

# GEP GROUP OF COMPANIES

## ANNUAL REPORT



2019–2020

# Health and Safety Advisors

# Table of Contents

<b>1. 2019 – 2020 Highlights</b>	<b>8</b>
<b>2. Message from the CEO</b>	<b>10</b>
<b>3. About this Report</b>	<b>12</b>
<b>4. GEP Group of Companies</b>	<b>14</b>
1. Profile	14
2. Business Model and Strategy	19
3. Business Lines	23
4. Corporate Governance	28
<b>5. Our Approach to Sustainable Development</b>	<b>34</b>
1. Corporate Responsibility and Sustainable Development	35
2. Stakeholder Engagement	37
3. Material Issues	45
4. Targets	49
<b>6. Marketplace</b>	<b>52</b>
1. Distributed Value	53
2. Certificates and Management Systems	55
3. Risk Management	56
4. Corporate Affairs	58
5. Transparency	60
6. Compliance with GDPR	61
7. Market Sponsorships, Participations & Awards	62
<b>7. Workplace &amp; People</b>	<b>64</b>
1. Human Resources	65
2. Health and Safety	73
3. Training and Development	74
4. Labor Rights and Equal Opportunities	76
5. Relations and Benefits	77

# Table of Contents

<b>8. Society</b>	<b>78</b>
Society and the Wellbeing	78
1. Partnership with the NGOs	79
2. Cooperation with Academia and Institutions	79
3. Social Awareness and Free Benefits	80
<b>9. Environment</b>	<b>82</b>
1. Responsible Resources Usage AND RECYCLING	83
<b>10. Annexes</b>	<b>84</b>
1. GRI Standards	85
2. UN Global Compact	90
3. Sustainable Development Goals (SDGs)	91
4. Subsidiaries and Affiliate Companies	93
5. Health and Well-being	96
6. Sustainable Development	98
7. Personalized Services on Enhancing and Reassurance of Public Health	100
8. Services Analysis	102
<b>8. Financial Data</b>	<b>105</b>
Abbreviations and Acronyms	110

## Table of Figures, Graphs and Tables

Vision and Mission	15
Corporate Values	15
SWOT Analysis	20
Growth Plan – Short & Long-Term and Perpetual Commitments	21
Occupational Safety Division Services	24
Health and Well-being Division Services	24
Sustainable Development Division Services	26
GEP Training Programs 2019-2020	27
Board of Directors	28
Management Team	28
Scientific Coordinators	29
Sustainable Development Committee	29
Sustainable Development Team	29
Organizational Chart	30–31
Stakeholder Groups	37
Classification of Material Issues	45
Boundaries of Material Issues	46–47
Economic Value Generated and Distributed (EUR)	53
Key Financial and Business Figures (2017-2020)	53
Financial Risks	56
Operational Risks	57
Workforce by Employment Type (2019-2020)	65

## Table of Figures, Graphs and Tables

Workforce by Employment Type and Gender 2019-2020	66
Gender Segmentation per Type of Employment	66
Workforce by Age and Gender 2019-2020	67
Age Segmentation of Male Employees	67
Age Segmentation of Female Employees	67
Workforce by Gender and Location of Service 2019-2020	68
Workforce by Gender and Educational Level 2019-2020	69
Hires 2019-2020	70
Dismissals 2019-2020	70
Employment Contract and Shift Type 2019	71
GEP Health & Safety data 2019 -2020	73
Shift Types 2020	74
H&S KPIs 2019-2020	74
Average Training Hours per Gender	75
Principles of the UN Global Compact	85-89
Table of Sustainable Development Gols	92
Balance Sheet	105
Profit & Loss Accounts (2018 – 2020)	106
Fixed Assets Depreciation Rates 2019 -2020	106
Operating Expenses 2018-2020	108
Profit and Margins (Gross & EBITDA) 2018-2020	108



# 2019–2020 Highlights

01



# Message from the CEO

## 02

Message from the CEO

GRI 102-14



Dear Stakeholders,

During the unprecedented global crisis of COVID-19, the entire world was challenged to reinvent itself and appreciate the gift of Health & Safety in a way we wouldn't have even imagined before. That was the time when, amidst uncertainty, we stayed solid on our core values and consistent on what GEP was always destined to do: supporting people and organizations as a leading Health & Safety Advisory company, ensuring business continuity when everything was collapsing, promoting healthy lifestyle and wellbeing, creating awareness and infusing empathy.

Our role allows us to support about 2,000 organizations in Greece and abroad, and, thus, we have the privilege to immediately adapt to external requirements, recognize challenges, reshape our priorities, and serve the industry needs with significant agility and performance results. Based on our values and mission, we herewith publish our third Annual Report. It represents our holistic approach to connect our expertise with the basic principles of corporate responsibility and sustainability, enabling us to structurally communicate with our stakeholders, plan our future goals, and report our performance according to renowned standards.

In GEP, we commit to focusing our efforts based on four core pillars: Marketplace, Workplace & People, Society and Environment. Through our work, we contribute to the fight against pandemic, we share values, support our stakeholders, and improve our industry, while promoting the preservation of natural resources.

Despite the challenging circumstances, during the years 2019 and 2020, GEP preserved its leading position of the industry, offering qualitative OHS services to more than 250,000 people under its "Working Better, Living Well"

message. Another significant developmental initiative was our relocation to our new premises, where we managed to establish an innovative state-of-the-art H&S training with various conditional risk simulators, while at the same time we positioned ourselves in the most active business center in Maroussi of Attica. GEP was also proudly declared as the first organization of the industry that joined the UN Global Compact adopting the 10 principles regarding Labor, Human Rights, Environment and Anti-corruption. Constantly investing in our vision, we launched BeLiv HUB, the first hub in Southeast Europe serving as a platform of networking, creating synergies, and offering the means to interact and interfere with multiple people, companies, and industries under the pillars of Health, Safety, Wellbeing & Sustainability.

Dear Stakeholders, in year 2020 GEP celebrated its 20 years since its establishment, a considerable milestone that we perceive as a privilege and motivation for the future. Our anniversary is held with a Vision of no boundaries leading us to a better and sustainable future. GEP will constantly evolve and perform above and beyond expectations mainly because of its forward-thinking management board and its team of experts, scientists, and stakeholders. We will keep growing by investing in knowledge and adopting technologies, useful trends, and good practice.

While you are holding our Annual Report 2019-2020 in your hands, we hope it can serve as a tool of our vision to promote Health & Safety culture as a pillar of prosperity and sustainable development and as a proof of our passion to constitute a valuable and reliable partner to all our customers.

Sincerely,  
**George Lambrinos**  
**Chief Executive Officer**



# About this Report

## 03

This is the third Annual Report of GEP S.A. of which the disclosing data refer to the period from 01.01.2019 to 31.12.2020. The Annual Report also includes information of the GEP Group of Companies; throughout its content when mentioned terms as "GEP Group", "we", "our" or "the company", they refer to GEP S.A., its subsidiaries and affiliate companies, unless noted otherwise.

GEP Group is committed in disclosing information on its operations, regarding the company's economic, environmental, and social performance. To define the content, the company has implemented the core edition of the **GRI Standards (in accordance with the GRI Standards: Core option)** and the **10 principles of the United Nations' Global Compact**. Moreover, the company aligned the boundaries and impacts on Sustainable Development, by considering the **UN Sustainable Development Goals (SDGs)**.

