

Sustainability Report

2013



Table of Contents

A. Message from the Managing Partner	4
B. About this Report	5
1. Scope and Boundary	5
2. Development	5
3. Restrictions	6
4. Give us your feedback	6
C. Introduction	7
1. Company Profile	7
i. Global Sustain at a Glance	7
ii. Vision	8
iii. Mission	8
iv. Values	8
2. Services	9
D. Strategy and Management	15
1. Defining Sustainability	16
2. Sustainability Pillars and Framework	16
3. Corporate Governance and Compliance	16
4. Stakeholder Engagement	19
5. Memberships / Partnerships	23
E. Marketplace	25
1. Financial Contribution	26
2. Social Contribution	27
3. Responsible Operation	28
4. Giving to and Supporting Charities	30
5. Responsible Procurement	31
6. Public Awareness	31
7. Client Service Satisfaction	32
F. Human Resources	37
1. Workforce	38
2. Fair Employment	38
3. Health and Safety	39
4. Employee Development	39
i. Training	39
ii. Appraisal System	39
5. Internal Communication	40
G. Society	41
1. Social Services	42
2. Giving back to Society	42
3. Volunteering	44

H. Environment	46
1. Strategy and Management	47
i. Environmental Policy	47
2. Measures and Initiatives for Reducing our Environmental Impact	47
i. Raw Materials and Waste Management	47
3. Measuring and Reporting our Environmental Impact	48
i. Recycling	48
ii. Greenhouse Gases and other Gases Emissions	48
iii. Energy & Water Consumption	49
iv. Transportation	50
v. Biodiversity	50
vi. Design and Development of Services that contribute to Climate Change Mitigation	50
United Nations Global Compact table	51
G3.1 Content Index	51
Independent Assurance Statement	65
GRI Application Level Check	68
Abbreviations	70
Feedback Form	71

A. Message from the Managing Partner

Dear Members and Stakeholders,

We are proud to present **Global Sustain Sustainability Report 2013**, in line with the company's vision and engagement to sustainability and transparency. Despite the challenging economic environment, Global Sustain firmly believes that corporate responsibility and sustainability should be the central focus of all companies and investors, regardless of the size, sector and/or location in which they operate. Sustainability reporting is an integral and crucial part of our business strategy, our operations and values.

In 2013, there was a significant change in our organisation. Under the name Global Sustain we inaugurated a new corporate era, improved our financial performance and enhanced our global presence (Brussels and Melbourne), with respect to international standards that guarantee our responsible long-term development. We grew the portfolio of our services (we introduced advisory services) as well as our members' base (more than 150 new members) and at the same time we continued to operate in a sustainable manner. Sustainability remains an indispensable part of our strategic planning as we keep on addressing social, economic and environmental issues in our long-term operations, by undertaking responsible initiatives on:

- The provision of high-quality services to our clients and members,
- The company's growth with the support of our employees, members and other stakeholders,
- The management and offset of our carbon footprint, and
- The social contribution.

Our turnover increased slightly year-on-year, so did the EBITDA, partially meeting last years' targets (Turnover: 17% actual vs. 30% projected, EBITDA : 89,84%). The company is still debt free since its establishment, with no third-party funding or other subsidy whatsoever. In 2013, we offered innovative on-line and off-line services to more than 500 members and clients from the corporate, financial, public, third and academic sectors, and achieved most of the goals we had set the previous year, specifically in marketplace, workforce and environment sectors. We still have some work to do in raising awareness to our supply chain with regard to how Global Sustain sources products and services from its suppliers, so we stick to the commitment for the following reporting period.

In 2014, we will continue our program focusing on environment, society, workforce and services, since the company is highly linked with **People-Planet-Profit** mentality that we endorse. For another year, we follow international reporting guidelines according to the GRI-G3.1 standard and a third party assurance for this report. Next year's report will be a landmark as far as the reporting procedure is concerned, as we plan to adopt the new GRI G4 reporting guidelines. The journey towards sustainability is never-ending. We seek to grow with a solid sense of responsibility and become an innovator and a catalyst for change. In the following years, we will continue to operate with a clear vision in line with the people-planet-profit concept, as a role model for new-generation entrepreneurs globally.



Michael Spanos
Managing Partner

B. About this Report

1. Scope and Boundary

Global Sustain submitted its first Communication on Progress, the most important expression of our commitment to the UN Global Compact and its Ten Principles, in September 2012, for the reference year 2011. COP represented the company's inaugural public communication to our stakeholders on the progress made in implementing the Ten Principles of the UN Global Compact and in supporting the broader UN development goals through our partnerships. The COP was followed by the first Global Sustain Sustainability Report for the reference year 2012, according to the Global Reporting Initiative (GRI) international guidelines (GRI-G3.1). The Report was checked by GRI, rated at application level C+ and received external assurance.

This Sustainability Report represents the management practices and the results of our actions for the financial year during January 1, 2013 - December 31, 2013 and again we employ the GRI guidelines to ensure that our results are reported objectively and transparently. The content of this year's report has been checked by GRI, rated at GRI application level C+, receiving external assurance as well.

Our intent in issuing this Report is to depict the impact of our business activity on the Economy, Environment and Society and to enrich the dialogue within and around our company. We do so in the hope that this dialogue will help us expand our understanding of such issues and encourage us to *"Be responsible in everything we do."* The topics collected

were prioritised based on the impact they have on our company and its stakeholders. This Report describes Global Sustain activities in relation to its services offered in Greece and it does not include information on its representation offices in Brussels and Melbourne.

2. Development

Since this is the second Report published, Global Sustain special Sustainability Team ensured that all the reporting requirements are met. What is more, a special sustainability training program was implemented to help employees deal with all the data and information presented in this Report that stem from its activities. The content of this Report was formed based on the company's best practices and general sustainability pillars (marketplace, human resources, environment, and society). Best practices relate to the day-to-day operation of the company. Global Sustain provides services, with zero hazardous impact to the environment and to the society. Economic performance and member satisfaction are material to Global Sustain, as a member driven company. Moreover, materiality was defined by management priorities and the stakeholders who took part in a special survey. According to the survey results: 96% of members (primary stakeholders) believe that Global Sustain is more related to Corporate Social Responsibility, than to Society (80%) and to Environment (74%).

3. Restrictions

As there is available data from Global Sustain previous report, there are some references to targets or achievements made during the reference year. The whole Report was submitted for external assurance to an independent assurance provider.

4. Give us your Feedback

Global Sustain primary target audiences of this Report are our employees, our shareholders, our members, our clients and our stakeholders who have a particular interest in our company and our services. We hope that you will have the time to review this Report, learn more about us and offer your feedback and ideas as we move forward.

You are kindly asked to submit your views, comments and recommendations to:

Mrs. Ilektra Liberopoulou, 2, K. Palama Street & 161, Vouliagmenis Avenue GR-172 37 Dafni, Athens, Greece

Tel.: (+30) 210 927 1110

Fax: (+30) 210 927 1119

E-mail:

ilektra.liberopoulou@globalsustain.org.

C. Introduction

1. Company Profile

Global Sustain L.P., headquartered in Athens, Greece, is a privately-held firm, which owns and operates the climate-neutral popular portal, www.globalsustain.org. This content-rich portal effectively communicates CSR and sustainability news, reports, events and information on behalf of members and clients, with a global audience. Global Sustain offers innovative on-line and off-line services to 566 members and clients from the corporate, financial, public, third and academic sectors, facilitating synergies among members and other key stakeholders.

It also participates in, presents at and co-organises numerous conferences and events, including the Sustainability Forum, a training, networking and professional development event.

Global Sustain has been publishing an annual edition since 2007, entitled “Yearbook”, with the scope of creating a platform for public policy, corporate, citizen-sector, and other leaders as well as scientists and experts to share their views on each year’s theme, while at the same time offering a “communication vehicle” for pioneering corporations to showcase their own initiatives and sustainability actions.

Global Sustain is a company with five full-time staff, and its turnover in 2013 amounted to EUR 223,006.70 (approximately USD 300,000). In Greece, Global Sustain has major operations related to sustainability.

i. Global Sustain at a glance

- Established in 2006 with offices in Athens, Brussels and Melbourne and a rapidly-expanding family of members, clients, partners and ambassadors.
- Acts as a reference point for sustainability.
- A unique social entrepreneurship model in Europe, a values-based, independent firm and catalyst for change.
- Facilitates synergies among members and key stakeholders.
- Effectively communicates CSR and sustainability news, reports, events and information on behalf of members and clients.
- UN Global Compact signatory; founding member of the Global Compact Network Hellas since 2008; member of the Global Compact Network Belgium.
- Member and partner of CSRwire.
- Collaborates with numerous other leading organisations, including Ethical Performance and Ethical Corporation.
- Data Partner for the Global Reporting Initiative and GRI Organisational Stakeholder (OS).
- Affiliate member of ABIS - Academy of Business in Society (Belgium).
- Annually funds not-for-profit projects making an impact
- Co-organises numerous conferences and events, including the Sustainability Forum, a training, networking and professional development event

- Operates as a 100% carbon neutral firm.
- Has published 7 Yearbooks to date.

Memberships / Partnerships



ii. Vision

A sustainable world, where organisations embrace responsibility and respect for human and natural capital, in their quest for growth.

iii. Mission

To create awareness, inspire and support companies and organisations in sustainability, through advisory, communications, networking and training, guided by the people-planet-profit concept.

iv. Values

Our values define who we are and guide the way we think, act and do business.

At Global Sustain, we:

- Do not view our employees as “assets” or “workers”, but rather as pro-active ambassadors who are passionate about our mission. We encourage our ambassadors to be change makers and go-getters, and be passionately part of Global Sustain mission;

- Strongly believe in encouraging synergies and facilitating strategic partnerships among Global Sustain members and our key stakeholders;
- Believe that making the world a better place starts –first and foremost– from ourselves, our ambassadors and our stakeholders, and are therefore active citizens in our personal and professional lives. We encourage our members to not just be good, but also pro-active corporate and individual citizens;
- Strongly believe that corporate responsibility, responsible investing, green economy and sustainability should be the central focus of all companies and investors, regardless of size, industry sector or location in which they operate;
- Participate in our members' voluntary activities, projects and events;
- Are dedicated to remain a 100% climate neutral and zero-waste company. This commitment refers to both our operations (e.g., office, logistics, staff movements) and products/services (e.g., Web portals, exhibitions, events, Yearbooks);
- Donate a percentage of our corporate annual pre-tax earnings to help fund innovative, not-for-profit projects that make an impact;
- Strongly adhere to ethical decision-making,

organisational transparency, and accountability, both internally (to one another, to our ambassadors) and to our external stakeholders, including our members.

2. Services

Global Sustain offers innovative on-line and off-line services to its members and clients from the corporate, financial, public, academic and citizen sectors, including advisory, communications, networking and training services. Markets served are Greece, Belgium and Australia. Our customers are divided in two major groups: companies and NGOs. Companies cover economic sectors such as telecoms, communication, banking, services, retail, pharma, insurance, industry and energy. Customers enjoy the following services, in reference to their membership subscription (silver, gold, platinum).

Advisory

Global Sustain supports companies and organisations in formulating their sustainability strategy, designing sustainability policies and programs, preparing reports, conducting research, participating in sustainability indexes, as well as networking with pioneering organisations and institutions.

