

ESG Sustainability Report - 2024

HOSPITAL EQUIPMENT, INSTALLATIONS, MAINTENANCE SECTOR

January,
Athens, Greece

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4. General disclosures

a. Overview of the company (main activities, location of activities)

COMPANY 3 was founded in 1991 specialising in the field of Hospital sterilisation. After a presence of 30 years in the field, it has gained reputation as a reliable supplier of CSSD equipment and surgery equipment and spare parts in the Greek Hospital Market. In addition to the product range, it is well-known and respected among customers for its ability to efficiently install, supply and support all of its current facilities.

Since 1998 the company COMPANY 3 is the exclusive distributor of GETINGE infection control products in Greece.

X and Y, the company's two partners, already had several years of experience in this field. Before founding the company, had worked for several years in the of Johnson & Johnson Greece Medical Department. He held the position of Group Product Manager and was responsible for several types of work of the company's products. The other partner, Y had worked for many years in Smelter, which represented GETINGE's sterilisation equipment for Greece until 1998, as a Sales Technician.

X holds a degree in Economics from the University of London and an MBA from the University of Maryland.

Y holds a degree in Electrical and Mechanical Engineering from the Polytechnic University of Milan.

Company represented: xxxxxxxxxxxx

The main activities of the company are summarised in the table below:

A/N	Description of activities
1	<p>Technical Support:</p> <p>Our Company has an organised service crew in Athens and Thessaloniki for installations and maintenance of Central Sterilisation equipment throughout Greece. The Technicians of our Company are trained by the Academy of the GETINGE Manufacturer Company and have certificates for training. They participate in annual training courses to be informed about the latest technological developments.</p>
2	<p>Spare parts:</p>

Our Company has in stock for immediate delivery almost all genuine spare parts and consumables for GETINGE equipment. All spare parts that are not in stock are delivered quickly within 24 hours through GETINGE LOGISTICS center in the Netherlands. Genuine spare parts ensure compliance with existing quality standards and that the machines operate according to the manufacturer's specifications.

3 Department of Studies:

Our company is able to propose the optimal solution for each new customer need in equipment for individual machine or design of complete CSSSD equipment.

b. Mission and values

The company under the name "COMPANY 3 LTD", is a small company specialised in the wholesale trade of medical equipment and tools and in providing installation, repair and maintenance services of professional equipment for the central sterilisation of professional medical devices.

The company directly markets its products and offers the corresponding services to its users, via attending to public or private contracts and orders.

In addition, it can provide products and installation services through technical companies or other organisations having a contract with the health service provider. It also provides training and customer service, technical support, billing, shipping of materials.

Company executives are professionals of various fields, such as engineering technologists, mechanical engineers, economists, salesmen and technicians specialised in the installation and maintenance of Central Sterilisation and Operating Room equipment.

The Company offers its services to Services and Bodies of the Greek State such as Municipal Hospitals and Private Hospitals wishing to install and maintain Central Sterilisation and Operating Room equipment.

"COMPANY 3 LTD" focuses on the needs of its customers. The company has experienced staff with extensive experience who are able to deal with the most demanding applications ensuring maximum efficiency and the best price-cost ratio.

The specialised and experienced staff of "COMPANY 3 LTD" guarantees the immediate service, quality and efficiency of the projects it offers as the company's technicians company's technicians are certified by GETINGE Construction Academy.

The company is based in Athens.

COMPANY 3 LTD acknowledges the external and internal factors concerning its purpose and affecting its ability to achieve the intended environmental, health and safety management system results. Such parameters include the environmental conditions, health and safety requirements that are affected or are likely to affect the business.

The basic external operating aspects are:

- Customer requirements
- Economic specifications
- Competition and market
- Protection of public health
- Environmental management legislation regarding company's activity
- Occupational health and safety legislation related to company's activity
- Compliance with Environmental, Health & Safety Management, Health & Safety at Work and Anti-Bribery standards
- Transparent relationship with the company's stakeholders

The basic internal operating aspects are:

- Values and culture expressed in the company's policy
- Business knowledge
- Level of staff competence and training
- Suitability of equipment and infrastructure
- Suitability of working conditions for workers' health and safety.
- Transparency culture

The Board of Directors in cooperation with Management System Administrators is responsible for studying these aspects. This study is carried out as part of the risk analysis in accordance with the relevant procedure.

The verification and management of any changes in the company's operating framework are documented in the annual Management Review.

COMPANY 3 is certified under **ISO 9001:2015** Quality Management System and has established all the necessary procedures to ensure, maintain and improve the services offered to its customers.

All the services provided comply with the environmental management regulations (**ELOT EN ISO 14001:2015**) and the Health & Safety of Employees standard (**ISO 45001:2018**).

In order to better ensure the safety of its customers, the company is committed to maintain and implementing an Anti-Bribery System (ISO 37001).