This publication complies with the principles for defining the Annual Report content (stakeholder inclusiveness, sustainability context, materiality, completeness) and the principles for defining quality (balance, comparability, accuracy, timeliness, clarity, reliability). The Annual Report of GEP Group has not been reviewed by a third-party agency. More information on the above standards' fulfillment, services, and financial results, are presented in the Annex of the document.

A sustainability team was formed, consisting of executives from every involved division and department of the company, to prepare the Annual Report. The main task of the team

was to collect all required data pertaining to the fields of Corporate Responsibility and Sustainable Development. The members of the Corporate Responsibility Team who were involved in the preparation of the document are:

Coordinator: Iro Faki

Departmental/Divisional representatives – contributors:

Garyfallia Karouta, Nikos Koronis, Evdokia Gerogianni, Spyros Georgakis, Panayota Nakou, Vicky Frantzi.

During the preparation of the Annual Report, GEP Group was supported and received guidance from Global Sustain Group.

For further detailed information on our Annual Report and affiliate 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](mailto:info@gepgroup.gr)

The Annual Report is available in the corporate website: [www.gepgroup.gr](http://www.gepgroup.gr)

# GEP Group of Companies

04



## Profile

GRI 102-2, GRI 102-4, GRI 102-5, GRI 102-7, GRI 102-12, GRI 102-13, GRI 102-16

**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.

Throughout the years, the company developed into **GEP Group of companies, including today seven legal entities** (Geniki Exypp Prostasia S.A., Nova Exypp Ltd., Qualiment Ltd., Hellas EAP Ltd., PCS2, Eurocore Consulting and HSWC Ltd).

Today, GEP Group is the **largest OHS consulting provider in Greece** and through its 420 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.

The corporate aim is to assist the organizations to implement an upgraded working culture, aiming to increase the overall satisfaction and employees' productivity. The working environment should be structured according to all safety principles in order to make sure that all health and safety issues are properly addressed, initiatives taken when needed, whilst a strong bond is being built upon loyalty and trust, amongst the employees and the employer.

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 **leading position in high-risk sectors**, construction, and energy, but also in the field of retail and services. Moreover, the company offers trainings carried out by experienced and accredited trainers. The courses cover topics indicatively on first aid, fire safety, manual handling of loads, working at heights, office safety etc. GEP GROUP has recently developed its expertise in e-learning by creating its own platform, the GEP Academy. GEP Academy offers a variety of e-learning programs, giving the opportunity to virtual learning and promoting Health & Safety awareness even upon customized business needs.

GEP has repositioned itself as a high-expertise and valuable advisor in Health & Safety, offering consultation to thousands of companies all over Greece, and supporting its cause of promoting Health & Safety even in the most challenging period of COVID-19 pandemic. GEP Group supported with a series of informative campaigns, webinars, best practices, manuals, and several other actions - such as creating a 24/07 call center for its customers to provide guidance and preventive methods against the COVID-19 spread in the community. Finally, 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.

## 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 forward-thinking spirit to meet clients' needs.

### Vision

Health and Safety culture to become a pillar of prosperity and sustainable development, for every organization, for every employee, for every person.

### Mission

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.

## 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

People are at core of our business, since their health, safety and well-being constitute the beginning for our successful and responsible mission

### Prompt and Consistent Services

We realize that our clients are counting on us to achieve high levels of operation, thus, we commit to offering prompt and consistent services to them.

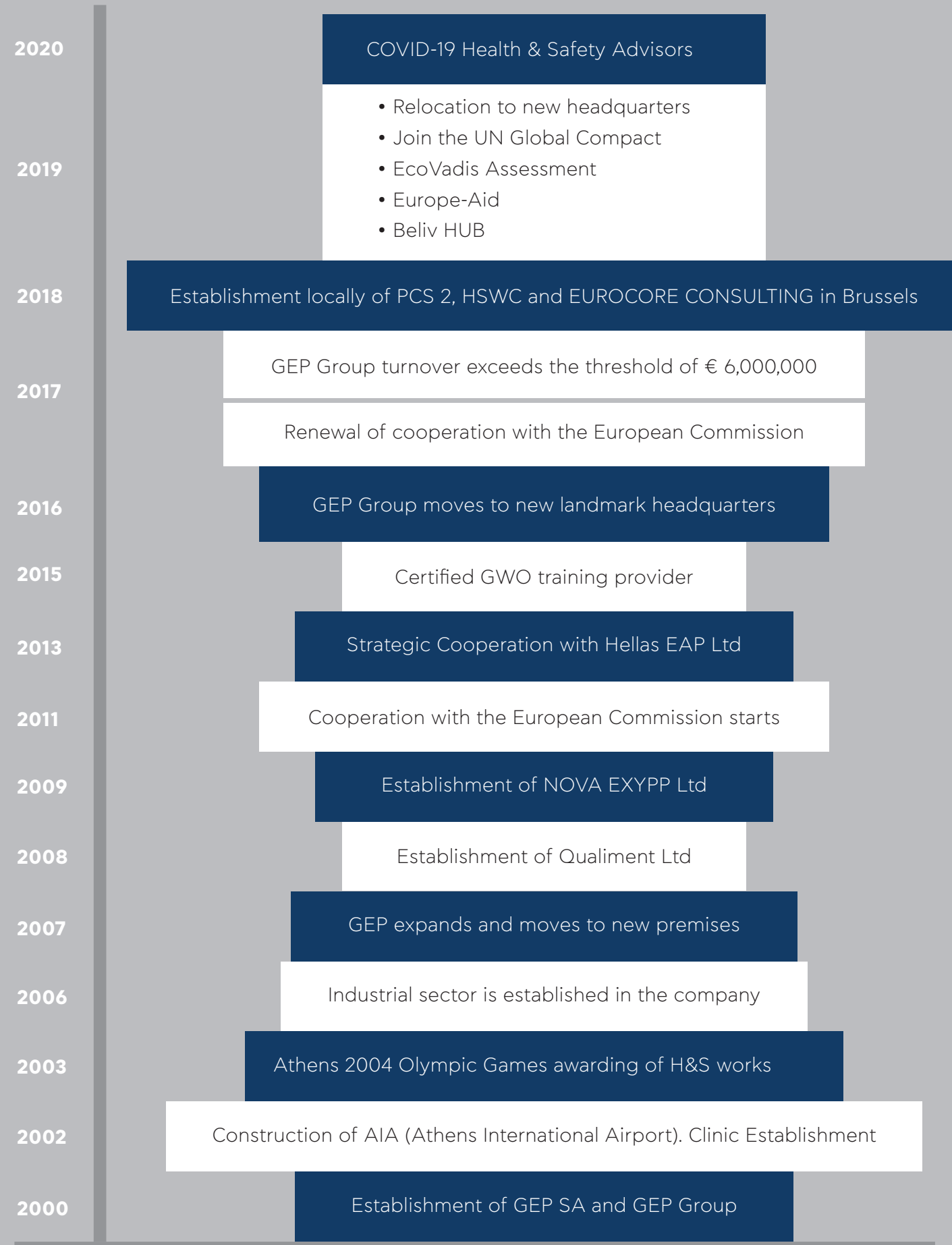
### Knowledge

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.

### Communication

We operate transparently working closely with all engaged parties and seeking their feedback, since we perceive constructive communication as main priorities for creating solid business relationships.

