



**CORPORATE SOCIAL
RESPONSIBILITY**
2019
INFORM CSR Report 2019



Member of AUSTRIACARD HOLDINGS

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Methodological information regarding the Corporate Social Responsibility Report 2019

Message from the Management

Dear partners

With the Corporate Responsibility Report of 2019, we share with you for the second consecutive year the course and results of INFORM in the field of Sustainable Development. Although Sustainable Development has always been an integral part of our strategy and operation, through the publication of our Reports, we have the opportunity to present in a comprehensive way, and to communicate with our participants, our dynamic approach and its results.

The needs and requirements of our Group participants have diversified, the socio-economic environment has become much more demanding and the challenges of our new era lead to a review of our strategy and planned actions.

In order to be able to meet the needs of our employees, our customers, our partners and the society in which we «breathe» and grow, we proceeded in 2019 to further strengthen the Group by emphasizing digital technologies, both in our internal processes, as well as the solutions offered to our customers. We have invested in the creation of new products, as well as in the strengthening of our presence, through acquisitions or development of new technologies within the company. In the context of these changes, we have set as our main priority the implementation of simple and clear action plans, with a focus on innovation and always acting responsibly towards people, society and the environment.

Ongoing and non-negotiable is the goal of our development in order to be able to fulfill the mission and realize our vision, that is, to continue, to make more and more people live and feel better. In addition, our response to social issues remains an integral part of our business.

It is our philosophy to constantly look for new ways to offer our employees, our customers, society and the environment. Over the last two years and despite the general adversity we have encountered, we have recorded significant successes.

In this edition of the Corporate Social Responsibility Report we present the overall framework of our actions and the contribution of our Group to the Market, the Employees, the Environment and our Society. This effort is part of the aspirations and actions, which characterizes us from the beginning. We consistently continue to inform all our participants about the actions we undertake.

The selection of topics covered in this Report was based on the results of the materiality workshop conducted by our Group Corporate Responsibility Team and always guided by the guidelines of the international framework G4 of the International Initiative for the publication of Social and Environmental Reports (Global Reporting Init -GRI).

Responsible business behavior is part of our culture and Corporate Social Responsibility runs through our strategy. Despite the difficulties of our time, we are committed to continue to expand and systematize the actions of the Corporate Social Responsibility program that we implement. We are vigilant so that we take advantage of every opportunity that may arise despite the difficult political-economic environment. We have planned our next steps based on our principles and values and always taking into account the needs of our customers, partners and of course our people, who are the pillar of our Group's development.

Overall, I would like to point out that INFORM will remain committed to being an active organization, a socially responsible citizen, that contributes the most to the wider community, gives special weight to local communities and with targeted actions contributes to a better quality of life.

Manolis Kontos

Managing Director



1. Company Profile

1.1 The activation of INFORM

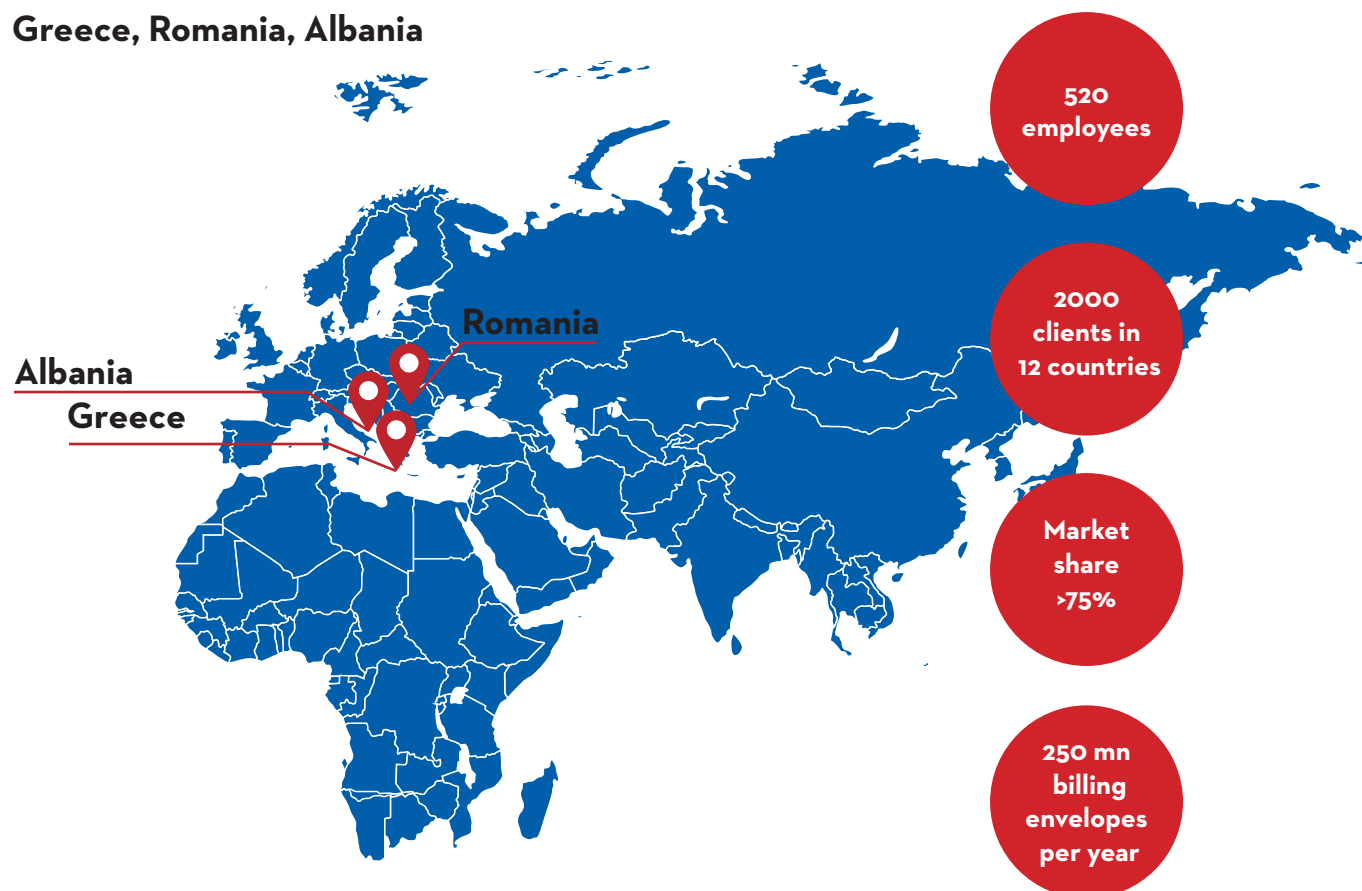
INFORM, is a leading player in the field of information management and in particular in the manufacture of security forms and the execution of business processes (Business Process Outsourcing) providing services for billing printing and enveloping, Billing digital presentation and printing management for Banks, Telecommunications, Telecommunications Commercial companies. In Greece, INFORM contributes substantially to the shaping of the printing market, to the ways in which companies manage their archives, as well as to the relations of the Greek State with the citizens.

INFORM at a glance

INFORM is a pioneer in the introduction of technological innovations, aiming to optimize the range of solutions and services that support the competitiveness and development of its customers. The Company successfully integrates these new and technologically upgraded methods, tools and materials in its production process, actively shaping the data management market.

Production Plants

Greece, Romania, Albania



Activity on other Countries

France, Austria, Germany, Spain, Cyprus, Malta, Morocco, Kosovo

1.2 The AUSTRIACARD HOLDINGS Group

INFORM is a member of the AUSTRIACARD HOLDINGS Group (formerly LYKOS AG) based in Austria. AUSTRIACARD HOLDINGS is the parent company of the Group, which operates with great success in the field of Digital Security, under the AUSTRIACARD brand. It has the highest data security production units for the production of smart cards, IDs and related products in 6 countries (Greece, Austria, Romania, Albania, Andorra and Turkey). These production facilities are certified by international organizations such as Visa, MasterCard, Diners, etc.

In addition, the Group operates 8 smart card personalization centers in Europe (Greece, Austria, the United Kingdom, Spain, Poland, Romania X2 and Turkey) and 2 outside Europe (U.S.A. and Latin America), also with the highest data security and certified by international organizations.

Group Structure

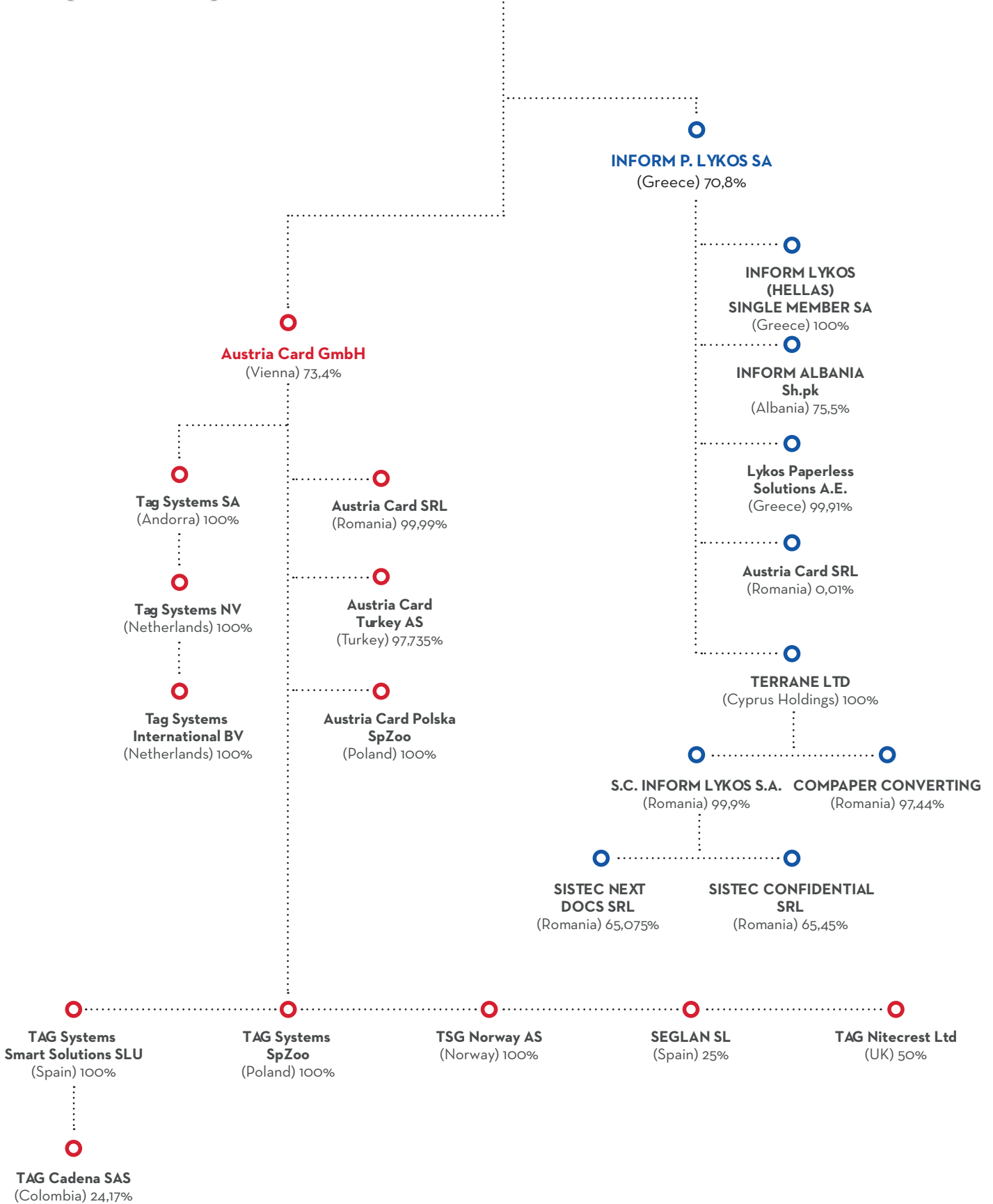
The passion for innovation and continuous development, which aims at both excellent customer service and meeting their growing demands, has been led by the Lykos family for over four generations.

