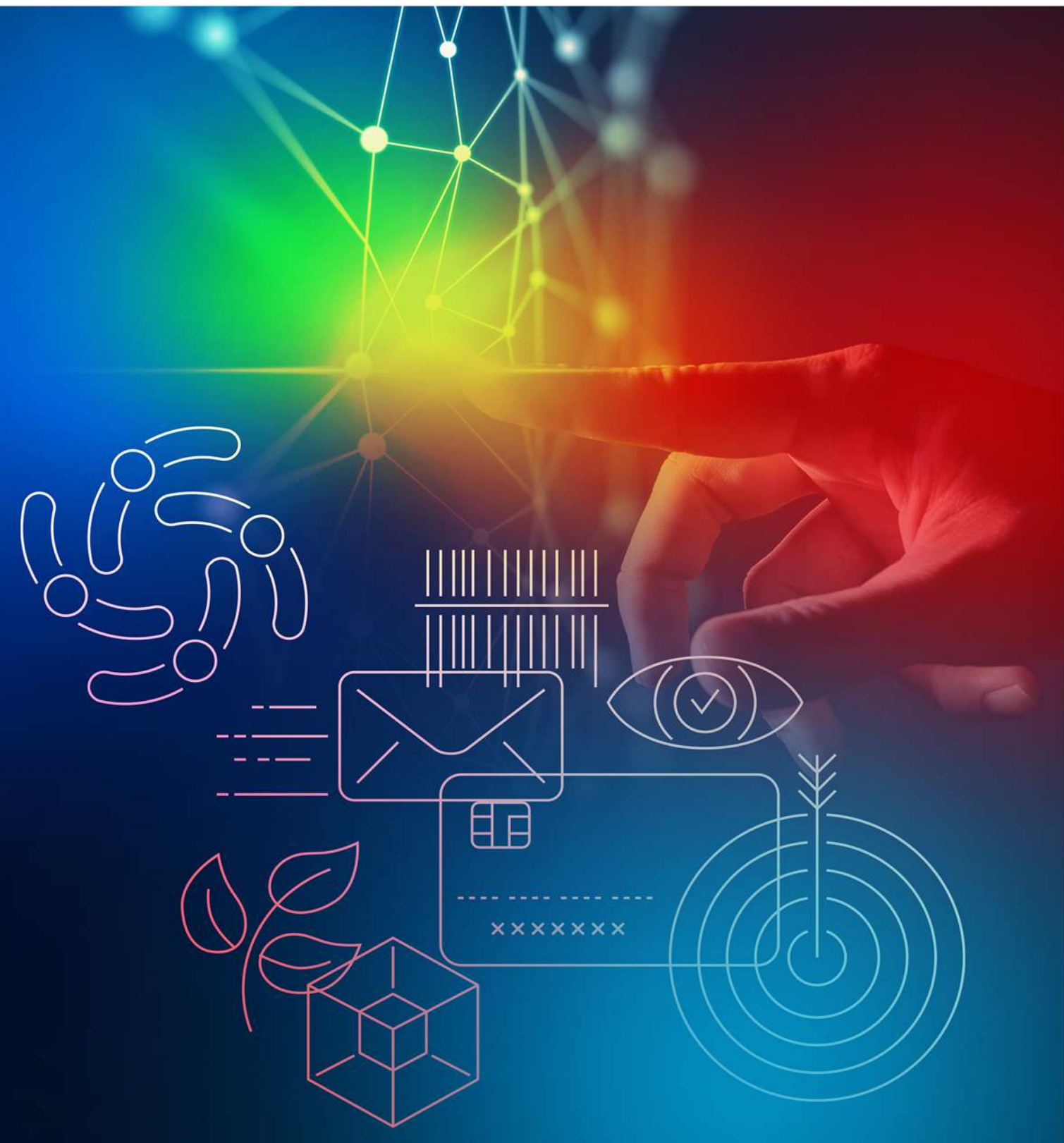


SUSTAINABLE
DEVELOPMENT REPORT
2022

AUSTRIACARD
(HOLDINGS)



AUSTRIACARD
(HOLDINGS)



SUSTAINABLE DEVELOPMENT REPORT 2022

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AUSTRIACARD
(HOLDINGS)



**OUR DRIVING
FORCE: PASSION
FOR INNOVATION**

A. MESSAGE FROM THE MANAGEMENT

In today's dynamic business environment, technology and innovation are the key drivers of creating new potential. New payment concepts and changing consumer habits combined with highly competitive market conditions have established agility as a prerequisite for long-term business success. In parallel, society expects from organizations and corporations more transparency, accountability and ethical conduct, as well as diffusion of sustainability principles across their value chains.

The passion for innovation and responding effectively to our customers' needs has been the driving force of the Lykos family for over 4 generations. We are the partner of choice for 125 years, due to our high quality products and value-adding services. From print services and card production to modern digital documentation workflow, trust, reliability, security and responsibility have been the core values by which our customers know us.

Therefore, as a leading international B2B provider of smart cards, personalization and payment solutions, as well as secure data management and digitalization solutions, commanding significant share in the markets of Austria, Scandinavia, Central and Eastern Europe and South Eastern Europe, Türkiye, Challenger Banks, who is also expanding fast in the USA, Middle East & Africa, we are committing ourselves to further deploy responsible practices and standards within our operations in a more systematic way in 4 main areas: Governance, Markets, People and Environment.

Our 1st annual Sustainable Development Report outlines our practices and highlights our main initiatives, in 8 of our major countries of operation (Andorra, Austria, Greece, Poland, Romania, Spain, Türkiye, United Kingdom), to advance in all above areas during the past year. It has been prepared according to the Global Reporting Initiative's Sustainability Reporting Standards, in an effort to strengthen our engagement with all our Stakeholders, ensure organizational transparency and accountability, as well as present our performance with measurable indicators, in a structured and internationally recognized way.

On behalf of AUSTRIACARD HOLDINGS, it is our belief that this Report can be the basis to benchmark the value we have created for our Stakeholders and we invite you to explore our efforts, initiatives and objectives.



Panagiotis Spyropoulos
Group Chief Executive Officer and Member
of the Management Board

B. AUSTRIACARD HOLDINGS AT A GLANCE

GOVERNANCE SECTION

OUR GOVERNANCE

77.5% of employees informed at least on one Sustainability issue through our management tools (e.g. formal regulations, policies)

26 external audits (or inspections or equivalent) regarding management systems

90.1% of employees have been informed on our Principles and Rules of Professional Behaviour across Countries we operate

57.2% of employees formally committed to our main Principles and Rules of Professional Behaviour across Countries we operate

0 violations of our main Principles and Rules of Professional Behaviour across Countries we operate

0 complaints raised through whistle blowing mechanisms

73.9% of employees have been informed on the Anti-Corruption policies and procedures across Countries we operate

60.1% of employees formally committed to the Anti-ruption policies and procedures across Countries we operate

0 legal actions and non-monetary sanctions for compliance issues

SOCIAL SECTION

OUR MARKETS

458 reported physical and cyber security concerns related to premises and information systems

14 physical and cyber security incidents related to premises and information systems

0 legal actions, fines and non-monetary sanctions for quality of products or services

0 legal actions, fines and non-monetary sanctions for breaches of customer privacy or losses of customer data

0 legal actions, fines and non-monetary sanctions for product or service promotion or information or use

0 suppliers with whom relationships were terminated as a result of actual or potential compliance issues

37.7% of total procurement expenditure spent on local suppliers (data excludes Poland)



OUR PEOPLE

95.7% of employees with full-time employment contracts

93.4% of employees with permanent employment contracts

0 legal actions and non-monetary sanctions for labour practices

0 legal actions, fines and non-monetary sanctions for breaches of employee privacy or losses of employee data

5.3 average employee training hours (data excludes Austria)

70.7% of employees with formal job descriptions

87.8% of employees received their annual leave as initially scheduled

83% of employees and

50% of workers covered by an Occupational Health and Safety Management System

67% of employees trained on Health and Safety issues

11.6 average employee training hours on Health and Safety issues

100% of employees with salary equal or higher than the legal minimum salary (data excludes Poland)

0 legal actions, fines and non-monetary sanctions for health and safety issues

0 legal actions, fines and non-monetary sanctions for human rights

0 accidents with significant actual or potential negative impact on local communities

ENVIRONMENTAL SECTION



OUR ENVIRONMENT

24% recycled or certified paper used (data excludes Poland and Türkiye)

2,118.4 tonnes greenhouse gas emissions saved due to offsets

115,500 kWh energy produced from renewable energy sources

0.11 kg eCO₂/card greenhouse gas emissions intensity (Scope 1 and Scope 2, data excludes Poland and Türkiye)

0 cases of air emissions (e.g. SO_x, NO_x, PM) exceeding legislative limits (data excludes Poland and Türkiye)

0 legal actions, fines and non-monetary sanctions for quality or water discharged (data excludes Poland)

0 land used for operations within or adjacent to protected areas or areas of high biodiversity value

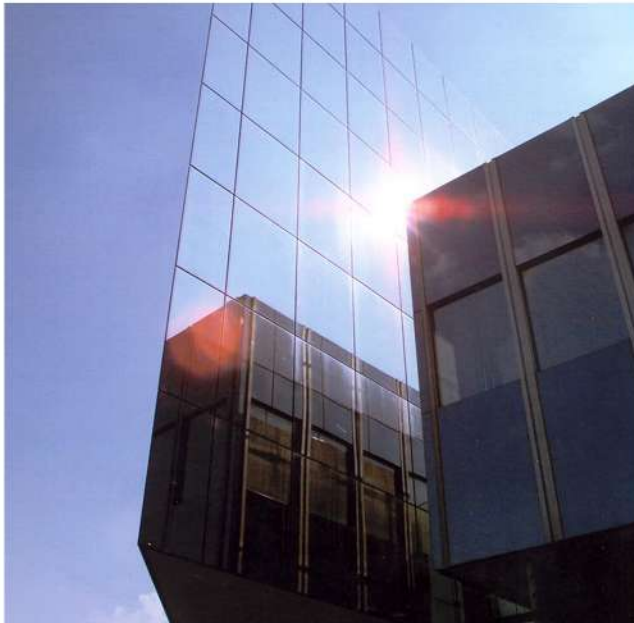
66.1% of employees briefed on environmental protection issues

16 average employee training hours on environmental protection issues

0 environmental incidents (data excludes Poland)

0 legal actions, fines and non-monetary sanctions for environmental impacts

C. ABOUT OUR REPORT



This is the 1st Sustainable Development Report published by AUSTRIACARD HOLDINGS AG ('The Group'), presenting practices followed and results achieved, addressing Societal, Environmental and Governance issues our Stakeholders are interested in.

Principles

The Report follows:

- For structure and content, the guidelines 'Sustainability Reporting Standards' (version 2021) of the Global Reporting Initiative (GRI), the NASDAQ & ATHENS Stock Exchange ESG Guidelines and the Austrian Sustainability and Diversity Improvement Act (NaDiVeG) Guidelines.
- For principles, the UN's Global Compact.

Period and Scope

The annual Sustainable Development Report:

- Is published in March 2024.
- In terms of period, refers to 1/1/2022-31/12/2022 (unless indicated otherwise in certain points), the same as with the financial reporting.¹
- In terms of Scope, addresses all AUSTRIACARD HOLDINGS AG's activities (from here on 'The Group'), namely provision of smart cards, personalization and payment solutions, secure data management and digitalization solutions, through subsidiaries (from here on 'The Company') in the following eight Countries:



- In terms of Turnover, the above Scope corresponds to over 80% of the Group's Turnover. The Group's financial results (published in the annual Financial Report) include all Countries of operation, including those not mentioned in the above Scope.
- Clearly indicates data which refer only to specific Countries (e.g. AUSTRIACARD in Austria, INFORM LYKOS in Greece).
- Includes, as a norm, quantitative data for 2022 for all quantitative indicators.
- Includes data from direct measurement, while cases of data estimations are clearly indicated.
- Presents data which has been collected internally, in order to be published.

¹ AUSTRIACARD HOLDINGS AG was established in 2023.

Limitations

We recognize limitations in the Report, which we intend to handle in future publications, such as standardizing and presenting identical qualitative and quantitative information across all Group companies.

Development of Report

The Report has been developed by the Group's Core Sustainability Team (with members from all Countries) in cooperation with STREAM Management (www.stream-eu.com):

GROUP	ROMANIA 
George Apostolatos Group Chief Information Security Officer, AUSTRIACARD HOLDINGS	Daniela Stanoiu Environment, Health and Safety Manager, S.C. Inform Lykos S.A. Romania
Maria Kalomiri Marketing Manager, AUSTRIACARD GmbH	SPAIN 
ANDORRA 	Elisabeth Becerra QA Specialist, TAG SYSTEMS Smart Solutions SLU
Assumpció Majoral Salvadó Chief Financial Officer, TAG SYSTEMS SAU	Enrique García Managing Director, TAG SYSTEMS Smart Solutions SLU
Josep Maldonado Human Resources & HSEQ Manager, TAG SYSTEMS SAU	TÜRKİYE 
AUSTRIA 	Ömer Elmasri Information and Project Management Department Manager, AUSTRIACARD Turkey AS
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GREECE 	Kathryn Jeffers Operations/Compliance Director, TAG SYSTEMS UK Ltd
Yiannis Psirakis Physical Security Officer, INFORM LYKOS (HELLAS) S.A.	
POLAND 	
Łukasz Zych Quality Department Director, TAG SYSTEMS Sp Zoo	

Your feedback

We welcome your thoughts, comments or proposals about this Report at the following address:

AUSTRIACARD HOLDINGS AG
Lamezanstraße 4-8, A-1230 Vienna, Austria
+43 (0) 1 61065 – 0
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Main symbols

For convenient reading of this Report, please pay attention to the following main symbols, which are widely used:

- [•]** **Good Practice**
Indicates good practices of Sustainability implemented within the Group or a Country
- [~]** **Policy**
Indicates sections from formal corporate Group or Country Policies
- [?]** **Did you Know**
Indicates information of interest for the reader
- [*]** **Issue of Consideration**
Indicates issues of public interest and consideration





AUSTRIACARD
(HOLDINGS)

ACCELERATING GROWTH & INNOVATION

JAN FEB MAR APR MAY JUN JUL AUG

1. OUR BUSINESS

Introduction

#1

Market Leader

in Austria, Nordics, Central
and Eastern Europe &
South Eastern Europe



7

Manufacturing
Plants

8

Personalization Centres
(7 in Europe and 1 in
the USA)

16

Sales Offices

126

years of presence

#13

globally

in payment cards
shipped in 2022*



100

million
banking cards
personalized
annually

128

million smart
cards shipped
in 2022

60%

of smart cards
run on our ACOS
native operating
system**

1,589

employees

by the end of 2022



2%

of the Group's
turnover invested
in R&D

3,000

B2B customers in
over 50 markets

>75%

export ratio

1.5

billion digital
communication
outputs annually

* Source: Nilsen Report 11/23.

** Data refer to AUSTRIACARD Companies.

Key Theme

More than Just a Card

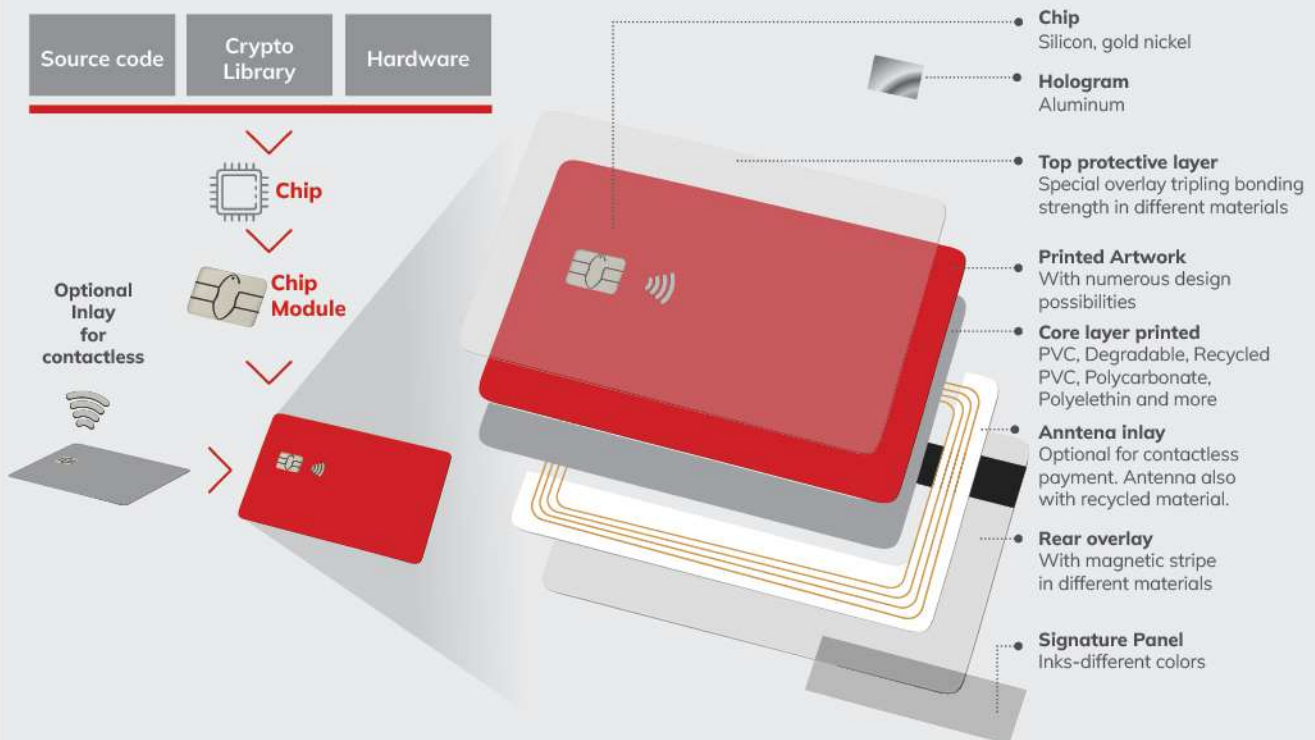
For the public, a payment card is considered as a plastic means of payment. But in reality, payment cards are much more complex in structure and much more sophisticated in their production.

Card Production and Personalization Process

Data Preparation & Printing	Assembly of Printed Sheets & Production of Cards	Chip Implantation & Initialization	Personalization & Lettershop Processing
<ul style="list-style-type: none"> Preparation and processing of print data. Printing and approval of samples. Printing of plastic sheets with customer-selected design and security features. 	<ul style="list-style-type: none"> Placement of printed sheets on top of each other. Applying heat and pressure to laminate several layers of plastic together to produce cards. Checks for surface and printing defects. Application of special features (e.g. holograms, signature fields). 	<ul style="list-style-type: none"> Development of highly secure chip application software and operating systems. Insertion of chip module in card. Conducting various preparation, production and quality control tests. 	<ul style="list-style-type: none"> Personalizing cards with end-users' individual data. Preparation of cards and additional documentation (e.g. advertising material, accompanying letters) for delivery to customers through external logistics partners.

The following schematic depicts the main card components and necessary layers for card manufacturing.

Main Card Components and Layers



1. Our Industry Environment

About the Industry

The payment cards market is growing, with dual interface cards replacing non-chip cards and simple smart cards. Moving forward, a positive trend is expected towards high-end products, such as metal cards and biometric cards, being driven by the recently founded Challenger Banks, which continue to grow worldwide and utilize payment cards as a mean to facilitate their market expansion. At the same time, the trend towards mobile payments and payment products based on alternative card materials (such as recycled materials) facilitates expansion of new product segments.

Over the last decade, financial institutions have become more cost conscious, due to the combination of reduced margins in their core businesses and increasing regulatory provisions, which gradually reduces sales prices in the payment cards market. However, such trend has been somehow inversed by the global chip shortage and inflation, which has resulted in increased sales prices. Furthermore, the Digital Security industry undergoes a consolidation phase, as highlighted by the merger of Oberthur and Morpho into 'Idemia' in 2017, the acquisitions of Gemalto by Thales, Thames by Paragon and TAG Systems by AUSTRIACARD in 2019, as well as the acquisition of Nitecrest by AUSTRIACARD.

On the other hand, security printing and digital transformation solutions in the Information Management segment continue to grow as well. The increasing environmental awareness, the growing online penetration and migration from printing to digital communication and interactive data management tend to diminish the boundary between physical and online delivery, thus creating new opportunities. As the market place evolves, new opportunities arise in various market sectors, such as financial institutions and utility companies, which gradually outsource their formerly in-house printing services.

Furthermore, companies launch new or complementary services through various communication channels, which provide customized and interactive communication to reach their end-customers. The segment aims to address these needs through the transformation of its products and services and utilization of communication means consistent with the new digital era, in order to support its customers in their own digitalization process.

2. Our Group

Who we are

Having an international presence, AUSTRIACARD HOLDINGS AG (the Group) is one of the leading providers of Secure Digital Technology Solutions in Europe. Headquartered in Vienna (Austria), the Group is one of the leading B2B providers of secure data, smart cards and payment solutions, as well as secure data management and digitalization solutions in Austria, Scandinavia, Central and Eastern Europe and South Eastern Europe, while also having significant market share in many other European countries and Türkiye.

The Group is expanding rapidly in geographical areas outside Europe, such as in the USA and Middle East and Africa. Furthermore, the Group has become a payment products and solutions partner of choice for Challenger Banks/Neobanks, a growing market segment worldwide.

AUSTRIACARD HOLDINGS has a strong pan-European operational footprint, reaching from the United Kingdom to Greece and Türkiye, with 7 production facilities and 7 personalization centres in Europe, and an additional personalization centre in the USA, as well as sales offices in various countries and a worldwide network of partners and selling agencies. This footprint enables the provision of high service levels to our customers, as evident by the long-lasting relationships we have with them. The Group's international customer base benefits from a complementary product and service offering ranging from bill printing, direct mailing and document processing to payment, transit and ID cards increasingly bundled with online, mobile and digitalization transformation solutions.

Our Culture

Vision

'Through our entrepreneurial activity and technological advancement, we envision making a difference in the lives of our employees, our shareholders and our customers with a sense of responsibility and respect towards society and the environment'

Mission

'By pioneering in the information technology and communication industries, we empower our customers to excel in their respective environments with secure solutions tailored to their needs'

Our Strategy

Our corporate strategy is based upon the following pillars:



Markets in both Digital Security and Information Management segments are highly competitive. We respond to the subsequent intensive pricing pressure by increasing efficiency and reducing costs, while addressing new upselling opportunities, through new innovative products and services and expansion to new geographies. Aiming for sustained and profitable growth, unavoidably our Group is exposed to risks, and we seek to limit our exposure and closely monitor its effects to limit the overall risk. Therefore, risk management is a fundamental part of our planning process and the implementation of our strategy.

