



Annual Report

2022–2023

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Sales

2023: €10,525,588.04

2022: €9,748,495.79

New Certifications

- Lifeguard Academy
- IRATA Level I, II, III
- Global Wind Organization
- ERC First Aid
- ISO 27001 Certification

Accredited Training Center

- Global Wind Organization
- Silver Partner of NEBOSH
- European Resuscitation Council Center (ERC)

Positioning

- GEP brand repositioning as Health & Safety Advisors
- More than 3,500 customers, more than 13,000 premises, with up to 97% Customer Satisfaction

Innovation

- Consulting services based on Occupational Safety and Neuroscience
- Contractor Safety Management Platform

Human Resources

- 513 Employees & Associates
- 1,100 OHS training sessions to 13,000 executives
- Zero Health & Safety accidents
- Certified as “Great Place to Work”

High Recognitions

- EcoVadis
- “Distinguished service of the year” in Health & Safety Awards 2023





Message from the CEO

GEORGE LAMBRINOS

02



GRI 2-22

Dear Shareholders, Employees, and Stakeholders,

As we reflect on the past two years, I am proud to share with you the remarkable journey of GEP. Our commitment to health & safety, innovation, and sustainable practices allowed us to preserve our position as the leader in the field of occupational health and safety advisory.

The global business landscape has been dynamic, presenting both opportunities and challenges. The COVID-19 pandemic tested our resilience, but it also reinforced the critical importance of workplace health & safety. Our team adapted swiftly, ensuring the well-being of our employees and clients while maintaining uninterrupted services. We, thus, repositioned ourselves in the market as Health & Safety Advisors establishing our expertise, while nurturing the ground for our development and focus.

Our Impact

Health & Safety Advocacy: GEP continues to advocate for health & safety at every level. We collaborate with industry partners, government agencies, and international bodies to shape policies and standards. Our voice resonates in boardrooms and on worksites, emphasizing that the safety of our people is not negotiable.

Innovative Solutions: Our team thrives on innovation. From cutting-edge training programs to digital tools for safety audit findings, we empower organizations to create safer environments. Our accreditation according to the Global Wind Organization, NEBOSH and ERC standard exemplifies our commitment to excellence.

People-Centric Approach: Health & Safety is about people. Our extensive network of occupational doctors and safety officers, along with the highest possible expertise of GEP headquarters' consultants, ensure that businesses receive personalized scientific guidance. We believe in fostering a health and safety culture, where every worker returns home unharmed.

Looking Ahead: As we move forward, GEP remains steadfast in its mission to lead the Health & Safety market in Greece with a holistic, scientific, and personalized approach to ensure that our customers' working environment fosters high performance and productivity.

We dedicate our work to safeguard lives, enhance well-being, and drive sustainable growth through excellence in occupational health and safety. Under this purpose, we will continue to invest in research, education, and partnerships. Our vision extends beyond compliance -it encompasses a world where safety is ingrained in every action, where accidents are preventable, and where workplaces thrive.

Gratitude: I extend my heartfelt gratitude to our dedicated team, our customers, and our shareholders. Your trust fuels our passion. Together, we will create healthier and safer workplaces, protect lives, and build a brighter future for our families and our society.

Sincerely,
George Lambrinos
President & Chief Executive Officer
GEP Group

About this Report

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03

GEP GROUP OF COMPANIES



About this Report

GRI 2-2, 2-3, 2-4, 2-5

This is the fourth consecutive Annual Report of GEP Group for the period from 01.01.2022 to 31.12.2023. The disclosed information, quantitative and qualitative data in this report relates to all the companies of the GEP Group S.A. including its subsidiaries and affiliated companies. The terms “GEP Group”, “we”, “our company” or “the company” refer to all GEP Group companies, unless otherwise stated.

GEP Group is committed to disclosing information about its activities regarding the economic, environmental and social performance of the company. This report has been prepared in accordance with the Sustainability Reporting Guidelines, 2021 edition, the GRI Universal Standards (GRI 1, GRI 2, GRI 3) and the GRI Thematic Standards, as well as the 10 principles of the United Nations Global Compact. In addition, the company aligned boundaries and impacts with Sustainable Development, considering the UN Sustainable Development Goals (SDGs). The correlation between adherence to these standards and this report is set out in a table in the appendix to this document.

This publication complies with the principles for defining the content of the Annual Report (stakeholder inclusiveness, sustainability context, materiality, completeness) and the principles for defining quality (balance, comparability, accuracy, timeliness, clarity, reliability).

The GEP Group Annual Report has not been audited by a third-party. GEP Group is responsible for the calculation, collection and consolidation of the qualitative and quantitative information contained in this report. The main information included

in this report has been obtained from the GEP Group’s sustainability team. This team is composed of executives from each of the Group’s divisions. The members who participated in the preparation of this report are as follows:

Coordinator: Iro Faki

Departmental/
Divisional representatives – contributors:

E. Merkouriou, Al. Sofianopoulos,
M. Georgopoulou, N. Zairis, Th. Fousiani,
J. Gyftakis, El. Gianni, F. Kalantzi, E. Ploumistou.

For further detailed information about our Annual Report and our subsidiaries and affiliated companies, please contact our headquarters:

GEP Group of Companies

51 Samou Str. & Fragkokklisias Str. Maroussi
P.C. 151 25, Athens, Greece
Tel. +30 210 9405866
Fax. +30 210 9480508
E-mail. info@gepgroup.gr

The Annual Report is available in the corporate website:

<https://www.gepgroup.gr/annual-report>

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GEP Group of Companies

04

GEP GROUP OF COMPANIES



4.1 Profile

GRI 2-1, 2-2

Geniki Exypp Prostasia S.A. (GEP S.A.)

was founded in 2000 by professionals in Occupational Health and Safety (OHS) in Athens, Greece. The strong scientific background and visionary entrepreneurship placed the company right from the beginning, at the top of the OHS consulting companies in the local market.

Over the years, the company evolved into a group of GEP companies, which today includes six legal entities (**Geniki Exypp Prostasia S.A., Nova Exypp Ltd., Hellas EAP Ltd., PCS2, Eurocore Consulting Spri and HSWC Ltd.**).

Today, GEP Group is the largest OHS consulting provider in Greece and through its 513 employees and associates it provides highly competent and specialized occupational doctors, safety officers and other specialists, covering more than **13,200 facilities** and **250,000 people**. GEP Group has established the most complete and focused network of **Occupational Doctors** and **Safety Officers** in the market, as well as experts in related specialties, with robust know-how and experience. The company holds a leading position in high-risk sectors such as construction, and energy, but also in the fields of retail and services.

Health & Safety Advisors

GEP, with all the scientific and administrative strength of its team, effectively advises and guides thousands of businesses and employees daily. Recognizing the outmost responsibility of its role in health and safety prevention and promotion, GEP delves into personalized support for employers, aiming to enhance the well-being of both companies and their workforce. The company approaches Health and Safety culture holistically, collaborating with management teams to design tailored plans that align with each organization's vision and optimize performance monitoring methods. GEP's team capitalizes on all available resources to support scientific inquiries and needs while continuously upgrading its role and significance in the sector and society.

One of the driving forces of GEP's success is the constant development of its expertise and skills. The organization thoroughly invests in knowledge and fosters new collaborations embracing technological and industry developments that impact every individual and society. Its commitment extends to social impact, positioning it as an advocate for Health and Safety prevention. With great responsibility, empathy, and passion, GEP embraces its role of Health & Safety Advisors, envisioning a community of responsible citizens who return from their workplaces healthy and secure.

GEP Pillars

Ensuring Employer Compliance

It focuses on the customized needs of businesses regarding their legal obligations in Health & Safety issues. Through rigorous assessments, it identifies gaps in compliance with legislation and works alongside employers to develop optimal compliance plans with prioritization and consistency.

Focusing on People

People are the core of GEP’s business, and its dedication lies in enhancing every employee. It provides guidance on optimal working conditions, identifies risks, and suggests improvements to safeguard their safety and promote physical and mental well-being. The main efforts encourage a culture that rewards companies with reduced accidents, increased productivity, enhanced reputation, and sustained human capital, ultimately improving economic performance.

Investing in Knowledge

GEP continuously elevates the quality of its training programs. With a state-of-the-art H&S training center at its premises, international certifications, and adherence to global quality standards, GEP enriches its specialized content. The flexibility of personalized thematic development and the ability to apply multiple training methodologies—whether in-person, through the GEP Academy platform, or hybrid—ensures an ideal approach based on the learners’ special needs.

Fostering Sustainable Growth

The design and implementation of systems and processes, the adoption of standards, and their certifications or maintenance all contribute to the fundamental support of sustainable principles for businesses. Focusing on quality and consistency, GEP stands alongside companies, bringing expertise and robust know-how that always aligns with the latest global market trends.

Saving Lives

When it comes to providing emergency healthcare, staffing medical facilities with specialized personnel, offering rescue services, conducting preventive checks, implementing CSR initiatives for public health, or addressing any other educational or First Aid needs, GEP draws on its extensive experience to handle demanding projects nationwide. Success in prevention and responsiveness lies in the right mix of project teams and effective process design and implementation.

GEP Group is dedicated to social responsibility and sustainable economic development and will continue offering its innovative solutions and upgraded services, improving, and widening its overall scope, expanding its perspective in new ventures and providing the best services to society.





NOVA EXYPP was founded in 2009 as a fully licensed company for the provision of Occupational Health and Safety Services. It is based in the northern city of Kilkis in Central Macedonia, serving mainly the region, having also several highly satisfied customers in many sectors of the economy nation-wide.

Its main services cover the following topics:

- Services of Occupational Doctors and Safety Officers in Enterprises and Organizations, both in the Public and

- Private Sector.
- Health and Safety Studies, Occupational Risk Prevention Surveys, Application and Certification of Management Systems (ISO 45001, ISO 9001, ISO 22000 etc.).
 - Training (Health & Safety in the Workplace, Management Systems, Food Safety, Product Certification, CE Labeling).
 - Integrated services in the field of licensing, management systems, training and aid in investment planning.



4.1.1 Subsidiaries and Affiliate Companies

Driven to provide high quality services and establish trusted relationships with its customers, GEP S.A. has invested in establishing specific companies to cover niche market’s needs in the general context of its services and to complement the resourcefulness of the Group. The Group consists of five companies and GEP S.A. that holds various control rights.

Company	2023
Nova EXYPP Ltd.	100%
PHYSICAL CYBER SECURITY SERVICES (PCS2)	100%
Hellas Employee Assistance Programs Ltd.	45.87%
HSWC Private Company	55%
Eurocore Consulting Sprl	85.48%



PCS2 (www.pcs2.gr) is active in the field of studies, security plans and cyber security, responding to a wide range of security needs of its customers, further to the usual security and protection services. The company is constantly evolving its services, investing in technology, innovation and education, to provide modern, competitive and integrated solutions, in accordance with national and international standards.

PCS2 holistic approach to the security threats of an economic entity’s human, technical and financial resources, is based on examining them from the broader perspective of the physical safety, occupational health and safety, but also of the well-being and protection of persons and of the environment, in accordance with the Health, Safety & Security (HSS) management policy.

The PCS2 Consultancy Team consists of

legal, technical and security/ protection experts experienced in relevant projects and services. The combination of legal, technical and policing knowledge and skills, ensures the holistic approach and the successful completion of projects related to the subject, especially in the areas of:

- Security Gap and Risk Analysis Studies
- Vulnerability Assessment Studies
- Security Planning and Business Continuity Studies

PCS2 is committed to provide its consulting services based on the quality and confidentiality of information and data (in any form) that come to its knowledge during the execution of its mission, and are related to the persons and activities, equipment and facilities of the Company and its associated Third parties.



Since 2005, **Hellas EAP** has been the leading company in providing Employee Assistance Programs (EAP), in both Greece and Cyprus. Its high-quality services provide a solid base for enhancing over time, of the mental health and well-being of employees, while enhancing productivity in

the workplace and the viability of organizations. Today, the company offers its services to more than 320 companies, is a Preferred Provider of the largest Global EAP companies and has received several international awards / Best Practices, in the EAP field.



HSWC was founded in Heraklion Crete, to help the Group to develop its activities in the local market. The need for the creation of the company was driven both from the booming market

in Crete, as well as the continuous demand for the provision of a broader range of Health and Safety services, combined with the perspective of being present in the local market.



EUROCORE CONSULTING strategically headquartered in Brussels, the central hub of Europe, leverages its prime geographic position to effectively advance the group's interests across Europe and beyond. This advantageous location places the company at the heart of the European decision-making process, providing unique access to influential networks and opportunities.

As a rapidly expanding enterprise, EUROCORE CONSULTING excels in offering a wide range of consulting services. These services cover multiple sectors, providing comprehensive professional and technical support tailored to the needs of both private companies and public organizations. The company is dedicated to playing an active role in EU-funded projects, showcasing its commitment to contributing to significant European initiatives and promoting innovation, operating as a technology broker between research / academia and the market.

EUROCORE CONSULTING collaborates closely with its parent company, GEP

S.A., thereby enhancing its breadth of expertise. This collaboration enables the firm to deliver specialized knowledge and services in key areas such as Occupational Health and Safety, Energy Efficiency, Renewable Energy, Environmental Protection, Resource Management, sustainable investing and standardization / regulation compliance. The company's approach is thorough and methodical, encompassing a range of activities including meticulous planning, comprehensive surveys, detailed studies, and robust technical support.

Through this extensive suite of services, EUROCORE CONSULTING aims to provide effective solutions and support to its customers, ensuring that projects are not only well-conceived but also expertly executed. By fostering strong partnerships and continually expanding its knowledge base, the company is well-positioned to meet the evolving needs of its diverse clientele and contribute to sustainable development across Europe and beyond.



4.1.2 Vision and Mission

GEP promotes its professional and innovative work, proving to its stakeholders that Occupational Health and Safety is not a nice-to-have concept, but a necessity. We have developed our vision and mission with enthusiasm and a forward-thinking spirit to meet clients' needs.

Vision	Mission
Health and Safety culture to become a pillar of prosperity and sustainable development, for every organization, for every employee, for every person.	We lead the Health & Safety market in Greece with a holistic, scientific, and personalized approach to ensure that our customers' working environment fosters high performance and productivity.

4.1.3 Corporate Values

People of GEP Group consider health, safety, and well-being at the workplace, as the higher human right and a social obligation, aiming to achieve prosperity in life, for everyone. Based on our strong belief, we operate and engage with our stakeholders under four corporate values.

People	Prompt and Consistent Services
People are the core of our business, since their health, safety and well-being constitute the beginning for our successful and responsible mission.	We realize that our customers rely on us to achieve high levels of operation, thus, we commit to offering prompt and consistent services to them.
Knowledge	Communication
One of the driving forces of our success is the constant development of our expertise and skills. We invest in trainings aiming to maintain high standards of performance.	We operate transparently working closely with all engaged parties and seeking their feedback, as we consider constructive communication as key priority for the creation of solid business relationships.

4.1.4 Milestones in GEP Group History

2023	Accredited Silver Partner of NEBOSH. Official IRATA training provider. Awarded as Distinguished Service of the Year in OHS Awards. Certified as “Great Place to Work”.
2022	Accredited as an official ERC course center. GEP brand repositioning as Health & Safety Advisors.
2021	Turnover exceeds the threshold of €10,000,000.
2020	COVID-19 key consultant about business continuity and case management.
2019	Relocation to new headquarters with a state-of-the-art training center in Maroussi.
2018	Establishment locally of PCS 2, HSWC and EUROCORE CONSULTING in Brussels.
2017	Turnover exceeds the threshold of € 6,000,000. Renewal of cooperation with the European Commission.
2016	Relocation to new landmark headquarters.
2015	Certified GWO training provider.
2013	Strategic Cooperation with Hellas EAP Ltd.
2011	Cooperation with the European Commission starts.
2009	Establishment of NOVA EXYPP Ltd.
2008	Establishment of Qualiment Ltd.
2007	GEP expands and moves to new premises.
2006	Industrial sector is established in the company.
2003	Athens 2004 Olympic Games awarding of H&S works
2002	Construction of AIA (Athens International Airport). Clinic Establishment
2000	GEP SA and GEP Group started operation.



4.1.5 Memberships and Partnerships

GRI 2-28

Memberships

ATHENS CHAMBER OF COMMERCE & INDUSTRY

ASSOCIATION OF CHIEF EXECUTIVE OFFICERS

HELLENIC ASSOCIATION OF MEMBERS AND COMPANIES FOR PREVENTION AND PROTECTION

CEO CLUBS INTERNATIONAL

EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION, INTERNATIONAL (ΕΑΡΑ)

YOUR DIRECTORS CLUB

HELLENIC ENTREPRENEURS ASSOCIATION (ΕΕΝΕ)

HELLENIC WIND ENERGY ASSOCIATION ΗΛΕΑ/ΕΛΕΤΑΕΝ

FORTUNE GREECE NETWORK

Partnerships

Formed a strategic partnership with TEKMON, a leading provider of safety management solutions, to develop a holistic Incident Management tool tailored to the organization’s occupational safety needs. This collaborative effort aims to enhance safety incident reporting, investigation, and analysis capabilities, enabling safety engineers to identify trends, mitigate risks, and promote a culture of workplace safety.

Formed a strategic partnership with Optimal HR, a leading provider of Neuroscience for business consulting, to develop innovative services based on Occupational Safety and Neuroscience. The unique observation of real-time safety behaviors leads safety consulting in a new era of developing practices and procedures to elevate the overall performance of employees and organizations.

4.2 Business Model and Strategy

The regulatory framework in Greece is strictly monitored by the State Inspectorate of Labor, the respective Authority for market control and supervision. GEP Group business model is defined by our operation based on two drivers:

- To offer competitive, client-oriented, tailor made, efficient and cost-effective services, fully aligned with the scientific and technical framework.
- To have an anthropocentric operation based on corporate responsibility and sustainable development.

GEP Group operates according to the provisions of the Greek Law 3850/2010 Art.28, (Codification of Occupational Health and Safety laws and organization of the relevant service providers/ companies, following the relevant EU Directives and Regulations).



4.2.1 Business Model

The basis of our operation is knowledge management. GEP Group as an OHS consultant, creates, uses, shares, and manages knowledge. Our anthropocentric philosophy combined with the deep scientific background, technical and legal knowledge, and the long experience, enable us to meet the requirements and challenges of the industry.

Furthermore, GEP Group is a B2B service provider, where all stock of information and data traded in business is generated within it, therefore its own supply chain is rather short and narrow. Nevertheless, GEP Group holds an important position in other businesses' supply chains, which are of various forms and influence. In both cases, GEP Group is a trustful, reliable, and resilient partner, timely and cautiously delivering its own services and assimilating those of others in an open and collaborative way. We align our interest to those of higher groups and we are also continuously adjusting

ourselves to permanently deliver our market value proposition, with special focus on achieving customer satisfaction and legal compliance.

Moreover, in GEP Group, we follow a continuous self-check and improvement cycle of the Plan-Do-Check-Act (PDCA) model for our services, to control the proper content, achievement, and delivery of the expected result. GEP implements a mechanism for the issue, control and release of its activities and deliverables for efficiency and quality. The usefulness and sustainability of results combined are essential elements of the added value given to our customers.

GEP Group always collaborates on legal and transparent financial terms with its customers. This enables the creation of a long-term and trustful relationship with our customers, minimizing risks, creating economies of scale and most importantly, a fair pricing.

4.2.2 Strategy

Our strategy for the successful implementation of our services, continuous business growth and positive impact to the society, environment and economy is based on the priorities below:

- Responding to economic changes, through expanding the company’s perspective to higher profit niche markets and by optimizing our services.
- Improving market position by sustainable financial management and by reengineering processes, via technology and innovation.
- Investing in quality performance, staff excellence and establishing an anthropocentric business model.
- Increasing clients’ awareness of values of the subject, standards, and regulatory requirements.
- Implementing measures to minimize impacts to natural resources of our activities, and at the same time contributing to social prosperity.

Based on the priorities, we have proceeded to a SWOT analysis to better display the operating environment and furthermore to identify challenges that we need to handle.

Strengths

- Competence, quality, productivity, and value-for-money services.
GEP Group is the most multifaceted and swift service provider in the local market.
- Capacity and flexibility to adapt to niche markets.
- Scientific expertise
- R&D**
- Strongest market penetration in the industry.

Weaknesses

- Specialization, innovation, and technology are progressively changing the business; GEP Group has not completed yet all the planned projects to meet the new challenges.
- **GEP Group revenues are basically dependent to the Greek market, having thus limited options in terms of facing local challenges.**
- Deadlines imposing high pressure which constitute obstacles to our focus on corporate culture and well-being promotion.

Opportunities

- Global trends on OHS are positive; GEP Group as a market leader is benefitting of the safe work culture spread.
- **Rapidly growing legislative and technical demand for OHS responsibility.**
- The challenge of the recent pandemic demands a highly responsive and adaptable structure.
- **GEP Group within the urgency of the pandemic, is repositioning itself from an implementer of service contracts to an advanced high-tech advisor and partner for its clients.**

Threats

- Core business becomes tighter and more demanding for quality services.
- **Clients’ ever-lasting pressure for more and improved services, at ever lower prices.**
- High direct costs in core services provision.

4.2.3 Growth Plan - Short & Long-Term and Perpetual Commitments

Short-Term	Long-Term
<p>Upgrading the existing services delivery based on good practice and fostering innovation.</p> <p>Build stronger relations with customers and key stakeholders towards securing the sustainable results of the company.</p> <p>Invest in monitoring performance tools and methodologies to accurately promote operations excellence and development culture.</p> <p>Enhancing our services portfolio to accommodate the growing demand of new and strategic services.</p> <p>Investing in the know-how gain and development of new skills.</p> <p>Import of global know-how and services to shape the industry and market.</p> <p>Optimization of the available resources to support emergent needs.</p> <p>Simplifying the organizational structure and promoting the decision-making at all levels.</p> <p>Digital transformation and high technology initiatives based on market needs.</p>	<p>Upgrade the level of occupational health and safety services in Greece.</p> <p>International expansion of the services portfolio.</p> <p>Establishment of new cooperation opportunities with niche markets, which present high profit margins.</p> <p>Exploring opportunities in similar and complementary business sectors.</p>
Perpetual	<p>Transfer knowledge on life saving and impactfully increase the awareness on safety matters of the society.</p> <p>Focus on talent acquisition and development of our people.</p> <p>Continuous assessment of our strategy and re-setting of our targets.</p> <p>Measurement of our performance to meet customers’ expectations.</p> <p>Invest in knowledge, training, innovation, and technology.</p> <p>Always remain ethical, with a deep sense of responsibility and sustainability.</p>



4.3 Business Lines

At GEP Group, we identify and analyze all issues related to occupational risks, offering advice on improvements and risk management. We have developed our business based on a deep knowledge of and holistic approach to the role of health, safety and wellbeing of employees in the workplace.

In this context, the quantitative and qualitative components of human and technical resources, partnerships, processes and procedures, natural resources as well as the social environment must be considered and analyzed in detail. The interaction and the various changes and process flows must be identified and evaluated.

Therefore, our objective is to conduct a risk analysis of these impacts and to identify, assess and consult on further improvements. We offer a wide range of services to all stakeholders, including occupational health and safety services, studies of any general or specific workplace risk, inspections and assessments, training, risk assessments, workplace stress surveys and behavioral issues, environmental impact analysis and workplace quality and excellence assessments.

GRI 2-6, 416-1, 416-2



GEP Group services are divided into three (3) main areas, which reflect its business philosophy responsibility and accountability: Occupational Safety, Health & Well-being, and Sustainable Development. The company, over the years, has invested in becoming a Health & Safety Training Provider, supporting the three major areas with training sessions, as well as developing and supporting additional training sessions in various formats and methods.

• **Occupational Safety, Health & Well-being Services:** GEP's Health and Safety departments are two independent teams directly linked to the services provided at national level. They are staffed by Health and Safety Professionals of various specialties, who are able to provide knowledge and contribute to all areas of GEP activity in the most effective way. The network of partners at national level consists of Occupational Physicians, Medical Doctors, Safety Managers, Nurses.

Health Visitors, Safety Officers, Rescuers, Specialized Instructors etc., are in direct and ongoing interaction with GEP's Health and Safety departments. With the organizational structure, the appropriate processes of human resources development and the contribution of technological means, the progressive development of the network is achieved through training

programs, performance evaluation, monitoring and knowledge sharing. GEP constantly evaluates the quality of its services and is always seeking new and innovative services and solutions to promote the highest possible level of Health & Safety services within companies. In both proactive and reactive frameworks of Health & Safety culture development contexts, GEP's valuable work acts in support of its customers' Management Teams in one of their most important missions; promoting highly sustainable results by ensuring the Health, Safety and Well-being of their employees.

• **Sustainable Development Services:** In the current conditions of the world market, organizations and companies' need for development and implementation of Management Systems and their harmonization with International Standards is constantly intensifying. GEP can undertake the design, development and support of the Management Systems adapted to the needs of each company. In parallel, the experienced in-house team consisting of specialized Legal Advisors, IT specialists, as well as Management Systems Development experts can provide a holistic support for compliance and best results of the sustainable development and business continuity of the organizations.



Occupational Safety Division Services

Occupational Safety Services	<ul style="list-style-type: none"> • Occupational Safety Officer • Occupational Health & Safety Advisor • Occupational Risk Assessment • Evacuation Studies • Evacuation Plans / drawings • Legal Compliance Evaluation Assessment • Occupational Safety Training Material Development • Industrial Hygiene Assessments • Ergonomic Exposure Surveys • PAT Testing
Constructional & Industrial Projects Services	<ul style="list-style-type: none"> • Project Safety Officer • Project Safety Coordinator • Project Safety Advisor • Health and Safety Plan • Health & Safety File • Project Occupational Risk Assessment • Third Party Health and Safety Inspections • Technical Projects Health and Safety Management plan
Special Projects & Safety Studies	<ul style="list-style-type: none"> • Safety Procedures and Management Plan • SEVESO-Large Scale Accident Hazards Studies • ATEX – Explosion Protection Studies • Behavior-based Safety Achievement • Program & Safety Culture Survey
Safety Trainings	<ul style="list-style-type: none"> • Training Programs specialized in activities and workplaces • Fire awareness (GWO Certified) • Manual Handling (GWO Certified) • Work at Heights (GWO Certified) • Rescue from Heights (GWO Certified) • Advanced Rescue Training (GWO Certified) • Sea Survival (GWO Certified) • IRATA Level I, II, III

Health and Well-being Division Services

Occupational Doctor Services	<ul style="list-style-type: none"> • Occupational Doctor • Personnel Doctor • Health Professionals • Medical Examinations • Vaccination programs
Emergency Health Care	<ul style="list-style-type: none"> • Project Doctor • Project Nurse • Rescuer – Ambulance Crew • First-Aid Equipment Management • First Aid Stations • Call Center Support/ 24-hour
Health Trainings	<ul style="list-style-type: none"> • Basic Adult Life Support (BLS) • Basic Adult Life Support with the use of automated external defibrillator (BLS-AED) ERC Certified • Specialized Adult Life Support (ALS) • Basic Child Life Support • First Aid E-learning (synchronous and asynchronous method) • Ergonomics Webinar
Special Health Services	<ul style="list-style-type: none"> • Health Promotion Programs • Mental Health Promotion Programs • Nutrition • Exercise • Quit Smoking • Ergonomics • Occupational Risk Assessment Study for Violence and Harassment, according to Law 4808 • Medical Annex in the Occupational Risk Assessment Study, for risk assessment of hazardous factors for the health of employees • AED system • First Aid kit surveillance service



Sustainable Development Division Services	
Systems Development	<ul style="list-style-type: none"> • Management Systems according to ISO Standards (indicatively ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 50001, ISO 22301) • General Data Protection Regulation (GDPR / DPO) • Violence & Harassment (L. 4808) • Whistleblowing
Certified Trainings	<ul style="list-style-type: none"> • European Resuscitation Council (ERC) • Global Wind Organization (GWO Certified) • ADR RID • Sea Survival • IRATA
Environmental Services	<ul style="list-style-type: none"> • Environmental Legislation Monitoring Services
Investment Programs Supporting	<ul style="list-style-type: none"> • Subsidized Investments/ Development Law • State/EU-funded (Subsidized) programs
On-site General Content Trainings	<ul style="list-style-type: none"> • General Content Trainings (indicatively, First Aid, Fire safety, Office safety, Facility Management, Health and safety leadership, Violence and Harassment, Whistleblowing)
Food Safety	<ul style="list-style-type: none"> • Management Systems according to ISO Standards (indicatively, HACCP Codex Alimentarius, ISO 22000) • Food Safety and Hygiene Trainings • Second - Party Audits • Mystery Shopping • Food Company's Support in developing Food Flow Charts, Allergens List, HACCP
Lifeguard Academy	<ul style="list-style-type: none"> • Beach/Pool Lifeguard Certification (Coast Guard Certified) • Coast and Pool Lifeguard Coverage services



4.3.1 GEP Academy

GEP Group has thoroughly invested in becoming one of the top providers of health & safety training courses in accordance with its holistic Human & Business Development concept.