## Milestones in GEP Group History



## Memberships and Partnerships



GEP Group is an active member of the following bodies and organizations:



ATHENS CHAMBER OF  
COMMERCE & INDUSTRY



ASSOCIATION OF CHIEF  
EXECUTIVE OFFICERS



CEO CLUBS  
International

CEO CLUBS INTERNATIONAL



GLOBAL SUSTAIN GROUP



ΠΑΝΕΛΛΑΔΙΚΟΣ ΣΥΝΔΕΣΜΟΣ ΜΕΛΩΝ ΕΠΙΧΕΙΡΗΣΕΩΝ  
ΕΞΩΤΕΡΙΚΩΝ ΠΗΡΕΣΙΩΝ ΠΡΟΣΤΑΣΙΑΣ ΚΑΙ ΠΡΟΛΗΨΗΣ

HELLENIC ASSOCIATION OF MEMBERS AND COMPANIES  
FOR PREVENTION AND PROTECTION



EAPA International  
Employee Assistance  
Professionals Association

EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION,  
INTERNATIONAL (EAPA)



Your Directors Club

YDC



HELLENIC ENTREPRENEURS  
ASSOCIATION (EENE)



HELLENIC WIND ENERGY  
ASSOCIATION HWEA/ELETAEN





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).

# Business Model and Strategy

GRI 102-9

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.

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 pure B2B service provider type of organization, 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 to 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-Adjust (PDCA)** model for our services, to control the proper content, achievement, and delivery of the expected result. Every section of our company self-checks its relevant 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 with 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 economy of scale and most importantly, fair pricing.

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 below **priorities**:

- 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 on 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 which we are called to deal with.**

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**
- Wide range portfolio
- **R&D**
- Strongest market penetration in the industry.

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.**

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 depended to the Greek market, having thus limited options in terms of local challenges.**
- High pressure deadlines which constitute obstacles to our focus on corporate culture and well-being promotion.

Threats

- Core business becomes tighter and more demanding for quality services.
- **Recent health and safety crisis due to the pandemic, provokes disruption to smooth operation.**
- Clients’ ever-lasting pressure for more and improved services, at ever lower prices.

Short-Term

Enhancing our services portfolio to accommodate the growing demand of new and strategic services.

Investing in the know-how gain and development of new skills.

Integrating modern concepts and practices in services.

Optimization of the available resources to support emergent needs.

Simplifying the organizational structure and promoting the decision-making at all levels.

Digital transformation and high technology initiatives based on market needs.

Long-Term

International expansion of the services portfolio.

Search for new cooperation opportunities with niche markets, which present large profit margins.

Exploring opportunities in similar and complementary business sectors.

Perpetual

Continuous assessment of our strategy and re-setting of our targets.

Measurement of our performance to meet customers’ expectations.

Invest in knowledge, training, innovation, and technology.

Always remain ethical, with a deep sense of responsibility and sustainability.





Material Issue: Customers' Employees Health and Safety  
GRI 102-2, GRI 102-6, GRI 102-53, GRI 102-54, GRI 416-2

In GEP Group we detect and analyze all matters associated to work hazards, offering advisory on improvements and risk management. We have developed our business based on in-depth knowledge and holistic approach about the role of health, safety, and employees' wellbeing in the workplace.

In this respect, the quantitative and qualitative components of the human and technical capital, corporate relations and procedures, natural resources as well as social environment, must be considered and analyzed thoroughly. The interaction and the various changes and flow of the procedures must be identified and evaluated.

Therefore, our business is to carry out a risk analysis of those impacts, and identify, evaluate, and consult on further improvements. We offer to all stakeholders a wide range of services, including occupational health and safety services, studies of any general or specific hazard in the workplace, inspections and evaluations, trainings, risk assessments, surveys related to work stress and behavioral issues, environmental impact analysis and assessments of quality and excellence at workplace.

GEP Group services come under **three (3) major divisions**, mirroring its business philosophy and accountability **Occupational Safety, Health & Well-being, and Sustainable Development**.

During 2019-2020, GEP Group has not identified any non-compliance of its services with regulations and/or voluntary codes.

GEP's Health & Safety departments are two independent teams directly linked to the services provided nationwide. They consist of Health Professionals and Engineers of various specialties, capable to provide knowledge and contribute to all areas of GEP's activity in the most efficient way. The network of partners nationwide, that consists of Occupational Physicians, Doctors, Engineers, Nurses, Health Visitors, Safety Officers, Rescuers, Specialized Instructors etc., is in direct and ongoing interaction with GEP 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, evaluation, monitoring and knowledge sharing.

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



## Occupational Safety Division Services

### Occupational Safety Services

- Occupational Safety Officer
- Occupational Health & Safety Advisor
- Occupational Risk Assessment
- Evacuation Studies
- Evacuation Plans

### Constructional & Industrial Projects Services

- Project Safety Officer
- Project Safety Coordinator
- Project Safety Consultant
- Project Licensing Officer
- Health and Safety Plan
- Health & Safety Dossier
- Project Occupational Risk Assessment

### Special Projects & Safety Studies

- Assessment of risk factors
- SEVESO- Large Scale Accident Hazards Studies
- ATEX – Explosion Protection Studies
- Behavior-based Safety Achievement
- Program & Safety Culture Survey

### Safety Trainings

- Training Programs specialized in activities and workplaces
- Fire awareness (GWO Certified)
- Manual Handling (GWO Certified)
- Work at Heights (GWO Certified)

## Health and Well-being Division Services

### Occupational Doctor Services

- Occupational Doctor
- Personnel Doctor
- Health Professionals
- Medical Examinations
- Vaccination programs

### Emergency Health Care

- Project Doctor
- Project Nurse
- Rescuer – Ambulance Crew
- First-Aid Equipment Management
- First Aid Stations

### Health Trainings

- Basic Adult Life Support (BLS) (GWO Certified)
- Basic Adult Life Support with the use of automated external defibrillator (BLS-AED)
- Specialized Adult Life Support (ALS)
- Basic Child Life Support

### Special Health Services

- Health Promotion Programs
- Nutrition
- Exercise
- Quit Smoking
- Ergonomics

## Sustainable Development Division 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.

- [Management and Quality Systems \(ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 50001, ISO 22301\)](#)
- [General Data Protection Regulation \(GDPR | DPO\)](#)
- [ADR | RID](#)
- [Environmental Management](#)
- [State/EU-funded \(Subsidized\) programs](#)

### Pandemic Management | Covid-19



In this unprecedented new reality, where companies are called to be supportive to their employees and to the wider society, GEP with its scientific knowledge, experience, and know-how, develops the operating framework for companies under Health and Safety, as the most strategic pillar for the continuation and sustainability of their business activity.

By designing, implementing and monitoring a customized operation plan based on each company's needs, GEP achieves the smooth continuation of its business activity, the maximum possible protection of the employees' and visitors' health, the organization's readiness in case of emergency crisis management, the reduction of health, financial and legal risk, the promotion

of company's positive reputation through good practices and empathy, and the contribution to the wider community, to ensure prevention against coronavirus spread. Services developed for such cause are:

- [Dedicated Medical Advisor](#)
- [Medical support and emergency call center](#)
- [Anti-COVID Business Operation Procedures & Protocols](#)
- [Suspected contamination management procedure](#)
- [Consultation in case of a confirmed contamination](#)
- [On-site Doctors and Health Professionals](#)
- [Training Programs on Precautionary Measures for Employees](#)





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. During 2019-2020, we offered more than 164 trainings to 1,835 executives reaching the contractual value of EUR 158,000. The company offers a wide variety of training courses in various forms and

- Fire safety
- Safety at the Workplace
- Safety Signage & Labelling
- Working on visual displays
- Manual handling of cargo
- Use of personal protective equipment
- Safety of equipment
- Use of machinery

Further to dedicated OHS services, we have designed and implemented high-quality **Seminars of General Business Content**. These training programs include a vast variety of topics such as Tax, Labor and Accounting Issues, Corporate Responsibility & Sustainable Development, Facility Management, the GDPR on the Protection of Personal Data and Privacy.