By using these systems and complying with the GDPR, the company adheres to policies and a code of conduct and ethics binding employees and partners.

c. **Composition of board of directors**

Role	Name and surname	Percentage of ownership	Expiry date (date)
Director General/ Member	X	50%	2044
Member 2	Y	50%	2044

d. Organisation Diagram

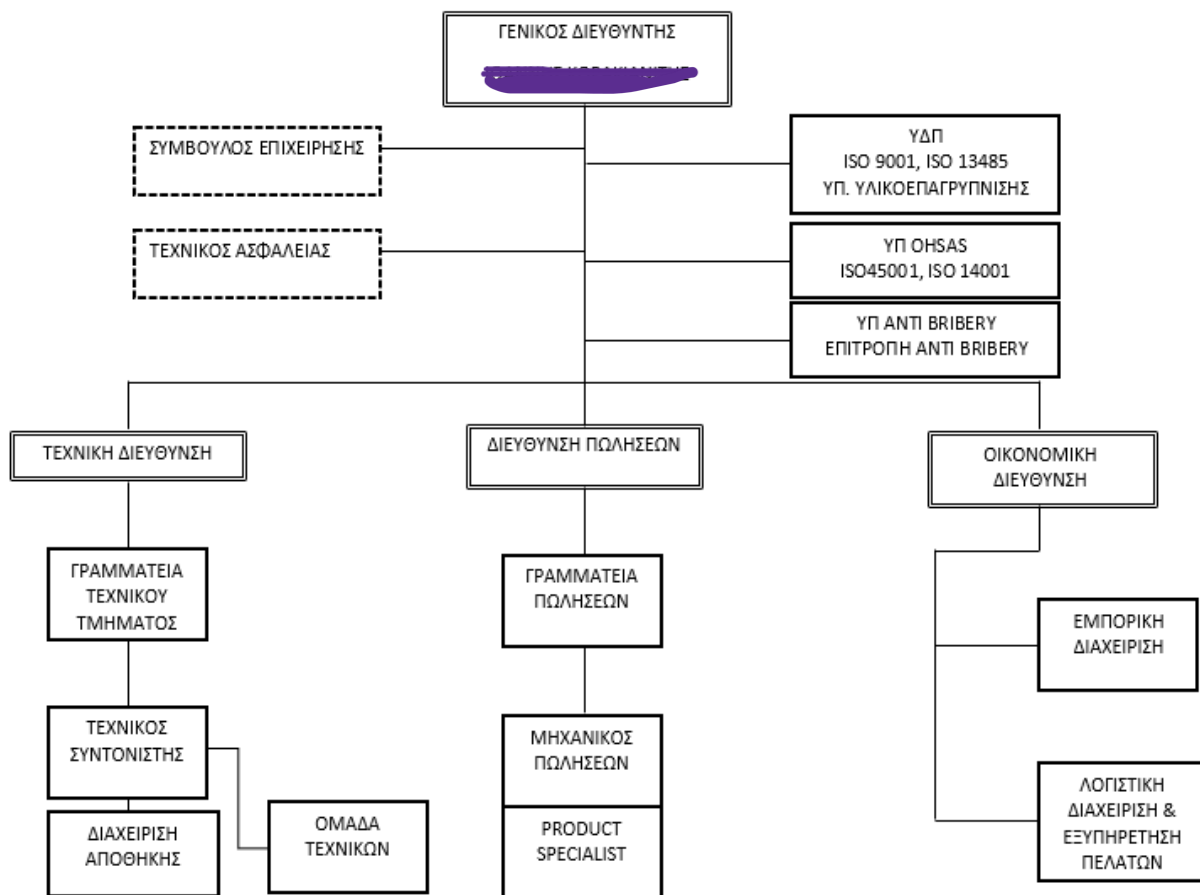


Image 1 . Organisation Diagram

5. Materiality Assessment

To conduct the materiality assessment, the company should send a questionnaire to customers, investors, suppliers, the local community, the media and other stakeholders (depending on the type of activities). The questionnaire should be sent by email and the results will be used to populate the tables in this section.

Table1 . Stakeholder analysis

Stakeholder group	Communication channel	Communication frequency
Customers	ad hoc communication, emails, social media posts	Always
End users	ad hoc communication, social media posts	Sometimes
Suppliers - Partners	ad hoc communication, emails	Always
State authorities - Society	social media posts and the company's website	Often
Staff	ad hoc communication, emails	Always
Board of directors	ad hoc communication, emails	Always

Table 2. Material issues per stakeholder group

Stakeholder group	Material issues concerning the environment	Material issues concerning society	Material issues concerning governance
Customers	<p>Compliance with legislation and commitments on the environment.</p> <p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management &</p>	<p>Quality of services and efficiency</p> <p>Competitive prices</p> <p>Consistency in the services provided in terms of the corresponding offer - contract</p> <p>Company adherence to legal obligations</p>	<p>Full disclosure and scientific approach to the services provided</p> <p>Employment of qualified personnel, without discrimination</p> <p>Employee health and safety management</p>

	<p>Recycling</p> <p>Measurement of environmental footprint.</p>	<p>Social sensitivity actions.</p>	<p>Anti-bribery and anti-corruption Actions</p>
<p>End users</p>	<p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management & Recycling</p> <p>Measurement of environmental footprint.</p>	<p>Quality of services and efficiency</p> <p>Adherence to legal obligations by the company</p>	<p>Full disclosure and scientific approach to the services provided</p> <p>Employment of qualified personnel, without discrimination</p> <p>Employee health and safety management</p> <p>Anti-bribery and corruption Actions</p>
<p>Suppliers - Partners</p>	<p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management & Recycling</p> <p>Measurement of environmental footprint.</p>	<p>Maintaining long-term cooperation</p> <p>Notification in case of failures or problems.</p> <p>Adherence to agreements and relevant requirements.</p> <p>COVID-19 issues management</p>	<p>Full disclosure and scientific approach to the services provided</p> <p>Employment of qualified personnel, without discrimination</p> <p>Notification in case of failures or problems.</p> <p>Adherence to agreements and relevant requirements.</p> <p>COVID-19 issues management</p> <p>Anti- bribery and anti-corruption actions.</p>
<p>State authorities - Society</p>	<p>Compliance with environmental legislation and environmental commitments.</p>	<p>Compliance with legislative and regulatory requirements, proper management of hazardous waste -if any, compliance with health and safety conditions at work, profitability in order to develop a healthy business with benefits to the wider community. Fighting</p>	<p>Use of qualified staff, without discrimination</p> <p>Notification in case of failures or problems.</p> <p>Compliance with agreements and related requirements.</p>

