# INTRASOFT
## INTERNATIONAL

# CORPORATE SOCIAL RESPONSIBILITY REPORT
## 2018

OVER THE COURSE OF 2018, OUR YEAR OF CODING, WE PROMOTED CODING SKILLS, RAN MARATHONS TO RAISE AWARENESS FOR SOCIAL ISSUES, HELPED CHILDREN SET UP THEIR OWN START-UPS AND VENTURE ON THE PATH OF ENTREPRENEURSHIP AND MUCH MORE.

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# MESSAGE FROM THE CEO.

**Alexandros Manos**
**Chief Executive Officer**

What a difference a year makes. Just under 12 months ago, we were ready to publish INTRASOFT's first ever Corporate Social Responsibility report, keen to share with our stakeholders what we have known for years: growth and innovation goes hand in hand with socially responsible practices no matter how small, large, or ambitious a company may be. Nonetheless, it was an ambitious project incorporating data from across the INTRASOFT group. As Corporate Social Responsibility is the vehicle towards sustainable development, we recognise the importance of incorporating financial, social and environmental aspects into our everyday operations. Setting sustainability targets and long-term goals for our business are an important way of measuring our performance. As you read these pages of our second CSR report, you will realize how far we have come in just one short year. Over the course of 2018, our Year of Coding, we promoted coding skills, ran marathons to raise awareness for social issues, helped children set up their own start-ups and venture on the path of entrepreneurship and much more. In parallel with the social perspective, we are committed in respecting the environment and we are aligned with policies and procedures aiming to effectively reduce our environmental footprint.

**WE DON'T STOP HERE, WE HAVE BIG PLANS AND AN EVEN BIGGER DRIVE TO SEE THEM THROUGH.**

# INTRASOFT INTERNATIONAL AT A GLANCE.

A MEMBER OF INTRACOM HOLDINGS, INTRASOFT INTERNATIONAL WAS FOUNDED IN 1996, LAYING THE FOUNDATION FOR A GLOBAL VISION AND A STRONG INTERNATIONAL PRESENCE BY EXPANDING INTO NEW, EXCITING MARKETS.

Founded
**1996** in Luxembourg

Operations in
**13 COUNTRIES**

High skilled professionals
**2,000+** worldwide

R&D Talent
**50** R&D employees involved in RID activities on behalf of INTRASOFT

## SERVICES
IT Services
Professional Services
Digital & Communication

## MARKETS
EU Institutions
Public Sector
Enterprise Solutions

Revenue
**169.9** million euro

## TURN-KEY SOLUTIONS
in CRM, Cloud, Billing & Provisioning and Middleware

Provision of managed IT services to
**40,000 USERS**
in EU Institutions

One of the first 500 companies worldwide
## ISO 20000 CERTIFIED

New orders 2018
**195** million euro

Order book 2018
**355** million euro

INTRASOFT International is a leading European IT Solutions and Services Group with strong expertise, offering innovative and added-value solutions of the highest quality, to a wide range of international and national public and private organisations. More than 500 organisations in over 72 countries worldwide have chosen the Company's services and solutions to fulfil their business needs (Institutions and Agencies of the European Union, National Government Organisations, Public Agencies, Financial Institutions, Telecommunication Organisations and Private Enterprises).

INTRASOFT International employs over 2,000 professionals and operates through its operational branches, subsidiaries and offices in 13 countries: Belgium, Bulgaria, Cyprus, Denmark, Greece, Jordan, Kenya, Luxembourg, Romania, RSA, UK, UAE and USA.

# WORLDWIDE PRESENCE - THE GROUP

INTRASOFT INTERNATIONAL'S EXPERTISE AND STRENGTH LIE IN ITS PROVEN CAPACITY AND SUCCESSFUL TRACK RECORD IN UNDERTAKING AND DELIVERING COMPLEX, MISSION – CRITICAL PROJECTS. INTRASOFT'S PROFESSIONALS EFFECTIVELY COMBINE THEIR TECHNICAL EXPERTISE WITH A CLEARER UNDERSTANDING OF CUSTOMERS' INDIVIDUAL BUSINESS NEEDS.
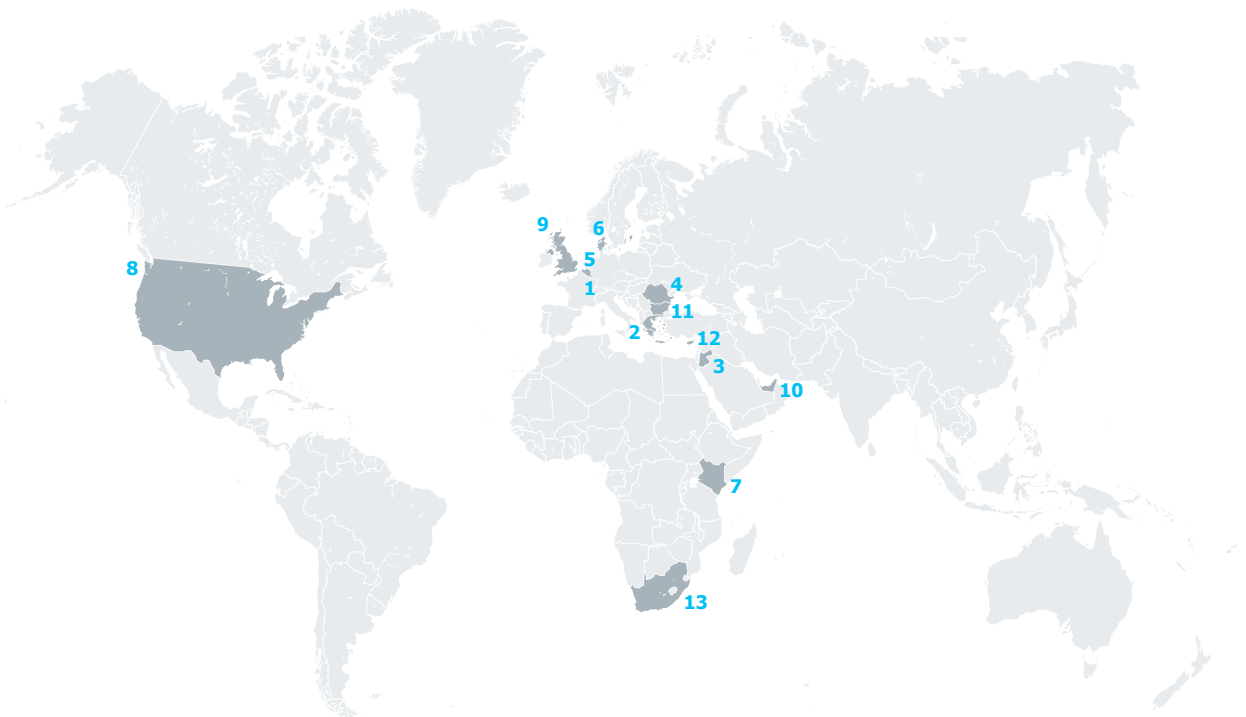


1 LU  2 GR  3 JO  4 RO  5 BE  6 DK  7 KE  8 USA  9 UK  10 UAE  11 BG  12 CY  13 RSA

## HEADQUARTERS

Luxembourg (LU)

## DEVELOPMENT CENTRES - OUTSOURCED WORKED

Athens (EL)
Thessaloniki (EL)
Patras (EL)
Amman (JO)
Bucharest (RO)
Brussels (BE)
Copenhagen (DK)

## OFFICES

Nairobi (KE)
Boston (USA)
London (UK)
Ras al-Khaimah (UAE)
Sofia (BG)
Nicosia (CY)
Republic of South Africa (RSA)

Proven track record of successful delivery of large-scale complex projects

Customer-oriented culture

Key player in EU institutions and agencies for more than 20 years

Outstanding record of providing solutions to over 500 goverments, public organisations and private enterprises in over 70 countries around the world

Leading European IT solutions and services company

Strong brand name in vertical markets

Combine strong technical experience with a deep understanding of business

# MILESTONES

Over the past decades, INTRASOFT International has accelerated the growth of its business, successfully delivering numerous projects and creating a steady flow of ideas that generate innovation in its field of interest. What is more, INTRASOFT's employees have contributed to the Company's success all over the world, achieving various accomplishments and awards.

INTRASOFT is a multinational and diverse Luxembourg-based company, that has evolved from its strict ICT beginnings into an ambitious, multifaceted service provider. INTRASOFT's key milestones (from 1996 until today) are outlined below

## 1996
### HEADQUARTERS ESTABLISHED IN LUXEMBOURG

## 1998-1999
### INTRASOFT INTERNATIONAL AWARDED LANDMARK INSEM3, DISURE AND NCTA CUSTOMS PROJECTS

## 2006
### INTRASOFT HOLDINGS CO-MEMBER INTRACOM IT SERVICES AND INTRASOFT BEGIN STRATEGIC PARTNERSHIP IN SOUTH EAST EUROPE, MIDDLE EAST AND AFRICA FOCUSING ON PUBLIC SECTOR, BANKING AND ENTERPRISE SOLUTIONS CUSTOMS PROJECTS

## 2011
**REVERSE MERGER WITH INTRACOM IT SERVICES IMPLEMENTED; COMPANY RECEIVES SERVICE PARTNER ACCREDITATION**

## 2016
**COMPANY REORGANISES TO CREATE THREE BUSINESS UNITS: EU INSTITUTIONS, PUBLIC SECTOR AND ENTERPRISE SOLUTIONS**

## 2017
**YEAR OF INNOVATION - THE INTRASOFT 2017 - YEAR OF INNOVATION PROGRAMME WAS MARKED BY A SERIES OF INITIATIVES AND ACTIONS, AS WELL AS EXTERNAL AND INTERNAL CAMPAIGNS, ON AN INTERNATIONAL LEVEL**

## 2018
**THE YEAR OF CODING - LAUNCH OF INTRASOFT CODING ACADEMY TO TEACH PRE-TEENS THE FUNDAMENTALS OF CODING**

# 2018 - THE YEAR OF CODING

Coding is an important skill set for INTRASOFT International, that helps in delivering excellent services to its clients. INTRASOFT International's 2018 Year of Coding was more than just an interesting branding idea; it signified a return to the Company's roots. It was a tribute to the essence and importance of coding to the Company's evolution and growth. Software services play a vital role to the Company's development. For the first time ever, INTRASOFT launched its Coding Academy, an institution designed to outlive 2018 and become sustainable. The purpose of the Coding Academy is to teach children the fundamentals of coding and introduce them to the exciting potential that code holds for their future, through various learning activities and projects.

In this context, INTRASOFT International sponsored, supported and actively engaged with organisations, NGOs, educational institutes and schools, dedicated to the promotion of coding skills across society.

Activities held during the
Year of Coding

## Angular Athens Sponsorship (Athens, Greece)

INTRASOFT International sponsored all Angular Athens' events in 2018. Angular Athens is a newly created community on Angular, one of the most popular front-end frameworks that has a massive and active community around the world. INTRASOFT International employees were part of the community's organising team. The number of participants at each meetup keeps increasing, a factor that demonstrates the potential of this community.

## VOXXED Days Athens, VOXXED Days Luxembourg and DEVOXX Belgium Sponsorships

VOXXED events are well-known around the globe for their distinguished speakers and high-quality workshops involving coding and software development. INTRASOFT International was a Gold sponsor at the VOXXED Days Athens event, a Bronze sponsor at the VOXXED Days Luxembourg event and a Sponsor at the DEVOXX event in Antwerp. INTRASOFT International employees (#IntrasoftPeople) from Athens, Thessaloniki, Luxembourg and Brussels attended the events.

## DEVit Thessaloniki Sponsorship (Thessaloniki, Greece)

A world-class event on web development, DEVit is held each year in Thessaloniki, Greece. It is known for its distinguished speakers, a mixture of top-notch and world-renowned developers, highly specialised technology niches and developers who are on the cutting edge of technology. INTRASOFT International was a Gold sponsor at the 2018 event, welcoming INTRASOFT International employees (#IntrasoftPeople) from Thessaloniki and Athens.

## Digitized Athens Sponsorship (Athens, Greece)

INTRASOFT International's SCOPE is a team of dedicated communication professionals that has been providing high-level design services for several years. Digitized Athens is an annual design and UX/UI conference that features workshops and speeches by established designers and art directors. SCOPE was a Sponsor at the 2018 event, where SCOPE's designers and UX/UI experts participated.

## TEDxPatras Sponsorship & Workshop on Branding

INTRASOFT International welcomed its newest family member in Patras, Greece, in November 2018. To raise local awareness, INTRASOFT International sponsored TEDxPatras. Members of the Marketing & Communications and SCOPE departments carried out two workshops on Brand Value and Branding.

# STRATEGIC PRIORITIES

INTRASOFT International develops strategies, aiming to become the partner of choice for public sectors on a global scale, and share its experience and knowledge with markets across Africa and Asia.

In the context of the Company's continuous growth and development in new businesses through innovation, INTRASOFT aligns all employee incentives accordingly and actively pursues ongoing development for all staff through constant training. Furthermore, the Company endeavours to include its people in the strategic planning. Their input and different perspectives are crucial. INTRASOFT has been established as an innovative ICT Group drawing on the strength of its people's know-how, experience and creative ideas.

At the same time, the Company seeks to continue its top-level growth and increase its market share, aiming at benefiting all stakeholders and the societies it operates in, through various Corporate Social Responsibility (CSR) initiatives.

## INTRASOFT INTERNATIONAL TOP STRATEGIC PRIORITIES

**CONTINUE TOP LEVEL GROWTH**

**INCREASE MARKET SHARE**

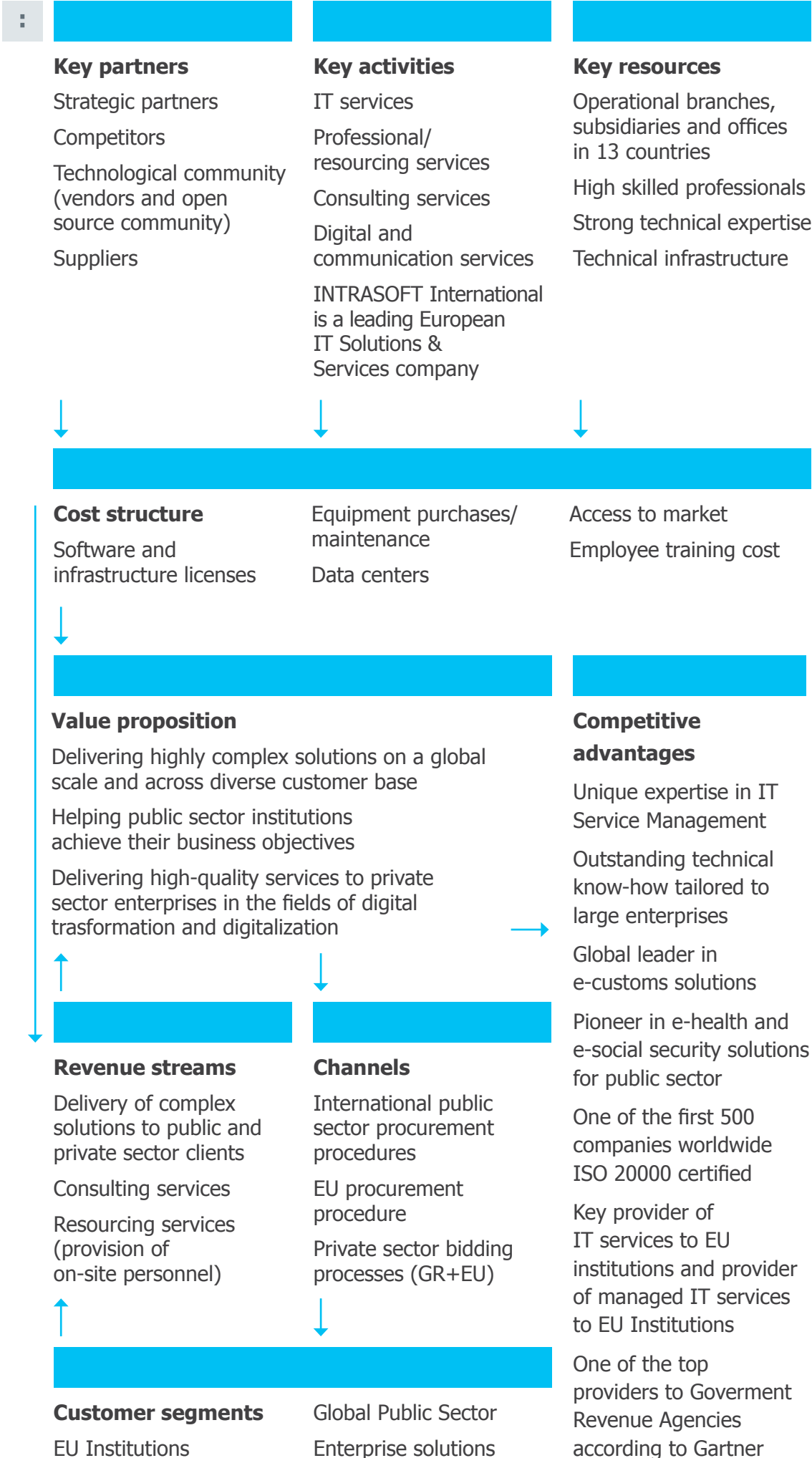**MAKE THE TRANSITION TO AN AGILE DELIVERY MODEL**

**NEW BUSINESS THROUGH INNOVATION IN BLOCKCHAIN, ANALYTICS, MACHINE LEARNING**

# BUSINESS MODEL

The market's rapidly changing conditions and INTRASOFT International's systematically growing activities require the appropriate business vehicle, both to support new business development and make the Company competitive, through its strategic plan and priorities. It is the Company's top priority to achieve flexibility and high quality in its services, in order to maintain its strong competitive advantage.

INTRASOFT International's business model is described in the following page:

## INTRASOFT INTERNATIONAL'S BUSINESS MODEL

(Business Model Generation template by Alexander Osterwalder & Yves Pigneur)

## Key partners

Strategic partners

Competitors

Technological community (vendors and open source community)

Suppliers

## Key activities

IT services

Professional/ resourcing services

Consulting services

Digital and communication services

INTRASOFT International is a leading European IT Solutions & Services company

## Key resources

Operational branches, subsidiaries and offices in 13 countries

High skilled professionals

Strong technical expertise

Technical infrastructure

## Cost structure

Software and infrastructure licenses

Equipment purchases/ maintenance

Data centers

Access to market

Employee training cost

## Value proposition

Delivering highly complex solutions on a global scale and across diverse customer base

Helping public sector institutions achieve their business objectives

Delivering high-quality services to private sector enterprises in the fields of digital trasformation and digitalization

## Competitive advantages

Unique expertise in IT Service Management

Outstanding technical know-how tailored to large enterprises

Global leader in e-customs solutions

Pioneer in e-health and e-social security solutions for public sector

One of the first 500 companies worldwide ISO 20000 certified

Key provider of IT services to EU institutions and provider of managed IT services to EU Institutions

One of the top providers to Goverment Revenue Agencies according to Gartner

## Revenue streams

Delivery of complex solutions to public and private sector clients

Consulting services

Resourcing services (provision of on-site personnel)

## Channels

International public sector procurement procedures

EU procurement procedure

Private sector bidding processes (GR+EU)

## Customer segments

EU Institutions

Global Public Sector

Enterprise solutions

# #INTRASOFTPEOPLE

**INTRASOFT INTERNATIONAL IS RECOGNISED WORLDWIDE BECAUSE OF ITS EXPERTISE IN OFFERING INNOVATIVE AND ADDED-VALUE SOLUTIONS OF THE HIGHEST QUALITY. THE COMPANY OWES ITS SUCCESS TO THE CONTINUOUS EFFORT AND SKILLS OF ALL INTRASOFT STAFF, PROVING THAT THE TAGLINE "CREATING VALUE TOGETHER" HAS BEEN WISELY CHOSEN.**

INTRASOFT INTERNATIONAL

Creating Value Together

At INTRASOFT International, people are valued based on their unique skills and capabilities. Effective teamwork has always been a success factor within the Company. It is the top management's main priority to fully empower and motivate #IntrasoftPeople through continuous training according to each one's individual needs and requirements.

