

## **ESG SUSTAINABILITY REPORT- 2024**

**PEST CONTROL COMPANY**

January 2025  
Athens, Greece

## 1. Contents

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#### 4. General disclosures

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

The company under the name COMPANY 4 specialises in sanitary and environmental applications. Our extensive experience is the key to success. Company collaborates with reliable and certified companies aiming for top quality and maximum performance over time.

COMPANY 4 focuses on the needs of its customers. Company's staff is highly experienced and capable of dealing with the most demanding projects, ensuring maximum efficiency and the best price/cost ratio.

The main company activities are summarised in the table below:

| A/A | Description of activities   |
|-----|---|
| 1   | Insect and rodent control and extermination services in residential and non-residential premises by any means legally permissible.  |
| 2   | Disinfestation, rodenticide, disinfection, insect control, disinsection, mosquito extermination services, microbicide, fumigation, indoor and outdoor, in any premises residential or non-residential and with the appropriate service crews. |
| 3   | Repulsion of animals & pests, etc. in any premises.   |
| 4   | Cleaning Services   |



The company is based in Athens and offers fully equipped service crews which constitute autonomous operational units.

**b. Mission and Values**

COMPANY 4 is specialised in Pest Control and Control services, operates in accordance with the philosophy of IPM (Integrated Pest Management) and extends to the full range of Sanitary and Environmental applications. Our aim is the overall assessment of the infestation (existing or future), the effectiveness of the methods and the safeguarding of public health. Our staff possesses scientific training and experience in this specific field of application, as well as the necessary technological equipment to provide quality services.

In today's reality where demands are increasing & service delivery is constantly being evaluated, partner selection is critical. COMPANY 4 recognises the difficulty of selecting partners at the level of pest control due to its special nature & the specialised knowledge it requires and yet aims at long-term cooperation. By choosing us you can find out & tell the difference in the services offered, as well as in the final result.

At COMPANY 4 we attend each customer separately according to their particular needs. First of all, we schedule a meeting with you. Since we believe we offer more than a service with a view to satisfy your needs, you always have the last word. The review for our work, following proper data collection, helps us fully understand and assess your needs and thereby modify the program and take corrective actions.

The quality policy and values, adopted and supported by all its members, with which all the necessary actions of **COMPANY 4** are launched, is summarised in the following:

- ❖ To continuously improve the processes of the Management Systems that it implements and to ensure constant update for new requirements.
- ❖ To provide its services in accordance with the legal and regulatory framework and international standards.
- ❖ To provide structured and evaluable training to all its staff in order to acquire specialisation and efficiency in its work.
- ❖ To use and provide high quality products.
- ❖ To act as an advisor for every kind of need of its clients, ensuring adequacy in the specific object of applications and adopting corrective actions where it is deemed necessary.
- ❖ To provide its services in order to fully meet the requirements of its customers and always to the extent it commits to, ensuring that they benefit effectively and efficiently in terms of cost and quality.
- ❖ To provide its services proving that the level of quality and service is the most satisfactory.
- ❖ To provide its services in order to fully meet the requirements of its customers and always to the extent it commits to, ensuring that they benefit effectively and efficiently in terms of cost and quality.
- ❖ To provide its services proving that the level of quality and service is the most satisfactory.

In summary, COMPANY 4 moves towards maintaining and continuously improving its reliability, giving great importance to constant personal contact with its customers, evaluating their needs and supporting effective services at competitive prices.

COMPANY 4 implements a Quality Management System in accordance with the **ISO 9001: 2015** Standard and has established all the necessary procedures in order to ensure, maintain and improve the services it provides to its customers.

In addition, COMPANY 4 is one of the first companies whose management system fully meets the requirements of EN 16636 and belongs to the list of companies that are pan-European

certified (CEPA Certified Company).

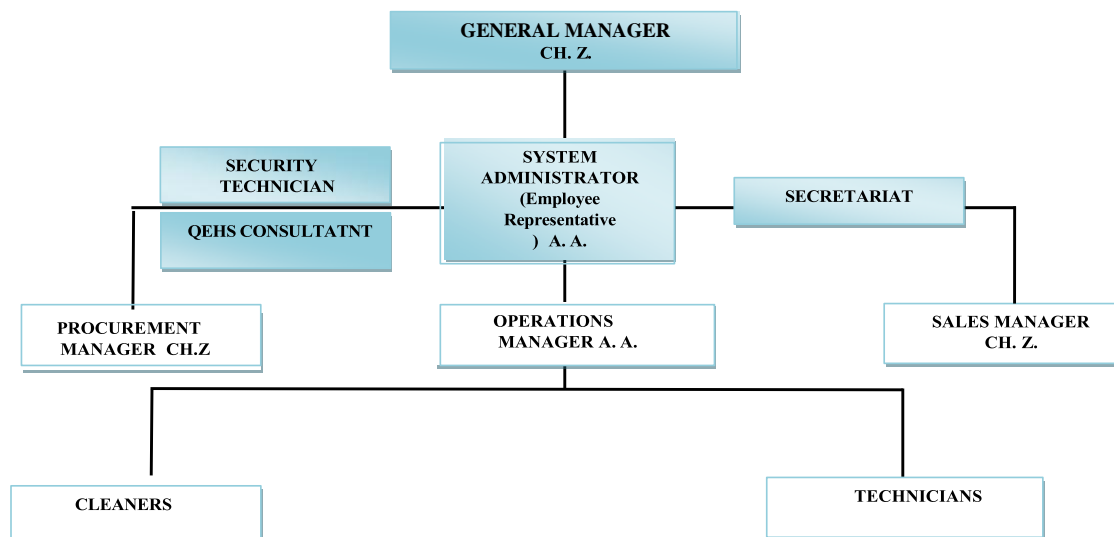
All the services we provide are in accordance with the rules of environmental management (ELOT EN ISO 14001: 2015), the standard concerning the Health & Safety of employees (ISO 45001: 2018) and the basic principles of HACCP, and are harmonised to cover fully meet your needs.

The company, driven by the need to better ensure its customers' safety, both in terms of health and in theory, has established a COVID SHIELD System, a Facility Management System (ISO 41001), a Business Continuity Management System (ISO 22301), an Anti-Bribery Management System (ISO 37001) and an Information Security Management System (ISO 27001). By implementing these systems and complying with the GDPR, the company adheres to policies and a code of conduct and ethics that all employees and partners are bound by.

