



**SUSTAINABLE
DEVELOPMENT
STRATEGY**

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1. 2019 Highlights

GRI 102-7



2. Message from the CEO

GRI 102-14



Dear Stakeholders,

The emerging needs of our clients, the new regulatory framework and the global trends have brought sustainable development to the forefront creating a new business model. Our work allows us to be in constant contact with 2,500 companies in Greece and abroad of several sectors and professional fields. We have realized the importance to operate responsibly, ethically without harming the environment.

In GEP, we aim to be an active and core part of this new reality, integrating sustainable development at the heart of our business aiming to respond adequately to challenging requirements taking quick, daring and at the same time correct decisions.

Based on our values and passion for Occupational Health and Safety, we developed a Sustainable Development Strategy, with a holistic approach that connects our expertise with the basic principles of corporate responsibility and sustainability which enable us to communicate structurally with our stakeholders, plan our future targets and report our performance according to renowned standards. In GEP, we commit to focus our efforts on four core pillars, Marketplace, Workplace & People, Society and Environment. Through our work, we create a positive impact on each of the pillars, improving our industry, the daily work-life of thousands of employees and at the same time, we enhance the Greek economy without provoking the negative impact on natural resources.

In 2019, despite the challenging economic environment, we keep holding our leading position in our industry offering qualitative OHS services to more than 250,000 people under the message “Working Better, Living Well”.

We also proceeded to a major and strategic decision to relocate our premises to Maroussi, Athens, at the core of the entrepreneurship center aiming to be physically close to our clients. The new headquarters provide us with the necessary working space to expand our services, especially in the field of training and improve our performance to employees’ wellbeing and environmental responsibility.

Moreover, we proudly joined the UN Global Compact adopting 10 principles, on Labor, Human Rights, Environment and Anti-corruption being the first company of our industry in Greece to participate in such an initiative. The Sustainable Development Strategy come to enhance our core values to create a Health and Safety culture within every business, constituting a reliable partner for our clients.

Sincerely,

George Lambrinos
Chief Executive Officer

3. About the Sustainable Development Strategy

This is the Sustainable Development Strategy of GEP S.A. and the disclosing qualitative data cover the period from 01.01.2019 to 31.12.2019. The Sustainable Development Strategy includes information of the GEP Group of Companies also, and throughout its' content when mentioned:" GEP Group", "we", "our" or "the company", it refers to GEP S.A., its subsidiaries and affiliate companies unless noted otherwise.

GEP Group is committed to disclosing information on its operations, regarding the company's economic, environmental and social performance. To define the content, the company has implemented the core edition of the **GRI Standards (under the GRI Standards: Core option)** and the **10 principles of the United Nations' Global Compact**. Moreover, the company aligned the boundaries and its impacts on Sustainable Development by considering the **UN Sustainable Development Goals (SDGs)**.

This publication complies with the principles of defining the Sustainable Development Strategy content (stakeholder inclusiveness, sustainability context, materiality, completeness) and principles of defining the Sustainable Development Strategy quality (balance, comparability, accuracy, timeliness, clarity, reliability). The Sustainable Development Strategy of GEP Group has not been reviewed by a third-party agency. More information on the above standards fulfilment, services and financial results are presented in the Annex of the document.

A sustainability team was organised, consisting of executives from every involved division and department of the company, to prepare the Sustainable Development Strategy. The main task of the team was to collect all required information on the fields of Corporate Responsibility and Sustainable Development. The members of the Corporate Responsibility Team who were involved in the preparation of the document are:

Coordinator: Iro Faki

Departmental/Divisional representatives – contributors: Garyfallia Karouta, Nikos Koronis, Evdokia Gerogianni, Spyros Georgakis, Panayota Nakou, Vicky Frantzi.

During the preparation of the Sustainable Development Strategy, GEP Group got support and guidance from the Global Sustain Group.



For more detailed information on our Sustainable Development Strategy and affiliate companies please contact our headquarters:

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Athens, Greece
Tel. +30 210 9405866
Fax. +30 210 9480508
E-mail. info@gepgroup.gr

4. GEP Group of Companies

1. Profile

GRI 102-2, GRI 102-4, GRI 102-5, GRI 102-7, GRI 102-12, GRI 102-13, GRI 102-16



Geniki Exypp Prostasia S.A. (GEP S.A.) was founded in 2000 by professionals in **Occupational Health and Safety (OHS)** in Athens, Greece. The strong scientific background and visionary entrepreneurship philosophy placed the company, right from the beginning, at the top of the OHS consulting companies, in

the local market.

Throughout the years, the company was developed into **GEP Group of companies, including today seven legal entities** (Geniki Exypp Prostasia S.A., Nova Exypp Ltd., Qualiment Ltd., Hellas EAP Ltd., PCS2, Eurocore Consulting and HSWConsulting).

.Today, GEP Group is the **largest OHS consulting provider in Greece** and through its **380** employees and associates, provides highly competent and specialized occupational doctors, safety officers and other specialists, serving more than **11,900** facilities and **239,000** people.

The corporate aim is to assist the organizations to implement an upgraded health and safety work culture, aiming to increase overall satisfaction and work productivity. The working environment should be structured according to all safety principles to make sure that all health and safety issues are properly addressed, initiatives are taken when needed, whilst a strong bond amongst the employees is being built, based on loyalty and trust.

GEP Group has established the **most complete and focused network of Occupational Doctors and Safety Officers**, in the market, **as well as various experts in related specialities**, with robust know-how and experience. The company possess a **leading position in high-risk sectors**, construction, and energy but also in the field of commerce and services.

Moreover, the company offers a wide variety of training programs carried out by experienced and accredited trainers. Indicatively, the topics offered cover courses on **first aid, fire safety, and safety of installations and machinery**. GEP Group is also a leader in the field of **e-Learning courses in Health and Safety at Work training programs**, giving thousands of employees the opportunity of remote training.

Finally, since GEP Group is **dedicated to social responsibility and sustainable economic development**, will continue offering its innovative solutions and upgraded services, improving and widening its overall scope, expanding its perspective in new ventures and providing the best services to society, as effectively as possible.

Vision and Mission

GEP promotes its professional and innovative work, proving to its stakeholders that Occupational Health and Safety is not a nice-to-have concept, but a necessity. We have developed our vision and mission with enthusiasm and innovative spirit to meet clients' needs.

Vision	Mission
Health and Safety culture to become a pillar of prosperity and sustainable development, for every organization, for every employee, for every person.	We lead the Health & Safety market in Greece with a holistic, scientific, and personalized approach to ensure that our customers' working environment fosters high performance and productivity.

Corporate Values

GEP Group People consider health, safety, and well-being at the workplace, as a higher human right and a social obligation, aiming to achieve prosperity in life, for everyone. Based on strong belief, we operate and engage with our stakeholders under four corporate values which form our approach to business.

People	Prompt and Consistent Services
Our field has in its centre the people since the health, safety and well-being of them constitute the beginning for successful and responsible businesses.	We realise that our clients are rely on us to preserve a high level of operation, thus we commit to offering prompt and consistent services to them.
Knowledge	Communication
In our field, the driving force for success is the constant development of our expertise and skills. We invest in training programs and courses aiming to maintain high standards of performance.	We operate transparently, working closely with all engaged parties aiming to get feedback from them, since we believe that constructive communication is the corner stone for solid relationships.

Milestones in GEP Group History

Year	Milestones
2000	Establishment of GEP SA and GEP Group
2002	Rapid growth begins
2004	Athens 2004 Olympic Games awarding of H&S works
2006	Industrial sector is established in the company
2007	GEP expands and moves to new premises
2008	Establishment of Qualiment Ltd
2009	Establishment of NOVA EXYPP Ltd
2011	Cooperation with the European Commission starts
2013	GEP Group continuous to grow despite prolonged recession in the country
2015	GEP Group is awarded to PREVOR representation
2015	GEP Group invests in HELLAS EAP Ltd
2016	Cooperation with EU-OSH Agency begins
2016	Cooperation with all three Consortia, of the major TAP construction project begins
2016	GEP Group moves to new landmark headquarters
2017	Renewal of cooperation with the European Commission
2017	GEP Group turnover exceeds the threshold of € 6,000,000
2018	Establishment locally of PCS ² , HSWC and of EUROCORE CONSULTING in Brussels
2019	Relocation to new headquarters Join the UN Global Compact EcoVadis Assessment

Memberships and Partnerships

GEP Group is an active member of the following bodies and organizations:

 <p>Athens Chamber of Commerce & Industry</p>	 <p>Association of Chief Executive Officers</p>	 <p>CEO Clubs International</p>
 <p>Global Sustain Group</p>	 <p>Hellenic Association of Members and Companies for Prevention and Protection</p>	 <p>Employee Assistance Professionals Association, International (EAPA)</p>



**Exclusive Partner
& Supplier In Greece**

Until 2019, GEP was the exclusive representative of **PREVOR in Greece**

PREVOR is an innovator and global leader in the production of a series of special medical products for chemical burns. Chemical accidents have the highest rate of causing permanent damage to victims and PREVOR series of products offer the best protection against it. The products are now supplied and installed to several major industrial sites, ready to save lives.

2. Business Model and Strategy

GRI 102-9

The regulatory framework in Greece is strictly monitored by the State Inspectorate of Work, the competent Authority for market control and supervision. GEP Group business model is defined by our operating environment under two drivers:

- To offer competitive, client-oriented, tailor made, efficient and cost-effective services, fully aligned with the scientific and technical framework.
- To have a human-centered operation based on corporate responsibility and sustainable development.

GEP Group operates according to the provisions of the Greek Law 3850/2010 Art. 28, (Codification of Occupational Health and Safety laws and organization of the relevant service providers/companies, following the relevant EU Directives and Regulations).

Business Model

The basis of our operation is **knowledge management**. GEP Group as an OHS consultant, creates, uses, shares and manages knowledge. Our anthropocentric philosophy combined with the deep scientific background, technical and legal knowledge and long experience enable us to meet the requirements and challenges of the industry.

Furthermore, GEP Group is a pure B2B services provider type of organization, where all stock of information and data traded in business is generated within it, therefore its **supply chain** is rather short and narrow. Nevertheless, GEP Group takes an important part of other businesses' supply chains, which have various forms and influence. In both cases, GEP Group is a trustful, dependable and resilient partner, that delivers its products timely and cautiously and assimilating those of others openly and collaboratively. We align our interest to those of higher groups and are also permanently deliver our market value proposition, with a special focus on achieving customer satisfaction and law-abiding.

Moreover, in GEP group, we follow a continuous self-check and improvement cycle of the Plan-Do-Check-Adjust (PDCA) model for our services, to control the proper content, for the achievement and delivery of the expected result. Every department of our company self-checks its relevant activities and deliverables for efficiency and quality. The usefulness and sustainability of results combined are essential elements of the added value given to our clients.

GEP Group always collaborates with legal and transparent financial terms with its clients. Our revenue is based on the time spent of our staff binding them by term contracts. This enables the creation of a long-term and trustful relationship with our clients, thus minimizing risks, creating an economy of scale and most importantly, fair pricing.

Strategy

Our strategy for a successful implementation of our services, continuous business growth and positive impact on society, environment and economy is based on the below **priorities**:

- Responding to economic changes, through expanding the company's perspective to higher profit market niches and by optimizing its services.
- Improving market position by sustainable financial management and by reengineering processes, via technology and innovation.
- Investing in quality performance, staff excellence and establishing an anthropocentric business model.
- Increasing clients' awareness of values, standards and regulatory requirements.
- Implementing measures to minimize impacts to natural resources of our activities and at the same time to contribute to social prosperity.

Based on the priorities, we have proceeded to SWOT analysis to better display the operating environment and to identify challenges which we are called to deal with.

SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> • Competence, quality, productivity, and value for money services. • GEP Group is the most multifaceted and swift service provider in the local market. • Capacity and flexibility to adapt niche markets. 	<ul style="list-style-type: none"> • Specialization, innovation, and technology are progressively changing the business, GEP Group has not yet completed all the planned projects to meet the new challenges. • GEP Group revenues are depended on the Greek market, having thus limited options if problems will occur. • The demands of the business and the strict deadlines constitute obstacles cultivating smoothly the corporate culture and the implementation of team-bonding and wellbeing events.
Opportunities	Threats
<ul style="list-style-type: none"> • Global trends on OHS are positive; GEP Group as a market leader is benefitting from the safe work culture spread. • Rapidly growing legislative and technical demand for OHS responsibility. • GEP Group is re-profiling itself from an implementer of service contracts to an advanced high-tech advisor and partner for its clients. 	<ul style="list-style-type: none"> • Core business becomes tighter and more demanding for qualitative services. • Recent health and safety crisis, due to the pandemic provokes disruption to smooth operation. • Clients' ever-lasting pressure for more and improved services, at ever lower prices.

Growth Plan – Short & Long-Term and Perpetual Commitments

Short-Term

- Enhancing our services portfolio to accommodate the growing demand for new and strategic services.
- Investing in the know-how gained and the development of new skills.
- Integrating modern concepts and practices in services.
- Optimization of the available resources to support emergent needs.
- Simplifying the organizational structure and promoting the decision-making at all levels.
- Digital transformation and high technology initiatives based on market needs.

Long-Term

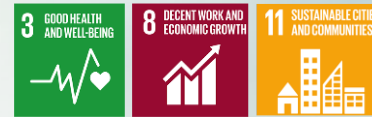
- International expansion of the services portfolio.
- Search for new cooperation opportunities with niche markets, which present large profit margins.
- Exploring opportunities in similar and complementary business sectors.

Perpetual

- Continuous assessment of our strategy and re-setting of our targets.
- Measurement of our performance to meet customers' expectations.
- Invest in knowledge, training, innovation, and technology.
- Remain always ethical and with a deep sense of responsibility and sustainability.

3. Business Lines

Material Issue: Customers' Employees Health and Safety
 GRI 102-2, GRI 102-6, GRI 102-53, GRI 102-54, GRI 416-2



In GEP Group, we detect and analyse all matters associated with workplace hazards, offering an advisory on improvements and risk management. We have developed our business based on a holistic approach to the role of health, safety, and employees' wellbeing in the workplace.

In this respect, the quantitative and qualitative components of the human and technical capital, corporate relations and procedures, natural resources as well as social environment, must be considered and analyzed thoroughly. The interaction and the various changes in the procedures must be identified and evaluated.

Therefore, our business carries out a risk analysis of those impacts and identify, evaluate, and consult on further improvements. We offer to all stakeholders a wide range of services, including occupational health and safety services, studies of any hazards (general or specific) in the workplace, inspections and evaluations, training programs, risk assessments, surveys related to work stress and behavioral issues, environmental impact analysis and assessments of quality and excellence at the workspace.

GEP Group services come under three (3) major divisions, mirroring its business philosophy and accountability in Occupational Safety, Health & Well-being, and Sustainable Development.



During 2019, GEP Group has not identified any non-compliance of its services with regulations and/or voluntary codes.

Services of Occupational Safety Division

Occupational Safety Services	<ul style="list-style-type: none"> • Occupational Safety Officer • Occupational Risk Assessment • Health & Safety Installation Consultant • Security Legislation Monitoring Services • Evacuation Studies • Escape Plans
Constructional & Industrial Projects Services	<ul style="list-style-type: none"> • Project Safety Officer • Project Safety Coordinator • Project Safety Manager • Project Licensing Officer • Health and Safety Planning • Health & Safety Dossier Preparation • Occupational Health & Safety Organization and Management System Development • Project Occupational Risk Assessment
Special Projects & Safety Studies	<ul style="list-style-type: none"> • Behavior-based Safety Achievement Program & Safety Culture Survey

	<ul style="list-style-type: none"> • SEVESO- Large Scale Accident Hazards Studies • ATEX – Explosion Protection Studies
Safety Training Programs	<ul style="list-style-type: none"> • On-site Safety Training Programs • E-Learning Safety Training Programs
Factors Measurements	<ul style="list-style-type: none"> • Measurements of Harmful Agents

Services of Health and Well-being Division

Occupational Doctor Services	<ul style="list-style-type: none"> • Occupational Doctor
Emergency Health Care	<ul style="list-style-type: none"> • Project Doctor • Project Nurse • Management of the First-Aid Equipment • Rescuer – Ambulance Crew • Pharmacy Material Handling
Health Training Programs	<ul style="list-style-type: none"> • On-Site Health Training Programs
Health Services	<ul style="list-style-type: none"> • Personnel Doctor • Personnel Nurse • Medical examinations • Occupational Risk Assessment–Medical Part • Vaccinations
Med Tech Products	<ul style="list-style-type: none"> • Chemical Burns Solutions
Special Health Services	<ul style="list-style-type: none"> • Employees Psychological Assistance Services

Services of Sustainable Development Division

Systems Development	<ul style="list-style-type: none"> • Management and Quality Systems • General Data Protection Regulation (GDPR)
Certified Training Programs	<ul style="list-style-type: none"> • Global Wind Organization • ADR RID
Environmental Services	<ul style="list-style-type: none"> • Environmental Legislation Monitoring Services
Investment Programs Supporting	<ul style="list-style-type: none"> • Subsidized Investments/Development Law • State/EU-funded (Subsidized) programs
On-site General Content Training Programs	<ul style="list-style-type: none"> • General Content Training Program

Training Programs

Material Issue: Training Programs regarding Health and Safety



GEP Group has thoroughly invested in knowledge to become one of the top providers of safety training courses following its holistic Human & Business development concept. During 2019, we offered more than **100** training programs to **1,200** executives reaching contracts of **EUR 158,000**.

