



**TEMENOS**



# Slavery and Human Trafficking Statement 2020



# Temenos AG

At Temenos, 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 applicable laws and regulations, honoring our stakeholders' expectations and returning value to the society and the environment.

In this statement, we outline Temenos' policies and procedures related to Fair Labor Standards and Respect for Human Rights throughout our operations and supply chain, while describing our efforts to address modern slavery. We take a strong stance against modern slavery and human trafficking and are committed to working collaboratively with our employees, contractors and suppliers to ensure an open, fair, equal opportunity and honest work environment, in which their fundamental rights and freedoms are respected.

The information in this statement has been approved by the Board of Directors of Temenos AG, is in line with the requirements of the UK Modern Slavery Act 2015 and relates to the financial year ended December 31, 2020. The scope of markets included in this statement covers our operations worldwide, including those of our directly or indirectly wholly owned subsidiaries.

## Our Business Structure

Founded in 1993, Temenos AG 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 1.2 billion banking customers. Temenos offers cloud native, cloud agnostic front office and core banking, payments, fund management and wealth management software products enabling banks to deliver consistent, frictionless customer journeys and gain operational excellence.

Headquartered in Geneva, Switzerland, the Company currently has 63 offices in 38 countries and had non-IFRS revenues of USD 899.9 million for the year ended 31 December 2020. Temenos has been a public company listed on the SIX Swiss Exchange (TEMN) since June 2001. Temenos employs 7,828 people worldwide, including full-time employees and contractors. Temenos is included in the SXI Switzerland Sustainability 25® Index among the 25 Swiss stocks from the SMI® Expanded Index with the best sustainability scores. The Company was also included in the 2020 Dow Jones Sustainability World Index (DJSI) for the second year running and in the DJSI Europe Index for the first time, ranking in the top 1% of the Software and Services category in the DJSI World. Temenos also obtained a platinum medal level by EcoVadis for its sustainability performance, placing the Company among the top 1% of companies assessed by EcoVadis.

## Our Supply Chain

As a global IT company, our business focuses on providing IT solutions and services, relying on the sourcing of finished products, services and consultants for the delivery of our projects. Our supply chain includes a supplier base of around 3,200 suppliers globally and is tiered based on the nature of the supply and criticality for Temenos business. The estimated monetary value of payments made to suppliers in 2020 was around USD \$135+ million.

We employ a responsible strategic sourcing process for categories of supply considered critical for our business (focus suppliers).

The suppliers that are critical for our business are :

- Suppliers that provide goods and/or services which are supplied to our clients
- Suppliers that have access to and/or processes our employee or company data
- Suppliers that connect to our company systems or requires access to Temenos intellectual property or confidential information
- Suppliers that provide technical or IT services and/or software products which involve intellectual property licensing.

Responsible and sustainable sourcing is a material issue for Temenos. We build and maintain relationships with both small local suppliers as well as large international suppliers who adhere to our business principles, while encouraging our suppliers to develop their own responsible practices. Temenos has adopted a risk-based approach to identify high-risk suppliers, identifying the areas where sustainability challenges are most likely to occur and working with its suppliers towards continual improvement.

# Temenos' Response to Covid-19

As per the International Labour Organization (ILO), human rights are not only at heightened risk from the Covid-19 crisis, but also constitute the foundation for building back a better, more just world of work in its aftermath. UN Human Rights Day 2020 theme also related to the Covid-19 pandemic and focused on the need to build back better by ensuring human rights were central to recovery efforts.

At Temenos, our immediate response to the global pandemic was central to our strategy to counter the impacts of Covid-19 for all our stakeholders as well as the local communities where we operate. Respecting human rights is a core element of the Temenos vision, culture and purpose. As a global company, we are committed to doing what we know best and creating sustainable value for all our stakeholders, in a way that takes care of the world around us, both globally and locally. Human rights must be at the center of the post-Covid-19 world. Only measures to close the gaps created by Covid-19 and advance human rights can ensure we fully recover and build back a world that is better, more resilient, just, and sustainable.

## **End Discrimination of Any Kind and Address Inequalities:**

As a global company with over 90 nationalities represented in 38 countries, we pride ourselves on attracting, developing, promoting and retaining a diverse workforce. Living locally and working globally, at all levels of the company, we better serve our diverse clients and excel in the global marketplace. By doing this we are creating an inclusive and equal opportunity environment in which all employees can contribute their unique knowledge and experience to make a real impact

on the world around us. In addition, thanks to the diversity model we support and the environmental and social benefits of our product portfolio, we are helping our clients transform into smart, sustainable organizations with a positive social and environmental impact, that in turn facilitate their customers in addressing inequalities and combat the Covid -19 impact.

