



We assume responsibility

NTS Retail on sustainability

We put corporate social responsibility at the core of what we do at NTS Retail, which is why we stand for:



Protecting
the environment



Strengthening the
regional social fabric



Supporting
our employees



Keeping to fair
play in business



Our goal

At NTS Retail we strive to achieve a common goal: To find the right balance between economic success, social responsibility and protecting our environment. Pursuing the goal of maintaining sustainable business practices, we try to act responsibly towards our planet and the people we work with. We want to make the world a little better wherever we can and provide our employees with a social fabric that allows them to thrive.

This document gives an overview of the measures that NTS Retail is taking in terms of assuming corporate social responsibility. It also provides an outlook on the prospective measures within our sustainability strategy. All references in this document are inclusive to people of all genders, ethnicities, and nationalities.

Who we are

We are a retail software and consulting company with a clear focus on the telecommunications industry. With the core of our operations in Austria, we serve customers around the globe and collaborate with a strong partner network.

As a family-owned company with a respectable track record of retaining employees throughout a large part of their career, there is a dedicated effort at NTS Retail to keep the team engaged, foster teamwork and collaboration and encourage a supportive company culture.



Protecting the environment

We strongly believe that protecting the environment is an obligation to ensure a viable future for everyone. As such, we strive to play our part, individually, but particularly as an organization. The goal is to keep our consumption of resources as low as possible. There are several ways in which we currently contribute to that goal: Recycling wherever possible, encouraging working from home, switching to electric company cars, minimizing the amount of necessary business trips, and relying on sustainably produced goods in our daily office operations.

We try to emphasize even the presumably small steps everyone can take around the office: shutting down the computer at the end of the day, switching off the lights, if they are not needed and using the central heating and air condition as economically as possible. These steps may seem small individually, but as a collective effort, they yield a lot of potential.

Combining these measures has allowed us to bring the energy consumption below 100 000 kWh for the first time in 2020 for our headquarters in Leonding (with about 100 employees). That is a remarkable step down from 145 000 kWh in 2018. In 2021 the consumption was about 96 000 kWh.

NTS Retail develops innovative retail software solutions that also contribute towards saving resources. Printing documents like sales receipts, invoices or top-up slips is no longer required as the software facilitates the use of digital receipts. Order consolidation routines help our clients optimize transport routes thus reducing the load on the environment. Additionally, resources and costs for production, logistics and storage can also be kept at a minimum.

Actions & goals

- Saving electricity by shutting down appliances when they are not needed
- Purchasing economic appliances with moderate energy consumption and recycling used devices
- Separating waste and using environmentally friendly detergents
- Avoiding excess travelling by arranging video conferences
- Equipping the company fleet with electric cars
- »Please consider the environment before printing this email« reminders added to the company's email signature
- Digital archives for documents and invoices
- Order consolidation allows retailers to optimize and reduce transport routes
- Promotional material is sourced from local vendors with organic and fair-trade products
- More than 80 % fewer business trips from 2019 to 2020 due to dedicated remote efforts





Strengthening the regional social fabric

Apart from our commitment to working towards protecting the environment, we also want to help our local community thrive and contribute to the social fabric in our society. We do so by donating to a variety of local and international non-profit institutions and within the scope of joint projects.

To support children in need and handicapped people, we are regularly donating to the Upper Austrian Hilfswerk, Mission Hoffnung, Samariterbund and the Red Cross. With our headquarters situated in Leonding and many of our employees and families living in the region, we also support local sports clubs, schools and educational institutions. When purchasing daily goods for our office, like fruits or beverages, we rely on local suppliers and organic products.

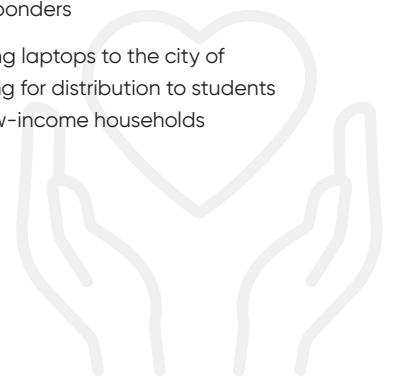
Many of our employees are engaged as volunteers, in the Red Cross, the local fire brigade or a variety of charities. During the record floodings in June 2013, NTS Retail employees were freed from their office duty to provide quick help and support in clean-up and rescue efforts. We provide regular training for all employees as emergency first responders because we greatly believe in the importance of these skills.

We have been continuously expanding our corporate social responsibility program through a long-term cooperation with the Upper Austrian Red Cross. Our company engages as a development partner in the project »Fight Against Poverty« by supporting the purchase of a converted Red Cross vehicle. This vehicle is used by volunteer doctors as a mobile medical care center for homeless people twice a week at several locations in Linz. We have also supported the Red Cross and its social markets with goods donations.