**c. Composition of Board of Directors**

| Position  | Name | Percentage of ownership | Term Expiration (date) |
|---|------|-------------------------|------------------------|
| General Manager - General Partner & Administrator |      | 90%                     | 2044                   |
| General Partner & Administrator                   |      | 10%                     | 2044                   |

**d. Organisation chart**



*Image 1. Organisation chart*



## 5. Materiality Assessment

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

*Table 1. Stakeholder Analysis*

| Stakeholder group                  | Communication channel                           | Frequency of communication |
|------------------------------------|---|----------------------------|
| <b>Customers</b>                   | ad hoc communication, email, social media posts | Always                     |
| <b>End users</b>                   | ad hoc communication, social media posts        | Sometimes                  |
| <b>Suppliers/partners</b>          | ad hoc communication, email                     | Always                     |
| <b>State authorities - Society</b> | Posts on social media and company website       | Often                      |
| <b>Staff</b>                       | ad hoc communication, email                     | Always                     |
| <b>Management</b>                  | ad hoc communication, email                     | Always                     |

Table 2. Material issues per stakeholder group

| Stakeholder group | Material issues concerning the environment  | Material issues concerning society   | Material issues concerning governance  |
|-------------------|---|--|--|
| <b>Customers</b>  | <p>Compliance with legislation and commitments on the environment.</p> <p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management &amp; Recycling</p> <p>Measurement of environmental footprint.</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>Adherence to legal obligations by the company</p> <p>Social sensitivity actions.</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> |
| <b>End users</b>  | <p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management &amp; 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> |

|                                    |   |   |  |
|------------------------------------|---|---|--|
| <b>Suppliers – Partners</b>        | <p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management &amp; Recycling</p> <p>Measurement of environmental footprint.</p>  | <p>Maintaining long-term cooperation</p> <p>Information 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>Information in case of failures or problems.</p> <p>Adherence to agreements and relevant requirements.</p> <p>COVID-19 issues management</p> |
| <b>State authorities - Society</b> | <p>Compliance with legislation and commitments on the environment.</p> <p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management &amp; Recycling</p> <p>Measurement of environmental footprint.</p> | <p>Information in case of failures or problems</p> <p>Rational use of biocidal pharmaceuticals</p> <p>COVID-19 issues management.</p> <p>Compliance with requirements of chambers of commerce and the Hellenic Association of Fumigation Companies (SEAME)</p> <p>Social awareness actions.</p> | <p>Employment of qualified personnel, without discrimination</p> <p>Information 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 corruption Actions</p>                              |

|                       |   |   |  |
|-----------------------|---|---|--|
| <b>Staff</b>          | <p>Compliance with legislation and commitments on the environment.</p> <p>Use of environmentally friendly medications and cleaning products.</p> <p>Waste Management &amp; Recycling</p> <p>Measurement of environmental footprint.</p> | Social sensitivity Actions.   | <p>Continuous staff training</p> <p>Opportunities and pay equity.</p> <p>Proper working environmental conditions</p> <p>Use of appropriate resources</p> <p>Compliance with labour law.</p> <p>Compliance with H&amp;S legislation</p> |
| <b>Administration</b> | <p>Compliance with environmental legislation and environmental commitments.</p> <p>Measurement of environmental footprint.</p>  | <p>Information in case of failures or problems.</p> <p>COVID-19 issues management</p> <p>Compliance with requirements of chambers of commerce and the Hellenic Association of Fumigation Companies (SEAME)</p> <p>Social awareness Actions.</p> | <p>Continuous staff training</p> <p>Opportunities and pay equity.</p> <p>Work in proper environmental conditions</p> <p>Use of appropriate resources</p> <p>Compliance with labour law.</p> <p>Compliance with H&amp;S legislation</p> |

## 5. Environmental disclosures

### E1 - Total energy consumption & mix

|   | 2022                | 2023                | 2024                |
|---|---------------------|---------------------|---------------------|
| E1-1 Energy consumption (kWh) per square meters | 25,384              | 25,844              | 12,744              |
| E1-2 Fuel consumption (Litres/vehicle)          | 9719,15             | 6417,66             | 5063,14             |
| E1-3 Energy consumption for heating and cooling | 100%<br>electricity | 100%<br>electricity | 100%<br>electricity |