2018 marked the first year that INTRASOFT International highlighted workforce efforts and all initiatives through its owned Social Media channels (LinkedIn, Twitter and YouTube). The purpose was to directly engage with customers while promoting the core aspect of its business activities: #IntrasoftPeople. INTRASOFT focuses on being authentic and involved in community programmes, while creating value for its stakeholders. Furthermore, through its dedicated social media channels, INTRASOFT International has been showcasing its culture, people expertise and accomplishments, pointing out the significance of their experience, creative ideas and commitment to the Company's vision.

**#IntrasoftPeople**
**#WeAreIntrasoft**

## WE ARE #INTRASOFTPEOPLE. WE BELIEVE IN EACH OTHER. WE TRUST EACH OTHER. WE RELY ON EACH OTHER. WE EVOLVE. WE CREATE VALUE. TOGETHER.

linkedin.com/company/intrasoft-international

twitter.com/Intrasoft_intl

instagram.com/intrasoft_int/

www.intrasoft-intl.com

# #WECARE ABOUT CREATING SHARED ◼VALUE.

INTRASOFT INTERNATIONAL SERVES THE NEEDS OF OVER 500 ORGANISATIONS (EU INSTITUTIONS, NATIONAL GOVERNMENTS, TELECOMMUNICATION COMPANIES, BANKS PRIVATE SECTOR ENTERPRISES) IN OVER 70 COUNTRIES.

INTRASOFT'S MARKET APPROACH IS CHARACTERISED BY A STRONG INDUSTRY FOCUS AND DEEP BUSINESS KNOW-HOW, IN VARIOUS SECTORS. ITS EXPERTISE AND STRENGTH LIE IN ITS PROVEN CAPACITY TO UNDERTAKE AND DELIVER LARGE, COMPLEX, HIGH-PROFILE PROJECTS ACROSS EUROPE.

# MARKETS

INTRASOFT International offers several innovative, added-value solutions and high-quality services to a wide range of International and National Public and Private Organisations.

INTRASOFT's market approach

## STRONG INDUSTRY FOCUS

## DEEP BUSINESS KNOW-HOW IN SPECIFIC VERTICAL DOMAINS

## STANDARDISED SOLUTIONS AND/ OR OWN PRODUCTS IN KEY AREAS

# STRATEGICALLY, INTRASOFT INTERNATIONAL FOCUSES ON THREE BUSINESS UNITS

## EU INSTITUTIONS

INTRASOFT International provides high quality services and solutions for EU Institutions and Agencies, such as Application Development and Systems Integration Services, IT Resourcing Services, Information & Communication Services (SCOPE), Managed Services, Research & Innovation Development.

**INTRASOFT is among top three IT Services providers in the EU institutions market.**

## PUBLIC SECTOR

INTRASOFT International delivers comprehensive solutions that serve e-Government needs, such as Customs, Taxation, Risk Management, Compliance and Enforcement, Public Financials, Social Security, Health Insurance & e-Health, e-Procurement etc. Moreover, the Company capitalises on international partnerships and synergies, cultivated with leading international technology firms.

**INTRASOFT is recognized as a global leader in Customs and Tax Compliance solutions.**

## ENTERPRISE SOLUTIONS

INTRASOFT International's Enterprise Solution Business Unit primarily assists private sector clients in fields that range from banking to transport. The Company offers several solutions, including SAP services and IT security. The main business areas are:

Banking & Finance Solutions, Services & Products
Telecom Solutions
SAP Solutions
Security Solutions & Services
New Ventures

**INTRASOFT International serves the banking industry for over 20 years and demonstrates unique expertise in Telecom & Security solutions. The Company is also a SAP Channel Partner.**

# SERVICES
# PROVIDED

INTRASOFT INTERNATIONAL IS A MULTIFACETED SERVICE PROVIDER WITH INBUILT PRODUCT DEVELOPMENT CAPACITY AND SERVICE PROVISION. OVER THE PAST YEARS THE COMPANY HAS SERVED OVER 500 ORGANISATIONS, PROVIDING A WIDE RANGE OF SERVICES, VARYING FROM SOFTWARE DEVELOPMENT TO DIGITAL COMMUNICATIONS AND ANALYTICS.

## IT SERVICES

INTRASOFT International provides a broad spectrum of technology services to its clients, that help them transform their business objectives into concrete IT initiatives. The Company designs, develops and delivers complex, large-scale projects in the areas of Software Development, Application Management Services, Infrastructure Management, IT Support, Business Intelligence, Analytics, Customer Contact Solutions, GIS and Information Security.

## PROFESSIONAL SERVICES

INTRASOFT International's IT resourcing and professional services combine a high level of IT expertise with HR management best practices, in the areas of IT Resourcing and Outsourcing, Service Desk Outsourcing and Business IT Consulting.

## DIGITAL & COMMUNICATION SERVICES

Apart from its IT solutions and services orientation, INTRASOFT International has also been providing communication services to EU institutions in the fields of Strategy, Content, Design, Audio-visual, Performance and Analytics through major projects.

# DIGITAL & COMMUNICATION EU PROJECTS FOR FACING GLOBAL CHALLENGES

THE DIGITAL & COMMUNICATION DEPARTMENT UNDER THE BRAND NAME "SCOPE", PARTICIPATES AND ACTIVELY ENGAGES IN EU PROJECTS, AIMING TO FIND NEW PATHS FOR TACKLING GLOBAL HUMANITARIAN AND ENVIRONMENTAL CHALLENGES BASED ON IT SOLUTIONS AND SERVICES. IN 2018, INTRASOFT INTERNATIONAL PARTICIPATED, AMONG OTHERS, IN THE FOLLOWING PROJECTS

## EU ENERGY POVERTY OBSERVATORY

The EU Energy Poverty Observatory (EPOV) is an exciting new initiative by the European Commission to help Member States in their efforts to combat energy poverty. Its goal is to improve measuring, monitoring and sharing of knowledge and best practices on energy poverty.

Developed by INTRASOFT International, the web portal is the EPOV's main focal point and includes a wide range of useful resources. The consortium is led by the University of Manchester.

More information can be found on www.energypoverty.eu/

## TRANS-EUROPEAN ENERGY INFRASTRUCTURE PROJECTS

In 2018, INTRASOFT International has been awarded the European Commission Directorate-General for Energy's new awareness-raising contract. INTRASOFT leads a consortium of organisations specialising in the fields of survey design, dissemination, EC energy policy and policy analysis.

The INTRASOFT-led consortium aims to boost public awareness, trust and acceptance in relation to energy infrastructure projects, and analyse the factors driving public acceptance in the EU regarding these projects. Based on the results, INTRASOFT in addition to managing the entire process, will design and implement a multinational communication campaign focusing on local societies. The contract is considered part of the EC's Energy Union strategy and a building block towards the implementation of regional cooperation initiatives.

## DG ENV'S awareness raising activities regarding Circular Economy and Green Growth

INTRASOFT International won the European Commission's Directorate-General for Environment contract, focusing on awareness-raising activities around green growth and circular economy. Under INTRASOFT's leadership and management, consortium partners deliver services spanning a wide spectrum of activities, from events and exhibitions to digital communications, print and online publications, specialised content and impact assessments.

The framework contract will be implemented at a pan-European level for the next four years to raise awareness about and engage stakeholders on a variety of environmental issues. The green growth and circular economy domains are currently at the top of the European Commission's agenda, receiving a lot of attention in Member States.

# CUSTOMER-ORIENTED CULTURE

**SINCE CUSTOMER SATISFACTION IS INTRASOFT INTERNATIONAL'S TOP PRIORITY, IT ENDEAVOURS TO CONTINUALLY IMPROVE EMPLOYEE TRAINING AND SUCCESSFULLY MEET CLIENTS' RAPIDLY CHANGING NEEDS.**

**WHEN DELIVERING EACH PROJECT, THE MOST IMPORTANT ELEMENT IN ACHIEVING SUCCESSFUL RESULTS IS A COMBINATION OF THE RID (RESEARCH, INNOVATION AND DEVELOPMENT) DEPARTMENT'S EXPERTISE, #INTRASOFTPEOPLE'S KNOWLEDGE SHARING AND THE QUALITY OF CERTIFIED SERVICES.**

One of INTRASOFT International's top priorities is to achieve and maintain high customer satisfaction levels. Long-term relationships with customers built on trust and a high level of customer satisfaction are the key elements of INTRASOFT's customer-focused philosophy.

Every project complies with precise specifications and requirements, to satisfy customer needs. INTRASOFT successfully meets every project's requirements, demonstrating its exceptional experience in completing and delivering even the most demanding projects.

**CREATIVE RID AND
STRONG TECHNICAL
EXPERIENCE**

↑ Company
growth

Continuous ↑
investments

**CUSTOMER-ORIENTED
CULTURE**

↑ Deep
understanding
of business

Creation of ↑
customer
added value

↑ Knowledge
sharing

Meeting ↑
customers' fast
changing needs

**QUALITY OF
SERVICES
CERTIFICATIONS**

**INTRASOFT
PEOPLE**

# QUALITY OF SERVICES AND CERTIFICATIONS

**OPERATING IN AN EXTREMELY COMPETITIVE BUSINESS ENVIRONMENT AND REGARDLESS OF THE CIRCUMSTANCES, INTRASOFT INTERNATIONAL OFFERS RELIABLE AND EFFECTIVE SERVICES, THROUGH VARIOUS QUALIFICATIONS AND CERTIFICATIONS.**



### CMMI Level 3, V1.3

INTRASOFT International has been successfully appraised for CMMI® Level 3 (Capability Maturity Model Integration) v1.3 for its Software Development activities across four sites (Luxembourg, Belgium, Greece and Romania). It is the first company in Greece and Luxembourg, and one of the very few companies in Belgium and Romania to be appraised. CMMI appraisal is regarded as a strong vehicle for evaluating a company's capabilities as it is a best practices model that uses external appraisers to conduct the assessment.

### Service Management (ISO 20000-1:2011)

ISO/IEC 20000-1:2011 certification underlines the quality of INTRASOFT International's service management systems. This internationally recognised standard for Service Management has a strong focus on providing customers with consistent services. INTRASOFT International has adopted an integrated process approach to deliver services effectively and cost efficiently and meet the often-complex needs of its customers.

### Information Security Management System (ISO 27001:2013)

INTRASOFT International is committed to minimising the risks to its information assets by establishing and continuously improving a certified Information Security Management System according to the leading international standard ISO 27001:2013. INTRASOFT is dedicated to ensuring that its market conditions dictate responsible use and handling of all sensitive information for products and provided services, personal and client data. Information security has been integrated into all aspects of the Company's activities to guarantee confidentiality, availability and integrity of all information technology assets it holds, including information entrusted to the Company by clients and partners.

## Business Continuity Management System (ISO 22301:2012)

ISO 22301 – Societal security certification demonstrates INTRASOFT's ability and efforts to offer reliable services to its customers, regardless of the circumstances. INTRASOFT International has developed a rehearsed security framework that manages current and future threats and takes proactive actions to minimise the impact of incidents. The system is established in a way that enables the Company to effectively handle disasters, improve recovery times and keep critical operations and functions up and running during a crisis. INTRASOFT uses the processes of the Business Continuity Management System to achieve improvement.

## Training Services (ISO 29993:2017)

INTRASOFT International has been certified according to ISO 29993:2017 for the preparation and delivery of non-formal education and training to its clients and employees. This certification highlights the maturity and quality of the professional practices and performance in the areas of learning and training services.

## Translation Services (ISO 17100:2015)

INTRASOFT International is a translation service provider that establishes its competence at translation processes. INTRASOFT is one of the few translation providers that has certified its services according to ISO 17100:2015, thus offering full visibility of the entire service to its clients, while demonstrating professionalism and dedication.

## Health & Safety (OHSAS 18001:2007)

INTRASOFT International is committed to protecting all employees from risks related to health and safety (H&S), while continuously aiming to improve its workplace environment. The company takes all the necessary steps to inform, train and notify employees of their rights and duties within the workplace. It is INTRASOFT's goal to maintain a safe environment, where employees can feel secure about their safety and assured of the utmost working conditions.

## Environmental Management (ISO 14001:2015)

Sustainable development and growth have become an integral part of INTRASOFT's corporate culture. Business operations must not hinder society's environment and the future of next generations. INTRASOFT has been eliminating or minimising environmental impacts as it expands. ISO 14001:2015 certification on Environmental Management System is proof of that.

## Quality Management of Products and Services (ISO 9001:2015)

INTRASOFT aims at providing products and services with added business value, outstanding delivery performance in a cost-effective way with the best possible support to meet and exceed customer expectations. INTRASOFT has been awarded for its Quality Management System with ISO 9001:2015.

# CUSTOMER SATISFACTION

**DURING 2018, INTRASOFT INTERNATIONAL INVITED 140 CUSTOMERS TO COMPLETE A SATISFACTION SURVEY TO BETTER UNDERSTAND CUSTOMER NEEDS AND MEASURE THEIR SATISFACTION LEVELS. THE AIM WAS TO FOSTER LONG-LASTING EFFECTIVE RELATIONSHIPS.**

## 66% RESPONSE RATE



Survey results:
6/10 customers rate the overall
performance of INTRASOFT
as very good or excellent.

## Q.: HOW DO YOU RATE THE OVERALL
## PERFORMANCE OF INTRASOFT INTERNATIONAL?
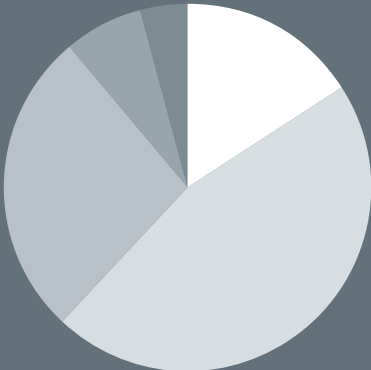


**16%** Excellent
**46%** Very good
**27%** Good
**7%** Fair
**4%** Poor

## Q.: WILL YOU REMAIN A CUSTOMER
## OF INTRASOFT INTERNATIONAL?



**37%** Definitely
**39%** Probably yes
**13%** Faily likely
**4%** Probably not
**4%** Definitely not
**3%** Don't know

Customers' intention to remain with INTRASOFT International is relatively
high, with about 8/10 customers responding that they will do so.

# RESEARCH, INNOVATION AND DEVELOPMENT

**INTRASOFT INTERNATIONAL ACTIVELY CONTRIBUTES TO THE DEVELOPMENT OF INNOVATIVE PRE-INDUSTRIAL PRODUCTS AND SERVICES THROUGH ITS PARTICIPATION IN EU RESEARCH PROGRAMMES.**

The Research and Innovation Development (RID) Department contributes to the strategic policy objective of enabling Europe to master and shape future developments in ICT, while sustaining the company's leadership in that field. INTRASOFT's RID department takes part in demanding EU projects and collaborates with in-house and associate consultants, prestigious universities and research institutions as well as industrial partners who have the ability to deal with large, trans-governmental, multilingual and geographically dispersed systems, organisations and communities. INTRASOFT offers its valuable experience to several projects, some of which are described below:

| Project | Description | Project contribution to the SDGs | INTRASOFT status |
|---------|-------------|----------------------------------|------------------|
| **OSOS** (Open Schools for Open Societies) | The three-year Open Schools for Open Societies project (OSOS-project) **encourages an open school approach at more than 1,000 European schools to enrich the learning experiences of students**. An open school is a more engaging environment for students and will raise their motivation: student projects are connected to real needs from the community and can draw upon local expertise and experience. In addition, an open school will be inspired by its community and they can use these new insights to innovate their education. Different European organisations, such as universities, schools, policy making organisations, science centres and organisations representing school heads and physics, are participating in this European education project. INTRASOFT is contributing in this project by having the role of the main technical integrator. | **4** QUALITY EDUCATION | Project 65% complete |
| **DEVELOP -** Developing Careers through Social Networks and Transversal Competencies | The DEVELOP project aims to **enhance employee awareness and understanding of career development**. It aims to provide insight into how a career can be developed through reflecting on current competencies and the role of a work social network. DEVELOP will deliver an adaptive learning environment that dynamically tailors exploration, comprehension and planning of learning opportunities and career paths in medium and large companies. It will aid employee learning through reflection on transversal competencies and social capital, as key enablers of career development. DEVELOP aims to pioneer the use of personalization tools, game-based assessment, social network analysis, and artificial intelligence (AI) planning for learning environments on career development. This is motivated by the desire to provide a fundamental change in the way competency growth and career development is experienced, analysed, and supported in large organisations. INTRASOFT participates as an end user in this project aiming to evaluate the DEVELOP with employees. | **4** QUALITY EDUCATION **8** DECENT WORK AND ECONOMIC GROWTH | Project ends 30/7/2019 |
| **iTRACK -** Integrated system for real-time TRACKing and collective intelligence in civilian humanitarian missions | Despite the increasing availability of tracking and monitoring technologies, the number of humanitarian workers that fall victim to attacks continues to rise. Clearly, a novel and innovative approach to tracking and decision-making is needed. iTRACK aims at improving protection and safety of humanitarian missions with intelligent sociotechnical solutions to support tracking, threat detection, navigation, logistics, and coordination in humanitarian disasters. This project **developed human-centred technologies** that take into account actual real-world practices of humanitarian aid workers and **provide policies for better protection and a more effective and efficient response**. INTRASOFT led and contributed in building the iTRACK platform. | **16** PEACE, JUSTICE AND STRONG INSTITUTIONS | Project achieved 100% on 30/4/2019 |

# RESEARCH, INNOVATION AND DEVELOPMENT

| Project | Description | Project contribution to the SDGs | INTRASOFT status |
|---------|-------------|----------------------------------|------------------|
| **DIATOMIC -** Digital Innovation Hubs boosting European Micro-electronics Industry | DIATOMIC is a Europe-wide, EC-backed network of Digital Innovation Hubs, with €3 million committed in funding for microelectronics SMEs and midcaps. In alignment with the Smart Anything Everywhere initiative goals, DIATOMIC aims to be Europe's foremost network of innovation hubs in the industries of health, agrifood, and manufacturing and INTRASOFT Intl is coordinating this project. DIATOMIC aims to **establish a sustainable ecosystem to facilitate AME/SSI-based innovation in health, agri-food and manufacturing sectors**, all of which are under-digitised and of prime importance for society and the economy. | **2** ZERO HUNGER<br>**3** GOOD HEALTH AND WELL-BEING<br>**12** RESPONSIBLE CONSUMPTION AND PRODUCTION | Project 65% complete |
| **NearUS -** Network for European Research and Innovation acceleration in the US | NearUS aims at establishing a Butterfly Network of Centres of European Research and Innovation as central contact points for support to EU Research and Innovation (R&I) actors seeking collaboration with and in the US. The NearUS Network/Centre will be coordinated through two nodes in the EU and the US and be physically established in two main locations of interest ("landing hubs") in the heart of the US ecosystem: Silicon Valley and Boston. The mission of the Network is to provide standardised as well as tailor-made, research & innovation internationalisation support services to European researchers and innovators, to accelerate access to the US market, and maximise chances of success. INTRASOFT is leading the outreach activities of this project. | **9** INDUSTRY, INNOVATION AND INFRASTRUCTURE | Project 50% complete |
| **NADINE -** digital integrated system for the social support of migrants and refugees | The NADINE project's aim is to develop a novel way of integrating migrants and refugees through ICT-enabled solutions that will automatically adapt to the specificities of each person. The NADINE platform **aims to use open data to gain a better understanding of migrant realities and the challenges associated with their integration**. Data about local services and migrants will feed user-friendly tools for employability and career guidance, whilst assessing supply and demand of migrants' skills. The platform will also focus on the social, educational and cultural needs of migrants and how these fit to existing services offered by local hosts. Overall the system will allow public authorities and guidance professionals to offer a personalised service to migrants based on real needs and the opportunities available to them. INTRASOFT contributes by building the NADINE platform. | **8** DECENT WORK AND ECONOMIC GROWTH<br>**10** REDUCED INEQUALITIES | Project 25% complete |

| Project | Description | Project contribution to the SDGs | INTRASOFT status |
|---|---|---|---|
| **NUTRISH-IELD -** Fact-based personalized nutrition for the young | NUTRISHIELD aims at creating a personalised platform for young people. It will consist of novel methods & techniques that analyse a wide range of biomarkers related to nutrition and health disorders. Based on findings, the platform then uses ICT by expanding existing nutrition assistive mobile apps to **provide feedback and steer people towards better nutrition**. NUTRISHIELD focuses on providing a holistic approach towards the personalisation of nutrition for the younger population, ranging from new-born infants all the way to young adults. INTRASOFT contributes by building the NUTRISHIELD platform and disseminating the project outcomes and results. | **3 GOOD HEALTH AND WELL-BEING** | Project 25% complete |
| **PROTEIN -** Personalized nutrition for healthy living | The PROTEIN project aims to develop an end-to-end ecosystem that will **engage people in a healthy, satisfying, nutritional and sustainable diet** by offering a daily programme adapted to their needs based on their personal preferences, physical and physiological characteristics, and health status. Specifically, the main objective is to create an ICT-based system for providing personalised nutrition based on the collection and analysis of large volumes of data related to users' dietary behavioural patterns, physical activity and individual parameters. INTRASOFT is the main technical integrator of this platform. | **3 GOOD HEALTH AND WELL-BEING** | Project 25% complete |
| **HiReach -** High reach innovative mobility solutions to cope with transport poverty | HiReach is a three-year EU-funded Horizon 2020 project that focuses on the development of new tools and business models **to improve accessibility for areas and communities in need**. By combining different attributes of available transport concepts and bottom-up initiatives with new operational schemes and IT applications, HiReach will explore viable business models for small scale, modular and easily replicable mobility services (e.g. community transport services, ridesharing, minibus pooling, etc.) that can be provided at affordable prices and/or with minimum subsidies. INTRASOFT contributes by disseminating the project outcomes and results. | **11 SUSTAINABLE CITIES AND COMMUNITIES** | Project 50% complete |