## **Encourage Participation and Solidarity:**

As a global company, we understand the responsibility that comes with that role, by being committed to supporting and enhancing the quality of life of all our stakeholders. The culture of Temenosity has been the driving force behind the company's ability to weather the storm of Covid-19. When the crisis first hit, the priority was to ensure the safety and wellbeing of Temenosians and the continuity of the business, so Temenos followed the restrictions put in place by the 38 countries in which we operate. Through our operations and our investments in innovation and the community, we have a wider positive impact on the global economy. By driving economic growth, creating jobs, finding solutions for our clients, investing in R&D, offering financial support, sharing our business expertise and the talent of our employees and collaborating with clients and partners, we are making positive, measurable contributions to the communities where our stakeholders live and work.

Through the [Temenos Adopt-iT](#) community investment program, we also promote digital inclusion, innovation, gender diversity and equal opportunity through new computer labs, tablets and Covid-19 preventive kits, scholarships and the amazing fundraising and volunteering initiatives of our Temenosians in schools and universities in disadvantaged communities.

Guided by our spirit and culture of Temenosity, adapted to the Covid-19 reality and coupled with Temenos technology for social change, we are reaching as many young people as possible to inspire them to achieve more, do better and improve their own lives and others within the communities around them.

## **Promote Sustainable Development:**

As a [UN Global Compact participant](#), we respect and support the values of the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the ILO Declaration on Fundamental Principles and Rights at Work by integrating human rights considerations into our business operations. We are committed 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 the World Economic Forum. We have been recognized as a [sustainability leader](#) by Dow Jones Sustainability World and Europe Indices, FTSE4GOOD Index, and other leading investor and client ratings.

As we look to the future, we will continue to embrace our global social role and advance human rights, with a strong sense of purpose, guided by our Temenos culture and values. The [UN Human Rights Day](#) we observed on December 10, 2020 was an opportunity to reaffirm the importance of human rights in re-building the world we want, the need for global solidarity as well as our interconnectedness and shared humanity.

For more details on the Temenos' response to Covid-19, please see our [Annual Report 2020](#).

# Temenos Policies and Procedures

## Temenos Business Code of Conduct and Corporate Policies

The Temenos Business Code of Conduct is the foundation of our commitment to ethical business practices and legal compliance. 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. It is available in English and French on our intranet and our corporate website. It applies equally to full-time, part-time, temporary employees and contractors globally. It is a key part of the employment contract and contractor agreement.

All employees are required to read and acknowledge the Code and linked policies within the first three months of their employment. They are also required to complete the mandatory trainings upon joining and to repeat them every 12 months. The CSR and Ethics Committee is charged with monitoring the compliance with the Code and Ethics Framework.

Temenos requires partners to comply with the Temenos Business Code of Conduct as respective compliance requirements are included in the Services Partner agreement. In addition, Temenos requires all new suppliers to comply with the Temenos Business Code of Conduct and the Temenos Supplier Code of Conduct. For the existing suppliers, Temenos will require to gradually comply with the Code and related policies and to verify compliance by providing respective information when requested.

We have aligned our Code with the ten principles of the United Nations Global Compact on the four issue areas of

Human Rights, Labour, Environment and Anti-Corruption, as well as the OECD Guidelines for Multinational Enterprises. In the Code, we communicate our commitment to respect and support the values of the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the International Labour 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, while seeking ways to honour these global principles.

In 2020, we based our CSR reporting on the Global Reporting Initiative (GRI) Sustainability Reporting Standards and mapped it to the Sustainability Accounting Standards Board (SASB) Software & IT Services Sustainability Accounting Standard. We also endorsed the United Nations Global Compact, having committed to filing an annual Communication on Progress implementing the UNGC's 10 principles. Our commitments strongly align with the United Nations Sustainable Development Goals. We support the SDGs and publicly report ways in which our operations as well as our product portfolio are contributing to the global effort to achieve the SDGs.

In September 2020, our CEO, together with 1,000 Chief Executive Officers from companies in over 100 countries, pledged to support the United Nations' mission of creating a more equitable, inclusive and sustainable world by signing onto a powerful Statement from [Business Leaders for Renewed Global Cooperation](#).