The Company has been trusted for more than 120 years by large companies, all over the world, for the high quality of its products, the services offered, as well as its integrity and good governance.



AUSTRIACARD (HOLDINGS)

AUSTRIACARD AG (Vienna)

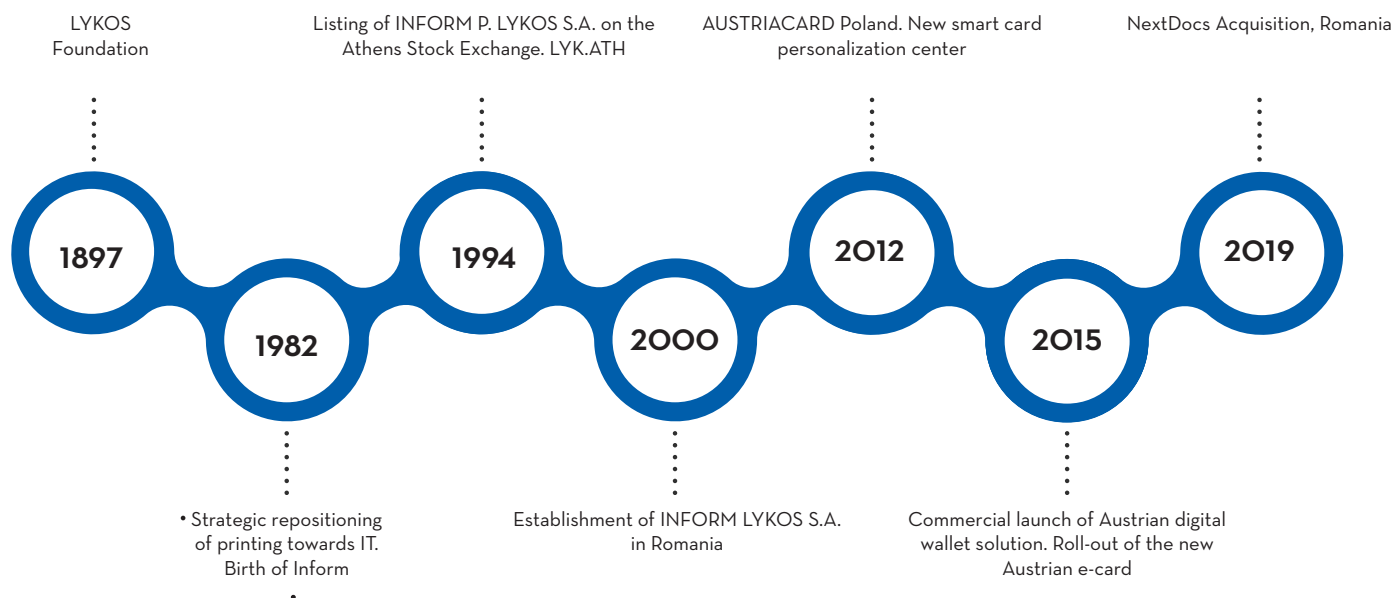


1.3 Brief historical background

The first company of the Lykos family was founded in 1897 and INFORM P. Lykos SA succeeded in its listing on the Athens Stock Exchange in 1994. Through a successful course of decades, the Company now holds a leading presence in Central and Eastern Europe in the field of INFORMATION Management, with production facilities in Greece, Romania and Albania.

INFORM's long history demonstrates its commitment to progress and innovation, as well as its sense of responsibility, not only to its customers, but to all of its employees and partners. The following are the most important points - milestones in the history of the Company, which define its dynamic, future course:

Through our long history, which consists of important milestones, we have gained recognition and gained the trust of our customers and partners, all over the world.



1.4 Mission and values

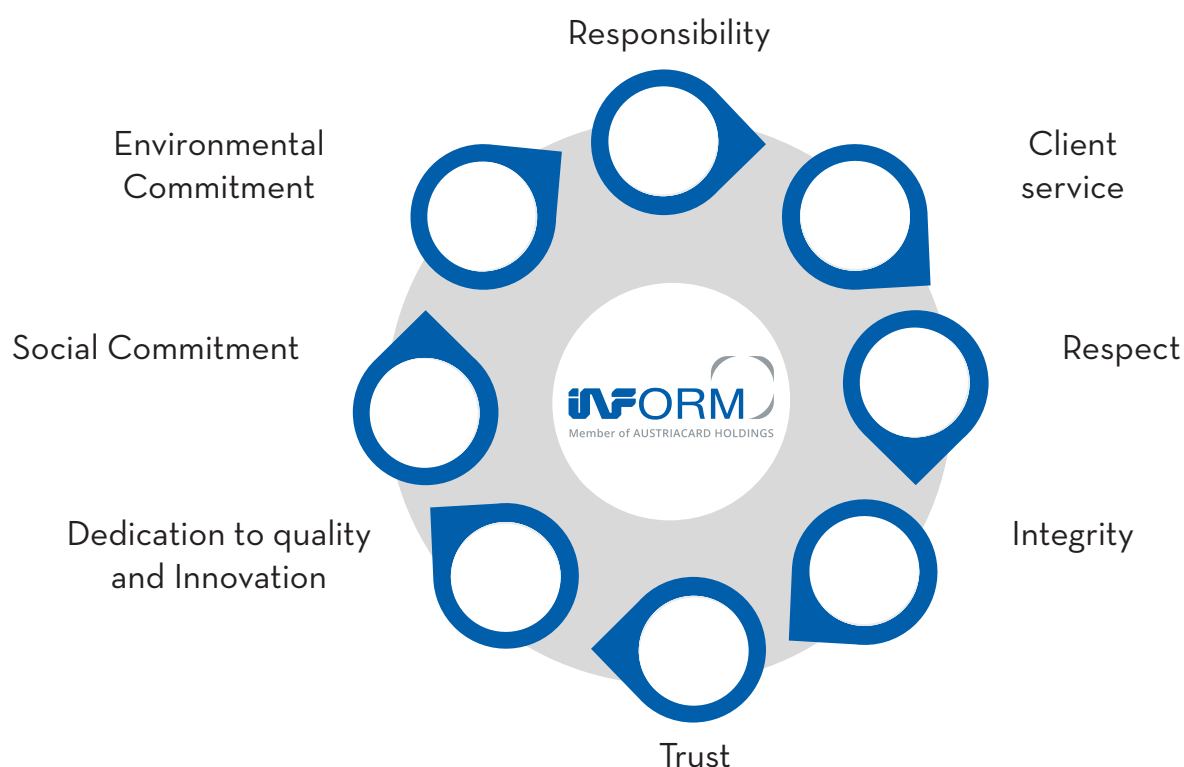
The business activity of INFORM is inextricably linked to the responsible operation in all areas of the Company's activity. The Company constantly strives to operate responsibly towards employees, customers, partners and all stakeholders.



Every aspect of INFORM's activity is based on innovation and development, so that every form of communication becomes a strategic source of information. In combination with its concern for the creation of added value for the wider environment in which it operates, the Company is constantly growing responsibly and innovating.

The values of the Company are an integral part of the overall business activity and are expressed through the daily initiatives of all, in each sector of its activity.

Our mission to transform every form of communication into a strategic source of information.

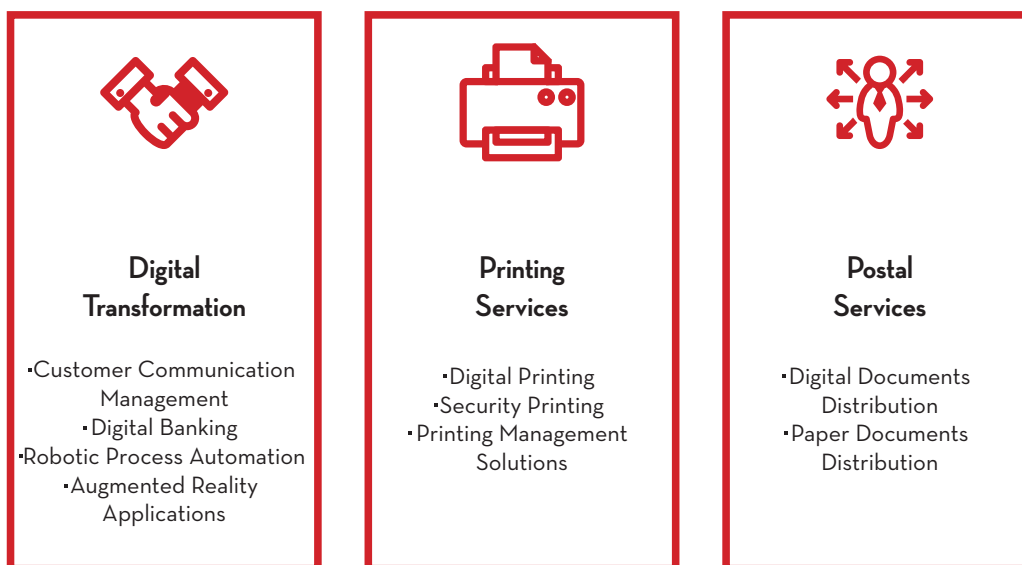


1.5 Products and services

The Company is well-established in the market of printing products, such as business forms, paper rolls, security forms and commercial printing (from standard ink to paper, to complex data structures, when the document is designed as a strategic information unit) and supports its customers throughout the life of the document. This includes data collection and sorting, verification, encoding, storage as well as physical or digital extraction of formatted data using Omni-channel communication solutions.

INFORM is also active in the market of third party business processes (Business Process Outsourcing), offering Digital Onboarding paper and digital account, printing and electronic presentation of the account respectively, card personalization, loyalty software applications, robotic process automation functions, system applications human resources, augmented reality solutions for physical / e-commerce, and print management services.

Areas of activity of INFORM



Customer categories

INFORM leads the market for business solutions (B2B) in Eastern and Southeastern Europe by providing services to organizations that manage sensitive data and information, such as financial institutions, governments, public services, telecommunications companies, and industry and retail.

The main categories of INFORM customers are:

Banking organizations

Telecommunication companies

Retail

Public services

Government agencies

Responsible marketing and communication

The Company applies all relevant regulations that apply to responsible communication and advertising. The Marketing Department checks all promotional material, prior to its publication, to be honest and in accordance with applicable laws. The Company follows the Advertisers Code for advertising and communication.

