



netcompany

intrasoft

Annual & Sustainability Report

2021

**Building sustainable societies
through digitization**

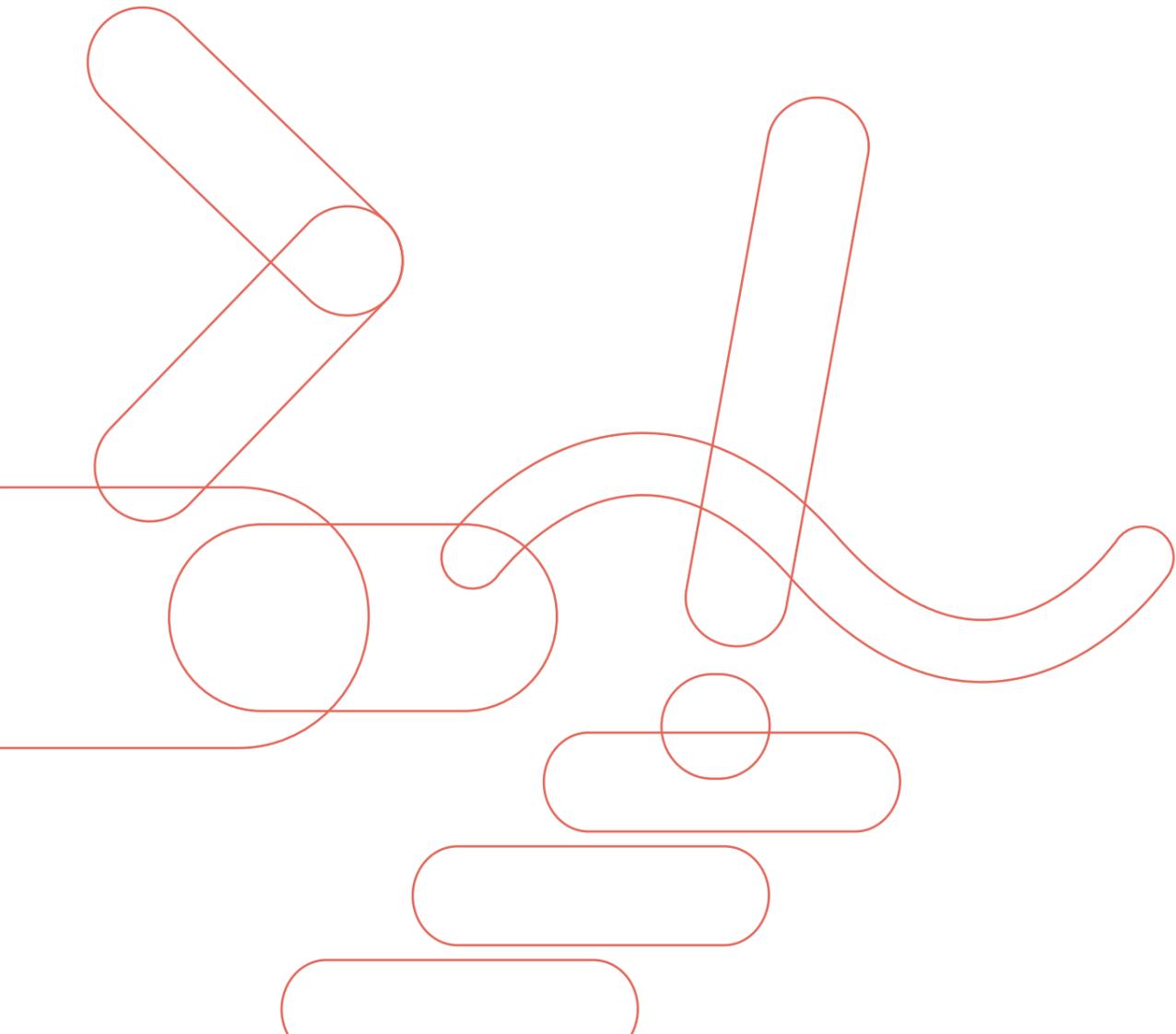


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Introducing Netcompany-Intrasoft

01

A person stands on the peak of a jagged, grey rock formation. The sky is a mix of orange, yellow, and blue, with wispy clouds. Below the cliff, a vast sea of white clouds stretches to the horizon. In the distance, more rocky islands are visible under the twilight sky.

Netcompany-Intrasoft at a glance in 2021

[GRI 102-16]

In the autumn of 2021, we became an integral part of Netcompany Group.

Our Vision

Our vision is to become a European leader in terms of how digital transformation helps us build strong, sustainable societies, successful companies and, ultimately, provide a prosperous quality of life for all citizens.

By engaging in close partnerships with our customers, we manage to deliver complex projects that set the standard for IT services, highlighting the essence of cutting-edge technologies.

Our Values

Our values are an essential and significant part of our culture and the path that keeps us aligned. They are a set of core behaviours that determine our way of working, both internally and externally (with our clients and partners).



We make it happen



We respond to challenges through our expertise, accountability and solution-driven attitude. We are very proud of our long track record of delivering exceptional results, thanks to each one of us for making it happen, first individually and then collectively. That is why we continue setting the bar even higher, always striving for improvement, always with an eye on the big picture. We take ownership of each outcome, functioning both as team members and as individuals.

Fuel creativity



If innovation is the fire, then creativity is the spark living at the core of everything we stand for. We strive for creativity in every solution we design, every product we envision, every initiative we undertake. How do we get our creative, agile selves going? We seek, investigate, pursue, test and challenge. As a result, we produce the new and the groundbreaking. Forget out-of-the-box thinking; what we do is redraw the box, remaining true to our agile ways.

Be the link



We are a team, and each one of us is the link that forms our unique network of trust and transparency across departments, business units and countries. Synergies emerge through open communication, from unlocking individual potential and channelling our drive towards a collective vision. We trust each other and communicate with transparency, aiming to deliver value and reach our common and personal objectives.

Learn and evolve



Our learning journey is ongoing, and we make sure that every day we build on our experiences, we become better versions of ourselves and we overcome obstacles through sharing knowledge, learning and developing our skills. We listen to new ideas and invite everyone to contribute with theirs. As the world changes around us, we nurture the personal space and learning culture that fuels our growth and evolution as individuals and as a team. This is what gives us the strength to meet future challenges.

Share customer success



The customer objectives need to shape our story - we ultimately help outline the narrative, create the solution and the plan of how to reach their goals and how to satisfy their ambitions. It is not only about successful delivery in an agile way; we understand needs and we exceed expectations, not once, but every time. That is how we operate, but most importantly that is how we define our success and create value for our customers. We stand by our customers, listening with enthusiasm and overcoming challenges with passion. It is our unwavering focus that sets us apart.



Global Presence

Operations in **13** countries:

Headquarters

Luxembourg (LU)

Development Centres

- ▶ Athens (GR)
- ▶ Thessaloniki (GR)
- ▶ Patras (GR)
- ▶ Amman (JO)
- ▶ Bucharest (RO)
- ▶ Brussels (BE)
- ▶ Copenhagen (DK)
- ▶ Nairobi (KE)
- ▶ Cape Town (RSA)

Offices

- ▶ Boston (USA)
- ▶ London (UK)
- ▶ Ras al-Khaimah (UAE)
- ▶ Sofia (BG)
- ▶ Nicosia (CY)

Business areas

- ▶ **EU Institutions**
Application Development & Integration Services, IT Resourcing Services, Managed Services, Information & Communication Services (SCOPE), Research & Innovation Development
- ▶ **Public Sector**
Social Security, Customs, Taxation, Compliance, Trade Facilitation, Justice, Health
- ▶ **Enterprise Solutions**
Customer Experience, Enterprise, Banking & Finance, Software Development, Analytics, IT Security

Our Awards



Gold Award for the “Our people drive the change” initiative in the category Best Employee Engagement Strategy (HR AWARDS 2021).



Gold Award for the “Redesigning our workplace - It’s good to have you back, let’s all keep safe!” initiative in the category Most Innovative Workplace Redesign (HR AWARDS 2021).



Bronze Award for the “Working Apart but closer than ever!” initiative in the category Best Flexible Working Strategy (HR AWARDS 2021).

Recipient of 8 awards, including the **Integrator of the Year 2021** award, at the 2021 IMPACT BITE (Business IT Excellence) 10th anniversary edition, the most important award related to technological innovation in Greece.

▶ **Gold award** in the Cloud category for the design and implementation of the G-Cloud Node of the GIS.

Directorate-General for Taxation and Customs Union (DG TAXUD).

▶ **Gold award** in the Big Data category for the Pioneering Real Time Contextual Campaign application on behalf of Alpha Bank.

▶ **Silver award** in the category of Participation in R&D projects and their utilisation for the design and implementation of Streamhandler on behalf of Vodafone Innovus.

▶ **Gold award** in the Blockchain category for the innovative Wallee application.

▶ **Bronze award** in the category of Participation in R&D projects and their utilisation for the design and implementation of the QARMA application.

▶ **Silver award** in the Blockchain category for the implementation of the IP Register on Blockchain on behalf of the European Union Intellectual Property Office (EUIPO).

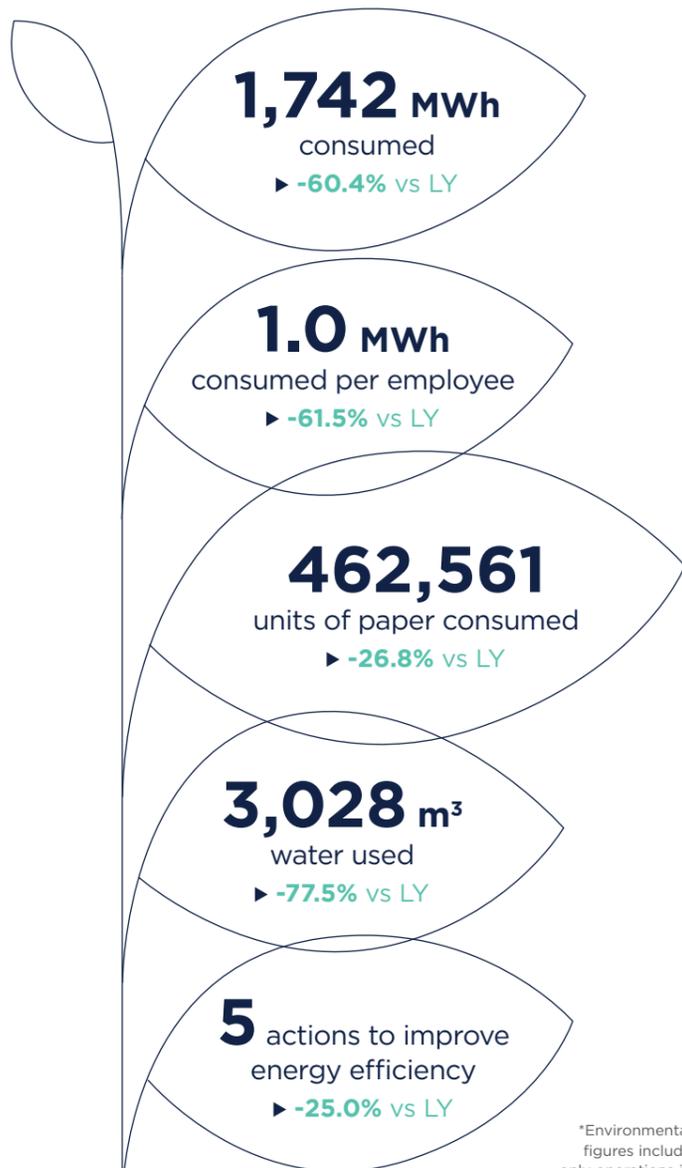
▶ **Silver award** in the category of Large Scale IT Projects for the implementation of the distributed AES and NCTS-P5 systems on behalf of the European Commission’s

Financial and Non-Financial Overview

Monitoring our environmental footprint*

Empowering Society

Generating and Distributing Economic Value



*Environmental figures include only operations in Greece, Luxembourg, Belgium and Romania.

2,250 highly skilled professionals
▶ +2.3% vs LY

20% female BoD members
▶ +20 pts vs LY

17 average training hours per employee
▶ marginally stable vs LY

529 new hires
▶ marginally stable vs LY

36% new female hires

74% of spending on local suppliers
▶ +23 pts vs LY

37 social contribution actions
▶ +60.9% vs LY

50+ innovation projects contributing to 15 out of 17 UN Sustainable Development Goals (SDGs)
▶ improved coverage (+1 UN SDG vs LY)

34 projects contributed to UN SDG 9 (Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation)

€ **207.3m** REVENUES
▶ +5.1% vs LY

€ **18.9m** EBITDA
▶ +5.0% vs LY

€ **934.1m** ORDERBOOK
▶ +32.9% vs LY

€ **491.2m** NEW ORDERS
▶ marginally stable vs LY

Milestones

1996 - Founded in Luxembourg

1999 - Awarded to INTRASOFT International

LANDMARK INSEM3, DISURE & NCTA Custom projects.

2006 - Strategic partnership

INTRACOM IT SERVICES & INTRASOFT International begin their partnership in South East Europe, Middle East and Africa, focusing on public sector, banking & custom projects for enterprises.

2011 - Accreditation

Reverse merger with INTRACOM IT SERVICES implemented; Company receives service partner accreditation.

2017 - Year of Innovation

INTRASOFT International's 2017 Year of innovation programme marked by a series of initiatives and actions, external and internal campaigns at international level.

2018 - Year of Coding

Launch of INTRASOFT Coding Academy, an initiative that teaches the fundamentals of coding to pre-teens.

2020 - Year of Agile

Changed the culture of how we work: from Good, to Better, to Agile! We embraced the agile model of doing business, scaling up agile in our organisation across delivery groups, product lines and support services/functions.

2021 - Joined forces with Netcompany

We joined forces with Denmark-based Netcompany to create one of Europe's leading IT companies. Our new brand name, Netcompany-Intrasoft, symbolises the beginning of a journey of growth poised to lead the digital transition across Europe.

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Message from the CEO

[GRI 102-14]

As this report is being finalised, and we look back at 2021, we all realise that we are turning a page in our 25-year history. INTRASOFT International became part of the Denmark-based Netcompany Group in November 2021, in a deal that at the end of the year set our company on a new course for unprecedented growth and discovery.

However, the year did not start in November. By that time, not only had we met our targets, but also exceeded them. At the end of the year, revenue reached €207 million and our bookings once again well over the €0.5 billion mark. With the COVID-19 pandemic painting a patchy picture in terms of remote and onsite work, the continuous effort to strike a balance between outbreaks, government regulations across our geographies, and the fundamental aspiration to keep our staff and societies safe, we managed to turn the challenges around and ensured service continuity on every project and through every milestone. It was not an easy task – our people, reflecting our common values came together like never before, shielded in our hybrid operating model and delivered excellent results.

I would like to express my congratulations to the members of our family for their passion during a year that although full of challenges proved rewarding for us all. The work carried out by our Company's Corporate Centre and Support functions, including Corporate Governance, Finance and Human Resources, allowed us all to further the business, while relying on the robust and scalable nature of our policies and procedures.

The accomplishments across all three of our Business Units were not only significant in numbers, they set the tone for the next era of growth for our Company: a digital transformation partner of choice, with a major part to play in the digitalisation of public and private sector alike. In addition, we enriched our service range by strengthening our digital communication and impact assessment portfolio with new contracts.

The future has rarely looked brighter for Netcompany-Intrasoft. Joining forces with the Netcompany Group does not only bring a fresh outlook, but is already creating synergies across the technology landscape, matching expertise with new clients and geographies. And we are not stopping there; we are already designing our strategy for the next day, placing renewed emphasis on our sustainability goals and the added value we bring to citizens and society.

Alexandros Manos

CEO

“ Joining forces with the Netcompany Group does not only bring a fresh outlook, but is already creating synergies across the technology landscape, matching expertise with new clients and geographies. ”

Future Outlook & Strategic Priorities

None of us could have predicted what the future would hold when we were building our projections for 2020. But in spite of global shifts, we remained steadfast in our objectives, and we achieved them. Now, at the dawn of 2022 as IINTRASOFT International is taking its place in Denmark's Netcompany Group, I can state with certainty that our future has never looked brighter and more exciting.

Rebranding as Netcompany-Intrasoft, an immediate goal for the new year, will underscore our commitment to our new home, and also introduce a new player across our operating markets and a number of new ones; a player that is no stranger to EU business, nor to public and private sector clientele. Our transformation is built on solid ground; the same team, the same passion, and a renewed commitment to excellence. The synergies with our new parent company are expected to create a new wave of opportunities through collaboration and value-added initiatives across European markets, both within the European institutions and at national level.

Furthermore, we intend to place emphasis on our product development business, investing in our customisable offerings in the fields of insurance, banking and health, to name but a few. Of course, we cannot forget our global leadership in the e-customs sector and working together with Netcompany we will open up new markets, exploring the potential of geographies that to this day have remained beyond our reach.

Our joint work force within the group now exceeds 6,500 highly skilled staff. I am proud to say that in Netcompany we have found an ally as committed to people development as we are. Continuous learning, development, focusing on talent acquisition and retention are just some of the areas we will focus on even more in the short, medium and long term. The aim is to build and constantly develop a global workforce with an agile mindset that can grow each and every year.

We have set the bar high – and we have done so because we have come to expect nothing less of ourselves over the past 25 years. At this turning point, I believe that we have earned the right to go boldly into the future energised by our past, but we are also eager to learn more, understand better the needs of our clients, consult with them and guide them.

Growing as a company must and does come hand in hand with growing the positive impact we have in our society. We aim to become a sustainable technology partner of choice, improving citizens' lives through digitisation, protecting our people's well-being and work-life balance, and committing to our environmental and educational pillars.

As our plans unfold across 2022 and beyond, it brings me great joy to share our new endeavours with you, our stakeholders. The next phase of our journey will be the most fulfilling one.

Alexandros Manos

CEO

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Our Profile

[GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-7, GRI 102-12, GRI 102-13]

Established in 1996, Netcompany-Intrasoft (formerly INTRASOFT International S.A.) is a leading European IT solutions and services group with a strong international presence and expertise. It offers integrated solutions, products and IT services of the highest quality to institutions and agencies of the European Union, national government organisations, public agencies, financial institutions, telecommunication organisations and private enterprises. The Company's head offices are located in Luxembourg.

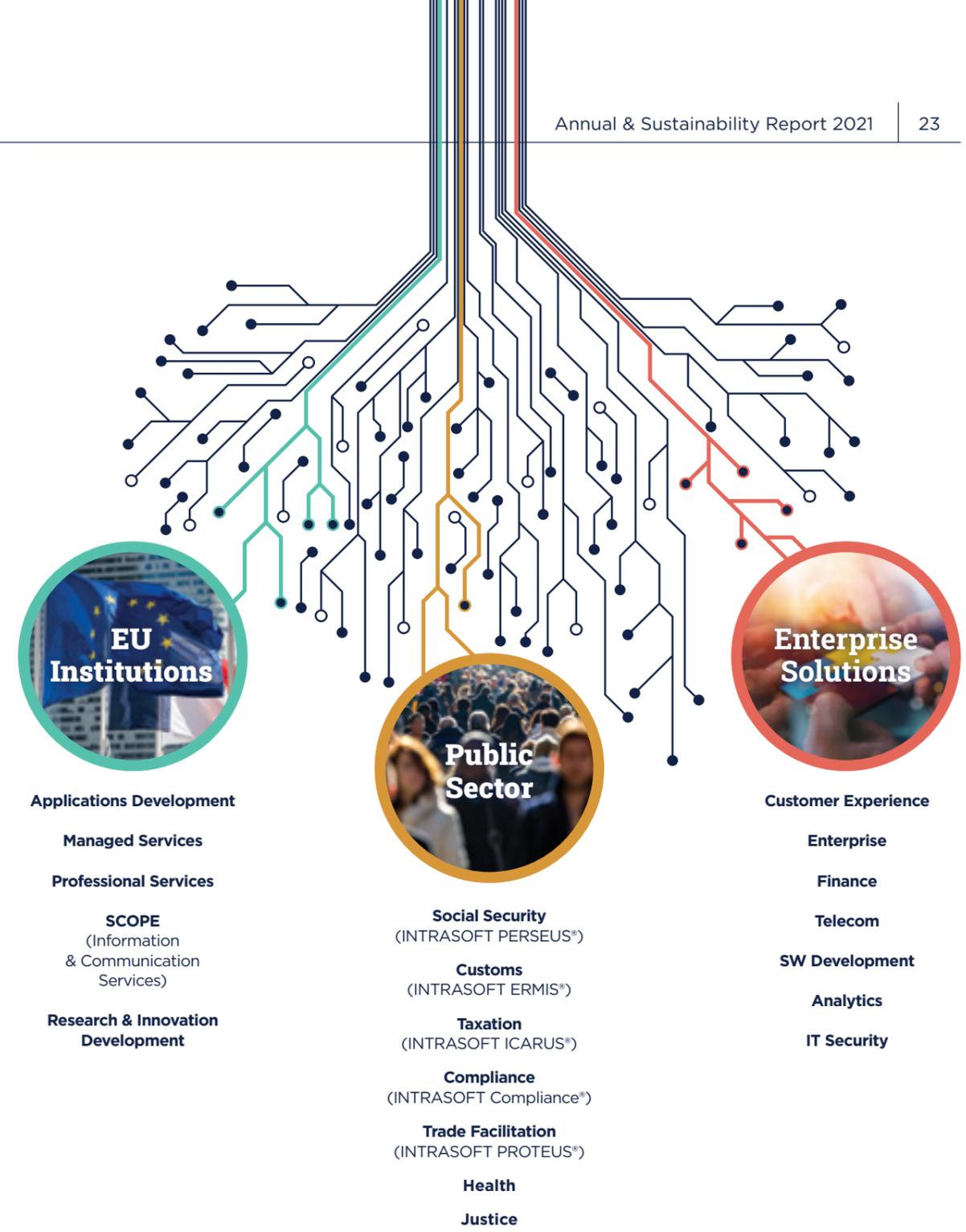
Netcompany-Intrasoft was initially founded by Intracom Holdings, remaining a member until October 2021. As of November 2021, Netcompany-Intrasoft became a member of the Netcompany Group, a Denmark-based IT company founded in 2000. Netcompany is the fastest growing and most successful IT services company in the Nordics. It possesses vast technology experience and deep industry-specific knowledge, creating innovative solutions tailored to meet business goals.

Global Presence



Netcompany-Intrasoft has established itself through its influential global presence, delivering projects in a number of countries.

With more than 2,250 highly skilled professionals representing over 50 different nationalities in 13 countries and mastering over 30 languages, we have the necessary international presence and expertise to support our customers in reaching and exceeding their business objectives, alongside capitalising on opportunities in developed and emerging markets.



Services and Solutions Our Main Business Areas

Netcompany-Intrasoft's expertise and strength lies in its proven capacity and successful track record in undertaking and delivering complex, mission-critical projects. Netcompany-Intrasoft's professionals have developed the ability to combine their technical expertise and agile mindset with a thorough understanding of each customer's individual business needs.



Agile Culture

Our fruitful journey in the company's **Agile@scale transformation** allows us to create value for our customers and uncover increasingly advanced methods of working with and helping them. We have embraced the agile model of doing business, scaling up agile in our organisation across delivery groups, product lines and support services/functions. Netcompany-Intrasoft's people are its most vital asset. As a consequence, building an agile mindset and culture offers a path to harnessing the power of the people in our Company to find ways to be more adaptive, innovative and resilient in a fast-paced digital economy.

Our key principles include:

► Business Agility

Excellence in the digital age by using adaptive and agile practices to quickly respond to market changes and emerging opportunities, delivering innovative high-quality products and services, and outperforming the competition.

► Agile Software & Service Development

Organising cross-functional agile teams that apply the most suitable, effective and up-to-date methods and techniques, customised to fit our customers' variety of unique needs.

► DevOps

Developing the culture and necessary skills required to improve the flow from ideation to on-demand release of value to the end customer.

Our Policies & Certifications

- IT Service Management (ISO 20000-1:2018)
- Information Security Management System (ISO 27001:2013)
- Business Continuity Management System (ISO 22301:2019)
- Training Services (ISO 29993:2017)
- Occupational Health & Safety (ISO 45001:2018)
- Environmental Management (ISO 14001:2015)
- EMAS (Eco-Management & Audit Scheme)
- Quality Management of Products and Services (ISO 9001:2015)
- CMMI® (Capability Maturity Model Integration) Level 3, v1.3

Our Memberships

We maintain memberships that support our business priorities, align with our objectives and provide value to our Company and shareholders.

Below are our key memberships:

- American-Hellenic Chamber of Commerce
- Athens Chamber of Commerce (ACCI)
- Chamber of Commerce Luxembourg
- CSR Hellas
- Diversity Charter Greece by KEAN
- Economic Chamber of Greece
- Federation of Hellenic Information Technology & Communications Enterprises (SEPE)
- FITCHE Hellas
- Greek People Management Association (GPMA)
- Hellenic African Chamber of Commerce & Development
- Hellenic Federation of Enterprises (SEV)
- Information & Communication Technology (ICT)
- Junior Achievement Greece

2021 Milestones

2021 was without any doubt **a year of great success**

This report contains our main accomplishments for 2021 that further empowered our Company's position as a trusted strategic partner of choice. 2021 has definitely been another year out of the ordinary, but also a successful one that marked a significant milestone for us. In November 2021, we became an integral part of Netcompany Group A/S. We further expanded our strong international presence on a geographically wider landscape and portfolio, expanding our activities in various industries on a global scale, exploring new opportunities and increasing our market share.

Over the past year, we continued to serve excellence and delivery of top-quality IT solutions and services, benefiting all our stakeholders and the societies we operate in. For the fiscal year 2021, Netcompany-Intrasoft's annual revenues stood at €207.3 million (€197.3 million in 2020), reflecting an increase of 5.1% or €10 million. Also, the Group's EBITDA amounted to €18.9 million, achieving a 5.1% increase compared to 2020.

Moreover, with the agile methodology that we have been putting in place over the past years, we have become more innovative and built new, cutting-edge solutions that fully covered the demanding digital needs of our clientele. Despite the unprecedented circumstances caused by the COVID-19 pandemic for a second year in a row, we have succeeded in fully adapting to the new circumstances and improving at all levels. For yet another year, our talented people proved to be our greatest asset in maintaining our top position. What we managed to achieve in 2021 was a direct result of their outstanding work. In 2021, we managed to provide our expanding customer base with high-quality services, designed and implemented based on the latest technology trends. Finally, we welcomed hundreds of new colleagues on board and already kicked off their learning and development journey at Netcompany-Intrasoft.

2021 was without any doubt a year of great success. Below you can find a list of our key achievements for every business unit.

European Institutions



We continued providing impactful communication and high-quality IT services to European institutions, in the fields of Application Development, Managed Services, Professional Services, Information & Communication Services (SCOPE) and Research & innovation Development. Once again, we have secured major new contracts. More specifically:

- ▶ Developed and grew our existing contracts, and many customers have renewed their trust in our capability to deliver qualitative IT services systems that contribute to the digitalisation of the EU and its Member States (European Parliament, European Commission, European Committee of the Regions, European External Action Service, Council of the European Union and Eurostat, to name but a few)

- ▶ Further developed innovative tools and services for all the European Union Intellectual Property Office's customers using next-generation technologies, including Blockchain, DevOps and Artificial Intelligence

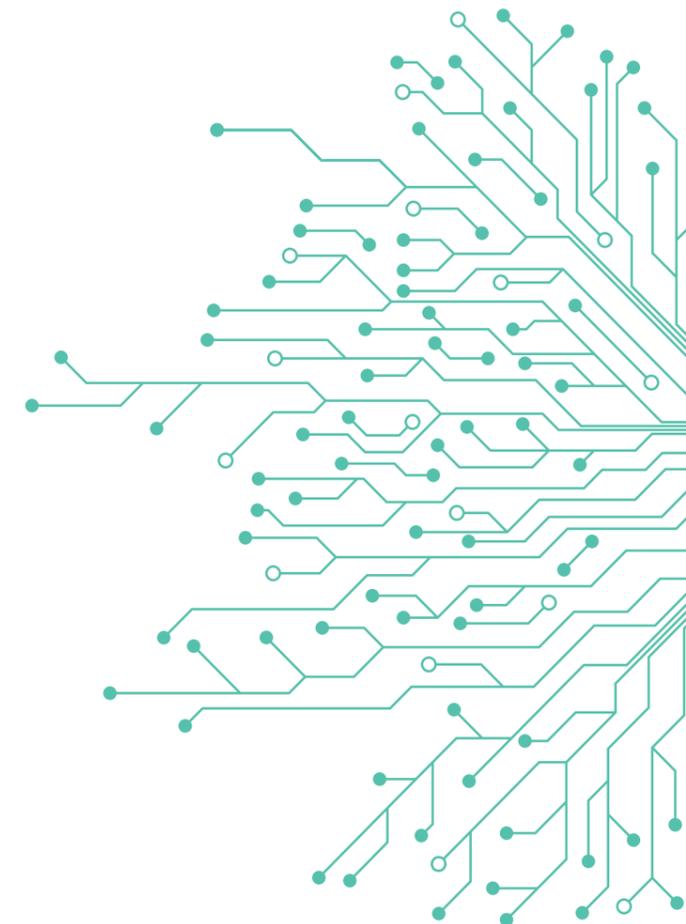
- ▶ Completed the major and challenging technological upgrade of the European Chemicals Agency websites to the new Liferay 7.2 baseline

- ▶ Awarded eu-LISA's major new contract in the context of the competitive TEF Lot 2 framework for the construction, roll-out, maintenance, and support of the ECRIS TCN system

- ▶ Selected by the European Union Aviation Safety Agency (EASA) and the European Union Agency for Cybersecurity (ENISA) for the implementation of two contracts in the fields of graphic design, layout and communication strategy, respectively

- ▶ Awarded the multifaceted, multi-institutional communications contract by the European Innovation Council and SME Executive Agency (EISMEA - previously EASME), covering the full range of communication actions, including multinational campaigns, events and digital communications, among others

- ▶ Signed the new SOFTDEV contract with the European Commission's Directorate-General for Taxation and Customs Union (DG TAXUD)





Public Sector

In the Public Sector landscape, we managed to expand our business through contractual extensions and tendering processes (e.g. Danish Customs Agency, the UK HMRC, Lithuanian Customs Department, Swedish Tax Agency, Customs Administration of North Macedonia). Thanks to significant investments in our product portfolio (INTRASOFT COMPLIANCE, INTRASOFT ERMIS, INTRASOFT ICARUS, INTRASOFT PERSEUS, INTRASOFT PROTEUS) and their unique characteristics that are extremely appealing to the market, we have successfully continued to expand our business internationally. Our 2021 highlights were the following:

- ▶ Entrusted by the Tunisia Directorate General of Customs to carry out the modernisation of the customs information systems under World Bank funding.
- ▶ Following the launch of the Recovery and Resilience Facility in Greece, awarded the

first major project (Single Digital Map for the Technical Chamber of Greece) funded by it. The project involves the creation of an integrated information system to collect and integrate digital geospatial information held by different public administration and e-government bodies.

- ▶ Awarded a contract by the Greek National Social Security Organisation (EFKA) regarding the provision of development services for its main IT systems.
- ▶ In addition, placed critical, complex projects into full production (INTRASOFT ERMIS for the Danish Customs Agency, INTRASOFT PERSEUS in the Uganda National Social Security Fund, INTRASOFT COMPLIANCE in the Danish Customs Agency).

Enterprise Solutions

Moving on to our Enterprise Solutions Unit, we also experienced very significant growth, providing solutions such as SAP services, Software and Product development, Consulting and Systems Integration, Banking Solutions and IT Security. Throughout 2021, we continued expanding our enterprise solutions activities with successful results, and several significant projects were implemented. The following were some of our achievements in a variety of industries:

- ▶ Collaborated with OTE to develop and implement the new integrated operational information system for Greece's Independent Power Transmission Operator (IPTO).
- ▶ First IT company in Greece to become a member of the Banking Industry Architecture Network (BIAN).
- ▶ Strengthened our position in telcos with business-critical digital transformation projects in Vodafone Group, Vodafone Greece & Cosmote.
- ▶ Expanded our project portfolio in the electronic money institution and digital banking domains with projects for Cosmote Payments, eCommBanx & AlphaBank Romania.
- ▶ Won a major S/4 HANA suite based, ERP/EAM/WFM project for Greece's IPTO.
- ▶ Successfully delivered the first worldwide cloud native installation of the Oracle BRM real time charging billing platform.
- ▶ Successfully awarded, executed and renewed several implementation and maintenance contracts for our customer base in Greece and abroad (Cosmote, CYTA, CYTA Cyprus, DEMO Pharma, Digea, ELPEDISON, Forthnet-Nova, Hellenic Petroleum Group, INTRALOT S.A., Kenya Housing Finance, L'Oreal, Maillis

Group, MR Health Tech, National Bank of Greece, Piraeus Bank, Public World SA group, Thessaloniki Port Authority, University of Patras, to name but a few).

