

Sustainability Report

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A. Message from the Managing Partner

I am pleased to share Global Sustain's "2012 Sustainability Report", our very first report in our company's history after our Communication on Progress that was published last year. The COP represented the company's inaugural public communication to stakeholders on the progress made after implementing the Ten Principles of the UN Global Compact and in support of the broad UN development goals through partnerships.

Global Sustain has been a founding member of the Global Compact Network Hellas, Greece's Global Compact Local Network (GCLN), since May 2008. Having signed on to the Global Compact, a few months before this GCLN was officially launched. Global Sustain is committed to implementing the Ten Principles in our strategies and operations.

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. Although the size of our firm, in terms of revenues, and number of full-time staff is still relatively small, our approach to sustainability reporting is not an 'add-on', but an integral and important part of our business strategy, our operations and values.

Preparing and writing this report helps us both recognise progress and realise how much important work there still is to do. We are aware of the fact that this first attempt is just one step of a long journey, and there is much work ahead, but we are committed to this path, and look forward to improving ourselves and our company. Through integrating sustainability into our strategic planning we address social, economic and environmental issues in our long-term operations and we undertake responsible initiatives on:



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

Despite the challenging economic environment our turnover increased slightly year-on-year, while our EBITDA was almost half compared to 2011, mainly because of investments in personnel. It is worth mentioning that the company is debt free since its establishment with no third-party funding or other subsidy whatsoever.

In 2012, 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, managed to establish our presence in social media and facilitated more than one hundred networking opportunities among our members.

In 2013 we aim higher since this year is a turning point for the company that officially changed its name from EuroCharity to Global Sustain. The world is changing rapidly and we have to adapt in order to face the new challenges. Sustainability is what the world needs and it is highly linked with the People-Planet-Profit mentality that we endorse. Our new corporate identity reflects all that, signifying dynamism, evolution and the promise for a better future.

We view ourselves as sustainability ambassadors world-wide and we want Global Sustain to become the leader in our field, offering innovative tools to our rapidly-growing family of members, clients and partners. Through becoming an innovator and a catalyst for change, we strive to be a role model for new-generation, high-impact and social entrepreneurs.

Michael Spanos
Managing Partner of Global Sustain

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. COP represented the company's inaugural public communication to stakeholders on the progress made in implementing the Ten Principles of the UN Global Compact and in supporting the broad UN development goals through our partnerships.

This Sustainability Report represents the management practices and the results of our actions for the financial year during January 1, 2012 - December 31, 2012 and we employ the Global Reporting Initiative (GRI) international guidelines to ensure that our results are reported objectively and transparently. The content of this year's report has been rated at GRI application level C+.

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." This Report describes Global Sustain's activities in relation to its services offered in Greece and it does not include information on its newly opened office in Brussels in October 2012.

2. Development

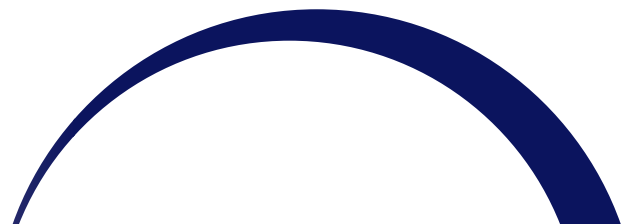
Since this is the first Report published, a special Sustainability Team was formed by Global Sustain's executives so that all the reporting requirements are met. What is more, a special sustainability training programme was implemented to help employees deal with all the data and information presented in this Report that stem from its activities.

3. Restrictions

As there is no data from other, previous reports, there is no reference to targets or achievements made during the reference year.

4. Give us your Feedback

Global Sustain's 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 have aimed at ease of reading in the 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:

Ms. Regina Sotra

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GR-172 37 Dafni, Athens, Greece
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E-mail: regina.sotra@globalsustain.org

C. Introduction



1. Company Profile

Global Sustain 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 365* 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.

Finally, 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 2012 amounted to EUR 190,464.17 (USD 247,603).

**Including Corporate, NGO & Society Premium, NGO Free members.*

i. Global Sustain at a glance

- Established in 2006 with offices in Athens and in Brussels and a rapidly-expanding family of members, clients, partners and ambassadors.
- The 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 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.
- 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 five Yearbooks to date.

Memberships / Partnerships



The Academy of
Business in Society



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’s mission;
- strongly believe in encouraging synergies and facilitating strategic partnerships among Global Sustain’s 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 in Greece and, increasingly, from across Europe and worldwide.

Advisory

Global Sustain supports companies and organisations in formulating their sustainability strategy, designing sustainability policies and programmes, 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 programmes.

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 thousands "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.

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.

Corporate Members

Alfa-Beta Vassilopoulos S.A. (Delhaize Group)
Alpha Bank S.A.
APSON - Corporate Social Responsibility
Asset Ogilvy Public Relations
Athenian Brewery S.A.
Athens Water Supply and Sewerage Company S.A. (EYDAP)
Attica Bank S.A.
Attiki Odos S.A.
Bondex Couriers
Boussias Communications Ltd.
Cartridge World Greece S.A.
Citibank International plc
Coca-Cola Hellas S.A. (The Coca-Cola Company)
COSMOTE Mobile Telecommunications S.A.
CSRwire, LLC
Deloitte
PUBLIC GAS CORPORATION S.A. (DEPA)
DigiMagix
DIRECTION PUBLICATIONS S.A.
Dixons South-East Europe S.A.
Ernst & Young (Hellas)
European Reliance General Insurance Company S.A.
GENESIS Pharma S.A.
Green Evolution S.A.
Greenmind Advertising
Hellenic Electricity Distribution Network Operator S.A (HEDNO)
HELLENIC PETROLEUM S.A.
Hellenic Telecommunications Organization S.A. (OTE)
HYGEIA Group
ICAP Group S.A.
Impressme Creative Communication
INTERAMERICAN Group (Part of ACHMEA)
Halyps Building Materials S.A. (Italcementi Group)
JT International Hellas S.A.
KERDOS PUBLISHING S.A.
KLM Royal Dutch Airlines
Konstantakatos S.A.
KPMG
Limnos Organic Wines - Savvoglou - Tsvolas
Microsoft Hellas S.A.
MSCOMM S.A.
MYTILINEOS Holdings S.A.