The company offers a wide variety of training courses in various forms and methods, extending from pure OHS issues (health, safety, wellness, prevention, first aid), to business issues such as quality, good practice, environmental issues and numerous other matters of contemporary business administration and awareness.



The experienced and certified GEP Group trainers using modern engaging methods provide amongst other subjects, training programs in:

- Fire safety
- Safety at the Workplace
- Safety Signs & Labels
- Working on visual displays
- Manual handling of cargo
- Use of personal protective equipment
- Safety of equipment
- Use of machinery

- Electrical hazards
- Work at height
- Use of chemicals
- Working outdoors
- Work in confined/restricted space
- Vehicles, Traffic and pedestrians
- Driving vehicles safely



Further to dedicated OHS services, we have designed and implemented high-quality **Programs of General Content**, further to those carried out on subjects like Occupational Health and Safety.

These training programs include a vast field of topics such as Tax, Labor and Accounting Issues, Corporate Responsibility & Sustainable Development, the GDPR on Protection of Personal Data and Privacy, etc.

For the General Content Training Programs, we apply strict criteria to appoint the lecturers, according to their field of expertise. The General Content Training Programs can take

place either in-house (within our facilities using our advanced infrastructure), or at the clients' premises. Classes are limited to 15-20 people each, so participants can get the most out of the training.

The series of the General Content Training Programs of GEP Group is continuously growing by adding new, specialized and constantly updated courses, addressed to all employees according to their interests, meeting the current and ongoing business needs. During 2019 the available training programs of general content were:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Social Insurance Law • Hellenic Accounting Standards • Labour Law • Private Data Handling and Security • Cyber Safety & Security • Public Contracts: Awarding and Implementation | <ul style="list-style-type: none"> • Health and Safety Culture - BBS • Health and Safety Leadership • Quality in Hospitality Services • New IT System for the Labour Inspection Body (IIS – LIB) • Fundamentals of Facility Management |
|---|---|

GEP Training Programs 2019

Training Field	No. of Trainings	Participants
Safety	47	600
Health	68	600
General Content	13	91
Total	128	1291

Finally, upon the visit of our occupational health officers to customers' facilities, a brief training on the core issues of occupational health takes place. Until today, we have offered this initial training to almost 2,000 clients in Greece and abroad.

4. Corporate Governance

GRI 102-14, GRI 102-18

GEP Group is a privately held joint-stock company (*Société Anonyme*), founded in Greece. The **Annual General Meeting (AGM) of the shareholders** is the ultimate decision-maker of the company, exercising its ownership and vesting within its powers all governance functions. Resolutions passed by the majority of the votes, during the Annual General Meeting of Stakeholders, unless the Greek Companies Act stipulates differently.

AGM is responsible to deal with crucial issues related to the strategic direction of the company, decides about the dividends' distribution and the choice of the Board of Directors.

The next level of authority is the Board of Directors (BoD), consisting of the Chairman who is the CEO and three members. CEO manages the company within the framework authorized by the BoD and in direct consultation with the Board. Moreover, the CEO takes all decisions regarding any financial and commercial operations, according to the agreed guidelines. He reports regularly, or ad hoc, to the BoD, providing all-important information on performance, activities, plans, forecasts and achievements.

Board of Directors

Name	Capacity
Mr. George Lambrinos	Chairman
Ms. Afroditi Karaitianou-Velonaki	Member
Mr. Spyros Primikiriou	Member

Mr. Andreas Zografos	Member
Mr. Nikolaos Danezis	Member

GEP Group Management Team is subject to the authority of the CEO, who supervises and coordinates all their activities. Each business area is managed by a supervisor, having the overall accountability for operations and results.

Management Team

Name	Capacity
Mr. George Lambrinos	Chief Executive Officer
Mr. Panagiotis Papadopoulos	Chief Operating Officer
Mr. Andreas Zografos	Chief Financial Officer
Ms. Mara Georgopoulou	Chief Commercial Officer
Ms. Evi Sgourou	Occupational Safety Department Manager
Mr. Charalampos Monogios	Construction & Industrial Projects Manager
Ms. Maria Stavroulia	Occupational Health Department Manager
Ms. Valia Tsopoki	Scientific Manager – Health Department
Mr. Nikolaos Zairis	Processes Development & Standardization Manager
Ms. Iro Faki	Business Development Manager
Ms. Vasilaki Aglaia	Customer Administration Department Manager

Finally, the **Scientific Coordinators** of the company constitute external high experienced advisors on Occupational Health & Safety. They consult the executives regarding the current and future trends of servicing fields, the challenges and potential barriers that the company has to overcome, as being a valuable dedicated think-tank that makes GEP a more efficient and excellence-oriented company.

Scientific Coordinators

Name	Capacity	Field of Responsibility
Dr. Spyros Soupionis	Doctor of Occupational Medicine	Occupational Doctors
Spyros Primikyrios	Mechanical Engineer	Occupational Safety Officers

Aiming to enhance its performance into corporate responsibility and sustainability, GEP Group established a Sustainable Development Committee, accountable to the Board of Directors, to oversee and properly implement policies and actions on environmental and social issues.

Sustainable Development Committee

Name	Capacity
Mr. George Lambrinos	Chief Executive Officer
Mr. Nikolaos Zairis	Processes Development & Standardization Manager
Ms. Vasiliki Aspioti	HR Specialist
Mr. Andreas Zografos	Chief Financial Officer
Ms. Iro Faki	Business Development Manager

Further to the strategic role of the committee, the Sustainability Team is established to implement and support the company in policies and initiatives that contribute to corporate responsibility. The team aims to plan, perform, coordinate and monitor the initiatives and actions that contribute to the successful implementation of the corporate responsibility and sustainable development of the company.

Sustainable Development Team

Name	Capacity
Ms. Iro Faki	Business Development Manager
Ms. Garyfallia Karouta	Marketing Coordinator
Mr. Nikos Koronis	Invoicing Coordinator
Ms. Evdokia Gerogianni	Registered Nurse, Health Department
Mr. Spyros Georgakis	Occupational Safety Services Supervisor
Ms. Panayota Nakou	HR Recruiter
Mr. Vicky Frantzi	Customer Administration Coordinator

Board of Directors

Organizational Chart

Group Subsidiaries
EUROCORE
QUALIMENT
PCS²
HSWC
NOVA

HR
IT

CEO

Legal Consultants
DPO
Quality, Health, Safety & Environment

Operations Department
(COO)

Commercial Department
(CCO)

Finance Department
(CFO)

Scientific Accountable for Occupational Safety

Scientific Accountable for Occupational Health

▪ Scientific Manager for Occupational Health

Safety

- Occupational Safety Services
- Special Projects & Safety Studies (BBS, ATEX, SEVESO)
- Factors Measurement
- Occupational Safety trainings
- Partners' Support & Evaluation

Construction & Industrial Projects

- Offers
- Construction & Industrial Project Management
- Studies (HSP-HSD, ORA, SOMHS)
- Partners' Support & Evaluation

Health

- Occupational Health Services
- Emergency Health Care Services
- Occupational Health & Emergency Health Care Trainings
- Partners' Support & Evaluation

Processes development & standardization

- Management Systems Development
- Management Systems Studies & Audits
- Certified Trainings (ADR/RID)

GDPR

GEP Academy

▪ GWO

Sales & Contracts

- Sales & Clientele Development
- Offers
- Contracts
- Tender File Submission & Public Contracts
- Business Development (North Greece)

Marketing & Communication

- Marketing
- Communication
- Public Relations
- Promotion

Customer Administration

- Contracts
- Customer Relationship Management
- Complaints Management
- Services Coordination with HS Inspection

- Invoicing, Payments & Receivables
- Accounting
- Supplies & Facility Management
- Audits & Regulatory Services
- Subsidized Programs
- Reception

Code of Conduct and Corporate Policies



The overall focus of our sustainability work is presented in our **GEP Code of Conduct and Policies**. The Code is applied both to internal and external employees forming their professional behavior and covering issues related to health, safety, environment, antibribery and sensitive data protection. It also includes the clear position of the company regarding respect for labor rights and the opposition to a child and compulsory labor. All employees are updated regularly to any change of Conduct and all newcomers receive dedicated information on it as a standard recruitment procedure.

Further to the Code of Conduct, we have established a framework of policies for certain fields aiming to enhance our performance and avoid any action that could create a future problem.

- **Legal and Public Liability Policy** outlines the core framework of the company's activities and responsibilities by the regulatory normative of the State.
- **Data Security Policy** ensures compliance with the requirements of ISO 27001 standard and the full regulatory compliance of the company to the new EU General Regulation for Personal Data Protection (GDPR). The integrity and confidentiality of all data and information infrastructures constitute an asset for the company.
- **Quality Policy** describes the principles, procedures and tasks related to Quality Management following the requirements of ISO 9001 and ISO 10002 standards.
- **Risk Management Policy** relates to the management of financial and operational risk, the monitoring, and the response to risks.
- **Environmental Management Policy** meets the commitment to environmental laws, regulations, and other policy mechanisms, during the provision of services and general operation.
- **Corporate Responsibility and Occupational Health & Safety Policy** for all business activities, operations, and processes within the structure of the company.
- **Financial Policy**, to plan and monitor company's financial works and related reporting.
- **Marketing and Publicity Policy**, to govern all company's actions towards stakeholders.
- **Internal Assessment Policy**, aiming to handle possible inefficiencies and irregularities within the company.
- **Sustainable Development Policy**, to structure the company's growth plan, carrying also for the stakeholders' environmental and social expectations.



5. Our Approach to Sustainable Development

1. Corporate Responsibility and Sustainable Development

In GEP Group, we have recognized that Corporate Responsibility and Sustainable Development are integral parts of our business. OHS field offers a holistic approach to social, environmental and economic field since it defines the appropriate conditions for a prosperous and sustainable work.

Our commitment focuses on four core pillars, Marketplace, Workplace and People, Society and Environment. Through our work, we create a positive impact on each of the pillars aiming to improve our industry, the daily work-life of thousands of employees and enhancing the Greek economy without harming the natural resources.

Corporate Responsibility and Sustainable Development Pillars

Marketplace

Responsible operations, innovative and efficient services are the key for a successful company. We are passionate about OHS services aiming to be an important ally for our clients and their activities.

Workplace and People

We aim to be the example of our services' implementation. We care for our people offering a workplace that guarantees their health, safety and wellbeing. Our people constitute our most valuable asset that enable us to achieve better performance and set new targets.

Society

We are active corporate citizens aiming to raise awareness and sensitize society regarding the high importance of health and safety in our daily lives. We distribute training material to share our knowledge with society, as also we support NGOs in their difficult mission on important social issues.

Environment

Protection and preservation of natural resources are equally important aspects of our work since they constitute essential factors in our industry. Through dedicated services and the adoption of an environmental-friendly operating plan, we work in harmony with the environment, searching constantly to improve our impact and find out further ways to present even better results.



In 2019, we join the EcoVadis assessment, reaching 46/100 score, and receiving silver recognition. This result places our company among the top 30% of performers evaluated by EcoVadis.

2. Stakeholder Engagement

GRI 102-40

GEP Group identifies as its stakeholders, the interested groups affected by the company's activities and in turn, those affecting the company directly or indirectly. These groups constitute our internal and external stakeholders and are vital for GEP's effective operation and growth. Their dynamic, either as individuals or as organizations, has a major impact on our business development.

Our corporate culture puts people at the heart of our business strategy. The company with its activities tries to meet the stakeholders' expectations, regarding top priority issues such as the economy, society and the environment. Communication is a valuable process, to help us build strong relationships with people and organizations, and to get feedback concerning the challenges we face, to achieve the Group's goals.

Stakeholder engagement helps us to eliminate misunderstanding and enhances the fulfillment of expectations. In GEP Group via the continuous interaction with our stakeholders, we recognize the potential opportunities to drive business to growth, through new services and markets.

We follow a bottom-line approach in cooperation with our stakeholders since their active participation is a vital component, to successfully implement our sustainable development strategy.



The following table presents the communication methods, the key topics of interest, the expectations, and the way GEP Group responds to issues raised by its various stakeholders.

Shareholders

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Annual general meeting • Meetings with management team • Sustainable Development Strategy • Financial statements 	<ul style="list-style-type: none"> • Financial performance • Business development • Strategy • Corporate governance issues • Brand reputation 	<ul style="list-style-type: none"> • Implementation and monitoring of business plan • Compliance with the code of conduct and Corporate governance policies • Monitoring of Key Performance Indicators (KPIs) • Development of financial statements and Sustainable Development Strategy
Frequency of Communication		
Monthly		

Employees

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Meetings with the management team • Internal electronic communication (Intranet) and announcements • Health and Safety Review Magazine • Face to face communication • Trainings • Corporate events • Annual employees' performance assessment • Sustainable Development Strategy 	<ul style="list-style-type: none"> • Corporate issues • Corporate financial performance • Training and professional development • Dialogue and engagement • Health and safety issues • Respect to labor regulation • Equal opportunities • Decent income • Perks and Benefits • Work-Life balance • Corporate Responsibility and Sustainable Development 	<ul style="list-style-type: none"> • Compliance to the code of conduct and corporate governance policies • Compliance to labor regulation • Strict health and safety measures • Extensive training program • Competitive remunerations • GEP privilege card • 24/7 telephone line for psychosocial support • Corporate events and CSR initiatives
Frequency of Communication		
Daily		

Associates (OHS specialists)

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Communication by phone and email • Health and Safety Review Magazine • Associates' visits • Trainings • Market events • Sustainable Development Strategy 	<ul style="list-style-type: none"> • Effective collaboration • Corporate financial performance • Transparency • Respect to labor regulation • Corporate issues • Training and professional development • Dialogue & Engagement • Health and safety issues • Equal opportunities • Decent income • Work-Life Balance 	<ul style="list-style-type: none"> • Compliance to the code of conduct and professional performance • Transparent and ethical way of transactions • Compliance to labor regulation • Long-term and stable collaboration approach
Frequency of Communication		
Daily		

Clients (entities)

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website and social media • Communication by phone and emails • Health and Safety Review Magazine • Visits to clients • Clients' visits • Conventional and digital marketing/social media • Market events • Sustainable Development Strategy 	<ul style="list-style-type: none"> • Quality services • Reasonable fees • Information updates on regulation and OHS trends • Transparency • Effective collaboration • Training on OHS issues • Corporate Responsibility 	<ul style="list-style-type: none"> • Experienced and trained workforce • KPIs reporting to clients • ISO 9001, 14001, 27001, 45001 and OHSAS 18001 certifications • Adoption of new trends in OHS services • Compliance to business regulatory framework • Client service telephone line • GEP Academy • CSR initiatives
Frequency of Communication		
Daily		

Final Users of Services

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Visits to clients' • Website • Health and Safety Review Magazine • Social media • Newsletter • Market events 	<ul style="list-style-type: none"> • Quality Services • Information on OHS issues • Free services 	<ul style="list-style-type: none"> • OHS inspections and updates • GEP Academy • Active social media • Free informational material about First Aid • ISO 9001, 14001, 27001, 45001 and OHSAS 18001 implementation • GEP privilege card
Frequency of Communication Monthly		

