



a corporate citizen [2010]



Cover:

1. **Paschalia Talagkozi**>Mellon Contact Services (Salonica)
Street photography: ponding water after rain, Thessaloniki,
Autumn 2010

2. **Petko Hristov**>Mellon Bulgaria
Bridge at the base of the rocks where tourists are crossing the river
Erma River Gorge, border between Bulgaria and Serbia,
Summer 2010

3. **Zulieta Popdimitrioska**>Mellon Solutions Doel
A collection of presents, Mellon Solutions' premises,
December 2010

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 • Safe Care>Athens • Mellon Cyprus>Nicosia
Mellon Bulgaria>Sofia • Mellon Romania>Bucharest • Mellon Serbia>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 with all our corporate ventures, we aim our social responsibility program, to be meaningful and consistent with our corporate culture.

To ensure this, we try our activities in this area to be:

- ▶ relevant
- ▶ achievable
- ▶ consequential
- ▶ measurable
- ▶ interactive

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 our people - more than 2.500 - 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 improvement of the social and environmental conditions.

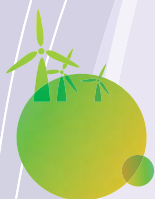
For the 4th consecutive year Mellon Group of Companies organized in December 2010 'Mellon Photo Competition', with the participation of employees of 11 companies of 8 countries of the Group. This time, the competing photos that also illustrate this report, were 46.
We would like to thank everyone for their participation.



Radosław Mikołajczak>Mellon Poland
Colours of nature, Puerto de la Cruz, Tenerife,
Spain October 2010

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

In 2010, responding to the socioeconomic strains that ensued the global financial crisis, we have focused our initiatives on people - our employees, the local communities and the children.



...for Local Communities & Children...

We are supportive of local communities and children; 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 90/10 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. **Nektarios Xatzakis** > Fintrust, Winter 2010

2. **Tatyana Kvoksha** > Mellon Ukraine
Cow on top of Carpathian mountain Carpathian,
Ukraine, October 2009



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... Our Initiatives...

► **Close to the "Aegean Team", close to Greece's remote islands**

For one more year, Mellon Group of Companies remained close to the "Aegean Team" (Omada Aigaiou) that works for the assistance and relief of the inhabitants of the remote islands of Greece. The "Aegean Team" continuing its valuable contribution, carried out the 16th Annual Sailing of the Aegean Sea, between the 13th and the 27th of May 2010. 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 number of examinations during this Sailing was the biggest ever, whereas some necessary minor operations were conducted. Moreover, the team offered valuable pedagogic and educational materials, while important infrastructure projects were inaugurated in some of the islands. From our side, we remain faithful advocates of this effort, providing financial support, but also with the active participation of the Managing Director of the Group in the annual Sailing.

► **BiLiveStrong**

Our subsidiary in Skopje, Mellon Solutions, undertook a leading role in the realization of the initiative "Bilivestrong", a non-governmental organization which was founded by the friends of a young woman with leukemia, in order to cover the expenses of her therapy. Both the company and the employees participated by purchasing tickets to a fund raising concert, by providing telephone lines dedicated to donations, as well as by selling specially branded T-shirts to supporters of the initiative. With the money raised from the activities of the organization, along with the state's support, all the necessary medical expenses for the therapy of the patient were covered.

3. **Eleni Ntoulaveri** > Mellon International
Whale watching, Puerto Madryn, Argentina, November 2008
4. **Eleni Saltourou** > Mellon Technologies
Lefkada island, Greece, July 2010



... Our Initiatives...

► Social Contribution

In early fall 2010 we raised money through a fund raiser among the companies of the Group based in Greece in support of the non-governmental organization "Smile of the Child" (Hamogelo tou Paidiou). With the collected amount we purchased significant quantities of basic goods for the 275 children hosted in the organization's shelter homes. Likewise, the companies deposited an amount equivalent to this raised by the employees, to cover other needs of the organization.

Following the devastating earthquake in Haiti early in 2010, we raised money among employees and deposited the amount to a dedicated bank account, as a minor contribution to the relief of the residents of the island.

Our subsidiary in Sofia, Mellon Bulgaria, offered financial support by sponsoring the annual bazaar of the International Women's Club (IWC), a charity organization with emphasis on the needs of women.

1. **Ghidarcea Liviu** > Mellon Romania
Citizen due Bucharest, Romania, December 2009
2. **Cristian Ancuta** > Mellon Romania
Training for the first steps Mamaia Beach, Black Sea, Romania November 2010



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... Our Initiatives...



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► **Christmas tradition & new initiatives**

For the Christmas period it has become a tradition for us to collect goods -clothes, school and medical materials- for NGOs that need them.

In 2010, for the 4th consecutive year we made the donations towards the "Support Center of Children and Family", and - for the first time - to the "Smile of the Child" organization.

Similarly, this Christmas our subsidiary in Belgrade, Mellon Serbia, visited a special elementary school for children with hearing and speech problems and gave away presents, whereas the employees of Mellon Bulgaria, collected money for the medical care of a young student suffering from cancer.

