Intracom Telecom

Corporate Social Reponsibility

INTRACOM TELECOM

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Introduction

Intracom Telecom is strongly committed to the values of Corporate Social Responsibility (CSR) and actively contributes to CSR principles through its policies. The company is a member of the Hellenic Network for Corporate Social Responsibility, actively supporting the growth and advancement of CSR in Greece. It is also a member of the United Nations Global Compact, a United Nations strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption.

Intracom Telecom is conducting its business in an environmentally sound and sustainable manner, safeguarding pollution prevention, providing excellent workplace conditions, and being dedicated to the communities in which it operates.

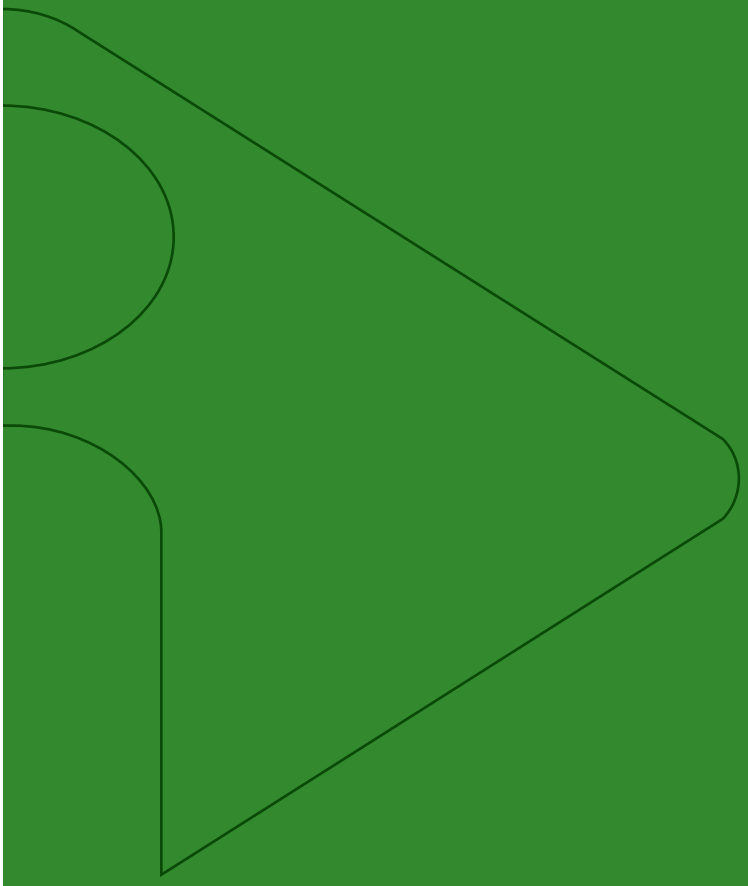
Currently, the three pillars of the company's CSR policy are:

- environment
- society
- personnel

About Intracom Telecom

Intracom Telecom is a global telecommunication systems & solutions vendor operating for over 35 years in the market. Intracom Telecom innovates in the areas of small-cell backhaul, wireless transmission and broadband wireless access and has successfully deployed its industry leading point-to-point and point-to-multipoint packet radio systems worldwide. Moreover, the company offers a competitive portfolio of revenue-generating telco software solutions and a complete range of ICT services, focusing on big data analytics, converged networking and cloud computing for operators and private, public and government clouds. The company invests significantly in R&D developing cutting-edge products and integrated solutions that ensure customer satisfaction. Over 100 customers in more than 70 countries choose Intracom Telecom for its state-of-the-art technology. The company employs more than 1,800 people and operates subsidiaries in Europe, Russia and the CIS, the Middle East and Africa, Asia and North America.