	<p>Use of environmentally friendly medicines and cleaning products.</p> <p>Waste Management & Recycling</p> <p>Measuring the environmental footprint.</p>	<p>corruption and reporting incidents of bribery. Social awareness actions.</p>	<p>COVID-19 issues management.</p> <p>Anti- bribery and anti-corruption actions.</p>
Staff	<p>Compliance with legislation and commitments on the environment.</p> <p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management & Recycling</p> <p>Measurement of environmental footprint.</p>	<p>Social awareness Actions.</p>	<p>Continuous staff training</p> <p>Equality of opportunities and wages.</p> <p>Proper working environmental conditions</p> <p>Use of appropriate resources</p> <p>Compliance with labour law.</p> <p>Compliance with H&S legislation</p>
Board of directors	<p>Compliance with environmental legislation and environmental commitments.</p> <p>Measurement of environmental footprint.</p>	<p>Continuous improvement of business operations, profitability of the company, maintaining a high level of customer satisfaction, Maintaining smoothness and proper cooperation with staff, increasing customer base steadily without affecting the quality of services provided, maintaining and concluding agreements with suppliers for the qualitative, legal and optimally economical provision of services and product offerings.</p>	<p>Continuous staff training</p> <p>Equality of opportunity and pay.</p> <p>Proper working environmental conditions</p> <p>Use of appropriate resources</p> <p>Compliance with labour law.</p> <p>Compliance with H&S legislation</p>

		<p>Establishing a quality brand name in the market. Staff efficiency in relation to the resources provided.</p> <p>Compliance with legislative and standard requirements related to the company's activity. Maintaining equipment and infrastructure at an optimal level. Resource allocation for the implementation of the services provided. Occupational health and safety requirements and environmental requirements' implementation. Transparent relationships between stakeholders, applying due diligence in partner selection.</p>	
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6. Environmental disclosures

E1 - Total energy consumption & mix

	2022	2023	2024
E1-1 Energy consumption (kW/sq.m)	25,084	25,844	12,044
E1-2 Fuel consumption (L/vehicle)	9019,15	5817,66	5063,14
E1-3 Energy consumption for heating and cooling	100% electricity	100% electricity	100% electricity