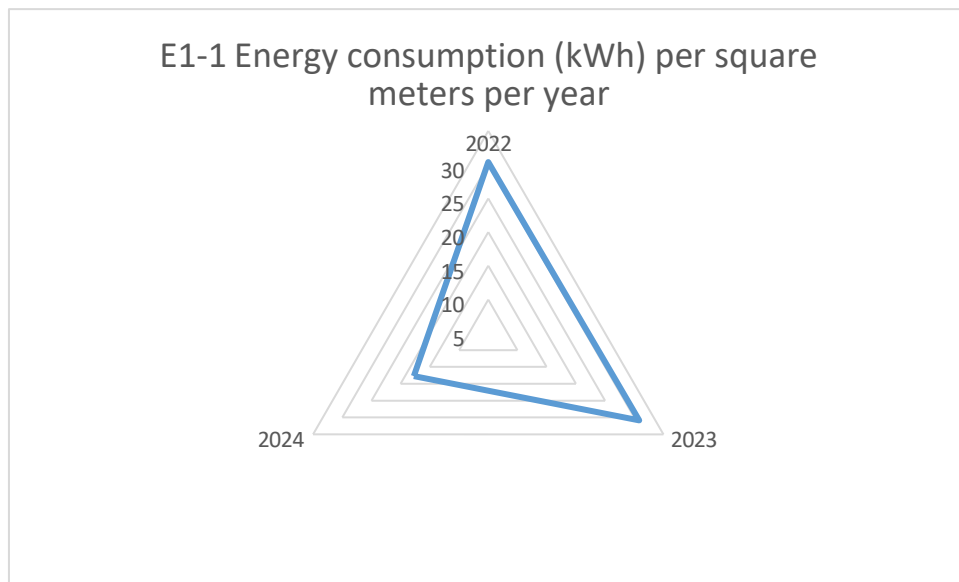


Diagram 1. Energy consumption per year

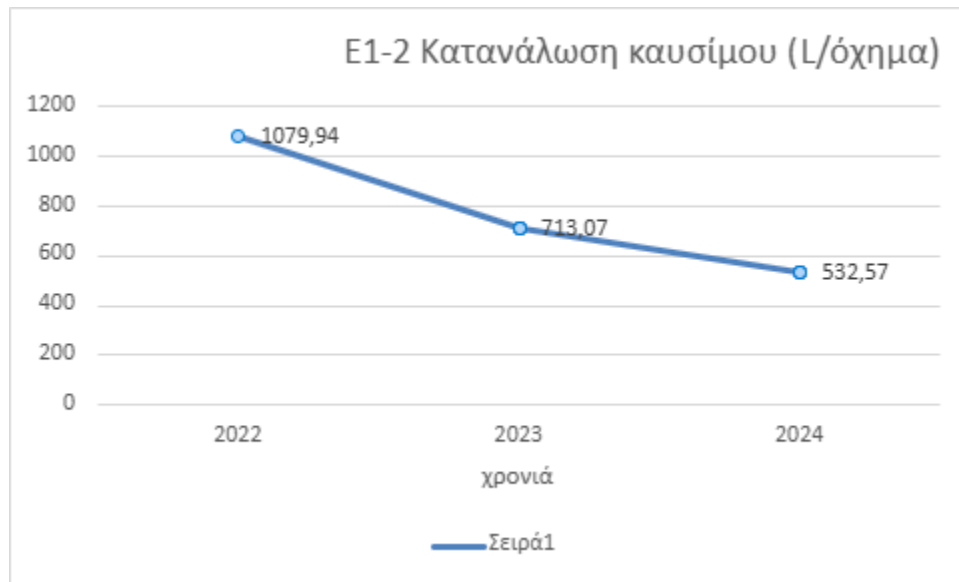


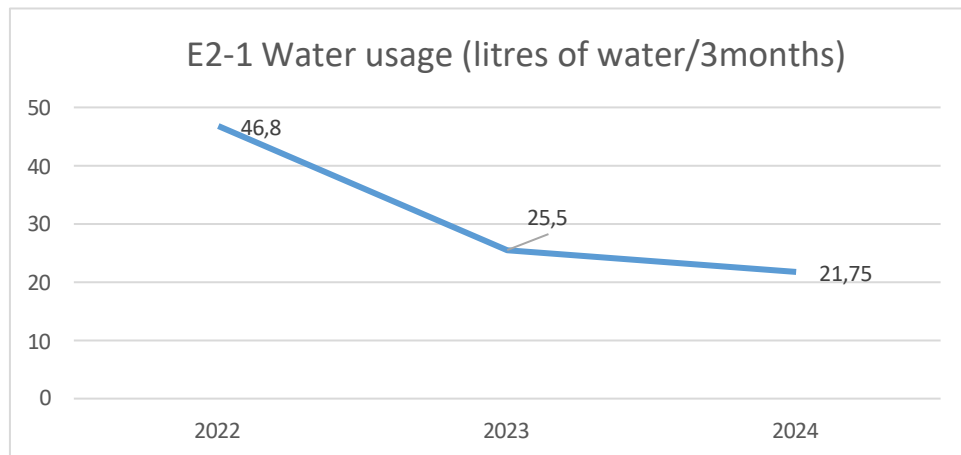
Diagram 2. E1-2 Fuel consumption per year

### E1-3 Energy consumption for heating and cooling:

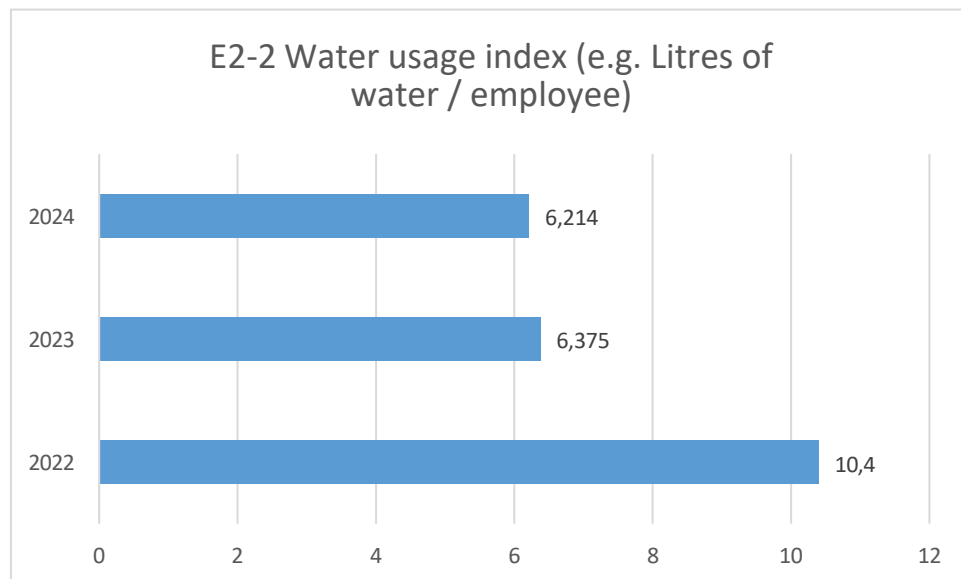
For heating and cooling, the company uses electricity through air conditioning units. Approximately 20% of the annual energy consumption is used.

### E2-Total Water Usage

|   | 2022 | 2023  | 2024  |
|---|------|-------|-------|
| E2-1 Water usage (litres of water/3months)                | 46,8 | 25,5  | 21,75 |
| E2-2 Water usage index (e.g., Litres of water / employee) | 10,4 | 6,375 | 6,214 |
| E2-3 Policies for saving water                            |      |       | x     |



*Diagram 3. Water usage per year*



*Diagram 4 Water usage index per year*

### E2-3 Policies for saving water

COMPANY 4 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.

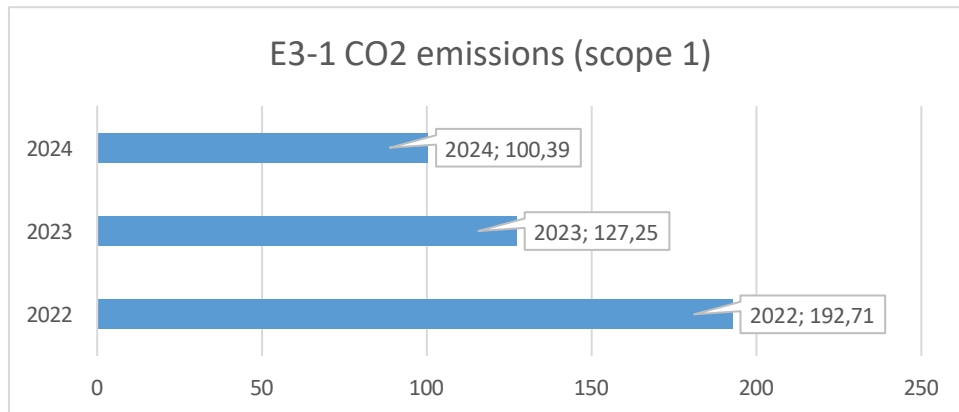
Employees are required to follow the established water saving practices and report problems such as leaks directly.

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

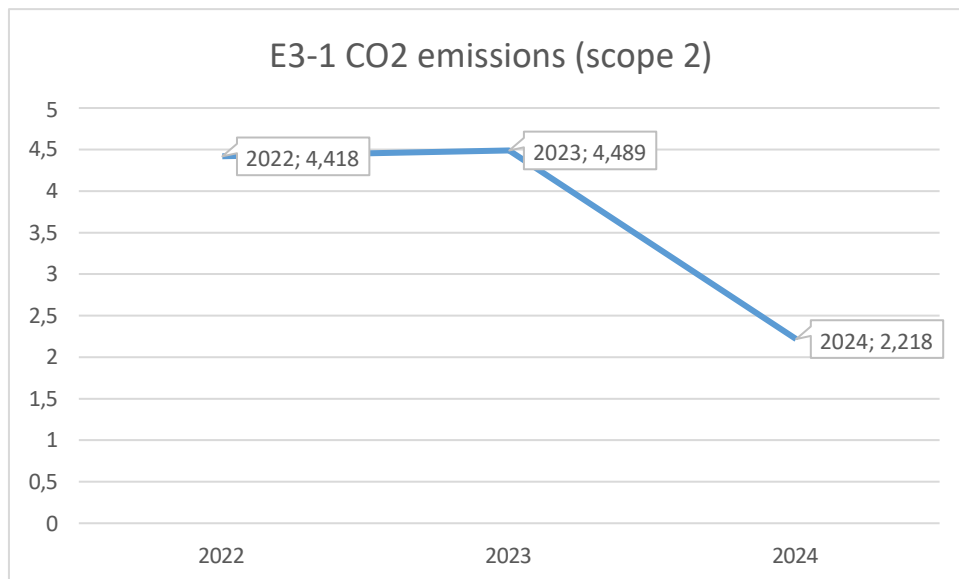
### **E3- Greenhouse Gas Emissions**

|   | 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.  | 192,71            | 127,25            | 100,39            |
| 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. | 4,418             | 4,489             | 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 available | No data available | No data available |
| 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 Policies to reduce CO2 emissions**