Piraeus Bank S.A.
PressiousArvanitidis
PROFILGROUP - BIRBOUTSOUKIS & CO
Public Power Corporation S.A. (PPC)
S&B Industrial Minerals S.A.
SCA HYGIENE PRODUCTS S.A.
Schneider Electric A.E.B.E.
SIEMENS S.A. ELECTROTECHNICAL PROJECTS & PRODUCTS
Think Plus G.P.
TRIM S.A.
Tritoxo Project Management
TÜV AUSTRIA HELLAS
TÜV HELLAS (TÜV NORD) S.A.
Valuation & Research Specialists (VRS)
Vodafone-Panafon Hellenic Telecommunications Company S.A.
WIND Hellas Telecommunications S.A.

NGO Premium Members

'Athina'
BioRegional Development Group
CEO Clubs Greece
Children's Home Foundation
European Sustainability Academy (ΕΣΑ)
Future Leaders
Greek Horse Protection Association
Industry Disruptors - Game Changers
Hellenic Passive House Institute (HE.P.H.IN.)
Hellenic Society for Disabled Children (ELEPAP)
Hellenic Society for the Protection of Nature
K.E.E.P.E.A. 'Orizontes'
KETHEA 'SCHEMA + CHROMA'
Life Line Hellas
Lighthouse for the Blind of Greece
Médecins du Monde - Greek Delegation
Municipal Waste Europe A.I.S.B.L.
Pediatric Trauma Care (PTC)
Psychogeriatric Association 'Nestor'
R.S.I. Panos Mylonas - Road Safety Institute
Social Cooperative Activities for Minority Groups 'EDRA'
Stichting Global Reporting Initiative (GRI)
The Smile of the Child
'To Ergastiri'
Together for Children

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 programmes 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)

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, 14 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.

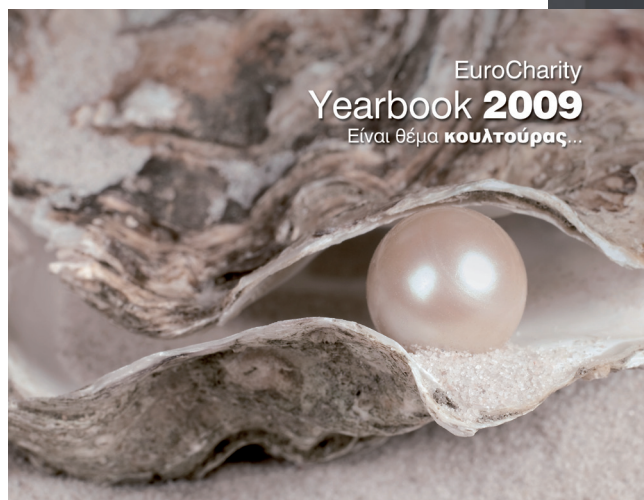
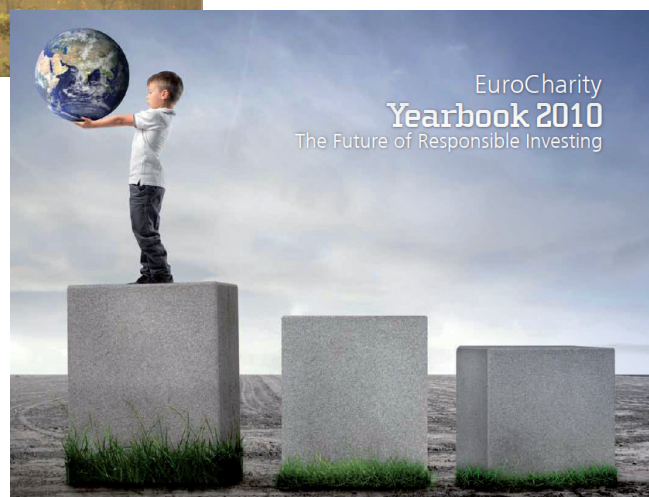
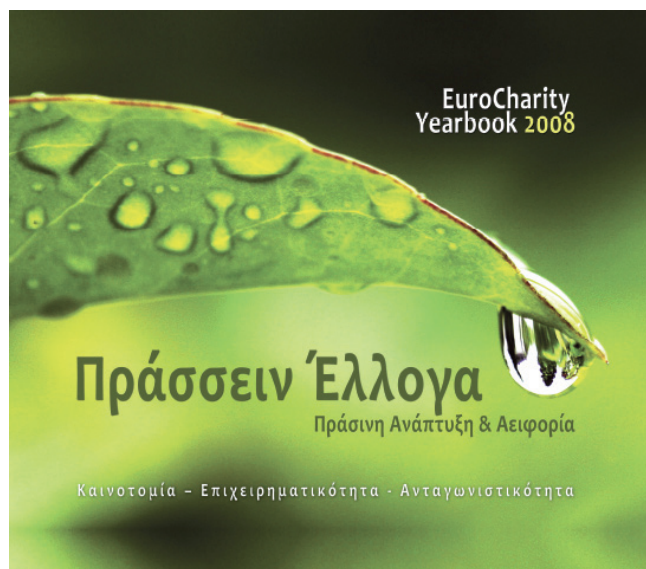
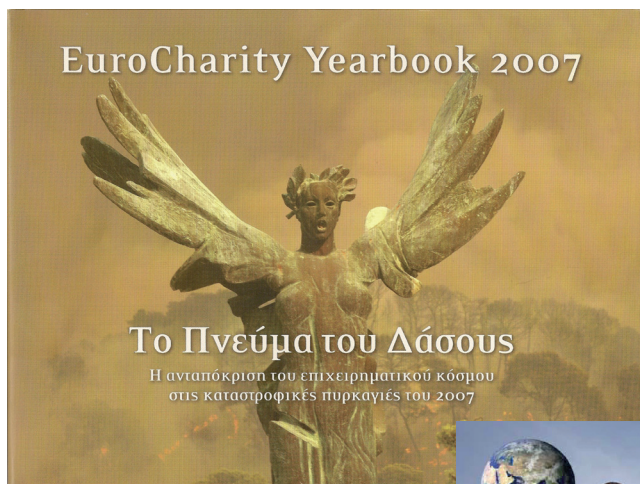
Yearbook

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.







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's 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
- becoming 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 (e.g. 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 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 survey conducted.

These are:

- Marketplace
- Human Resources
- Society
- Environment

3. Corporate Governance and Compliance

At Global Sustain, we recognise the importance of good corporate governance. Sound corporate governance and transparency practices are fundamental to achieving our mission of delivering innovative sustainability solutions to our members, clients and stakeholders.