Temenos is committed to creating an open, fair, equal opportunity and honest work environment where all employees are treated with respect and courtesy in an inclusive, productive and safe work environment.

The work environment at Temenos is free of any type of harassment based on race, religion, national origin, colour, gender, age, marital status, sexual orientation or disability or any other personal traits or characteristics that are not work-related. We condemn forced or compulsory labour practices. 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. Any behaviour contrary to this principle will not be tolerated whether it is coming from an employee, client, partner, or supplier.

The backbone of our Code are the corporate policies linked to it that provide detailed guidance on how to exercise good judgement when recruiting, working and making decisions for Temenos. Temenos is a global company and our business is subject to the laws of many different countries. In order to conduct our business on a daily basis, we interact with a variety of stakeholders. We are committed to interacting with all of these stakeholders in a respectful, ethical manner and in compliance with all the local and international laws of the countries we operate in. The policies are reviewed annually and reflect our continued commitment to ethical business practices and legal compliance.



## CSR and Ethics Governance

We have integrated responsibility into our organisational structure and corporate governance, by having established the CSR and Ethics Committee at the senior management level. The purpose of the Committee is to oversee management's efforts to foster a culture of sustainability, responsibility and ethics within the company. The Committee represents different Temenos functions and departments, ensuring all the voices of internal and external stakeholders are taken into account. The CEO is the Committee Chairman and main executive sponsor of the Temenos CSR and Ethics strategy. The Committee regularly reports on CSR and Ethics matters to the Board of Directors, through the Audit Committee, at least twice a year. The members of the Board of Directors and the Executive Committee have the highest level of executive oversight for the company's CSR, Sustainability and Ethics Framework.

## Grievance Mechanism

It is our responsibility to communicate with our employees and build controls to prevent and detect unethical and non-compliant conduct; when we identify or learn of concerns or improper conduct, to investigate them fully and take appropriate action to remediate. Anonymous reporting, an internal communication/ grievance mechanism is in place to record verbally, in print or electronically any related concerns or violations of the Code, including human rights issues. Temenos and its management are committed to promoting and maintaining highest ethical standards in all our work, and ensuring that where problems are identified they are resolved quickly. Preventing retaliation is critical for Temenos. We maintain and communicate an open-door policy and strictly prohibit retaliation against complainants who raise a compliance concern in good faith.

## Supply Chain

Temenos suppliers are expected to adhere to the high standards of ethical behavior and regulatory compliance and comply with all applicable statutory and other regulatory requirements, as well as the Temenos Business Code of Conduct and the Supplier Code of Conduct. A copy of our Supplier Code of Conduct is shared with our suppliers and they are expected to adhere to the Code requirements. They are also encouraged to communicate any concerns they might have related to a possible breach of the Temenos Business Code of Conduct through the Anonymous Reporting mechanism, while the company reserves the right to audit. In addition, 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.



# Due Diligence, Assessment and Management of the Risks

Temenos is committed to operating responsibly and establishing high ethical standards across our Company and in our supply chain. This commitment includes the promotion of and respect for Human Rights as recognized in international human rights standards. As a UN Global Compact participant, we respect and support the values of the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the International Labour 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, while seeking ways to honour these global principles. We conduct regular audits to check internal compliance with these standards.

We are committed to avoiding causing or contributing to adverse human rights impacts through our own activities and seeking to prevent and mitigate adverse human rights impacts that are directly linked to our operations, products or services by our business relationships, even if they have not contributed to those impacts.

Our Human Rights commitment is an integral part of our Business Code of Conduct, mandatory related training and ethical business conduct program. In addition, it is part of the Supplier Code of Conduct and supplier performance and risk assessment processes of our Global Procurement policy and procedure, clearly outlining the requirements for our own operations (employees, direct activities, products or services), for our suppliers and partners, as well as the actions and procedures we undertake to meet our commitment. We expect

our employees, partners, suppliers and clients to share this commitment to ensure that IT and our business respects and promotes human rights.

Risk management is an integral part of the business process. Regular risk assessment is performed and key risks are reviewed by the Audit Committee. Internal audits are risk-based and aligned with risk management processes. Internal Audit plans are approved by the Audit Committee.