**Company 4** is committed to reducing CO2 emissions through its activities, promoting sustainability and addressing climate change. Our goal is to achieve a 30% reduction in emissions by 2028 through adopting environmentally responsible practices and technologies.

Some of our key actions include implementing energy-efficient solutions, reducing resource consumption and managing waste with a focus on reduction, reuse and recycling. At the same time, we support telecommuting and the use of public transport for travel.

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) | 218,80 | 111,995 | 81,09 |

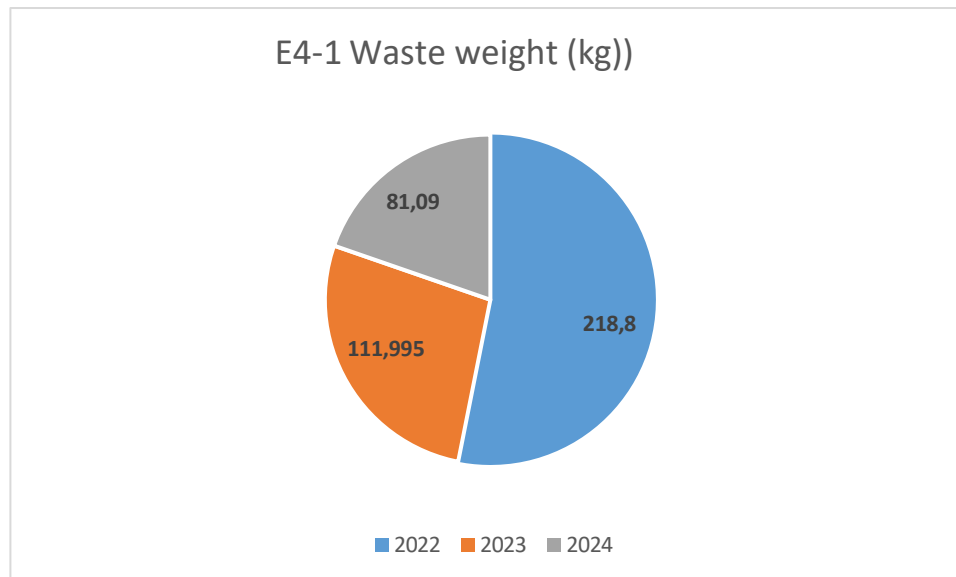


Diagram 7. Waste weight per year

#### **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. The company is responsible for the rodenticides returned.

In addition, in the years 2022, 2023 and 2024 we managed waste as follows:

### **INK CONSUMPTION**

In 2022 the following were consumed:

- 53 ml of Epson 112 Pigment Cyan out of a 70 ml container.
- 53 ml of Epson 112 Pigment Yellow out of a 70 ml container.
- 53 ml Epson 112 Pigment Magenta out of a 70 ml container.
- Three (3) 127 ml containers of Epson 112 Pigment Black.

In 2023 the following were consumed:

- (2) 70 ml Epson 112 Pigment Cyan containers.
- (2) 70 ml Epson 112 Pigment Yellow containers.
- (2) 70 ml Epson 112 Pigment Magenta containers.
- (5) 127 ml Epson 112 Pigment Black containers.

In 2024 the following were consumed:

- (2) 70 ml Epson 112 Pigment Cyan containers.
- (1) 70 ml Epson 112 Pigment Yellow container.
- (2) 70 ml Epson 112 Pigment Magenta containers.
- (4) 127 ml Epson 112 Pigment Black containers.

### **BATTERY RECYCLING**

In 2022, 35 batteries were consumed and recycled.

In 2023, 32 batteries were consumed and recycled.

In 2024, 25 batteries were consumed and recycled.

**LIGHT BULB CONSUMPTION**

In 2022, 8 light bulbs were consumed and recycled.

In 2023 7 light bulbs were consumed and recycled.

In 2024 8 light bulbs were consumed and recycled.

**GENERAL WASTE GENERATION**

In 2022, 52 100 lt containers were used and recycled.

In 2023, 50 100 l containers were used and recycled.

In 2024, 35 100 l containers were used and recycled.

### E5-2 Recycling policies

#### **ENVIRONMENTAL MANAGEMENT POLICY**

COMPANY 4's management, respecting the Company 4ion of the environment, has developed and is committed to implementing an Environmental Management System, meeting the requirements of ISO 14001:2015 and the relevant legislative and regulatory requirements.

The Environmental Management System was developed so as to encompass the **activities of insect and rodent control and extermination services in residential and non-residential premises, cleaning and disinfection services**, throughout all phases and associated operations, including ancillary activities and services.

Respect for the environment is a key objective for "COMPANY 4", which always strives to minimise the impact that may arise from its activities, **through recycling, waste disposal and awareness-raising activities for staff and stakeholders**. The Environmental Management System entails mechanisms to identify and manage changes, opportunities and risks, with a view to continuously improving performance and complying with legislative and regulatory requirements.

The effectiveness of the company's activities in terms of environmental Company 4ion and impact improvement are continuously monitored through indicators and targets, fostering and seeking everyone's active participation.

#### **E6 - Environmental Management System Certification**

Aware of environmental management issues, the company has been certified with ISO 14001 since 2016. Its current certificate has been issued by the certification body TUV AUSTRIA.