# RESEARCH, INNOVATION AND DEVELOPMENT

| Project | Description | Project contribution to the SDGs | INTRASOFT status |
|---|---|---|---|
| **AFarCloud -** Aggregate Farming in the Cloud | AFarCloud will **provide a distributed platform for autonomous farming** that will allow integration and cooperation of agriculture Cyber Physical Systems in real-time to increase efficiency, productivity, animal health, food quality and reduce farm labour costs. This platform will be integrated with farm management software and will support monitoring and decision-making solutions based on big data and real-time data mining techniques. The AFarCloud project also aims at making farming robots accessible to more users by enabling farming vehicles to work in a cooperative mesh, thus opening new applications and ensuring re-usability, as heterogeneous standard vehicles can combine their capabilities in order to lift farmer revenue and reduce labour costs. INTRASOFT contributes in the technical development of the platform. | 2 ZERO HUNGER / 15 LIFE ON LAND | Project 50% complete |
| **IMPAQT -** Intelligent management system for integrated multi-trophic aquaculture | The Integrated Multi-Trophic Aquaculture (IMTA) is acknowledged as **a promising solution for sustainable development of aquaculture**. IMPAQT proposes an intelligent management platform for IMTA. IMPAQT will develop and deploy novel sensors and data sources, along with smart systems required for long-term autonomous monitoring in the field. IMPAQT will demonstrate the eco-intensification of EU aquaculture by demonstrating the eco-efficiency and environmental impacts minimised, the socioeconomic benefits and ecosystem services enabled, as well as the transition towards a circular economy business model. INTRASOFT contributes by building the IMPAQT platform and disseminating the project outcomes and results. | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION / 14 LIFE BELOW WATER | Project 30% complete |
| **TT -** Transforming Transport | The TransformingTransport project demonstrated in a realistic, measurable and replicable way the transformations that Big Data will bring to the mobility and logistics market. To this end, TransformingTransport **validates the technical and economic viability of Big Data to reshape transport processes and services**, significantly increase operational efficiency, deliver improved customer experience and foster new business models. TransformingTransport addressed 7 pilot domains of major importance for the mobility and logistics sector in Europe: (1) Smart Highways (2) Sustainable Vehicle Fleets (3) Proactive Rail Infrastructures (4) Ports as Intelligent Logistics Hubs (5) Efficient Air Transport (6) Multi-modal Urban Mobility (7) Dynamic Supply Chains. INTRASOFT is leading the impact activities of this project. | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE / 11 SUSTAINABLE CITIES AND COMMUNITIES | Project 80% complete |

| Project | Description | Project contribution to the SDGs | INTRASOFT status |
|---|---|---|---|
| **OPTIMUM -** Multi-source Big Data Fusion Driven Proactivity for Intelligent Mobility | The EU-funded OPTIMUM project aimed to unveil state-of-the-art information technology solutions to improve transit, freight transportation and traffic connectivity throughout Europe. Through tailor-made applications, OPTIMUM strived to bring **proactive and problem-free mobility to modern transport systems** by introducing and promoting interoperability, adaptability and dynamicity. The main impact of the project was achieved by demonstrating the benefits of proactive behaviour for the Intelligent Transportation Systems (ITS) of the future, providing a reference for its implementation. INTRASOFT coordinated this project. | 11 SUSTAINABLE CITIES AND COMMUNITIES | Project 100% complete |
| **CIVITAS WIKI** | The ultimate goal of the CIVITAS initiative was to **achieve "Cleaner and Better Transport in Cities"**. Since 2002, approximately 200 cities have participated in the CIVITAS initiative as a demonstrator, learner or supporter of innovation in urban transport. INTRASOFT contributed by disseminating the project outcomes and results. | 11 SUSTAINABLE CITIES AND COMMUNITIES | Project 100% complete |
| **EFFORTI -** Evaluation Framework for Promoting Gender Equality in R&I | EFFORTI seeks to **analyse and model the influence of measures to promote gender equality on research and innovation outputs** and on establishing more responsible and responsive RTDI (research, technology, development, innovation) systems. In the concept and approach of EFFORTI, the evaluation of gender equality policies with the most recent approaches of RTDI evaluation are combined in order to make the best use of mutual exchange and learning. Specifically, the links between initiatives aiming to promote gender equality - through three main gender objectives (more women in R&D, women in leadership positions and integration of a gender dimension in research content and curricula) are identified – as well as a variety of impacts on research and innovation. INTRASOFT contributes by building the EFFORTI toolbox. | 10 REDUCED INEQUALITIES | Project 80% complete |

# RESPONSIBLE SUPPLY CHAIN MANAGEMENT

All suppliers are subject to a selection process implemented by the Group Procurement Department. Selection of qualified suppliers is based on the following criteria
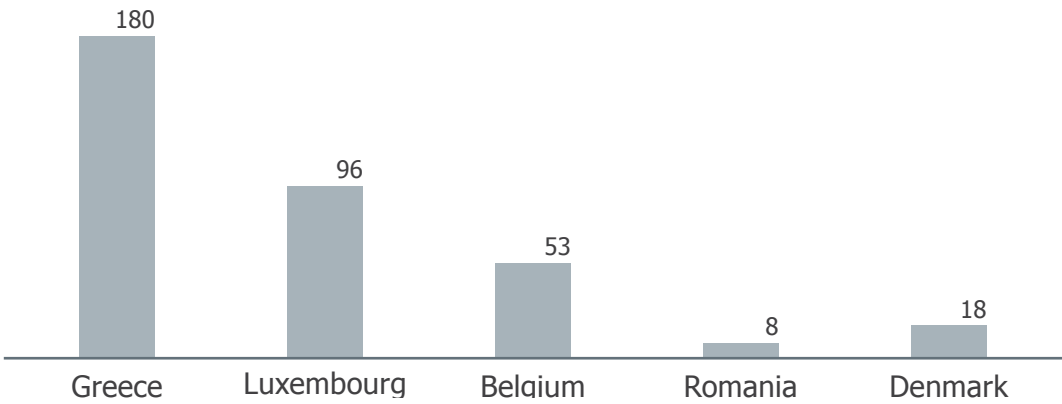
Being a highly regarded international firm, INTRASOFT International puts increased effort into collaborative demand planning. This is a process that derives from the Company's close cooperation with its extensive network of important suppliers.

The quality of INTRASOFT'S products and services is directly related to the quality of service provided by its suppliers. As such, effective collaboration is vital to ensure INTRASOFT's international clients receive the best possible quality products. A set of specific criteria is used to measure quality.

INTRASOFT's suppliers are valuable partners and considered an integral part of business operations.

Best value and quality

Good service

On-time and cost-effective delivery

Proven track record

Prior references

Ability to meet the Company's requirements

Proven Financial Strength through ICAP Credit Risk Report

GDPR Policy

CSR Policy

INTRASOFT collaborates only with suppliers who meet the specified criteria. All potential suppliers are thoroughly assessed prior to any collaboration and existing suppliers and are regularly evaluated on the principles of transparency, dignity and meritocracy. All strategic suppliers are also required to meet certain criteria, such as the implementation of ISO 9001:2008 Quality Management System and other related financial criteria.
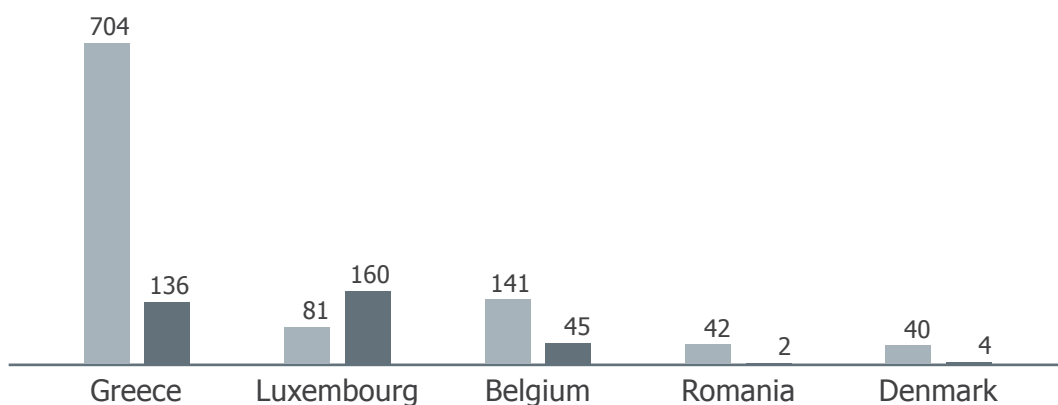
**NUMBER OF SUPPLIERS ASSESSED PER COUNTRY 2018**

| Greece | Luxembourg | Belgium | Romania | Denmark |
|--------|-----------|---------|---------|---------|
| 180 | 96 | 53 | 8 | 18 |

**IN ADDITION, SPECIAL ATTENTION IS GIVEN TO THIRD-PARTY SERVICE PROVIDERS, TO ENSURE THEY DELIVER SERVICES THAT MEET THE NECESSARY REQUIREMENTS REGARDING INFORMATION SECURITY, QUALITY MANAGEMENT, CORPORATE RESPONSIBILITY, HEALTH, SAFETY AND ENVIRONMENTAL FRIENDLINESS. THIS IS CLOSELY MONITORED DURING THE ENTIRE SERVICE DELIVERY PROCESS.**

INTRASOFT International has endorsed a Suppliers Regulation which clearly outlines the procedures regarding cooperation with suppliers and subcontractors. The Company aims to procure as many products and services as possible from local suppliers and contractors, in order to support the local community and help stimulate national economic growth.

## NUMBER OF SUPPLIERS 2018, PER ORIGIN



| | Greece | Luxembourg | Belgium | Romania | Denmark |
|---|---|---|---|---|---|
| Domestic suppliers | 704 | 81 | 141 | 42 | 40 |
| International suppliers | 136 | 160 | 45 | 2 | 4 |

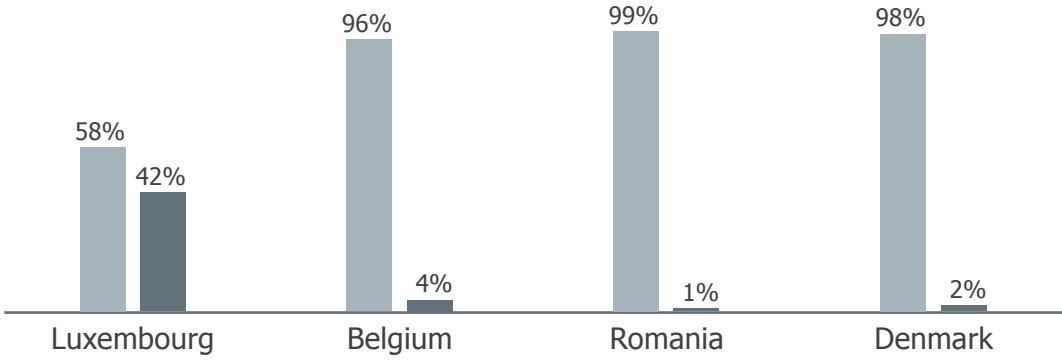Domestic suppliers
International suppliers

In 2018, domestic sourcing remained in wide use. Especially in Greece, the procurement of Greek suppliers far exceeded suppliers from abroad.

## PERCENTAGE OF LOCAL AND GLOBAL PROCUREMENT IN GREECE, 2017 AND 2018

| | 2017 | 2018 |
|---|---|---|
| Greece | 93 | 88 |
| International suppliers | 7 | 12 |
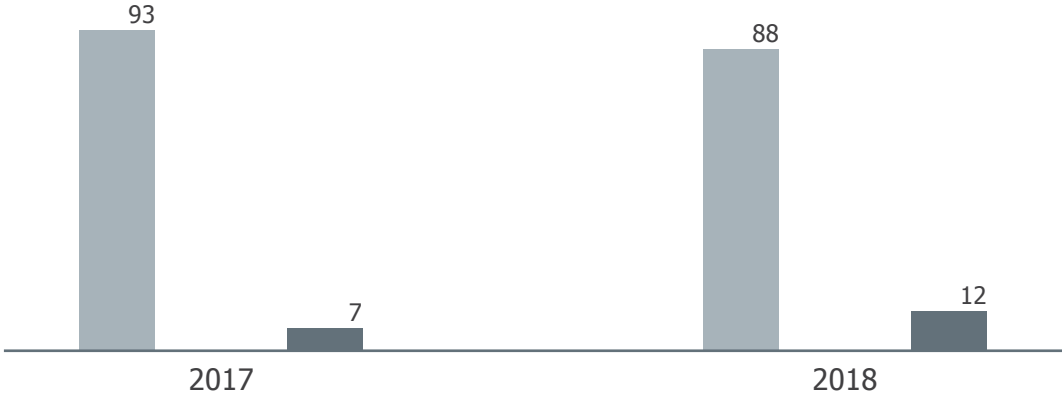
Greece
International suppliers

## PERCENTAGE OF LOCAL PROCUREMENT PER COUNTRY, 2018

| | Luxembourg | Belgium | Romania | Denmark |
|---|---|---|---|---|
| Domestic suppliers | 58% | 96% | 99% | 98% |
| International suppliers | 42% | 4% | 1% | 2% |

Domestic suppliers
International suppliers

# WE ARE ▮RESPONSIBLE BECAUSE #WECARE.

CSR IS THE VEHICLE TOWARDS SUSTAINABLE DEVELOPMENT FOR INTRASOFT INTERNATIONAL, TAKING INTO CONSIDERATION FINANCIAL, SOCIAL AND ENVIRONMENTAL ASPECTS, AND INTEGRATING THE RISKS AND OPPORTUNITIES DERIVED FROM THESE ASPECTS INTO THE COMPANY'S BUSINESS PRACTICE. THROUGH THE IMPLEMENTATION OF RESPONSIBLE OPERATING PRACTICES IN EVERYDAY DECISIONS, PROCEDURES AND OPERATING SYSTEMS, INTRASOFT STRATEGICALLY GENERATES VALUE FOR ALL STAKEHOLDERS.

**SUSTAINABLE DEVELOPMENT IS STRONGLY CONNECTED TO INTRASOFT'S OPERATIONS, ACTIVITIES, FINANCIAL PERFORMANCE AND INTERACTION WITH THE ENVIRONMENT AND SOCIETY. THIS REPORT COVERS ALL DIFFERENT ASPECTS OF INTRASOFT'S CSR PILLARS, WHILE PROVIDING DETAILED INFORMATION ON RELEVANT POLICIES, PROCEDURES, PROGRAMMES AND SET TARGETS.**

## CSR PILLARS

**MARKETPLACE INNOVATION AND RESPONSIBILITY**

**COMMUNITY INVOLVEMENT AND DEVELOPMENT**

**INTRASOFT PEOPLE**

**ENVIRONMENT**

# INTRASOFT'S CONTRIBUTION TO ACHIEVING UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Aiming at building a sustainable world and facing some of the major global challenges by 2030, the United Nations (UN) introduced 17 Sustainable Development Goals (SDGs), that are the most significant initiatives towards cooperation and inclusiveness. These SDGs contain 169 proposed targets with implemented strategies for countries, companies and all types of organisations to adopt.

In this context, INTRASOFT International connects its CSR pillars with 8 SDGs, demonstrating its efforts for contributing towards the achievement of these objectives.

Through its projects and everyday business activities*, the Company contributes directly and indirectly to the SDGs by creating new job opportunities, supporting its people, applying environmental policies and procedures, as well as engaging in several social initiatives and programmes.

# INTRASOFT'S CONTRIBUTION TO ACHIEVING UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

* More information about the RID
  projects' contributions to the
  SDGs can be found on page 37.

| CSR Pillar | SDGs |
| --- | --- |
| **Marketplace innovation and responsibility**<br><br>INTRASOFT cares about the global unemployment and economic growth of the countries in which it operates. The Company is trying to achieve high levels of economic productivity through technological upgrades, industry innovation and sustainable infrastructure. INTRASOFT's ethos is also linked to the sustainable management and efficient use of natural resources, to sustain current lifestyles.<br><br>**INTRASOFT'S actions:** Investing in deep business know how and expertise, providing solutions and products in key areas. | 8 DECENT WORK AND ECONOMIC GROWTH / 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE / 11 SUSTAINABLE CITIES AND COMMUNITIES / 12 RESPONSIBLE CONSUMPTION AND PRODUCTION |
| **INTRASOFT people**<br><br>INTRASOFT is committed to improving the community's development and performance by eliminating gender disparities, ensuring that all employees acquire the knowledge and skills needed to improve their performance and promote sustainable development.<br><br>**INTRASOFT's actions:** Investing in skills development programmes and trainings, hiring responsible people, focusing on diversity, inclusion and its people's well-being. | 4 QUALITY EDUCATION / 5 GENDER EQUALITY / 8 DECENT WORK AND ECONOMIC GROWTH |
| **Community involvement and development**<br><br>At INTRASOFT, poverty is more than the lack of income and resources. The Company provides substantial support to vulnerable groups through volunteering.<br><br>**INTRASOFT's actions:** Supporting children and vulnerable social groups, creating opportunities through education. | 1 NO POVERTY / 4 QUALITY EDUCATION / 5 GENDER EQUALITY / 8 DECENT WORK AND ECONOMIC GROWTH |
| **Environment**<br><br>At INTRASOFT, every activity regarding environmental protection is of highest priority. The Company undertakes every essential action to reduce environmental pollution, prevent biodiversity loss and protect endangered or threatened wildlife.<br><br>**INTRASOFT's actions:** Energy Management Optimisation, monitoring air and water quality, waste management. | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION / 15 LIFE ON LAND |

# STAKEHOLDER ENGAGEMENT

INTRASOFT's key stakeholder groups and the ways in which it engages and communicates with each group are listed below

Shareholders

Clients

Employees

Suppliers

Peers (competitors & partners)

Technological community

Society

State & Institutional bodies

Media

INTRASOFT International defines stakeholders as the individuals, legal entities and larger society groups that are directly or indirectly affected by the Company's operations and activities. INTRASOFT continuously engages with each stakeholder group, seeking their views and opinions, while ensuring that its business activity is undertaken in a responsible way, that meets their needs and requirements.

**It is part of INTRASOFT's culture to involve and engage its stakeholders in the process of designing its services, as well as in every aspect of everyday business.**

# INTERACTION FRAMEWORK

Since stakeholders require transparency and active involvement in issues of concern, the Company intends to actively and constantly communicate with all its groups. INTRASOFT uses a variety of engagement techniques to communicate with each stakeholder group, aiming to record the main issues and assess their views and needs. Through this process, the Company is also able to develop action plans to accurately meet these needs.