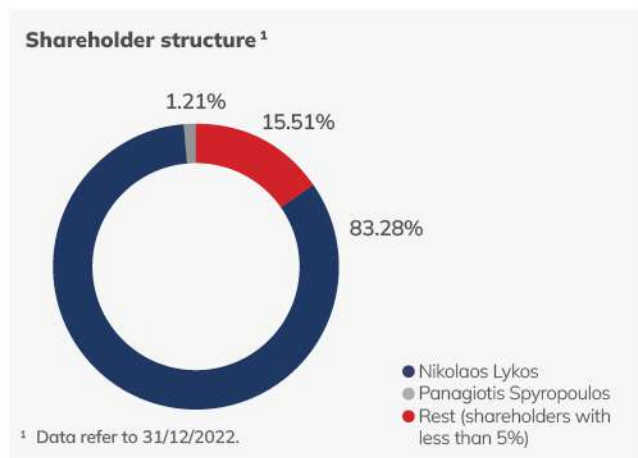
This strategic mindset came into place when the major worldwide integrated circuit (i.e. chip) shortage resulted in significant price increases and disruptions in supply chains and logistics during 2022. Combined with the increase in global demand, the shortage impacted the availability of chips necessary for the card manufacturing process. However, our Group managed to successfully handle these challenges and continued its operations without losses.

Our History

- 1897** Foundation of Lykos.
- 1981** Foundation of AUSTRIACARD GmbH.
- 1982** Strategic repositioning of printing towards IT and establishment of INFORM P. LYKOS HOLDINGS.
- 1994** Listing of INFORM P. LYKOS S.A. on the Athens Stock Exchange.
- 2000** Establishment of INFORM LYKOS Romania.
- 2002** In-house development of native OS-ACOS.
- 2007** Acquisition of AUSTRIACARD GmbH.
- 2012** New smart card personalization center in Poland.
- 2013** Acquisition of the largest personalization center in Türkiye.
- 2014** Group reorganization.
- 2014** New card manufacturing site in Romania.
- 2015** Commercial launch of Austrian digital wallet solution.
- 2019** Acquisition of TAG SYSTEMS.
- 2019** Acquisition of a majority stake in NEXT DOCS.
- 2020** New smart card personalization center in the U.S.A.
- 2021** Acquisition of Cloudfin and enhancement of digital transformation solutions.
- 2021** Acquisition of Nitecrest.

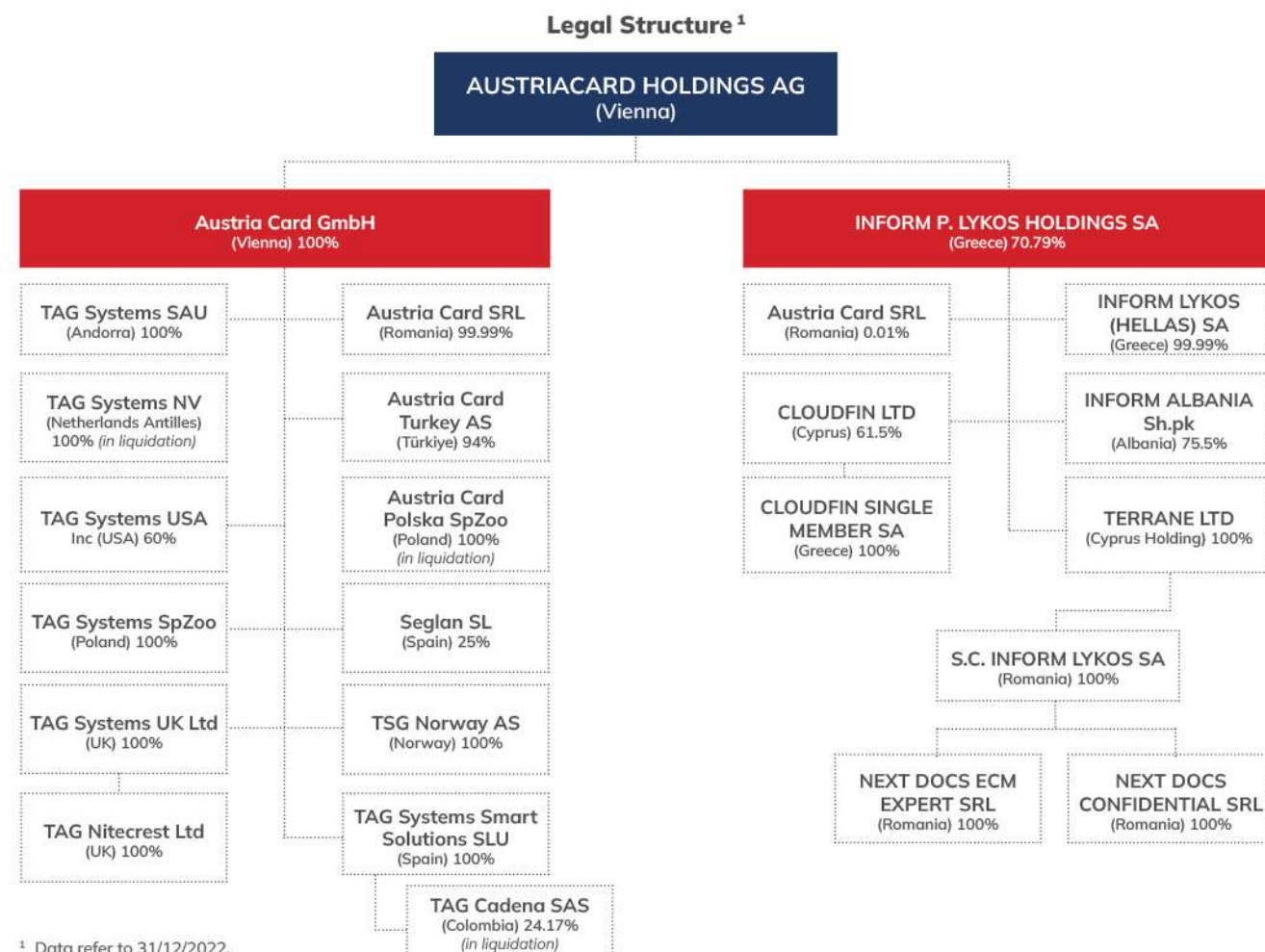
Our Shareholders

The majority of our share capital is owned by Mr. Nikolaos Lykos, Chairman of the Management Board. Since March 23, 2023, AUSTRIACARD HOLDINGS is listed in the Vienna (VSE) and Athens (ATHEX) Stock Exchanges, while INFORM P. LYKOS HOLDINGS S.A. was listed in ATHEX from 1994 until March 2023.



Our Structure

Our Group's subsidiaries with the respective participation percentages are shown below:



3. Our Products and Services

Our Activities

The Group's products and services are divided into two main divisions, Digital Security and Information Management.

Products and Services

A. DIGITAL SECURITY



Payment Solutions

Production, management, personalization and implementation of contact-based and contactless payment (dual-interface) cards;
Mobile payment solutions.

A Consulting and project management

Guidance on implementing payment card solutions, from analyzing individual customer requirements to launching new cards;
Ensuring ample supply of cards for end-customers

B Chip Operating System

ACOS native operating system for contact-based and contactless or dual interface card products

C Smart card production and personalization

Printing on plastic foils, lamination into cards, embedding of chips and antennas for contactless payment functionality;
Application of special printing techniques and/or security features;
Cardholder data delivery, data preparation, data storage, personalization, secure data retention and deletion;
Compliance with payment scheme requirements

D Mobile payments and mobile wallets solutions¹

OTA (over-the-air) payment services to service providers (e.g. banks, transportation operators), which cover issuance, life-cycle and application management of secure elements (e.g. NFC capable SIM cards in the field);
Cloud-based payment platform services for payments and refunds

E PIN-Distribution Methods

Two- or three- factor authentication processes for PIN distribution methods (i.e. PIN over SMS, PIN via email and PIN via application)

F Biometric cards

Dual interface payment cards, with extra layer of security in payment transactions, enabling cardholders to approve transactions via fingerprint

B. INFORMATION MANAGEMENT



Print based and Security Printing Products

A Business forms and thermal reels

Design, print and packaging of business forms;
Paper thermal reels for cashier machines, bank ATMs, lottery receipts

B Tickets

Ticketing solutions (NFC and RFID) for ticketing applications (e.g. sporting events, theaters, cinemas, urban railways, buses, maritime tickets)

C Secure labels

Labeling integrated applications, which combine offset-flexo and digital equipment for postal companies (track and trace labels) and public companies (security labels)

D Digital books and print on-demand

Digital print with automatic inline book binding solution

E Security printing

Printing for security and authentication applications (e.g. corporate shares, certificates, tax stamps, pharmacy labels, checks, tax labels, discount coupons, security election ballots)

A. DIGITAL SECURITY



Payment Solutions

G Metal and Sustainable card range

Option of alternative card materials, namely Recycled PVC (rPVC) and degradable PVC;

Dual interface metal cards (minimum 54% post-consumer recycled material, 65% post-consumer recycled stainless steel)

Government/ID Solutions

Governments and identification cards for needs such as National Security (e.g. national identities), On-the-Road Security (e.g. driving licenses) and Social Security (e.g. work permits);

Consulting card design and development of applications to production and personalization

Transport & Access Sector

Hardware and software mobility solutions;
Integration of ticket order process (e.g. ticket production and personalization) into transportation service provider's CMS

Retail Sector

Interfaces for customer loyalty CMS;
Personalization services, mailing and information systems;
Solutions and technologies for customers to award loyalty points (e.g. plastic cards with barcodes, smart cards);
Gift cards;
Management of consulting, card design and development of applications to production and personalization

B. INFORMATION MANAGEMENT



Integrated Solutions and Output Management Services

A Data and output management services

Software solution for documents generation and personalized layout design; Secure data transmission;
Digital print or e-bill;
Fulfillment/Distribution (e.g. preparation and distribution of documents)

B Forms management / e-procurement services

e-platform for integrated purchase management, from production of paper materials to end user delivery

Digitalization Solutions and Services

A Customer facing applications

Remote DoB;
Attended or unattended;
KYC/KYB with AI technologies;
Verification of ID documents and fraud detection;
Biometric comparison;
Liveness check

B Enterprise process automations

Automation software for intelligent document processing and data capture, automation of process workflows

C Scanning, e-archiving, DMS

Scanning and data capture of documents in print format;
Document management workflows (e.g. for internal circulation/approvals, e-archiving, electronic signature)

D Virtual assistant application

Virtual Assistant for speech and text-based self-service in all digital channels

¹ The Group's TSM located at AUSTRIACARD GmbH's facilities in Vienna is certified by Visa and Mastercard. For further information on products and services, please visit: <https://www.austriacard.com/digital-security/>, <https://www.austriacard.com/inform/> <https://www.tagssystem.net/en/products> and <https://www.tagssystem.net/en/services>.

Our Network and Value Chain

We cooperate with external logistics partners to deliver our products to customers (mainly), who are then responsible for distribution to end-users (e.g. bank cards). With the appointment of our customers, our products might be sent via external logistics partners directly to their end-users.

Our Value Chain



4. Our Memberships and Recognition

Our Memberships

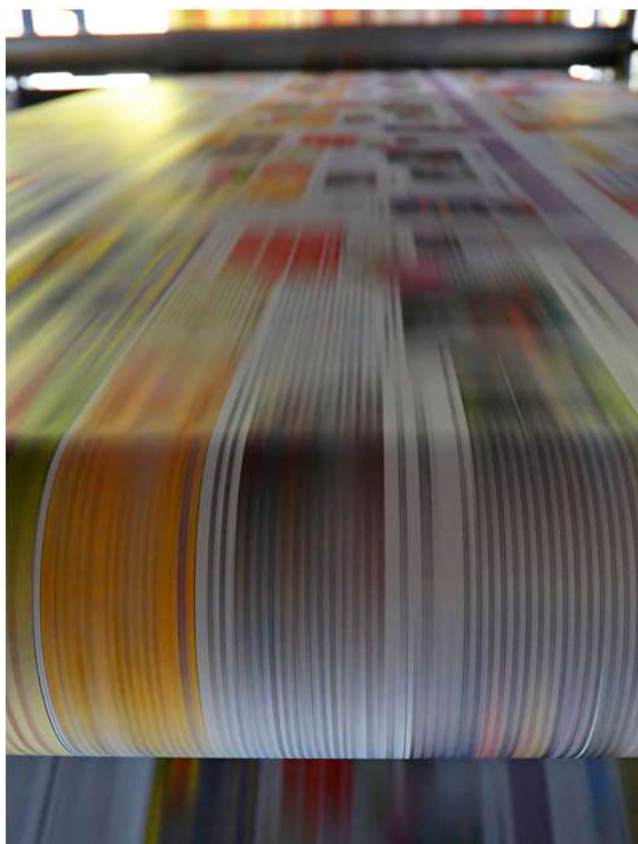
- International Card Manufacturers Association (ICMA).
- OSPT Alliance.
- Silicon Trust.
- Smart Payment Association (SPA).
- White Label Alliance.

Our Awards and Distinctions

Although it does not constitute a goal by itself, we are particularly honoured when our efforts are recognized.

Awards and Distinctions

Company (Country)	Event/ Authority	Type	Category	Reason
TAG SYSTEMS SAU (Andorra)	Sustainability Rating 2022 (EcoVadis)	Gold Award	-	Recognition for its EcoVadis Rating



5. Our Business Results

Our Financial Performance

[•] Good Practice - Austria

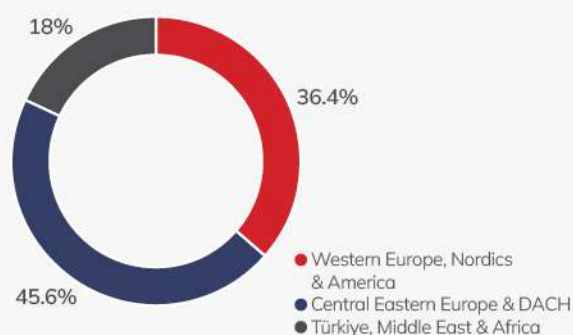


Ratings

In 2020 and 2021, AUSTRIACARD in Austria has been registered by Dun & Bradstreet (D&B), the world's leading source of business information and insight, as a company with Risk Indicator 1. The D&B Risk Indicator indicates a minimum risk of business failure (1=lowest risk, 4=highest risk).

The war in Ukraine during 2022 had minor effect on our operations, since the Group had limited business in Russia and Ukraine. However, both segments have been affected by price increases in our supply chain and higher energy costs. Therefore, the Group is implementing measures to improve operational efficiency (e.g. use of photovoltaics and reduce consumption where feasible), in order to mitigate resulting negative effects.

Revenue Breakdown per Geographic Region¹



¹ Data refer to FY 2022.

Our financial performance is summarized below.

Indicator	Measurement Unit	Scope ¹	2021	2022
Financial Results ²				
Capitalization	million €	Group	NA	NA
Equity	million €	Group	68.4	83.7
Net debt	million €	Group	85.1	76.6
Total assets	million €	Group	226.4	270.2
Current	million €	Group	81	116.4
Non-current	million €	Group	145.3	153.7
Total liabilities	million €	Group	158	187.6
Current	million €	Group	62.2	98
Non-current	million €	Group	95.8	89.6
Revenues	million €	Group	178	314.7
Revenues from third-party sales	million €	Group	178	314.7
Cost of sales	million €	Group	137.5	240.7
Adjusted earnings before interest, taxes, depreciation and amortization (EBITDA)	million €	Group	21.8	39.3
Adjusted EBITDA margin	%	Group	12.3	12.5
Gross profits/(losses)	million €	Group	40.5	74
Adjusted net profits/(losses)	million €	Group	10	5
Corporate taxes	million €	Group	2.2	3.6
Cost of social support initiatives (e.g. sponsorships, donations)	thousand €	AD, AT, ES, GR, PL, RO, TR, UK	NR	53.1
Investments	million €	Group	11.8	21.4

¹ AD: Andorra, AT: Austria, ES: Spain, GR: Greece, PL: Poland, RO: Romania, TR: Türkiye, UK: United Kingdom.

² Financial results recognized as of 31/12/2021 and 31/12/2022 respectively.

NA: Not Applicable (as the Group was not listed in 2021 and 2022).

NR: Not Reported



The top of the page features a blue header bar. Below it, the 'AUSTRIACARD (HOLDINGS)' logo is displayed in a white box. The background of the page is a blurred image of a modern building at night, with a person's hand in a white shirt reaching out towards the camera. The overall color palette is dominated by reds, oranges, and blues.

AUSTRIACARD
(HOLDINGS)

**CONFORMING
TO STANDARDS
& SYSTEMS**

2. OUR GOVERNANCE



Introduction

We aim to build relationships of trust with different Stakeholders, while at the same time ensure long-term value creation to benefit all our Stakeholders. Therefore, we strive to conform with international management standards and establish robust internal management systems, to facilitate long-term and stable business operations.

Objectives

We will	By
Obtain certification according to ISO 37001:2016 (Greece)	2023
Obtain certification according to PCI Card Manufacturing (UK)	2023
Obtain certification according to ISO 27001 (Türkiye)	2023
Develop a 3-year ESG Strategy and Action Plan	2024
Brief Supervisory Board and Management Board Members bi-annually on Sustainability Trends	2024
Establish a formal Sustainability Function and Group Sustainability Team	2024



Key Theme

Disciplinary Actions

We strive to create a work environment of trust and reciprocal respect with our Employees, in a spirit of long terms cooperation. However, the nature of our business, which is highly regulated and very sensitive to security issues, leads us to apply disciplinary actions for cases where compliance rules are not followed, risking our own operations and/or our customers' operations. For these disciplinary actions, we take into consideration local culture and idiosyncrasies, as well as national labour laws and employment regulations.

Disciplinary actions are imposed in misconducts or violations, depending on the severity degree, for cases such as:

- Theft, fraud or embezzlement.
- Physical or verbal violence and/or harassment.
- Discrimination.
- Violation of information and data confidentiality.
- Violation of privacy protection.
- Damage/loss of corporate property.
- Unauthorized use of corporate assets.
- Smoking in designated non-smoking areas.

Indicatively, such actions are shown below from a number of Companies in Countries we operate.

Examples of Disciplinary Actions

Country	Indicative disciplinary actions
Andorra	<ul style="list-style-type: none"> • Written warning. • Suspension of salary and employment for up to 10 days (for serious misconduct) or 11-30 days (for very serious misconduct). • Employee dismissal.
United Kingdom	<ul style="list-style-type: none"> • Formal verbal warning. • Written warning. • Final written warning. • Employee dismissal. <p>There is no deduction from employee salaries as disciplinary action.</p>

1. Governance and Risk

We follow Corporate Governance practices

[~] Policy

Diversity

According to our Suitability Policy in relation to Supervisory Board and Management Board Members, we do not allow any discrimination that excludes candidates from nomination, appointment and/or training (e.g. due to gender, race, nationality, religion, beliefs, disability, age or sexual orientation).

We have established a two-tier board structure, which consists of the Management Board and the Supervisory Board, in accordance with the Austrian Federal Stock Corporation Act.

Furthermore, we comply with the Austrian legislative corporate governance provisions for listed companies on the Vienna Stock Exchange (VSE) and the Athens Stock Exchange (ATHEX), while we have adopted and implement the Austrian and Greek Corporate Governance Code.

Board Structure^{1,2}

Name	Role	Independent /Executive	Term start date	Term end date	Gender	Age group
Supervisory Board						
Petros Katsoulas	Chairman	✓ / ✗	22/6/2022	2026 ³	Male	> 50 years old
John Costopoulos	Vice Chairman	✓ / ✗	22/6/2022	2026 ³	Male	> 50 years old
Martin Wagner	Member	✓ / ✗	30/6/2022	2026 ³	Male	> 50 years old
Michael Butz	Member	✓ / ✗	30/6/2022	2026 ³	Male	> 50 years old
Anastasios Gabrielides	Member	✓ / ✗	30/6/2022	2026 ³	Male	> 50 years old
Management Board						
Nikolaos Lykos	Chairman	✗ / ✓	1/5/2022	1/5/2025	Male	> 50 years old
Panagiotis Spyropoulos	Group CEO / Member	✗ / ✓	1/5/2022	1/5/2025	Male	> 50 years old

¹ Data refer to 31/12/2022.

² Detailed CVs of both Supervisory Board and Management Board Members are uploaded on the corporate website.

³ Term end date according to the General Meeting of Shareholders within 2026.

Board Committees¹

Name	Members	Indicative Responsibilities
Audit Committee	<ul style="list-style-type: none"> Martin Wagner (Chairman) Petros Katsoulas (Member) Anastasios Gabrielides (Member) 	<ul style="list-style-type: none"> Monitor the accounting and financial reporting process. Monitor the effectiveness of the internal control system and audit of financial statements.
Nomination and Remuneration Committee	<ul style="list-style-type: none"> John Costopoulos (Chairman) Petros Katsoulas (Member) Michael Butz (Member) 	<ul style="list-style-type: none"> Identify and recommend to the Supervisory Board any suitable candidates for the Supervisory Board and Management Board. Submit proposals to the Supervisory Board on the remuneration for Supervisory Board and Management Board Members, as well as senior management.

¹ Committee Members were elected on 30/11/2022.