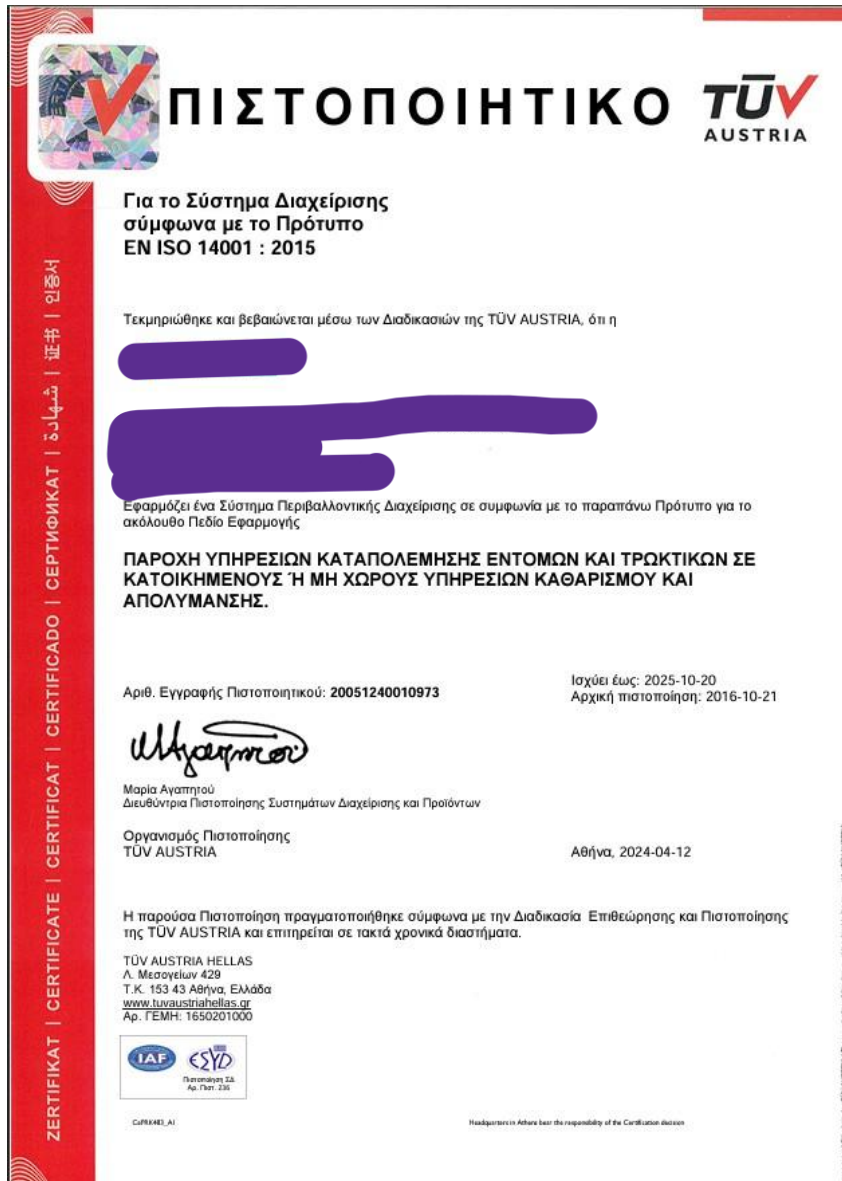


Image 2. ISO 14001:2015

## 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 measuring CO2 emissions, with a view to continuously reducing gas emissions.

## E8- Environmental Investments

In this section the company should provide an analysis of the investments made to improve its environmental performance. In the following table, fill in the investment undertaken and the corresponding amount invested.

|   | 2022   | 2023   | 2024   |
|---|--|--|--|
| E8-1 Investments to improve environmental performance | <p>4.000€ expenditure on:</p> <ol style="list-style-type: none"> <li>1. Environmental Management System Support and Certification</li> <li>2. Contract with a waste management company</li> <li>3. Light bulb, cartridge recycling</li> <li>4. Refilling of fire extinguishers</li> <li>5. Issuance of an emission control card</li> </ol> | <p>4.000€ expenditure on:</p> <ol style="list-style-type: none"> <li>1. Environmental Management System Support and Certification</li> <li>2. Contract with a waste management company</li> <li>3. Light bulb, cartridge recycling</li> <li>4. Refilling of fire extinguishers</li> <li>5. Issuance of an emission control card</li> </ol> | <p>4.000€ expenditure on:</p> <ol style="list-style-type: none"> <li>1. Environmental Management System Support and Certification</li> <li>2. Contract with a waste management company</li> <li>3. Light bulb, cartridge recycling</li> <li>4. Refilling of fire extinguishers</li> <li>5. Issuance of an emission control card</li> </ol> |



## 6. Social Disclosures

### S1- Characteristics of SME's 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%<br>women                | 37,5%<br>women | 33,3%<br>women |
| S1-4 Nationality Distribution | 15%                         | 12,5%          | 13%            |

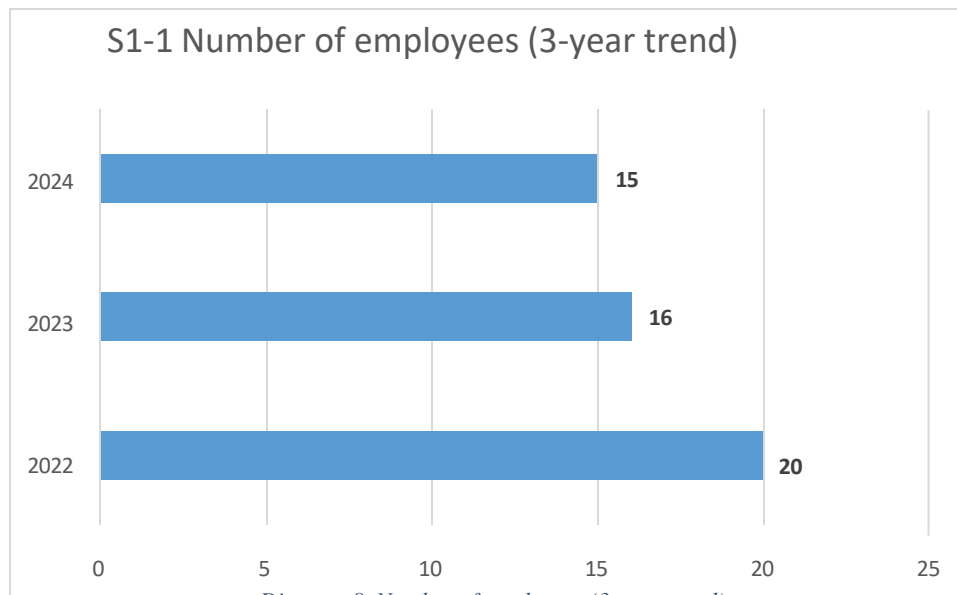


Diagram 8. Number of employees (3-year trend)