And as always, we augment our Christmas wishes by purchasing our corporate Christmas cards from non-profit organizations.



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3. **Manolis Lekakis**> Mellon International
Agra lake, Northern Greece, September 2009

4. **Todorka Encheva**> Mellon Bulgaria
International Folk Festival, Martigues, France, July 2010

5. **Maria Margioukla**> Mellon Contact Services (Salonica)
Near the border between Greece & FYROM, May 2009

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...for 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 adopt equal opportunities policies at all levels, placing special emphasis on an objective evaluation process and without any discrimination toward members of populations challenged in any way
- We design individual "career paths" and implement them through promotions and internal transfers
- We organize seminars and support the participation of employees in training programs
- We maintain a high quality work environment, creating pleasant working conditions



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1. **Dariusz Kocajda** > Mellon Poland
Good Dog Teddy, Krakow, Poland
2. **Pawel Kowalik** > Mellon Poland
Me, Myself & I, Warsaw, Poland, January 2011



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... Our Initiatives...

► **Volunteerism: Beneficial for All**

Through our communication with non-governmental organizations, it was made obvious to us that very often offering volunteer work is as important as providing financial aid.

We thus proceeded with the creation of a team of Mellon volunteers to assist NGOs in different activities for which help was required.

Among the first activities of the team was to assist the "Smile of the Child" organization in sorting out foods and clothes received through donations, and in creating 'bobonieres' (traditional sugar almond sweets distributed as souvenirs at weddings and christenings), which represent a significant revenue stream for the organization.

An adjacent benefit to Mellon's volunteerism rests in the creation of a sense of participation and contribution by the members of the team, as well as in the cultivation of a team spirit.

► **Blood Bank**

For over a decade now, the Greek companies of Mellon have been maintaining a blood bank for the employees and their first degree relatives. Indicatively, during 2010, more than 10 bottles of blood were requested.

3. **Dimitris Gavalakis**> Mellon Technologies
Aristotelis Home, Athens, Greece, Winter 2009

4. **Prodromos Kyriakou**> Mellon Technologies
IKEA advertisement at BusStop, Paris, December 2010



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... Our Initiatives...



► **Company Events & Other Initiatives**

The companies of the Group organize various events, such as the Christmas or New Year's parties for employees and their children.

Competitions, such as the annual Photo Competition, as well as other team activities are also organized aiming to reinforce the collaboration and team-spirit among employees, but also to provide well-liked gifts and prizes.

We make an effort to keep our employees up to date on various activities and happenings in the city, such as exhibitions and seminars. Moreover, we update them on charitable bazaars and events, as well as on eco-friendly or cost-effective ideas that help make everyday life a little bit better.

Finally, we seek to obtain special discounts and corporate offers for our employees.

It is worth noting, that as a result of our social and environmental activities, we participated and were distinguished in the category "International Suppliers" in the Horizon Trophy Awards, a competition organized in the summer 2010 by the European banking group Credit Agricole, for the evaluation of cooperating companies - suppliers of the group, in terms of their social and environmental policies.

1. **Michael Christoglou** > Mellon Technologies
By choosing me, you choose technology
2. **Alexander Miaris** > Mellon Contact Services
Rose in garden Perivoli village, Corfu Island, Greece, August 2010



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...for the Environment...

Aiming to inspire a factual environmental conscience, we design and realize activities with a long-term impact. Our environmental behavior is in line with existing societal aspirations and we incorporate in our operation 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)



3. **Anna Szczurek**> Mellon Poland
While invading washing machine, Warsaw, January 2011
4. **Alexandros Nikolopoulos**> Mellon Technologies
Pilio, Greece, Easter 2010
5. **Marina Sklyarova**> Mellon Ukraine
Statue of Commander near theatre Prague,
Czech Republic, May 2009



... Our Initiatives...

► **Everyday Recycling**

We have incorporated in our daily business routine the recycling of plastic, paper, ink and batteries, encouraging further development of such practices and supporting their adoption outside the office as an everyday habit.

► **WEEE Directive**

In addition, we are registered and where applicable, we observe the WEEE (Waste Electrical and Electronic Equipment) European Union Directives regarding the management of Waste Electrical and Electronic Equipment.

Mellon Group of Companies has, since 2007, been a member of the Hellenic Network for Corporate Social Responsibility.

...for Culture & 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.

► **A healthy mind in a healthy body**

In 2010 we supported local initiatives, such as the children and adolescents' sports games "Spetsolympiakoi", as well as selected sports clubs. In addition, we highlighted the sports interests and activities of colleagues, to induce interest and promote sportsmanship.

Finally, we created or supported employee sports' teams, such as the employee football team of our subsidiary in Bulgaria.

1. **Minodora Savu**>Mellon Romania, Danube Delta Association has gathered all the PETs from the beach and have built a Dragon for CSR purposes, Sfantu Gheorghe, Danube Delta, Noember 2009
2. **Dimitris Porfyropoulos**>Mellon Technologies, Noon stroll around the Eiffel tower, Paris, December 2010



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