The Banking & Finance department continued its international promotion and delivery activities of our banking solutions, while PROFITS® Core Banking System continued its evolution in accordance with the PROFITS® Road Map. In 2021, we managed to expand our sales activities in the area of electronic money institutions by successfully promoting the PROFITS® Packaged Solution. Further to these significant achievements, our 2021 highlights were the following:

- ▶ New deal signed with ECOMMBX in Cyprus for the provision of our DX4B (Digital Experience for Banking) which based on PROFITS Core Banking System is a modern, future proof, cloud-based banking and finance solution, utilizing the revolutionary banking interoperability standard framework of BIAN that standardizes and simplifies the overall banking architecture.
- ▶ Promotion of our PROFITS® Packaged Solution for Savings Credit and Cooperative Societies (SACCOs) in Kenya region continued successfully with a new deal with Stima DT Savings and Credit Cooperative Society Limited (Stima DT SACCO) in Kenya.
- ▶ GALAXY, a major new portfolio of Cepal, was migrated to our installed PROFITS® Packaged solution for credit management servicers (non-performing loans).

Performance Overview



Creating Shared Value for our Customers, Suppliers & Business Partners

 **ESG** evaluation of **76 Strategic Partners**

▶ **74%** of spending on local suppliers

▶ New 2021 **Procurement Policy**

 **15 out of 17 SDG** projects and services contribution

▶ **93%** business impact analysis coverage

▶ **0** substantiated complaints concerning breaches of customer privacy

Creating Shared Value for our Environment*

 **8** environmental protection project contribution

▶ EU Eco-Management and Audit Scheme (**EMAS**) implementation

▶ **61.5%** reduction in energy intensity

 **60.4%** reduction in energy consumption

▶ **26.8%** reduction in paper consumption

▶ **76%** reduction in water consumption

*The significant decrease in energy and water consumption during 2021 can be explained by a decreased presence at our premises and the remote working of our employees as a result of the restrictions posed by the COVID-19 pandemic.

Creating Shared Value for our People



2 Gold HR Awards for “Best Employee Engagement Strategy” & “Most Innovative Workplace Redesign”



2 HR Awards for our response towards **COVID-19**

▶ **36%** female hires

▶ **38,325** (+1.41%) training hours

▶ **82%** training hours constituting technical skills development

▶ **20%** female BoD members

▶ **9/10** premises ISO 45001 covered

▶ Electromagnetic wave measurement to safeguard employees' health and safety

Creating Shared Value for our Communities



75% increase in social contribution actions

▶ **€210.3m** annual revenues

▶ **€18.9m** EBITDA

02

Integrating Sustainability

Delivering Value to All

[GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44, GRI 102-46, GRI 102-47, GRI 103-1]

Our Business Model

The market's rapidly changing conditions and Netcompany-Intrasoft's systematically growing activities require the appropriate business vehicle, both to support new business development and to make the Company competitive through its strategic plan and

priorities. It is Netcompany-Intrasoft's top priority to achieve flexibility and high quality in its services in order to maintain its strong competitive advantage and create long-term value for all stakeholders.

NETCOMPANY-INTRASOFT BUSINESS MODEL

CAPITALS		ACTIVITIES			VALUE CREATED FOR STAKEHOLDERS / OUTCOMES	SDGs CONTRIBUTION
Financial	Debt Investments Funds / Grants*	EU Institutions	Public Sector	Enterprise Solutions	€201.4m distributed to our stakeholders	
Manufactured	Technical infrastructure Buildings / Offices in 13 countries	Application Development & Integration Services, IT Resourcing Services, Managed Services, Information & Communication Services (SCOPE), Research & Innovation Development	Social Security, Customs, Taxation, Compliance, Trade Facilitation, Justice, Health	Customer Experience, Enterprise, Finance, Telecom, SW Development, Analytics, IT Security	0 instances of breaches of customer privacy, 93% business impact analysis coverage across Netcompany-Intrasoft sites (17% increase from 2020)	
Human	2,250 High skilled professionals Technical experts				36% female hires, 0 cases of non-discrimination, +1.85% employees	
Intellectual	Patents Copyrights Software Rights Licenses				50 innovation projects contributing to 15/17 of the UN SDGs	
Social	Stakeholder relationships Scientific Community Brand and Reputation Local communities				37 social contribution actions	
Natural	Energy Water				60.4% energy consumption reduction, 61.5% energy intensity reduction, 26.8% paper consumption reduction, 76% water consumption reduction	

*Applies only to RID projects

Our Key Strategic Pillars

Operating responsibly is part of our culture, as demonstrated by our commitment to achieving business excellence, while strategically generating long-term value for all our stakeholders. Taking into consideration the economic, social and environmental facets of our operation, along with relevant risks and opportunities, we proactively address sustainability issues relevant to our business in order to create both economic and social value.

Furthermore, to enhance the method and transparency through which we communicate our value creation, Netcompany-Intrasoft is currently in the process of transitioning towards an integrated model of reporting (Integrated Reporting <IR>) that will aid us in the story telling of how we create value for all, from beginning to end. This will come into effect from next year's 2022 report.

Our value creation journey is identified through our four strategic pillars, where specific actions are being implemented per pillar:

Creating shared value for our customers, suppliers and business partners



One of our main priorities is to achieve and maintain high customer satisfaction levels and long-term relationships with suppliers and business partners. We strive to achieve distinctive productivity through technological upgrades, industry innovation and sustainable infrastructure.

How we respond:

- ▶ Focus on developing applications that are modular, easy to maintain and improve.
- ▶ Deliver our services and products by utilizing agile methodologies to achieve improved customer experience, higher

employee engagement, and more efficient and effective delivery.

- ▶ Meet social and environmental customer needs through innovative services and products.

Creating shared value for the environment



We endeavour to contribute to a more sustainable future by finding ways to ensure that our digital solutions and daily operations have the least possible impact on the environment. We take every essential action to reduce our environmental footprint, using energy and resources responsibly.

How we respond:

- ▶ Implement energy management optimisation and manage water and waste.
- ▶ Support our suppliers by sustaining long-term relationships.
- ▶ Implement environmental initiatives.

Creating shared value for our people



We promote a work culture of wellness and well-being. We are committed to eliminating gender disparities amongst our employees, thus ensuring that they all acquire the knowledge and skills needed to improve their performance and to promote sustainable development in the best possible work environment. Relationships amongst our people are founded on mutual respect for all forms of diversity and human rights.

How we respond:

- ▶ Invest in skills development programmes and trainings, bringing on board responsible people, focusing on diversity, inclusion and our people's well-being.
- ▶ Share knowledge with our peers.
- ▶ Upskill the technological community, students and young professionals.
- ▶ Support institutions that improve the quality of our business activities and positively affect societies.

Creating shared value for our communities



We believe that technology and increased digitisation play a key role in sustaining future growth and prosperity in society. We support community-led and volunteering projects, while offering students and young people the opportunity to evolve through their participation in upskilling STEM initiatives, thus aiming to build a more equitable, healthy and inclusive society. We also contribute to the environment by implementing several environmental initiatives.

How we respond:

- ▶ Support children, youth and vulnerable social groups, creating opportunities through education.
- ▶ Engage in volunteer activities.
- ▶ Actively participate in well-being activities.
- ▶ Provide fundraising events and offer technical hardware equipment to primary schools.
- ▶ Offer coaching and mentoring to help students discover their career paths.
- ▶ Creating jobs in other sectors
- ▶ Generating value throughout the value chain



Our Corporate Social Responsibility Policy

Operating responsibly is part of our culture. We are committed to contributing significantly towards economic and sustainable growth in all the regions we operate. We embed corporate social responsibility and sustainability in all our activities, and will continue to strengthen this process with those actions identified in our action plan. We work towards meeting societal needs through our innovative services and products, sharing knowledge with our peers and redefining productivity in the supply chain. We believe technology offers renewed possibilities that can empower institutions, students, youth and entrepreneurs in all nations. We operate towards creating shared value through the following:

- ▶ Conduct business in a socially responsible and ethical manner, achieve high levels of productivity and deliver high-quality services. We aim at creating value for our clients, and

our business success depends upon our ability to foster lasting relationships.

- ▶ Eliminate gender disparities and support human rights amongst our employees, as well as offer a positive working environment with career growth opportunities. Our people are the driving force behind our continuous growth and development.
- ▶ Support society with community-led and volunteer projects. We endeavour to make a positive impact on the communities in which we operate.
- ▶ Protect the environment by reducing our carbon footprint, while continuously improving and using all-natural resources in the most efficient way.

Materiality Analysis

At Netcompany-Intrasoft, we focus on topics related to our economic growth and the creation of long-term value for all our stakeholders. In this context, we identified the economic, social and environmental aspects of our activities related to the needs and expectations of stakeholders, but also the broader impacts we have on the economy, society and the natural environment.

To formulate our strategy for sustainable development, we primarily relied on the principles of the GRI Standards (Principles of Materiality, Completeness, Stakeholder Inclusiveness and Sustainability Context) in the preparation of this report. In compliance with the above principles for the recognition of the economic, social and environmental aspects of our activities, we used information from the following sources, amongst others:

- ▶ international standards and initiatives for sustainability (e.g. GRI Sector Supplement/ Software and services, RobecoSAM 2020 Yearbook IT Services & Internet Software and Services, SASB 2018 Software & IT Services);
- ▶ internal documents related to the strategy and operating framework of the Company (e.g. values, Code of Conduct, policies, procedures, systems and standards, certifications);
- ▶ publications from external parties;
- ▶ material topics of peers.

Following the GRI principles, and in order to identify our material topics, we initially proceeded with an internal materiality analysis in 2021 to evaluate our most important economic, social and environmental impacts and to prioritise Netcompany-Intrasoft's material sustainable development topics. The topic prioritisation was performed by taking into account the following aspects:

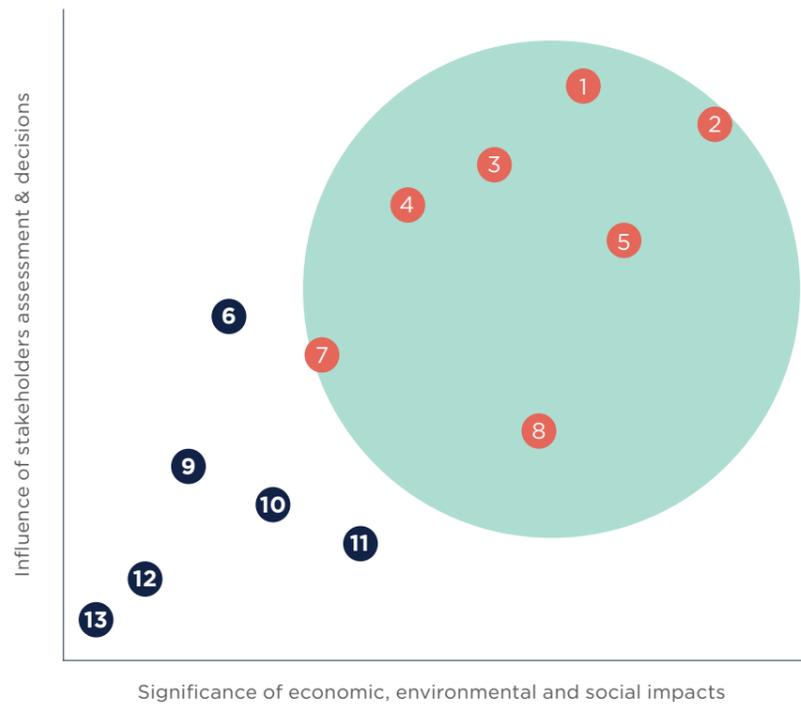
- ▶ the importance of their impact on the economy, environment and society;
- ▶ their importance for stakeholders as identified by management.

The validation of results was conducted through a dedicated workshop attended by Netcompany-Intrasoft's senior executives and other staff. In addition, we proceeded with an external material topics identification workshop where direct insights from stakeholder groups were gathered and taken into consideration.

In the context of our 2021 Sustainable Development Report, we proceeded with a review of our initial materiality analysis, including a workshop with Netcompany-Intrasoft's senior executives and other staff. We concluded that there were to be no significant changes in the result. Therefore, this year's 2021 report will proceed with the same identified material topics with no changes to our previous approach.

As with last year's report, a graphic representation of the materiality analysis results and the list of material topics for 2021, along with their respective connection to the United Nations Sustainable Development Goals (UN SDGs), are presented below. Their link to the GRI Standard Disclosures can be found on pages 140-144.

Netcompany-Intrasoft Materiality Map



- Identification of material topics**
- 1 Attracting and retaining skilled employees
 - 2 Generating and distributing economic value
 - 3 Safeguarding business continuity, data privacy and security
 - 4 Providing employee training and development
 - 5 Accelerating innovation and providing services with social and environmental impacts
 - 6 Safeguarding occupational health, safety and wellbeing
 - 7 Ensuring regulatory compliance, corporate governance and business ethics
 - 8 Responding to community needs
 - 9 Improving the energy efficiency of operations and reducing air emissions
 - 10 Screening suppliers and partners against ESG criteria
 - 11 Respecting and protecting human rights at work
 - 12 Managing electronic and other waste responsibly
 - 13 Reducing water consumption

Our Contribution to the United Nations Sustainable Development Goals

Through our projects and everyday business activities, we contribute directly and indirectly to the UN SDGs by creating new job opportunities, supporting and continuously developing our people, applying environmental protection

procedures, as well as engaging in several social initiatives and programmes.

We connect all identified topics to the following 16 SDGs:

MATERIAL TOPIC	SDG
Attracting and Retaining Skilled Employees	4 Quality Education, 8 Decent Work and Economic Growth
Generating and Distributing Economic Value	8 Decent Work and Economic Growth
Safeguarding Business Continuity, Data Privacy and Security	8 Decent Work and Economic Growth
Providing Employee Training and Development	4 Quality Education, 8 Decent Work and Economic Growth
Accelerating Innovation and Providing Services with Social and Environmental Impacts	1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17
Ensuring Regulatory Compliance, Corporate Governance and Business Ethics	8 Decent Work and Economic Growth, 16 Peace, Justice and Strong Institutions
Responding to Community Needs	1, 2, 3, 4, 16

Boundaries of the Material Topics

MATERIAL TOPIC	1. WHY IS THE TOPIC MATERIAL		2. BOUNDARIES OF THE MATERIAL TOPIC
	Significant Economic, Environmental or Social Impacts Created	Who Might be Impacted	Impacts Created Directly by Netcompany - Intrasoft
Generating and Distributing Economic Value	8 Decent Work and Economic Growth	Shareholders, Employees, Suppliers, State	●
Safeguarding Business Continuity, Data Privacy and Security	8 Decent Work and Economic Growth	Clients, Shareholders, Employees, Suppliers	●
Attracting and Retaining Skilled Employees	4 Quality Education, 8 Decent Work and Economic Growth	Employees, Clients	●
Providing Employee Training and Development	4 Quality Education, 8 Decent Work and Economic Growth	Employees, Clients	●
Accelerating Innovation and Providing Services with Social and Environmental Impacts	1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17	Clients, Society, Suppliers, Technological, Community	●
Ensuring Regulatory Compliance, Corporate Governance and Business Ethics	8 Decent Work and Economic Growth, 16 Peace, Justice and Strong Institutions	Clients, Shareholders, Employees, Suppliers	●
Responding to Community Needs	1, 2, 3, 4, 16	Employees, Society, State	●

Stakeholder Interaction Framework

We systematically communicate with all stakeholder groups by using a variety of engagement techniques. Through this process of direct communication, we aim to assess the impacts of our operations and to better understand the expectations of our stakeholders, as part of our corporate responsibility strategy.

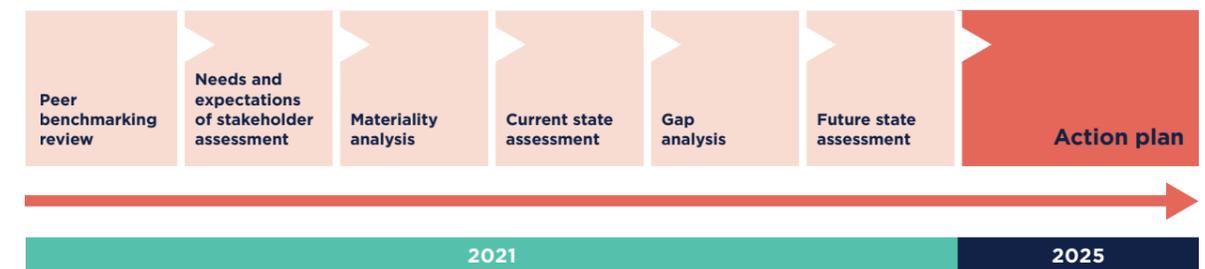
Netcompany-Intrasoft stakeholders:	■ Shareholders	■ Suppliers	■ Media
	■ Clients	■ Peers (competitors and partners)	■ State and institutional bodies
	■ Employees	■ Technological community	
	■ Society		

The following table summarises the engagement methods and communication channels with stakeholders, key concerns and issues raised through interaction, and the way we respond to these concerns.

Who	How	About what	More information
Shareholders How often: Monthly	Annual results Annual report Press releases	Financial stability, sound corporate governance, transparency and disclosure, social and environmental sustainability	Generating and Distributing Economic Value, Ensuring Regulatory Compliance, Corporate Governance and Business Ethics
Clients How often: Daily	Complaints procedures Consultation meetings on possible synergies and cooperation Responses to RFIs/RFPs Market trends and insights research Newsletters	Fair business practices, financial stability, quality of work, data privacy and security	Unlocking Shared Value; Our Approach to Sustainable Development, Suppliers and Business Partners
Employees How often: Daily	Performance and development reviews Employee surveys Project reviews Internal publications Various corporate events for employees Intranet	Safe and comfortable workplace, diversity and equal opportunities, engaging projects and assignments, career development and continuous training, benefits	Attracting and Retaining Skilled Employees, Providing Employee Training and Development, Ensuring Diversity and Inclusion, Safeguarding Occupational Health, Safety and Well-Being
Suppliers How often: Daily	Project-related calls and meetings Visits Newsletters RFIs/RFPs Brochures	Ethical behaviour and governance, fair business, practices, creditworthiness, talent acquisition, data privacy and security	Suppliers and Business Partners
Peers (competitors & partners) How often: Daily	Meetings Conference calls Visits Partner events	Sustainability and financial stability, projects and assignments, RFPs, ethics and compliance, fair business practices	Future Outlook & Strategic Priorities, 2020 Highlights, Unlocking Shared Value; Our Approach to Sustainable Development
Technological community (vendors & open source community) How often: Daily	Newsletters RFIs/RFPs Brochures Conferences and seminars	Project-based cooperation, job creation, internship opportunities, upskilling initiatives	Future Outlook & Strategic Priorities, 2021 Highlights, Unlocking Shared Value; Our Approach to Sustainable Development
Society How often: Weekly	Calls/meetings Conferences Press releases Sponsored events Consultation with local representatives	Financial stability, support for community development programmes, creation of job opportunities, responsible citizenship, environmental impact	Responding to Community Needs
State and institutional bodies How often: Monthly	Calls / meetings Periodic reviews Financial results	Financial stability, sound corporate governance, ethics and compliance	Ensuring Regulatory Compliance, Corporate Governance and Business Ethics
Media How often: Weekly	Press conferences Press releases Announcements Interviews Sponsored events	Projects, fair business practices, impact on society	Future Outlook & Strategic Priorities, 2021 Highlights, Responding to Community Needs

Sustainability Strategy - Adapting Our Action Plan to the Key Strategic Pillars

Recognising our duty, we at Netcompany-Intrasoft are taking steps to identify, amplify and actualise the value we create. During 2021, we proceeded with an in-depth examination of our current state assessment, ranging from the critical analysis of our policies and procedures to the re-evaluation of the methods in which we deliver value to our customers, suppliers, business partners, environment, people and communities. The culmination of this process is our action plan, designed to be realised by 2025.



Our proposed approach to the sustainability strategy has been formulated in line with our approach to the ongoing Sustainability Reporting project.

- ▶ The materiality analysis that took place as part of the Sustainability Report project provided input into the Sustainability Strategy, allowing us to develop the strategic action plan based upon the material topics.
- ▶ The information that has been collected as part of the Sustainability Report project has been used as input in the current state assessment Sustainability Strategy. This allows us to assess the current state of sustainability business practices, with respect to best practices, global industry trends, case studies, international standards, guidelines, regulations and principles, in order to assess the sustainability position and performance of Netcompany-Intrasoft.

Current state assessment aspects

Overall assessment		Assessment per material and non-material topic	
	Purpose, mission and vision		Generating and distributing economic value
	Ensuring regulatory compliance, corporate governance and business ethics*		Attracting and retaining skilled employees
	Sustainability strategy		Providing employee training and development
	Sustainability risk management		Accelerating innovation and providing services with improved social and environmental benefits
			Responding to community needs
			Reducing our environmental impact

*Material topic that has been assessed as a basic aspect of our operations

Ensuring Regulatory Compliance, Corporate Governance and Business Ethics

[GRI 102-18, GRI 103-2, GRI 103-3, GRI 205-1, GRI 205-3, GRI 419-1]



Material Topic

Our Approach

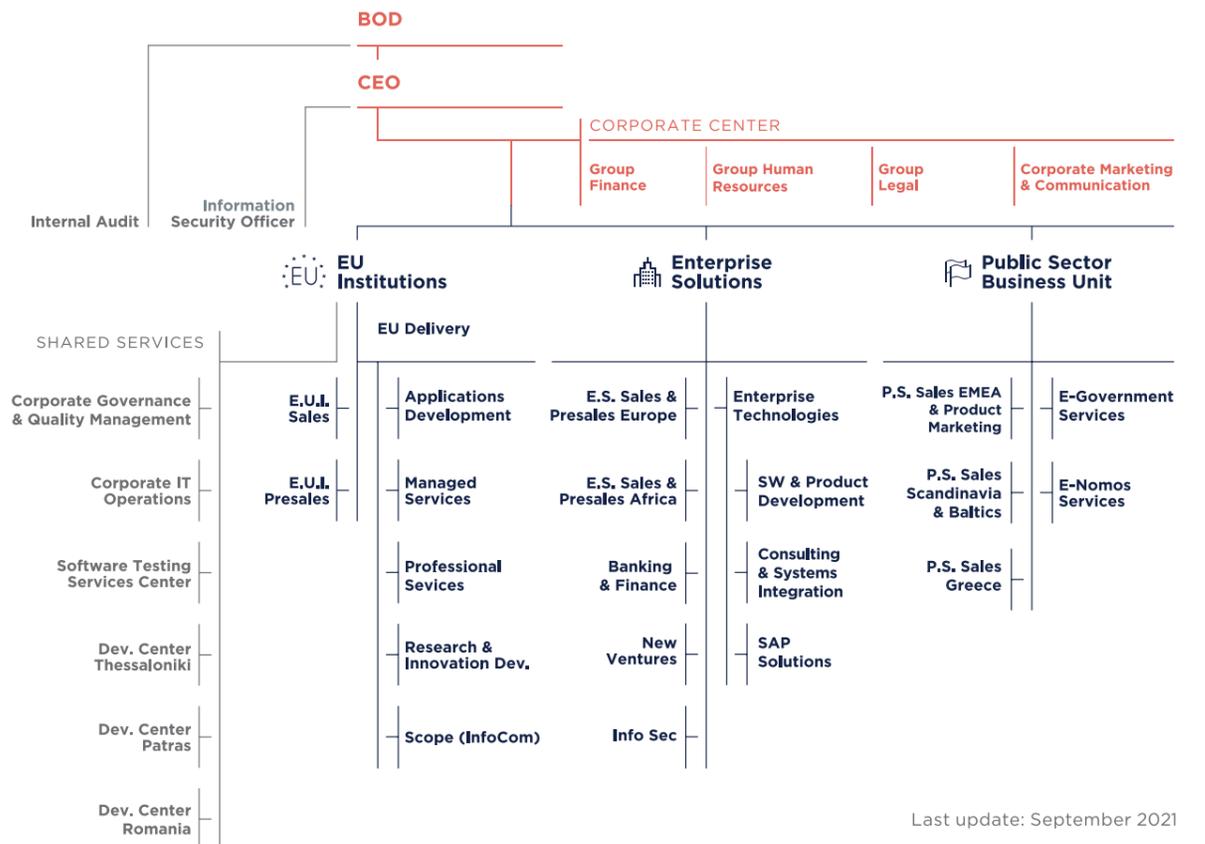
Since our establishment in 1996, we have been committed to our stakeholders, our communities and to the wider society, demonstrating this responsibility by placing emphasis on clear operating rules and principles of Corporate Governance that are at the core of our decisions. To achieve our business goals responsibly and effectively, we have established a framework of corporate governance principles, thus ensuring accountability and transparency in every aspect of our business operations. This framework composes an environment of accountability, mutual trust and respect for rules that meets our philosophy, values and commitments.



Following the ISO 37000 Governance guidelines, our goals are designed and thus achieved through the implementation of our Code of Conduct, as well as the effective collaboration of our corporate governance bodies that include the following:



Corporate Governance Structure



Last update: September 2021

Board of Directors

Our BoD is composed of at least three members who are not necessarily shareholders of the corporation and elected by the shareholders at their annual general meeting. The BoD selects the senior management team, acts as an auditor to the senior management team members and monitors the team's performance. The BoD meets on a monthly basis and/or whenever needed to discuss all relevant operational facets of the Company. It is responsible for fostering a culture of business integrity and reviewing the Company's strategies, financial objectives, operating decisions, major risks and their management plans.

In more detail, the BoD:

- ▶ determines corporate strategy and relevant goals;
- ▶ ensures that the Company's organisational structure and capabilities are appropriate for implementing the corporate strategy;
- ▶ establishes core values and long-term goals;
- ▶ supervises operations and checks achievement of business objectives;
- ▶ eliminates deviation from data confidentiality policy;
- ▶ safeguards the reliability of financial statements;
- ▶ ensures that internal controls are effective;
- ▶ The Board of Directors is vested with the broadest powers to perform all acts of administration and disposition configuration in the Company's interests. All powers not expressly reserved by law or by the Company's Articles of Association to the general meeting of shareholders fall within the competence of the Board of Directors.

Strategic Advisory Board

Our Strategic Advisory Board has been set up to provide continuous support to the development and fine-tuning of the Company's overall growth strategy and oversee its implementation. Composed of external accomplished experts, it provides unbiased insights and ideas to the BoD and management team.

More specifically, the Strategic Advisory Board:

- ▶ stimulates inspiration and innovation by bringing technical and commercial know-how and experience from the global market;
- ▶ in partnership with the BoD and the management of the Company:
 - analyses growth opportunities for existing lines of business and identifies and seizes market opportunities;
 - generates and evaluates new major potential business ideas/areas, existing and potential strategic partnerships;
 - supports the above initiatives through individual business and social networks.
- ▶ provides "wise counsel" on issues raised by owners/directors or management;
- ▶ provides unbiased insights and ideas from a third point of view (not involved in the operation of the business);
- ▶ poses challenges to directors and management that could improve the business.

Committees

In addition to our Strategy Committee, facilitated by the Strategic Advisory Board, there are currently three further board committees: the Audit Committee, the Remuneration & Nominations Committee and the Finance Committee. The BoD appoints the committee members annually. Every so often, depending on the occasion, the BoD may form a new committee or disband an existing one.

Audit Committee

The objective of the Audit Committee is to provide continuous support to the BoD when exercising its supervisory functions and discharging the Company's obligations to shareholders, investors and third parties, particularly in relation to the financial reporting process, along with the following:

- ▶ integrity of the Company's financial statements and other financial data and information published by the Company;
- ▶ effectiveness of the Company's control systems, including financial statement control mechanisms;

- ▶ the Company's compliance with applicable laws and regulations.

Remuneration & Nominations Committee

The Remuneration & Nominations Committee makes recommendations to the BoD about all remuneration matters (fixed, variable, pre-emptive rights, stock option plans) for executive members of the BoD, the level of remuneration for members of board committees, the remuneration and other benefits policy for the group's senior executives, whilst also regulating issues relevant to the Company's general remuneration policy.

Finance Committee

The purpose, duties and responsibilities of the Finance Committee are the following:

- ▶ review the Company's cash position, capital structure and strategies, financing strategies and insurance coverage, and report to the BoD with respect thereto as appropriate;
- ▶ review and make recommendations to management and the BoD as appropriate with respect to the Company's dividend policy;
- ▶ shall have such other powers and perform such other duties where delegated by the BoD.

Strategy Committee

The purpose of the Strategy Committee is to advise the BoD on significant business development issues of interest to the Company relating to human resources, technology, products and more.

Business Code of Conduct

The Code of Conduct, in combination with all the rules of corporate governance and the policies applied within our Company, defines the framework of our business operation. Revised in late 2019, the Code of Conduct applies to all employees, executives and senior management. This document is the foundation of our commitment to ethical business practices and legal compliance, raising awareness of our responsible operations.

The purpose is to provide guidelines on appropriate business conduct, prevent any conflict of interest, clearly define the rules and regulations, and foster transparency and integrity amongst its employees.

All people, including employees, partners and other independent staff contractors, as well as all company subsidiaries, business groups and teams worldwide, are subject to the Code of Conduct. Our Company has adopted numerous subject matter-specific policies and procedures, including:

- ▶ The duty of the Company and its employees to respect human rights and employment/labour rights and laws.
- ▶ Commitment to avoid, address and have zero tolerance for any forms of illegal or improper discrimination, harassment and retaliation.
- ▶ Commitment to ensure data privacy and protection.
- ▶ Implementation of standards and selection criteria for our suppliers, under the precautionary approach within our supply base.
- ▶ Observation of the laws, rules and regulations of any country we operate in to prevent bribery and corruption.
- ▶ Commitment to environmental, health and safety standards, laws and regulations.
- ▶ Commitment to raise ethics and compliance concerns and questions, and report potential ethics and compliance violations in a confidential and, where permitted, on an anonymous basis, without fear of retaliation.
- ▶ Any other operational procedures to prevent inappropriate use of the Company's resources, including but not limited to hacking, downloading/testing/using pirate software, providing private services and cryptomining.

We are currently in the process of preparing our Code of Ethics that will serve to further support our commitment to ethical business practices and legal compliance, as already cemented within our Code of Conduct. The Code of Ethics will outline the significance of respecting and adhering to the Code of Conduct, particularly with regards to anti-harassment and anti-discrimination in the workplace. Furthermore, owing to the introduction of recent legislation, the Code of Ethics will include provisions for whistleblowing.

Transparency and anti-corruption

For us, anti-corruption is a matter of professional and ethical business conduct. We apply a zero-tolerance approach to bribery, corruption, money laundering, or any other immoral or illegal activity. We are committed to implementing effective systems to prevent such risks. Our performance and competitiveness are solely based on ethical and lawful practices.

As a result, we set limits on the responsibilities and volume of influence of each executive, establishing checks and balances to prevent cases of corruption. All employees are informed about corporate practices, operating principles and all relevant procedures through the Code of Conduct and Netcompany-Intrasoft's internal rules, policies and regulations. The internal rules, policies and regulations also comprise the organisational structure, the risk management plan and the internal audit system.



Our Performance

We closely monitor our performance in adhering to the principles of corporate governance, regulatory compliance and business ethics. All reported violations of the Code of Conduct are confidentially investigated by the Company, to the extent that this is deemed to serve its interests and legal obligations.

All investigations are carried out by our legal department, and any violation of the Code of Conduct is reported to our senior management. To this end, we monitor our performance based on specific indicators presented in the tables below.

Anti-corruption	2020	2021
Total number and percentage of operations assessed for risks related to corruption	100%	100%
Significant risks related to corruption identified through risk assessment	0	0
Confirmed incidents of corruption and actions taken	0	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	0	0
Public legal cases regarding corruption brought against the organisation or its employees during the reporting period, and the outcomes of such cases	0	0

Socio-economic compliance	2020	2021
Total monetary value of significant fines for non-compliance with laws and/or regulations in the social and economic area	0	0
Total number of non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	0	0
Cases brought through dispute resolution mechanisms	0	0

Our targets for 2022 and onwards

- Target 1:** Develop an anti-corruption policy.
- Target 2:** Obtain ISO certification according to ISO 37000 relating to governance practices.
- Target 3:** Identify and embed sustainability risks within Company key risks functions (e.g. ERM, internal audit, compliance, legal).
- Target 4:** Maintain zero confirmed cases of corruption.
- Target 5:** Internalise procedures for the handling of harassment issues.
- Target 6:** Implement whistleblowing policy.

