



INTRACOM
TELECOM

UN GLOBAL COMPACT
COMMUNICATION
ON PROGRESS

DECEMBER 2017



STATEMENT BY THE PRESIDENT & CEO

The year 2017 marks our company's 40 years anniversary of accumulated experience in developing technology for the global market. I am proud that we are leveraging our long history and expertise in the ICT field to continue addressing society's needs, generate ideas and develop technologies to serve new markets, solve business problems and provide life improving services towards the realization of the digital citizen concept.

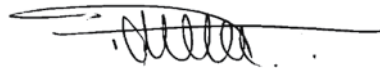
Within this framework, and to be consistent with the CSR principles, we remain fully aligned with the United Nations Global Compact and participate in CSR Hellas and Global Compact Network Hellas, and we provide excellent workplace conditions for our employees while always keeping pollution prevention in mind during our operations.

It is noteworthy that in 2017:

» Our integrated management system (quality management, environmental management, occupational health and safety and information security management) was once again performed effectively.

- » Our support of the Gefyra initiative, successor of the European Pact for Youth program, was steadfast. We participated in the CSR Hellas-led task force coordinating efforts to set up 2,000 high quality traineeships in Greece, which will reduce the skills gap and create a new framework for traineeships.
- » Our participation in the Diatrofi program significantly increased the number of healthy meals offered at elementary schools in socio-economically vulnerable areas in Greece. It is our duty to be part of such initiatives that eliminate children's food insecurity in the country and help creating a better society.

In 2018 we will continue developing our partnership with universities and academic institutions to further support the education of young people and their scientific research in the ICT field. Furthermore, we will carry on combating food insecurity and malnutrition of school students in Greece in an attempt to address social inequality.



Mohamed Ahmed
President & CEO
Intracom Telecom



“ We envisage a world with ubiquitous broadband communication enabling innovative, life improving services. ”