The following table summarises the communication channels with its stakeholders, the key concerns and issues raised through the interaction and the way INTRASOFT responds to these concerns.

| Stakeholder group | Channels of communication | Issues and concerns raised |
|---|---|---|
| **SHAREHOLDERS** FREQUENCY OF ENGAGEMENT: MONTHLY | Annual results<br>Annual Report<br>Press releases<br>Summary of CSR Report in Annual Report | Financial stability sound corporate governance, transparency and disclosure, social and environmental sustainability |
| | **How INTRASOFT responds:**<br>Details are included in section:<br>"8. #WeCare about transparency and efficient operation" | |
| **CLIENTS** FREQUENCY OF ENGAGEMENT: DAILY | Complaints procedures<br>Consultation meetings on possible synergies and cooperation<br>Responses to RFIs/RFPs<br>Market trends and insights research<br>Newsletters | Fair business practices, financial stability, quality of work, data privacy and security |
| | **How INTRASOFT responds:**<br>Details are included in sections: "2. INTRASOFT International at a glance" and "3. #WeCare about creating shared value" | |
| **EMPLOYEES** FREQUENCY OF ENGAGEMENT: DAILY | Performance and development reviews<br>Employee surveys<br>Project reviews<br>Internal publications and magazines<br>Various events for employees<br>Intranet | Safe and comfortable workplace, diversity and equal opportunities, engaging projects and assignments, career development and continuous training, benefits |
| | **How INTRASOFT responds:**<br>Details are included in section: "5. #WeCare about our people" | |

| Stakeholder group | Channels of communication | Issues and concerns raised |
|---|---|---|
| **SUPPLIERS** FREQUENCY OF ENGAGEMENT: DAILY | Project-related calls and meetings Visits Newsletters RFIs/RFPs Brochures | Ethical behaviour and governance, fair business practices, creditworthiness, talent acquisition |
| | **How INTRASOFT responds:** Details are included in section: "3. #WeCare about creating shared value" | |
| **PEERS (COMPETITORS & PARTNERS)** FREQUENCY OF ENGAGEMENT: DAILY | Meetings Conference calls Visits Partner events | Sustainability and financial stability, projects and assignments, RFPs, ethics and compliance, fair business practices |
| | **How INTRASOFT responds:** Details are included in sections: "2. INTRASOFT International at a glance", "3. #WeCare about creating shared value" and "7. #WeCare about the environment" | |
| **TECHNOLOGICAL COMMUNITY (VENDORS & OPEN SOURCE COMMUNITY)** FREQUENCY OF ENGAGEMENT: DAILY | Newsletters RFIs/RFPs Brochures Conferences and seminars | Project-based cooperation, job creation, internship opportunities |
| | **How INTRASOFT responds:** Details are included in sections: "2. INTRASOFT International at a glance", "3. #WeCare about creating shared value" and "7. #WeCare about the environment" | |
| **SOCIETY** FREQUENCY OF ENGAGEMENT: WEEKLY | Calls and meetings Conferences Press releases Sponsored events Consultation with local representatives | Financial stability, support for developmental programmes, creation of job opportunities, responsible citizenship, environmental impact |
| | **How INTRASOFT responds:** Details are included in section: "6. #WeCare about social inclusiveness" | |
| **STATE AND INSTITUTIONAL BODIES** FREQUENCY OF ENGAGEMENT: MONTHLY | Calls / meetings Periodic reviews Financial results | Financial stability, sound governance, ethics and compliance |
| | **How INTRASOFT responds:** Details are included in section: "8. #WeCare about transparency and efficient operation" | |
| **MEDIA** FREQUENCY OF ENGAGEMENT: WEEKLY | Press conferences Press releases Newsletters Sponsored events | Projects, fair business practices, impact on society |
| | **How INTRASOFT responds:** Details are included in sections: "2. INTRASOFT International at a glance", "3. #WeCare about creating shared value", "4. We are responsible because #WeCare" and "6. #WeCare about social inclusiveness" | |

# MATERIALITY ANALYSIS

Materiality is not only a central concept to achieve sustainability and corporate responsibility; it depicts the way INTRASOFT understands which topics have a direct or indirect impact on its ability have to create, retain and distribute the value it creates. These topics are the material issues in which the Company focuses on, to report on its corporate responsibility performance. INTRASOFT's materiality analysis for 2018 is based on the GRI Standards and consists of the following stages

## STEP 1
### COLLECTION OF DOCUMENTED TOPICS OF CONCERN, TO EACH OF THE COMPANY'S STAKEHOLDER GROUPS

## STEP 2
### EVALUATION OF PRESSURE EXERTED ON THE COMPANY BY EACH STAKEHOLDER GROUP, IN RELATION TO EACH MATERIAL TOPIC

**STEP 3**
**EVALUATION OF EACH MATERIAL**
**ISSUE'S IMPACT ON INTRASOFT**

**STEP 4**
**MANAGEMENT REVIEW OF MATERIAL**
**ISSUES AND FINAL MATERIALITY MAP**

INTRASOFT regularly refers to its materiality analysis, to ensure all efforts remain aligned with what is important to its business operations and stakeholders.

The analysis carried out prior to drafting this Report resulted in the materiality map below.

## INTRASOFT INTERNATIONAL MATERIALITY MAP

Stakeholders pressure

5 · 2 · 1 · 9 · 3 · 8 · 6 · 10 · 4 · 11 · 7
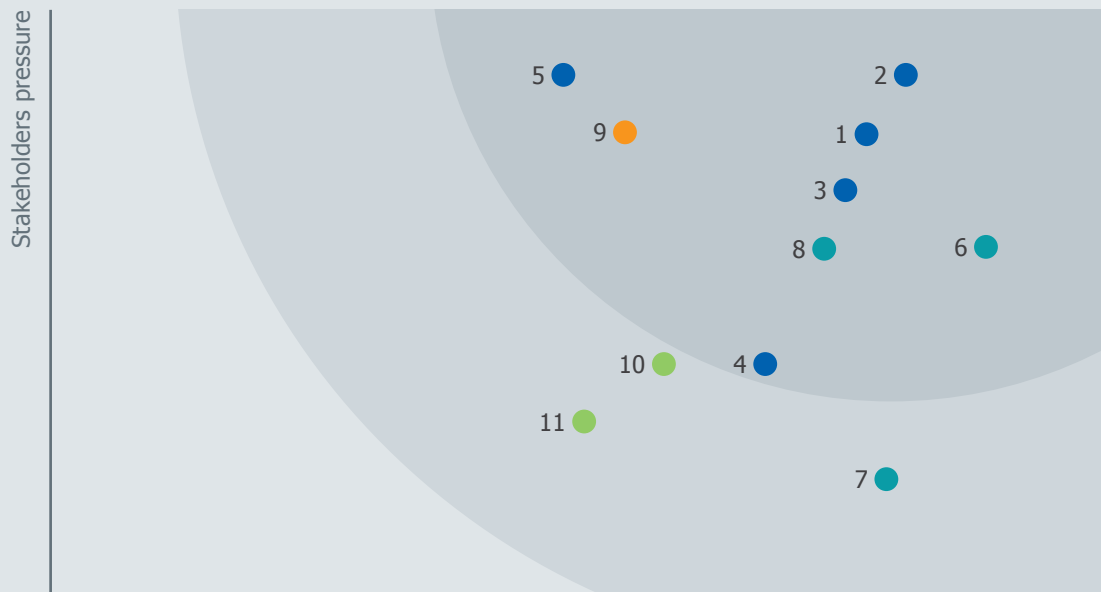
Significance of economic, environmental
& social material issues for INTRASOFT International

| CSR Pillar | Material issues | Related stakeholders |
|---|---|---|
| ● **MARKETPLACE INNOVATION AND RESPONSIBILITY** | 1. Economic value generated and distributed<br>2. Quality & accreditations<br>3. Data protection<br>4. R&D and innovation<br>5. Procurement practices | Shareholders<br>Clients<br>Employees<br>Suppliers<br>Peers<br>Technological community<br>Media |
| ● **INTRASOFT PEOPLE** | 6. Employee training and development<br>7. Working conditions (employment)<br>8. Workplace health and safety | Employees<br>Clients<br>Peers<br>Technological community<br>Media |
| ● **COMMUNITY INVOLVEMENT AND DEVELOPMENT** | 9. Supporting communities | Society<br>Media<br>Employees |
| ● **ENVIRONMENT** | 10. Environmental compliance<br>11. Energy consumption | State and institutional bodies<br>Employees |

# TARGETS

| Targets 2018 | Reference |
|---|---|
| **1.** <br> **TRAINING ON CSR ISSUES** | More info in sections #WeCare about our people and #WeCare about the environment |
| **2.** <br> **PUBLISH COMPANY'S COMMITMENT THROUGH THE NEW CSR POLICY** | Target partially met, as the Company's new CSR policy will be published in 2019 |
| **3.** <br> **RESPONSIBLE SUPPLY CHAIN MANAGEMENT** | More info in section #WeCare about creating shared value § Responsible supply chain management |
| **4.** <br> **REDUCTION OF ELECTRICITY CONSUMPTION BY 2%** | More info in section #WeCare about the environment |

Targets 2019

Create a Code of Conduct

Incorporate additional regions to our CSR Reporting roster

Refine CSR policy for 2030 goals

Minimize footprint in the company's major locations

# #WECARE ABOUT OUR ▮PEOPLE.

INTRASOFT INTERNATIONAL'S SUCCESS LIES IN THE UNIQUE SKILLS AND KNOW-HOW OF ITS PEOPLE. THE COMPANY NURTURES A STRONG ETHICAL FOUNDATION AND CULTIVATES A CULTURE OF INNOVATION, ENABLING #INTRASOFTPEOPLE TO REACH THEIR HIGHEST POTENTIAL AND THRIVE. IT IS THE PEOPLE'S EXPERTISE AND KNOWLEDGE THAT HELPS THE COMPANY UNDERTAKE AND DELIVER MISSION-CRITICAL PROJECTS.

# TOP
# PRIORITIES

**SKILLS DEVELOPMENT THROUGH A VARIETY OF LEARNING ACTIVITIES AND CERTIFICATION PROGRAMMES**

**ACCOUNTABLE HUMAN RESOURCES MANAGEMENT**

**DIVERSITY, INCLUSION AND WELL-BEING**

At a glance

⋮

Employment reached its highest
level; 1,653 employees in
Greece, Luxembourg, Belgium,
Romania, Denmark and Kenya

28,204 total conducted training
hours by employees during 2018

Launch of a new Learning
Management System – Integrated
with Udemy for Business

# HUMAN RESOURCES APPROACH

INTRASOFT INTERNATIONAL'S HUMAN RESOURCES STRATEGY IS BASED ON THE FOLLOWING 6 PILLARS, SETTING EMPLOYEES AT THE HEART OF THE COMPANY'S BUSINESS. IT IS THE EFFORT AND COMMITMENT OF #INTRASOFTPEOPLE THAT RESULT IN HIGH-PERFORMANCE DELIVERY FOR THE COMPANY'S CUSTOMERS AND BUSINESS PARTNERS, AND SUPPORT INTRASOFT'S LONG-TERM BUSINESS OBJECTIVES.

## Attraction and Retention

INTRASOFT is a company that attracts and retains top talent and knows how to create an environment where people want to be part of. The Company is able to sustainably tap into qualified and diverse talent pools. Highly technical skills and a set of desired competencies and behaviours are the key elements to maintain and recognize talents. Different criteria are set to evaluate each applicant's skills.

## Learning Management

Employees' long-term talent development is INTRASOFT's deep commitment. The Company has designed a Learning Management model and introduced clear and structured career paths, to enhance employees' professional and personal skills, while empowering their confidence.

## Performance Management

To achieve career growth of its employees, INTRASOFT has also introduced a Performance Management model, supported by SuccessFactors Cloud application. This model focuses on personal development and career progress, while at the same time offers opportunities for job rotation and international mobility.

## Employee Engagement

INTRASOFT's annual employee engagement survey keeps track of employee satisfaction, ensures employee expectations and performance, and identifies areas for improvement. Within 2018, 76% of employees completed the survey, demonstrating the value they place in the survey results. 81% of the employees have strong confidence in the future of the company.

## Occupational Health & Safety

INTRASOFT acknowledges the importance of occupational health and safety. It strives to maintain a safe working environment, minimising all risks of accident, injury, or exposure to occupational hazards.

## Equal opportunities and respect for human rights

INTRASOFT International strives for a fair working environment, focusing on equal opportunities and respect for human rights. It is worth mentioning that there has never been any record or report of any incident or complaint regarding diversity.

# ATTRACTION AND RETENTION

INTRASOFT endeavours to maintain and develop a modern, creative and safe working environment, while promoting values such as teamwork, mutual respect, trust and cooperation. Company policies, such as the internal regulation and initiatives pertinent to human resources, aim at effectively recruiting new talent and retaining employees.

INTRASOFT International has developed an ambitious talent acquisition strategy aligned with its business long-term goals. To that end, the Company attracts and retains highly skilled IT professionals from a new generation of digital leaders, providing them with opportunities to learn and further grow.

## RECRUITMENT PER AGE AND GENDER 2017
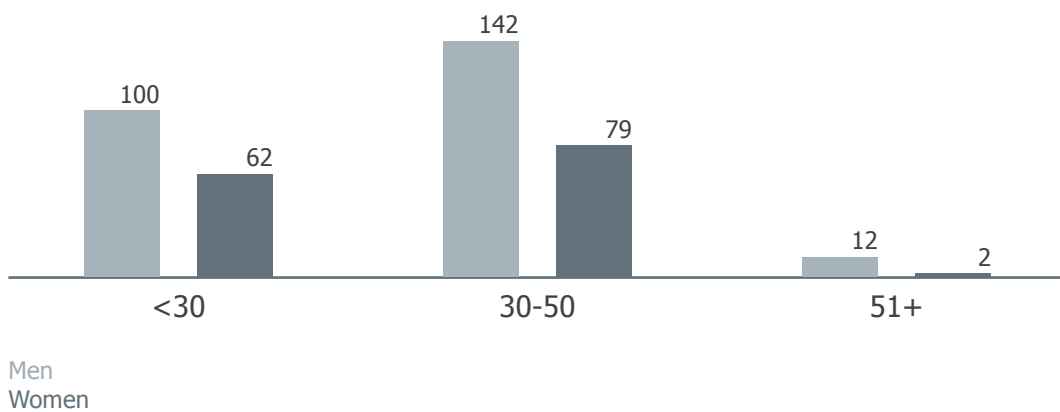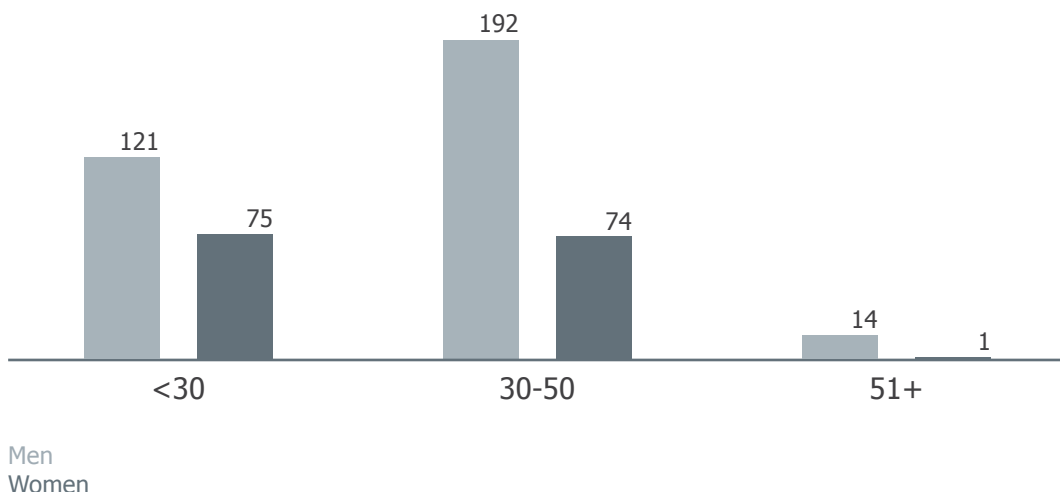


|        | <30 | 30-50 | 51+ |
|--------|-----|-------|-----|
| Men    | 100 | 142   | 12  |
| Women  | 62  | 79    | 2   |

Men
Women

## RECRUITMENT PER AGE AND GENDER 2018



|        | <30 | 30-50 | 51+ |
|--------|-----|-------|-----|
| Men    | 121 | 192   | 14  |
| Women  | 75  | 74    | 1   |

Men
Women

## RECRUITMENT PER AGE AND COUNTRY 2017

| | Greece | Luxembourg | Belgium | Romania | Denmark | Kenya |
|---|---|---|---|---|---|---|
| <30 | 125 | 14 | 18 | 5 | 0 | 0 |
| 30-50 | 143 | 33 | 41 | 2 | 1 | 1 |
| 51+ | 9 | 4 | 1 | 0 | 0 | 0 |

<30
30-50
51+

## RECRUITMENT PER AGE AND COUNTRY 2018

| | Greece | Luxembourg | Belgium | Romania | Denmark |
|---|---|---|---|---|---|
| <30 | 168 | 6 | 21 | 1 | 0 |
| 30-50 | 188 | 31 | 44 | 2 | 1 |
| 51+ | 9 | 3 | 3 | 0 | 0 |

<30
30-50
51+
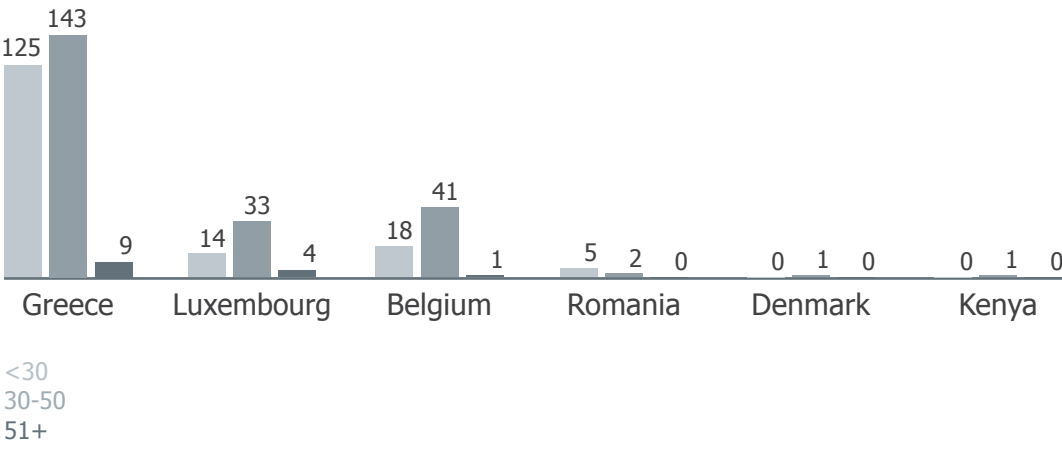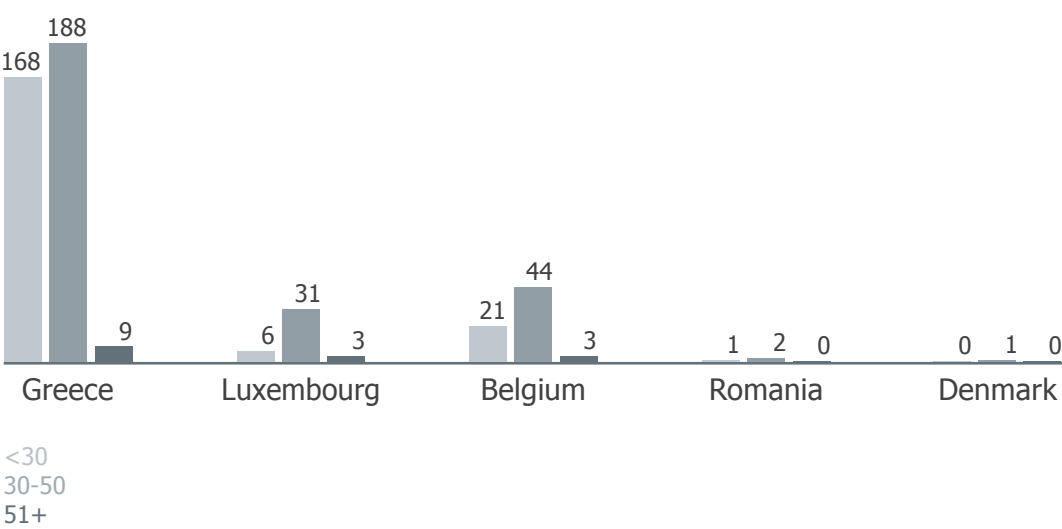
# LEARNING MANAGEMENT

IN A RAPIDLY CHANGING DIGITAL GLOBAL MARKET, INTRASOFT INTERNATIONAL CONSTANTLY MOTIVATES ITS PEOPLE TO CULTIVATE THEIR SKILLS AT ALL ORGANISATIONAL LEVELS, SO THEY CAN RESPOND QUICKLY TO NEW CHALLENGES AND KEEP PACE WITH TECHNOLOGICAL DEVELOPMENTS. IN THIS CONTEXT, THE COMPANY OFFERS A WIDE RANGE OF LEARNING OPPORTUNITIES. INTRASOFT APPLIES A LEARNING PROCESS THAT IS COMPLIANT WITH THE ISO 29990:2010 STANDARD.