At the end of 2017, NTS Retail employees and its management set an example and supported a social project in Nigeria. We responded to the call for donations and helped an Upper Austrian hospital in a fundraising campaign to support a young Nigerian woman who has since gone on to become an eye-care nurse.

Actions & goals

- Supporting a variety of social institutions, like the Upper Austrian Hilfswerk, Mission Hoffnung, HELP and others
- Sponsoring regional events in sports, arts and culture
- Cooperating with regional educational institutions such as universities of applied sciences, higher-level technical colleges and universities
- Long-term cooperation with the Upper Austrian Red Cross
- Providing the Mauthausen concentration camp memorial institution with our checkout solution for free
- Supporting refugees from the Ukraine as the war broke out in early 2022 with donations to the Upper Austrian Volkshilfe
- Providing a defibrillator and adequate training at our office in Leonding
- Regular trainings as emergency first responders
- Donating laptops to the city of Leonding for distribution to students from low-income households





Supporting our employees

Our employees are the heart and soul of NTS Retail. The leadership team is committed to providing an outstanding atmosphere, leading with a familiar approach and helping employees thrive in everything they do. We are proud to have a low staff turnover rate in our industry and are very happy to have many employees in our ranks who have been with the company for well over 15 years.

We value and appreciate diversity, especially so because NTS Retail is very much an international company. In April 2012 (and once more in 2020), the company signed the Diversity Charter from the Austrian Ministry of Commerce, thus making a clear statement of respecting every member of society – regardless of gender, age, origin and skin color, sexual orientation, religion, and belief system as well as mental or physical disability.

We make a broad range of efforts to support our employees and to help with their well-being: We offer flexible working time models and a large degree of freedom in setting work hours, including the possibility to work from home. We support our employees to find the right balance between family and career by facilitating maternity and paternity leaves. Another main focus lies on establishing and maintaining equal rights for both genders by paying same wages as well as offering possibilities within the company regardless of a candidate's gender. We provide free access to various sport and leisure time activities with an on-premises health club and a local tennis court.

Offering continuous education programs, seminars and trainings as well as educational leaves and first aid trainings has been an NTS Retail characteristic for many years. We offer sponsored lunch with various healthy choices and an ample supply of regionally harvested seasonal fruits as a healthy snack. Our employees are offered regular medical consultation from our occupational health physician, high-quality ergonomic desks and chairs and an open office space that promotes an interactive culture. The comprehensive accident and travel insurance package we offer is especially important for all our employees who frequently go on business trips.

Actions & goals

- Offering flexible working time models including work from home possibilities
- Supporting maternity and paternity leave models
- Establishing and maintaining equal rights for both genders
- Maintaining the corporate culture according to the Charter of Diversity
- Protecting personal data in accordance with EU GDPR and company security guidelines
- Providing free access to various sport and leisure time activities
- Supporting continuous education programs, seminars and trainings
- Sponsoring first aid trainings
- Sponsoring lunch and offering healthy snacks
- Providing high-quality, ergonomic workplaces and an open office space
- Comprehensive accident and travel insurance package





Keeping to fair play in business

NTS Retail is very proud to count many long-term clients among its international customer base. The outstanding customer loyalty we enjoy is largely due to the fact that we have engaged in fair play business practices since the very early days. Our customers are viewed as partners and our consultants maintain longstanding relationships with the experts on the customers' side. This way, the value of a strong long-term business corporation can truly be leveraged.

Numerous follow-up and upgrade projects are living proof of our customers' high satisfaction with our products and services. Some of our clients have been with NTS Retail for well over two decades, sticking with us through different iterations of their retail environment. The fairness we like to bring into contract discussions and scopings, the diligence with which we address customer requirements and the passion which we have for our work are the key pillars of this success.

At the core of our interactions with our partners, customers and employees is a relationship of trust. Our customers rely on us to deliver functional solutions with a true benefit, and we humbly do our best to live up to their expectations.

Our code of conduct is the key instrument to align our delivery partners with our core values and business practices. We have also been awarded the silver recognition level by Ecovadis and are proudly engaged in the UN Global Compact initiative.

Actions & goals

- One-of-a-kind approach to telco retail as a highly reliable solution provider with deep domain knowhow
- Our code of conduct makes sure that every person and organization contributing to the supply chain is in line with our company values and business practices
- Corporate Social Responsibility measures in accordance with internationally recognized institutions like Ecovadis.
- We are a proud signee and supporter of the UN Global Compact
- Our solutions are subject to the scrutiny of meticulous tendering processes as we mainly serve state-owned or partially state-owned international clients
- A handpicked network of international partner companies, all sharing similar values and adhering to business fair play practices