GEP Academy, with the main pillars of Health & Wellbeing, Safety & Security and Business Excellence, offers innovative seminars that give each participant knowledge and skills. We choose the best lecturers in our face to face and blended learning seminars, while training through interactive e-learning enables training in any place and time.

The company offers a wide range of training courses in the field of Occupational Health and Safety (health, safety, wellness, prevention, First Aid), in special business topics such as quality, good practice, environmental issues, contemporary business administration and awareness while also provides high-quality Seminars of General Content, such as Facility

Management, Corporate Responsibility & Sustainable Development, the GDPR on Protection of Personal Data and Privacy. All training courses are designed and conducted by experienced and certified GEP Group trainers using modern techniques for engaging participants.

GEP Group is also a Certified Provider by the Global Wind Organization (GWO) for providing certified training in the Wind Industry, in the field of renewable energy and wind farms. GEP is one of the biggest Training Provider in Greece, Cyprus, the Balkans and the Eastern Mediterranean region.

During 2022-2023, we offered more than **1,100 training** courses to **13,000 participants** reaching the contractual value of **EUR 973,532.00**. A non-exhausted list of the provided training sessions, and data of the participants per training field, are described below.

Occupational Health & Safety and General Content Training Sessions

Occupational Health & Safety	General Content
<ul style="list-style-type: none"> • Fire safety • First Aid • ERC BLS-AED • Safety at the Workplace • Safety Signage & Labelling • Working on visual displays • Manual handling of Loads • Use of personal protective equipment • Safety of equipment • Use of machinery • Electrical hazards • Work at height • Use of chemicals • Working outdoors • Work in confined/restricted space • Vehicles traffic and pedestrians • Driving vehicles safely • Sea Survival 	<ul style="list-style-type: none"> • Private Data Handling and Security • Cyber Safety & Security • Health and Safety Culture – BBS • Health and Safety Leadership • Quality of Hospitality Services • New IT System for the Labour Inspection Body (IIS – LIB) • Fundamentals of Facility Management • Violence and harassment • Whistleblowing • Food safety • Facility Management • Specific Training modules in compliance with the Global Wind Organization Standards (First Aid, Manual Handling, Fire Awareness, Working at Heights, Sea Survival, ART-Hub, ART-Nacelle, SART-Hub, General Content SART-Nacelle, EFA, First Aid Partial, Manual Handling Partial, Fire Awareness Partial, Working at Heights Partial, First Aid Digital, Manual Handling Digital, Fire Awareness Digital, Working at Heights Digital)

Training Courses and Participants per Training Field during 2022-2023

Training Field	No. of trainings		Participants	
	2023	2022	2023	2022
Safety	232	279	2,792	3,667
Health		176		2,996
General Content				
GWO	211	206	922	897
ERC	28		340	
GEP Academy	6	14	228	120
Food Safety	0	47	0	708
Sea Survival	2	2	12	12
Total	479	724	4,294	8,400

Moreover, customized training and informative sessions are held every day by our Health & Safety professionals who regularly visit our customers’ premises. Serving more than 13,000 premises every year, these trainings act as a multiplier of H&S culture and awareness in our society.



Innovate Learning Methods

GEP Group has also developed and conducts e-learning courses in collaboration with its business partner SQLearn Ltd. The market has rewarded this initiative by showing an increased attention regarding the training sessions and the growing participation. GEP Group a pioneer in the field, recognized the needs of the market in time and developed e-learning courses in:

- First Aid
- Fire safety
- Office safety
- Health & Safety in Food
- Facility Management
- Violence and Harassment
- Whistleblowing
- Health and Safety Leadership

Indicatively GEP, has developed a specialized general content training on “Violence & Harassment in the workplace” according to the Law 4808/2021. This seminar aims to help employees and other persons to identify incidents of violence and harassment in the workplace and to help organizations to comply with the requirements set by the legal framework. Accordingly, GEP developed and implemented a specialized training seminar on Whistleblowing according to Law 4990/2022. This seminar makes employees aware of the importance, purpose and benefits, and raises awareness of the implications of revealing whistleblowing and maintaining a high standard of ethics in the workplace. Available data of training during 2022-2023 are represented in the following table.

Trainings related to the Elimination of Violence and Harassment at work”	2023	2022
Number of employees trained	120	260
Number of trainings	6	13

The company is considering using Virtual and Augmented Reality, aiming to maintain its leading position in the training field, via delivering technologically upscale products.

4.4 Services Analysis

4.4.1 Occupational Safety

Occupational Safety Services: The core of the safety consulting services is the provision of competent advisory on integral safety of a site and the protection of employees from hazards in the working environment. According to Law 3850/2010, the **Safety Officer** ensures the operational safety and suitability of the facilities and the equipment, starting from planning and construction up to maintenance and operation.

In addition, GEP Group undertakes the development of **Occupational Risk Assessments** for various business activities and sectors (industry, offices, retail, construction sites, renewable projects, Oil & Gas), the on-site **Safety Consultant services**, as well as the development of **Evacuation Plans** and the monitoring and information about the applicable relevant legislation.

Top management duty is to ensure that the entity's labor, health, safety and environmental risks are identified and mitigated. For this purpose, GEP Group has developed the "Legal Compliance Evaluations" Services. A Legal Compliance Evaluation highlights any deviations, areas of non-compliance and risks in an organization. It provides assurance to top management that sufficient internal controls are being implemented to mitigate legal compliance risks. Specialized consultants having longstanding experience in Occupational Safety undertake such evaluation and consult top management on the priorities to be set and corrective actions to be implemented.

Construction & Industrial Projects Services: The Safety Coordinator services are mandatory in all construction/technical projects, in order to adopt an appropriate prevention policy and implement a risk management system, in

accordance with the specific OHS planning. The Safety Coordinators contribute with their own expertise to the application and implementation of the risks management plan. The Safety Coordinator has continuous access to the central specialized advisory department of GEP, for any issue that may arise and receives clear and well-thought-out guidance and support, on the appropriate course of action.

GEP Group specialists are highly experienced, knowledgeable and fully capable of drafting the necessary **Safety Plan and Safety File** of a Construction Project, in accordance with the client's project specifications and legislative requirements.

Special Projects & Safety Studies: It is an unfortunate reality that most accidents happen during simple daily activities, performed by workers who, instead of following the applicable safety rules, engage in risky behavior.

GEP Group pioneering in the field of Occupational Safety, brought the cutting-edge methodology of **Behavior Based Safety (BBS)** for organizations, to promote the systematic monitoring and the engagement of the entire system, in sustaining a safe working environment. Through its unique program

«**Safety Culture Survey & Beyond (SCS&B)**» for all types of organizations, it targets to the assessment of the presence, as well as the degree of the respective safety culture within the organization and its employees, by providing specific and quantitative statistics. The survey acts as a central indicator, to determine whether a targeted OHS strategic planning should be conducted, to achieve safety proactiveness performance. GEP consulting team consisting of Chemical Engineers, Mechanical Engineers and Electrical Engineers, are capable of conducting ATEX studies wherever an explosive atmosphere may occur. Whether in Oil and Gas facilities, big logistic or manufacturing sites, GEP specialized team visits the site to assess if any explosive atmosphere risk exists, and then prepares the Explosion Protection Document – ATEX Study based on the legislation and the applicable European and International Standards.

The experienced and highly trained specialists of GEP Group would assist industrial installations to comply with the SEVESO Directive.

A special collection of OHS-related is offered by GEP Group experts in subjects such as the Issuance of Inspections Protocols, Autopsies, Examinations and Work-Related Accidents Investigations, drafting of Manuals & Instructions for Industrial Procedures and Thermography (infrared non-destructive



testing (IRNDT) and fault-prognostic method of electrical and electromechanical installations). GEP Group offers additionally its consulting services for all equipment-specific and work-related Certifications by the Competent Certification Bodies.

Industrial Hygiene Measurements: Occupational Hygiene is the discipline of anticipating, identifying, evaluating, and controlling health hazards in the working environment with the aim of protecting the health and well-being of employees and safeguarding the society as a whole. Occupational hygienists assess health risks in a workplace; take air sample to determine whether harmful substances are present; measure noise and lighting levels in factories and other workplaces; and provide practical advice on how to protect workers from work-related health and safety risks.

GEP’s specialized Department implements measurements of harmful agents, using appropriate portable equipment, based on the measurement methods in accordance with the Greek/EU legislation and international standards.

All monitoring equipment is calibrated annually. Thus, measurement reports reflect accurate, reliable and valid results with sound recommendations that will enable the companies to comply with legislative requirements and industry best practices.

Occupational Hygiene Services	Industrial Hygiene
<ul style="list-style-type: none">• Evaluating workplace and surrounding community for chemical, physical and biological hazards• Developing recommendations and a plan to control situations that could pose a threat to employees or the surrounding community• Conducting research and providing findings on potentially harmful conditions such as poor air quality or exposure to chemicals• Ensuring local legislation is being followed• Providing training to minimize job-related risks and ensure workers can properly follow the recommended safety and health procedures	<ul style="list-style-type: none">• Noise level measurements• Respirable and total dust sampling• Sampling of chemical pollutants including carbon monoxide and nitrogen oxides• Indoor air quality investigations• Illumination level measurements• Heat / Cold stress studies• Hand-arm and whole-body vibration measurements• Ergonomic evaluations• Electric and magnetic field measurements

Lifeline – Fall arrest systems: Service related to the supply, installation and certification of permanent anchor lines and permanent anchors of fall arrest equipment for workers at height. The purpose is to safeguard Occupational Health and Safety in the project.

The service includes:

- the on-site inspection and recording of the required actions for the installation of permanent anchor lines and/or anchors of fall arrest equipment for working at height.
- the preparation of the installation plan of the anchor lines and anchors.
- the supply, installation and certification of the anchor lines and anchors.



4.4.2 Health and Well-being

Occupational Doctor Services: According to law 3850/2010 the Occupational Doctor accomplishes all medical tasks related to employee’s health. The services are organized through periodic examinations, targeted checks and occasional controls, carried out ad hoc, as in the case of a pandemic and of similar threats. Core duties of the occupational doctor include:

- Prescription of further examination assessments of the employees’ occupational health and at specific job-functions.
- Advice on health status of work procedures especially when new procedures are introduced.
- Organization of health surveillance and training on general and specific medical, hygiene and health issues.
- Document and securely maintain employees’ medical records and issue employees’ health certificates.



Emergency Health Care: In addition to Occupational Doctor Service, GEP Group provides high-level emergency health care services whenever a person’s health and safety is endangered.



The Company, through its Project Doctor and Project Health Visitor/Nurse services, offers a **365days uninterrupted coverage** to crowded workplaces and events. Furthermore, GEP customizes its support according to every company’s needs in terms of First-Aid equipment, designing of First Aid Station, Ambulance and Rescuers crew services etc.

On-Site Health Trainings: GEP provides First Aid and health promotion training seminars on site or online. GEP Group First Aid Programs are based on the updated ERC guidelines and offer specific and targeted instructions on how to provide First Aid in the workplace, so that help is available in time with the best possible result. Training seminars include:

- Adult Basic Life Support
- Adult Basic Life Support with AED
- Kid Basic Life Support
- Kid Basic Life Support with AED
- Specialized Life Support
- Basic Life Support – ERC Certified
- Health Promotion Seminars



First-Aid programs are widely addressed to employees in all sectors and are especially important and necessary in workplaces with public assembly places, such as banks, shopping malls, sports facilities, industrial plants, retail outlets, airports, educational institutes, hotels, restaurants etc.

Health Services: The team of specialized and experienced health consultants of GEP Group may perform periodic medical checkups to employees at their workplaces. Indicative preventive examinations include evaluation of somatometric indices, clinical examination (dermatological neurological, auditory, musculoskeletal control, blood pressure measurement, visual acuity test, audiometry, spirometry, electrocardiogram) blood tests, urology tests, radiological examinations.

Moreover, GEP Group offers an Occupational Health Risk Assessment, which contributes to the identification of occupational hazards, focusing on promoting health. GEP Health professionals can also implement several vaccination programs, either at the workplace or at the medical center of GEP, issuing also the relevant personal certificate of vaccination.

Special Health Services: GEP Group, through its associated company Hellas EAP Ltd, the leading Employee Assistance Programs (EAP) provider in Greece, provides specialized programs in the fields of Behavioral Managed Care and Mental Health Promotion in the Workplace.



Hellas EAP provides 24/7 Employee Support and Management Consultation services, as well as custom-made training programs with the aim to enhance psychosocial health, safety and wellbeing in the workplace.

Special Health Services	
<ul style="list-style-type: none">• 24/7 Psychological Support Line• Face to Face Counselling Sessions• Leadership /Management Consultation• On-site/Online Counselling• Crisis and Trauma Support• Stress Management Workshops & Interventions• Behavioral Risk Management	<ul style="list-style-type: none">• EAP Disability Management in the workplace• Assessment and Management of Psychosocial Risks in the workplace• Corporate Health & Wellbeing Campaigns• Women’s Empowerment Programs• Prevention of Harassment & Violence in the workplace



4.4.3 Sustainable Development

Management Systems Development: Current market circumstances, recognize the benefits and need for organizations and businesses, to introduce and implement Management Systems in compliance with International Standards.

Management Systems are tools by which any type of organization can secure the sustained achievement of its goals, and its adaptation to the ever-changing conditions in which it operates.

GEP Group with its experience and competent advisors undertakes the analysis, design, development, support and overall consultation on the introduction of Management Systems such as **ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 37001, ISO 39001 etc.** Additionally, GEP Group consultants help customers through the accreditation procedure, by the corresponding Certification Bodies.

We also provide organizations with comprehensive consultation on **Data Protection services (GDPR), compliance with the Law 4808/2021 for Violence and Harassment at workplace and Law 4990/2022 for Whistleblowing** covering either the full scope, or through a step-by-step procedure.

During **2023** GEP implemented **30 projects** related to the development of procedures for whistleblowing tailored to its customers

and also provided relative training in whistleblowing procedures for 5 customers.
Subsidized Investment Programs: GEP Group undertakes the advisory for the submission of project proposals to the Calls of the Development Law for Investment/ Funding Programs.

In this respect, GEP Group provides comprehensive consulting services to individuals and businesses to benefit from the funding opportunities.

Advice and Compliance Monitoring Services: Moreover, GEP Group offers advice and the compliance monitoring services regarding:

- The ADR Agreement (Road Transport of Dangerous Material).
- The RID Agreement (International Carriage of Dangerous Goods by Rail), and the DGTSA (Dangerous Goods Transportation Safety Advisor).

Environmental Services: GEP Group offers comprehensive environmental consulting services regarding the development of Environmental Impact Assessment Studies, the monitoring of Environmental terms, the renew, modification of environmental permits, the monitoring of environmental legislation.

GEP, through the continuous training of its associates, the expertise in the environmental legal framework, ensures the support of the clients’ environmental needs.



4.4.4 Certified Trainings

Lifeguard Academy: A newly added service to GEP’s portfolio of services is the Lifesaving Academy, expected to offer a high level of education to those who wish to acquire certified lifesaving knowledge.

This service aims to assist in the prevention and correct response to accidents or emergencies in any swimming facility.

We have created with great responsibility educational material, in accordance with international guidelines and standards (RLSS, Lifesaving Australia) and the Coast Guard.

We provide basic knowledge of lifesaving, and also specialize professional lifeguards of

swimming pools and beaches, adapting to the needs of each trainee.

Global Wind Organization (GWO): GEP Group is the first Certified Training Provider in Greece, Cyprus, the Balkans and Eastern Mediterranean countries. GEP Group is a recognized partner of GWO, a pioneer in the renewable energy industry.

GEP since 2011, has conducted numerous certified training courses to employees working in the field of renewable energy and wind farms using specific designed facilities to stimulate the conditions in a wind turbine environment. The courses are offered either in Greek or English.

Basic Safety Training and Refresher	Advanced Rescue Training and Refreshes
<ul style="list-style-type: none">• First Aid (FA / FAR)• Fire Awareness (FAW / FAWR)• Manual Handling (MH / MHR)• Working at heights (WAH / WAHR)• Working at heights & Manual Handling Combined• Sea Survival (SS / SSR)	<ul style="list-style-type: none">• Hub, Spinner and Inside Blade Rescue (HSIBR)• Nacelle, Tower and Basement Rescue (NTBR)• Single Rescuer: Hub, Spinner and Inside Blade Rescue (SR: HSIBR)• Single Rescuer: Nacelle, Tower and Basement Rescue (SR: NTBR)

IRATA - Industrial Rope Access Trade Association: GEP, in compliance with the Greek Legislation and IRATA’s requirements, provides certified IRATA Rope Access Training courses since November 2023.

GEP has been an official IRATA Training and Certification Centre. * The courses are held in our specialized facilities at Maroussi, Attica, Greece, by experienced, certified instructors. The duration of each course is 5 days of 9 hours per day and include theoretical and practical training of safe work at height and rescue using rope access technics. The candidates are provided with a technical training manual with all the information related to their training. Upon completion of the training and successful assessment, a certificate of competency is provided from IRATA, lasting 3 years.

***IRATA** is a world’s leading organization which provides thorough training and strict work guidelines, IRATA International.

European Resuscitation Council (ERC): GEP Group is a certified ERC Course Center in Greece, providing First Aid courses, designed to train laypeople as well as healthcare professionals and Instructors in best resuscitation practice. The Basic Life Support and Automated External Defibrillator (BLS-AED) course can assure participants that they have the most up to date knowledge, confidence and practical skills to put knowledge into action. ERC courses offer many additional benefits, such as the ability to use skills in other countries, with course certificates being recognized across the EU and worldwide.

Basic Life Support (BLS) and, when possible, use of an automated external defibrillator (AED) is the first level of care for a person in cardiac arrest. During European Resuscitation Council (ERC) BLS/AED Provider courses, GEP Group certified instructors guide and support participants in the learning process. Learning to perform basic life support and to use an automated external defibrillator is an interactive process that requires both knowledge and skills.

Part or all of this knowledge and some skills can be obtained by self-instruction and on-line learning. AEDs are widely available

throughout Europe.

This course includes training in how to use an AED when one is available. If there is no AED available, start BLS and wait for professional help. BLS is fundamental to all cardiopulmonary resuscitation. Competence in Basic Life Support is a prerequisite for enrolment for all advanced-level training provided by the European Resuscitation Council.

GEP Group has delivered more than 60 training courses and has accordingly certified approximately 800 citizens.

4.4.5 Food and Safety Hygiene

GEP is specialized in the field of «**Food Safety and Hygiene**». The implementation of hygiene standard rules and the production of safe final products for the consumers are constituted with critical factors for the development and success of the food sector businesses, requiring the implementation of efficient control, management and training systems, such as:

Food Safety Management Systems: Food Safety Management Systems (ISO 22000, HACCP Codex Alimentarius System, IFS, BRC, FSSC 22000) are oriented towards controlling the overall conditions prevailing in a food business, from the receipt of raw materials to processing, storage and distribution of finished products to the consumer. Their main objective is to identify the risks of food contamination in order to reduce the likelihood of their occurrence by taking appropriate actions.

Second party Audits and Initial Diagnostic Analysis for Infrastructures / Units and for evaluating suppliers / partners / value chain: GEP undertakes assessments aimed at examining the degree of compliance of a supplier/subcontractor of a customer, based on specific standards, regulations, directives, or specifications.

GEP provides services tailored to the professional needs of its clients such as Sanitary inspection of initial diagnostic analysis, Sanitary inspection of plant-units, Sanitary inspection for supplier evaluation.

Food Safety and Hygiene Training: GEP, with qualified and experienced trainers in food hygiene and safety, designs and implements seminars aimed at all staff of companies dealing with food, directly or indirectly, according to Hellenic Food Authority Protocols (EFET).

GEP trainers use all modern methods for training (audiovisual material, case studies, role-playing, etc.).

Mystery Shopper Inspections: “Mystery Shopper” or “Mystery Guest” inspections are 2nd party inspections in the form of a “mystery shopper”, to evaluate the personnel according to the standards of businesses.

The inspections include:

- Premises, facilities and equipment.
- Human resources and staff handling.
- Compliance with company standards.
- Quality of services offered.
- Level of service.
- Promotional activities.



With comparative advantages of experienced staff & conducting the inspection using smartphone devices, GEP guarantees objectivity in the inspection findings & promptness in delivering and communicating the results.

Development of Flow Diagram: The flow diagram represents the flow of the food production process, from the receipt of raw materials in the facility, through the stages of production until the creation and distribution of the final product.

The flow diagram is a form which a health establishment and a food business must

have in accordance with the official Health Legislation.

GEP, using personnel with the relevant expertise, undertakes the checking, mapping and preparation of the flow diagram and the relevant technical report and provides guidance to the professionals in the correct implementation of the procedures and processes.

The flow diagram will be drawn up for the products or categories of products or processes covered by the Food Safety Management System or the HACCP Study.

4.4.6 Services related to Pandemic Management

During 2022, GEP with its scientific knowledge, experience, and know-how, continued to support its clients and provide the services related to pandemic – covid 19, such as:

Dedicated Medical Advisor: Doctors who can take on the exclusive support of companies during the pandemic phase. Participate regularly in meetings with the crisis management team either physically or remotely, depending on the concerns of the team, to suggest improvements or interventions, as well as to update on new data emerging as guidance from the government. They are also available to the management team for any “on call” queries to assist with their advice on any issue that arises, particularly in crisis situations.

Medical Support and Emergency Call Center: The main goal of the support line service is to assist employees in every urgent need related to COVID-19. Calls are answered by Public Health Consultants, Doctors, Nurses and Health Specialists. Responses are always based on the guidelines and instructions of the State and the EODY Agency, as well as the additional best practice instructions issued by our company.

Anti-COVID Business Operation Procedures & Protocols: developing processes and procedures against COVID-19 spread and

ensure business continuity. Global trends & best practices along with local guidelines and specific needs and functionalities analysis are being processed by GEP’s Health and Safety experts and they are appropriately adjusted to fit any organization’s need, taking also into consideration the operational activities of the company.

Training Programs on Precautionary Measures for Employees: Tailor-made Health & Safety training on the protocols of the companies, and on the precautionary measures and the actions taken to avoid the risk of virus spreading.

Support in Conducting Events with Physical Presence: GEP supports events that require a physical presence so that they can comply with local legislation and protect attendees through the application of strict protocols and involvement in both planning and implementation during the event.

Temperature measurements by health professionals, management of commonly used equipment such as microphones, serving methods, seating arrangements and social distancing, management of a suspected outbreak crisis, etc. and sessions to be implemented appropriately to minimize the risk of virus spread.

4.5 Corporate Governance

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-15, 2-17, 2-18

GEP Group is a privately held joint stock company (Société Anonyme), founded in Greece. The **Annual General Meeting (AGM)** of the shareholders is the ultimate decision maker of the company, exercising its ownership and vesting within its powers all governance functions. Decisions are passed by a majority of votes cast at the Annual General Meeting of Shareholders, unless the Greek Companies Act provides otherwise.

AGM is responsible to deal with crucial issues related to the strategic direction of the company, decides about the dividends' distribution and the election and appointment of the Board of Directors.

The next level of authority is the **Board of Directors (BoD)**, consisting of five (5) members: the **Chairman** (being the **CEO** also) and four members. The tenure of the Board of Directors is for three years and expires on 03.06.2027.

CEO manages the company within the framework authorized by the BoD and in direct consultation with the Board. Moreover, the CEO takes all decisions regarding any financial and commercial operation, according to the agreed guidelines. He reports regularly, or ad hoc, to the BoD, providing all important information on performance, activities, plans, forecasts, and achievements.

Board of Directors	
Name	Capacity
Mr. George Lambrinos	Chairman
Ms. Afroditi Karaitianou-Velonaki	Member
Mr. Spyros Primikirios	Member
Mr. Alexandros Sofianopoulos	Member
Mr. Nikolaos Danezis	Member

GEP Group Management Team is subject to the authority of the CEO, who supervises and coordinates their activities. Each business area is managed by a supervisor, who has overall responsibility and accountability for operations and results.

Management Team	
Name	Capacity
Mr. George Lambrinos	Chief Executive Officer
Mr. Alexandros Sofianopoulos	Chief Operating Officer
Mr. Eleftherios Merkouriou	Chief Financial Officer
Mr. Giannis Votsis	Occupational Safety Department Manager
Mr. Victor Avdelidis	Construction Projects Manager
Ms. Eleftheria Gianni	Occupational Health Department Supervisor
Ms. Valia Tsopoki	Occupational Health Scientific Manager
Ms. Iro Faki	Business Development Manager
Ms. Foteini Kalantzi	Human Resources Manager
Ms. Theano Fousiani	Marketing & Communications Manager
Ms. Aglaia Vasilaki	Sales Manager
Mr. Michalis Athanasakis	Contracts Manager
Mr. Giannis Gyftakis	IT Manager
Ms. Athina Kakouri	Accounting Manager



4.5.1 Scientific Coordinators

The **Scientific Coordinators** of the company are high experienced advisors on Occupational Health & Safety, who consult the executives regarding the current and future trends in the service fields, the challenges, and potential barriers that the company must overcome, acting, thus, as a valuable forward-thinking team dedicated to make GEP more efficient and excellence oriented.