19
countries with
local presence



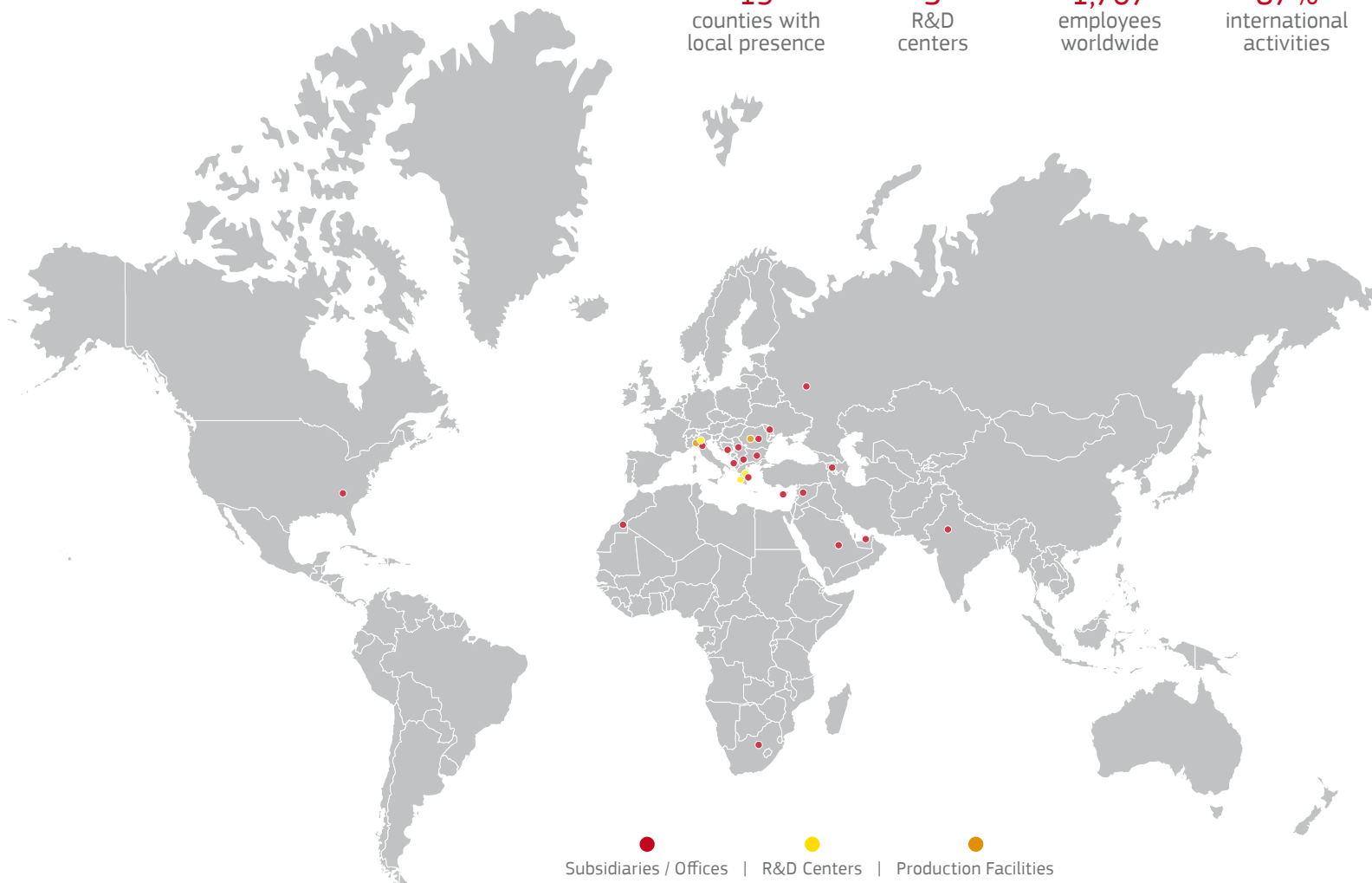
3
R&D
centers



1,707
employees
worldwide



67%
international
activities



THE GROUP

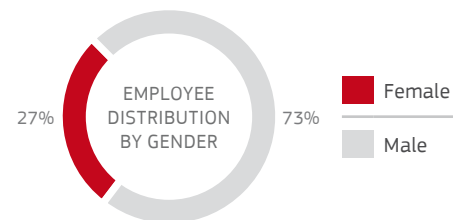
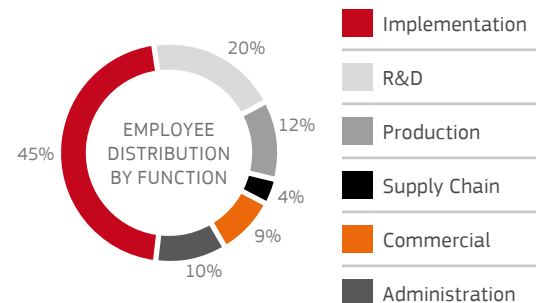
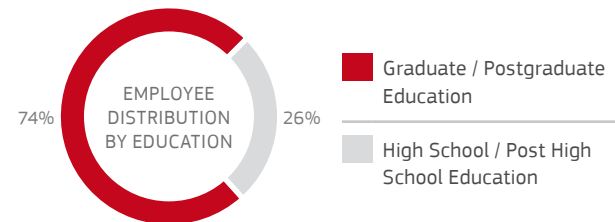
A global telecommunication systems and solutions vendor, Intracom Telecom has been in business for four decades, successfully participating in major ICT projects worldwide. With a high quality workforce of 1,707 professionals in Europe, Russia & the CIS, the Middle East & Africa, Asia and North America, proprietary R&D facilities in Greece and a production plant in the European Union, the company has been distinguished for its technological achievements and excellent work environment.

The company was derived from Intracom, a company that began operating in 1977 manufacturing and assembling telecommunication equipment to address domestic needs. In 2005, Intracom was transformed into a holding company and the telecommunications business unit became a company under the name Intracom Telecom.

Leveraging its extensive know-how and proven track record in the telecommunications market, Intracom Telecom develops advanced products, solutions and services primarily for fixed and mobile telecom operators, public authorities and private sector companies, maintaining a customer base of more than 100 leading enterprises in over 70 countries.