On-line services

In order to ensure effective communication of its members, Global Sustain owns and daily updates the popular portal www.globalsustain.org, hosting articles, press releases, news, sustainability reports, interviews and research. Members have their own

dedicated microsite and can utilise marketing and communication tools such as videos, podcasts, banners, mail shots and social media to raise awareness of their sustainability strategy, policies, reports and programs. This information is also distributed through a partnership network comprised of multiple leading organisations within the sustainability and corporate responsibility sector.

Newsletter

Committed to timely inform stakeholders on sustainability issues, Global Sustain publishes an electronic newsletter highlighting the latest news, trends, research and events on sustainability. The newsletter includes the latest developments, press releases, interviews, viewpoints, announcements, presentations, videos, podcasts, and other information of Global Sustain corporate and non-corporate members. The newsletter is distributed to 16,000+ “opt-in” subscribers, including CEOs and senior managers, business leaders, consumers, local and public authorities, academic institutions, journalists, opinion formers, decision makers and non-governmental organisations. This informative newsletter is not only a trusted source of market intelligence, but also offers Global Sustain members a valuable tool to effectively reach out to their stakeholders. In 2013 Global Sustain published 38 newsletters (19 Greek, 19 English).

New media services

Global Sustain offers new and cutting-edge digital services aiming at effectively

communicate its members’ sustainability efforts and provide opportunities for networking. Via its social media presence (Facebook, LinkedIn, Twitter, YouTube), Global Sustain facilitates a constant and constructive dialogue among its stakeholders, through daily news uploads, innovative applications, and at the same time undertakes projects for developing and managing social media pages.

Members-to-Members

Global Sustain offers extensive networking among its members through its Members-to-Members (M2M) service.

On-line M2M

This service allows corporate members to communicate new, innovative and sustainable services and products, collaborative synergies or mutually beneficial projects to a targeted audience through the portal. We disseminate information and initiate networking using a combination of our website and direct email alerts to selected members and stakeholders in our sustainability database.

M2M meetings

In M2M meetings, members can present their products, services, strategy and best practices related to sustainability to other Global Sustain members. These meetings create excellent networking opportunities, encourage and inspire members and exchange best practices. In 2013, the company organised three M2M meetings (KPMG, Halyps Cement, ALBA Graduate Business School) .

Corporate Members (as of Dec.31, 2013)

AKbros
Alfa-Beta Vassilopoulos
Alpha Bank
Asset Ogilvy Public Relations
Athenian Brewery
Attica Bank
Attiki Odos
Boehringer Ingelheim
Bondex Couriers - Bicycle Messenger Service
Boussias Communications
Cartridge World
Citibank
Coca-Cola
CSRwire
Deloitte
DEPA
DigiMagix
Direction Business Network
Dixons South-East Europe
Ethical Performance
European Reliance General Insurance Company
EY (Ernst & Young)
Genesis Pharma
Green Evolution
Greenmind Advertising
Hazlis & Rivas Co.
Hellenic Electricity Distribution Network Operator (HEDNO)
Hellenic Petroleum
OTE Group
Hellenic Water Company (EYDAP)
Hygeia Group
ICAP Group
Impressme Creative Communication
INTERAMERICAN Hellenic Life Insurance Company
Italcementi Group / Halyps Cement
Japan International Tobacco
KERDOS
KLM Royal Dutch Airlines
KPMG
MCK WATEC
Microsoft Hellas
Mourgelas & Associates
MSCOMM
Mytilineos Holdings
Piraeus Bank
PressiousArvanitidis
Public Power Corporation
S&B Industrial Minerals
SARGIA Partners
SCA Hygiene Products

Schneider Electric
SECURICON
Think Plus
TRIM Publications
Tritoxo Project Management
TÜV Austria Hellas
TÜV Hellas (TÜV NORD)
Valuation & Research Specialists
Vodafone
WIND

NGO Premium Members

AIESEC NKUA
BioRegional Development Group
CEO Clubs
Children's Home Foundation
ELEPAP-Rehabilitation for The Disabled
European Sustainability Academy (ESA)
Greek Horse Protection Association
Hellenic Passive House Institute (HE.P.H.IN.)
Hellenic Society for the Protection of Nature
Industry Disruptors Game Changers (ID-GC)
K.E.E.P.E.A. 'Orizontes'
KETHEA 'SCHEMA + CHROMA'
Life Line Hellas
Lighthouse for the Blind
Municipal Waste Europe
Pediatric Trauma Care (PTC)
Promitheas A.M.K.E.
Psychogeriatric Association 'Nestor'
Social Cooperative Activities for Minority Groups 'EDRA'
Stichting Global Reporting Initiative (GRI)
The Smile of the Child
To Ergastiri
Together for Children

Society Premium Members

ABIS - The Academy of Business in Society
ALBA Graduate Business School at The American College of Greece
American-Hellenic Chamber of Commerce
Benaki Museum
British Council
Global Compact Network Belgium vzw
Greek Association of Environmental Protection Companies (PASEPPE)

MBA International (AUEB)
Municipality of Agios Dimitrios
National Library of Greece

Conferences-Exhibitions-Events

Global Sustain organises, co-organises, pro-actively supports and participates in, local and international conferences, exhibitions and events, in order to effectively communicate its members' sustainability policies and programs and deliver market intelligence and know-how to its members on a number of important issues related to sustainability.



Services include:

- Targeted networking with executives, companies, organisations and other entities
- Preparation and dissemination of feedback reports on international events
- Complimentary invitations and discounts for members
- Distribution of members' corporate material
- Extensive and regular update on events

Sustainability Forum

Every year, Global Sustain organises the Sustainability Forum - A training, networking and professional development event. The Forum provides hands-on experience and practical knowledge through specialised workshops and brings together prominent speakers and top sustainability experts from all around the world (www.sustainabilityforum.gr). In 2013, Sustainability Forum took place on October 4, at the ALBA Graduate Business School.

NGO annual funding

At the end of each fiscal year, as part of our corporate responsibility policy, Global Sustain finances non-profit projects carried out by non-corporate members, with the aim of funding specific social, environmental or other needs in the citizen sector.

To date, 16 charitable projects have been financed, through an electronic voting procedure and the opinion of an NGO Project Funding Committee. This policy is part of the company's values and aims at promoting and supporting the work of its NGO members with social and environmental impact.

Yearbook

Yearbook series aim at highlighting critical sustainability issues and constitute a catalyst for constructive dialogue and positive change. This annual global publication is trusted by top companies and important stakeholders from all around the world.

Each year, Global Sustain chooses a topic of universal interest relevant to the people-planet-profit concept and analyses all the aspects, through the views of internationally renowned personalities, business leaders, politicians, visionaries and academia.

Industry opinion formers and decision makers across the world contribute with policy and business intelligence to the publication, while leading corporations showcase their best practices and flagship

products and services in the sustainability field.

The hard copy publication is presented every year in special events and venues, with high level participants and is distributed to more than 50 countries. In 2013, Global Sustain published the 6th Yearbook, entitled “Innovation for Excellence”.



D. Strategy and Management



1. Defining Sustainability

As a company, we are part of society and we implement our economic, social and environmental responsibility in all spheres of our influence. Sustainability is central to Global Sustain core values. Our whole business is conducted in an ethical and responsible way.

We maintain a strong sustainability policy for the future, through investing in a number of initiatives such as:

- striving for sound financial performance and growth,
- ensuring a safe and secure work environment for our employees,
- operating as a 100% climate neutral, zero-waste company, setting an example for others to follow,
- limiting our transportation by increasing the number of teleconferences for immediate communication with customers and zero environmental impact,
- supporting the communities in which we do business.

The triple bottom line approach (People-Planet-Profit), also known as the three pillars of sustainability, defines the way we do business and our relations with our stakeholders.

That is:

- “People” (the human capital) refers to beneficial business practices towards labour, the community and region in which we conduct our business.

- “Planet” (the natural capital) refers to sustainable environmental practices that we adopt and advocate to our stakeholders.
- “Profit” (the economic capital) refers to the economic value created by our company. This also refers to our corporate earnings and capital savings for growth, as well as the real economic benefit enjoyed by the society and the real economic impact our company has on its economic environment.

2. Sustainability Pillars and Framework

The main pillars of sustainability for our company were determined through a process which combined both internal analysis and dialogue with our stakeholders through an annual stakeholder engagement survey conducted.

These are:

- Marketplace
- Human Resources
- Society
- Environment

1. Corporate Governance and Compliance

Corporate governance is the set of processes, customs, policies, laws and institutions affecting the way the company is directed, administered and/or controlled. Global Sustain stakeholders among others include its partners, employees, associates, affiliates, members, suppliers, customers, banks,

regulators, public authorities, the media and the community at large.

We strive for excellence in our products and services and in the way we do business throughout all our operations and this process commences with our partners, the management team, all our employees as well as our associates.

We try hard to achieve the highest standards and we promote this rigorously throughout the company.

This applies equally to transparency in reporting and meeting the expectations of stakeholders - regardless of whether this relates to accounting procedures, our products and services standards, ethics in all our dealings with members, clients, co-workers and the public, or behaving in a safe and environmentally responsible manner.

Solid principles of corporate governance are key to maintaining the trust of stakeholders. Global Sustain has adopted corporate governance practices to promote and safeguard the effective functioning and operation of the company.

This reflects the top management's strong commitment to sound corporate governance and encourages effective policy and decision making across the company as well as appropriate monitoring of both compliance and performance.

These practices are intended to assist top management in the exercise of its

governance responsibilities and serve as a flexible framework within which the top management may conduct its business. These corporate governance practices are not intended to change or interpret any law or regulation and are subject to modification by the top management.

The Partners' Assembly is the top-level decision-making body of Global Sustain and oversees the activity of the company, as defined by the Articles of Incorporation. The Partners' Assembly consists of all individual and legal entities that have a legitimate shareholder interest in Global Sustain. The Partners' Assembly is responsible for the overall strategy of Global Sustain and sets the corporate objectives and management goals of the firm. In addition to business and financial issues, the Partners' Assembly deals with challenges and issues related to corporate governance, corporate responsibility, ethics and sustainability.

Certain executive authority is delegated by the Partners' Assembly to the Managing Partner of Global Sustain, who is a member of the Partners' Assembly and has the responsibility of the day-to-day operational management of the firm, making sure that business and sustainability targets are met in accordance to corporate policy. The Managing Partner, who acts as the chief executive officer (CEO) is also responsible for monitoring the company's code of conduct, is the legal representative of Global Sustain and acts as a spokesperson on behalf of the firm.