S1-3 Gender Distribution for 2024

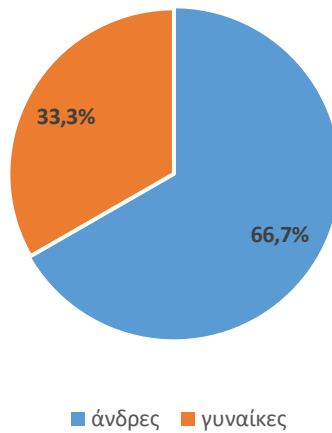


Diagram 9. Gender Distribution for 2024

S1-4 Nationality Distribution for 2024

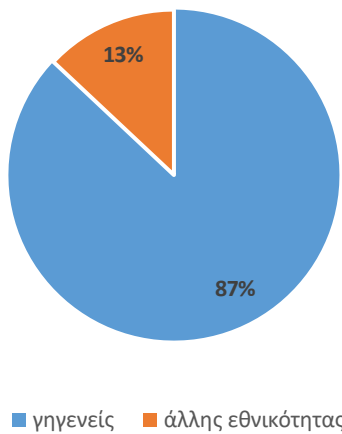


Diagram 10. Nationality Distribution for 2024

## **S2 - Diversity & Inclusion indicators**

|               | 2022 | 2023 | 2024 |
|---------------|------|------|------|
| S2-1 Policies |      |      | x    |

|  |   |
|--|---|
| S2-2 Gender distribution in number and percentage at top management level amongst its employees. | 1 male General Manager                          |
| S2-3 Distribution of employees by age group  | 2 employees over 50 years old                   |
| S2-4 Percentage of employees with disabilities amongst SME's employees                           | 1 employee with diagnosed mental health issues. |

### S2-1 Policies

#### **DIVERSITY & INCLUSION POLICY**

**COMPANY 4** 's Diversity and Inclusion Policy is driven by the belief that diversity is a powerful source of strength and innovation. We are committed to creating an environment encouraging and respecting diversity, promoting inclusion and ensuring that every individual, regardless of gender, age, race, ethnicity, religion, disability, sexual orientation or other personal characteristic, enjoys equal opportunities and is treated with respect and dignity.

At **COMPANY 4**, we believe that diversity of ideas and perspectives results in better collaboration and more effective results. Therefore, we promote a work environment where all employees are able to grow personally and professionally, while managing differences enhances team relationships and performance. We are committed to ongoing training and awareness about the values of diversity and inclusion and work towards eliminating any form of discrimination or inequality.

### **S3 - Work-life balance**

|  | 2022  | 2023                             | 2024                           |
|--|---|----------------------------------|--------------------------------|
| S3-1 Percentage of employees entitled to take family-related leaves                                | 100% of employees based on Greek labour law.              |                                  |                                |
| S3-2 Percentage of entitled employees that took family-related leaves, and a breakdown by gender   | 2 persons for 5 days each, out of which 1 man and 1 woman | 1 person (female) marriage leave | 1 person (male) marriage leave |
| S3-3 Extra hours the employees work per year   | Overtime is not part of company's policy.                 |                                  |                                |
| S3-4 Policies regarding keeping balance between work and personal life (on-call/stand by policies) |   |                                  | x                              |

#### **S3-4 Policies regarding keeping balance between work and personal life**

COMPANY 4 is committed to promoting a healthy and supportive work environment respecting employees' need for work-life balance. We recognise that balancing these aspects helps improve the performance, satisfaction and well-being of our employees.

Our policy seeks to manage work responsibilities so as to minimise the impact on employees' personal lives. Our employees are notified in advance of the work schedule, planned in a fair and transparent manner. Our priority is to ensure working hours are allocated equally, taking into account the personal commitments and needs of each team member.

At the same time, we take measures to avoid work overload through ensuring that work is only carried out within the scheduled working hours.

COMPANY 4 is committed to continuously reviewing its working time practices and policies, incorporating feedback and suggestions from employees.

We foster open communication so that problems or inequalities are immediately identified and we are committed to implementing solutions that promote balance and cooperation.

Employees' well-being is a core value for COMPANY 4, and we remain committed to fostering a culture that enhances both job performance and personal well-being.

#### **S4-Training and Skills development**

|  | 2022  | 2023                             | 2024                              |
|--|---|----------------------------------|-----------------------------------|
| S4-1 Percentage of employees that 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 person for employees, by employee category and by gender.  | 5 hours of training per employee  | 7 hours of training per employee | 9 hours of training per employee. |

|   |         |  |                |
|---|---------|--|----------------|
|  | Ε 05.03 | Έκδοση: 1 <sup>η</sup><br>Ημερομηνία: 10.03.16 | Σελίδα 1 από 1 |
| ΑΞΙΟΛΟΓΗΣΗ ΠΡΟΣΩΠΙΚΟΥ   |         |  |                |

|  |                    |                  |               |            |
|--|--------------------|------------------|---------------|------------|
| ΟΝΟΜΑΤΕΠΩΝΥΜΟ  |                    |                  |               |            |
| ΤΜΗΜΑ  |                    |                  |               |            |
| ΑΞΙΟΛΟΓΗΤΗΣ  |                    |                  |               |            |
| ΣΤΟΙΧΕΙΑ ΑΞΙΟΛΟΓΗΣΗΣ   | ΔΕΝ ΚΡΙΝΕΤΑΙ ΑΚΟΜΑ | ΚΑΤΩ ΤΟΥ ΜΕΤΡΙΟΥ | ΙΚΑΝΟΠΟΙΗΤΙΚΗ | ΕΞΑΙΡΕΤΙΚΗ |
| 1. ΠΡΟΣΑΡΜΟΣΤΙΚΟΤΗΤΑ<br>Προσαρμόζεται εύκολα στις αλλαγές των καταστάσεων και των καθηκόντων.  |                    |                  |               |            |
| 2. ΣΥΝΕΡΓΑΣΙΑ<br>Συνεργάζεται με τους συναδέλφους του και την ιεραρχία χωρίς να δημιουργεί πρόβλημα.   |                    |                  |               |            |
| 3. ΥΠΕΥΘΥΝΟΤΗΤΑ<br>Σε ποιο βαθμό αναλαμβάνει σε εργασίες που ανέλαβε σε συγκεκριμένα χρονοδιαγράμματα χωρίς την συνεχή επίβλεψη.   |                    |                  |               |            |
| 4. ΠΡΟΔΙΑΘΕΤΗ & ΝΟΟΤΡΟΠΙΑ<br>Σε ποιο βαθμό αποδέχεται οδηγίες. Έχει προδιάθεση να δεχτεί συμβουλές για την προαγωγή του της βελτίωση. Συμβάλλει στην ανάδειξη ποσότητας της εταιρείας. |                    |                  |               |            |
| 5. ΠΡΟΤΥΠΟΤΗΤΑ<br>Προβλέπει τις ανάγκες και παίρνει πρωτοβουλίες όταν το απαιτούν οι συνθήκες.   |                    |                  |               |            |
| 6. ΚΡΙΤΙΚΗ ΙΚΑΝΟΤΗΤΑ, ΛΟΓΙΚΗ<br>Αξιολογεί τα προβλήματα και τα χειρίζεται πρακτικά με ελάχιστη επίβλεψη.   |                    |                  |               |            |
| 7. ΕΠΙΔΕΙΞΗ<br>Κατά πόσο τα προσόντα αντιστοιχούν με αυτά που απαιτούνται από τις απαιτήσεις.  |                    |                  |               |            |
| 8. ΠΟΙΟΤΗΤΑ ΑΠΟΔΟΣΗΣ<br>Κατά πόσο τον/την χαρακτηρίζει ακρίβεια, πληρότητα & τακτικότητα.  |                    |                  |               |            |
| 9. ΠΟΣΟΤΗΤΑ ΕΡΓΑΣΙΑΣ<br>Υπάρχει αντίστοιχη στην ποσότητα της εργασίας που έχει διατεταθεί και στις απαιτήσεις της εργασίας.  |                    |                  |               |            |
| 10. ΠΡΟΤΙΠΟΣ ΕΡΓΑΣΙΑΣ<br>Σε ποιο βαθμό είναι ακριβής, οργανωτικός ή φροντίζει για τα μηχανήματα & την ασφάλειά τους / της.   |                    |                  |               |            |