## TRAINING HOURS PER SUBJECT

**2017**
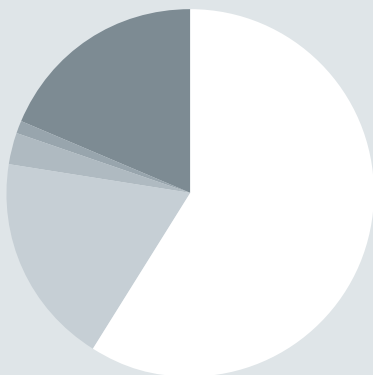


**2018**



**59.2%** Technical skills development
**18.4%** Soft skills development
**2.8%** On branding training
**1.2%** Health & Safety
**18.5%** Other
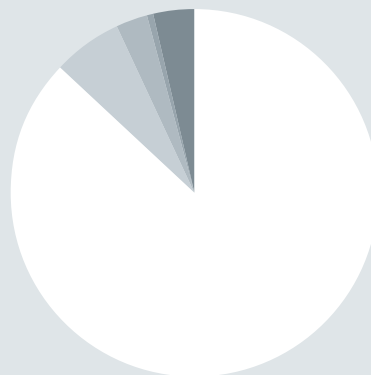
**87.1%** Technical skills development
**6.0%** Soft skills development
**2.9%** On branding training
**0.4%** Health & Safety
**3.6%** Other

# LEARNING PROCESS

INTRASOFT offers opportunities for participating in learning activities to all its people. The learning life-cycle, from analysis and design to implementation and evaluation, is described in the Company's learning process. Specific learning activities, contractual requirements and/or ad-hoc business requests are covered and met through INTRASOFT's Learning Management System. After identifying and analysing the annual learning needs of INTRASOFT people, the updated Learning plan is shared to all employees, through the New Learning Management System.

It is worth mentioning that a reward programme has been implemented to contribute to the certifications exams cost, employees undertake on their own initiative. INTRASOFT reimburses the costs of examinations leading to successful accreditation or certification in subjects relevant to employee's business expertise, with no limitation to the number of awards that can be claimed.

## EMPLOYEE TRAINING PER GENDER AND HIERARCHICAL LEVEL

| 2017 | Number of training hours | | | Average training hours per employee category | | |
|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total |
| Top Management | 146.00 | 101.00 | 247.00 | 0.00 | 0.00 | 0.00 |
| Directors | 452.00 | 169.00 | 621.00 | 45.20 | 0.00 | 51.75 |
| Senior executives | 1,092.00 | 382.00 | 1,474.00 | 12.41 | 15.92 | 13.16 |
| Administrative staff | 677.00 | 865.00 | 1,542.00 | 17.36 | 11.53 | 13.53 |
| Supervisors and workforce | 5,189.00 | 2,841.00 | 8,030.00 | 6.54 | 7.14 | 6.74 |
| **Total** | **7,556.00** | **4,358.00** | **11,914.00** | **8.12** | **8.73** | **8.34** |

| 2018 | Number of training hours | | | Average training hours per employee category | | |
|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total |
| Top Management | 1.65 | 12.00 | 13.65 | 0.00 | 0.00 | 0.00 |
| Directors | 153.78 | 0.00 | 153.78 | 13.98 | 0.00 | 10.98 |
| Senior executives | 2,335.87 | 750.73 | 3,086.60 | 21.63 | 25.02 | 22.37 |
| Administrative staff | 726.70 | 829.25 | 1,555.94 | 9.20 | 5.72 | 6.95 |
| Supervisors and workforce | 17,532.10 | 5,861.50 | 23,393.61 | 20.15 | 15.19 | 18.63 |
| **Total** | **20,750.10** | **7,453.48** | **28,203.58** | **19.43** | **13.22** | **17.28** |

## NEW LEARNING MANAGEMENT SYSTEM (LMS)

One of INTRASOFT International's top priorities is the expansion of its learning culture by enhancing employee skills and know-how. To that end, the Company has launched the new LMS, supported by a cloud application. INTRASOFT International is the first organisation in Greece (and among a small number of organisations in Europe) that has invested in a brand new LMS integrated with Udemy for Business.

The Company invested in paid licenses for the cloud-based platform (one unique licence for each employee). The system contains more than 2,500 online courses and is tailored to meet each employee's unique needs for personal development. LMS is a next-generation cloud application that automates the learning process, from planning and management to delivery and measurement of all provided learning activities. It offers powerful reporting features and the flexibility to manage all types of third-party and custom content, as well as peer-to-peer and on-the-job training. #IntrasoftPeople can meet their professional and personal objectives, with the flexibility to join the online courses at any time through their personal license.

The new LMS is a milestone initiative for INTRASOFT since it provides access to an infinite amount of learning opportunities, ranging from a variety of technology stacks to business and soft skills. All employees can unlock their true potential and improve their skills.

## LEARNING ACTIVITY EVALUATION EFFECTIVENESS

A significant component for maintaining top quality on learning activities is the trainee's feedback. This feedback is collected right after the completion of each training activity, through the LMS Evaluation Forms that contain information regarding the trainer, the provided materials, the service and facilities and general comments and improvements. Apart from the evaluation that takes place right after the end of the training activity, the HR Department assesses the effectiveness of the learning activity with the use of the Learning Effectiveness Assessment Form through LMS. This procedure starts 6 months after the completion of the learning activity. This evaluation also contributes to the selection of future learning activities that are suitable to the employees' profiles and learning needs, as well as to proposing potential improvements to the content of recurring learning activities.

# PERFORMANCE MANAGEMENT

**PERFORMANCE EVALUATION IS AN ANNUAL PROCESS FOR INTRASOFT EMPLOYEES THAT HAVE COMPLETED A MINIMUM OF 6 MONTHS OF CONTINUOUS EMPLOYMENT. THE PERFORMANCE EVALUATION CRITERIA ARE CORE COMPETENCIES, WORK STANDARDS, MANAGERIAL COMPETENCIES, INDIVIDUAL GOALS (TASK RELATED AND EMPLOYEE DEVELOPMENT), AS WELL AS CAREER ASPIRATIONS.**

**Performance evaluation workflow**

Employee self-assessment

Performance evaluation by the evaluators

Calibration meeting

Performance feedback discussion

Employee acknowledgement

Evaluators from the organisational structure are responsible for fairly and accurately evaluating employees' performance and, together with employees, setting the goals for the upcoming year. Based on the process, there is a mid-year review goal evaluation, where the individual goals are reviewed, approved and finalized.

It should be noted that, all involved parties in the performance management process follow the Company's ethical standards, based on fairness and transparency.

The results of the performance management process create an added value input for the design of the learning plan and employee career development.

# EMPLOYEE ENGAGEMENT

**BUILDING A STRONG OPEN-DOOR CULTURE REQUIRES AN ENGAGED WORKFORCE, WHERE EMPLOYEES ARE MOTIVATED TO SHARE THEIR THOUGHTS AND OPINIONS. INTRASOFT FOSTERS AN INCLUSIVE, DIVERSE AND SAFE WORKING ENVIRONMENT, SUPPORTING ITS EMPLOYEES TO SUCCEED AT ALL LEVELS. THE COMPANY COMMUNICATES WITH ITS PEOPLE IN A VARIETY OF WAYS AND SEEKS THEIR INPUT THROUGH THE ANNUAL EMPLOYEE ENGAGEMENT SURVEY.**

## Open-door culture

INTRASOFT's internal communication facilitates information and ideas exchange, while enhancing mutual trust and teamwork. The most commonly used internal communication channels are

Email

Internal portal (newsfeed and live communication)

Regular staff meetings (daily or weekly)

Campaigns and banners

Internal communication announcements on corporate life issues

Bulletin boards

Continuous feedback

Annual events

## Additional benefits

INTRASOFT not only offers competitive and fair salaries, but also provides additional benefits to all its employees. These additional benefits are geared towards improving employee satisfaction levels and supporting work-life balance, including among others

Life and medical plan

Hospitalisation plan

Meal vouchers

Allowances

Public transportation expenses

Well-being programs

Furthermore, the Company offers corporate cars, fuel allowance and corporate mobile phone, based on employee job level and business requirements.

**INTRASOFT people's well-being**

Wellness is not just a trend; developing and retaining a wellness culture among its people is one of INTRASOFT's main objectives. To that end, many initiatives have been implemented over the past years, in regard to wellness and sports activities.

**INTRASOFT Wellness Week internal events**

In 2018 INTRASOFT International has organized 2 Wellness Week events, in March (12/03/2018 - 16/03/2018) and October (29/10/2018 - 2/11/2018). During these events all #IntrasoftPeople at Athens and Thessaloniki premises had the opportunity to attend first aid trainings, enjoy healthy breakfast, relish chair massage by professionals, participate in hatha yoga, office yoga & ergonomics sessions and attend lectures and useful speeches. Furthermore, fresh fruit, healthy juices, fruit salads and healthy energy bars were provided. During the same period, a blood donation was organized to replenish the corporate blood bank, which is accessible to all employees. As a capstone of the first Wellness Week event, INTRASOFT International established a systematic effort to enhance the well-being of its employees, by providing fresh fruit in the kitchens, every week.

**Basketball team (INTRASOFT International B.C.)**

INTRASOFT's Basketball team was established in the summer of 2018, after a high volume of volunteers at Athens' premises. The team consists of 26 #IntrasoftPeople who actively participate in the Greek Corporate Basketball championship.

**Football team (INTRASOFT International F.C.)**

INTRASOFT's Football team dates back to 2014, but it has been completely reenergised within 2018. The addition of new colleagues led in a more competitive team, with a very successful presence in the Greek Corporate Football championship.

**Apart from their weekly games, members of both teams meet up on a weekly basis for practice and other outdoor activities, like hiking and running. Actions like these have contributed to boosting employee engagement and team building.**

# OCCUPATIONAL HEALTH AND SAFETY

As far as health and safety issues are concerned, INTRASOFT implements and constantly improves its Health and Safety management system, which is fully compliant with the requirements of the OHSAS 18001:2007 standard. INTRASOFT strives to promote a shared culture among employees, based on its Health and Safety Policy. The Health and Safety Policy ensures the Company's commitment to develop and continuously implement effective control systems to minimise the risks associated with its operation and guarantee adequate working conditions for all employees and visitors.

INTRASOFT's offices and facilities are designed to keep employees safe, focusing primarily on the challenges that are most relevant to its business operations, such as slips, trips, falls and relevant ergonomic issues. To that end, the Company invested over €113,000 to effectively manage ergonomic issues.

**Key performance indicators**

INTRASOFT uses a health & safety data collection and tracking system, to monitor injury data and report on its performance. Certain safety performance indicators are monitored, such as LTIFR (Lost Time Injury Frequency Rate), SR (Severity Rate) and AR (Absenteeism Rate).

## HEALTH & SAFETY KEY PERFORMANCE INDICATORS

| | Greece | | Luxem-bourg | | Belgium | | Romania | | Denmark | | Kenya | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 |
| **Number of injuries** | 3 | 9 | 3 | 5 | 11 | 7 | 0 | 0 | 0 | 0 | 0 | 0 |
| **LTIFR (Lost Time Injury Frequency Rate)** | **1.68** | **3.81** | **8.57** | **14.03** | **23.3** | **18.38** | **0.0** | **0.0** | **0.0** | **0.0** | **0.0** | **0.0** |
| Total number of lost days due to injury or accident | 8 | 157 | 3 | 0 | 133 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **SR (Severity Rate)** | **4.49** | **66.53** | **8.57** | **4.49** | **0.0** | **281.7** | **0.0** | **0.0** | **0.0** | **0.0** | **0.0** | **0.0** |
| Total number of missed days due to incapacity of any kind, not just the result of work-related injury or disease | 1,184 | 1,345 | 1,384 | 1,732 | 16,197 | 2,033 | 119 | 144 | 33 | 101 | 0 | 0 |
| **AR (Ab-senteeism Rate)** | **0.01** | **0.005** | **0.03** | **0.04** | **0.27** | **0.04** | **0.02** | **0.05** | **0.01** | **0.03** | **0.0** | **0.0** |

**LTIF Rate:**
(number of accidents$*10^6$)/
Number of man-hours worked

**SR Rate:**
(number of days lost due to accident$*10^6$)/
Number of man-hours worked

**AR Rate:**
number of days lost due to incapacity of any kind/Number of total days worked

# EQUAL OPPORTUNITIES AND RESPECT TO HUMAN RIGHTS

Relationships between INTRASOFT people are founded on mutual respect, diversity and equal employment opportunities and practices. The Company aims at safeguarding a fair, meritocratic working environment.

**Equal opportunities**

INTRASOFT's recruitment policy and career development procedures are based strictly on qualifications and performance, without any discrimination on the grounds of gender, nationality, age, marital status etc.

## EMPLOYEE DISTRIBUTION IN HIERARCHICAL LEVELS AND GENDER

| Hierarchical levels | 2017 Men | 2017 Women | 2017 Total | 2018 Men | 2018 Women | 2018 Total |
|---|---|---|---|---|---|---|
| Top Management | 5 | 2 | 7 | 5 | 2 | 7 |
| Directors | 11 | 2 | 13 | 12 | 3 | 15 |
| Senior executives | 89 | 26 | 115 | 109 | 32 | 141 |
| Administrative staff | 39 | 76 | 115 | 79 | 147 | 226 |
| Supervisors and workforce | 800 | 403 | 1,203 | 873 | 391 | 1,264 |
| **Total** | **944** | **509** | **1,453** | **1,078** | **575** | **1,653** |

| Hierarchical levels | 2017 <30 | 2017 30-50 | 2017 51+ | 2018 <30 | 2018 30-50 | 2018 51+ |
|---|---|---|---|---|---|---|
| Top Management | - | 2 | 5 | - | 2 | 5 |
| Directors | - | 2 | 11 | - | 4 | 11 |
| Senior executives | - | 83 | 32 | 1 | 97 | 43 |
| Administrative staff | 14 | 84 | 17 | 28 | 167 | 31 |
| Supervisors and workforce | 229 | 888 | 86 | 286 | 897 | 81 |
| **Total** | **243** | **1,059** | **151** | **315** | **1,167** | **171** |

**Human rights**

The Company recognises employee rights ensuring equal pay, respect to diversity and internationally protected human rights. INTRASOFT does not tolerate any kind of discrimination or any form of harassment. It applies to the principles of UN Global Compact on human rights.

# HR DATA

## WORKFORCE ANALYSIS PER COUNTRY
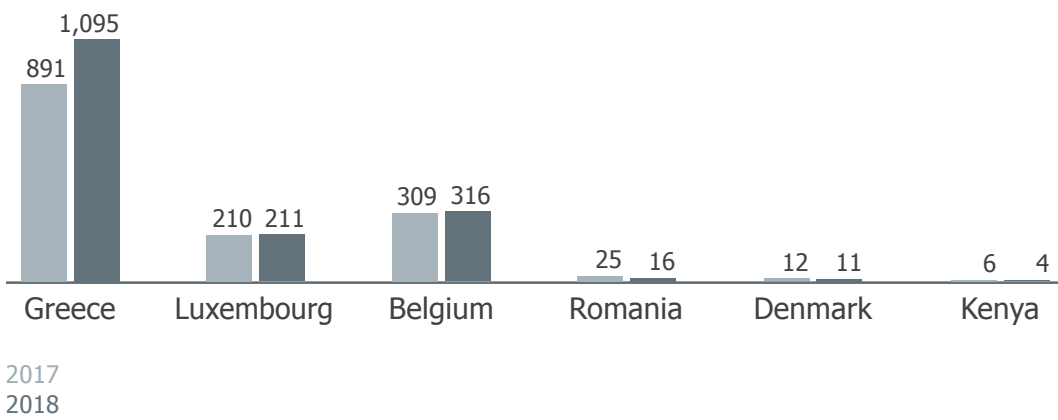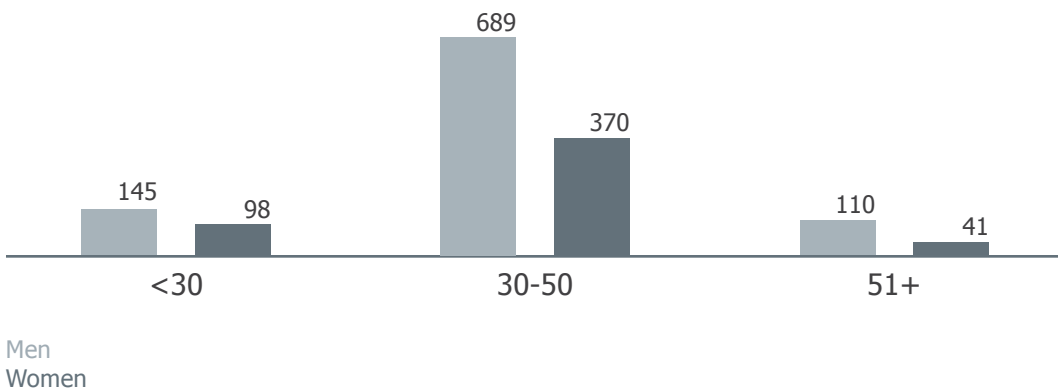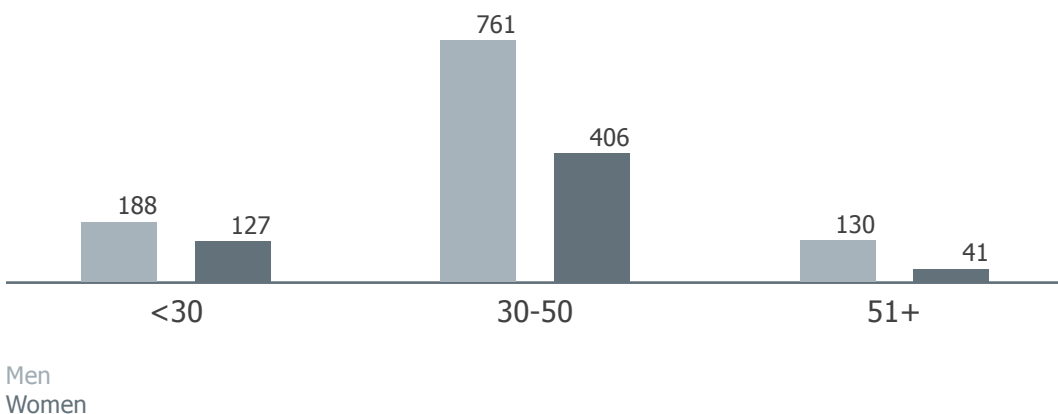
| | Greece | Luxembourg | Belgium | Romania | Denmark | Kenya |
|---|---|---|---|---|---|---|
| 2017 | 891 | 210 | 309 | 25 | 12 | 6 |
| 2018 | 1,095 | 211 | 316 | 16 | 11 | 4 |

2017
2018

## EMPLOYEE'S AGE DISTRIBUTION 2017

| | <30 | 30-50 | 51+ |
|---|---|---|---|
| Men | 145 | 689 | 110 |
| Women | 98 | 370 | 41 |

Men
Women

## EMPLOYEE'S AGE DISTRIBUTION 2018

| | <30 | 30-50 | 51+ |
|---|---|---|---|
| Men | 188 | 761 | 130 |
| Women | 127 | 406 | 41 |

Men
Women

## NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT AND REGION 2017

| | Greece | Luxembourg | Belgium | Romania | Denmark | Kenya |
|---|---|---|---|---|---|---|
| Permanent | 884 | 208 | 306 | 25 | 12 | 6 |
| Temporary | 7 | 2 | 3 | 0 | 0 | 0 |

Permanent
Temporary

## NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT AND REGION 2018

| | Greece | Luxembourg | Belgium | Romania | Denmark | Kenya |
|---|---|---|---|---|---|---|
| Permanent | 1,095 | 205 | 316 | 16 | 10 | 4 |
| Temporary | 0 | 6 | 0 | 0 | 1 | 0 |