Global Sustain has four business units, reflecting major areas of responsibility: Business Development, Stakeholders Relationship, Marketing and Communications and Information Technology.

In addition, the Executive Office includes two other units providing specialised services: our Legal Department and Financial Department. The Legal Department is accountable to the Managing Partner for the provision of legal advice and the Financial Department is accountable to the Managing Partner for financial and accounting, human resources and administrative matters.

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, members, suppliers, customers, banks, regulators, public authorities, 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.

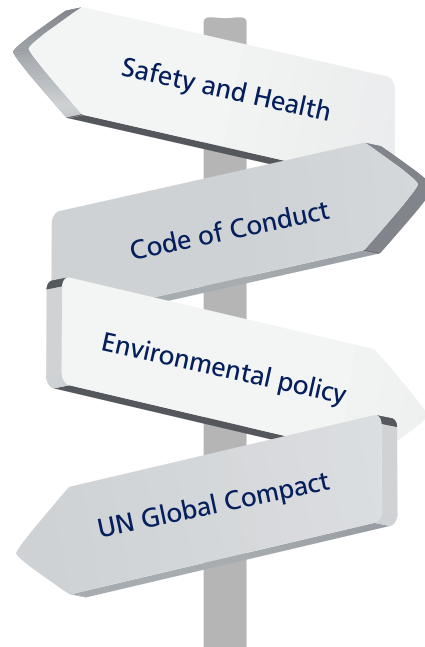
This applies equally to transparency in reporting and meeting the expectations of stakeholders - regardless of whether this relates to accounting procedures, our product and services standards, ethics in all our dealings with members, clients, co-workers and the public, or behaving in a safe and environmentally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





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's 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

Primary Stakeholders

	Relation	Communication	Expectations
<u>Employees</u> 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
<u>Members</u> Companies NGOs	<ul style="list-style-type: none"> • They choose Global Sustain for effective communication and promotion of sustainability activities and actions • Networking opportunities • They have access to information and help desk • Training opportunities 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Regular meetings with administration • Interviews and articles • Participation in Global Sustain's or other events 	<ul style="list-style-type: none"> • Innovative services • Reliability • Flexibility • Value for money • Readiness
<u>Suppliers</u> Members Partners	<ul style="list-style-type: none"> • They offer services and products • They support Global Sustain's actions and events 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Regular meetings with administration • Participation in Global Sustain's 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's 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 Local and international networks Chambers	<ul style="list-style-type: none"> Global Sustain is a Global Compact signatory, founding member of the Global Compact Network Hellas and member of the Global Compact Network Belgium Is a Data Partner for the Global Reporting Initiative and GRI Organisational Stakeholder (OS) Collaborates with other leading organisations 	<ul style="list-style-type: none"> Websites Fortnightly newsletter Support and participation in Global Sustain's events Global Sustain's participation in local and global events 	<ul style="list-style-type: none"> Credibility Exposure Network expansion Valuable alliances
Market 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's events Global Sustain's participation in events 	<ul style="list-style-type: none"> Reliability Innovative services Flexibility
Media Newspapers (especially business and environmental) TV networks Sites Magazines of special interest Radio	<ul style="list-style-type: none"> They support Global Sustain's actions and events They communicate its work 	<ul style="list-style-type: none"> Websites Fortnightly newsletter Meetings Participation in Global Sustain's 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
Authorities 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 entities 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. 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.

Some of the latest survey findings:

- 65.22% of respondents deem the communication with company's executives excellent.
- 56.52% of respondents consider that Global Sustain fulfill their expectations at the highest possible level.
- 86.96% consider that Global Sustain enjoys a good level of credibility and effectiveness.
- 43.48% of respondents claim that the company/organisation they work for is highly committed to sustainability.

5. Memberships / Partnerships

Global Sustain is:

- An UN Global Compact signatory and founding member of the Global Compact Network Hellas since 2008 and a member of Global Compact Network Belgium
- A member of the Hellenic Network for Corporate Social Responsibility.
- A member of the American-Hellenic Chamber of Commerce.
- 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.
- A Data Partner for the Global Reporting Initiative and GRI Organisational Stakeholder (OS).
- An affiliate member of ABIS - Academy of Business in Society, 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.

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 first Sustainability Report, we present financial data to inform our stakeholders and those interested about the 2012 and 2011 fiscal years.

Global Sustain increased its turnover by 1.50%, from EUR 187,640.70 in 2011, to EUR 190,464.17 in 2012. EBITDA was EUR 25.126,08 in 2012, 45.7% lower compared to 2011, mainly due to the increased social contributions charges for our personnel. In the same year, EBIT decreased to EUR 24.088,88 and the total amount invested by Global Sustain was EUR 1,037.46, hence there is zero debt.

Financial sustainability*	2012	2011
Turnover	190,464.17	187,640.70
EBITDA	25.126,08	54.918,11
EBIT	24.088,88	48,148.68
Investments	1,037.46	6,769.51
Debt	0,00	0,00

**All numbers in EUR*

Our Target for 2013

We aim to continue improving our financial results and grow our business responsibly by increasing corporate sales at least by 30%, and raise EBITDA to 20% by expanding in 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 Greek market where we operate.

In 2012, our company paid EUR 2,763.00 for income taxes, EUR 27,869.23 for Value Added Tax and EUR 3,669.89 for duties, fees and commissions. Social security contributions amounted to EUR 22,026.11, 49.62% higher compared to 2011.

A critical component of Global Sustain's vision is to be a rewarding place to work and develop for its employees. Due to this philosophy, the company paid EUR 49,627,34 in salaries, compensation and other benefits, in 2012, that is 50% higher compared to 2011.

Our Target for 2013

We will continue to act with integrity and transparency in tax matters according state law and we will continue providing an attractive and remunerating place to work.

Direct Economic Value Generated*	2012	2011
Turnover	190,464.17	187,640.70
Economic Value Distributed	2012	2011
Operating Costs	22.367,46	27.771,82
Income Taxes Paid	2.763,00	5.043,91
Value added Tax	27.869,23	29.417,26
Duties, fees & commissions	3.669,89	2.050,47
Social security contribution	22.026,11	14.721,51
Salaries, compensation and benefits	49.627,34	33.069,56
Direct economic contribution to NGOs	1.000,00	3.500,00
Debt	0,00	0,00
Economic Value Retained	61.141,14	72.066,17

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 2012, we offered innovative on-line and off-line services to 365 members and clients from the corporate, financial, public, third and academic sectors; 46 of them were corporate members, 27 were "NGO and Society Premium" members and 292 were "NGO Free" members of Global Sustain's Network.