Project Partners

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Projects workgroups • Meetings with steering and technical committees and teams • Sustainable Development Strategy 	<ul style="list-style-type: none"> • Quality Services • Information on OHS and other scientific issues • Effective collaboration • Respect to projects regulation • Professional development • Dialogue & Engagement 	<ul style="list-style-type: none"> • Good implementation and monitoring of projects plans • Compliance with the code of conduct • Monitoring of Key Performance Indicators (KPIs) for projects • Due diligence in the development of allotted works
Frequency of Communication When Necessary		

Suppliers

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Communication by phone and email • Health and Safety Review Magazine • Visits to suppliers • Suppliers' visits • Market events • Financial statements • Sustainable Development Strategy 	<ul style="list-style-type: none"> • Fair transactions • Dialogue & Engagement • Information regarding financial performance • Transparency • Effective collaboration • Regulatory compliance 	<ul style="list-style-type: none"> • Compliance to the Suppliers Code of conduct • Transparent and ethical way of transactions • Long-term and stable collaboration approach
Frequency of Communication Weekly		

Regulatory Authorities

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Communication by phone and email • Sustainable Development Strategy • Financial statements • Meetings with the management team • Participation to fora and events 	<ul style="list-style-type: none"> • Compliance with the regulatory framework • Financial Performance • OHS Issues • Transparency • Corporate Responsibility and Sustainable Development 	<ul style="list-style-type: none"> • Full compliance with the regulatory framework • ISO 9001, 14001, 27001, 45001 and OHSAS 18001 certifications • Extensive information about GEP Group in Sustainable Development Strategy • Active presence to fora and events • CSR initiatives and environmental management
Frequency of Communication Annually		

Entrepreneurial Community

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Social Media • Newsletter • Health and Safety Review Magazine • Sustainable Development Strategy • Financial Statements • Market events 	<ul style="list-style-type: none"> • Current industry challenges • Industry development • Collaboration • Sponsorships • Networking • Information about GEP Group and its services 	<ul style="list-style-type: none"> • Participation to key industry and economic organizations • Active presence to fora and events • Sponsorships to renowned events • Extensive information about GEP Group in Sustainable Development Strategy

- Memberships and participations

- Corporate responsibility and sustainable development

- CSR initiatives and environmental management

Frequency of Communication

Monthly

NGOs

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Social media • Newsletter • Health and Safety Review Magazine • Sustainable Development Strategy • Visits to NGOs facilities • Communication by phone and email • Participation in events 	<ul style="list-style-type: none"> • Sponsorships and donations • Social awareness • Dialogue and Engagement • Volunteering actions • Corporate Responsibility and Sustainable Development 	<ul style="list-style-type: none"> • Support and participation to NGOs events • Free OHS and training services • Hosting of NGOs initiatives • CSR initiatives and environmental management

Frequency of Communication

Annually

Academia

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Sustainable Development Strategy • Social media • Workshops • Participation in academic events 	<ul style="list-style-type: none"> • Sharing and promotion of knowledge and development • Research Sponsorships 	<ul style="list-style-type: none"> • Cooperation with an academic institution • Joint participation and implementation of programs • Cooperation for the development of work-experience and academic research

Frequency of Communication

Annually

Media

Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Social Media • Sustainable Development Strategy • Health and Safety Review Magazine • Press Releases and announcements • Market events • Corporate responsibility actions • Participation and sponsorship in events • Financial statements • Sustainable Development Strategy 	<ul style="list-style-type: none"> • Information about GEP Group and its services • Awareness regarding OHS issues • Financial Performance • Corporate Responsibility and Sustainable Development 	<ul style="list-style-type: none"> • Immediate response to media requests by the Marketing and Communication Department • Extensive information about GEP Group in Sustainable Development Strategy • Interviews and articles of the management team on OHS issues • CSR initiatives and environmental management

Frequency of Communication

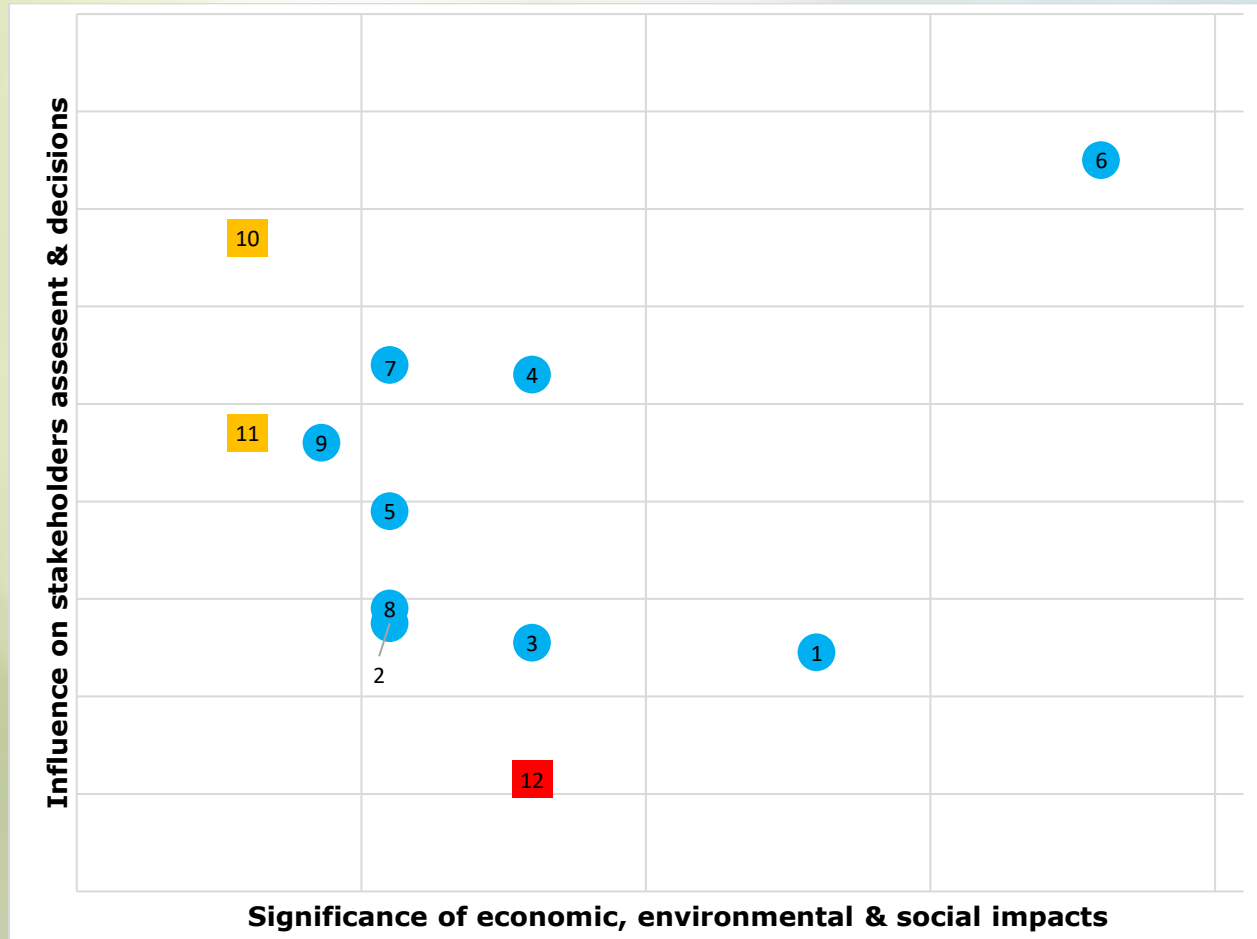
When necessary

3. Material Issues

GRI 102-42, GRI 102-43, GRI 102-44, GRI 102-46, GRI 102-47

During the implementation of the Sustainable Development Strategy, we conducted for the first time a materiality analysis based on the Standards of Global Reporting Initiative (GRI). Upon the identification of stakeholder groups and their topics of interest, we proceeded to list issues that were assessed internally and externally of the company. Material issues are those that reflect our significant economic, environmental, and social impacts and substantively influence the assessments and decisions of our stakeholder groups. Through this procedure, we aim to improve essentially and strategically our performance to focus on issues that matter for our growth, the satisfaction and the prosperity of our stakeholders.







Classification of Material Issues



Pillar	No.	Material Issues
Marketplace	1	Economic Performance
	2	Market Presence and Business Development
	3	Investments in R&D and Innovation of Services
	4	Customer Satisfaction and Relationship Management
	5	Business Continuity and Recovery from Disaster
	6	Customers' Employees Health and Safety
	7	Regulatory Compliance
	8	Digitalization

	9	Training Programs regarding Health and Safety
Workplace and People	10	Health and Safety in the Workplace
	11	Employees Training and Development
Society	12	Social Awareness and Free Products

Boundaries of Material Issues					
No.	Material Issues	Internally	Externally	SDGs	GRI Indicators
1	Economic Performance	Shareholders Employees	Associates (OHS specialists) Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media		GRI 201-1
2	Market Presence and Business Development	Employees	Associates (OHS specialists)		GRI 201-1
3	Investments in R&D and Innovation of Services	Shareholders Employees	Associates (OHS specialists) Projects Partners Suppliers		GRI 203-1
4	Customer Satisfaction and Relationship Management	-	Associates (OHS specialists) Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media	 	Internal Ind.
5	Business Continuity and Recovery from Disaster	Employees	Associates (OHS specialists) Clients (entities) Projects Partners Suppliers Entrepreneurial Community NGOs Academia Media		GRI 102-11
6	Customers' Employees Health and Safety	-	Associates (OHS specialists) Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media	  	GRI 416-2
7	Regulatory Compliance	Shareholders Employees	Associates (OHS specialists) Projects Partners Suppliers Regulatory Authorities		GRI 418-1 GRI 419-1
8	Digitalization	Employees	Associates (OHS specialists)		Internal Ind.

9	Training Programmes regarding Health and Safety	Employees	Associates (OHS specialists) Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media		Internal Ind.
10	Health and Safety in the Workplace	Employees	-		GRI 403-5 GRI 403-7 GRI 403-9
11	Employees Training and Development	Employees	Associates (OHS specialists) Clients (entities) Final Users of Services Projects Partners Suppliers NGOs Academia Media		GRI 404-1 GRI 404-2
12	Social Awareness and Free Products	Employees	Associates (OHS specialists)	  	Internal Ind.

4. Targets

Marketplace

Target	Action Steps	KPI
Increase of annual turnover by 10%	<ul style="list-style-type: none"> Update of business plan Identify new business opportunities Deploy the competitive advantages 	<ul style="list-style-type: none"> Turnover Number of customers
Increase of training programs turnover by 10% (OHS and General Content)	<ul style="list-style-type: none"> Update the offered training materials Identify training opportunities 	<ul style="list-style-type: none"> Number of new training contracts Total turnover of new products and services
Increase of 10% from OHS services out of Attica.	<ul style="list-style-type: none"> Enhance the network of Associates all over Greece Undertake infrastructure upgrades in the rest of Greece Schedule dedicated services for small enterprises with competitive prices 	<ul style="list-style-type: none"> Total amount of investment in infrastructure upgrade Number of new employees per region

Workplace and People

Target	Action Steps	KPI
Achieving 85% employees' satisfaction	<ul style="list-style-type: none"> Design and implementation of employee's satisfaction survey to all employees (evaluation of the working environment, remunerations, perks, and benefits) 	<ul style="list-style-type: none"> Percent of employee participation Percent of satisfied employees
Increase average training hours per employees per 10%	<ul style="list-style-type: none"> Identify the training needs, design the required material or hire experienced trainers per training field 	<ul style="list-style-type: none"> Number of participations Training hours
Annual volunteering program of 100 working hours	<ul style="list-style-type: none"> Design the actions according to employees 	<ul style="list-style-type: none"> Number of participations Volunteering hours

	will, to reach the maximum participation.	<ul style="list-style-type: none"> • Evaluation of volunteering program.
Well-being activities in monthly basis.	<ul style="list-style-type: none"> • 12 voluntary initiatives of well-being for the employees in cooperation with coaches (Pilates, yoga, stress management, healthy nutrition) 	<ul style="list-style-type: none"> • Number of employees that participated • Human hours offered to the initiatives

Society

Target	Action Steps	KPI
Increase 10% of GEP Privilege Card	<ul style="list-style-type: none"> • Promotion • Develop volunteering actions with employees and NGO's to raise awareness 	<ul style="list-style-type: none"> • Number of employees that participated in the volunteering actions. Actions that have been realized
Launch a campaign to raise awareness on First Aid for youth.	<ul style="list-style-type: none"> • Establish a collaboration with an NGO, develop an initiative that addresses to young people, prepare the training material 	<ul style="list-style-type: none"> • Number of participants • Number of trainings • Number of training hours
Establish Annual GEP Volunteering Day	<ul style="list-style-type: none"> • Employees engagement • Design a volunteering initiative • Search for partnerships (NGOs) 	<ul style="list-style-type: none"> • Number of participants • Number of initiatives • Number of volunteering human hours
Promotion of informational and awareness material in weekly basis	<ul style="list-style-type: none"> • Design and implement a weekly newsletter with essential information on OHS • Emergent communication emails on crucial issues (legislation) • Implementation of free material and guides on OHS 	<ul style="list-style-type: none"> • Number of newsletters • Number of recipients

Environment

Target	Action Steps	KPI
Reduction in energy consumption	<ul style="list-style-type: none"> • Establish and follow an Energy Reduction Action Plan • Recording of consumption • Investigate Energy Reduction Strategies for Information and Communication Technology (ICT) Systems • Evaluate the use of renewable energy and alternative fuel for cars including EVs (electric vehicles) 	<ul style="list-style-type: none"> • Energy Consumption per square meter and employee • Percent of energy reduction • Number of targets achieved
Raise awareness of staff and educate the employees for proper management of use of energy	<ul style="list-style-type: none"> • Launch a campaign - hold termly events to raise awareness and encourage continued engagement • Write a newsletter – to distribute internally and externally • Design an energy efficiency seminar in the corporate environment 	<ul style="list-style-type: none"> • Number of participants • Hours of participation
Record/ analyse/ monitor energy bills and consumption	<ul style="list-style-type: none"> • Start by reviewing daily consumption and analyse when energy is being used and were could be reduced • Set regular review dates • Compare with baseline data • Present to management • Review progress toward target 	<ul style="list-style-type: none"> • Number of departments that reduced their consumption • Progress percent (%) of the targets set
Improvement measures for recycling of corporate waste (plastic, paper, batteries, etc.)	<ul style="list-style-type: none"> • Keeping record of the amount of recycling materials per type • Education of the employees related to the importance of recycling 	<ul style="list-style-type: none"> • Number of increased recycled materials • Corporate budget regarding recycling material

6. Marketplace

1. Distributed Value

Material Issue: Economic Performance/ Market Presence and Business Development
GRI 102-7, GRI 201-1



GEP Group recognizes the value of corporate citizenship contributing financially to a better economy and society via its activities. Aiming to continuous growth and contribution to our stakeholders, in 2019, we offered a **distributed value of 6,972,240.36 EUR**, enhancing the Greek economy.

Economic Value Generated and Distributed (EUR)

Economic Value Generated	
Revenues	6,972,240.36
Economic Value Distributed	
Operating Costs	5,916,836.93
Employees' Remuneration and Benefits	820,708.80
Payments to Providers of Capital	9,275.26
Payments to Government	58,786.03
Community Investments	0.00
Economic Value Retained	
	166,633.04

Key Financial and Business Figures

Sales for 2019 amounted to **EUR 6,896,458.18** presenting a slight decrease of 2.24% compared to 2018. Gross Profit has been formed to **EUR 1,766,520.98**, decreased by 11.66%, with its margin to 25.61%.

EBITDA amounted to **EUR 246,247.82**, presenting a significant decrease of 68.71% due to investment of headquarters relocation, the margin of EBITDA reached **3.57%**.

Moreover, the Total Assets increased by 3.23% amounting to **EUR 3,944,986.41** and the Total Liabilities also increased by 8.16% reaching **EUR 1,225,419.21**.