Environment



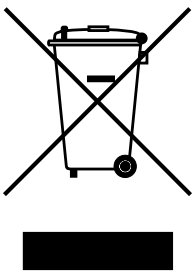
1. Environmental Management System (ISO 14001:2004)
2. Collective Alternative Management Packaging System
3. Waste Electrical and Electronic Equipment Directive
4. Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment
5. Waste Management
6. Calculation and Monitoring of Greenhouse Gas Emissions
7. Saving of Resources
8. Ecological Design of Products
9. Contribution to Local Societies
10. Personnel's Environmental Awareness

1. Environmental Management System (ISO 14001:2004)

Intracom Telecom is an eco-friendly company that takes precautionary measures to protect the environment and minimize any negative environmental impacts that may result from its daily operations. Intracom Telecom implements its Environmental Management System according to ISO 14001:2004 standard and integrates it with the ISO 9001:2008 (Quality), OHSAS 18001: 2007 (Health and Safety) and SA 8000: 2008 (Social Accountability) based Management Systems. The company is subject to assessments by an independent certification body for its compliance with the abovementioned standards.

2. Collective Alternative Management Packaging System

In conformity with the EU Directive 94/62/EC on packaging and packaging waste, Intracom Telecom adheres to the nationwide Collective Alternative Management Packaging System (organised by "HE.R.R.CO.") for the collection, sorting and recycling of used packaging materials, thus contributing to an environmentally friendly packaging waste management solution.



3. Waste Electrical and Electronic Equipment Directive

Intracom Telecom adheres to the Greek National WEEE (Waste Electrical and Electronic Equipment) compliance scheme ("Appliances Recycling S.A.") in order to fulfil its obligations according to the EU directive on waste electrical and electronic equipment (WEEE directive - 2002/96/EC).

4. Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment

Intracom Telecom has taken all necessary steps to ensure that its products comply with the EU directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS directive - 2002/95/EC).

5. Waste Management

Depending on their physical and natural properties, waste produced from Intracom Telecom activities is collected by authorized companies and delivered to authorized facilities for provisional storage, disposal, sorting, recycling, treatment and recovery of waste. Indicatively, waste includes used electrical and electronic equipment (e.g. PCs of no further use, rejected finished or semi-finished products, etc.), building installation lighting, non-usable cables, metals (e.g. iron, aluminium, etc.), timber (e.g. pallets, wooden reels, etc.), packaging waste, (e.g. cardboard, plastic bags, etc.), printed material, lead batteries (e.g. from uninterruptible power supply units-UPS), small batteries, etc.

6. Calculation and Monitoring of Greenhouse Gas Emissions

In the framework of climate change awareness, Intracom Telecom calculates & monitors its greenhouse gas emissions produced from the company's activities, using internationally approved calculation and report standards for greenhouse gas emissions such as The Greenhouse Gas Protocol, etc.

7. Saving of Resources

Intracom Telecom has undertaken a line of action that contributes to the better management/saving of energy and the minimization of climate change impacts. Indicatively, the company performs preventive maintenance on equipment and electrical networks, regulates electrical parameters, operates building service equipment (e.g. air-conditioning units, lifts etc.) in an environmental friendly manner, uses video-conference equipment, which reduces the number of business trips required, uses integrated information systems aiming to restrict the consumption of paper, uses hired coaches for the transportation of personnel from central points in the city to Intracom Telecom, etc.

8. Ecological Design of Products

Intracom Telecom, paying close attention to the latest trend developments in the ICT field, keeps its personnel informed and aware on the fundamentals and practices of ecological design. Indicatively, design fundamentals concern:

- the reduction of the use of material that is harmful to the environment and the promotion of the use of recycled materials where technically and economically feasible and economically feasible;
- the capability of repairing and upgrading of products in order to extend their lifespan;
- the capability of products to be fully or partially disassembled and reused aiming to facilitate the recycling process and reduce the volume of waste;
- the provision of instructions for the end-user regarding the management of equipment at the end of its lifecycle, etc.

9. Contribution to Local Societies

The company has been involved in various ecological activities aiming to promote the environmental awareness of local societies. Indicatively, Intracom Telecom has contributed economically to the Peania Home Composting Program for the transformation of domestic organic waste to fertilizer by using special composting equipment.