Creating Shared Value for our Customers, Suppliers & Business Partners

03

European Institutions

Applications Development

Throughout 2021, our Applications Development department continued to develop innovative solutions, aimed at having a significant impact in European Institutions initiatives.

In 2021, three of our most strategic customers renewed their trust in our highly skilled IT consultants and engineers. They renewed their confidence in our capability to deliver qualitative IT services that contribute to the digitalisation of EU and its Member States.

► **DG TAXUD, SOFT-DEV:** This 8-year framework contract is for the provision of IT services for the development, maintenance and support of Customs and Taxation Information Systems.

► **The European Parliament, ITS20 Lots 1 & 3:** This 4-year framework contract covers the provision of IT services, the development and maintenance of core business systems, as well as supporting and steering systems in Brussels. Through this framework contract, we will also provide similar IT services to the Council of the European Union and several other EU agencies located in Strasbourg, Lisbon and Cologne.

► **Eurostat, SDMX Lot 2:** This 3-year framework contract is for the provision of IT services for developments based on statistical standards for data and metadata exchange and dissemination.

In addition, the eu-LISA agency awarded us a major new contract in the context of the competitive TEF Lot 2 framework for the construction, roll-out, maintenance, and support of the ECRIS TCN system. This is an important extension of the existing European Criminal Records Information System (ECRIS), that will operate as a centralised system allowing different EU Member States to identify which other Member States have issued convictions of nationals from third countries or stateless persons.

We take pride in Creating Value Together with our customers and for Sharing Customer Success! The Intellectual Property Register project on Blockchain for the EUIPO earned the Silver award for the BITE Awards of 2021, in the pertinent category. What is more, the EUIPO was most innovative IP Office in the world.

In addition, the new trans-European systems for export (AES) and transit (NCTS), which was delivered to DG TAXUD, received the Silver award in the category of Large-Scale IT Projects.

Finally, the Customs IT system CRMS 2 started operations on 1 January 2022, facilitating the real-time exchange of risk-related information between customs administrations. This covers a broad range of risks, such as security risks related to explosives, safety risks related to health, environment or product safety, financial and commercial risks including intellectual property rights and cash controls. The exchange of information has proven particularly useful

during the COVID-19 pandemic, when large quantities of medical goods need to be swiftly checked and cleared for use.

We Make It Happen!

Key highlights in 2021:

► **DG TAXUD**

■ **CCNEvo:** as a subcontractor of Atos, our team has been providing since November 2020 essential development, testing and maintenance services, as well as third-level support for multiple critical horizontal infrastructure platforms used across TAXUD. This includes leading end-to-end in activities such as analysis, design, build, test, deployment, support and other on-demand related requests for the CCN2(ng), SPEED2(ng), CDCO (Centrally Deployed Centrally Operated) and SSV (Shared SerVices) Platforms.

■ **CD3/SoftDEV:** We continued to support DG TAXUD, creating value by delivering a number of projects and deploying them in operations in alignment to UCC and MASP planning. Indicatively, this includes the following: the new generation of the Trans-European Systems for the Customs export and transit, the first release of ICS2 (new customs pre-arrival security and safety

programme), as well as the new central business monitoring CSMIS2 and CRMS2.

► **EUIPO:** Development of innovative tools and services for all its customers using next-generation technologies, including blockchain and artificial intelligence. Coordinate the provisioning and alignment of all environments for supporting and running EUIPO systems, components and applications (DevOps).

► **European Parliament:** Evolution and development of mission critical IT systems for legislative, parliamentary and interinstitutional activities (e.g. ITER, Trilogue, Pericles), in different areas of planning, financials and external communication, as well as technical support for plenary sessions.

► **Eurostat:** Delivery of major evolutions of several statistical systems (e.g. EDIT, MDE, MDT) and several tools based on the SDMX format.

► **ECHA:** Completion of the major and challenging technological upgrade of the ECHA websites to the new Liferay 7.2 baseline. Design and delivery of an innovative and high-volume architecture for the SCIP Database solution to support the Waste Framework Directive Delivery. Provision of business value through Corrective and Evolutive Maintenance as well as Technical Improvements to better facilitate the business needs and improve performance.

Managed Services

In 2021, the Managed Services department continued with the implementation of 3 major contracts which had been initiated at the end of 2020:

1. EUSS-DWP (End-User Support Services for the Digital Workplace) with the European Commission
2. EUSS-IS (End-User Support Services for the Digital Workplace) with the European Commission
3. UCMS18 (Unified Communication Management Services) with the European Parliament

In this context, the following achievements are noted:

- ▶ To support the European Commission's new policy regarding the hosting of service providers, a "nearsite" facility was established in Brussels. A new office space of 120 workstations was rented and completely refurbished. The office hosts most of the personnel assigned to the EUSS-IS contract. Specific security requirements have been implemented.
- ▶ An "offsite" facility was established at our premises in Patras. This workspace is expected to expand significantly in the coming years to support the European Commission's new policy and the expectations in terms of financial optimisation.
- ▶ The EUSS-IS contract, particularly the two facilities (Brussels and Patras), was successfully completed an external audit to the criteria of ISO27001 certification.
- ▶ The EUS-IS contract has been growing over the year. At the end of 2021, 7 distinct application support services were implemented in various sectors such as: Grant Management, e Procurement, Health Policies, Identity and Access Management, Human Resource Management.
- ▶ Under the EUSS-DWP contract, our ability

to adapt to the changes brought about by the COVID-19 pandemic have been repeatedly praised by the European Commission.

In 2021, the Publications Office renewed its trust in our ability to deliver Long-Term Archive Preservation services and awarded us the new EUDOR contract, which started in November 2021.

In the context of the COVID-19 pandemic, we continued the delivery of our services to the European Parliament, the European Investment Bank and the European Medicines Agency.

During the year, most of our personnel from contracts terminated in 2020 were re-skilled and reassigned to new contracts. Additional agreements have been concluded with business partners to subcontract employees that could not be reassigned to our new contracts.

Our achievements are largely due to our employees whose capabilities and dedication made it possible to establish new teams and new ways of working, despite the additional challenges posed by the COVID 19 pandemic.

Professional Services

In 2021, our Professional Services department developed and grew our existing contracts, providing services to the European Commission Directorates-General (DGs), the Council of the European Union, the European Parliament, the European Committee of the Regions and the European External Action Service.

- ▶ **DIGIT TM LOT 1:** Supplied external experts in the domain of IT development, management and architecture to the entire European Commission in Belgium. Netcompany-Intrasoft is fourth in the cascade for this LOT.
- ▶ **DIGIT TM LOT 2:** Supplied external experts in the domain of IT development, management and architecture to the European Commission

in Luxembourg. Netcompany-Intrasoft is first in the cascade for this LOT.

- ▶ **DIGIT TM LOT 4:** Supplied external experts in the domain of IT Support, IT system administration and web operation management to the European Commission covering the entire region of Europe. Netcompany-Intrasoft is second in the cascade for this LOT.

- ▶ **CASIS LOT 1:** Supplied external experts in the domain of IT development, management and architecture to the European Commission's Directorate-General for Employment, Social Affairs and Inclusion. Netcompany-Intrasoft is second in the cascade for this LOT.

- ▶ **ITGM LOT 1:** Supplied external experts in the domain of IT development, analysis and management for the European Commission's research-oriented DGs. Netcompany-Intrasoft is second in the cascade for this LOT.

- ▶ **ITGM LOT 2:** Supplied external experts in the domain of IT support, training and user documentation for the European Commission's research-oriented DGs. Netcompany-Intrasoft is second in the cascade for this LOT

- ▶ **DEV-PN:** Supplied external experts in the domain of IT development, management and architecture to the entire European Parliament in Belgium and Luxembourg. Netcompany-Intrasoft is partner with CGI in this contract.

- ▶ **ISDLS II:** Contract at the European External Action Service. The 4-year framework covers project management, analysis, development and support services.

Netcompany-Intrasoft leads the consortium that also consists of Trasy and Almaviva. DG4 was also awarded three new framework contracts.

- ▶ **EUROPA:** The purpose of this framework contract is to provide the participating EU institutions and bodies with a framework contract for the provision of all services needed to design, set up, create, improve and maintain the European Commission's web presence and other digital communication channels. Netcompany-Intrasoft ranked first in the cascade in the consortium with NTTd company.

- ▶ **ITS20:** We awarded first position in the

cascade of the Lot 1 and Lot 3. The ITS 20 is the main framework that the European Parliament uses to address its needs of project management, analysis, development and support services. ITS20 replaces the Dev-PN framework which will end in May 2022.

- ▶ **EASME:** Inter-institutional multiple framework contract in cascade for the provision of services in the field of communication and organisation of events.



For SCOPE, 2021 can easily be described as a landmark year. Our team managed to secure wins in three of the most significant contracts of the EU communication market, namely the EISMEA framework contract for communication activities and both lots in the EUROPA digital communication framework contract.

The significance of these wins cannot be overstated. Together, they represent the foremost tools in the hands of the European Institutions to raise awareness on a number of issues across Member States. The first signs are indeed encouraging, and our teams are engaged in some of the more interesting communication campaigns carried out across Europe.

At the same time, existing projects reached significant milestones and new ones were added. These include projects with decentralised agencies like ENISA (Athens), CEDEFOP (Thessaloniki), EU-OSHA (Bilbao) covering a wide range of services from campaign analytics to editorial and copy-writing.

The team grew by nearly 80% by the end of 2021 and it was set to double by late 2022, reflecting the renewed communication mandate of SCOPE across the EU.

Research and Innovation Development

During the year 2021, the Research and Innovation Development (RID) department continued to focus on technologies that are aligned or go beyond the company focus, such as Big Data, extreme-scale analytics, explainable Artificial Intelligence, Cloud and Edge computing, Next Generation Internet of Things, Digital Twins and 5G applied in areas such as digital transformation for manufacturing, for governance, health, SMEs, and cities.

Below is an indicative list of projects:

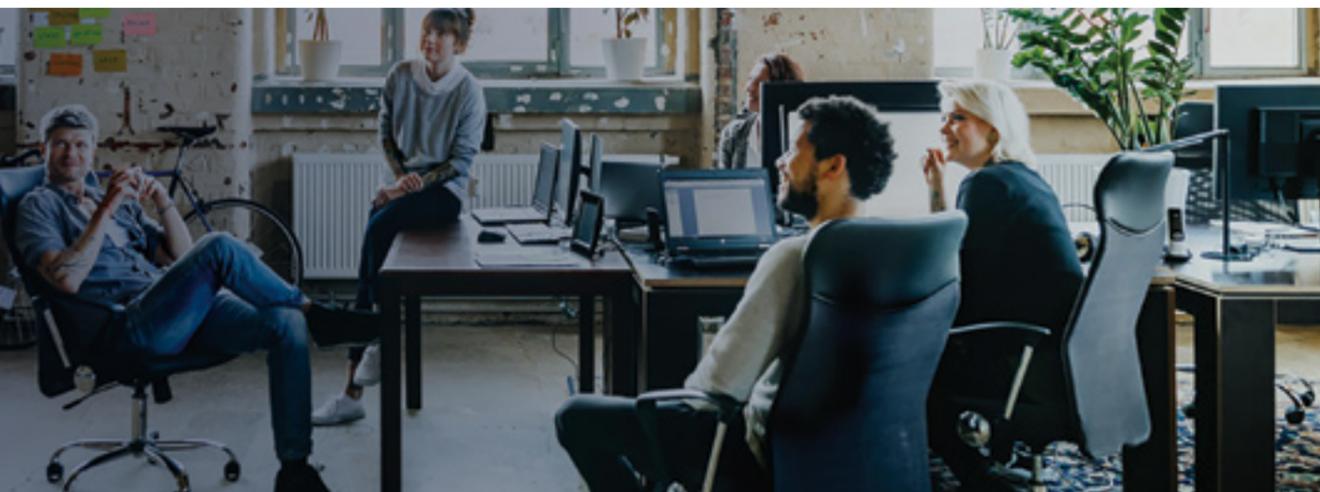
- ▶ In the field of digital manufacturing, Netcompany-Intrasoft has been exploring applicable technological advancements by offering and supporting software development utilising Big Data and Artificial Intelligence. Netcompany-Intrasoft coordinates the project STAR which aims to research, develop, validate and make available to the community leading-edge AI technologies including explainable AI, active learning systems, simulated reality systems, human-centric digital twins, advanced reinforcement learning techniques and cyber-defence mechanisms, thus becoming a catalyst for the deployment of advanced AI systems in the manufacturing shop floor. Netcompany-Intrasoft also participates in the project ODIN (Open-Digital-Industrial and Networking) creating pilot lines using modular components for scalable production with a focus on human robotics collaboration by providing the technical integration expertise. The project IMOCO 4.E, an Intelligent Motion Control under Industry 4.E, strives to perceive and understand complex machines and robots. The two main pillars of this project are digital twins and AI principles (machine/deep learning). Netcompany-Intrasoft participates in all the technical tasks such as the development of AI based methods for machine predictive maintenance, integration and testing.
- ▶ In the domain of digital transformation governance, Netcompany-Intrasoft participates in the project AI4PublicPolicy (Automated, Transparent Citizen-Centric Public Policy Making based on Trusted Artificial Intelligence), as the system integrator of the AI4PublicPolicy platform and as an Explainable AI expert. It will contribute to the development of AI/Big Data analytics algorithms for extracting data-driven evidence-based policies.
- ▶ In the area of digital transformation for health and hospitals, Netcompany-Intrasoft continues to seek new opportunities to develop more offerings by participating in the project HosmartAI which

focuses on Hospital Smart development based on AI. Netcompany-Intrasoft acts as the project coordinator and the main technical partner by providing a distributed streaming platform for handling real-time data based on Apache Kafka. The REBECCA project - research on breast cancer, taps into the potential of Real-World Data to support clinical research and to improve existing clinical workflows. Netcompany-Intrasoft acts as the main technical partner of the cloud platform by providing the architecture, the CI/CD and the development of the dashboard for clinicians/researchers.

- ▶ Expanding its offerings in innovative education community platforms, Netcompany-Intrasoft participates in the ADMA Trans4MErS project by providing an all-connecting community platform offering advanced manufacturing assistance and training for SME Transformation, embracing the ecological, digital and societal challenges.
- ▶ In the field of cybersecurity, Netcompany-Intrasoft coordinates the project ELECTRON with a focus on the Electrical Power and Energy System (EPES): an armour against cyber and privacy attacks and data breaches. It also provides technical services such as participating in the architecture design, being the main integrator and supporting cybersecurity tasks. Moreover, IRIS - an artificial Intelligence threat Reporting and Incident response System - aims to integrate and demonstrate a single platform addressed to CERTs/CSIRTs for assessing, detecting, responding to and sharing information regarding threats and vulnerabilities of IoT and AI-driven ICT systems. It was demonstrated in 3 smart cities. Netcompany-Intrasoft participates in IRIS as the main platform integrator. It also provides DevSecOps practices and enhancing the company's cybersecurity offerings.
- ▶ Extending the portfolio of projects related to cutting-edge 5G core technologies, Netcompany-Intrasoft participates as a key technical partner in the project EVOLVED-5G that targets experimentation and validation openness for long-term evolution of vertical industries in 5G era and beyond.
- ▶ Netcompany-Intrasoft participates in the project FRONTIER that is related to the next generation traffic management for empowering CAVs integration, cross-stakeholders collaboration and

proactive multi-modal network optimisation targets in the field of transport.

- ▶ Netcompany-Intrasoft participates as a key technical partner in the project MARVEL - Multimodal Extreme Scale Data Analytics for Smart Cities Environments - that aim to collect, analyse and data mine multi-modal audio-visual data streams of a smart city and help decision-makers improve the quality of life and services to the citizens without violating ethical and privacy limits in an AI responsible manner.
- ▶ In the domain of security & safety, Netcompany-Intrasoft participates as the main platform integrator in the project NIGHTINGALE - a Novel integrated toolkit for enhanced pre-hospital life support and triage in challenging and large emergencies. Netcompany-Intrasoft also participates in the project ODYSSEUS - Preventing, countering, and investigating terrorist attacks through prognostic, detection and forensic mechanisms for explosive precursors. It is the platform integrator and is involved in the development of the frontend user interfaces and visual analytics. In the project SENTINEL - Bridging the security, privacy and data protection gap for smaller enterprises in Europe - Netcompany-Intrasoft participates as the platform integrator.
- ▶ To explore the cloud computing continuum, Netcompany-Intrasoft participates as a key technical partner in the project SERRANO that aims to introduce a novel ecosystem of cloud-based technologies, spanning from specialised hardware resources up to software toolsets. SERRANO will demonstrate three high impact use cases related to (i) secure cloud and edge storage over a diversity of cloud resources, (ii) fintech by supporting latency-sensitive and safety-critical digital services in the financial sector and (iii) machine anomaly detection in manufacturing for Industry 4.0.
- ▶ Under the umbrella of the European Green Deal and more specifically in building a climate resilient future, the SILVANUS project has been added to the RID portfolio, with a focus on developing an integrated technological and information platform for wildfire management. Netcompany-Intrasoft participates as the key technical partner of this platform by applying a range of data technologies.



Enterprise Solutions

Banking and Finance

Under Netcompany-Intrasoft's trade enablement industry, Banking and Finance continued its course of international promotion of banking solutions and with the delivery of activities. Also, PROFITS® Core Banking System continued along the path of evolution in accordance with the PROFITS® Road Map.

Overall, Banking and Finance expanded its sales activities in the area of Electronic Money Institutions (EMIs) by successfully promoting its relevant PROFITS® Packaged Solution for EMIs.

In addition, we continued to deliver state-of-the-art services in Enterprise Performance Management (EPM), not only to Financial Institutions, but also to large private sector organisations. The EPM solution includes strategy management, planning & budgeting, financial management & close and profitability & cost management.

For 2021, the following are highlighted:

► ECOMMBX, Cyprus

In 2021, a new deal was signed for the provision of our DX4B (Digital Experience for Banking) which based on PROFITS Core Banking System is a modern, future proof, cloud-based banking and finance solution, utilizing the revolutionary banking interoperability standard framework of BIAN that standardizes and simplifies the overall banking architecture. The solution, as a packaged solution for EMIs, will cover the electronic channels for individual and corporate clients of the EMI as well as its overall payment services including PSD2. Payments will be routed to various clearing houses and payment aggregators such as the Central Bank of Lithuania, which offers a Fintech hub for SEPA Payments, Clear Bank in UK for UK payments schemes (Faster Payments, CHAPS and BACS), Banking Circle, SWIFT Alliance and others.

► Stima DT Savings and Credit Cooperative Society Limited, Kenya

The promotion of our PROFITS® Packaged Solution for Sacco in Kenya region continued successfully with a new deal with Stima DT Savings and Credit Cooperative Society Limited (Stima DT Sacco) in Kenya. Sacco has signed a contract for the provision of the solution, its Implementation and the provision of Support

and Maintenance Services. The implementation of the system commenced in the third quarter of 2021 and its live operation is scheduled for 2022.

► Cepal Hellas, Greece

GALAXY, a major new portfolio of Cepal Holding, which has an estimated €11 billion exposures (450,000 non-performing loans) was migrated to our installed PROFITS® Packaged solution for Credit Management Servicers (NPLs). In 2021, we also provided maintenance and support services to Cepal as well as a significant number of additional functionalities. Indicatively, these include the integration to AroTron of Relational S.A., several enhanced restructuring cases, bond loans, and documents printing using barcoding.

► COSMOTE Payments EMI, Greece

In 2021, we delivered an additional managed e-Money service that is fully compliant with the requirements of the organisation. In cooperation with SIA, we designed a turnkey managed service that covers the following key functional areas:

- Issuance of electronic money (eMoney);
- Redeem the monetary value of the electronic money;
- Cash to be placed on a payment account;
- Performance of payment transactions;
- Acceptance of payment transactions;
- Bill payment Services;

■ Card Acquiring Services.

The whole solution provided by Netcompany-Intrasoft is currently in live Pilot Production Operation. Its full production operation is planned to commence within 2022.

► PQH, Greece

Continuation of maintenance and support services provision of the solution for the settlement of debt portfolio collections based on relevant PROFITS® modules.

► PanCreta, Greece

During 2021, in addition to the provision of maintenance and support services on PROFITS® Core Banking system, we implemented significant functionalities to assist bank operations, such as SCT Online Payments and Bond Loans.

► Eurobank, Greece and Abroad

We continued the maintenance and support service provision to Eurobank Group (Greece and abroad) on Cortex EFT Payments Switch and Card Management System (both products of FIS), while also providing several additional functionalities.

► National Bank of Greece (NBG) and Piraeus Bank, Greece

We continued to provide maintenance and support services for Oracle Hyperion Financial Management and Planning respectively and implemented new functionalities. NBG and Piraeus are the largest banks in Greece.

► **Hellenic Petroleum, Greece**

We secured a new deal with Hellenic Petroleum, entrusting us for their transition to EPM Cloud for both Financial Consolidation & Budgeting and Planning solutions.

► **Thenamaris, Greece**

We signed a new deal with Thenamaris, entrusting us to provide support and maintenance services on both Oracle Hyperion Financial Management and Oracle Hyperion Planning. Thenamaris is one of the largest shipping organisations in Greece.

► **Frigoglass, Greece**

We reached a new deal with Frigoglass, selecting us for their Hyperion Financial Management support and maintenance services. Frigoglass is one of the global leaders in the Ice Cold Merchandiser (ICM) market and the principal supplier of glass packaging in the high-growth markets of West Africa.

► **Kenya Police SACCO (KPS), and Mwalimu National SACCO (MNS), Kenya**

We continued the provision of maintenance and support services of our PROFITS® Packaged Solution for SACCOs for both of these Tier 1 Saccos in Kenya.

► **National Financial Switch of Zambia (ZECHL)**

We continued the provision of maintenance and support services for the implementation that was based on the IST Payments Switch of FIS Global. The system was also enhanced with e Money transactions switching and other new functionalities.

► **Centenary Bank, Uganda**

We continued the provision of maintenance and support services of PROFITS® Core Banking System. In 2021, new implementations were delivered adding value to the bank's operations. Indicatively, these new implementations included the Agency Banking services, enhanced functionality for operating loans via mobile phones, integration with the bank's new electronic trading system, and a new PROFITS® Treasury Module.

► **HF Group, Kenya, Mwalimu Bank, Tanzania, Piraues Bank, Germany**

We continued the provision of maintenance and support services for PROFITS® Core Banking System, along with the implementation of new functionalities.

► **Zambia National Building Society (ZNBS), Zambia**

The new PROFITS® Electronic Channel "e-branch" (Web UI) was successfully installed at the bank's branches substituting the earlier Graphical User Interface (GUI). Furthermore, the provision of maintenance and support services for PROFITS® Core Banking System was continued, along with the implementation of new functionalities.

New developments that further enhance the capabilities of PROFITS® Core Banking System

The below developments on PROFITS® were released in accordance with the Products Road Map:

- Packaging of WALLET Functionality: Account Management, Collections Management, AML Integration, ATM incorporation and additional Services;
- Packaging of NPL Functionality: Complete Loans Management, Restructuring Management, Document Production and additional services;
- Packaging of SACCO Functionality: Member Management, Mass Files Processing, Dividends, Instant Gateway Services and additional services;
- Porting of PROFITS Core to Linux/Oracle & Linux/DB2 environments;
- SWIFT MX Standard;
- New Collections Module;
- GDPR Compliance;
- New Modules for Syndicated and Group Loans;

International Business Development:

We are currently evaluating a significant number of core banking proposals for commercial banks, EMIs, NPLs and SACCOs in both Europe and Africa.

SW & Product Development

Consistent with the rest of the Enterprise Technologies departments, we experienced strong growth during 2021. A key accomplishment was the expansion of our customer base, solutions portfolio, partnerships and reach.

We further solidified our ascending course in the Greek market and expanded our business base in Cyprus and further into Europe. We enriched our portfolio by adding product development services for Ermis and Perseus solutions.

Our main achievements for 2021 were the following:

- Expanded the volume of our business, and increased revenue in the existing customer contracts.
- Further expanded our software development capabilities through the provision of services for the continuous integration and development methodologies which greatly enhance our agile approach.

Successfully completed major projects:

- **Public - eCommerce Portal:** Launched the new eCommerce and marketplace site for Public.gr, a major retailer in Greece and member of the Olympia Group.
- **NBG - Flexible Capacity:** Provided consulting and implementation services under a flexible capacity model for the larger Greek bank.
- **NBG - Internal support applications:** Implemented two internal support applications. The first is an internal web application for the branch bonus scheme. The second is a CRM module for the business section organisation chart.
- **NBG - Automation test for IB:** Implemented the testing automation suite and scenarios for quality assurance of Internet Banking web application.

► **MR Health Tech - Product development services:** Developed core module for MedNeXt+ policy administration product, specialised on health insurance, on behalf of Munich Re Health Tech.

► **VODAFONE Greece - Digital DXL:** Provided application development services on Vodafone Digital Experience Layer (DXL), launching various BSS & Digital projects (Sim swap, e-sim, Device Instalments, etc.).

► **VODAFONE Group - App Framework Development:** Provided design, development & QA services for the implementation and delivery of a Low Code Platform and Framework used by the VODAFONE Group to support the development of new Digital retail and online apps delivered globally.

► **VODAFONE - Onboarding:** Implemented two digital customer onboarding journeys to support customer authentication and new customers acquisition digitally.

► **VODAFONE - Document Management System:** Introduced and implemented a new document management system. The purpose is to become the new centralised DMS for the whole of Vodafone Greece.

► **Intralot International LTD - Sportsbook Mobile App:** Implemented the sportsbook mobile application in iOS and Android in the context of ODS project - Intralot's customer in Germany

► **Intralot Adriatic – Sportsbook Mobile App:** Implemented the sportsbook mobile application in iOS and Android for Intralot’s subsidiary in Croatia.

Awarded major new projects, such as:

► **MR Health Tech – Product development services:** Provided software development services to cover additional product modules of MedNext+.

► **OPAP:** New project awarded for the implementation of the automation testing suite for Lottery terminals, web and mobile applications.

► **NBG – National Bank of Greece:** New project awarded for the implementation of the automated test framework and suite for the new core banking system of NBG.

► **Intralot US:** New project awarded for the implementation of the new sportsbook mobile application in iOS and Android based on new UI/UX designs.

► **COSMOTE – ePOS & Siebel mobile decommissioning transformation:** A new contract for implementing various microservices for decommissioning legacy Cosmote systems and transfer functionality to new microservices technologies. Functionalities transferred include Subsidy rules management, Stock management, IMEI & SIM management

► **COSMOTE Payments:** Designed, developed, and delivered the Cosmote Payments vPOS orchestration project. Designed, developed, and delivered new major features for Cosmote Payments within the scope of e-money middleware solution, namely services for credit card issuing and management.

► **eCommBX Digital Banking:** Implementation and delivery of Internet Digital Banking for eCommBX – large EMI based in Cyprus. The Digital Channels will support bank retail & corporate customer, delivering a fresh and

immersive user experience while digitalising all customer engaging operations.

► **VODAFONE Group – Guided Selling:** A new multitenant platform (provisioned as “Telco as a Service” model by the VODAFONE Group) that integrates with VODAFONE’s local OpCos public sites and provides an intuitive & smart guided selling journey to VF end-customers. The web application helps end-customers to select plans and handsets based on their preferences/habits and proceed with their purchasing via the OpCos e shop.

► **VODAFONE Greece – Hunters App:** Introduce a new mobile (Android) application that will be used by VF partners on the field for new customers “hunting”. Automate the process for new mobile activation orders between Hunters App directly to the Mobile CRM by incorporating smart OCR mechanism & digital signature.

► **VODAFONE Greece – SR Management for Corporate Customers:** Introduce new journeys that will allow VODAFONE corporate customers to manage their service requests through the existing VODAFONE Web Application.

► **Alpha Bank Romania - Digital Onboarding:** Contract awarded for implementing the first digital onboarding journey. Various integrations will allow bank’s customers to create an account online.



Consulting & System Integration

Despite the COVID-19 pandemic, we experienced strong growth in 2021. We expanded our customer base, solutions portfolio, partnerships, and reach. We further reinforced our position in the Greek market and expanded our customer base in Cyprus. We also managed to raise awareness about our solutions and capabilities of prospective customers in Greece and abroad.

Main achievements for 2021

► Successfully delivered the first worldwide cloud native installation of the Oracle BRM real-time charging billing platform. The deployment was carried out for Cyprus-based Cablenet Communication Systems Ltd. The solution enables the company to quickly monetise new and existing products and deliver a better customer experience.

► We were awarded and are currently implementing for Piraeus Bank an integrated cloud-based event-marketing solution based on Oracle Marketing Cloud (SaaS). It allows the bank to capture, orchestrate and react to customer interactions by unifying marketing signals and launching cross-channel marketing programmes.

► We have successfully delivered and rolled out key commercial services for the COSMOTE Payments EMI that include the Online Wallet service, the eCommerce acquiring service (vPOS) and the Physical POS service.

► Expanded the volume of our business, increasing revenue in the existing customer contracts.

► Enriched our portfolio with new solutions in the BSS and customer experience domain, such as digital onboarding and cloud native billing and revenue management.

Successful completion of major projects

► **COSMOTE-OSS:** Completed the implementation of e2e services in OSS domain (Service Bus, Order & Service management, Network Inventory, P7, Objectel and Promitheas). Served as Integrators for new areas for implementation (such as software defined radio (SDR) for the delivery of voice technology) and corporate transformation scenarios.

► **COSMOTE – OSS Wholesale Transformation:** Delivery of services for the transformation of the OSS stack that supports COSMOTE’s wholesale processes.

► **CYTA – Partners Portal:** Introduced a new Portal solution (within Siebel) that will act as the core ecosystem for CYTA’s partners.

► **Piraeus Bank – Siebel Data Archiving:** Provided services in regards to the archiving of selected Data to alleviate performance related issues and improve overall Customer experience (Loyalty & Marketing Solution).

► **CYTA Cyprus – Oracle EBS upgrade:** Completed the functional upgrade of Oracle E-Business Suite ERP (17 modules) from version 12.1.3 to version 12.2.7. In parallel, implemented and transformed all the necessary customisation for the new version of EBS.

► **Intralot – Oracle Responsys:** Implemented services for marketing operations like campaigns and newsletters using Oracle Responsys Cloud which belongs to Oracle CX Marketing Cloud (Germany & Croatia).

► **Netcompany-Intrasoft Group of Companies – Supplier Qualification:** Completed implementation services for the rollout of Oracle's Supplier Qualification in the Group's companies that offer the ability to Procurement department to assess and qualify all the suppliers within the group of companies.

► **Netcompany-Intrasoft Group of Companies – Contract Management:** Completed implementation services for the rollout of Oracle's Enterprise Contract Management in the Group's companies for the Other (NDA, MOU, SNS) And Employee Contracts. The Oracle Enterprise Contract Management is integrated fully with the main ERP system of the Group of companies using the Oracle Integration Cloud Enterprise edition.

► **Netcompany-Intrasoft Group of Companies – MDM:** Completed implementation services for the rollout of Master Data Management in the Group's companies for Customers and Suppliers using the Oracle Integration Cloud Enterprise edition.

► **VODAFONE – IVR Middleware upgrade:** Migration of the current IVR Middleware platform to Vodafone's Virtualisation environment called "VINO stack", combined with architectural upgrade to microservices approach. IVR Middleware provides all needed interfaces and service logic for the communication of IVR Front Ends with the backend systems.

► **COSMOTE – Chatbot:** NLU Conversation platform powered by machine learning (ML) and artificial intelligence (AI) technologies in order to support the provisioning of chatbot-based communications with customers.

Award of significant new projects

► **COSMOTE – Wholebuy/Rural Transformation:** To provide modernised services for the transformation of the OSS stack that supports COSMOTE's Wholebuy and Rural processes (COSMOTE services over other providers' infrastructure, delivery of Broadband Services in remote areas).

► **COSMOTE – Solvatio Upgrade:** Implement a transition process for the new version of Solvatio. Includes consulting, architecture, migration, implementation activities to support the service assurance flows of mobile/fixed telephony.

► **COSMOTE – Order Capture – Back Offices:** Re-engineering of mobile telephony business processes, and implement three different Back Office portals (Shipping, Credit, Document) leveraging on Service technologies and architecture.

