

***EUROCERT's
6th Communication on Progress
UN Global Compact***

Reporting Year:2021

January 27, 2022

CEO's statement

Taking the opportunity with this 6th Communication on Progress, I am delighted to confirm that EUROCERT SA reaffirms its full support and commitment to the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption. Furthermore, EUROCERT supports the 17 Sustainable Development Goals (SDG's) by implementing responsible business operations in all its activities throughout the world.

EUROCERT is the leading Greek certification body with activities all over the world. It remains committed to conducting its operations in a socially and environmentally responsible manner and has integrated Global Compact's principles in its strategy and business culture in Greece as well as in its projects and services abroad. Legal compliance, ensuring a healthy and safe working environment and respect of human and labour rights are top priorities for EUROCERT. Furthermore, we apply a zero-tolerance policy towards corruption issues. We value our employees, customers and all interested parties and try to share with them these principles. Integrity and respect to the client have always been our core values. Innovation, business ethics, Corporate Social Responsibility and contribution to UN SDG's are important elements in our everyday business and guide us for our future development.

The year of 2021 was a very important and decisive year for EUROCERT, as we managed to return to development and growth, following a very unusual and difficult period, that has changed our way of life and business. EUROCERT has successfully and responsibly responded on time to these challenges, by accelerating the digital transformation and working to ensure adaptation to the new requirements. Furthermore, in 2021 we invested in expanding our certification services and products, our offices, our associates and the countries we operate, always taking into account the values that we serve since foundation.

Our commitment to United Nations Global Compact Principles remains solid and serves as a guide to move forward and implement our ambitious business plan.

With this Communication on Progress report, we describe our performance, actions and policies in order to integrate UN Global Compact's principles as well as our present measurable outcomes and objectives for the future.

Yours sincerely,

George Briskolas

CEO



A. Human rights

i) Principles

- Businesses should support and respect the protection of internationally proclaimed human rights
- Make sure that they are not complicit in human rights abuses

ii) Overview

EUROCERT respects and supports the Universal Declaration of Human Rights and all applicable national and international norms. This applies not only regarding its operations in Greece, where its H/O are located, but also abroad, where international services and projects are provided. In particular, human rights and labour related issues have become more important due to pandemic crisis worldwide, as well as the recession during previous decade in Greece, therefore our company wishes to influence all employees, clients and business partners towards these values.

iii) Actions

EUROCERT has taken important steps towards protection of human rights, not only for its personnel, but also regarding its interested parties. In particular:

- EUROCERT is a member of the National Network for Corporate Social Responsibility (CSR Hellas) and renews its annual membership. We participate in periodic meetings with CSR Hellas regarding consultation for social issues and SDG's
- In co-operation with CSR Hellas, EUROCERT has documented a scheme for Corporate Social Responsibility assessment with a number of mandatory & optional criteria, where successful audit leads to award of the mark "Ethos". This is a proud initiative for the Greek market and can be applied in all companies, regardless sector

- In co-operation with the NGO “Hamogelo tou Paidiou”, EUROCERT has launched in 2021 a certification scheme for anti-bullying in educational institutions to fight against this significant worldwide problem
- EUROCERT’s CEO has signed CSR Europe “Call to Action: A new deal for Europe” promoting SDG’s in Europe. Mr Briskolas was among the 100 first CEO’s to sign this initiative
- We encourage all our clients to become signatories to the United Nations Global Compact
- EUROCERT actively supports gender equality and is a member of the WEP community by committing to the support of Women Empowerment Principles
- EUROCERT holds accreditation by SAAS (Social Accountability Accreditation Services) to provide social audits according to SA8000 (Social Accountability), in which human rights and labour issues are top priorities. Before any expansion of its social certification services to a new country, EUROCERT conducts a country risk assessment, where all social, economic and human rights issues are identified. Furthermore, before conducting social audits, auditors conduct a stakeholder consultation with interested parties in order to determine the socio-economic conditions and risks. The countries that we operate these social audits for the moment are Greece, India, Italy, Albania, Romania, Kosovo, Bulgaria and Russia
- A Code of Conduct is in place, which is signed by all employees
- EUROCERT supports and implements European Regulation 679/2016 (GDPR) regarding the protection of personal data
- EUROCERT supports and makes annual contribution to various NGO’s (local and national), which support poor, unemployed people and young children

iv) Measurement of outcomes

- No recorded fine or complaint regarding human rights abuse for EUROCERT's personnel in 2021
- No known fine regarding human rights abuse for companies certified by EUROCERT in 2021
- EUROCERT has continued its significant annual support and contribution to local NGO's and people in need, in particular:
 - Collection and delivery of basic needs supplies for people that suffered from big fires in Evia & Attica regions during Summer 2021
 - Support with food and other basic needs supplies of the Social Market of Metamorfosi Municipality
 - Financial support of NGO "Melathron", an NGO that assists in covering needs of schools in remote and isolated areas in Greece
 - Collection and delivery of blankets and warm clothes for homeless in Athens Municipality through NGO "Praksis"
 - Christmas support (financial and other goods) to "Chatzipatereio", an educational and rehabilitation center for children with kinetic and brain paralysis
- EUROCERT is one of the 12 WEP signatory companies in Greece
(<https://www.weeps.org/companies>)

