide short- or long-term business gains for Temenos.

## Social Media

Temenos acknowledges that social media channels can help:

- Build and develop successful business relationships with our clients, partners, analysts, prospects, etc.
- Keep us informed, as well as influence our industry through expertise and knowledge.
- Improve client service and accelerate problem-solving
- Manage brand and reputation
- Innovation by collaboration with partners and industry expertise
- Build internal networks and knowledge pools

The value of collaborative groups on the internet is the ability to engage in conversation and share with a wider group other than just our immediate colleagues.

Therefore it is important that you understand how you can harness social media to help achieve business objectives by empowering Employees to contribute effectively and responsibly.

For more information, refer to the [Temenos Social Media Governance Policy](#) on uni-T.





# Protection of information

## Confidentiality

The nature of Temenos business is such that during the course of your employment, assignment, collaboration or business transaction (“professional relationship”) with Temenos you may acquire secret or confidential information regarding, but not limited to, the operations, finances, business, technology and product know-how, source code, client lists, and other affairs of Temenos and its clients and suppliers, or may be involved in the design or development of software products related to the business of Temenos. All such confidential information is the sole property of Temenos.

During that time and after its termination you will not use (save for the benefit of Temenos and in the proper performance of your duties) and will not disclose, divulge, publish or communicate directly or indirectly to any person (save to officials of Temenos or if ordered to do so by a Court of competent jurisdiction) any confidential information.

Your personal compensation details are also considered as confidential information. You are responsible and accountable for safeguarding Temenos documents and information to which you have access as a result of your professional relationship with Temenos. This duty includes the responsibility to protect sensitive and confidential information from unauthorized disclosure.

The safest way to avoid any unintentional or accidental disclosure of confidential information is not to discuss it in public and/or populated areas. Such information should only be discussed with people who are involved with Temenos business and make it successful. That means avoid discussing confidential information with family members, friends or relatives as they might not fully comprehend the nature of such information. This duty of confidentiality remains in place after you leave your workplace.

Upon termination of your professional relationship with Temenos for whatever reason, you are required prior to your last day of service to return to Temenos all confidential information including but not limited to software, security swipe card, documents, papers, notes of any description, computers and other property belonging to the company, which may be in your possession or under your control and relate in any way to Temenos, and you must not retain copies of any such documentation.

Retention of confidential information or company property or assets upon your departure will be considered a breach of this Code.



## Data Protection & Privacy

During the course of our activities we may collect, store and process personal information about Temenos applicants, staff, partners, suppliers, investors, contractors and clients and we recognize the need to treat it in an appropriate and lawful manner.

The types of information that we may be required to handle include details of current, past and prospective Employees, suppliers, clients and their end clients, partners, investors and others that we communicate with. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in local legislation in the various jurisdictions in which we operate including but not limited to Directive 95/46/EC, EU General Data Protection Regulation 2016/679 and other laws. This legislation imposes restrictions on how we may use and retain that information.

The purpose of the Temenos Data Protection & Privacy Policy and the Temenos Candidate Privacy Policy are to set out the rules on data protection and the legal conditions that must be satisfied in relation to obtaining, handling, processing, storing, transporting, destroying of personal information. In certain countries where Temenos operates, there may be an additional local policy to follow which sets out any local requirements, which must be followed as well as adherence to these Policies.



These Policies apply to all of Temenos worldwide. Wherever personal information is handled by a contractor, supplier or a partner, adherence to these Policies should form part of the contractual arrangements between Temenos and the contractor, supplier or partner.

All Employees, contractors, partners as well as those people engaged by them need to comply with these Policies. National legislation and regulations and these policies are not intended to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject. Any breach of these policies will be taken seriously and may result in disciplinary action.

For more information, refer to the [Temenos Data Protection & Privacy Policy](#).



# Employees & Contractors

## Responsible Workplace

Temenos aims to create an open, fair and honest work environment where all Employees are treated with respect and courtesy in an inclusive, productive and safe work environment. All Employees and contractors are responsible for upholding this principle and work towards making Temenos a great place to work.