Global Sustain's policies, practices, and procedures offer equal employment opportunities to its employees. In 2012, the gender employment ratio was 60% for males and 40% for females and the average age of the company's personnel was 33 years. In the reference year, Global Sustain received zero administrative or other fines and penalties.

*Including Corporate, NGO & Society Premium, NGO Free members.

**Office operation.

Our Target for 2013

We will continue to offer innovative on-line and off-line services to all our members as well as equal opportunities to our employees. Moreover we will put in place a special mechanism in order to manage possible member complaints.

*All numbers in EUR

Responsible Operation	2012	2011
Total number of members*	365	351
Corporate members	46	51
NGO & Society Premium members	27	40
NGO Free members	292	260
Gender (male vs. female) employment ratio	M: 60% - F: 40%	M: 75% - F: 25%
Average age of personnel (in years)	33	33
Total number of employees	5 Full time - 0 Part time Full time: 3 M - 2 F & Part time: 0 Permanent: 5 Temporary: 0	4 Full time - 0 Part time Full time: 3 M - 1 F & Part time: 0 Permanent: 4 Temporary: 0
CO2 Off-setting**	100%	CO2 Off-setting started on September 2011
Total number of incidents of discrimination and actions taken	0	0
Number of grievances related to human rights filed, addressed and resolved	0	0
Number of complaints regarding breaches of customer privacy and losses of customer data	0	0
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	0	0
Incidents of corruption and actions taken	0	0
Number of labour accidents	0	0
Lay offs	0	0
Hirings	0	0
Number of appeals/litigation cases	0	0
Administrative and other fines and penalties	0	0

4. Giving to and Supporting Charities

In 2012, Global Sustain financed two NGO projects. 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's NGO members, with the aim of supporting specific social, environmental or other needs in Greece's citizen sector.

Global Sustain stays committed to its annual NGO project funding policy and according to the latest stakeholder survey findings 43.48% of respondents do not wish any change of this programme.

In the reference year, Global Sustain has participated in tree-planting efforts and gatherings, in close collaboration with local organisations. Volunteering work counts for 3 man days, slightly higher than the previous year.

Our Target for 2013

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

Giving to and Supporting Charities	2012	2011
Direct economic contribution to NGOs (in EUR)	1,000.00	3,500.00
NGOs Beneficiaries	2	2
Volunteering work (in working days)	3	2

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's 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 2013

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 paved

the way for a more structured image of Global Sustain and awareness within the business community, as well as the media regarding its mission.

For 2012, Global Sustain issued press releases regarding its own green initiatives (CO₂ neutralisation of the two portals, the offices and 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 (20 local and 13 international) and organised (3 local and 1 international) conferences with special focus on sustainability and shared important information with its network through its service "Conference Report Feedback".

For the first time, voting for the annual funding of NGO programmes was held through Global Sustain's official page in Facebook (www.facebook.com/GlobalSustainGR), with 7,347 votes.

During 2012, there were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications, advertising, promotion and sponsorship.

Our Target for 2013

We will continue our efforts to raise awareness regarding Global Sustain's 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.



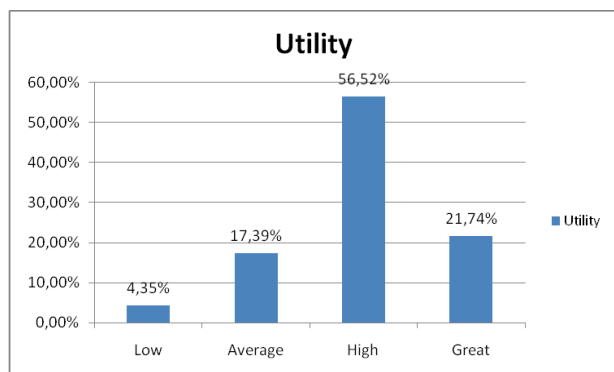
7. Client Service Satisfaction

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 the 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.

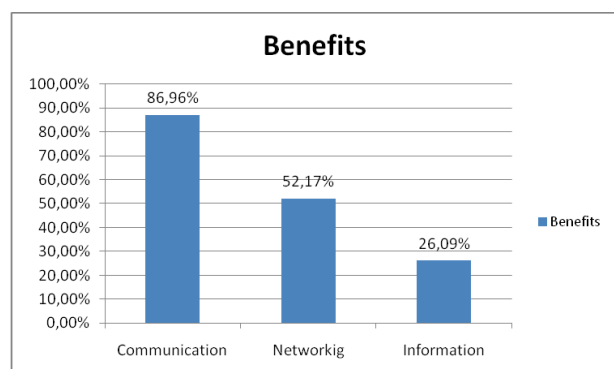
Once per year, we issue a detailed evaluation report for every Corporate and NGO / Society Premium member regarding our actions and services that we offered during the year, so in this way we can monitor our professional efficiency.

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 latest stakeholder survey conducted by Global Sustain:

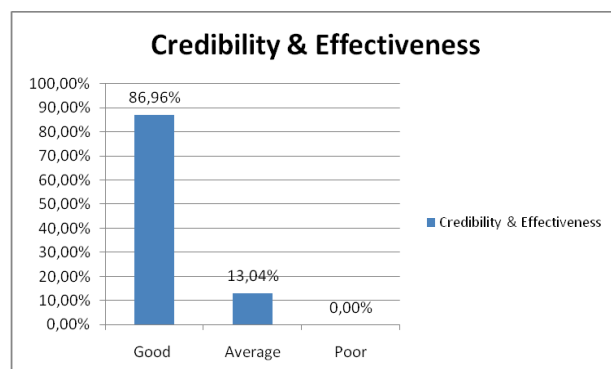


56.52% of respondents think that the company has high utility, while 21.74% think that Global Sustain's utility is great.



86.96% of respondents believe that communication services are the most important benefit they enjoy while being members of the network.