B. Labour

i) Principles

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- The elimination of all forms of forced and compulsory labour
- The effective abolition of child labour
- The elimination of discrimination in respect of employment and occupation

ii) Overview

EUROCERT is committed in respecting all national and international laws in respect of labour conditions and rights. Furthermore, since its foundation in 1998, our goal is to ensure and achieve the best working conditions for all our employees. A positive work environment, without any sign of discrimination, forced labour or abuse is a top priority. This has been a significant value for EUROCERT throughout its operation for more than 20 years and has a greater value nowadays as the company is growing fast, hiring more permanent staff and especially during these extraordinary times because of the pandemic.

iii) Actions

- The company complies with all existing national collective bargaining agreements and adopts all latest legislative amendments regarding social and taxation requirements
- All EUROCERT employees have employment agreements in place with clearly defined rights, obligations, duration, job title, pay rates, benefits, conditions and notice period for resigning. HR requires only copies of identity documents and all hirings are conducted directly and not through any employment agency
- Due to the nature of the company (provision of services) and the number of employees, the company does not have a trade union in place. However, through a documented complaint/grievance mechanism, all employees may submit their complaints or proposals. The

same applies also through the annual worker satisfaction survey. Finally, an open-door policy is applied by top management and communicated to all employees

- Documentation of company's anti-harassment and violence policy, according to legislation No. 4808/2021

- Appointment of EUROCERT's Social Responsibility Committee

- EUROCERT takes all the necessary precautions to assure a healthy and safe working environment for its employees:

- Appointment of Health and Safety Officer & Doctor (as well as "covid-19 manager")
- Health & Safety risk assessment
- Use of Personal Protective Equipment (PPE's), where required
- Training of all employees regarding fire safety, evacuation and first aid
- Provision of free group private insurance for all employees and flexibility for including also first degree family members

- Availability of a defibrillator for emergency situation as well as first aid kit at H/O
- Implementation of emergency plan for covid-19 prevention and management in order to protect employees and clients' health, according to legal requirements, national protocols and experts' guidance

- Child labour is not an issue for Greece, therefore it is not identified as an important risk for our company. EUROCERT adheres to minimum age provisions of national labour laws and all employees are more than 18 years old. Official identity documents are required prior to hiring. This concept applies also to our activities abroad

- No discrimination filters are applied in hiring, remuneration, training or promotion. As mentioned above, EUROCERT supports gender equality and has signed the Women Empowerment Principles

iv) Measurement of outcomes

- No delay in employee wages has ever been noted and this took place also in 2021
- Significant increase of women representation in Management Board – women now represent 50%
- Small increase in total women/men employee ratio – women now represent 34%
- 1 foreign employee is also employed at EUROCERT's H/O sharing all the benefits that native employees have
- Renewal of private insurance coverage for all employees in 2021 with extra services provided this year
- In 2021 the company continued its CSR action by offering to all its women employees free diagnostic exams for mastography, in co-operation with one of the largest medical centers
- EUROCERT launched another CSR action for its employees, by offering to all smoking staff the possibility to participate for free in a holistic program, organized by one of the largest medical centers for quitting smoking
- No recorded accident related to health & safety for EUROCERT's personnel in 2021
- No worker complaint recorded in 2021 regarding labour issues
- Christmas party did not take place in 2021, due to covid-19 restrictions, however the company continued, like every year, the provision of free gifts to all employees' children
- Presentation of detailed worker satisfaction survey (conducted by an external expert) results during annual management review
- 1st meeting of the Social Responsibility Committee
- Personnel evaluation took place for all employees in 2021
- A training session for first aid and use of defibrillator took place in 2021
- EUROCERT is one of the 12 WEP signatory companies in Greece (<https://www.weps.org/companies>) for supporting gender equality

C. Environment

i) Principles

- Businesses should support a precautionary approach to environmental challenges
- Undertake initiative to promote greater environmental responsibility
- Encourage the development and diffusion of environmentally friendly technologies

ii) Overview

EUROCERT is a service provider company, a Certification Body, therefore its environmental impact is not so significant. However, EUROCERT is committed in reducing its environmental and carbon footprint and also in influencing all its clients in doing so. Furthermore, EUROCERT is accredited by ESYD for conducting environmental audits. Most important environmental impact of EUROCERT's activity are the greenhouse gas emissions caused by travelling of auditors (car or flights), therefore mostly indirect. We take actions annually to encourage and promote environmental awareness to our employees.