► **Digea – Service Cloud Implementation:** Implementation of services in Oracle Service Cloud that help DIGEA to offer a better customer experience.

► **COSMOTE – Next Gen Payments:** A Gateway to the Next Payment Service Evolution. It gives the ability to perform instant Payments and provide the capability to Self-Manage via User Friendly flows. Available for Voice / IVR channel and Chat channel

► **ELPEDISON – New CRM - Salesforce Project:** Implementation of SOA services for the integration between Salesforce CRM with Elpedison northbound and southbound systems such as Billing, Collection and myElpedison Portal.

SAP

Netcompany-Intrasoft is a certified partner and a leading SAP Integrator in the Europe, the Middle East and Africa (EMEA) region for both the private and public sector, servicing a variety of industries. Our SAP department specialises in the implementation and support of SAP ERP installations for large companies in the private and public sectors.

Main achievements for 2021

- Awarded a major S/4 HANA suite based, ERP/EAM/WFM project for the Independent Power Transmission Operator of Greece.
- Awarded an end-to-end internal business redesign project that includes design, development, installation, maintenance and support.
- Developed innovative applications for the S/4HANA Platform.
- Expanded our capacity, both in terms of consultants and experience, by investing heavily in the SAP Academy.
- Expanded the volume of our business, increasing our revenue in the existing customer contracts.
- Enriched our services portfolio.
- Successfully executed and renewed several implementation and maintenance contracts and Service Level Agreements for our customer base in Greece and abroad (Hellenic Petroleum Group (IS-Oil), National Bank of Greece (ERP), INTRALOT S.A. (ERP), University of Patras (SLcM), Maillis Group, Forthnet-Nova, KENYA HOUSING FINANCE (ERP, CRM), THESSALONIKI PORT AUTHORITY (ERP))

Implementation of significant projects

► NBG – SAP Flexible Capacity:

Funds management implementation project and new enhancements including a holistic API management for internet banking. Also support services under a flexible capacity model.

► Maillis Group – SAP Outsourcing:

Outsourcing contracts for SAP production support services and the relevant infrastructure for the three subsidiaries (in Italy Poland and Greece).

SAP Systems Split and Carve Out from one parent organisation to the three subsidiaries, including DR systems for ERP and BW.

► Forthnet-Nova:

Implemented new projects for Leasing Equipment and SAP e-books. Also, provided production support services for SAP environments.

► L'Oreal:

Implemented projects for SAP e-books and new Retail Chains, and support services for Hellenisation project.

► DEMO Pharma:

Implemented new projects for Redesigning of Costing Process, also provided production system support services.

► University of Patras:

A full-scale migration project in new hardware installation for SAP and other applications.

New projects awarded

Several new projects were awarded in 2021. The most significant is the project for the delivery of an S/4 HANA suite-based ERP/EAM/WFM system for the Independent Power Transmission Operator of Greece. It is a 5-year project involving design, development, installation, maintenance and support. The key areas are: Financial and accounting, Programme/Project Management, Procurement, Supply Chain & Inventory, Asset Management, Workforce Management and Human Resources.

New Ventures

During 2021, our New Ventures business department proceeded with developing and further scaling up initiatives commenced in 2021:

► The group dealing with advanced data networking services successfully completed a challenging project aimed at “relocating” the operating frequency of Rural Connect’s fixed broadband network access. Based on requirements stipulated by the Greek government for 5G spectrum distribution, the operator was obliged to replace all related radio access activities with a new frequency band. The project, which was undertaken by Advanced Data Networking service and overseen by the New Ventures department, was successfully completed during 2021. Given the opportunity and through our services the Network of Rural Connect upgraded to 5G service capability.

► Data Analytics Competence Center (iDACC), which operates under the New Ventures umbrella, undertook several projects launched in the Telecommunication and Banking sectors in Greece and North Africa in 2021. As a sign of successful implementation of the projects, received (together with the customer: Alpha Bank) the IMPACT BITE award for the big data-enabled Contextual Campaign Manager. Additionally, in close cooperation with Incelligent, a start-up specialising in building data-driven, predictive and prescriptive analytics solutions, we provided state-of-the-art services to our customers. More importantly, we boosted our portfolio with product extensions that exploit the most recent advancements in artificial intelligence (AI), machine learning and deep learning technologies.

► Parallel to the facilitation of the data analytics activities and product development, New Ventures continued with the operation of the INTRASOFT Blockchain Incubation Group (iBIG), a matrix-based team with participants from all relevant organisations. iBIG played a key role in the creation of specialised Blockchain reports, an activity fostered under the European Union Blockchain Observatory and Forum that led in 2021. More specifically, iBIG contributed significantly to the reports related to Central Bank Digital Currency and Non-Fungible Tokens. What’s more, iBIG steered the implementation of “Wallee” – a mobile application based on a Blockchain core for facilitating electronic payments within closed circle groups. “Wallee” was awarded with the gold IMPACT BITE award for the best Blockchain-based Fintech application.

Throughout 2021, New Ventures continued to pursue intrapreneurship activities and remained focused on using innovation as a strategic enabler for business growth. Our team continued to survey the Greek and international start-up ecosystem and leveraged INTRACOM Group’s existing partnerships and co-investments in the Jeremie and Marathon II VCs. It also coordinated additional participation in the Greek venture capital (VC) ecosystem.



Public Sector

Following the initial shock at the start of the COVID-19 pandemic and its aftereffects, 2021 saw national governments responding to the crisis by placing special emphasis on budget allocations to address the emerging health challenges. They also focussed on the recovery from economic uncertainty and planning for a more sustainable future through investment in new systems and procedures reflecting the new reality imposed by the pandemic.

However, it has also been a case of reprioritising. Significant portions of national budgets were allocated to bolstering health systems and alleviating the effects of the economic slowdown in the population.

Emergency funds were also made available through international funding organisations and unions in 2021. The aim was to assist national governments in their efforts to contain the pandemic and respond to the immediate effects of the COVID-19 crisis, as well as to reorganise processes for the future. This is most characteristic of the European market where the Commission put in place the Recovery and Resilience Facility (RRF). As the centrepiece of Europe’s recovery plan, its aim is to mitigate the economic and social impact of the COVID-19 pandemic and make European economies and societies more sustainable, resilient and better prepared for the challenges and opportunities of the green and digital transitions.

Through this temporary recovery instrument (established in early 2021), the Commission raised and allocated €723.8 billion in loans and grants to help the Member States address challenges identified in country-specific recommendations under the European Semester framework of economic and social policy coordination. We expect the opportunities offered by the funds available through the RRF to mature in earnest in 2022.



This paradigm shift in business impacted the focus of Netcompany-Intrasoft's Public Sector Sales effort.

Internationally, having built a strong record of wins during the past year and given the tight deadlines to deliver our products for the ERMIS, PERSEUS & Compliance contracts in 2021, our strategy has been to continue pursuing new business deals connected with both State procurement calls and direct awards from our customer contract renewals or upgrades.

The COVID-19 pandemic, however, has weakened the State procurement calls. Examples include customs-related business cases in Romania, Cyprus, Luxembourg, Lithuania and Ukraine, as well as taxation-related business cases in Denmark, Greece and Serbia. The list also includes social security business cases in Morocco and Greece, and the compliance business cases in Cyprus, Romania, Malta and Greece.

As regards direct awards from our customers, this has proven to be hectic due to the MASP/UCC tight deadlines set by the EU. As a result of this situation, we expect to significantly expand our customer base and generate new opportunities for cross-selling and upselling our products in the months to come.

Finally, on the topic of project delivery, our efforts and commitment to our product offering over the years has resulted in the successful conclusion of the ERMIS product for the Danish Customs agency. There is also Compliance (Risk Management) delivered to the Danish Customs Authority. Another example is PERSEUS for Uganda's National Social Security Fund.

All three product-based projects were delivered within full production capacity, validating our central decision to invest on Customisable Products for the Public Sector market, particularly in the domains that require a high level of process standardisation. What is more, these production successes run in parallel with the disciplined and continuous evolution of our Product Portfolio to reach the targeted Release Roadmap per product. This enabled us to pursue business opportunities in a more competitive and business-complete manner.

Commercial Successes

The International Markets

With a decline in new international opportunities, the focus of our activity was geared towards our current customer base. As such, we reached out to customers with legacy systems in view of replacing existing infrastructure with new platforms. We also targeted customers who were looking to add new features and functionalities to an existing system. This strategy was successful with the Danish Customs Authority, the HM Revenue & Customs (HMRC) in the UK, the Lithuanian Customs Authority, the Swedish Tax Authority, and the Customs Authority in the Republic of North Macedonia.

► Danish Customs Authority, Denmark

Additional assignment: Export & Transit

The purpose of this additional assignment was two-fold. Firstly, to ensure both that ERMIS Export/Transit out-of-the-box pre-configuration is compliant with the Union Customs Code (UCC). Secondly, to make sure the level of pre-configured functionality with respect to Export and Transit (and which are included in the signed contract) is sufficient to enable an eventual third party to implement the Danish national Export and Transit requirements based on the ERMIS platform.

For instance, it contains the provision of configuration consultancy services to ensure the ERMIS Platform is correctly pre-configured in terms of these basic functionalities in a UCC-compliant manner. This will enable ERMIS to be eventually configured and implemented under a future project and to meet the Danish national Export and Transit requirements. This new assignment will run for a maximum three years.

► HMRC, UK

Maintenance, Support renewal and additional assignment

In September 2021 we signed a five-year Maintenance and Support agreement with IBM following a direct award from HMRC for a five-year contract for the Maintenance of the Declaration Management System.

The contract value is €2.3 million, whereas the contract also has a provision for evolutive maintenance and a series of Change Requests are expected to be submitted during the five-year duration of the contract. The expected Change Request (new assignment) under this contract for the Exit and Automated Export System implementation on ERMIS in 2022 is valued at €1.1 million.

Customs Authority, Republic of North Macedonia

A 30-month service contract for the evolutive maintenance of the Customs Declarations and Excise Processing System (CDEPS) was awarded in May 2021. During the course of this contract, significant upgrades will be scheduled. The value of the contract is €955,000.

Home Market

With the pandemic reaching a peak in 2021, the Greek market showed significant signs of resilience in the face of the challenges posed by the lockdown and remote working measures applied to contain the spread of COVID-19. The Greek Recovery and Resilience Fund (RRF) programme and the launch of several large projects it funded contributed to the market's sustainability and growth.

Netcompany-Intrasoft won a number of significant projects in 2021. The most notable projects are listed below.

► National Social Security Organisation (eEFKA)

Development Services

Greece's eEFKA approved an extension contract worth €2.5 million. Under this

contract, Netcompany-Intrasoft will provide development services for eEFKA's main IT systems. With our extensive experience in the social security domain, we will assist eEFKA in adopting operational and institutional changes through amendments and further development of its IT systems.

► Independent Authority for Public Revenue (AADE)

Development Services

AADE approved an extension contract worth €800,000. Under this contract, Netcompany-Intrasoft will provide development services for AADE's critical IT systems. The contract requires a team of highly skilled professionals to handle the mission critical systems' needs (Taxation System, Customs System, Audit System, etc.) to ensure adherence to legislative and institutional changes.

► Technical Chamber of Greece

Single Digital Map

Following the launch of Greece's RRF, Netcompany-Intrasoft was awarded the first major project funded. This is the Single Digital Map for the Technical Chamber of Greece. The project's total budget is €36 million of which 48.5% (€17 million) is for Netcompany-Intrasoft and the remaining 51.5% (€19 million) for our partner OTE. The scope of the project includes the creation of an integrated information system, which will collect and integrate digital geospatial information held by different bodies of public administration and e-government. It concerns the status of ownership, construction, exploitation and protection of real estate to make it available through a single online platform. Its goal is to improve and expand the services provided to citizens, public and private entities, as well as investors. It will do this by creating one-stop integrated services for economic and investment activities related to construction in the sectors of Tourism, Business Activities, Development of Public Real Estate and Housing.

Upcoming Opportunities

We also launched our bidding or business development efforts in several product-focused opportunities in the European region (mainly) and beyond (selectively). These included the complete modernisation programmes or componentised renewals of the IT application infrastructure. Some included upgrade programmes in which our customer base adopted our Product portfolio. These efforts involve certain or foreseeable business cases in the domains of Customs & Trade Facilitation (e.g. Greece, UK, Sweden, Norway, Hungary, Republic of North Macedonia, Serbia, Saudi Arabia, Malaysia and Costa Rica), Taxation (Greece, Serbia, the Netherlands, Norway, Uganda, Denmark and Costa Rica), Social and Health Insurance (Morocco, Republic of North Macedonia, Greece and Romania) and Compliance (Greece, Malta, Republic of North Macedonia, Luxembourg, Denmark and Costa Rica).

At the same time, we are pursuing a significant piece of the Greek public sector's digital market pie. It is a sector the Greek government is planning to support with funding from the Recovery & Resilience Fund and the European Structural and Investment Funds 2021-2027. Several significant projects are expected to be tendered within the current year 2022 in domains that are of significant interest for our company, such as the MAP of the Greek Customs, the new e-Procurement System for the Greek state, the new Integrated Information System of the National Social Security Institute, the new Integrated Information System of the National Health Insurance Organisation and the IT modernisation of public hospitals. Our company will focus on these cases since they are at the core of our expertise and capacity.

Suppliers and Business Partners

[GRI 102-9, GRI 102-10, GRI 204-1]

Our Approach

Our approach to suppliers and business partners is strongly attached to our core values and ethical standards. Long-term value for all is created by maintaining collaborative, cooperative, and strong business relationships with our suppliers and partners. We embody and prioritize the building of trust, respect and mutual benefit throughout our value chain, placing emphasis on the efficient management of our supply chain, to deliver greater impact to all our stakeholders and minimize any potential risks that could harm our reputation and business continuity.

We have a diverse supply chain that spans a wide variety of products and services from 1,992 national and international suppliers and business partners. There are three general types of procurement with appropriate procedures for each:

- ▶ the contracting of services supplied by other companies;
- ▶ the purchase of goods and services;
- ▶ the travel-related services and miscellaneous business expenses.

The basic group of suppliers and business partners, that forms our supply chain, includes the following supply categories:

- ▶ Hardware and IT equipment;
- ▶ Software;
- ▶ Energy and utilities;
- ▶ Facility services (e.g. office cleaning & maintenance);
- ▶ Office consumables and equipment;
- ▶ Insurance services;
- ▶ Internet and telephony services;
- ▶ Courier services;
- ▶ Travel services;
- ▶ Car leasing services.

It is worth mentioning that we aim to source as many products and services as possible from local suppliers and contractors in order to support the local community and help stimulate national economic growth. In 2021, the proportion of spending on local suppliers was 73.8%

Procurement Policy



To cement our commitment to responsible and sustainable procurement, our Procurement Policy was launched in 2015 to communicate our company-wide strategic approach to procurement and integration across our activities. Creating far-reaching impact across

all our personnel, the policy outlines the obligations of staff and contractors, ensuring consistent and transparent procurement practices and defining our operational approach to sustainable procurement. Additionally, in parallel with the policy, we endorsed a supplier's regulation that clearly outlines procedures regarding cooperation with our suppliers and subcontractors.

Given the ever-changing regulatory environment with regards to sustainability, we felt it was necessary to update our procurement approach during 2021, and therefore our policy underwent significant changes in order to streamline with our governance framework. A current state and gap analysis assessment was performed during 2021, using an external independent consultant, and the results were used in the update of our Procurement Policy. During this assessment, our procurement team was recognized for its significant levels of maturity ranging between advanced and differentiated. Though this analysis confirmed our high level of procurement practices, there is still room to implement increasingly targeted actions which could further enhance procurement's value to our organization and updating our procurement policy to further streamline our approach is an example of this and this is evidenced by the targets we have set for 2022 and onwards.

As a whole, we are committed to acting ethically and with integrity across all our business relationships, and we have zero-tolerance to modern slavery and human trafficking. Thus, in order to demonstrate our commitment, it remains a key priority for us to fully integrate the processes and controls relating to modern slavery and human trafficking issues in our procurement policy.

Supplier Selection



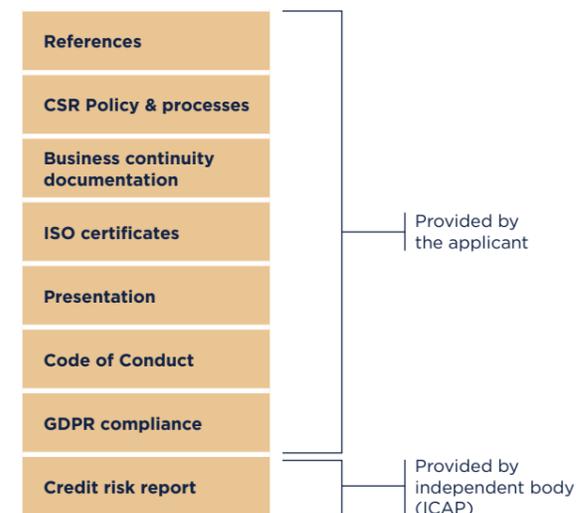
A key risk management process of our Company is the screening of our suppliers and business partners before contracting them. We implement a pre-evaluation process in regards to our suppliers' and business partners' integrity.

Our procurement department implements a selection process that includes competitive quotations providing:

- ▶ the best value and quality;
- ▶ good service;
- ▶ on-time and cost-effective delivery;
- ▶ a proven track record;
- ▶ prior references;
- ▶ the ability to meet our requirements.

In certain instances, suppliers may be eligible for registration but are not necessarily qualified for a certain procurement action. This latter status is only determined after a pre-qualification or a tender evaluation exercise according to our assessment criteria.

For strategic suppliers, the procurement department pre-evaluates the applicants by requesting the following:



Continuous Evaluation and Rewards

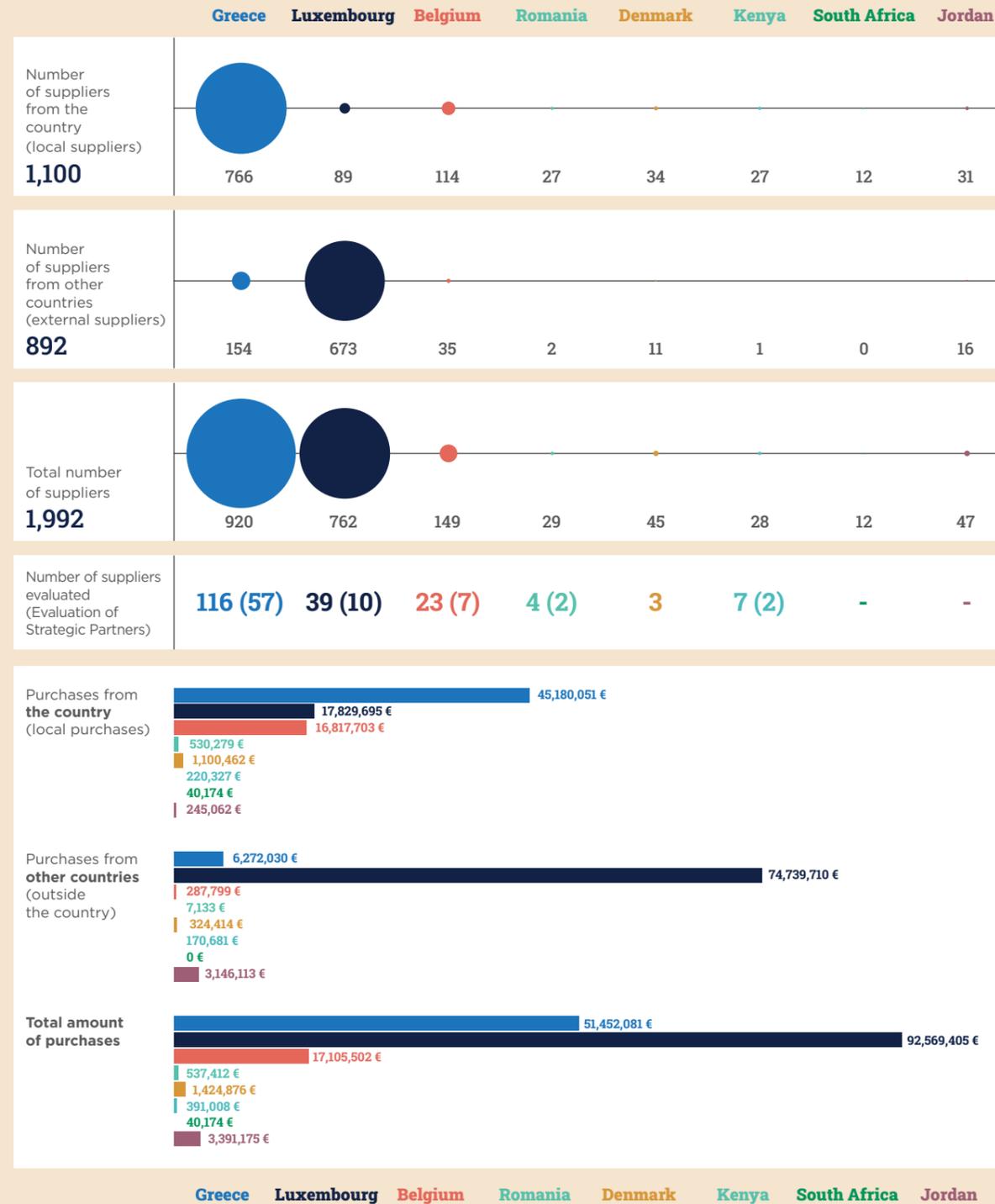


We evaluate our suppliers annually using both quantitative and qualitative assessment. The performance of 76 strategic suppliers is assessed constantly, with a clear focus on quality and delivery. Notably, our suppliers that achieve a score of between 40 and 60 in their supplier evaluation are considered as those with sufficient performance. We also consider other criteria, such as: flexibility, daily operational support, social and environmental performance, ISO certifications, GDPR policy, Code of Conduct and competitiveness. To guarantee a result that represents our Company as a whole, Netcompany-Intrasoft specific stakeholders, such as Project Managers and Facility Managers participate in the evaluation process and give appropriate feedback, providing an assessment based on sectoral risk per each category of supplier.

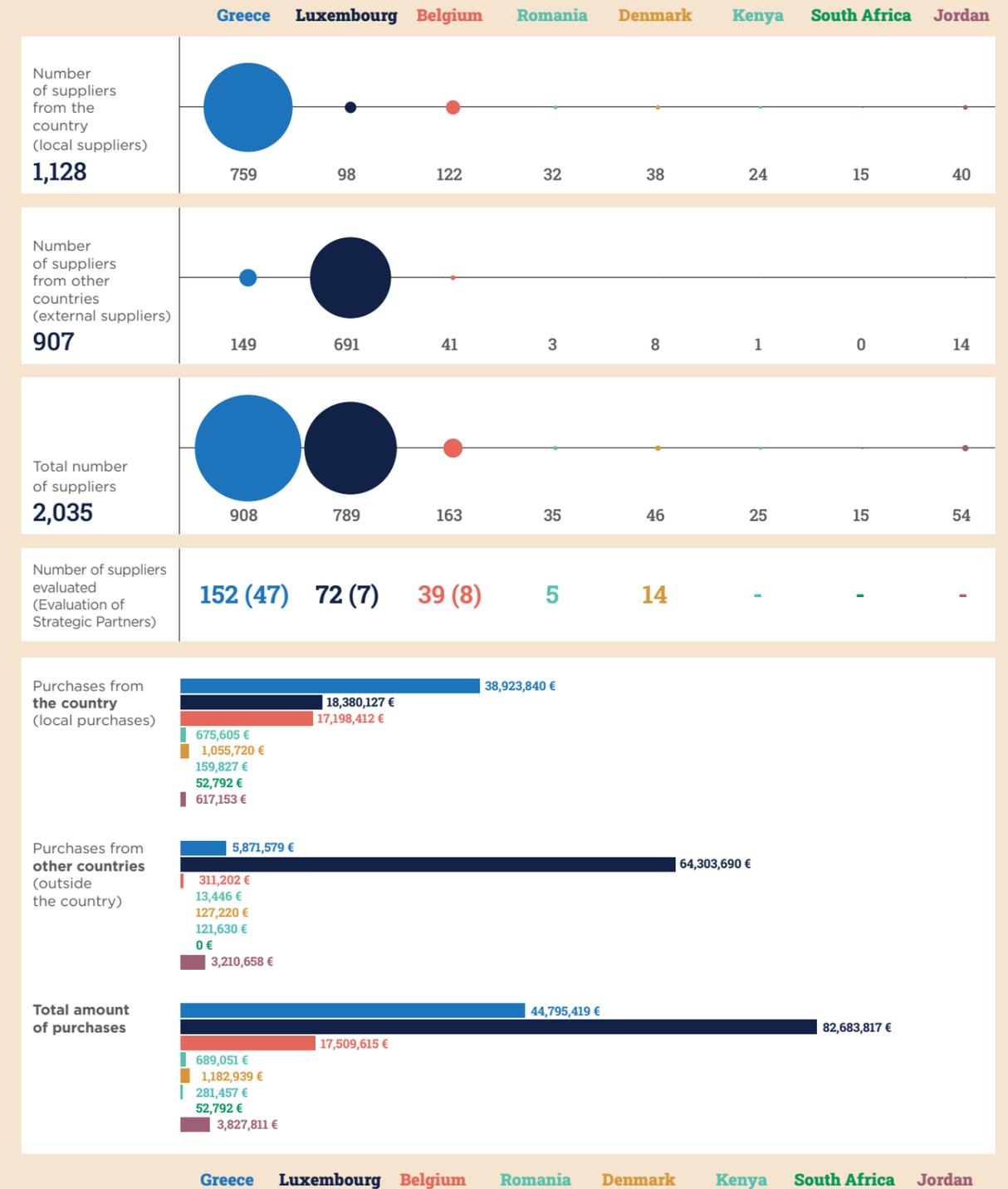
Since 2020, we have been holding our "Supplier and business partner awards event" on an annual basis, where our top 10 suppliers are recognized for going above and beyond the call of duty. This reward is a recognition for our suppliers, which they can utilize as evidence of their high performance. For us, this event is also an opportunity to brief suppliers on performance and future plans, linking their performance to a direct contribution to our Company's strategic objectives. For those who haven't been recognized for their high performance, we give feedback and discuss areas for improvement. It is crucial for us to take their needs into consideration, understanding their supplier perspective prior to us introducing suggestions for improvement.

Our Performance

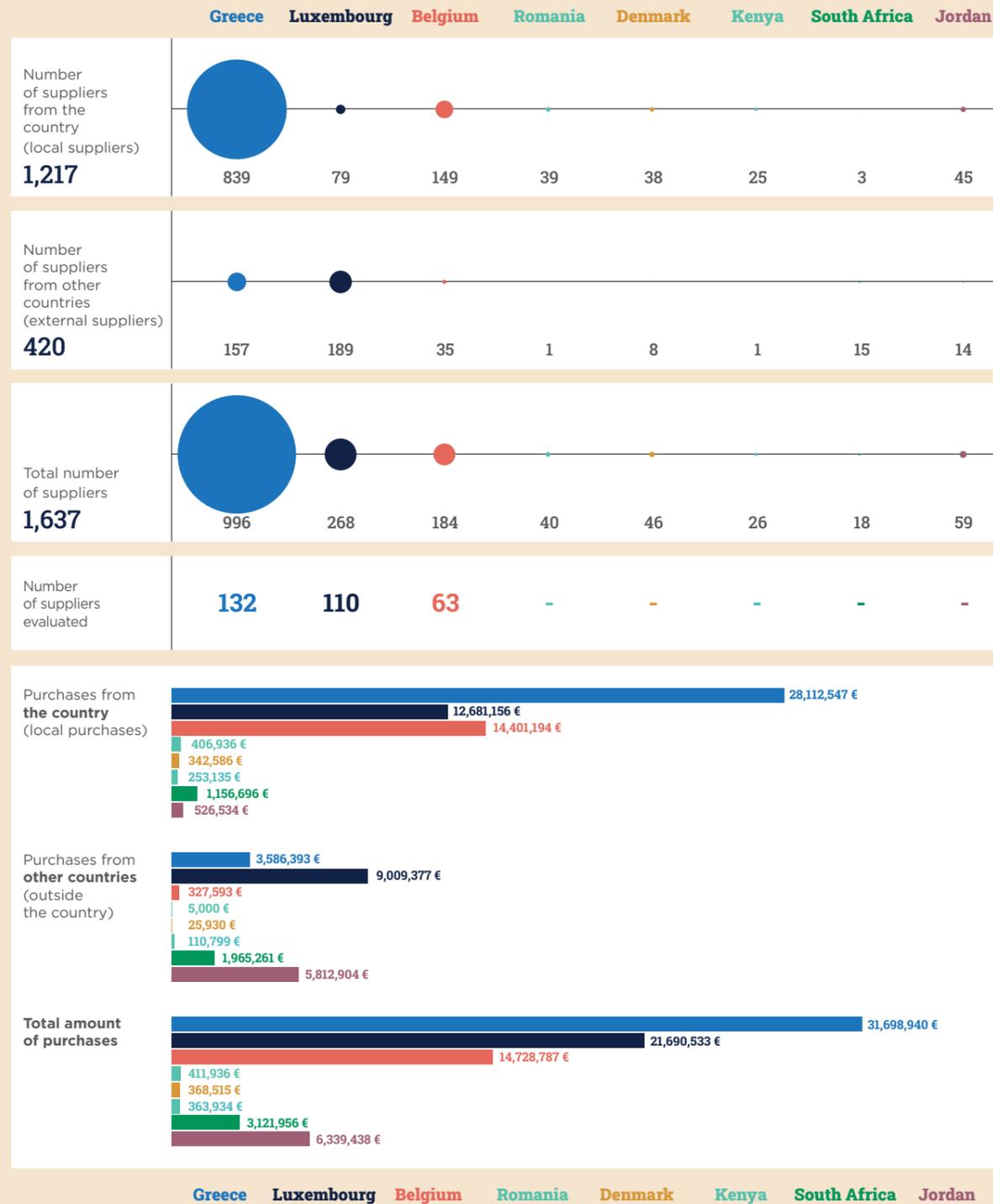
Geographic location of suppliers and the estimated monetary value of payments - **2021**



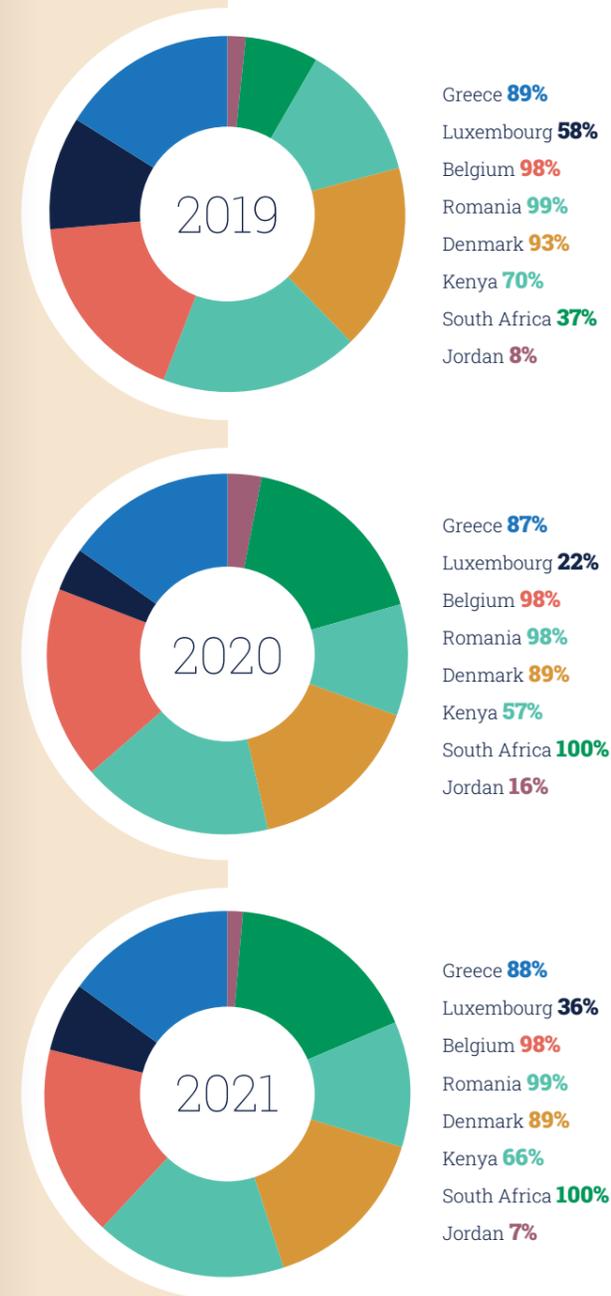
Geographic location of suppliers and the estimated monetary value of payments - **2020**



Geographic location of suppliers and the estimated monetary value of payments - 2019

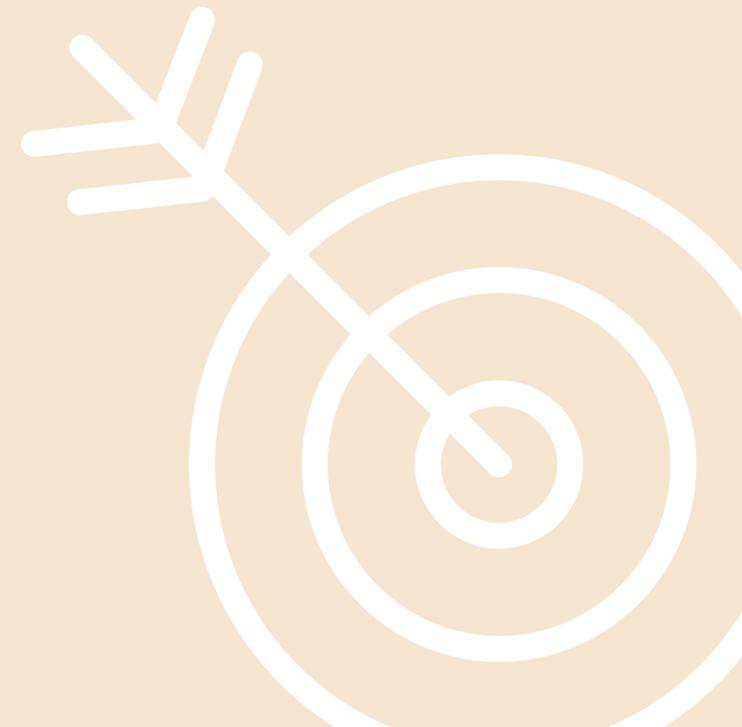


Percentage of the procurement budget spent on local suppliers



Our targets for 2022 and onwards

- Target 1:** Continued prioritization of local suppliers
- Target 2:** Maintain continuous evaluation and rewards system to incentive suppliers
- Target 3:** Fully integrate processes and controls to combat human trafficking and modern slavery into procurement policy.