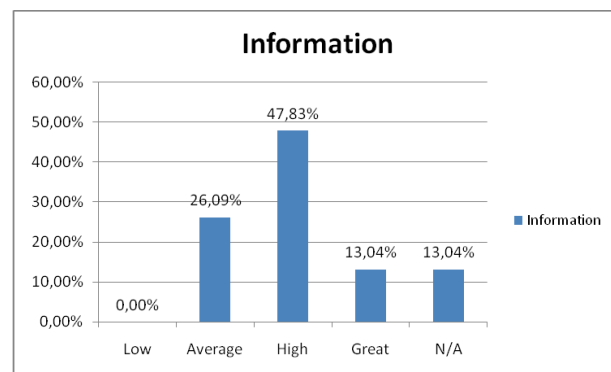
Note: Multiple answers were given by participants.



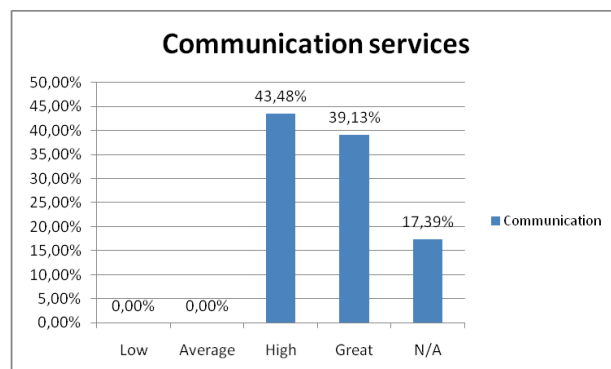
86.96% consider that Global Sustain enjoys a good level of credibility and effectiveness.



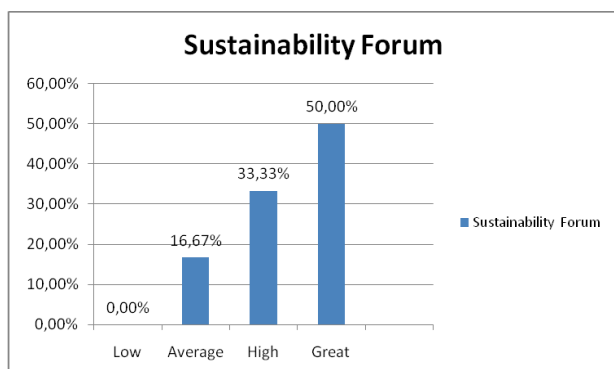
Satisfaction regarding:



60.87%* of respondents are quite satisfied as regards the company's role as an information provider on CSR and sustainability issues.

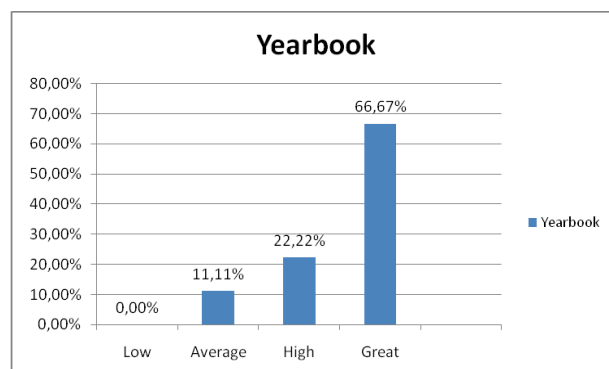


82.61%* are satisfied with Global Sustain's communication services (websites, newsletter, conferences, and social media).



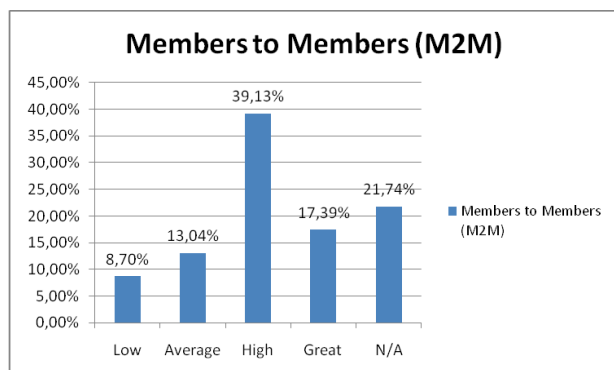
83.33%* of respondents express satisfaction with regard to the Sustainability Forum, the training and networking event that Global Sustain launched in 2012.

Note: Only the answers of those concerned were taken into account.

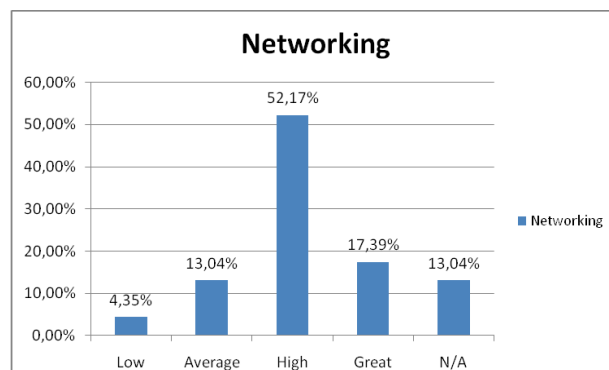


Regarding its international publication, the Yearbook, **88.89%*** of the respondents seem to be quite satisfied.

Note: Only the answers of those who are familiar with the publication, were taken into account.



56.52%* of respondents are quite satisfied with networking opportunities that M2M services offer via the website and via the regular meetings.



69.56%* of respondents are satisfied with the Global Sustain's networking services that bring together all members and encourage the creation of synergies. We note that during the past year, Global Sustain received zero complaints regarding breaches of customer privacy and losses of customer data.

* These percentages are referred to total answers given and rated as high and great.

Our Target for 2013

We will grow our members' base as well as the portfolio of our services through regular surveys and personal meetings; Global Sustain will be a 360° partner for sustainability that covers all needs for its members and clients.

F. Human Resources



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

Global Sustain's policies, practices, and procedures offer equal employment opportunities to all of its employees. In 2012, the gender employment ratio was 60% for males and 40% for females and the average age of company's personnel was 33 years. In 2012, Global Sustain had no administrative or other fines and penalties.

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 increased the number of employees from 4 in 2011 to 5 in 2012.

Our Target for 2013

Keeping existing personnel and the recruitment of new, so as to secure the smooth operation 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's ambassadors is currently a member of any trade union.

Our Target for 2013

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.

