



a corporate citizen [2008]

explore

respect

learn

share

care

commit

act

Mellon Group of Companies:

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Together we can do more

Mellon Technologies>Athens • Mellon Collection Services>Athens • Fintrust>Athens
BlueSphere>Athens • Mellon Financial Products Support (MFP)>Athens
Mellon International>Athens • Mellon Cyprus>Nicosia • Mellon Bulgaria>Sofia
Mellon Romania>Bucharest • Mellon Transaction Technologies>Belgrade
Mellon Transaction Solutions>Belgrade • Mellon Solutions>Skopje
Mellon Albania>Tirana • Mellon Poland>Warsaw • Mellon Egypt>Cairo
Mellon Ukraine>Kiev • Mellon Teknoloji Türkiye>Istanbul

Mellon is a multinational Group that provides high quality technological solutions and value-added services for the growing needs of organizations and businesses with a large volume of transactions. Mellon is based in Athens and operates in 11 countries, employing 2,500 employees.

Being an entity that is closely linked with society, the Group aims not only at expanding and developing its business activity but also at expressing its corporate social responsibility in practice, thus making a significant contribution to the resolution of social and environmental problems. Therefore:

- It adds value to the broader natural, structured and human environment in which it pursues its business activities;
- It acts in the interests of society, through continuous investment and by utilising local resources;
- It applies practices that contribute to the development of a powerful spirit of corporate social responsibility.

In December 2008, Mellon Group of Companies organized a photo competition inviting ‘aspiring photographers’ from all the companies of the Group. Those photographs illustrate today our CSR report for the year 2008. *Thank you all very much.*

We would like also to thank our partners Gemalto, Altitude Software and Infinitem for sponsoring some special prizes of the competition.



Leferis Parianos>Mellon Technologies
Piraeus in Snow, February 2008

Cover:
Ervin Cobani>Mellon Albania
Jonufra beach near Vlorë, May 2008

Eleni Ntoulaveri>Mellon International
“88”, Iguazu Falls, Argentina, December 2008

Dimitris Chatzidimitriou>Mellon Technologies
“The puzzled man” Gaia Portugal, April 2005



*The main sectors on which we focus our social responsibility activities are:
Environment, Local Communities, Children, Personnel, Culture and Sports*

1. Environment

With a strong feeling of corporate social responsibility and in accordance with our environmental policy, we contribute to the mitigation of ecological problems by designing and applying a set of actions that help to preserve natural resources, save energy and develop environmental awareness. The principles governing our environmental policy are put into practice as follows:

- We design and apply practices aimed at the conservation and sustainable use of natural resources;
- We contribute to the mitigation of environmental pollution;
- We safeguard natural resources;
- We save energy through the management of materials, products and waste;
- We participate in organised recycling activities;
- We operate with a sense of responsibility;
- We encourage individual and collective initiatives supporting the actions of environmental non profit-making organisations.



1. **Adam Pawlowski** > Mellon Poland
The Silver Waterfall- Crimea, Ukraine,
August 2008
2. **Anna Maciag** > Mellon Poland
Crimea (New World -Golitsyn's Way),
August 2005
3. **Michał Matynia** > Mellon Poland
"Sun a bit closer", sky somewhere over Europe,
Summer 2008

Within the framework of our environmental policy for 2008:

► **WEEE Community Directives**

For yet another year we have observed the relevant WEEE (Waste Electrical and Electronic Equipment) European Union Directives, for the sound Management of Waste Electrical and Electronic Equipment.

Moreover, all the Group's companies, such as MTT, MTS and Mellon Solutions, apply a recycling policy for paper, ink, batteries, plastic etc.

► **Briefing**

We brief the Group's staff on environmental and recycling matters on a continuous basis, through articles or small-scale surveys.

► **"My town with a bicycle"**

For 18 months, Mellon Collection Services contributed its call centre in order to support the "My town with a bicycle" initiative organized by 8 non profit-making organizations and 13 municipalities in Greece, which offered their citizens the possibility to visit areas of ecological, cultural and historical interest using a bicycle.

► **"A day dedicated to trees planting for the future"**

On 19 November, Mellon Solutions Dooel, which operates in Skopje, participated in the "A day dedicated to trees planting for the future" event, during which more than 6 million trees were planted. The objective of the campaign was to protect the environment and raise environmental awareness, and it contributed significantly to restoring forest areas that had been destroyed by fires.