- The Supervisory Board consists between 3 to 10 Members, elected by the General Meeting of Shareholders for at least four-year term. Apart from the independence criteria set forth in the Austrian Corporate Governance Code, we consider a Member as independent if he/she does not hold directly or indirectly over 0.5% of votes and is free of any financial, business, family or any other kind of relationship of dependency that might affect its decisions and independent and objective judgment. The Supervisory Board monitors the Management Board, as certain decisions and transactions are subject to its approval.
- The Management Board consists between 2 to 6 Members, appointed by the Supervisory Board for a maximum five-year term. The Management Board manages the Group's operations and decides on corporate issues, and is overall responsible to manage relationships with the Group's Stakeholders, which are considered and taken into account during decision making.
- The Chairman of the Management Board maintains executive duties in Group-related issues (e.g. enhancing financial value, strategy formulation), as such function has been considered beneficial for the Group.
- At the time the Report was prepared, there are no consultation processes between Stakeholders and the Supervisory Board/Management Board on Sustainability issues or formal mechanism to communicate critical concerns to our Boards.
- Our Suitability Policy in relation to Supervisory Board and Management Board Members describes principles and criteria to select, nominate, replace and renew Members' tenure. Their suitability is reviewed annually according to individual suitability criteria (e.g. adequacy of knowledge, skills and experience, conflicts of interest, independence) and collective suitability criteria (e.g. knowledge of corporate business model, strategic planning, risk management).
- Initial briefing of the General Meeting of Shareholders on nominated Board Members includes the Nomination and Remuneration Committee's evaluation report, based on the nominated member's CV and the fulfillment of the defined individual suitability criteria in our Suitability Policy, without at the time the Report was prepared any distinct criteria related to sustainable development or Stakeholders involved in the nomination process.
- The Supervisory Board appoints the Audit Committee Members, following the relevant Nomination and Remuneration Committee's recommendation, as well as the Nomination and Remuneration Committee Members, and also examines the fulfilment of independence criteria described within our Suitability Policy.
- The detailed CVs of Management Board and Supervisory Board Members on our website also include their significant positions in other Boards.
- Our Remuneration Policy covers compensation issues for Covered Persons (i.e. Members of the Supervisory Board, Management Board and Board Committees) and aims to ensure fair and appropriate fixed remuneration and variable remuneration components to encourage long-term sustainable growth.
- Remuneration follows market trends and practices by comparable companies, depending on the Members' responsibilities, complexity, scope of their work and required time commitment, and the Policy covers any type of compensation or payment, fees and benefits (e.g. salaries, pensions, voluntary retirement benefits, variable remuneration or performance-related benefits), without any remuneration consultants involved or Stakeholders' views sought and taken into account in determining remuneration.
- Supervisory Board Members do not receive any variable remuneration, while Management Board Members may receive variable remuneration linked to achievement of quantitative and qualitative business targets, as well as Environmental, Social and Governance (ESG) metrics and sustainable development targets, without however any variable remuneration related to ESG metrics and/or targets in place for 2022 or formal process to evaluate Management Board's performance related to sustainable development issues (including impacts on the economy, environment and people).
- We follow the Austrian and Greek legislation to ensure that conflicts of interests are avoided or managed (e.g. through annual financial audits), without at the time the Report was prepared any process to disclose such cases to Stakeholders.

We apply internal control and risk management systems



Insider Trading

We adhere to legislative provisions and established in 2023 (as the Group was not listed in 2022) appropriate organizational measures to ensure handling of confidential information and prevent improper use or disclosure of inside information from Covered Persons (i.e. persons with access to inside information), who include:

- Supervisory Board and Management Board Members.
- General managers, managers and employees.
- External collaborators and consultants.

Within this context, we:

- Maintain and continuously update an Insider List with all persons having access to inside information.
- Require from third parties who work for us and have access to inside information to maintain their own Insider List.
- Inform and request Covered Persons to acknowledge their legal prohibitions of insider dealing and unlawful disclosure of inside information (including recommending or inducing third parties to engage in insider trading), as well as the respective administrative and criminal sanctions they may face (e.g. fine of up to €5 million or an amount equal to triple of any benefit made or loss avoided from the violation, imprisonment of up to 20 years).

Internal Audits

We have established internal control and audit processes to ensure integrity of financial reporting (i.e. transparency and reliability of financial information), and compliance with applicable laws, regulation and corporate policies and procedures.

[•] Good Practice - Greece



Operating Regulations

INFORM LYKOS in Greece describes its practices to ensure effective and efficient operation in its Operating Regulation, which among others defines:

- Main characteristics and regular evaluation of the Internal Control System (e.g. internal audit, risk management).
- Disclosure process of any dependency relationship by independent non-executive Board members and persons closely connected with them.
- Disclosure process of important transactions from persons exercising managerial duties and persons closely connected with them.
- Policies and procedures to prevent and manage conflicts of interest.

Risk Management

We aim to limit our exposure to unavoidable risks and closely monitor their effects. In order to reduce the overall risk, we have established risk management policies and practices, as well as a systematic approach regarding precautionary measures related to our operations.

- Risk Management is coordinated at Group level by the Board of Directors in each Country in cooperation with Financial Directors of each Group segment.
- The primary focus is to ensure short and medium-term cash inflows and solvency.
- Results are reported monthly to the Senior Management, to determine and implement adequate measures to avoid, control or mitigate the respective risks.
- Each Country prioritizes main risks and opportunities identified (e.g. sustainability-related risks and opportunities), while risk controls to avoid, minimize, mitigate and/or remedy impacts (e.g. health and safety impacts, environmental impacts) are established separately on each Country, in accordance with local legislation and applied standards (e.g. ISO14001, EMAS).
- The main risks at Group level due to exposure to financial instruments are:
 - Credit risk.
 - Liquidity risk.
 - Market risk.

[•] Good Practice - UK



Risk Management

TAG SYSTEMS UK utilizes the 'Three Lines of Defense' model to ensure implementation of effective management control, adequate risk control and compliance oversight functions and conducts internal independent audits. The Company uses a Risk Register to record internal and external risks associated with its business activities based on their impact and probability. Within this context:

- Each Manager is responsible to review relevant risks monthly.
- The Compliance Officer monitors these risks and implementation of corrective actions.
- Senior Managers support and assist in setting targets, defining the risks and reporting requirements.
- An independent auditor/audit committee reviews, audits and reports identified risks to Directors.

We ensure business continuity

In order to ensure our business continuity, we:

- Ensure business continuity of operations, as our facilities in various Countries can undertake another site's operations and activities.
- Include response plans in contracts with our customers (e.g. banks, lotteries), which have been developed specifically to meet their needs.
- Implement certified Information Security Management System in accordance with the international standard ISO 27001.
- Implement strict physical and logical security controls in accordance with the international standard PCI for Card Production and Provisioning (PCI CPP).
- Have developed, implement and maintain Emergency Plans for all our facilities, which includes access and perimeter control provisions for all persons, equipment and vehicles.
- Conduct annual exercises and drills on response to emergency situations in all facilities.
- Have installed backup machinery for all production, personalization and mailing services machines for all relevant operations.
- Employ in-house highly skilled engineers to maintain and fix equipment malfunctions and store sufficient quantities of major spare parts.

Business Continuity

	AD	AT	GR	PL	RO	ES	TR	UK
Operations								
Operations which can be taken over by other Group sites in emergency cases								
Data preparation (Europay, Mastercard and Visa – EMV)		•	•	•	•	•	•	•
Card production	•	•			•			
Personalization services		•	•	•	•	•	•	•
Security printing, Statement printing, Lottery printing			•		•			
Statement/Mailing personalization and enveloping for printing sector			•		•			

[•] Good Practice - Andorra



Contingency Plan

TAG SYSTEMS in Andorra has written a contingency plan to ensure the scheduled delivery of products and guarantee the necessary security level of card components, products and data (as per the PCI CPP standard) in case of critical business interruption. The Company has two outsourcing agreements to guarantee continuity of production, while Group manufacturing sites in Austria and Romania can also take over production in case of emergency.

We ensure raw materials availability

We request sales forecasts, derive models through our CRM data and screen the markets for critical raw materials (e.g. chip modules, waivers, inlays, paper), to anticipate any impacts which might endanger our business continuity.

[•] Good Practice - Türkiye



Spare Parts

In order to ensure sufficient quantities of spare parts for its operations, AUSTRIACARD in Türkiye:

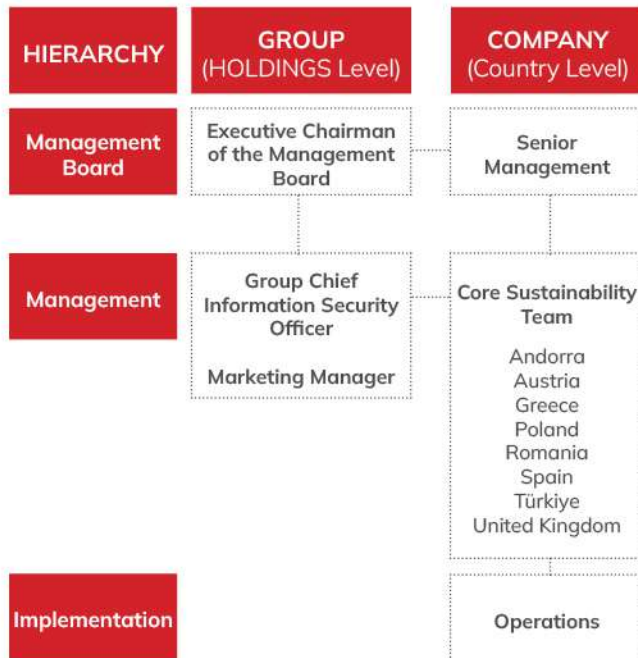
- Utilizes an extensive network of both local and global suppliers to ensure large stock of spare parts for its personalization machinery.
- Has initiated manufacturing of spare parts from local suppliers to reduce risks associated with parts availability.

2. Sustainability Management

We create appropriate organizational structures

To manage the issue of Sustainability we have established a respective management structure at Group and Company level:

Sustainable Development Management



- At Board level, the Executive Chairman of the Management Board is the overall responsible for sustainable development issues, while at the same time shapes our Group's Vision, Mission and strategy related to sustainable development.
- At management level, the Group Chief Information Security Officer and the Marketing Manager are responsible to:
 - Guide, plan, implement and evaluate sustainable development activities.
 - Monitor the implementation of related measures and targets.
 - Review the annual Sustainable Development Report (e.g. Materiality Analysis), as assigned by the Management Board, which is approved by the Group CEO and Deputy Group CEO.
- The Group Chief Information Security Officer and the Marketing Manager guide the Core Sustainability Team, which consists of designated employees in each Country to manage Sustainability issues (e.g. support the collection process of sustainability-related information).

- The Core Sustainability Team interacts with other Departments within each Country and facilitates implementation of respective practices at local level.
- At the time the Report was prepared, there are no measures taken to enhance Management Board's collective knowledge on sustainable development issues.



77.5% of employees informed at least on one Sustainability issue through our management tools (e.g. formal regulations, policies)

[~] Policy - UK



ESG Policy

TAG SYSTEMS UK has developed an Environmental, Social and Governance (ESG) Policy, which defines the Company's approach and commitments towards sustainable development (including providing ESG-related information) on various issues, such as environmental protection, inclusive work environment, protection of human rights and organizational transparency.

Furthermore, the Company has established an ESG Committee to:


- Increase understanding and awareness of ESG's importance.
- Emphasize the importance of ESG-related objectives at all business levels.
- Promote robust corporate governance standards.
- Gather and review corporate ESG-related data and report them to the Board of Directors.
- Effectively integrate ESG factors into the decision-making process.

We operate based on Standards and Certifications

We operate under the permanent supervision of external auditors appointed or accredited by the PCI Security Standards Council (PCI SSC) and other institutions, which follow both physical and digital security standards. We have established specific security policies and processes, which are audited annually by PCI Card Production Security Assessors (CPSA), card schemes and relevant ISO Standards' accreditation bodies.

The following table summarizes the Standards we adhere to and the Certifications we hold.

Standards and Certifications ¹

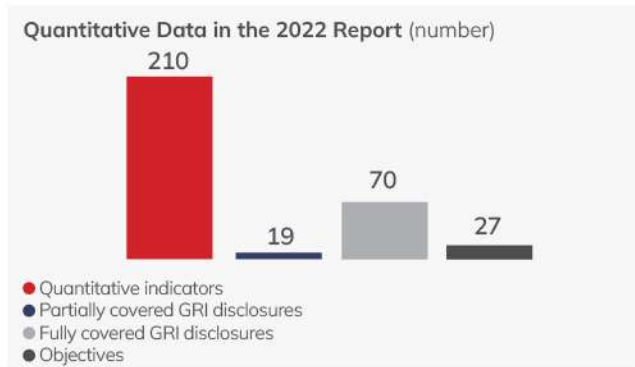
Standard/Certification	Description	AD	AT	GR	PL	RO	ES	TR	UK
									
American Express	Card Scheme								
China UnionPay	Card Scheme								
DinaCard	Card Scheme								
Diners Club International	Card Scheme								
Mastercard	Card Scheme								
TROY/Discovery	Card Scheme								
VISA	Card Scheme								
ISO 9001	Quality Management								
ISO 14298/INTERGRAF	Management of security printing processes								
ISO 22301	Business Continuity Management								
ISO 30301	Information And Documentation – Management System for Records								
ISO 37001	Anti-bribery Management								
ISO 45001	Occupational Health & Safety Management								
Mastercard CQM	Mastercard Physical and Product Quality Requirements for Vendors								
Cyber Essentials Scheme (applicable only in the UK)	Protection from cyberattacks and cybersecurity breaches								
ISO 27001	Information Security Management								
ISO/IEC 10373	Cards and security devices for personal identification — Test methods								
PCI DSS	Payment Card Industry Data Security Standard – Handling credit cards								
PCI CPP	Payment Card Industry – Card Production and Provisioning								

¹ Environmental Standards and Certifications are presented in Section 5.1.

26 external audits **(or inspections or equivalent)** **regarding management** **systems**

We focus on quantitative data and results

We aim to include and publish quantitative indicators and GRI disclosures within the Report, which are used to evaluate our performance both internally but also by our Stakeholders.



We define Material Areas

We have defined four material Areas of Sustainable Development, as a result of our internal analysis, and the present Report describes our initiatives in these four Areas and related sub-Areas.



We recognize Material Topics

We conducted a Materiality Analysis to examine Topics related to the actual or potential impact we may have on environment, society (including human rights) and economy and ensure that the Report focuses on these Topics.

Initially, we utilized the following indicative input and sources to identify potential Topics:

- Current industry practices, future trends and the respective regulatory framework, as well as future trends based on respective analyses from international organizations.
- The Global Reporting Initiative's (GRI) 'Sustainability Reporting Standards'.
- Our Stakeholders' expectations (where available), taking into account their input from engagement activities such as the following:
 - Customer Surveys (e.g. in Andorra, Türkiye).
 - Employee Surveys (e.g. in Andorra, Austria).

Next, we assessed the actual or potential impact we may have as a result of our activities, based on the likelihood of occurrence and severity of impact on our Stakeholders of these Topics.

As a result, we prioritized the significance of our activities' actual or potential impact and defined the following Material Topics for 2022 (all Topics that were not deemed Material are not referenced).



Materiality Analysis

Topics

Material Topics of High importance

- Corporate Governance
- Risk Management
- Anti-Corruption
- Information Systems Security
- Site Security
- Personal Data & Privacy
- Supplier Labour Practices Assessment
- Supplier Human Rights Assessment
- Production Health & Safety
- Environmental Compliance
- Material Consumption
- Waste Handling
- Hazardous Waste Handling

Material Topics of Medium importance

- Business Continuity
- Economic Transparency
- Anti-Competitive Behaviour
- Legal Compliance
- Products & Services Quality
- Responsible Communication & Sales
- Customer Satisfaction
- Responsible Buying
- Supplier Environmental Assessment
- Employability
- Production Work Conditions
- Equality & Fairness
- Labour Practices Grievances
- Human Rights Grievances
- Labour Associations
- Accident Impact
- Environmental Grievances
- Material Recycling
- Liquid Effluent Handling
- Energy Use
- CO₂ Emissions
- Air Pollution
- Liquid Spills & Leakages

Material Topics of Moderate importance

- Public Policy
- Customer Sustainability Awareness
- Operational Support
- Local Buying
- Supplier Social Impact Assessment
- Training & Development
- Local Employability
- Employee Benefits
- Office Health & Safety
- Office Work Conditions
- Internal Communication
- Child Labour
- Forced Labour
- Society Impact
- Society Grievances
- Corporate Volunteering
- Community Sustainability Awareness
- Environmental Investment
- Environmental Training & Awareness
- Material Reuse
- Air Emissions
- Ozone Layer (ODP)
- Water Consumption
- Water Discharges
- Biodiversity & Land
- Acoustic Impact

• Governance • Markets • People • Environment

We engage with our Stakeholders

We have a large number of direct and indirect Stakeholders, who can be defined as all those who are either affected by our operations or affect our operations. The following table summarizes our Stakeholders and indicative methods of interaction with them to understand their needs and expectations, as well as their main topics of interest and sections within our Report, where we respond to these topics, without separate engagement activities taking place as part of the Report preparation process.

Stakeholder Engagement

Stakeholder	Dialogue through continuous indicative activities (unless indicated otherwise)	Main topics of interest (reference in Report)
Direct Stakeholders		
Customers	<ul style="list-style-type: none"> Complaint management (daily) Conferences / Meetings (annually) Customer support representatives (daily) Customer surveys (annually) Social media Website Sales network Press releases Brochures Exhibitions 	<ul style="list-style-type: none"> Anti-Corruption (2.3) Information Systems Security (3.1) Site Security (3.2) Personal Data & Privacy (3.1) Business Continuity (2.1) Products & Services Quality (3.2) Responsible Communication & Sales (3.4) Customer Satisfaction (3.4)
Employees	<ul style="list-style-type: none"> Performance appraisal (annually) Corporate internal networks (where applicable) Internal communication activities Events Meetings Trainings Labour associations (where applicable) 	<ul style="list-style-type: none"> Production Health & Safety (4.2) Employability (4.1) Production Work Conditions (4.1-4.3) Equality & Fairness (4.3) Labour Practices Grievances (4.1) Human Rights Grievances (4.3) Labour Associations (4.3)
Suppliers & Agents	<ul style="list-style-type: none"> Offers/contracts management Formal communication Supplier evaluation (regularly, e.g. annually, biannually) Meetings 	<ul style="list-style-type: none"> Supplier Labour Practices Assessment (3.3) Supplier Human Rights Assessment (3.3) Responsible Buying (3.3) Supplier Environmental Assessment (3.3)
Financial Institutions & Shareholders	<ul style="list-style-type: none"> Financial reports General Meeting of Shareholders (annually/extraordinary) Website Meetings Financial audits Press releases 	<ul style="list-style-type: none"> Corporate Governance (2.1) Risk Management (2.1) Anti-Corruption (2.3) Business Continuity (2.1) Economic Transparency (1.5, 2.1)
Indirect Stakeholders		
Certification Bodies	<ul style="list-style-type: none"> Quality management (annually) Audits (annually) Formal communication Meetings 	<ul style="list-style-type: none"> Anti-Corruption (2.3) Information Systems Security (3.1) Site Security (3.2)
State & Regulatory Authorities	<ul style="list-style-type: none"> Discussion with representatives Formal communication Events / Meetings Membership in organizations, associations and institutions 	<ul style="list-style-type: none"> Anti-Corruption (2.3) Economic Transparency (1.5, 2.1) Legal Compliance (2.3) Environmental Compliance (5.1) Environmental Grievances (5.1)
Local Communities	<ul style="list-style-type: none"> Support of social support activities Participation in social support initiatives Partnerships 	<ul style="list-style-type: none"> Accident Impact (4.4, 5.1) CO₂ Emissions (5.3) Air Pollution (5.3) Liquid Spills & Leakages (5.2)
Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> Formal communication Partnerships Events 	<ul style="list-style-type: none"> Personal Data & Privacy (3.1) Material Consumption (5.2) Waste Handling (5.2) Hazardous Waste Handling (5.2) Material Recycling (5.2) Liquid Effluent Handling (5.2) Energy Use (5.3)
Competitors	<ul style="list-style-type: none"> Formal dialogue (through the Smart Payment Association for technical and sustainability issues) 	<ul style="list-style-type: none"> Anti-Competitive Behaviour (2.3) Responsible Communication & Sales (3.4)

3. Conduct and Ethics

We embed responsibility into the way we operate

We have defined the main principles and rules of professional behaviour in formal regulations (e.g. Code of Conduct, Employee Handbook, Employee Regulations) across Countries we operate (except Poland), which have been developed and approved locally. These principles and rules have been communicated to our employees (including new hired employees), who sign their acceptance, while communicated to workers in some Countries of operation (e.g. through announcement boards in Austria, Greece and UK). The Regulations define the way everyone must behave regarding the following issues:

- Conflicts of interest.
- Anti-corruption.
- Competitors.
- Human rights.
- Diversity.
- Health and Safety.
- Compliance with all applicable local, national and international laws, regulations and voluntary commitments.

It must be noted that these principles and rules of professional behaviour also apply to all agents, consultants and business partners who work on our behalf and we require from them to comply with these same laws, regulations and practices.

In all cases, we:

- Require from all employees to report potential or actual violations of legislation, our principles and rules of professional behaviour and our Policies or if they are asked to conduct a violation through the appropriate channels and mechanisms depending on the organizational structure in Countries we operate, which are also available in the Country's local language (without any Stakeholders being involved in these mechanisms' design, review, operation and improvement). Furthermore, we inform our employees on these mechanisms through the formal regulations with the main principles and rules of professional behaviour, as well as additional briefings when deemed necessary. At the time the Report was prepared, there is no process to measure satisfaction from use of these channels and mechanisms.
- However, while respective mechanisms also allow employees to submit their reports anonymously (e.g. through a physical mailbox), such practice is not permitted by local legislation in some Countries for certain issues (e.g. discrimination, harassment), which mandate that all reports have to be submitted by name.

- Protect the confidentiality and do not tolerate any retaliation (e.g. firing, suspension, discrimination) against anyone who reports a violation, as such action is considered non-compliant with our principles and rules of professional behaviour.
- Do not proceed with any action against anyone accused of any violation, before investigating the accusation and confirming the violation.
- Require from employees to report suspected conflict of interest, in order to determine whether an actual conflict exists and receive advice on the proper actions.
- Ask from employees to direct questions or request advice on the most appropriate behaviour from our Legal Services or other appropriate channels in each Country.
- Consider non-compliance with our principles and rules of professional behaviour as actions that can lead to disciplinary measures, which may include administrative sanctions and legal actions, such as potential dismissal.



90.1% of employees have been informed on our Principles and Rules of Professional Behaviour across Countries we operate



57.2% of employees formally committed to our main Principles and Rules of Professional Behaviour across Countries we operate



0 violations of our main Principles and Rules of Professional Behaviour across Countries we operate

0 complaints raised through whistle blowing mechanisms

[•] Good Practice - Austria



Authorization Matrix

AUSTRIACARD in Austria has established an Authorization Matrix to regulate the internal authorization procedure for its business processes in the following areas:

- Sales / Technology.
- Human Resources.
- Purchasing.
- Contracts.

[•] Good Practice - Andorra



Prevention and Ethics Committee

TAG SYSTEMS in Andorra has established a Prevention and Ethics Committee to safeguard implementation and compliance with the Company's Code of Ethics and Conduct, which is responsible to resolve conflicts or doubts regarding the Code and answer any questions. Employees can contact the Committee through the Human Resources department or directly via a dedicated email address.

We combat corruption

We have defined our commitments and practices to combat and eradicate corruption in formal regulations (e.g. Code of Conduct, Anti-Bribery Policy, Anti-Money Laundering Policy) across Countries we operate, which are mandatory for all employees, business partners (e.g. customers, suppliers, subcontractors, consultants) and third parties acting on our behalf. Indicatively, we:

- Comply with the respective local and international legislation and strictly prohibit all behaviours and activities that violate respective laws.
- Require that offering or accepting gifts or hospitality must comply with applicable laws.
- Strictly prohibit all employees to directly or indirectly offer, facilitate or accept any:
 - Bribe.
 - Payment or benefit to persons working for any business partner (e.g. customer, consultant, supplier).
 - Gift, payment, benefit, entertainment or any other service to or from existing or potential business partners with unreasonably high value or which could inappropriately affect business transactions or is prohibited under applicable law.