Scientific Coordinators		
Name	Capacity	Field of Responsibility
Dr. Spyros Soupionis	Specialized Occupational Doctor	Occupational Doctors
Mr. Spyros Primikiriros	Mechanical Engineer	Occupational Safety Officers

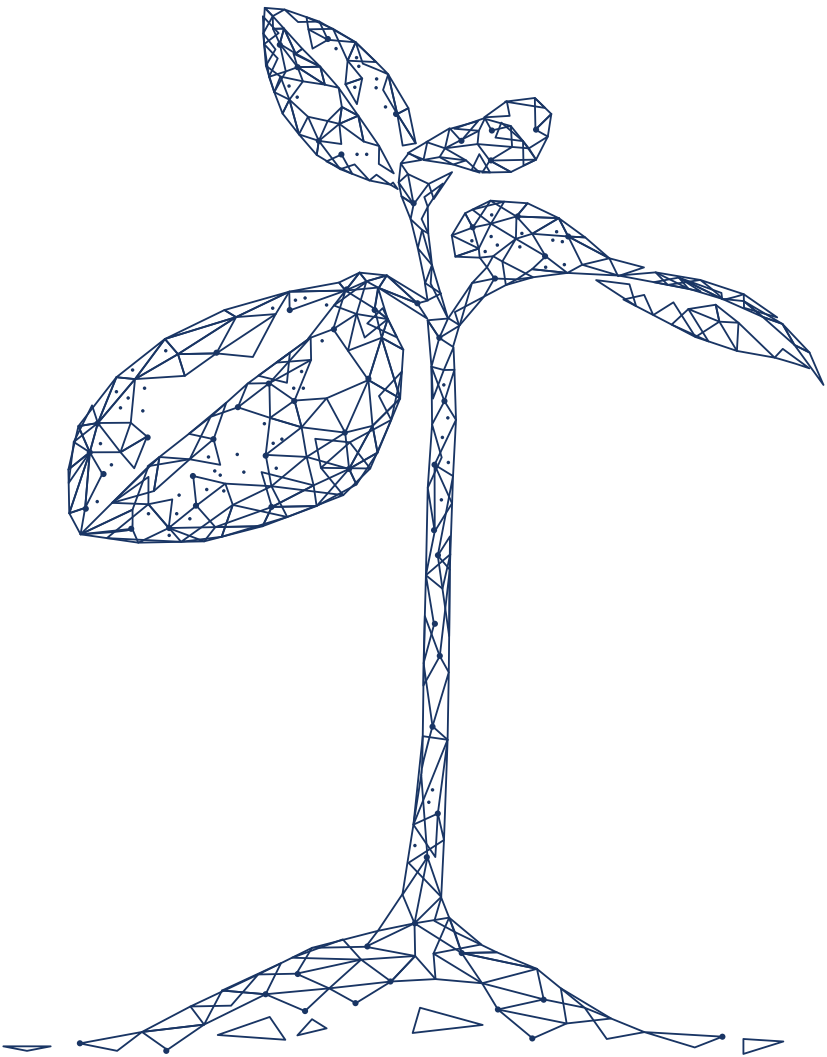
Further to its strategic role in this Committee, the Sustainability Team is established to implement and support the company on policies and initiatives that contribute to corporate responsibility. The team aims to plan, perform, coordinate, and monitor the initiatives and actions that contribute to the successful implementation of corporate responsibility and sustainable development of the company.

Sustainability Team	
Name	Capacity
Ms. Iro Faki	Business Development Manager
Ms. Theano Fousiani	Marketing and Communications Manager
Ms. Vicky Fratzi	Invoicing Coordinator
Ms. Eleftheria Gianni	Registered Nurse, Health Department
Mr. Spyros Georgakis	Occupational Safety Services Supervisor
Ms. Sofia Manali	HR Recruiter
Mr. George Giannikos	Customer Administration Coordinator

4.5.2 Sustainability Committees

Aiming to enhance its performance in corporate responsibility and sustainability, GEP Group established a **Sustainable Development Committee** accountable to the Board of Directors, to oversee and properly implement policies and actions on environmental and social issues.

Sustainability Development Committee	
Name	Capacity
Mr. George Lambrinos	Chief Executive Officer
Mr. Alexandros Sofianopoulos	Chief Operating Officer
Mr. Nikolaos Zairis	Processes Development & Standardization Manager
Ms. Vasiliki Aspioti	HR Specialist
Mr. Eleftherios Merkouriou	Chief Financial Officer
Ms. Iro Faki	Business Development Manager



4.5.3 Organization Chart

Group Subsidiaries

EUROCORE
PCS²
HSWC
NOVA

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Board
of Directors

HR IT

CEO

Management
Consultant

Legal
Consultants/
DPO

Quality, Health,
Safety &
Environment

Operations
Department

(COO)

Scientific
Accountable
for Occupational
Safety

Scientific
Accountable
for Occupational
Health

● Scientific
Manager for
Occupational
Health

Commercial
Department

(CCO)

Finance
Department

(CFO)

Safety

- Occupational Safety Services & Projects
- Special Safety Projects (BBS, ATEX, SEVESO)
- Physical, Chemical & Biological Agents Measurement
- Occupational Safety trainings
- Support & Evaluation of GEP Partners

Construction Projects

- Construction Project Management
- Studies (HSP-HSD, ORA, SOMHS)
- Safety Engineer/ Coordinator Services
- After Sales Support
- Support & Evaluation of GEP Partners

Health

- Occupational Health Services
- Emergency Health Care Services
- Occupational Health & Emergency Health Care Trainings
- Support & Evaluation of GEP Partners

Business Development

- Management Systems Development
- GDPR/ DPO
- Management Systems Studies & Audits
- Certified Trainings (ADR/RID)
- Trainings GWO
- Trainings IRATA
- Food Safety & Quality Assurance Services
- Lifeguard Academy (Trainings, Lifeguard Services)

Sales

- Sales & Business Growth
- Commercial Overview
- Customer Retention
- Lead Conversion & Offers Submission
- New Customers Acquisition

Contracts

- Public & Private Sector Tenders
- Contracts Renewal
- New Contracts Development
- Liability Overview
- Contractual Data Entry & Overview

Marketing & Communication

- Brand Identity
- Company Publicity & Promotion
- Promotional Material Design
- Synergies & Network Developemnt
- Services Promotion & Campaigns
- Market Analysis

Account Coordination

- Customer Relations
- After Sales Support
- Complaints Handling
- Partners Coordination & Projects Delegation
- Collaboration with Local Authorities
- Customers Retention & Loyalty

Accounting

- Invoicing, Paymnets & Collections
- Accounting Activities
- Funded Programs

Other Services

- Financial Control
- Services Control & Certification
- Supplies & Fucility Management
- Reception

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4.5.4 Regulatory Compliance

GRI 2-27



GEP Services are controlled by the Presidential Decree 95/1999 (Government Gazette 102/A/26.05.1999) - "Terms of establishment and operation of Protection and Prevention Services". GEP holds and monitors all required permits.GEP Group operates also according to the provisions of the Greek Law 3850/2010 Art. 28, (Codification of Occupational Health and Safety laws and organization of the relevant service providers/companies, following the relevant EU Directives and Regulations). During 2022-2023, GEP Group has not identified any non-compliance of its services with regulations and/or voluntary codes.

Compliance with GDPR

We are constantly improving our practices to meet needs, acting in accordance with the relevant regulations. We have organized our corporate affairs in accordance with GDPR.

Law 3850/2010 on occupational health and safety requires the vast majority of client data to be held and processed on the customer’s premises. The only data held by GEP is the contact details of the appointed contact person, financial data relating to contracts and investigation data relating to any potential industrial accident.

Our data protection policy includes a secure platform for reporting workplace accidents, a strict password policy for user’s authentication, a clean office policy and non-disclosure/DPA agreements signed by employees and subcontractors. A DPIA has been conducted on health data processing.

In 2022 and 2023 our employees updated

their knowledge of GDPR through workshops conducted by the executive team, including the internal data protection officer.

Elimination of violence and harassment in the workplace

During 2022, GEP fully aligned with the current legislation on violence and harassment in the workplace. More specifically, Part II of Law No. 4808/2021 provides prohibition, but also prevention and treatment of all forms of violence and misconduct, but also harassment, including violence and harassment and sexual harassment, which occurs during the course of work, or connected with or resulting from it.

According to the above-mentioned legislation, GEP is obliged to receive, investigate and handle any complaint or report with zero tolerance for violence and harassment, with confidentiality and in a manner that respects human dignity, and not to obstruct the receipt, investigation and handling of such complaints or reports. At the same time, GEP aims to protect the employees and other persons in the company from violence and harassment in the workplace.

For that reason, GEP has established an analytical policy and at the same time implements specialized awareness seminars for its employees. In more detail, the policy on preventing and responding to violence and harassment in the workplace is a tool for zero tolerance of violence and harassment in the working environment and specifies the rights and obligations of employees and the employer to prevent and respond to such incidents or forms of behavior. In addition, the policy for handling internal complaints

of violence and harassment outlines the procedure for receiving and investigating such complaints in a manner that ensures the protection of the victim and respect for human dignity.

Whistleblowing 4990/2022

From the second half of 2023 GEP was fully harmonized with the recent legislation Law 4990/2022 -Whistleblowing-which includes an EU directive, which establishes rules aimed at the effective protection of whistleblowers (persons who, in the course of their work, gain access to information about violations of law and wish to report them).

In particular, GEP has established reliable internal channels to report violations of the law and to control the investigation process. For this reason, it has appointed a Report Receiving and Monitoring Officer (RPMO), who receives the reports, takes the necessary steps to ensure that the relevant bodies of the institution deal with the report, ensures the protection of the confidentiality of the identity

of the reporter and any third party named in the report and provides information to the reporter on the actions taken.

At the same time, it has established a detailed and thorough policy and procedure for the management of reports and has created an online platform where such reports can be submitted. In order to ensure effective reporting management, GEP has appropriately trained and aware its staff with a tailored seminar that provides all the necessary information on the Whistleblowing Procedures.

Also, there were no fines or penalties imposed on any of our companies regarding incidents of non-compliance concerning marketing communications and breaches of customer privacy and losses of customer data.

In 2023 our employees updated their knowledge of issues related to violence and harassment at work. Data are presented in the following table.

KPI's related to the Elimination of Violence and Harassment at work" and Whistleblowing Policies	2023
Number of employees trained in "Elimination of Violence and Harassment at work" Policy	48
Number of reported incidents of Violence and Harassment at work	0
Number of employees trained in "Whistleblowing Policy	96
Number of Whistleblowing reports	0

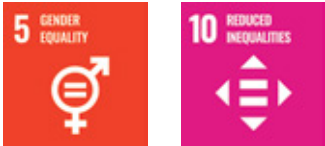


4.5.5 Code of Ethics and Professional Conduct, and Corporate Policies

GRI 2-19, 2.20, 2-23, 2-24

The overall focus of our sustainability awareness is presented in our Code of Ethics and Professional Conduct and Policies. The Code of Conduct provides all employees, internal and external, with information on the policies and procedures applied within the Group, regarding professional behavior and covering issues such as health, safety, environment, antibribery and sensitive data protection.

The Code describes the clear position of the company with respect on labor rights and the opposition to child and compulsory labor. All employees are updated regularly with changes of Conduct and all new employees receive induction training.



We have established a framework of additional corporate policies in certain fields aiming to enhance our performance, such as:

- **Quality Policy** describes the principles, procedures and tasks related to the Quality Management System in accordance with the requirements of ISO 9001 and ISO 10002 standards.
- **Data Security Policy** ensures compliance with the requirements of ISO 27001 standard, and the full regulatory compliance of the company to the new EU General Regulation for Personal Data Protection (GDPR), the integrity and confidentiality of all data and information infrastructures, constituting an asset for the company.
- **Risk Management Policy** relates to the management of financial and operational risk, the monitoring and the response to risks.
- **Financial Policy**, to plan and monitor company’s financial works and related reporting.
- **Marketing and Publicity Policy**, to govern all company’s actions towards stakeholders.
- **Sustainable Development, Economic Growth, Social Responsibility and Environmental Policy**, to structure company’s economic growth plan, in full harmony with the requirements of the concept of sustainable development, with the reduction of the company’s environmental footprint and with respect to the society.
- **Policy against Violence and Harassment at work** outlines the principles for protecting employees and other persons in the company from violence and harassment that may occur during, in connection with or arising from work. GEP’s management has zero tolerance for any kind of violence or harassment in the workplace and takes all possible measures to prevent violence and harassment in the workplace.

The following policies are included in the “Code of Ethics and Professional Conduct”:

- **Legal and Public Liability Policy** outlines the core framework of the company’s activities and responsibilities in accordance with the Greek regulatory framework.
- **Occupational Health & Safety Policy** for the health & safety of employees in all business activities, operations and processes within the structure of the company.
- **Environmental Policy** describes our commitment to comply with environmental laws and regulations, to protect the environment and minimize the environmental impact of our services and operations.
- **Policy of anticorruption and antibribery, integrity, and transparency** outlines the principles of business ethics, where the company builds relationships of trust with its employees, customers, suppliers, all stakeholders and the society.
- **Policy on Personal Data Protection (GDPR)**, on the collection, use, trust, and retain of Employee’s Personal Data.
- **Policy on the Use of Corporate Communications and Electronic Media** for the proper use of corporate electronic equipment and media.

4.5.6 Conflict of Interest

GRI 2-15



In GEP, business decisions are based on the best interests of our Group, without regard to personal benefit, relationships or considerations. We act ethically and mind all stakeholders never use their association with the Company for personal gains. This means that:

- Confidential information must not be revealed to competitors or used for own business.
- Do not favor family members/close friends over other candidates or employees.
- Do not accept secret payments/benefits that could favor certain suppliers/services.
- Be open, disclose and discuss with supervisors any situation that might lead to an actual or perceived conflict of interest.

We are all responsible for ethical behavior, compliance, and making sure that we follow the laws, regulations, and ethical practices that apply to our jobs and our business. Our Code of Conduct supports these fundamental principles and is our foundation for building and sustaining professional and long-term relations with our stakeholders and maintaining high ethical standards in every decision made.



Our Approach to Sustainable Development



05



5.1 Corporate Responsibility and Sustainable Development

In GEP Group, we have recognized that Corporate Responsibility and Sustainable Development are integral parts of our business. The area of CSR offers a holistic approach to social, environmental and economic sectors, as it defines the right conditions for a prosperous and sustainable working environment.

Our commitment focuses on four key pillars: Market, Workplace and People, Society and Environment. Through our work we create a positive impact on each of the pillars, aiming to improve our industry and the daily working lives of thousands of employees, strengthening the Greek economy without harming natural resources.

Corporate Responsibility and Sustainable Development Pillars

Marketplace	Workplace and People
Responsible operations, innovative and efficient services are the key to a successful company. We are passionate about OHS services aiming to be an important ally for our clients and their activities.	Our aim is to be an example of how to implement our services. We care for our people, providing a workplace that ensures their health, safety, and wellbeing. Our people are our most valuable asset that enables us to achieve better performance and set new goals.
Society	Environment
We are active corporate citizens aiming to raise awareness and alert society about the high value of health and safety in our daily lives. We provide training material to share our knowledge with the society, and support NGOs in their challenging mission on important social issues.	The protection and conservation of natural resources are equally important aspects of our work as they constitute essential factors of our industry. Through dedicated services and the adoption of an environmental-friendly operating plan, we work in harmony with the environment, seeking constantly to improve our impact and discover ways to present even better results.



EcoVadis is one of the largest and most trusted global corporate sustainability assessment bodies. Since 2019, we joined the Eco Vadis assessment by receiving Silver Recognition and we continue with the same recognition.

In 2022, GEP received the Bronze Recognition level for its business practices and commitment to sustainable development from EcoVadis and continues to this day with a high level of recognition. GEP was assessed in the following four modules: Environment, Labour Practices and Human Rights, Ethics and Business Conduct and Sustainable Procurement.

5.2 Stakeholders Engagement

GRI 2-29

GEP Group identifies as the internal and external stakeholders, the interested groups affected by and affecting company’s activities, directly or indirectly.

Stakeholders are vital to GEP’s effective operation and growth. Their dynamic, either as individuals or as organizations, has a major impact on our business development.

Our corporate culture puts people at the heart of our business strategy. The company aims to meet the stakeholders’ expectations, regarding top priority issues such as the economy, society, and environment.

Communication is a valuable process, to help us build strong relationships with people

and organizations, and to get feedback concerning the challenges we face to achieve the Group’s goals.

Stakeholder engagement helps us to eliminate misunderstanding and enhances the fulfillment of expectations. In GEP Group via the continuous interaction with our stakeholders, we recognize the potential opportunities to drive business to growth, through new services and markets.

We follow a bottom-line approach in cooperation with our stakeholders since their active participation is a vital component to successfully implementing our sustainable development strategy.

5.3 Stakeholder Groups

GEP has identified its shareholders and has developed internal and external communication methods to enhance the bonds with its interested parties.

The main identified interested parties are Stakeholders, Employees, Associates (OHS Specialists), Clients (Entities), Final Users

of Services, Project Partners, Suppliers, Regulatory Authorities, Entrepreneurial Community, NGOs, Academia and Media.

The following table represents the communication methods, key issues of interest, expectations and the way GEP Group responds to issues raised by the stakeholders.

Shareholders		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none">• Annual general meeting• Meetings with management team• Annual Report• Financial statements	<ul style="list-style-type: none">• Financial performance• Corporate and Governance issues• Business development• Strategy• Corporate and governance issues• Brand reputation	<ul style="list-style-type: none">• Implementation and monitoring of business plan• Compliance with the code of conduct and corporate governance policies• Monitoring of Key Performance Indicators (KPIs)• Development of financial statements and Annual Report
Frequency of communication		
Monthly		

Employees		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none">• Meetings with the management team• Internal digital communication and announcements• Health & Safety Review e-magazine• Thematic Newsletters• One to one communication• Training.• Corporate events.• Annual employees’ performance assessment.• Annual Report	<ul style="list-style-type: none">• Corporate issues• Corporate financial performance• Training and professional development• Dialogue and engagement• Health and safety issues• Environmental issues• Respect for labor regulation• Equal opportunities• Decent income• Perks and Benefits• Work-Life balance• Corporate Responsibility• Sustainable Development• Healthy work environment (no violence and harassment), diversity and inclusion	<ul style="list-style-type: none">• Compliance with the code of conduct and corporate governance policies• Compliance with labor regulation• Strict health and safety measures• Extensive training program• Competitive remuneration• GEP privilege card• 24/7 telephone line for psychosocial support• Corporate events and CSR initiatives
Frequency of communication		
Daily		



Associates (OHS specialists)		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> Website Communication by phone and email Health & Safety Review e-magazine Thematic Newsletters Associates' visits Trainings Market events Annual Report 	<ul style="list-style-type: none"> Effective collaboration. Corporate financial performance. Transparency. Respect for labor regulation Corporate issues Training and professional development. Dialogue & Engagement Health and safety issues Equal opportunities Decent income Healthy work environment (no violence and harassment), diversity and inclusion 	<ul style="list-style-type: none"> Compliance to the code of conduct and professional performance Transparent and ethical way of transactions Compliance to labor regulation Long-term and stable collaboration approach
Frequency of communication		
Daily		

Clients (entities)		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> Website, newsletters, and social media Communication by phone, email, and meetings Health & Safety Review e-magazine Thematic Newsletters Visits to clients Clients' visits Conventional and digital marketing/social media Market events Annual Report 	<ul style="list-style-type: none"> Quality services Reasonable fees Information updates on regulation and OHS trends Transparency Effective collaboration Training on OHS issues Corporate Responsibility 	<ul style="list-style-type: none"> Experienced and trained workforce KPIs reporting to clients ISO 9001, 14001, 27001, 45001, 10002 certifications Adoption of new trends in OHS services Compliance with business regulatory framework Client service telephone line GEP Academy CSR initiatives
Frequency of communication		
Monthly		



Final Users of Services		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> Visits to clients Website Health & Safety Review e-magazine Thematic Newsletters Social media Market events 	<ul style="list-style-type: none"> Quality Services Information on OHS issues Free services 	<ul style="list-style-type: none"> OHS inspections and updates GEP Academy Active social media Free informational material about First Aid ISO 9001, 14001, 27001, 45001, 10002 implementations GEP privilege card
Frequency of communication		
Monthly		

Project Partners		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> Projects workgroups Meetings with steering and technical committees and teams Annual Report 	<ul style="list-style-type: none"> Quality Services Information on OHSE and other scientific issues Effective collaboration Respect for projects regulation Professional development Dialogue & Engagement 	<ul style="list-style-type: none"> Good implementation and monitoring of projects plans Compliance with the code of conduct Monitoring of Key Performance Indicators Key Performance Indicators (KPIs) for projects Due diligence in development of allotted works
Frequency of communication		
When necessary		

Suppliers		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Communication by phone and email • Health & Safety Review e-magazine • Thematic Newsletters • Visits to suppliers • Suppliers' visits • Market events • Financial statements • Annual Report 	<ul style="list-style-type: none"> • Fair transactions • Dialogue & Engagement Information regarding financial performance • Transparency • Effective collaboration • Regulatory compliance 	<ul style="list-style-type: none"> • Compliance to the Suppliers code of conduct • Transparent and ethical way of transactions • Long-term and stable collaboration approach
Frequency of communication		
Weekly		

Regulatory Authorities		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Communication by phone and email • Annual Report • Financial statements • Meetings with the management team • Participation to fora and events 	<ul style="list-style-type: none"> • Compliance with the regulatory framework • Financial Performance • OHS Issues • Transparency • Corporate Responsibility and Sustainable Development 	<ul style="list-style-type: none"> • Full compliance with the regulatory framework • ISO 9001, 14001, 270001, 45001, 10002 and GWO certifications • Extensive information about GEP Group in Annual Report • Active presence to fora and events • CSR initiatives and environmental management
Frequency of communication		
Annually		



Entrepreneurial Community		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Social Media • Newsletter • Health & Safety Review e-magazine • Thematic Newsletters • Annual Report • Financial Statements • Market events • Memberships and participations 	<ul style="list-style-type: none"> • Current industry challenges • Industry development • Collaboration • Sponsorships • Networking • Information about GEP Group and its services • Corporate responsibility and sustainable development 	<ul style="list-style-type: none"> • Participation to key industry and economic organizations • Active presence to fora and events • Sponsorships to renowned events • Extensive information about GEP Group in Annual Report • CSR initiatives and environmental management
Frequency of communication		
Monthly		

NGOs		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> • Website • Social media • Newsletters • Health & Safety Review e-magazine • Thematic Newsletters • Annual Report. • Visits to NGOs facilities • Communication by phone and email • Participation in events 	<ul style="list-style-type: none"> • Sponsorships and donations • Social awareness • Dialogue and Engagement • Volunteering actions • Corporate Responsibility and Sustainable Development 	<ul style="list-style-type: none"> • Support and participation to NGOs events • Free OHS and training services • Hosting of NGOs initiatives • CSR initiatives and environmental management
Frequency of communication		
Annually		

Academia		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> Website Annual Report Social media Workshops Participation in academic events 	<ul style="list-style-type: none"> Sharing and promotion of knowledge and development Research Sponsorships 	<ul style="list-style-type: none"> Cooperation with an academic institution Joint participation and implementation of programs Cooperation for the development of work-experience and academic research
Frequency of communication		
Annually		

Media		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> Website Social Media Annual Report Health & Safety Review e-magazine Thematic Newsletters Press Releases and announcements Market events Corporate responsibility actions. Participation and sponsorship in events Financial statements Annual Report 	<ul style="list-style-type: none"> Information about GEP Group and its services Awareness regarding OHS issues Financial Performance Corporate Responsibility and Sustainable Development 	<ul style="list-style-type: none"> Immediate response to media requests by the Marketing and Communication Department Extensive information about GEP Group in Annual Report Interviews and articles of the management team on OHS issues CSR initiatives and environmental
Frequency of communication		
Annually		



5.4 Material Issues

GRI 3-1, 3-2, 3-3

In the Annual Report 2022-2023, we conducted a materiality analysis based on the Global Reporting Initiative Standards (GRI Standards 2021). In this context, we assessed the impacts arising from the Group's activity that affect or are likely to affect the environment, society, the economy and human rights, as well as how the Group is or is likely to be affected by ESG and sustainable development issues (risks and opportunities).

Materiality analysis for the year 2022, was implemented according to the following steps:

Understanding the context of the Group

- Review of the Group's operations and activities and business relationships and the context in which they operate.
- Identification of the main stakeholder groups that influence and/or are affected by the operation and the activities of the Group.

Impact identification and assessment

- Recognition of the positive and negative (existing and potential) impacts on the economy, society, the environment, human rights, and consequently, on the achievement of the goals, deriving from the Group's activity as well as from its business relationships.
- Conduct research on substantive sustainable development issues involving representatives of all stakeholder groups.
- Evaluation of survey results, and classification of Material Issues

Prioritize of impacts

- Prioritization of materiality sustainable development issues based on the importance of each topic.
- Determination of a threshold for the identification of the most material issues, based on the analysis of the effects created or likely to be created due to the Group activity.
- Validation of the topics by the Group Management Team.








Pillar	No.	Material Issue
Marketplace	1	Economic Performance
	2	Market Presence and Business Development
	3	Investments in R&D and Innovation of Services
	4	Customer Satisfaction and Relationship Management
	5	Business Continuity and Recovery from Disaster
	6	Customers' Employees Health and Safety
	7	Regulatory Compliance
	8	Digitalization
	9	Training sessions regarding Health and Safety
Workplace and People	10	Health and Safety in the Workplace
	11	Employees Training and Development
	12	Promoting physical, mental health and well-being
	13	Equal opportunities, human rights, promoting diversity and ensuring equal opportunities
Environment and Society	14	Social Awareness and Free Products
	15	Climate change



No.	Material Issue	Internally	Externally	SDGs	GRI
1	Economic Performance	<ul style="list-style-type: none"> Shareholders Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media 		GRI 201-1
2	Market Presence and Business Development	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Suppliers Regulatory Authorities Entrepreneurial Community Media 		GRI 201-1
3	Investments in R&D and Innovation of Services	<ul style="list-style-type: none"> Shareholders Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Projects Partners Suppliers 		GRI 203-1
4	Customer Satisfaction and Relationship Management	<ul style="list-style-type: none"> Shareholders Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media 	 	Internal ind.
5	Business Continuity and Recovery from Disaster	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Projects Partners Suppliers Entrepreneurial Community NGOs Academia Media 		Internal ind.
6	Customers' Employees Health and Safety	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media 	 	GRI 416-1

No.	Material Issue	Internally	Externally	SDGs	GRI
7	Regulatory Compliance	<ul style="list-style-type: none"> Shareholders Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Projects Partners Suppliers Regulatory Authorities 		GRI 418-1
8	Digitalization	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Projects Partners Suppliers Regulatory Authorities Entrepreneurial 		Internal Ind.
9	Training Programs regarding Health and Safety	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media 		GRI 403-5
10	Health and Safety in the Workplace	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	-		GRI 403-1 GRI 403-5 GRI 403-7 GRI 403-9
11	Employees Training and Development	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Final Users of Services Projects Partners Suppliers NGOs Academia Media 		GRI 404-1 GRI 404-2
12	Promoting physical, mental health and well-being	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Community Media 		GRI 403-6
13	Equal opportunities, human rights, promoting diversity and ensuring equal opportunities	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community Media 	  	GRI 401-3 GRI 406-1



No.	Material Issue	Internally	Externally	SDGs	GRI
14	Social Awareness and Free Products	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> NGOs Media 	  	Internal Ind
15	Climate change	<ul style="list-style-type: none"> Employees Associates (OHS specialists) 	<ul style="list-style-type: none"> Clients (entities) Final Users of Services Projects Partners Suppliers Regulatory Authorities Entrepreneurial Community NGOs Academia Media 	 	GRI 302-1 GRI 302-3 GRI 302-4

5.5 Targets

Marketplace		
Target	Action Steps	KPI
Increase of annual turnover by 10%	<ul style="list-style-type: none">• Update of business plan• Identify new business opportunities• Deploy the competitive advantages	<ul style="list-style-type: none">• Turnover• Number of customers
Customer retention over 93%	<ul style="list-style-type: none">• Complaint handling process enhancement• Build rapport with customers• Focus on value proposition	<ul style="list-style-type: none">• Grievance satisfaction• Retention rate
Increase of trainings turnover by 10% (OHS and General Content)	<ul style="list-style-type: none">• Update the offered training topics• Identify training opportunities	<ul style="list-style-type: none">• Number of new training contracts• Turnover
Increase of services profitability by 10%	<ul style="list-style-type: none">• Enhance the network of Associates all over Greece• Evaluate commercial policies• Adjust pricing to existing and new customers	<ul style="list-style-type: none">• Profit margins• Upselling of existing customers
Launching of at least 2 new revenue streams	<ul style="list-style-type: none">• Conceptualization and market reach• Selling and promoting actions	<ul style="list-style-type: none">• Turnover of new services• Number of new services contracts

Workplace and People		
Target	Action Steps	KPI
Achieving 85% employees' satisfaction	Design and implementation of employees' satisfaction survey (evaluation of the working environment, remunerations, perks, and benefits)	<ul style="list-style-type: none">• Percent of employee participation• Percent of satisfied employees
Increase average training hours per employees per 10%	Identify the training needs, design the required training material, or hire experienced trainers per training field	<ul style="list-style-type: none">• Number of participants• Training hours
Annual volunteering program of 100 working hours	Design the actions according to employees' wish, to reach the maximum participation	<ul style="list-style-type: none">• Number of participants• Volunteering hours.• Evaluation of volunteering program
Well-being activities in monthly basis	12 voluntary initiatives on well-being, for the employees in cooperation with coaches (monthly gym allowance, office massage, stress management and mindfulness training sessions, healthy nutrition sessions, psychological health cyber talks, hybrid work model)	<ul style="list-style-type: none">• Number of employees that participated• Human-hours offered to the initiatives



Society		
Target	Action Steps	KPI
Increase 10% of GEP Privilege Card	<ul style="list-style-type: none"> Promotion Develop volunteering actions with employees and NGOs to raise awareness 	<ul style="list-style-type: none"> Number of employees that participated in the volunteering activities Actions that have been realized
Launch a campaign to raise awareness on First Aid for Youth	<ul style="list-style-type: none"> Establish collaboration with an NGO, develop an initiative that addresses youth people. Prepare the training material 	<ul style="list-style-type: none"> Number of participants Number of training courses Number of training hours
Establish Annual GEP Volunteering Day	<ul style="list-style-type: none"> Engage employees Design a volunteering initiative Search for partnerships (NGOs) 	<ul style="list-style-type: none"> Number of participants Number of initiatives Number of volunteering person-hours
Promotion of informational and awareness material in weekly basis	<ul style="list-style-type: none"> Design and implementation of weekly newsletter with essential information on OHS Emergency communication emails on crucial issues (legislation) Implementation of free material and guides on OHS 	<ul style="list-style-type: none"> Number of newsletters Number of recipients



Environment		
Target	Action Steps	KPI
Reduction in energy consumption	<ul style="list-style-type: none"> Establish and follow an Energy Reduction Action Plan Recording of consumption Investigation of Energy Reduction Strategies for Information and Communication Technology (ICT) Systems Evaluate the use of renewable energy and alternative fuel for cars, including EVs (electric vehicles) 	<ul style="list-style-type: none"> Energy Consumption per square meter and employee Percent of energy reduction Number of targets achieved
Raise awareness of staff and educate the employees on the proper management of use of energy	<ul style="list-style-type: none"> Launch a campaign - hold termly events to raise awareness and encourage continued engagement Prepare a newsletter – to distribute internally and externally Design an energy efficiency seminar in the corporate environment 	<ul style="list-style-type: none"> Number of participants Hours of participation
Record/ analyse/ monitor energy bills and consumption	<ul style="list-style-type: none"> Start by reviewing daily consumption and analyses of when energy is being used and where it could be reduced Set regular review dates Compare with baseline data Present to management Review progress toward target 	<ul style="list-style-type: none"> Number of departments that reduced their consumption Progress percent (%) of the targets set
Improvement measures for recycling of corporate waste (plastic, paper, batteries, etc.)	<ul style="list-style-type: none"> Keeping record of the amount of recycling materials per type Information of the employees on the importance of recycling 	<ul style="list-style-type: none"> Increased Number of recycled materials Corporate budget regarding recycling material



Marketplace

06

GEP GROUP OF COMPANIES



6.1 Distributed Value

GRI 201-1, 201-4, 203-1

GEP Group recognizes the value of corporate citizenship contributing financially to a better economy and society via its activities. Aiming to continuous growth and contribution to our stakeholders, in the three-year period of 2021-2023, GEP, the parent company of GEP Group, offered a **generated value of 29,968,371.47 EUR**, enhancing the Greek economy.