4. **Ella Tufis** > Mellon Romania
Cats hunting food, in grandma's yard,
Autumn 2008

5. **Amir Alasad** > Mellon Egypt
Goodbye Cruel World,
In the Nile River, Cairo - Egypt,
October 2007

2. Local communities, Children

One of our main objectives is to support and contribute to the well-being of the countries and communities in which we operate. For this reason:

- We utilise local resources;
- We transfer know-how;
- We encourage participation at individual and corporate level;
- We support cooperation with local suppliers, contractors, professionals etc;
- We employ local staff at a ratio of 90/10;
- We renounce any malpractices (child labour, environmental pollution etc);
- We consider Group employees as our most valuable investment.



Our participation in the Contact Centre World Awards, which concerns the evaluation of companies with respect to various skills, and in which we were awarded the bronze medal in the “Best Community Spirit” category, is the result of our social policy.



1. **Prodromos Kyriakou**>Mellon Technologies
“NiteLite”, Athens Centre in Piraeus, December 2008
2. **Alexandros Frydas**> MFP
Car yard, Bulgaria, Easter 2008
3. **Pavlos Milisis**> Mellon Technologies
Lighthouse outside Gialiskari in Kea (Greece), August 2006
4. **Nicos Costopoulos**> Mellon Technologies
“Contrasts” , Santorini’s Beach, Summer 2008



Community Activities

Remaining faithful to our principles in year 2008, we supported adults and children in the areas where our Group's companies are established, both practically and morally:

► **“Aegean Team”**

Our Group's Chairman and Chief Executive Officer, Nikos Petrakopoulos, accompanied the “Aegean Team” that participated in the 14th crossing of the Aegean Sea (8-19 May). During the crossing the team visited the islands of Sikinos, Amorgos, Donoussa, Lipsi, Arkii, Agathonisi, Fourni and Thimena, where it offered full medical examinations to adults and children, educational material, computers, musical instruments, sports equipment etc., and inaugurated community infrastructure projects, such as football fields, playgrounds etc.

► **Free magazine subscription**

Recognising the need for children to understand the world, in August 2008 we started offering free subscriptions to the “Explorers I discover the World” magazine to the children of our employees in Greece, and also to schools located on remote Aegean islands.

► **New School Year**

In the first week of September, Mellon Solutions in Skopje organized a party and offered gifts to the children of its employees in view of the new school year.



5. **Vasiliki Gelasi**>Mellon Collection Services
An old man is walking in a double black - from the fires and rains- landscape in Arkadia, Winter 2008
6. **Peggy Guelestathi**>Mellon Technologies
Crab in Mainalos mountain, Arkadia, November 2008

Community Activities

► “Our social policy an inspiration for private initiatives”

Two call centre teams of Mellon Collection Services adopted a five-year old girl from Nepal, through Action Aid, the international organization that aims at combating poverty on a global level.

At the beginning of November, employees working in our companies in Greece supported the efforts of the Panos4Life NGO, an organization supported by Mellon, by participating at the charity fashion bazaar, which was organized in order to collect funds for the construction of a primary school in Kenya, Africa.

Mellon Romania and our companies in Greece collected money and, on Christmas Eve, our employees at Mellon Romania dressed up as Father Christmas and visited the Marie Curie Children’s Hospital in Bucharest and offered Christmas presents to children with cancer.



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1. **Panagiota Kafiri** > Axion
“Leafs”, Zagorochoria, October 2008
2. **Eirini Lentzou** > Mellon International
Hungary, Ozora Village - Ozora Festival,
August 2008



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3. Personnel

In recognition of the fact that human resources are the cornerstone of the success of any company, we have created an environment that allows employees to develop professionally and personally. As a result of our innovative labour policy, our Group has won distinctions at the Best Work Places Hellas competition for two consecutive years (2007 and 2008), and is among the 20 companies with the best working environment.

Aiming at being a “model” company with respect to the work environment, we have applied a labour policy according to which:

- We cultivate a working environment that is suitable for the professional and personal development of employees;
- We inspire mutual respect, honesty and trust between the Group’s employees;
- We implement a lifelong learning and skill development model for our staff, by organising seminars and training programmes;
- We design individual “career paths” that allow all employees to undertake positions of higher responsibility in the future;
- We adopt equal opportunity policies at all levels (selection, hiring, promotion etc);
- We observe flexible working hours for female employees;
- We employ persons from underprivileged groups;
- We participate in initiatives that ensure equal opportunities at work;
- We maintain a blood bank for Mellon employees and their 1st degree relatives;
- We carry out seminars and training programmes;
- We organize entertainment events and activities that strengthen the bonds between employees and the Group

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3. **Kiki Skopelitou**> Mellon Collection Services
Before Makrinitza village in Pilio (Greece) with view at Volos, March 2008
 4. **Agni Demiri**> MFP
The crow, Vienna, March 2008



► **Upgraded work environment**

Caring for the satisfaction of our employees and the needs arising from their high daily workload, our contact centre companies Mellon Collection Services, Fintrust and BlueSphere decided to relocate in view of offering a much upgraded work environment to their employees with especially designed auxiliary areas.