For the General Content Training Programs, we apply strict criteria to assess the trainers, according to their field of expertise.

The General Content Training Seminars can take place either in-house (within our facilities using our advanced infrastructure), or at the

- Social Insurance Law
- Hellenic Accounting Standards
- Labour Law
- Private Data Handling and Security
- Cyber Safety & Security
- Public Contracts: Awarding and Implementation

methods, extending from pure OHS issues (health, safety, wellness, prevention, first aid), to business issues such as quality, good practice, environmental issues, and numerous other topics on contemporary business administration. The experienced and certified GEP Group trainers using modern methods for engaging participants provide amongst other topics, trainings in:

- Electrical hazards
- Work at height
- Use of chemicals
- Working outdoors
- Work in confined/restricted space
- Vehicles Traffic and pedestrians
- Driving vehicles safely

clients' premises. Classes are limited to 15-20 people each, so participants can get the most out of the training. Training programs are also held virtually via e-learning, applying advanced educational methodologies for achieving the maximum interaction and knowledge acquiring.

The series of the General Content Training Seminars of GEP Group is continuously growing by adding new, specialized and constantly updated courses, addressed to all employees according to their interests, meeting the current and ongoing business needs. During 2019-2020 the available seminars of general content were:

- Health and Safety Culture - BBS
- Health and Safety Leadership
- Quality in Hospitality Services
- New IT System for the Labour Inspection Body (IIS – LIB)
- Fundamentals of Facility Management



Training Field	No. of Trainings		Participants	
	2019	2020	2019	2020
Safety	47	12	600	183
Health	68	8	600	71
General Content	13	16	91	290
Total	128	36	1,291	544

Moreover, customized trainings 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.





GRI 102-14, GRI 102-18

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. Resolutions pass by majority of the votes, during the Annual General Meeting of Stakeholders, unless the Greek Companies Act stipulates differently.

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 the Chairman (being the CEO also) and three members. CEO manages the company within the framework authorized by the BoD and in direct consultation of 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. Andreas Zografos	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, having the overall accountability for operations and results.

Management Team	
Name	Capacity
Mr. George Lambrinos	Chief Executive Officer
Mr. Panagiotis Papadopoulos	Chief Operating Officer
Mr. Andreas Zografos	Chief Financial Officer
Ms. Mara Georgopoulou	Chief Commercial Officer
Ms. Evi Sgourou	Occupational Safety Manager
Ms. Maria Stavroulia	Occupational Health Manager
Dr. Valia Tsopoki	Scientific Manager – Health Department
Mr. Nikolaos Zairis	Processes Development & Standardization Manager
Ms. Iro Faki	Business Development Manager
Ms. Aglaia Vasilaki	Customer Administration Manager

Finally, 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
Spyros Primikyrios	Mechanical Engineer	Occupational Safety Officers

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.

Sustainable Development Committee	
Name	Capacity
Mr. George Lambrinos	Chief Executive Officer
Mr. Panagiotis Papadopoulos	Chief Operating Officer
Mr. Andreas Zografos	Chief Financial Officer
Mr. Nikolaos Zairis	Processes Development & Standardization Manager
Ms. Iro Faki	Business Development Manager
Ms. Vasiliki Aspioti	HR Specialist