Through the Marketing Department, the Company monitors and records market developments, sets goals and finally selects the most effective and appropriate communication strategies to be followed.



1.6 Research and Development

For the digital printing sector, effective research and development is important for companies such as INFORM, as the industry in which it operates is highly competitive, the product life cycle is quite short, and the requirements of partners and end customers are constantly evolving. The Company relies on research and development experts to be able to offer new solutions to its customers and partners, as well as to develop new products and services. INFORM's research and development strategy focuses on the following objectives:

- **Development of innovative products and solutions, based on the constantly evolving market requirements**
- **Optimization of the use of resources and production processes**

1.7 Policies and systems

INFORM, guided by Sustainable Development, has established specific policies and implements appropriate management systems and procedures that support its responsible operation and determine the way in which the Company operates.

The following policies and codes have been established and implemented in the Company:

- **Internal Operating Regulations**
- **Occupational Health and Safety Policy**
- **Environmental Policy**
- **Quality Policy**

INFORM develops and implements in all its facilities certified management systems with the ultimate goal of achieving high performance in all its areas of activity.

In particular, the Company applies:

- **Quality Management System, according to the ISO 9001 standard**
- **Environmental Management System, according to the ISO 14001 standard**
- **Occupational Health and Safety Management System, according to the OHSAS 18001 standard**
- **Information Security Management System, according to the ISO 27001 standard**
- **FSC (Forest Stewardship Council) Print Production and Management System, according to the FSC Chain of Custody standard (FSC-STD-40-004)**
- **Security Print Management Production System, according to the ISO 14298 / INTERGRAF standard TERGRAF**



1.8 Certifications of services

The Company carries out systematic and effective quality controls at all stages of the production process, and by combining the appropriate means with its well-trained staff, it successfully meets the requirements of its customers.

The Company's customers themselves are able, due to the sensitive data they manage, to certify its services. In this way, the Company's products and services are accompanied by these certifications regarding the security of information and quality, which has occurred after audits carried out by the customers themselves or independent bodies. Some of these certifications are of the Companies:



INFORM is also FSC certified, as recorded by the FSC organization on the basis of certified members of the «FSC surveillance chain» as it meets the requirements that must be met by companies wishing to show respect for the environment and commit to their participation in responsible forest management.

What is FSC certification? The Forest Stewardship Council (FSC) is an international Non-Governmental Organization, which aims to support and sustain the world's forests through the proper management of their resources. The Council's mission is to ensure that forests are managed responsibly and properly, that natural habitats are protected, and that the rights of nearby communities are protected. The organization has also established principles and criteria for forest management, according to which their management must meet the social, economic and cultural needs of both the current and future generations.



The Company places this logo on the printing products, whenever it is requested by its customers, for the needs of a specific project. In addition, the Company holds the following certifications, mainly for the Management Systems it applies:



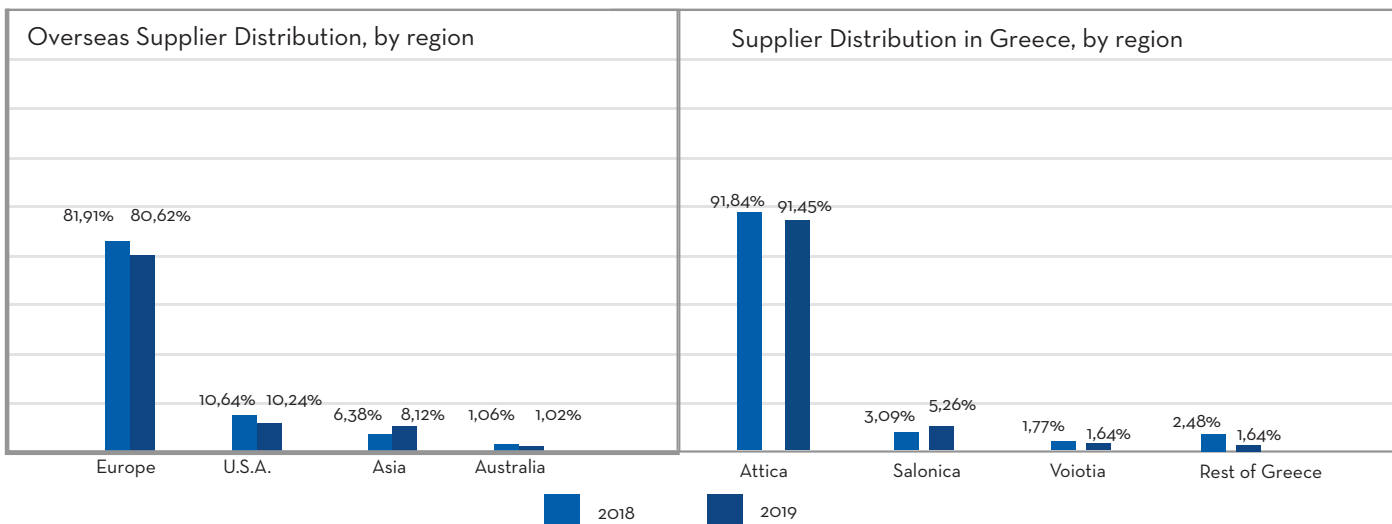
INFORM is also certified according to the international standard ISO 14298, for the printing of high security forms and documents. The certification concerns the possibility of printing securities, which are special printing products, under the supervision of INTERGRAF (International Confederation of Printing and Related Industries).



International Standard ISO 14298 sets out the procedures to be followed by security printing companies to ensure that the forms are designed in such a way as to prevent counterfeiting. Also, through these processes, it is ensured that the production process of the forms takes place in a safe and controlled environment, under continuous qualitative and quantitative monitoring.

1.9 Supply Chain

INFORM has recognized its suppliers as one of the most important groups of its participants, as the quality supplied materials and the reliable services are an important advantage for the Company. INFORM takes care of the consolidation of long-term cooperation and trust relations, maximizing the benefits both for themselves and for the Company itself.

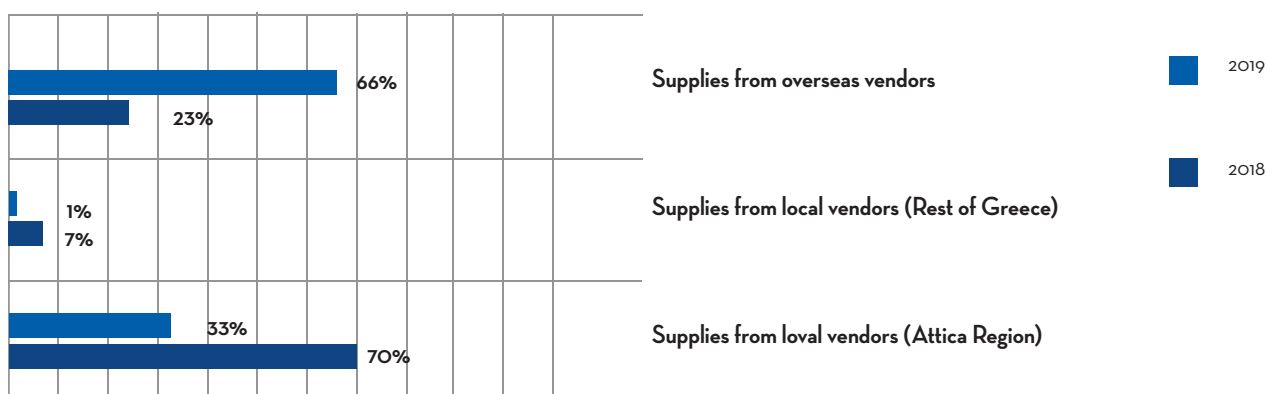


As the quality of materials and the reliability of services are inextricably linked to the quality of the final product, the Company cooperates with approved suppliers that meet the strict quality criteria set by the Company. In order to register a new supplier as approved, the Procurement Department asks for relevant documents and conducts a material test. The final approval for the purchase and selection of suppliers is made by the Director of Supply and Materials Management, who receives all the necessary documents from the Procurement Department, as well as the materials test report.

The percentage of domestic suppliers with whom the Company cooperated in 2019, amounted to 77%.

In this context, the Company also pays great attention to the supply of critical materials, which directly affect the quality of the products provided by INFORM to its customers. For the supply of such materials, the Procurement Department uses only approved suppliers.

Details of purchases from suppliers



However, in special cases (such as inability to satisfy an order for critical equipment from an approved supplier), the Procurement department may order critical equipment from a new supplier, subject to approval

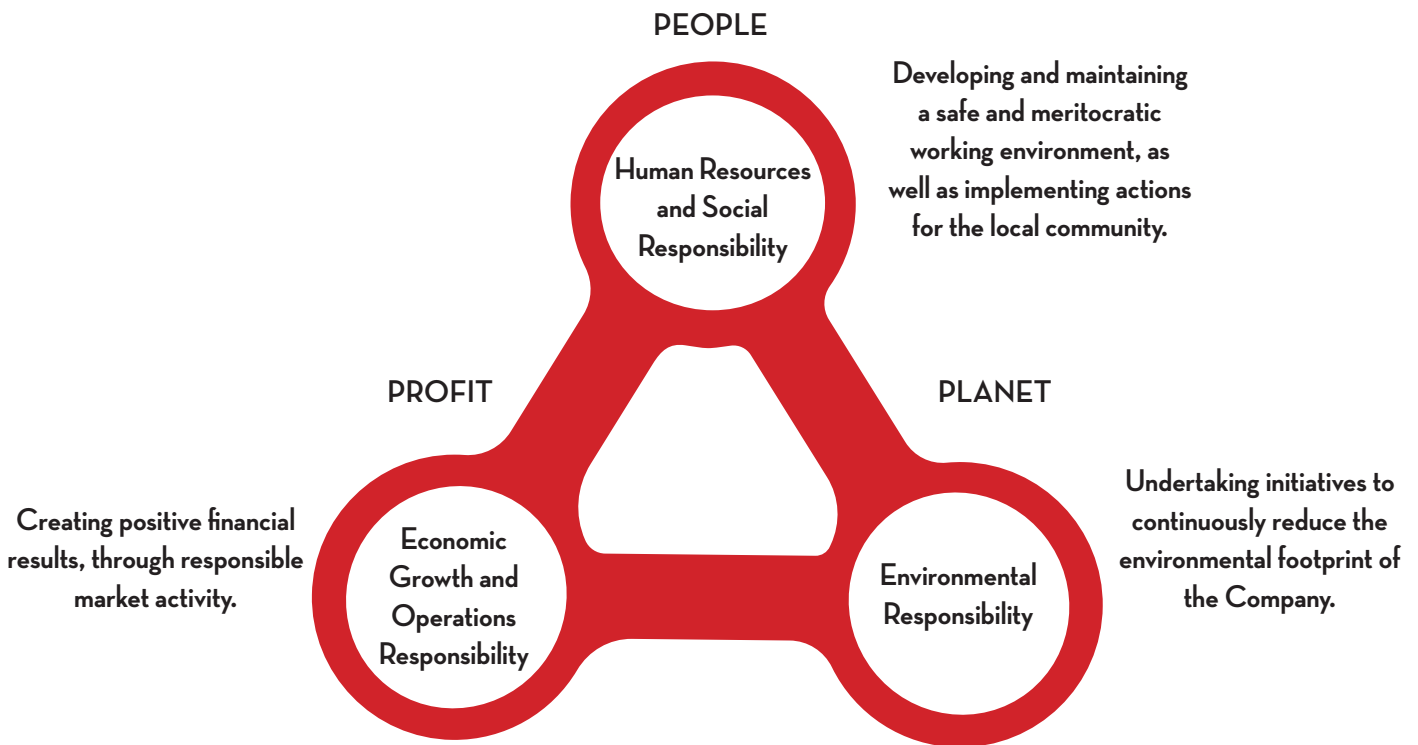
by the Director of Supply and Materials Management. This approval will state the reasons for working with the unapproved supplier.