10. Personnel's Environmental Awareness

Intracom Telecom aims to increase its personnel's environmental awareness, both inside and outside of the workplace. Indicatively, the employees are informed on the recycling process and are encouraged to recycle their useless domestic electrical and electronic appliances. Intracom Telecom employees are also informed on the locations of the Municipality's waste collection points, where the recycling process takes place.

Society

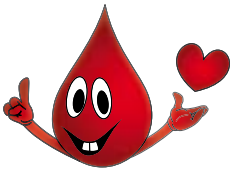
1. Donation of PCs
2. Charities
3. Voluntary Blood Donations
4. Scholarships
5. Cooperation with Academic Institutions
6. Junior Achievement Program

1. Donation of PCs

Intracom Telecom responds to the needs of schools and other non-profit organizations in Greece for adequate IT infrastructure by offering Personal Computers. This is a program that started some years ago and continues to be proven fruitful for society.

2. Charities

Since 2005, Intracom Telecom has focused its financial support on non-profit organizations in Greece and worldwide that provide protection and care to social groups in need, especially children.



3. Voluntary Blood Donations

Twice a year, the company organises a voluntary blood donation day at the doctor's office on its premises giving employees the opportunity to offer blood and save other people's lives.

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AND EDUCATION
Post-secondary Education Center

4. Scholarships

Intracom Telecom Group of Companies offers scholarships for academic programs at Athens Information Technology (www.ait.gr), founded in 2002 by the Intracom Group of Companies.

5. Cooperation with Academic Institutions

Intracom Telecom plays a dynamic role in educating young scientists by offering Greek and foreign university graduates the opportunity to participate in research projects as part of their thesis and/or to practice their industrial placement in any of the company's department, sharing the latest developments in cutting-edge technology.

6. Junior Achievement Program

Since 2008, Intracom Telecom is an official member of Junior Achievement Greece (JA Greece), whose vision is to widen entrepreneurship and innovation programs across all education levels, both in public and private schools. Employees/volunteers participate in academic programs and teach coursework relevant to the operation of a business.

Furthermore, the Shadowing Day program enables students to visit Intracom Telecom premises for a day. During their visit, executives inform them about the company and their job responsibilities, and examine the required skills and potential career opportunities in the market.

Personnel

1. Health & Safety (OHSAS 18001:2007)
2. Greek Network for Workplace Health Promotion (NWHP)
3. Social Accountability (SA 8000:2008)
4. Lifelong Learning
5. Benefits

1. Health & Safety (OHSAS 18001:2007)

Intracom Telecom implements its Occupational Health and Safety Management System according to the OHSAS 18001:2007 standard. This specification enables the company to identify and control Occupational Health and Safety risks, prepare Emergency Response plans, and improve overall performance.

2. Greek Network for Workplace Health Promotion (NWHP)

Intracom Telecom has been a member of the Greek Network for Workplace Health Promotion (NWHP) since 2009. NWHP was founded in 2006 under the auspices of the European Network for Workplace Health Promotion (ENWHP). NWHP's main goal is to protect and improve employees' health through the development of innovative activities.

3. Social Accountability (SA 8000:2008)

Intracom Telecom is certified with the SA 8000:2008 (Social Accountability) standard. This standard ensures the existence of an excellent and safe working environment in which non-discriminatory policies are applied, equal opportunities are offered to all employees irrespective of gender, age, nationality and religion, employee trade union rights are respected, and health and safety procedures are faithfully adhered to. In this framework, Intracom Telecom participates in the Equal European Program, under the auspices of the General Secretariat for Gender Equality. Moreover, in 2007, Intracom Telecom was awarded as one of the top five Greek companies offering equal opportunities, an initiative by the Hellenic Federation of Enterprises and the General Secretariat for Gender Equality of the Ministry of Interior.

4. Lifelong Learning

Intracom Telecom's philosophy focuses on the lifelong learning of its employees and the attraction of highly qualified employees in Greece and abroad. Within this framework, the company provides its employees with continuous training (in-house and out), determined by the challenges they have to face regarding their job.

5. Benefits

- Private insurance program for employees and their dependants
- Free transportation on corporate buses through central routes
- One-month paid vacation for parents
- Free parking on company premises

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