Key Financial and Business Figures (2017-2019)

Key figures (amounts in EUR)	2019	2018	2017
Sales	6,896,458.18	7,054,363.77	5,979,279.68
Gross Profit	1,766,520.98	1,999,716.64	1,515,135.94
Gross Profit margin	25.61%	28.35%	25.34%
EBITDA	246,247.82	786,889.08	648,103.71
EBITDA margin	3.57%	11.15%	10.84%
Profit Before Tax	225,552.29	637,689.77	466,798.94
Total Assets	3,944,986.41	3,821,530.27	3,225,340.70
Total Equity	2,719,567.20	2,688,604.37	2,250,914.60
Total Liabilities	1,225,419.21	1,132,925.90	974,426.10

Relocation to new premises

Material Issue: Investments in R&D and Innovation of Services
GRI 203-1



In 2019, GEP Group moved to its new headquarters, a contemporary building that allows us to continue our efforts for even better business, OHS and environmental performance. Our new facilities are bigger than the previous offices giving us the necessary workspace to operate without problems and factors that impact negatively to employee's prosperity. Furthermore, the new premises include a water management mechanism, extensive use of natural light and "smart" lighting that prevent unnecessary open lights in empty spaces. The new building enables us to provide training programs under the appropriate conditions since there are available classrooms with the necessary technological equipment. The relocation was an investment of **EUR 300,000** including new equipment and renovation works constituting a major internal project that has brought the company to a new era.

2. Certificates and Management Systems



GEP Group is certified according to the international standards **ISO 9001** (Quality Management), **ISO 14001** (Environmental Management) and the **OHSAS 18001** (Occupational Health and Safety), aiming to follow the state-of-the-art principles that enable us to operate with the highest level of standards.

Digitalization

Material Issue: Digitalization

Further to certificates, GEP Group is a promoter of new technological and digital initiatives. **30%** of the business operations take place in a digital environment which enable us to monitor and communicate with our stakeholders, enhancing our productivity and reducing production costs. The below digital initiatives took place during 2019 contributing to business growth:

- CRM system as a collaborative and project management platform, to enable the efficient and real-time follow up of its services and daily projects.
- A cloud-based ICT tool manages the documents workflow and provides a full record of clients' communication and direct integration of the company services to the most noticeable of the social networks.
- The special tool (Win Automation) for automation of data entry.
- BI tool (Business Intelligence) to create reports that give a better and more comprehensive picture of the data.
- SIP call center with Softphone function so that the user has his landline everywhere without losing his communications at any time, wherever he is.
- Printing systems using a digital card to reduce printing which contributes to the environmental responsibility of the company.
- Platform to which customers upload documents more securely and directly to which authorized persons have access.
- VPN for a more secure connection of the user to the corporate network. In combination with the new call center, it enables seamless remote work.

3. Risk Management

Material Issue: Business Continuity and Recovery from Disaster
GRI 102-11



Risk management is a key policy in the context of GEP Group strategic planning. Potential risks and their likelihood are regularly assessed according to company's policy for minimizing negative impacts through suitable adjustment. The goal is to develop a high level of risk awareness and a steady basis for the constant evaluation and monitoring of the risks.

Risks in GEP Group are identified under two groups: Financial Risks and Operational Risks.

Financial Risks

Type of Risk	Rational, Measures and Mitigation
Business cycle risk	The risk of the economic downturn has a significant impact on performance and earnings, especially under the continuous recession in Greece for almost a decade now. GEP Group exhibits low sensitivity to economic and business cycle fluctuations, historically acting prudently and proactively to guarantee business continuity and operations stability.
Client credit risk	The risk of clients being unable to pay is high, yet GEP Group mitigates this risk with its large clientele across all sectors. No significant bad debt losses exist, as the exposure is minimal, and the company monitors overdue receivables.
Interest rate risk	The interest-bearing liabilities of GEP Group amounts to a very narrow figure due to its self-financing policy adopted.
Financing and liquidity risk	By using its internal capital raising through reserves, GEP Group has almost eliminated this risk.

Operational Risks

Type of Risk	Rational, Measures and Mitigation
Legal risk and services liability	Legal risk can arise in connection to services offered, concerning issues relating to general public liability according to the specific business statutory regulations and responsibilities. GEP Group services are covered by professional indemnity (liability) insurance and the company works closely with external advocates on contextual issues, following strict internal policies for any ambiguities might exist on the extent of service provider's responsibilities. GEP Group monitors strictly all its assignments through quality assurance systems and carefully planned worksheets.
Property damage/disruption of clients	Property damages may lead to legal problems as well as client's work disruption, losses, etc. To prevent disputes, GEP Group services are covered by professional indemnity (liability) insurance to protect the professional advising and service provision. On a secondary level, the company follows the inspection's guidelines to verify that risks are managed in line with the base policy and services are promptly delivered in line with the given guidelines.

Client dependence	The dependence risk on individual major accounts or sector is lower in GEP Group, because of its large number of clients. Furthermore, diversification of services lowers the overall risk related.
Subcontractors	GEP Group rests on its subcontractors (associates, occupational doctors, safety officers and coordinators) to work on its behalf. A potential risk of a subcontractor/associate being unable to deliver due services, could become a company issue. GEP Group minimizes the risk by its continuous central monitoring of the services provided the profound training and the detailed guidelines and worksheets followed by all.
Environmental liability	The risk of environmental problems caused is negligible, due to the nature of our services. GEP Group operations do not involve any significant threat on environment.
Corporate Responsibility	The risk to company's value and goodwill from negative events relating to business ethics or areas related to social responsibility, is low. GEP Group is an equal opportunity employer, does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability or age, and has zero tolerance to any breach in business and general moral issues, including fraud, corruption and bribery.

4. Corporate Affairs

GEP Group communication framework is based on its global anthropocentric philosophy that corporate affairs must not only be profit-driven but also needs to reinforce social and ethical values for the benefit of all citizens.

By adding significant value to its clients, GEP Group wishes to create long term customer satisfaction. In this respect GEP Group specialists provide free valuable educational courses and sessions such as First Aid seminars for adults and children, Physical and Psychosocial Aid courses and ergonomic rules targeted to the special needs of all stakeholders, to create an impact at a social and environmental level.

We have developed a corporate affairs system based on the below principles:

- Consumer-oriented
 - Innovative
 - Value-adding
 - Sense-of-mission
 - Societal

Grievance Mechanism



An essential part of our affairs is the immediate and effective administration of grievances. We have developed a Grievance Mechanism to ensure the identification and receipt of complaints and notices from our stakeholders.

The mechanism is organized in three steps to achieve that complaints are treated responsively, monitored for their validity, addressed to the right recipients and solved in a proper way and time. Every step includes the specific actions and the timeframe in which each action should be completed, whilst feedback from the source of the complaint shall be sought.

Satisfaction Survey

Material Issue: Customer Satisfaction and Relationship Management

We give high importance to our customers' satisfaction since we aim to be their reliable ally for business success. Our services are essential for the customers and their satisfaction goes beyond the limits of a business deal since their satisfaction means that we contribute to the wellbeing and growth of their employees.

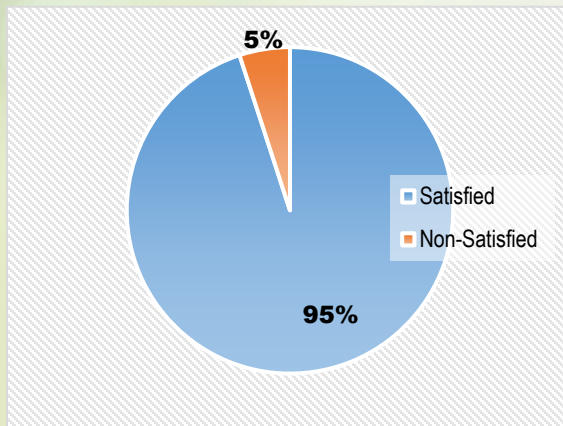
We take care to get regular feedback through our daily contact with them and surveys. The Customer Satisfaction Survey except for the crucial information that provides enables us to:

- Come closer with our customers through frequent contact
- Highlight their needs and identify sales opportunities
- Introduce our profile that is evolving through feedback
- Identify points for improvement
- Renew our appointment to evaluate our progress
- Fix contact details
- Subscribe customers to the newsletter database
- Confirm our improvement in terms of customer service
- Learn about remarkable collaborators
- Measure the need for the customer administration portal.

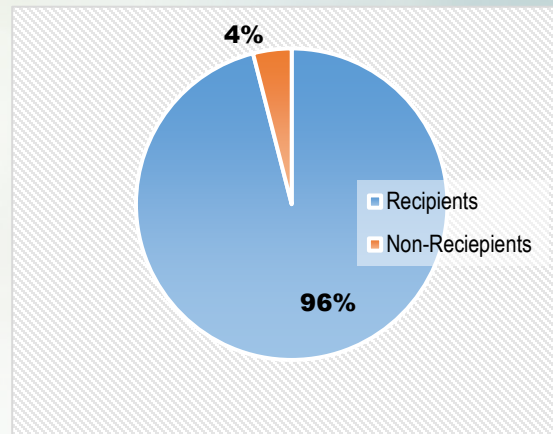
During the first months of 2020, we surveyed to identify the level of their satisfaction during the previous year and the awareness material through our newsletter regarding the emerging needs due to the pandemic of covid-19. We organised calls to 260 clients who represent EUR 4.2 M of our turnover for one month addressing them 20 questions. The results came to award our efforts during 2019 and the first months of 2020 in which we called to provide services under unprecedented and highly pressured conditions. Particularly 250 out of 260 customers (**96%**) reported satisfied and 247 (**95%**) have received support through our informative emails.



Percentage of Satisfied Customers



Percentage of Customers who have received the corporate newsletter.



Finally, the survey pointed out fields for improvement that we will examine and plan actions that meet the expectations of our customers:

- Consistency and formality of employees
- Compliance with plans and schedules
- Essential services
- Reporting of findings and visits
- Cultivation of individual interest
- Improving internal and external communication
- Reduction of changes and replacements of Occupational Doctors and Safety Officers
- Reduction of bureaucratic procedures

5. Transparency

Transparency towards society requires businesses to remain open and informative about their key points of operation, including goals, history, performance and finance. Internal transparency for maintaining open lines of communication with employees and honesty about company operations and status is linked with higher employee morale, productivity, and job satisfaction.

Transparency builds trust and makes clients feel that they are cooperating with a company with higher ethical standards, helping them to make better decisions, likely to choose it over a competitor working with undisclosed methodologies and results.

GEP Group by the nature of its business and mandate by its licensing, but mostly out of its dedication and perseverance, works and delivers to its clients in full clarity and reliability.

Anti-Corruption Policy

GEP Group considers as a minimum obligation the compliance with all requirements of the law and the international entities relating to anti-corruption and the illegal payments of any kind.

In this context, we have incorporated the rules of the UN Convention against Corruption, the OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions, the Criminal Law Convention on Corruption of the Council of Europe and the national regulatory framework.

The Anti-Corruption policy aims to prevent active and passive bribery. The first one is referred to the promise or offer of gifts, money or services or any inappropriate benefit intended to induce an employee or any other person to act for the benefit of GEP Group. The second one occurs when an employee or other person affiliated with the Group receives money, gifts, services, or generally inappropriate benefits to act for the benefit of GEP Group.

Our policy against corruption requires that GEP Group and any related physical or legal person shall:

- not allow, offer, give, request, accept or agree to offer any unlawful provision or to make any corruption, either directly or indirectly, through a third party.
- not make facilitating payments unless there is an immediate and sensible reason.
- take measures and implement appropriate procedures to minimize the risk of any type of bribery.
- maintain financial records and implement appropriate internal audits.
- not offer or accept gifts that are judged objectively excessive or luxurious or in any way inappropriate.
- not seek or receive gifts or entertainment offers from a third party who has or may have acquired business relationships.

The effectiveness of the Anti-Corruption Policy is regularly monitored and evaluated regarding its efficiency by the management level. Improvements that are deemed necessary will be implemented and communicated to employees as soon as possible, at the same time, internal control systems and procedures will be subject to regular inspections to confirm their effectiveness in tackling corruption.

Compliance with GDPR

Material Issue: Regulatory Compliance
GRI 418-1, GRI 419-1



Finally, we continuously improve our practices to satisfy our needs, acting in compliance with the relevant regulations. We have organised our corporate affairs according to GDPR.

The law requires that most client data are kept and processed at the client's premises. The only information kept by GEP is the contact details of the appointed contact person, financial data regarding the contracts and investigation data concerning any potential work accident.

Our policy includes a secure platform for the announcement of work-related accidents, a strict code policy for user's authentication, a clean desk policy and non-disclosure agreements, signed by employees and subcontractors.

In 2019, our employees updated their knowledge on GDPR through workshops, conducted by the executive team, including the in-house Data Protection Officer. Also, there were no fines or penalties imposed on any of our companies regarding incidents of non-compliance concerning marketing communications and breaches of customer privacy and losses of customer data.

6. Market Sponsorships & Awards



GEP Group aims to be an active participant in events related to Health and Safety in the Greek economy, Entrepreneurship and Corporate Responsibility. In this framework GEP Group supported several events in 2019 via sponsorships and participation.



In 2019, GEP Group sponsored the **Safety & Security Conference** participating in the speakers of the event with its co-founder and General manager of PCS² Mr Dimitris Paschos.

GEP Group supported the **Delphi Economic Forum 2019** as a Health and Safety Sponsor, participating in that way in one of the most significant economic and business events in the country.



GEP Group aims the raising awareness among employers and the community on issues regarding workplace protection and risk prevention. With this purpose, GEP Group supports every year the **Health & Safety Awards** where companies are awarded for best practices, actions, and policies in managing the health, safety and well-being of their employees. For the fourth consecutive year, GEP Group sponsored the most important industry-related awards.

GEP Group also participated at the **4th Facility Management Conference**. As a key player in this sector, GEP Group supported through the conference, the values of a healthy and safe working environment.



GEP Group received a distinction in **Bravo Sustainability Awards**, for the initiative of GEP Privilege Card "Health, nutrition and insurance benefits card for employees of all companies with zero subscription" was awarded among 40 practices receiving a score of 2.9 out of 4. GEP Privilege Card was voted by **3,173** active citizens, while read by **9,046** users.

7. Workplace & People

Our people are the most valuable and critical part of our business success. The anthropocentric approach is the company's core element, and every aspect of our business is based on our workforce. GEP Group is an asset employer promoting an efficient work environment that values teamwork, communication, innovation, and a growth mindset for its people.

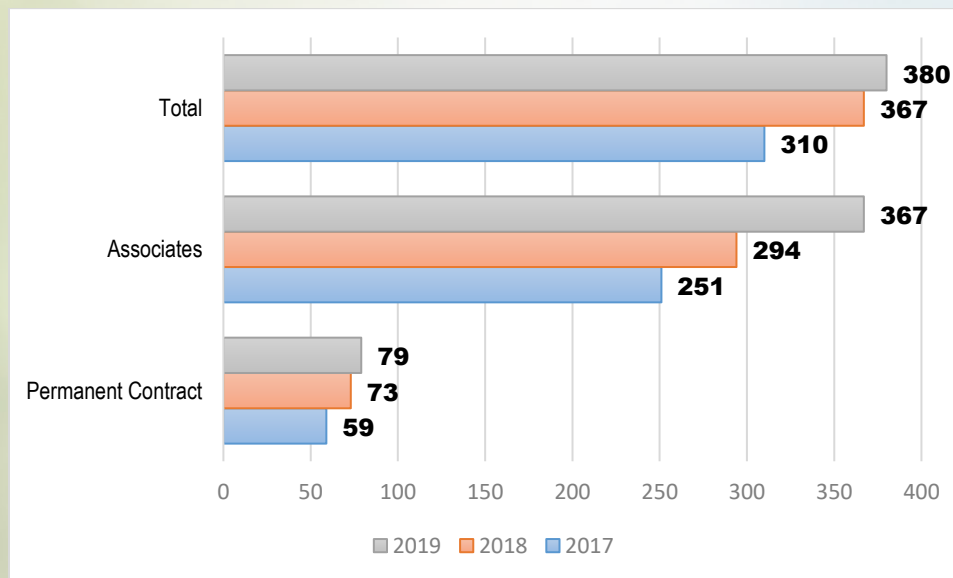
1. Human Resources

GRI 102-8, GRI 102-41

At the end of 2019, GEP S.A. employed **380** persons, of which **275** (72%) were men and **105** (28%) women. The recruitment was done either directly, under permanent contract (**79** persons, 28%), or indirectly, under temporary contract (**301** persons, 72%), as associates. Associates are the company's third parties, mostly safety engineers and occupational doctors, to whom related tasks are assigned, depending on the client's needs. Comparing to 2018 we have increased our workforce by **13** persons (6 permanent and 7 associates).