Temenos has developed a due diligence process to proactively and systematically identify potential issues relating to respecting human rights issues and where they could occur in our own operations, our value chain or activities related to our business and managing them. Our cross-functional Human Rights Working Group oversees our human rights strategy, helping to coordinate our efforts to identify and mitigate human rights risks in our own operations and our value chain. The results of these efforts, as well as those taken by the CSR and Sustainability team, are shared with the CSR and Ethics Committee, the Executive Committee and the Audit Committee of the Board of Directors.

Beyond our operations, we have incorporated human rights considerations into our procurement practices and constantly improve our responsible procurement by obtaining our suppliers' understanding and adherence to our Policies, thus building strong partnerships with them. We work with a systematic, risk-based approach, while also having introduced effective audit mechanisms for identified cases of high-risk suppliers, as well as grievance mechanisms for both employees and suppliers on procurement issues.





A magnifying glass with a black handle and frame is positioned over a document. The document features a line graph with a blue line and several data points. The x-axis of the graph has labels for the years '15 and '16. The magnifying glass is focused on the '16 label and the data points above it. The background of the document is white with some faint text and lines.

# Due Diligence, Assessment and Management of the Risks

The Temenos Strategic Procurement and Vendor Management team provides a centralized governance structure organized around supply categories actively focusing on value creation from spend management and value maximization vendor performance management.

The team is annually trained on the latest sustainable procurement principles and sustainable procurement objectives are integrated into the team's performance reviews.

Sustainability assessments and operational risk assessments are part of the new supplier selection process and the annual supplier performance and risk assessment activities. For the assessments, we use a Supplier Questionnaire that covers areas such as business and ethical conduct, environment, human and labor rights, impact on society, client privacy and information security, financial and legal compliance requirements. Our Supplier Questionnaire is aligned with the 10 principles of the UN Global Compact and the EU General Data Protection Regulation 2016/679. In 2021, we are planning to incorporate supplier diversity as a weighted criterion in the supplier selection and renewal processes.

As part of Temenos' continued commitment to enhancing our internal compliance programs, we extended the sanctions screening program to our suppliers residing in specific sanctioned countries and incorporated that as a new part in the Temenos export controls and sanctions policy.

Temenos has a Supplier Code of Conduct which is linked to our company's Business Code of Conduct. Our Supplier Code of Conduct lists the requirements for our suppliers in adhering to our responsible ways of doing business and is integrated clause into contracts and Purchase Order Terms and Conditions.

Our corporate website has a dedicated supplier section where we publicly disclosed the Supplier Code of Conduct as well as relevant information related to our Purchase Order Terms and Conditions and invoice guidelines.

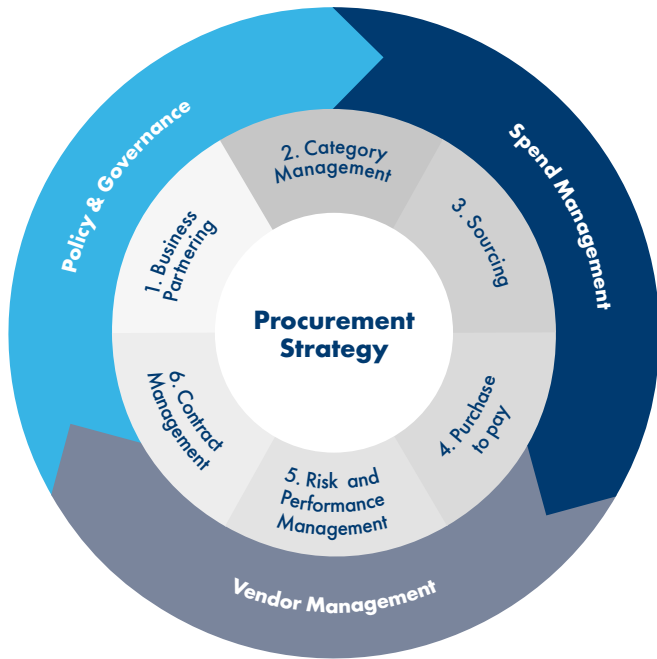
We expect our suppliers to champion our values in their own supply chains, while encouraging them to develop responsible practices of their own and communicate any concerns they might have related to a possible breach of our Code of Conduct through the Anonymous Reporting mechanism.

Employees work only with company approved suppliers and Partners, avoid all forms of one-sided preferential treatment of a supplier and have the Anonymous Reporting mechanism to report any concerns they might have related to a possible breach of the Company-supplier/Partner business relationship.