Economic Value Generated and Distributed (EUR)	
Economic Value Generated	
Revenues	29,968,371.47
Economic Value Distributed	
Operating Costs	21,903,391.90
Employees' Remuneration and Benefits	6,029,192.26
Payments to Providers of Capital	1,362,338.90
Payments to Government	477,875.61
Economic Value Retained	
	195,572.80

Key Financial and Business Figures

Sales for 2023 amounted to EUR 10,525,588.04 presenting a material increase of EUR 777,092.25 (7.38%) compared to 2022.

In 2023, the Gross Profit was equal to EUR 3,014,426.23 (EUR 2,341,093.31 in 2022) with a Gross Profit Margin of (28.64%) (24.01% in 2022).

EBIT amounted to EUR 981,445.73 presenting a significant increase of (47.89%). Similarly, the EBIT margin of 2023 was (9.32%), significantly better than the margin of 2022 (5.25%).

Moreover, the Total Assets were decreased by (-1.70%), compared to 2022, amounting to EUR 5,163,372.10 (EUR 5,251,128.68 in 2022) and the Total Liabilities also decreased by (-26.44%), compared to 2022 reaching EUR 1,864,011.66 (EUR 2,356,776.11 in 2022).

Key Financial and Business Figures (2021-2023)			
Key figures (In EUR)	2023	2022	2021
Sales	10,525,588.04	9,748,495.79	9,316,739.13
Gross Profit	3,014,426.23	2,341,093.31	2,624,296.39
Gross Profit margin	28.64%	24.01%	28.16%
EBIT	981,445.73	511,385.93	983,309.03
EBIT margin	9.32%	5.25%	10.55%
Profit Before Tax	980,773.32	501,971.76	967,407.54
Total Assets	5,163,372.10	5,251,128.68	5,515,950.77
Total Equity	3,233,179.31	2,862,441.56	3,052,090.68
Total Liabilities	1,864,011.66	2,356,776.11	2,463,860.09



6.1.1 Financial Assistance received from Government (201-4)

In 2023, the Company participated in three separate plans of Government Grants, with a total monetary value of **EUR 48,574.02** (EUR 23,747.40 in 2022).

Financial Assistance received from Government		
Government grants (amounts in EUR)	2023	2022
Plan N4MM-03139	6,155.38	9,201.25
Plan N8E-0059337	27,820.40	14,546.15
Plan 16706 (Digital Transformation of SMEs)	14,598.24	0.00
Total	48,574.02	23,747.40

6.2 Certificates and Management Systems



GEP Group, wanting to ensure transparency in all its activities, as well as its more effective operational control, has developed and implements Management Systems, certified according to international standards. The adoption and implementation of the management systems ensures the compliance with applicable legislation, the continuous improvement of the Group’s policies, processes and procedures, and provides multiple benefits regarding safe working conditions, environmental protection and improvement of productivity and sustainability.

GEP’s Management system is certified according to the following standards:

- ISO 9001 for Quality Management Systems
- ISO 45001 for Occupational Health and Safety Management Systems
- ISO 14001 for Environmental Management Systems
- ISO 27001 for Information Security Management Systems
- ISO 10002 guidance on the process of complaints

6.2.1 Digitalization

GEP Group is a consistent promoter of new technological and digital initiatives. **30% of our business operations take place in a digital environment** which enables us to better monitor works and easily communicate with our stakeholders, to enhance our productivity and to reduce production costs.

Digital initiatives are implemented annually contributing to our business development. Key achievements during 2023 include:



The new digital platforms, tools and centralized management systems that were incorporated in our business operations during 2023, include:

- **Asset Management Tool:** an advanced asset management tool was introduced to efficiently track, manage, and optimize the organization's hardware and software assets throughout their lifecycle. The implementation of the Asset Management Tool contributes to improved asset visibility, optimizes resource allocation, and facilitates proactive maintenance, ultimately leading to cost savings and enhanced productivity.
- **Centralized Disk Encryption:** security measures are implemented that involve encrypting data stored on disks or drives across all devices within GEP's IT infrastructure from a central point of control and used to safeguard sensitive data stored on laptops, desktops, servers, and other storage devices, reducing the risk of data breaches, ensuring compliance with data protection regulations and mitigate the risk of data breaches. This encryption ensures that even if the physical storage device is lost, stolen, or accessed by unauthorized individuals, the data remains unreadable and protected. A central management console is used to control the encryption policies and keys for all encrypted disks within the company's network. This central management simplifies administration and ensures consistent security policies across all devices.
- **Centralized Patch Management:** a centralized patch management system is implemented to streamline the process of deploying software updates and security patches across the company's IT infrastructure. This proactive approach reduces the risk of vulnerabilities and enhances system stability, ensuring a secure and reliable computing environment for all users.



6.3 Risk Management



GRI 201-1, 201-4, 203-1

Risk management is a key policy in the context of GEP Group strategic planning. Potential risks and their likelihood are regularly assessed according to the company’s policy for minimizing negative impacts through suitable adjustments and implementation of corrective actions. The goal is to develop a high level of risk awareness and a steady basis for the constant evaluation and the monitoring of the risks. Risks in GEP Group are identified under two groups: Financial Risks and Operational Risks.

Financial Risks	
Type of Risk	Rational, Measures and Mitigation
Business Cycle Risk	The risk of the economic downturn has a significant impact on performance and earnings, especially in the context of the ongoing recession in the Greek economy for more than a decade, as well as the covid pandemic that followed. GEP Group exhibits a low sensitivity to economic and business cycle fluctuations, historically acting prudently and proactively to guarantee business continuity and operations stability.
Client Credit Risk	The risk of non-payments by customers is high, but GEP Group mitigates this risk with its large clientele in all sectors. There are no significant losses from bad debts, as the exposure is minimal, and the company continuously monitors the overdue receivables.
Interest Rate Risk	GEP Group interest-bearing liabilities amount to a very small figure due to the self-financing policy it has adopted.
Financing and Liquidity Risk	By using its internal capital raising through reserves, GEP Group has almost eliminated this risk.
Operational Risks	
Type of Risk	Rational, Measures and Mitigation
Legal Risk and Services Liability	Legal risk can arise in relation to the services offered, concerning issues relating to public liability according to the specific business statutory regulations and responsibilities. The GEP Group services are covered by professional indemnity (public liability) insurance and the company works closely with external advocates on contextual issues, following strict internal policies regarding any ambiguities that may exist on the extent of the service provider’s responsibilities. GEP Group rigorous monitors all its assignments through quality assurance systems and carefully designed worksheets.

Operational Risks	
Type of Risk	Rational, Measures and Mitigation
Property Damage/ Disruption of Clients	Property damage may lead to legal problems as well as client’s work disruption, losses, etc. To prevent disputes, GEP Group services are covered by professional indemnity (liability) insurance to protect the professional advising and service provision. On a secondary level the company follows the inspection’s guidelines to verify that risks are managed in line with the base policy and services are promptly delivered in line with the given guidelines.
Client Dependence	GEP Group relies on its subcontractors (associates, occupational doctors, safety officers and coordinators) to work on its behalf. The potential risk that a subcontractor / associate may not be able to provide the required services could be an issue for the company. GEP group minimizes the risk by constant central monitoring of services provided, in depth training and detailed instructions and worksheets followed by all.
Environmental Liability	The risk of environmental problems is negligible, due to the nature of our services. GEP Group operations do not pose any significant threat to the environment.
Corporate Responsibility	The risk to the value and goodwill of the company from negative events relating to business ethics or areas related to social responsibility, is low. GEP Group is an equal opportunity employer, does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability or age, and has zero tolerance to any breach in business and general moral issues, including fraud, corruption and bribery.
Pandemic Risk and Lockdown	COVID-19 proved to be one of the most complex and disruptive events that businesses have faced, due to global rather than regional nature, elements of quarantine etc., and forced lockdowns. Possible future similar pandemics could repeat the devastating results for society and economy. GEP in this case, having a thorough business continuity management system, has followed appropriate procedures, took critical steps, and kept moving forward during this international health crisis. Its “Pandemic Business Continuity Plan” safeguarded the health, safety and wellbeing of its employees, but also of its clients according to the company’s role in the business community, by emphasizing a continuous, clear and supportive communication throughout the pandemic. Remote working, digital transformation and precise follow-up of the protocols established, are parts of the plan that helped GEP succeed in all areas, during this period.
Cybersecurity Risk	The risk of exposure or loss resulting from a cyber-attack or data breach that can lead to potential loss or harm related to technical infrastructure, use of technology or GEP’s reputation. GEP Group invests in the technologies, processes and practices designed to protect its intellectual property, customer data and other sensitive information from unauthorized access by cyber criminals. Specific measures implemented include: <ul style="list-style-type: none">• Strengthened perimeter security through the implementation of next-generation firewalls and intrusion detection systems.• Conducted regular security audits to identify and address potential risks.• Enhanced cloud backup to critical infrastructure• Enhanced employee cybersecurity awareness through training programs• Implemented multi-factor authentication and encryption to protect sensitive data and prevent unauthorized access



6.4 Business Continuity

GEP recognizes the critical importance of business continuity in sustaining operations and delivering uninterrupted services to its stakeholders. Over the past year, our organization has faced various challenges, from global health crises to environmental disruptions, underscoring the need for a comprehensive and agile business continuity plan.

GEP ensures the products and services provided continue to be delivered to our customers at agreed levels during operational disruption. This is achieved through the business continuity plan.

The business continuity plan not only identifies and documents workarounds for key products and services but is also integrated with the corporate strategy to support the successful achievement of mission objectives through continued delivery of agreed parts of the business. GEP defined a basic Business Continuity & Disaster Recovery (BC/DR) Plan that was developed and implemented during 2022-2023, which describes the process of recovering IT systems and services, applications, and assets from any type of disaster that causes major disruption and to minimize/eliminate loss to the organization's business in terms of lost revenue, lost reputation, lost productivity and customer satisfaction.

The Business Continuity & Disaster Recovery (BC/DR) Plan protects the assets of GEP and its customers and provides the capability to resume effective operation at a level and in a time period that allows it to meet legal and regulatory requirements. GEP has assigned to specific teams the accountability to ensure the plan is developed, tested and kept up to date:

- Emergency Management Team – EMT
- Disaster Recovery Team – DRT
- IT Technical Support – IT

GEP has conducted a thorough risk assessment to identify potential threats to our operations. This includes but is not limited to cybersecurity threats, natural disasters, supply chain and critical IT systems disruptions, and pandemics. To mitigate these risks, we have implemented various strategies such as diversifying suppliers, enhancing cybersecurity measures, cloud restoration of critical IT systems and developing remote work capabilities.

In the face of a disruptive event, our response and recovery procedures are structured to ensure swift and effective action. These procedures are regularly updated to align with the evolving nature of potential risks and include steps for communication, resource allocation, and restoration of critical operations.

Regular testing and training exercises are conducted to validate the effectiveness of our Business Continuity Plan. These simulations involve scenario-based drills to assess our readiness and identify areas for improvement. Furthermore, training programs are provided to ensure all employees understand their roles and responsibilities during a crisis.

At GEP, we believe in the continuous improvement of our Business Continuity Plan. Feedback from tests, real incidents, and changing environmental factors is regularly incorporated to refine and update our strategies and procedures.

6.4.1 Information Systems Security

GEP implements an Information Security Management System that is certified with ISO 27001, which aims to protect the confidentiality, integrity and availability of corporate information. The Information Security Management System, consisting of Policies, Procedures and Systems, manages the level of operational risk arising from the Group's dependence on information systems and ensures the utmost correctness of the financial data provided.

The individual Policies and Procedures ensure critical functions such as:

- User and Access Rights Management
- Password Manager
- Download and Restore Backups
- Security Incident Management
- Remote Work
- Regular vulnerability testing and intrusion testing
- Physical security of information infrastructures
- End-user training

At the same time, the Group's information infrastructure operates specialized technical facilities. Network, Application and Data Security:

- Next-generation firewall
- Intrusion prevention system
- Internet access protection system
- Workstation protection system against advanced malware software
- E-mail protection system
- Network level access control mechanism
- Multifactor Authentication
- IT vulnerability detection mechanism
- System for correlating events and detecting security incidents

Physical security systems and mechanisms, such as:

- Access Control
- Surveillance
- Environmental Monitoring (via sensors)
- Fire Protection System
- UPS
- Power Generator

Technical security systems are monitored on an ongoing basis (24x7), in order to minimize time to detect and react to security incidents.



6.5 Corporate Affairs

GEP Group understands and engages with all stakeholders, including employees, investors, customers, regulators and the community. The organization constantly aims to build positive relationships and address their concerns.

GEP professionals handle both internal and external communication in the most effective way and valuable impact. The management of the company ensures that the values and mission are often communicated and fosters trust and transparency throughout its manpower and associates.

From warm chatting in common groups, to events including important announcements, GEP people enjoy the constant open dialogue with the CEO and the Executive Team Members, while they embrace every joyful circumstance or achievement with fun and pleasure.

This trust is built also amongst its customers and providers, as GEP is constantly sharing additional value in the areas of its expertise and provides the business community with equal opportunities to learn and grow in Health & Safety terms. The social responsibility initiatives are always disseminated to the marketplace and usually they include public calls to increase the impact of GEP actions. From blood donations to materially standing

next to countries and citizens with needs, GEP always finds its way to engage and support the community.

Apart from its sustainable growth and market leadership for over 20 years now, public perception on GEP is highlighted and reshaped due to its impactful role while in COVID crisis, where GEP stood out and guided thousands of companies on how to survive and remain productive since the first day of the outburst. GEP is widely considered as a key driver of Occupational Health and Safety science in Greece and shapes the market with innovation, global initiatives and its expertise, while also serving the majority of the business community of the country.

GEP Group makes sure that its customers and overall business society thrive under the most effective compliance with legal authorities and remains close to the public and open dialogues with the governmental bodies with a mission to evolve the framework and contribute the most within its area of expertise.

GEP people and management perform under thorough environmental consciousness and commitment to ethical behaviors, embracing diversity and promoting inclusion by any means.

Grievance Mechanism

GEP has invested and is perpetually developing best practices to ensure customer satisfaction and grievances resolution. To that end, the services and contracts renewal process is handled as a high priority and proactively monitored to secure the outcome and minimize risks.

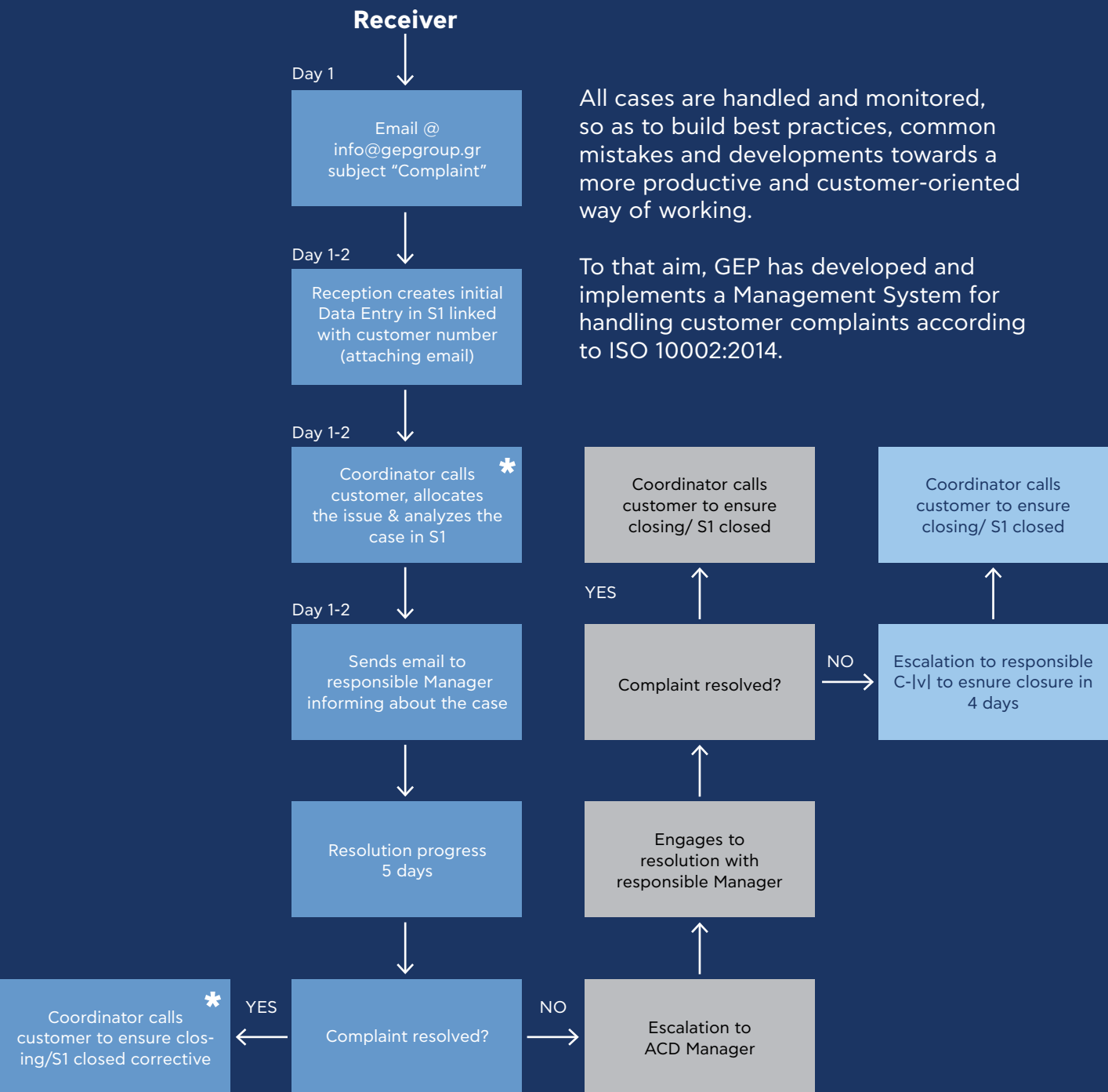
An essential part of our affairs is the immediate and effective administration of grievances. We have developed a Grievance Mechanism to ensure the identification, receipt and resolution of complaints and notices from our stakeholders.

The mechanism is organized in three levels of escalation to ensure that all complaints are dealt promptly, assessed for their validity, addressed to the right recipients, and resolved in an appropriate and timely manner. Each step includes the specific actions and the timeframe within which each action should be completed, while seeking feedback from the source of the complaint.

The complaint handling process is shown in the flow chart.

Complaint Handling Flow

Resolution status (days)



* Dropdown menus in S1 for easy monitoring: reason, source, responsible manager, corrective



Customer Satisfaction

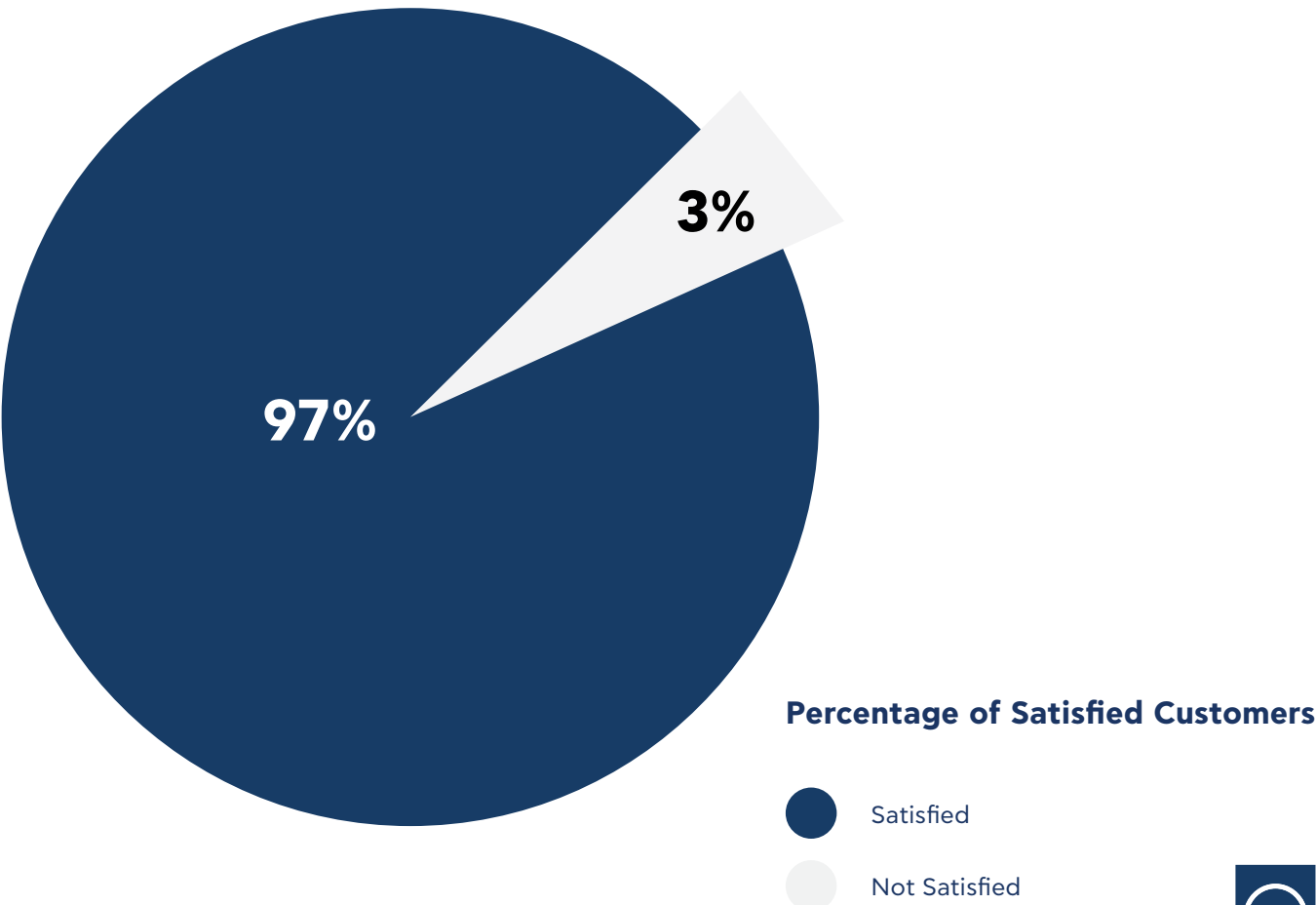
Based on our focus on being a highly reliable partner for our customers’ business success, our priority is on their satisfaction and the best possible experience.

While we are constantly aiming to gain regular feedback through our daily contact and interaction with our customers, in 2020 we have established a methodology to thoroughly research on our customers’ satisfaction by running several satisfaction surveys. The Customer Satisfaction Surveys also assisted in:

- Getting closer to our customers by contacting them regularly.
- Highlighting their needs and identifying sales opportunities.
- Introducing our profile that is evolving through feedback.
- Identifying means of improvement.
- Renewing our appointment to evaluate our progress.
- Subscribing customers to a newsletter database.
- Confirming our improvement in terms of customer service.
- Measuring the necessity of specific strategic initiatives.

Since 2020, we have conducted several customer experience campaigns under the #Shapingyourbeterselves message to identify the level of their satisfaction during the previous year and the Awareness Material through our newsletters and overall value we share. We run also call sessions with 492 clients who represent EUR 5.4 M of our turnover addressing them 20 questions.

