Slavery and Human Trafficking Statement 2023
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, 2022. The scope of markets included in this statement covers our operations worldwide, including those of our directly or indirectly wholly owned subsidiaries.

Headquartered in Geneva, Switzerland, the Company currently has 59 offices in 39 countries and had non-IFRS revenues of USD 949.6 million for the year ended 31 December 2022. Temenos has been a public company listed on the SIX Swiss Exchange (TEMN) since June 2001. Temenos employs 7,566 people worldwide, including full-time and part-time employees as well as contractors. Temenos is included in the SMI® Expanded Index with the best sustainability scores. The Company was also included in the 2022 Dow Jones Sustainability World Index (DJSI) for the fourth year running and in the DJSI Europe Index for the third time, awarded a Top 1% S&P Global ESG Score and ranked joint-first among 244 companies assessed in the Software category. 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.

Founded in 1993, Temenos AG serves 3,000 firms from the largest to challenger and community banks, in over 150 countries by helping them build new banking services and state-of-the-art customer experiences. We work with clients of all sizes, from those with 500 accounts to our largest client with 150 million accounts. Our clients are also supported by over 200 Partners. The forward-looking vision, pioneering spirit, innovative thinking and strong drive of our people set the foundation for our success today, as we are shaping the banking world and driving positive change with sustainable value to 1.2 billion people globally and our planet.

Our Business Structure

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 3,000 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 2022 was around $27.5 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 and 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 Policies and Procedures

Temenos Business Code of Conduct and Corporate Policies

The Temenos Business Code of Conduct with the linked corporate policies 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.

The compliance requirements of the Code are also part of our Partners and Suppliers Program. Specific compliance provisions are included in the Services Partner agreement and all new suppliers are required to comply with the Code as well as the Temenos Supplier Code of Conduct. In addition, the roll out of the Suppliers Program includes existing suppliers, as they incrementally need to comply with the Code and related policies and to verify compliance by providing respective information when requested.

We have aligned our Code and policies 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 2022, 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, Temenos 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 Remunerated Global Cooperation. 1,000 Chief Executive Officers from companies in over 100 countries signed this statement.

Temenos aims to create 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. In 2021, we were honored to receive recognition in Luxembourg by the Ministry for Equality between Women and Men (MEGA), recognizing our efforts towards gender equality.

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. Any behaviour contrary to this principle will not be tolerated whether it is coming from an employee, client, partner, or supplier. We condemn forced or compulsory labour practices. We comply fully with local minimum age laws and requirements and do not employ children. In addition, we comply with all relevant collective bargaining agreements in countries where we operate. Through the annual salary reviews, we consider the cost of living per country so as to ensure that all Temenos employees get paid not only higher than the minimum, but also higher than the living wage.*

The backbone of our Code are the corporate policies linked to it that provide detailed guidance on how to exercise good judgment when 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.

* For the UK, the living wage is determined by the Living Wage Foundation. For Ireland, it refers to the living wage as determined by the Living Wage Technical Centre for all other countries, it refers to an amount which is higher than the legal minimum and takes into consideration all relevant living costs.
Sustainability 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 Nomination & ESG 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 is committed to promoting and maintaining highest ethical standards in all our work and ensuring that where concerns are raised, they are investigated and resolved, preserving the anonymity and confidentiality of anyone raising a concern. 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, including human rights issues, 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 honor 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 respect and promote human rights.

Risk management is an integral part of the business process, providing independent oversight over the portfolio of key risks impacting Temenos and manages emerging risks with a potential business impact. The Company has established a Group Risk Management function overseen and managed by the Chief Risk Officer to monitor and manage enterprise risks including the establishment of a Group level Risk Management Framework which is aligned with ISO31000: Risk management and COSO ERM methodology. In addition to the Group Risk Management Framework, there is also a robust internal control system in place for financial reporting and key operational and fraud risks that goes beyond statutory requirements. For each risk we have implemented specific controls and mitigation plans and these are documented in formal risk and control matrices.

The effectiveness of the controls is regularly evaluated through a formal self-assessment process which is independently reviewed and tested by both internal and external audit. Key risks are reviewed by the Audit Committee and then by the Board of Directors itself at least once a year. ESG risks are also reviewed by the Nomination and ESG 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, the Nomination and ESG Committee and the Audit Committee of the Board of Directors.
Due Diligence, Assessment and Management of the Risks

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.

Sustainability and operational risk assessments are part of the supplier selection process and the annual supplier performance and risk assessment activities. For the risk 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.

Since 2021 we use third-party supplier risk management software to proactively map risks using external data to enable predictive risk management and planning and influence suppliers by implementing a new compliance framework to plan, execute, monitor and assess shared strategic sustainability goals.