- Benefit to government officials to secure or retain any improper advantage.

- Do not allow offering or accepting gifts or hospitality in form of cash or cash equivalents.
- Have adopted measures and implement audits to combat money laundering and terrorist financing or other relevant illegal activities.
- Do not finance or support directly or indirectly any political party or its representatives or candidates.
- Do not use donations to conceal undue payments.
- Have developed and implement appropriate control mechanisms to identify and examine any suspicious activities from business partners, as well as report them to the competent authorities.
- Apply due diligence measures to our business partners (e.g. customers, suppliers) and collect the necessary information to verify their identity and evaluate their financial and transactional profile, including relevant information on the ultimate beneficial owner.
- Brief and train our employees on prevention of money laundering and terrorist financing.
- Require from all employees to immediately report any potential or actual incident related to corruption, bribery, money laundering or terrorism financing through the appropriate mechanisms.
- Consider non-compliance with our respective principles and policies as actions that can lead to disciplinary measures, which may include administrative sanctions and legal actions.



73.9% of employees have been informed on the Anti-Corruption policies and procedures across Countries we operate



60.1% of employees formally committed to the Anti-Corruption policies and procedures across Countries we operate

[~] Policy - Austria



Business Gifts

According to the Travel Policy developed by AUSTRIACARD in Austria, a business gift with a value:

- Up to €10 is acceptable and does not need any further approval.
- Between €10 to €50 requires approval.
- Over €50 is prohibited.

[~] Policy - UK



Tax Evasion

TAG SYSTEMS UK has developed the Anti-Facilitation of Tax Evasion Policy, which applies to all employees and everyone working on its behalf (e.g. agents, contractors, external consultants, third party representatives, business partners) or associated with the Company, regardless of their location. The Policy communicates the Company's zero tolerance towards any form of tax evasion and states its commitment to implement effective internal systems to counter tax evasion.

Anyone covered by this Policy or anyone on their behalf is not allowed to:

- Participate in any activity related to tax evasion.
- Advise or facilitate any form of tax evasion.
- Do not promptly report any request or demand from any third party to facilitate tax evasion (whether in UK or a foreign country) or suspected tax evasion.
- Threaten or retaliate against another individual who refused to commit tax evasion or who reported respective concerns.

[•] Good Practice - Spain



Customer Risk

TAG SYSTEMS in Spain maintains a Customer Risk Form and annually examines various risks (e.g. country of registered office and operations, risk of customer's operations, type of product/service requested by the customer) to determine customers with potentially high risk of money laundering. Depending on their performance, customers are categorized as either No Risk, Average Risk or High Risk, and the same process applies to new customers.

We follow fair competition rules

Being committed to promote free and open market competition and conduct our operations without unfair restrictions, we:

- Operate in accordance with applicable fair competition legislation in all Countries of operations.
- Do not adopt any unfair or restrictive business practices or any other anti-competitive practices (e.g. price or production volume agreements).
- Never engage in artificial price fixing or market sharing (i.e. customer allocation).
- Do not share confidential information which may provide an unfair advantage to another company.
- Do not discuss market-related issues (e.g. prices, strategies, product development) with our competitors or third parties.
- Collect information about our competitors through proper public and lawful channels.
- Require from employees to comply with local competition and anti-monopoly legislation and ask for legal advice if they are uncertain about any market practice.

We comply with legislation and regulatory framework

We are committed to respect the legislation and regulatory framework related to our operations and therefore closely monitor the regulatory and legal framework related to our activities, compliance issues (e.g. governance practices, anti-corruption, anti-competitive behaviour, environmental impacts, responsible communication, health, safety and security, labour practices, human rights, impacts on society) and tax approach in all Countries we operate, as at the time the Report was prepared there is no Group-wide tax strategy and each Company is responsible to ensure regulatory compliance related to tax issues and engage with tax authorities.



0 legal actions and non-monetary sanctions for compliance issues

4. Performance Data

Indicator	Measurement Unit		Scope ¹	2022
Sustainability Management				
Quantitative indicators in the Report	number	AD, AT, ES, GR, PL, RO, TR, UK		210
GRI disclosures in the Report	number	AD, AT, ES, GR, PL, RO, TR, UK		89
Fully covered	number	AD, AT, ES, GR, PL, RO, TR, UK		70
Partially covered	number	AD, AT, ES, GR, PL, RO, TR, UK		19
Future objectives in the Report	number	AD, AT, ES, GR, PL, RO, TR, UK		27
Internal communications on Sustainability	number	AD, AT, ES, PL, RO, TR, UK		95
Employees trained on responsible communication issues	%	AD, AT, ES, TR, UK		3.8
Conduct & Ethics				
Grievances regarding anti-competitive behaviour, anti-trust and/or monopoly practices	number	AD, AT, ES, RO, TR, UK		0
Times employees requested advice or guidance on the Code of Conduct (or equivalent)	number	AD, AT, ES, RO, TR, UK		0
Incidents of non-compliance regarding compliance issues (e.g. governance practices, anti-corruption, anti-competitive behaviour, environmental impacts, responsible communication, health, safety and security, labour practices, human rights, impacts on society)	number	AD, AT, ES, GR, RO, TR, UK		0
Incidents resulting in fines or penalties	number	AD, AT, ES, GR, RO, TR, UK		0
Incidents resulting in non-monetary sanctions	number	AD, AT, ES, GR, RO, TR, UK		0
Incidents resulting in warnings	number	AD, AT, ES, GR, RO, TR, UK		0
Written notices regarding compliance issues	number	AD, AT, ES, GR, RO, TR, UK		0
Paid fines for compliance issues	€	AD, AT, ES, GR, RO, TR, UK		285
Imposed during the same year	€	AD, AT, ES, GR, RO, TR, UK		285
Imposed in previous years	€	AD, AT, ES, GR, RO, TR, UK		0
Corporate Governance & Risks				
Critical concerns communicated to the Supervisory/ Management Board	number	AD, AT, ES, GR, PL, RO, TR, UK		Not Available
Operations assessed (or audited or equivalent) for risks, which could result in cease of operations	% (range) ²	AD, AT, ES, GR, RO, TR, UK		6.5 to 100
Financial and in-kind contributions to Governments or governmental organizations	€	AD, AT, ES, GR, PL, RO, TR, UK		0
Financial assistance received from Governments	€	AD, AT, ES, GR, PL, RO, TR, UK		0
Publicly expressed positions on issues of public concern	number	AD, AT, ES, GR, PL, RO, TR, UK		0

¹ AD: Andorra, AT: Austria, ES: Spain, GR: Greece, PL: Poland, RO: Romania, TR: Türkiye, UK: United Kingdom.

² Range: the minimum and the maximum figure across Countries included in the Scope of the Report.

AUSTRIACARD
(HOLDINGS)



**ENSURING SECURITY
& QUALITY**



3. OUR MARKETS



Introduction

Our business operations inevitably require access to or generate confidential information, such as business plans, product specifications, technical details of methods and processes, customer lists and financial information. Therefore, we recognize our undisputed obligation to ensure the safety and security of our advanced production methods and maintain a tireless focus on quality at every stage of our production process.

Objectives

We will	By
Obtain certification according to Mastercard and Visa for Card Manufacturing (UK)	2023
Develop Sustainability Criteria for Supplier selection	2024
Develop Responsible Communication Policy	2024
Establish Purchasing Guidelines	2024



The production of a 100% Recycled-PVC card emits about **30%** less Carbon Dioxide than a Virgin-PVC card

Key Theme

Card Life Cycle

One of our main product categories are payment cards and consequently our emphasis related to Circular Economy is to develop programs for customers to return cards for recycling and promote the Cradle-to-Grave management of these cards. We have conducted Life Cycle Assessments of payment card bodies in both AUSTRIACARD (for the production site in Romania) in 2022 and TAG SYSTEMS (Andorra) in 2021, to evaluate the environmental impacts (i.e. extraction and processing of raw materials, transportation of materials to manufacturing plant and manufacturing of card) generated by two different types:

- Card body made of 100% recycled PVC and of 100% virgin PVC manufactured in Austria.
- Card body made of 80% and 95% recycled PVC manufactured in Andorra, to compare with the respective assessment conducted in 2020 for card body made from 100% virgin PVC.

Use of Materials in Card per Component

Component	Virgin PVC-based card				Recycled PVC-based card			
	Virgin PVC	Aluminium and Polyester	Printing ink	Polyester and Ferrite	Recycled PVC	Aluminium and Polyester	Printing ink	Polyester and Ferrite
Overlay layer	●				●			
Printing layer	●				●			
Antenna layer	●				●			
Hologram		●				●		
Signature panel			●				●	
Offset/screen printing			●				●	
Magnetic stripe				●				●

Carbon Dioxide Emissions in Card per Type

Indicator	Andorra			Austria	
	100% virgin	80% recycled	95% recycled	100% virgin	100% recycled
eCO ₂ per card (gr)	59	41.6	39.2	43.9	33.8
Correspondence of a card in travelling by an average petrol passenger car (km) ¹	0.5	0.35	0.34	0.38	0.3

¹ Assuming average petrol consumption of 11.1 litres per 100 kilometres.

1. Information Security

We safeguard information security

[?] Did you know

Information Security

Information Security is the protection of information and data that an organization creates, handles and processes from an ever-growing number and variety of internal or external threats. The concept of Information Security includes the following principles for all types of information and information systems:

Information Security Principles

Confidentiality	Integrity	Availability
Ensure that information is not available or disclosed to unauthorized individuals, entities or processes.	Ensure information accuracy and completeness over its entire lifecycle and assure that data cannot be modified in an unauthorized or undetected manner.	Ensure proper functioning of information storage and processing systems, information security controls and communication channels used to access the information.

Source: United States Department of Commerce's National Institute of Standards and Technology (NIST)

IT services, data and components are of strategic importance to our Group's daily business. They can have a substantial negative impact on our business in the event of breaching one of the information security goals: Confidentiality, Integrity and Availability (CIA). The Information Security Policy is an essential mandate in terms of CIA to govern the use of information, data and IT resources, in order to support the business objectives. The arising business and personal data must be protected against misuse, disclosure or loss.

The approaches listed below guarantee an adequate level of security, according to applicable security standards, in line with international best practices. These objectives are covered in the Group's Information Security Management System (ISMS). Local legal terms and continuous improvement represent essential conditions for the operation of the ISMS:

- Management Attention: Establish information security as management process.
- Business Continuity: Appropriately contribute to ensure the maintenance of business operations.
- Service Delivery: Provide need-based, secure information services to protect assets.
- Risk Management: Ensure that protection requirements (resulting from risk management) are regarded during evaluation, definition and implementation of controls.
- Security Awareness: Ensure training for all employees on the secure use of information and IT resources.
- Compliance and Governance: Fulfil legal regulations and internal guidelines.
- Disaster Recovery: Guarantee data availability and data recovery management.
- Access Control: Protect against unauthorized use of IT infrastructure and databases.
- Audit: Verify and monitor the implementation, compliance and suitability of control objectives and controls.

Information Security Practices

Practices	AD	AT	GR	PL	RO	ES	TR	UK
Employee awareness campaigns, briefings and trainings on information security	●	●	●	●	●	●	●	●
Multi-layer next generation firewalls	●	●	●	●	●	●	●	●
Multi-layer advanced anti-malware systems	●	●	●	●	●	●	●	●
Regular vulnerability assessments	●	●	●	●	●	●	●	●
High availability controls	●	●	●	●	●	●	●	●
Multiple annual security audits by certified assessors to verify compliance with contractual standards and specifications	●	●	●	●	●	●	●	●
Regular penetration tests	●	●	●	●	●	●	●	●
Thorough incident response plans	●	●	●	●	●	●	●	●

High Security Areas



We strictly forbid access and use of mobile phones or any other electronic device capable of recording and/or transmitting images, sounds or data of any kind (e.g. tablets, USB devices, cameras) to high security areas (i.e. manufacturing/production, chip embedding, personalization, storage, packaging, mailing, shipping and delivery areas, such as production, server rooms, vaults, data processing areas).

We require from all employees and visitors to leave any such devices to dedicated locked boxes outside these areas before their entrance.

Furthermore, we strictly prohibit carrying bags (e.g. hand bags, backpacks, plastic bags, shopping bags, purses) in high security areas, as well any items not related to work.



We protect personal data

We strive to ensure protection of our users' personal data, as we acknowledge that it is vital to protect the systems and information held and used by us from unauthorized access. Therefore, we:

- Have been certified for our Group's Information Security Management System in accordance with the international standard ISO 27001.

- Have been certified according to Payment Card Industry Data Security Standard (PCI DSS) for our security processes to safely handle, process and store cardholders' data.
- Have developed and implement relevant policies and processes, in accordance with the national and European legislative requirements (General Data Protection Regulation – GDPR).
- Utilize suitable and appropriate organizational and technical measures and infrastructure.
- Have assigned a Data Protection Officer or equivalent (e.g. Compliance Officer) in all Companies.
- Have posted the 'Privacy Notice' disclaimers on corporate websites, in order to inform visitors regarding the processing of personal data, as mandated by the respective GDPR Regulation's obligations.
- Conduct various personal data protection trainings and regular refresher trainings (e.g. GDPR refresher training).
- Destroy documents with personal information (e.g. letters, computer printouts, paper packaging, envelopes with confidential information) in an appropriate manner.
- Provide information and advice or clarifications to employees regarding protection of personal data through the respective mechanisms established in all Countries we operate.
- Require from employees to utilize the mechanisms established in all Countries we operate, in order to immediately report any:
 - Concerns or suspicions regarding protection of personal data.
 - Incident which could lead to unauthorized disclosure of personal data.
 - Unauthorized disclosure of personal data.
- Consider any non-compliance with our principles, policies, processes and practices related to information security (e.g. use of unauthorized software) as actions that can lead to disciplinary measures, which may include administrative sanctions and legal actions.

Regarding customer complaints related to confidentiality or personal data security, issues in 2022 were one claim for wrong address product dispatch, one lost envelope and one claim for not received data file snippet. Even though these incidents were not critical or resulted in loss of personal information, we further trained the individuals involved.



0 legal actions, fines and non-monetary sanctions for breaches of customer privacy or losses of customer data

[~] Policy - Greece



Compliance with Legislation

INFORM LYKOS in Greece has included in its Code of Conduct the Company's commitment to **'comply with the applicable legislation regarding the protection of individuals from processing of personal data'**, as well as to **'implement mechanisms for the controlled flow of information, so that it is communicated to competent persons only to the extent deemed necessary to perform their duties'**.

[~] Policy - Andorra



Data Protection Audit

TAG SYSTEMS in Andorra has developed a Personal Data Protection Policy, which states its commitment to **'protect personal data and avoid the risks that could materialize and affect the rights and freedom of individuals'**, as well as **'continuously monitor data protection practices and conduct compliance audit whenever it is considered necessary to assess the likelihood of data protection risks and the impact they would have on the Company'**. The audit may be internal, external or mixed and aims to ensure that the Company has applied suitable and effective measures and controls to prevent the infringement of personal data protection regulations.

[•] Good Practice - Spain



Employee Declaration

TAG SYSTEMS in Spain requires from employees in its Employee Manual and Code of Conduct to sign a declaration and acknowledge the Company's commitment to protect personal data, in accordance with the respective European and national legislation.



2. Production Security and Quality

We ensure site security and safety

We apply various security measures to protect our property and assets from damage or harm, as well as restrict unauthorized access. Our practices include use of multiple layers of interdependent security systems in all our facilities, and indicatively we:

- Utilize Access Control Systems to monitor and control access in specific areas, which enforce restrictions on higher risk areas containing sensitive or critical information.
- Have installed fire detectors and fire alarms and all areas are equipped with fire suppression systems and/or fire extinguishers.
- Have clearly marked specified emergency exits for evacuation in emergency situations, which we ensure that are clear of obstructions.
- Have defined designated evacuation teams, who are responsible to uphold the security rules and procedures in case of an emergency evacuation, as well as various other task-organized teams (e.g. Search, Rescue and Evacuation Team, Protection Team) depending on the Country of operation.
- Utilize power generators and UPS to ensure uninterrupted provision of power supply in emergency situations.
- Consider any non-compliance with our principles, policies, processes and practices (e.g. unauthorized access to areas) as actions that can lead to disciplinary measures, which may include administrative sanctions and legal actions.



458 reported physical and cyber security concerns related to premises and information systems

14 physical and cyber security incidents related to premises and information systems

Physical Security Practices

	AD	AT	GR	PL	RO	ES	TR	UK
Practices								
Signs with fundamental security information	●	●	●	●	●	●	●	●
Alarm system with various detectors (e.g. smoke detectors)	●	●	●	●	●	●	●	●
Prohibition of filming and taking photos	●	●	●	●	●	●	●	●
Prohibition of smoking for all employees, workers and visitors (except in designated areas)	●	●	●	●	●	●	●	●
Detailed instructions for emergency evacuations and fire incidents communicated to all employees	●	●	●	●	●	●	●	●
Employee awareness campaigns, briefings and trainings on physical security	●	●	●	●	●	●	●	●

We ensure product quality

We strive to offer quality products and services, in order to cultivate a reciprocal, sincere and trustful relationship with our customers. Therefore, we:

- Use and adhere to various Standards and Certifications (see Section 2.2).
- Have developed quality control procedures (e.g. quality of printed cards, products received from suppliers such as envelopes and cards) and apply relevant quality controls.
- Continuously inspect each production stage by qualified personnel according to defined inspection plans and ISO Standards (e.g. ISO 7810, ISO 7816, ISO 10373) (see Section 2.2).
- Have introduced various quality inspections and inspection equipment monitoring processes.
- Calibrate our measuring and test equipment according to predefined calibration ranges by qualified/authorized personnel.
- Implement quality controls of received products (e.g. raw materials) from qualified employees according to predetermined quality control plans.
- Have developed complaint management processes, which include both internally discovered deviations in quality (e.g. organizational deficiency, process deviations), as well as deviations caused by suppliers (e.g. parts defects), to continuously improve our processes and prevent occurrence of errors.
- Continuously monitor our performance related to product/service quality and implement improvements when appropriate.
- Regularly inspect and maintain machinery and equipment used for our operations (e.g. printing, personalization).
- Extensively test our software solutions prior to their release to ensure their alignment with customer requirements.
- Provide our customers (upon request) with a Certificate of Test (COT) to confirm all quality tests to be conducted, as well as a Quality Certificate of Conformity (COC) for each production batch delivered (for card production).
- Conduct internal audits to ensure continuous compliance with quality standards.

Quality samples

We include all relevant information for production in a job (i.e. project), which also includes approval samples and checklists for all necessary internal checks.

Specifically for card production, we produce samples before production start with the required materials, which are tested live against the defined quality specifications (i.e. in actual conditions) to ensure that the materials and process parameters respond to our customer's needs and requirements.

After production has started, we check product quality in randomly selected production samples and document their results in dedicated checklists, according to specific quality plans to ensure compliance with international standards. For this reason, we also store product samples for quality inspection at later production stages or after delivery.

0 legal actions, fines and non-monetary sanctions for quality of products or services

[•] Good Practice - Poland



Continuous Improvement

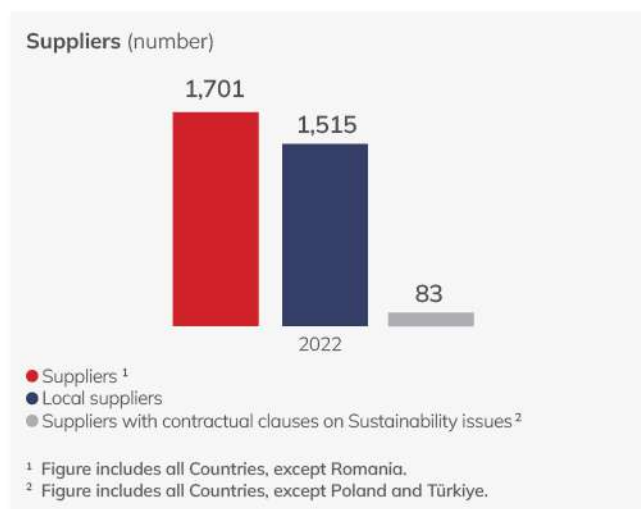
TAG SYSTEMS in Poland has developed a Quality Policy, which states its commitment to **'meet and, if possible, exceed customer expectations in all its deliveries of products and services'**, as well as **'resolve without unnecessary delays any problems or claims'**. Within the context of continuously improving its processes and operations, the Company has established internal audits and corrective action plans, while also encourages employees to contribute their ideas and suggestions for improving work practices and processes.

3. Responsible Procurement

We support our suppliers

Despite centralization of procurement, we try to purchase also products and services from local suppliers (i.e. from each Country of operation), where possible, to utilize our size and benefit the country we operate in. This way:

- Small and medium-sized local companies grow side by side with our Group.
- Carbon dioxide emissions, due to transportation of products are reduced, therefore protecting the environment.



37.7% of total procurement expenditure spent on local suppliers (data excludes Poland)

【•】 Good Practice - Spain

Prioritizing Local Suppliers

TAG SYSTEMS in Spain has developed a Procurement and Supplier Evaluation Process. The Company selects suppliers of ancillary services (e.g. related to waste management) from nearby areas, to reduce direct GHG emissions (i.e. from fossil fuels used for transportation).

We select our suppliers objectively

We acknowledge that our suppliers' activities and actions can influence our own responsible operation and therefore aim to build a sustainable supply chain following the principles of transparency, objectivity and equal opportunities in our interaction with suppliers and our procurement processes.

【~】 Policy - Austria

Supplier Selection

AUSTRIACARD in Austria has developed a Code of Conduct, which states its commitment to **'remain fair in our relations with suppliers and do not show any favorable behaviour or preference to any person or supplier, other than promoting corporate interests'**, as well as **'conduct all purchases according to corporate policies and our Code of Conduct'**.

【•】 Good Practice - Romania

Supplier Due Diligence

AUSTRIACARD in Romania conducts due diligence process to paper suppliers from Asia, which covers indicatively:

- Child labour.
- Deforestation.
- Human rights.
- Protection of endangered species.
- Environmental management.

Furthermore, the Company requests FSC/PEFC certificates not only from suppliers from whom it has purchased paper, but also from all of its suppliers' collaborators in the entire paper production process who were involved in all stages of producing the paper acquired by the Company.