Permanent
Temporary

## NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT AND GENDER 2017

| | Men | Women |
|---|---|---|
| Permanent | 936 | 505 |
| Temporary | 8 | 4 |

## NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT AND GENDER 2018

| | Men | Women |
|---|---|---|
| Permanent | 1,073 | 572 |
| Temporary | 6 | 2 |

## NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE AND GENDER 2017

939

505

5

4

Men

Women

Full-time
Part-time

## NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE AND GENDER 2018

1,077

570

2

4

Men

Women

Full-time
Part-time
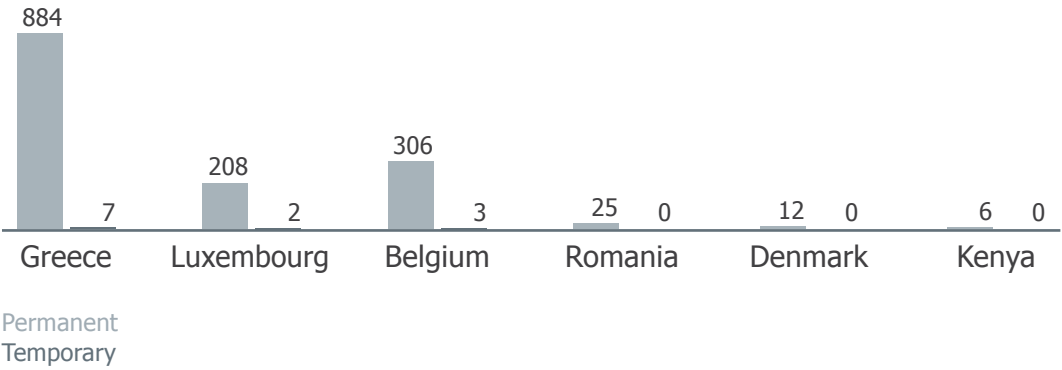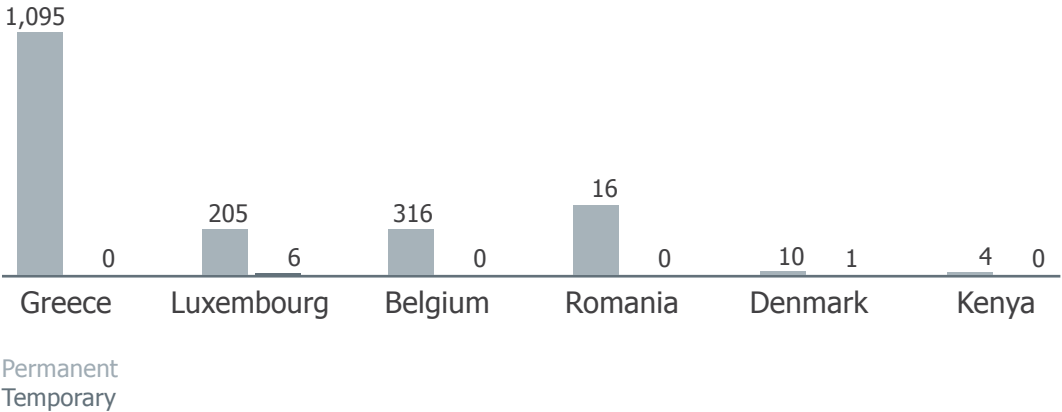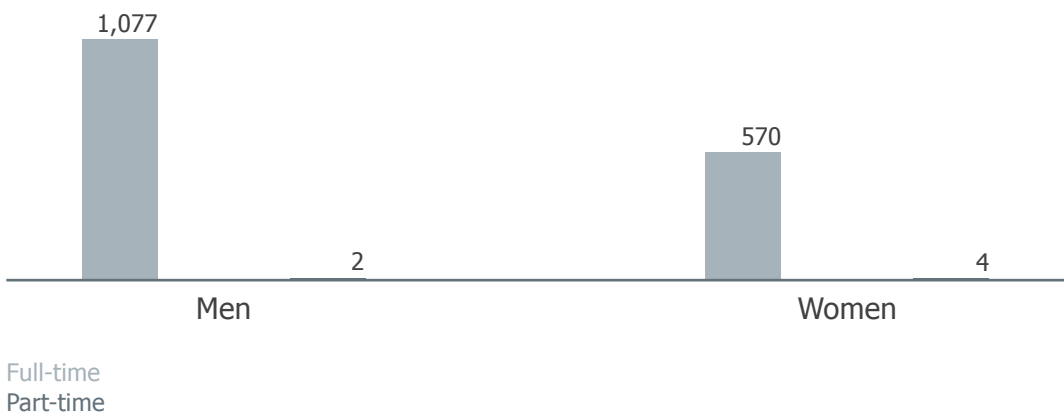
# #WECARE ABOUT SOCIAL INCLUSIVENESS.

INTRASOFT INTERNATIONAL SUPPORTS COMMUNITY-LED PROJECTS, CONSTANTLY EXPLORING HOW TO CREATE A SUSTAINABLE FUTURE FOR ALL STAKEHOLDER GROUPS. FOSTERING SOCIAL INCLUSIVENESS IS AT THE VERY CORE OF INTRASOFT'S BUSINESS. TO THIS END, DURING 2018 - YEAR OF CODING, THE COMPANY INVESTED IN SUPPORTING CHILDREN AND RELEVANT NGOS, HIGH SCHOOL AND UNIVERSITY STUDENTS, SKILLS DEVELOPMENT OF FUTURE GENERATIONS THROUGH EDUCATIONAL INITIATIVES ENDORSEMENT AND VOLUNTEERISM FOR SUPPORTING VULNERABLE SOCIAL GROUPS.

# 2018
# YEAR OF CODING

**INTRASOFT ACTS ON**

**SUPPORTING CHILDREN**

**CREATING OPPORTUNITIES
THROUGH EDUCATION**

**SUPPORTING VULNERABLE SOCIAL
GROUPS THROUGH VOLUNTEERING**

**BEST PRACTICE: INTRASOFT INTERNATIONAL CSR REPORT 2017 – DIGITAL ACCESSIBLE PDF FILE FOR PEOPLE WITH VISION PROBLEMS**

**INTRASOFT'S SCOPE DEPARTMENT HAS CREATED AN INNOVATIVE DIGITAL VERSION OF THE 2017 CSR REPORT, IN THE FORM OF A FULLY ACCESSIBLE PDF FILE FOR PEOPLE WITH VISUAL IMPAIRMENTS. IT ENABLES THE VISUAL IMPAIRED TO BROWSE A PDF THAT HAS BEEN TAGGED IN FULL, SO THAT IT CAN BE TRANSCRIBED VOCALLY BY SCREEN READERS AND SUPPORTED BY ANY COMPUTER. CSR REPORT'S DIGITAL FILE HAS BEEN CREATED FROM SCRATCH, SO THAT ALL TEXT COULD BE CONVERTED INTO AUDIO CLIPS.**

# SUPPORTING CHILDREN

**Jumping Vivat (Belgium, Brussels) — Sponsorship for a good cause**

Jumping Vivat is an annual event held in Brussels, Belgium, organised by the Ministry of Defence. INTRASOFT International has sponsored the National Jumping Vivat event in Belgium as a Diamond Sponsor, to aid disabled and orphaned children. Proceeds were handed over to the VIVAT Foundation during the ceremony and donated to disabled children.

The main goal of the Foundation is to promote welfare and social integration of disabled children and orphans of Defence and Federal Police staff.

To this end, the Foundation manages the General Cornet home, located in Nivelles on the outskirts of the Belgian capital It hosts people in need and is supported through the aid of the VIVAT Foundation sponsors, including INTRASOFT International.

## The Smile of the Child (Greece, Athens) – Christmas decorations at the NGO's homes

INTRASOFT International has an ongoing collaboration with The Smile of the Child. In December 2018, #IntrasoftPeople visited the NGO's homes in Athens and Korinthos, Greece, where they had the chance to give plenty of gifts to the children and decorate their homes for Christmas. The Smile of the Child's mission is to offer intervention and therapeutic services to children victims of any form of violence, children with health problems, missing children, children living in poverty or threatened by poverty.

## The Smile of the Child, Make a Wish – Easter Bazaar in Athens and Christmas Bazaar in Athens

It has become a tradition for INTRASOFT every Christmas and Easter, to host bazaars at its Athens premises. In 2018, each bazaar lasted for 2 days, so that more NGOs could be involved. #IntrasoftPeople's attendance was beyond expectations.

# CREATING OPPORTUNITIES THROUGH EDUCATION

The first preliminary game took place in Xanthi where 22 teams competed in fascinating robot games and their core values. Furthermore, they presented their pioneering projects about water. Phase 2 of the First LEGO League was held in Heraklion Crete, where 12 teams had the chance to compete against each other.

Phase 3 of the First LEGO League took place in Volos and Thessaloniki. 9 teams in Volos and 65 teams in Thessaloniki participated by showcasing their brilliant projects. The final stop was Athens, where the qualifying games were concluded. Athens held a marvellous competition involving 37 teams, 14 of which made it to the First LEGO League's finals in Thessaloniki.

**First LEGO League 2018**

INTRASOFT International has sponsored and actively supported the NGO eduACT at the First Lego League contest in Greece, a global event organised in Greece since 2013. Loyal to the concept of 2018 Year of Coding, INTRASOFT sponsored this innovative initiative, that helps young children aged between 9-16 to embrace and develop the idea of STEM (Science, Technology, Engineering and Mathematics).

The First LEGO League finals took place on March 3-4 in Thessaloniki. The Vellideio Conference Hall hosted 53 participating teams, along with thousands of people who supported the contest. INTRASOFT International was there from day 1, from the first qualifying game in Xanthi to the finals in Thessaloniki. #IntrasoftPeople felt happy and proud for the children that competed. The contest was a mix of numerous interesting projects, awesome robot games, enthusiasm and positive energy. It proved that the future of science and thought leaders are here, making everyone feel optimistic!

## Coding Hive 2018

Coding Hive is the first initiative in Greece designed by 2 leading IT companies: INTRASOFT International and Intralot. It provides intensive programming training in cutting-edge technologies. Coding Hive is a joint effort aimed at developing new IT professionals, who are passionate about coding and willing to build a strong career.

Coding Hive is the result of INTRASOFT International's and Intralot's efforts to help new professionals by giving them the opportunity to work in the IT market. The programme provided 25 scholarships to young people and provided direct entry to these 2 organisations. The participants were provided with immediate hands-on practice and knowledge through cooperation with high skilled and experienced IT professionals. After the programme was over, participants were hired by the 2 companies.

Coding Hive is a 2-month intensive training focused on Java technologies, carried out by experienced developers and software engineers that work at INTRASOFT International and Intralot. The training provides participants with theoretical and practical know-how in modern front-end and back-end technologies. Among others, Coding Hive includes practice on coding technologies such as Java, JavaScript, Angular and React.

## IM Panagiotopoulos – Coaching and Training

Children's and students' development are among INTRASOFT International's main CSR priorities. As such, the Company endeavours to engage the diversity of young talents, supporting each and every student to grow and lead change. In 2018, INTRASOFT's software engineers visited IM Panagiotopoulos' primary school students, where they had the chance to teach coding fundamentals to 10-year-olds.

## SEN/JA – Mentoring

INTRASOFT believes that through mentoring and coaching, young people and students can be motivated to learn and become entrepreneurs, willing to share innovative ideas. In this context, the Company's Marketing and Corporate Communications Director in cooperation with SEN/JA, supervised a high school team that came up with an idea for a book sharing start-up and then implemented it. SEN/JA GREECE aims to inspire and prepare young people aged between 15-18 years to build the skills and competences needed to succeed in a global economy.

# SUPPORTING VULNERABLE SOCIAL GROUPS THROUGH VOLUNTEERING

#IntrasoftPeople are highly motivated on making a positive impact on vulnerable social groups by getting involved in special events. The Company supports all employees in actively joining fundraising events and making a difference through volunteering.

## The Smile of the Child (Athens, Mati) — Donations of money, food and first aid kits for the Mati fire tragedy

INTRASOFT International fully cooperated with the "The Smile of the Child" to help the citizens of Mati, Greece, after the fire disaster of July 2018. #IntrasoftPeople became very involved, donating clothes, food and essentials, and visiting the "The Smile of the Child's" premises at Mati to help sort donated materials.

## Athens Marathon (Greece, Athens) — We run for Floga Parents Association of Children with Cancer

Every year, INTRASOFT International takes part in the Athens Authentic Marathon. Eighty #IntrasoftPeople and their families turned up to support the Company's initiative in assisting the work of "Floga", an NGO for children with cancer. For each kilometre every INTRASOFT employee ran, an amount of money was donated by the Company to "Floga".

Athens Authentic Marathon attracts global attention on an annual basis, as world-class runners join the thousands who have in the past 're-enacted' the actual marathon course of 42.2 km from the town of Marathon on the Attica shoreline to the finish line in central Athens. #TeamIntrasoft's participation in such a pivotal annual event underlines the value of supporting vulnerable social groups while coming closer together as a team.

### Ekiden Run (Belgium, Brussels)

Ekiden Run is a corporate running event in Brussels in which 6-member teams participate by covering a total distance of 42.2 km around the Atomium. Two teams from INTRASOFT International in Belgium and Athens participated in the race.

### Race for the Cure (Greece, Athens)

Race for the Cure® Greece is an annual running event against breast cancer, organised in Athens by the Hellenic Association of Women with Breast Cancer "Alma Zois", in collaboration with Susan G. Komen's Foundation Race for the Cure®. It is one of the most popular races for breast cancer awareness in Europe and the largest sports event with a social purpose in Greece, having attracted more than 150,000 entries throughout its history. Eighty #IntrasoftPeople participated in the 2018 Race for the Cure held in Athens, in October 2018.

### SOS Villages Vari – Volunteer work by #IntrasoftPeople (Greece, Athens)

In March 2018, #IntrasoftPeople visited the SOS Villages in Vari, Athens, as part of INTRASOFT's volunteer CSR activities. During their visit, #IntrasoftPeople spent an entire day helping to sort the storage at the SOS Villages warehouses.

### Alexander the Great Marathon Race (Greece, Thessaloniki)

Every year, INTRASOFT International participates in the Alexander the Great Marathon Race. Its mission is to highlight a historic route, demonstrating globally a path in history and in ancient Greek culture. In the 2018 edition, 30 #IntrasoftPeople participated.

### Blood donation – INTRASOFT Wellness Week

A voluntary blood donation was organised on Wednesday 14 March and Tuesday 30 October 2018 during INTRASOFT Wellness Week at the Athens premises, It helped to replenish INTRASOFT's corporate blood bank that is accessible to all employees.

# #WECARE ABOUT THE ■ENVIRONMENT.

INTRASOFT INTERNATIONAL IS COMMITTED TO IMPROVING ITS ENVIRONMENTAL PERFORMANCE AND REPUTATION BY CONSIDERING A SET OF PARAMETERS, INCLUDING ITS CARBON FOOTPRINT AND EVALUATION OF ENVIRONMENTAL IMPACTS OF THEIR ACTIVITIES.

# TOP
# PRIORITIES

**ENVIRONMENTAL ACTION PLAN AND PROJECTS IMPLEMENTATION**

**ENERGY MANAGEMENT OPTIMISATION**

**AIR AND WATER QUALITY MONITORING**

At a glance

**Greece**
7% reduction in water consumption
(per employee compared to 2017)

**Luxembourg**
3% reduction in paper units per
employee usage (compared to 2017)

**Belgium**
42% reduction in toner units used
per employee in the last 5 years

**Romania**
20% reduction in electricity consumed
by each employee (compared to 2012)

**Denmark**
Reduction in paper use from 40 to 10
units in total (compared to 2017)

# ENVIRONMENTAL ACTION PLAN

## INTRASOFT INTERNATIONAL IS COMMITTED TO REDUCING ITS ENVIRONMENTAL IMPACT AND MINIMISING BOTH DIRECT AND INDIRECT CARBON EMISSIONS OF ITS OPERATIONAL ACTIVITIES. THE COMPANY ALSO COMPLIES WITH SPECIFIC INTERNATIONAL ENVIRONMENTAL STANDARDS AND REGULATIONS.

### INTRASOFT International Environmental Policy

It is INTRASOFT's obligation to respect the existing environmental legislation and other environmental requirements within the scope of its operational activities.

The company conducts continuous work to assess and minimise the adverse impacts of its activities to the environment, within the scope of its operations

The Company has set up an Environmental Management System (EMS) that provides the organisation with a framework through which, its environmental performance can be controlled and improved. There are also other benefits of implementing an Environmental Management System such as financial, productivity, sales and marketing, management and public relations aspects. This system is monitored and certified in accordance with the ISO 14001 International Standards Guidelines.

The Company evaluates the likely environmental impacts of its activities and conducts an Environmental Impact Assessment report, as part of maximising the environmental performance

Indoor and outdoor environmental actions will be scheduled, so that employees and partners are aware of the projects INTRASOFT is committed to doing

Improvement targets will be defined, implemented and revised based on previous review results and in accordance with new data

Environmental standards will be applied, and the use of modern technologies will be encouraged where economically viable, in order to reduce the use of natural resources, pollution and quantities of final waste on the environment

INTRASOFT encourages its suppliers to take appropriate measures and policies to protect the environment

The Company will continue to provide training to #IntrasoftPeople, regarding environmental awareness and care

INTRASOFT will provide all the reasonable and feasible necessary resources, in order to implement this Policy

The Company will continuously and dynamically improve its EMS

INTRASOFT International organises its EMS and carefully monitors the application of its Environmental Policy. The EMS is managed by an experienced, professional environmental manager who is responsible for:

overseeing environmental updates for all employees

closely monitoring environmental Key Performance Indicators

taking over necessary improvements regarding the Environmental Management System (EMS)

# ENERGY MANAGEMENT OPTIMISATION

## ALIGNED WITH THE ENVIRONMENTAL POLICY AND CONTROLLED BY THE EMS, INTRASOFT INTERNATIONAL TAKES ACTION TO MINIMISE ITS CARBON FOOTPRINT BY IMPLEMENTING ENVIRONMENTAL-RELATED PROGRAMMES AND ACTIVITIES.

INTRASOFT International engages its staff regarding energy efficiency and reduction, by word-of-mouth encouragement and including the subject of energy on meeting agendas. By taking, recoding and analysing regular meter readings, trends and patterns in energy use are identified.

A 5% reduction in electricity and fossil fuel consumption was made possible, as a result of improved energy monitoring and awareness. It has been assumed that this will cost roughly 1.5% of total buildings and operational activities energy spend, based upon Carbon Trust guidance.