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

Our Supplier Code of Conduct, which is linked to the Company’s Business Code of Conduct, lists the requirements for our suppliers in adhering to our responsible ways of doing business and is integrated into contracts and Purchase Order Terms and Conditions.

There is a dedicated supplier section in our corporate website, including the Supplier Code of Conduct as well as all 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.

Our employees work only with company approved suppliers and partners, avoid all forms of one-sided preferential treatment of a supplier and can report any concerns they might have related to a possible breach of the Company – supplier/partner business relationship, through the Anonymous Reporting mechanism.

In the context of integrating ESG into our value chain, we have established a comprehensive framework to ensure we are not only providing opportunities for diverse businesses, but also incorporating supplier diversity as a weighted criterion in the supplier selection and renewal processes. We have developed a section dedicated to supplier diversity and incorporated it into the Supplier Questionnaire that our vendors need to complete during the onboarding process. We collect and analyze supplier diversity data in order to assign a diversity score to each of our suppliers. Supplier diversity score is taken into account during the supplier selection and renewal processes.
<table>
<thead>
<tr>
<th>Forc ed labor</th>
<th>Child labor</th>
<th>Collective bargaining agreements</th>
<th>Discrimination</th>
<th>Harassment</th>
<th>Health and safety</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Groups at risk</strong></td>
<td>Tenemos employees and third party employees</td>
<td></td>
<td></td>
<td></td>
<td>Tenemos employees, third party employees and women</td>
</tr>
<tr>
<td><strong>Objectives</strong></td>
<td>A work environment relieved of forced or compulsory labor</td>
<td>No Tenemos employees younger than 18 years old</td>
<td>All Tenemos employees have the right to participate in collective bargaining agreements</td>
<td>No discrimination in the workplace nor in supply chain</td>
<td>Tenemos employees</td>
</tr>
<tr>
<td><strong>Management and mitigation actions</strong></td>
<td>Specific section against forced labor included in Business Code of Conduct</td>
<td>All Tenemos employees and suppliers get trained and acknowledge Business Code of Conduct on an annual basis</td>
<td>Specific section for collective bargaining agreements included in Business Code of Conduct</td>
<td>Specific section against discrimination included in Business Code of Conduct</td>
<td>Tenemos employees</td>
</tr>
<tr>
<td></td>
<td>All Tenemos employees and suppliers get trained and acknowledge Business Code of Conduct on an annual basis</td>
<td>Employment contracts</td>
<td>All Tenemos employees and suppliers get trained and acknowledge Business Code of Conduct on an annual basis</td>
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<td>Tenemos employees</td>
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<tr>
<td></td>
<td>Background checks in recruitment process</td>
<td>Reporting, as per GRI 2-30</td>
<td>Reporting, as per GRI 2-30</td>
<td>Reporting, as per GRI 2-30</td>
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<td>Tenemos employees, occupational health and safety in the workplace</td>
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</table>

Due Diligence, Assessment and Management of the Risks
RESPONSIBLE PROCUREMENT FRAMEWORK 2022 - 2025

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Objective</th>
<th>2022</th>
<th>2025 target</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEOPLE</td>
<td>Sustainable procurement to be included as part of all staff induction program.</td>
<td>100%</td>
<td>Maintain 100%</td>
</tr>
<tr>
<td>POLICY &amp; STRATEGY</td>
<td>Ensure the internal sustainable procurement policy is reviewed regularly as part of the CSR strategy.</td>
<td>100%</td>
<td>Maintain 100%</td>
</tr>
<tr>
<td>PROCUREMENT PROCESS</td>
<td>Sustainability assessment for most supplier categories.</td>
<td>80%</td>
<td>Reach 100%</td>
</tr>
<tr>
<td>ENGAGING SUPPLIERS</td>
<td>Supplier engagement program in place, promoting continual sustainability improvement and CSR audits if required.</td>
<td>13%</td>
<td>Reach 100%</td>
</tr>
</tbody>
</table>
Measuring the Effectiveness of Our Approach

Temenos measures the effectiveness of the steps taken to ensure that modern slavery is not taking place neither in our own operations, nor in our supply chain with the use of the following KPIs:

- Number of concerns raised from employees or externals through Anonymous Reporting system, our communication/ grievance mechanism.
- Monitoring of global and local People 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 Global Procurement team in charge of the centralised governance model for active supplier management, measures the performance and effectiveness of our Global Procurement policy and processes, with the use of the following KPIs to ensure that slavery and human trafficking is not taking place in our supply chain:

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

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.
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.

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

By 31 December 2022, 97.3% of our employees (including Executive Committee and Management board members) have completed the Business Code of Conduct training, which includes a dedicated Human Rights section.

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.

Looking Ahead

For 29 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, 2023

Andreas Andreades
CEO Temenos AG

More information available on the corporate website and the 2022 Annual Report (CSR report) on www.temenos.com