





learn

explore

respect

care

share

act

commit

Aggeliki Kagiavi > Mellon Contact Services
Traditional fishing boat, Kerkini Lake, Serres, Greece, Christmas 2009

Cover:

Zora Capova > Mellon Solutions Doel, City Lake:
picnic in the City Park , Skopje, FYROM, September 2008

Marius Neasca > Mellon Romania, Nuts
Village in Romania, Autumn 2009

Ulysses Basdekis > Fintrust, The lady and the kid
Athens August 2009

Mellon Group of Companies:

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Together we can do more

Mellon Technologies>Athens • Mellon Contact 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 Solutions>Skopje • Mellon Albania>Tirana • Mellon Poland>Warsaw • Mellon Egypt>Cairo
Mellon Ukraine>Kiev • Mellon Teknoloji Turkiye>Istanbul

Mellon is a dynamic multinational group providing specialized solutions and services that aim to facilitate the transactions and interactions of organizations with strong consumer business, including financial institutions, public utilities, telecommunication providers and retail chains.

As all our corporate ventures, we aim our social responsibility program, to be meaningful and consistent with our corporate culture. To ensure this, we make sure that our activities in this area:

- ▶ are relevant
- ▶ are achievable
- ▶ have a real impact
- ▶ are measurable
- ▶ stimulate involvement

For us at Mellon, the best way to align our corporate orientation with societal expectations is to capitalize on our competencies as an organization and as individuals in a way that offers value to our wider natural, structured and human environment.

With the power of more than 2.200 people spread in a socio-economically diverse region of 11 countries, we have the resources, the momentum and most importantly the will to contribute to the resolution of social and environmental issues.

For the 3rd consecutive year Mellon Group of Companies organized its annual photo competition in December 2009 with the participation of employees from all the companies of the Group. These pictures illustrate the present CSR report for the year 2009. Thank you all for your participation!



The main areas on which Mellon Group of Companies' social responsibility policy and practices focus are: the Environment, Children and Local Communities, Personnel and Culture.

1. The Enviroment

Aiming to inspire a factual environmental conscience, we design and realize activities with a long-term impact. Our environmental behavior is in line with contemporary societal aspirations and we incorporate in our operations and business strategy policies regarding environmental responsibility by:

- adopting processes that preserve natural resources
- managing products and waste in ways that limit energy dissipation
- saving on energy resources
- implementing internal and external communication systems that contribute to the sustainability of natural resources and reduce the usage of consumable materials
- actively participating in recycling, and encouraging active participation in environmental activities
- supporting environmental non-governmental organizations (NGOs)



1.

1. **Marilena Tsouni** > Mellon Technologies
City in snow (had not snowed for more than 80 years),
Jerusalem, Israel, January 2008



Eco-friendly Activities

► **Green Office**

We decorated our premises with indoor plants 'greening' our workspaces. By upgrading our workspace, we improve the quality of our employees' everyday lives and we endorse the importance of developing an environmental consciousness.

► **Counterbalancing Our Environmental Footprint**

We raised funds for the purchase of biological fertilizer for the trees of a newly established self-managed park in the center of Athens, in an effort to counterbalance the negative impact of our business operation on the environment.

► **Everyday Recycling - WEEE Directives**

We have incorporated in our daily business routine the recycling of plastic, paper, ink and batteries, encouraging further development of such activities and supporting their expansion and establishment as a habit. In addition, we observe, wherever applicable, the WEEE (Waste Electrical and Electronic Equipment) European Union Directives regarding the management of Waste Electrical and Electronic Equipment.

2. **Snezana Ristovska**> Mellon Solutions Doel Spring / Pirin Mountain, Bulgaria, April 2009
3. **Kyriaki Sarandopoulou**> Mellon Contact Services Snow in Korydallos city, Korydallos, February 2008



Eco-friendly Activities

► Together We Can Do More

We composed and published a short bilingual guide in which we demonstrate new products and functionalities within the transaction and payment industry that have an eco-friendly and/or anthropocentric dimension.

The guide also makes reference to specific international accreditations and certifications concerning the environment, that the procurement departments of organizations should require from their suppliers.

The guide was distributed to all our stakeholders (customers, representatives, employees, suppliers, the Greek CSR Network, media representatives, etc.)



2.



2. Local Communities – Children

We are supportive of local communities; our contribution to their well-being is manifold:

- We utilize local resources in order to promote financial prosperity. In particular, we employ local staff at a ratio of 9/10 and cooperate with local suppliers, contractors and professionals
- We transfer our know-how supporting the development of local economic and technical infrastructure, we encourage participation at a corporate and individual level, aiming to reinforce social cohesion and support the cultural particularities that emerge
- We encourage local cultural activities and support initiatives that contribute to the affluence of local communities
- We forbid and renounce any illegal forms of employment and malpractices (child labour, environmental pollution, etc.)