[•] Good Practice - Andorra



Supplier Conduct

TAG SYSTEMS in Andorra has developed detailed Principles of Conduct for Suppliers, which suppliers are required to respect and adhere to throughout product/service delivery. Suppliers are also responsible to ensure their suppliers' compliance with these Principles on the following issues:

- Ethical behaviour, good governance, and fight against corruption (e.g. anti-corruption, anti-money laundering, competition).
- Fundamental rights (e.g. labour legislation, prohibition of child and forced labour, freedom of association and collective bargaining).
- Health and Safety.
- Environmental protection.

Indicatively, suppliers are required to:

- Commit against money laundering and implement measures to avoid relevant transactions.
- Respect and adhere to competition legislation (e.g. do not engage in price fixing or illegal market share).
- Prohibit direct or indirect discrimination and promote equal opportunities.
- Respect labour legislation (e.g. freedom of association and collective bargaining) and establish open and constructive dialogue with employees.

We monitor our suppliers' performance

Our size and operations have created the moral obligation to systematically deploy and promote the principles of Sustainable Development throughout our supply chain.

Monitoring Suppliers

Mean	AD	AT	GR	PL	RO	ES	TR	UK
Regular supplier evaluation (e.g. annually, biannually)	●	●	●		●	●		●
On-site supplier audits ¹		●	● ²					

¹ Depending on type of suppliers and supplier evaluation results.

² ISO 14298/Intergraf requirement.

[•] Good Practice - UK



Supplier Selection

According to TAG SYSTEMS UK's ESG Policy, the Company reserves the right to include sustainability-related clauses in contracts with suppliers.

For example, these clauses may be related to a supplier's labour practices (in case there are concerns about the supplier's current practices) to ensure an adequate employment standard. In 2022, the Company included relevant clauses in 12 contracts with suppliers on sustainability-related issues, which indicatively included monitoring their supply chain for child labour, monitoring their labour providers' ethical standards and development of a Human Rights Policy. Similarly, the Company may ask from its logistics partners to report on their GHG emissions to offset afterwards the carbon used, with respective requests made to 2 courier service providers in 2022.

Furthermore, TAG SYSTEMS UK applies due diligence process through a dedicated questionnaire and checklist (on issues such as health and safety, human rights, business continuity and environmental protection), web searches and identity checks to ensure that any service or product provider considered for a business relationship is suitable, reliable, qualified and experienced.

0 suppliers with whom relationships were terminated as a result of actual or potential compliance issues

[•] Good Practice - Greece



Anti-Bribery Assessment

INFORM LYKOS in Greece conducts a Supplier Anti-Bribery Assessment through a self-assessment questionnaire sent to all suppliers with an annual turnover of over €300,000 to examine anti-bribery management and related issues (e.g. conflicts of interests).

[•] Good Practice - Spain



Supplier Assessment

TAG SYSTEMS in Spain has established a Procurement and Supplier Evaluation Process, which defines the criteria and responsibilities related to purchasing, evaluation and selection of suppliers, service providers and subcontractors, as well as the verification process of purchased products and contracted services, to ensure that they meet the specified requirements.

Specifically for supplier evaluation, the Company utilizes the following criteria:

- Reliability (i.e. satisfactory performance related to product/service quality and deliveries).
- Exclusivity (used in cases when there is no other supplier of a product/service).
- Customer-imposed supplier (used in cases when a customer demands a specific supplier).
- Quality/Price.
- Payment terms.
- Delivery terms (according to order and production capacities).
- Response to specific requirements (e.g. packaging, documentation).
- Compliance with legal and environmental requirements.

[•] Good Practice - Romania



Supplier Assessment

AUSTRIACARD in Romania conducted the annual assessment process for 2022 to 94 suppliers with over €2,000 procurement spending in various categories (e.g. postal services, paper, plastics, envelopes, IT services, services, spare parts and consumables, inks and chemicals), using the following criteria:

- Price.
- Delivery time.
- Use of Management System.
- Quality.
- Environmental impact.
- Facilities.

4. Responsible Marketing

We advertise our products and services responsibly

Although at the time the Report was prepared there is no sector-specific advertising/marketing code and no responsible communication policy or guidelines at Group level, each Country follows the main principles and rules of professional behaviour in formal regulations (e.g. Code of Conduct, Employee Handbook, Employee Regulations) in their marketing practices, to apply responsible marketing activities and ensure that communication practices are legal, reasonable, fair and realistic.



0 legal actions, fines and non-monetary sanctions for product or service promotion or information or use

[•] Good Practice - Austria



Media and External Communication

AUSTRIACARD in Austria has included its provisions related to external communication in its Code of Conduct, and more specifically:

- Only designated persons are allowed to disclose information concerning the Company and/or its subsidiaries to the media.
- Employees must immediately forward media requests to the designated persons.
- Employees must not give personal views or own information to the media.

We monitor our customers' satisfaction

Depending on Country of operation, we conduct customer surveys to acquire information about customer satisfaction and to be able to continuously improve our product and service quality.

[•] Good Practice - Türkiye



Customer Service Survey

AUSTRIACARD in Türkiye conducts an annual Customer Service Survey to collect feedback about the service level and collaboration with its customers.

Customer Survey					
Indicator	2018 ¹	2019	2020	2021	2022
Average Satisfaction	100	101.6	106.2	103.9	94.7

¹ 2018 results have been used as base results (i.e. 100).

5. Performance Data

Indicator	Measurement Unit	Scope ¹	2022
Information Security & Data Protection			
Incidents of non-compliance regarding breaches of customer privacy or losses of customer data	number	AD, AT, ES, GR, PL, RO, TR, UK	0
Customer complaints regarding breaches of customer privacy or losses of customer data	number	AD, AT, ES, GR, PL, TR, UK	3
Recalls of products or services delivered regarding breaches of customer privacy or losses of customer data	number	AD, AT, ES, GR, PL, RO, TR, UK	0
Production Security & Quality			
Stakeholder audits (or inspections or equivalent) regarding quality of products or services delivered	number	AD, AT, ES, GR, PL, RO, TR, UK	36
Incidents of non-compliance with processes and procedures regarding quality of products or services delivered identified during Stakeholder audits (or inspections or equivalent)	number	AD, AT, ES, GR, PL, RO, TR, UK	14
Customer complaints regarding quality of products or services delivered	number	AD, AT, ES, GR, PL, RO, TR, UK	309
Procurement			
Suppliers	number	AD, AT, ES, GR, PL, TR, UK	1,701
Local suppliers	number	AD, AT, ES, GR, PL, RO, TR, UK	1,515
Purchases from suppliers			
Foreign suppliers	% (range) ²	AD, AT, ES, GR, PL, RO, TR, UK	12.3 to 97.4
Local suppliers	% (range) ²	AD, AT, ES, GR, PL, RO, TR, UK	2.6 to 87.7
Suppliers with whom collaboration was discontinued or not initiated, after a relevant assessment (or audit or equivalent)	number	AD, AT, ES, GR, RO, TR, UK	1
Suppliers assessed (or audited or equivalent) and identified as having significant actual and potential negative impacts	number	AD, AT, ES, GR, RO, TR, UK	0
Environmental impacts	number	AD, AT, ES, GR, RO, TR, UK	0
Labour practices impacts	number	AD, AT, ES, GR, RO, TR, UK	0
Human rights impacts	number	AD, AT, ES, GR, RO, TR, UK	0
Impacts on society	number	AD, AT, ES, GR, RO, TR, UK	0
Suppliers assessed (or audited or equivalent) and identified as having significant risk for incidents of child labour	number	AD, AT, ES, GR, RO, TR, UK	0
Suppliers assessed (or audited or equivalent) and identified as having significant risk for incidents of forced and compulsory labour	number	AD, AT, ES, GR, RO, TR, UK	0
Suppliers with contractual clauses on Sustainability issues	number	AD, AT, ES, GR, RO, UK	83
Grievances regarding responsible buying	number	AD, AT, ES, GR, RO, TR, UK	0
Average time in which supplier invoices were paid	days (range) ²	AD, AT, ES, GR, RO, TR, UK	30 to 75
Supplier invoices paid later than contractually agreed	% (range) ²	AD, AT, ES, RO, UK	0 to 10
Marketing & Communication			
Unique customers briefed on Sustainability issues related to our products or services	number	AD, AT, ES, GR, RO, TR, UK	431
Customer complaints regarding promotional activities, product or service information and product or service use	number	AD, AT, ES, GR, PL, RO, TR, UK	0
Incidents of non-compliance with laws, regulations and/or voluntary codes regarding promotional activities, product or service information and product or service use	number	AD, AT, ES, GR, PL, RO, TR, UK	0

¹ AD: Andorra, AT: Austria, ES: Spain, GR: Greece, PL: Poland, RO: Romania, TR: Türkiye, UK: United Kingdom.

² Range: the minimum and the maximum figure across Countries included in the Scope of the Report.



AUSTRIACARD
(HOLDINGS)

FOCUSING ON SAFETY & SUPPORT



A collage of diverse people's faces, including a woman with dark hair, a man with a beard, and a woman with blonde hair, all smiling. The image is overlaid with vibrant, glowing digital light streaks in yellow, orange, and blue, creating a sense of energy and technology.

4. OUR PEOPLE

Introduction

We acknowledge the importance of creating an exceptional work environment, which protects our employees' Health and Safety, respects human rights, diversity and meritocracy, and provides training and development opportunities. At the same time, we seek to promote community support and development through our economic growth.

Objectives

We will	By
Conduct an Employee Psychosocial Survey (Andorra)	2023
Increase employee training hours on IT issues by 25% (Andorra)	2023
Train Group Managers on Sustainability	2024
Incorporate Sustainability criteria in Group employees' Performance Appraisals	2025
Evaluate social commitment programs	2023
Conduct Employee Survey	2023
Increase employee training programs	2024



Key Theme

Physical Security Controls

Our Group adheres to a standing commitment to comply with and go beyond the security and safety provisions established by national and international laws and regulations. As part of our undisputed obligation to ensure the privacy of all customer and end-user information, we do not only focus our efforts on information security (which we heavily rely for our daily operations), but also provide the highest degree of cyber and physical security for safeguarding our operations and reputation.

This refers to protect our people, property and assets (e.g. data storage equipment, machinery, servers) from possible threats, vulnerabilities and risks, no matter whether they are online or physical.

Therefore, we implement strict preventive measures, security standards, practices and operating procedures to ensure only the authorized and secure access of our employees into our facilities or specific areas in our premises.

Indicative Physical Security Practices

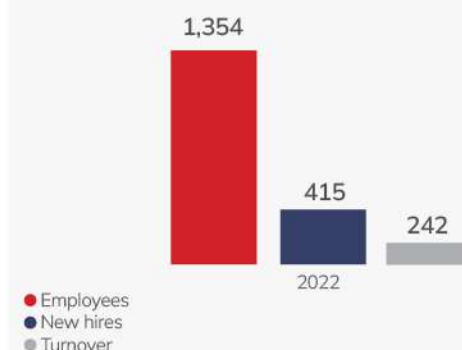
	AD	AT	GR	PL	RO	ES	TR	UK
Practices								
Strictly limited and controlled physical access according to business needs	●	●	●	●	●	●	●	●
Signs with fundamental physical security information	●	●	●	●	●	●	●	●
Strict control of electronic devices in High Security Areas (e.g. cameras, mobile phones, USB devices, wireless devices)	●	●	●	●	●	●	●	●
Permanent electronic surveillance using secure video recording systems with coverage inside and all buildings perimeter	●	●	●	●	●	●	●	●

1. Employment and Development

We establish work positions

We directly occupy employees across the Countries we cooperate, while our business activity indirectly supports thousands of work positions in our value chain. Furthermore, we also occupy workers in our facilities for activities depending on the Country of operation (e.g. security guards, cleaning personnel), without belonging to our Group companies, as they are employed by third party companies, employed according to a contract between Group companies and their organization/agency, without significant fluctuations in their number compared to previous years.

Human Resources (number) ¹



¹ Employee figures refer to the average of 1/1/2022 and 31/12/2022.

Human Resources ^{1, 2}

Employment Type	Permanent		Fixed Term ³		Full time		Part time	
Employees (number)	1,265		89 (6.6%) (76 women)		1,296		58 (4.3%) (33 women)	
Gender	Female		Male					
Employees (number)	545		809					
Age	<30		30-50		>50			
Employees (number)	192		788		374			
Categories	Disabilities		Non-native		Native			
Employees (number)	19		264		1,090			
Education Level	Public School / High School		Post High School / Higher / Highest Education		Postgraduate Education			
Employees (number)	468		821		65			
New Hires	Female		Male		<30	30-50	>50	
Employees (number)	163		252		152	206	57	
Turnover	Female		Male		<30	30-50	>50	
Employees (number)	80		162		92	120	30	
Turnover	Resignations		Termination		Other			
Turnover reason (%)	82.2		17.8		0			
Hierarchy	Top Management		Directors		Middle management ⁴		Employees	Total
Employees (number)	31		32		116		1,175	1,354
Country of Work	Andorra	Austria	Greece	Poland	Romania	Spain	Türkiye	UK
Employees (number)	186	219	172	95	410	48	87	137

¹ Employee figures refer to the average of 1/1/2022 and 31/12/2022.

² There are no significant fluctuations in employment numbers due to seasonality.

³ We use fixed term employment contracts in some occasions, mostly to new recruits as a probation period.

⁴ Middle management members include managers, supervisors, team leaders and shift leaders.



95.7% of employees with full-time employment contracts



93.4% of employees with permanent employment contracts



0 legal actions and non-monetary sanctions for labour practices

We communicate with our employees

Our communication practices vary across Countries we operate, to reflect local culture and idiosyncrasies, as well as organizational structure, in order to maintain continuous communication with employees.

Use of Internal Communication Means

Mean	AD	AT	GR	PL	RO	ES	TR	UK
E-mail announcements	●	●	●	●	●	●	●	●
Announcement boards	●	●	●		●	●		●
Corporate internal network (e.g. Intranet)	●	●	●	●	●	●	●	●
Townhall meetings		●					●	
Internal newsletters								●
Corporate events (e.g. Christmas party)	●	●	●	●	●	●	●	●



87.8% of employees received their annual leave as initially scheduled

We handle work-life balance

It is important to promote work-life balance and strive to create a work environment which respects our employees' personal needs. For this reason, we:

- Comply with the applicable labour laws concerning employments issues (e.g. daily and weekly work hours, additional remuneration to employees working overtime, paid or unpaid leaves).
- Have defined flexible work arrangements and allow employees to determine the start and end of their daily working hours.
- Ensure employees receive their entitled leaves.
- Do not force employees to work overtime, under the threat of any sanction (e.g. salary deduction, dismissal).
- Compensate overtime work.
- Provide all employees with written contracts before start of their work, which include, among others, details about work hours, salaries and leaves.

[~] Policy - UK



Holiday Leave

According to TAG SYSTEMS UK's Employee Handbook, employees are **'encouraged to take all of their holiday entitlement in the current year'** and the Company **'does not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays, other than in the event of employment termination'**.

[•] Good Practice - Andorra



Reduced Work Hours and Special Leaves

TAG SYSTEMS in Andorra acknowledges in its Code of Ethics and Conduct the importance of employee welfare through its commitment to **'facilitate, to the extent possible, the balance between the professional and private lives of all its workers'**. Among others, the Company provides its employees with:

- 2 calendar days in case of serious illness or surgery of the employee's partner and ascendants, descendants and second-degree relatives or 4 calendar days in respective cases of the employee's child under 20 years old. In both cases, the leave may be extended for up to 7 calendar days.
- Absence for parents equal to 25% of the working day for 9 months following the date of the birth or 37.5% in cases of twins.

[•] Good Practice - Austria



Working Time

AUSTRIACARD in Austria has defined maximum daily and weekly working time for all employees to be 10 and 50 hours respectively. The Company has established special work arrangements for young people and expectant/nursing mothers, and more specifically:

- Maximum daily working time is 8 and 9 hours respectively, and can not exceed 40 hours per week.
- Overtime work is not permitted.
- They can determine the start and end of their daily working hours (as can all other employees).

If employees have to be available to go to work outside their normal daily working hours or after completing their normal working hours (standby/on-call duty) in response to sudden occurrences or problems, the Company has defined in its Standby Policy that:

- Standby is limited to maximum 10 days per month and 26 Sundays per calendar year, according to respective legislation.
- There must be least 11 hours break between the end of a work day and the beginning of a new work day.
- The actual working time during standby is considered overtime.



[•] Good Practice - Austria



Anniversary Bonuses

AUSTRIACARD in Austria provides anniversary bonuses from €750-€3,000 to its employees for completing 10, 20 and 30 years working for the Company.

We offer additional benefits

Besides salary and other benefits provided by law, we offer additional benefits, which cover our employees (including part-time and temporary employees), depending on their hierarchical level and job responsibilities.

Additional Benefits

	AD	AT	GR	PL	RO	ES	TR	UK
All employees								
Life insurance	•	•	•	•	•	•	•	•
Health care	•	•	•	•	•	•	•	•
Parental leave	•	•	•	•	•	•	•	•
Anniversary bonuses (e.g. for working in the Company for a defined period of years)		•						•
Paid time off for personal matters (e.g. medical appointments, illnesses)	•	•						
Extra days of annual leave (in cases of non-absenteeism)	•					•		
Postgraduate program support	•							
Pension scheme								•
Foreign language learning							•	
Free parking	•							
Breakfast arrangement	•							
Specific employees (i.e. according to level or job position)								
Company car		•	•	•	•	•	•	•
Company mobile	•	•	•	•	•	•	•	•
Transportation shuttle service / Monthly fee support for public transportation means							•	

We train our employees

Induction training

We conduct induction training programs to new hired employees and familiarize them with:

- Main rules and principles of professional behaviour and compliance applicable to each Country (e.g. Code of Conduct, Anti-Bribery Policy).
- Corporate structure.
- Internal policies and procedures.
- Corporate culture.
- Duties and responsibilities.

Training programs

We implement a wide range of training programs, either in-house or external. Main training areas indicatively include:

- Corporate Induction.
- Management issues (e.g. Information Security Management System, Human Resources, Information Technology).
- Operational issues (e.g. ISO Certifications, Quality, Compliance, Customer Service, Personal Data Protection).
- Environmental protection (e.g. Waste Management).
- Health and Safety.



5.3 average employee training hours
(data excludes Austria)

We develop our employees

Internal Advancements

Our priority is to support our employees' development and prefer to cover job openings from existing employees. Therefore, we communicate all job openings and internal movements with their requirements first to existing employees, in order to submit their application. External candidates are only hired in case there are no suitable internal candidates.

Job Descriptions

In order to increase organizational effectiveness, we clarify our employees' roles and have recorded their related responsibilities in detailed written job descriptions.



70.7% of employees with formal job descriptions

We appraise our employees

We utilize formal Performance Appraisal Systems in most Countries we operate, which have been developed in-house according to local particular needs. Performance appraisals are conducted annually for all employees (i.e. production and non-production employees, where applicable) to accurately evaluate employee skills and competencies, as well as ensure individual alignment with team goals and corporate targets.

[•] Good Practice - Türkiye



Performance Appraisal

AUSTRIACARD in Türkiye utilizes 10 Performance Evaluation Criteria in its annual Performance Appraisal, one of which is 'Working according to the Rules'. The Criterion refers to an employee understanding and conducting its work in accordance with all corporate rules in formal regulations (e.g. compliance with occupational Health and Safety rules, use of personal protective equipment).

We monitor our employees' opinion

Our practices vary across Countries we operate, to reflect local culture and idiosyncrasies, as well as organizational structure.

[•] Good Practice - Austria



Psychosocial Survey

AUSTRIACARD in Austria conducted a psychosocial risk assessment survey (as part of the legally required assessment of psychosocial risks at work) in 2022, to prevent physical and/or psychosocial risks at work. 109 employees replied via a completely anonymous written questionnaire to assess work conditions in various categories (e.g. general work conditions, workplace-related work conditions, task-related work conditions).

2. Health and Safety

We ensure the Health and Safety of our production employees

Our priority is to offer our employees a safe work environment, by exceeding respective regulatory provisions. Therefore, we:

- Require from all employees to fully comply with the applicable Health and Safety laws, regulations and policies.
- Implement an Occupational Health and Safety Management System, certified according to the ISO 45001 Standard.
- Require from all employees in all hierarchy levels to report immediately any dangerous conditions and other unacceptable health, safety or environmental conditions, in order to minimize occupational accidents and take corrective actions.
- Implement Health and Safety trainings and awareness programs to our employees, including new hired employees, and conduct regular evacuations and safety (e.g. fire) drills at all facilities.
- Have equipped all our facilities with the necessary pharmaceutical and medical equipment (e.g. Automated External Defibrillator in Andorra).
- Have established emergency response and evacuation plans with specific actions and responsible persons/teams with specific responsibilities.
- Have defined and communicated evacuation guidelines, First Aid instructions and instructions in response to fire, flooding, spills, earthquakes and chemical hazards to all employees.
- Provide all employees with the necessary personal protective equipment, as well as earplugs to all employees working in specific areas or near machinery with high noise levels.
- Measure various factors associated with Health and Safety (e.g. temperature, relative humidity) in production areas (e.g. server room, printing areas, warehouses).
- Require from employees to immediately report any malfunction of machinery and equipment, stop their operation and not put the machinery or equipment into operation until it has been repaired.
- Strictly prohibit smoking in all production areas and smoking is allowed only in specifically designated areas.
- Record and investigate all accidents.



[~] Policy - Andorra



Health and Safety

TAG SYSTEMS in Andorra has developed a Code of Ethics and Conduct, which states its commitment to **'comply with laws and regulations related to the Health and Safety of its employees and collaborators'**.

[•] Good Practice - Romania



Occupational Health and Safety

AUSTRIACARD in Romania includes an extensive set of provisions related to Health and Safety in its Internal Regulations, and more specifically:

- The Occupational Safety and Health Committee is established to achieve effective employee consultation and participation in decision-making and implementation of Health and Safety measures.
- Special protective measures are established to prevent exposure of employees who are pregnant, who have recently given birth or are breastfeeding to potential Health and Safety risks.
- Employees who are pregnant or have recently given birth or are breastfeeding are not required to perform work that is harmful to their health or condition during pregnancy or to the new-born child.
- Employees have the right to refuse working under unsafe conditions (i.e. which may put themselves or others at risk of injury or occupational disease).

Furthermore, the Company has implemented Health & Safety Risk Assessments for 100% of job positions.