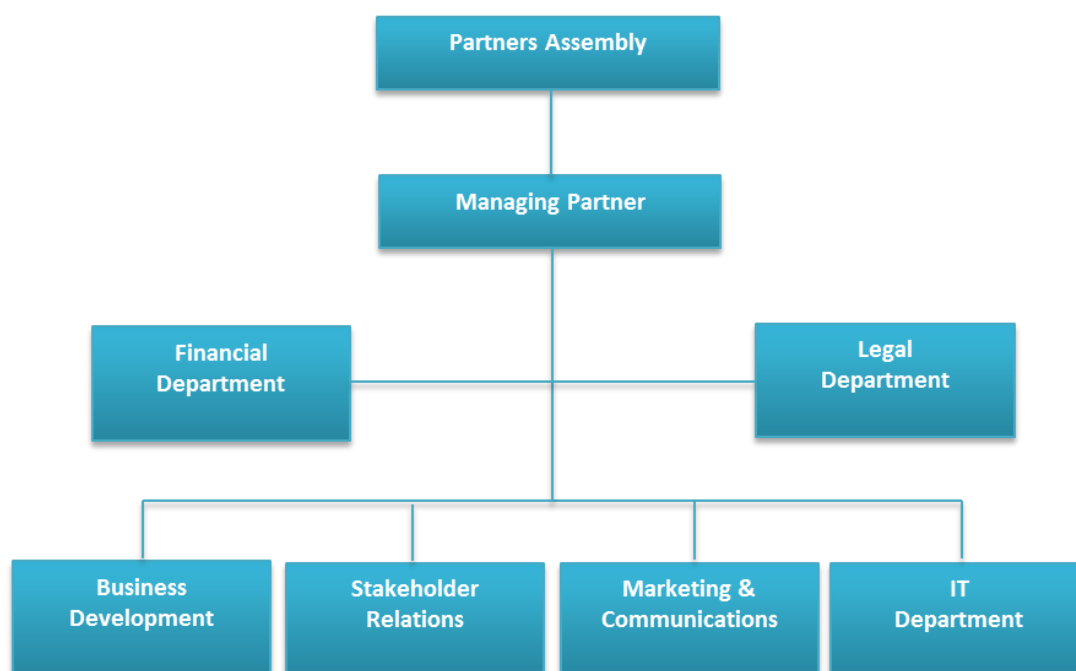


Figure1: Organisational chart

Corporate Governance Practices:

1. Occupational Safety and Health

Occupational safety and health can be important for moral, legal, and financial reasons. Global Sustain has a duty to ensure that employees and any other person who may be affected by the company undertakings remain safe at all times. Global Sustain has in place a comprehensive occupational safety and health policy known and efficiently communicated to all staff and associates.

2. Code of Conduct

Global Sustain commits to encouraging a safe, supportive and productive work environment. This can only happen when everyone cooperates and agrees to suitable standards of professional conduct. The standards endorsed in the Code

of Conduct support Global Sustain values of excellent service, integrity, accountability, equality, collaboration and learning that are expected of all staff and associates.

3. Environmental Policy

Global Sustain is committed to operating as a 100% carbon neutral company through a detailed environmental policy. We measure, manage and offset all carbon emissions on an annual basis. Furthermore, Global Sustain has in place a comprehensive recycling policy followed by all staff, associates and the respective suppliers.

4. United Nations Global Compact Signatory

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten

universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Global Sustain is a signatory to the ten principles and has adopted the transparency and accountability policy known as the Communication on Progress (COP), as a demonstration of its commitment to the UN Global Compact and its principles. Global Sustain is also a member of the UN Global Compact Networks in Greece and Belgium and its Managing Partner is a Member of the Secretariat of the Global Compact Network Hellas.

4. Stakeholder Engagement

For our company, sustainability does not constitute an individual activity. On the contrary, we treat sustainability as an integral and important part of our

business strategy, operations and values. As a result, we try to build an open and honest dialogue with our stakeholders and we are continually trying to advance the information we share with them.

This is why we have developed a Code of Conduct which is communicated to all our employees and clearly states the principles on which our relationship with our stakeholders is based on.

Stakeholder Mapping

Our stakeholders are divided in two categories, primary and secondary stakeholders. Primary stakeholders have direct impact on organisation's activities while secondary stakeholders are involved indirectly in organisation's activities, although they are always informed. The company, chooses to engage with stakeholders that have an impact to its operations.

Primary Stakeholders

	Relation	Communication	Expectations
Employees Regular Contractors Associates Interns	<ul style="list-style-type: none"> • They offer services • They get fair remuneration 	<ul style="list-style-type: none"> • Immediate communication with administration • Regular meetings 	<ul style="list-style-type: none"> • Recognition through evaluation • Hygiene and safety in workplace • Training opportunities • Information regarding business plans
Members Companies NGOs	<ul style="list-style-type: none"> • They choose Global Sustain for effective communication and promotion of sustainability activities and actions • Networking opportunities 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Regular meetings with administration • Interviews and 	<ul style="list-style-type: none"> • Innovative services • Reliability • Flexibility • Value for money • Readiness

	<ul style="list-style-type: none"> • They have access to information and help desk • Training opportunities 	articles <ul style="list-style-type: none"> • Participation in Global Sustain or other events 	
Suppliers Members Partners	<ul style="list-style-type: none"> • They offer services and products • They support Global Sustain actions and events 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Regular meetings with administration • Participation in Global Sustain or other events 	<ul style="list-style-type: none"> • Reliability • Integrity

Secondary Stakeholders

	Relation	Communication	Expectations
Community NGOs Unions Responsible citizens Consumers Social Media users Academia	<ul style="list-style-type: none"> • Global Sustain is a social venture • Collaborates with over 300 NGOs • Finances charitable projects carried out by its NGO members 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Participation in NGOs actions • NGOs Participation in Global Sustain events • Annual NGO funding 	<ul style="list-style-type: none"> • Innovative services • Exposure of charity work • Information regarding social and environmental problems • Support • Networking with companies
Networks National and international networks Chambers	<ul style="list-style-type: none"> • Global Sustain is a UN Global Compact signatory, founding member of the Global Compact Network Hellas and member of UN Global Compact Network Belgium • Is a Data Partner for the Global Reporting Initiative and GRI Organisational Stakeholder (OS) • Collaborates with 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Support and participation in Global Sustain 's events • Global Sustain participation in local and global events 	<ul style="list-style-type: none"> • Credibility • Exposure • Network expansion • Valuable alliances

	other leading organisations		
<u>Market</u> Companies non members NGOs non members Consumers Social Media users	<ul style="list-style-type: none"> • Tracking customers' and potential members' needs • Offering appealing services 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Meetings • Participation in Global Sustain events • Global Sustain participation in events 	<ul style="list-style-type: none"> • Reliability • Innovative services • Flexibility
<u>Media</u> Newspapers (especially business and environmental) TV networks Sites Magazines of special interest Radio	<ul style="list-style-type: none"> • They support Global Sustain actions and events • They communicate its work 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Meetings • Participation in Global Sustain events • Press releases • Media inquiry • Press kit • Articles and interviews 	<ul style="list-style-type: none"> • Continuous information • In to the point interviews and articles • Credibility
<u>Authorities</u> Legislators Regulators Government agencies	<ul style="list-style-type: none"> • They set the operational framework • They receive taxes and social products that ensue from its operation 	<ul style="list-style-type: none"> • Meetings with public agencies • Participation in events of special interest 	<ul style="list-style-type: none"> • Reliability • Integrity • Compliance

Global Sustain systematically conducts surveys focused on our stakeholders' opinions and expectations. The identification and selection of stakeholders is possible through internal meetings. Stakeholder engagement is more than just holding a public hearing or seeking public comment on something new launched. Effective stakeholder

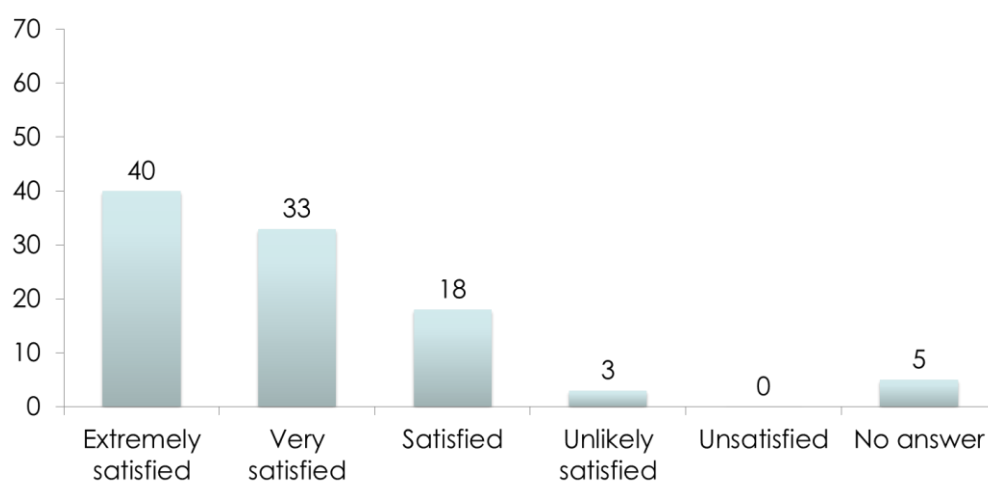
engagement provides a method for identifying public concerns and values, developing consensus among affected parties, and producing efficient and effective solutions through an open, inclusive process.

As far as the profile of our stakeholders is concerned, 57% of them are women, they

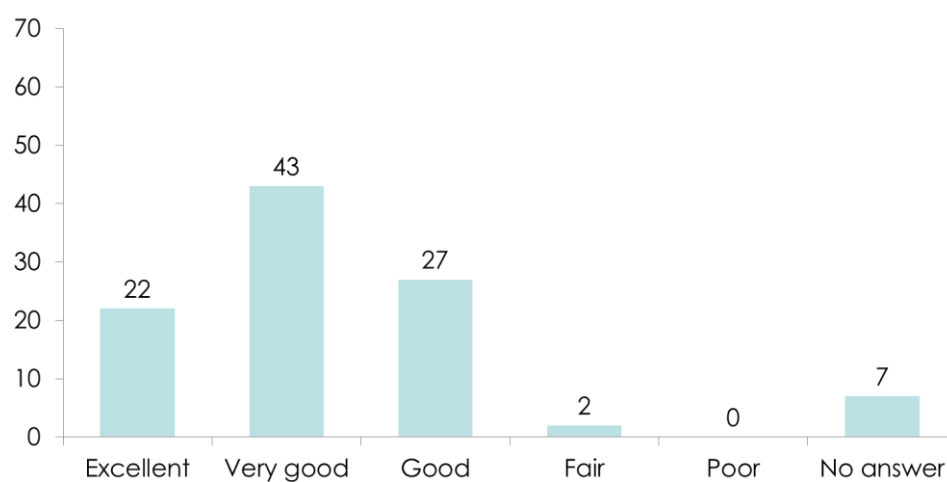
are between 35-54 years old and 58% is of highest education level (master).

Some of the latest survey findings that was conducted by our partner, **Global Link** are:

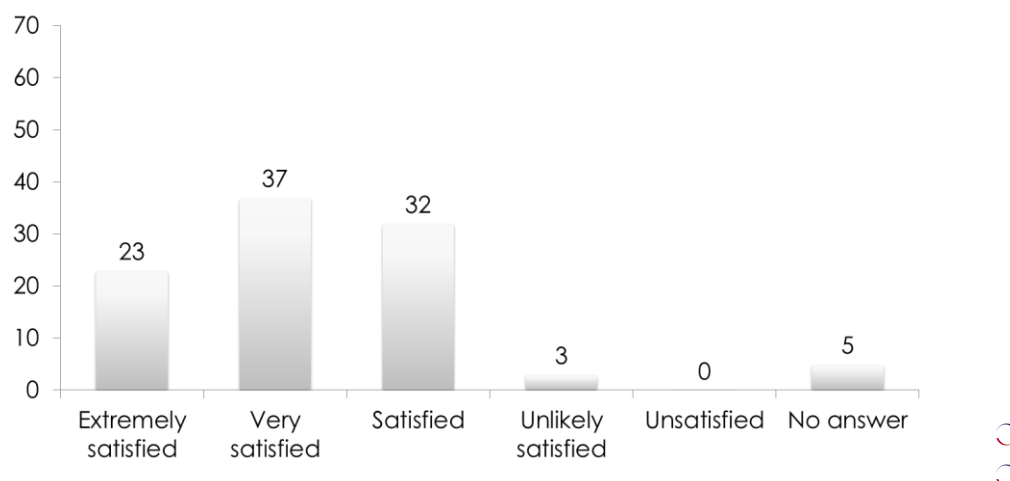
- 91% of respondents deem the communication with company's executives satisfactory.