iii) Actions

- EUROCERT is a member of an NGO regarding environmental awareness "Green Angels" and participates in various ecology and environmental projects
- EUROCERT promotes and conducts audits according to verification schemes "Zero Waste to Landfill" & EPD, that support circular economy and improvement of environmental footprint
- Promotion of recycling and waste segregation at company's H/O
- Promotion of energy management and saving at company's H/O
- Personnel participates in voluntary environmental projects, like reforestation etc.
- Use of ecological detergents for cleaning at H/O
- Supply of low consumption vehicles and on-time maintenance of all company vehicles
- Calculation on a periodic basis of EUROCERT's Carbon & Environmental Footprint

- Due to the nature of business, it is difficult to monitor environmental indicators, like recycled material etc. However, separation of recyclable waste takes place at H/O and environmental awareness of all personnel is at a high level

iv) Measurement of outcomes

- No recorded environmental fine for EUROCERT in 2021
- Participation of EUROCERT's staff in the 1st Company Environmental Action of the community ELLA-DIKA MAS, regarding cleaning and waste collection in forest and beach areas in Attica
- Supply of special non-single use cups and recycled bags (with EUROCERT's logo) in 2021 to all EUROCERT's personnel in order to reduce use of plastic and increase environmental awareness among its personnel
- Ordering of hybrid company cars (delivery was delayed due to shortage and is expected in 2022) in order to reduce fuel consumption
- EUROCERT is the 1st Greek Certification Body that was accredited by ESYD for conducting verification audits according to Environmental Product Declaration (EPD), a scheme that leads companies in monitoring and reducing their environmental footprint
- Various training sessions conducted in 2021 regarding Environmental Management, Legislation and Monitoring
- Reduced business travelling in 2021, due to the pandemic and remote work, leading to reduced carbon emissions
- Segregation and recycling of paper and plastic packaging waste was implemented in 2021, using the 4 special bins located at H/O's kitchen areas. Special training was given to cleaning employees. Recycling of printing paper (A4) also takes place
- 1 special bin is available on 2nd floor for management of used batteries and waste management is conducted with licensed company

D. Anti-corruption

i) Principles

- Businesses should work against all forms of corruption, including extortion and bribery

ii) Overview

Anti-corruption and anti-bribery issues are a top priority for EUROCERT, due to the nature of its audit activities in Greece and abroad. EUROCERT identifies and regularly updates the relative risks through a detailed risk assessment and takes all proactive measures to deal with them. Top management shows great commitment and determination in implementing those measures, adopting a zero-tolerance policy and this is effectively communicated to all our auditors, clients and interested parties.

iii) Actions

- EUROCERT's is a full APSCA (Association of Professional Social Compliance Auditors) member (<https://www.theapsca.org/apsca-member-firms/>), adopting and implementing strict controls in its internal processes and procedures regarding integrity, anti-bribery and anti-corruption
- A detailed set of internal and preventive controls regarding independence, integrity and anti-bribery are in place. In particular:
 - Code of ethics (for all auditors)
 - Code of conduct & employee handbook (for all EUROCERT's staff)
 - Declaration of independence, impartiality and objectivity
 - Risk assessment, covering all related anti-corruption and anti-bribery risks, not only in Greece, but also taking into account the various conditions abroad (e.g. Italy, Bulgaria, China etc.)
 - Emergency situation work instruction is in place with specific guidelines for dealing with potential circumstances of bribery, denial of access and other emergencies

- Complaint and grievance mechanism
- Whistleblower mechanism
- Anti-corruption and anti-bribery policy

iv) Measurement of outcomes

- No recorded complaint or violation for EUROCERT's personnel and auditors in 2021 concerning corruption, extortion or bribery issues. EUROCERT has not been involved in any legal cases, investigations or allegations related to corruption and bribery
- Successful annual internal audit by Impartiality Committee in 2021 (0 findings raised)
- Annual economic statements and balance sheets are approved by chartered accountants for reference year 2020 (and annually)
- EUROCERT has become in 2021 a full APSCA member (was provisional member in 2020)
- EUROCERT's Social Compliance auditor became the 1st in Greece to achieve CSCA (Certified Social Compliance Auditor) status, after completing successful challenging 3-stage exams by APSCA, including various issues related to anti-bribery and corruption
- Amendment of EUROCERT's impartiality risk assessment in order to cover all possible risks and strengthen its monitoring activities
- Annual training conducted to all ISO 37001 auditors by a technical expert (lawyer), specialized in anti-corruption and anti-bribery legislation
- Successful completion of anti-bribery training comprehension tests by all ISO 37001 auditors (100% success)
- Important growth in ISO 37001 certified companies by EUROCERT in 2021