2. The approach to Sustainable Development

INFORM develops its business activity based on its mission and values, while recognizing that the principles of Sustainable Development are an integral part of its responsible course and continuous development. In this context and in order to fulfill its commitments to all its participants, the Company focuses on the triptych of business responsibility: Economy, Environment and Society.

Based on this triptych, the Company plans and implements all its actions focusing on responsible financial development and customer satisfaction, through the high quality of its products and services. At the same time, it takes care of the protection of the environment, implements responsible work practices, while at the same time implements support actions for the local community.

The mode of operation through the application of certified management systems contributes to ensuring the responsible operation of the Company, to continuous improvement as well as to the achievement of its business objectives.



The operating ways through the application of certified management systems contribute to ensuring the responsible operation of the Company, to the continuous improvement as well as to the achievement of its business objectives.

2.1 Communication with participants






INFORM has recognized as participants those groups that are directly related to its activities and influence or are significantly influenced by its operation. The process of identifying and then prioritizing the participants was carried out based on the methodology of the international organization GRI-Global Reporting Initiative and has taken into account both the effect of each group of participants in the Company, and the effect of the Company in each group. participants.







The groups of participants recognized by the Company are eleven and concern the following:



The communication with the participants includes a wide range of two-way communication actions, with the aim of recording their views and any needs in relation to the activity of the Company. Through this recording, INFORM utilizes the most important issues arising from the dialogue with the participants, in order to effectively plan its actions and set goals for continuous improvement.

The following table presents in detail both the communication channels with each group of participants, as well as the main issues that have been recorded so far: Interaction framework Shareholders Communication channels Main topics

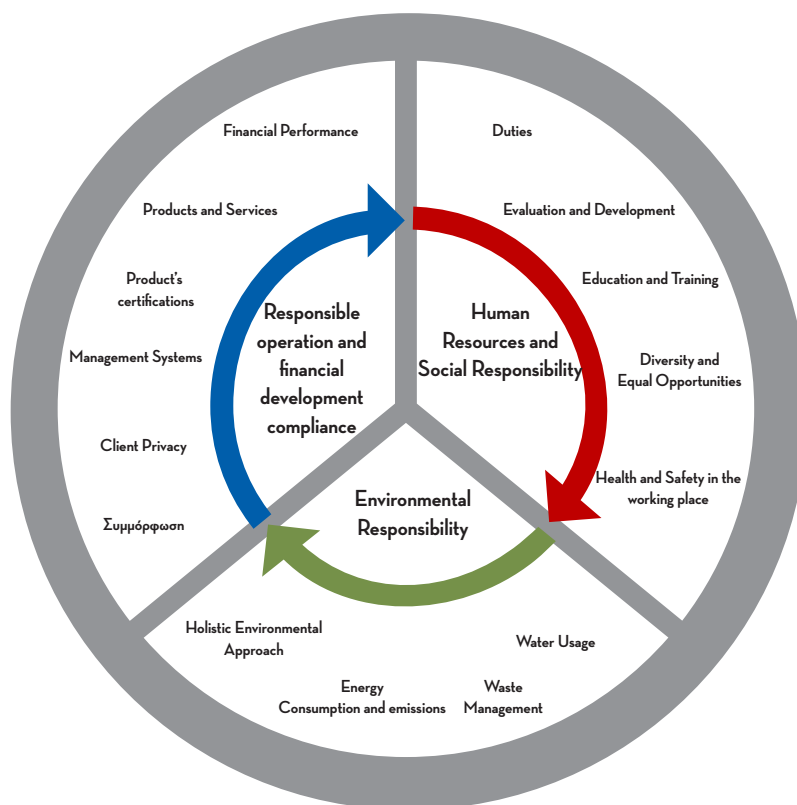
INTERACTION FRAMEWORK		
SHAREHOLDERS	COMMUNICATION CHANNELS	MAIN TOPICS
 <p>Communication frequency: Monthly</p>	<ul style="list-style-type: none"> Annual Regular General Assembly AdHoc General Assemblies Updates and ad hoc presentations results 	<ul style="list-style-type: none"> Profitability Expansion into new markets Enhancing competitiveness Retention of operating costs Good Corporate Governance and Sustainable Growth
INVESTORS / ANALYSTS	COMMUNICATION CHANNELS	MAIN TOPICS
 <p>Communication frequency: Monthly</p>	<ul style="list-style-type: none"> General Assembly Company Announcements in the corporate web page Department of Investment Relations Internal meetings 	<ul style="list-style-type: none"> Growth, profitability and future performance the company's Good corporate governance Proper risk management Rationalization of costs Offering specialized services to clients
EMPLOYEES	COMMUNICATION CHANNELS	MAIN TOPICS
 <p>Communication frequency: Daily</p>	<ul style="list-style-type: none"> Internal network (intranet) Information via email and newsletters in tables announcements Corporate events 	<ul style="list-style-type: none"> Growth and evolution Educational programs Occupational Health and Safety Evaluation system Additional benefits
CLIENTS	COMMUNICATION CHANNELS	MAIN TOPICS
 <p>Communication frequency: Daily</p>	<ul style="list-style-type: none"> Customer service department Continuous communication through the commercial Dept Complaints management Communication via email Meetings Corporate newsletter (quarterly) Press Releases 	<ul style="list-style-type: none"> High level of service Quality and reliability of products and services Delivery times Enrichment of the product portfolio with new pioneering and high-tech products Support Competitive prices Sustainability issues
SUPPLIERS	COMMUNICATION CHANNELS	MAIN TOPICS
 <p>Communication frequency: Daily</p>	<ul style="list-style-type: none"> Email Contact via phone Meetings Communication through the procurement department 	<ul style="list-style-type: none"> Terms of contracts and payments Development of new products and services Maintaining and expanding cooperation Objective evaluation Pricing and credit policy Support for local suppliers

STATE AND REGULATORY AUTHORITIES	COMMUNICATION CHANNELS	MAIN TOPICS
 Communication frequency: Monthly	<ul style="list-style-type: none"> • Participation in conferences and events • Consultation with state representatives and institutional authorities at national level and / or regional level 	<ul style="list-style-type: none"> • Participation in conferences and events • Consultation with state representatives and institutional authorities at national level and / or regional level
CERTIFICATION BODIES	CONTACT CHANNELS	MAIN TOPICS
 Communication frequency: Where appropriate	<ul style="list-style-type: none"> • Electronic correspondence • Contact via phone • Meetings 	<ul style="list-style-type: none"> • Compliance with the current legal framework and the regulations • Transparency and integrity • Proper risk management
LOCAL COMMUNITIES & NGO	COMMUNICATION CHANNELS	MAIN TOPICS
 Communication frequency: Daily	<ul style="list-style-type: none"> • Communication with local bodies self-government • Participation in local events societies • Offer to NGOs 	<ul style="list-style-type: none"> • Support employment through recruitment workers from local communities • Supporting suppliers from local communities • Support of local community actions by NGOs
COMPETITION	COMMUNICATION CHANNELS	MAIN TOPICS
 Communication frequency: Whenever necessary	<ul style="list-style-type: none"> • Company Website • Press Releases 	<ul style="list-style-type: none"> • Transparency and integrity • Compliance with its laws and regulations market
FINANCIAL INSTITUTIONS	CONTACT CHANNELS	MAIN TOPICS
 Communication frequency: Monthly	<ul style="list-style-type: none"> • Email • Periodic meetings 	<ul style="list-style-type: none"> • Financial performance of the Company • Business plan and goals • Sustainability of the Company • Liquidity
WITH	COMMUNICATION CHANNELS	MAIN ISSUES
 Communication frequency: Daily	<ul style="list-style-type: none"> • Company Website • Press Releases 	<ul style="list-style-type: none"> • New products and services • Employment support • Supporting suppliers and local communities • Support for local community and NGO actions

Systematic dialogue with all stakeholder groups helps INFORM to effectively manage and respond directly to social and environmental issues, as well as to face new challenges and opportunities or even new fields of activity.

2.2 The most important issues

The evaluation of the most important issues of the Company is a key element for the determination of the annual goal, as well as for the development of its annual action plan. During the preparation of this edition of the Report, a first recording and evaluation of the most important issues of the operation of INFORM was carried out by the Management Team of the Company. The Management Team considered as important those those that could cause large-scale changes in the Company's performance.



3. Corporate Governance and financial performance

INFORM operates responsibly under the Corporate Governance framework, as defined by Greek law, the Hellenic Capital Market Commission and international practices, based on the corporate behavior framework of listed companies on the Athens Stock Exchange. In this context, the Company ensures the application of proper operating rules and the adoption of principles of good corporate governance, in accordance with the requirements of decision 5 204/2000 of the Hellenic Capital Market Commission and Law 3016/2002.

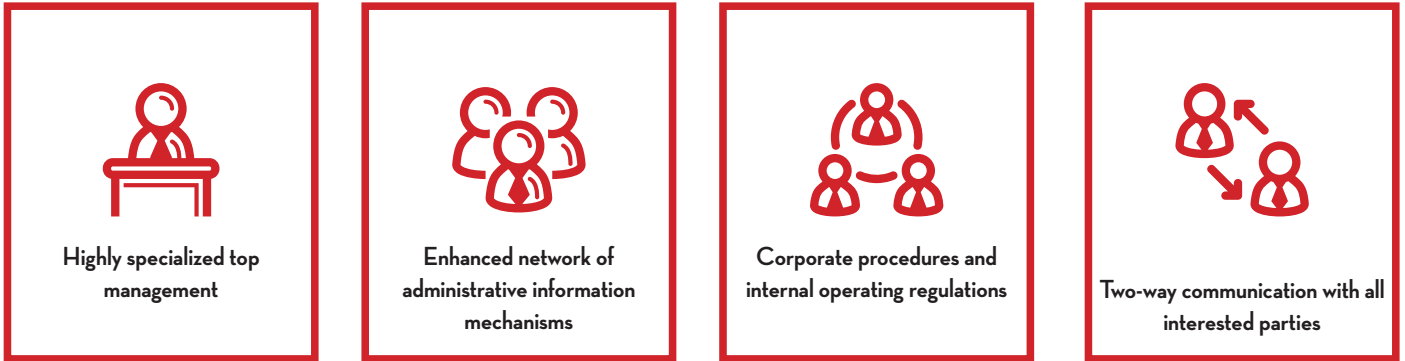
In addition, INFORM's governance system is based on a clear definition of shareholder rights, transparency and validity of information, communication with all stakeholders, as well as independence of management, within the framework of self-regulatory control and risk management.