The company's core business offerings include Wireless Access & Transmission, Telco Software Solutions, ICT Services & Smart City Solutions, and Energy Solutions.

Our highly skilled and experienced people are the cornerstone of our company's success in the international arena. By providing a fast-paced, rewarding and success-oriented work environment, we attract and retain high caliber engineers and professionals, consistently enhancing our human capital.



Data available as of September 30, 2017.



OUR SOCIAL RESPONSIBILITY



Firmly committed to the concept of Corporate Social Responsibility, Intracom Telecom has adopted the ten principles of the UN Global Compact regarding human rights, labor, environment and anti-corruption.

As a member of the Global Compact Network Hellas and the Hellenic Network for Corporate Social Responsibility, the company actively supports the advancement of CSR in Greece.

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.





HUMAN RIGHTS

INTRACOM TELECOM ENDORSES AND COMPLIES FULLY WITH THE UNIVERSAL DECLARATION OF HUMAN RIGHTS, THE ILO'S DECLARATION ON FUNDAMENTAL PRINCIPLES AND RIGHTS AT WORK AND THE RELEVANT EU AND NATIONAL LAW PROVISIONS.

HEALTH & SAFETY (OHSAS 18001:2007) STANDARD

Fully committed to providing a healthy and safe workplace, Intracom Telecom has adopted an OHSAS 18001:2007 certified Occupational Health and Safety Management System, enabling us to identify and mitigate Occupational Health and Safety risks, prepare Emergency Response plans and improve overall performance.

COMPLIANCE WITH UN GLOBAL COMPACT & OHSAS 18001

All Intracom Telecom policies, procedures and system manuals comply with the UN Global Compact and the OHSAS 18001 standard. The relative documents are posted on the company's website and are available to all employees and interested parties on line. Moreover, all new employees attend orientation seminars aimed at familiarizing them with the company's procedures and policies on human rights.

CODE OF BUSINESS ETHICS

As clearly stated in the company's Code of Business Ethics, Intracom Telecom opposes child labor, forced labor, corporal punishment, mental or physical coercion, verbal or physical harassment or abuse, violence and threatening behavior. Employees are encouraged to report Code of Business Ethics violations to the Internal Audit Director or the company's management.

EMPLOYEES' GRIEVANCES

As stated in the Employee Handbook, Intracom Telecom employees have the right to report grievances to the Human Resources Director or the company's management.

SUPPLIER COMPLIANCE WITH UN GLOBAL COMPACT

The company's General Purchasing Conditions require suppliers to fully comply with the principles of the United Nations Global Compact on human rights, labor practices, the environment and anti-corruption. Moreover, subcontractors must comply with the provisions of local health and safety laws and regulations, and sign agreements underlining this responsibility.

EQUAL OPPORTUNITIES

Intracom Telecom is an equal opportunity employer. We are committed to the equal treatment of all employees regardless of race, color, nationality, ancestry, citizenship, union membership, political affiliation, religion, gender, marital status, sexual orientation, age, disability, medical condition or other basis protected by law. This commitment is clearly reflected in all aspects of employment, including training, career development, performance evaluation and compensation.

FUNDAMENTAL PRINCIPLES AT WORK

Committed to maintaining a discrimination and harassment free workplace, Intracom Telecom respects the dignity, privacy and personal rights of all employees, including the right to bargain collectively and form trade unions.





LABOUR RIGHTS

INTRACOM TELECOM COMPLIES FULLY WITH BOTH LOCAL AND INTERNATIONAL LEGISLATION AND SUPPORTS THE ILO DECLARATION ON FUNDAMENTAL PRINCIPLES AND RIGHTS AT WORK.

HUMAN RESOURCES MANAGEMENT SYSTEM

Intracom Telecom's integrated Human Resources Management System and its subsystems, including recruitment & succession planning, career development, training and development, performance management and rewards management, is in full alignment with our corporate principles of equal opportunity and meritocracy, by which employees are compensated equally for the same job, irrespective of gender, race, physical ability, etc.