- 65% of respondents consider that Global Sustain fulfills their expectations at a very high level



- 92% consider that Global Sustain enjoys a good level of credibility and effectiveness.



- Evaluation of Global Sustain partnerships with international institutions and networks, by its stakeholders

	Excellent	Very good	Good	Fair	Indifferent
GRI (Data Partner & Organisational Stakeholder)	27	35	30	2	7
Global Compact (Member)	13	48	20	3	15
CSRwire (Member & Partner)	13	42	32	2	12
Ethical Performance (Partner)	8	47	25	3	17
The Academy of Business in Society (Member)	10	40	32	2	17

The respective Net Promoter Score (NPS) Index has been calculated at **27** and according to this methodology, **42%** of respondents could act as ambassadors of Global Sustain.

5. Memberships / Partnerships

Global Sustain is:

- A Data Partner for the **Global Reporting Initiative** and GRI Organisational Stakeholder (OS).
- A **UN Global Compact** signatory and founding member of the **Global Compact Network Hellas** since 2008 and a member of
- A member of the **American-Hellenic Chamber of Commerce**.

Global Compact Network Belgium.

- A signatory to the the **UN-supported Principles for Responsible Investment**.
- A member of the **Hellenic Network for Corporate Social Responsibility**.
- An affiliate member of **ABIS** - The Academy of Business in Society.
- A member of the **Greek Association of Environmental Protection Companies**.

○ A member and partner of **CSRwire, Inc., U.S.A.**, The Corporate Social Responsibility Newswire and finally,

○ Collaborates with numerous other leading organisations, including **Ethical Performance, Ethical Corporation, U.K.**

E. Marketplace



1. Financial Contribution

At Global Sustain, we use our values to build financial success, environmental excellence, and social responsibility in partnership with all stakeholders, despite the challenging economic environment. Global challenges, such as climate change and financial and social disruptions create both risks and opportunities for the company's business. We develop our business and at the same time offer benefits to our shareholders, employees customers, suppliers, and the

communities in which we operate. In our for the second Sustainability Report, we present financial data to inform our stakeholders about the 2013 fiscal year and the last three years. Global Sustain increased its turnover by 17.09%, from EUR 190,464.17 in 2012, to EUR 223,006.7 in 2013. EBITDA was EUR 45,730.22 in 2013, 82% higher compared to 2012. In the same year, EBIT increased to EUR 45,652.58 and there were no investments and debt.

Financial sustainability	2011	2012	2013
Turnover	187,640.7	190,464.17	223,006.70
EBITDA	54,918.11	25,126.08	45,730.22
EBIT	48,148.68	24,088.88	45,652.58
Investments	6,769.51	1,037.46	77,65
Debt	0	0	0

Our Target for 2014

The 2013 target for turnover was partially met (17% actual vs. 30% projected). Targets for 2014 include turnover to increase by another 30%. We aim to continue improving our financial results, strengthen our capital base and grow our business responsibly by expanding in new global markets and launching new and innovative services.

2. Social Contribution

Global Sustain is committed to acting with integrity and transparency in all tax matters as part of our corporate accountability. We aim to provide transparent and accessible communication and enable others to be familiar with our tax obligations.

We strongly believe that our obligation is to pay the amount of tax legally due and to comply with all applicable rules and

regulations in the markets where we operate.

In 2013, Global Sustain paid EUR 12,494.68 for income taxes, EUR 33,722.00 for Value Added Tax and EUR 2,635.23 for duties, fees and commissions. Social security contributions amounted to EUR 16,519.20. The company also paid EUR 40,106.80 in salaries, compensation and other benefits, for the same fiscal year.

Direct Economic Value Generated	2011	2012	2013
Turnover	187,640.70	190,464.17	223,006.70
Economic Value Distributed	2011	2012	2013
Operating Costs	27,771.82	22,367.46	30,993.75
Income Taxes Paid	5,043.91	2,763.00	12,494.68
Value added Tax	29,417.26	27,869.23	33,722.00
Duties, fees & commissions	2,050.47	3,669.89	2,635.23
Social security contribution	14,721.51	22,026.11	16,519.20
Salaries, compensation and benefits	33,069.56	49,627.34	40,106.80
Direct economic contribution to NGOs (in EUR)	3,500.00	1,000.00	1,500.00
Debt	0	0	0
Economic Value Retained	72,066.17	61,141.14	85,035.04

Our Target for 2014

We will continue to act with integrity and transparency in tax matters according state law, we will continue providing an attractive and remunerating place to work and creating value for as many stakeholders as possible.

3. Responsible Operation

The values and success of Global Sustain are closely tied to the question of whether the environmental, social and corporate governance considerations are integrated into its corporate management and operations. In 2013, we offered innovative on-line and off-line services to 566 members and clients from the corporate, financial, public, third and academic sectors; 60 (2013) of them were corporate members, 33 were “NGO and Society Premium” members and 473 were “NGO Free” members of the Global Sustain Network. Global Sustain policies,

practices, and procedures offer equal employment opportunities to its employees. In 2013, the gender employment ratio was 40% for males and 60% for females and the average age of the company’s personnel was 27 years. In the reference year, Global Sustain received zero administrative or other fines and penalties.

Our Target for 2014

We will continue to offer innovative on-line and off-line services to all our members as well as equal opportunities to all Global Sustain employees.

Responsible Operations	2011	2012	2013
Total number of members	351	365	566
Corporate members	51	46	60
NGO & Society Premium members	40	27	33
NGO Free members	260	292	473
Gender (male vs. female) employment ratio	M: 75% - F: 25%	M: 60% - F: 40%	M: 40% - F: 60%
Average age of personnel (in years)	33	33	27
Total number of employees	4 Full time - 0 Part time Full time: 3M-1 F Part time: 0 Permanent: 4 Temporary: 0	5 Full time - 0 Part time Full time: 3M-2F Part time: 0 Permanent: 5 Temporary: 0	3 Full time - 0 Part time Full time: 1M-2F Part time: 0 Permanent: 3 Temporary: 2
CO ₂ Off-setting	CO ₂ Off-setting started on September 2011	100%	100%
Total number of incidents of discrimination and actions taken	0	0	0
Number of grievances related to human rights filed, addressed and resolved	0	0	0
Number of complaints regarding breaches of customer privacy and losses of customer data	0	0	0
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	0	0	0
Incidents of corruption and actions taken	0	0	0
Number of labour accidents	0	0	0
Lay offs	0	0	0
Hirings	1	0	0
Number of appeals/litigation cases	0	0	0
Administrative and other fines and penalties	0	0	0

4. Giving to and Supporting Charities

In 2013, Global Sustain financed two NGO projects (EUR 1,500). Since its establishment in 2006, the company has been donating part of its profits to a number of not-for-profit projects carried out by Global Sustain NGO members, with the aim of supporting specific social, environmental or other needs in Greece's citizen sector. In the reference year, Global Sustain has participated in tree-planting efforts and gatherings, in close collaboration with local organisations and members. Volunteering work counts for 8

man days, significantly higher than the previous year. Global Sustain volunteering activities included supporting the causes of NGOs through fundraising running races like the Athens Classic Marathon and Susan G. Komen Race for the Cure, engaging in environmental uplifting of parks, addressing MBA students and members' executives about CSR and sustainability issues.

Our Target for 2014

We will stay committed to our annual NGO funding policy and we will increase our volunteering work.

Giving to and supporting Charities	2011	2012	2013
Direct economic contribution to NGOs (EUR)	3,500.00	1,000.00	1,500.00
NGOs beneficiaries	2	2	2
Volunteering work (in days)	2	3	8

5. Responsible Procurement

Global Sustain views its corporate and NGO partners as pro-active ambassadors who are passionate about its mission. We strongly believe in encouraging synergies and facilitating strategic partnerships among Global Sustain members and our key stakeholders. Finally, we continuously encourage our partners to be pro-active corporate and individual citizens.. Moreover, in the event of a new collaboration and membership we sign detailed contracts according to state law that safeguard our clients and suppliers, as well as Global Sustain.

Our Target for 2014

Global Sustain will ask all its suppliers to provide the firm with details as to which products and / or services are sourced from countries, manufacturers and/or suppliers that have a weak or dubious human rights record. Based on the data gathered, Global Sustain will examine the possibility of making any changes in the way it sources products and services from its suppliers, hoping to make its own suppliers more aware of this important matter. Furthermore, Global Sustain will encourage its suppliers to become signatories to the United Nations Global Compact thus contributing to a more responsible supply chain.

6. Public Awareness

Last year, Global Sustain invested in marketing and advertising and encouraged strategic partnerships with media and advertising companies. Collaborations with publishing groups and advertising agencies contributed to the creation of a more structured image of Global Sustain and the raise of awareness within the business community, as well as the media.

For 2013, Global Sustain issued press releases regarding its own initiatives (the Sustainability Forum, the Yearbook) and actions (NGO funding) and the company's ambassadors wrote articles for daily press and specialised magazines. Moreover, through daily postings and its bilingual newsletter, it raised awareness on its members' sustainability efforts. The company acted as a communication sponsor (16 local and 16 international conferences) and organised (5 local and 1



international) conferences with special focus on sustainability.

More specifically, Global Sustain:

- ✓ Participated in the GRI Global Conference on Sustainability and Reporting in Amsterdam, on May 22-24, 2013.
- ✓ Presented the Yearbook 2012/13 – Innovation for Excellence at the European Parliament in Brussels, on June 26, 2013.
- ✓ Participated as an official partner in the European Commission's Campaign *"A world you like. With a climate you like"*.



The voting for the annual funding of NGO programs was held through Global Sustain official page in Facebook (www.facebook.com/GlobalSustain), with 5,929 confirmed votes. During 2013, there were no incidents of non-compliance with regulations and voluntary codes

concerning marketing communications, advertising, promotion and sponsorship.

Our Target for 2014

We will continue our efforts to raise awareness regarding Global Sustain mission and the value of sustainability, mostly by creating synergies with high-profile international organisations, launching new services and enhancing our presence in the media.

7. Client Service Satisfaction

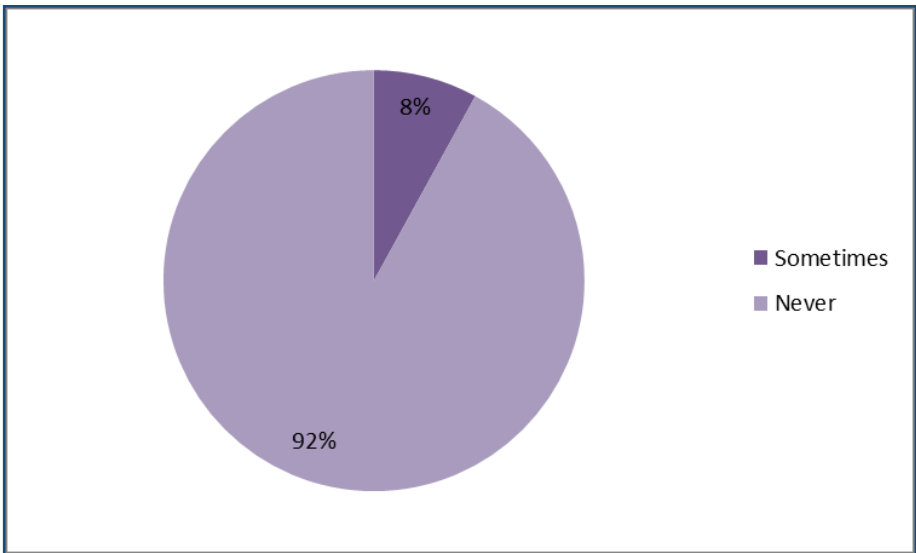
At Global Sustain, we strongly believe that our members are the best ambassadors of our work and mission. For this reason, we daily try to keep them satisfied and offer them high quality services. Among the procedures we have put in place in order to meet the needs of our customers is the installation and use of an Enterprise Resource Planning (ERP) software. The system helps Global Sustain to manage business processes, improve its corporate resource and asset utilisation for greater customer satisfaction.