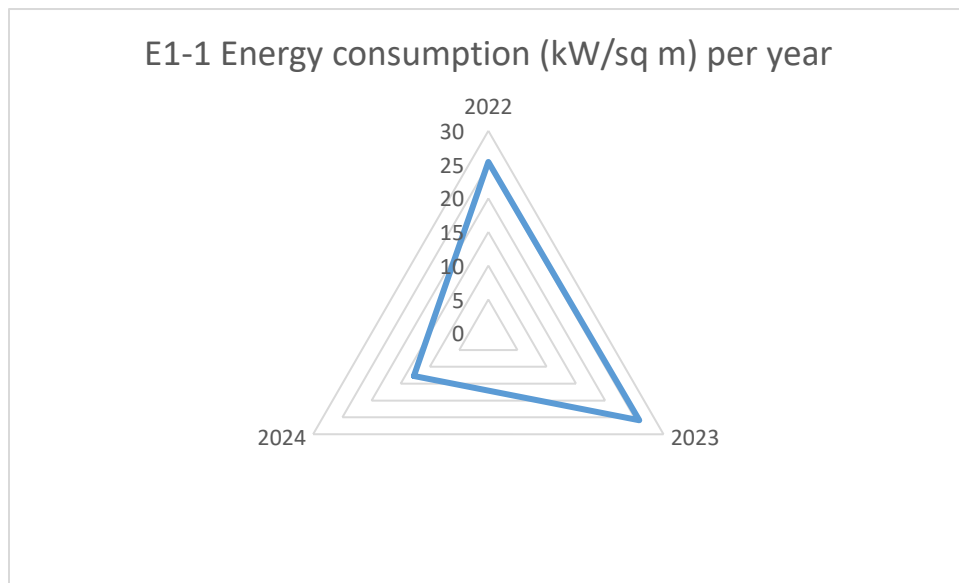


Diagram 1 . Energy consumption per year

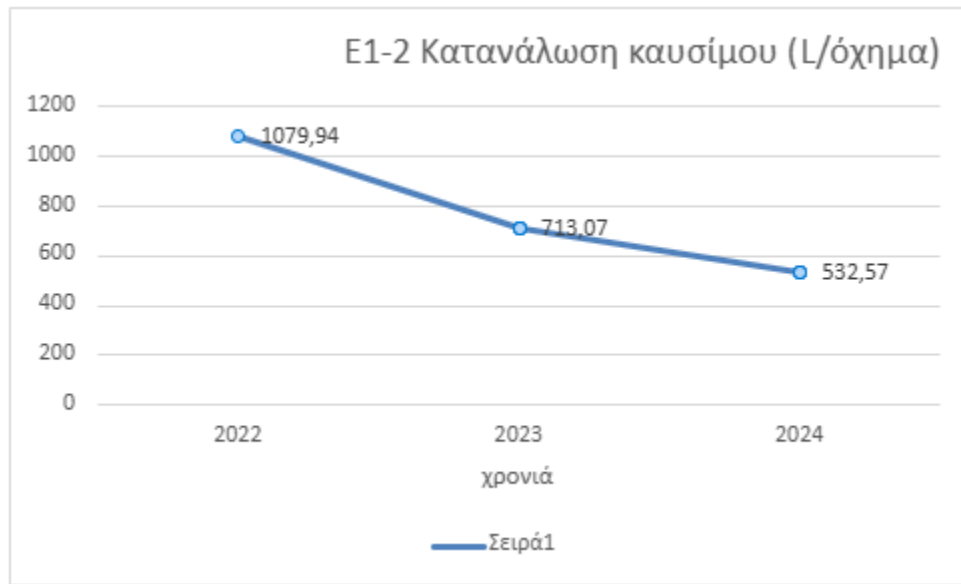


Diagram 2. E1-2 Fuel consumption per year

E1-3 Energy consumption for heating and cooling:

For heating and cooling, the company uses electricity through air conditioning units. Approximately 20% of the annual energy consumption is used.

E2- Total water Usage

	2022	2023	2024
E2-1 Water usage (cubic L/quarter)	36,8	25,5	20,75
E2-2 Water usage index	10,4	6,375	6,214
E2-3 Water saving policies			x

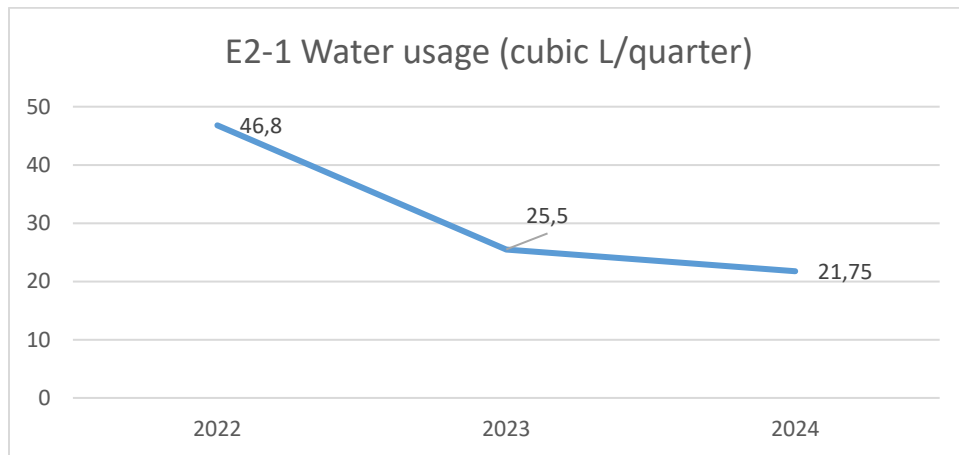


Diagram 3. Water usage per year

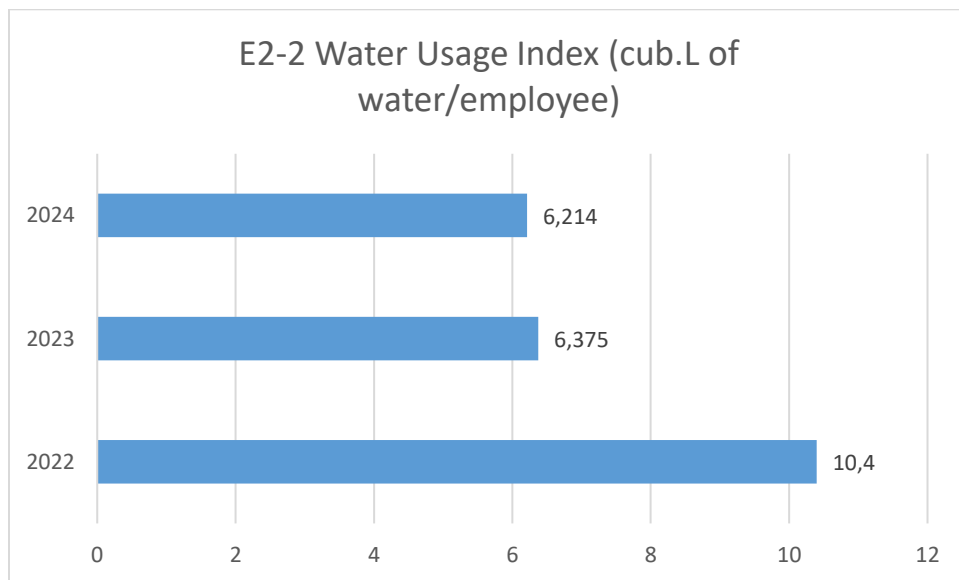


Diagram 4. Water usage index per year

E2-3 Water Saving Policies

COMPANY 3 is committed to encouraging the rational use of water, reducing its consumption and contributing to the sustainable management of this valuable natural resource. All activities, premises, employees, partners, and visitors to our facilities are required to comply with this policy.

To prevent waste, the company takes measures such as immediate leak repair, uses modern and efficient technologies and has installed low water consumption equipment. Our processes are regularly reviewed to ensure maximum efficiency while encouraging the use of recycled water in

non-critical operations. The company invests in staff awareness and water conservation education campaigns, while systematically metering consumption to continuously improve and modify its practices.