Employees are rewarded according to their performance and their individual contribution towards achieving the company's goals. Promotions are awarded once a year as part of the annual performance evaluation process. All hiring is merit based, using such criteria as academic qualifications and skill sets, with candidates taking written exams during a regularly organized assessment center process.

EXCELLENT WORK ENVIRONMENT

At Intracom Telecom all employees are treated equally and respectfully. The company provides an excellent work environment that includes spacious offices, a cafeteria in each building and complimentary coffee or tea. Convinced that the well-being of our people is key to our success, we offer the following fringe benefits to all employees:

- » Free employee and subsidised family medical insurance coverage
- » Free transportation on company buses
- » Free parking on company premises
- » Flexible work hours

FREEDOM OF ASSOCIATION

The company is committed to freedom of association and respects the right to collective bargaining. The Intracom Telecom labor union was formed in 1984 and has been active ever since. Around 72% of our employees are union members.

LIFELONG LEARNING

To maintain its competitive advantage, the company offers lifelong learning opportunities to all employees, including in-house and off-site continuous training. In 2017, more than 5,000 training hours were invested on 242 employees throughout the Group. More than 80 certifications were acquired by our employees.

OPEN-DOOR POLICY

Our open-door policy, based on which employees can raise issues with upper management at any time, ensures transparency and facilitates direct communication between all levels of company hierarchy. The fact that no serious grievances were filed with the HR Director's office in 2017 is a clear indication that our people appreciate the company's inclusive and supportive work environment.

INTERNAL COMMUNICATION

Employees are continuously updated through our company portal, bulletin boards, e-mails, staff meetings and corporate publications.





THE ENVIRONMENT

INTRACOM TELECOM SUPPORTS THE UNGC PRINCIPLES ON ENVIRONMENT AND HAS BEEN MONITORING THE ENVIRONMENTAL IMPACT OF ITS ACTIVITIES SINCE ITS ESTABLISHMENT.

ENVIRONMENTAL MANAGEMENT SYSTEM (ISO 14001:2015)

Intracom Telecom is committed to conducting its business in an environmentally sound and sustainable manner and takes precautionary measures to protect the environment and minimize any negative environmental impacts that may result from its daily operations. The company defines and documents identification and evaluation methods of all environmental aspects of its operations and their associated impacts. Evaluation is performed against predefined criteria including legislative and other regulatory requirements. Emergency Response Plans are designed to secure prevention and mitigation of the associated environmental impacts.

The company has established an Environmental Management System (EMS) which is certified in accordance with the international standard ISO 14001:2015 and is integrated with the ISO 9001:2015 (Quality) and OHSAS 18001:2007 (Health and Safety) based Management Systems. The company is subject to assessments by an independent certification body for its compliance with the abovementioned standards. The company seeks continual improvement by setting specific environmental objectives based on identified environmental impacts, on compliance obligations and on risks and opportunities, and by monitoring and documenting the achievement of these objectives.

Intracom Telecom recognizes that environmental responsibility is crucial to its long-term success. Developing, manufacturing and marketing products that are not energy demanding and that can be reused, recycled or disposed of safely along with using environment-friendly manufacturing methods and enhancing employee awareness and training, contribute to the company's aim towards sustainable development.

PARTICIPATION TO COLLECTIVE ALTERNATIVE MANAGEMENT SYSTEMS

Procedures for recycling and reusing materials are applied at all facilities. The company participates in the nationwide Collective Alternative Management System- “RECYCLING” (organized by “HE.R.R.CO”) for the collection, sorting and recycling of used packaging materials and in Collective Systems for the operation of Alternative Management of WEEE in Greece (“APPLIANCES RECYCLING S.A.”) and other European Countries, fully adhering to the EU directive on waste electrical and electronic equipment (recast WEEE directive - 2012/19/EU).

WASTE MANAGEMENT

Intracom Telecom’s waste is collected by authorized companies. 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, aluminum, 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. Depending on their physical and chemical properties, waste produced is collected by authorized companies and delivered to authorized facilities for provisional storage, sorting, recycling, treatment, recovery or disposal. In 2017, the tonnage of non-hazardous waste was 87 tonnes, while the tonnage of hazardous waste was less than 10.5 tonnes⁽¹⁾.