# ENERGY CONSUMPTION

## A. ELECTRICAL ENERGY CONSUMPTION (MWH)

| | 2017 | 2018 |
|---|---|---|
| Greece | 2,058 | 2,433 |
| Luxembourg | 280 | 292 |
| Belgium | 106 | 104 |
| Romania | 49 | 48 |
| Denmark | 45 | 45 |

2017
2018
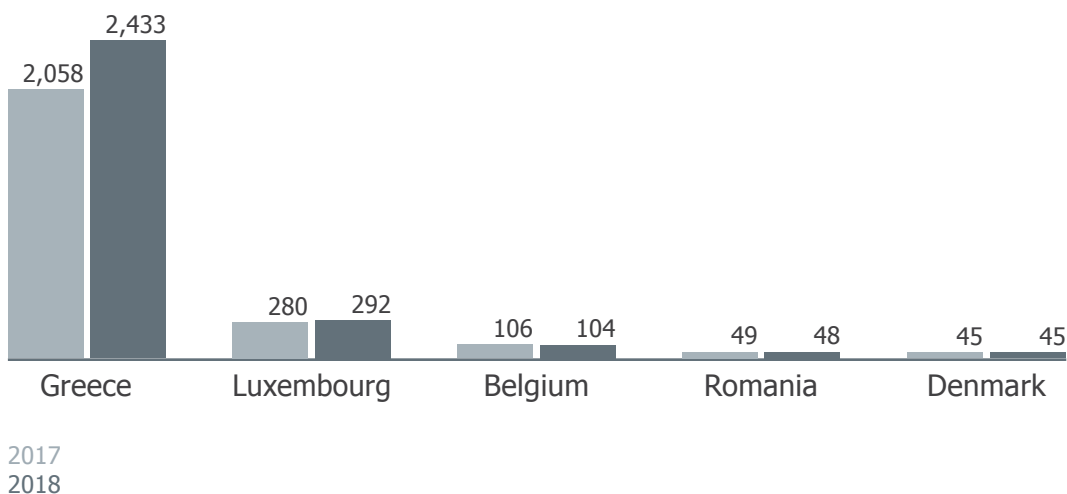
## B. SPECIFIC ELECTRICAL ENERGY CONSUMPTION (KWH/EMPLOYEE)

| | 2017 | 2018 |
|---|---|---|
| Greece | 2.6 | 3.9 |
| Luxembourg | 3.8 | 3.9 |
| Belgium | 2.7 | 2.7 |
| Romania | 1.7 | 1.7 |
| Denmark | 3.7 | 3.7 |

2017
2018
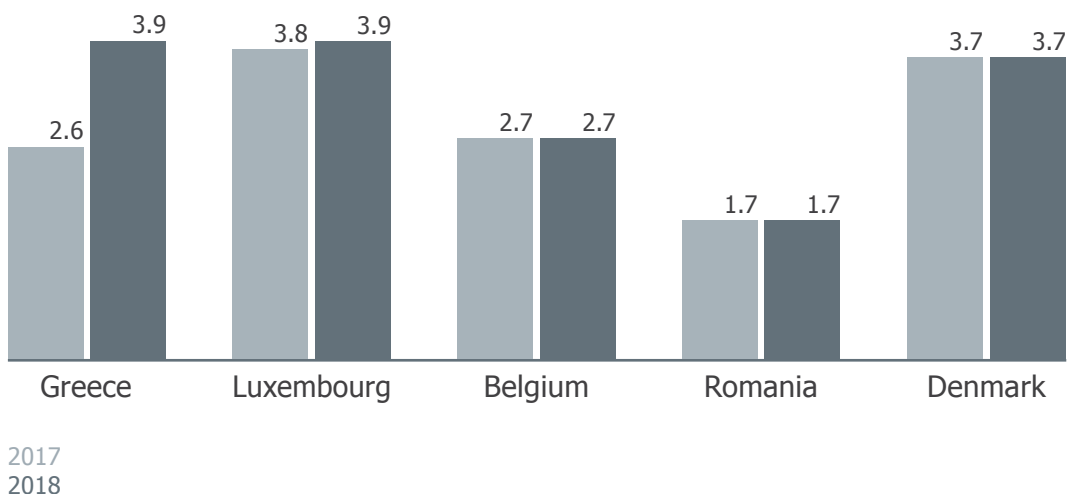
# MONITORING AIR AND WATER QUALITY

INTRASOFT International ensures that acceptable and legal limits for public protection, employee wellness and environmental protection are not breached. As far as air quality is concerned, the Company undertakes environmental monitoring of dust, combustion gases and other emissions derived from its activities.

**Indoor air quality**

The metrics used to assess air quality consist of respirable suspended particulate matters and non-respirable particulate matters, expressed in mg/m$^3$. The air samples collected from several rooms/floors showed permissible levels, that were significantly below acceptable limits.

| | Respirable suspended particulate matters | Non respirable suspended matters |
|---|---|---|
| Ground floor / Financial department | 0.1 | 0.3 |
| Ground floor / IT | 0.2 | 0.4 |
| Applications Development department (DG1) | 0.2 | 0.5 |
| Marketing department | 0.1 | 0.2 |
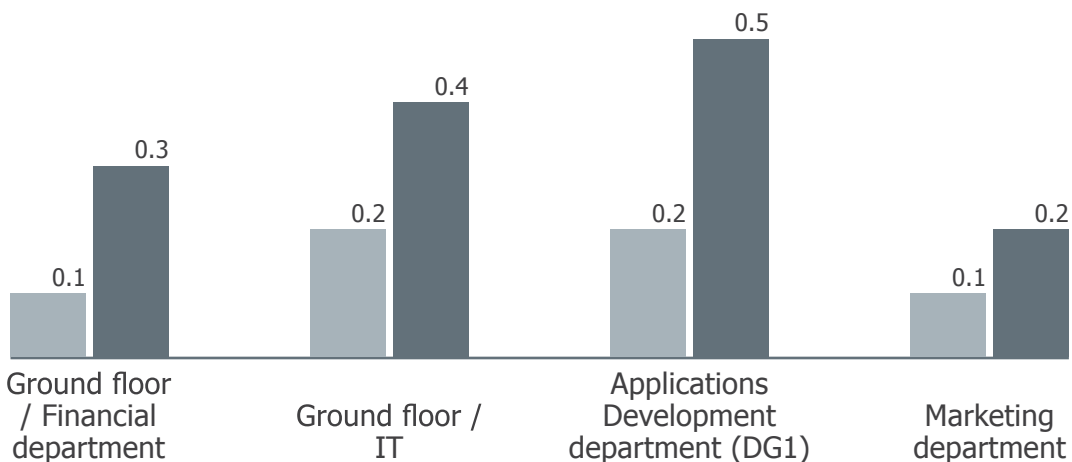
Respirable suspended particulate matters
Non respirable suspended matters

**Water quality and consumption**

Regarding water testing and analysis, different parameters were considered in order to assess the results. Such parameters include conductivity, total hardness, carbonate hardness, non-carbonated hardness and total alkalinity. The data collected were measured in different units for each parameter; the water quality results met the water quality standards.

## A. WATER USAGE (M³)



| | Greece | Luxembourg | Belgium* | Romania | Denmark |
|---|---|---|---|---|---|
| 2017 | 8,200 | 331 | 0 | 154 | 78 |
| 2018 | 8,904 | 292 | 0 | 152 | 78 |

2017
2018
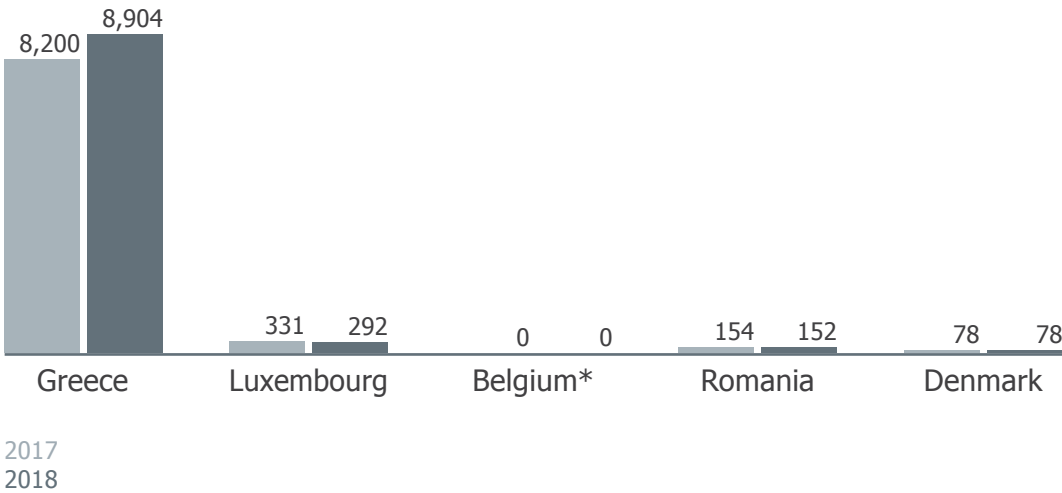
## B. SPECIFIC WATER USAGE (M³/EMPLOYEE)



| | Greece | Luxembourg | Belgium* | Romania | Denmark |
|---|---|---|---|---|---|
| 2017 | 10.2 | 4.5 | 0 | 5.4 | 6.5 |
| 2018 | 4.5 | 4.5 | 0 | 5.4 | 6.5 |

2017
2018
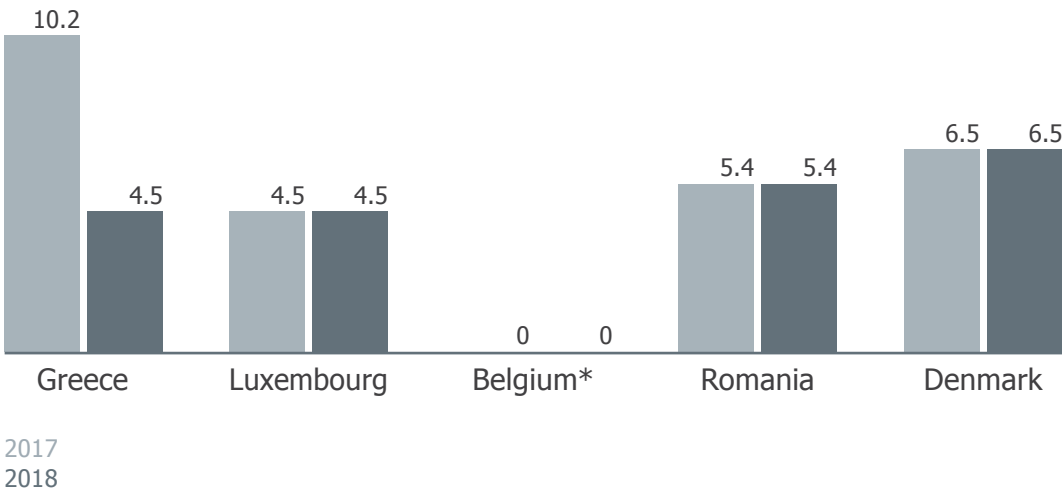
\* The data of INTRASOFT's premises in Belgium are not included due to different measurement methods.

# WASTE MANAGEMENT

INTRASOFT International monitors indicators on waste management. Waste-related indicators are used to measure and track the amount of waste generation derived from INTRASOFT's activities. The Company's major waste originates mostly from paper and toner used for printing/photocopying purposes.

The total paper consumed has been significantly reduced since 2017. In addition, all waste paper and toners are regularly sent to the recycling centre.

## PAPER AND TONER

### A. PAPER UNITS CONSUMPTION PER EMPLOYEE

| | Greece | Luxembourg | Belgium | Romania | Denmark |
|---|---|---|---|---|---|
| 2017 | 272 | 2.3 | 5 | 0.10 | 3.3 |
| 2018 | 265 | 2.3 | 5 | 0.07 | 0.8 |

2017
2018
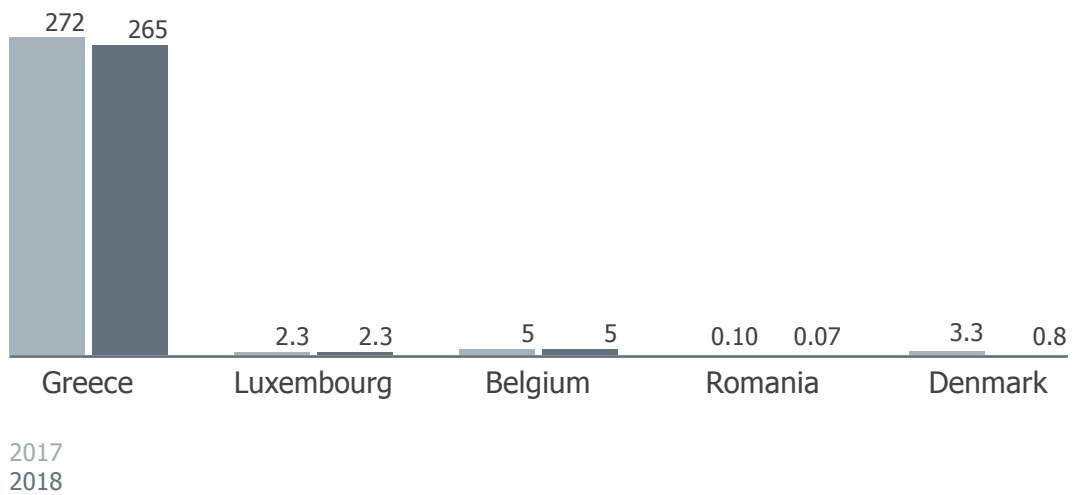
### B. TOTAL PAPER CONSUMED (UNITS)

| | Athens* | Luxembourg | Belgium | Romania | Denmark |
|---|---|---|---|---|---|
| 2017 | 16,559 | 175 | 200 | 3 | 40 |
| 2018 | 18,135 | 169 | 198 | 2 | 10 |

2017
2018

## C. TONER UNITS CONSUMPTION PER EMPLOYEE

| | Athens | Luxembourg | Belgium | Romania | Denmark |
|---|---|---|---|---|---|
| 2017 | 0.1 | 0.1 | 0.5 | 0.1 | 0.08 |
| 2018 | 0.1 | 0.1 | 0.5 | 0.1 | 0.08 |

2017
2018
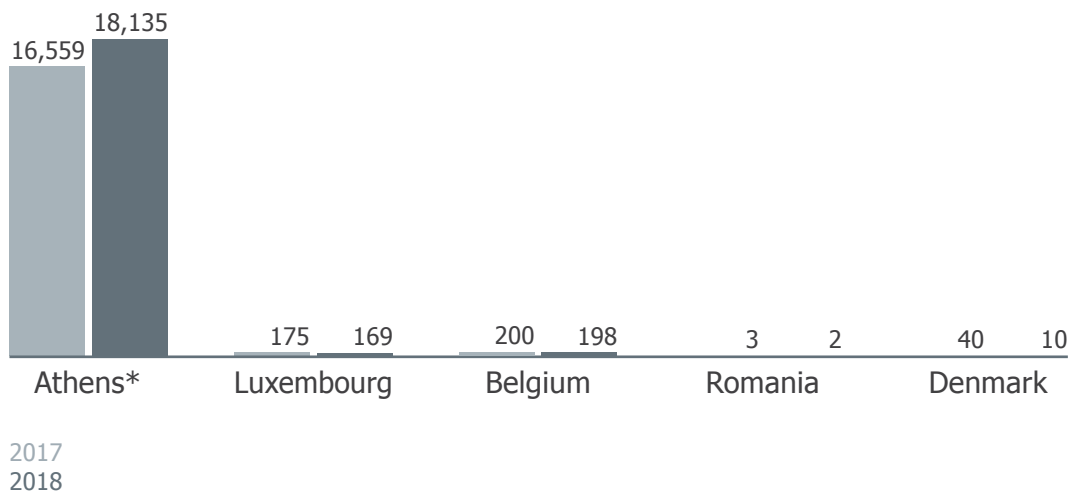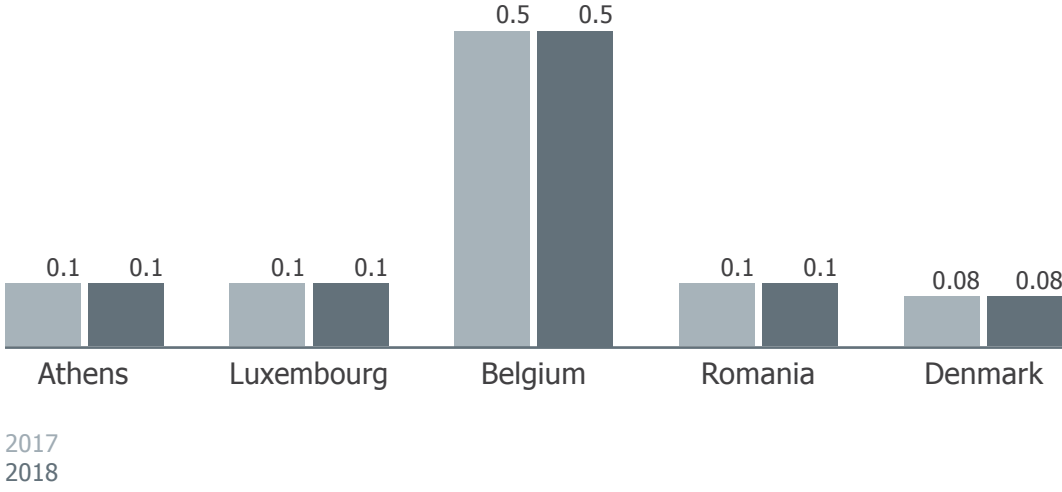
## D. TOTAL TONER UNITS CONSUMED (NUMBER OF TONERS)*

| | Athens | Luxembourg | Belgium | Romania | Denmark |
|---|---|---|---|---|---|
| 2017 | 74 | 4 | 20 | 2 | 1 |
| 2018 | 78 | 5 | 20 | 2 | 1 |

2017
2018
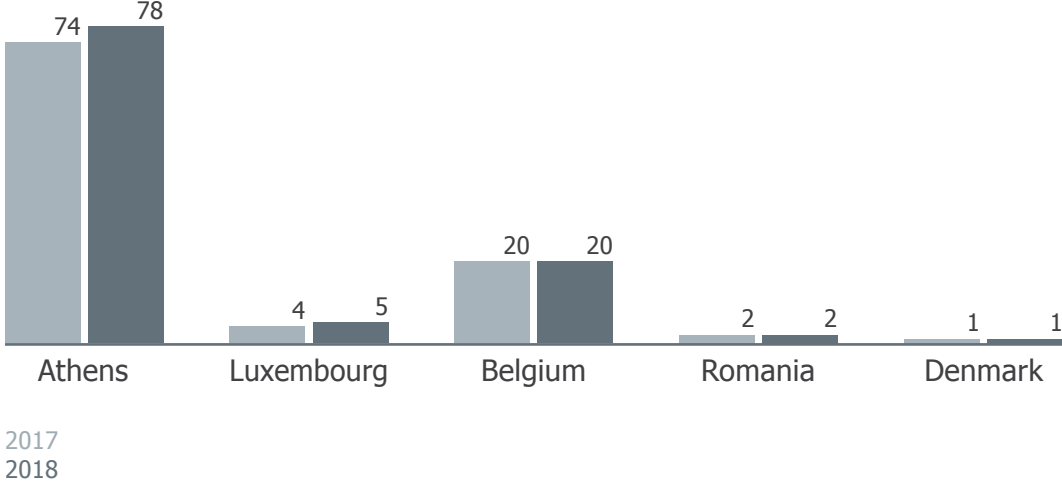
\* Thessaloniki's premises are
excluded from the graph.

# #WECARE ABOUT ▮TRANSPARENCY AND EFFICIENT OPERATION.

INCORPORATING SOUND CORPORATE GOVERNANCE PRACTICES AND PRINCIPLES IS AN INTEGRAL PART OF INTRASOFT INTERNATIONAL'S BUSINESS OPERATIONS. THE PRACTICES FOLLOWED SECURED AN EFFECTIVE AND EFFICIENT OPERATION BASED ON BUSINESS ETHICS, ACCOUNTABILITY AND TRANSPARENCY IN THE INTEREST OF ALL ITS STAKEHOLDERS.

THE COMPANY HAS DEVELOPED A CORPORATE GOVERNANCE FRAMEWORK, ALONG WITH THE SUITABLE ORGANISATIONAL STRUCTURE, FOR IMPLEMENTING ITS GROWTH STRATEGY AND ACHIEVING ITS GOALS RESPONSIBLY.

# THE CORPORATE GOVERNANCE FRAMEWORK

INCREASES STAKEHOLDER TRUST

ENHANCES SUSTAINABILITY

ENCOURAGES POSITIVE BEHAVIOUR

LOWERS CAPITAL COSTS

IMPROVES TRANSPARENCY

# CORPORATE GOVERNANCE STRUCTURE

**INTRASOFT INTERNATIONAL'S BOARD OF DIRECTORS (BOD) IS RESPONSIBLE FOR ESTABLISHING SOUND CORPORATE GOVERNANCE POLICIES AND PROCEDURES. FURTHERMORE, THE BOD PERIODICALLY ASSESSES ITS EFFECTIVENESS THROUGH THE COMPANY'S INTERNAL AUDIT FUNCTION. THE BOD IS COMPOSED OF AT LEAST 3 MEMBERS WHO DO NOT NEED TO BE SHAREHOLDERS OF THE CORPORATION AND ARE ELECTED BY THE SHAREHOLDERS AT THEIR ANNUAL GENERAL MEETING.**

**INTRASOFT International's Board of Directors members**

Chairman

Vice – Chairman

**INTRASOFT's Belgium Board of Directors members**

Chief Executive Officer

Chairman

Member

Vice – Chairman

Member

Chief Executive Officer

The BoD is vested with the broadest powers to perform all acts of administration and disposition of the Company's interests. The BoD

⋮

determines the corporate strategy and the plans that underpin it

ensures that the Company's organisational structure and capability are appropriate for implementing the corporate strategy

establishes core values and long-term goals

supervises operations and checks achievement of business objectives

eliminates deviation from data confidentiality policy

safeguards the reliability of financial statements

ensures that internal controls are effective

At INTRASOFT International S.A. (Luxembourg), a Strategic Advisory Board supports the development and fine-tuning of the Company's overall growth strategy. The Board, which is composed of accomplished experts, usually provides the Company's BoD and Management with unbiased insights and ideas.