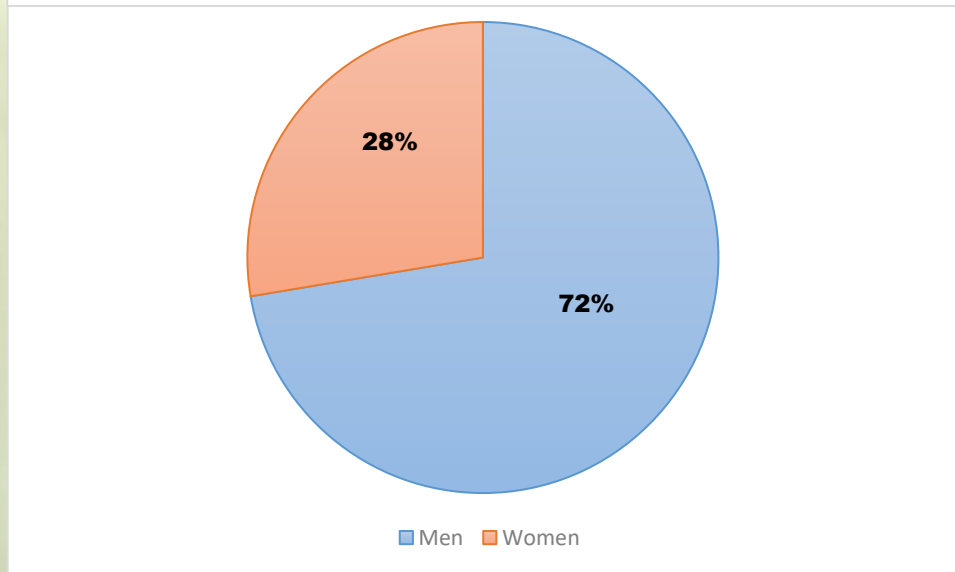
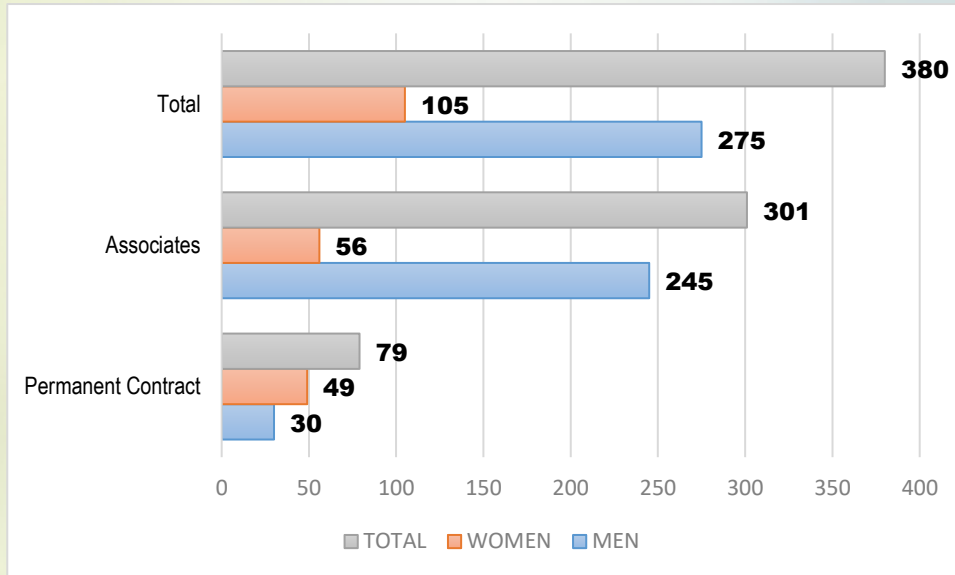
Workforce by Employment Type (2017-2019)

Employment Type	Employees 2017	Employees 2018	Employees 2019
Permanent Contract	59	73	79
Associates	251	294	301
Total	310	367	380



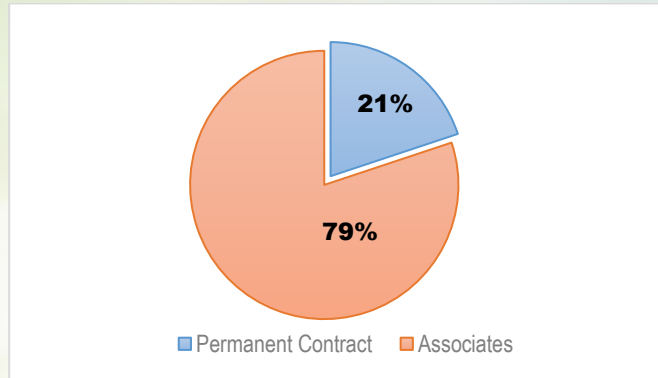
Workforce by Employment Type and Gender 2019

Employment Type	Men	Women	Total
Permanent Contract	30	49	79
Associates	245	56	301
Total	275	105	380

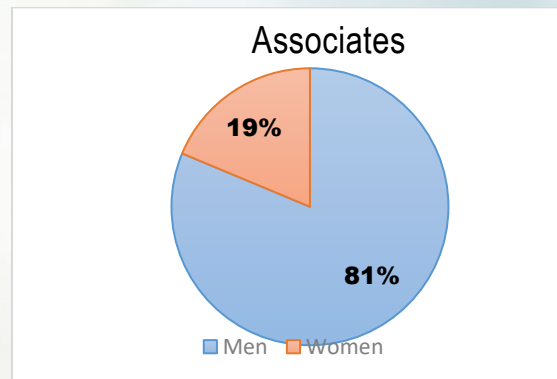
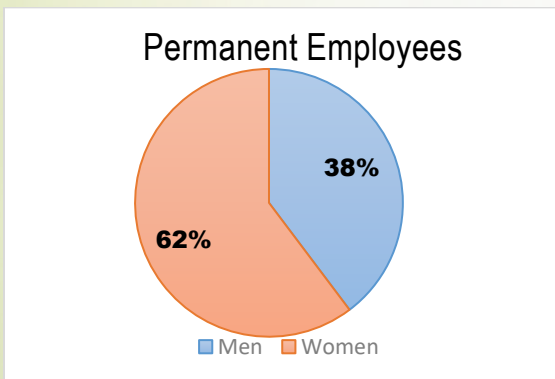


The permanent personnel include **49 women** (62%), and **30 men** (38%). Most of the associates are men, primarily due to the type of work, reaching **245** (81%), while women are **56** (19%).

Segmentation of Employees 2019



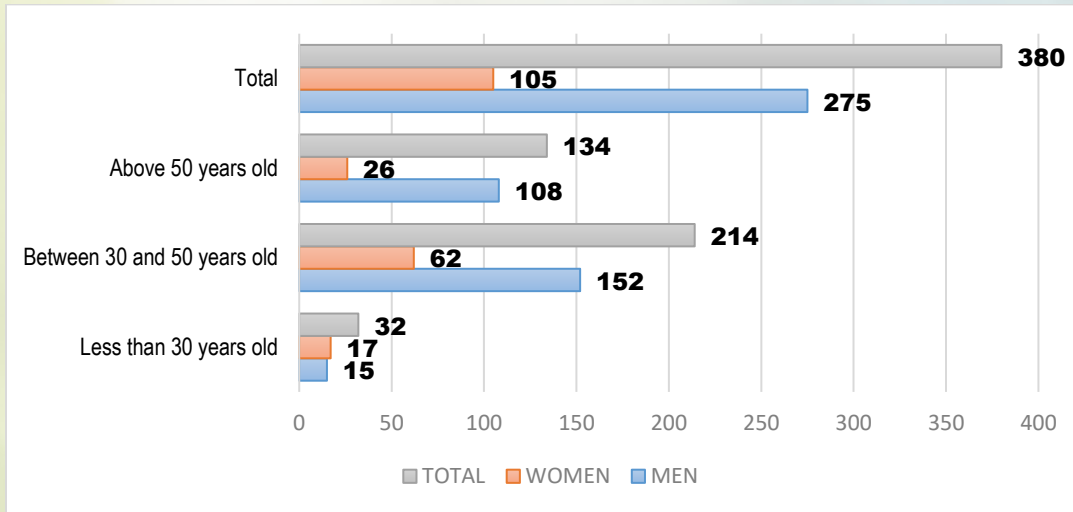
Gender Segmentation per Type of Employment



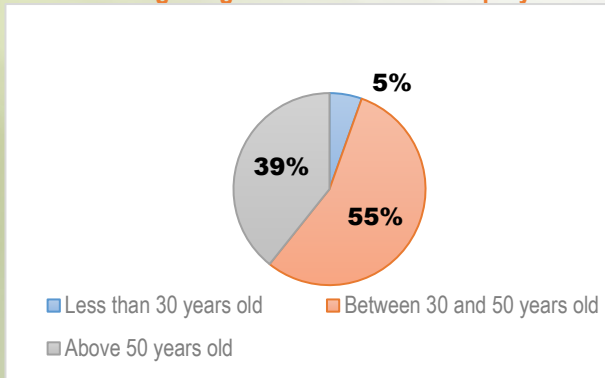
Regarding age, most of the staff is between 30 and 50 years old **214 (56%)**. The workforce of the youngest age (less than 30), accounts for **32 (8%)** persons, whilst above 50 years old is **134 (35%)** employees.

Workforce by Age and Gender 2019

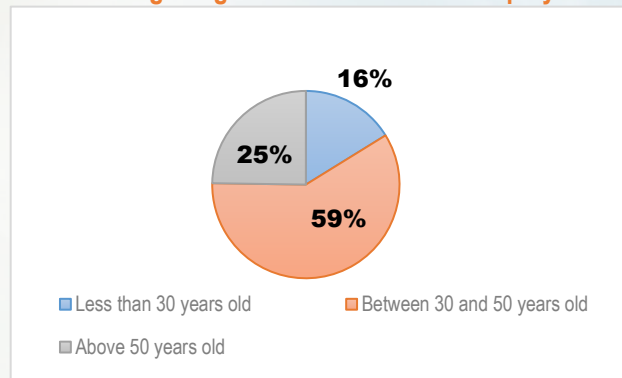
	Men	Women	Total
Less than 30 years old	15	17	32
Between 30 and 50 years old	152	62	214
Above 50 years old	108	26	134
Total	275	105	380



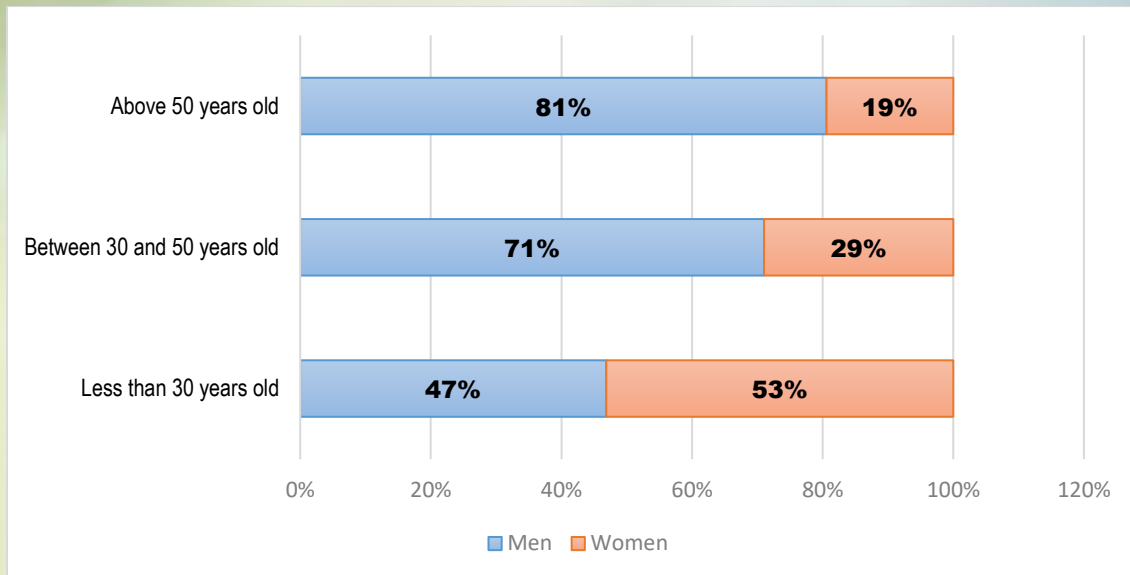
Age Segmentation of Male Employees



Age Segmentation of Female Employees



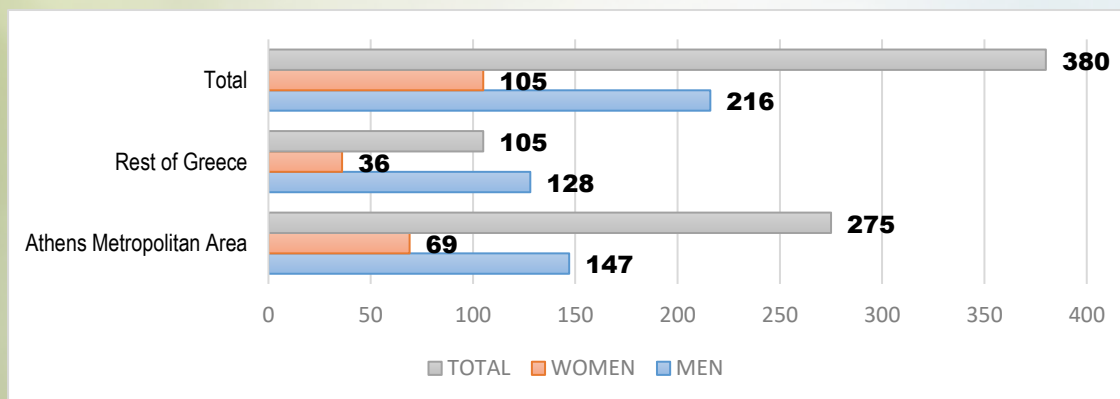
With regards to gender/age stratification in the company, the workforce **above 50 years old** is comprised of over **81%** being **men**, whilst the remaining **19%** are **women**. For the **30 to 50 age group**, **71%** are **men** and **29%** are **women**. The majority of the workforce **under 30 years old** are **women (53%)** indicating that GEP S.A. as a socially responsible employer is bridging the gap, by employing young, highly qualified, women.

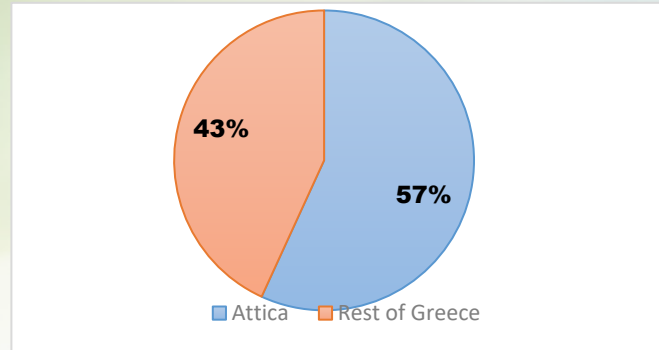


Most of the workforce is in Attica (**216 employees, 57%**), while the remaining (**164 employees, 43%**), cover the rest of Greece.

Workforce by Gender and Location of Service (31/12/2019)

	Men	Women	Total
Athens Metropolitan Area	147	69	216
Rest of Greece	128	36	164
Total	275	105	380

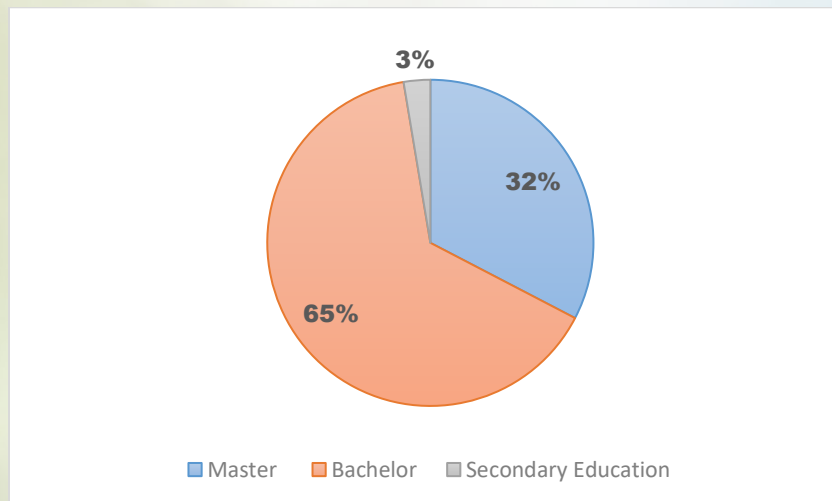




The distribution of the men is almost balanced, **147** (53%) of them are based in Attica and **128** (47%) in the rest of Greece. Regarding women, **69** (66%) are based in Athens and **36** (34%) in the rest of the country. Regarding the educational level, the majority (**97%**) has a university degree (Bachelor/Master), since high skills and profound knowledge of the sector, are required, while the rest (**3%**) secondary education.