Once per year, we issue a detailed membership evaluation report for every Corporate and NGO / Society Premium member regarding our actions and services that we offered during the year, so in this way we can monitor our professional efficiency.

Moreover, we pursue regular in vivo meetings with our members in a more customised way in order to build strong relationships of mutual respect.

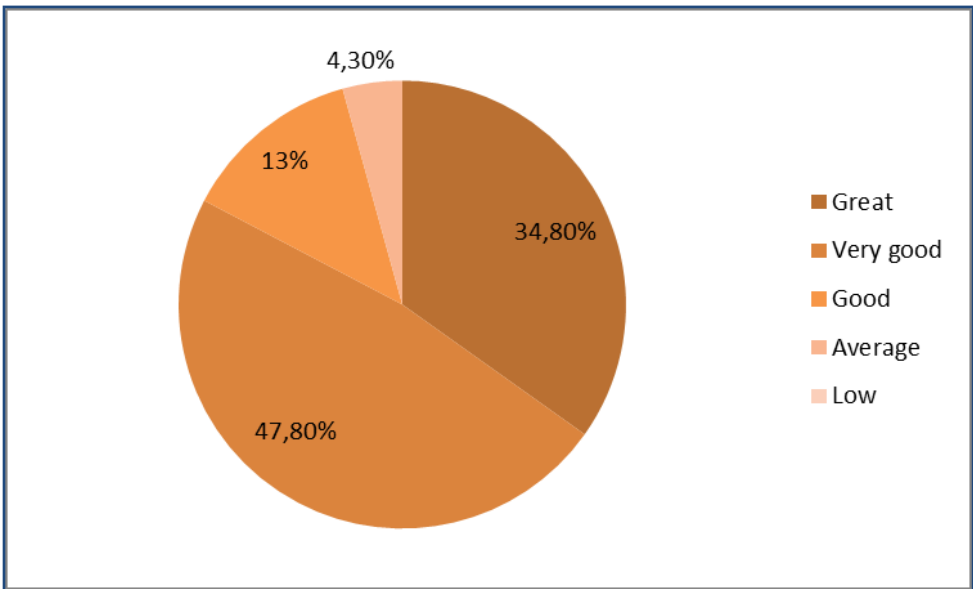
According to the latest stakeholder survey conducted by our partner, **Global Link** for Global Sustain:

1. 92% of respondents never face problems with Global Sustain.



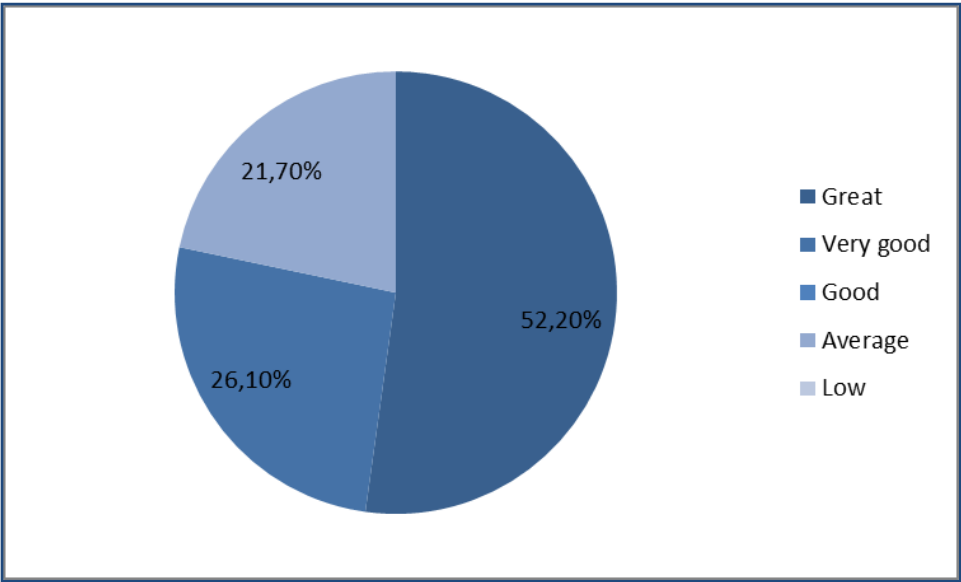
2. Expectations

82.6% of Global Sustains members, consider that the company meets their expectations.



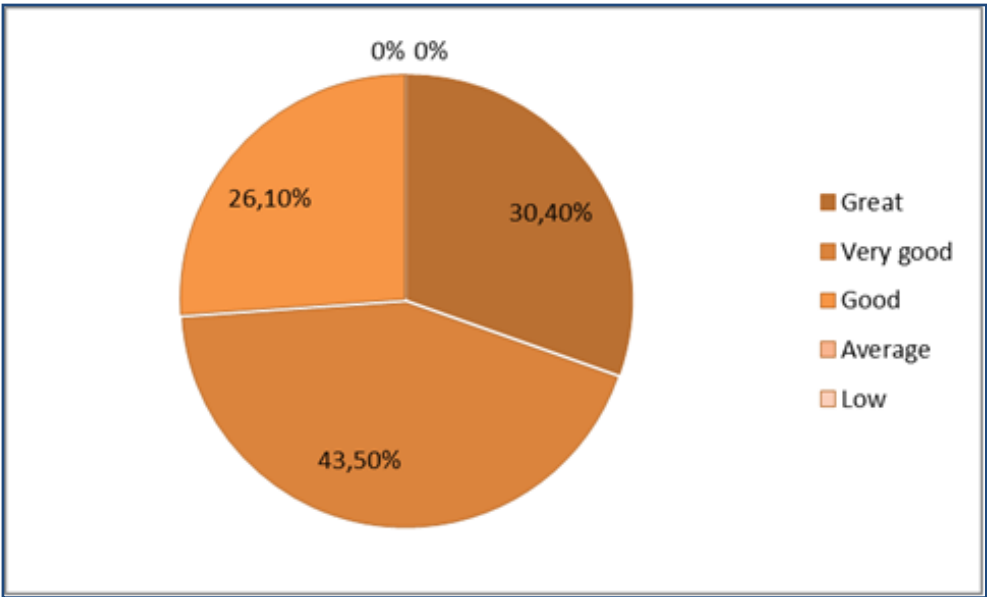
3. Communication with the company

78.3% of Global Sustain members are quite satisfied as far as the communication with the company is concerned.



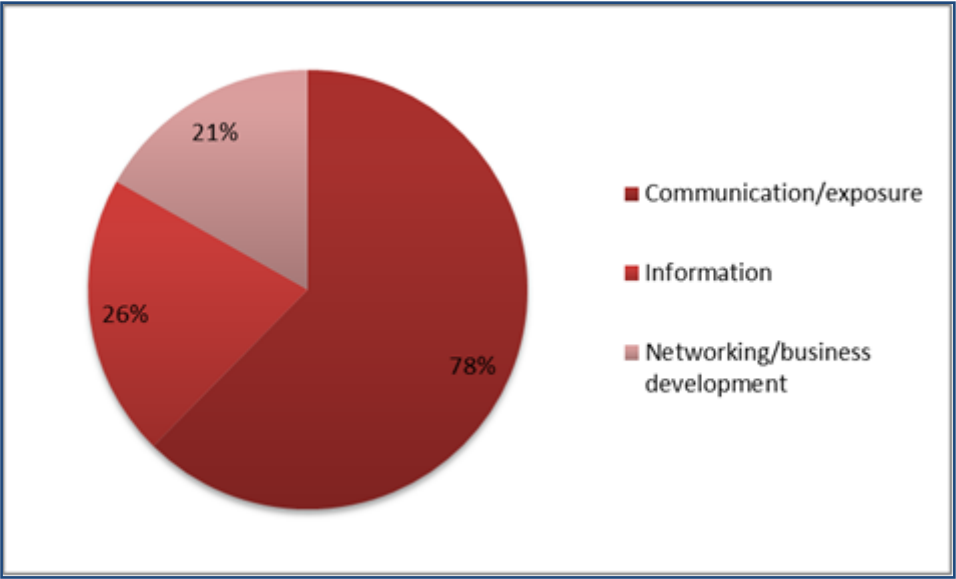
4. Credibility and Effectiveness

74% of Global Sustains members consider that Global Sustain enjoys a very good level of credibility and effectiveness.



5. Benefits

78% of Global Sustain members consider that communication and exposure are the greatest benefits that they enjoy while being members of the company.



6. Overall service satisfaction

The provision of information, the Sustainability Forum, the communication services and the Yearbook are the services that are the most satisfactory according to those who use them.

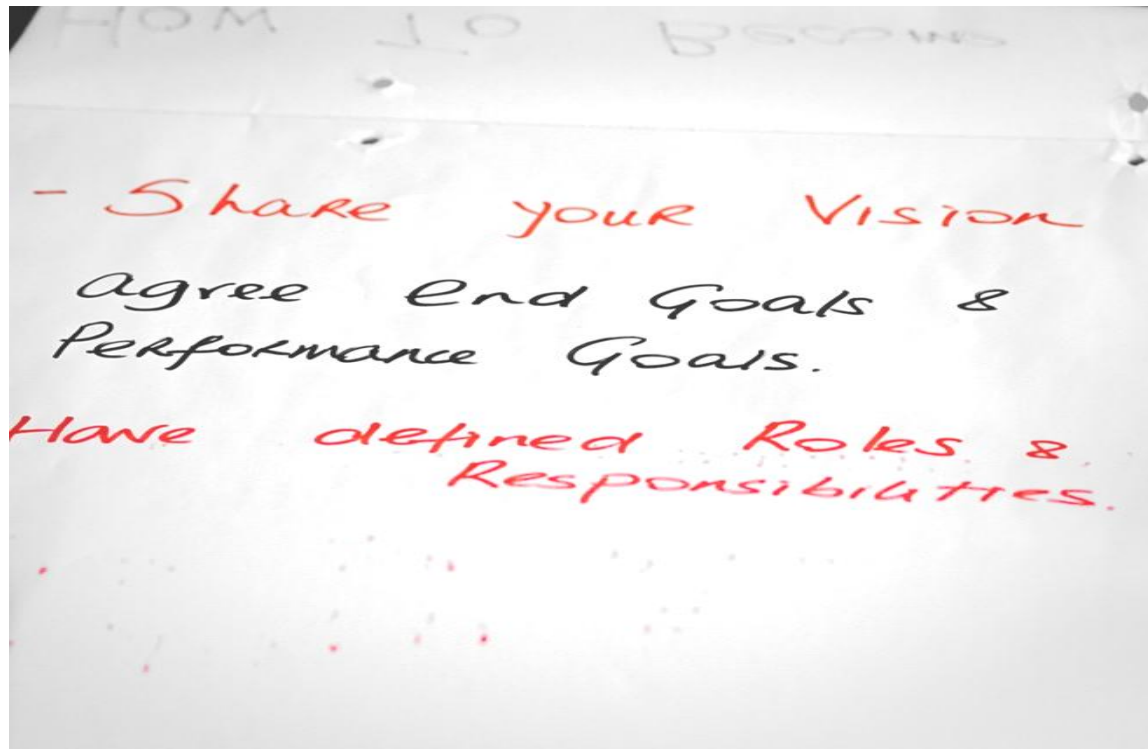
	Very Satisfied & Satisfied
Information-help desk	78%
Sustainability Forum	76%
Communication Services (websites, newsletter, conferences, and social media)	73%
Yearbook	71%
Advisory	62%
Networking	60%
Members-to-Members	52%

Our Target for 2014

We will grow our members' base as well as the portfolio of our services through regular surveys and personal meetings;

Global Sustain will continue to cover all sustainability needs for its members and clients. In 2014 we will also try to create more opportunities for networking and members-to-members engagements.