	Number of accidents / injuries	Occupational diseases	Lost days >3
Women	0	0	0
Men	0	0	0

	Fatal accidents	Regular Leave	Total number of absence from work
Women	0	43	43
Men	0	44	44

Our Target for 2013

Focusing firmly on creating a culture of Health and Safety at work, we aim at conducting a daily training programme 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 programme, 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 (a full day event) co-organised by Global Sustain and AIT, where internationally-acclaimed speakers and experts shared their hands-on expertise and experience through parallel, expert workshops that focused on: Core principles of sustainability, Green smart cities / Environment, Communicating sustainability, Sustainable facilities and infrastructure systems, Sustainability reporting assurance, etc.

Finally, it was the first time that all employees were trained by a Certified Executive Coach who excels in strengthening employees' competencies, as well as in unlocking their potential to excel in their line of work and lead others efficiently to ensure organisational success.

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 2013

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 2013

We will keep promoting change while maintaining effective dialogue with our employees. Furthermore, we will conduct an employee satisfaction survey.

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 pro-active 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 referred to both our operations (e.g., office, logistics, staff movements) and products/services (e.g., Web portals, exhibitions, events, Yearbooks). In view of this commitment, Global Sustain neutralised its two popular portals and received the CO₂ Neutral Seal, a certification providing an integrated GHG Management approach. Then the Yearbooks, the events, and our office followed and from now on, we operate as a 100% climate neutral and zero-waste company.

Our Target for 2013

We will continue to contribute to the local economy through our capacity to create 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's 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 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 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 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 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 programme"
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.C.P.) programme of the Social Work Foundation (S.W.F.)

Funding in 2008

1 Project: "Revealing the unknown world of Monk Seals in Cyclades"
NGO: MOM/Hellenic 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 donated 25% of its annual membership fees to "**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 2013

After the latest survey we conducted to our stakeholders, Global Sustain confirmed 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 has participated in tree-planting efforts and gatherings, in close collaboration with local organisations. These educational and well-publicised tree-planting activities -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's portal. In many instances, the voluntary tree-planting activities went hand in hand with cleaning up garbage that was scattered or, worse, found inside the soil, and it ranged from plastic and car tyres to glass and metal objects.

Furthermore, during the previous year, Global Sustain's ambassadors became members of the WIND Running Team and participated in the 30th Athens Classic Marathon.

With their participation contributed to WIND's initiative for social solidarity in order to support the work of ELEPAP, since, for every participant, WIND offered EUR 10 to ELEPAP children. In the framework of the 30th Athens Classic Marathon, the participation of 26,000 runners, from Greece and abroad, led to collecting EUR 50,000 for ELEPAP children.

Our Target for 2013

We aim to create an annual employee volunteer programme so as to motivate our employees to choose the preferred programme 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 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. We estimate that we generated approximately 720 kilos of waste in our offices in 2012.

Our Target for 2013

We are supporting comprehensive recycling programmes for our office, to reduce waste at least by 10%, in 2013.

In 2012, 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 2012, we calculated our product carbon footprint for the first 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 2012, Global Sustain used 100% recycled content paper; we have the same target for 2013. In the same year, we used FSC certified paper for the production of the "Yearbook 2011/12" 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 2013

In 2013, Global Sustain will use 100% recycled paper.

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 www.globalsustain.org and its offices. The company measured, managed and offset 60 tons of CO₂ from September 2011 to October 2012, operating as a 100% carbon neutral company and received the CO₂ Neutral

Seal, 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's portal 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's portal, but is also a step forward for our social venture towards becoming a climate neutral and zero-waste company.

Our Target for 2013

In 2013, 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's 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 the Hsikou Hydro Power project in Tainan, South-West Taiwan.

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.
- Contributing to sustainable investment in a suburban region, which would not have happened in the absence of project activity. In this case: a small hydro project in Taiwan, a small island. The project is a run-of-river reservoir hydropower plant. The hydro power station was built into an existing irrigation system that belongs to a local farming cooperative. Hydropower is Taiwan's key to a green future. One that will be free of coal and nuclear energy. Clean energy is vital in Taiwan while, overall, energy consumption is compatible with that in Western Europe.
- Clean electricity supply to the equivalent of 12,789 households per annum.
- Generating a cost-effective tool for achieving Global Sustain's climate, environmental and energy efficiency targets.

iii. Energy and Water Consumption

In 2012, Global Sustain consumed about 5,890 kWh in direct energy. Furthermore, we estimate that we used approximately 28 m3 of water in 2012. 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 2013

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

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 2013

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: F, E3

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

Commitment: Report section: 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

Anti-corruption

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

Commitment: Report section: E3, E5

CO₂



CERTIFICATION OF CARBON NEUTRAL OPERATIONS

This is to confirm that company [EuroCharity](#) is implementing a greenhouse gas management plan.

Since 2011-09-01 until 2012-05-15, all greenhouse gas (GHG) emissions associated with its operations, were accounted up to **9 tCO₂eq**

in compliance with [WRI/WBCSD GHG PROTOCOL](#) & [ISO 14064-1:2006 STANDARD](#).


Emission sources are continuously been monitored to allow for reduction possibilities.

The above emissions were **fully offset** according to the [CO2 Neutral Seal](#) rules through high-quality carbon credits generated by the project

"Hsikou Hydro Power Project", in Taiwan a Province of China

with ID Num 100000000000281 of the Markit Registry. The Offset Transaction ID in Markit Registry has

Serial No.: 633-29215258-29215266-VCU-008-TZ1-TW-1-342-02032007-27092009-0


Ioannis Karampasis, D. Phil. (OXON)
GREEN EVOLUTION S.A.
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The used carbon credits have been verified via the
[VCS - Verified Carbon Standard](#)

**CERTIFICATION OF CARBON NEUTRAL OPERATIONS**

This is to confirm that company [EuroCharity](#) is implementing a greenhouse gas management plan.

Since 16-5-2012 until 09-10-2012, all greenhouse gas (GHG) emissions associated with its operations, were accounted up to **6 tCO₂eq**

in compliance with [WRI/WBCSD GHG PROTOCOL](#) & [ISO 14064-1:2006 STANDARD](#).


Emission sources are continuously been monitored to allow for reduction possibilities.