Workforce by Gender and Educational Level 2019

	Men	Women	Total
Master's degree	99	25	124
Bachelor's degree	174	72	246
Secondary Education	2	8	10
Total	275	105	380



During 2019, 24 hires and 11 dismissals took place, the new employees were 15 men and 9 women. On the other hand, 8 men and 3 women withdrew.

Hires and Dismissals 2019

Hires 2019

Age	Men	Women	Total
<30	5	4	9
30-50	6	3	9
>50	4	2	6
Total	15	9	24

Dismissals 2019

Age	Men	Women	Total
<30	2	1	3
30-50	4	2	6
>50	2	0	2
Total	8	3	11

Finally, **343** of the employees (**90%**) have a permanent employment contract and the rest **37** (**10%**) works under a temporary employment contract. Moreover, **312** of the employees (**82%**) have full-time work shift and the rest **68** employees (**18%**) have part-time work shift.

Employment Contract and Shift Type 2019

Employment Contract 2019

	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Permanent Employees	12	136	98	14	57	26	26	193	124
Temporary Employees	3	16	10	3	5	0	6	21	10
Total	15	152	108	17	62	26	32	214	134

Shift Type 2019

	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Full Time	12	130	89	13	52	16	25	182	105
Part Time	3	22	19	4	10	10	7	32	29
Total	15	152	108	17	62	26	32	214	134

2. Health and Safety

Material Issue: Health and Safety in the Workplace
GRI 403-5, GRI 403-7, GRI 403-9



The company has been certified with **OSHAS 18001:2007/ ELOT 1801:2008** (Occupational Health and Safety Management System), for the provision of health, safety, quality and environmental services, along with measurements, studies and training in health, safety, quality and environment. Our Health and Safety policy reflects our responsibility to care for our employees, supported by the active involvement of the management and applies to all both permanent staff and associates.

We constantly develop and apply risk-aversion occupational health practices, delivering medical surveillance programs to all. Provision of high-quality occupational health services to our people makes sure that all stay healthy in their everyday responsibilities.

First Aid Seminars are in the core health and safety training that GEP Group is committed to providing. The majority of our personnel, including our network of Health, Safety and Sustainability experts, can effectively provide first aid, either in the workplace or in their private life (during holidays, at home, at a street accident). GEP Group was one of the first companies in Greece to establish an **Automated External Defibrillator (AED)** at its headquarters. The company promotes a health and safety culture, giving the best example regarding planning and applying an effective first aid provision system at the workplace, setting the following goals:

- Maintain zero risk behaviors.
- 100% of all work is carried out under safe and health-preserving conditions.
- Actively promote work-life balance.

GEP Health & Safety data – 2019

Number of deaths	0
Number of injuries	0
Total working hours	658.200
Injury Rate (accident frequency rate) (IR) ¹	0
Number of lost working days ²	0
Number of days of absence (absentee rate) ³	60

(*1) The incidence of non-fatal injuries concerning the total working time of all employees. Injury rate (IR) = $[\text{Number of injuries} / \text{Total working hours}] \times 200.000$ (200.000 hours represent the hours that 100 employees should work on a 40-hour/week basis for 50 weeks for one year. This formula is defined by the GRI standard and OSHA.

(*2) The number of days lost due to an occupational accident.

(*3) Absentee days of any kind, not only due to occupational diseases and accidents. Regular absences due to holidays, study leaves, parental leaves (maternity and paternity) and leaves due to the death of family members are not included.

3. Training and Development

Material Issue: Employees Training and Development
GRI 404-1, GRI 404-2



Continuous learning is an integral part of our operation and constitutes one of the major factors of our business approach. Expert knowledge of all the implicated factors has always been an advantage for avoiding potential risks in the workplace while enhancing the employee's personal development and effectiveness.

GEP Group invests in providing training to all, aiming to educate them on Occupational Health and Safety and keeping them up to date on the sector's current trends. In 2019, GEP Group organized **45** seminars on OHS matters for **219** employees and associates, with an average duration of more than **two hours**.

Employees participated in dedicated OHS training aiming to expand their expertise in the industry since the field requests continuous training and new skills. Particularly during 2019, GEP employees participated in the below seminars:

- Basic training of Safety Officers and Occupational Doctors
- Basic emergency health care training
- GDPR for Health Professionals
- Basic health professional training
- Sustainable development of GEP Group-First Pillar: Environment
- Sustainable development of GEP Group-Second Pillar: Quality
- Operating System: Program Tracker
- Effective Communication & Quality Service "I enjoy communicating & serving"

Average Training Hours per Gender and Employees Category

Employees Category	Avg. Training Hours (Men)	Avg. Training Hours (Women)	Total
Directors	4	4	8
Managers	16	16	32
Employees	20	20	40

Number of Employees who receive Training	219
Total number of trainings/workshops/seminars	45
Total Hours of Training	495



4. Labor Rights and Equal Opportunities



In GEP Group, we have built our corporate culture concerning human rights and equal opportunities. We recognize the human rights declaration and labor rights regulation rejecting any kind of child and compulsory labor being fully compliant to the Greek legislation. Moreover, we are strongly dedicated to equality excluding any kind of discrimination regarding gender, ethnicity, and race of our employees.

Our Code of Conduct includes our clear position on equality and respect to labor rights governing the relationships with our employees and forming our culture.

Transparent and Ethical Recruitment

GEP Group considers the recruitment process, one of the most important procedures in a company and applies all credible means to ensure the most skilled workforce is selected via an elaborated and transparent process. GEP Group does not discriminate during its recruiting process, which is based on the academic and professional skills of candidates.

The company manages a significant number of applications, per year, while at the same time retains its reputation as the leading services provider of Occupational Health & Safety.

5. Relations and Benefits

Our employees are at the center of our focus, we aim to deserve effective and constructive communication daily as also to offer benefits to them awarding their efforts to achieve corporate goals.

Relations with Management

We promote an open-door policy allowing all employees regardless of their capacity to share their thoughts and opinions with the rest of the team. Also, further to internal communication through meetings, emails and calls, we have developed a procedure of formal announcements achieving that way all employees and partners to be promptly informed about key issues. Furthermore, aiming to spread our vision and values, we organize annually strategic workshops, enhancing at the same time the relationships among the employees.

Currently, there are not any labor unions in GEP Group; yet the management promotes constantly open dialogue and the freedom of association within the employees aiming to deserve a true relationship with among them by getting continuous feedback.



Perks and Benefits

GEP Group provides benefits to its employees to enhance solidarity, to create a pleasant work environment and to contribute to their well-being.

The range of benefits includes educational activities for personal and professional development, additional healthcare, and insurance coverage, the GEP Privilege Card, and a 24-hour psychosocial support hotline.

Every year GEP Group organizes a Christmas party for its employees and their families where children have the opportunity to participate in activities and receive gifts from Santa Claus!

Finally, with the beginning of the new year, GEP Group had its annual event, with the participation of all employees, having dinner and the opportunity to win in the New Year's lottery.



8. Society

The company has by default adopted the concepts of well-being and sustainable development of all organizations. In this respect, every year during **Health and Safety World Day**, we focus for a whole week on matters of society, organizing open workshops for all employees such as First Aid seminars, work stress measurement and raising awareness on psychosocial risks at work. At the same time, we promote Occupational Health and Safety to the Administration through seminars for senior executives, etc.

An important benefit for all our clients is the free provision of the GEP Privilege Card to all their employees, offering its many in-kind benefits regarding health, insurance, nutrition counselling, etc.

1. Cooperation with NGOs



Based on our corporate values, we work every day to ensure health, safety, and wellbeing not only in the workplace but in society, focusing on corporate responsibility actions.

We support the Piraeus Training Center of People with Disability, which is a recognized nonprofit Association established in 1997, for disabled people, aged from 18 to 50 years old. Today the Center cares for 25 adults with disabilities (Autism, Down Syndrome) and GEP Group hosts each year **two** charity BAZAAR events at its headquarters during Christmas and Easter time, to raise funds and awareness for supporting the Center.

2. Cooperation with Academia and Institutions



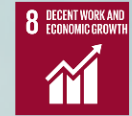
A memorandum of cooperation and knowledge-sharing was signed between GEP Group and **INSEMEX, Romania** (National Institute for Research and Development in Mine Safety and Protection to Explosion). Through the affiliation, both organizations aim in advocating and implementing innovative research programs across the Eastern Mediterranean, including the

Balkans.

Both organizations, based on the recently signed agreement at the headquarters of the Institute in Romania, will collaborate on international projects in the mining and related industries, thus contributing to the protection and prosperity of such employees, while aiming to achieve zero accidents in sectors with very high occupational risk.

3. Social Awareness and Free Products

Material Issue: Social Awareness and Free Products



GEP Group participates annually in the European Health & Safety Awareness Week organizing seminars on raising awareness for business executives. Moreover, GEP Group issued the **First Aid for Kids Leaflet** and the e-book **Complete Occupational Health and Safety Guide**, downloaded by **600** users, containing basic information regarding urgent health & safety problems that demanding immediate awareness. The free material aims to contribute to the general knowledge about First Aid and is given free of charge in many events, where GEP Group participates.

Furthermore, we send a regular informative newsletter with all the latest trends in the industry and the legislation requirements. During 2019, **35** newsletters have been sent to our contact database.

GEP Privilege Card



GEP Privilege Card is a benefit-in-kind for employees of all organizations, giving explicit healthcare-related benefits to its holders, without no contribution from their company regarding money and/or resources.

The zero-cost card for holders ensures a special package of medicinal services in collaboration with one of the leading therapeutic establishments in Greece. It includes emergencies, diagnostic tests, hospitalization, doctors' fees, check-ups and many other advantages, making it an asset for employers to offer to their employees, as a privileged medical and healthcare option.

2,914

Employees have Privilege Card

9. Environment

Environmental responsibility is an integral part of our approach to sustainable development. We have built our business model based on the reasonable use of natural resources causing the least possible impact on the environment. Our activities reflect the incorporation of environmentally friendly practices and the promotion of sustainability reflects our corporate principles to daily activities.

Further to the provided services, we believe that the implementation of sustainability practices and the enhancement of environmental performance strengthens relationships with all stakeholders and contributes to business growth.

We daily take care of establishing a culture in the workplace promoting sustainability in all our business aspects, while actively participating in initiatives such as recyclability, minimal use of printers and reasonable use of water.

Issues such as the deploy of natural lighting and minimizing of electricity, water consumption, waste management, recycling, transportation and environmental awareness and training of employees, constitute priorities in the company operations.

ISO 14001:2009

GEP Group is committed to reducing its environmental footprint, through the adoption of the standard. Following the basic principles of it, the company should:

- comply with legal requirements to ensure the protection of the environment.
- create environmental awareness for its employees.
- implement a waste management plan to reduce the amount of waste generated and ensure safe handling and disposal.
- balance the exploitation of natural resources through environmental management, recycling and re-use of materials, the supply of recycled materials and the use of recyclable packaging.
- make responsible use of energy.
- protect employees and the community where it operates, by adopting safe technologies and operating procedures.
- communicate its commitment to environmental protection versus all stakeholders (employees, suppliers, clients, public services and the local community).
- continuously improve the Company's Environmental Management System and Quality Policy.

1. Responsible Use of Resources



GEP Group recognises the value of natural resources, constantly reminding its employees to use them prudently, aiming to limit its consumption. The relocation to new offices allows us to initiate actions to minimize our environmental footprint and primarily its energy consumption, giving priority to the reduction of electricity. The available consumption data referred to our new premises during the period June 2019-December 2019. Furthermore, it is worth mentioning that an accountable consumption of electricity consumption is owed to construction and renovation works before the relocation of employees and a leakage led to water waste until it was identified and restored.

Consumption of Resources (June – December 2019)

Natural Resources	2019
Electricity	42,256 KWh
Water	638 m ³
Paper	615 Kg
Fuels	263,247.86 lt
Natural Gas	106,490.57 Nm ³

2. Recycling



We monitor the recycling performance to dispose of most of the recyclable materials in special bins, avoiding the use of non-recyclable materials. We run our business more sustainably, intending to work for and not against the environment. Particularly, we recycle paper, batteries, and electronic equipment, further, we train our employees on procedures and cooperate with the management to achieve our goals.

During 2019, **193 kg** of electronic devices and **185 kg** of batteries were recycled, we must point out that the quantities are at that level due to relocation which has been accompanied by the equipment disposal.

Recycling Performance (2019)

Recycling	2019
Electric Equipment	193 Kg
Batteries	185 kg

10. Annexes

1. GRI Standards

GRI Standard	Disclosure	Report Section/Reference
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016 (core option)		
GRI 102: General Disclosures, Organizational Profile	102-1 Name of the organisation	GENIKI EX.YP.P PROSTASIA SA
	102-2 Activities, brands, products, and services	4.1 Profile 4.3 Business Lines
	102-3 Location of headquarters	51 Samou Str & Fragkokklisias Str, Maroussi, P.C. 151 25, Athens, Greece
	102-4 Location of operations	4.1 Profile
	102-5 Ownership and legal form	4.1 Profile
	102-6 Markets served	4.3 Business Lines
	102-7 Scale of the organization	1. 2019 Highlights 4.1 Profile 6.1 Distributed Value
	102-8 Information on employees and other workers	7.1 Human Resources
	102-9 Supply chain	4.2 Business Model and Strategy
	102-10 Significant changes to the organization and its supply chain	No material changes during the referenced period
	102-11 Precautionary Principle or approach	6.3 Risk Management
	102-12 External initiatives	4.1 Profile
	102-13 Membership of associations	4.1 Profile
GRI 102: General Disclosures, Strategy	102-14 Statement from senior decision-maker	2. Message from the CEO
GRI 102: General Disclosures, Ethics and integrity	102-16 Values, principles, standards, and norms of behavior	4.1 Profile 4.4 Corporate Governance
GRI 102: General Disclosures, Governance	102-18 Governance structure	4.4 Corporate Governance
GRI 102: General Disclosures, Stakeholder engagement	102-40 List of stakeholder groups	5.2 Stakeholder Engagement
	102-41 Collective bargaining agreements	7.1 Human Resources
	102-42 Identifying and selecting stakeholders	5.2 Stakeholder Engagement
	102-43 Approach to stakeholder engagement	5.2 Stakeholder Engagement
	102-44 Key topics and concerns raised	5.2 Stakeholder Engagement
GRI 102: General Disclosures, Reporting Practice	102-45 Entities included in the consolidated financial statements	10.6 Financial Data
	102-46 Defining report content and topic Boundaries	5.3 Material Issues
	102-47 List of material topics	5.3 Material Issues
	102-48 Restatements of information	There are not restatements of information.