We ensure the Health and Safety of our office employees

Besides creating a safe work environment for production employees, we are also committed to ensure Health and Safety in our offices. Within this context, we:

- Have defined and communicated evacuation guidelines, First Aid instructions and instructions in response to fire, flooding, spills, earthquakes, and chemical hazards.
- Measure various factors associated with Health and Safety (e.g. temperature, relative humidity) in office and internal areas (e.g. offices, reception, canteen).
- Conduct various Health & Safety trainings, as well as refresher trainings.
- Require from employees to immediately report any irregularity, deviation, defect, anomaly or other situation likely to constitute a hazard in the workplace, as well as any violation of Health and Safety rules, any technical defect or other situation, which may have a risk of injury or occupational disease.
- Consider non-compliance with principles and rules related to protection of Health and Safety as actions that can lead to disciplinary measures, which may include administrative sanctions and legal actions.
- Provide additional services related to health and safety of our employees (e.g. psychologist, vaccinations and health examinations in Austria).

 **83% of employees and 50% of workers covered by an Occupational Health and Safety Management System**

 **67% of employees trained on Health and Safety issues**

 **11.6 average employee training hours on Health and Safety issues**

 **0 legal actions, fines and non-monetary sanctions for health and safety issues**

[~] Policy - Poland

Health and Safety

TAG SYSTEMS in Poland has developed a Health and Safety Policy, which states its commitment to **'fully comply with applicable Health and Safety laws and regulations'**, as well as **'continuously identify Health and Safety risks and take appropriate corrective or preventive actions'**.

[•] Good Practice - Türkiye

Health and Safety Committee

AUSTRIACARD in Türkiye has established an Occupational Health and Safety Committee, which among others:

- Evaluates hazards and measures related to occupational Health and Safety.
- Investigates occupational accidents, near-misses and occupational diseases to determine the necessary measures required to mitigate negative impacts.
- Plans occupational Health and Safety trainings, monitors their implementation and provides feedback in case of deficiencies.
- Monitors the adequacy of measures taken in response to fire, natural disasters, sabotage and similar hazards.

[•] Good Practice - UK

Informing Employees on Health & Safety

TAG SYSTEMS UK informs employees on helplines for issues related to mental health (e.g. Anxiety UK, No Panic), addictions (e.g. Alcoholic Anonymous, National Gambling Helplines) and personal issues (e.g. support for women experiencing perimenopause, menopause or premature menopause) through its internal newsletters.

Furthermore, the Company has developed a Menopause Policy to inform all employees on:

- What menopause is, its stages and when it occurs.
- Potential symptoms and potential impact on performance at work.
- Measures to support women going through menopause, as well as indirectly affected persons (e.g. partners, family members).
- Guidelines to manage menopausal symptoms at work.

3. Diversity and Rights

We follow internationally recognized human rights principles

We are committed to follow the internationally recognized human rights principles (e.g. United Nations' International Declaration of Human Rights, International Conventions on child labour), as expressed in our main principles and rules of professional behaviour included in formal regulations across Countries we operate. Within this context, we:

- Do not employ any person below the legal work age limit in accordance with applicable local legislation.
- Do not apply or tolerate forced and compulsory labour practices, as well as any form of slavery.
- Do not tolerate any work conditions or treatment of employees and workers in violation of international conventions and principles.
- Expect from our suppliers and partners to operate also according to the same commitments and principles.
- Conduct internal and external audits to our operations for risks related to child and forced or compulsory labour (e.g. in Andorra and the UK).



0 legal actions, fines and non-monetary sanctions for human rights



[•] Good Practice - UK



Protection of Human Rights

TAG SYSTEMS UK's ESG Policy states its commitment to **'preserve and promote the protection of human rights and welfare within our own business activities, as well as those of our supply chain'**.

According to its Human Rights Policy, wages are always enough to meet basic needs and provide some discretionary income, as the Company pays wages and benefits which meet the UK Government's national minimum wage and is audited through Sedex and the SMETA audit (Sedex Members Ethical Trade Audit) to ensure respective compliance.

The Company conducts human rights due diligence as part of its risk assessment for new production and sales markets. It also regularly evaluates human rights related risks and conducts human rights impact assessments on high-risk markets for existing production and sales markets, to identify actual and potential human rights impacts from its business activities. Furthermore, the Company has established a Grievance Policy and an internal Complaint Process for all employees, community members and suppliers to report their grievances related to human rights violations, as well as any concerns regarding the human rights impacts of its activities.

We commit to diversity and meritocracy

Our employees come from many different countries, backgrounds and cultures and we consider employee diversity as an asset for our business success. Therefore, we:

- Comply with all applicable national and international laws and regulations regarding equal employment opportunities and non-discrimination.
- Include in our main principles and rules of professional behaviour described in formal regulations (e.g. Code of Conduct, Employee Handbook, Employee Regulations) our commitment not to discriminate or support or tolerate any discrimination against anyone due to personal characteristics (e.g. race, nationality, ethnic origin, gender, physical and mental disability, political or religious beliefs).
- Conduct our business activities with all business partners (e.g. customers, suppliers) with respect for all people without considering differences or similarities.
- Evaluate candidates for open job positions exclusively on objective criteria, relevant to each position's responsibilities.

- Hire, promote, train and compensate our employees based solely on their abilities and skills.
- Do not tolerate any form of harassment and bullying, either physical, in written, electronic or verbal.
- Require from employees and workers to immediately report any violence and harassment incident within the workplace through the established mechanisms, and we treat all reports confidentially.

[~] Policy - Andorra



Non-Discrimination

TAG SYSTEMS in Andorra has developed a Code of Conduct and Ethics, which states its commitment to **'treat all workers fairly and respectfully, whether they are superiors or subordinates'**, as well as **'no kind of physical, sexual, psychological or verbal harassment is permitted, nor is any kind of discrimination due to race, gender, religion, political opinions, sexual orientation, social status, disability or other characteristic'**.

[~] Policy - Spain



Non-Discrimination and Prevention of Harassment

TAG SYSTEMS in Spain has developed a Policy for Prevention and Action Against Sexual and Gender-Based Harassment. The Company:

- Does not permit or tolerate any conduct that may constitute sexual or gender-based harassment.
- Treats all complaints or grievances confidentially.
- Prohibits any retaliation towards anyone reporting any form of harassment.
- Examines and investigates any relevant reports.
- Implements disciplinary measures and actions against anyone engaging in any form of harassment.
- Compensates the harassed person and protects his/her psychological and physical health.



We respect labour rights

We respect the right of employees to express openly and freely their opinion, either individually or in labour unions, as well as engage in collective bargaining, according to applicable national laws and regulations.

Labour Rights

	AD	AT	GR	PL	RO	ES	TR	UK
Mean								
Labour unions (or equivalent)								
Allowed by law	•	•	•	•	•	•	•	•
Established	1	•	-	•	1	•	1	1
Collective bargaining								
Employees covered by collective bargaining agreements	-	•	-	-	-	•	-	-

¹ Although the Labour Laws in Andorra, Romania, Türkiye and the UK allow creating and joining labour unions, there are no formal labour unions at the time the Report was prepared. However, representatives have been selected by employees to discuss with Management on employment-related issues (e.g. Health and Safety) in Andorra, Romania and Türkiye, while there is an Employee Committee in the UK.

100% of employees with salary equal or higher than the legal minimum salary (data excludes Poland)



[~] Policy - UK



Labour Association

TAG SYSTEMS UK's Human Rights Policy states its commitment that **'workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively'**.

[•] Good Practice - Austria



Works Council

AUSTRIACARD in Austria has established a Works Council, which signed agreements with the Company on various issues, including:

- Working time.
- Flexible work schedules.
- Shift schedules.
- Granting of benefits on special company occasions.
- Notice periods and reasons for premature termination of the employment relationship.
- Use of video surveillance system.
- Performance appraisal.

We ensure employees' privacy

We respect our employees' right regarding confidentiality of their personal data and we implement various organizational and technical measures. Therefore, we:

- Comply with data privacy laws and regulations.
- Have developed and implement relevant policies and processes, in accordance with the national and European legislative requirements (General Data Protection Regulation - GDPR).
- Have established safeguards to secure employee personal data against unauthorized access or disclosure.
- Collect and retain personal information and documents (such as identification cards, passports or other personal papers) for purposes only related to their employment.
- Store securely any personal information.
- Disclose personal information only to those who have a legal right to know.



0 legal actions, fines and non-monetary sanctions for breaches of employee privacy or losses of employee data

4. Community Support

We support our society

We believe that supporting communities is an important approach, which should be customized to each Country of operation. We do not encourage an extensive focus, as it might lead to the wrong impression that our Sustainability obligation is to spend financial resources to communities, which is far from adequate, as our Sustainability obligation is to behave responsibly towards all our Stakeholders.

[•] Good Practice - UK



Community Support

TAG SYSTEMS UK's Corporate Social Responsibility Policy states its commitment to **'taking responsibility for our actions and encourage a positive contribution through improving the quality of the local community'**.

The Company supported various community support activities, which indicatively include:

- Donation to Derian House Children's Hospice, which provides care and respite for 400 babies, children and young people with life-limiting and life-threatening conditions.
- Donation to the British Red Cross to support people affected by the war in Ukraine with food, clean water, shelter, medicines, and basic medical supplies.
- Donation to the Macmillan Cancer Support.
- Donation to the 'Save the Children'.
- Donation to the 'Anthony Nolan Trust' to support people with leukemia.
- Participation in the 'wear it pink' initiative by the Breast Cancer Campaign.
- Participation in the Manchester to Blackpool Bike Ride to financially support the St. Catherine's Hospice.

We care for the impact of our operations

As our operations and activities are directly related with local communities, we aim to identify our operations' impacts on local communities to ensure that they respect citizens' well-being, as well as not to have significant actual and potential negative impacts on local communities.



0 accidents with significant actual or potential negative impact on local communities

5. Performance Data

Indicator	Measurement Unit	Scope ¹	2022
Employment & Development			
Workforce ³	number	AD, AT, ES, GR, PL, RO, TR, UK	1,442
Employees ⁴	number	AD, AT, ES, GR, PL, RO, TR, UK	1,354
Workers ⁵	number	AD, AT, ES, GR, PL, RO, TR, UK	88
FTE employees	number	AD, AT, ES, GR, PL, RO, TR, UK	1,233
Non-guaranteed hours employees (i.e. without guaranteed minimum or fixed number of working hours)	number	AD, AT, ES, GR, PL, RO, TR, UK	6
Men	number	AD, AT, ES, GR, PL, RO, TR, UK	0
Women	number	AD, AT, ES, GR, PL, RO, TR, UK	6
Average age of employees	years	AD, AT, ES, GR, PL, RO, TR, UK	42.8
New hires rate	%	AD, AT, ES, GR, PL, RO, TR, UK	30.6
Men	%	AD, AT, ES, GR, PL, RO, TR, UK	31.1
Women	%	AD, AT, ES, GR, PL, RO, TR, UK	30.0
Employee turnover (both resignations and termination)	%	AD, AT, ES, GR, PL, RO, TR, UK	17.9
Men	%	AD, AT, ES, GR, PL, RO, TR, UK	20.0
Women	%	AD, AT, ES, GR, PL, RO, TR, UK	14.7
Employees who left before completing 12 months of employment	number	AD, AT, ES, GR, PL, RO, TR, UK	167
Average employment tenure	years	AD, AT, ES, GR, PL, RO, TR, UK	9
Native employees to total employees	%	AD, AT, ES, GR, PL, RO, TR, UK	83.9
Native Top Management members to total Top Management members	%	AD, AT, ES, GR, PL, RO, TR, UK	77.4
Manhours worked	hours	AD, AT, ES, GR, PL, RO, TR, UK	2,452,310
Employees who took parental leave	number	AD, AT, ES, GR, RO, TR, UK	20
Men	number	AD, AT, ES, GR, RO, TR, UK	7
Women	number	AD, AT, ES, GR, RO, TR, UK	13
Employees returning to work after parental leave ended	number	AD, AT, ES, GR, RO, TR, UK	19
Men	number	AD, AT, ES, GR, RO, TR, UK	7
Women	number	AD, AT, ES, GR, RO, TR, UK	12
Employees returning to work after parental leave ended and still employed for over 1 year after their return to work	number	AD, AT, ES, GR, RO, TR, UK	15
Men	number	AD, AT, ES, GR, RO, TR, UK	5
Women	number	AD, AT, ES, GR, RO, TR, UK	10
Employees with reduced working hours due to raising a child	number	AD, AT, ES, GR, RO, TR, UK	8
Men	number	AD, AT, ES, GR, RO, TR, UK	5
Women	number	AD, AT, ES, GR, RO, TR, UK	3
Employees covered by additional benefits (i.e. beyond salary)	%	AD, AT, ES, GR, PL, RO, TR, UK	71.9
Duration of training courses	hours	AD, ES, GR, PL, RO, TR, UK	6,054
Cost of training courses	€	AD, AT, ES, GR, RO, TR, UK	92,738
Employees with formal performance review (i.e. appraisal)	%	AD, AT, ES, RO, TR, UK	61.7
Job openings covered by internal candidates	% (range) ²	AD, AT, ES, RO, TR, UK	0 to 33
Grievances regarding labour practices	number	AD, AT, ES, GR, PL, RO, TR, UK	0
Fines imposed and paid regarding labour practices	€	AD, AT, ES, GR, PL, RO, TR, UK	285
Grievances regarding breaches of employee privacy or losses of employee data	number	AD, AT, ES, GR, PL, RO, TR, UK	0

Indicator	Measurement Unit	Scope ¹	2022
Health & Safety			
Employees with health insurance	%	AD, AT, ES, GR, PL, TR, UK	100
Value of investments primarily for Health & Safety improvements	€	AD, AT, ES, GR, RO, TR, UK	169,768
Employees represented in formal joint management-employee health and safety committees	%	AD, AT, ES, GR, RO, TR, UK	93.6
Employees trained on emergency and evacuation processes	%	AD, AT, ES, GR, RO, TR, UK	76.7
Workforce involved in activities with high risk of occupational diseases	number	AD, AT, ES, GR, RO, TR, UK	151
Employees	number	AD, AT, ES, GR, RO, TR, UK	151
Workers	number	AD, AT, ES, GR, RO, TR, UK	0
Workforce involved in activities with high incidence of occupational diseases	number	AD, AT, ES, GR, RO, TR, UK	0
Employees	number	AD, AT, ES, GR, RO, TR, UK	0
Workers	number	AD, AT, ES, GR, RO, TR, UK	0
Health issues related to work (i.e. diseases, illnesses, disorders e.g. due to exposure to chemicals)	number	AD, AT, ES, RO, TR, UK	0
Employees	number	AD, AT, ES, RO, TR, UK	0
Workers	number	AD, AT, ES, RO, TR, UK	0
Work-related accidents	number	AD, AT, ES, RO, TR, UK	18
Employees	number	AD, AT, ES, GR, RO, TR, UK	18
Workers	number	AD, AT, ES, RO, TR, UK	0
Employee work-related accidents	number	AD, AT, ES, GR, RO, TR, UK	18
With absence > 1 day	number	AD, AT, ES, GR, RO, TR, UK	10
With absence < 3 days	number	AD, AT, ES, GR, RO, TR, UK	10
With absence > 3 days	number	AD, AT, ES, GR, RO, TR, UK	8
High-consequence accidents (i.e. with absence of over 6 months)	number	AD, AT, ES, GR, RO, TR, UK	0
Employees	number	AD, AT, ES, GR, RO, TR, UK	0
Workers	number	AD, AT, ES, GR, RO, TR, UK	0
Fatal accidents	number	AD, AT, ES, GR, RO, TR, UK	0
Employees	number	AD, AT, ES, GR, RO, TR, UK	0
Workers	number	AD, AT, ES, GR, RO, TR, UK	0
Time lost due to employee accidents	hours	AD, AT, ES, GR, RO, TR, UK	2,679
Injury rate ⁶	rate	AD, AT, ES, GR, RO, TR, UK	8.0
High-consequence injury rate ⁷	rate	AD, AT, ES, GR, RO, TR, UK	0
Lost days rate ⁸	rate	AD, AT, ES, GR, RO, TR, UK	136.6
Occupational diseases rate ⁹	rate	AD, AT, ES, RO, TR, UK	0
Absentee rate ¹⁰	rate (range) ²	AD, AT, RO, TR, UK	488.2 to 10,620
Grievances regarding health and safety	number	AD, AT, ES, GR, RO, TR, UK	0

Indicator	Measurement Unit	Scope ¹	2022
Diversity & Rights			
Women in all management positions	%	AD, AT, ES, GR, PL, RO, TR, UK	23.8
Women in middle management positions	%	AD, AT, ES, GR, PL, RO, TR, UK	26.7
Women in senior and executive level management positions	%	AD, AT, ES, GR, PL, RO, TR, UK	17.5
Discrimination incidents	number	AD, AT, ES, GR, PL, RO, TR, UK	0
Difference between average salary for men and women employees	% (range) ²	AD, AT, ES, GR, RO, TR, UK	+4 to +70.4
Difference between average salary for men and women Top Management members	% (range) ²	AD, AT, ES, GR, RO, TR, UK	-30 to +35.3
Ratio of median annual total compensation for men employees to the median annual total compensation for women employees	ratio (range) ²	AD, AT, ES, GR, RO, TR, UK	1:1 to 1.97:1
Ratio of annual total compensation for the highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	ratio (range) ²	AD, AT, ES, GR, RO, TR, UK	4.5:1 to 7:1
Ratio of percentage increase in annual total compensation for the highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	ratio (range) ²	AD, AT, ES, GR, RO, TR, UK	0:1 to 5.6:1
Ratio of percentage increase in median annual total compensation for men employees to the median annual total compensation for women employees	ratio (range) ²	AD, AT, ES, GR, RO, TR, UK	0.33:1 to 1.26:1
Employees participating in formal labour unions	%	AD, AT, ES, RO, TR, UK	7.9
Employees covered by formal collective bargaining agreements	%	AD, AT, ES, RO, TR, UK	24.7
Minimum notice period regarding significant operational changes (e.g. dismissal)	days (range) ²	AD, AT, ES, GR, RO, TR, UK	0 to 56
Industrial disputes, strikes and lock-outs	number	AD, AT, ES, GR, RO, TR, UK	0
Employees participated in industrial disputes, strikes and lock-outs	number	AD, AT, ES, GR, RO, TR, UK	0
Grievances regarding human rights	number	AD, AT, ES, GR, RO, TR, UK	0
Community Support			
Value of society support programs	€	AD, AT, ES, GR, RO, TR, UK	53,124
Value of society support programs for local communities	€	AD, AT, ES, GR, RO, TR, UK	15,233
Society support programs	number	AD, AT, ES, GR, RO, TR, UK	12
Local	number	AD, AT, ES, GR, RO, TR, UK	7
National	number	AD, AT, ES, GR, RO, TR, UK	0
International	number	AD, AT, ES, GR, RO, TR, UK	5
Employees participating in volunteer activities	number	AD, AT, ES, RO, TR, UK	20
Blood donation programs	number	AD, AT, ES, RO, TR, UK	0
Grievances regarding impacts on society	number	AD, AT, ES, PL, RO, TR, UK	0
Significant disputes with local communities regarding past, current, planned or proposed future operations	number	AD, AT, ES, GR, PL, RO, TR, UK	0

¹ AD: Andorra, AT: Austria, ES: Spain, GR: Greece, PL: Poland, RO: Romania, TR: Türkiye, UK: United Kingdom.

² Range: the minimum and the maximum figure across Countries included in the Scope of the Report.

³ Data refer to the average workforce (i.e. employees and workers) of 1/1/2022 and 31/12/2022.

⁴ Employees are Workforce who are Group employees (i.e. on payroll in one of the Group Companies).

⁵ Workers are Workforce who are not Group employees, but whose work or workplace is controlled by the Group (i.e. on payroll in one of the Group's Contractors).

⁶ Injury Rate (IR) = Number of injuries and fatalities x 1,000,000 / Total manhours worked.

⁷ High-Consequence Incident Rate (HCIR) = Number of high-consequence incidents x 1,000,000 / Total manhours worked.

⁸ Lost Day Rate (LDR) = Number of lost days x 1,000,000 / Total manhours worked.

⁹ Occupational Diseases Rate (ODR) = Number of occupational disease incidents x 1,000,000 / Total manhours worked.

¹⁰ Absenteeism Rate (AR) = Number of absent work days x 200,000 / Total work days.



AUSTRIACARD
(HOLDINGS)



**SAFEGUARDING
THE WORLD
AROUND US**

5. OUR ENVIRONMENT



Introduction

We recognize our responsibility to produce our products in a way which reduces, as much as possible, our environmental footprint. For this reason, we adopt environmentally friendlier practices and technologies, in order to mitigate our environmental impacts.

Objectives

We will	By
Install solar panels	2023 (Austria) - 2024 (Greece)
Reduce electricity consumption by 15%	2028
Obtain the Mastercard Card Eco Certification (UK)	2024
Offset carbon footprint (UK)	2023
Join Program for Offset carbon footprint	2025
Submit carbon footprint report (Greece)	2023
Sell plastic waste for recycling to obtain raw materials (Andorra)	2024
Eliminate plastic from packaging (Andorra)	2024
Monitor Scope 1 and Scope 2 GHG emissions	2024
Monitor Scope 3 GHG emissions for at least 6 GHG Protocol categories	2025

Key Theme

FSC Paper

We can use FSC-certified paper and offer printing products with the FSC label, which can be found in millions of products and is the most recognizable certification symbol worldwide.

The FSC standard defines responsible forestry management requirements, as well as the controlled production of products from forests. The paper used for producing FSC-certified printed products originates from forests managed according to the principles of sustainable development and responsible use of natural resources, as well as respect for natural ecosystems and local communities. The FSC sustainable forestry standards translate into tangible actions to have a positive impact on the world's forests and the certification verifies sustainable sourcing of forest products at every step of the value chain, from forest to consumer. This means that the FSC certification ensures that these requirements are applied throughout the entire supply chain, from cutting the trees and paper production to paper processing and delivery of printed products to the end customer.

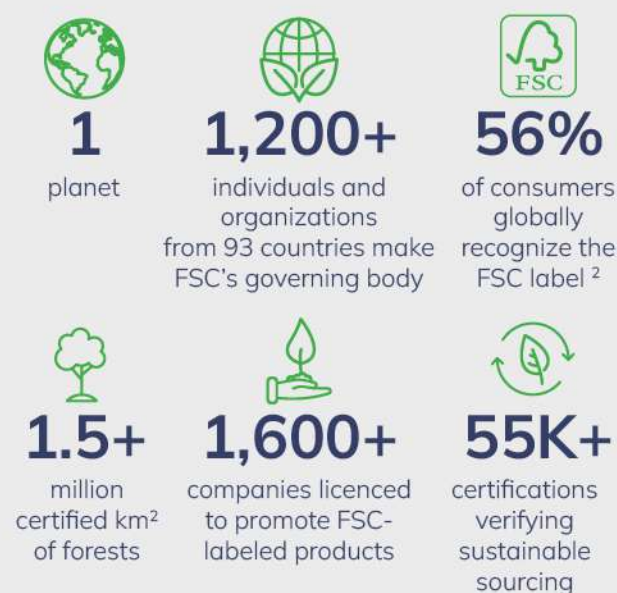
Each FSC label is the result of various forest managers, companies and non-profit organizations committed to and working together to uphold a common set of responsible forestry standards, in order to support:

- Zero deforestation.
- Safeguarding ancient and endangered forests.
- Provision of fair wages and safe work environment.
- Biodiversity preservation.
- Respect for community rights, including rights of indigenous peoples.