## Fair Labor Standards and Respect for Human Rights

At Temenos, we respect and support the values of the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work by integrating human rights considerations into our business operations. We respect government policies in the countries where we operate. We conduct regular audits to check internal compliance with these standards.

### Diversity, Inclusion & Equal Opportunity

As a global company with over 90 nationalities represented in over 40 countries, we pride ourselves on our diverse workforce at all levels of the company. We are committed to attracting, developing, promoting and retaining a diverse workforce to better serve our diverse clients and to excel in the global marketplace, while creating an inclusive environment in which all Employees can contribute their unique knowledge and experience to make a real impact on the world around us.

### Elimination of Discrimination

All Employees and contractors shall be treated with respect and dignity. It is both a Temenos ethical standard and law in many countries that no one shall be discriminated against during recruitment and hiring, training, performance evaluation and promotion, or in any other provision in the terms and conditions of employment, based on race, religion, national origin, color, gender, age, marital status, sexual orientation or disability. Temenos believes in an equal employment opportunity for all.

### Freedom of Association and Collective Bargaining

We respect the rights of our Employees to join, or not to join, trade unions or similar external representative organizations in accordance with local laws and we engage in a constructive dialogue with employee representatives.

### Against Forced Labour

We do not accept forced or compulsory labor. We condemn forced or compulsory labor practices, such as withholding identity papers or requiring compulsory deposits.



### **Against Child Labour**

We comply with local minimum age laws and requirements and do not employ children. We ensure this through our global and local HR and recruitment policies.

### **Freedom Of Expression And Privacy**

We believe that access to information technology can support greater freedom of expression, which in turn depends upon the right to privacy if it is to be exercised effectively. We respect peoples' right to freedom of expression and their right to freedom from arbitrary and unlawful interference with privacy online. We ensure this through our Business Code of Conduct and the respective Privacy Policies.

### **Preventing Harassment**

The work environment at Temenos shall remain free on any type of harassment based on race, religion, national origin, color, gender, age, marital status, sexual orientation or disability or any other personal traits or characteristics that are not work-related. Harassment can be any form of behavior that reduces or diminishes the respect and dignity of another person. Any behavior contrary to this principle will not be tolerated at Temenos whether it is coming from an Employee, client, partner, or supplier. Temenos Employees are expected to remain prudent and sensitive and are expected to be aware when a particular form of behavior is not wanted.

### **Listening to our Employees**

Employees are encouraged to report any concern of discrimination and harassment. Any retaliation with regard to any such report is strictly forbidden. Employees that feel that they are being harassed in any way, shape, or form, they should urgently bring that concern up for further inquiry. They can choose to bring the matter to the line Manager, the Legal Department, the Human Resources Representative or Internal Audit through the Temenos Anonymous Reporting mechanism. An inquiry will be launched as quickly as possible, which will be conducted carefully and with full discretion, and any corrective or punitive action will be taken if appropriate. Temenos will protect any Employee who reports harassment in good faith from any retaliation or other negative consequences.

### **Zero Tolerance to Violence and Bullying**

Temenos prohibits any form of violence, actual or intended, physical or verbal abuse, bullying or threatening behavior. It is the responsibility of all Employees to remain watchful for threats or actual acts of violence against Employees and/or property. Employees and/or Managers who are aware of, or made aware of, such a situation must take precautionary and preventative actions and contact any Human Resources representative to minimize the risk.

Professionalism, respect and courtesy should be maintained in such situations to avoid further provocations and escalation of the situation. Any Temenos Employee who commits or threatens acts of violence in the workplace will be removed from the area, and shall not return to the workplace until proper inquiry has taken place and a conclusion reached as to if and what further actions by Temenos should be taken.

### **Drugs & Alcohol**

All use and/or possession of illegal drugs and narcotic substances is strictly forbidden. Any drug abuse in the workplace threatens the welfare of other Employees and is detrimental to the work environment and work ethic. Employees and contractors are required to follow the laws that prohibit the use or possession of illegal drugs and narcotics. Such drugs or substances may never, under any circumstances, be brought on to Temenos premises. You must never work under the influence of or be impaired in any way by illegal drugs or alcohol.



