







GROUP OF COMPANIES



# TOGETHER WE CAN DO MORE

Mellon is a dynamic multinational group present in Central and Southeastern Europe that provides technological solutions and outsourcing 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 measurable
- consequential
- 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 3.000 - spread in a socio-economically diverse region of 12 countries, we have the resources, the momentum and most importantly the will to contribute to the improvement of the social and environmental conditions.

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

In 2014, with sensitivity to the socioeconomic strains ensued by the global financial crisis, we have focused our initiatives on people - local communities, children and our employees.

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## J PHOTO COMPETI

For the 8th consecutive year Mellon Group of Companies organized in December 2014 "Mellon Photo Competition", with the participation of employees acrossthe Group. All competing photos illustrate this report.

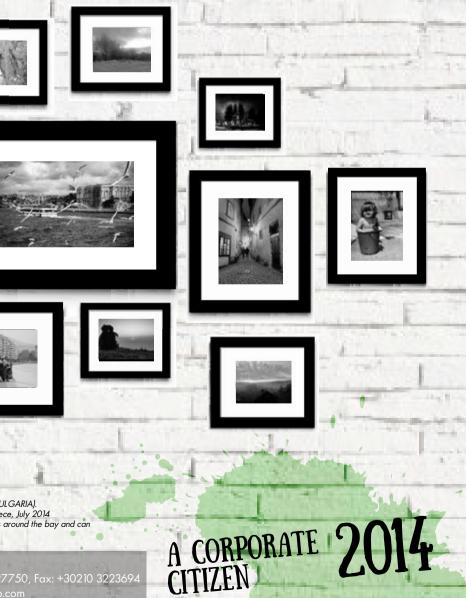
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Tsvetan Dimitrov (Mellon Bulgaria), Scary Forest Rhodope Mountains(BULGARIA). Sofia Venizelou (Mellon Contact Services), "Summer Routes" Sifnos, Greece, July 2014 Ljiljana Radovanovi (Mellon Serbia), "... is when you cycle 46 kilometers around the bay and can still smile to the camera in the end", Bay of Kotor Montenegro

#### MELLON GROUP OF COMPANIES

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We would like to thank everyone for their participation.







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

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- 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

34. Diana Maruntelu (Mellon Romania), "Ένα απο τα 8 ευρωπαικά και πιο ειδιλιακά

35. Μαρία Καρούση (Mellon Technologies), "Ιστιοπλοϊκός Αγώνας Ύδρας", Ύδρα

6. Παππά Ελευθερία (Mellon Contact Services), "Νεογέννητο"!, Ελλάδα

Σοφία Κατσιμαγκλή (Mellon Technologies), "Ο ντροπαλούλης" (ο γάτος), Χαλάνδρι

μέρη για να zήσεις", Sibiu, Ρουμανία

- 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 that contribute to the affluence of local communities
- We forbid and renounce any illegal forms of employment and malpractices (child labour, environmental pollution, etc.)

34. Diana Maruntelu (Mellon Romania), "Europe's 8th most idyllic place to live Sibiu", Romania 35. Maria Karousi (Mellon Technologies), "Sailing boat race - Hydra", Hydra, Greece, March 2014 36. Eleytheria Pappa (Mellon Contact Services), "The newborn", Greece, September 2013 37. Sophie Katsimagli (Mellon Contact Services), "The shy cat", Chalandri, Greece, 2009

### ... Our Initiatives ... The second states and states and



### THE «AEGEAN TEAM»

In 2014 for the 7th consecutive year, Mellon supported the "Aegean Team" (Omada Aigaiou), which carried out in May its 20th annual sailing of the Aegean Sea visiting the islands of Sikinos, Koufonissi, Donoussa, Amorgos, Patmos, Lipsi, Agathonisi, Fourni.

Participating doctors of various specialities, utilizing the team's ambulance vessel which is outfitted with state of the art medical equipment for preventive medicine. conducted full medical exams on adults and children. The team also provided educational material to schools, much needed equipment to police stations and medical offices, and helped built two playgrounds and two gyms.