Employees are required to follow the established water saving practices and report problems such as leaks directly.

This policy is part of our sustainability and social responsibility strategy and applicable to all our operations.

E3- Greenhouse Gas Emissions

	2022	2023	2024
E3-1 CO2 emission (scope 1): Direct GHG emissions include, but are not limited to, the CO2 emissions from fossil fuel consumption.	172,71	117,25	98,39
E3-1 CO2 emissions (Scope 2): Energy indirect GHG emissions include, but are not limited to, the CO2 emissions from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the company.	4,018	3,489	2,218
E3-1 CO2 emissions (scope 1): Other indirect (Scope 3) GHG emissions are a consequence of an organisation's activities, but occur from sources not owned or controlled by the organisation	No data	No data	No data
E3-2 Policies to reduce CO2 emissions			x

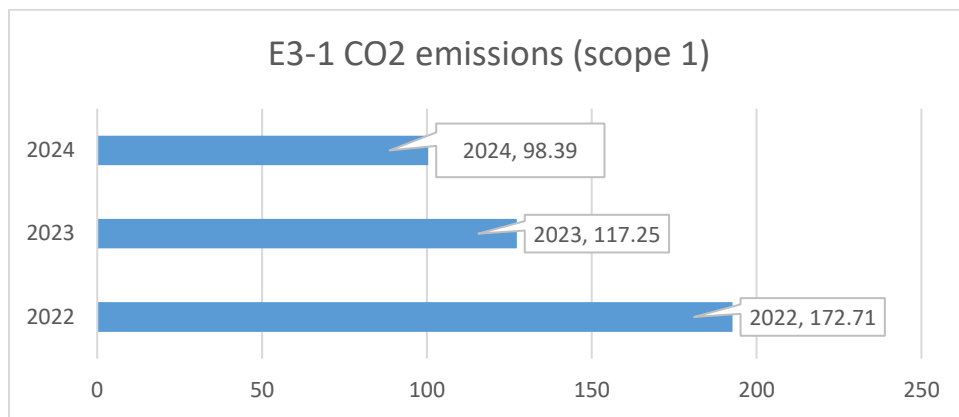


Diagram 5. CO2 emissions (scope 1) per year

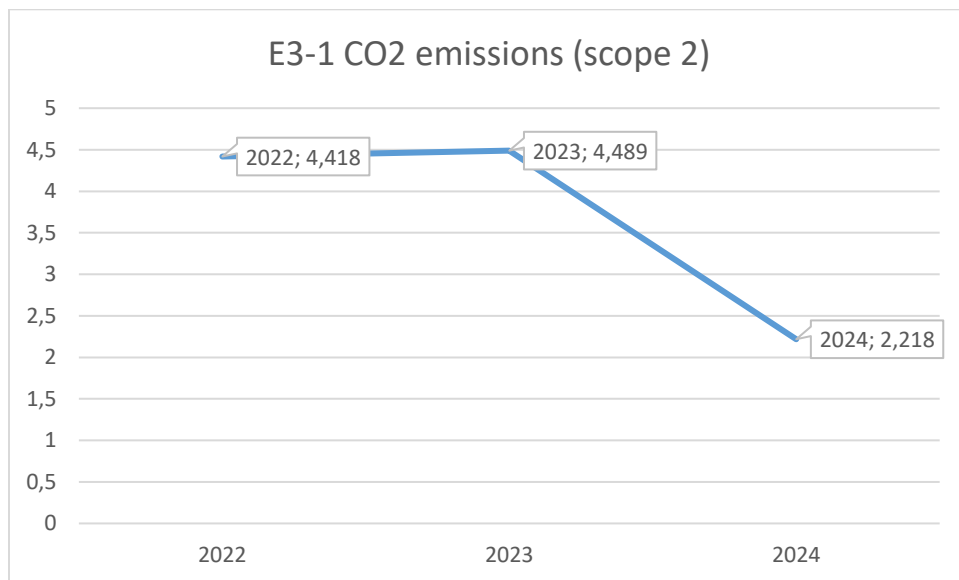


Diagram 6. CO2 emissions (scope 2) per year

E3-2 Policy to reduce CO2 emissions

COMPANY 3 is committed to reducing CO2 emissions through its activities, promoting sustainability and addressing climate change.

Some of our key actions include implementing energy-efficient solutions, reducing resource consumption and managing waste with a focus on reduction, reuse and recycling.

All employees are encouraged to actively participate in awareness-raising activities while regular training is provided to that end. The company monitors its performance by recording CO2 emissions and publishing annual progress reports.

This policy is an integral part of our strategy and is reviewed regularly to ensure it remains effective and up-to-date.