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 (recast RoHS directive - 2011/65/EU).

GREENHOUSE GAS EMISSIONS

Intracom Telecom calculates and monitors greenhouse gas emissions produced from the company’s activities, using internationally approved calculation standards for greenhouse gas emissions such as “The Greenhouse Gas Protocol” etc. In 2017, the CO₂ emissions were 4,415 tonnes⁽¹⁾⁽²⁾. For the seventh consecutive year Intracom Telecom, participated to the Carbon Disclosure Project (CDP) initiative and reported on its carbon footprint.

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(1) Data available as of October 31, 2017.

(2) From purchased diesel oil for heating combustion and purchased electricity.
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ENERGY SAVING

Intracom Telecom has undertaken a line of action that contributes to energy saving 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, hires coaches for the transportation of personnel from central points in the city to Intracom Telecom, etc.

ECOLOGICAL DESIGN OF PRODUCTS

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

- » the reduction of the use of virgin materials that is harmful to the environment and the promotion of the use of recycled materials where technically 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.

EMPLOYEES' ENVIRONMENTAL AWARENESS

Intracom Telecom aims to increase its employees' environmental awareness through induction activities, reviews and audits. Employees are informed about the company's environmental policy, and relevant activities and initiatives, such as the waste management processes implemented, during the induction seminar at the beginning of their employment. Notifications and reminders to the employees are circulated and published in the company's intranet.



FAIR OPERATING PRACTICES

RECOGNIZING THE IMPORTANCE OF CORE VALUES SUCH AS INTEGRITY, RESPONSIBILITY, ACCOUNTABILITY AND TRANSPARENCY, INTRACOM TELECOM IS COMMITTED TO THE HIGHEST ETHICAL STANDARDS IN ALL ITS ACTIONS AND DECISIONS.

CODE OF BUSINESS ETHICS

Intracom Telecom's Code of Business Ethics sets forth the company's position on key legal, ethical and social matters, defines the way it operates around the world and applies to all employees and external consultants, regardless of position or location. The Code offers clear guidance and sets certain non-negotiable standards of behavior that must be adhered to when interacting with coworkers, customers, suppliers, partners, shareholders, communities and public or state authorities.

The topics covered by the Code include legal and regulatory compliance, conflict of interest, proprietary information, competition relations, bribery and anticorruption, political contributions, integrity, record keeping, company property, human rights and labor practices, health and safety, the environment, leading by example and code violation reporting.

The Code complements company policies and procedures currently in force as well as employee handbooks or equivalent documents issued by Intracom Telecom Group worldwide.



EMPLOYEE HANDBOOK

The Employee Handbook issued by Intracom Telecom and posted on the company intranet, as vetted and approved by Greek public authorities, contains information on company policies as well as guidelines, expectations and procedures regarding employee conduct and responsibilities. Among other key issues, the handbook underlines that employees are not allowed to accept payments, gifts, bribes and other benefits or privileges offered to them or their relatives. All new employees participate in induction seminars that cover corporate policies and procedures, including anti-corruption policies.

DISCIPLINARY ACTIONS

Disciplinary actions may be imposed by the company's management when Code of Business Ethics and/or Employee Handbook provisions are breached by employees. No corruption-related disciplinary actions were imposed on Intracom Telecom employees in 2017.

COMPLAINT PROCESS

Intracom Telecom has instituted a formal employee complaint process, outlined in the Employee Handbook and the Code of Business Ethics. The company's policy ensures that employees reporting in good faith misconduct by others will not face any retaliatory measures.

INTERNAL AUDIT

Intracom Telecom's auditing mechanisms, along with the audit committees (permanent and ad hoc) and internal control procedures, ensure that risks are mitigated and all business activities adhere to company policies. Employees are strongly encouraged to report to the Internal Audit Director or the company's management any behavior they believe may breach the Code of Business Ethics or when in doubt about the best course of action in a particular situation.