From our side, we remain cordially close to the organization, supporting the Aegean Team both financially and practically, with the voluntary participation of the CEO of the Group in the annual sailing.

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### WOMEN AND VULNERABLE POPULATION GROUPS

In Greece, we hosted at our premises an Easter Bazaar to support the NGO EDRA and a Christmas Bazaar to support the NGO Smile of the Child. We have also collected and donated to the two NGO's provisions for infants and children under their care.

Also, in November the Greek companies of Mellon participated in a nation-wide initiative supported by different NGOs which have been collecting and exchanging plastic lids for money to purchase wheelchairs.

Our activities to support children and vulnerable population groups, extend across the CESEE region, with our subsidiaries taking relevant initiatives in this focus area during 2014.

Mellon Bulgaria organized in December for the 3rd year in a row an initiative to support the charity National Fund St.Nikola. They collected clothes and toys and donated them to an orphanage operated by the charity.

Mellon Serbia supported the NGO Atina, an organization that takes care of children and women victimized by trafficking. Besides buying from Atina their New Year's presents for their clients, they are also offering employment at Mellon Serbia's call center to former victims, members of NGO Ating

Another important initiative of our subsidiary in Serbia, following the incredible floods of May and in response to the call from the Hellenic Business Association, was the collection of clothes and personal hygiene items, to assist those affected the most by the floods. For the same purpose, Mellon Serbia has also provided financial support.

Finally, in Poland, Mellon participated in a charity run called Company Run, helping raise money for a young girl who was born with a rare genetic syndrome (Prader Willi).Also, at Christmas, Mellon Poland covered the participation fees of its employees to another charity run organized by the Children's Memorial Health Institute (Pediatric Hospital in Poland) to raise funds for kids who had kidney transplant operations.

A CORPORATE 2014

38. Παναγιώτης Κούνα (Mellon Contact Services). "Η ποδοσφαιρική ομάδα της Mellon"!,

#### 39. Γεωργία Παντοπούλοι

(Mellon Technologies) Ζαγοροχώρια, Ελλάδα

38 Panagiotis Kounas Mellon Contact Services), "Mellon's football team!" Athens, 2014

39 Georaia Pantopoulou IMellon Contact Services), "Zagorohoria", Greece, 2011





AGENT OF

THE MONTH



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.

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- 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 discrimi-

nation toward members of populations challenged in any way

 We design individual "career paths" and implement them through promotions and internal transfers

education

- We organize seminars and support the participation of employees in training programs
- We maintain a high quality work environment, creating pleasant working conditions

 Ramona Popescu (Mellon Romania), "Διασκεδάzοντας στο παγκάκι!", Ρουμανία
 Stefan Miljevi (Mellon Serbia), "Θέλω να γίνω ο υπάλληλος του μήνα!", Σερβία
 Κυριακή Σκοπελίτου (Mellon Technologies), "Ελληνικό Καλοκαίρι", Παραλία Ιταλίδα, Κουφονήσι  Ramona Popescu (Mellon Romania), "Having fun on a bench", Romania
 Stefan Miljevi (Mellon Serbia), "I want to be the agent of the month", Serbia
 Kyriaki Skopelitou (Mellon Contact Services), "Greek Summer", Italida Beach-Koufonissi, Greece, Summer 2014









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Ida Xhaci (Mellon Albania), "Άνοιξη 2014", Κωσταντινούπολη
Petko Hristov (Mellon Bulgaria), "Λίμνη Shiroka Polyana", Τα βουνά της Poδόηης-Bουλγαρία
Petros Foros (Mellon Technologies), "Πασαιφλώρα" (Λουλούδι του πάθους), Μεσαιωνικό κάστρο των Μεστών - Χίος

 Ida Xhaci (Mellon Albania), Spring 2014", Istanbul
 Petko Hristov (Mellon Bulgaria), "The Shiroka Polyana Lake", Rhodopes
 Petros Foros (Mellon Contact Services), "Passiflora -Passion flower", Medieval castle of Mesta, Chios, Greece, August 2014

### COMPANY EVENTS & DISCOUNTS

We organize various company events for our employees, such as Christmas or New Year's parties for employees, as well as competitions, such as the annual Photo Competition. In addition, different group activities for team-building purposes are held. We make an effort to keep our employees up to date about exhibitions and different family-oriented and fun activities for children and also to obtain special discounts and corporate offers or discounts for the facilitation of daily activities.