E4 - Total Waste Generation

	2022	2023	2024
E4-1 Waste weight (kg)	210,60	110,005	74,09

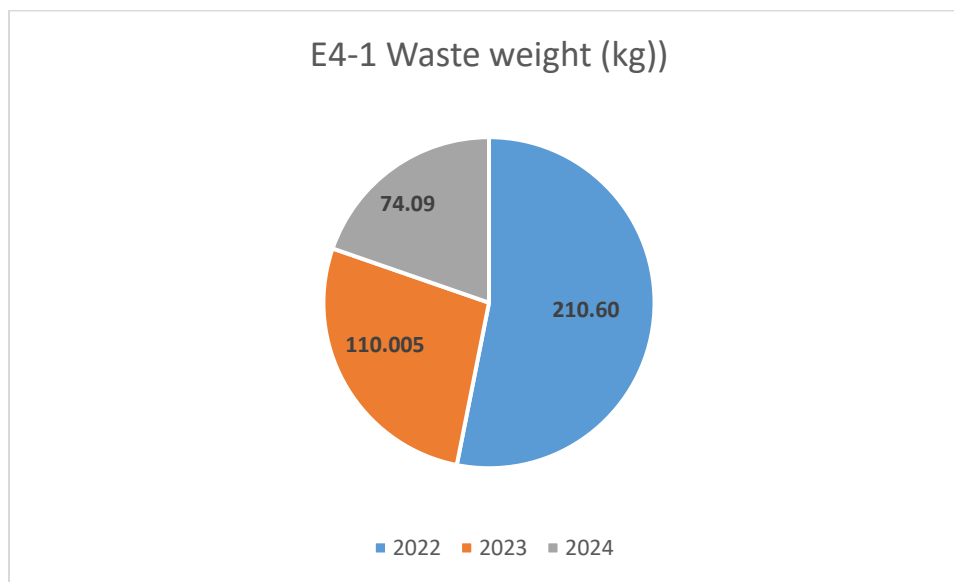


Diagram 7. Waste weight per year

E5-Recycling rate

	2022	2023	2024
E5-1 Waste weight recycled per year	100%	100%	100%
E5-2 Recycling policies	x	x	x

E5-1 Waste weight recycled per year

The company recycles 100% of its waste through an exclusive annual partnership with waste management operator SUK, which collects all waste.

E5-2 Recycling policies

ENVIRONMENTAL MANAGEMENT POLICY

COMPANY 3 was founded in 1991 specialising in the field of Hospital sterilisation and since 1998 is the exclusive distributor of GETINGE infection control products in Greece.

Company 3 Ltd's management, respecting environmental protection, has developed an Environmental Management System that meets ISO 14001:2015 requirements.

The management is committed to comply with the legislative framework on environmental protection as well as pollution prevention and other commitments related to the operating framework and the approval of environmental conditions. It is also committed to improving its Environmental Management System in order to improve its environmental performance. The Environmental Management System was developed so as to encompass all phases of the marketing, installation and technical support activities of machinery and the ancillary activities involved.

Respect for the environment is considered of utmost importance for Company 3 Ltd., which always strives to minimise the impact that may arise from its activities, through recycling and awareness-raising activities for staff and stakeholders.

EMS was developed to ensure compliance with environmental laws, the immediate and effective implementation of which is considered imperative.

EMS implementation is entrusted to the management, which is responsible for decision-making in terms of organisation, operation, improvement and setting objectives and guidelines.

The Company's activity results in the field of environmental protection and improvement, as recorded in detail through EMS, are shared with the Company's employees and other parties deemed necessary, to ensure that EMS is actively implemented, while seeking everyone's participation to protect the environment.

E6 - Environmental Management System Certification

As of 2022, the company, aware of environmental management issues, was certified under ISO 14001. Its current certificate has been issued by the certification body LL-C.



Image 2 . ISO 14001:2015

E7- Energy Management System Certification

The company is not certified under an energy management system, but it implements all the required energy management measures in terms of CO2 emissions metering, with the objective of continuously reducing greenhouse gas emissions.

7. Social Disclosures

S1-Characteristics of employees

	2022	2023	2024
S1-1 Number of employees	20	16	15
S1-2 FT/PT ratio	All employees are full-time		
S1-3 Gender distribution	30% women	37,5% women	33,3% women
S1-4 Nationality breakdown	15%	12,5%	13%

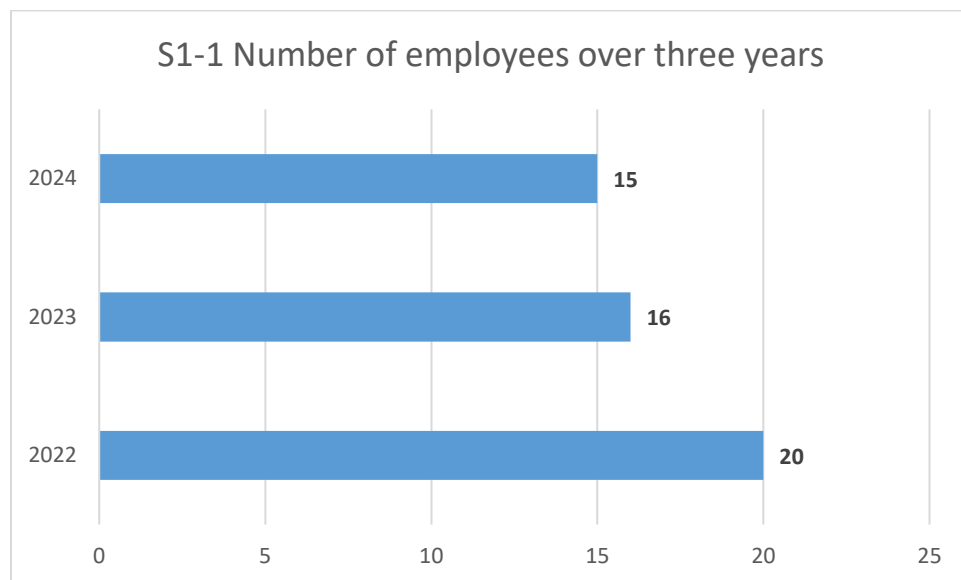


Diagram 8. Number of employees (3-year trend)