The use of FSC-certified paper for manufacturing of printed products from an FSC-certified printing company ensures the:

- Procurement of FSC-certified paper from authorized paper suppliers.
- Controlled storage of FSC paper separately from conventional paper.
- Controlled paper processing for proper identification and traceability of raw materials, semi-finished materials and finished products.
- Approved use of the FSC logo in printed products.

FSC and Certified Forests in Numbers ¹



¹ Source: <https://fsc.org/en/about-us>

² Source: GlobeScan Global Consumer Research conducted in August 2021.

1. Environmental Management

We are committed to protect the environment

We acknowledge that environmental protection is a particularly important global need and even though our industry does not have significant environmental impacts, we nevertheless:

- Comply with environmental protection laws and regulations in all Countries of operations.
- Take into consideration regular environmental impact assessments.
- Apply appropriate practices to systemically identify and review our environmental impact, to improve our environmental performance.
- Conduct regular management review meetings to examine environmental issues and assess our environmental performance.

[~] Policy - Andorra



Environmental Policy

TAG SYSTEMS in Andorra has developed an Environmental Policy, which states its commitment to 'use resources rationally, minimize water, paper and energy consumption, reduce waste and emissions generated, as well as encourage recycling and reuse, through good practices implemented in the Company, with the aim of contributing to the circular economy'.

Environmental Standards and Certifications

Standard/ Certification	AD	AT	GR	PL	RO	ES	TR	UK
EMAS Eco-Management and Audit Scheme		•						
FSC Responsible Forest Management			•		•			•
ISO 14001 Environmental Management System	•	•	•		•	•		•
PEFC Program for the Endorsement of Forest Certification					•			
Austrian Eco Label Information on environmental impacts from consumer goods			•					
Mastercard Card Eco Certification Labelling of cards made from sustainable materials	•				•			

Our environmental mindset is applied into practice through our environmental programs, which focus on the following 4 pillars:

Environmental Management Pillars

Card Material & Printing Techniques	Card Collection & Recycling	Alternative Consumables & Digital Solutions	Alternative Energy & Climate Neutral Goal
Use of degradable PVC and/or recycled PVC (made from 100% recycled material), as well as changes/adjustments in printing techniques.	Collection of plastic cards and shipment to our headquarters, which are then processed (i.e. securely shredded) and prepared for recycling and/or treatment by licensed partners or AUSTRIACARD.	Use of recycled or FSC paper (e.g. for leaflets and envelopes) and printing consumables (e.g. special inks and detergents), as well as innovative digital solutions (e.g. Eco Label certified printers).	Use of renewable energy (e.g. solar panels).

We sensitize employees, customers and business partners

Employee awareness

We recognize the importance our employees to be aware about the environment. Within this context, we:

- Inform employees on environmental protection issues (e.g. reduce electricity and water consumption, waste handling) through various means, depending on the Country (e.g. e-mails, dedicated signs, posters, posts on announcement boards).
- Implement annually various training programs and regular refresher trainings on environmental protection issues.



66.1% of employees briefed on environmental protection issues



16 average employee training hours on environmental protection issues

[•] Good Practice - UK



Environmental Refresher Trainings

TAG SYSTEMS UK implements regular environmental refresher trainings to remind its employees to:

- Switch off all lights when not in use and when leaving the building.
- Conserve natural gas and do not switch the heating on unless required.
- Keep all work areas tidy and clean to eliminate dust.
- Dispose all waste ink into the waste drums.
- Dispose all cardboard into the appropriate recycling bins.
- Dispose all plastic into the appropriate recycling bins.
- Dispose all toner cartridges into the appropriate recycling boxes.

Customer and business partner awareness

We believe we are morally obliged to raise customer and business partner awareness regarding environmental protection. Within this context, we offer alternative card materials (e.g. recycled PVC) and printing materials (e.g. FSC paper).

[~] Policy - UK



Customer Environmental Awareness

TAG SYSTEMS UK's ESG Policy states its commitment to 'encourage our customers to reduce their impact on the environment by recommending the use of more sustainable materials'.

[•] Good Practice - Greece



Monitoring Environmental Impacts

INFORM LYKOS in Greece encourages through the annual supplier evaluation process its suppliers of critical materials to monitor and assess the potential environmental impacts from their operations and activities, as well as adopt practices to contribute to environmental protection (e.g. reduce consumption of raw materials, reduce energy consumption). The Company mandates that external partners are obliged to adhere to its Environmental Policy and also includes an Annex in contracts with external partners on Environmental Management and Occupational Health and Safety issues.



We follow environmental legislation

We closely monitor the regulatory and legal framework related to our activities, in order to apply its relevant provisions and transform our commitment towards environmental protection into action through our environmental programs.

0 environmental incidents
(data excludes Poland)

0 legal actions, fines and non-monetary sanctions for environmental impacts

2. Materials and Waste

We manage raw materials

[?] Did you know

Plastic Consumption and Recycling

According to the Organisation for Economic Cooperation and Development's (OECD) Global Plastics Outlook:

- Use of plastics worldwide is expected to triple between 2019 and 2060, from 460 million tonnes to 1,321 million tonnes, and higher increase will occur in Sub-Saharan Africa and Asia.
- Transportation, construction and packaging sectors are the main drivers of plastic consumption, accounting for approximately 60%.
- Consumption of all plastic polymers will increase, mainly for PET and PE (used for packaging) rather than PVC (used for card production).
- Approximately 6 billion payment cards are produced annually, which however require less than 0.015% of plastic consumed worldwide (data from Mastercard Analysis).

Plastic recycling can significantly contribute to reduce raw materials and energy consumption, according to Stanford University's Sustainable Stanford initiative:

Use of Recycled Plastic

Impact of 1 tonne	Recycled vs Non-recycled Plastic
Energy required for production	-30%
Electricity	-5.7 MWh
CO ₂ emissions	-2 tonnes
Landfill space	-6.7 m ³
Oil	-16.3 barrels
Land and water small particles pollution	-
Other natural resources (e.g. timber, water, minerals)	-

We recognize that raw materials are not inexhaustible and therefore aim to use more efficiently natural resources. To follow the principle 'Reduce – Reuse – Recycle', we implement various approaches, depending on the type of materials.

Materials Management

Monitor Materials Used



Reduction of raw materials

As part of our effort to reduce production raw materials, we use recycled and degradable PVC instead of virgin PVC, which have almost the same properties as standard PVC, so that we can apply the same printing and personalization techniques.

We collaborate with suppliers who mainly use PVC production wastage as main source to produce recycled PVC.

Digitization

We offer PIN Distribution over Electronic Methods, instead of the traditional PIN printing and postal delivery. As a result, we have minimized time delivery for payment card PIN to cardholders and reduce use of paper to print and deliver the PIN via the traditional envelope.



Use of Recycled/Degradable PVC

As part of our environmental approach and to increase environmental consciousness:

AUSTRIACARD has designed the **ReACT** product line, which is centred around the 'Reduce-Reuse-Recycle' operating methods.

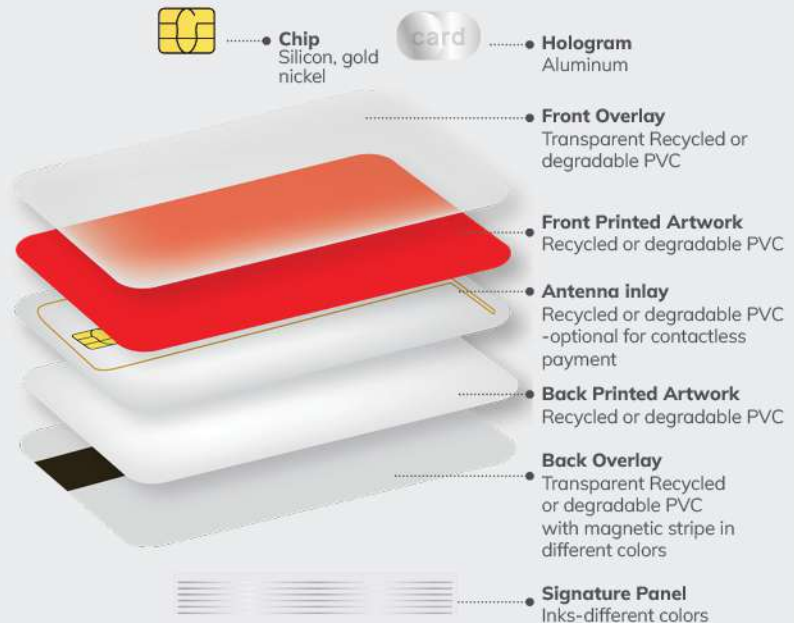
Re=Reduce, Reuse, Recycle

AC=AUSTRIACARD

t= Tree representing nature and the fundamentals of our planet

TAG SYSTEMS uses the commercial name **R-PVC Card Body** for cards manufactured using recycled PVC.

Use of Recycled/Degradable PVC in Card Structure



24% recycled or certified paper used (data excludes Poland and Türkiye)

[•] Good Practice - Austria



Reducing Raw Materials

AUSTRIACARD in Austria strives to reduce raw materials and conserve natural resources, as among others, the Company:

- Enables its customers to return expired cards to the Company, which are then securely shredded and used to produce new products.
- Produce customer gifts which are either climate neutral or made with eco-materials and/or recycled materials (e.g. bags and key rings from recycled material, laptop sleeves from ocean plastic).
- Try to produce 80% of its promotional material on FSC or PEFC paper and with either Austrian or European Ecolabel certified printers.

We properly manage solid waste

[*] Issue of Consideration









Card Recycling

Plastic cards can be recycled. However, at the time the Report was prepared, there are no worldwide efforts to impose how expired or replaced plastic cards should be managed and/or recycled, due to certain factors:

- Use of different materials to produce a card, such as metals (e.g. copper, aluminum), resin, plastics (e.g. PVC) and inks, which require to be separated from each other.
- The different parts besides the card body, which constitute a payment card (e.g. magnetic stripe, hologram, signature panel, chip, antenna).
- Need to build the necessary infrastructure to collect and process cards.

Waste associated with our activities is a direct result primarily of our production (e.g. plastic, paper), and secondary a result of our office operations. We implement various initiatives related to waste management, as waste (including hazardous waste, such as inks, solvents, oils, batteries, electrical and electronic devices) can be used as raw material for new products.

Waste Management

Initiatives	AD	AT	GR	PL	RO	ES	TR	UK
								
Management								
Formal waste management processes (e.g. materials recycling)	●	●	●	●	●	●	●	●
Employee briefings/trainings on proper waste management	●					●		●
On-site storage of waste until collection by licensed external partners	●	●	●	●	●	●	●	●
Waste management (e.g. treatment) only by licensed external partners	●	●	●	●	●	●	●	●
Installation of dedicated waste collection bins/boxes	●	●	●		●	●		●
Reporting to Environmental Authorities	●	●	●		●	●		●
Hazardous waste								
Transportation of hazardous chemicals only by suppliers	●				●	●		●
Training to employees handling hazardous waste	●	●	●		●	●		●
Personal protective equipment to employees handling hazardous waste	●	●	●		●	●		●
Pollution from hazardous waste included in incident response plans						●		●
Materials with dedicated collection bins/boxes for recycling and/or other treatment								
Paper/cardboard		●	●		●	●	●	●
Plastic bottles		●						
Plastic from production		●	●		●	●	●	●
Plastic packaging (e.g. plastic films)		●	●			●		●
Glass		●						
Metals and metal parts		●			●			●
Batteries		●	●			●		
Acids and acid mixtures		●						
Waste oil		●	●		●			●
Paints and inks		●	●		●	●		●
Solvents		●	●		●	●		●
Contaminated materials (e.g. cover foil, cleaning cloths)		●	●		●	●		●
Waste Electrical and Electronic Equipment (WEEE)		●						●

[~] Policy - Greece



Environmental Policy

INFORM LYKOS in Greece has developed an Environmental Policy, which states its commitment to 'focus on the management of solid and liquid waste resulting from its production activities', as well as 'act proactively to protect the environment and prevent its pollution'.

[•] Good Practice - Romania



Waste Management

AUSTRIACARD in Romania has developed formal waste management processes and the Company:

- Stores hazardous chemicals in designated and ventilated storage rooms.
- Stores dangerous substances (e.g. toxic materials) on racks or shelves.
- Does not allow any storage of dangerous substances or other production materials and waste (e.g. aluminium printing plates, cardboard waste, waste oil) on the ground or in uncovered storage containers.
- Strictly prohibits any disposal of contaminated waste by toxic and hazardous substances (e.g. packaging, textiles, clothes) in nature.
- Mandates use of personal protective equipment during handling of contaminated waste.
- Does not allow disposal of paints, inks and waste oil into sewage systems.

[•] Good Practice - Türkiye



Card Disposal and Recycling

AUSTRIACARD in Türkiye complies with PCI-DSS requirements related to the disposal of any waste containing personal and/or card information, as indicatively the Company:

- Follows a secure waste disposal policy and processes to destroy all hard-copy documents containing card information.
- Limits use of hard-copy documents containing credit/debit card information only to cases specifically required by corporate transactions. In case such information is required to be stored, the Company keeps it in secure and safe location and allows access only to authorized employees.

Furthermore, the Company shreds incorrectly printed or misprinted cards (with access to the destruction area being allowed only to authorized employees) with shredded materials forwarded for recycling.

We properly manage liquid waste

Being aware that uncontrolled liquid waste discharges can significantly affect the environment:

- All liquid waste is directed to the public waste network through the sewerage system and is treated in municipal wastewater facilities.
- We have not set ourselves any minimum standards regarding quality of effluent discharges (where applicable).
- We conduct regular measurements at the waste stream outlet for various chemical parameters, to ensure compliance with the respective legislative requirements regarding discharges and disposal in the end recipient body.

[~] Policy - Austria



Waste Management

AUSTRIACARD in Austria has developed an Environmental Policy, which states its commitment to **'handle all solid and liquid waste in an environmentally friendly way'**, as well as **'apply appropriate practices related to waste separation and waste avoidance'**.

[•] Good Practice - Greece



Liquid Waste Treatment

INFORM LYKOS in Greece has installed a biological water purification system, which is used for the drainage of its offices. The purification system is checked monthly regarding the substances by an external partner and the water is used for watering the plants in the premises.



3. Climate Change and Emissions

We manage our environmental footprint

We recognize the necessity of climate change adaptation strategies to adjust our behavior and build improved energy related approaches.

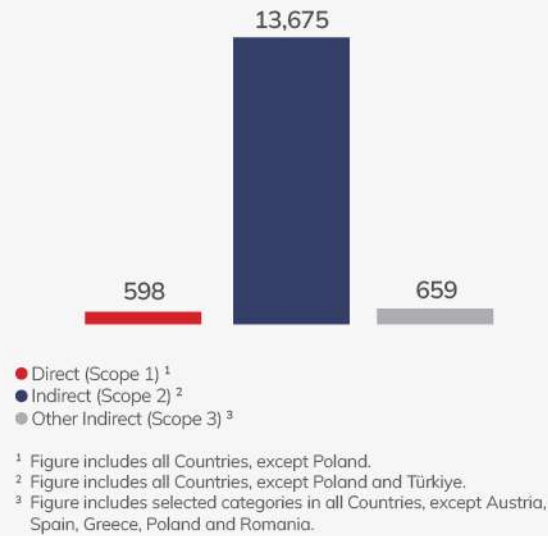
GHG Emissions

Initiatives	AD	AT	GR	PL	RO	ES	TR	UK
Management								
Employee awareness campaigns/briefings to reduce energy consumption	•	•				•		•
Calculation of organization's carbon footprint	•							•
Calculation of carbon footprint of produced cards	•	•						
Reporting to Environmental Authorities	•	•				•		
Scope 1								
Monitoring fuel consumption (e.g. for production, corporate cars)	•	•	•	•	•	•	•	•
Euro 6 corporate car fleet	•	•				•		
Regular vehicle inspection and maintenance	•		•			•		•
Use of photovoltaics					•			
Scope 2								
Monitoring electricity consumption	•	•	•	•	•	•	•	•
Acquisition of renewable energy	•	•		•				•
100% of electricity from renewable energy sources	•	•			•			•
Carbon offsetting	• ¹							• ²
Regular maintenance of production equipment	•	•	•		•			•
Use of low energy consumption equipment ('energy star')	•					•		
Replacement of low energy lighting bulbs with LED light bulbs	•	•	•		•	•		•
Installation of photoelectric cells to turn off lights in areas when there are no employees	•	•	•		•			•
Scope 3								
Monitoring emissions in various categories	•							•

¹ 1,710.4 tn eCO₂

² 408 tn eCO₂

Greenhouse Gas Emissions (tonnes eCO₂)



2,118.4 tonnes greenhouse gas emissions saved due to offsets



115,500 kWh energy produced from renewable energy sources



0.11 kg eCO₂/card greenhouse gas emissions intensity (Scope 1 and Scope 2, data excludes Poland and Türkiye)

[•] Good Practice - Romania



Installation of Photovoltaics

AUSTRIACARD in Romania operates a photovoltaic power plant since 2022, which is expected to generate renewable energy approximately equal to 25% of the Company's annual consumption, corresponding to 310 tonnes of CO₂ emissions and 3.7 kg radioactive waste annual savings.

We reduce our atmospheric impact

Our most material air quality issues involve Nitrogen Dioxide (NO₂), Sulphur Dioxide (SO₂), and particulate matter such as PM10 and PM2.5 (i.e. particulate matter of fewer than 10 microns and 2.5 microns, respectively). As part of our efforts to reduce our respective impact, we:

- Monitor emissions (e.g. due to heating) to comply with the respective legislative limits.
- Define and implement the necessary corrective actions in case air emissions exceed respective limits.
- Conduct annual air quality measurements.
- Collaborate with licensed external partners for regular maintenance of our equipment and machinery.



0 cases of air emissions (e.g. SO_x, NO_x, PM) exceeding legislative limits (data excludes Poland and Türkiye)



We reduce our impact on the ozone layer

We use refrigerants in our manufacturing sites and offices in the fire suppression systems and the air-conditioning systems. We recognize that the use of refrigerants can potentially have an important impact, both on the greenhouse effect, as well as on the ozone layer. Therefore, we:

- Collaborate with certified contractors who handle refrigerant materials, as well as with licensed external partners for regular inspection and maintenance of our air-conditioning systems.
- Replenish refrigerants and fire suppressant materials (which inevitably leak) with environmentally friendlier refrigerants.

4. Water and Other

We manage water consumption

We use water for cooling of production equipment, cleaning of equipment and areas, as well as personal consumption. We apply effective water management and recycling practices to reduce our impact on water sources. While we have not set Group-wide quantitative targets regarding water consumption (with respective targets defined in some Countries of operation, e.g. Greece), we:

- Monitor water use across all of our facilities.
- Utilize water mainly from public water suppliers, who are also responsible for the withdrawal from the water resource system.
- Do not, at the time the Report was prepared, recycle or reuse water for our operations.
- Use production machinery which allows for water consumption savings.
- Ensure proper and regular maintenance of water network inside our facilities.
- Proactively check and immediately respond to potential damages in our water supply system.
- Have not identified water storage in our facilities as having a significant water management impact.

We manage water discharges

We continuously monitor water quality (e.g. pH, suspended solids, metal content) at the final discharge point in most Countries of operation (e.g. Greece, UK), in order to comply with the respective limits defined by our operating licenses in some Countries of operation (e.g. the quality limits defined by the Joint Ministerial Decisions 145116/2011 and 5673/400/1997 in Government Gazette 354B/8-3-11 and 192B/14-3-97 respectively for Greece).



0 legal actions, fines and non-monetary sanctions for quality or water discharged (data excludes Poland)



We protect biodiversity

The influence of our activities on biodiversity is insignificant, however, we take this important environmental issue into consideration, as:

- All our facilities are located in established industrial and/or urban areas, with no facilities located near protected NATURA or RAMSAR areas.
- All manufacturing sites are not located near ecosystems and habitats or other areas of high biodiversity value outside protected areas.
- There are no IUCN Red List species and national conservation list species with habitats in areas affected by operations.



0 land used for operations within or adjacent to protected areas or areas of high biodiversity value

We monitor noise levels

Generally, noise levels might have a negative impact on employees and surrounding areas. Therefore, we:

- Monitor noise levels at our facilities to ensure respective legislative limits are not exceeded.
- Constructed manufacturing sites in industrial areas with no adjacent residential areas.
- Conduct annual noise measurements in both internal and external areas.
- Provide earplugs to employees, who are required to use when noise levels exceed 85 dB(A).