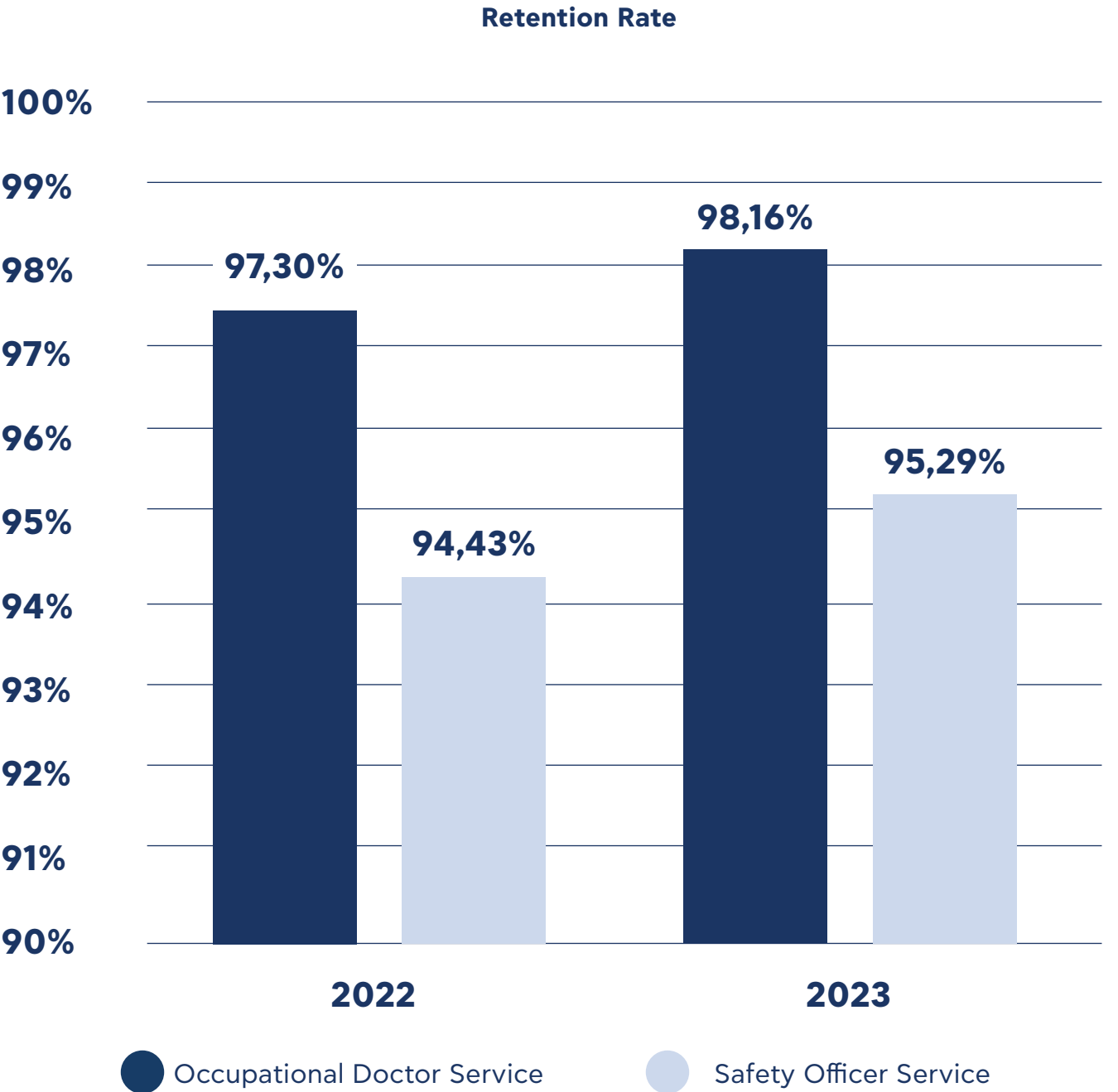
The highlight of the outcome is that 477 out of 492 customers (97%) declared satisfied and 462 (94%) admitted that they have received and appreciated our support. The percentage of Satisfied Customers (97 %) is shown in the chart.



Finally, the survey pointed out fields for improvement. This feedback is vital for our future planned actions to meet the expectations of our customers:

- Consistency of our employees during their visits to our H&S partners
- Report of H&S findings during associates’ visits
- Personalized approach and flexibility
- Improve the internal and external communication,
- Minimize the bureaucratic procedures.

Deriving directly from the quality of customer satisfaction, what is quite impressive is that the retention rate of our customers every year thrives as much as possible. An indication of the retention rate of GEP’s main services, over the past 2 years, which has been maintained at high levels (above 94 % for the provision of Occupational Doctor and Safety Officer) and is on an upward trend, is represented graphically in the chart below:



6.6 Transparency



GRI 205-1, 205-2, 205-3

Transparency to society requires companies to remain open and informative about key aspects of their information and operations, including objectives, history, performance, and financing. We support trust in relationships with our stakeholders, committing as an ethical organization to disclosing details about dealings, transactions, or processes to those who have a vested interest and providing assurance when behaviors cannot be witnessed or verified that they comply with laws, rules or policies.

Internal transparency to maintain open lines of communication with employees and honesty about company operations and status is linked with higher employee morale, productivity, and job satisfaction.

Honesty and fairness are fundamental principles in our way of doing business and we are recognized for respecting our customers and business partners. Transparency builds trust and makes customers feel they are cooperating with a company with higher ethical standards, helping them make better decisions, likely to choose GEP, over a competitor working with undisclosed methodologies and results.

GEP Group, by the nature of its business and as mandated by its licensing, but more importantly by its own dedication and perseverance, works and delivers to its clients with complete clarity and reliability.

Anti-Corruption Policy

GEP Group considers as a minimum obligation the fulfillment of all requirements of the law and international organizations related to the anti-corruption and illegal payments of any kind. We do not tolerate any form of bribery or corruption as they are illegal and remove objectivity from the decision-making process. We act honestly without corrupt influences. We expect the same from third parties cooperating with us.

In this context, we have incorporated the rules of the United Nations Convention against Corruption, the OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions, the Council of Europe Criminal Law Convention on Corruption, and the national regulatory framework.

The Anti-Corruption policy aims to prevent active and passive bribery. The former concerns the promise or offer of gifts, money or services or any inappropriate benefit intended to induce an employee or any other person to act in favor of GEP Group. The second relates to where an employee or other person connected with the Group receives money, gifts, services, or generally improper benefits to act for the benefit of GEP Group. Our anti-corruption policy requires the GEP Group and any associated person or entity to:

- 01 Not allow, offer, give, request, accept or agree to offer any illegal benefit or engage in any corruption, either directly or indirectly, through a third party.
- 02 Not to make or facilitate payments unless there is no immediate and reasonable cause.
- 03 Take measures and implement appropriate procedures to minimize the risk of bribery of any type.
- 04 Maintain financial records and implement appropriate internal audits.
- 05 Not offer or accept gifts that are considered objectively excessive or luxurious or in any way inappropriate.
- 06 Not solicit or receive gifts or offers of entertainment from third parties who have or may have acquired business relationships.

The effectiveness of the Anti-Corruption Policy is regularly monitored and evaluated for effectiveness by management. Improvements deemed necessary are implemented and communicated to employees as soon as possible. At the same time, internal control systems and procedures are subject to regular inspections to confirm their effectiveness in tackling corruption.





The years 2020 and onwards have raised the importance and significance of health promotion and First Aid due to the unprecedented global health crisis that challenged humanity. During these years and up until now, GEP has been chasing the opportunity to spread knowledge and foster a humancentric culture where health stands out as the top priority for the prosperity of society.

Thus, GEP has supported numerous events related to Health & Safety, Sustainability, Entrepreneurship, Leadership and Global Economy with Health Professionals presence and First Aid provision. GEP crew act as consultants by designing all the necessary preventive measures and, also, as medical team surveilling the events and providing participants with emergency First Aid support whenever needed.

GEP has supported all “The Economist” gatherings and events, the Stirixis Group Forum about Workplace Prosperity, EBRD Forum, the annual Sustainability Forum of years 2022 and 2023 by Global Sustain, and all the CEO Clubs and Your Directors Club events and fora. GEP also sponsors the Athens Chamber of Commerce and Industry annual gatherings.

In 2022 and 2023 GEP has been the exclusive Health and Safety Partner of Delphi Economic Fora VII and VIII. As the largest global economic forum organized in the historical city of Delphi, the Forum is an annual unique global gathering of governmental bodies, academics and business leaders from all over the world. Ensuring those significant attendees and speakers health and safety, by designing the evacuation plans, the health promotion plan, the emergency plan, training of the security team and providing with emergency aid during the event, is a memorable and challenging milestone for GEP every year. In 2023, Mr. George Lambrinos, the President and CEO of GEP Group, was also invited as a panelist on the topic “Rights and Wellbeing at Work” with significant co-speakers such as Mrs. Tatiana Tounta Chairwoman and CEO of Hellas EAP, Mr. Konstantinos Kintzios Deputy Director Regeneration, Mr. Konstantinos Agradidas Director General for Labor Relations, Health and Safety and Integration into Work of Ministry of Labor and Social Affairs and

Mrs. Myrto Legaki Mindful Leadership and Corporate Wellbeing Consultant. Mr. George Lambrinos was also elected for another consecutive time as the President of the PASYMEP EXYPP, the Panhellenic Association of Health & Safety Services Organizations. Moreover, the CEO and the Executive Team are participating as members in numerous business events, such as those of the Association of Chief Executive Officers, the events of CEO Clubs and Your Directors Club, the KPMG Forum, the HR Forum & Summits organized by Boussias, the Greek People Management Association gatherings, the ACCA initiatives, the Fortune Network events, and the Hellenic Entrepreneurs Association events.

Participations and sponsorships are reflecting the offering culture of GEP, that is embedded in the entire organization and functional teams. Indicative examples are the HR team of GEP which is supporting numerous career consulting and talent acquisition exhibitions in Athens organized by Greek Universities and



Kariera Group. Also, the Health team regularly participates in European educational Fora, such as the ERC initiatives, and as volunteers in the “Kids Save Lives” events where First Aid trainings are held to educate kids about saving lives and preventing accidents.

GEP participated as a Golden Sponsor of the 3rd Hellenic Conference on Occupational Health and Safety on 10 - 11 November 2022 at the Athens Concert Hall, organized by the Hellenic Institute for Occupational Health and Safety (ELINYAE). The aim of the Conference was to record current health and safety challenges in the workplace in a human-centered perspective, knowing that the boundaries between work and other social activities are considered as blurred.

The Conference was addressing to those who are actively involved in the management of health and safety issues, as well as to those who are interested in and follow the challenges of the present and the future of work. Under this scope, GEP Scientific Directors and selected Managers of Health and Safety functions, presented surveys, findings and studies related to the industry's top priorities and future trends, while the participants were having the opportunity to visit an astonishing booth of GEP, where they were able to experience real-time the e-learning platform of GEP Academy and meet team members of the company to exchange ideas and receive consultation.

On November 14th ,2023, GEP was the Golden Sponsor of the 6th Occupational Health and Safety Conference by Boussias, at Novotel

Athens. The Occupational Health & Safety Conference '23 was one of the most dynamic meetings for Health & Safety in the workplace, with the consequent benefits of developing expertise, targeted information and strengthening the networking of interested parties.

The conference offered the opportunity for participants to share knowledge & experiences, collaborate and learn from professionals on occupational health and safety issues and on how to shape safer and healthier workplaces. Along with significant other leaders of the industry, Mr. George Lambrinos addressed a welcome note to the attendees, but, also, participated in an insightful panel discussion “The future of Health and Safety Industry; the urge for change and evolution” formed by Mr. George Tzilivakis, Governor of the Hellenic Labour Inspectorate Independent Authority, Ms. Katerina Daskalaki Director of Labour Affairs at SEV Hellenic Federation of Enterprises and Captain Panos Stavrakakis, Sector Manager-Construction and Built Environment, HSE Science and Research Centre UK. During the conference, GEP launched its innovative partnership with Optimal HR and disseminated the state-of-the-art synergy between Neuroscience and Occupational Health and Safety Science.

Dr. Nikolaos Dimitriadis, Neuroscientist and Head of Neuroscience Services of Optimal HR, interactively explained the innovative approach of safety behavior observation with tools and methodologies that directly derive from the Neuroscience area of interest,

combined with the thorough analysis by the experienced scientists of GEP Health and Safety Advisory teams.

The participants had also the opportunity to explore this innovative solution in the GEP booth of the networking area, where they were able to test their safety culture values with the relative tools guided by the neuroscientists of Optimal HR and GEP team members.

GEP actively supports industry development, knowledge dissemination, and Occupational Health and Safety awareness. As part of this commitment, GEP Group sponsored the Health & Safety Awards in 2023, recognizing companies that excel in managing employee health, safety, and well-being through best practices, actions, and policies.

GEP's consistent performance has transformed the company from a sponsor to a market-leading organization, winning multiple awards over the last two years (awards are described in the table next page).



In 2023, GEP received the highest honor as **“Distinguished Service of the Year”**. This distinction highlights GEP's dedication, expertise, and unwavering commitment to promoting the health and safety of employees, as well as developing best practices in this area. It reflects the management's vision for innovation and the ongoing efforts of GEP's team to make this commitment an everyday practice.



Photo of Health & Safety Awards '23 ceremony

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GEP Group: Health and Safety Awards 2023 Winner: Distinguished service of the year		
Category	Project	Award
Public Administration & Public Services	• Developing and establishing a culture of prevention for Occupational Health and Safety through educational programs for volunteer firefighters	Winner
Workplace Campaign	• #SaveLives Campaign Every second counts Learn First Aid	Gold
Community Health Development	• Health & Safety CSR Actions - With a positive impact on society	Gold
People Driven Solutions	• Health & Wellbeing Platform Innovative digital solution promoting Health & Wellness	Gold
COVID-19: Resources for the Workplace	• Key findings from GEP: Vaccination behavior of employees towards COVID-19	Bronze
Staff Training and Awareness	• Pioneering initiatives for advancing H&S education in Greece	Silver
Health and Safety Culture	• Initiative to foster a culture of Health and Safety at ENERCON	Bronze
Premises Evacuation	• Emergency lighting study and safe design of escape routes at Hellenic Petroleum (ELPE) facilities	Silver
Critical Incident Response Unit	• Handling emergencies at large-scale organization events	Silver
Preparing a Workplace	• Daily health care for visitors of a large organization	Silver



GEP Group: Health and Safety Awards 2022		
Category	Project	Award
Musculoskeletal Initiatives	• Collaboration between GEP and 3M for the prevention and management of musculoskeletal disorders	Bronze
Retail	• Exemplary COVID-19 management: 24/7/365 telephone medical advisory support for employees of AB Vasilopoulos in collaboration with GEP	Winner
Service	• Personalized Health & Safety training for "Attikes Diadromes S.A." from GEP	Winner
Health and Safety Culture	• Your Health & Safety Week: Training of 1,500 participants to promote a culture of Health and Safety	Bronze
H&S Training Program & Awareness Initiative	• ART Advanced Rescue Training: Specialized GWO-standard training for rescuing injured personnel from any point on a wind turbine	Bronze
Contribution in Health and Safety	• Campaign #HS Advisory - Free advisory services on Health and Safety issues	Bronze
Innovation in Occupational Health and Safety	• Innovative methodology development for managing legal compliance regarding violence and harassment	Bronze
Corporate Response to Covid-19 case	• Holistic management of Covid-19 cases & post-Covid syndrome	Silver
Use of Technology	• Implementation of specialized PAT (Portable Appliance Testing) methodology for electrical equipment inspection in workplaces	Silver
COVID-19: OHS Service	• Telephone advisory support for thousands of employees with personalized medical approach	Gold



Workplace and People

07

GEP GROUP OF COMPANIES

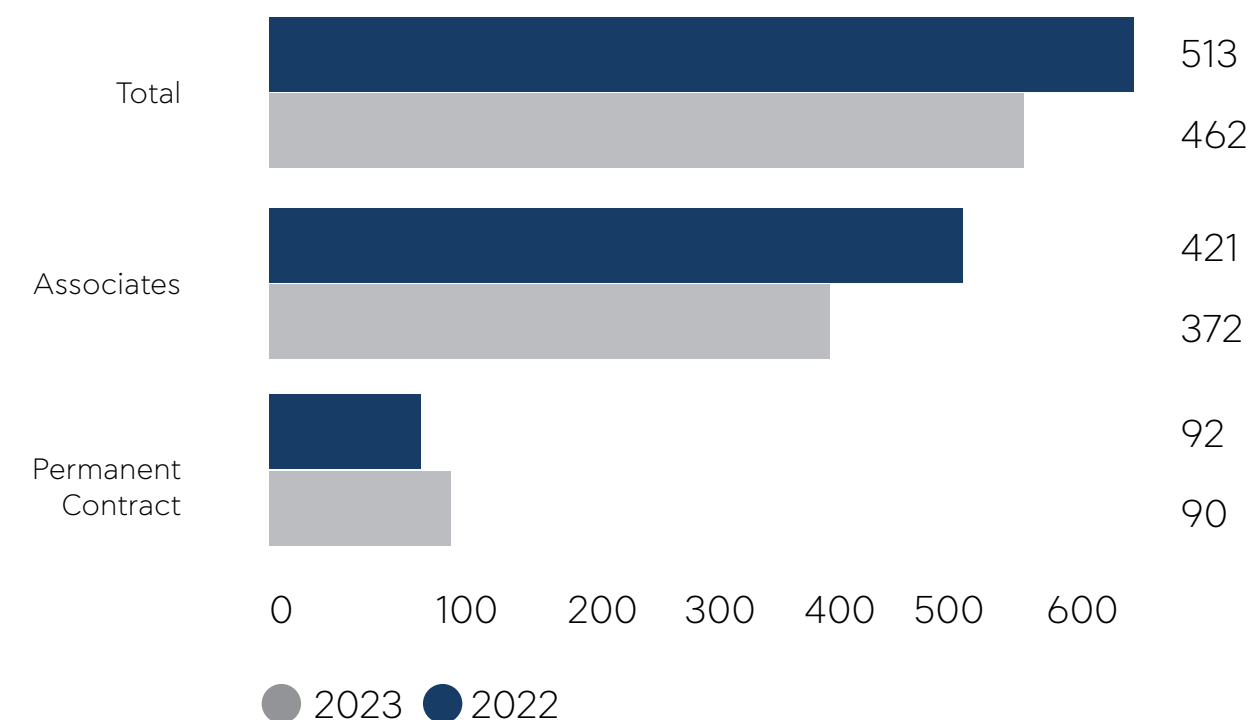


7.1 Human Resources

GRI 2-7, 2-8, 2-30

Our people are the most valuable and critical part of our business success. The anthropocentric approach is the company's core element, and every aspect of our business is based on our workforce. GEP Group promotes an effective work environment that values teamwork, communication, innovation, and a growth mindset for its people. At the end of 2023, GEP S.A. employed **513 employees**, of which **364 (70%)** are men and **149 (30%) women**. Recruitment is either direct, with a permanent contract that corresponds to **92 employees (18 %)**, or indirect, with a fixed-term contract corresponding to **421 associates (80,5 %)**. Associates are the company's third parties, mostly safety engineers and occupational doctors, to whom related tasks are assigned, depending on the client's needs. Compared to 2022 we have increased our workforce by **51 people** (2 employees with permanent contract and 49 associates).

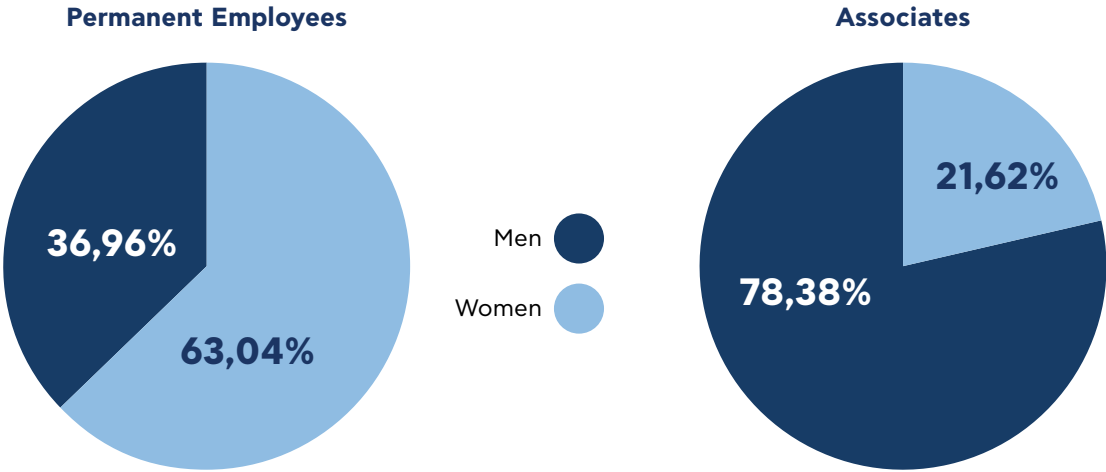
Employees by Employment Type (2022, 2023)		
	2023	2022
Permanent Contract	92	90
Associates	421	372
Total	513	462



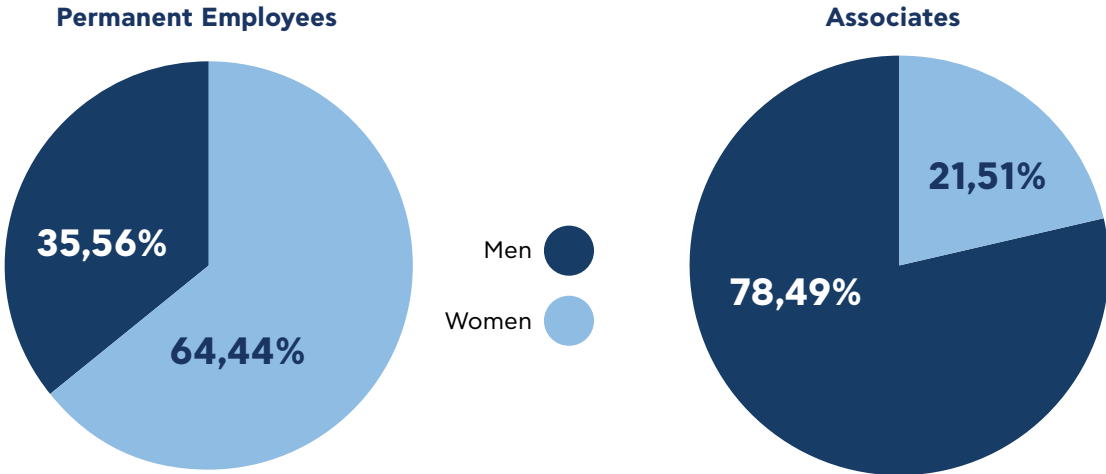
The permanent staff includes **58** women (63 %), and **34** men (37%). As for our associates, most of them are men, mainly due to the type of work, reaching **330** men (78%), while there are **91** women (22%).

Employees by Employment Type and Gender (2022, 2023)						
	2023			2022		
Employment Type	Men	Women	Total	Men	Women	Total
Permanent Contract	34	58	92	32	58	90
Associates	330	91	421	292	80	372
Total	364	149	513	324	138	462

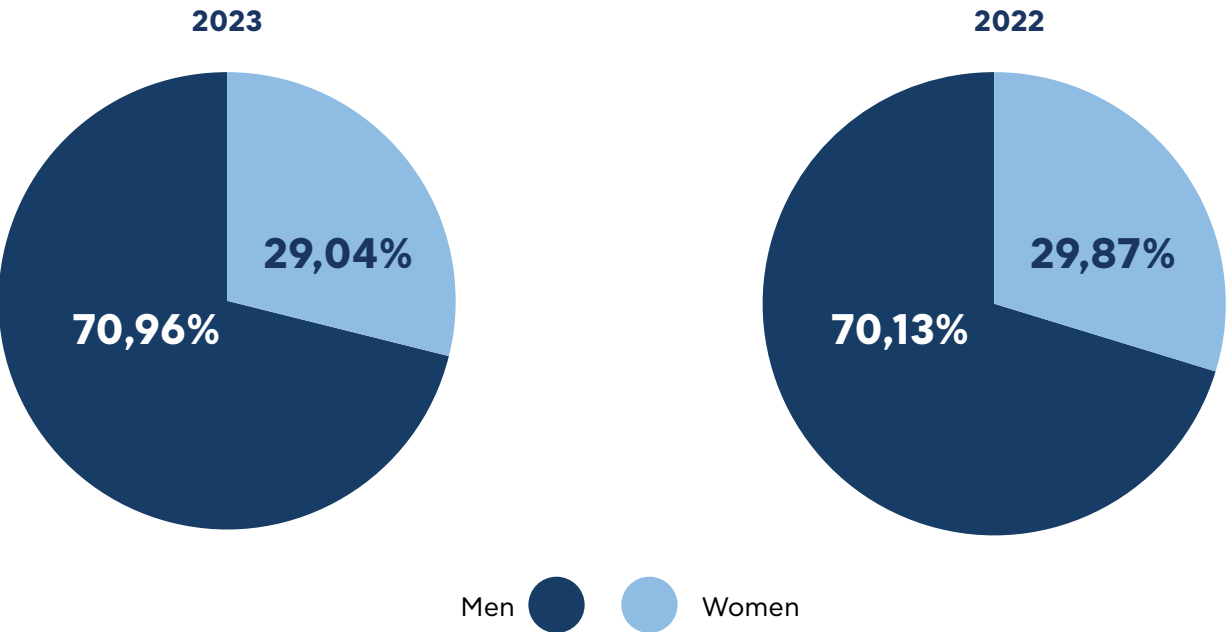
Gender Segmentation per Type of Employment (2023)



Gender Segmentation per Type of Employment (2022)



Gender Segmentation

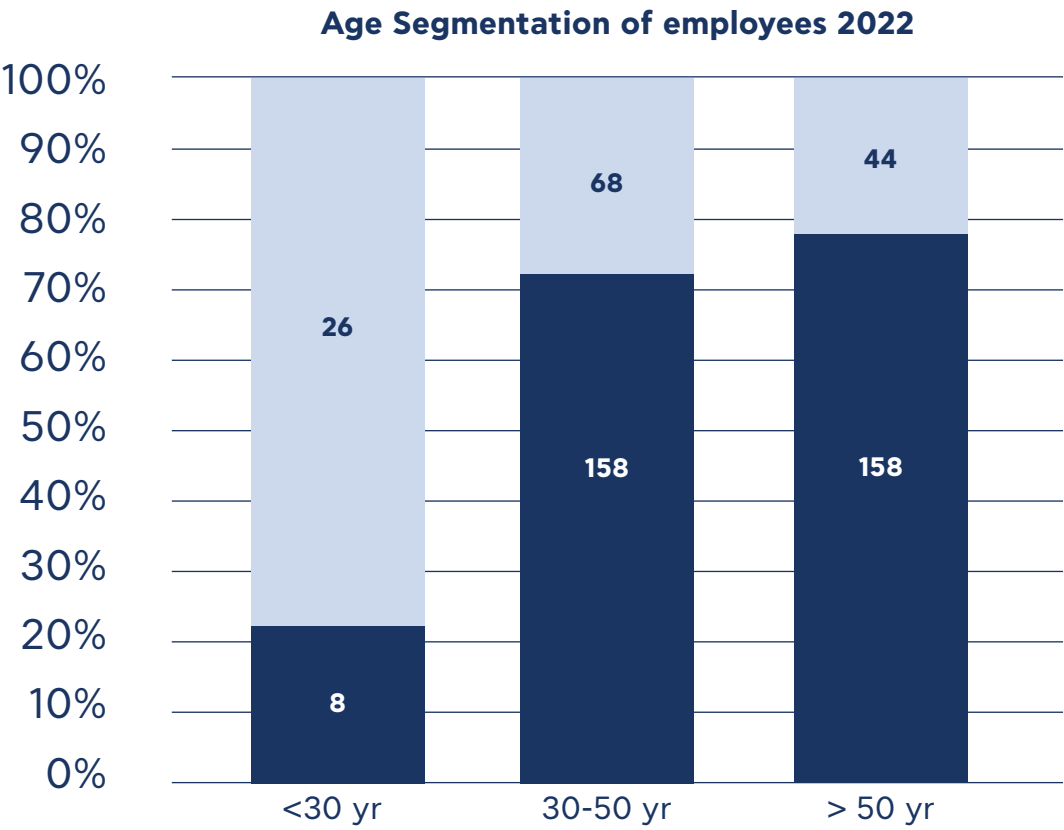
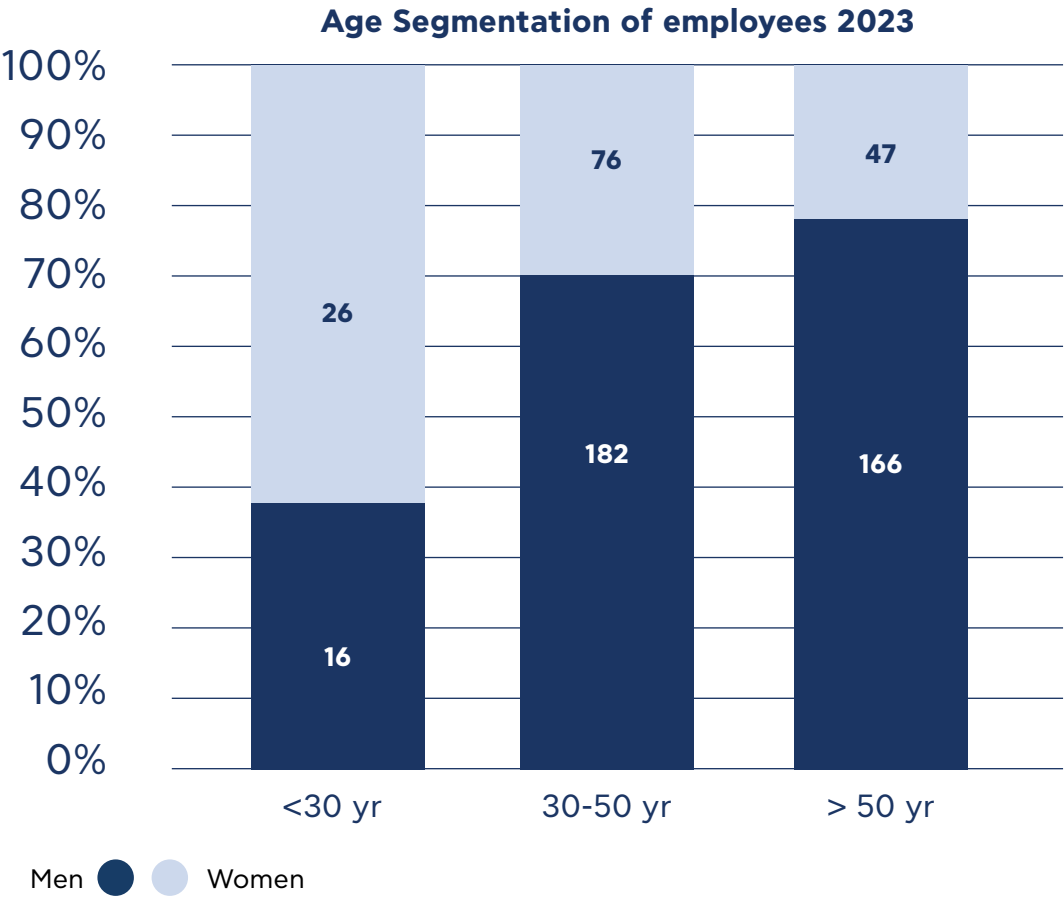


The majority of the staff is still between **30** and **50** years old, with **258** employees representing **50%** of the workforce. The younger employees, **under 30** years old, make up **42** employees (**8%**), while the remaining employees, **213** (**42%**) are over **50** years old. The number of older employees is increasing compared to previous years.