S1-3 Gender distribution for 2024

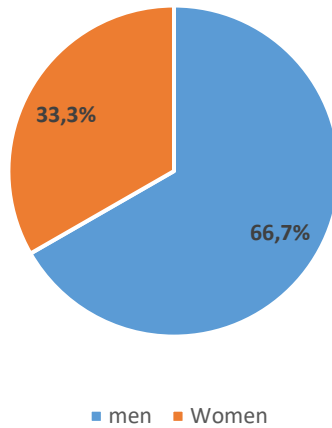


Diagram 9. Gender distribution of employees in 2024

S1-4 Nationality breakdown 2024

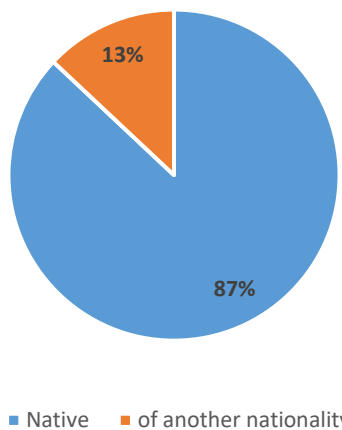


Diagram 10. Nationality Distribution of employees in 2024

S2- Diversity and Inclusion Indicators

	2022	2023	2024
S2-1 Policies			x
S2-2 Gender distribution in number and percentage at senior management level.	1 male Director General		

S2-3 Employee Distribution by age	3 employees over 50 years old
S2-4 Percentage of employees with disabilities among workers	-

S3- Work-life balance

	2022	2023	2024
S3-1 Percentage of employees entitled to family-related leaves	100% of employees under Greek labour law.		
S3-2 Percentage of employees entitled to family-related leaves and breakdown by gender	-	1 person (woman) marriage leave	2 persons (man) marriage leave
S3-3 Number of extra hours the employees work per year	Overtime is not part of the company's policy.		
S3-4 Policies on maintaining work-life balance (on-call/stand-by policies)			x

S4- Training and skills development

	2022	2023	2024
S4-1 Percentage of employees having participated in regular performance and career development reviews; such information shall be broken down by employee category and by gender	100% of the company's employees participate in a performance evaluation through the Quality Management System		
S4-2 Average number of training hours per employee, by employee category and by gender	5 hours of training per employee	7 hours of training per employee	9 hours of training per employee.

S4-2 Average number of training hours per person for employees, by employee category and by gender

All company employees, regardless of category and gender, receive the same training in terms of scope and training hours. The training is related to service management, environmental

management, employee health and safety, information security, anti-bribery measures, facilities management and business continuity.

S5-Social Protection

	2022	2023	2024
S5-1 Percentage of employees covered by social protection, through public programs or through benefits offered by the undertaking, against loss of income due to any of the following major life events:	0	0	Group Insurance for the company's employees

S6-Employee engagement

	2022	2023	2024
S6-1 Score/level of engagement			100%
S6-2 Average tenure of your employees	85%	96%	100%

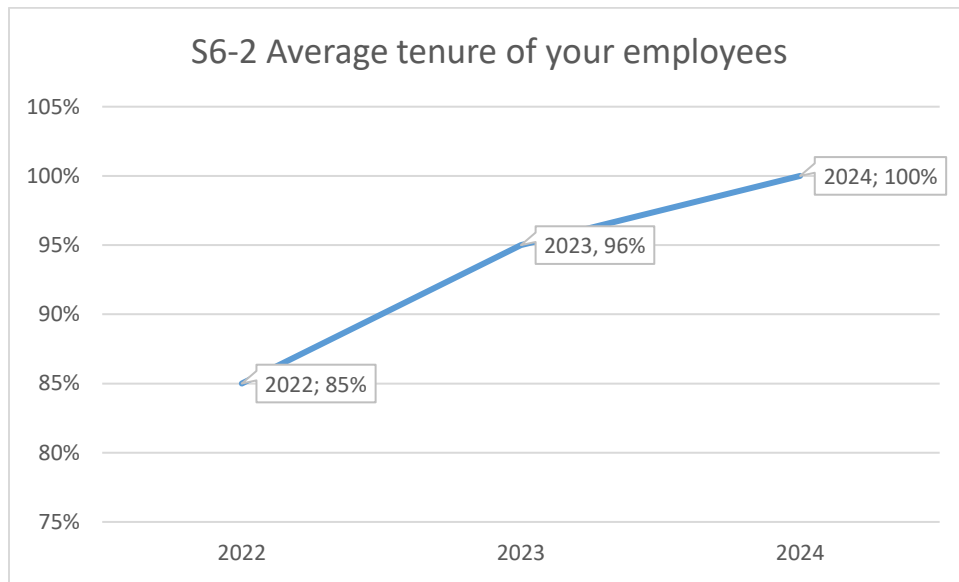


Diagram 11. Average tenure of your employees

S7 - Employee Health and Safety

	2024
S7-1 Measures taken to protect health and safety	ISO 45001, compliance with Occupational Risk Assessment Study, employee PPE, group health insurance, first aid courses for 4 company employees, mobbing management training
S7-2 Certifications regarding health and safety at work	Since 18-10-2019, the company is certified under ISO 45001:2018.



Image 3 . ISO 45001:2018

S8 - Customer Data Protection and Privacy

COMPANY 3 follows a manual and policies for compliance with the General Data Protection Regulation. It is also certified under ISO 37001:2019 Anti-Bribery Management System since 2024.