Material
Topic

Accelerating Innovation and Providing Services with Social and Environmental Impacts

[GRI 103-2, GRI 103-3]



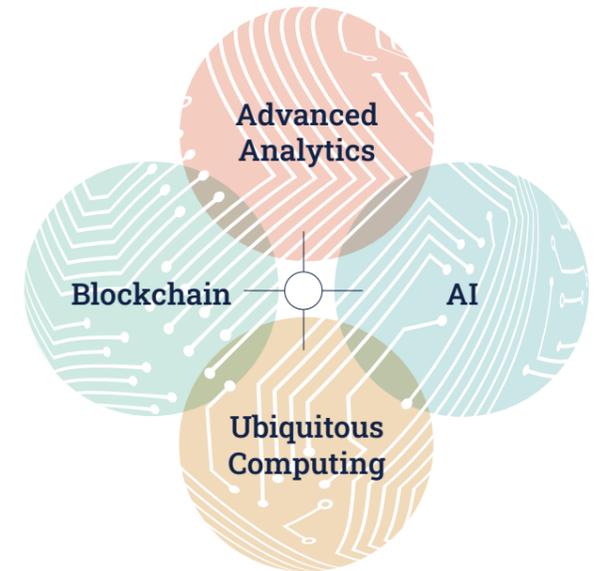
Our approach

Creating Value for our Customers

We place our customer needs and overall satisfaction as our primary drivers, enabling us to deliver disruptive innovative technical solutions. We recognise that the capability to innovate and bring successful innovation to the market is not only a determining factor of our competitiveness, but also of our value creation. Consequently, we at Netcompany-Intrasoft work closely with our customers to co-design new technical solutions and products using key enabling technologies with wide-ranging impacts to both our markets and our activities. One of the most important elements for the creation of high-quality outcomes and project delivery is our process of operating in close collaboration with other company teams, specifically RID, Scope Communications and New Ventures, to integrate technological and business innovation within the Company as part of our overall strategy on innovation. Utilising this method of collaboration enables us to combine the expertise of all our people, engage in knowledge sharing and ensure a high quality of certified services.

We ensure the delivery of applications that are modular, effortless to maintain, easy to enhance, secure and reliable, whilst continuously anticipating and exceeding our customers' expectations. We deliver our services in such a way as to achieve an increasingly enhanced customer experience, higher employee engagement, and more efficient and effective delivery.

At the heart of our approach to deliver innovation and pragmatic ideas is the development of market-facing solutions developed around our 4 strategic technologies across 13 countries, centred around a sustainable and ethical perspective. Using our highly specialised, professional skills in all the latest technologies, our solutions create value for our customers, supporting them during



their digital transformation journey, introducing breakthrough services and new ideas to the market.

Developing Capabilities in Open Innovation and Co-Creation

We maintain that the consistent and constant improvement and use of digital technology can improve business processes, public policies and, as a result, the quality of people's lives. We at Netcompany-Intrasoft aim to transform the businesses of our customers and promote sustainable development in every corner of our operations.

We are embracing the global movement of innovation and entrepreneurship, and strategically use it as the disruptive change mechanism for differentiating our products and offerings and penetrating new sustainable markets. We invest in research, development and innovation as a means to build the necessary tools to support and increase our competitiveness, to successfully provide products and services according to emerging market needs, as well as to follow the trends and priorities outlined by the innovation roadmaps defined both at the EU and national levels.

Through our research, development and innovation capabilities, we embrace challenges

and launch new campaigns across Europe that produce stellar results. Our in-house digital communication and performance teams continuously solidify their output through a rigorous expansion and growth process. Our business development secures a robust portfolio, giving us the opportunity to deliver projects with improved social and environmental impacts. This creates value for a variety of divergent sectors, including:

- ▶ security;
- ▶ immigration;
- ▶ health/nutrition;
- ▶ poverty;
- ▶ agriculture/fisheries/environment;
- ▶ innovation;
- ▶ logistics operations;
- ▶ manufacturing;
- ▶ green cities;
- ▶ transport;
- ▶ education;
- ▶ digital transformation.

We Integrate Environmental and Social Impact in Project Selection

Owing to the ever-increasing necessity for businesses to embrace sustainable development, apparent not only through increasing regulation at the national, European and global level, but additionally through consumer demand, sustainability is at the core of the way in which our Company behaves and performs. We consider issues pertaining to both the environment and society as one of our main drivers for our value creation journey, embedding these dimensions in both our culture and strategic goals. From a project management perspective, the integration of sustainability urges us to pay particular attention, especially with regards to the project selection process. In that regard, we use environmental and social impact criteria to enhance the integration of sustainability aspects across our project offerings. The majority of our projects, therefore, generate positive non-financial, societal and environmental impacts.

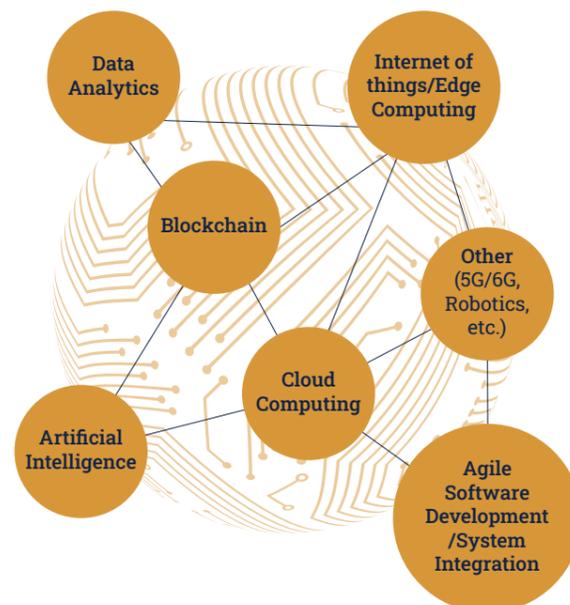
Moreover, by leveraging data for companies, public authorities, cities, NGOs and private organisations, we accelerate the progress to achieve the UN SDGs.

As a recognised leader in technology and IT solutions, we assist our customers in their journey to reduce their environmental impact, improve their positive contribution to sustainable economic growth, define sustainable business models for transportation and provide flexibility in social security systems.

During 2021, Netcompany-Intrasoft was involved in over 50 innovation projects, contributing to 15 out of the 17 UN SDGs.

We are open to a diversity of ideas

Our focus on innovation is aligned with our overall company vision to create value for all. Through the research and development department, we seek to contribute to activities where applied research goes above and beyond our key business sectors by exploiting emerging technologies in new or even existing domains as mentioned above.



We are involved in a broad range of research and innovation projects, as well as activities aiming to expand Netcompany-Intrasoft’s business areas. We assert that current and future challenges require the engagement of a multitude of disciplines to nurture truly global collaboration. As a result, we embrace a full spectrum of modern research methods to analyse and tackle complex, multidisciplinary problems with the end goal of achieving unprecedented growth.

For more than 20 years, we have been actively participating and contributing to the development of innovative pre-industrial products and services through our participation in EU research programmes. With this vision, we operate within a solutions-oriented research lens, combining academics and non-academics as knowledge partners in networks of active collaboration and problem-solving, thus bringing the results of innovation practices faster to society and markets. Research is conducted by in-house and associate consultants, in conjunction with prestigious universities and research institutions and acclaimed industrial partners that ensure the translation of emerging ICT trends into innovative and exploitable research outcomes.

Investing in the Right Tools to Cultivate an Environment in which People and Innovation Flourish

Engaging with innovation and creativity is the hallmark of our success towards the innovation imperative. Central to this is our people. Our key to success lies in our people who are continuously striving to identify new ways to adopt and practice innovative, breakthrough approaches, mastering new technologies and keeping their transformational mindset receptive to new challenges. We foster innovation and cultivate it as a key organisational value by engaging in targeted inside-out and outside-in initiatives, such as technology incubation groups, hackathons, intrapreneurship (inside-out), start-up investing, collaborations and entrepreneurship (outside-in)

that allow our people to thrive and develop their entrepreneurial mindset.

One of the main ways to achieve this is through innovative self-development initiatives and toolsets. In that regard, we facilitate the development of innovative concepts and ideas by offering an ultimate learning experience to our employees through a digital learning platform that provides an infinite amount of educational opportunities that cover a diverse range of learning styles.

Demonstrating the Right Certifications

With a firm focus on quality, and in order to ensure the sustainable creation of value for all, it is significant for us to consistently monitor our policies and procedures to guarantee that we never fail to meet the high standard we promise to deliver. Below is our current list of certifications, a list we seek to expand in the coming years.

- ▶ Quality Management ISO 9001:2015;
- ▶ Information Security ISO 27001:2013;
- ▶ Translations Services ISO 17100:2015;
- ▶ Training Services ISO 29993:2017.

Our Performance



Our Projects' Contribution to the United Nations Sustainable Development Goals



SECURITY
CUREX
 seCure and pRivate hEalth data eXchange
ASSURED
 Future Proofing of ICT Trust Chains: Sustainable Operational Assurance and Verification Remote Guards for Systems-of-Systems Security and Privacy
IOTAC
 Security by design IOT development and certificate framework with front-end access control
PUZZLE
 Towards a Sophisticated SIEM Marketplace for Blockchain-based Threat Intelligence and Security-as-a-Service
PHOENIX
 Electrical Power System's Shield against complex incidents and extensive cyber and privacy attacks
IRIS
 Artificial Intelligence threat Reporting and Incident response System
ELECTRON
 Resilient and self-healed electrical power nanogrid
ODYSSEUS
 Preventing, countering, and investigating terrorist attacks through prognostic, detection and

forensic mechanisms for explosive precursors
SENTINEL
 Bridging the security, privacy and data protection gap for smaller enterprises in Europe
HEALTH / NUTRITION
NUTRISHIELD
 Fact-based personalized nutrition for the young
PROTEIN
 PeRsOnalized nutriTion for hEalthy living
MULTI-ACT
 A Collective Research Impact Framework and multi-variate models that foster the true engagement of actors and stakeholders in Health Research and Innovation
ASCAPE
 Artificial intelligence Supporting CAncer Patients across Europe
COVID-X
 COVID eXponential Programme
Eur3ka
 EUropean Vital Medical Supplies and Equipment Resilient and Reliable Repurposing Manufacturing as a Service Network for Fast PAndemic Reaction
STAMINA
 Demonstration of intelligent decision support for pandemic crisis

prediction and management within and across European borders
LifeChamps
 A Collective Intelligence Platform to Support Cancer Champions
HosmartAI
 Hospital Smart development based on AI
NIGHTINGALE
 Novel integrated toolkit for enhanced pre-Hospital life support and Triage IN challenGing And Large Emergencies
REBECCA
 Research on breast cancer
POVERTY
POWERPOOR
 Empowering Energy Poor Citizens through Energy Cooperative Initiatives
AGRICULTURE / FISHERY / ENVIRONMENT
AFarCloud
 Aggregate Farming in the Cloud
IMPAQT
 Intelligent management system for integrated multi-trophic aquaculture
CYBELE
 Generating innovation in the domain of agri-food, enabled

virtual industrial experimentation environment, empowering scalable big data analytics
DEMETER
 Building an interoperable, data-driven, innovative and sustainable European agri-food sector
INNOVATION
Block.IS
 Building an open and collaborative cross-border, cross-sectoral innovation ecosystem in agrifood, logistics and finance
LOGISTIC OPERATIONS
COGNitive
 COGNitive Logistics Operations through secure, dynamic and ad-hoc collaborative networks
MANUFACTURING
MARKET4.0
 A multi-sided business platform for plug and produce Industrial Product Service Systems
PLURAL
 Plug-and-use renovation with adaptable lightweight systems
STAR
 Safe and Trusted Human Centric

Artificial Intelligence in Future Manufacturing Lines
QU4LITY
 Towards a Sophisticated SIEM Marketplace for Blockchain-based Threat Intelligence and Security-as-a-Service
DIMOFAC
 Digital Intelligent MOdular FACtories
ASSISTANT
 Learning and robust decision support systems for agile manufacturing environments
DOME 4.0
 Digital Open Marketplace Ecosystem 4.0
GREEN CITIES
Pop-Machina
 Collaborative production for the circular economy; a community approach
CERESIS
 ContaminatEd land Remediation through Energy crops for Soil improvement to liquid biofuel Strategies
DigiPrime
 Digital Platform for Circular Economy in Cross-sectoral Sustainable Value Networks
MARVEL -
 Multimodal Extreme Scale

Data Analytics for Smart Cities Environments
DIGITAL TRANSFORMATION
EVOLVED-5G
 Experimentation and Validation Openness for Long-term evolution of VErtical inDustries in 5G era and beyond
TERMINET
 Next generation smart interconnected IoT
SmartCLIDE
 Smart Cloud Integrated Development Environment supporting the full-stack implementation, composition and deployment of data-centered services and applications in the cloud
RAINBOW
 An open, trusted fog computing platform facilitating the deployment, orchestration and management of scalable, heterogeneous and secure IoT services and cross-cloud apps
ODIN
 Open-Digital-Industrial and Networking pilot lines using modular components for scalable production
EU-IoT-The European IoT Hub
 Growing a sustainable and comprehensive ecosystem for Next Generation Internet of Things

Int5Gent
 Integrating 5G enabling technologies in a holistic service to physical layer 5G system platform
IOT-NGIN
 Next Generation IoT as part of Next Generation Internet
SERRANO
 Transparent application deployment in a secure, accelerated and cognitive cloud continuum
TRANSPORT
Trustonomy
 Building Acceptance and Trust in Autonomous Mobility
FRONTIER
 Next generation traffic management for empowering CAVs integration, cross-stakeholders collaboration and proactive multi-modal network optimization
EDUCATION
SALL
 Schools as Living Labs
IMMIGRATION
NADINE
 Digital integrated system for the

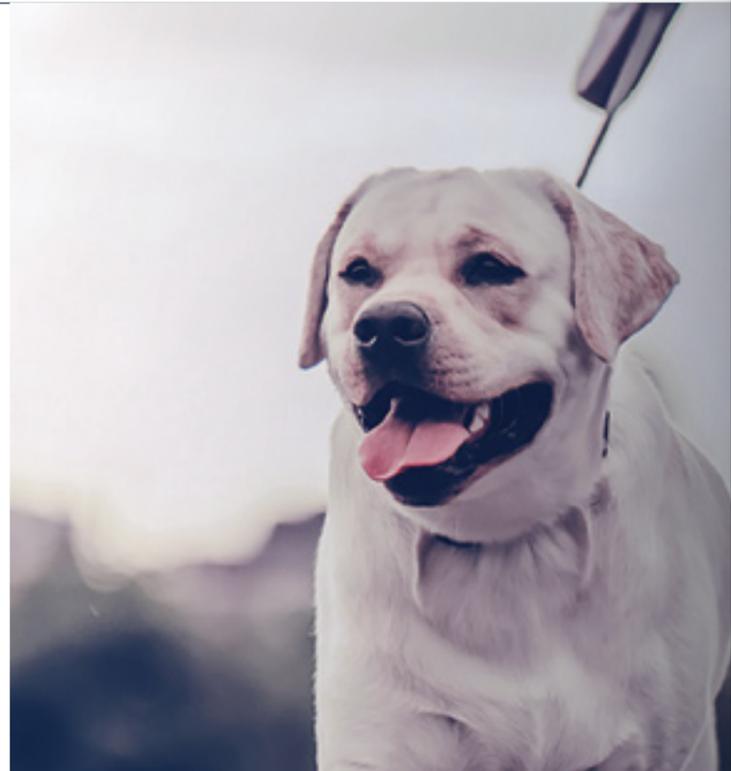
social support of migranTs and refugEes
PRODUCTS
Pledger
 Performance optimization and edge computing orchestration for enhanced experience and Quality of service
SILVANUS
 Integrated Technological and Information Platform for wildfire Management
profits
 Core Banking System
COMPLIANCE
ERMIS
ICARUS
PROTEUS
PERSEUS
NOMOS
 Digital Human Empowerment
WE METRIX

Our Targets for 2022 and Beyond

In the last few years, the RID Department has identified sustainable development as an emerging market. 2021 was a more prosperous year for projects related to UN SDG goals (i.e. 4, 7, 9, 11, 13) that emerged from increased efforts put forth in the Green Deal call for proposals.

Target 1: Establish and integrate policy on innovation development with ESG criteria into the overall business purpose.

Target 2: Expand upon the breadth of sectors impacted by Netcompany-Intrasoft innovation projects.



Safeguarding Business Continuity, Data Privacy and Security

Material Topic

[GRI 103-2, GRI 103-3, GRI 418-1, SASB TC-SI-230a.1, SASB TC-SI-550a.2], Internal indicators]



Our Approach

Business Continuity Management

The dynamic management of risk and opportunity is at the heart of our business planning and value creation processes. We have established a business continuity management system ensuring Netcompany-Intrasoft's business continuity capabilities and the recovery of services in case of disruption. To tackle significant risks that may occur due to potential business continuity disruptions, we set up a dedicated business continuity management team in 2021 to ensure the highest quality supervision and maintenance of our business continuity management system. The team defines and coordinates mitigation actions to ensure business continuity, including establishing and activating business continuity plans, and coordinating employees, suppliers and clients. Our business continuity and disaster recovery policies formalise the business continuity programme of our Company, providing processes and guidelines for designing, maintaining and implementing business continuity plans to ensure

uninterrupted operation of business activities.

We review Netcompany-Intrasoft's enterprise risks on an annual basis. Our business continuity management system is certified according to the leading international standard ISO 22301:2019 requirements. The system is established in such a way that enables us to operate with high resilience, improve recovery times, effectively handle disasters and keep our critical operations and functions up and running during a period of crisis. We use the processes of the business continuity management system to continuously improve, monitor our performance risk encounters and take proactive actions to minimise the impact of such risks.

Our business continuity management team has identified the following five priority areas:

People



In the context of the current pandemic, safeguarding our employees' health and safety is the highest priority. Our approach to eliminate our people's exposure to risk is at the

heart of our business, underpinning everything we do to support their well-being. We have established our Occupational Health and Safety (OH&S) Management System that is certified according to the leading international standard ISO 45001:2018 requirements. It has helped us to ensure the provision of safe and healthy workplaces, act proactively to improve the wellness of our people, eliminate any hazards and minimise potential risks.

Moreover, to align with the provisions of psychosocial risk prevention from a global occupational health perspective, in-house proactive measures are designed to address psychosocial, environmental and technological parameters pertaining to the best possible set-up of the workplace.

Climate change and natural disasters



Natural disasters will always be at the forefront of our agenda, given the dramatic climate change events that have taken place during the last decade. Having the utmost support from our environmental, health & safety



management systems, our mitigation actions focus on reinforcing business continuity in such cases. Risks arising from earthquakes, floods, snow, fire and other extreme natural events are mitigated by specific countermeasures related to reinforcement of the infrastructures of our data centres and office buildings to withstand such extreme situations. In this context, we implement appropriate technical and organisational measures to ensure a level of resilience and security appropriate to the climate and natural disasters, such as potential network disruptions, including investments made in IT infrastructure.

Quality of services



Delays, shortages and unsatisfactory levels of services may adversely affect our clients, impact the client relationship and result in a negative reputation. In these changing times, it is of utmost importance that business continuity is maintained to secure our operations and services for clients and keep delivering quality projects. Recognising this, we have become ISO 9001:2015 Quality Management Systems certified to demonstrate and reinforce the significance and presence of quality of services throughout our business operation.

Furthermore, we avidly try to avoid “single point of failure” situations by planning our continuity and succession, and by ensuring that our teams can work even if we lose key contributors. In this way, we build enough resilience in our Company in unexpected circumstances, thus ensuring continuous quality, agility and availability of the services that we provide.

Privacy and security



Netcompany-Intrasoft operates in compliance with regulation that protects personal data and the privacy of our clients in the digital world. We are committed to minimising the risks related

to information assets by establishing and continuously improving our Information Security Management System, certified according to the leading international standard ISO 27001:2013. We are dedicated to ensuring that our market conditions dictate the responsible use and handling of all sensitive information for products and provided services, personal and client data. Information security has been integrated into all aspects of our activities to guarantee the confidentiality, availability and integrity of all information technology assets that we hold, including information and data entrusted to us by our clients and partners.

That is why we are taking all appropriate steps and controls to protect the personal data we process, as well as to ensure that their processing is always carried out in accordance with the obligations laid down by the applicable legal framework, both by us and by the third parties that process personal data on our behalf.

We process the personal data of data subjects in accordance with national laws applicable to our establishments, as well as with the European Regulation 2016/679 on the protection of individuals with regard to the processing of their personal data and on the free movement of such data (General Data Protection Regulation – EU GDPR) in force.

Financials



We always strive to execute our operations by taking into strong consideration various financial parameters and criteria, such as market trends, credit risk and financial performance, so as to ensure the effective risk management of our critical suppliers, partners and customers. Additionally, we place emphasis on adequate cashflow management across all our related legal entities to strengthen our credit profile and to safeguard our financial resilience.

Risk Management and Adequate Internal Controls

To identify, assess, mitigate and monitor risks, we apply our Enterprise Risk Management (ERM) policy, a combination of structured and consistent risk assessment processes that secures our commitment to implementing effective risk management. The purpose of the ERM policy is to provide guidance regarding the management of risks in supporting the achievement of corporate objectives, protecting staff and business assets, and ensuring financial sustainability. The ERM policy ensures the context is in place in line with corporate governance best practices to identify and assess negative and/or positive risks while determining effective negative risk reduction and/or positive risk utilisation activities. The context comprises both external elements, including regulatory environment, market conditions, stakeholder expectations and internal elements referring to the Company’s governance, culture, standards and rules, existing contracts and information systems, among others. This enables us to perform our risk management activities efficiently and effectively at an enterprise level, in addition to a project level. In line with ERM best practices, our risk management activities focus on keeping risk exposure within an acceptable range in alignment with our risk appetite framework while seeking to decrease the probability of negative risks, or threats, and increasing the probability of positive risks, or opportunities.

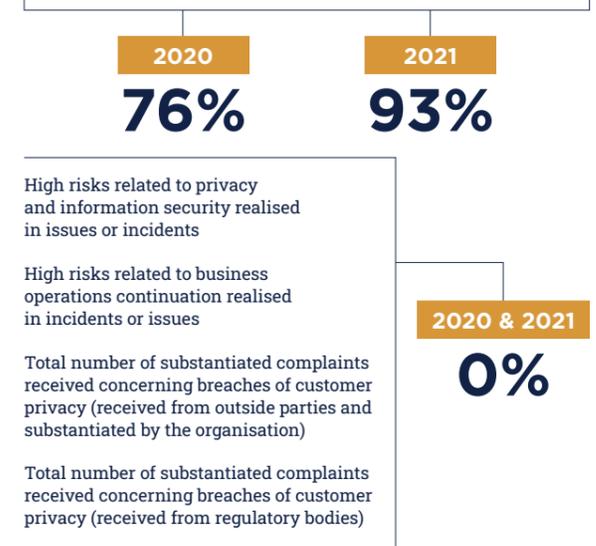
Evaluating the effectiveness of our risk processes, assessing the performance of our risk management activities and introducing process improvements to reduce exposure to negative risk factors that may jeopardise the financial soundness of Netcompany-Intrasoft’s operations constitute key risk management activities. Our risk assessments are conducted systematically and collaboratively, drawing upon the knowledge and views of stakeholders using the best available information, supplemented by further enquiry as necessary. Our risk management activities are implemented as part of the four-lines-of-defense governance model that is in place to support a risk-based approach to decision-making and

oversight, as well as independent assurance across all Netcompany-Intrasoft operations.

Owing to a robust internal control system in place, alongside regular risk assessment, we conduct key performance indicator (KPI) monitoring at regular intervals. Our risk management activities are implemented in strict compliance with our Code of Conduct ensuring adherence to our ethical principles of transparency and integrity. In addition, we have also identified key factors that contribute to efficient risk management in non-financial issues.

Our Performance

Business impact analysis coverage across Netcompany-Intrasoft’s sites and Business Units



Our targets for 2022 and onwards

Target 1: Training for all personnel on the effective management of emergency situations (e.g. earthquakes, snow, fire drills).

Target 2: Establish the enterprise risk management framework to help monitor enterprise risks and opportunities raised across the various activities of the Company.

Creating Shared Value for our Environment

04

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Reducing our Environmental Impact

[GRI 102-11, GRI 302-1, GRI 302-3, Internal indicators]



Our Approach

Given that climate action failure is now categorised as one of the most significant and pervasive global risks, we at Netcompany-Intrasoft constantly strive to understand the environmental risks associated with our daily work and actively look for opportunities to mitigate them. Our environmental commitment relates to the impact of our operations and processes, the environmental performance of the properties we use, as well as the reduction of energy consumption.

We monitor a variety of environmental indicators in all our offices worldwide, including energy use, carbon emissions, air quality, water consumption, waste generated and non-compliance with environmental laws and regulations. In addition, we remain steadfast in our commitment to sustainability, and we are doing even more to ensure that our selection of collaborative partnerships and suppliers is in line with our environmental standards.

Commitment to minimising our Environmental Footprint



At Netcompany-Intrasoft, we have an established environmental policy, created in accordance with the requirements of our Environmental Management System that was updated in 2020. The policy, which is aligned with the Company's environmental ambitions, is also a reference document for our external stakeholders to better understand our actions in reducing our environmental impact. The policy is applicable to all operations, regardless of their location.

The purpose of the policy is to provide high-level principles over the short and long term regarding the Company's key environmental challenges. More specifically, we acknowledge

our responsibility to actively contribute to the efforts to protect the environment, address climate change and conserve natural resources by implementing the following actions:

- ▶ comply with environmental legislation and other requirements;
- ▶ continuously assess the environmental impact of our activities;
- ▶ monitor environmental performance indicators;
- ▶ set targets and long-term goals;
- ▶ apply environmental standards and use environment-friendly technologies;
- ▶ assess suppliers and encourage them to align with standards;
- ▶ provide environmental awareness training to employees;
- ▶ encourage all stakeholders to implement the environmental policy;
- ▶ continuously improve the Environmental Management System.

Our Management Systems



Our efforts are coming to fruition, as we are continuously eliminating and/or minimising our environmental impacts while pursuing the expansion and implementation of our environmentally targeted actions. Our commitment to protecting the environment is demonstrated by our ISO 14001:2015 certified Environmental Management System that covers our offices in Greece, Luxembourg, Belgium and Romania.

During 2021, akin to previous years, we implemented the EU Eco-Management and Audit Scheme (EMAS), a premium management instrument developed by the European Commission for companies and organisations to evaluate, report and improve their environmental performance. Our commitment to environmental protection has led us to pursue continuous improvement, which is ensured by the EMAS guidelines.

Our Actions



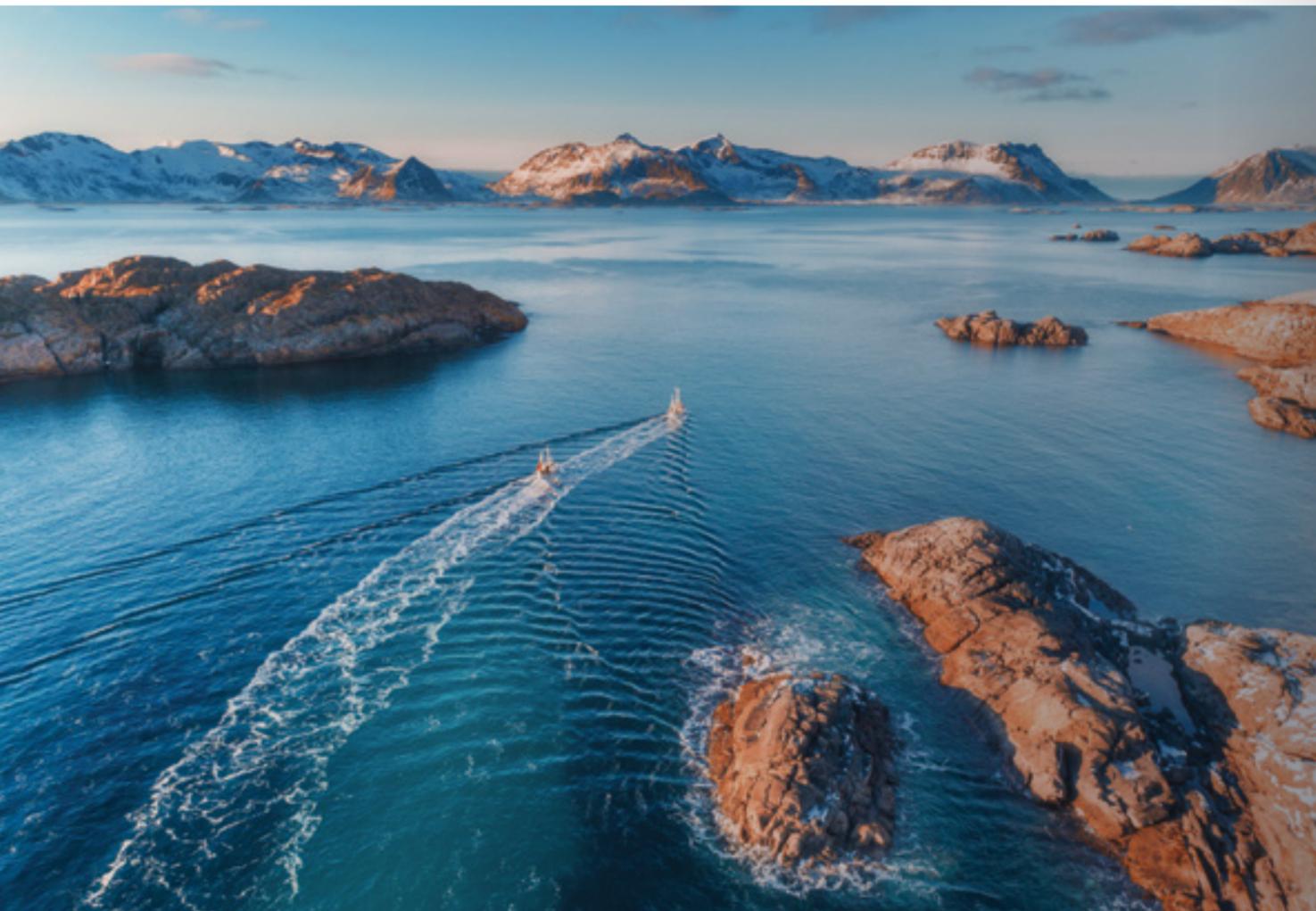
We work towards reducing our impact within operations by considering sustainability as a crucial factor in the provision of services and production of digital products.