### **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 2014, 60 bottles of blood were collected of which 30 were used to cover the needs of Mellon employees and their families.

### VOLUNTEER TEAM

We have long realized that for many organizations offering volunteer work can be as important as providing financial aid. Towards this end we have created a team of volunteering employees, which participates in various activities of NGOs, such as the creation of small boxes for christening candies 'bobonieres' (traditional sugar almond sweets), the sorting out of food and cloth donations, the preparation of packages with food supplies for impoverished families etc. These initiatives help create a sense of participation and contribution to the employees, cultivating at the same time a team spirit.

### A CORPORATE 2014 CITIZEN





Guided by the eternal values of sports, such as participation, peace, equality, cooperation and sportsmanship, we promote sports initiatives and encourage the participation of personnel in sports' activities.



### A HEALTHY MIND IN A HEALTHY BODY

We support sports events and initiatives, and encourage internally the sports interest and activities of colleagues. In the past couple of years running has become very popular among our employees, so we have continued in 2014 to support the participation of Mellon's Running Team in different events, including the 32nd Athens Marathon. Also, during the 2nd half of the year MCS sponsored Mellon's mini football team. Similar initiatives have taken place in Romania, Serbia and Poland.

## ...FORCULTURE ....





Supporting Henry Ward Beecher's motto that "real culture is the culture that helps us work towards the social improvement of all", we respect cultural differences, adhere to local moral conventions, habits and cultural features and promote involvement with cultural events, enacting our beliefs with every opportunity.

- 46. Χριστίνα Ασλάνογλου (Mellon Contact Services), "Εγώ και η κόρη μου, έναν μήνα μετά την γέννηση της"! Αθήνα **47. Μαρία Γεντή** (Blue Sphere), "Χωριό Laufen & ποταμός Salzach", Σύνορα Αυστρία-
- Γερμανίας 48. **Rafat Wiśniewski** (Mellon Poland), "Sunset", Athens
- Christina Aslanoglou (Mellon Contact Services), "Me and my doughter, a month after her birth!", Athens, August 2012 47. Maria Genti (Blue Sphere), "Laufen village & Salzach river", Germany, June 2014 48. Rafał Wiśniewski ( (Mellon Poland), "Sunset", Athens

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49. Anna Zak (Mellon Poland), "Η παλιά πόλη την νύχτα", Γκντάνσκ - (Gdansk) Πολωνία 50. Γιοβάνης Χρήστος (Mellon Technologies),

"Βόλτα στο κέντρο της Αθήνας Στήλες Ολυμπίου Διός", Αθήνα OSugačaς Mnaošékng (Mellon Technologies), "Evoxλώντας rov kopió", 'Hneipos
 Marta Jeziorowska (Mellon Poland), "Ομιχλώδης Ανατολή, Τα βουνά Beskid", Niski - Πολωνία

49. Anna Zak (Mellon Poland), "Old Town at night", Gdask, Poland 50. Christos Giovanis (Mellon Technologies), "A walk at the center of Athens, Temple of Olympian Zeus", Athens, December 2014 51. Odysseas Mpasdekis (Mellon Contact Services), "Mind the bug" Hepirus, Greece, Summer 2014 52. Marta Jeziorowska (Mellon Poland), "Misty Sunrise", Mountains Beskid Niski



# A CORPORATE 2014 CITIZEN

# FOR THE ENVIRONMENT.



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Aiming to inspire a factual environmental conscience, we design and realize activities with a long-term impact. Our environmental behaviour 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