Employees by Age and Gender (2022, 2023)						
Age	2023			2022		
	Men	Women	Total	Men	Women	Total
Under 30 years old	8	26	34	8	26	34
Between 30 and 50 years old	158	68	226	158	68	226
Above 50 years old	158	44	202	158	44	202
Total	324	138	462	324	138	462



In terms of gender/age stratification in the company, the workforce over 50 years old is **70%** male, whilst the remaining **30%** are female. For the 30 to 50 age group, **70%** are men and **30%** are women. The majority of the workforce under 30 years of age is female at **61%** and only **39%** are male. The gender / age stratification shows that GEP Group is a socially responsible employer that bridges the gap, by employing highly qualified young women.

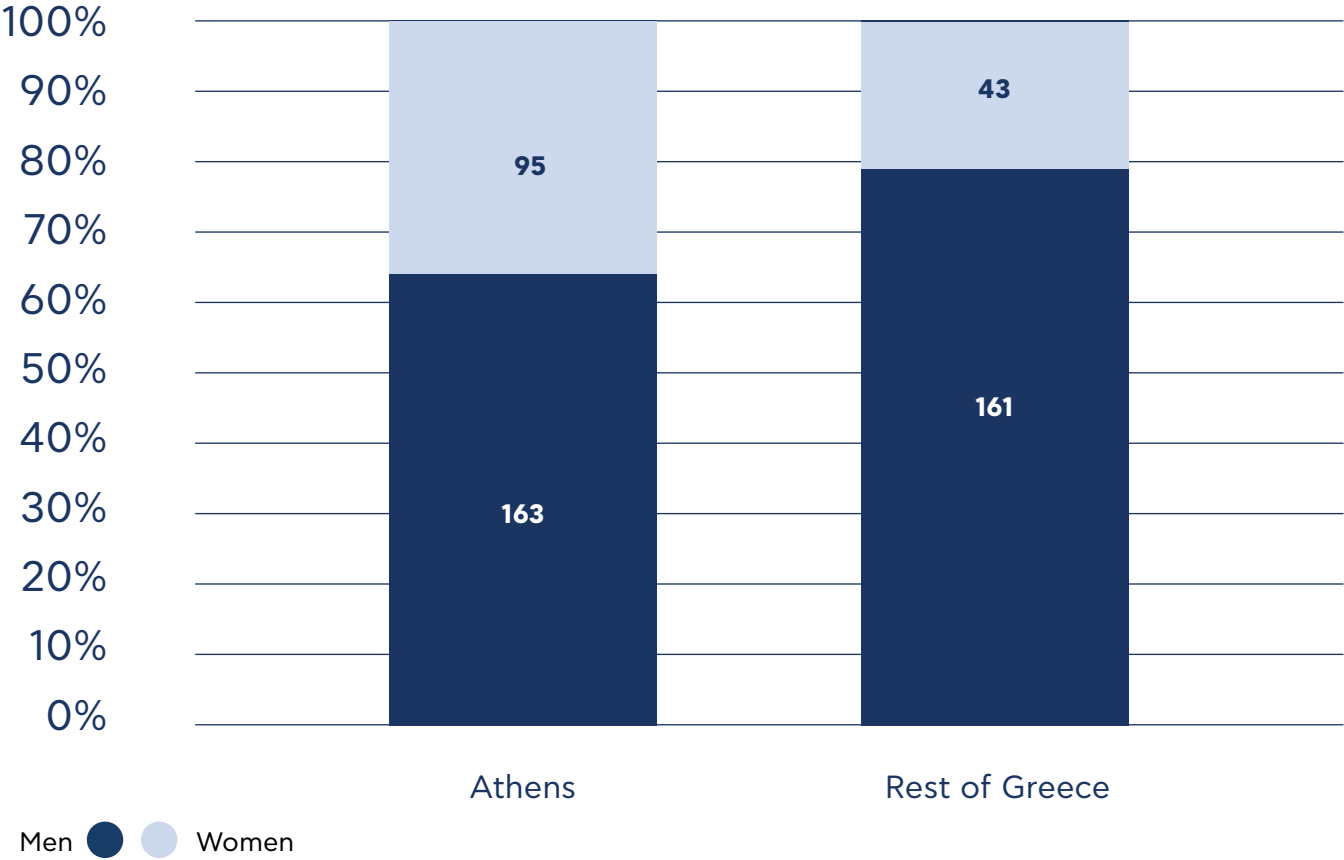


The majority of the workforce, 279 employees (**54%**) are located in Attica while the remaining 234 employees (**46%**), are located in the rest of Greece.

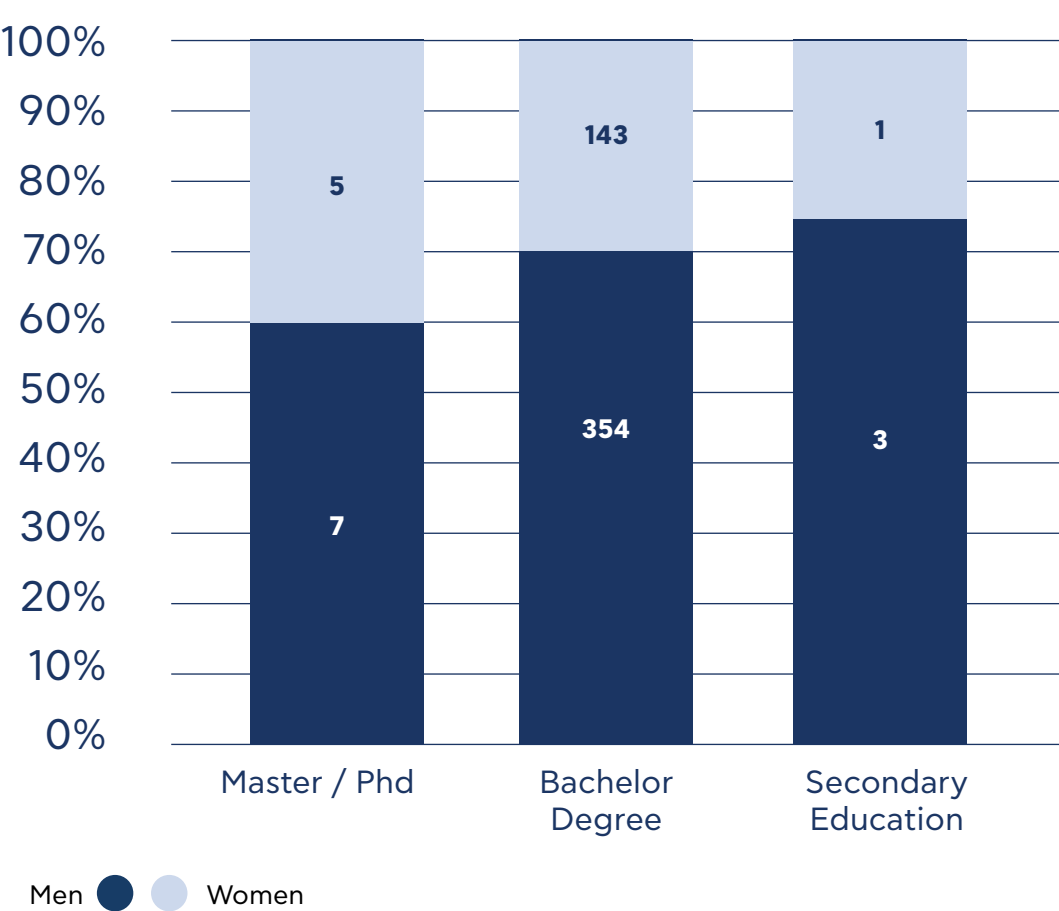
Workforce by Gender and Location of Service 2022-2023						
	2023			2022		
	Men	Women	Total	Men	Women	Total
Athens Metropolitan Area	177	102	279	163	95	258
Rest of Greece	187	47	234	161	43	204
Total	364	149	513	324	138	462



Gender and Location of Service 2022



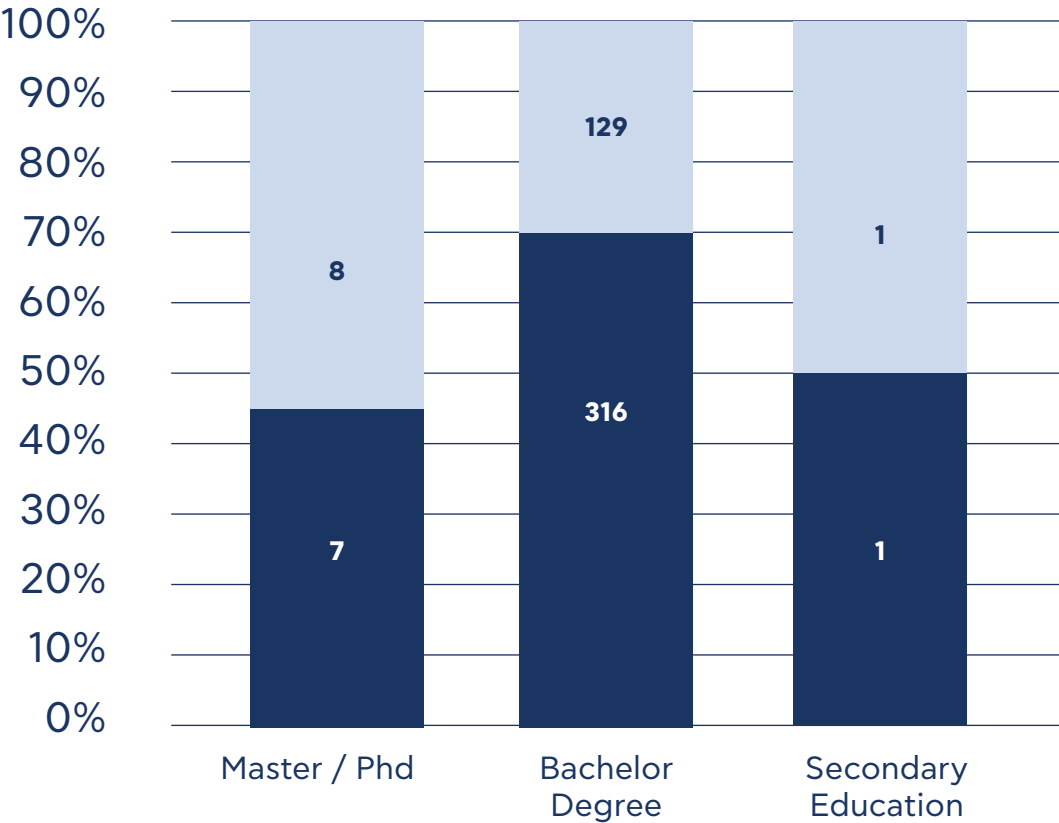
Gender and Education Level 2023



The distribution of men is balanced, **177 (48%)** of them are located in Attica and **187 (52%)** in the rest of Greece while the distribution of women, **102 (68%)** are located in Athens and **47 (32%)** in the rest of the country. In terms of educational level, the majority (**97%**) have a university degree (Bachelor/Master), as high skills and deep knowledge of the sector are required, while the rest (**3%**) have a secondary education.

Workforce by Gender and Education Level (2022, 2023)						
Educational Level	2023			2022		
	Men	Women	Total	Men	Women	Total
Master / PhD	7	5	12	7	8	15
Bachelor's degree	354	143	497	316	129	445
Secondary Education	3	1	4	1	1	2
Total	364	149	513	324	138	462

Gender and Education Level 2022



Employee’s Mobility

GRI 401-1

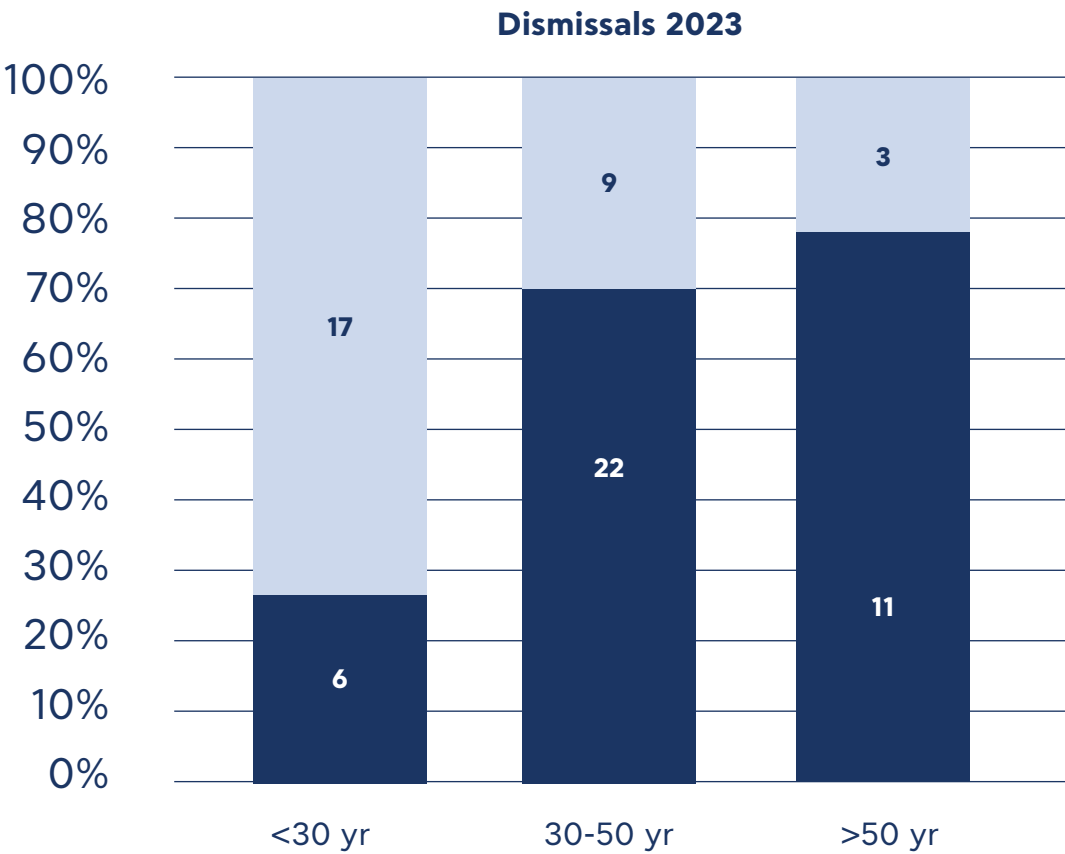
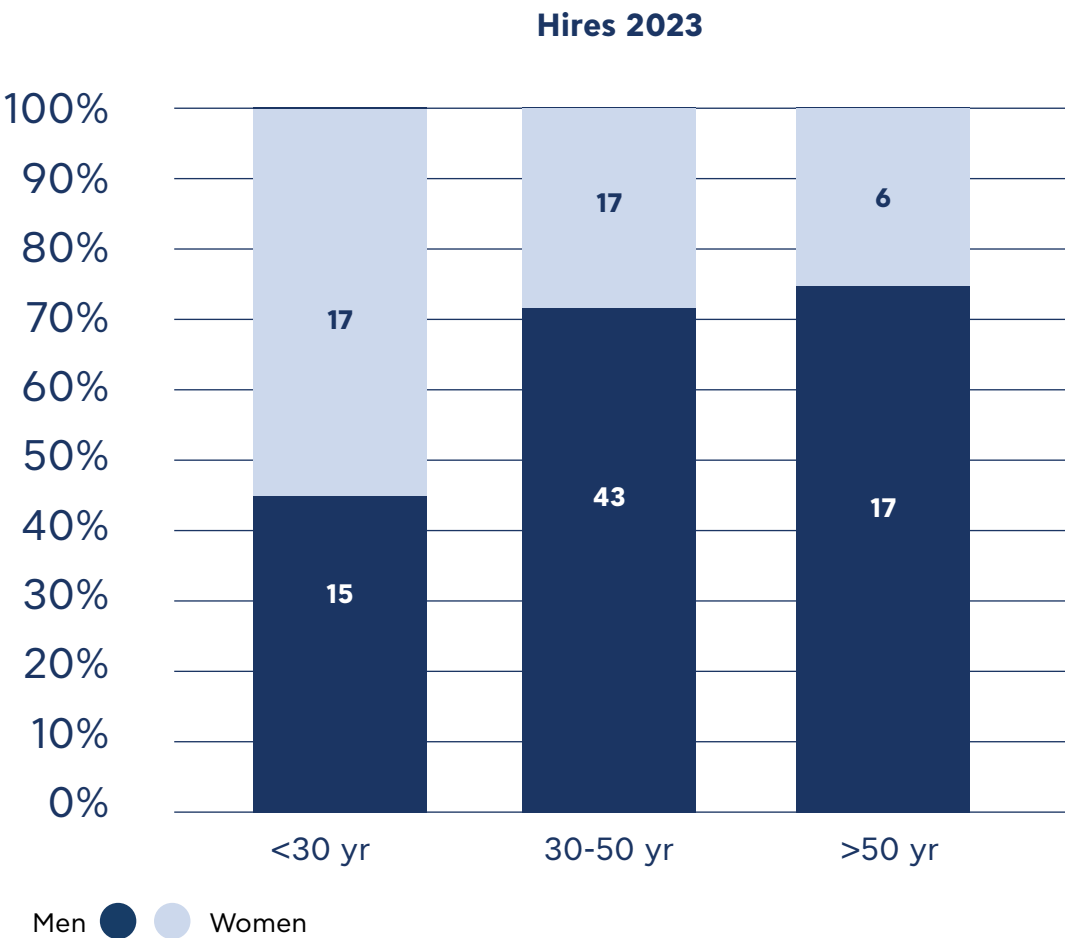
GEP Group manages a significant number of applications per year, while at the same time retains its reputation as the leading service provider in Occupational Health & Safety.

During 2022-2023, **115 hires** and 68 dismissals of personnel took place, the new employees were **75 men** and **40 women** while the dismissals were 39 men and 29 women.

Mobility of personnel during 2023						
AGE	Hires per gender			Dismissals per gender		
	Men	Women	Total	Men	Women	Total
<30	15	17	32	6	17	23
30-50	43	17	60	22	9	31
>50	17	6	23	11	3	14
Total	75	40	115	39	29	68

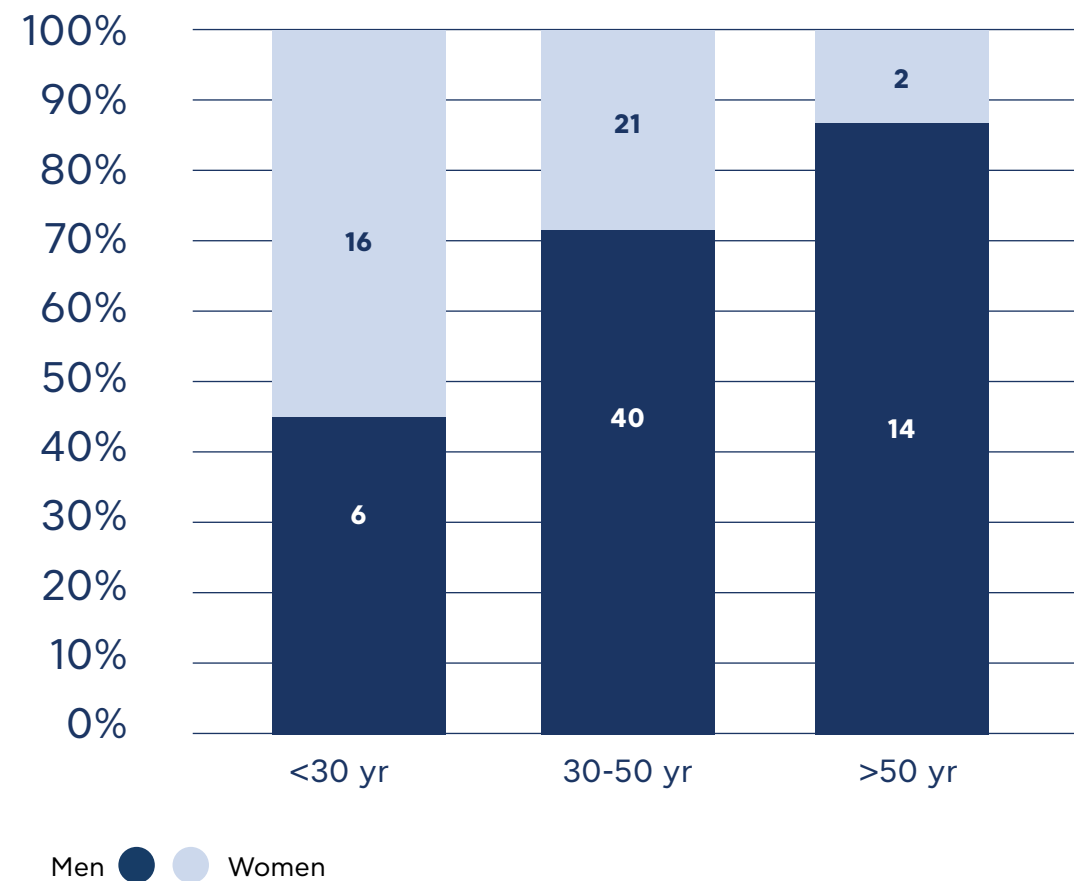
Mobility of personnel during 2022						
AGE	Hires per gender			Dismissals per gender		
	Men	Women	Total	Men	Women	Total
<30	6	16	22	2	10	12
30-50	40	21	61	14	17	31
>50	14	2	16	7	1	8
Total	60	39	99	23	28	51

Mobility of personnel by age and gender

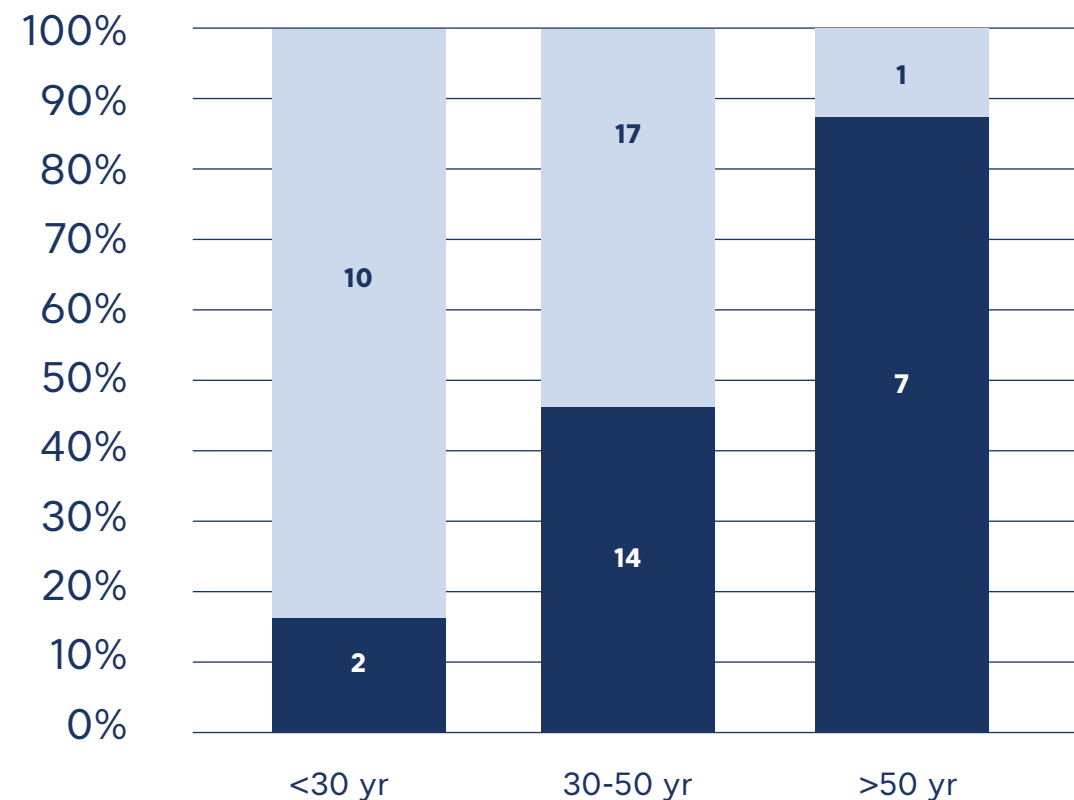


Mobility of personnel by age and gender

Hires 2022



Dismissals 2022



Finally, **462** of the employees (**90%**) have a permanent employment contract and the rest **51** (**10%**) work under temporary employment contract.

In addition, **172** of the employees (**33%**) have full- time work shift and the remaining **341** employees (**66%**) have part-time employment. There is thus a shift from permanent to temporary employment.