In order to measure our sustainability performance, we ensure full understanding of the environmental implications of our business activities. Our approach to environmental sustainability focuses on five primary areas: energy efficiency, carbon emissions management, waste management, water reduction and electromagnetic waves.

Carbon emissions management*



The climate impact of our activities is a key focus. In addition to Scope 1 and 2 emissions, we have started monitoring on absolute numbers of our carbon Scope 3 emissions from employee commuting for the first time ever. We aim to set a number of short- and long-term targets, including the reduction of Scope 1, 2 and 3 carbon emissions.



Energy efficiency



We aspire to use our purchasing power and technology to change the way we consume energy. As a result, we have increased the energy efficiency at our premises. Beyond our operations, we work with customers and partners to enable greater environmentally driven outcomes aligned with our best practices.

Actions include:

- ▶ office renovation to achieve low-energy consumption;
- ▶ lighting retrofit by upgrading light fixtures to LED;
- ▶ heating systems upgrade;
- ▶ effective campaign implementation, including stickers on energy-intensive equipment, light switches in rooms that do not require constant lighting and equipment that should be turned off at the end of the day;
- ▶ motion sensors in toilet facilities.

Waste management



We take responsibility for our entire environmental footprint. We aim to promote reuse and recycling, enabling a more resource-efficient and productive economy. At our premises, printing paper and toners make up the largest part of our waste generation.

Actions include:

- ▶ use of waste-related indicators to measure and track the amount of waste generation resulting from our activities;
- ▶ recycling all wastepaper (1.23 tonnes in Greece), toners and batteries (64 tonnes in Greece);
- ▶ initiatives to promote recycling such as “Say goodbye to plastic”.

Water reduction



Our water consumption comes from our employees’ personal use and cleaning facilities. We implement actions to focus on responsible water use and to minimise water contamination across our operations. We have managed to make our people ambassadors for building a sustainable future, embracing water-conservation solutions on a regular basis.

Actions include:

- ▶ installation of sensor taps in lavatories;
- ▶ continuous water quality monitoring;
- ▶ visible stickers in kitchens, lavatories and other water points to encourage people to use water efficiently.

Electromagnetic waves



Following our focus on the measurement of air and water quality undertaken in 2020, our focus throughout 2021 shifted towards the measurement of electromagnetic waves in our offices in Athens and Thessaloniki. While electromagnetic waves are vital to how we sense and experience the world, they can also be responsible for a collection of adverse symptoms as a result of even low levels of exposure. Thus, placing our people at the centre of our value creation, we made the measurement of electromagnetic waves an urgent priority in 2021.

*Carbon emissions data will be available in the 2022 Sustainability Report.

We Create Value for the Environment through our Digital Services

At Netcompany-Intrasoft, we believe that technology services and solutions, when combined with end-to-end security and a responsible approach to innovation, not only transform the businesses of our customers, suppliers and business partners, but also be a key driver for environmental sustainability globally.

To that end, we prioritise innovation with our partners and EU project participants, using technology as a means of solving major environmental challenges. We believe that technology can be used to help address the biggest issues facing humanity.

Indicative projects that contribute to environmental protection:

AFarCloud

AFarCloud will provide a distributed platform for autonomous farming allowing the integration and cooperation of agriculture cyber physical systems in real-time to increase efficiency, productivity, animal health and food quality, and to reduce farm labour costs.

IMPAQT

The Integrated Multi-Trophic Aquaculture (IMTA) is acknowledged as a promising solution for the sustainable development of aquaculture. The high-level ambition of the IMPAQT project is to drive a paradigm shift in the EU Industry, paving the way to both a more environmentally friendly and more efficient/higher yielding European Industry.

CYBELE

CYBELE generates innovation and creates value in the domain of agri-food, and its verticals in the sub-domains of PA and PLF specifically, as demonstrated by the real-life industrial cases to be supported, empower capacity building within the industrial and research community.

DEMETER

The DEMETER project is a large-scale deployment of farmer-centric interoperable smart farming IoT-based platforms delivered through a series of 20 pilots across 18 countries (15 EU Member States).

POP-MACHINA

POP-MACHINA aims to demonstrate the power and potential of the maker movement and collaborative production for the EU circular economy. We draw from a number of cutting-edge technologies (factory-of-the-future, blockchain) and disciplines (urban planning, architecture) to provide the support necessary to overcome scaling issues.

CERESIS

CERESIS aims to provide a win-win sustainable solution by facilitating land decontamination through phytoremediation and growing energy crops to produce clean biofuels. In the longer term, this will increase the land available for agriculture, while producing non-ILUC biofuel.

DigiPrime

DigiPrime has the mission to develop a new circular economy digital platform concept that overcomes current information asymmetry among value-chain stakeholders. This will unlock new circular business models based on the data-enhanced recovery and re-use of functions and materials from high value-added post-use products with a cross-sectorial approach.

MARVEL

The challenges of extracting valuable knowledge and commercial value from data, leading to more accurate predictions and better analytics holds an unprecedented opportunity to shift the traditional methodologies, techniques and tools of information extraction into new dimensions by cracking the problem of extreme scale data analytics.

Our Performance

	2019	2020	2021
Total energy consumption (MWh)			
Electricity	4,778	4,394*	1,742*
Greece	4,357	3,997	13.72
Luxembourg	283	313	283
Belgium	110	71	52
Romania	28	13	35
Energy from renewable sources	-	-	-
Energy intensity (MWh/employee)			
Total energy intensity	3.4	2.6	1.0
Greece	3.4	2.5	0.8
Luxembourg	3.8	5.7	6.7
Belgium	2.5	1.2	1.3
Romania	2.1	1.1	3.9



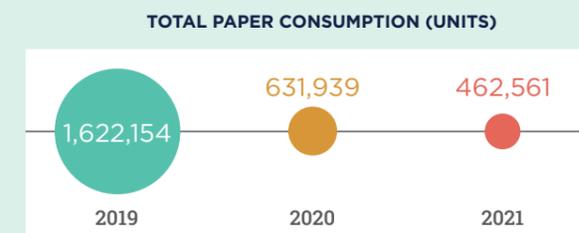
*The decrease in energy consumption in 2021 is a result of the COVID-19 pandemic and the remote working of employees.



	2019	2020	2021
Paper consumption (units)			
Total paper consumed	1,622,154	631,939*	462,561*
Greece	1,452,054	564,439	425,777
Luxembourg	159,000	50,000	13,523
Belgium	10,100	12,500	23,261
Romania	1,000	5,000	-
Paper consumption intensity (units/employee)			
Total paper consumption intensity	1,145	370	264
Greece	1,129	357	256
Luxembourg	2,149	909	322
Belgium	230	205	596
Romania	77	417	-



*The decrease in waste arising in 2020 and 2021 is a result of the COVID-19 pandemic and the remote working of employees.



	2019	2020	2021
Toner consumption (number of toners)			
Total toner consumption	116	44*	15*
Greece	87	41	8
Luxembourg	5	2	3
Belgium	23	1	4
Romania	1	-	-



*The decrease in toner consumption in 2020 and 2021 is a result of the COVID-19 pandemic and the remote working of employees.



	2019	2020	2021
Water use (m³)			
Total water use	14,240	13,461*	3,432*
Greece	13,449	12,542	3,028
Luxembourg	334	241	137
Belgium	410	630	227
Romania	47	48	40
Water intensity (m³/employee)			
Total water intensity	10	7.9	1.5
Greece	10.5	7.9	1.8
Luxembourg	4.5	4.4	3.3
Belgium	9.3	10.3	5.8
Romania	3.6	4	4.4



*The decrease in water use in 2020 and 2021 is a result of the COVID-19 pandemic and the remote working of employees.



Our targets for 2022 and onwards

- Target 1:** Set science-based targets for emissions.
- Target 2:** Reduce annual energy by 5%.
- Target 3:** Commit to carbon neutrality.
- Target 4:** Measure Scope 3 emissions from air travel.
- Target 5:** Implement training and awareness raising for employees on the rational use of energy.

Creating Shared Value for our People

05

Material
Topic

Attracting and Retaining Skilled Employees

[GRI 102-8, GRI 103-2, GRI 103-3, GRI 401-1, GRI 401-2, Internal indicators]



Our Approach

At Netcompany-Intrasoft, we aspire to be an attractive, top of mind employer of choice through our focus on inclusion, collaboration, health and well-being. Our people are at the heart of everyday operations, and their value and effort is what helps us achieve our ambitions.

We aim to attract and retain the most high-skilled talented people to help us advance our purpose of continuous development and improvement as an innovation-driven Company. At Netcompany-Intrasoft, we lead the way in responsible employment practices, aiming to adapt to any workplace and workforce changes, and to enable our people to reach their full potential. Our future depends on our people, so making responsible employment practices is essential for our business.

Attracting the Right People

Retaining, supporting, developing and attracting a motivated and talented workforce is our Company's main focus. To that end, we attract and retain top talent, both recent graduates and experienced professionals, while providing opportunities that support both personal and professional development, skills development, career growth and employee retention. We sustainably tap into qualified and diverse talent pools: highly technical skills, qualifications and a set of desired behaviours are the key elements to identify the right talent. Utilising our online presence across various platforms, job announcements and the attraction of new employees takes place through our corporate website, our social media channels (LinkedIn, Facebook), university recruitment initiatives and referrals provided by our current employees and personal contacts. According to our ambitious global talent acquisition strategy that is aligned with our long-term business goals,

recruiting and evaluating candidates is based solely on their respective qualifications and skills, demonstrated through their completion of technical assessments, tests and an HR evaluation. During the selection process, we not only try to evaluate technical and soft skills, but also discuss candidates' interests and describe the roles, the structure and the culture of our Company.

Our strategy supports our business priority of being an attractive, exciting and modern place to work built on the following pillars:

- ▶ We promote mutual understanding, empathy and respect;
- ▶ We provide a safe working environment;
- ▶ We develop a culture of continuous growth and lifelong learning;
- ▶ We recognise performance and reward employees;
- ▶ We offer benefits and compensation to our people.



Keeping our People Satisfaction High

Fruitful employee relationships promote competence development, employee well-being and job satisfaction. We take our employees' overall satisfaction very seriously, and aim to maximise their commitment, engagement and retention through constant open communication and the provision of additional benefits.

Employee Engagement

High levels of employee engagement promote retention of talent, foster employee satisfaction and make team members feel valued. At Netcompany-Intrasoft, we try to build a strong open-door culture, where people are welcome to share their thoughts, reflections and opinions. In that context, we run Employee Engagement Surveys every two years, motivating our employees across all sites to share their views and feedback with regards to their work experience and to suggest improvements.

Our employee engagement framework and the related actions focus on four main areas:

- ▶ **People:** Actions related to the daily support that employees receive from their managers and the Company support functions.
- ▶ **Purpose:** Actions aiming to introduce and assimilate the corporate strategy to all employees so that they have a clear link of their personal goals with the company vision and goals.
- ▶ **Total Reward:** Actions focusing on the professional development of employees, both from a monetary and skills/competencies perspective, aiming to develop our employees to the maximum of their capabilities.
- ▶ **Work:** Actions ensuring a work environment where all employees can act independently, feel that their opinion matters, while at the same time be themselves and have the freedom of expression.

In 2021, 81% of Netcompany-Intrasoft people participated in the Employee Engagement Survey by sharing their views and opinions. The targeted actions resulted in the increase of our

Sustainable Engagement index by 17 points in just 2 years. Moreover, the outcome of the Employee Engagement Survey demonstrated overall that our employees are proud to work for Netcompany-Intrasoft.

This this pride is evidenced by:

85% of Netcompany-Intrasoft employees would recommend us as an **employer of choice**

In addition to the above-mentioned actions, and aiming to further enhance internal communication, we have kickstarted the development of our blog page. In operation from 2022, employees will have the opportunity to post and share thoughts, and even complaints, regarding aspects of their work. For now, our most commonly used internal communication channels remain the following:

- ▶ regular meetings (daily or weekly);
- ▶ emails;
- ▶ biannual Employee Engagement Survey;
- ▶ campaigns and banners;
- ▶ internal communication announcements for corporate issues;
- ▶ bulletin boards;
- ▶ annual corporate events;
- ▶ "Corporate Governance" collaboration tool.

In 2020, we launched an internal content hub to encourage employees to improve the internal communication within the Company. The communication platform #WeAre drives organisational change by keeping employees engaged, productive, safe and informed about business initiatives.

Moreover, we at Netcompany-Intrasoft commenced our Value project in 2021. Consisting of employee representatives from all countries, up to two monthly meetings are held between the core team and tribe representatives to better facilitate cooperation and communication between our people. This encourages our employees to feel as if they are part of one big Netcompany-Intrasoft family.

Compensation and Benefits

We do not only offer competitive and fair salaries, but also a range of employee benefits, reward and recognition programmes for our people that are geared towards improving employee satisfaction levels.



These include:

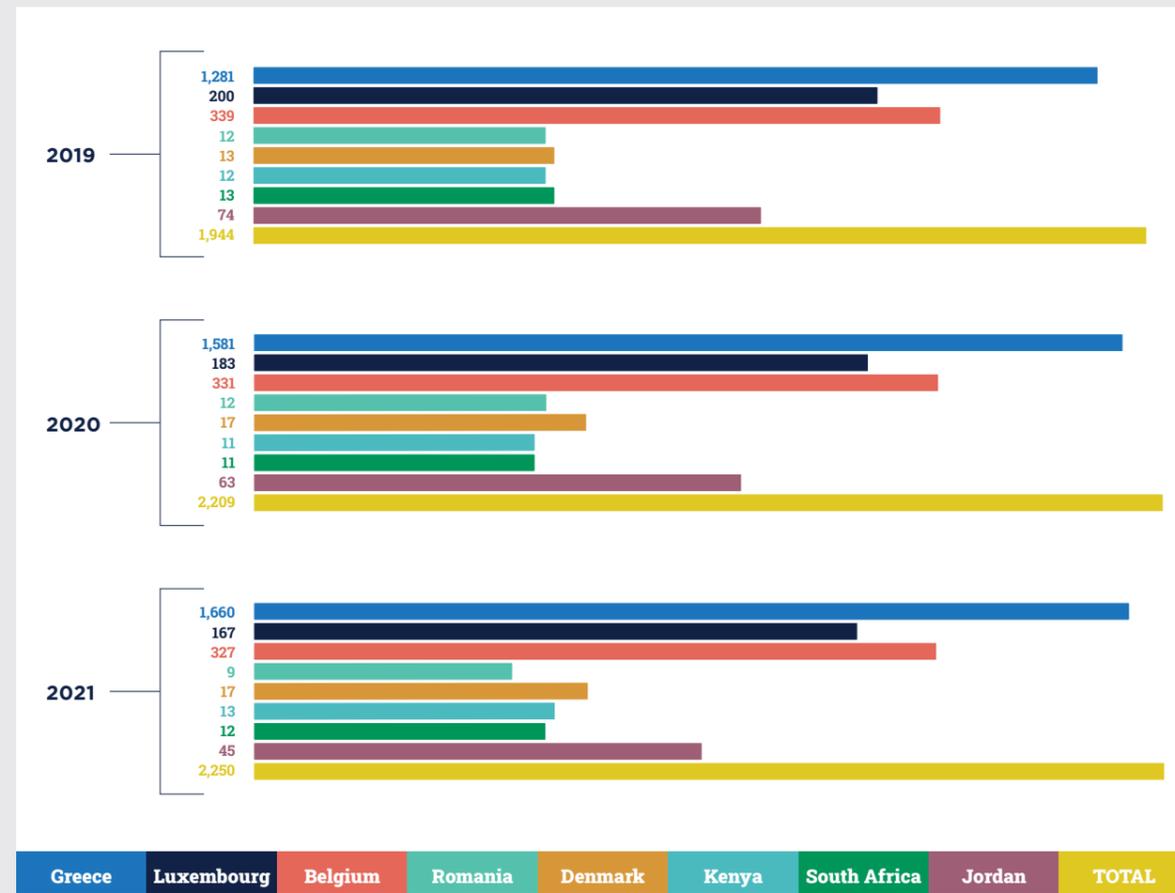
- Life and medical plans
- Health check-up
- Hospitalisation plan
- Pension plan (voluntary)
- Meal vouchers
- Allowances
- Hybrid model
- Public transportation expenses
- Well-being initiatives

Furthermore, we offer corporate cars, fuel allowance and corporate mobile phones based on the employee job level and business requirements.



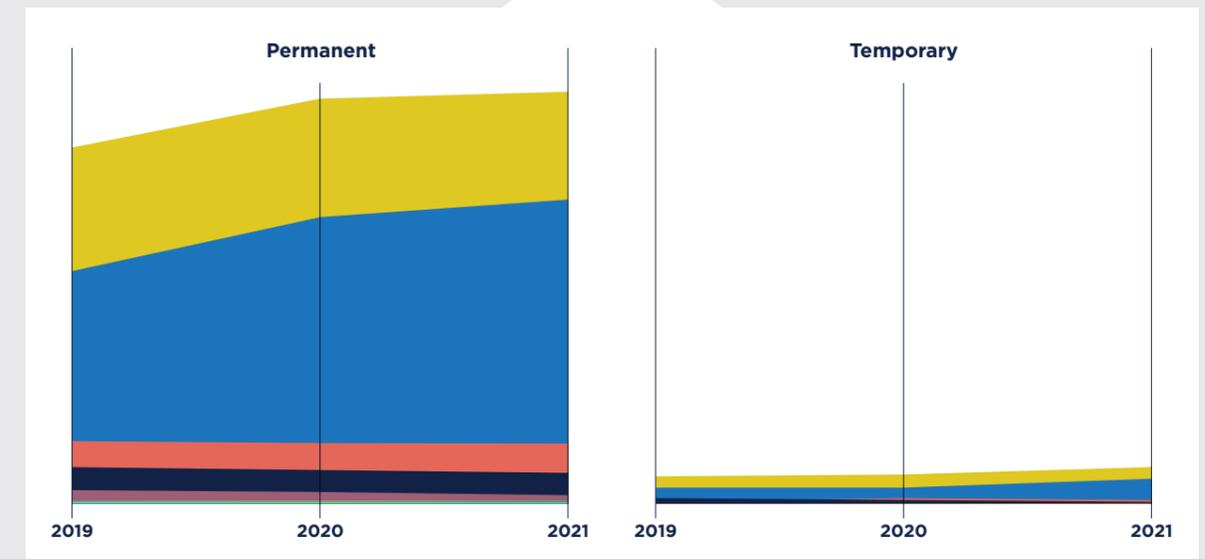
Our Performance

Number of Employees

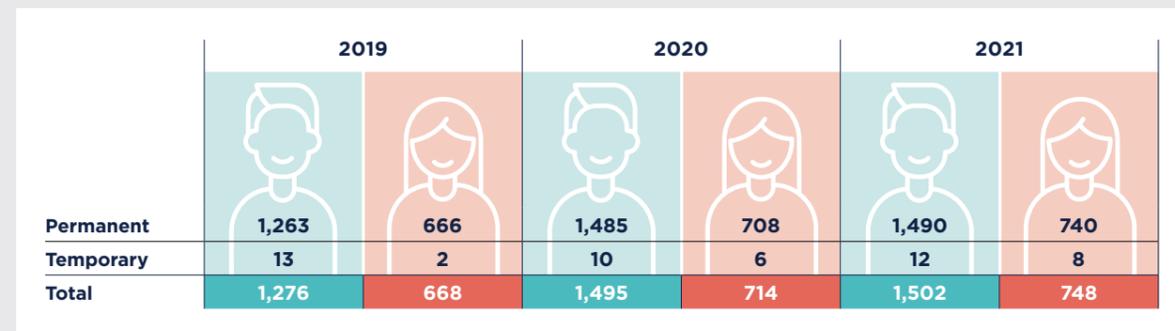


Number of Employees by Employment Contract and Region

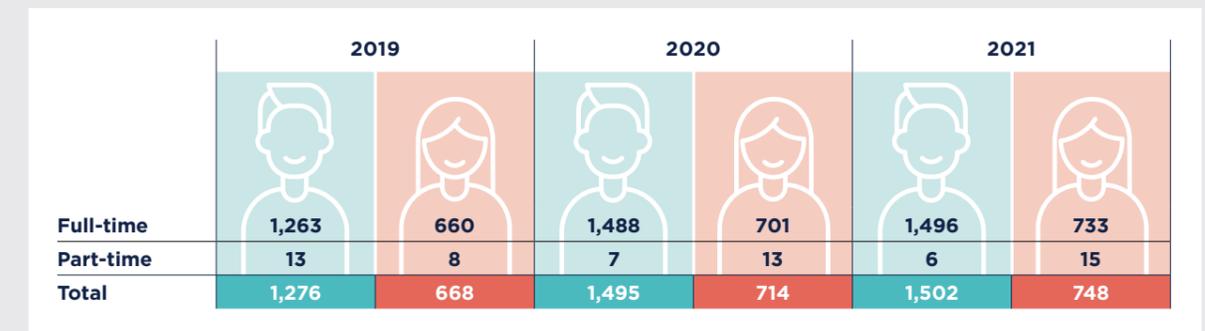
	2019		2020		2021	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Greece	1,272	9	1,572	9	1,646	14
Luxembourg	197	3	181	2	166	1
Belgium	338	1	328	3	325	2
Romania	12	0	11	1	9	0
Denmark	13	0	16	1	14	3
Kenya	12	0	11	0	13	0
South Africa	12	1	11	0	12	0
Jordan	73	1	63	0	45	0
Total	1,929	15	2,193	16	2,230	20



Number of Employees by Employment Contract and Gender



Number of Employees by Employment Type and Gender



6.3% Percentage of Netcompany-Intrasoft Greece employees working abroad

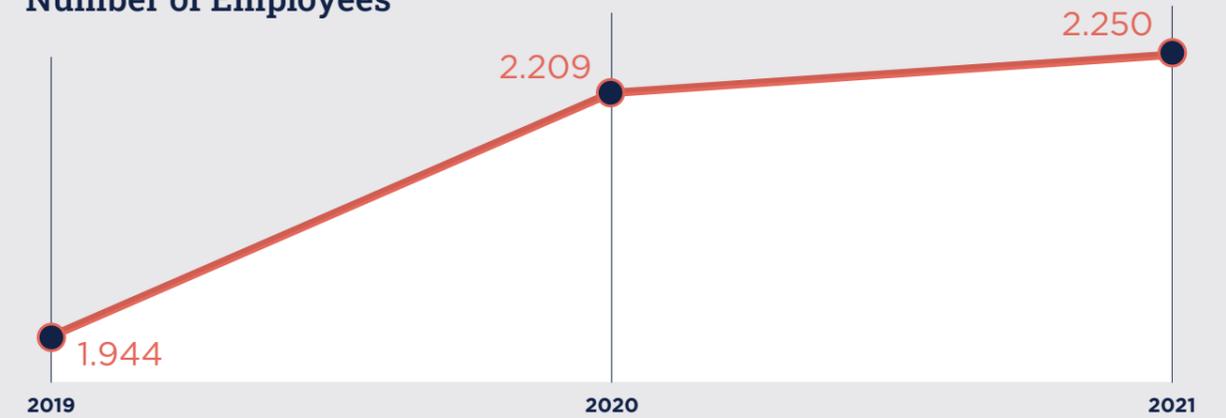
Note: Netcompany-Intrasoft began reporting this indicator during 2021, future data will be available from 2021 onwards.



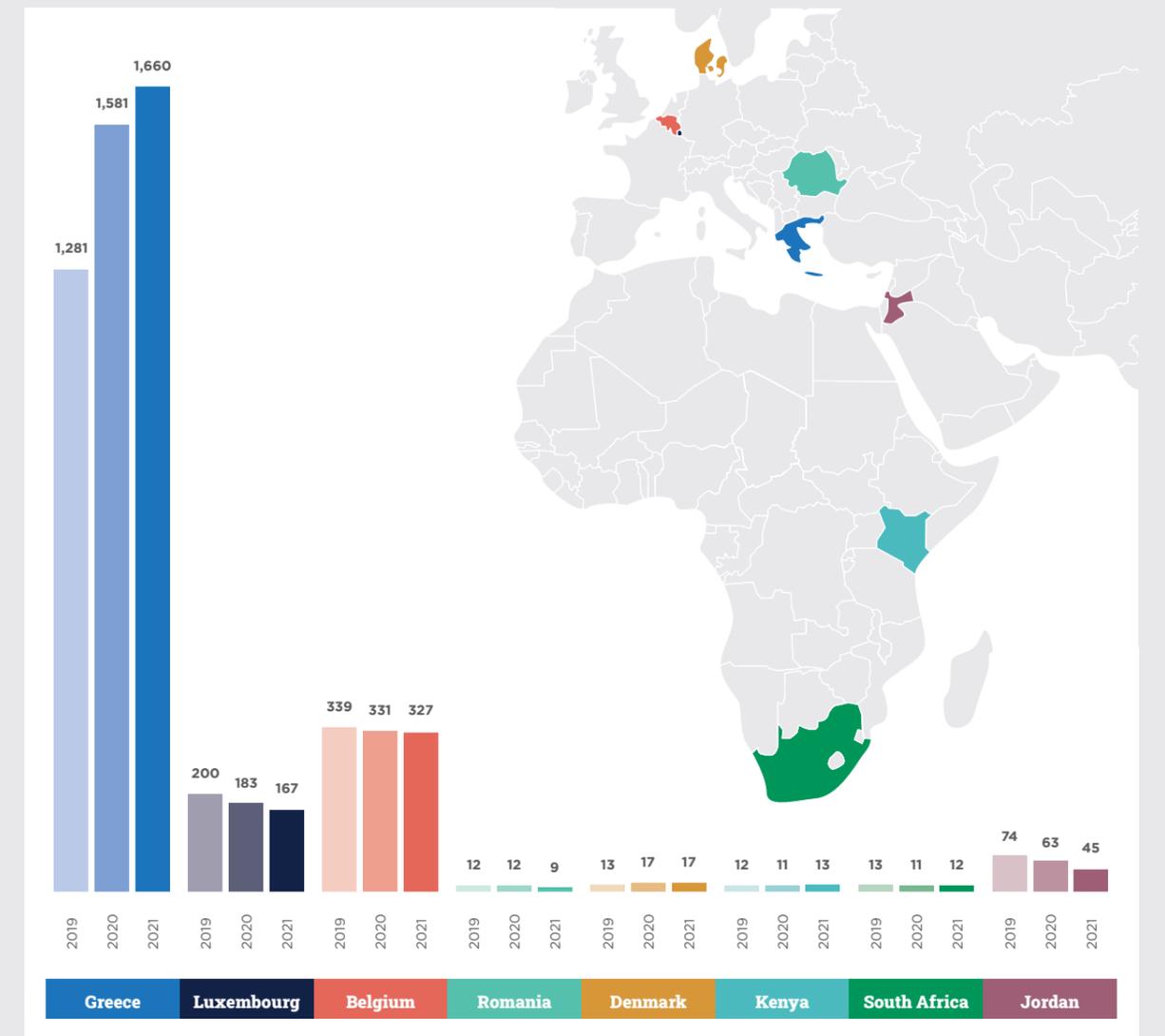
New Employee Hires 2021

	<30 years old			30-50 years old			>50 years old			
			Total			Total			Total	
Greece	Number of new hires during the reporting period	111	67	178	157	69	226	12	5	17
	Total number of employees in the reporting period	238	141	379	695	349	1,044	169	68	237
	Ratio of new hires	0.47	0.48	0.47	0.23	0.20	0.22	0.07	0.07	0.07
Luxembourg	Number of new hires during the reporting period	3	2	5	7	2	9	2	0	2
	Total number of employees in the reporting period	8	3	11	94	20	114	30	12	42
	Ratio of new hires	0.38	0.67	0.45	0.07	0.10	0.08	0.07	0.00	0.05
Belgium	Number of new hires during the reporting period	12	11	23	21	24	45	3	3	6
	Total number of employees in the reporting period	19	19	38	143	92	235	40	14	54
	Ratio of new hires	0.63	0.58	0.61	0.15	0.26	0.19	0.08	0.21	0.11
Romania	Number of new hires during the reporting period	0	0	0	0	0	0	0	0	0
	Total number of employees in the reporting period	0	0	0	5	3	8	1	0	1
	Ratio of new hires	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Denmark	Number of new hires during the reporting period	0	0	0	1	1	2	2	1	3
	Total number of employees in the reporting period	0	0	0	3	1	4	9	4	13
	Ratio of new hires	0.00	0.00	0.00	0.33	1.00	0.50	0.22	0.25	0.23
Kenya	Number of new hires during the reporting period	0	0	0	1	2	3	0	0	0
	Total number of employees in the reporting period	2	0	2	4	5	9	0	2	2
	Ratio of new hires	0.00	0.00	0.00	0.25	0.40	0.33	0.00	0.00	0.00
South Africa	Number of new hires during the reporting period	0	1	1	0	0	0	0	0	0
	Total number of employees in the reporting period	0	1	1	3	5	8	3	0	3
	Ratio of new hires	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Jordan	Number of new hires during the reporting period	2	2	4	2	1	3	2	0	2
	Total number of employees in the reporting period	9	3	12	24	6	30	3	0	3
	Ratio of new hires	0.22	0.67	0.33	0.08	0.17	0.10	0.67	0.00	0.67
Total	Number of new hires during the reporting period	128	83	211	189	99	288	21	9	30
	Total number of employees in the reporting period	276	167	443	971	481	1,452	255	100	355
	Ratio of new hires	0.46	0.50	0.48	0.19	0.21	0.20	0.08	0.09	0.08

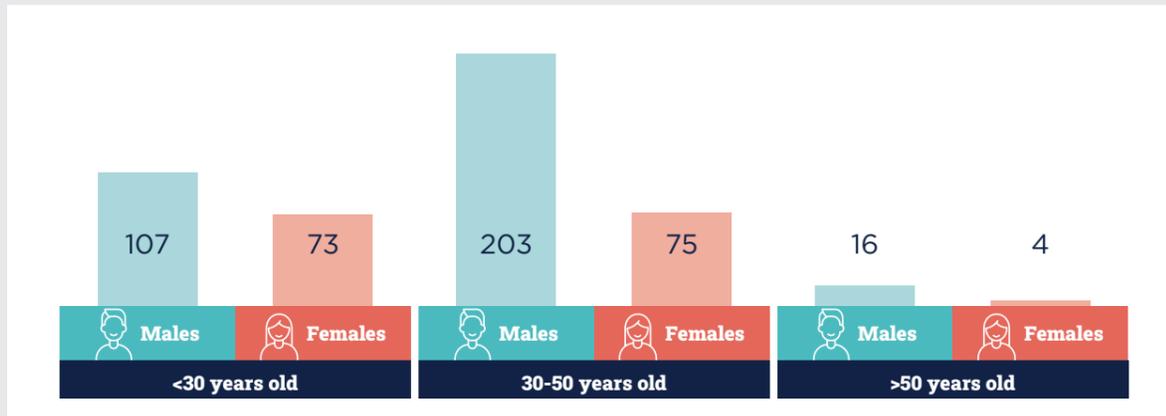
Number of Employees



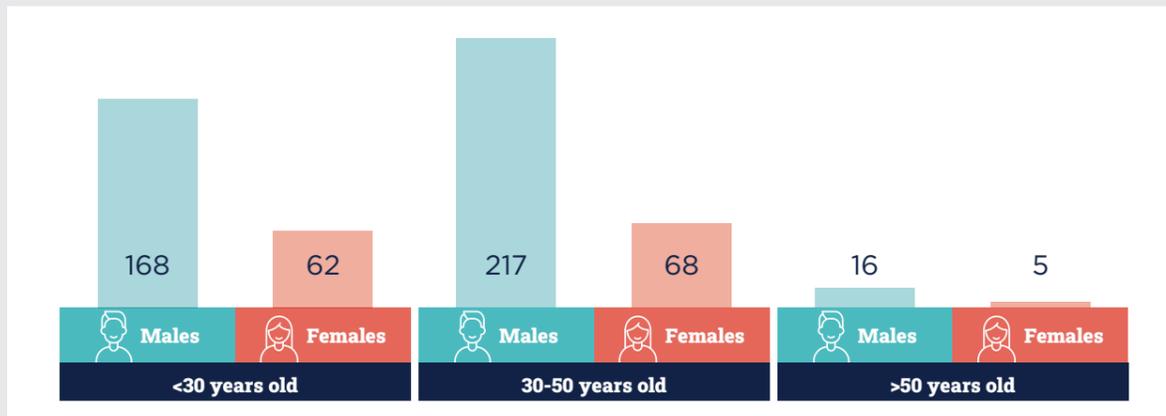
Number of Employees by Region



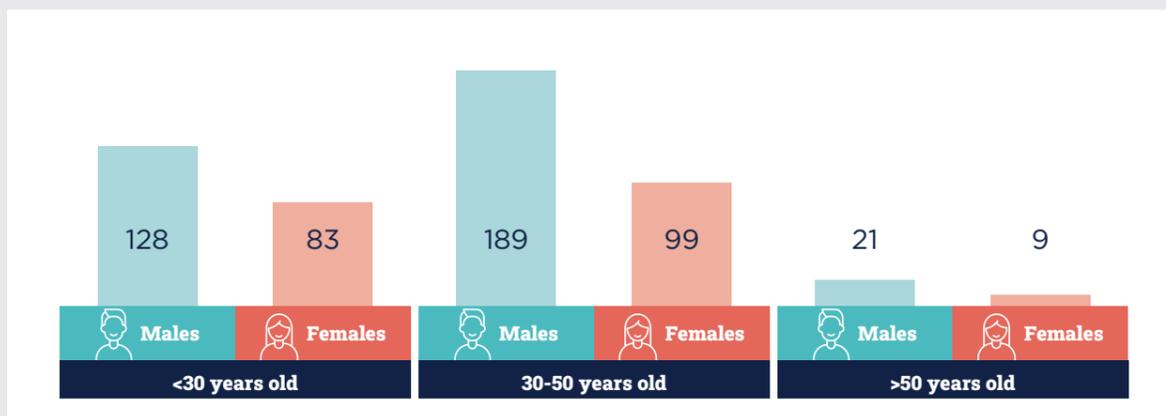
New Hires by Age and Gender 2019



New Hires by Age and Gender 2020



New Hires by Age and Gender 2021



Our targets for 2022 and onwards

- Target 1:** Retain and develop new talent.
- Target 2:** Increase the total number of entry level hiring (30% of total hires).
- Target 3:** Implement new channels for employee communication.