F. Human Resources



Human resources constitute the most dynamic element for Global Sustain growth, and this is why the firm systematically invests in finding, selecting, evaluating, retaining and developing its human capital.

Global Sustain policies, practices, and procedures offer equal employment opportunities to all of its employees. In 2013, the gender employment ratio was 40% for males and 60% for females and the average age of company's personnel was 27 years. In 2013, Global Sustain had no administrative or other fines and penalties for illegal employment or breaches against the employment regulatory framework.

Global Sustain aims at ensuring that its human resources department functions in conformity with the values and principles of the Code of Conduct, so that all staff actions are in line with the relevant principles of corporate conduct:

- Legality
- The customer comes first
- Quality of staff
- Respect for the environment

1. Workforce

A key pillar of our company's operations is the awareness that all employees must be treated with respect and a constructive staff relationship must be maintained.

Worth mentioning is the fact that despite the challenging economic environment and in times where other companies minimise costs and their workforce, Global Sustain retained its workforce in 2013.

Our Target for 2014

Keep existing personnel and recruit new, so as to secure the smooth operation and growth of the company and the provision of new innovative services to our members and clients.

2. Fair Employment

Our company respects the internationally recognised principles for human rights and fair employment as defined within the UN International Declaration of Human Rights and within the ten Principles of the UN Global Compact. Global Sustain reiterates its commitment to the effective abolition of child labour.

The firm neither employs any children nor is involved in child labour, and is aware – to the best of its knowledge – of countries, regions, sectors and economic activities where there is a greater likelihood of child labour. Global Sustain adheres to the minimum age provisions of local national labour laws and regulations, while the company fully recognises that child labour deprives children of their childhood in order to assist in the effective abolition of child labour. Global Sustain is highly conscious of its procurement decisions and where the products it purchases or services it uses are produced or delivered.

Global Sustain also reiterates its commitment to the elimination of – and the fact that the company has not been involved in – any forms of forced and/or compulsory labour since the firm's establishment.

Global Sustain has ensured that all its ambassadors have a full understanding of what forced labour is. It should be noted that the firm does not rely on labour

providers, such as recruitment agencies and executive search firms, for recruitment, and therefore the need to ensure that no forced labour is supplied has not arisen to date.

Finally, part of the firm's values (and therefore corporate DNA) is not to use, be complicit in, or benefit from forced labour.

Finally, Global Sustain respects that its ambassadors may freely and voluntarily establish and join organisations of their own choice for upholding the freedom of association and the effective recognition of the right to collective bargaining.

It should be noted that none of Global Sustain ambassadors is currently a member of any trade union.

Our Target for 2014

We will keep promoting respect, well-being and work-life balance and we will keep fostering diversity in order to preserve our attractiveness as an employer and to encourage new talent to surface.

3. Health and Safety

Having as a priority to have a safe workplace for our employees, we focus on ensuring suitable work conditions and follow health and safety rules so as to avoid potential occupational hazards and protect our employees. The health and safety of our employees constitute a first priority duty for management and we always try to fully respect the requirements laid down by legislation. Global Sustain has in place a comprehensive occupational safety and health policy known and efficiently communicated to all staff and associates

so that each and everyone can contribute to the preservation and improvement of health and safety conditions at work.

Our Target for 2014

Focusing firmly on creating a culture of Health and Safety at work, we aim at conducting a daily training program on Health and Safety issues, promoting in this way the importance of health and safety in the workplace.

4. Employee Development

i. Training

Global Sustain considers professional skills, expertise and continuing staff training as a key factor for growth, and for sustaining its competitive advantage. Within the frame of our employees' development we have designed and implemented an extensive training program, addressing issues related to CSR, sustainability, corporate governance, business ethics, energy efficiency, etc. Indicatively, our employees participated in more than 30 events, conferences and training workshops during the last year.

Also, our employees had the opportunity to attend the Sustainability Forum 2013 (a full day event) organised by Global Sustain, where internationally-acclaimed speakers and experts shared their hands-on expertise and experience through parallel, expert workshops that focused on: GRI-G4 Reporting Guidelines, Assurance, CSR & Sustainability, Doing more with Less and Doing More with Teams, Certifications in Sustainability, Regulating Sustainability, Carbon Markets, Sustainability & Leadership and Business and Academia for Sustainability, etc.

ii. Appraisal system

Our appraisal development system is crucial for the development of our employees. Through this system, we identify strengths and improvements areas, while we always record actions that can facilitate employees' professional advancement. Additionally, our employees' performance is rewarded every 3 months, as the appraisal system is linked to the bonus scheme.

Our Target for 2014

Training and the continuous education of the employees is a source of employee satisfaction while in the meantime; it helps the company retain its competitive edge. That's why we will continue enhancing our staff's employability through training and by improving mobility and flexibility.

5. Internal communication

Regular internal communication aims to keep staff informed about developments

in the company and to gather staff opinions and concerns regarding every day issues. It also aims to enhance corporate culture and the implementation of strategy, the work climate and the overall performance of the company. For this reason, we have established a dialogue with our employees in a systematic way, via internal communication processes and collective actions, such as:

- Weekly internal meetings
- Active participation in voluntary activities
- Conducting an employee satisfaction survey

Our Target for 2014

We will keep promoting change while maintaining effective dialogue with our employees, via internal meetings and participation in social and voluntary activities.

G. Society



1. Social services

Our values define who we are and guide the way we think, act and do business. At Global Sustain, we:

- Believe that making the world a better place starts -- first and foremost -- from ourselves, our ambassadors and our stakeholders, and we are therefore active citizens in our personal and professional lives. We encourage our members to not just be good, but also be proactive corporate and individual citizens;
- Strongly believe that corporate responsibility, responsible investing and the green economy should be the central focus of all companies and investors, regardless of their size, the industry sector or the location in which they operate; and this is what we communicate through our websites, yearbooks and events we participate in;
- Are dedicated to becoming a 100% climate neutral and zero-waste company and respect the natural environment in which we do business. This commitment refers to both our operations (e.g., office, logistics, stationary, staff movements) and products/services (e.g., Web portals, exhibitions, events, Yearbooks). In view of this commitment, Global Sustain neutralised its portal and received the CO₂ Neutral Seal, a certification providing an integrated GHG Management approach. Then the Yearbooks, the Sustainability Forum, and our

office followed and from now on, we operate as a 100% climate neutral and zero-waste company.

Our Target for 2014

We will continue to contribute to the local economy through our capacity to create value, business and jobs, for example by using local suppliers. We will also encourage our employees to participate in development projects by providing human, logistical and financial support.

2. Giving back to society

Since its establishment in 2006, Global Sustain has been committed to contributing to the community at large. Therefore, every year it supports a variety of social and environmental projects.

At the end of each fiscal year, Global Sustain donates an important percentage of its pre-tax profits to one or two non-profit projects carried out by Non-Governmental Organisations, with the aim of helping fund specific social, environmental or other needs in the citizen sector.

This policy is part of the company's values and has been clearly stated in Global Sustain founding charter and is particularly important in view of today's major social, environmental, governance and other pressing challenges.



Funding beneficiaries since 2006**Funding in 2013**

1. Project: "Education & Treatment through Computer Systems"
NGO: ELEPAP-Rehabilitation for The Disabled
2. Project: "Social Support in elderly years"
NGO: Psychogeriatric Association 'Nestor'

Funding in 2010

1. Project: "Psychosocial support of cancer patients and their environment"
NGO: Society of volunteers against cancer –AgaliaZO
2. Project: "AROGI guest house for orphaned and poor children with special needs in Menidi, Athens"
NGO: AROGI - Charity union for social care issues

Funding in 2012

1. Project: "We join forces for 60 children in danger. United we will make it!"
NGO: The Smile of the Child
2. Project: "Sheltered housing"
NGO: Association of Parents & Guardians People with Special Needs in the prefecture of Fthiotida

Funding in 2009

1. Project: "Acquirement of new apartments so as to expand its activities"
NGO: Floga - Greek Parents Association of Children with Cancer
2. Project: "Elderly adoption program"
NGO: Lifeline Hellas - Non-profit, charitable organisation for Telecare and Help at Home
3. Project: "The extraverbal communication of children with cerebral palsy"
NGO: The Hadzipaterion Rehabilitation Centre for Children with Cerebral Palsy (R.C.C.P.) program of the Social Work Foundation (S.W.F.)

Funding in 2011

1. Project: "Family strengthening and counseling centre of Athens"
NGO: SOS Children's Villages Greece
2. Project: "Action for psychosocial support for people with mental health problems due to the effects of the crisis"
NGO: S.O.P.S.I. Patras - Association for the Mental Health of Patras

Funding in 2008

1. Project: “Revealing the unknown world of Monk in Cyclades”
NGO: Mom/Hellenink Society for the Study and Protection of the Monk Seal
2. Project: “Operation of playground in the refugees’ reception center”
NGO: Social Solidarity

Funding in 2007

1. Project: “Funding of two polyclinics, one based in central Athens and the other, in Thessaloniki” NGO: Médecins du Monde-Greece
2. Project: “The Aegean Seed Bank”
NGO: Archipelagos, Institute of Marine Conservation

Funding in 2006

At the end of 2006, Global Sustain sponsored “The Smile of the Child”, a voluntary children’s association committed to putting a smile on the face of each abused, lost, abducted, abandoned or troubled child in Greece.

Our Target for 2014

Global Sustain acknowledges the importance of annual funding to specific non-profit projects submitted by NGO members and aims to continue it.

3. Volunteering

Since its establishment, Global Sustain and its ambassadors pro-actively support and often participate in local and national events and campaigns that focus on raising awareness on a number of pressing and important issues related to CSR, philanthropy, climate change, environmental protection, sustainability, the citizen sector, etc.

Global Sustain participated in the “**Let’s Do it Greece**” project by doing some voluntary work, planting trees at the center of Athens. This educational and well-publicised tree-planting activity - often attended by children with their parents, scouts, voluntary groups, local NGOs, Mayors, journalists and local residents- have been also published on the Global Sustain portal.