Employment Contract 2023									
Type of contract	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Permanent Employees	7	164	161	20	65	45	27	229	206
Temporary Employees	9	18	5	6	11	2	15	29	7
Total	16	182	166	26	76	47	42	258	213

Employment Contract 2022									
Type of contract	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Permanent Employees	6	138	152	18	62	43	24	200	195
Temporary Employees	2	20	6	8	6	1	10	26	7
Total	8	158	158	26	68	44	34	226	202

Shift Type 2023									
Shift Type	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Full time	8	47	35	22	33	16	41	80	51
Part time	8	135	131	4	43	31	51	178	162
Total	16	182	166	26	76	47	92	258	213

Shift Type 2022									
Shift Type	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Full time	7	52	33	21	39	14	28	91	47
Part time	1	106	125	5	29	30	6	135	155
Total	8	158	158	26	68	44	34	226	202



7.2 Health and Safety

GRI 403-1, 403-3, 403-8, 403-9, 403-10

GEP's policy and philosophy recognizes the concern for the Health & Safety of all employees, as one of the most important factors in ensuring its growth.

Management through the Occupational Health and Safety Policy is committed to comply with all applicable National and European legislation and all other requirements, to eliminate hazards and to reduce occupational risks and to continually improve the Health & Safety Management System.

GEP, in the context of creating a stable, healthy and safe working environment, implements a Health & Safety Management Systems, which is certified in compliance with ISO 45001:2018.

The company is constantly nurturing its Health and Safety Culture, being a role model and setting targets such us:

- Maintain "absolute safety" behaviors.

- 100% of work is carried out under safe and health-promoting conditions.
- Advance work-life balance.

To achieve the Health & Safety targets GEP develops and implements programs with specific action plans and timetable for each action. GEP also emphasizes in the Health and Safety training and continual improvement of all employees including associates. Also it aims to promote the health among employees provides medical surveillance programs.

GEP in the main offices operates a fully equipped First Aid Room under the surveillance of medical staff, medical doctor, nurses and health visitors available on a daily basis. The First Aid room is also equipped with an Automated External Defibrillator (AED).

During the year 2023, GEP maintained the health and safety of employees and had no fatalities or work-related ill-health incidents.



7.3 Training and Development

GRI 403-5, 404-1, 404-2, 404-3

Lifetime learning is an integral part of our operations and business approach. Expert knowledge is essential for minimizing occupational risks, and for promoting employees' personal development and performance.

GEP Group invests in the provision of inclusive training, to ensure that its workforce is up to date and knowledgeable about the Occupational Health and Safety Industry and to broaden employees' expertise in the ever-evolving industries.

In 2023, 650 employees, associates and management, have successfully completed 14 OHS trainings and courses, with an average

duration of 2 hours, in the following topics:

- Basic training of Safety Technicians and Occupational Doctors
- Basic emergency health care training
- First Aid - Pharmacy - Emergency health care
- Fire Safety- GEP Evacuation Exercise
- Operating HS Systems: TEKMON
- GWO Training
- Maintenance Work - Hand Tools - Warehouses - Lockout Tagout
- Informative online Meetings Regarding the use of Personal Protective Equipment
- Working at Height
- Personal Protection Webinar
- First Aid



Health and Safety KPI's 2021 -2022

	2023	2022
Number of fatalities	0	0
Number of injuries	0	2
Number of work-related ill-health	0	0
Total working hours	485,972	444,524
Injury Rate (accident frequency rate) (IR) ¹	0	0.89
Number of lost working days ²	0	3
Number of days of absence (absentee rate) ³	107	268

(*1) The incidence of non-fatal injuries in relation to the total working time of all employees. Injury rate (IR) = [Number of injuries/Total working hours] x 200,000 (200,000 hours represent the hours that 100 employees should work on a 40-hour/week basis for 50 weeks in one year. This formula is defined by the GRI standard and OSHA.
(*2) Number of days lost due to occupational accident.
(*3) Absentee days of any kind, not only due to occupational diseases and accidents. Regular absences due to holidays, study leaves, parental leaves (maternity and paternity) and leaves due to death of family members are not included.

Training hours per gender for the year 2023

Employee category	Training (Hrs)		Total Training (Hrs)	Number of employees in each category	Average Training Hrs per employee category
	Men	Women	(1)	(2)	(1) / (2)
Directors	14	0	14	2	0.14
Managers	171	289	460	121	0.26
Employees	956	969	1,925	1,160	0.60

Health & Safety Training hours per gender for the year 2023

Employee category	Training (Hrs)		Total Training (Hrs)	Number of employees in each category	Average Training Hrs per employee category
	Men	Women	(1)	(2)	(1) / (2)
Directors	5	0	5	4	0.8
Managers	14	7	21	19	0.9
Employees	509	205	714	627	0.87



Health and Safety Training KPI's 2022-2023		
	2023	2022
Number of Employees who received Training	650	294
Total number of trainings/ workshops/seminars	14	29
Total Training Hours	783	921
Average training hours per employee ⁽¹⁾	1.2	2
Average training hours per female employees ⁽²⁾	1.5	2.7
Average training hours per male employees ⁽³⁾	1.1	1.7
Total OHS Training Hours	739	334
Average OHS training hours per employee ⁽¹⁾	0.9	0.9
Average OHS training hours per female employees ⁽²⁾	0.3	0.3
Average OHS training hours per male employees ⁽³⁾	0.66	0.7

(1) Average training hours per employee = total hours of training / total number of employees

(2) Average training hours per female employees = total hours of training to female employees / total number of female employees

(3) Average training hours per male employees = total hours of training to male employees / total number of male employees

The formulas are according to the GRI Standards

7.4 Labor Rights and Equal Opportunities, Non-Discrimination



GRI 401-3, 406-1

GEP Group's corporate culture adopts a human rights and equal opportunities approach. At the same time, both the Group and its employees are protected by the terms and provisions of the Code of Conduct, which they sign when they are hired, as are business partners through mutually signed agreements. The Group offers remuneration in full compliance with all applicable laws and industry standards and all employees receive equal pay for equal work, regardless of race, gender, color, nationality or national origin, class, religion, age, disability, marital status, sexual orientation or gender identity, political and cultural beliefs.

In addition, the company follows and implements the provisions of the labor legislation regarding working hours, work schedules and the payment of prescribed bonuses / benefits.

Fully compliant with the Greek legislation, we uphold the Human Rights Declaration and Labor Rights Regulation, by excluding any kind of child or forced labor. All employees of the Group are above 18 years old.

With regard to parental and maternity leave, the Group fully complies with the provisions of the applicable labor legislation. In 2023, 18 employees (6 men, 12 women) in the Group were entitled to maternity/paternity leave, of which 11 employees (1 man and 10 women) took advantage of it. 100% of the employees who were expected to return from parental leave (1 employee), returned to work normally, while the remaining employees are / are still on parental leave.

Transparent and Ethical Recruitment

GEP Group considers recruitment as one of the most important internal procedures. Therefore, all credible means, including elaborate and transparent processes, are being utilized, to guarantee that a competent and committed workforce is selected. Assessing a significant number of applications each year, GEP Group tolerates zero discrimination in recruitment procedures, which is based on the academic and professional skills assessment only.

Diversity, Equity, Inclusion

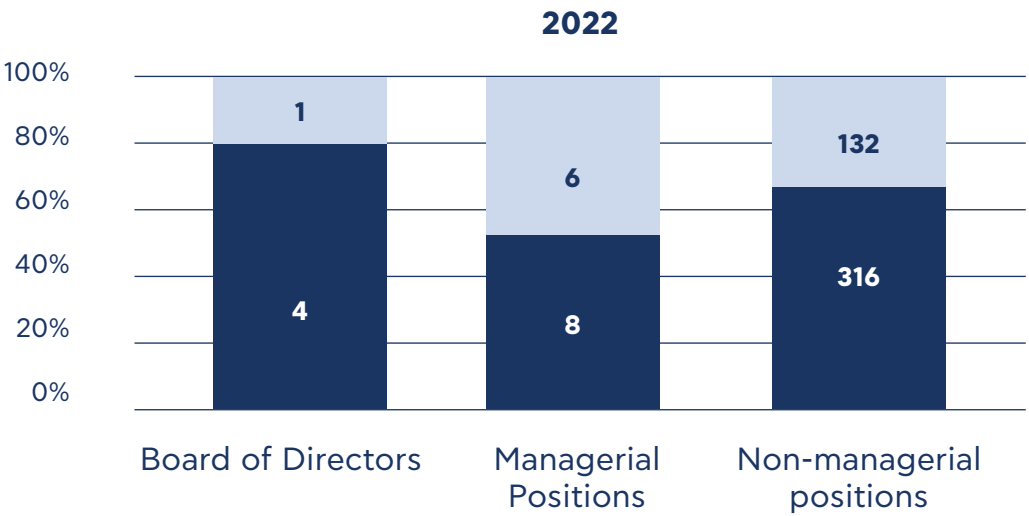
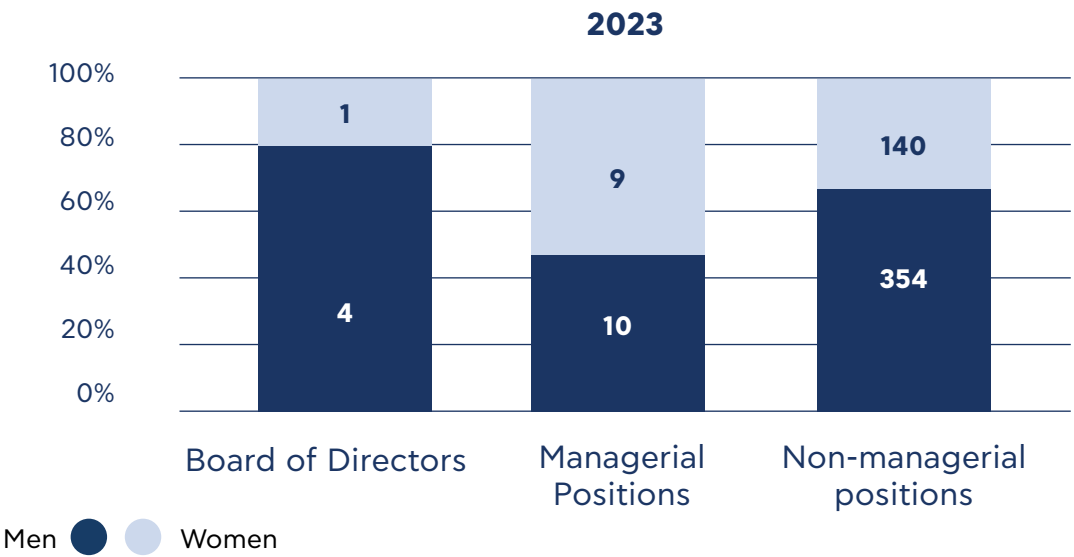
GRI 405-1, 405-2

GEP is committed to providing equal opportunities for all employees and applicants, at all levels of the hierarchy, regardless of race, color, religion, ancestry, gender, sexual orientation, age, disability, marital status, or any other characteristic protected by law.

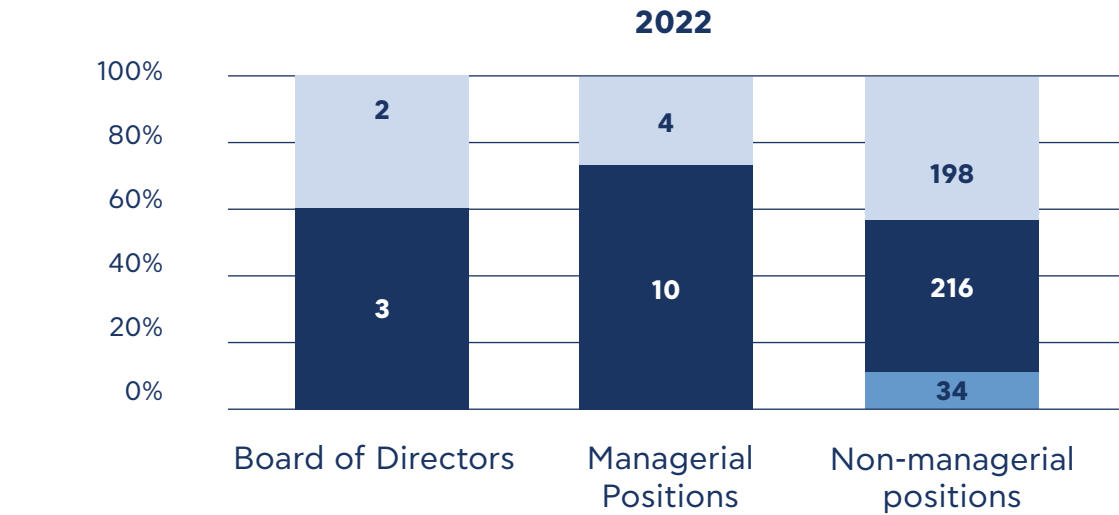
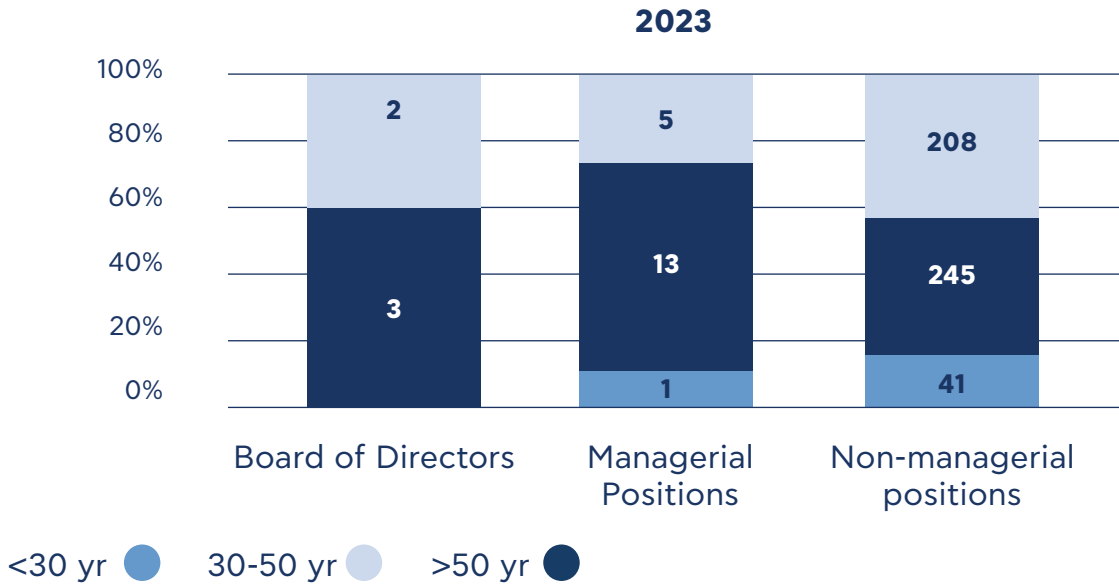
GEP is committed to the development of an equal opportunity, inclusive work environment, actively promoting diversity, enhancing the unique characteristics of each individual and making constructive use of them, aiming to create a diverse and non-discriminatory working environment.



Diversity in the workplace by gender				
	Gender	Board of directors	Employees in managerial positions	Employees in non-managerial positions
2023	Men	4	10	354
	Women	1	9	140
	Total	5	19	494
2022	Men	4	8	316
	Women	1	6	132
	Total	5	14	448



Diversity in the workplace by age				
	Gender	Board of directors	Employees in managerial positions	Employees in non-managerial positions
2023	<30	0	1	41
	30-50	3	13	245
	>50	2	5	208
	Total	5	19	494
2022	<30	0	0	34
	30-50	3	10	216
	>50	2	4	198
	Total	5	14	448



All of us at GEP consider people to be our top priority every day. We act with integrity and respect by creating a work environment with equal opportunities for all, which promotes and ensures human dignity and the right to employment in a workplace free of violence and harassment. For GEP, the avoidance of all forms of discrimination and respect for human rights are non-negotiable principles.

GEP's Management, is committed to zero tolerance to incidents of violence and harassment in the workplace, adopts the policy for the elimination of Violence and Harassment at Work, in compliance with Law 4808/2021, which ratified the International Labour Convention 190/21.06.2021 of the International Labour Organization (ILO) on the Elimination of Violence and Harassment at Work.

GEP aims to protect the employees and other persons in the company from violence and harassment in the workplace as well as to harmonize with the current legislation. The Group has established and maintains an updated policy for the elimination of violence and harassment in the workplace and periodically conducts awareness seminars.

The violence and harassment policy ensures that all employees in the company have a working environment free from any kind of violence or harassment, whether it comes from another employee or any other person who visits the workplace or interacts with staff.

All employees are familiar with the policies and procedures that GEP has adopted and implements regarding the elimination and management of violence and harassment at work.

7.5 Relations and Benefits

GRI 201-3, 401-2, 403-4

Our workforce constitutes one of GEP's core priorities. We strive to nurture trust-based and constructive communication daily, whereas employees are being stimulated through the benefit system, for their efforts in accomplishing the Group targets.

Relations with Management: an open-door Policy

We encourage an open-door policy, giving the opportunity to all our employees to share their thoughts. Furthermore, we have developed a formal announcement procedure, allowing the employees and partners to get informed promptly on key corporate issues.

Currently there are no labor unions at GEP Group; yet the management promotes an open dialogue and the freedom of association for its personnel, welcoming their feedback and trust.

Perks and Benefits

GEP Group employees' benefits system, motivates its personnel, creates an enjoyable working environment, and contributes to its well-being. These benefits include:

- Educational activities for personal and professional development.
- Additional healthcare package.
- Insurance coverage.
- GEP Privilege Card.
- 24-hours psychological support.
- Fuel allowance.
- Retirement plan.

Moreover, every year GEP Group organizes its Christmas party for its employees' families, with special events dedicated to children. Apart from the yearly casual events, GEP Group facilitates smaller-scale events such as the Christmas Decoration Day, Happy Holiday meeting etc.

Retirement Plan

GRI 201-3

The company holds a defined contribution plan with one of the largest insurance companies in Greece since 2018. The employee contributes a portion of the monthly compensation, and the employer makes a contribution from his side. The contribution is defined at the time each employee enters the plan. Following the completion of the first year in the company, each employee is eligible to participate in the plan. Accounting for a defined contribution plan is relatively simple. The amount of pension expense for a defined contribution plan is equal to the amount of contribution to the plan.

Apart from the expense related to the contributions of the abovementioned group policy, the Company is also calculating and recording the provision for employee benefits after retirement according to the Law 4808/2021 and the respective guidance from The Hellenic Accounting and Auditing Standards Oversight Board (HAASOB). This provision shall be recognized and measured at the amounts due under existing legislation on the balance sheet date.

7.6 Health and Wellness Initiatives

GRI 401-2, 403-6

GEP focuses on the Health and Wellness of its employees and takes appropriate actions.

Employee's well-being, wellness, health and safety is an absolute priority for GEP and an integral part of the company's work culture. As a leader in Health & Safety, it could not but ensure, primarily for its own employees, services and synergies that contribute to a healthy work environment by enhancing mental health and well-being, productivity and commitment to the company's vision.

7.6.1 Wellbeing Activities for GEP employees

GEP ensures primarily for its employees, various services and synergies that contribute to a healthy working environment by strengthening mental health and well-being, productivity and commitment to the company's vision.

As an incentive to exercise and strengthen their wellbeing, all GEP employees enjoy the privilege of having their memberships covered at gyms and athletic centers of their choice.

In collaboration with a clinical nutritionist, individual sessions were implemented at the company's offices and the progress of each employee is monitored periodically through personalized nutrition programs and measurements. In addition, chair massage sessions by specialized physiotherapists took place at headquarters and all employees enjoyed moments of wellbeing, rejuvenation and relief of musculoskeletal strain from long



hours at work. Furthermore, ophthalmological and musculoskeletal checks are carried out regularly by specialized professionals from the company's Occupational Health department. Also, educational seminars on computer ergonomics were being held. Putting as a priority the assurance of the health and safety of the staff, in cooperation again with the company's Occupational Health department, vaccines against the seasonal flu were provided voluntarily.

Among the actions, the strengthening of mental health and work-life balance, psychological support programs (**Employee Assistance Programs**) are provided on a regular basis. In particular, employees have at their disposal a 24/7 Telephone Counseling Support Line with direct access to mental health experts both for themselves and their families, to discuss

any issue of concern. In addition, interactive seminars (Cyber talks) are held regularly by occupational psychologists and specialized professionals covering various mental health and wellbeing topics such as self-improvement techniques, resilience, work-life harmony, parental support and mindfulness. Special emphasis is given to stress management seminars.

Aiming to enhance work-life balance, a hybrid work model has also been adopted and maintained since 2021. Having the option to telecommute up to twice a week, the company's employees now feel more flexible to meet professional demands and personal needs, increasing productivity and satisfaction levels while saving time and money and contributing to decreasing the carbon footprint.

7.6.2 CSR Activities for GEP employees

With CSR efforts being integrated in our strategy, we leverage, among others, the opportunity to create public goodwill through philanthropy and volunteerism, while employee engagement and employer branding is enhanced. These efforts focused on a series of actions and social events implemented with GEP employees being involved, such as **humanitarian aid** being organized in cooperation with **Red Cross** (Earthquake in Turkey & Syria / Floods in Thessalia), **Race for the Cure & Pink@Work** (campaigns against breast cancer) yearly participation, Christmas and Easter charity Bazaars being held in cooperation with PEK/AMEA and purchasing of Christmas greeting cards for personnel from Smile of the Child.

Also, recognizing in practice the priceless value of blood donation, GEP has established since 2021 its own **Association of Volunteer Blood**

Donors, an action which has been embraced by most of the employees. In collaboration with **Alexandra General Hospital**, voluntary blood donations are being held regularly (approximately once or twice a year) at the company's headquarters, thus contributing to such an important effort that has already helped our employees themselves in a difficult time.

In all these ways, GEP inspires its employees to give their best, while at the same time supports them to cope effectively with the demanding everyday work and feel proud to belong to its family. Corporate wellness and CSR actions encompass the varying ways we create value, thus are continually being enriched. As GEP team is constantly growing, always guided by the company's vision, we are becoming "the change we want to see in the world around us".



7.7 GEP Earns Designation As A Great Place To Work-Certified™ Company

In May 2023 GEP was certified as a "Great Place to Work", for the category of 50-250 employees, recognizing its commitment to a pleasant, favorable and safe working environment for its employees.

The "Great Place to Work" certification reflects GEP commitment to developing human resources and nurturing a positive workplace culture that promotes collaboration, creativity, professional development and well-being among the employees. Through its commitment to creating a healthy and supportive working environment, GEP promotes the human factor as it is a priority in achieving its goals and establishing a culture of health, safety and wellness. This recognition fills us with satisfaction, confidence and optimism, confirming in the most representative way the important role our people play in achieving GEP goals. With non-negotiable respect for the employee, we apply all appropriate practices that encourage team spirit, open communication and mental health, in a climate that highlights everyone's unique skills and recognition of their contribution to the company.

GEP is committed to shaping and establishing a strong corporate culture that provides equal opportunities and motivation for all, through a modern and enjoyable work environment. Our employees, as ambassadors of our philosophy, actively promote well-being and foster a positive workplace experience."



Congratulations on being a great employer!

Environment and Society

08

GEP GROUP OF COMPANIES



8.1 Environment

Environmental responsibility is an integral part of our approach to sustainable development. We have built our business model based on the reasonable use of natural resources causing the least possible impact on the environment. Our activities reflect the incorporation of environmentally friendly practices and the promotion of sustainability reflects our corporate principles to daily activities.

Further to the provided services, we believe that the implementation of sustainability practices and the enhancement of the environmental performance strengthens relationships with all stakeholders and contributes to business growth.

At GEP Group, we nurture a culture of sustainability, by promoting efficient waste management, reducing printed materials, and treating the water resources with care. Similarly, natural lighting and minimizing energy consumption, responsible transportation, environmental awareness and employee training, are key pillars of the Group concept of corporate responsibility.

GEP aims to contribute to the collective European goal of a successful and sustainable transition to a climate neutral economy by the year 2050, to recognize the risks and opportunities of climate change and to adapt to its impacts.

At the same time, GEP promotes the transition to a business model that will be aligned with the new requirements established by climate change through the implementation of projects and investments.

8.1.1 Environmental Management System

GEP Group is committed to maximizing its positive environmental footprint, which is reflected in our certified environmental management system in compliance with the Standard **ISO14001:2015**.

Committed through our environmental policy, processes and procedures, GEP Group aims to:

- comply with legal and other requirements to ensure the protection of the environment.
- create environmental awareness to its employees.
- implement a waste management plan to reduce the amount of waste generated and to ensure safe handling and disposal.
- balance the exploitation of natural resources through environmental management, recycling and re-use of materials, supply of recycled materials and the use of recyclable packaging.
- make responsible use of energy.
- protect employees and the community where it operates, by adopting safe technologies and operating procedures.
- communicate its commitment to environmental protection versus all stakeholders (employees, suppliers, clients, public services and the local community).
- continuously improve the Company's Environmental Management System.

8.1.2 Energy Consumption

GRI 302-1, 302-3, 302-4

In the context of reducing its environmental footprint, GEP aims to effectively manage energy through the implementation of specific actions.

GEP offices allows us to initiate actions to minimize our environmental footprint and primarily its energy consumption, giving priority to the reduction of electricity, such as extensive use of natural light and “smart” lighting that prevent unnecessary open

lights in empty spaces. Furthermore, GEP has launched a set of “green” and “blue” initiatives, maximizing our energy efficiency.

The energy consumption indicators in the company’s offices are systematically recorded and monitored. The indicators for the year 2023 in comparison to the corresponding values of 2022 are presented in the following table.

Energy Consumption of Resources 2022-2023

Natural Resources	2023	2022
Electricity in KWh	145,280.81	157,857
Natural Gas	-	1,013.96
Percentage of energy consumption from Renewable energy sources (RES) (%)	48 %	42 %

There is a remarkable decrease in energy consumption in 2023 compared to the consumption of 2022, but also a shift in the use of electricity from November 2022 when the supply of natural gas was terminated.

Accordingly, based on the data collected by the electricity provider, regarding the percentage of electricity coming from Renewable Energy Sources (RES), the percentage of energy consumption from RES increased in 2023 reaching 48 % against 42% during 2022.

GEP invests in identifying opportunities for energy improvement such as:

- Maintenance of all air conditioning units, once every six months.
- Monitoring and maintaining internal building temperature (maximum/minimum) at 27°C during summer and at 24°C during winter.
- Deactivation of equipment and appliances (cooling, heating, office equipment, lighting) in areas where there are no employees.

8.1.3 Responsible Use of Resources

Usage and Recycling



GRI 303-1, 303-5, 306-1, 306-2, 306-3, 306-59

Appreciating the value of natural resources, the personnel of GEP Group is regularly prompted to treat water, waste, food, papers, metals, glass, and other materials cautiously and to downsize its consumption.

Water Consumption 2022 -2023

Natural Resources	2023	2022
Water	1,956 m³	2,202 m³

Sustainability lays at the heart of our business, which induces us to work towards the protection of the environment and the responsible consumption of natural resources. Therefore, materials with the lowest environmental footprint (i.e. recycled, recyclable or biodegradable sources) are given the proper priority at GEP Group.

The waste management KPI’s are being tracked through the waste separation to the dedicated containers for paper, batteries and electronic equipment, while GEP’ people are being constantly trained on efficient waste management procedures, too.

During 2022, **152 kg** of batteries were recycled, while in 2023 **475 kg** of electronic devices and **16 kg** of batteries were recycled.

Recycling	2023	2022
Electric Equipment	475	-
Batteries	16	152

GEP collaborates with licensed recyclers to manage the waste streams generated by its operations. All our associates are aware of the company’s environmental policy and are encouraged to comply at customer facilities as well.