Providing Employee Training and Development

Material Topic

[GRI 103-2, GRI 103-3, GRI 404-1, Internal indicators]



Our Approach

At Netcompany-Intrasoft, our people are the main driving force behind all of our success. Our people lead us towards growth with their unique and inspiring skills and ideas. That is why we strive to create an environment that helps them evolve and grow into their potential.

We strongly believe that to have a skilled and capable workforce for today and the future, we must invest in our people at all stages of their careers. We want to ensure that our 2,250 employees are prepared and empowered to face changes in technology, and we strive to foster innovation and progress across operations by helping our people reach their full potential.

We invest in talent development, promoting a robust and systematic approach for everyone. Our people are encouraged to take multiple approaches to expand their experience and networks, including leadership programmes, personal development activities, colleague networks, continuous education.



Keep Learning, Keep Evolving our People

At Netcompany-Intrasoft we have established a continuous learning culture where learning happens for everyone, every day.

Our learning policy supports this culture of Learn & Evolve as it secures a minimum learning time for all employees: minimum 15-20 minutes/day. The policy applies to Luxembourg, Belgium, Greece, Romania, Denmark, Kenya and South Africa. From the very start, during the onboarding process all employees are fully informed about our learning policy and all supporting content is available through our intranet portal.

Technology-supported learning has disrupted the way we design and deliver learning within the Company. We use the SAP SuccessFactors Learning Management cloud solution integrated with UdemyBusiness to provide all our people with an infinite amount of learning opportunities (more than 5,000 online courses). These courses range from a variety of technology stacks to business and soft skills. Our new digital learning model based on microlearning empowers all employees to take ownership of how they approach their development.

In parallel, besides on demand learning from different massive open online course providers, the Company provides content catered to every single employee's needs and learning styles by utilising diverse learning delivery methods. We blend and customise learning! Our blend includes instructor-led trainings, webinars, e-learning programmes and workshops.

In addition, we encourage our people to certify their knowledge by providing relevant learning content that leads to certifications. Moreover, we have established a certification reimbursement programme. This is an award programme to support employees' self-paced learning that leads to successful accreditation or certificates by refunding examination fees.

Our learning and development (L&D) strategy ensures that our people build deep know-how

and expertise. Simultaneously, as we have cultivated a knowledge sharing culture, our tech experts design and deliver internal programmes in cutting-edge technologies and fields such as React js and DevOps that contribute to the growth and development of our people.

Learning with Excellence is our Priority

Our L&D management cycle adapts continuously to meet the changing needs of our Company and the growing levels of investment in the development of our employees.

For us, learning with excellence is a priority. In this context, our Company's learning cycle is certified with ISO 29993:2017 to ensure the alignment of learning initiatives with our strategic priorities and the quality of our services.

Moreover, a significant component in maintaining top quality in learning activities is to receive continuous feedback. This process is carried out both after and six months following the completion of each learning activity by completing a new assessment survey. This assessment survey aims to determine the effectiveness of the learning activities and how the knowledge gained is applied to daily work life. These assessments provide valuable insights for optimising future learning activities.



"Welead" Leadership Development Academy

One of our main objectives is to prepare our next generation of leaders. Since 2019, we have been implementing WeLead, an innovative Leadership Academy aiming to establish a unified leadership mindset across our Company and to further enhance cohesion and collaboration among people leaders. Since then, WeLead has been running successfully at all our locations, progressively integrating the entire leadership pipeline.

In 2021, WeLead was awarded the prestigious **Platinum Award** in the category of **Excellent Leadership Development** in the HR field in Greece.

The Academy focuses on the challenges business leaders face and the innovative ways to overcome them. It is a unique, customised programme based on the needs and input of both the participants and our business strategy. The curriculum provides our leaders with all the necessary tools to develop and

enhance leadership key competences, such as building and leading high-performing teams, situational leadership, resilience and well-being, creative problem-solving, change leadership, decision-making and handling difficult situations.

WeLead Leadership Academy, and more specifically the "Leadership Accelerator" pathway, has a 3-year horizon plan for each participant. It is currently running successfully in Greece, Luxembourg and Belgium. It provides a blended learning experience by matching diverse learning styles. This programme consists of experiential face-to-face workshops and interactive live webinars, while providing access to a state-of-the-art e-learning platform. An integral part of the curriculum is social learning and action learning projects. Action learning projects involve small groups that work on a persistent organisational challenge or significant and untapped business opportunity. The purpose of the action learning projects is to provide an opportunity for leaders to apply their gained knowledge, practice the tools of WeLead, and to propose actions in real life, real teams and in real time, thus building further their leadership capability and promoting a learning organisation. In 2021, the Leadership pathway was enriched with a series of 1-1 coaching conversations that aim to support people leaders in designing a meaningful, realistic development roadmap tailored to their individual needs and our business priorities. These coaching discussions were supported by professional coaches and certified Netcompany-Intrasoft internal coaches.

Moreover, we have expanded the WeLead scope by developing and embedding a brand new pathway called Leadership Foundations. This pathway addresses all first time people leaders, aiming to help them further grow and succeed in their transition as people leaders. The programme develops leadership key competences, from managing individuals to teams, and progressively to managing the business.



Performance Enablement

To achieve a high-performance culture and ensure transparency and fairness for our people, we implement a comprehensive performance enablement system aligned not only with the Company's agile transformation journey, but also with our values, since our people are also evaluated based on these elements. This model focuses on empowering employees' performance, accountability and growth, and on cultivating a culture of continuous feedback.

Performance Review Process

The performance review process is supported by the Success Factors cloud application. The process starts with an employee's self-evaluation and goal setting. Following this step, managers are responsible for evaluating employees' performance fairly and accurately. Managers have the option to request feedback

from anyone within the Company regarding the performance of their team members. During the performance feedback discussions, managers and employees discuss the previous year's performance and goal achievement, and agree on the performance goals and personal development plan for the current year.

As part of the performance review process, we follow an innovative learning approach to our existing corporate training. Aiming to embrace a culture of continuous feedback towards excellence, we designed a course to highlight the benefits of the performance enablement system and align employees to work towards a common set of goals. This course guides all team leaders and managers throughout both theoretical concepts and feedback-sharing practical tools. Our employees have the opportunity to build confidence and enhance their management skills through fruitful feedback discussions.



Our Learning and Development Goals for 2021

In our 2020 Sustainability report, we set the following two training and development goals to further enhance our employee growth:

- ▶ Launch new Agile Academy focusing on scaling up knowledge and skills of our people and catalyse the Agile Transformation Project.
- ▶ Continue investing in leadership development by expanding WeLead to other countries and instilling a coaching culture.

We are proud to announce that both of these goals were successfully achieved in 2021.

Our Performance

	2019	2020	2021
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Employee Training by Gender and Employee Level

	NUMBER OF TRAINING HOURS								
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Top-level managers	228	125	353	10	25	35	52	71	123
Directors	519	185	704	268	153	421	275	111	386
Senior executives	4,691	878	5,569	2,468	821	3,289	2,294	621	2,915
Administrative staff	390	811	1,201	509	944	1,453	349	894	1,242
Supervisors and workforce	22,026	8,684	30,710	24,577	8,017	32,594	25,446	8,214	33,659
Total	27,854	10,683	38,537	27,832	9,960	37,792	28,415	9,910	38,325
	AVERAGE TRAINING HOURS BY EMPLOYEES								
Top-level managers	38.00	62.50	44.13	1.43	25.00	4.38	8.59	71.00	17.51
Directors	32.44	46.25	35.20	14.11	30.60	17.54	10.19	15.79	11.34
Senior executives	32.80	25.09	31.29	14.69	23.46	16.20	11.19	13.51	11.61
Administrative staff	8.86	8.19	8.40	10.83	8.21	8.97	6.23	5.96	6.03
Supervisors and workforce	21.83	16.96	20.19	20.41	14.71	18.64	21.06	15.10	19.21
Total	22.87	16.38	20.61	19.26	14.21	17.61	18.92	13.25	17.03

Number of Employees Trained

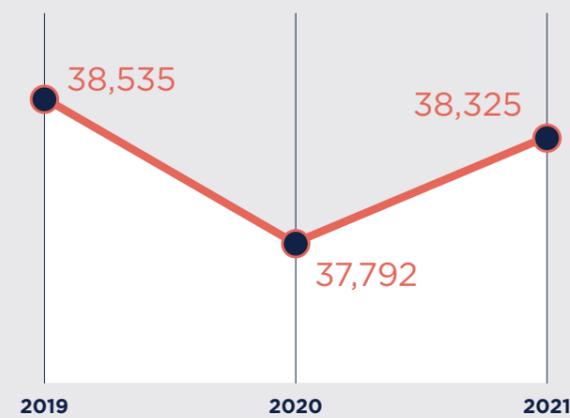
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Top-level managers	6	1	7	1	2	3	1	1
Directors	15	4	19	17	3	20	14	4	18
Senior executives	129	28	157	158	35	193	153	31	184
Administrative staff	36	59	95	35	78	113	41	119	160
Supervisors and workforce	882	440	1,322	1,037	437	1,474	1,135	492	1,627
Total	1,068	532	1,600	1,248	555	1,803	1,344	647	1,991

Training Hours by Subject

	2019	2020	2021
Health and safety	590	73	53
Onboarding training	2,224	2,687	2,372
Soft skills development	4,763	2,321	3,138
Technical skills development	29,895	29,298	31,295
Other	1,064	3,413	1,468
Total	38,535	37,792	38,325

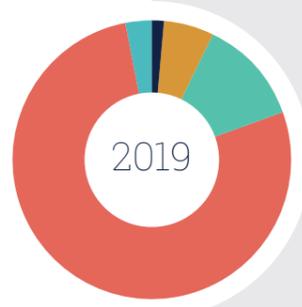
Note: Variances in data compared to 2020 can be explained by the inclusion of data for Jordan that was not present during previous reporting years.

Number of Training Hours

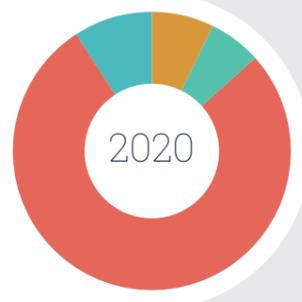


Average training hours by subject

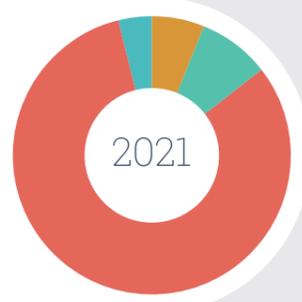
Health and safety
1.50%
Onboarding training
5.80%
Soft skills development
12.40%
Technical skills development
77.6%
Other
2.8%



Health and safety
0.2%
Onboarding training
7.1%
Soft skills development
6.1%
Technical skills development
77.5%
Other
9.0%



Health and safety
0.1%
Onboarding training
6.2%
Soft skills development
8.2%
Technical skills development
81.7%
Other
3.8%



Our targets for 2022 and onwards

Given our successful achievement of the aforementioned L&D goals in 2021, the below targets for 2022 have been set:

Target 1: Revamp the onboarding experience of new hires by enhancing it with digital and interactive elements.

Target 2: Continue the Leadership Foundation Programme for first-time Leaders that is part of WeLead Leadership Development Programme by integrating new leaders.

Target 3: Create internal technical programmes for upskilling our people in specific technological domains.

Target 4: Create a new onboarding development programme for entry-level talents.

Target 5: Maintain and enhance performance review process.

Ensuring Diversity and Inclusion

[GRI 405-1, GRI 406-1]



Our Approach

At Netcompany-Intrasoft, we believe that a diverse workforce is a lever to running a sustainable and successful business. We recognise the significance of an inclusive people demographic, and thus endeavour to promote the inclusion of knowledge, expertise and skills development across all operations. Our effort to maintain a diverse, engaged and talented workforce leads to a competitive advantage for our Company, helping us to prepare our employees, customers, business partners and society in general for future challenges and opportunities.

Our people can perform at their best in an environment where they feel safe and empowered. Our mindset governs us all to demonstrate inclusive leadership, speak up, listen and follow up with great ideas and fresh perspectives. Adopting a diverse and inclusive company-wide approach helps us to promote equality and eliminate unconscious bias, while at the same time supporting us in building a diverse talent pipeline.

To this end, we are committed to ensuring equal employment opportunities for all employees and candidates in accordance with the appropriate employment laws. The procedures for hiring and evaluating candidates and employees are based on their respective qualifications, skills and performance.

Equal Opportunities and Respect for Human Rights

Mutual respect among people is fundamental within our Company. Our Code of Conduct reflects respect for equal employment opportunities and human rights in all operations and activities. Both as a matter of law and common decency, our employees are entitled to pursue their employment free from unlawful discrimination and harassment with regards to sex, race, colour, nationality, ancestry, citizenship, sexual orientation, religion, age, physical or mental disability, medical condition or marital status. Accordingly, unlawful discrimination or harassment of any employee by a co-worker or by a member of management is not tolerated. Additionally, to further our commitment towards equal opportunities, we have created a Charter of Diversity to ensure equal pay between women and men, establishing concrete actions to realise this goal. Notably, reporting discrimination and

harassment is necessary for us to maintain a respectful and egalitarian work environment that does not result in any retaliation against employees.



Our Performance

Percentage of Employees and Governance Body by Age

	2019			2020			2021		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Board of Directors	0.0%	50.0%	50.0%	0.0%	16.7%	83.3%	n/a	n/a	n/a
Top-level managers	0.0%	0.1%	0.3%	0.0%	0.1%	0.3%	0.0%	0.0%	0.3%
Directors	0.0%	0.5%	0.6%	0.0%	0.4%	0.7%	0.0%	0.6%	0.9%
Senior executives	0.0%	6.5%	3.0%	0.0%	5.9%	3.5%	0.0%	6.8%	4.4%
Administrative staff	1.3%	5.5%	0.8%	12%	5.3%	1.1%	1.6%	6.1%	1.5%
Supervisors and workforce	18.1%	56.2%	7.1%	18.9%	53.5%	9.0%	18.1%	51.0%	8.8%

Percentage of Employees and Governance Body by Gender

	2019		2020		2021	
	Male	Female	Male	Female	Male	Female
Board of Directors	100%	0%	100%	0%	80%	20%
Top-level managers	0.3%	0.1%	0.3%	0%	0.3%	0%
Directors	0.9%	0.2%	0.9%	0.2%	1.2%	0.3%
Senior executives	7.6%	1.9%	7.8%	1.6%	9.1%	2.0%
Administrative staff	2.4%	5.3%	2.2%	5.4%	2.5%	6.7%
Supervisors and workforce	54.0%	27.4%	56.1%	25.4%	53.7%	24.2%

Our targets for 2022 and onwards

Target 1: Establish a Code of Ethics policy.

Safeguarding Occupational Health, Safety and Well-Being

[GRI 403-1, GRI 403-4, GRI 403-5, GRI 403-8, GRI 403-9]



Our Approach

We operate in such a way that we provide our people a safe and healthy work environment. Therefore, developing and maintaining physical safety at work is a longstanding expectation for us to drive business transformation. Due to the unprecedented and unnerving circumstances created by the COVID-19 pandemic, mental well-being at work has become an even more prominent, emerging societal need and expectation. As a result, it has become a significant prerequisite for the way we operate at Netcompany-Intrasoft.

We make every effort possible to avoid safety incidents and conditions that exacerbate poor well-being. We abide by a holistic approach to occupational health, safety and well-being, considering both physical and mental health dimensions at work.

Ensuring People's Health and Safety

To uphold our commitment to the well-being of our people and to effectively manage occupational health and safety issues, we implement and constantly improve our health and safety management system. We have an occupational health and safety management system in place according to ISO 45001, applicable to our offices in Luxembourg, Belgium, Greece and Romania. This system was active throughout 2021 and applied to 98% of our people.

Throughout 2021, our recently updated health and safety policy helped us ensure that effective control systems were implemented to minimise the risks associated with our activities, while guaranteeing adequate working conditions for all employees and visitors. Our Company's Code of Conduct also includes elements relating to workforce health and safety, demonstrating the significance of this issue for Netcompany-Intrasoft. We approach health and safety by creating a culture of responsibility, establishing specific roles within our facilities department to guarantee that all aspects of our health and safety policies are accounted for.



Our offices and facilities are designed to keep employees safe, focusing primarily on the challenges that are most relevant to our business operations, such as slips, trips, falls, relevant ergonomic and other health and safety issues, including the recording of exposure to electromagnetic radiation, monitoring these issues and their pending resolution through our Intranet portal (WeAre). During 2021, alongside newly developed buildings offering amenities that boost mental health and well-being of employees, we invested over € 126,306 to effectively manage ergonomic and health protection issues.

Building a Resilient Health and Safety Culture

To uphold our Company culture of health and safety, we strive to ensure that our people embrace the Company's health and safety principles, notably through our health and safety induction carried out at the beginning of all employees' journey with us at Netcompany-Intrasoft. All our employees are involved in health and safety training programmes that are mandatory and defined according to our management system. Unfortunately, owing to the circumstances created by the COVID-19 pandemic, our employees received minimal health and safety trainings during 2021. It is our priority to increase the health and safety training hours as soon as the situation allows us to.

Under normal circumstances, our training programmes are provided on an annual basis by our Company doctor and external parties on topics such as:

- ▶ safety at work;
- ▶ first aid;
- ▶ fire prevention regulations;

Going forward, it is our aim to increase the regularity of these trainings from an annual to a bi-annual basis.

Cultivating our people's happiness

We want to ensure positive mental health and improved well-being for all employees. We

believe this improves their ability to cultivate a healthy work-life balance and thus enhance their overall happiness, which additionally positively impacts the service we provide to our customers. To mitigate any relevant risks, we promote a work culture of wellness and well-being by adopting a holistic approach to improving the overall well-being of our people. These include virtual mental health sessions, flexible working and financial incentives such as employee benefits.

In the first semester of 2021, regular wellness sessions, including yoga sessions, chair massages at the office and corporate sport activities, were once again postponed due to the COVID-19 pandemic. Instead, we turned our focus towards encouraging our people to participate in online events such as virtual yoga and team building sessions. At the end of 2021, we organised our first post-COVID 19 Wellness Week at our premises in Athens, taking all the necessary precautions and measures against the COVID-19 pandemic. Over the course of five days, our people had the chance to enjoy chair massages, participate in a ping-pong tournament, attend pilates sessions, have a visual acuity test by our occupational doctor, attend a "Breast Cancer Prevention" lecture by an obstetrician-gynecologist, enjoy nutritional fresh fruits and win special gifts. Finally, we organised our Corporate Blood Donation to support the Company's blood bank that is accessible to all our people.

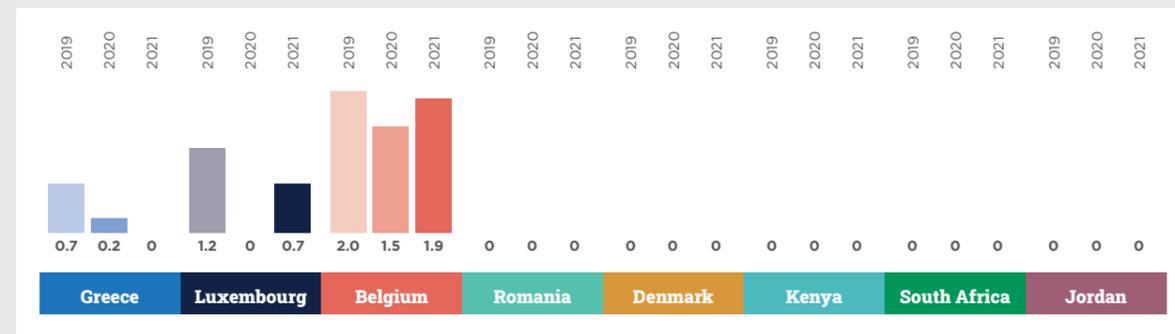
Our Performance

Work-related injuries

	2019*	2020*	2021
Number of hours worked	3,208,288	3,672,775	3,929,180
Number of fatalities as a result of work-related injuries	0	0	0
Rate of fatalities as a result of work-related injuries	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable work-related injuries	14	6	6
Rate of recordable work-related injuries (IR)	0.9	0.3	0.3

*Health and safety data for 2019 and 2020 has been changed due to recalculations in the number of hours worked.

Rate of Recordable Work-Related Injuries (IR)



Our Response to COVID-19

With 2021 signifying our second year of operating under the circumstances created by the COVID-19 pandemic, we continued to closely monitor the coronavirus outbreak. The protection of our people always came first, and we will continue to do all we can to ensure their safety and support them through this difficult time.

The unprecedented circumstances created by the COVID-19 pandemic in March 2020 led Netcompany-Intrasoft to take immediate action to ensure the protection of its people, actions that remain in place to this very day. Our Human Resources department operated fast and efficiently in all eight countries of operation, managing to ensure both the health and safety of employees, as well as the smooth operation of all company departments. We quickly deployed digital workplace solutions to enable our people to work remotely. The largest percentage of employees (85%) still

do so. Nevertheless, given the gradual ease of restrictions during the course of 2021, it became increasingly apparent that preparing the Company’s facilities for the safe return of employees must become a priority. The transition to this new chapter of the pandemic was accompanied by our communication campaign **“It’s good to have you back, let’s all keep safe”**. It aims to inform employees about our new and improved return-to-work protection measures in a more positive and optimistic way.

Our return-to-work planning included various interventions across the workplace, summarised in the following areas:

- 1 The introduction of new rules of operation**
 - ▶ Posting of office-wide banners that provide accurate and continuous information directed to all employees, including rules and instructions, related to the use of common areas;
 - ▶ Adjustment of operation of enclosed spaces (e.g. onsite restaurant) to ensure employee safety.
- 2 Changes to building facilities**
 - ▶ Introduction of zoning to maintain safe distances between employees;
 - ▶ Placement of plexiglass shields in all reception areas of buildings;
 - ▶ Use of contactless thermometers at entrances of buildings;
 - ▶ Creation of COVID-19 incident response area to isolate potential carriers;
 - ▶ Renovation of company clinic to facilitate the visit of increased number of employees;
 - ▶ Installation of disinfection devices in all toilet facilities, including contactless taps and automatic light switches;
 - ▶ Consistent intensive maintenance of air-conditioning units to remove microbial loads
 - ▶ Placement of disinfectants in common areas;
 - ▶ Stickers, posters and banners in all offices and common areas that indicate the necessary dos and don'ts for a safe return to the office.
- 3 Cleanliness**
 - ▶ Intensive focus on regular and thorough disinfection of all workplaces, particularly surfaces that experience frequent usage (e.g. door handles).
- 4 Technology**
 - ▶ Introduction of SAP tool system to regulate and monitor employees who are present at the workplace and the desks to which they are assigned;
 - ▶ Upload and frequent update of all useful guidance on our Intranet portal (WeAre).
- 5 Corporate Benefits**
 - ▶ Implementation of corporate buses to ensure that employees can safely and efficiently reach company facilities;
 - ▶ Online workshops for teleworking, remote collaboration, management of virtual teams, personal development and time ergonomics.

Our targets for 2022 and onwards

- Target 1:** Zero fatalities and accidents.
- Target 2:** Expand our ISO 45001 standard application to cover 100% of our people and 10/10 of our premises.
- Target 3:** Continue the promotion of our people’s well-being by increasing the numbers of wellness sessions and employee benefits.

Creating Shared Value for our Communities

06

Responding to Community Needs

Material Topic

[GRI 103-2, GRI 103-3, Internal indicators]

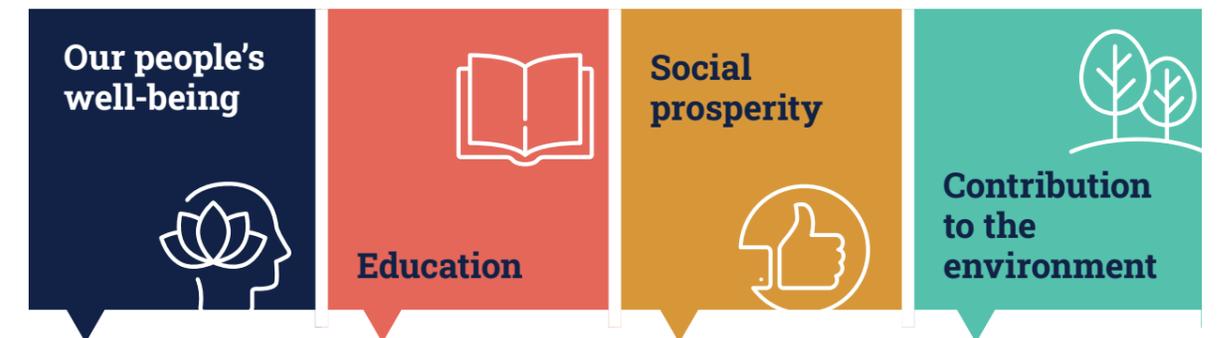


Our Approach

At Netcompany-Intrasoft, we generate economic, social and environmental impact through our activities and operations. Aiming to achieve overall sustainable development, we recognise the significance of managing this impact responsibly. For us, this is primarily achieved through engaging and sharing our knowledge and expertise with society. Further to our responsible management of the impact we create, as demonstrated in other sections of this report, we additionally design and support community-led projects aimed to promote social inclusion and explore new innovative ways of creating shared value in building strong, sustainable societies. An essential part of this process is the active engagement with and involvement of the local communities within which we operate, making measurable contributions and adding value to them. In this context, we promote the values of inclusion, participation and prosperity. We support wide-reaching initiatives and projects surrounding employee well-being, education, youth support and the environment that contribute to cultural and social growth.

As part of our demonstrated commitment to addressing society's needs, we have established **#WeCare**, our innovative and value-creating programme. Our people engage in volunteering activities to support non-profit organisations and donate their time and effort in making an impact.

The key pillars of our contribution are as follows:



Employee well-being is crucial. We promote a work culture of wellness and well-being. We actively support sports and promote an active and healthy lifestyle, aiming to overcome the health concerns associated with modern living.

We support society through initiatives and actions that improve the quality of education and foster career development. We share our knowledge, educate and develop upcoming IT professionals, as the future technology landscape is in their hands.

We aim to build a more equitable, healthy and inclusive society by providing a series of actions, such as socially conscious investments, charitable giving and community volunteering. We believe that technology and increased digitisation play a key role in sustaining future growth and prosperity in society.

We constantly strive to contribute to a more sustainable future by finding ways to ensure that our digital solutions and daily operations have the least possible impact on the environment.



Our Performance

We aspire to empower local communities through the provision of financial resources, as well as in-kind support and volunteering activities. Thus, we closely monitor our performance to observe the impact of our actions in the societies within which we operate. In 2021, more than 550 contributors participated in our CSR actions, while since 2019, we have been consistently making meaningful contributions by participating in 79 social activities.



Our people's well-being

For us, promoting well-being is essential for ensuring a healthy and sustainable workforce. Our actions are designed upon the premise that individuals have the ability to adopt a healthy lifestyle when supported by a conducive workplace environment that promotes a culture of well-being encompassing diet, healthy habits, and physical and mental health. We consistently and continuously support our employees who actively engage in volunteering activities, particularly those who demonstrate an undeniable passion for sport, such as participating in marathons to raise funds for vulnerable communities.

Virtual wellness sessions

In 2021, we continued hosting virtual wellness sessions aimed at boosting employee well-being and engagement. Short stretching breaks such as chair corporate massages, home ergonomics and chair Yoga sessions were some of the activities held during the lockdown and kept us motivated, organised and productive.

Wellness Week: Vitamin-I

As the COVID-19 restrictions were relaxed during the latter part of 2021, we organised some in-person wellness sessions for our people during our Wellness Week (with pilates, chair massages, ping-pong, and fresh fruit).

Training and development

In 2021, we continued to support our employees'

growth and professional development by covering the costs of job-related certifications and trainings and by providing access to more than 5,000 technical online courses through our Learning Management System (LMS) supported by SAP-SuccessFactors. However, our focus on training and development does not stop at an internal level. In 2021 we maintained our focus on the first grade-aged children of our employees, aiming to support their first steps in education by providing school gifts at the beginning of the school year.

Diversity

To demonstrate the significance of our employees, we had the pleasure of signing the "Diversity Charter" in Greece in July 2021, a European Commission initiative aimed at raising awareness of the importance of diversity and inclusion in business and in society throughout the entire European Union.

Christmas festivities

During the Christmas period, we continued with our tradition of hosting our annual Christmas bazaars and our Christmas party to celebrate this festive time with our people in the safest possible way, abiding by all relevant guidelines.

Basketball

Further to our focus on developing and retaining a wellness culture amongst our people and taking

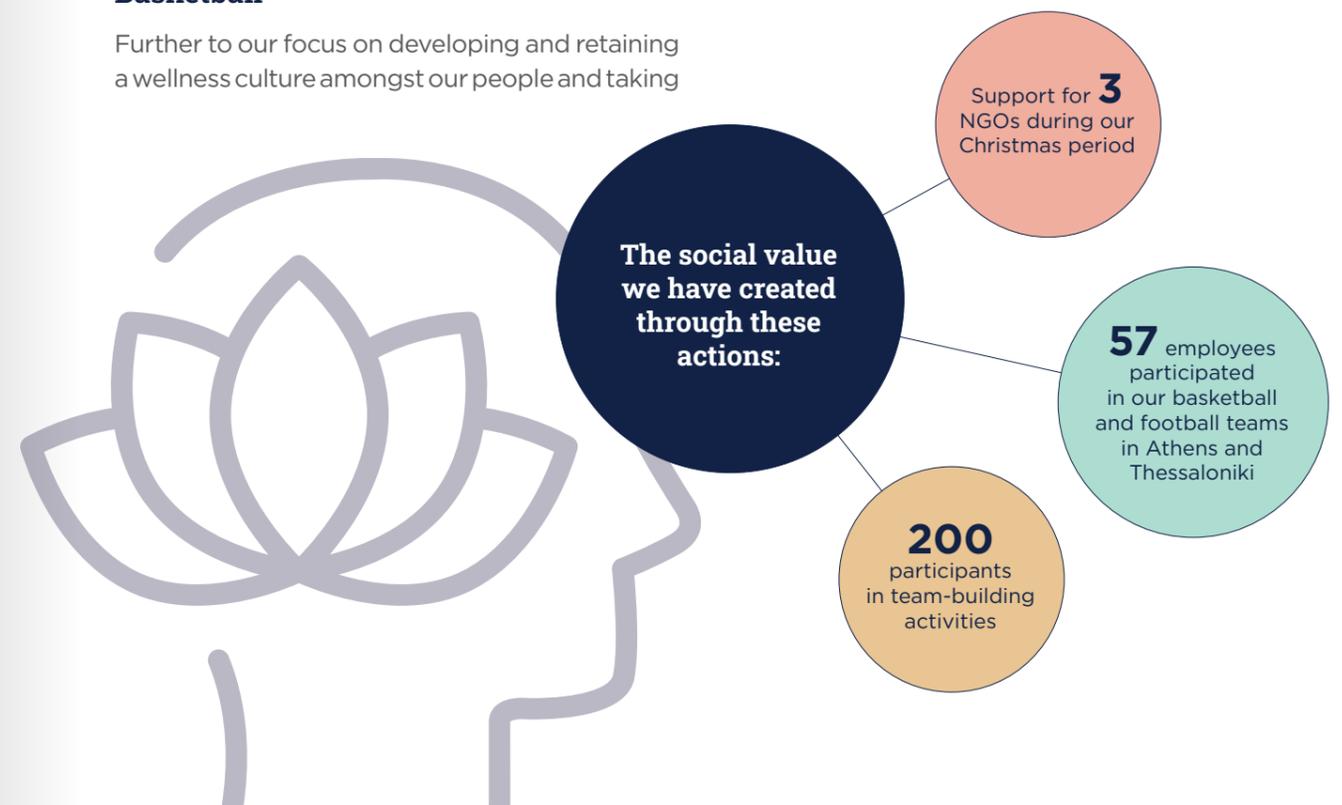
into consideration that sport activities boost morale and improve culture and team-building in the workplace, we formed our basketball teams in Athens (2018) and Thessaloniki (2019). Team members participate in the national corporate basketball championships both locally and throughout Greece, thus stressing how important teamwork and team spirit are in achieving goals.