5. Performance Data

Indicator	Measurement Unit	Scope ¹	2022
Environmental Management			
Value of investments primarily for environmental protection	€	AD, AT, ES, GR, RO, TR, UK	144,387
Grievances and complaints regarding environmental impacts	number	AD, AT, ES, GR, RO, TR, UK	0
Incidents of non-compliance regarding environmental impacts	number	AD, AT, ES, GR, RO, TR, UK	0
Written notices regarding environmental impacts	number	AD, AT, ES, GR, RO, TR, UK	0
Materials & Waste			
Non-hazardous waste			
Produced	kg	AD, AT, ES, GR, PL, RO, UK	2,702,818
Recovered (e.g. recycled)	kg	AD, ES, GR, PL, RO, UK	2,359,271
Disposed (e.g. sent to landfills)	kg	AD, AT, ES, GR, RO, UK	632,649
Imported	kg	AD, ES, GR, PL, RO	0
Exported	kg	AD, ES, GR, PL, RO	74,830
Treated abroad (after being exported/shipped)	kg	AD, ES, GR, PL, RO, TR	74,830
Hazardous waste			
Produced	kg / lt	AD, AT, ES, GR, PL, TR, UK	35,480 / 1,025
Recovered (e.g. recycled)	kg	AD, GR, PL, TR, UK	4,020
Disposed (e.g. sent to landfills)	kg	AD, AT, ES, GR, PL, TR, UK	30,863
Treated locally	kg	AD, ES, GR, PL, TR, UK	23,506
Imported	kg	AD, ES, GR, PL, TR, UK	0
Exported	kg	AD, ES, GR, PL, TR, UK	0
Treated abroad (after being exported/shipped)	kg	AD, GR, PL, TR, UK	0
Liquid waste			
Produced	kg / lt	AD, AT, ES, GR, PL, RO, UK	201,903 / 1,025
Treated after being produced	kg	AD, GR, PL, RO, TR	191,704
Discharges containing polluting substances (e.g. direct nitrates, direct phosphate emissions, direct pesticides emissions)	lt	AD, ES, GR, PL, TR, UK	1,025
Materials used			
Paper	kg	AD, AT, ES, GR, RO, TR, UK	8,601,469
Cardboard	kg	AD, AT, ES, GR, RO, UK	282,385
Chemical substances	kg / lt	AD, ES, GR, RO	101,097 / 12,945
Wood	kg	AD, AT, ES, GR, RO	366,612
Plastic	kg	AD, AT, ES, GR, PL, RO	1,600,730
Metals	kg	AD, ES, GR, PL, RO, UK	7,485
Electrical and electronic materials	kg	ES, GR, RO	1,762
Lubricants	kg / lt	AD, ES, GR, RO, TR	602.2 / 669.8
Solvents	kg / lt	AD, ES, GR, RO, TR	26,289 / 690

Indicator	Measurement Unit	Scope ¹	2022
Materials & Waste			
Inks	kg / lt	AD, AT, GR, RO, TR	33,884 / 10,148
Cleaning chemical substances	kg / lt	AD, ES, GR, RO, TR	18,413 / 334
Printing chemical substances	kg / lt	AD, ES, RO, TR	1,880 / 325
Materials recycled (i.e. after being used)			
Paper	kg	AT, ES, GR, RO	924,735
Cardboard	kg	GR, RO, TR, UK	208,580
Plastic	kg	AT, ES, GR, RO, UK	361,092.5
Metals	kg	AD, ES, GR, RO, UK	5,385
Electrical and electronic materials	kg	AD, AT, ES, GR, RO	1,630
Lubricants	kg	AD, AT, ES, GR, RO, TR	688.3
Climate Change & Emissions			
Energy consumption	kWh	AD, AT, GR, RO, UK	25,292,964
Direct	kWh	AD, AT, GR, RO, UK	5,918,362
Indirect	kWh	AD, AT, ES, GR, RO, TR, UK	19,374,602
Fuel consumption			
Diesel (transportation)	lt	AD, AT, GR, PL, RO, TR, UK	142,046
Gasoline (transportation)	lt	AD, AT, GR, PL, RO, UK	31,548
Diesel (heating)	lt	AD, AT, ES, GR, PL, RO, TR, UK	5,000
Electricity	kWh	AD, AT, ES, GR, RO, TR, UK	19,374,602
Natural gas	kWh	AD, AT, ES, GR, RO, TR, UK	5,455,346
LPG	lt	AD, AT, ES, RO, TR, UK	0
Other	kWh	AD, AT, ES, RO, TR, UK	0
Greenhouse gas emissions	tonnes eCO ₂	AD, TR, UK	14,932
Direct (Scope 1)	tonnes eCO ₂	AD, AT, ES, GR, RO, TR, UK	598
Indirect (Scope 2)	tonnes eCO ₂	AD, AT, ES, GR, RO, UK	13,675
Other indirect (Scope 3)	tonnes eCO ₂	AD, TR, UK	659
Exceedances of legislative limits	number	AD, AT, ES, GR, RO, TR, UK	0
Indoor air quality levels	number	AD, AT, ES, GR, RO, TR, UK	0
Noise levels	number	AD, AT, ES, GR, RO, TR, UK	0

Indicator	Measurement Unit	Scope ¹	2022
Water & Other			
Water withdrawal	m ³	AD, AT, ES, GR, RO, TR, UK	14,142
From water utility companies	m ³	AD, AT, ES, GR, RO, TR, UK	8,404
From groundwater (e.g. drillings)	m ³	AD, AT, ES, GR, RO, TR, UK	5,738
Other (e.g. surface water, rainwater)	m ³	AD, AT, ES, GR, RO, TR, UK	0
Water recycled	m ³	AD, AT, ES, GR, RO, TR, UK	0
Water consumption	m ³	AD, AT, ES, GR, RO, TR, UK	10,605
Water stored within premises	m ³	AD, AT, ES, GR, RO, TR, UK	900
Water spills	m ³	AD, ES, GR, RO, UK	0
Water discharged	m ³	AD, AT, ES, GR, RO, TR, UK	5,340
Water discharged within urban or corporate waste water treatment facilities	m ³	AT, ES, GR, RO, UK	5,340
Water discharges exceeding legislative quality limits	number	AD, AT, ES, GR, RO, TR, UK	0
Incidents of non-compliance regarding quality of water discharged	number	AD, AT, ES, GR, RO, TR, UK	0
Biodiversity			
Inland and marine species negatively affected due to operations	number	AD, AT, ES, GR, PL, RO, TR, UK	0
IUCN Red List species and national conservation list species negatively affected due to operations	number	AD, AT, ES, GR, RO, TR, UK	0
Distance travelled	km	AD, AT, GR, TR	4,020,325
Vehicle transportation	km	AD, AT, GR, TR	1,835,205
Domestic flights	km	AD, AT, GR, TR	162,721
Short haul flights (i.e. less than 3,700 kilometres)	km	AD, AT, GR, TR	1,425,540
Long haul flights (i.e. over 3,700 kilometres)	km	AD, AT, GR, TR	596,859

¹ AD: Andorra, AT: Austria, ES: Spain, GR: Greece, PL: Poland, RO: Romania, TR: Türkiye, UK: United Kingdom.

² Range: the minimum and the maximum figure across Countries included in the Scope of the Report.

A man with a beard and glasses, wearing a dark suit jacket over a light blue button-down shirt, is looking down at a tablet. The background is a blurred office setting with warm lighting. Overlaid on the image are semi-transparent financial charts, including a bar chart and a line graph. The text 'AUSTRIACARD (HOLDINGS)' is in the top left, and 'ADOPTING SUSTAINABILITY STANDARDS' is in large red letters at the bottom. A red bar is at the very bottom.

AUSTRIACARD
(HOLDINGS)

ADOPTING SUSTAINABILITY STANDARDS

D. APPENDIXES



1. Reporting Frameworks

The correspondence between the content of this Report and various Sustainability-related Frameworks, Guidelines and Principles is presented in the following tables.

- Coverage of Guidelines and Standards is characterized as Full (F), Partial (P) or Not Applicable (NA).
- Material Topics (both GRI related Topics and other Topics) and Disclosures for Material Topics are indicated on the GRI Content Index, based on the Materiality Analysis conducted, and are related to the organization's direct impact (i.e. actual and potential negative impacts caused or contributed by the organization through its own activities).
- No external assurance has been conducted for the Report.

NASDAQ ESG Guidelines Table

	NASDAQ Aspect	Report Section	Coverage
Environment			
E1	GHG Emissions		
E1.1	Amount eCO ₂ (Scope 1)	5.5	F
E1.2	Amount eCO ₂ (Scope 2)	5.5	F
E1.3	Amount eCO ₂ (Scope 3)	5.5	P
E2	Emissions Intensity		
E2.1	GHG emissions intensity	5.3	F
E3	Energy Usage		
E3.1	Direct energy consumed	5.5	F
E3.2	Indirect energy consumed	5.5	F
E5	Energy Mix	5.5	P
E6	Water Usage		
E6.1	Water consumed	5.5	F
E6.2	Water reclaimed	5.4, 5.5	F
E7	Environmental Operations		
E7.1	Formal Environmental Policy	5.1, 5.2	F
E7.2	Waste, water, energy, recycling policies	5.1-5.4	F
E10	Climate Risk Mitigation	5.5	P
Social			
S1	CEO Pay Ratio		
S1.1	CEO compensation to median FTE total compensation	4.5	P
S1.2	Report in regulatory filings	4.5	P
S2	Gender Pay Ratio	4.5	P
S3	Employee Turnover		
S3.1	Change for full-time employees	4.5	P
S3.2	Change for part-time employees	4.5	P
S4	Gender Diversity		
S4.1	Men and women employees	4.1	F
S4.2	Men and women employees in entry and mid-level positions	4.5	F
S4.3	Men and women employees in senior and executive-level positions	4.5	F

NASDAQ Aspect		Report Section	Coverage
Social			
S5	Temporary Worker Ratio		
S5.1	Part-time employees	4.1	F
S5.2	Contractors and/or consultants	4.5	F
S6	Non-Discrimination	4.3	F
S7	Injury Rate	4.5	F
S8	Global Health & Safety	2.2, 4.2	F
S9	Child & Forced Labor		
S9.1	Child and/or forced labor policy	3.3, 4.3	F
S9.2	Coverage of policy for suppliers and vendors	3.3	F
S10	Human Rights		
S10.1	Human rights policy	4.3	F
S10.2	Coverage of policy for suppliers and vendors	3.3	F
Governance			
G1	Board Diversity		
G1.1	Women in BoD	2.1	F
G1.2	Women in Committees	2.1	F
G2	Board Independence		
G2.2	Independent BoD members	4.1	F
G3	Incentivized Pay	4.1	F
G4	Collective Bargaining	4.5	F
G5	Supplier Code of Conduct		
G5.1	Code of Conduct for vendors or suppliers	3.3	F
G6	Ethics & Anti-Corruption		
G6.1	Ethics and/or Anti-Corruption policy	2.3	F
G6.2	Workforce formally certified compliance with policy	2.3	F
G7	Data Privacy		
G7.1	Data Privacy policy	3.1	F
G7.2	Steps to comply with GDPR	3.1	F
G8	ESG Reporting		
G8.1	Publication of sustainability report	-	F
G8.2	Sustainability data in regulatory filings	-	F (Annual Report)
G9	Disclosure Practices		
G9.3	Targets and progress report on UN SDGs	2, 3, 4, 5	P
G10	External Assurance	D.1	F

Athens Stock Exchange ESG Guidelines Table

ASE Aspect		Report Section	Coverage
Core metrics			
Environmental			
C-E1	Scope 1 emissions	5.5	F
C-E2	Scope 2 emissions	5.5	F
C-E3	Energy consumption and production	5.3, 5.5	P
Social			
C-S1	Stakeholder engagement	2.2	F
C-S2	Female employees	4.1	F
C-S3	Female employees in management positions	4.5	P
C-S4	Employee turnover	4.1, 4.5	F
C-S5	Employee training	4.1	P
C-S6	Human rights policy	3.3, 4.3	F
C-S7	Collective bargaining agreements	4.5	F
C-S8	Supplier assessment	3.3	P
Governance			
C-G1	Board composition	2.1	F
C-G2	Sustainability oversight	2.1, 2.2	F
C-G3	Materiality	2.2	F
C-G4	Sustainability policy	2.2	P
C-G5	Business ethics policy	2.3	F
C-G6	Data security policy	3.1	F
Advanced metrics			
Environmental			
A-E1	Scope 3 emissions	5.5	P
A-E3	Waste management	5.5	P
A-E4	Effluent discharge	5.5	F
A-E5	Biodiversity sensitive areas	5.4, 5.5	F
Social			
A-S2	Employee training expenditure	4.5	F
A-S3	Gender pay gap	4.5	F
A-S4	CEO pay ratio	4.5	P
Governance			
A-G1	Business model	1.2, 1.3	F
A-G2	Business ethics violations	2.3	F
A-G3	ESG targets	2, 3, 4, 5	F
A-G5	External assurance	D.1	F

Global Compact Table

Issue	Principle	Report Section	Coverage
Human Rights			
1.	Support and respect protection of internationally proclaimed human rights	2.2, 2.3, 3.3, 4.3	F
2.	Ensure not to be complicit in human rights abuses	2.2, 2.3, 3.3, 4.3	F
Labour Standards			
3.	Recognize freedom of association and right to collective bargaining	3.3, 4.3	F
4.	Eliminate all forms of forced and compulsory labour	3.3, 4.3	F
5.	Abolish effectively child labour	3.3, 4.3	F
6.	Eliminate discrimination in respect to employment and occupation	2.3, 3.3, 4.3	F
Environment			
7.	Support a precautionary approach to environmental challenges	5.1	F
8.	Promote greater environmental responsibility	5.1	F
9.	Encourage development and diffusion of environmentally friendly technologies	5.1-5.4	F
Corruption			
10.	Work against all forms of corruption, including extortion and bribery	2.1, 2.3, 3.3	F

United Nations' Sustainable Development Goals Table

Goal	Principle	Report Section
1.	End poverty in all its forms everywhere	-
2.	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	-
3.	Ensure healthy lives and promote well-being for all at all ages	3.2, 4.2, 4.4
4.	Ensure inclusive and quality education for all and promote lifelong learning	4.1
5.	Achieve gender equality and empower all women and girls	4.3
6.	Ensure access to water and sanitation for all	5.4
7.	Ensure access to affordable, reliable, sustainable and modern energy for all	5.1, 5.3
8.	Promote inclusive and sustainable economic growth, employment and decent work for all	1.5, 1.6, 4.1, 4.3
9.	Build resilient infrastructure, promote sustainable industrialization and foster innovation	1.2, 1.3, 3.2
10.	Reduce inequality within and among countries	3.3, 4.3
11.	Make cities inclusive, safe, resilient and sustainable	-
12.	Ensure sustainable consumption and production patterns	5.1, 5.2
13.	Take urgent action to combat climate change and its impacts	5.1, 5.3
14.	Conserve and sustainably use the oceans, seas and marine resources	5.4
15.	Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss	5.1, 5.2, 5.4
16.	Promote just, peaceful and inclusive societies	3.3, 4.3
17.	Revitalize the global partnership for sustainable development	1.4, 2.2, 4.3, 5.1

ISO26000 Table

Aspect	Report Section	Coverage
1. Scope	C	F
2. Definitions	C, D.2	F
3. Understanding Social Responsibility	2.2	F
4. Principles of Social Responsibility	2.2	F
5. Recognizing Social Responsibility & Engaging Stakeholders	2.2	F
6. Guidance on Social Responsibility Core Subjects		
a. Organizational Governance	2.1	F
b. Human Rights	3.3, 4.3	F
c. Labor practices	3.3, 4.1-4.3	F
d. Environment	5.1-5.4	F
e. Fair operating practices	2.1, 2.3	F
f. Consumer issues	3.1, 3.2, 3.4	F
g. Community involvement and development	2.2, 4.4	F
7. Guidance on Integrating SR throughout the Organization		
a. Enhancing Credibility	2.1-2.3, 3.1-3.4, 4.1-4.4, 5.1-5.4	F
b. Communication	2.2	F

GRI Content Index

Statement of use: AUSTRIACARD HOLDINGS AG has reported in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022. **GRI 1 used:** GRI 1: Foundation 2021 **Applicable GRI Sector Standard(s):** Not Applicable

GRI Standard	Report Section	Coverage
GRI 2: General Disclosures 2021		
The organization and its reporting practices		
2-1	C, 1.2	F
2-2	C, 1.2	F
2-3	C	F
2-4	C	F
2-5	D.1	F
Activities and workers		
2-6	1.2, 1.3	F
2-7	4.1, 4.5	F
2-8	4.1, 4.5	F
Governance		
2-9	2.1	F
2-10	2.1	F
2-11	2.1	F
2-12	2.2	F
2-13	2.2	F
2-14	2.2	F
2-15	2.1	F
2-16	2.1	F
2-17	2.1	F
2-18	2.1	F
2-19	2.1	F
2-20	2.1	F
2-21	4.5	F
Strategy, policies and practices		
2-22	A	F
2-23	2.3, 3.1, 4.3	F
2-24	2.3, 3.1, 3.3, 4.3	F
2-25	2.2, 2.3, 3.1, 4.3, 4.4	F
2-26	2.3	F
2-27	2.3, 2.4	F
2-28	1.4	F
Stakeholder engagement		
2-29	2.2	F
2-30	4.5	F
GRI Topics		
GRI 3: Material Topics 2021		
3-1	2.2	F
3-2	2.2	F
3-3	2.1, 2.3, 2.4, 3.1-3.5, 4.1-4.5, 5.1-5.5	F

GRI Standard	Report Section	Coverage
GRI 201: Economic Performance 2016		
201-4	2.4	F
GRI 202: Market Presence 2016		
202-1	4.3	P
202-2	4.5	F
GRI 203: Indirect Economic Impacts 2016		
203-1	4.4, 4.5	P
203-2	4.4	F
GRI 204: Procurement Practices 2016		
204-1	3.5	F
GRI 205: Anti-corruption 2016		
205-2	2.3	P
205-3	2.3	F
GRI 206: Anti-competitive Behavior 2016		
206-1	2.3, 2.4	F
GRI 207: Tax 2019		
207-1	2.3	P
207-2	2.3	P
207-3	2.3	P
207-4	1.5, 2.3	P
GRI 301: Materials 2016		
301-1	5.5	F
GRI 302: Energy 2016		
302-1	5.5	F
GRI 303: Water and Effluents 2018		
303-1	5.4	F
303-2	5.4	F
303-3	5.5	P
303-4	5.5	P
303-5	5.5	F
GRI 304: Biodiversity 2016		
304-1	5.4	F
304-2	5.4	P
304-4	5.5	F
GRI 305: Emissions 2016		
305-1	5.5	P
305-2	5.5	P
305-3	5.5	P
305-4	5.3	F
GRI 306: Waste 2020		
306-1	5.2	F
306-2	5.2	F

GRI Standard	Report Section	Coverage
306-3	5.5	F
306-4	5.5	F
306-5	5.5	F
GRI 308: Supplier Environmental Assessment 2016		
308-2	3.5	F
GRI 401: Employment 2016		
401-1	4.1, 4.5	F
401-2	4.1, 4.5	P
401-3	4.5	F
GRI 402: Labor/Management Relations 2016		
402-1	4.5	F
GRI 403: Occupational Health and Safety 2018		
403-1	4.2	F
403-2	4.2	F
403-3	4.1, 4.2	F
403-4	4.2	F
403-5	4.2	F
403-6	4.1, 4.2	F
403-7	4.2	F
403-8	4.2	F
403-9	4.5	P
403-10	4.5	P
GRI 404: Training and Education 2016		
404-1	4.1	P
404-3	4.5	F
GRI 405: Diversity and Equal Opportunity 2016		
405-1	2.1, 4.1, 4.5	F
405-2	4.5	F
GRI 406: Non-discrimination 2016		
406-1	4.5	F
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	3.3, 4.3	P
GRI 408: Child Labor 2016		
408-1	3.5, 4.3	F
GRI 409: Forced or Compulsory Labor 2016		
409-1	3.5, 4.3	F
GRI 410: Security Practices 2016		
410-1	3.5, 4.3	F
GRI 411: Rights of Indigenous People 2016		
411-1	-	NA
GRI 413: Local Communities 2016		
413-1	4.4	P
413-2	4.4	F

GRI Standard	Report Section	Coverage
GRI 414: Supplier Social Assessment 2016		
414-2	4.5	F
GRI 415: Public Policy 2016		
415-1	2.4	F
GRI 416: Customer Health and Safety 2016		
416-2	2.3, 2.4, 3.5	F
GRI 417: Marketing and Labelling 2016		
417-1	1.3, 2.2, 5.2	P
417-2	3.4, 3.5	F
417-3	3.4, 3.5	F
GRI 418: Customer Privacy 2016		
418-1	3.1, 3.5	F
Other Topics (non GRI)		
GRI 3: Material Topics 2021		
3-1	2.2	F
3-2	2.2	F
3-3	2.1, 3.1-3.5, 4.1-4.5, 5.1, 5.4, 5.5	F
Economic		
Economic Transparency	1.5, 2.1	F
Responsible Buying	3.3, 3.5	F
Operational Support	3.3, 3.5	F
Environmental		
Environmental Grievances	5.1, 5.5	F
Liquid Spills & Leakages	5.5	F
Environmental Investment	5.5	F
Training & Awareness	5.1	F
Material Reuse	5.5	F
Water Discharges	5.4, 5.5	F
Acoustic Impact	5.4, 5.5	F
Social		
Information Systems Security	3.1, 3.5	F
Site Security	3.1, 3.5	F
Business Continuity	2.1	F
Products & Services Quality	3.2, 3.5	F
Customer Satisfaction	3.4	F
Work Conditions	4.1-4.3	F
Labour Practices Grievances	4.3, 4.5	F
Human Rights Grievances	4.3, 4.5	F
Accident Impact	4.4	F
Internal Communication	4.1, 4.5	F
Society Grievances	4.4, 4.5	F
Corporate Volunteering	4.5	F
Customer & Community Sustainability Awareness	4.4, 4.5, 5.1	F

2. Glossary, Acronyms and Abbreviations

Please pay attention to the following, frequently used symbols and terms:

Term	Refers to
'4.1', '6.3' etc.	The Chapter and Section of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term '4.2' makes reference to Chapter 4 (Our People), Section 2 (Health and Safety).
'Biodiversity'	The various living organisms in an ecosystem (land, marine and aquatic), as well as the extent of their genetic composition.
'Business continuity'	The issues that a company proactively handles (e.g. disaster, crisis) to ensure continuation of offered products and services.
'Challenger banks'	The small banks which started operating mainly online and now have few physical branches, which gives them the right and obligation to be licensed and regulated as a banking institution and are able to offer the full range of financial services, such as loans and credit cards.
'Company'	The subsidiaries of AUSTRIACARD HOLDINGS AG in different countries.
'Carbon dioxide', 'CO ₂ '	The gaseous chemical compound derived from the combustion of fossil fuels (oil, gasoline, natural gas, etc.) and organic compounds (wood, plastic, etc.), which contributes to the greenhouse effect.
'CO ₂ equivalent', 'CO ₂ e'	The measurement unit of all greenhouse gases that contribute to global warming (carbon dioxide-CO ₂ , methane-CH ₄ , nitrous oxide-N ₂ O, fluorinated hydrocarbons-HFCs, perfluorocarbons-PFCs, sulfur hexafluoride-SF ₆ , Nitrogen trifluoride-NF ₃), expressed as equivalent carbon dioxide.
'Environmental footprint'	The total greenhouse gas emissions that arise directly (e.g. burning of fossil fuels for heating) or indirectly (e.g. by the use of products) from a company.
'Global Compact'	The United Nations Global Compact, an initiative to encourage companies to align their business operation with 10 universally accepted principles in the areas of human rights, labor, environment and anti-corruption.
'Neobanks'	The financial institutions that operate entirely online without having a physical location (e.g. branch) to offer services.
'Report'	The Sustainable Development Report 2022.
'Sustainability', 'Sustainable Development', 'Corporate Responsibility'	The voluntary commitment of companies to include in their corporate practices economic, social and environmental criteria and activities, which are beyond the legislative requirements and are related to their impact on Stakeholders. The terms refer to the current economic growth that does not compromise the ability of future generations to satisfy their own needs.
'We', 'Group'	The legal entity AUSTRIACARD HOLDINGS AG (which this Report addresses).

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