S9 - Community Engagement and Support

	2022	2023	2024
S9-1 Number of Community projects	-	-	-
S9-2 Number of voluntary efforts (hours)	-	2	3
S9-3 Support for community development programmes	-	1.700€	2.200€

The company participates in European programs as a stakeholder, it sponsors fire fighters and company's employees participate in voluntary blood donations. In the context of social responsibility, at Christmas the company offers gifts to children at "PAIDON" Hospital.

S10 - Employee Compensation (pay gap and total compensation)

	2022	2023	2024
S10-1 Gender pay gap	All company employees in the same job position are equally paid.		
S10-2 Ratio of the annual total compensation of the highest paid individual to the median annual total compensation of all employees (excluding the highest paid individual)	x	x	x

S11-Customer Satisfaction and Loyalty

	2023
S11-1 Percentage of Customer satisfaction	100% (70% positive, 30% contract renewal) for businesses - customers 79% EAD performance certificates

S11-2 Percentage of returning customers	- EAD: 75,00% - SERVICE: 87.88%
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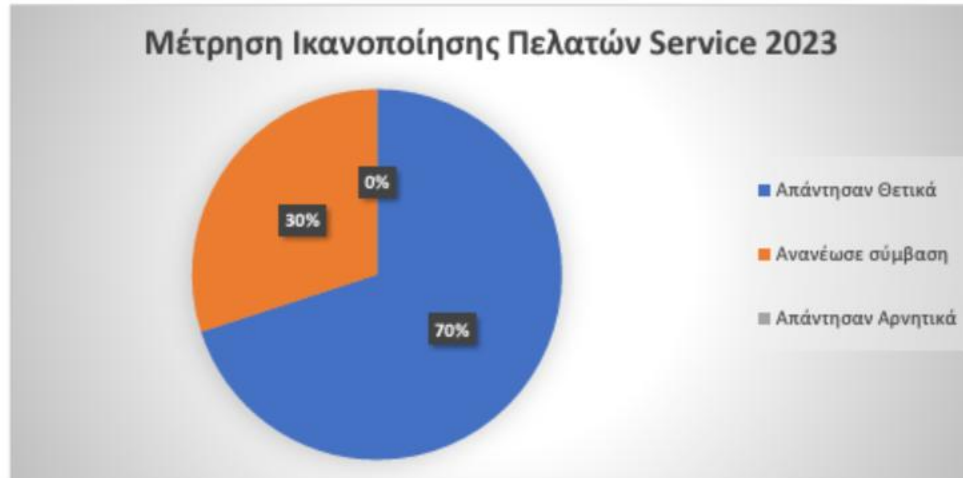


Diagram 12. Customer satisfaction measurement 2023

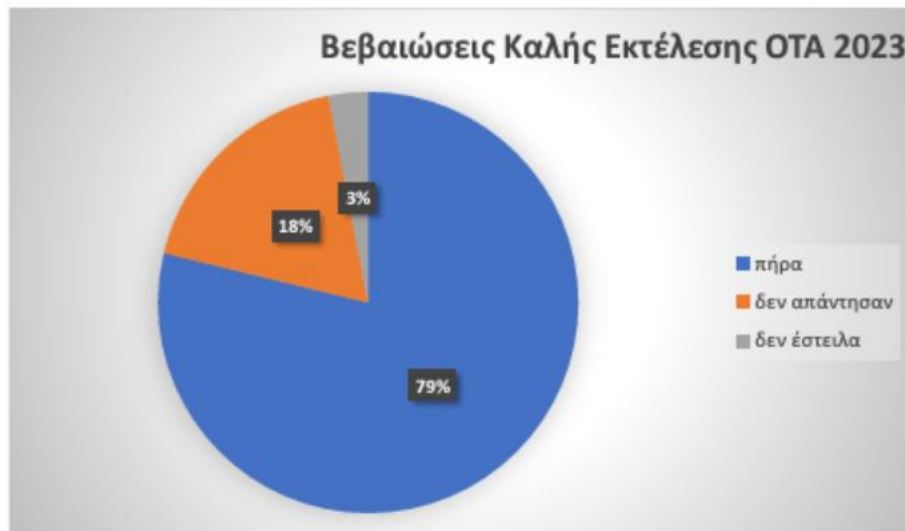


Diagram 13. EAD performance certificates for 2023

8. Governance Disclosures

G1 - Board Diversity and Independence

	2022	2023	2024
G1-1 Composition of the Board (gender, nationality, skills, expertise)	2 Greek males		
G1-2 Percentage of independent directors	One of the shareholders is the General Manager.		

G2 - Corporate Governance Policy Adherence

	2022	2023	2024
G2-1 Set of key CG policies	Code of conduct/ethics, anti-corruption policy, whistleblower protection policy		

The company adheres to a GDPR manual, a signed code of conduct by staff an anti-bribery commitment and policy and a Bribery Complaints Management Team.

G3 - Supplier Relationship Management and Sustainability Strategy

	2024
G3-1 Description of SME's approach to supplier relationships	The company follows a procedure for evaluating its suppliers based on its management systems. The company evaluates its supplier requirements and establishes a list of evaluated suppliers. The list is generated after due diligence on bribery and appropriate confidentiality measures are requested through GDPR.

G3-2 Percentage of SME's suppliers adhering to environmental and social criteria / standards.	59
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G5 - Stakeholder Engagement

	2022	2023	2024
G5-1 Customer Satisfaction			100%
G5-2 Employee Satisfaction			100%