## RESPONSIBLE PROCUREMENT FRAMEWORK 2020 - 2025

We have established a responsible procurement framework to track our current achievements and long terms goals in delivering sustainable outcomes:

Integrated end-to-end responsible procurement lifecycle



Area	2020		2021	2025 target
	Objective	Achievement	Objective	Objective
PEOPLE	Key staff involved in procurement activities to receive training on sustainable procurement principles	100%	Sustainable procurement to be included as part of all staff induction program	Maintain 100%
POLICY & STRATEGY	Extend the responsible sourcing process to other categories of suppliers, beyond focus categories of suppliers	83%	Ensure the internal sustainable procurement policy is reviewed regularly as part of the CSR strategy	Reach 100%
PROCUREMENT PROCESS	Sustainability assessment as part of the qualification and annual performance and risk assessment implemented to all focus categories of suppliers	81%	Sustainability assessment for most supplier categories	Reach 100%
ENGAGING SUPPLIERS	Further augment the new or renewed suppliers providing goods or services with Supplier Code of Conduct applicable clause	31%	Supplier engagement program in place, promoting continual sustainability improvement and CSR audits if required	Reach 100%



# Measuring the Effectiveness of Our Approach

Temenos measures the effectiveness of the steps taken to ensure that modern slavery is not taking place in our operation with the use of the following KPIs:

- Number of reported concerns through Anonymous reporting, the internal communication/ grievance mechanism
- Monitoring of global and local HR procedures and reported analytics related to recruitment, retention, advancement, representation and compensation
- Percentage of compliance with the Business Code of Conduct e-training
- Percentage of engagement in human rights awareness initiatives and social media campaigns
- Scheduled and/or ad hoc checks and audits across the organization

The Internal Audit team at Temenos provides an independent assurance on effectiveness of risk management and internal controls, assesses compliance with policies and procedures and provides assurance to Management and the Board of Directors. Findings from Internal Audit reviews and self-assessments, together with related action plans, are reported in detail to Management. Summary reports are provided to the Audit Committee on a regular basis. Implementation of action plans is monitored on a monthly basis and status is reported to the Audit Committee.

The Global Procurement team in charge of the centralised governance model for active supplier management measures the performance and effectiveness of our new Global Procurement policy and processes with the use of the following KPIs, so as to ensure that slavery and human trafficking is not taking place in our supply chain:

- Percentage of new suppliers that were screened using human rights criteria.
- Number of suppliers subject to human rights impact assessments.
- Number of suppliers identified as having significant actual and potential negative human rights impacts.
- Significant actual and potential negative human rights impacts identified in the supply chain.
- Percentage of suppliers identified as having significant actual and potential negative human rights impacts with which improvements were agreed upon as a result of assessment.
- Percentage of suppliers identified as having significant actual and potential negative human rights impacts with which relationships were terminated as a result of assessment, and why.



# | Training

At Temenos, we constantly seek opportunities to raise awareness among employees, contractors and suppliers on all aspects of responsible business, including human rights. Training about slavery, human trafficking and human rights as a whole is part of the compulsory Temenos Business Code of Conduct e-training that all employees and contractors have to take when joining Temenos and to repeat annually during their employment with Temenos.

By 31 December 2020, 99.8% of our employees (including Executive Chairman, Executive Committee and Leadership team members) have completed [the Business Code of Conduct training](#), which includes a dedicated Human Rights section.

In addition, we encourage the promotion of human rights awareness within the Company through internal initiatives and social media campaigns.

Temenos buyers and frequent requestors are trained for understanding and adherence to our procurement processes' approach to identify high-risk suppliers, detecting the areas where sustainability challenges are most likely to occur.



More information available on the corporate website and the 2020 Annual Report (CSR report) on [www.temenos.com](http://www.temenos.com)

# | Looking Ahead

For 27 years we have been operating at a high standard of integrity in complying with the laws and regulations of the countries in which we operate – in some cases higher standards than required by national laws or regulations. We expect from every single person working for and with Temenos to act equally responsibly and with integrity at all times and in all circumstances and ultimately live up to the Temenos standards. As a global corporation, we understand the responsibility that comes with that role and we are committed to working with our employees, contractors and suppliers to build sustainable business relationships, based on Fair Labor Standards and Respect for Human Rights. Preventing modern slavery requires collaboration, persistence, ongoing due diligence and continuous improvement.

**Signed on behalf of the Board of Directors by:**

March 30, 2021

**Max Chuard**

Chief Executive Officer  
Temenos AG