During 2013, Global Sustain ambassadors participated in the 31st Athens Classic Marathon and in the Half Marathon (as members of the **WIND Running Team**)

supporting NGOs. With their participation contributed to WIND's initiative for social solidarity in order to support ELEPAP, for children with disabilities and FLOGA, for children with neoplastic disease.

Furthermore, Global Sustain has participated in the Susan G. Komen "Race for the Cure" event supporting ALMA ZOIS, which is a non-profit, voluntary citizens' group that supports women with breast cancer, in **Citibank** Dinners Club event supporting WWF and in the CSR Day Awareness for **AIR FRANCE KLM**. Also, Michael Spanos, Managing Partner of Global Sustain, participated in

the European CSR Awards, as a member of the Jury Committee for SMEs in Greece.

At **ALBA Graduate Business School** CSR event, Michael Spanos, gave a presentation entitled "Sustainability in Times of Crisis".



Our Target for 2014

We aim to create an annual employee volunteer program so as to motivate our employees to choose the preferred program utilising their own skills.

H. Environment



1. Strategy and Management

As a responsible corporate entity, Global Sustain is committed to protecting the environment in compliance with the environmental laws and the practices of the communities where it operates.

i. Environmental Policy

Our commitment is summarised in the following principles:

- application of good environmental practices;
- consideration of the environmental impact within the processes of development and engineering of our products and services;
- prevention of pollution by responsible management of materials, reduction of emissions and waste and efficient use of energy and natural resources;
- promotion of the idea of environmental responsibility among our employees; they are trained in managing their environmental responsibilities, dealing with day-to-day actions to help in preserving a healthy environment and reacting to environmental emergencies;
- monitoring of our environmental performance and setting measurable objectives and targets for achieving sustainable improvement;
- communicating with our employees and local

- communities regarding our environmental commitment and performance; and
- regular audits of our procedures to ensure conformance to our policy.

While pursuing our activities, we endeavour to minimise any adverse impact on air, water and land by means of pollution prevention and energy and water conservation. By doing so, we achieve cost savings, an increased operational efficiency, improved quality of services and ultimately, a safe environment for the community as a whole and a healthy workplace for our employees.

2. Measures and Initiatives for Reducing our Environmental Impact

i. Raw Materials and Waste Management

As a service company, Global Sustain does not engage in any physical production process and thus doesn't produce significant waste.

Our Target for 2014

We are supporting comprehensive recycling programs for our office, to reduce waste at least by 10%, in 2014.

In 2013, Global Sustain increased the percentage of reusable "waste" produced by its headquarters. Our focus is to reduce 5% the energy intensity in our office that is utilised through our work and to reduce the resources we use to mitigate the environmental impact of our services. In 2013, we calculated our product carbon footprint for the second time.

3. Measuring and Reporting our Environmental Impact

i. Recycling

In the following year, our target is to lower printing paper consumption. We reduced the number of pages printed per employee. To achieve this result, we used double-sided printing. Furthermore, we educated and encouraged our employees to reduce paper use and increase paper recycling. We started setting goals and tracking the use of recycled materials that we use, such as printing paper. Our main objective is to reduce the amount of paper consumption overall within the company by continuing to review our use of paper for marketing material, and other supplies.

In 2013, Global Sustain used 100% recycled content paper; we have the same target for 2014. In the same year, we used **FSC** certified paper for the production of the “Yearbook 2012/13” that means the printing process and paper used for producing this publication conforms to FSC® standards. FSC® develops the policy and standards to support responsible forest management world-wide. These include guidelines for certification, accreditation, trademark use and governance, among other activities related to the FSC® system.

Our Target for 2014

In 2014, Global Sustain will use 100% recycled paper and all our printed products will conform to FSC® standards.

ii. Greenhouse Gases and other Gases Emissions

We follow a two-sided approach to reduce our GHG emissions. On the one

hand, we set new technologies and processes in place that help reduce our carbon footprint. On the other hand, we conduct awareness campaigns to educate and encourage our employees to protect natural resources by lowering the use of paper and energy.

As part of its values, Global Sustain is a 100% climate neutral and zero-waste company. This vision refers to both its operations (e.g. office, logistics, staff movements) and its products / services (e.g. Web portals, exhibitions, events, the Yearbooks). In view of this commitment, Global Sustain has neutralised its popular portal at <http://www.globalsustain.org> and its offices. The company measured, managed and offset 32 tons of CO₂ for 2013, operating as a 100% carbon neutral company and received the CO₂ NeutralSeal, a certification providing an integrated GHG Management approach.

By implementing this integrated approach, the CO₂ Neutral Seal certifies that the appropriate accounting procedure was used and ensures accuracy, consistency and transparency in the offset procedure. Global Sustain portal <http://www.globalsustain.org> is the first of its kind in Greece to be certified as being a “Carbon Neutral Web site”. This innovative solution not only helps certify the climate neutrality of Global Sustain portal, but is also a step forward for our social venture towards becoming a climate neutral and zero-waste company.

Our Target for 2014

In 2014, Global Sustain aims to reduce its GHG emissions by 5%.

CO₂ Neutral Seal

The CO₂ Neutral Seal is an innovative range of fully-transparent, high-quality and reliable carbon management services,



for GHG emissions created from corporate or private IT usage, events and business operations.

The certificates that are

being issued are generated based on holistic approaches, while the offsetting process is supported by the utilisation of renewable energy projects from which the offsetting is done, along with proof of the retirement that can be traced and verified.

Based on advanced open-source tracking and calculation methodology, the carbon footprint of the Web portal has been measured by Global Sustain corporate member **Green Evolution S.A.** More specifically, through traffic data from Google Analytics and advanced calculations, Green Evolution has measured the carbon footprint of the computers visiting the portal, the servers hosting the portal, and the networks that connect. At the end of each month, CO₂ Neutral Seal automatically neutralises the carbon emissions with high-quality carbon credits. These emissions are continuously being fully offset through high-quality carbon credits generated by “Capacity Upgrade of Gunung Salak Geothermal Power Plant Project”, in Indonesia.

The impact achieved by this solution includes:

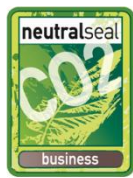
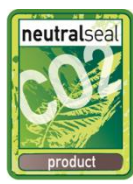
- Reducing GHG emissions / global warming mitigation.
- Increasing awareness among portal visitors on climate neutrality and offset schemes to become carbon neutral.
- By increasing the power plant installed capacity, the project will utilise additional geothermal energy sources for generating electricity. The electricity generated will be exported to the JAMALI grid, displacing electricity from primarily fossil-fuel based power plants that supply the grid.
- Generating a cost-effective tool for achieving Global Sustain climate, environmental and energy efficiency targets.

iii. Energy and Water Consumption

In 2013, Global Sustain consumed about 5,814 kWh in indirect energy. Furthermore, we estimate that we used approximately 28 m3 of water in 2013. As a service company, our operations are not water-intensive. Due to the limited impact, we do not measure water discharge at this stage.

Our Target for 2014

While our operations are not energy and water intensive, we will continue to use electricity and water efficiently.



iv. Transportation

The key sources of our environmental impact through transportation are employee commuting and business trips. Logistics, such as mail and software downloads, only have a minor impact.

Our Target for 2014

Our efforts to reduce indirect energy consumption will focus on business-related travel and employee commuting.

v. Biodiversity

Global Sustain does not have any buildings in protected areas or areas of high biodiversity value outside protected area. Nevertheless, we organise activities to protect biodiversity through our stakeholders. We support various

community groups and environmental organisations to preserve, restore, and enhance existing habitats. Global Sustain has actively been engaged in encouraging an interactive dialogue among key stakeholders on important issues such as biodiversity, energy security, climate change, Carbon Capture and Storage (CCS), environmental protection and our energy future between now and the year 2050.

vi. Design and Development of Services that contribute to Climate Change Mitigation

Our environmental policy represents our Management's commitment to operate with respect to the environment and the social partners. Company policy seeks to achieve much more than an Environmental Management System has to offer.

It seeks to promote environmental awareness and responsibility, both among our top management as well as among all employees, without exception, and it demands that they comply with current legislation, and, to where possible, to go one step further.

United Nations Global Compact Table The Ten Principles of the United Nations Global Compact and how they relate to Global Sustain's communication on progress

Human rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Commitment: Report section: F2

Principle 2: Businesses should ensure that they are not complicit in human rights abuses

Commitment: Report section: F2, E3

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Commitment: Report section: F2

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour

Commitment: Report section: F

Principle 5: Businesses should uphold the effective abolition of child labour

Commitment: Report section: F2, E3

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

Commitment: Report section: F, E3

Environment

Principle 7: Businesses are asked to support a precautionary approach to environmental challenges

Commitment: Report section: H

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility

Commitment: Report section: H

Principle 9: Businesses should encourage the development and diffusion of environmentally-friendly technologies

Commitment: Report section: H

Anticorruption

Principle 10: Business should work against corruption in all its forms, including extortion and bribery

Commitment: Report section: E3, E5

G3.1 Content Index - GRI Application Level C

G3.1 Content Index - GRI Application Level C					
	Application Level C	GRI-checked	Assured by		
STANDARD DISCLOSURES PART I: Profile Disclosures					
REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION					
1. Strategy and Analysis					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the	Fully	A		

	organization.				
2. Organisational Profile					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
2.1	Name of the organization.	Fully	C1		
2.2	Primary brands, products, and/or services.	Fully	C2		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	C (The company maintains offices in U.K. and Belgium)		
2.4	Location of organization's headquarters.	Fully	C1		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	B1, C1		
2.6	Nature of ownership and legal form.	Fully	C		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	C2		
2.8	Scale of the reporting organization.	Fully	C2, E2,E3, E6		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	A		
2.10	Awards received in the reporting period.	Fully	The company received zero awards		
3. Report Parameters					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for	Fully	B1		

	information provided.				
3.2	Date of most recent previous report (if any).	Fully	B1		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	B1		
3.4	Contact point for questions regarding the report or its contents.	Fully	B4		
3.5	Process for defining report content.	Fully	B2		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	B1		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	This report addresses the full range of material economic, environmental, and social impacts of the organisation in Greece. As far as data from offices in other countries are concerned, they will be included in the next report.		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Not		Does not exist	There are no joint ventures, subsidiaries, leased facilities, outsourced operations or other entities for the specific reporting period
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Not		Does not exist	There are not any re-statements
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied	Not		Does not exist	There are not any significant changes from previous reporting periods

	in the report.				
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	p. 51		
4. Governance, Commitments, and Engagement					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	D3, there are no other committees and the company can not disclose information regarding specific percentages within the Partners Assembly		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	The Chair of the Partners Assembly is also the Managing Partner		
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Not		Does not exist	There are no independent and/or non-executive members in the highest governance body
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	F5		
4.14	List of stakeholder groups engaged by the organization.	Fully	D4		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	D4		
STANDARD DISCLOSURES PART III: Performance Indicators					
REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL SOCIAL)					