COMMUNITY INVOLVEMENT & DEVELOPMENT

AS A SOCIALLY RESPONSIBLE CORPORATE CITIZEN, INTRACOM TELECOM IS COMMITTED TO MAKING A POSITIVE CONTRIBUTION TO THE LOCAL COMMUNITIES IN WHICH IT OPERATES, SUPPORTING AND STRENGTHENING THEIR GROWTH AND DEVELOPMENT.

ADDRESSING SCHOOL STUDENT FOOD INSECURITY

Helping fight food insecurity for school students in Greece, Intracom Telecom sponsors the Diatrofi program for the 2017-2018 academic year, organized by the Prolepsis Institute of Preventive Medicine Environmental and Occupational Health and the Stavros Niarchos Foundation. Thanks to the company's contribution, 5,750 healthy meals will be offered to elementary school students who lack consistent access to adequate food, while an equal number will be funded by the Stavros Niarchos Foundation, reaching a total of 11,500 meals. Now, in its seventh consecutive year, the Diatrofi program addresses health, food insecurity, malnutrition and eating habit issues among public school students in socially and economically challenged or vulnerable areas throughout Greece.

ACCESS TO KNOWLEDGE

To enable public schools and non-profit organizations in Greece to upgrade their IT infrastructure and offer their students, members and stakeholders improved and easier access to knowledge, Intracom Telecom has donated more than 590 used personal computers in the last ten years.

SUPPORTING SOCIAL GROUPS IN NEED

During the year, Intracom Telecom jointly with the "Smile of the Child" and the "Educational Center for People with Disabilities in Piraeus" non-profit child welfare organizations organized two fundraising charity bazaars in its head offices in Peania. Moreover, on behalf of the Pellas Prefecture Association of Paraplegic and Handicapped Persons, the company continued supporting the bottle cap collection initiative that secures wheelchairs for the association's members.



EUROPEAN PACT 4 YOUTH AND THE GEFYRA INITIATIVE

Since 2016, Intracom Telecom has been supporting the European Pact for Youth initiative, launched by CSR Europe and the European Commission, inviting businesses, social partners, education and training providers, employment services and parents to develop and consolidate partnerships in support of youth employability and inclusion. The company participates in the CSR Hellas-led Gefyra initiative, coordinating efforts to set up 2,000 high quality on-the-job training positions, bridge the skills gap and create new traineeship, internship and apprenticeship opportunities in Greece. In 2017:

» Bridging the skills gap

To help close the gap between the theoretical background provided by academic institutions and the technical skills required in the labor market, Intracom Telecom organized two workshops on Cloud Technologies and Java, in cooperation with the Electrical Engineering Students' European Association (EESTEC LC) in Athens. The workshops were attended by over 100 University students, three of whom were hired by the company in different departments.

» Sharing knowledge with young scientists

In 2017, as part of the company's efforts to help university students fulfill their graduation requirements by offering them the opportunity to participate in research projects, acquire work experience and get exposed to the latest developments in cutting-edge technology, 41 students completed their industrial placement in various company departments.

VOLUNTARY BLOOD DONATION

In 2017, Intracom Telecom's voluntary blood drive, organized twice a year on company premises in cooperation with the G. Gennimatas Hospital, collected 148 blood units, reflecting our people's social responsibility awareness and resolve to save lives.

DONATION OF MEDICINES

In support of patients lacking social security coverage, company employees and medical staff donated two cartons of medicines and medical supplies to the Athens Medical Association this year.

SCIENTIFIC RESEARCH PROJECTS

The company is involved with national and European research projects aimed at technological advancement along and the creation of high quality, high value-added jobs in Europe in new business areas.

In 2017, Intracom Telecom completed improvements on the Smart Guide, on behalf of the Lighthouse for the Blind of Greece. Smart Guide is an ultrasound and light sensor based electronic navigation device that detects obstacles, gaps and light sources and uses sound or vibration signals to inform the visually impaired user. Intracom Telecom designed the device's lithium battery charging circuit and circuit board using surface-mount technology. The company also manufactured and donated the first 100 Smart Guides.





Intracom Telecom
19.7 km Markopoulou Ave., Peania, Athens, GR 19002
t: +30 2106671000 | f: +30 2106671001
www.intracom-telecom.com

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