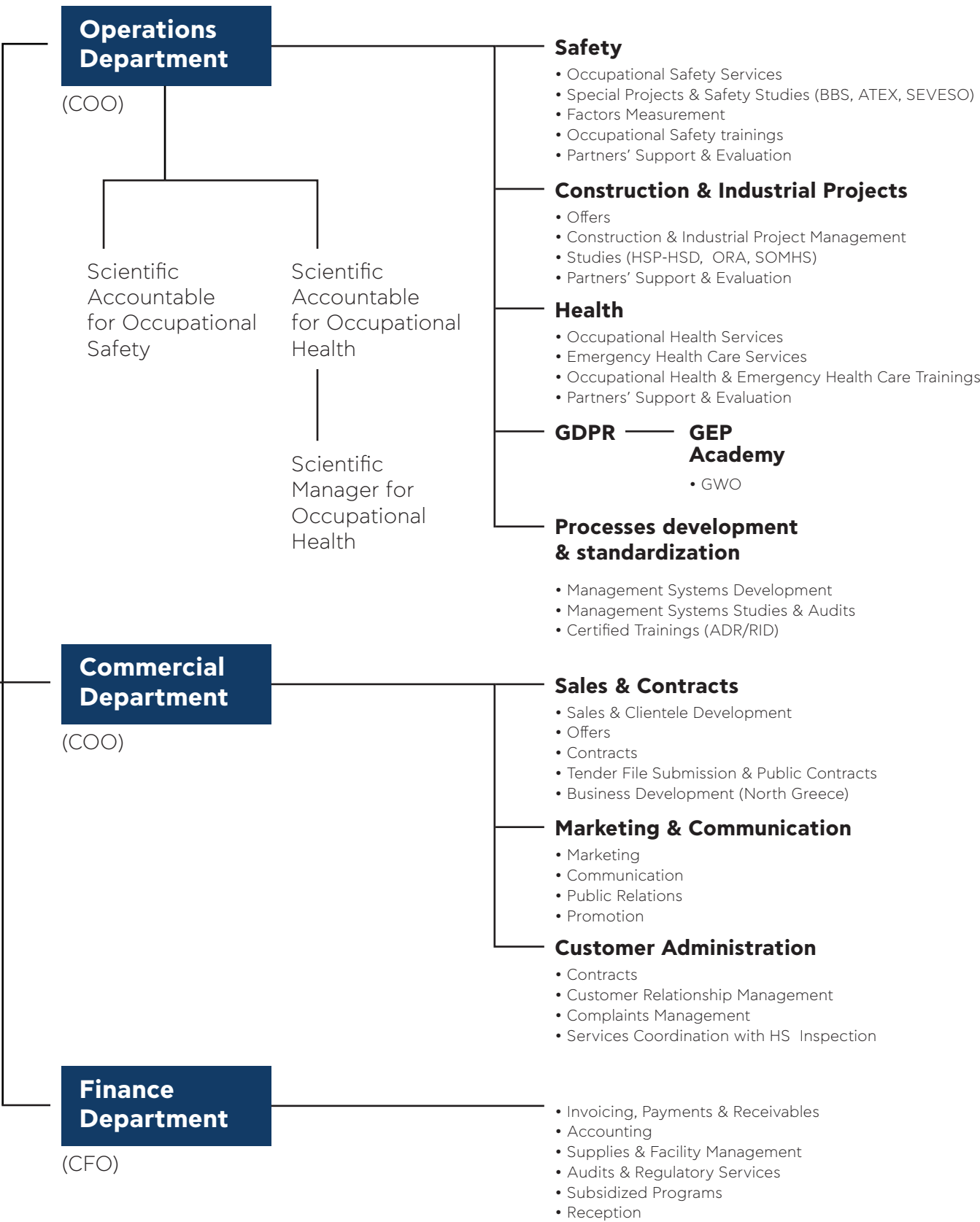
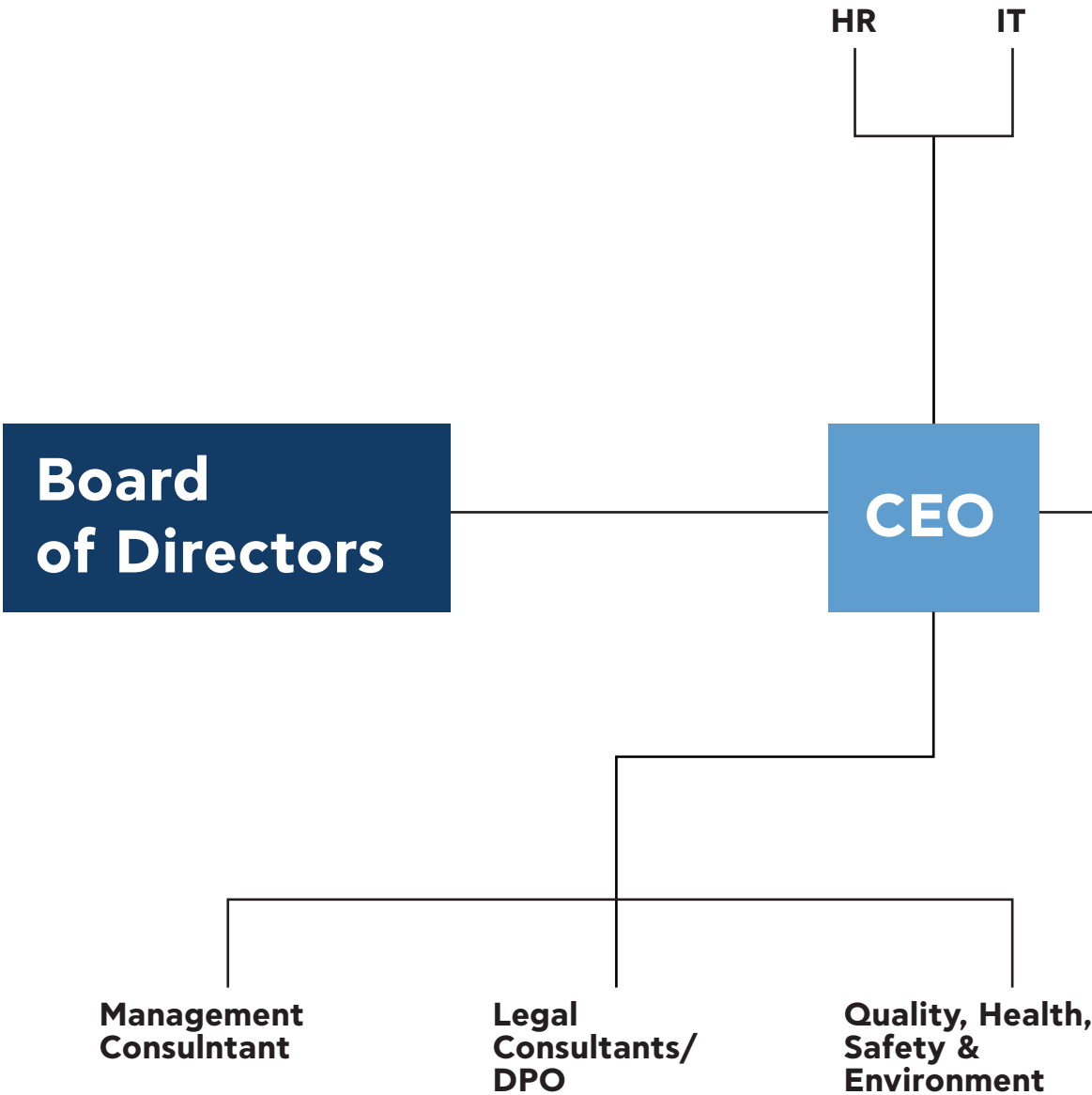
Further to its strategic role of this Committee, the Sustainability Team is established to implement and support the company on policies and initiatives that contribute to corporate responsibility. The team aims to plan, perform, coordinate, and monitor the initiatives and actions that contribute to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

Sustainable Development Team	
Name	Capacity
Ms. Iro Faki	Business Development Manager
Ms. Garyfallia Karouta	Marketing Coordinator
Mr. Nikos Koronis	Invoicing Coordinator
Mr. Spyros Georgakis	Occupational Safety Services Supervisor
Ms. Panayota Nakou	HR Recruiter
Mr. Vicky Frantzi	Customer Administration Coordinator

Organizational Chart



**Group Subsidiaries**  
EUROCORE  
QUALIMENT  
PCS<sup>2</sup>  
HSWC  
NOVA







# Code of Conduct and Corporate Policies



The overall focus of our sustainability work is presented in our GEP Code of Conduct and Policies. The Code is applied both to internal and external employees to determine their professional behavior and covering issues related to health, safety, environment, antibribery and sensitive data protection. It also includes the clear position of the company regarding the respect on labor rights and the opposition to child and

compulsory labor. All employees are updated regularly to any change of Conduct and all newcomers receive a dedicated introduction on it, as a standard recruitment procedure.

Further to Code of Conduct, we have established a framework of policies to certain fields aiming to enhance our performance and avoid any action that could possibly create a future problem.



**Legal and Public Liability Policy** outlines the core framework of the company's activities and responsibilities in accordance with the regulatory normative of the State.

**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.

**Quality Policy** describes the principles, procedures and

tasks related to the Quality Management in accordance with the requirements of ISO 9001 and ISO 10002 standards.

**Risk Management Policy** relates to the management of financial and operational risk, the monitoring and the response to risks.

**Environmental Management Policy** meets the commitment to environmental laws, regulations and other policy mechanisms, during the provision of services and general operation.

**Corporate Responsibility and Occupational Health & Safety Policy** for all business activities, operations and processes within the structure

of the company.

**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.

**Internal Assessment Policy**, aiming to handle possible inefficiencies and irregularities within the company.

**Sustainable Development Policy**, to structure company's growth plan, carrying also for the stakeholders environmental and social expectations.



# Our Approach to Sustainable Development

05

## Corporate Responsibility and Sustainable Development

01

In GEP Group, we have recognized that Corporate Responsibility and Sustainable Development are integral parts of our business. OHS field offers a holistic approach to social, environmental, and economic field since it defines the appropriate conditions for a prosperous and sustainable work.

Our commitment focuses on four core pillars, Marketplace, Workplace and People, Society and Environment. Through our work we create positive impact to each of the pillars, aiming to improve our industry, and the daily work-life of thousands of employees enhancing the Greek economy without harm to the natural resources.

### Corporate Responsibility and Sustainable Development Pillars



#### Marketplace

Responsible operations, innovative and efficient services are the key for a successful company. We are passionate about OHS services aiming to be an important ally for our clients and their activities.

#### Workplace and People

We aim to be the example of our services' implementation. We care for our people, thus offering a workplace that ensures their health, safety, and wellbeing. Our people constitute our most valuable asset that enables us to achieve better performance and set new targets.

#### Society

We are active corporate citizens aiming to raise awareness and alert to the society regarding the high importance of health and safety in our daily lives. We distribute training material to share our knowledge with the society, while we support NGOs to their difficult mission on important social issues.

#### Environment

Protection and preservation of natural resources are equally important aspects of our work since 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.



Since 2019, we joined the assessment of EcoVadis receiving the silver recognition. This result places our company amongst the top 30% performers evaluated by EcoVadis.