8.1.4 Air Emissions and Air Quality

The main priority of the Group is to ensure the quality of the atmosphere. GEP implements a policy for the management of its vehicle fleet.

GEP maintains in 2023 the percentage of **76%** in leasing vehicles of the company’s fleet that are **Euro 6** in terms of emissions.



8.2 Society and Well-being

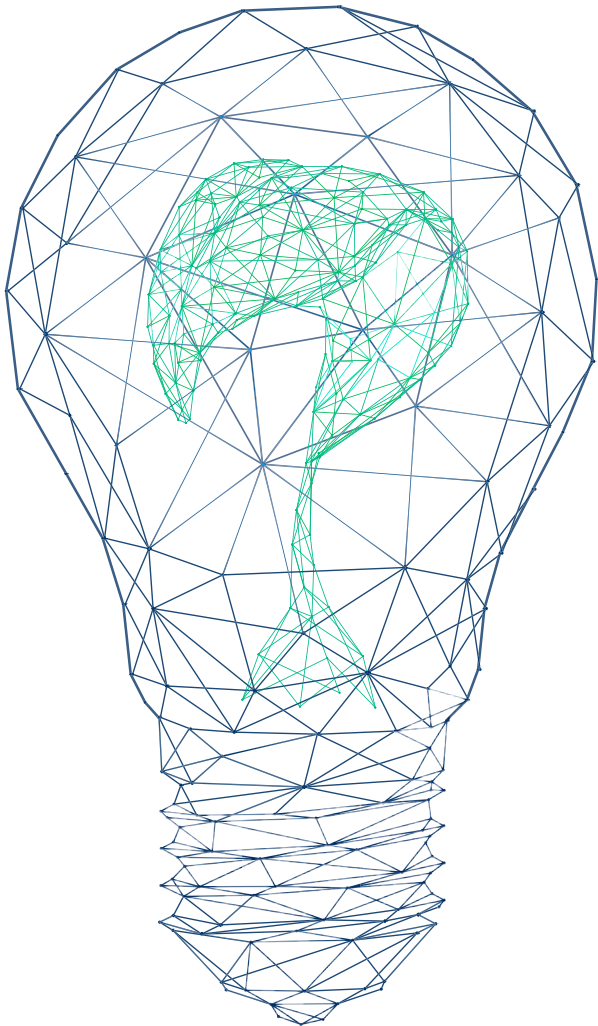


Sustainable development approach, Health, Safety and well-being of our people are our top priorities. Health, Safety and well-being have evolved greatly over time and thankfully are now well established as one cornerstone of a thriving workplace culture.

Prioritizing employees' health, safety and wellbeing remains a strategic imperative. To that end, each year during the **Health and Safety World Day and the European Week for Safety & Health at Work**, the entire week is dedicated to CSR initiatives and employees' open workshops, trainings and awareness (amongst which are the First Aid Seminars, work stress measurement and awareness-raising on psychosocial risks at work etc).

Moreover, our customers and their personnel are holders and therefore entitled to the free "GEP Benefit Card", which gives access to several health services, medical examinations, doctors' visits, discounts on medical procedures, insurance, nutrition consultation, etc.

GEP's commits to operate ethically and contribute to economic development while improving the quality of life of its employees and their families as well as of the community.



8.2.1 CSR GEP Group's Activities - Partnership with the NGOs



Photo of Easter Bazaar at GEP's premises

Corporate Social Responsibility (CSR) is a concept whereby large companies, organizations, and institutions incorporate into their activities programs that are socially and environmentally sensitive to the environment in which they operate.

GEP, from exceedingly early on, since its foundation in 2000, has had a Vision to make health and safety culture a "pillar" of well-being and sustainable development for every organization, for every employee, for every individual.

The concept of Corporate Social Responsibility has always played a leading role in its 23 years of operation.

GEP Group has perfectly linked its activities to concepts such as GRI STANDARDS, 10 principles of the United Nations UN Global Compact (as a member of the UN Global Compact), Sustainable Development Goals, ESG.

All of us in the Group, based on our corporate

values, work every day to ensure health, safety and well-being not only in the workplace but also in society, through our focused corporate social responsibility activities.

We support charity events, cooperate with non-governmental organizations, and train volunteers in order to support and promote their work.

GEP Group supports the **Piraeus Association of Parents, Guardians & Friends of People with Disabilities**, an Association recognized as a special charitable, non-profit organization, certified to provide primary and secondary social care services to adults with a main diagnosis of Mental Retardation and associated disabilities. It was established in 1993 to meet the needs of people with Intellectual Disability in the wider Piraeus area.

In 1997, the Piraeus Union founded the Day Care Centre for Adults with Intellectual Disabilities "PEK/AMEA", which has served over 100 adults with intellectual disabilities and their families to date. The PEK/AMEA



serves the Municipalities of the Regional Unit of Piraeus as well as the Municipalities of Moschato-Tavros, Kallithea & Egaleo. GEP Group hosts two charity BAZAAR events every year at its headquarters during Christmas and Easter, to raise funds and awareness for the support of the Centre.

The aim is to help the PEK/AMEA in its mission, to help improve the quality of life of the vulnerable group it serves, aiming for social inclusion and integration into the wider community by providing First Aid training to the people of the PEK/AMEA.

The training aims to enable its people to provide First Aid to all those they care for and accommodate in the Day Care Centre when needed and to be able to cope with difficult situations such as an accident or sudden illness.

GEP Group in cooperation with the **municipality of Maroussi** as a supporter of the project to the citizens, with GEP Group's specialized instructors, with responsibility, social conscience and sensitivity, train the citizens of Maroussi in First Aid and inform them about its purpose and value.

The training aims to enable the citizens to provide First Aid when and where it is needed and to be able to cope with difficult situations such as an accident or a sudden illness.

GEP Group, as a supporter of the social work of the municipality of Maroussi, has contributed significantly with the Sports Clubs to train their coaches and members or even to renew their knowledge.

GEP Group, recognizing the importance of volunteering, provides First Aid training with responsibility, social conscience and sensitivity to the **volunteer firefighters of the Penteli Fire Brigade & Civil Protection** as well as to the **Volunteers of Forest Protection of Attica**, at the Forest & Natural Environment Protection Centre of Byron. It reinforces through training the primary objective of firefighters, which is to safeguard life.

In November 2022, qualified GEP Group instructors trained volunteer firefighters to be able to provide First Aid to all those who need

help when needed and to be able to cope with difficult situations.

In March 2023, qualified aerial instructors trained volunteer firefighters in **"Safe Working at Height"** to be able to rescue people in danger safely against falling from heights, from roofs, ladder trees, etc. Safeguarding life is a primary goal of firefighters.

Also, in the context of corporate social responsibility, GEP through its Lifeguard Academy department approached the largest IEKs in Greece and starting the effort with IEK AKMI offers free First Aid and lifesaving seminars entitled **"Lifesaving & First Aid"**.

The main points of the training program are to train students in safe swimming methods, techniques to deal with drowning incidents safely and to acquire knowledge of self-rescue and marine survival in case of an accident at sea.

The whole project aims to inform young people and to establish a safety culture to reduce drowning incidents through their active participation and the sharing of knowledge and responsibility from person to person.

As part of the CSR Action Program, the GEP Group supported the first humanitarian association in Greece called **KIDS SAVE LIVES - Children Save Lives**, thus indicating the main direction of their effort: children!

GEP is implementing an extremely important donation contributing to the humanitarian work and strategic goals of KIDS SAVE LIVES to increase the survival rate of out-of-hospital cardiac arrest victims in Greece through the following pillars:

- **EDUCATION:** dissemination of free CPR training - First Aid, Basic principles of Trauma Prevention and Treatment in schools & local communities.
- **DEVICES:** dissemination, placement and registration of Automatic External Defibrillators in schools and public places.
- **DISTRIBUTION:** organize schools and local communities, set up first responder teams
- **TECHNOLOGY:** use of new technologies in education and rescue.



8.2.2 Local suppliers, partners, associates and procurement practices

GRI 204-1

Effective management of supply chain and procurement practices is crucial for the Group's environmental, social and economic footprint and is integrated into its operational objectives. GEP Group expands into new markets and at the same time prioritizes the national economy by sourcing from local suppliers.

The procurement process is carried out per company and/or project, based on specifications and market research taking into account the local needs. GEP has developed and implements a relevant procurement process in the context of the quality management system implementation, according to ISO 9001. The procurement process sets environmental criteria for the procurement of goods as well as for the selection and approval of suppliers and describes the process of the periodic evaluation of suppliers. The process also ensures that procurement is carried out by approved suppliers.

The company invests and uses eco-friendly products. Indicatively for the year 2023, the percentage of IT equipment that has an indication of low energy consumption or is eco-friendly is 40-45%, while the corresponding percentage for the year 2022 was 35%.

GEP collaborates with partners that use eco-friendly products, thus contribute to environmental sustainability, for example the company's headquarters are cleaned with ecological cleaning products used by the cleaning service supplier.

GEP encourages its suppliers to implement environmental and energy management systems and to acquire respective certification in compliance with ISO 14001 and ISO 50001. The number of the suppliers who are certified with ISO 14001 & ISO 50001 for the year 2023 compared to 2022, is shown in the following table.

Number of suppliers certified with ISO 14001 and ISO 50001, 2022-2023

Standard	2023	2022
ISO 14001	13	10
ISO 50001	2	0

In compliance with the strategic goals of sustainable development set by the GEP Group of companies, to reduce the energy footprint through the responsible use of raw materials (fuel, transportation, etc.) and strengthening the local societies, the company invests in employing local associates who support projects and services outside the Attica region.

The number and percentage of the employed associates for 2023 compared to 2022 is shown in the following table.

Associates employed in projects outside Attika region, in 2022 - 2023.

Associates	2023	2022
Number	234	204
Percentage (%)	46	44



9.1 Financial Data

Balance Sheet (2022-2023)

(amounts in EUR)	2023	2022
Non-current Assets	1,017,382.42	1,050,542.81
Fixed assets	332,818.97	333,639.17
Intangible assets	87,338.67	107,001.90
Investment in associates and joint ventures	546,230.00	546,490.00
Other non-current assets	50,994.78	63,411.74
Current Assets	4,145,989.68	4,200,585.87
Trade receivables	2,698,175.57	2,516,818.92
Cash and cash equivalents	737,082.98	1,222,278.61
Other current assets	710,731.13	461,488.34
Total Assets	5,163,372.10	5,251,128.68
Equity	3,233,179.31	2,862,441.56
Share capital	1,030,226.80	1,009,790.00
Reserves	484,900.96	245,536.07
Retained Earnings	1,718,051.55	1,607,115.49
Non-current Liabilities	114,755.15	55,658.41
Government grants	48,574.02	23,747.40
Other non-current liabilities	66,181.13	31,911.01
Current Liabilities	1,815,437.64	2,333,028.71
Short-term debt	0.00	237,320.88
Trade and other payables	510,708.07	571,140.58
Income tax	190,035.57	131,839.44
Tax and duties payable	401,632.03	427,217.83
Insurance and pension fund dues	83,907.15	70,491.27
Accrued expenses	51,501.70	13,728.94
Other liabilities	577,653.12	881,289.77
Total Equity and Liabilities	5,163,372.10	5,251,128.68

Profit & Loss Accounts (2022-2023)

(amounts in EUR)	2023	2022
Sales	10,525,588.04	9,748,495.79
Cost of sales	(7,511,161.81)	(7,407,402.48)
Gross Profit	3,014,426.23	2,341,093.31
Administrative expenses	(2,333,964.80)	(1,974,422.05)
Other expenses	(102,397.85)	(114,756.30)
Revenue from participations	216,375.00	147,000.00
Other Income	122,308.05	112,470.97
Profit before interest and taxes	981,445.73	511,385.93
Interest income	12,622.83	4,118.94
Interest charges and related expenses	(13,295.24)	(13,533.11)
Profit before tax	980,773.32	501,971.76
Income tax	(190,035.57)	(91,530.88)
Profit after tax	790,737.75	410,440.88

Notes on the 2023 Financial Statements

The Financial Statements for the year ended 31/12/2023 have been prepared in accordance with the Law 4308/2014 «Greek Accounting Standards» and present the financial position and the income statement of the Company on an ongoing basis. The Financial Statements for the year ended 31/12/2023 are unaudited at the time of the preparation of this report. The statutory audit of the financial statements is expected to be completed by the end of August 2024.

GEP S.A. is categorized as a medium-sized entity according to article 2 of Law 4308/2014, which defines the categorization of entities by size and the type of financial statements each

entity should prepare based on its size.

Accounting Policies and Practices

Fixed Assets are initially recognized at acquisition cost, including any expenditure required to bring them to their present location and condition.

Fixed assets are measured at historical cost less accumulated depreciation and subsequent impairment whenever there is an indication of permanent impairment. Depreciation on assets is calculated using the straight-line method over their estimated useful life, as shown on the table. Impairment losses are recognized when the recoverable amount of these assets becomes less than their carrying value.



Fixed Assets Depreciation Rates 2022-2023

Type of Asset	2023	2021
Machinery and Equipment	10%	10%
Transportation Equipment	10%	10%
Computer Hardware	20%	20%

Intangible assets are recognized at acquisition cost. An intangible asset with a finite useful life is measured at historical cost less amortization and subsequent impairment whenever there is an indication of permanent impairment. Amortization shall be commenced when the asset is ready for its intended use and shall be carried out based on the estimated useful economic life. An intangible asset with an indefinite useful life or with a useful life that cannot be reliably estimated shall be measured at historical cost less amortization over a period of 10 years and subsequent impairment whenever there is an indication of permanent impairment.

Investments in Subsidiaries, Affiliates and Joint Ventures are recognized at historical cost less amortization and impairment whenever there is an indication of permanent impairment. Dividends arising from this type of investment are recognized as revenue in the income statement when approved by the appropriate body that decides their distribution.

Other financial assets (such as loans and financial instruments) are recognized at historical cost less amortization and impairment whenever there is an indication of permanent impairment.

De-recognition of Assets: The gain or loss from the de-recognition of fixed, intangible and financial assets is determined as the difference between the net proceed from their removal, if any, and their carrying amount. The gain or loss from the de-recognition of the asset is included in the income statement of the period in which the de-recognition occurs.

Inventories (including finished products and work in progress, merchandise, raw materials and biological assets) shall be measured

at a lower cost between acquisition cost and net realizable value. Cost of inventory is determined using the First-In, First-Out method (FIFO). Losses arising upon measurement at net realizable value when it's lower than acquisition cost, are recognized as impairment loss in the income statement.

Trade Receivables: Trade and other receivables shall be measured at historical cost less estimated impairment losses.

Prepayments and Other Non-Financial Assets: Prepayments shall initially be recognized at cost. Subsequently they shall be measured at initial cost less any amounts expensed in accordance with the accrual's basis and any impairment loss. Any other non-financial asset shall initially be recognized at cost. Subsequently, they shall be measured at the lower of cost and their recoverable amount.

Provisions for employee benefits after retirement shall be recognized and measured at their amounts due under existing legislation on the balance sheet date. Any other provisions shall initially be recognized and subsequently measured at the nominal amounts expected to be incurred for settlement.

Financial Liabilities shall initially be recognized and subsequently shall be measured at the amount due.

Government Grants relating to assets shall be recognized as liabilities in the period in which payment is received or finally approved. Government grants shall be recognized at the amounts received or approved. Subsequent to initial recognition, government grants shall be transferred to the income statement as revenue over the same periods as the book value of the subsidized asset is transferred to the income statement as an expense.

Government grants relating to expenses shall be recognized as liabilities in the period in which payment is received or finally approved. Such grants shall be transferred to the income statement as income in the period in which the related expenses are recognized.

Non-Financial Liabilities shall be initially recognized and subsequently measured at the nominal amounts expected to be incurred for settlement. Differences arising either on revaluation or settlement of non-financial liabilities, including provisions, shall be transferred to the income statement as gains or losses for the period.

Income Tax shall be recognized as an expense in the income statement. Income tax consists of current tax arising from tax legislation, tax audit differences and surcharges. Revenue arising from the sale of goods shall be recognized when **a)** all substantial risks and rewards of ownership are transferred to the buyer; **b)** the goods are accepted by the buyer, and **c)** the economic benefits associated with the transaction can be measured reliably and will probably flow to the entity. Revenue arising from rendering of services shall be recognized by reference to the stage of completion of the transaction when **a)** the amount of revenue can be measured reliably and **b)** it is probable that economic benefits will flow to the entity. Alternatively, if there is no material impact on the financial statements, revenue arising from rendering of services shall be recognized by reference to the completed contract method. Revenue arising from interest shall be recognized on an accrued revenue basis. Revenue arising from dividends or income from the participation in the equity of another entity shall be recognized when approved by the appropriate body that decides their distribution. Revenue arising from royalties shall be recognized in accordance with the contractual terms.

Expenses incurred shall be recognized and classified in the income statement on an accrued revenue basis.

Equity items shall be initially recognized

and subsequently measured at the nominal amounts that have been received or paid.

Foreign Currency Transaction(s) shall be recorded, on initial recognition in the currency in which the financial statements are presented, by applying to the foreign currency amount the spot exchange rate between the presentation currency and the foreign currency at the date of the transaction. At the end of each reporting period, foreign currency monetary items shall be translated using the closing rate and non-monetary items that are denominated in a foreign currency and measured at historical cost shall be translated using the exchange rate at the date of the transaction. Exchange differences arising on the settlement of monetary items or on translating monetary items at rates different from those at which they were translated on initial recognition during the period or in previous financial statements shall be recognized in profit or loss in the period in which they arise.

Events after the Reporting Period: Events that become apparent after the end of the reporting period but before the date on which the financial statements are drawn up shall be recognized in the reporting period, if they provide evidence of conditions that existed at the end of the reporting period and affect the elements of the balance sheet and the income statement. Non-adjusting events should be disclosed if they are of such importance that non-disclosure would affect the ability of users to make proper evaluations and decisions.

Changes in Accounting Policies and Estimates, and Corrections of Errors shall be recognized retrospectively. Appropriate adjustments shall be made to a) The carrying amounts of assets, liabilities and equity for the cumulative effects concerning the change at the beginning and end of the comparative and reporting periods, and b) The income, expenses, profit and loss concerning the effect on the accounting figures of the comparative periods. Changes in accounting estimates shall be recognized in the reporting period in which it is verified that will occur and shall

affect this period and subsequent period as appropriate. Such changes are not recognized retrospectively. Errors shall be corrected in the earliest possible accounting period upon discovery.

Notes on the Balance Sheet and Profit & Loss Accounts

Assets & Liabilities: At the end of 2023, Non-current Assets have been decreased by EUR 33,160.39 (-3.26%) and Current Assets have been decreased by EUR 54,596.19 (-1.32%), compared

to the end of 2022. Furthermore, there was a decrease in Current Liabilities equal to EUR 517,591.07 (-28.51%), compared to the end of 2022.

Sales: In 2023, Sales have been increased by EUR 777,092.25 (7.38%) and the Operating Expenses have been increased by EUR 450,944.63 (4.53%), compared to 2022.

Profit: In 2023, the Gross Profit Margin was equal to 28.64% (24.01% in 2022) and the EBIT margin equal to 9.32% (5.25% in 2022).

Operating Expenses 2022-2023

Operating Expenses	2023	2022
Cost of Sales	7,511,161.81	7,407,402.48
Administrative Expenses	2,333,964.80	1,974,422.05
Other Expenses	102,397.85	114,756.30
Total	9,949,547.46	9,498,602.83

Profit and Margins (Gross & EBIT) 2022-2023

Key Figures	2023	2022
Gross Profit	3,014,426.23	2,341,093.31
Gross Profit Margin (%)	28.64%	24.01%
EBIT	981,445.73	511,385.93
EBIT Margin (%)	9.32%	5.25%



9.2 GRI Content Index

Statement of use	GENIKI EX.YP.P PROSTASIA SA has reported the information cited in this GRI content index for the period 2022-2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	4.1 Profile
	2-2 Entities included in the organization's sustainability reporting	3 About this report 4.1 Profile
	2-3 Reporting period, frequency and contact point	3 About this report
	2-4 Restatements of information	3 About this report
	2-5 External assurance	3 About this report
	2-6 Activities, value chain and other business relationships	4.3 Business lines
	2-7 Employees	7.1 Human Resources
	2-8 Workers who are not employees	7.1 Human Resources
	2-9 Governance structure and composition	4.5 Corporate Governance
	2-10 Nomination and selection of the highest governance body	4.5 Corporate Governance
	2-11 Chair of the highest governance body	4.5 Corporate Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	4.5 Corporate Governance
	2-13 Delegation of responsibility for managing impacts	4.5 Corporate Governance
	2-14 Role of the highest governance body in sustainability reporting	4.5 Corporate Governance
	2-15 Conflicts of interest	4.5 Corporate Governance
	2-17 Collective knowledge of the highest governance body	4.5 Corporate Governance
	2-18 Evaluation of the performance of the highest governance body	4.5 Corporate Governance
	2-19 Remuneration policies	4.5 Corporate Governance
	2-20 Process to determine remuneration	4.5 Corporate Governance

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	2 Message from the CEO
	2-23 Policy commitments	4.5 Corporate Governance
	2-24 Embedding policy commitments	4.5 Corporate Governance
	2-27 Compliance with laws and regulations	4.5 Corporate Governance
	2-28 Membership associations	4.1 Profile
	2-29 Approach to stakeholder engagement	5.2 Stakeholder Engagement
	2-30 Collective bargaining agreements	7.1 Human Resources
GRI 3: Material Topics 2021	3-1 Process to determine material topics	5.4 Material Issues
	3-2 List of material topics	5.4 Material Issues
	3-3 Management of material topics	5.4 Material Issues
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	6.1 Distributed Value
	201-2 Financial implications and other risks and opportunities due to climate change	6.3 Risk management
	201-3 Defined benefit plan obligations and other retirement plans	7.5 Relations and benefits
	201-4 Financial assistance received from government	6.1 Distributed Value
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	6.1 Distributed Value
	203-2 Significant indirect economic impacts	6.3 Risk management
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	8.2.2 Local Supplier's, partners, associates and procurement practices
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	6.6 Transparency
	205-2 Communication and training about anti-corruption policies and procedures	6.6 Transparency
	205-3 Confirmed incidents of corruption and actions taken	6.6 Transparency



GRI STANDARD	DISCLOSURE	LOCATION
GRI 302: Energy 2016	302-1 Energy consumption within the organization	8.1.2 Energy
	302-3 Energy intensity	8.1.2 Energy
	302-4 Reduction of energy consumption	8.1.2 Energy
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	8.1.3 Responsible Use of Resources and Recycling
	303-5 Water consumption	8.1.3 Responsible Use of Resources and Recycling
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	8.1.3 Responsible Use of Resources and Recycling
	306-2 Management of significant waste-related impacts	8.1.3 Responsible Use of Resources and Recycling
	306-3 Waste generated	8.1.3 Responsible Use of Resources and Recycling
	306-5 Waste directed to disposal	8.1.3 Responsible Use of Resources and Recycling
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	7.1 Human Resources
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	7.5 Relations and Benefits
	401-3 Parental leave	7.4 Labor Rights and Equal Opportunities, Non-Discrimination
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	7.2 Health and Safety
	403-2 Hazard identification, risk assessment, and incident investigation	7.2 Health and Safety
	403-3 Occupational health services	7.2 Health and Safety
	403-4 Worker participation, consultation, and communication on occupational health and safety	7.5 Relations and Benefits
	403-5 Worker training on occupational health and safety	7.3 Training and Development
	403-6 Promotion of worker health	7.6 Health & Wellness Initiatives
	403-8 Workers covered by an occupational health and safety management system	7.2 Health and Safety
	403-9 Work-related injuries	7.2 Health and Safety
	403-10 Work-related ill health	7.2 Health and Safety



GRI STANDARD	DISCLOSURE	LOCATION
GRI 404: Energy 2016	404-1 Average hours of training per year per employee	7.3 Training and Development
	404-2 Programs for upgrading employee skills and transition assistance programs	7.3 Training and Development
	404-3 Percentage of employees receiving regular performance and career development reviews	7.3 Training and Development
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	7.4 Labor Rights Equal Opportunities Non-Discrimination
	405-2 Ratio of basic salary and remuneration of women to men	7.4 Labor Rights Equal Opportunities Non-Discrimination
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	7.4 Labor Rights Equal Opportunities Non-Discrimination
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	4.3 Business Lines
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	4.3 Business Lines
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	4.5 Corporate Governance

9.3 UN Global Compact

The UN Global Compact is a strategic alliance of more than 12,000 companies and organizations in 162 countries that are committed to aligning their operations with 10 Principles regarding human rights, labor practices, the environment, and the anticorruption.

GEP Group continues to comply with the Principles of UN Global Compact sending a Letter of Commitment to United Nations' Secretary General. We strongly believe that our commitment to principles will enhance the positive impacts to society and environment through our activities.

9.3.1 Principles of the UN Global Compact

The 10 Principles of the UN Global Compact		Reference to Document
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	4.1 Profile 7.4 Labor Rights and Equal Opportunities
Principle 2	Make sure that they are not complicit in human rights abuses.	
Labor		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	7.5 Relations and Benefits
Principle 4	The elimination of all forms of forced and compulsory labor.	4.5 Corporate Governance 7.4 Labor Rights and Equal Opportunities
Principle 5	The effective abolition of child labor.	
Principle 6	The elimination of discrimination in respect of employment and occupation.	
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	5.1 Corporate Responsibility and Sustainable Development 6.3 Risk Management
Principle 8	Undertake initiatives to promote greater environmental responsibility.	8. Environment and Society
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	4.3 Business Lines 6.1 Distributed Value 6.2 Certificates and Management Systems
Anticorruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	4.5 Corporate Governance 6.6 Transparency



9.4 Sustainable Development Goals (SDGs)

The Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for mankind. They were developed by the United Nations in 2015 and include the global challenges of poverty, inequality, climate change, environmental degradation, prosperity, peace, and justice.

GEP Group recognizes the importance of the Goals for a sustainable world and harmonizes its activities with several of the Goals, contributing with its strengths to their achievement.



Table of Sustainable Development Goals

SDGs	Reference to Document
	8.2.1 CSR GEP Group's Activities - Partnership with the NGOs
	4.3 Business Lines 4.4 Services Analysis 4.5 Corporate Governance 6.2 Certificates and Management Systems 6.5 Corporate Affairs 7.2 Health and Safety 7.6 Health & Wellness Initiatives 8.2. Society and well being
	4.3 Business Lines 4.4 Services Analysis 6.7 Market Sponsorships & Awards 7.3 Training and Development 7.6 Health & Wellness Initiatives 8.2. Society and well being
	4.5 Corporate Governance 7.4 Labor Rights and Equal Opportunities, Non-Discrimination
	4.3 Business Lines 4.5 Corporate Governance 6.1 Distributed Value 6.2 Certificates and Management Systems 6.7 Market Sponsorships, Participations & Awards 7.4 Labor Rights and Equal Opportunities, Non-Discrimination 7.6 Health & Wellness Initiatives 8.2. Society and well being
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	4.4 Services Analysis 4.5 Corporate Governance 6.2 Certificates and Management Systems 8.1.3 Responsible Use of Resources and Recycling
	4.4 Services Analysis 4.5 Corporate Governance 6.6 Transparency 7.4 Labor Rights and Equal Opportunities, Non-Discrimination
	4.1 Membership and Partnerships 4.4 Services Analysis 8.2.1 CSR GEP Group's Activities - Partnership with the NGOs







Health and Safety Advisors

Athens Offices

51 Samou St. & Fragkokklisias St.
151 25 Maroussi, Athens, Greece

T: +30 210 940 5866

E: info@gepgroup.gr

Thessaloniki Offices

293 Lagada St. 564 30 Stavroupoli,
Thessaloniki, Greece

T: +30 2310 686 070

E: thessaloniki@gepgroup.gr

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