The above emissions were **fully offset** according to the [CO2 Neutral Seal](#) rules through high-quality carbon credits generated by the project

"Hsikou Hydro Power Project", in Taiwan a Province of China

with ID Num 100000000000281 of the Markit Registry. The Offset Transaction ID in Markit Registry has

Serial No.: 633-29219469-29219474-VCU-008-TZ1-TW-1-342-02032007-27092009-0


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The used carbon credits have been verified via the
[VCS - Verified Carbon Standard](#)

**CERTIFICATION OF CARBON NEUTRAL OPERATIONS**

This is to confirm that company [EuroCharity](#) is implementing a greenhouse gas management plan.

Since 10-10-2012 until 10-05-2013, all greenhouse gas (GHG) emissions associated with its operations, were accounted up to **9 t CO₂ eq**

in compliance with [WRI/WBCSD GHG PROTOCOL](#) & [ISO 14064-1:2006 STANDARD](#).


Emission sources are continuously been monitored to allow for reduction possibilities.

The above emissions were **fully offset** according to the [CO2 Neutral Seal](#) rules through high-quality carbon credits generated by the project

"Capacity Upgrade of Gunung Salak Geothermal Power Plant Project", in Indonesia

with ID Num 100000000000180 of the Markit Registry. The Offset Transaction ID in Markit Registry has

Serial No.: 849-40628253-40628261-VCU-009-TZ1-ID-1-144-01042006-31032009-0


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The used carbon credits have been verified via the
[VCS - Verified Carbon Standard](#)





G3.1 Content Index - GRI Application Level C

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 organization.	Fully	A		

2. Organizational 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		
2.4	Location of organization's headquarters.	Fully	C		
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	C		
2.6	Nature of ownership and legal form.	Fully	C		
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	Partially	C		
2.8	Scale of the reporting organization.	Fully	E1, E2, E3, C2		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	A		
2.10	Awards received in the reporting period.	Not		Does not exist	No awards received

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 information provided.	Fully	C1		
3.2	Date of most recent previous report (if any).	Fully	B1		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	C1		
3.4	Contact point for questions regarding the report or its contents.	Fully	B4		
3.5	Process for defining report content.	Partially	B2		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Partially	B1		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	B3		
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, and other entities that can significantly affect comparability from period to period and/or between organisations.
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	This is the first report
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Not		Does not exist	This is the first report
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Page 33		

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		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	D3		
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

Profile Disclosure	Description	Reported	Cross-reference/ Direct answer	Reason for omission	Explanation
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Partially	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			
EC 1	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
EC 2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	A, E1
EC 3	Coverage of the organization's defined benefit plan obligations.	Not	Not applicable
EC 4	Significant financial assistance received from government.	Not	Not applicable
Market presence			
EC 5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	Not applicable
EC 6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	Not applicable
EC 7	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			
EC 8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	Not applicable
EC 9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not	Not applicable
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Materials			
EN 1	Materials used by weight or volume.	Partially	There is no specific data for each category of materials used (see H2)
EN 2	Percentage of materials used that are recycled input materials.	Fully	
Energy			
EN 3	Direct energy consumption by primary energy source.	Partially	H3iii
EN 4	Indirect energy consumption by primary source.	Not	Not applicable
EN 5	Energy saved due to conservation and efficiency improvements.	Partially	H3ii
EN 6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partially	H3i, H3ii
EN 7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	H3iv
Water			
EN 8	Total water withdrawal by source.	Partially	H3iii
EN 9	Water sources significantly affected by withdrawal of water.	Not	Not applicable
EN 10	Percentage and total volume of water recycled and reused.	Not	Not applicable
Biodiversity			
EN 11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Fully	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.
EN 12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	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.
EN 13	Habitats protected or restored.	Partially	H3iv
EN 14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Partially	H3v
EN 15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	Not applicable
Emissions, effluents and waste			
EN 16	Total direct and indirect greenhouse gas emissions by weight.	Not	Not applicable
EN 17	Other relevant indirect greenhouse gas emissions by weight.	Not	Not applicable

Performance Indicator	Description	Reported	Cross-reference/Direct answer
EN 18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partially	H3ii
EN 19	Emissions of ozone-depleting substances by weight.	Not	Due to the nature of our business as a service company, emissions of ozone-depleting substances are not material.
EN 20	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.
EN 21	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.
EN 22	Total weight of waste by type and disposal method.	Partially	H2i
EN 23	Total number and volume of significant spills.	Not	Due to the nature of our business, spills are not relevant and are therefore not registered.
EN 24	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.	Not	Not applicable
EN 25	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.	Not	Not applicable

Products and services

EN 26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Partially	H2i
EN 27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	Not applicable

Compliance

EN 28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Partially	H2i
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Transport

EN 29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Partially	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.
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Overall

EN 30	Total environmental protection expenditures and investments by type.	Not	Not applicable
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Social: Labor Practices and Decent Work

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			
LA 1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	E3
LA 2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	E3, F1
LA 3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not	Not applicable
LA 15	Return to work and retention rates after parental leave, by gender.	Not	Not applicable
Labor/management relations			
LA 4	Percentage of employees covered by collective bargaining agreements	Fully	100%
LA 5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Notice period: 3 months
Occupational health and safety			
LA 6	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.	Not	Not applicable
LA 7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	F3
LA 8	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
LA 9	Health and safety topics covered in formal agreements with trade unions.	Not	Not applicable
Training and education			
LA 10	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)
LA 11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Partially	F4
LA 12	Percentage of employees receiving regular performance and career development reviews, by gender.	Not	Not applicable
Diversity and equal opportunity			
LA 13	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			
LA 14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Partially	F2

Social: Human Rights

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Investment and procurement practices			
HR 1	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
HR 2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Not	Not applicable
HR 3	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			
HR 4	Total number of incidents of discrimination and actions taken.	Fully	E3
Freedom of association and collective bargaining			
HR 5	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			
HR 6	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			
HR 7	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			
HR 8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Partially	F2
Indigenous rights			
HR 9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	Not applicable
Assessment			
HR 10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	Not applicable
Remediation			
HR 11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	E3

Social: Society

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Local communities			
SO 1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	G2
SO 9	Operations with significant potential or actual negative impacts on local communities.	Fully	Company operation does not affect negatively local communities.
SO 10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	See above index (SO 9)
Corruption			
SO 2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	D3
SO 3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	D3, F
SO 4	Actions taken in response to incidents of corruption.	Fully	E3
Public policy			
SO 5	Public policy positions and participation in public policy development and lobbying.	Fully	Company is a GRI Organizational Stakeholder participating in public policy development also through its representative office in Brussels
SO 6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	G1
Anti-competitive behavior			
SO 7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	E3
Compliance			
SO 8	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			
PR 1	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.	Not	Not applicable

Performance Indicator	Description	Reported	Cross-reference/Direct answer
PR 2	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.	Not	Not applicable
Product and service labelling			
PR 3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	E5
PR 4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	Not applicable
PR 5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	E7
Marketing communications			
PR 6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	Not applicable
PR 7	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	E6
Customer privacy			
PR 8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	E3
Compliance			
PR 9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	E3

Independent assurance statement



To the Management of Global Sustain L.P.