|  |         |  |                |
|--|---------|--|----------------|
|  | Ε 05.03 | Έκδοση: 1 <sup>η</sup><br>Ημερομηνία: 10.03.16 | Σελίδα 1 από 1 |
| ΑΞΙΟΛΟΓΗΣΗ ΠΡΟΣΩΠΙΚΟΥ  |         |  |                |

|   |                     |                       |  |
|---|---------------------|-----------------------|--|
| 11. ΑΚΡΙΒΕΙΑ ΣΤΗΝ ΠΡΟΣΕΛΕΥΣΗ<br>Καθόλη την διάρκεια της υπό αξιολόγηση περιόδου κατά πόσο ήταν ακριβής στην ώρα προσέλευσης της εργασίας. |                     |                       |  |
| 12. ΔΥΝΑΤΟΤΗΤΑ ΕΞΕΛΙΞΗΣ<br>Κατά πόσο έχει επιδείξει ικανότητα ανάπτυξης & προσαρμογής.  |                     |                       |  |
| 13. ΣΥΓΚΕΚΡΙΜΕΝΑ ΕΠΙΤΕΥΓΜΑΤΑ ΓΙΑ ΤΗΝ ΥΠΟ ΑΞΙΟΛΟΓΗΣΗ ΠΕΡΙΟΔΟ (και σε σχέση με την εκπαίδευση που του παρέχεται)                            |                     |                       |  |
| 14. ΕΠΙΤΕΥΧΘΕΝΤΑ ΑΠΟΤΕΛΕΣΜΑΤΑ ΣΕ ΠΡΟΣΩΠΙΚΟΥΣ ΣΤΟΧΟΥΣ  |                     |                       |  |
| 15. ΝΕΕΣ ΥΠΕΥΘΥΝΟΤΗΤΕΣ ΚΑΙ ΜΕΛΛΟΝΤΙΚΟΙ ΠΡΟΣΩΠΙΚΟΙ ΣΤΟΧΟΙ  |                     |                       |  |
| 16. ΣΧΟΛΙΑ ΑΞΙΟΛΟΓΟΥΜΕΝΟΥ   |                     |                       |  |
| ΥΠΟΓΡΑΦΗ ΑΞΙΟΛΟΓΟΥΜΕΝΟΥ   | ΥΠΟΓΡΑΦΗ ΑΞΙΟΛΟΓΗΤΗ | ΥΠΟΓΡΑΦΗ ΠΡΟΪΣΤΑΜΕΝΟΥ |  |
| ΗΜΕΡΟΜΗΝΙΑ  | ΗΜΕΡΟΜΗΝΙΑ          | ΗΜΕΡΟΜΗΝΙΑ            |  |

Image 3. Staff Assessment Questionnaire

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

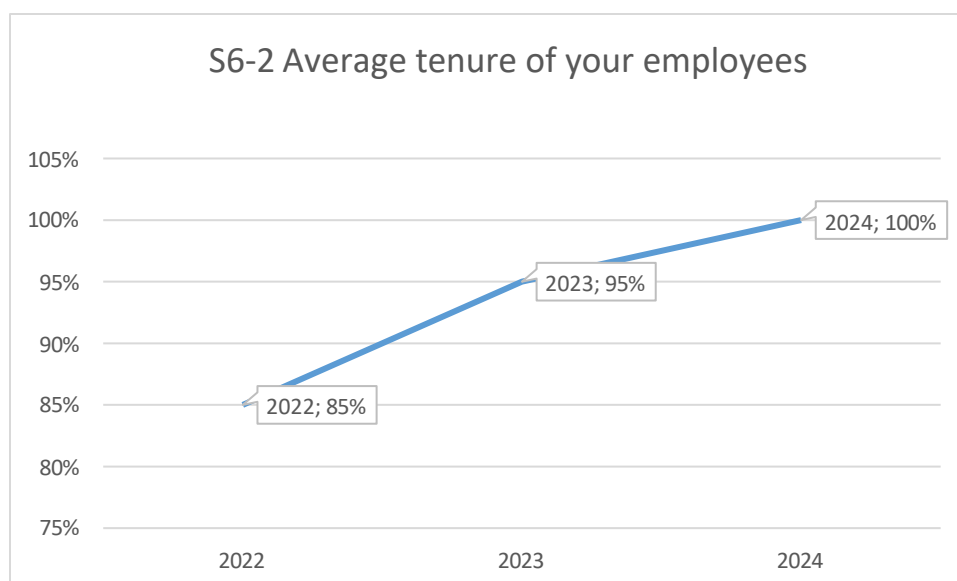
All company employees, regardless of category and gender, receive the same training in terms of scope and training hours. They are related to service management, environmental management, employee health and safety, information security, anti-bribery measures, facilities management and business continuity.

#### S5- Social Company 4ion

|  | 2022 | 2023 | 2024  |
|--|------|------|---|
| S5-1 Percentage of employees covered by social Company 4ion, 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%  | 95%  | 100% |



*Diagram 11. Average tenure of your employees*

### **S7- Employee Health and Safety**

|  | 2024  |
|--|---|
| S7-1 Measures taken to Company 4 health and safety | ISO 45001, COVID SHIELD, Employee Health and safety, ISO 45001, COVID SHIELD, compliance with Occupational Risk Assessment Study, employee PPE, use of sunscreen during summertime for motorcycle drivers, group health insurance, first aid courses for 6 company employees, mobbing management training |

|   |  |
|---|--|
|   |  |
| S7-2 Certifications regarding health and safety at work | As of 18-10-2019, the company is certified under ISO 45001:2018 and the COVID-SHIELD certification scheme. |



Image 4. ISO 45001:2018





Image 5. COVID-SHIELD Certificate

## S8 - Customer Data Company 4 Protection and Privacy

Company 4 since 2021 follows a manual and policies for compliance with the General Data Protection Regulation. It also adheres to ISO 27001:2022 Information Security Management System and ISO 37001:2019 Anti-Bribery Management System.