# CORPORATE GOVERNANCE, TRANSPARENCY AND ANTI-CORRUPTION

The Company strives to act with integrity, to always be in line with the laws, regulations and internal policies in force. As a result, it adopts ethical business practices and conducts its business with transparency and credibility. Furthermore, in order to increase shareholder value and sustain its growth, the Company sets limits on the responsibilities and influence of each and every executive, puts in place checks and balances to prevent cases of corruption and offers employees transparency and anti-corruption training. All employees are also informed on corporate practices, operating principles and all relevant procedures through the Internal Rules and Regulations of INTRASOFT. The Internal Rules and Regulations also comprise the organisational structure of the Company, the risk management plan and the internal audit system.

Bribery and any other incidents of corruption are strictly forbidden. The Company does not tolerate corruption, money laundering, bribery or any other immoral or illegal activity. INTRASOFT's performance and competitiveness are solely based on ethical and lawful practices.

# IMPLEMENTATION OF SYSTEMS AND RISK MANAGEMENT

INTRASOFT International takes part in rigorous tenders around the world. As such, it has developed several risk management procedures, ensuring that the principles of ethics and transparency are embedded in every aspect of its business activities. The Company has also identified the key factors that contribute to an efficient risk management on non-financial issues. Specifically, INTRASOFT

implements systems and procedures, aiming to continuously improve and develop key areas (health and safety, environment, quality of services)

records and monitors key performance indicators

has identified and prioritised its stakeholders

has formed a Corporate Responsibility Team consisting of executives that act on behalf of all the Company's departments; its role is to participate, be informed and represent every service area of the Company

INTRASOFT International is exposed to a variety of financial risks, including market risk (the effects of changes in foreign currency exchange rates, cash flow and fair value risk from changes in interest rates and market prices), credit risk and liquidity risk. The Group's overall risk management programme focuses on the unpredictability of financial markets and seeks to minimise potential adverse effects on financial performance.

**Detailed information on risk management is included in the Consolidated Financial Statements of INTRASOFT International Group (www.intrasoft-intl.com)**

# FINANCIAL GROWTH AND FUTURE OUTLOOK

INTRASOFT International understands better than most the impact of Digital Disruption in all aspects of both business and everyday life. The innovative mix of subject matter expertise, talent, methodology, innovation and continuity is turning INTRASOFT into the digital transformation partner of choice for organisations around the world. It is through configurable and bespoke Applications that INTRASOFT intends to improve multi-device user experience, while offering the best in terms of security.

The challenges ahead will be successfully met through the hard work and commitment of the Company's most important asset: INTRASOFT people. INTRASOFT International will continue to develop its teams through brand-new learning and growth opportunities; at the same time, the Company aims to enhance its global character by offering new mobility options to its employees – thus building a unique INTRASOFT experience.

Over the past few years, INTRASOFT International has witnessed unprecedented growth in its Corporate Social Responsibility (CSR) programme. This trend will continue in the next few years, and INTRASOFT is already planning its 2020 initiatives, which will be broader than ever before. These activities have been embraced by all employees and civil society, and the Company is keen to intensify its CSR programme to match its global growth.

For the fiscal year 2018 INTRASOFT International annual revenues stood at EUR 169.9 million a figure slightly lower compared to 2017 (EUR 171.6 million), in a very difficult financial environment. Furthermore, INTRASOFT has managed to significantly improve its margins, increasing its profitability of EBITDA by 15.4% and 35% before tax.

| Financial growth | 2016 | 2017 | 2018 |
|---|---|---|---|
| Revenue (net sales) | 171.8 | 171.6 | 169.9 |
| Operating profit | 9.5 | 10.0 | 10.0 |
| Operational costs | 162.3 | 161.6 | 159.9 |
| Payments to providers of financial capital | 5.0 | 4.8 | 4.3 |
| Profit / Loss before taxes | 4.6 | 5.3 | 5.6 |
| Profit / Loss after taxes | 2.2 | 2.6 | 1.4 |
| Tax payments - indirect (VAT) | n/a | n/a | n/a |
| Tax payments - direct | 1.9 | 1.7 | 1.5 |
| Total payments to government agencies (taxes paid) | n/a | n/a | n/a |
| Grants and subsidies from the state | 0 | 0 | 0 |
| Equity | 12.9 | 14.3 | 14.8 |
| Total investments | 0.9 | 3.4 | 4.2 |
| Total assets | 160.0 | 159.3 | 157.0 |

€ in millions (M)

# ■METHODO- LOGICAL INFORMATION ABOUT THE CSR REPORT.

## SUSTAINABILITY REPORTING APPROACH

This is INTRASOFT International's most recent CSR Report. It has been set as a critical step for the Company in terms of implementing a sustainability plan that can ensure transparency to economic, social and environmental aspects, while at the same time considering existing barriers and external factors that affect its operation. Published annually, the CSR Report presents sustainability performance and management activities, and how INTRASOFT effectively engages with all its stakeholders. This Report is prepared in accordance with the GRI (Global Reporting Initiative) Standards (2016 edition). More information is available at GRI Content Index, page 114.

## REPORTING PERIOD AND CONTENT

This Report covers INTRASOFT International Group's key activities and sustainability performance of subsidiary companies in Greece, Luxembourg, Belgium, Romania, Denmark and Kenya for the period from January 1 to December 31, 2018.

The key challenge of each CSR Report is to confront the main materiality issues, improve stakeholder inclusiveness and completeness, and enhance accuracy, comparability, timeliness, reliability and balance. In order to provide robust and reliable quality of information, INTRASOFT International prioritised its material issues through a robust materiality assessment process (more details in section "Sustainability Commitment"). Due to transparency and comparability reasons, this report includes information regarding the previous year (2017).

Corporate Responsibility Report 2018 is developed with the expert guidance of Grant Thornton Greece (www.grant-thornton.gr).

## PROJECT TEAM

INTRASOFT's CSR Report team consist of #IntrasoftPeople from multiple divisions and departments.

The team's main task was to collect all required data and information pertaining to INTRASOFT International's corporate responsibility pillars. The INTRASOFT CSR team is comprised of the following members: Yiannos Contrafouris, Stella Voulgaraki, Dionysios Gournas, Andreas Papadopoulos, Petros Kolonias, Konstantina Apostolopoulou, Ioannis Valtaras, Antonis Zanakis, Nikolaos Tzanoglou, Vasilis Mitsonis, Christina Gkoumatsi, Dimitris Prountzos, Manos Kanakis, Michalis Liotsakis, Katerina Tsoupinaki, Thomais Pavlidou, Kostas Thivaios, Despina Anastasopoulos and Mariza Konidi.

**CSR Team coordinator**
Yiannos Contrafouris

## SOURCES OF INFORMATION

All data and information presented in this Report originate from recording procedures and management system databases applied by INTRASOFT International. When data and procedures are based on assumptions, a method and calculation reference may be used (according to GRI Standards).

Additional information regarding INTRASOFT International is available on its corporate website https://www.intrasoft-intl.com/.

## GIVE US YOUR FEEDBACK

You are kindly requested to send us your feedback, comments or the attached form to the following address. We value your opinion, as it will actively contribute to our improvement and further growth.

**INTRASOFT International**
**Yiannos Contrafouris, PhD**
**Corporate Communications**
**& CSR Director**

19km Markopoulou-Paiania Avenue, Paiania 190 02
T: +30 210 6876558
E: marketing@intrasoft-intl.com

# GRI
# CONTENT
# INDEX.

| GRI Standard | Disclosure | Page number and/or URL |
|---|---|---|
| **GRI 101: Foundation 2016** | | |
| **GRI 102: General Disclosures 2016 (Core)** | | |
| **Organizational profile** | | |
| 102-1 | Name of the organization | INTRASOFT International, INTRASOFT International at a glance (p.6) https://www.intrasoft-intl.com/company/overview |
| 102-2 | Activities, brands, products, and services | INTRASOFT International at a glance (p.6) https://www.intrasoft-intl.com/markets https://www.intrasoft-intl.com/services https://www.intrasoft-intl.com/products |
| 102-3 | Location of headquarters | LUXEMBOURG (HQ), INTRASOFT Intl. S.A. 2b, rue Nicolas Bové L-1253 Luxembourg https://www.intrasoft-intl.com/contact |
| 102-4 | Location of operations | INTRASOFT International at a glance (p.6), Worldwide presence – The Group (p.11) https://www.intrasoft-intl.com/contact |
| 102-5 | Ownership and legal form | Société anonyme |
| 102-6 | Markets served | Markets (p.24) https://www.intrasoft-intl.com/markets |
| 102-7 | Scale of the organization | INTRASOFT International at a glance (p.6), Worldwide presence – The Group (p.11), Business model (p.18), Services provided (p.26), #WeCare about our people § At a glance (p.61) § HR Data (p.76), Corporate Governance structure (p.105), Financial growth and future outlook (p.109) |
| 102-8 | Information on employees and other workers | INTRASOFT International at a glance (p.6), #IntrasoftPeople (p.20), #WeCare about our people (pp.58 - 65) |
| 102-9 | Supply chain | #WeCare about creating shared value § Responsible supply chain management (p.42) |
| 102-10 | Significant changes to the organization and its supply chain | During 2018, there were no significant changes to the organization's size, structure, ownership, or supply chain. |
| 102-11 | Precautionary principle or approach | Strategic priorities (p.16), Customer oriented culture – Quality of services and certifications (p.32), INTRASOFT's contribution to achieving United Nations Sustainable Development Goals (p.49), #WeCare about our people § Human resources approach (p.62), § Occupational health and safety (p.73), #WeCare about the environment (p.90), Environmental Action Plan (p.94) |
| 102-12 | External initiatives | 2018 -The Year of Coding (p.14), Digital & communication EU projects for facing global challenges (p.28), Research, Innovation and Development (p.36), INTRASOFT's contribution to achieving United Nations Sustainable Development Goals (p.49) |
| 102-13 | Membership of associations | SEPE, INSME |

| GRI Standard | Disclosure | Page number and/or URL |
|---|---|---|
| **GRI 101: Foundation 2016** | | |
| **GRI 102: General Disclosures 2016 (Core)** | | |
| **Strategy** | | |
| 102-14 | Statement from senior decision-maker | Message from the CEO (p.4) |
| **Ethics and integrity** | | |
| 102-16 | Values, principles, standards, and norms of behavior | Suppliers Regulation (p.45), Health and Safety policy (p.73), Environmental policy (p.95) |
| **Governance** | | |
| 102-18 | Governance structure | Corporate Governance structure (p.105) |
| **Stakeholder engagement** | | |
| 102-40 | List of stakeholder groups | Stakeholder engagement (p.51) |
| 102-41 | Collective bargaining agreements | 99% of the total workforce in Greece, Luxemburg and Belgium are covered by collective bargaining agreements, while in Romania all employees are covered by such agreements (100%). |
| 102-42 | Identifying and selecting stakeholders | Stakeholder engagement (p.51) |
| 102-43 | Approach to stakeholder engagement | Stakeholder engagement (p.51), Interaction framework (p.52) |
| 102-44 | Key topics and concerns raised | Interaction framework (p.52) |
| **Reporting practice** | | |
| 102-45 | Entities included in the consolidated financial statements | Consolidated Financial Statement Report 2018 https://www.intrasoft-intl.com/company/financial-info The entities covered by the 2018 CSR Report can be found in section "Methodological information about the CSR Report § Reporting period and content" (p.112) |
| 102-46 | Defining report content and topic Boundaries | Materiality analysis (p.54) |
| 102-47 | List of material topics | Materiality analysis (p.54) |
| 102-48 | Restatements of information | There were no restatements of information. |
| 102-49 | Changes in reporting | Methodological information about the CSR Report § Reporting period and content (p.112) |
| 102-50 | Reporting period | 01/01/2018-31/12/2018 |
| 102-51 | Date of most recent report | 01/01/2017-31/12/2017 |
| 102-52 | Reporting cycle | Annual |
| 102-53 | Contact point for questions regarding the report | Methodological information about the CSR Report § Give us your feedback (p.115) |
| 102-54 | Claims of reporting in accordance with the GRI Standards | This report has been prepared in accordance with the GRI Standards (2016 edition), Core option |
| 102-55 | GRI content index | p.114 |
| 102-56 | External assurance | This report – or any data of the report- has not been externally assured, but the organization will assess the potential of seeking external assurance for the next publication. |

| GRI Standard | Disclosure | Page number and/or URL |
|---|---|---|
| **Material topics** | | |
| **Economic value generated and distributed** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | Message from the CEO (p.4), INTRASOFT International at a glance (p.6), Strategic priorities (p.16), Business model (p.18), Digital & communication EU projects for facing global challenges (p.28), INTRASOFT's contribution to achieving United Nations Sustainable Development Goals (p.50) |
| | 103-2 The management approach and its components | Strategic priorities (p.16), Business model (p.18), Digital & communication EU projects for facing global challenges (p.28), INTRASOFT's contribution to achieving United Nations Sustainable Development Goals (p.50), #WeCare about transparency and efficient operation (p.102) |
| | 103-3 Evaluation of the management approach | Business model (p.18) INTRASOFT's contribution to achieving United Nations Sustainable Development Goals (p.50), #WeCare about transparency and efficient operation (p.102), Financial growth and future outlook (p.109) |
| **GRI 201 Economic performance** | 201-1 Direct economic value generated and distributed | Financial growth and future outlook (p.109) |
| **Quality & accreditations** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | Message from the CEO (p.4), Strategic priorities (p.16), Business model (p.18), INTRASOFT International at a glance (p.6), Quality of services and certifications (p.32) |
| | 103-2 The management approach and its components | Business model (p.18), Customer-oriented culture (p.31), Quality of services and certifications (p.32), Customer satisfaction (p.34) |
| | 103-3 Evaluation of the management approach | Customer-oriented culture (p.31), Quality of services and certifications (p.32), Customer satisfaction (p.34) |
| | INTRASOFT International Performance Indicator: Quality of service and certifications | Quality of services and certifications (p.32) |
| **Data protection** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | Message from the CEO (p.4), Strategic priorities (p.16), Business model (p.18), INTRASOFT International at a glance (p.6), Quality of services and certifications (p.32) |
| | 103-2 The management approach and its components | Business model (p.18), Customer-oriented culture (p.31), Quality of services and certifications (p.32), Customer satisfaction (p.34) |
| | 103-3 Evaluation of the management approach | Customer-oriented culture (p.31), Quality of services and certifications (p.32), Customer satisfaction (p.34) |
| | INTRASOFT International Performance Indicator: Data privacy & security | Customer-oriented culture (p.31), Quality of services and certifications (p.32), Customer satisfaction (p.34) |

| GRI Standard | Disclosure | Page number and/or URL |
|---|---|---|
| **Material topics** | | |
| **R&D and innovation** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | Message from the CEO (p.4), Strategic priorities (p.16), Business model (p.18), Research, Innovation and Development (p.36-41) |
| | 103-2 The management approach and its components | #WeCare about creating shared value § Markets (p.25), Digital & communication EU projects for facing global challenges (p.28), Customer-oriented culture (p.31), Research, Innovation and Development (p.36) |
| | 103-3 Evaluation of the management approach | Customer-oriented culture (p.31), Research, Innovation and Development (p.36) |
| | INTRASOFT International Performance Indicator: R&D and innovation | Research, Innovation and Development (p.36) |
| **Procurement practices** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | Message from the CEO (p.4), Strategic priorities (p.16), Business model (p.18) |
| | 103-2 The management approach and its components | Strategic priorities (p.16), Business model (p.18), Responsible supply chain management (p.42) |
| | 103-3 Evaluation of the management approach | Strategic priorities (p.16), Business model (p.18), Responsible supply chain management (p.42) |
| **GRI 204: Procurement Practices** | 204-1 Proportion of spending on local suppliers | Responsible supply chain management (p.44) |
| **Employee training and development** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | INTRASOFT International at a glance (p.6), Message from the CEO (p.4), Strategic priorities (p.16), Business model (p.18), #IntrasoftPeople (p.20), #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62), Learning process (p.67) |
| | 103-2 The management approach and its components | #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62), Learning process (p.67) |
| | 103-3 Evaluation of the management approach | #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62), Learning process (p.67) |
| **GRI 404: Training And Education** | 404-1 Average hours of training per year per employee | Learning process § Employee's training by gender and hierarchical level (p.67) |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | Performance management (p.69) |

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| **Material topics** | | |
| **Working conditions (employment)** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | INTRASOFT International at a glance (p.6), Message from the CEO (p.4), Strategic priorities (p.16), Business model (p.18), #IntrasoftPeople (p.20), #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62), Employee engagement (p.70), Occupational Health and Safety (p.73), Equal opportunities and respect to human rights (p.75) |
| | 103-2 The management approach and its components | #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62) |
| | 103-3 Evaluation of the management approach | #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62), Employee engagement (p.70), Occupational Health and Safety (p.73), Equal opportunities and respect to human rights (p.75) |
| **GRI 401: Employment** | 401-1 New employee hires and employee turnover | Attraction and retention (p.64), HR data (p.76) |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Employee engagement § Additional benefits (p.71) |
| **Workplace health and safety** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | Message from the CEO (p.4), Business model (p.18), #IntrasoftPeople (p.20), #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62), Occupational Health and Safety (p.73) |
| | 103-2 The management approach and its components | #WeCare about our people § Top priorities (p.61), Human Resources approach (p.62), Occupational Health and Safety (p.73) |
| | 103-3 Evaluation of the management approach | #WeCare about our people § Occupational Health and Safety (p.73) |
| **GRI 403: Occupational Health And Safety** | 403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities | Occupational health and safety § Key performance indicators (p.74) |

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| **Material topics** | | |
| **Supporting communities** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | Message from the CEO (p.4), We are responsible because #WeCare (p.46), #WeCare about social inclusiveness (p.80) |
| | 103-2 The management approach and its components | 2018 – The year of coding (p.14), #IntrasoftPeople (p.20), Digital & communication EU projects for facing global challenges (p.28), Research, Innovation and Development (p.36), We are responsible because #WeCare (p.46), INTRASOFT'S contribution to achieving United Nations Sustainable Development Goals (p.50), #WeCare about social inclusiveness (p.80) |
| | 103-3 Evaluation of the management approach | 2018 – The year of coding (p.14), #IntrasoftPeople (p.20), Digital & communication EU projects for facing global challenges (p.28), Research, Innovation and Development (p.36), We are responsible because #WeCare (p.46), INTRASOFT'S contribution to achieving United Nations Sustainable Development Goals (p.50), #WeCare about social inclusiveness (p.80) |
| **GRI 203: Indirect Economic Impacts** | 203-2 Significant indirect economic impacts | 2018 – The year of coding (p.14), Digital & communication EU projects for facing global challenges (p.28), Research, Innovation and Development (p.36), #WeCare about social inclusiveness (p.80) |
| **Environmental compliance** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | #WeCare about the environment (p.98), Top priorities (p. 92), Environmental Action Plan (p.94) |
| | 103-2 The management approach and its components | #WeCare about the environment (p.98), Top priorities (p. 92), Environmental Action Plan (p.94) |
| | 103-3 Evaluation of the management approach | #WeCare about the environment (p.98), Top priorities (p. 92), Environmental Action Plan (p.94)Energy Management Optimisation (p.96), Monitoring Air and Water Quality (p.98), Waste Management (p.100) |
| **GRI 307: Environmental Compliance** | 307-1 Non-compliance with environmental laws and regulations | During 2018, no incident of non-compliance with environmental laws and/or regulations has occurred. |
| **Energy consumption** | | |
| **GRI 103: Management Approach** | 103-1 Explanation of the material topic and its Boundary | #WeCare about the environment (p.90), Top priorities (p. 92), Environmental Action Plan (p.94) |
| | 103-2 The management approach and its components | #WeCare about the environment (p.90), Top priorities (p. 92), Environmental Action Plan (p.94) |
| | 103-3 Evaluation of the management approach | Energy Management Optimisation (p.96) |
| **GRI 302: Energy** | 302-1 Energy consumption within the organization | Energy Management Optimisation § Energy consumption (p.97) |