Also, the Company has adopted the Hellenic Corporate Governance Code (EKED) for Listed Companies issued by the Hellenic Corporate Governance Council (ESD) in October 2013.

The Corporate Governance Code can be found on the BSE website <http://www.sev.org.gr>

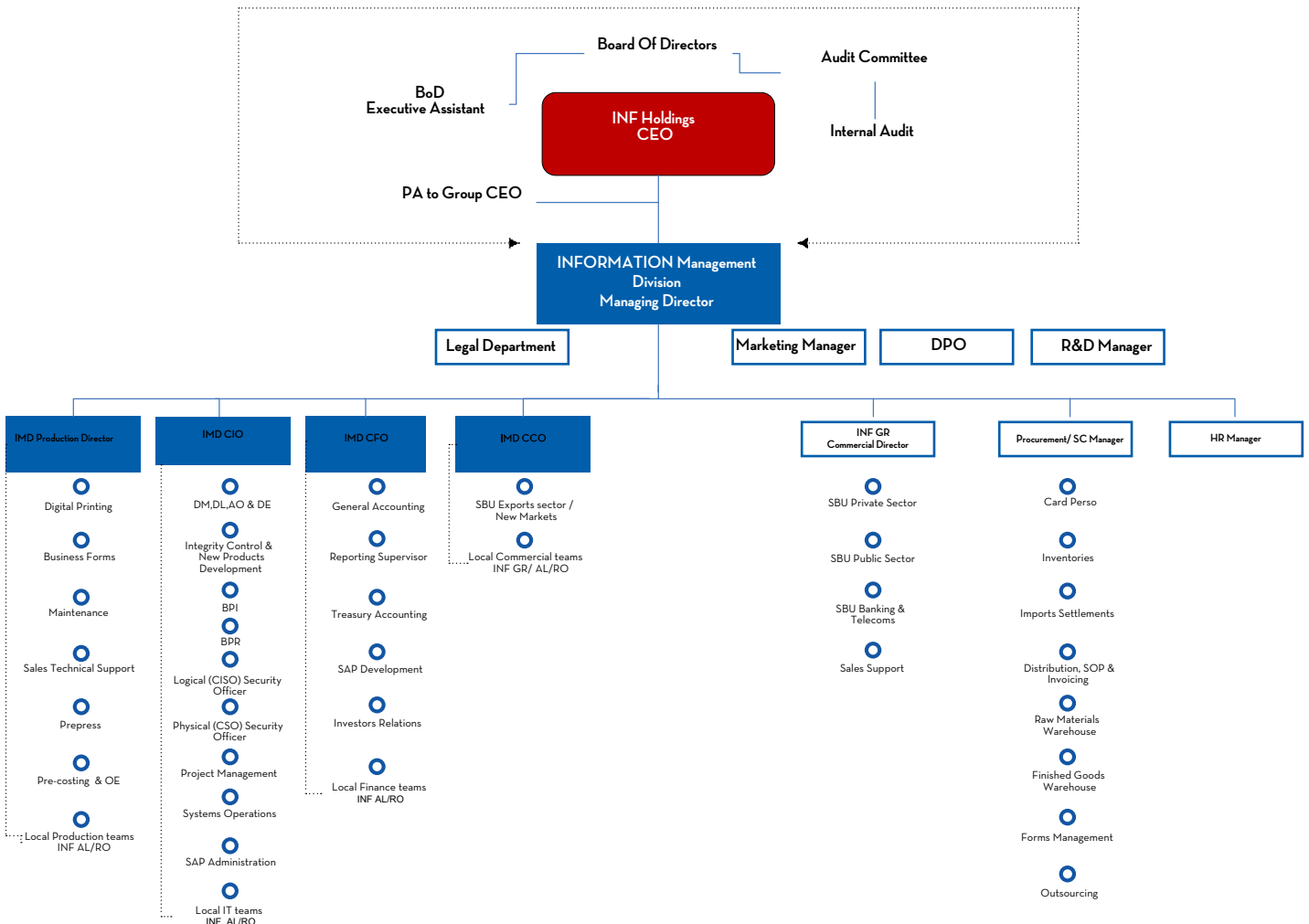
Key features of the smooth operation of the Company

At INFORM we have recognized that Corporate Governance concerns a set of principles regarding the adequate organization, as well as the proper operation and management of an organization and based on these, we set as a long-term goal to maximize the value of the Company and safeguard the legitimate interests of all those associated with it.



3.1 Organizational structure

The organizational structure of the Company is characterized by the clear definition of the roles of the administrative bodies, as shown below in the organization chart of the Company.



Board of directors

The Board of Directors manages the Company as a collective body, taking its decisions in accordance with the provisions of Law 4548/2018, as in force today. The Board of Directors of the Company is essentially responsible for the formulation of the corporate strategy, the maximization of the value of INFORM and the protection of the rights of its shareholders, while supervising and controlling the management. The Board of Directors refers to the General Meeting of the Company and, among other things, its responsibilities include:

The strategic planning of the Company's business policy, as well as its operational objectives.

- Ensuring the long-term growth and profitability of the Company.
- The strengthening of the financial value and efficiency of the Company and the shareholders.
- The approval of the balance sheet and the results of the year.
- The approval of special reports of the semi-annual and annual financial statements of the Company.
- The observance of confidential and confidential information concerning the Company.
- The approval of internal regulations and any amendments thereto.
- Receiving periodic internal audit reports.
- Making decisions about significant acquisitions and sales.

INFORM is managed by a 6-member Board of Directors, as presented below at the end of the fiscal year 2019: Board of Directors

Panagiotis Lykos

Chairman of the Board - Non-Executive Member

Panagiotis Spyropoulos Vice Chairman of the Board and CEO - Executive Member

Elias Karantzalis

Board Member - Non-Executive Member

George Triantaphyllidis Member of the Board - Non-Executive Member

Emmanouil - Evangelos Lekakis

Member of the Board - Independent Non-Executive Member

Ioannis Menagias

Member of the Board - Independent Non-Executive Member

Control Committee

The Company has set up an Audit Committee, which is appointed by the General Meeting of Shareholders and is responsible for overseeing the internal audit department. The Commission is in constant contact with the Internal Audit Service and ensures that all safety valves and conditions for the smooth operation of internal control are observed.

The INFORM Audit Committee consists of three (3) non-executive members:

Audit Committee

Emmanouil - Evangelos Lekakis

Chairman of the Audit Committee, Member BoD - Independent Non-Executive member

Elias Karantzalis

Member of the Audit Committee, Member of the Board - Non-Executive Member

Ioannis Menagias

Member of the Audit Committee, Member of the Board - Independent Non-Executive Member

In addition to monitoring the internal audit department, the Committee, inter alia, monitors the financial information process and submits recommendations or proposals for the improvement of its content, while informing the Board. for the result of the regular inspection and for the procedure. In this context, the Commission also monitors and ensures the independence of certified public accountants or audit firms and in particular the adequacy of the provision of non-audit services to the Company.

Department of Internal Audit

The Company has an independent Internal Audit Department which evaluates the adequacy and effectiveness of the internal control system, as well as the quality and reliability of the information provided by the Management to the Board. regarding the internal control system. It also ensures that the risk recognition and management procedures applied by the Management are adequate. More specifically, the main objectives of internal control are:



Total compliance according to legislation and Organisation's policies and procedures



All business goals achievement



Reliability of Information Management systems



Securing Personnel resources

The adequacy of the Internal Audit System is monitored on a systematic basis by the Audit Committee, through quarterly reports submitted to it by the Internal Audit Department.

The Board of Directors, with the support of the Audit Committee, establishes appropriate policies regarding internal control, and ensures the effectiveness of the system. It also sets out the procedure adopted for monitoring the effectiveness of the internal control system, which includes the scope and frequency of the internal audit service reports received and reviewed by the Board of Directors during the year, as well as the procedure the annual evaluation of the internal control system.

Risk management

INFORM has developed and implements policies and procedures, which ensure the effective management of risks related to its activity, fully supporting the internal control system and financial information.

In the context of effective risk management, areas that are considered high risk are monitored through appropriate safety valve control systems. Indicatively, the existence of the Internal Rules of Operation, organizational charts with clear definition of responsibilities, as well as detailed procedures and approval limits are mentioned. Also, in addition to the control mechanisms applied by each management, all the activities of the Company are supervised by the Internal Audit Service, while the results of these audits are presented, through the Audit Committee, to the Board.

Safety valves in information systems and personal data protection:

Taking into account the activity of the Company, which offers its products and services to large organizations for the management of sensitive and personal data, specific security valves have been developed. More specifically, INFORM has developed an adequate framework for monitoring and controlling its information systems, with individual control mechanisms, policies and procedures, which is adequately defined by both the approved Rules of Procedure and the Internal Audit Manual.

Also, the Company provides a specific procedure to ensure any problems in the Company's information systems, through the Business Continuity plan. Finally, the Company has fully complied with the General Regulation of Personal Data Protection (GDPR) of the European Union which has entered into force in May 2018.

More information about the organizational structure of the Company and risk management are included in the Annual Financial Report 2019, which is available on the corporate website <http://www.lykos.gr> in the Investors / Financial Reporting section.



3.2 Financial performance

On March 11, 2020, the World Health Organization (WHO) officially declared COVID-19, a disease caused by a coronavirus strain, a pandemic. The threat to public health has led to increased government restrictions and regulations including staff quarantine or inability to access business premises, which could adversely affect our operations. The Management closely monitors the development of this pandemic, including the way it can affect the Group, and immediately took measures to protect the company and its people in the face of this crisis. Ensuring the health of staff, defining alternative means of communication and the immediate management of information systems, in order to protect the smooth remote work against cyber threats were the first steps to ensure the operation of the company. The Management is not aware of any case of COVID-19 infection among its people and the epidemic has not had a significant impact on the Group's activities to date. Management has the appropriate planning to deal with this situation and will continue to monitor and evaluate the current development and respond accordingly.

According to BSE estimates and without taking into account a possible new cycle of the pandemic in 2020, the recession in economic activity in Greece for the current year will range between -4% and -7%, while with the same assumptions for 2021 growth rate of + 6% to + 9% is forecast. Thus, in the two years 2020-2021, the average growth rate is expected to be around + 2% per year (provided that the COVID-19 pandemic is largely controlled by the beginning of 2021).

The impact of the pandemic on sales and in general on the operation of the Group is manageable to the extent that it does not create doubts about its ability to continue its activity smoothly.

Due to the existing variability of data and forecasts regarding the results and the evolution of the effects of the pandemic, the Group Management has set up a special working group and carries out relevant evaluations and action plans on a regular basis. The impact of the crisis will depend on:

- Duration and extent of the crisis and restrictions on movement and operation of the market,
- Measures to strengthen market liquidity as well as companies affected by the pandemic.

