

A CORPORATE
CITIZEN **2014**



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
- consequential
- interactive
- achievable
- measurable

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.



MELLON PHOTO COMPETITION

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

We would like to thank everyone for their participation.



Cover photos:

1. *Tsvetan Dimitrov* (Mellon Bulgaria), *Scary Forest Rhodope Mountains (BULGARIA)*.
2. *Sofia Venizelou* (Mellon Contact Services), *"Summer Routes" Sifnos, Greece, July 2014*
3. *Lilijana 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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A CORPORATE
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2014

... FOR LOCAL COMMUNITIES & CHILDREN...



... Our Initiatives...



34



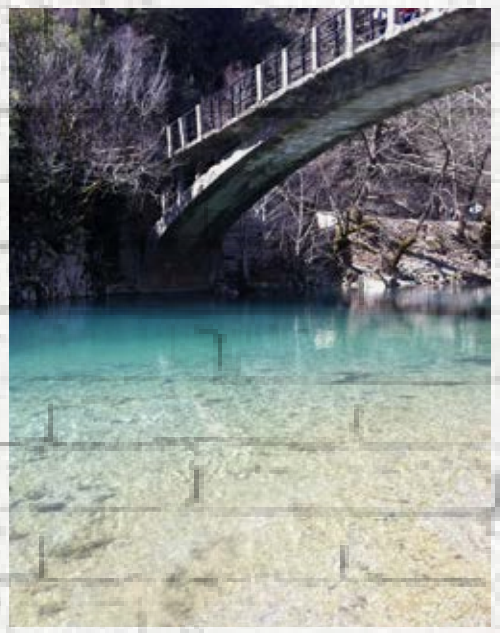
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35



37



39

- 38. **Παναγιώτης Κούνας** (Mellon Contact Services), "Η ποδοσφαιρική ομάδα της Mellon", Αθήνα
- 39. **Γεωργία Παντοπούλου** (Mellon Technologies), Ζαγοροχώρια, Ελλάδα
- 38. **Panagiotis Kounas** (Mellon Contact Services), "Mellon's football team!", Athens, 2014
- 39. **Georgia Pantopoulou** (Mellon Contact Services), "Zagorohoria", Greece, 2011

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 Atina.

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.



38

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 specialties, 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.

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 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), "Ένα από τα 8 ευρωπαϊκά και πιο ειδιλιικά μέρη για να ζήσεις", Sibiu, Ρουμανία
 35. **Μαρία Καραύση** (Mellon Technologies), "Ιστιοπλοϊκός Αγώνας Ύδρας", Ύδρα
 36. **Παπά Ελευθερία** (Mellon Contact Services), "Νεογέννητο", Ελλάδα
 37. **Σοφία Κατσιμαγκλί** (Mellon Technologies), "Ο τροπαλούλης" (ο γάτος), Χαλάνδρι

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

FOR OUR PEOPLE...



...Our Initiatives...



40



41



42



43



44



45

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 discrimi-

nation 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

40. **Ramona Popescu** (Mellon Romania), "Διασκεδάζοντας στο παγκάκι", Ρουμανία
 41. **Stefan Miljevi** (Mellon Serbia), "Θέλω να γίνω ο υπάλληλος του μήνα", Σερβία
 42. **Κυριακή Σκοπελίτου** (Mellon Technologies), "Ελληνικό Καλοκαίρι", Παραλία Ιταλίδας, Κουφονίσσι

40. **Ramona Popescu** (Mellon Romania), "Having fun on a bench", Romania
 41. **Stefan Miljevi** (Mellon Serbia), "I want to be the agent of the month", Serbia
 42. **Kyriaki Skopelitou** (Mellon Contact Services), "Greek Summer", Italida Beach-Koufonissi, Greece, Summer 2014

43. **Ida Xhaci** (Mellon Albania), "Άνοιξη 2014", Κωσταντινούπολη
 44. **Petko Hristov** (Mellon Bulgaria), "Λίμνη Shiroka Polyana", Τα βουνά της Ροδόπης-Βουλγαρία
 45. **Petros Foros** (Mellon Technologies), "Πασσιφλώρα" (Λουλούδι του πάθους), Μεσαιωνικό κάστρο των Μεστών - Χίος

43. **Ida Xhaci** (Mellon Albania), Spring 2014", Istanbul
 44. **Petko Hristov** (Mellon Bulgaria), "The Shiroka Polyana Lake", Rhodopes
 45. **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 CITIZEN 2014

...FOR THE ENVIRONMENT...

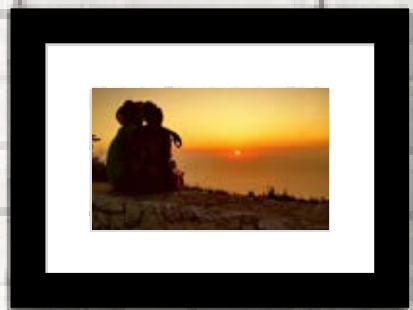


... Our Initiatives...

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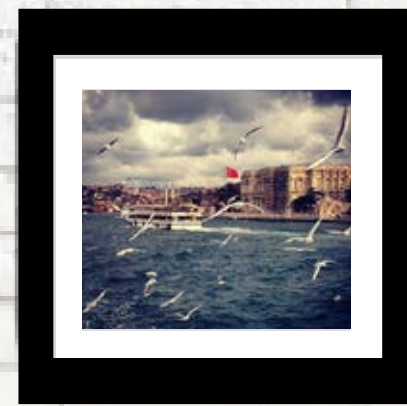
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57



58



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.

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
- 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. **Eirīnē Pyrgākī** (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 πλιοβασιλεμα", Λευκάδα

53. **Irene Pirgaki** (Mellon Contact Services), "Lights under the fog", Belgrade, Serbia, January 2015
 54. **Dimitar Dimitrov** (Mellon Bulgaria), Entertainment sea with Vesela Dimitrova (no special effects on the head. Only water and fun!), Sinemorec, Bulgaria
 55. **Marija Karadzovska** (Mellon Solutions), "Love at sunset", Lefkada, Greece

56. **Antonis Kokkinos** (Mellon Technologies), Παραλία Θεσσαλονίκης, Θεσσαλονίκη
 57. **Monika Juda** (Mellon Poland), "Τίποτα καλύτερο αν είσαι με την καλύτερη φίλη σου στα σύννεφα", Λονδίνο
 58. **Παναγιώτης Παπαχριστοφίλου**, (Mellon Technologies), Τσίρ στον Βόσπορο με γλάρους, Κωνσταντινούπολη
 56. **Antonis Kokkinos** (Mellon Contact Services), "Thessaloniki's beach", Thessaloniki, December 2013
 57. **Monika Juda** (Mellon Poland), Nothing like being in the clouds with your best friend, London
 58. **Panagiotis Papachristofilou** (Mellon Technologies), "Bosphorus tour with seagulls", Istanbul, January 2015