**ΠΙΣΤΟΠΟΙΗΤΙΚΟ**

**TUV**  
AUSTRIA

**Για το Σύστημα Διαχείρισης  
σύμφωνα με το Πρότυπο  
ISO 37001 : 2016**

Τεκμηριώθηκε και βεβαιώνεται μέσω των Διαδικασιών της TUV AUSTRIA, ότι η

Εφαρμόζει ένα Σύστημα Διαχείρισης για την καταπολέμηση της Διαφθοράς σε συμφωνία με το παραπάνω  
Πρότυπο για το ακόλουθο Πεδίο Εφαρμογής

**ΠΑΡΟΧΗ ΥΠΗΡΕΣΙΩΝ ΚΑΤΑΠΟΛΕΜΗΣΗΣ ΕΝΤΟΜΩΝ ΚΑΙ ΤΡΟΚΤΙΚΩΝ ΣΕ  
ΚΑΤΟΙΚΗΜΕΝΟΥΣ Ή ΜΗ ΧΩΡΟΥΣ ΥΠΗΡΕΣΙΩΝ ΚΑΘΑΡΙΣΜΟΥ ΚΑΙ  
ΑΠΟΛΥΜΑΝΣΗΣ.**

Αριθ. Εγγραφής Πιστοποιητικού: **20024220006911**

Ισχύει έως: 2025-04-12



Μαρία Αγαπητού  
Διευθύντρια Πιστοποίησης Συστημάτων Διαχείρισης και Προϊόντων

Οργανισμός Πιστοποίησης  
TUV AUSTRIA

Αθήνα, 2022-04-13

Η παρούσα Πιστοποίηση πραγματοποιήθηκε σύμφωνα με την Διαδικασία Επιθεώρησης και Πιστοποίησης  
της TUV AUSTRIA και επιτηρείται σε τακτά χρονικά διαστήματα.

TUV AUSTRIA HELLAS  
Λ. Μεσογείων 429  
Τ.Κ. 153 43 Αθήνα, Ελλάδα  
[www.tuvaustriahellas.gr](http://www.tuvaustriahellas.gr)



CEC  
Πιστοποίηση ΕΛ  
Αρ. Πρωτ. 224

Headquarters in Athens bear the responsibility of the Certification decision

Verifying and certifying the conformity of the management system with the requirements of the standard is subject to the approval by TUV AUSTRIA (TUV)

ZERTIFIKAT | CERTIFICATE | CERTIFICAT | CERTIFICADO | CERTIFIKAT | 証書 | 인증서

042138-21-4

Image 6. ISO 37001:2016



Image 7. ISO 27001:2022

### **S9 - Community Engagement and Support**

|  | 2022   | 2023   | 2024   |
|--|--------|--------|--------|
| S9-1 No. of community projects                   | 2      | 2      | 3      |
| S9-2 No. of volunteering efforts                 | 2      | 2      | 2      |
| S9-3 Support to community development programmes | 3.000€ | 3.700€ | 4.200€ |

The company participates in European programs as a stakeholder, it sponsors fire fighters, and the 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 Male-female pay gap   | All company employees in the same job position are equally paid. |      |      |
| S10-2 Ratio of the annual total compensation ratio of the highest paid individual to the median annual total compensation for all employees (excluding the highest-paid individual) | x  | x    | x    |

### **S11-Customer Satisfaction and Loyalty**

|   | 2023  |
|---|---|
| S11-1 Customer satisfaction             | 100% (70% positive, 30% contract renewal) for businesses - customers<br>79% EAD performance certificates              |
| S11-2 Percentage of returning customers | <ul style="list-style-type: none"> <li>• EAD: 75,00%</li> <li>• SERVICE: 87,88%</li> <li>• ONE OFF: 35,45%</li> </ul> |

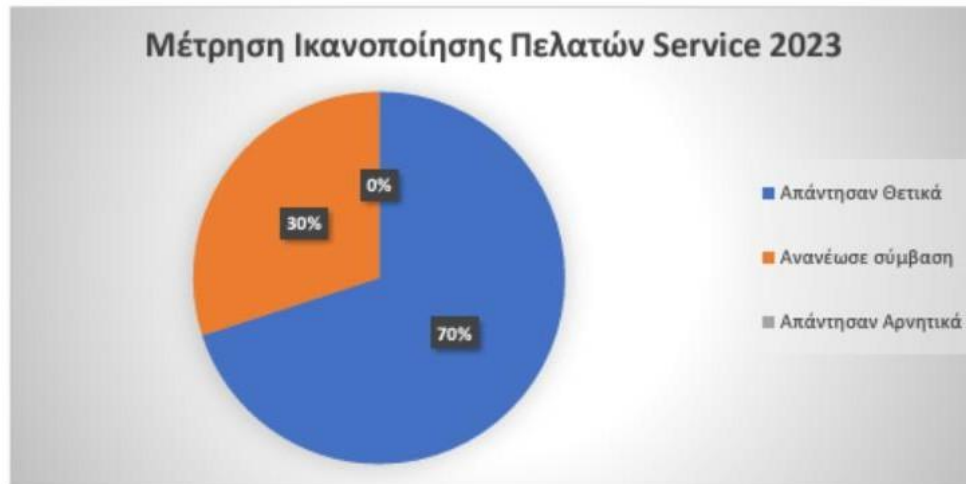


Diagram 12. Customer satisfaction measurement 2023

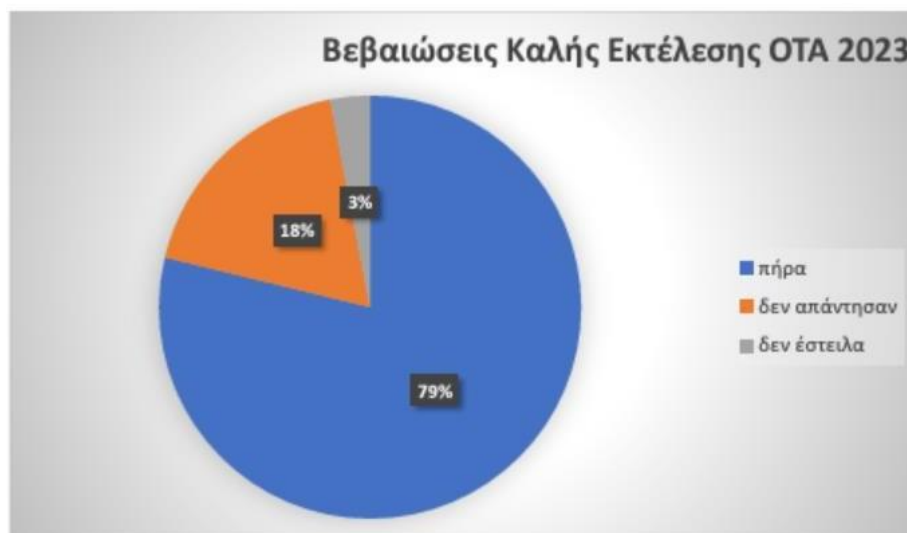


Diagram 13. EAD performance certificates 2023

## 7. 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 Corporate Governance policies | Code of conduct/ethics, anti-corruption policy, whistleblower Company 4ion policy |      |      |

The company adheres to a GDPR manual, a signed code of conduct by staff, an anti-bribery commitment and policy, an information security 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. | 87%  |

**G5 - Stakeholder Engagement**

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