The "Sustainability Report 2012" ("the Report") of Global Sustain L.P. ("Global Sustain") has been prepared by the management of Global Sustain which is responsible for the collection and presentation of the information contained therein. Our responsibility is limited in carrying out a limited assurance engagement on the quantitative data and the text included in section "Marketplace" of the Report ("the engagement").

Our responsibility in performing our assurance engagement is solely to the management of Global Sustain and in accordance with the terms of reference agreed between us. We neither accept nor we assume any responsibility and for any other purpose to any other person or organization. Any reliance any third party may place on the Report is entirely at its own risk.

What we did to form our conclusions

The assurance engagement has been planned and performed in accordance with the International Standard on Assurance Engagements 3000 "Assurance Engagements Other Than Audits or Review of Historical Financial Information" (hereinafter "ISAE 3000"). The quantitative data and text included in section "Marketplace" have been evaluated against completeness and accuracy, based on criteria agreed with the management of Global Sustain as follows:

Completeness

- Whether all material reporting units, as defined in the boundaries and time period stated in the Report, are included in the quantitative data presented in section "Marketplace".

Accuracy

- Whether the text included in section "Marketplace" accurately reflect Global Sustain's sustainability performance during 2012.
- Whether quantitative data included in section "Marketplace" have been accurately collated, at corporate level, and accurately transposed to the Report.

In order to form our conclusions we undertook (but were not limited to) the following activities:

1. Interviewed responsible personnel for managing, collating and reviewing quantitative data in section "Marketplace" for internal and third party reporting purposes.
2. Reviewed relevant documentation, systems and reporting processes at corporate level, including data collation tools.
3. Reviewed section "Marketplace" for the appropriate presentation of the quantitative data, activity which included the discussion of limitations and assumptions relating to the way these data are presented.
4. Reviewed information or explanations about Management's statements and assertions included in section "Marketplace" of the Report.

Level of assurance

The evidence gathering procedures were designed to obtain a limited level of assurance (as set out in ISAE 3000) on which we formed our conclusions. The extent of these evidence gathering procedures is less than those designed to obtain a reasonable level of assurance and therefore a lower level of assurance is provided.



Limitations of review

Our review did not include testing the Information Technology systems used or upon which the collection and aggregation of data was based by the company.

Our conclusions

Based on our review and according to the terms of reference and the limitations of our work, we report the following conclusions on the quantitative data and text included in section "Marketplace" of the Report.

Our conclusions are based on the appropriate application of the selected criteria and should be read in conjunction with section "What we did to form our conclusions" above.

How plausible is the text included in section "Marketplace" of the Report?

- We have reviewed information and explanations on selected claims of the management, as presented in section "Marketplace" of the Report, and we are not aware of any misstatements in the assertions made.

How complete and accurate are the quantitative data included in section "Marketplace"?

- Nothing has come to our attention that causes us to believe that any one of the units, according to boundary setting and time period stated in the Report, is not included into the quantitative data found in section "Marketplace".
- Nothing has come to our attention that causes us to believe that errors or inaccuracies exist

in the collation of the quantitative data at corporate level, included in section "Marketplace" or the transposition of these data to the Report that would materially affect the way they are presented.

Our Independence

This is the first year that Ernst & Young (Hellas) Certified Auditors Accountants S.A. provided independent assurance services in relation to Global Sustain's Sustainability Report.

We have not provided any other services relating to the preparation of Global Sustain's Report.

We conducted our engagement in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements that the members of the assurance team as well as the assurance firm are independent of the assurance client, including not being involved in writing the Sustainability Report.

EY has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence. The firm and all professional personnel involved in this engagement have met these independence requirements.

The assurance team

The team of professionals which participated in the engagement are members of and are supported by the Global Network of Climate Change and Sustainability Services of EY, which undertakes similar engagements in Greece and at a Global level.

Athens, 30 September 2013

For Ernst & Young (Hellas)
Certified Auditors Accountants S.A.

Vassilios Kaminaris
Certified Auditor Accountant
S.O.E.L. No. 20411



Statement GRI Application Level Check

GRI hereby states that **Global Sustain** has presented its report "Sustainability Report 2012" 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, 30 July 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint, large, light-blue watermark of the GRI globe logo.

Nelmara Arbex
Deputy Chief Executive
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 July 2013. 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					
Standard Disclosures	Report Application Level	C	C+ B	B+ A	A+
	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

AIT	Athens Information Technology
CCS	Carbon Capture and Storage
CO ₂	Carbon Dioxide
COP	Communication on Progress
CSR	Corporate Social Responsibility
EBITDA	Earnings Before Interest, Taxes, Depreciation and Amortization
ERP	Enterprise Resource Planning
EY	Ernst & Young
FSC	Forest Stewardship Council
GCLN	Global Compact Local Network
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
NGO	Non-governmental Organisation
OS	Organisational Stakeholder
SRI	Sustainable & Responsible Investing
UN	United Nations

Feedback Form:

We would be grateful if you could help us improve our first 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 and 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 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
The content is complete and clear	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
There is a full coverage of fundamental issues of firm's operation	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
The graphs and stats are depicted in a comprehensible way	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
The structure is functional and makes reading easier	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
The overall look of the report (text and illustration) is pleasant	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
I found it a worth reading report and I would recommend it	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Please specify any issues not being included (or partially refereed) 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 would you like to make on the report?

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.....

Personal Details

Full Name:

Company/Organisation:.....

Tel.:

E-mail address:

Please return this form by post to:

Global Sustain

2, K. Palama Street & 161, Vouliagmenis Avenue

GR-172 37, Dafni, Athens, Greece

Attn: Ms. Regina Sotra, Stakeholder Relations Manager

Or send via E-mail to: info@globalsustain.org

Or Fax to: (+30) 210 927 1119

**THANK
YOU**

for your co-operation.
We appreciate your response.

*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.*

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