Economic			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Economic performance			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	E1, E2
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	A, E1
EC3	Coverage of the organization's defined benefit plan obligations.	Not	Not applicable
EC4	Significant financial assistance received from government.	Not	Not applicable
Market presence			
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	Not applicable
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	Not applicable
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not	Not applicable
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	Not applicable
EC9	Understanding and describing significant indirect economic	Not	Not applicable

	impacts, including the extent of impacts.		
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Materials			
EN1	Materials used by weight or volume.	Not	Not reported
EN2	Percentage of materials used that are recycled input materials.	Fully	H3i
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	There was zero consumption of diesel or other direct energy
EN4	Indirect energy consumption by primary source.	Partially	H3iii
EN5	Energy saved due to conservation and efficiency improvements.	Fully	There were zero improvements
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	There were zero initiatives and zero reductions as a result of these initiatives
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	There were zero initiatives to reduce indirect energy consumption
Water			
EN8	Total water withdrawal by source.	Partially	H3iii
EN9	Water sources significantly affected by withdrawal of water.	Fully	There were zero water sources affected by withdrawal of water
EN10	Percentage and total volume of water recycled and reused.	Fully	The company didn't recycle or reuse water
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside	Fully	The Company does not have any buildings in protected areas or areas of high biodiversity value outside protected area. Nevertheless, we set in place activities to protect biodiversity at our premises.

	protected areas.		
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	The Company does not have any buildings in protected areas or areas of high biodiversity value outside protected area. Nevertheless, we set in place activities to protect biodiversity at our premises.
EN13	Habitats protected or restored.	Partially	H3v
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Partially	H3v
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	There were zero species affected
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	H3ii
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	Not applicable
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	H3ii
EN19	Emissions of ozone-depleting substances by weight.	Fully	There are zero ozone-depleting substances
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	Due to the nature of our business as a service company, NOx, SOx, and other significant air emissions are not material .
EN21	Total water discharge by quality and destination.	Not	As a service company, our operations are not water-intensive. Water discharges stem primarily from operating our office building. Due to the limited impact, we do not measure water discharge at this stage.
EN22	Total weight of waste by type and disposal method.	Partially	H2i
EN23	Total number and volume of significant spills.	Fully	There were zero spills

EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Fully	There was zero transported hazardous waste
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Fully	There were no discharges of water and runoff
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Partially	H2i
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	There were zero products sold and packaging materials reclaimed by category
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	There are no significant fines or non-monetary sanctions levied against Global Sustain.
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	The key sources of our environmental impact through transportation are employee commuting and business trips. Logistics, such as mail and software downloads, only have a minor impact.
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	Not applicable
Social: Labor Practices and Decent Work			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			

LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	E3
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	Zero hires took place in Greece.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	There were zero benefits provided
LA15	Return to work and retention rates after parental leave, by gender.	Not	Not applicable
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	100%
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Notice period: 3 months. It is not specified in collective agreements
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	There are not health and safety committees
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	Lost work days for workforce were 15 although there weren't any injuries, occupational diseases, and work related fatalities
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not	Not applicable
LA9	Health and safety topics covered in formal agreements with trade	Not	Not applicable

	unions.		
Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category.	Partially	F4i (There is no available data for training hours, as well as for the gender and employee category)
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Partially	F4
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Not	Not applicable
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Not	Not applicable
Equal remuneration for women and men			
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not	Not applicable
Social: Human Rights			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	Not applicable
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights	Not	Not applicable

	screening, and actions taken.		
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Not	Not applicable
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Fully	There zero incidents of discrimination
Freedom of association and collective bargaining			
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not	Not applicable
Child labor			
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Not	Not applicable
Forced and compulsory labor			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Not	Not applicable
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	There is not security personnel
Indigenous rights			

HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	There were zero violations involving rights of indigenous people
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Fully	There were zero operations that have been subject to human rights reviews and/or impact assessments
Remediation			
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	There were zero grievances related to human rights field
Social: Society			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Local communities			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	G2
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	Company operation does not affect negatively local communities.
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	Company operation does not affect negatively local communities.
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	D3 (100%)
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	100%
SO4	Actions taken in response to incidents of corruption.	Fully	There were zero incidents of corruption

Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Company is a GRI Organizational Stakeholder and data partner participating in public policy development also through its representative office in Brussels with the European Commission agencies. Also a signatory to the UN-supported Principles for Responsible Investment and Global Compact
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	There were zero financial and in-kind contributions to political parties, politicians, and related institutions
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	E3
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	E3
Social: Product Responsibility			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	Services provided by Global Sustain have zero impact on health and safety
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	Services provided by Global Sustain are not subject to regulations and voluntary codes concerning health and safety
Product and service labelling			
PR3	Type of product and service information required by	Fully	Services provided by Global Sustain are not subject

	procedures, and percentage of significant products and services subject to such information requirements.		to such information requirements
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	Services provided by Global Sustain are not subject to regulations and voluntary codes concerning product and service information and labelling
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	E7
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Services provided by Global Sustain are not subject to standards and voluntary codes related to marketing communications, advertising, promotion and sponsorship
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	Services provided by Global Sustain are not subject to regulations and voluntary codes concerning marketing communications, advertising, promotion and sponsorship and there were zero incidents
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	There were zero complaints
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	E3

ASSURANCE STATEMENT





TÜV AUSTRIA HELLAS
Independent Assurance Statement
For GLOBAL SUSTAIN Sustainability Report 2013

Information on the Assurance Statement

The Assurance Provider TÜV AUSTRIA HELLAS ('the Provider') has been engaged to provide external assurance on the disclosures published in the Sustainability Report of the year 2013 ('the Report') of Global Sustain L.P. ('the Company'). The Company is exclusively responsible for the data and information within the Report. The assurance process was conducted by the Provider in terms of sample-based audits of data and information as well as audits of data collection systems and procedures.

The Provider has never offered any consulting services to the Company.

Scope of Assurance

The Provider undertook the following tasks during November 2014:

1. Review of the Report's content against the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines G3.1 and confirmation of the application level (GRI Application Level Check).
2. Verification of all quantitative and qualitative information in the Report.
3. Visit in the Company's Office premises in Athens on the 27 of November 2014, for the implementation of verification and sampling inspections of files in order to evaluate:
 - the reliability and accuracy of performance indicators of the Sustainability Report
 - the processes for generating, gathering and managing information included in the Report.

Conclusions

During the assurance engagement, it was confirmed that the data and information are accurate and reliable. The accuracy of the disclosed statements and assertions was found to be within acceptable limits. The Company provided a comprehensive and proper presentation of performance on the basis of reasonably documented information as well as that there is an effective data gathering, management and reporting system in place for issues which pertain to sustainable development.

The Provider concurs that the criteria for GRI Application Level 'C+' of GRI-G3.1 framework have been met.



Opportunities for Improvement

Based on the observations and concluding remarks derived from the assurance engagement, the Provider's recommendations for the improvement of the Company's future Sustainability Reports are as follows:

- ☛ Provision of information for additional GRI G3.1 indicators in order to accomplish Level B of GRI G3.1 framework or Core option of GRI-G4 framework.
- ☛ Documentation of the procedure concerning the identification and evaluation of key sustainability issues.
- ☛ Documentation of the procedure concerning the identification and selection of related third parties.

On behalf of TÜV AUSTRIA HELLAS,
Athens, the 3rd of December 2014

Sifakis Nikolaos
Lead Auditor

Kallias Yiannis
General Manager



TÜV AUSTRIA HELLAS
ATHENS: 429, Mesogeion Ave., Agia Paraskevi
Branch Offices in Greece: THESSALONIKI - CRETE - MYTILENE



Statement GRI Application Level Check

GRI hereby states that **Global Sustain** has presented its report "Sustainability Report 2013" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level C+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 10 December 2014

A handwritten signature in dark ink, appearing to read "Ásthildur Hjaltadóttir".

Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative






The "+" has been added to this Application Level because Global Sustain has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 23 October 2014. GRI explicitly excludes the statement being applied to any later changes to such material.

Global Sustain has covered all necessary disclosures required for level C+ of GRI-G3.1 Guidelines

Application Level					
Report Application Level		C	C+ B	B+ A	A+
Standard Disclosures	PROFILE DISCLOSURES 	Report on: 1.1 2.1-2.10 3.1-3.8, 3.10-3.12 4.1-4.4, 4.14-4.15	Report on criteria listed for Level C plus: 1.2 3.9, 3.13 4.5-4.13, 4.16-4.17	Same as requirement for Level B	
	DISCLOSURES ON MANAGEMENT APPROACH 	Not Required	Management Approach Disclosures for each Indicator Category	Management Approach disclosed for each Indicator Category	
	PERFORMANCE INDICATORS & SECTOR SUPPLEMENT 	Report fully on a minimum of any 10 Performance Indicators, including at least one from each of: social, economic, and environment.	Report fully on a minimum of any 20 Performance Indicators, at least one from each of: economic, environment, human rights, labor, society, product responsibility.	Respond on each core and Sector Supplement* indicator with due regard to the materiality Principle by either: a) reporting on the indicator or b) explaining the reason for its omission.	
			Report Externally Assured	Report Externally Assured	Report Externally Assured
			✓		

Abbreviations

CCS	Carbon Capture and Storage
CO2	Carbon Dioxide
COP	Communication on Progress
CSR	Corporate Social Responsibility
EBITDA	Earnings Before Interest, Taxes, Depreciation and Amortisation
FSC	Forest Stewardship Council
GCLN	Global Compact Local Network
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
NGO	Non-governmental Organisation
SMEs	Small and Medium-sized Enterprises
SRI	Sustainable & Responsible Investing
UN	United Nations

Feedback Form

We would be grateful if you could help us improve our Sustainability Report by completing the form below:

Which stakeholder group do you belong to (check all that apply)?

- Employee ☐
- Member ☐
- Supplier ☐
- Community ☐
- Academia ☐
- Network ☐
- Media ☐

Rate our Sustainability Report:

Does the report meet your information requirements?	Poor	Average	Good	Excellent
Is the report open and transparent?	Poor	Average	Good	Excellent
Do you find the report easy to understand?	Poor	Average	Good	Excellent
Does the report have useful information?	Poor	Average	Good	Excellent
How would you rate the “Strategy & Management” section?	Poor	Average	Good	Excellent
How would you rate the “Marketplace” section?	Poor	Average	Good	Excellent
How would you rate the “Human Resources” section?	Poor	Average	Good	Excellent
How would you rate the “Society” section?	Poor	Average	Good	Excellent
How would you rate the “Environment” section?	Poor	Average	Good	Excellent

How much do you agree with the following statements?

Rate the statements with 1-5. *(1) Completely disagree and (5) Completely agree*

- There is balance between the different sections 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
- The content is complete and clear 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
- There is a full coverage of fundamental issues of firm’s operation 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

- The graphs and stats are depicted in a comprehensible way 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
- The structure is functional and makes reading easier 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
- The overall look of the report (text and illustration) is pleasant 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
- I prefer the printed version of the report 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
- I prefer the on-line version of the report 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
- I found it a worth reading the report and I would recommend it 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Please specify any issues not being included (or partially referred) in the present report that you would like to see featured in our next Sustainability Report.

After reading our Sustainability Report, has your opinion about Global Sustain and its operations changed?

Positively ☐ Not at all ☐ Negatively ☐

Are there any comments or suggestions that you would like to make on the report?

***Thank you for your co-operation.
We appreciate your feedback.***

Please return this form by post to:

Global Sustain

**2, K. Palama Street & 161, Vouliagmenis
Avenue, GR-172 37, Dafni, Athens, Greece**

**Attn: Mrs. Ilektra Liberopoulou, Marketing &
Communications Manager**

Or send via e-mail to: info@globalsustain.org
or Fax to: (+30) 210 927 1119

Personal Details

Full Name: _____

Company/Organisation: _____

Tel.: _____

E-mail address: _____

All the compiled data will be used only for the improvement of our Sustainability Report and current initiatives. All personal data will be protected as defined by law.