Football

Our football team was formed in 2013 and successfully participates in the Greek Corporate Football Championship. In addition to their weekly games, team members get together on a weekly basis to practice and other outdoor activities, such as hiking and running, boosting employee engagement and team building.

Team-building activities

Owing to the continuation of the COVID-19 pandemic throughout 2021, we missed out on the opportunity to spend quality time with one another in person. Nevertheless, this did not crush our team spirit. In 2021 we organised a number of internal virtual team-building activities that were attended by 200 employees to further empower our team spirit and nurture the culture of our people.





Education

We are a recognised leader in the IT sector for our cutting-edge new technology services and solutions. Our focus on the young generation is high on our priority list. It is part of our value creation agenda to disseminate our knowledge and experience to students during all stages of their educational career (primary, high school, university). This gives them a very realistic glimpse of the corporate world, helping them to integrate into the workforce.

I Love Coding – IM Panagiotopoulos

Children and students’ development are amongst our main CSR priorities. As such, the Company endeavours to engage with the diversity of young talents, helping students to grow and lead change. Throughout the past three years and continuing during 2021, our esteemed software engineers visited IM Panagiotopoulos’ primary school students where they had the chance to teach Python programming fundamentals to 11-year-olds.

University of Patras – QA Activities

In April 2021, we virtually participated in a course on the EFQM Excellence Model at the University of Patras and had the chance to share our insights and experience in the tech field, contributing to our vision of supporting society through education.

SFHMMY Conference

With the goal of bringing students from electrical and computer engineering departments together, as well as similar disciplines, to inform them about the latest technological developments and market challenges and to exchange knowledge and ideas, we participated in the 12th SFHMMY student conference in April 2021 as sponsors and educators. Organised by the students of Aristotle University of Thessaloniki’s Electrical and Computer Engineering Department, the conference

covered a variety of scientific subjects such as AI & data analysis, bioengineering, USA autonomous and electric vehicles, quantum technology and aerospace. As part of the conference, we additionally participated in the Career@SFHMMY event where we had the chance to provide consultation to students on various career subjects.

First Lego League of Greece

FIRST® LEGO® League guides youth through STEM learning and exploration. From discovery, to exploration and then to challenge, students understand the basics of STEM and showcase their skills in an exciting competition, while building habits of learning, confidence and teamwork skills along the way. In June 2021, eduACT, the FIRST® LEGO® League Operational Partner in Greece, hosted the FIRST LEGO League Virtual Open with 200 teams from all over the world under hybrid conditions. The goal was to celebrate STEM and robotics, and combine ancient civilisation with technology and innovation – a celebration that coincided with the 200 years of Greek Independence. We sponsored the event and some of our colleagues were among the teams’ evaluators who contributed to determining the winning team.

IGEM NOUS

In October 2021, we supported the iGEM (Internationally Genetically Engineered Machine) NOUS team that consisted of 11 Greek university students from Aristotle University of Thessaloniki, the Democritus University of Thrace, the National and Kapodistrian University of Athens and the University of Thessaly who participated in the iGEM competition 2021. iGEM is a non-profit organisation dedicated to the advancement of synthetic biology through educational programmes and competitions. The main programme of iGEM is its competition, an annual event that includes participants from all over the world willing to compete against each other and make advancements in many scientific fields based on synthetic biology.

Netcopmany-Intrasoft meets universities, Season 1

In 2021, we organised online sessions for university students, where our software engineers had the chance to share their insights and expertise on back-end development and microservices and acquaint the students with our products.

“A journey to knowledge for islands and frontier regions of Greece”

In 2021, we cooperated with the NGO Melathron and donated technical hardware (desktops, laptops, printers) to primary schools in Leros and Lesvos.

Tipping Point

In 2021, we participated in the “TechTalks for students” action in collaboration with the TTP (The Tipping Point), an NGO that links high school students with companies and offers them the opportunity to interact and learn. We organised 10 virtual group sessions focused on software development, HR and marketing topics. We had the chance to interact with secondary school students from various regions, aiming to inform them about the IT industry, basic programming skills and the major soft skills, helping them to discover their career path. In total, 11 mentors from our Company had the pleasure to interact with 187 students.

Virtual tour

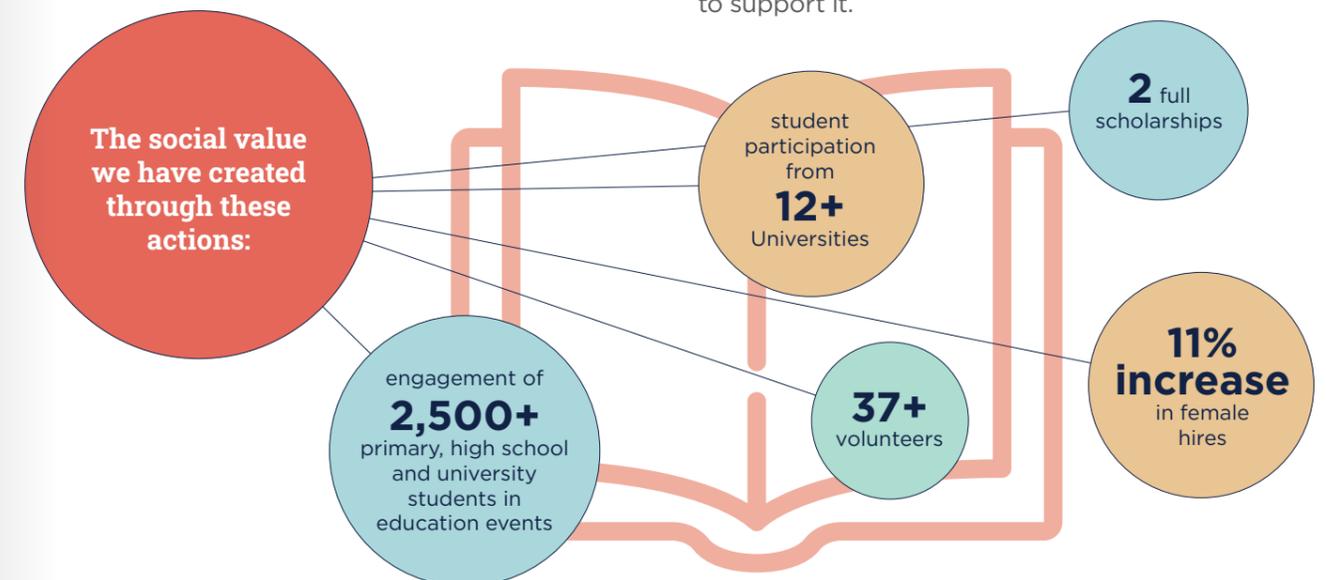
In 2021, we welcomed students from Greek universities in a unique virtual tour regarding our services and products. We invited more than 200 students and teachers to a digital tour at our premises, where our representatives presented and analysed the Company’s activities.

Scholarships

Since 2018, we have been sponsoring CTY Greece Anatolia College, supporting a programme that offers students from diverse backgrounds the opportunity to develop their love of learning. We have been offering a full scholarship to a student throughout their entire high school years. As of 2020, we have been cooperating with “ExcellenSeas by Pastra Cretonaxiosa” to support their ExcellenSeas Programme on providing a grant scholarship to a young student. This continued in 2021.

New hires – more women in IT

Supporting talented people is a top priority for us. As such, we have been engaging in a number of initiatives to attract more women to the IT industry. It is worth mentioning that 34% of our employees are women, and we aim to continue to improve upon this percentage. In 2021, the percentage of women hired was 36%, 11% higher compared to 25% in 2020. This will remain a strategic pillar for 2022, therefore a set of dedicated new initiatives is being developed to support it.





Social prosperity

We surmise that technology has the ability to significantly contribute to notions of social prosperity, inclusion and accessibility. By offering our effort, manpower and services, without expecting anything in return, we express our commitment to and support for specific social causes. We practice social responsibility by donating money and products and/or services to social causes and non-profit organisations. We additionally place particular emphasis on activities designed to support individuals with physical and mental disabilities.

Blood donation

As part of our "Wellness Week" events, we offer our people the opportunity to participate in blood donation, a generous and selfless act in the form of a commitment to helping others. Thanks to their participation, we have managed to collect 63 blood units for our Company's blood bank that is accessible by all our people.

Spread the Joy, Give a Toy week

In December 2021, we spread joy and demonstrated the importance of creating value for society by donating toys and books to children. Our "Spread the Joy, Give a Toy" initiative took place in the first week

of December where our people donated gifts that we gathered at our warehouse. A significant number of toys were collected and donated to The Smile of the Child NGO to support children in need.

The Smile of the Child

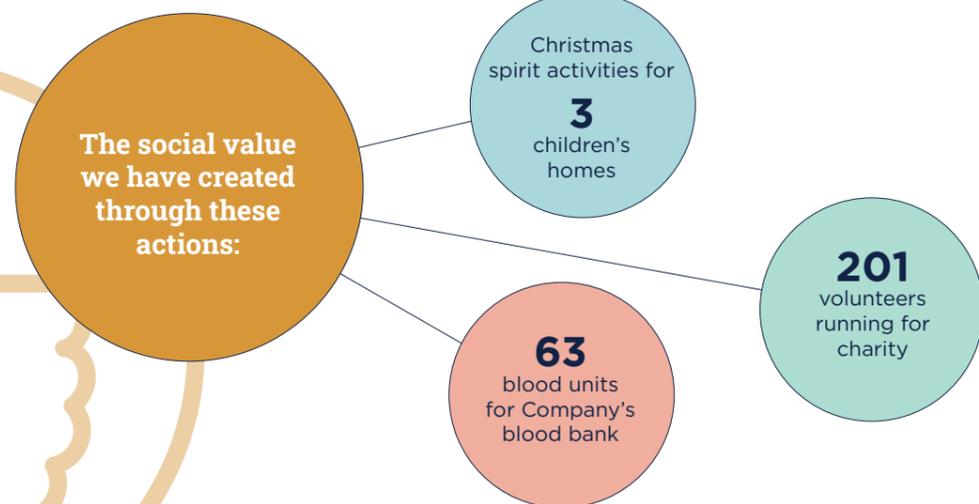
Since December 2019, we have been visiting The Smile of the Child houses in Athens and Aigio. We participated in the Christmas decorations with the children and gave them the gifts we collected from our Spread the Joy, Give a Toy initiative.

Tennis sponsorship

In 2021, we supported a 9-year-old boy's participation in a series of tennis contests, highlighting our commitment to supporting the young generation.

Running for charity

Throughout 2021, our people participated in a number of running events with the purpose of making charitable donations to various organisations, supporting a plethora of causes. Namely, we are proud to announce that our employees participated in the Athens Authentic Marathon to raise money for the NGO Merimna, the Relais Pour La Vie relay race to support those with cancer in Luxembourg, the No Finish Line to donate sponsorships to "Together for the Children" and Pink the City Patras to support Alma Zois Hellenic Association of Women with Breast Cancer.



Contribution to the environment

At Netcompany-Intrasoft, we continuously investigate new and greener solutions that can reduce our environmental impact. We put specific effort into overcoming an array of environmental issues, thus contributing towards overall sustainable development.

Tree planting

In 2021, we continued our tree-planting activities in the Attica region in Athens, Greece. Our people joined forces, and with the valuable guidance of the We4All NGO, managed to plant 200 new trees. What made this day truly special was the passion and team spirit all 40 of our participants showed at the prospect of a more sustainable future. This initiative is much more than just a simple CSR activity. We are constantly striving to contribute to a more sustainable future for our planet and committed to minimising our environmental footprint.

Say goodbye to plastic

2020 signified the beginning of our plastic-free era and this continued during 2021. All single-use plastics in our kitchens were

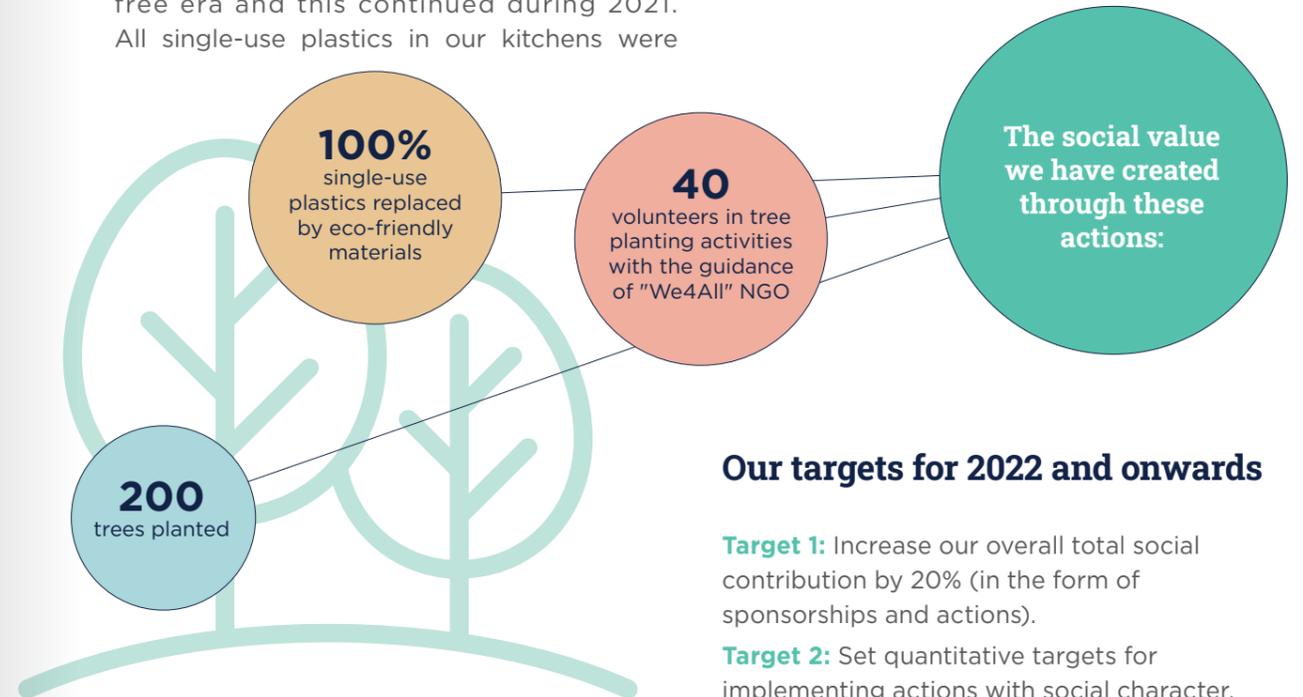
replaced by new eco-friendly, biodegradable stirrers, cups and straws, as well as reusable spoons. "Say goodbye to plastic" magnets were placed on all fridges and a modern, high-quality beverage bottle was waiting for every employee at our receptions. We are constantly striving to create a sustainable future and committed to minimising our carbon footprint. With the support of our core source of power, our people, great things can be achieved. We said goodbye to plastic once and for all!

Recycling and Together for Children

In 2021, we cooperated with Rewarding Packaging Recycling, aiming to recycle and contribute to the organisation's recycling programme in support of the NGO Together for Children.

Environmental awareness trainings

Staying true to our vision of creating value for all, including the environment, throughout 2021 our people were given the chance to participate in our environmental awareness trainings. Through these trainings, our employees were given the opportunity to enhance the way in which they address environmental sustainability, both at a personal and at a company-wide level.



Our targets for 2022 and onwards

- Target 1:** Increase our overall total social contribution by 20% (in the form of sponsorships and actions).
- Target 2:** Set quantitative targets for implementing actions with social character.

Material
Topic

Generating and Distributing Economic Value

[GRI 103-2, GRI 103-3, GRI 201-1]



Our Approach

With our strategic focus on creating value for all, we at Netcompany-Intrasoft generate economic value for the range of our stakeholders through our business activities, contributing to the economy, employment, and local communities. In all countries of operation, we offer job opportunities and provide income, generate tax revenue, and build strong relationships with customers, suppliers, and business partners throughout our value chain.

Within this process of generating and distributing economic value, we leave a positive economic footprint in all countries, markets, and societies. Over time, we have demonstrated our consistent strategic planning, as well as our disciplined financial and operational management, with the overall aimed at increasing our profitability by releasing funds for the purpose of investment in innovative products and services. In line with our established values and culture, aspiring to create value for all, we make investments that support and strengthen our core business in a sustainable way.

2021 was another significant year for us. We continued to enhance our organisational and financial structures, pursuing the implementation of a targeted investment plan and maintaining a strong extroverted-orientation. We successfully completed another year of positive economic performance, building the foundation for further robust growth and even greater success during 2022.

We are optimistic about the growing impact of our initiatives will strengthen the financial performance of our Company, and enhancement of our leadership position as a reliable partner in our industry across all areas of activity.



Creating Jobs in other Sectors

A crucial aspect of our value creation, the generation of a significant number of employment opportunities in the form of suppliers across multiple sectors, stimulates indirect employment. Further to this, the sale of our products and services additionally contributes to employment - creating jobs across academic, technological, financial, and industrial sectors, among others.

Globally, our operations support the implementation of the UN's SDG 8 (Decent Work and Economic Growth) by contributing to economic prosperity, increasing productivity and innovation in the markets where we operate in.

Generating Value throughout the Value Chain

We promote economic stability in the countries within which we operate through the

added value we generate during the sales of products and services. Our network of customers, suppliers, and business partners, all add value to our products and services, which are sold worldwide to an array of different client.

This added value makes it possible to pay our employees' wages, cover tax liabilities, and reward our lenders and investors. It is also the source of VAT revenues collected by governments in the countries within which we operate.

Economic Value Generated and Total Tax Contribution

The economic value that we generate is a combination of gross revenue and financial income. Our contribution is distributed among our stakeholders through payments to suppliers for goods and services, wages to employees, financial expenses to those who provide capital, and taxes paid to governments. The economic value retained is the profit we use to finance dividends for our shareholders, make investments, and support future business growth.

In 2021, **economic value** generated stood a **EUR 210.3 million**.

Taxes borne by Netcompany-Intrasoft include direct taxes such as corporate income tax, social security taxes, and other direct and indirect taxes.

Our Performance

Direct economic value generated

(thousand EUR)

	2019	2020	2021
Revenues	179,110	198,053	210,291

Economic value distributed

(thousand EUR)

Operating costs	78,165	84,466	90,670
Employee wages and benefits	88,745	97,740	103,436
Payments to providers of capital	5,066	5,392	4,444
Payments to government by country			
Luxembourg	564	602	638
Greece	1,581	1,124	1,450
Belgium	508	671	702
Romania	(130)	0	0
Denmark	0	0	52
Kenya	57	12	35
South Africa	0	0	0
Jordan	0	17	12
Bulgaria	0	0	0
Total	174,556	190,025	201,439

Economic value retained

(thousand EUR)

Total	4,555	8,027	8,852
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	2019	2020	2021
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Our targets for 2022 and onwards

Target 1: Increase the total value distributed to our stakeholders.

Target 2: Achieve an annual increase in the financial value produced by Netcompany-Intrasoft.



07

Appendices

About the Report

[GRI 102-45, GRI 102-48, GRI 102-49, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-56]

Sustainability Reporting Approach

This report is the 5th Sustainability Report of Netcompany-Intrasoft (previously INTRASOFT International). It includes our approach and performance in relation to the material Sustainable Development topics we have identified in order to inform stakeholders about our economic, social and environmental impacts.

The report was prepared in collaboration with the Department of Climate Change and Sustainable Development of EY Greece* according to the GRI Standards: Core Selection (This report has been prepared in accordance with the GRI Standards: Core option).

Reporting Period And Content

This report covers Netcompany-Intrasoft's key activities and sustainability performance of operations in Greece, Luxembourg, Belgium, Romania, Denmark, Kenya, South Africa and Jordan from 1 January to 31 December 2021. For transparency and comparability purposes, it includes information concerning three previous years (2019, 2020, 2021) for most of the identified and material topics. To provide a robust and reliable quality of information and to enhance accuracy, comparability, timeliness, reliability, and balance, we prioritised its material topics through a materiality assessment process (details in the chapter Integrating Sustainability, Delivering value to all). Where appropriate, the report includes internal performance indicators, and its content is in line with the United Nations Sustainable Development Goals (SDGs).

Other Information

Throughout this document, Company refers to Netcompany-Intrasoft.

The 2021 Sustainability Report has not received external assurance.

Project Team

Netcompany-Intrasoft's sustainability team consists of people from multiple divisions and departments. The team's main task was to collect all required data and information pertaining to Netcompany-Intrasoft's sustainability pillars.

The Netcompany-Intrasoft's sustainability team is comprised of the following members:

Sustainability Team Coordinator:

Yiannos Contrafouris

Members:

Georgia Askitopoulou	Christina Goumatsi
Dionysios Gournas	Georgia Kafkala
Villy Pavlochristou	Manos Zairis
Andreas Papadopoulos	Tzina Prokopidou
Maria Argyropoulou	Katerina Tsoupinaki
Petros Kolonias	Marina Zarouli
Dominiki Tsiouki	Dimitris Ntaliaris
Aggeliki Kouvdou	Manos Kanakis
Antonis Zanakis	Michalis Liotsakis
Ioannis Valtaras	Marianna Michalorista
Athina Paraskevopoulou	Kostas Thivaos
Nikolaos Tzanoglou	Despina Anastasopoulos

Information Sources

All data and information presented in this report originate from recording procedures and management system databases applied by Netcompany-Intrasoft. When data and procedures are based on assumptions, a method and calculation reference may be used (according to GRI Standards). Additional information about Netcompany-Intrasoft is available on the corporate website <https://www.netcompany-intrasoft.com/>.

Give Us Your Feedback

We greatly value your opinion. You are kindly requested to send us your feedback and comments to the address below.

Netcompany-Intrasoft

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*The Climate Change and Sustainability Services of ERNST & YOUNG (HELLAS) CERTIFIED AUDITORS-ACCOUNTANTS S.A. has provided advisory services for the preparation of this report. Netcompany-Intrasoft is responsible for the collection, calculation and consolidation of quantitative data, as well as for the accuracy and completeness of the quantitative and qualitative data included. ERNST & YOUNG (HELLAS) CERTIFIED AUDITORS-ACCOUNTANTS S.A. bears no responsibility or liability against any third party for the contents of this Report.

GRI/SASB Contents Index

[GRI 102-55]

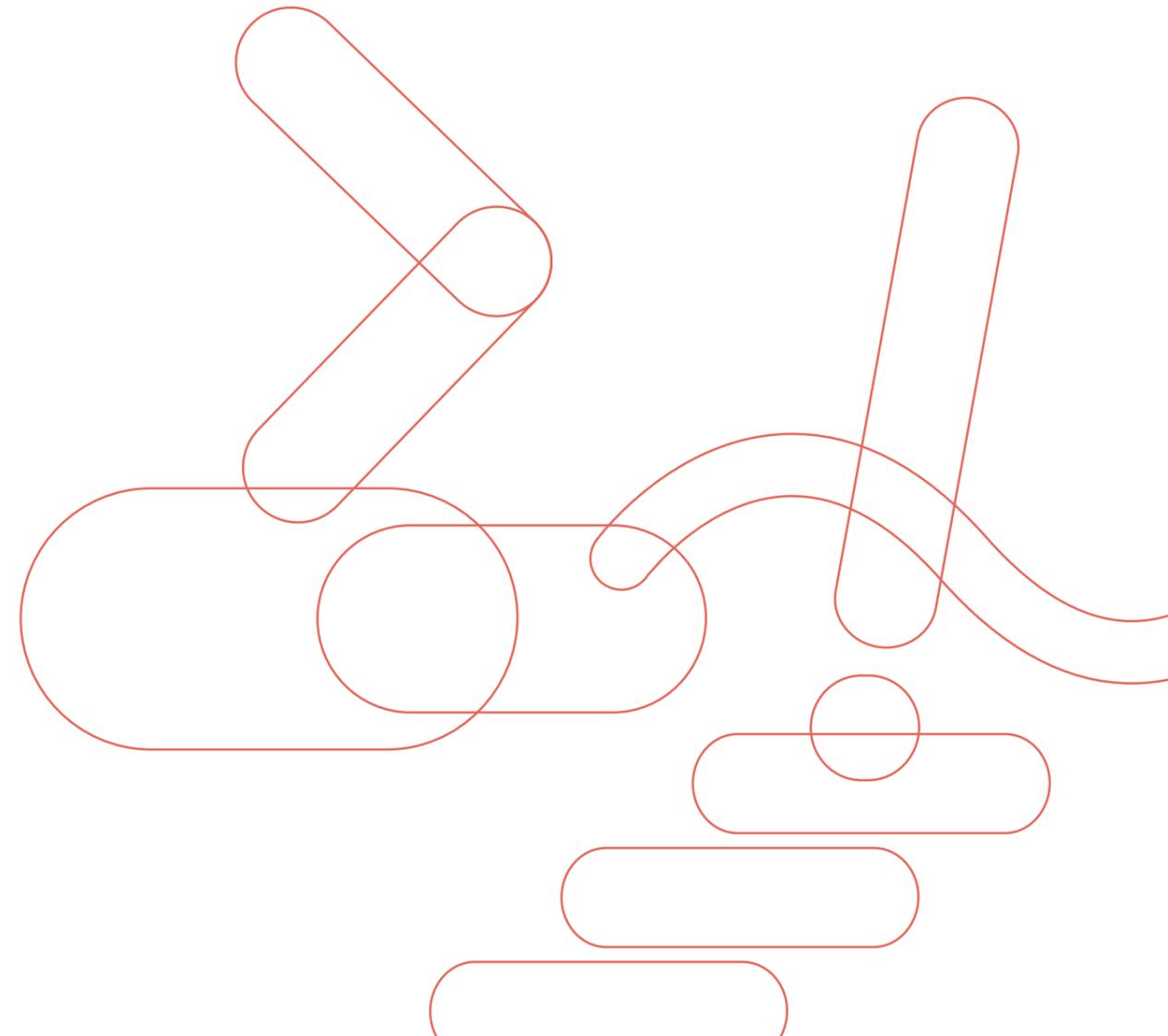
GRI Standard	Disclosure	Report section	Page number(s)	Omission
GRI 101: Foundation 2016				
GRI 102: General Disclosures 2016 (Core)				
Organizational profile				
102-1	Name of the organization	OUR PROFILE	20	-
102-2	Activities, brands, products, and services	OUR PROFILE	20	-
102-3	Location of headquarters	OUR PROFILE	20	-
102-4	Location of operations	OUR PROFILE	20	-
102-5	Ownership and legal form	OUR PROFILE	20	-
102-6	Markets served	OUR PROFILE	20	-
102-7	Scale of the organization	OUR PROFILE	20	-
102-8	Information on employees and other workers	ATTRACTING AND RETAINING SKILLED EMPLOYEES	100	-
102-9	Supply chain	SUPPLIERS AND BUSINESS PARTNERS	71	-
102-10	Significant changes to the organization and its supply chain	2021 MILESTONES	24	-
102-11	Precautionary Principle or approach	REDUCING OUR ENVIRONMENTAL IMPACT	90	-
102-12	External initiatives	NETCOMPANY-INTRASOFT AT A GLANCE IN 2021	20	-
102-13	Membership of associations	OUR PROFILE	20	-
102-14	Statement from senior decision-maker	MESSAGE FROM THE CEO	17	-
102-16	Values, principles, standards, and norms of behavior	NETCOMPANY-INTRASOFT AT A GLANCE IN 2021	6	-
102-18	Governance structure	ENSURING REGULATORY COMPLIANCE, CORPORATE GOVERNANCE AND BUSINESS ETHICS	44	-

GRI Standard	Disclosure	Report section	Page number(s)	Omission
Organizational profile				
102-40	List of stakeholder groups	DELIVERING VALUE TO ALL	34	-
102-41	Collective bargaining agreements	There are no collective bargaining agreements	-	-
102-42	Identifying and selecting stakeholders	DELIVERING VALUE TO ALL	34	-
102-43	Approach to stakeholder engagement	DELIVERING VALUE TO ALL	34	-
102-44	Key topics and concerns raised	DELIVERING VALUE TO ALL	34	-
102-45	Entities included in the consolidated financial statements	ABOUT THE REPORT	138	-
102-46	Defining report content and topic Boundaries	DELIVERING VALUE TO ALL	34	-
102-47	List of material topics	DELIVERING VALUE TO ALL	34	-
102-48	Restatements of information	ABOUT THIS REPORT	138	-
102-49	Changes in reporting	ABOUT THIS REPORT	138	-
102-50	Reporting period	ABOUT THIS REPORT	138	-
102-51	Date of most recent report	ABOUT THIS REPORT	138	-
102-52	Reporting cycle	ABOUT THIS REPORT	138	-
102-53	Contact point for questions regarding the report	ABOUT THIS REPORT	138	-
102-54	Claims of reporting in accordance with the GRI Standards	ABOUT THIS REPORT	138	-
102-55	GRI content index	GRI/SASB CONTENTS INDEX	140	-
102-56	External assurance	ABOUT THIS REPORT	138	-

GRI Standard	Disclosure	Page number and/or URL	Page number(s)	Omission
Material topics				
Ensuring Regulatory Compliance, Corporate Governance and Business Ethics				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	DELIVERING VALUE TO ALL	34	
	103-2 The management approach and its components	OUR APPROACH	44	
	103-3 Evaluation of the management approach	OUR PERFORMANCE	49	
GRI 205	205-1 Operations assessed for risks related to corruption	OUR PERFORMANCE	49	
	205-3 Confirmed incidents of corruption and actions taken	OUR PERFORMANCE	49	
GRI 419	419-1 Non-compliance with laws and regulations in the social and economic area	OUR PERFORMANCE	49	
Accelerating Innovation and Providing Services With Social and Environmental Impacts				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	DELIVERING VALUE TO ALL	34	
	103-2 The management approach and its components	OUR APPROACH	79	
	103-3 Evaluation of the management approach	OUR PERFORMANCE	82	
	Internal indicators	OUR PERFORMANCE	82	
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	DELIVERING VALUE TO ALL	34	
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SASB TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	OUR PERFORMANCE	87	
SASB TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	OUR APPROACH	85	
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GRI Standard	Disclosure	Page number and/or URL	Page number(s)	Omission
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	103-3 Evaluation of the management approach	OUR PERFORMANCE	104	
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	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	OUR PERFORMANCE	104	
	Internal indicators	OUR PERFORMANCE	104	
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	DELIVERING VALUE TO ALL	34	
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	103-3 Evaluation of the management approach	OUR PERFORMANCE	113	
GRI 404	404-1 Average hours of training per year per employee	OUR PERFORMANCE	113	
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	103-3 Evaluation of the management approach	OUR PERFORMANCE	126	
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	DELIVERING VALUE TO ALL	34	
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GRI 201	201-1 Direct economic value generated and distributed	OUR PERFORMANCE	134	

GRI Standard	Disclosure	Page number and/or URL	Page number(s)	Omission
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GRI 406	406-1 Incidents of discrimination and corrective actions taken	OUR PERFORMANCE	117	
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	403-4 Worker participation, consultation, and communication on occupational health and safety	OUR PERFORMANCE	120	
	403-5 Worker training on occupational health and safety	OUR APPROACH	118	
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Netcompany-Intrasoft

part of Netcompany Group as of November 2021

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