# Stakeholder Engagement

GRI 102-40

GEP Group identifies as its stakeholders, the interested groups affected by the company's activities and in turn, those affecting the company directly or indirectly. These groups constitute our internal and external stakeholders and are vital to GEP's effective operation and growth. Their dynamic, either as individuals or as organizations, has a major impact to our business development.

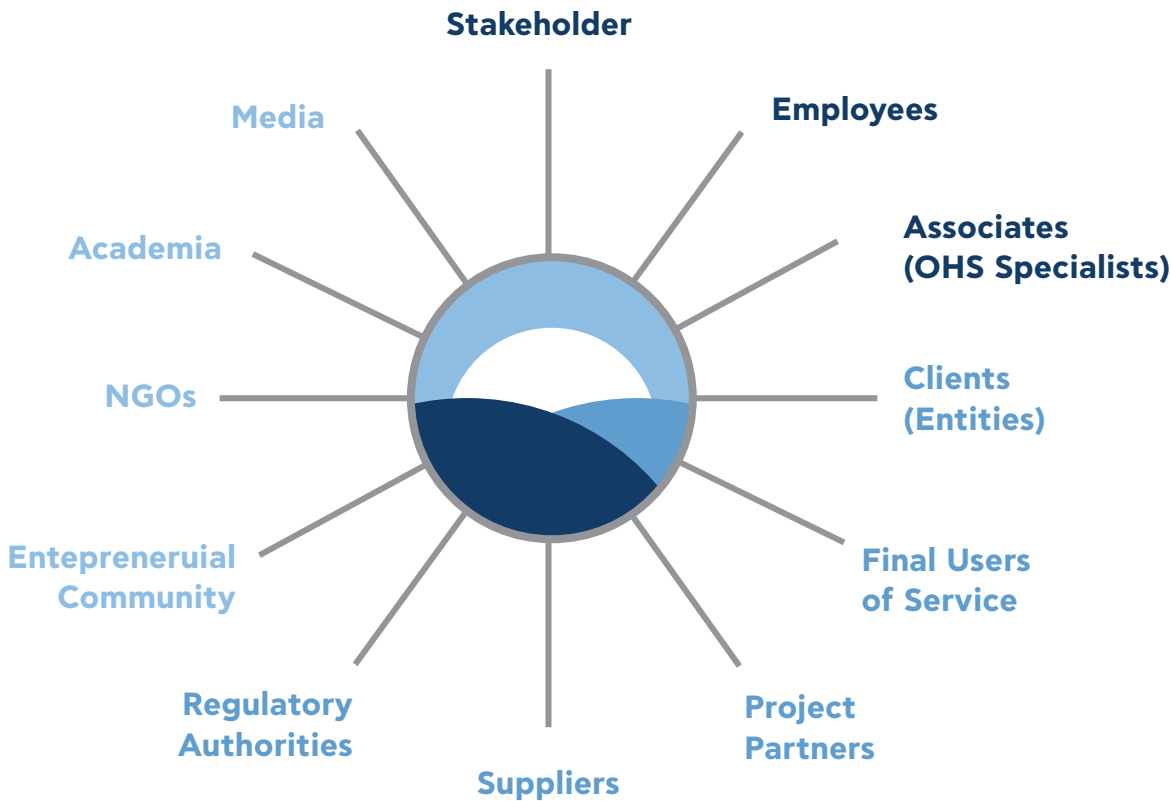
Our corporate culture puts people in the heart of our business strategy. The company with its activities tries to meet the stakeholders' expectations, regarding top priority issues such as the economy, society, and environment. Communication is a valuable

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 implement our sustainable development strategy.

## Stakeholder Groups

The following table presents the communication methods, the key topics of interest, the expectations, and the way GEP Group responds to issues raised by its various types of stakeholders.





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

Employees		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> <li>• Meetings with the management team</li> <li>• Internal electronic communication (Intranet) and announcements</li> <li>• Health and Safety Review</li> <li>• Magazine</li> <li>• Face to face communication</li> <li>• Trainings</li> <li>• Corporate events</li> <li>• Annual employees' performance assessment</li> <li>• Annual Report</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate issues</li> <li>• Corporate financial performance</li> <li>• Training and professional development</li> <li>• Dialogue and engagement</li> <li>• Health and safety issues</li> <li>• Respect to labor regulation</li> <li>• Equal opportunities</li> <li>• Decent income</li> <li>• Perks and Benefits</li> <li>• Work-Life balance</li> <li>• Corporate Responsibility and Sustainable Development</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance to the code of conduct and corporate governance policies</li> <li>• Compliance to labor regulation</li> <li>• Strict health and safety measures</li> <li>• Extensive training program</li> <li>• Competitive remunerations</li> <li>• GEP privilege card</li> <li>• 24/7 telephone line for psychosocial support</li> <li>• Corporate events and CSR initiatives</li> </ul>
Frequency of Communication		
Daily		

Associates (OHS specialists)		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> <li>• Website</li> <li>• Communication by phone and email</li> <li>• Health and Safety Review Magazine</li> <li>• Associates' visits</li> <li>• Trainings</li> <li>• Market events</li> <li>• Annual Report</li> </ul>	<ul style="list-style-type: none"> <li>• Effective collaboration</li> <li>• Corporate financial performance</li> <li>• Transparency</li> <li>• Respect to labor regulation</li> <li>• Corporate issues</li> <li>• Training and professional development</li> <li>• Dialogue &amp; Engagement</li> <li>• Health and safety issues</li> <li>• Equal opportunities</li> <li>• Decent income</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance to the code of conduct and professional performance</li> <li>• Transparent and ethical way of transactions</li> <li>• Compliance to labor regulation</li> <li>• Long-term and stable collaboration approach</li> </ul>
Frequency of Communication		
Daily		

Clients (entities)		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> <li>• Website, newsletters, and social media</li> <li>• Communication by phone and emails</li> <li>• Health and Safety Review</li> <li>• Magazine</li> <li>• Visits to clients</li> <li>• Clients' visits</li> <li>• Conventional and digital marketing/social media</li> <li>• Market events</li> <li>• Annual Report</li> </ul>	<ul style="list-style-type: none"> <li>• Quality services</li> <li>• Reasonable fees</li> <li>• Information updates on regulation and OHS trends</li> <li>• Transparency</li> <li>• Effective collaboration</li> <li>• Training on OHS issues</li> <li>• Corporate Responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Experienced and trained workforce</li> <li>• KPIs reporting to clients ISO 9001, 14001, 27001, 45001 and OHSAS 18001 certifications</li> <li>• Adoption of new trends in OHS services</li> <li>• Compliance to business regulatory framework</li> <li>• Client service telephone line</li> <li>• GEP Academy</li> <li>• CSR initiatives</li> </ul>
Frequency of Communication		
Daily		



Final Users of Services		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> <li>• Visits to clients'</li> <li>• Website</li> <li>• Health and Safety Review Magazine</li> <li>• Social media</li> <li>• Health and Safety Review Magazine</li> <li>• Newsletter</li> <li>• Market events</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Services</li> <li>• Information on OHS issues</li> <li>• Free services</li> </ul>	<ul style="list-style-type: none"> <li>• OHS inspections and updates</li> <li>• GEP Academy</li> <li>• Active social media</li> <li>• Free informational material about First Aid</li> <li>• ISO 9001, 14001, 27001, 45001 and OHSAS 18001 implementation</li> <li>• GEP privilege card</li> </ul>
Frequency of Communication		
Monthly		