Depending on the evolution of the above parameters, the Management has prepared different scenarios of fluctuations of cash flows and corresponding relevant operational and financial action (case scenarios). In conclusion, in any possible evolution of the effects of the pandemic, to a reasonable extent based on current data, the Group Management estimates that:

- No significant additional funds or significant additional credit lines will be required in relation to the existing ones in order to meet its financing needs.
- The Group will continue to operate smoothly at every level.
- It is appropriate to apply the principle of continuing activity for the preparation of the presented financial statements.

In Information Management, the security printing market continues to grow as new opportunities arise in the market sectors we already operate, such as financial institutions or utilities that outsource their in-house printing services. However, there is a continuous transition from paper to electronic communication due to the growing environmental awareness, but also due to the increasing penetration of the internet, thus creating new opportunities. At the same time, the digital transformation of businesses and organizations, the transition to digital communication and interactive data management has begun. The Group innovates in the digital transformation by providing highly specialized solutions, investing in strengthening its already specialized staff by joining new specialized partners and developing solutions for the implementation and support of its client organizations that will want to introduce digital solutions. In this context, it

focuses on expanding the range of solutions provided, both to its existing customers and to the integration of new customers.

In terms of sales in Greece, the total turnover amounted to € 33 million at the same levels as in 2018. Specifically, sales excluding intercompany transactions amounted to € 32.1 million compared to € 32.8 million in 2018, as the project of producing security ballots for the Nigerian presidential election contributed € 2.8 million to Greece and offset part of the ATH.ENA project (OASA cards and tickets) recognized in 2018 worth € 4.4 million. Excluding the above mentioned one-off projects, sales improved by € 0.9 million due to the increase in organic sales in the categories payment cards, gambling cards and the inclusion of new customers in digital printing and distribution of accounts.

Adjusted earnings before interest, tax, depreciation and amortization (adjusted EBITDA) of 2019 amounted to € 2.4 million for Greece compared to € 2.5 million in 2018.

TABLE 1. Financial Data Greece (in thousand euros)

FINANCIALS	2019	2018
Total revenue (turnover)	33.172,59	33.115,49
Operating cost	-33.171,24	-33.710,45
Payments to capital providers	336,23	-212,77
Profit / (loss) before taxes	337,57	-6.037,31
Net profit / (loss) after taxes	-477,85	-4.545,92
Payments for taxes - indirect (VAT)	3.402,07	4.779,10
Payments for taxes - direct	1.025,03	830,72
Taxes paid	4.427,10	5.609,82
Total investments	1.441,46	1.012,79
Set of Total assets	72.785,68	60.738,77



4. Human Resources and social care

The development of human resources is a key commitment from the first day of the Company. In this context and through the application of modern methods of selection, training, evaluation and reward, special emphasis is given to:

- In the staffing through meritocratic selection and evaluation systems, according to the needs and requirements of each field of work.
- To provide equal opportunities in the training and career development of each employee.
- Strengthening a framework of ongoing recognition and reward, in line with the values that govern INFORM.

4.1 Our people in numbers

Total employees 2019: 178 -> 112 men + 66 women

Recruitment 14 projects

Men



18-29 years: 3

30-50 years: 2

50 years and above : 3

Women



18-29 years: 3

30-50 years: 2

50 years and above: 3

Departures: 4 works

Men



18-29 years: 0

30-50 years: 2

50 years and above: 1

Women



18-29 years: 0

30-50 years: 1

50 years and above: 0

The Company, in order to fill every position that arises with the right person, before looking for competent executives in the market, examines the redistribution of duties, the assignment of new duties to employees who are evaluated capable of responding and upgrades roles when and where required. Once he has exhausted all the margins of internal coverage of a position, he considers the possibility of recruitment from the market.

4.2 Employee evaluation

For INFORM it is particularly important to objectively record and evaluate the performance of each employee, through an evaluation system, which aims to reward, strengthen and further develop skills and qualities. The integrated performance management in INFORM is achieved through the Performance Evaluation System, based on which the largest percentage of employees is evaluated on an annual basis.

The purpose of the Performance Evaluation System is to effectively guide and support the work of the Company's employees. At the same time, it contributes to the employees not only achieving their goals but also developing professionally. Every employee can become aware of the strong elements of his performance while, at the same time, with the appropriate communication, monitoring and information, he is able to identify the points that need improvement, so that with the appropriate actions he can constantly improve. In this way, the successful course of INFORM is ensured, since the overall performance of the Company is directly related to the performance of each of its employees.

4.3 Equal opportunities and respect for human rights

The Company implements a Human Resources Management Policy based on the provision of equal opportunities without discrimination due to gender, nationality, religion, age and educational level.

In 2018, the participation rate of women in positions of responsibility amounted to 20%.

Distribution of Human Resources per position		
Jobs 2018	Men	Women
Senior Executives (Board of Directors)	6	0
Senior Executives	4	2
Managers	4	1
Supervisors	8	5
Administrative	30	33
Production	62	24

The Company fully complies with the current legislation (PD 62/1998), according to which child labor is prohibited (ie work of minors under 15 years) and employs employees over 18 years. To date, in the context of the Company's operations, no incidents of discrimination have been identified or reported to all of its staff, as well as no incidents of child or forced labor have been recorded.

4.4 Professional development and training

At INFORM, professional development is continuous and integrated into daily work activities. The Company supports every effort to orient its people in functional areas that suit them and provide them with new incentives for the implementation of their personal and professional aspirations.

Aiming to provide targeted training, training plans have been developed per job. It is a detailed mapping of the available training programs according to the time, subject, knowledge and skills required for each role in particular.

Education Indicators 2019

- Trainings:
 - 5 total trainings
 - 3 in-house
 - 3 external
- Training hours: 180
- Participations: 173

4.5 Remuneration and benefits framework

The remuneration and benefits framework applied to the Company has been developed with the aim of attracting, employing and retaining experienced staff with the necessary skills. The remuneration and benefits framework is harmonized with market trends and the current economic situation, as well as the Company's cost control framework. The salary of each employee reflects the educational background, experience, responsibility, but also the value / weight of the position in the labor market.

The Company also offers a number of additional benefits for both the employee himself and his family. As part of this policy, a number of social security and health benefits programs have been implemented and are constantly being improved, while at the same time significant additional resources are available each year to enhance general social prevention and to continuously improve health and safety at work. In addition, the Company covers the transfer of its staff to and from central points, for all work shifts.

4.6 Internal communication

For INFORM, internal communication is a strategic priority. Through it, the employees are informed about the strategy, initiatives, services and products of the Company. Through the internal communication channels, the two-way communication between the employees and the Management is encouraged, the dialogue and the cooperation between the units are strengthened, while at the same time the corporate philosophy and the ties of the employees and their families with the Company are strengthened. The Internal Communication program is developed in three axes:

- I. Business communication (newsletters, meetings with the Management, etc.).
- II. Employee recognitions and rewards.
- III. Social events for employees and their families.

4.7 Support to local communities

INFORM and all its employees take care to establish long-term relationships with the local communities in the Company's places of activity. The commitment of the Administration is reflected through the financial support of Non-Governmental Organizations and other bodies, regarding educational, social, cultural and environmental actions. In addition, through its responsible operation and activity, INFORM contributes to the economic and social well-being, not only of local communities, but also of other stakeholder groups, including employees and suppliers. In particular, the bodies that the Company has sponsored are, among others, the following:

- Palliative care unit FRANCE
- Hellenic Society for the Protection and Rehabilitation of Disabled Persons - ELEPAP
- Association «Together for the Child»
- Doctors Without Borders
- Foundation of Thracian Art

The Company also donates computers every year to schools in the surrounding areas.

4.8 Health and Safety at work

For INFORM, health and safety at work is an important issue of responsible operation which contributes significantly to ensuring its sustainable development. In this context, it has developed and adopted a health and safety policy according to which it sets specific standards for a clean and safe working environment. The Company implements an Occupational Health and Safety Management System, certified according to the OHSAS 18001 standard, in order to:

- identify, evaluate and manage systematically and effectively the health and safety risks posed in the workplace, in order to prevent accidents and occupational diseases;
- improve health and safety conditions at work and in the workplace, based on industrial practice and its feasibility, and
- to sensitize the Company's staff to the importance of Health and Safety issues and to encourage the participation of all employees in the effort to improve it.

We identify and eliminate the risks that threaten the health and safety of employees through close monitoring and specialized training of our employees.

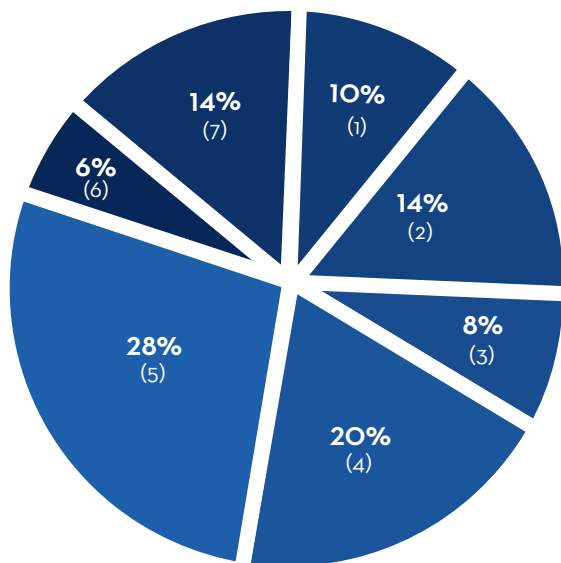
- **Awareness raising of employees about the importance of Health and Safety issues**
- **Improving hygiene and safety conditions in the workplace and workplaces**
- **Prevention of accidents at work and occupational diseases**

INFORM continuously evaluates its performance in the field of health and safety through the Health and Safety Council. The Board consists of 9 members, namely the Chief Managers, the Heads of Production Departments, the Safety Technician and the Occupational Physician of the Company. The main task of the Council is to improve evaluation systems and procedures with a view to eliminating accidents and incidents at work.



4.9 Our Health and Safety Investments and Performance Indicators

In the context of improving performance in matters of Health and Safety, in 2018 the Company invested € 26,000 for health and safety improvements for its employees and facilities.



1. Means of personal protection
2. Fire safety (maintenance / repair upgrading of fire protection equipment)
3. Medical service and follow-up health care
4. Operation of the Department of Health and Security
5. Consultant agency
6. Security upgrade projects
7. Security checks and certifications all operating equipment (old trucks, crane bridges, anal cisterns, air tanks, etc.)