## Health & Safety

Temenos shall provide a healthy and safe working environment for our Employees and Contractors in line with the Temenos Global Health & Safety Policy. All Employees and Contractors are expected to perform their work in compliance with the Health and Safety laws, regulations, policies and procedures of their locations.

In addition, appropriate Health and Safety information and regular training shall be provided to Employees and Contractors on site.

Local Facilities Managers or assigned Health and Safety representatives at all office locations need to ensure that systematic policies and procedures are established to prevent workplace hazards and risks at their source and to seek continual improvement.

For more information, refer to the [Temenos Global Health & Safety Policy](#) on uni-T.

## Global Mobility, Travel and Insurance

As a global organization, international mobility forms an integral part of our service delivery to clients and our strategic plans for future growth. A globally mobile and dynamic workforce is key to providing and developing our expertise across the globe and maintaining our competitive advantage. The Temenos Mobility Policy and related Travel Policies have been created so as to provide the framework for properly managing and addressing issues arising from working overseas on an international assignment or traveling globally.

For more information, refer to the [Temenos Global Mobility Policy](#) and [Temenos Travel & Expenses Policy](#).





# Communities & Society

## Community Investment & Volunteering

As a global corporation, we understand the responsibility that comes with that role and we are committed to supporting and enhancing the quality of life of the communities in which we are operating, while many of our people work with local non-governmental organizations around the world, volunteering their time and talent to build sustainable communities. By offering financial support, sharing our business expertise as well as the effort and talent of our Employees, collaborating with clients and partners, we are making positive, measureable contributions to the communities where our Employees and clients live and work.



Our community investment is focused on the following strategic priorities:

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

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.

The types of our community investment activities– both international and local– are the following:

- 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)
- Volunteering (donation of professional service, management expertise, skills and time to non-profit organizations)

Temenos actively supports Employee engagement in community service and volunteering projects. Employees are encouraged to offer their time and expertise to support local community organizations, as well as donate management time and expertise to support non-governmental organizations in the company's core activities.

For more information, refer to the [Temenos Global Donations and Non-Commercial Sponsorships' Policy](#) on uni-T.



# Environment

At Temenos, we recognize the importance of protecting the environment. While fully complying with all relevant environmental laws and legislation at our office locations globally, we support a precautionary approach to environmental challenges on our own initiative and an environmentally responsible way of conducting our business operations. We are committed to assessing, monitoring, managing and reporting on the environmental impact of our operations through innovation, technology and change of attitude.

We respect the principles of sustainable development, aiming at actively minimizing the environmental impact of our operations, while striving for continuous improvement by putting in place policies, management systems and targets to reduce our energy and carbon footprint, improve our performance and invest in offset projects for the carbon that cannot be directly avoided or reduced.

We are also seeking ways to ensure that our event planning operates with high sustainability standards, by organizing our external events in a sustainable way and working with event vendors who are adhering to sustainable event best practices.



All parties working for and with Temenos are encouraged to integrate sustainable practices in their daily work and work-related activities –i.e. reducing waste by reusing or recycling, using environmentally friendly transportation means such as walking or carpooling, reducing business travel through the use of technology, conserving energy and water consumption- that complement the Global Environmental Policy and help achieve our environmental objectives.

Temenos is committed to raising awareness of environmental sustainability internally, by offering training opportunities in environmental matters. In addition, we commit to be engaging with our suppliers, contractors and partners by setting standards for their environmental performance and by aiming at ensuring their compliance.

For more information, refer to the [Temenos Global Environment Policy](#) and the [Sustainable Event Planning Policy](#).



## Suppliers & Partners

Temenos suppliers are expected to adhere to the highest standards of ethical behavior and regulatory compliance and comply with the Temenos Business Code of Conduct and the Temenos Supplier Code of Conduct. In addition, they are expected to comply with all applicable laws and regulations and to ensure that all goods and services provided by them are high-quality and conform to all applicable legal standards.

Employees should work with company-approved suppliers and partners, avoid all forms of one-sided preferential treatment of a supplier and report any concerns they might have related to a possible breach of the company-supplier/partner business relationship.

For more information, refer to the [Temenos Global Supplier Code of Conduct](#).





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**temenos**

Everyone's Banking Platform