1. **Ervin Cobani**> Mellon Albania
Lake of Ohrid Pogradec, Albania, October 2009
2. **Spyridoula Retzoula**> BlueSphere
Playing on the fascinating beach of Vourvourou
Vourvourou, Halkidiki, Summer 2009
3. **Maria Karousi**> Mellon Technologies
Mill / Kardamyla, Chios, Greece, September 2009



Social Activities

► Sailing with the “Aegean Team”

In May 2009, the Aegean Team (Omada Aigaiou) carried out their annual 15th Aegean Sailing. Mellon Group of Companies supported the team financially, but also practically with the participation of Nicos Petrakopoulos, CEO and President of the Group, in the Sailing. Utilizing the ambulance vessel “Minas E”, which is outfitted with state of the art medical equipment for preventive medicine full medical exams of various specialities were conducted on adults and children. The team also offered educational materials, while important infrastructure projects were inaugurated in some of the islands. We stand by the Aegean Team for the support and relief of the inhabitants of the remote islands of Greece.

► Christmas Spirit

The General Manager of Mellon Cyprus Andreas Kitromilides donated the money intended for Christmas presents, to the SOFIA FOUNDATION, an NGO which aims to help fight poverty in certain African countries, materializing his belief and the Group’s principle that “We can all think of ways to help our fellow people...”. Remaining loyal to the ideals of solidarity and caring, all the companies of the Group purchased their Christmas cards from non profit organizations, which donate their earnings to socially deprived teams.



1.

1. **Eleni Giakoumelou** > Mellon Contact Services
Next top model: Boubou! Athens Summer 2009



► **Gifts From the Heart**

This is the 3rd year that Mellon Romania offers during Christmas toys, food and books to children suffering from incurable diseases and are being treated at the Marie Curie Hospital in Bucharest. Colleagues from the Romanian subsidiary delivered the presents to these children offering them some joy and encouraging them to continue strong in their fight against their illness. Mellon Romania's initiative was supported by the employees of the Greek companies of the Group who also gathered money to contribute to the purchase of the gifts.

► **Distributing Care**

Motivated by the current demanding socioeconomic conditions as well as by the Christmas spirit, we collected for one more year clothes, toys and school equipment, which we offered to the non-profit organization "Center for Assistance of Children".

In addition, we donated clothes and shoes to the Homeless Welcoming Center of Athens Municipality for adult citizens who are in a state of poverty.



2.

2. **Eleni Skoutelaki**>BlueSphere
The paradox of nature with man / We are the environment
Kounoupitsa, Spetses island, June 2009
3. **Nektarios Chatzakis**>Fintrust, "Ceasar", Athens, Winter 2009-10



3.

3. Our People

We believe in our people and appreciate their fundamental contribution in spearheading Mellon's successful growth. The personal and professional development of our employees is the cornerstone of our HR practices, always observing the local labor regulations in each country:

- We promote mutual respect, honesty and trust among the Group's employees
- We employ minority members and we adopt equal opportunity policies at all levels, placing special emphasis on an objective evaluation process
- We design individual "career paths" that enable employees to undertake positions of higher responsibility in the future
- We implement a lifelong learning and skill development model for our staff, by organising seminars and training programmes
- We cultivate an enabling working environment, suitable for the progress of our people, and hold their safety and protection as our number one priority. We also support work life balance



1.

1. **Dmitriy Ivanov** > Mellon Ukraine
A way to the dream, Crimea, Ukraine, Early 2007



2.

Activities for our People

► **Fringe Benefits**

Through various collaborations with large retailers and department stores in Greece, we negotiate special discounts, corporate offers and exclusive privileges for our personnel.

► **Team-Spirit Events**

The Group encourages and organizes team activities with the purpose of enhancing employee team spirit. To that end, Mellon Poland organized for the third year an excursion in the outskirts of northern Poland. Outdoor activities and team sports reinforced a spirit of cooperation. In addition a review of activities and a goal-setting session was held in an environment that facilitated communication.

► **Blood Bank**

The Greek companies of Mellon maintain a blood bank for the employees and their first degree relatives.



3.

2. **Kyriaki Skopelitou** > Mellon Contact Services
Hydra Island / Hydra, Greece, May 2008
3. **Alexandros Frydas** > Mellon Financial Products
Waiting for our flight, Skiathos, June 2009

4. Culture

Viewing the history and culture of each country as 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 that “real culture is the culture that helps us work towards the social improvement of all” (Henry Ward Beecher’s), 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.

The activities included are only indicative due to space restrictions.
We apologize to the colleagues whose initiatives are not mentioned
in the present review.



1. **Dimitris Porfyropoulos** > Mellon Technologies
"Theo" (i.e. Thodoris Papaloukas) in action: he dunks during a basketball game that was held in his honor. Olympic Stadium, Athens, National Basketball Team of Greece vs. Mixed Team of Europe, June 2007
2. **Heba Ahmed** > Mellon Egypt
Great & Pride Mohamed Ali mosque at Cairo citadel
Cairo citadel, Cairo, Egypt, January 2010