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

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

Regulatory Authorities		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> <li>• Website</li> <li>• Communication by phone and email</li> <li>• Annual Report</li> <li>• Financial statements</li> <li>• Meetings with the management team</li> <li>• Participation to fora and events</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with the regulatory framework</li> <li>• Financial Performance OHS Issues</li> <li>• Transparency</li> <li>• Corporate Responsibility and Sustainable Development</li> </ul>	<ul style="list-style-type: none"> <li>• Full compliance with the regulatory framework</li> <li>• ISO 9001, 14001, 270001, 45001 and OHSAS 18001 certifications</li> <li>• Extensive information about GEP Group in Annual Report</li> <li>• Active presence to fora and events</li> <li>• CSR initiatives and environmental management</li> </ul>
Frequency of Communication		
Annually		

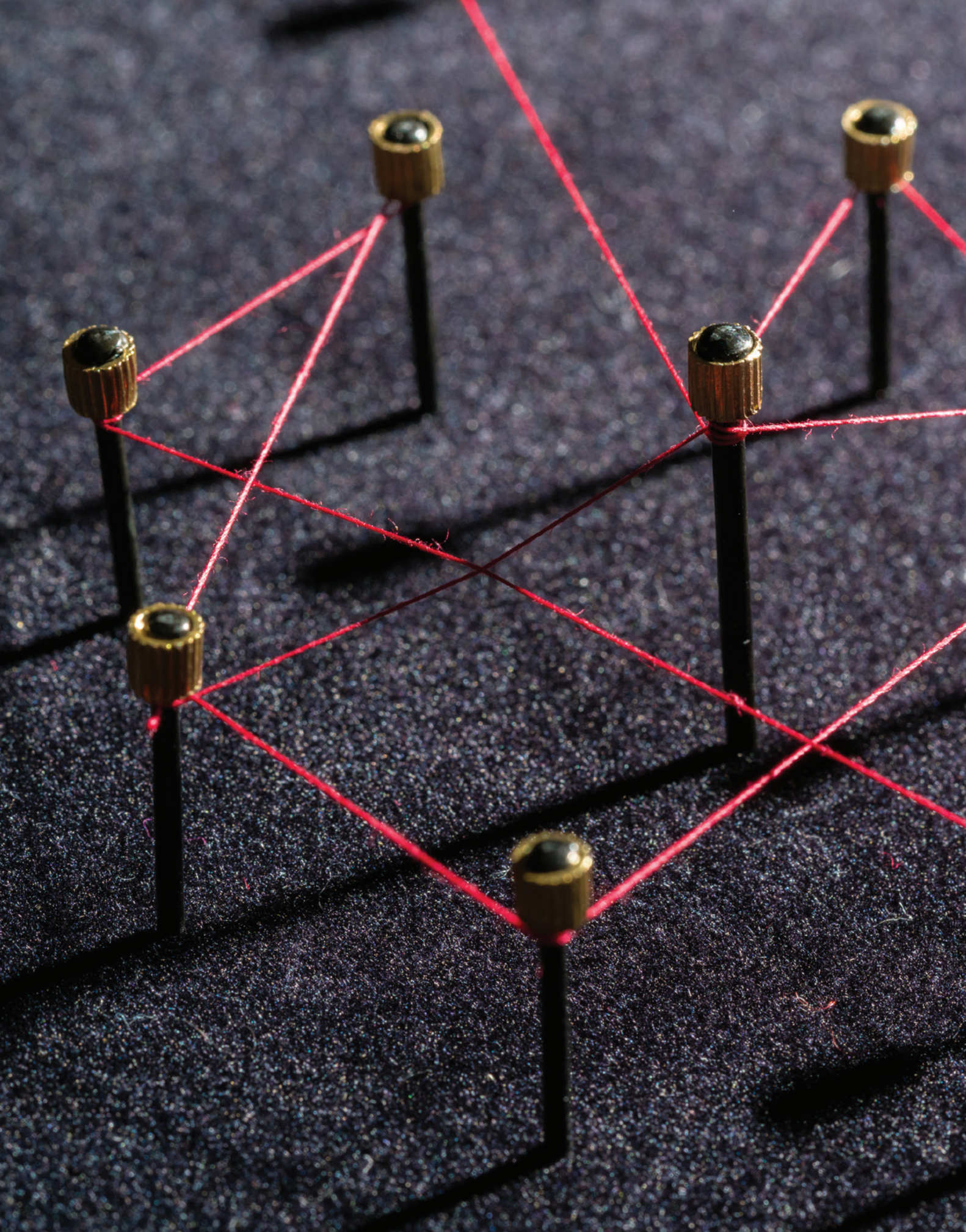
Entrepreneurial Community		
Communication methods	Topics of interest and expectations	Response
<ul style="list-style-type: none"> <li>Website</li> <li>Social Media</li> <li>Newsletter</li> <li>Health and Safety Review Magazine</li> <li>Annual Report</li> <li>Financial Statements</li> <li>Market events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

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

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

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





# Material Issues

GRI 102-42, GRI 102-43, GRI 102-44, GRI 102-46, GRI 102-47

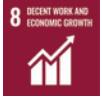
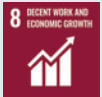
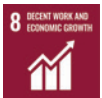





In the Annual Report 2019-2020, for the first time we conducted a materiality analysis based on the Standards of the Global Reporting Initiative (GRI). Upon the identification of stakeholder groups and their topics of interest, we listed the issues which were assessed internally and externally of the company. Material issues are those that reflect our significant economic, environmental, and social impacts, and substantively influence the assessments and decisions of our stakeholder groups. Through this procedure, we aim to improve essentially and strategically our performance to focused issues that really matter for our growth, along with the satisfaction and prosperity of our stakeholders.









## Classification of Material Issues



Pillar	No.	Material Issues
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 Programmes regarding Health and Safety
Workplace and People	10	Health and Safety in the Workplace
	11	Employees Training and Development
Society	12	Social Awareness and Free Products



No.	Material Issues	Internally	Externally	SDGs	GRI Indicators
1	Economic Performance	Shareholders Employees	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Clients (entities)</li> <li>• Final Users of Services</li> <li>• Projects Partners</li> <li>• Suppliers</li> <li>• Regulatory</li> <li>• Authorities</li> <li>• Entrepreneurial Community</li> <li>• NGOs</li> <li>• Academia</li> <li>• Media</li> </ul>		GRI 201-1
2	Market Presence and Business Development	Employees	Associates (OHS specialists)		GRI 201-1
3	Investments in R&D and Innovation of Services	Shareholders Employees	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Projects Partners</li> <li>• Suppliers</li> </ul>		GRI 203-1
4	Customer Satisfaction and Relationship Management	-	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Clients (entities)</li> <li>• Final Users of Services</li> <li>• Projects Partners</li> <li>• Suppliers</li> <li>• Regulatory Authorities</li> <li>• Entrepreneurial Community</li> <li>• NGOs</li> <li>• Academia</li> <li>• Media</li> </ul>	 	Internal Ind.
5	Business Continuity and Recovery from Disaster	Employees	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Clients (entities)</li> <li>• Projects Partners</li> <li>• Suppliers</li> <li>• Entrepreneurial Community</li> <li>• NGOs</li> <li>• Academia</li> <li>• Media</li> </ul>		GRI 102-1
6	Customers' Employees Health and Safety	-	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Clients (entities)</li> <li>• Final Users of Services</li> <li>• Projects Partners</li> <li>• Suppliers</li> <li>• Regulatory</li> <li>• Authorities</li> <li>• Entrepreneurial Community</li> <li>• NGOs</li> <li>• Academia</li> <li>• Media</li> </ul>	  	GRI 416-2