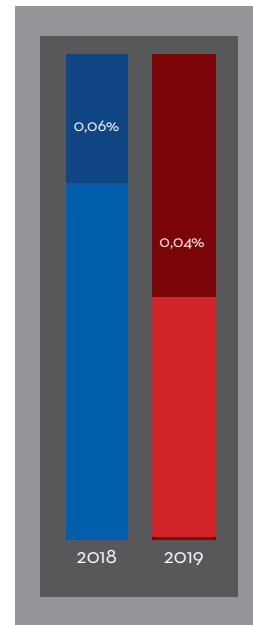
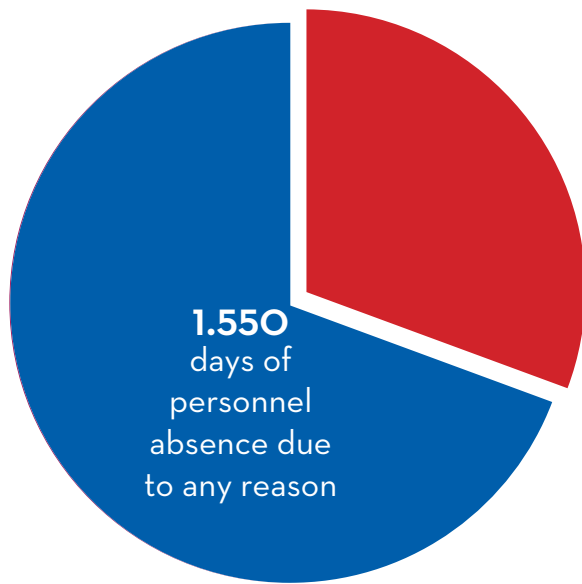
26.000€
for health improvements and security



2/3
invested in medical services and monitoring health



4%
increased overall costs compared with 2018



Absence Rate (AR)



2 men & 3 women

every 6 months
absent due to
weakness



8%

fewer days
absence comparatively
with 2018



0 accidents

in the year 2019

According to the annual department compliance inspection, INFORM reached 91% in the field of Health and Safety of employees

4.10 Health and Safety Education

The aim of the Company is to acquire a common culture in the field of health and safety production and management facilities. In this context, a training process is applied (introductory R&D training, fire safety, first aid training) and seminars by the team leads the Health and Safety Council with a view to eliminating accidents.

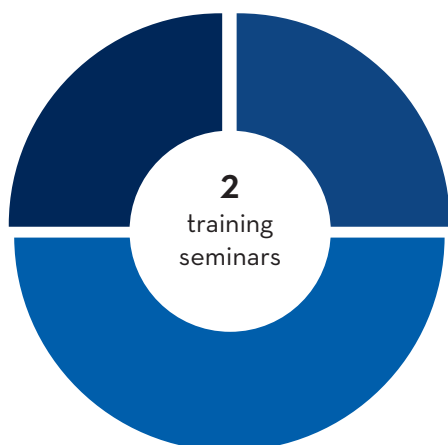
Seminars on health and safety / hours / number of employees	2019
Number of Seminars	2
Employees participating	25
Total training hours	16



12 members
participating in the
Health and Safety Board



16 hours
in training seminars
in 2019



- Training Intro
- Fire Safety
- First Aid

Human Resources goals for 2020:

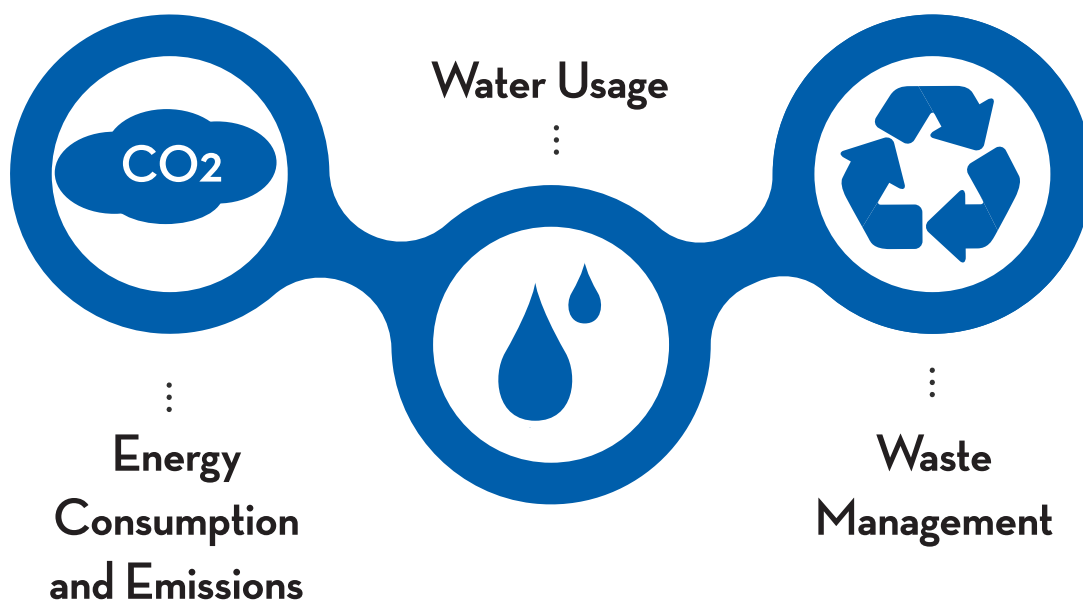
- Executive Training on CSR



5. We take care of the Environment

The construction, delivery and use of INFORM products and services requires significant exploitation of natural resources. As part of the Company's commitment to the protection of the natural environment, a detailed record of its environmental footprint is made in order to give priority to areas that need improvement.


The main categories we focus on are:



5.1 Our approach

INFORM's vision and policy are based on the corporate approach to promoting environmental responsibility throughout the Company. INFORM is able to identify current and future environmental risks, through the continuous control of monitoring and evaluation systems of environmental indicators. This allows it to quickly manage and develop new training programs and invest in resources to manage or reduce these risks. In order to achieve its goals and vision, INFORM Company has designed an Environmental Policy plan and according to this is committed:

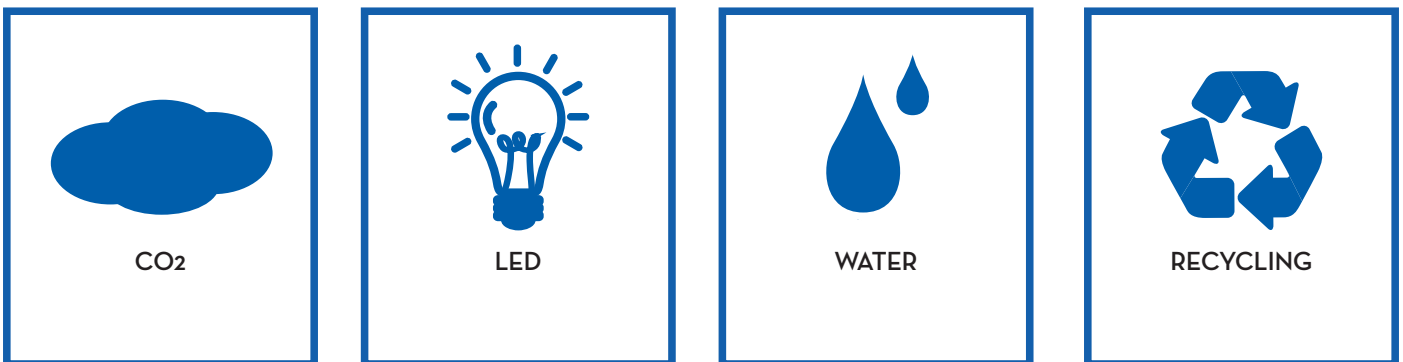
- control, mitigate or eliminate the environmental impacts of its activities, products and services; and
- adopt environmentally friendly practices from which it will be possible to reduce operating costs by saving resources

More information about the Company's Environmental Policy can be found on the corporate website <https://www.austriacard.com/INFORM/investors/sustainability/> 

Our goal is to monitor our carbon footprint and reduce the climatic effects of our supply chain, products and services. Through the sustainable management of raw materials, we envision contributing to the economically and socially sustainable management of forests.

5.2 Our actions for the environment

INFORM takes initiatives to reduce its impact on the environment and improve energy efficiency in its facilities by ensuring the rational use of energy and natural resources. Also, in the context of the essential protection of the environment, the Company implements an Environmental Management System according to the ISO 14001 standard.



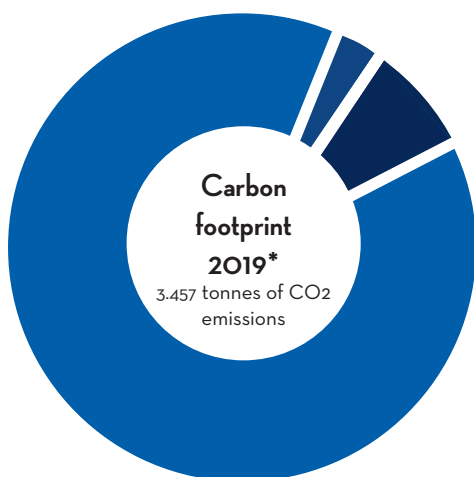
The actions carried out include:

- The reduction of CO₂ emissions through environmental management, produced by the transport of products, raw materials and auxiliary materials.
- Avoiding unnecessary use of vehicles for the movement of human resources. More specifically, the Company has modern buses to serve the movements of employees for both its facilities.
- Reducing electricity consumption by replacing conventional light bulbs with high energy efficiency LED bulbs.
- The reduction of thermal energy with continuous maintenance checks for the efficient operation of the burners in the central production unit.
- Limiting the use of water, recycling and processing it for different uses, such as watering.
- Waste management that includes recycling and separation into hazardous and non-hazardous waste. Also large quantities of paper are collected by external partners who undertake their sustainable management.

5.3 Our actions for the environment

■ Electricity 95%

The total consumption indirect energy refers to energy from non-renewable energy sources and specifically to the electric current purchased from licensed providers.



■ Vehicles 4%

It refers to the petrol used by company vehicles; for the transport of products and executives' travel



17.507
Oil Liters

■ 1% Oil

The Company uses oil as fuel for its operational needs, such as the use of generators



4.014MWh

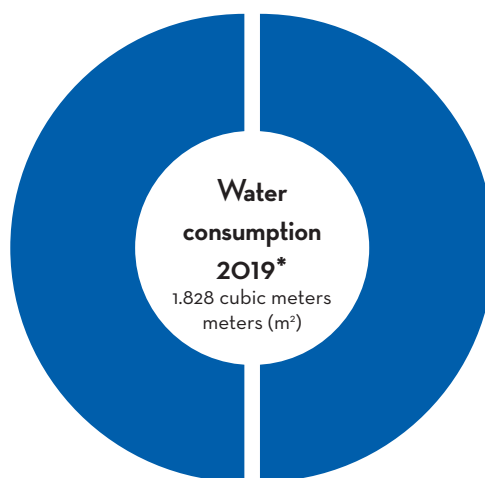
The Company monitors and calculates the use of water in most of its activities. In 2019, water consumption amounted to 1,828 cubic meters.

The amount of water recorded includes the quantities of water consumed which come from licensed boreholes and from the water supply network of the Municipality.

Most of the discarded water is recycled and treated.

Most of the water is purified organically and after treatment, is used for irrigation.

The volume of water used for cleaning machines is collected as hazardous liquid waste.



Most of the water is purified organically and after treatment, is used for irrigation.