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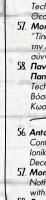
- Monitoring our energy footprint and striving to reduce it
- Actively participating in recycling, and actively participating in environmental activities
- Supporting environmental non-governmental organizations (NGOs)
- 53. Ειρήνη Πυργάκη (Mellon Contact Services), "Φώτα κάτω απο την ομίχλη", Βελιγράδι 54. Dimitar Dimitrov (Mellon Bulgaria), "Διασκέδαση στην θάλασσα με την Vesela Dimitrova" (χωρίς ειδικά εφέ στο κεφάλι. Μόνο νερό και διασκέδαση) Sinemorec, Βουλγαρία
- 55. Marija Karadzovska (Mellon Solutions), "Αγάπη στο ηλιοβασίλεμα", Λευκάδα
- Irene Pirgaki (Mellon Contact Services), "Lights under the fog", Belgrade, Serbia, January 2015
   Dimitar Dimitrov (Mellon Bulgaria), Entertainment sea with Vesela Dimitrova (no special effects on the head. Only water and funl), Sinemorec, Bulgaria
   Marija Karadzovska (Mellon Solutions), "Love at sunset", Lefkada, Greece







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### **RECYCLING EVERYDAY**

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

### WEEE DIRECTIVE

We are registered to and observe. Where applicable, the WEEE (Waste Electrical and Electronic Equipment) European Union Directives regarding the management of Waste Electrical and Electronic Equipment.

 56. Antonis Kokkinos (Mellon Technologies), Παραλία Θεσσαλονίκης, Θεσσαλονίκη
 51. Monika Juda (Mellon Poland), "Τίποτα καλύτερο αν είσαι με την καλύτερο φίλη σου στα σύννεφα!", Λονδίνο
 58. Παναγιώτης Παπαχριστοφίλου, (Mellon Technologies), Τούρ στον Βόσπορο με γλάρους, Κωσταγτιγούπολη

 Antonis Kokkinos (Mellon Contact Services), "Thessa-Ioniki's beach", Thessa-Ioniki's beach", Thessaloniki, December 2013
 Monika Juda (Mellon Poland), Nothing like being in the clouds with your best friend, London St. Panagiotis Papachristofilou (Mellon Technologies), "Bosphorus tour with seagulls", Istanbul, January 2015



### A CORPORATE 2014 CITIZEN

## NGOS THAT WE SUPPORTED DURING 2014

"Aegean Team" (Omada Aigaiou): a team of doctors that works for the assistance and relief of the inhabitants of the remote islands of Greece.

**EDRA:** active in the mental health and retardation domains, provides social care services.

Smile of the Child: protects children's rights and aims to ensure their physical mental and emotional balance through various functions.

Atina (Serbia): implements projects of long-term social inclusion of victims of human trafficking, while providing immediate support (psychosocial, legal, medical, etc.) to children and women victimized by trafficking.

National Fund St.Nikola

(**Bulgaria**): Charity organization that collects clothes and toys and donates them to orphanages.

We are proud to include a recent development (2015): Mellon received a confirmation for the proper application of the international guidance EN ISO 26000: 2010 Mellon Group of Companies has, since 2007, been a member of the Hellenic Network for Corporate Social Responsibility. Moreover since June 2011, in an effort to progress our responsible business development, we signed the United Nations Global Compact, a strategic policy initiative for the commitment of companies to align their operations and strategies with the following ten universally accepted principles:

### HUMAN RIGHTS

Principle 1:	Businesses should support and respect the protection of
Sec. 1	internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

### LABOUR

Principle 3:	Businesses should uphold the freedom of association and the ef	fective
	recognition of the right to collective bargaining;	
Principle 4:	the elimination of all forms of forced and compulsory labour;	1.00
Principle 5:	the effective abolition of child labour; and	
Principle 6:	the elimination of discrimination in respect of employment and	
occupation.		1

### ENVIRONMENT

Principle 7:	Businesses should support a precautionary	approach to environmental
	challenges;	and the second states and
Principle 8:	undertake initiatives to promote greater en	vironmental responsibility:

- and
- **Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

### ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.