102-49 Changes in reporting	It is the first time GEP S.A. conducts materiality analysis
102-50 Reporting period	01/01/2019-31/12/2019
102-51 Date of most recent report	It is the first time that GEP conducts a corporate document in accordance GRI Standards. The most recent report is the Annual Report 2018
102-52 Reporting cycle	Annual
102-53 Contact point for questions regarding the report	3. About the Sustainable Development Strategy
102-54 Claims of reporting in accordance with the GRI Standards	3. About the Sustainable Development Strategy
102-55 GRI content index	10.1 GRI Standards
102-56 External assurance	There is not external Assurance

GRI Standard	Disclosure	Report Section/Reference
GRI 200, 300, 400: Specific Disclosures 2016,		
Material Issues		
Business Continuity and Recovery from Disaster		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.2 Business Model and Strategy 6.3 Risk Management
	103-3 Evaluation of the management approach	6.3 Risk Management
GRI 102: General Disclosures	102-11 Precautionary Principle or approach	6.3 Risk Management
Economic Performance		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 4.2 Business Model and Strategy
	103-3 Evaluation of the management approach	4.2 Business Model and Strategy
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	6.1 Distributed Value
Market Presence and Business Development		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 4.2 Business Model and Strategy
	103-3 Evaluation of the management approach	4.2 Business Model and Strategy
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	6.1 Distributed Value
Investments in R&D and Innovation of Services		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.1 Profile 4.3 Business Lines 6.1 Distributed Value

	103-3 Evaluation of the management approach	6.1 Distributed Value
GRI 203 Indirect Economic Impacts	203-1 Infrastructure investments and services supported	6.1 Distributed Value
Health and Safety in the Workplace		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	2. Message from the CEO 5.1 Corporate Responsibility and Sustainable Development 7.3 Training and Development
GRI 403: Occupational Health and Safety	403-5 Worker training on occupational health and safety	7.2. Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	7.2. Health and Safety
	403-9 Work-related injuries	7.2. Health and Safety
Employees Training and Development		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.3 Business Lines 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	4.3 Business Lines 5.1 Corporate Responsibility and Sustainable Development
GRI 404: Training and Education	404-1 Average hours of training per year per employee	7.3 Training and Development
	404-2 Programs for upgrading employee skills and transition	7.3 Training and Development
Customers' Employees Health and Safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	1. 2019 Highlights 2. Message from the CEO 4.3 Business Lines 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	4.3 Business Lines
GRI 416: Customer Health and Safety	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	4.3 Business Lines
Regulatory Compliance		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.2 Business Model and Strategy 6.2 Certificates and Management Systems 6.5 Transparency

	103-3 Evaluation of the management approach	4.2 Business Model and Strategy 6.2 Certificates and Management Systems 6.5 Transparency
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	6.5 Transparency
GRI 419: Socioeconomic Compliance	419-1 Non-compliance with laws and regulations in the social and economic area	6.5 Transparency
Digitalization		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.2 Business Model and Strategy 5.1 Corporate Responsibility and Sustainable Development 6.2 Certificates and Management Systems
	103-3 Evaluation of the management approach	6.2 Certificates and Management Systems
GEP Indicator	Percentage of the offered digital services	6.2 Certificates and Management Systems
Customer Satisfaction and Relationship Management		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 4.1 Profile 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	1. 2019 Highlights 6.4 Corporate Affairs
GEP Indicator	Percentage of Satisfied Customers	6.4 Corporate Affairs
Training Programs regarding Health and Safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.1 Profile 4.3 Business Lines
	103-3 Evaluation of the management approach	4.3 Business Lines
GEP Indicator	Number of training programs and participants	4.3 Business Lines
Social Awareness and Free Products		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	4.1 Profile 8.3 Social Awareness and Free Products
GEP Indicator	Number of newsletters and GEP Privilege Card holders	8.3 Social Awareness and Free Products

2. UN Global Compact

The UN Global Compact is a strategic alliance of more than 12,000 companies and organizations in 162 countries that are committed to aligning their operations with 10 Principles regarding human rights, labor practices, the environment and anti-corruption.

In September 2019, GEP Group adopted the Principles of UN Global Compact send a Letter of Commitment to the United Nations' Secretary-General. We strongly believe that our commitment to principles will enhance the positive impacts on society and the environment through our activities.

Principles of the UN Global Compact

The Ten Principles of the UN Global Compact		Reference to Document
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	4.1 Profile
Principle 2	Make sure that they are not complicit in human rights abuses.	7.4 Labor Rights and Equal Opportunities
Labor		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	7.5 Relations and Benefits
Principle 4	The elimination of all forms of forced and compulsory labor.	4.4 Corporate Governance 7.4 Labor Rights and Equal Opportunities
Principle 5	The effective abolition of child labor.	
Principle 6	The elimination of discrimination in respect of employment and occupation.	
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	5.1 Corporate Responsibility and Sustainable Development 6.3 Risk Management
Principle 8	Undertake initiatives to promote greater environmental responsibility.	9. Environment
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	4.3 Business Lines 6.1 Distributed Value 6.2 Certificates and Management Systems
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	4.4 Corporate Governance 6.5 Transparency

3. Sustainable Development Goals (SDGs)

The Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for mankind. They were developed by the United Nations in 2015 and include the global challenges of poverty, inequality, climate change, environmental degradation, prosperity, peace, and justice.

GEP Group recognizes the importance of the Goals for a sustainable world and harmonizes its activities with several of the Goals, contributing to its strengths to the achievement of them.



SUSTAINABLE DEVELOPMENT GOALS



Table of Sustainable Development Goals

SDGs	Reference
	8.1 Cooperation with NGOs
	4.3 Business Lines 4.4 Corporate Governance 6.2 Certificates and Management Systems 6.4 Corporate Affairs 7.2 Health and Safety 8.3 Social Awareness and Free Products 10.5 Services Analysis
	4.3 Business Lines 6.6 Market Sponsorships & Awards 7.3 Training and Development 8.3 Social Awareness and Free Products 10.5 Services Analysis
	4.4 Corporate Governance 7.4 Labor Rights and Equal Opportunities
	4.3 Business Lines 4.4 Corporate Governance 6.1 Distributed Value 6.2 Certificates and Management Systems 6.6 Market Sponsorships & Awards 7.4 Labor Rights and Equal Opportunities 8.3 Social Awareness and Free Products
	6.3 Risk Management

	<p>4.4 Corporate Governance 7.4 Labor Rights and Equal Opportunities</p>
	<p>4.3 Business Lines 6.4 Corporate Affairs</p>
	<p>4.4 Corporate Governance 6.2 Certificates and Management Systems 9.1 Responsible Use of Resources 9.2 Recycling 10.5 Services Analysis</p>
	<p>4.4 Corporate Governance 6.2 Certificates and Management Systems 9.1 Responsible Use of Resources 9.2 Recycling 10.5 Services Analysis</p>
	<p>4.4 Corporate Governance 6.5 Transparency 7.4 Labor Rights and Equal Opportunities 10.5 Services Analysis</p>
	<p>8.2 Cooperation with Academia and Institutions 10.5 Services Analysis</p>

4. Subsidiaries and Affiliates Companies

Driven to provide high-quality services and establish trusted relationships with clients, GEP S.A. has invested in other companies to cover specific market niches in the general context of its services and to complement the resourcefulness of the Group.

The Group of subsidiaries and affiliates comprises six companies where the central entity GEP S.A. holds various control rights.

Control rights per company (31/12/2019)

Company	Percentage
Qualiment Food Safety Private Company	70,00%
Nova EXYPP Ltd	68,00%
Hellas Employee Assistance Programs Ltd	49,00%
Physical Cyber Security Services (PCS ²) Private Company	100,00%
HSWConsulting Private Company	55,00%
Eurocore Consulting Sprl	100,00%



QUALIMENT Ltd was founded in 2008 in Attica and specializes in Food Hygiene and Safety. The fulfilment of hygiene standard rules and the production of safe final products for the consumers, constitute critical factors for the development and success of the food sector business, requiring also the application of efficient

control, management and training systems.

In this respect, Qualiment offers all relevant services, such as:

- Food Safety Management Systems (ISO 22000, HACCP Codex Alimentarius, IFS, BRC, FSSC 2200) and Quality Assurance services, including evaluation tools for the level of compliance to the food-industry standards and regulations.
- Second Party Audits and Initial Diagnostic analysis for Facilities/Units and for evaluating suppliers/partners/value chain.
- Food Microbiological and Chemical Analysis and Labelling (Nutritional value of products and Allergens).
- Food Safety and Hygiene training, according to EFET Protocols (Hellenic Food Authority) and Qualified technical training in managing and maintaining Food Safety Management Systems, along with E-learning training courses in Food Safety and Hygiene Practices.
- Full operational support through monitoring & maintenance of Food Safety Management, licensing and high-end markets outreach.
- «Mystery Shopper» inspections to third parties, on behalf of clients.



NOVA EXYPP was founded in 2009 as a fully licensed company for the provision of Occupational Health and Safety Services. It is based in the northern city of Kilkis in Central Macedonia, serving mainly the region, having also several highly satisfied clients in many sectors in the economy nation-wide. Its main services cover the following topics:

- Services of Occupational Doctors and Safety Officers in Enterprises and Organizations, both in the Public and Private Sector.
- Health and Safety Studies, Occupational Risk Prevention Surveys, Application and Certification of Management Systems (OHSAS 18001, ISO 9001 and ISO 22000).
- Training Programs (Health & Safety in the Workplace, Management Systems, Food Safety, Product Certification, CE Labeling).
- Integrated services in the field of licensing, management systems, training programs and investment planning consulting.



PCS² was founded in Athens and constitutes a new member of GEP Group, specializing in the field of custom-made cybersecurity systems and measures, to respond to a wide range of security needs of its clients. PCS² aims to develop and implement its services, investing in technology, education, and innovation and to provide competitive and integrated solutions, in line with international standards. The collaboration with the company has emerged as a need for GEP to be established as a one-stop-shop.

PCS² is not a traditional Private Security Service but a “Boutique Company”, offering special and tailor-made solutions to modern security needs. The innovative approach of PCS² towards the market is based on the concept of complementing Health and Safety with Security, Wellbeing and Environmental measures, in a holistic approach of the HSS principle. The company’s services stand out for their quality and value for money, assets proving the creativity and the professional responsiveness of its Executives.



HSWConsulting founded in Heraklion Crete, to help the Group develop its activities in the local market. The need for creating the company was driven both from the booming market in Crete, as well as the continuous demand for provision of a broader range of Health and Safety services, coupled by the perspective of being present in the local market.



EUROCORE CONSULTING is another newcomer to GEP Group of companies. It is based in Brussels in the heart of Europe, taking advantage of its geographic location to promote the group's interests all over Europe and beyond. It is a fast-growing company providing multi-sectoral consulting, professional and technical support to firms and organizations in the private and public sector, aiming also to acquire EU funded projects.

EUROCORE Consulting cooperates with the parent company GEP S.A. and extends its expertise in Occupational Health and Safety, Energy Efficiency, Renewable Energy, Environmental Protection, Resource Management and Eco-Applications, through planning, surveys, studies and general technical support.



HELLAS EAP is a company based in Athens, being the leader in the field of Employee Assistance Programs (EAP), and Behaviorally Managed Care and Mental Health Promotion in the Workplace. It provides strategic interventions to improve employees’ wellbeing & productivity, at all levels of an organization and enhances organizational competitiveness and sustainability by creating a healthy and safe corporate culture in terms of psychology.

Responding to the emerging workplace challenges and needs, it delivers innovative services such as Assessment and Management of Psychosocial Risks, Behavioral Risk Management, Disability Management, Stress Audits and Psychometrics, as well as People Management during Change and Restructuring.

5. Services Analysis

Occupational Safety

Occupational Safety Services



The basis of the safety consulting services, is the provision of adequate advice on assurance, on global safety of a site and the protection from hazards of employees, property, and the environment. According to Law, the **Safety Officer services** ensure the operational safety and suitability of facilities and equipment, from the planning and construction, up to the maintenance and operation.



Moreover, GEP Group undertakes the implementation of **Occupational Risk Assessments** of projects or installation, the on-site **Safety Consultant services**, as well as the development of **Evacuation Plans** and the monitoring and information about the applicable relevant legislation.

Construction & Industrial Projects Services

The **Safety Coordinator services** are compulsory in all construction/technical activities, to adopt an appropriate prevention policy and to implement a hazards' management system, according to specific OHS planning. Safety Coordinators contribute with their expertise, to the realization and implementation of the plan.



The Safety Coordinator has constant access to the central specialized consulting department of GEP, for any issue that may arise and receives clear and well-thought directions and support, on the due course of action.

GEP Group's specialists are extremely experienced, up-to-date, and fully capable to draw the necessary **Safety Plan** and **Safety Dossier** of the Technical Project, according to the client's specifications and the legislation requirements.

Special Projects & Safety Studies

It is an unfortunate reality that most accidents happen during simple daily activities, performed by workers, which, instead of following safety rules, engage in risky behavior.

GEP Group pioneering in the field of Occupational Safety, brought the cutting-edge methodology of **Behavior Based Safety (BBS)** for organizations, to promote the systematic monitoring and the engagement of the entire system, in sustaining a safe working environment. Through its' unique program «**Safety Culture Survey & Beyond**» (**SCS&B**) for all types of organizations, it targets the assessment of the existence, as well as the degree of the respective, safety culture within the organization and its employees, by providing specific and quantitative statistics. The survey acts as a central indicator, to determine whether a targeted OHS strategic planning should be conducted, to achieve safety proactiveness performance.

The experienced and highly trained specialists of GEP Group assist any business to comply with the **SEVESO Legislation. ATEX studies** (Explosion Protection Studies) are prepared for enterprises and industrial sites, about technical and organizational protection of such hazardous situations.





A special collection of OHS-related services is offered by GEP Group experts in subjects as the Issuance of Inspection Protocols, Autopsies, Examinations and Work - related Accident's Investigations, drafting of Manuals & Instructions for Industrial Procedures and Thermography (infrared non-destructive testing (IRNDT) and fault-prognostic method of electrical and electromechanical installations).

GEP Group offers additionally its consulting services for all equipment-specific and work-related Certifications by the Competent Bodies.

Factors Measurements

GEP Group specialized Department implements measurements of harmful agents, using the appropriate portable equipment, based on the measurement methods under the Greek/EU legislation and international standards. All equipment used by GEP Group is accredited and calibrated accordingly.

Health and Well-being

Occupational Doctor Services

According to law, the **Occupational Doctor** accomplishes all medical tasks related to the employee's health. The services are organized through periodic (preventive) examinations, targeted checks and occasional controls, carried out ad hoc, as in the case of a pandemic and similar threats.



Core duties of the occupational doctor include:

- Prescription of further examinations, assessments about the individuals' health at work and specific work-posts.
- Giving advice on the health status of work procedures introduced.
- Organization of health support and protection and training programs on general and specific medical, hygiene and health issues.
- The draft and secure maintenance of the staffs' medical records and the issue of employees' health certificates.

Emergency Health Care

In addition to **Occupational Doctor Services**, GEP Group provides high-level emergency health care services where a person's (employee) health and safety is endangered. The Company with its **Project Doctor** and **Project Nurse service** offers a 365d/uninterrupted coverage to crowded workplaces, presenting safety hazards, such as shopping malls, premises, sports fields etc.



Furthermore, GEP Group covers the needs of every company in terms of the respective **First-Aid equipment** and offers **Ambulance and Rescuers crew stand-by service**. Moreover, a **Pharmacy Material Handling service** is in place, to keep a company's First Aid kits monitored and fully equipped.

On-Site Health Training Programs



GEP Group offers a **First Aid Training** program to inform, train and help the employees' personal development.

The training method on First Aid follows the contemporary global trends.

GEP Group **First-Aid Programs** are based on the updated ERC guidelines and offer specific and targeted guidance on how First-Aid is provided at the workplace so that assistance is made available timely with the best possible result delivered.

First-Aid programs are widely addressed, to employees of all sectors, but are particularly targeted to massive public attendance sites, such as banks, insurance companies, shopping malls, sports facilities, industrial plants, retail outlets, airports, educational establishments, hotels and restaurants, as well as to security workers and guards.



Health Services

The team of specialized and experienced health consultants perform periodic medical check-ups for employees at their workplaces. Moreover, GEP Group offers an **Occupational Risk Assessment – Medical Part**, which contributes to the identification of occupational hazards, focusing on promoting health. GEP Group health professionals can implement vaccination programs, either at the workplace or the medical center of GEP, issuing also the relevant personal certificate of vaccination.

Medical Technology Products

GEP Group is the exclusive Commercial Representative of the French company **PREVOR**, well-known for its medical products (used for treating chemical burns).

Chemical burns are one of the worst threats in the chemical industry. GEP Group in line with its vision of providing the utmost protection against dangers at work promotes, distributes, installs, and monitors the products end to end.



Special Health Services



GEP Group participates with its affiliate company Hellas EAP Ltd, the leading supplier of **Employee Assistance Programs (EAP)** in Greece, providing organizations with psychological support and anti-stress programs.



Hellas EAP provides 24/7 Support, Consultation and Coaching, along with raising awareness programs on mental health, workshops on well-being and targeted training programs.