* The calculation of direct and indirect CO₂ emissions (Categories 1,2 and 3) has been carried out based on the carbon factor of the country for each category separately and according to the formula $E = A \times EF \times (1-ER / 100)$ where : E = emissions A = activity rate EF = emission factor ER = overall emission reduction efficiency,%

5.4 Waste management



Recycling
of waste from inks
containing dangerous
substances

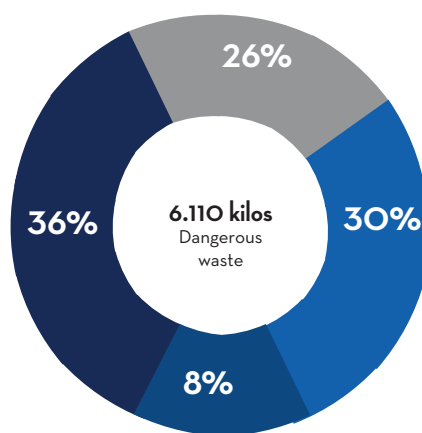


784
Tons of discarded paper

&



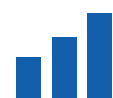
1,4
Tons of discarded
aluminum



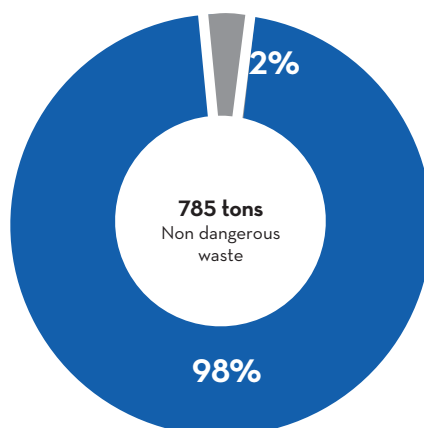
Hazardous waste
is collected by external
partners ensuring their
sustainable management.

- Unused electronic equipment
- Ink waste containing hazardous substances

- is collected by external partners ensuring their sustainable management.
- Machine cleaning cloths



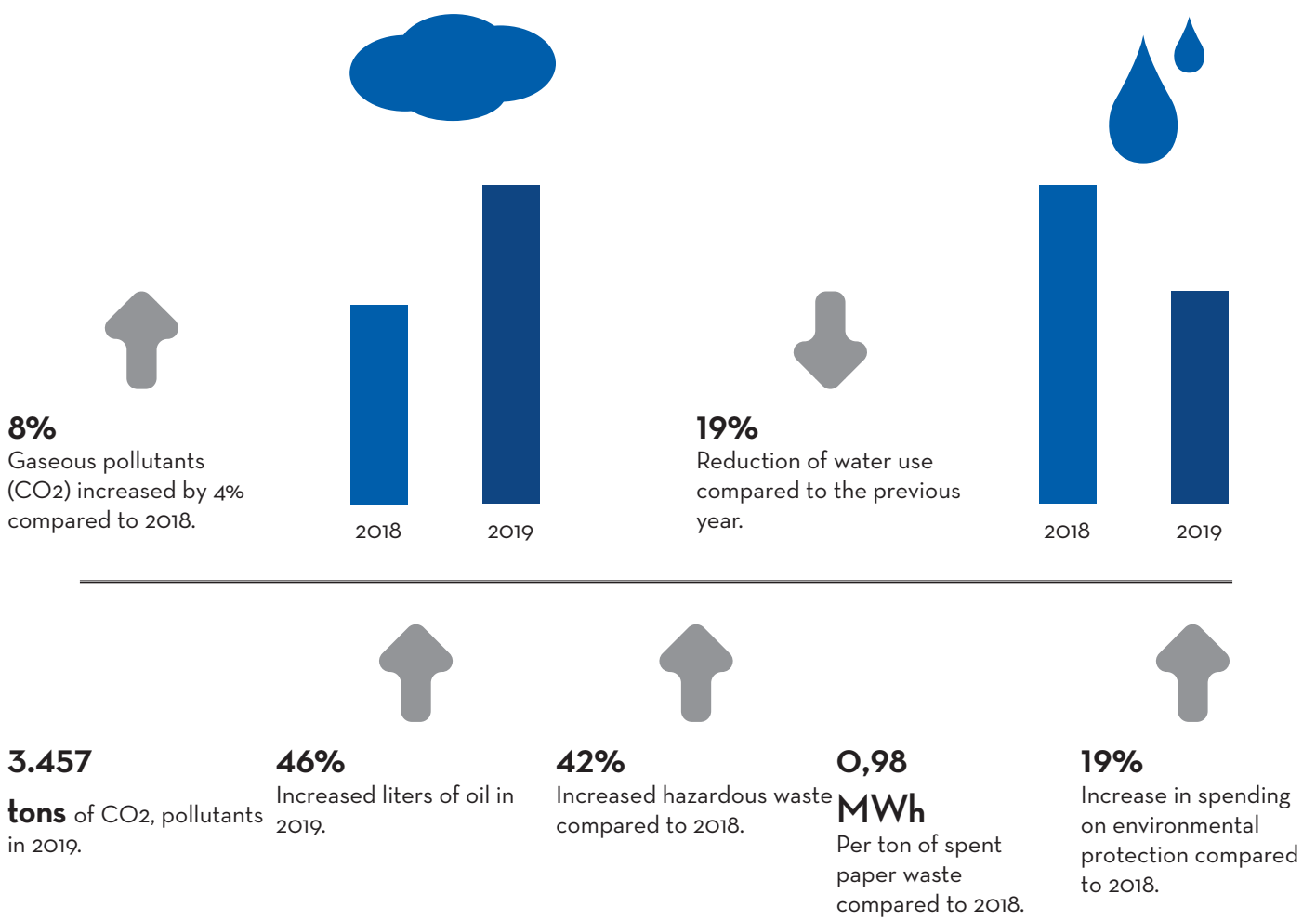
187%
Increase of waste paper
from 2018 to 2019.
(Due to Nigeria election
project).



**Paper, aluminum
and other non-
hazardous waste**
are collected in the
production facilities and in
Municipal bins

- Increase of waste paper (which is given for recycling) from 2018 to 2019.
- Non-hazardous waste 2019: 785 tn (98% paper, 2% aluminum)
- 19% reduction of water consumption 2019 compared to 2018.
- Mwh per ton of spent paper: 0.98 Mwh / tn (Note: consumed tonnes of paper are in the input for the Austrian Eco Label report)

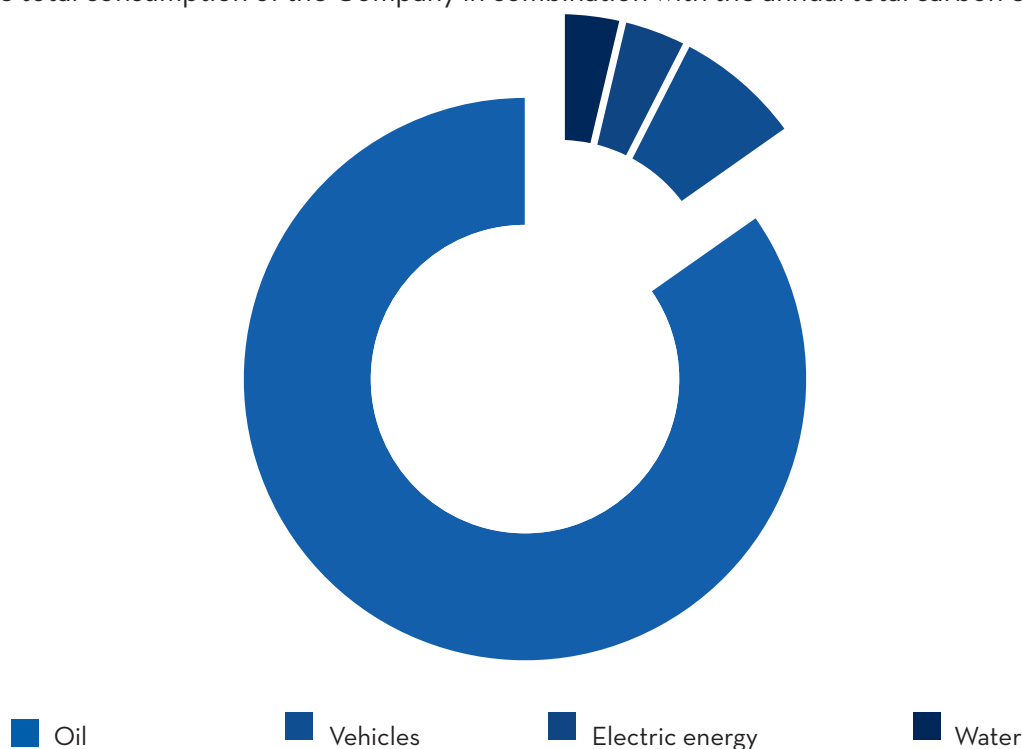
5.5 Our environmental performance at a glance



Total Company Emissions

Annual carbon emissions (CO₂) from INFORM's operations and buildings, amount to 3,457 tons, most of which come from electricity and vehicles at 95% and 4% respectively.

The following diagrams analyze the total production of carbon dioxide (CO₂) at a percentage (%) per type of energy and the total consumption of the Company in combination with the annual total carbon emissions (CO₂).




Annual (tons CO ₂ /year)						
Source of emissions	Consumption	Category	Category	Category	Non Categories	Total emissions (tons CO ₂ /year)
		1	2	3		
Electric energy	4.014.000 kWh		2508,8	735,6	-	3244,4
Vehicles	381588,0 km	112,8	-	30,6	-	143,4
Oil	187464,0 kWh	46,4	-	11,0	10,7	68,0
Water*	1827,4 m ³	-	-	1,8	-	1,1
Total		159,2	2508,8	779,0	10,7	3.457

* The calculation of CO₂ emissions related to water consumption refers only to indirect emissions (Category 3) and has been made based on the carbon factor of 0.344 (kgCO₂ / m³) for water supply and 0.708 (kgCO₂ / m³) for sewage and wastewater treatment .

Methodological information regarding the Corporate Social Responsibility Report 2019

Field and limit

This Corporate Social Responsibility Report of INFORM is the first detailed report of Non-Financial Information for the year 2019 (period 1/1/2019 - 31/12/2019) which includes all the policies, procedures and actions that it plans and implements regarding with its economic, environmental and social performance. The Report covers all the activities of INFORM Company in Greece.

The Sustainable Development Report 2019 is available on the website <https://www.informlykos.com> 

The terms «Company» and «INFORM» refer to the Societe Anonyme INFORM P. LYKOS HOLDINGS S.A..

Report Writing Methodology

The development of the Report was based on the Standard Disclosures from the GRI Standards (2016) Guidelines for the Preparation of Corporate Responsibility Reports. Below are the General Standard Disclosures, as well as the GRI Standards indicators used to record the Company's performance (GRI referenced). During the development of this Report, the principles for determining its content were also applied, as well as all the principles for its quality, as defined by the GRI Guidelines.

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102-4	3,4,5	102-18	4-5,17	102-52	Annual corporate social responsibility
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		306-2	33		



Sources of information

The data and information published in the Corporate Social Responsibility Report have been collected based on recording procedures applied by the Company, as well as from the databases kept in the framework of the implementation of the management systems. Where data is generated after processing or based on assumptions, the method or method of calculation according to the Global Reporting Initiative guidelines is always indicated.

Contact info

Any comments or comments regarding the Corporate Social Responsibility Report can be submitted either electronically to the following e-mail or to the following address. INFORM P. LYKOS HOLDINGS S.A.

Panagiotis Virvilios Marketing Manager 5th km Varis - Koropi, Koropi Tel .: 210 6697500 E-mail: inf.greece@austriacard.com

Updates or additional information about INFORM are available on the Company's website

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