► **European Initiative for Equal Opportunities at Work**

In 2008, as in 2007, we participated in the European Initiative for Equal Opportunities at Work, thanks to the efforts of our HR department and its representatives. In 2005, Mellon Collection Services participated in a pilot implementation of the programme, while in 2008 Mellon Technologies, Mellon Collection Services and Fintrust participated in the second round of the programme with the participation of 234 employees, who attended seminars on the improvement of personal skills and received advisory services for balancing their professional and personal life.

On March 5th, the companies organised an event in order to celebrate the successful implementation of the programme and share their conclusions with customers and partners.



1. **Tomasz Ból** > Mellon Poland
Death of sun, Baltic Sea/Poland, August 2008
2. **Kozell Williams** > Mellon International
"Natural sling across Awaji island", April 2008
3. **Kaan Kiziltan** > Mellon Turkey
Sarikamis Mountain, February 2008

▶ **Celebrating Martisor**

On March 1st, Mellon Romania celebrated Martisor (traditional celebration at which men offer women a talisman called Martisor, i.e. small March). The company offered an amulet to all female employees in Romania.

▶ **A cruise in support of team spirit**

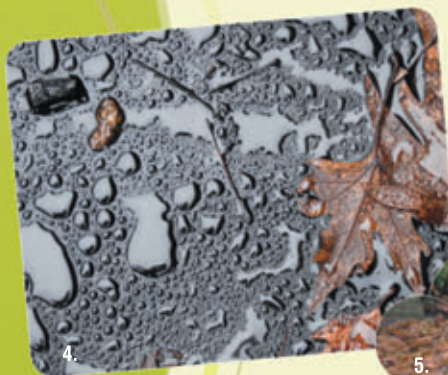
In May, Mellon Transactions Technologies (MTT), one of our two companies in Serbia, organised a three-hour cruise on board the Danuvije cruiser, in order to strengthen the team spirit of employees. Employees enjoyed magnificent views of Belgrade, organised a Karaoke competition and created a group of singers to represent the Group at various events.

▶ **Iftar**

In September, like every year, Mellon Egypt organised a special Iftar (afternoon meal marking the end of the daily fast during Ramadan) event for its staff onboard the La Pacha floating restaurant, during which the company's most successful employees in the sales department and call centre were awarded.

▶ **Excursion in Northern Poland**

In October, Mellon Poland invited its employees to a two-day excursion in a verdant area of northern Poland, in order to enhance the personnel's team spirit and exchange experiences.



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4. **Vasilios Doulgeridis**>MFP
Oil and water relicts from the cogwheel railway in Kalavryta, March 2008
5. **Lazaros Sxoiniadis**>Mellon Technologies
Thessalia, November 2008

4. Culture and Sports

Recognizing that the history and culture of any country constitute the basis of its survival and progress, we support individual and collective actions in the fields of art and sports.

Guided by the eternal values of sports, such as participation, peace, equality, cooperation and sportsmanship, and believing in Henry Ward Beecher's motto whereby "real culture is the culture that helps us work towards the social improvement of all", we promote practices that serve the intellectual, ethical and physical development of people in all the countries where we operate; at the same time, we support the participation of our staff in cultural and sports events.

Activities

Remaining faithful to our philosophy, we have continued our efforts in 2008:

► **Football**

Like every year, Mellon supported Levadiakos football club by printing and delivering its season tickets (in the form of a branded identification plastic card).

► **Intra-company competition**

We encourage and urge our employees to take on initiatives for the creation of football, basketball and other teams.

► **Photography competition**

For the second consecutive year, a photography competition was organized in which 48 employees participated, from 13 companies of the Group in 7 countries. The competition closed in January with 48 entries that were used to illustrate the Group's annual corporate responsibility report.



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1. **Mihalis Karentzos**> Mellon Technologies
Shadow, Syntagma, November 2008
2. **Monika Greniuk**> Mellon Poland
Fragment sculpture- work of Mitoraj
famous Polish sculptor,
2004