Amongst the services offered are:

- Scheduled on-site consultations and interviews
- Direct intervention (mediation and conflict resolution in the workplace)
- Application of psychometric instruments
- Evaluation of psychosocial problems and implementation of related surveys
- Specialized training services, programs on well-being, assessment of occupational suitability and psychosocial risk.
- Monitoring of causes and cases related to mental health (in the workplace)

Sustainable Development

Sustainable Development Division Services

Systems Development

Modern businesses, especially those expanding overseas and maintaining international relationships, certified with the appropriate Quality Management Certification, as well as any other relevant International Certification.



GEP Group with its profound experience and competent advisors undertakes the analysis, design, development, support, and overall consulting on the introduction of Quality Assurance and Management Systems such as **ISO 9001**, **ISO 14001**, **ISO 27001**, **ISO 45001** and **OHSAS 18001**. Additionally, GEP Group consultants assist clients through the accreditation procedure, by the corresponding Certification Bodies/Agencies.

We also provide organizations with comprehensive consulting on **Data Protection services** (GDPR), covering either the full scope or in a step-by-step procedure.

Food Safety and Hygiene



GEP Group through its subsidiary **QUALIMENT Ltd** provides quality assurance and control services to the Food and Beverage industry. Some of the services offered include Food Safety Management Systems (according to **ISO 22000-HACCP** and other similar), the creation of «Integrated Management Systems in Agricultural Production» (Agro & Global Gap Standards) and of the «Protected Designation of Origin and Products with Geographical Indication».

Services are combined with the respective training programs for the full supporting to food production and technology applications, as well as the implementation of health legislation to the overall products' handling. «Mystery shopping» audits according to clients' interests and targets is another important service of the company.

Certified Trainings



GEP Group is the **first Certified Provider** for the **Basic Safety Training (BST)** of the **Global Wind Organization (GWO)** for Greece, Cyprus, the Balkans, and Eastern Mediterranean countries.



The company has already conducted training programs and certifications in the field of renewable energy and wind farms. The courses are offered either in Greek or English.

GEP Group is a recognized partner of this international organization, a pioneer in renewable energy. This cooperation establishes GEP Group as a reliable, responsible, and well-equipped consultant and partner in the field of RES, to every contemporary Greek and international business.

Moreover, GEP Group offers advice and the compliance monitoring services regarding:

- The **ADR Agreement** (Road Transport of Dangerous Material).
- The **RID Agreement** (International Carriage of Dangerous Goods by Rail), and the **DG TSA** (Dangerous Goods Transportation Safety Advisor).



Environmental Services

GEP Group offers to its clients' comprehensive consulting services regarding the use of funding and financing opportunities of projects, as well as monitoring of the environmental legislation, falling within their scope of activities and business needs.



The services offered aim to fully support the clients in the preparation of their investment plans and related development studies.

Subsidized Investment Programs



GEP Group undertakes the advisory support for the submission of project proposals to the Calls of the Development Law of Investment/Funding Programs.



Services include:

- the appraisal of business ideas
- the preparation of the respective Feasibility Studies
- guidance for making suitable business decisions
- the monitoring, managing and implementation of the Investment Plan, in case of awarding.

In this respect, GEP Group provides comprehensive consulting services to individuals and businesses to benefit from the funding opportunities of **NSRF 2014-2020**.

e-learning and Innovative learning methods

Apart from the on-site courses, GEP Group offers the possibility of remote training through e-learning. The company has heavily invested in the development of a long syllabus of comprehensive subjects, developed in cooperation with its business partner **SQLearn Ltd**. The market has rewarded this initiative by showing growing attention regarding the subjects covered and the ever-growing attendance.



GEP Group pioneering in the field has recognized the market needs early and has developed e-learning courses in:

- First aid
- Fire safety
- Office safety
- Health & Safety in Food

Moreover, the company is considering using Virtual and Augmented Reality, aiming to maintain its leading position in the training field, via delivering technologically upscale products.

6. Financial Data

GRI 102-45

Balance Sheet (2017-2019)

BALANCE SHEET

(amounts in EUR)	2019	2018	2017
ASSETS			
Noncurrent Assets	986,632.70	774,539.56	687,753.94
Fixed assets	353,153.82	169,614.30	137,516.09
Intangible assets	48,227.00	20,850.91	26,794.91
Investment in associates and joint ventures	545,950.00	532,200.00	471,600.00
Other noncurrent assets	39,301.88	51,874.35	51,842.94
Current Assets	2,958,353.71	3,046,990.71	2,537,586.76
Inventory	382.20	2,618.20	5,949.45
Trade receivables	2,679,769.68	2,644,785.29	2,083,985.85
Deferred income	2,147.50	28,131.86	19,659.71
Cash and cash equivalents	276,054.33	371,455.36	427,991.75
Total Assets	3,944,986.41	3,821,530.27	3,225,340.70
EQUITY AND LIABILITIES			
Capital and Reserves	2,719,567.20	2,688,604.37	2,250,914.60
Share capital	1,000,150.00	1,000,150.00	1,000,150.00
Reserves	159,549.80	132,640.49	109,300.54
Retained Earnings	1,559,867.40	1,555,813.88	1,141,464.06
Noncurrent liabilities	5,958.00	7,056.66	9,778.99
Long-term debt	0.00	0.00	0.00
Government grants	5,958.00	7,056.66	9,778.99
Current liabilities	1,219,461.21	1,125,869.24	964,647.11
Short-term debt	0.00	0.00	0.00
Trade and other payables	529,171.42	509,786.08	347,405.96
Income tax	0.00	0.00	130,466.32
Tax and duties payable	365,300.28	314,447.86	252,399.10
Insurance and pension fund dues	65,799.08	89,459.48	81,959.87
Other liabilities	259,190.43	212,175.82	152,415.86
Accrued expenses	0.00	0.00	0.00
Total equity and liabilities	3,944,986.41	3,821,530.27	3,225,340.70

Profit & Loss Accounts (2017 – 2019)

PROFIT & LOSS

(amounts in EUR)	2019	2018	2017
Sales	6,896,458.18	7,054,363.77	5,979,279.68
Cost of sales	5,129,937.20	5,054,647.13	4,464,143.74
Gross Profit	1,766,520.98	1,999,716.64	1,515,135.94
Administrative expenses	820,708.80	658,367.91	517,285.77
Selling and marketing expenses	739,555.70	664,661.54	460,984.76
Extraordinary and non-operating expenses	47,344.03	106,816.49	139,928.00
Revenue from participations	0.00	71,310.00	76,498.91
Other Income	75,782.18	6,739.15	4,464.81
Profit before interest and taxes	234,694.62	647,919.85	477,901.14
Income taxes	132.92	216.69	65.54
Interest charges and related expenses	9,275.25	10,446.77	11,167.74
Profit before taxes	225,552.29	637,689.77	466,798.94
Income tax	58,653.71	194,589.46	130,466.32
Profit after tax	166,898.58	443,100.31	336,332.62

Notes on the 2019 Financial Statements

The Financial Statements for the year ended 31/12/2019 have been prepared by the Law 4308/2014 «Greek Accounting Standards» and present the financial position and the income statement of the Company on an ongoing basis. GEP S.A. is categorized as a small-sized entity according to article 2 of Law 4308/2014, which defines the categorization of entities by size and the type of financial statements each entity should prepare based on its size.

Accounting Policies and Practices

Fixed Assets are initially recognized at acquisition cost, including any expenditure required to bring them to their present location and condition. Fixed assets are measured at historical cost less accumulated depreciation and subsequent impairment whenever there is an indication of permanent impairment. Depreciation on assets is calculated using the straight-line method over their estimated useful life, as shown on the table. Impairment losses are recognized when the recoverable amount of these assets becomes less than their carrying value.

Fixed Assets Depreciation Rates 2019

Type of Asset	Depreciation Rate
Machinery and Equipment	10%
Transportation Equipment	10%
Computer Hardware	20%

Intangible assets are recognized at acquisition cost. An intangible asset with a finite useful life is measured at historical cost less amortization and subsequent impairment whenever there is an indication of permanent impairment. Amortization shall be commenced when the asset is ready for its intended use and shall be carried out based on the estimated useful economic life. An intangible asset with an indefinite useful life or with a useful life that cannot be reliably

estimated shall be measured at historical cost less amortization over a period of 10 years and subsequent impairment whenever there is an indication of permanent impairment.

Investments in Subsidiaries, Affiliates and Joint Ventures are recognized at historical cost less amortization and impairment whenever there is an indication of permanent impairment. Dividends arising from this type of investments are recognized as revenue in the income statement when approved by the appropriate body that decides their distribution.

Other financial assets (such as loans and financial instruments) are recognized at historical cost less amortization and impairment whenever there is an indication of permanent impairment.

De-recognition of Assets The gain or loss from the de-recognition of fixed, intangible, and financial assets is determined as the difference between the net proceed from their removal, if any, and their carrying amount. The gain or loss from the de-recognition of the asset is included in the income statement of the period in which the de-recognition occurs.

Inventories (including finished products and work in progress, merchandise, raw materials and biological assets) shall be measured at a lower cost between the acquisition cost and net realizable value. The cost of inventory is determined using the First-In, First-Out method (FIFO). Losses arising upon measurement at net realizable value when it is lower than the acquisition cost, are recognized as an impairment loss in the income statement.

Trade Receivables Trade and other receivables shall be measured at historical cost less estimated impairment losses.

Prepayments and Other Non-Financial Assets Prepayments shall initially be recognized at cost. Subsequently, they shall be measured at initial cost less any amounts expensed following the accrual's basis and any impairment loss. Any other non-financial asset shall initially be recognized at cost. Subsequently, they shall be measured at the lower cost and their recoverable amount.

Provisions for employee benefits after retirement shall be recognized and measured at their amounts due under existing legislation on the balance sheet date. Any other provisions shall initially be recognized and subsequently measured at the nominal amounts expected to be incurred for settlement.

Financial Liabilities shall initially be recognized and subsequently shall be measured at the amount due.

Government Grants relating to assets shall be recognized as liabilities in the period in which payment is received or finally approved. Government grants shall be recognized at the amounts received or approved. After initial recognition, government grants shall be transferred to the income statement as revenue over the same periods as the book value of the subsidized asset is transferred to the income statement as an expense. Government grants relating to expenses shall be recognized as liabilities in the period in which payment is received or finally approved. Such grants shall be transferred to the income statement as income in the period in which the related expenses are recognized.

Non-Financial Liabilities shall be initially recognized and subsequently measured at the nominal amounts expected to be incurred for settlement. Differences arising either on revaluation or settlement of non-financial liabilities, including provisions, shall be transferred to the income statement as gains or losses for the period.

Income Tax shall be recognized as an expense in the income statement. Income tax consists of current tax arising from tax legislation, tax audit differences and surcharges. Revenue arising from the sale of goods shall be recognized when **a)** all substantial risks and rewards of ownership are transferred to the buyer **b)** the goods are accepted by the buyer and **c)** the economic benefits associated with the transaction can be measured reliably and will probably flow to the entity. Revenue arising from the rendering of services shall be recognized by reference to the stage of completion of the transaction when **a)** the amount of revenue can be measured reliably and **b)** it is probable that economic benefits will flow to the entity. Alternatively, if there is no material impact on the financial statements, revenue arising from the rendering of services shall be recognized by reference to the completed contract method. Revenue arising from interest shall be recognized on an accrued revenue basis. Revenue arising from dividends or income from the participation in the equity of another entity shall be recognized when approved by the appropriate body that decides their distribution. Revenue arising from royalties shall be recognized by the contractual terms.

Expenses incurred shall be recognized and classified in the income statement on an accrued revenue basis.

Equity items shall be initially recognized and subsequently measured at the nominal amounts that have been received or paid.

Foreign Currency Transaction(s) shall be recorded, on initial recognition in the currency in which the financial statements are presented, by applying to the foreign currency amount the spot exchange rate between the presentation currency and the foreign currency at the date of the transaction. At the end of each reporting period, foreign currency monetary items shall be translated using the closing rate and non-monetary items that are denominated in a foreign currency and measured at historical cost shall be translated using the exchange rate at the date of the transaction. Exchange differences arising on the settlement of monetary items or on translating monetary items at rates different from those at which they were translated on initial recognition during the period or in previous financial statements shall be recognized in profit or loss in the period in which they arise.

Events after the Reporting Period: Events that become apparent after the end of the reporting period but before the date on which the financial statements are drawn up, shall be recognized in the reporting period if they provide evidence of conditions that existed at the end of the reporting period and affect the elements of the balance sheet and the income statement. Non-adjusting events should be disclosed if they are of such importance that non-disclosure would affect the ability of users to make proper evaluations and decisions.

Changes in Accounting Policies and Estimates and Corrections of Errors shall be recognized retrospectively. Appropriate adjustments shall be made to **a)** The carrying amounts of assets, liabilities and equity for the cumulative effects concerning the change at the beginning and end of the comparative and reporting periods, and **b)** The income, expenses, profit and loss concerning the effect on the accounting figures of the comparative periods. Changes in accounting estimates shall be recognized in the reporting period in which it is verified that occur and shall affect this period and subsequent period as appropriate. Such changes are not recognized retrospectively. Errors shall be corrected in the earliest possible accounting period upon discovery.

Notes on the Balance Sheet and Profit & Loss Accounts

Assets & Liabilities: At the end of 2019, Noncurrent assets have been increased by EUR 212,093.14 (+27.38%) and Current Assets have been decreased by EUR 88,637 (-2.91%). Also, there was an increase in Current Liabilities amounting to EUR 93,591.97 (8,31%).

Sales: In 2019, Sales decreased by EUR 157,905.59 (2.24%) compared to 2018, and the Operating Expenses have been increased by EUR 312,525.12 (4.90%).

Profit: The Gross Profit Margin has been formed at 25,61% and the EBITDA margin at 3,57%, both decreased in conjunction of 2018.

Operating Expenses 2017-2019

OPERATING EXPENSES	2019	2018	2017
Cost of Sales	5,129,937.20	5,054,647.13	4,464,143.74
Administrative Expenses	820,708.80	658,367.91	517,285.77
Selling and Marketing Expenses	739,555.70	664,661.54	460,984.76
Total	6,690,201.70	6,377,676.58	5,442,414.27

Profit and Margins (Gross & EBITDA) 2017-2019

Key figures	2019	2018	2017
Gross Profit	1,766,520.98	1,999,716.64	1,515,135.94
Gross Profit margin (%)	25.61%	28.35%	25.34%
EBITDA	246,247.82	786,889.08	648,103.71
EBITDA margin (%)	3.57%	11.15%	10.84%

7. Abbreviations and Acronyms

ADR	Agreement on Dangerous Goods by Road
AED	Automated External Defibrillator
AGM	Annual General Meeting (of Shareholders)
ATEX	ATmosphères EXplosibles
B2B	Business to Business
BBS	Behavior Based Safety
BoD	Board of Directors
BST	Basic Safety Training
CEO	Chief Executive Officer
DGTSA	Dangerous Goods Transportation Safety Advisors
EAP	Employee Assistance Programs
EAPA	Employee Assistance Professionals Association
EBITDA	Earnings Before Interest, Tax, Depreciation and Amortization
EEAS	European External Action Service
ERP	Enterprise Resource Planning
EU	European Union
EU-OSHA	European Agency for Safety and Health at Work
FIFO	First-In, First-Out
GDPR	General Data Protection Regulation
GEMI	General Commercial Registry
GRI	Global Reporting Initiative
GWO	Global Wind Organization
H&S	Health & Safety
HACCP	Hazard Analysis and Critical Control Points
ICT	Information and Communication Technology
IIS	Internet Information Services
ILO	International Labour Organization
IRNDT	InfraRed Non-Destructive Testing
ISO	International Standardization Organization
IT	Information Technology
Kg	Kilogram
Km	Kilometer
KPIs	Key Performance Indicators
KWh	Kilowatt hours
LIB	Labor Inspection Body
Ltd	Limited
m ³	Cubic Meter
MoU	Memorandum of Understanding
NSRF	National Strategic Reference Framework
OECD	Organisation for Economic Co-operation and Development
OHS	Occupational Health and Safety
OHSAS	Occupational Health & Safety Series
PDCA	Plan-Do-Check-Adjust
RID	Regulations concerning the International Transport of Dangerous Goods by Rail
SA	Société Anonyme
SCS&B	Safety Culture Survey & Beyond
SDGs	Sustainable Development Goals
sprl	Société Privée à Responsabilité Limitée
TAP	Trans Adriatic Pipeline
UN	United Nations
VAT	Value Added Tax



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