No.	Material Issues	Internally	Externally	SDGs	GRI Indicators
7	Regulatory Compliance	Shareholders Employees	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Projects Partners</li> <li>• Suppliers</li> <li>• Regulatory</li> <li>• Authorities</li> </ul>		GRI 418-1 GRI 419-1
8	Digitalization	Employees	Associates (OHS specialists)		Internal Ind.
9	Training Programmes regarding Health and Safety	Employees	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Clients (entities)</li> <li>• Final Users of Services</li> <li>• Projects Partners</li> <li>• Suppliers</li> <li>• Regulatory</li> <li>• Authorities</li> <li>• Entrepreneurial Community</li> <li>• NGOs</li> <li>• Academia</li> <li>• Media</li> </ul>		Internal Ind.
10	Health and Safety in the Workplace	Employees	-		GRI 403-5 GRI 403-7 GRI 403-9
11	Employees Training and Development	Employees	<ul style="list-style-type: none"> <li>• Associates (OHS specialists)</li> <li>• Clients (entities)</li> <li>• Final Users of Services</li> <li>• Projects Partners</li> <li>• Suppliers</li> <li>• NGOs</li> <li>• Academia</li> <li>• Media</li> </ul>		GRI 404-1 GRI 404-2
12	Social Awareness and Free Products	Employees	Associates (OHS specialists)	  	Internal Ind



Targets

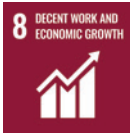
Marketplace		
Target	Action Steps	KPI
Increase of annual turnover by 10%	<ul style="list-style-type: none"><li>• Update of business plan</li><li>• Identify new business opportunities</li><li>• Deploy the competitive advantages</li></ul>	<ul style="list-style-type: none"><li>• Turnover</li><li>• Number of customers</li></ul>
Increase of trainings turnover by 10% (OHS and General Content)	<ul style="list-style-type: none"><li>• Update the offered training topics</li><li>• Identify training opportunities</li></ul>	<ul style="list-style-type: none"><li>• Number of new training contracts</li><li>• Total turnover of new products and services</li></ul>
Increase of 10% from OHS services out of Attica.	<ul style="list-style-type: none"><li>• Enhance the network of Associates all over Greece.</li><li>• Improve coverage of the rest part of Greece</li><li>• Schedule dedicated services for small enterprises with competitive prices.</li></ul>	<ul style="list-style-type: none"><li>• Total amount of investment in infrastructure upgrade.</li><li>• Number of new employees per region.</li></ul>



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"> <li>Percent of employee participation</li> <li>Percent of satisfied employees</li> </ul>
Increase average training hours per employees per 10%	Identify the training needs, design the required material or hire experienced trainers per training field.	<ul style="list-style-type: none"> <li>Number of participations.</li> <li>Training hours.</li> </ul>
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"> <li>Number of participations.</li> <li>Volunteering hours.</li> <li>Evaluation of volunteering program.</li> </ul>
Well-being activities in monthly basis.	12 voluntary initiatives on well-being, for the employees in cooperation with coaches (Pilates, yoga, stress management, healthy nutrition).	<ul style="list-style-type: none"> <li>Number of employees that participated</li> <li>Human-hours offered to the initiatives</li> </ul>

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

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



Material Issue: Economic Performance/  
Market Presence and Business Development  
GRI 102-7, GRI 201-1

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 2019-2020 we offered a distributed value of almost 10,7 million EUR, enhancing the Greek economy.

Economic Value Generated and Distributed (EUR)		
	2020	2019
Revenues	7,628,580.30 €	6,896,458.18 €
Economic Value Distributed	5,554,583.36 €	5,129,937.20 €
Economic Value Retained	521,629.61 €	225,552.29 €

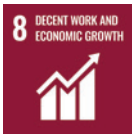
Key Financial and Business Figures



Sales for 2020 amounted to **EUR 7.628.580,30 €** presenting an increase by 10.62% compared to 2019. Gross Profit has been formed to **EUR 2.073.996,94 €**, increased by 17.41%. EBITDA amounted to **EUR 588.405,31**, presenting a significant increase of 27,19% Moreover, the Total Assets increased by 18.46% amounting to EUR 4.445.226,67 and the Total Liabilities also increased by 22.41% reaching **EUR 1.514.136,87**.

Key Financial and Business Figures (2017-2020)			
Key figures (amounts in EUR)	2020	2019	2018
Sales	7,628,580.30	6,896,458.18	7,054,363.77
Gross Profit	2,073,996.94	1,766,520.98	1,999,716.64
Gross Profit margin	27.19%	25.61%	28.35%
EBITDA	588,405.31	246,247.82	786,889.08
EBITDA margin	7.71%	3.57%	11.15%
Profit Before Tax	521,629.61	225,552.29	637,689.77
Total Assets	4,445,226.67	3,944,986.41	3,821,530.27
Total Equity	2,931,089.80	2,719,567.20	2,688,604.37
Total Liabilities	1,514,136.87	1,225,419.21	1,132,925.90

## Relocation to new premises



Material Issue: Investments in R&D and Innovation of Services GRI 203-1

During 2019-2020, GEP Group moved to its new headquarters, a contemporary building that allows us to continue our efforts for even better performance in business. Our new facilities are bigger than the previous offices giving us the necessary workspace to operate without issues and factors that impact negatively to employee's wellbeing. Furthermore, the new premises include a water management mechanism, extensive use of

natural light and "smart" lighting that prevents unnecessary open lights left in empty spaces. The new building enables trainings with the appropriate conditions since the classrooms are fitted with the necessary technological equipment. The relocation was an investment of **EUR 300,000** including new equipment and renovation works constituting a major internal project that has brought the company to a new era.

## Certificates and Management Systems



GEP Group is certified according to the international standards **ISO 9001** (Quality Management), **ISO 14001** (Environmental Management) and **ISO 45001** (Occupational Health and Safety), aiming to be in accordance with the state-of-the-art principles and to operate with the highest level of standards.

## Digitalization



Material Issue: 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 enable us to better monitor works and easily communicate with our stakeholders, to enhance our productivity and to reduce production costs. Below digital initiatives took place during 2019 contributing to business growth:

- A CRM system as a collaborative and project management platform, to enable the efficient and real-time follow up of its services and the daily projects.
- A cloud-based ICT tool manages the documents workflow and provide a full record of clients' communication and a direct integration of the company services to the most noticeable of the social networks.
- Special tool (Win Automation) for automation of data entry.
- BI tool (Business Intelligence) to create reports that give a better and more comprehensive picture of the data.
- SIP call center with Softphone function so that the user has his landline connection everywhere, without losing his contact at any time, wherever he is located.
- Printing systems using a digital identification card to reduce printing load thus contributing to the environmental responsibility of the company.
- A platform to which our customers can upload documents securely and directly, with access only to authorized personnel.
- VPN network for a more secure connection of the user to the corporate network. In combination with the new call center, it enables seamless remote work.







Material Issue: Business Continuity and Recovery from Disaster GRI 102-11

Risk management is a key policy in the context of GEP Group strategic planning. Potential risks and their likelihood are regularly assessed according to company’s policy for minimizing negative impacts through suitable adjustments. 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 under the continuous recession in the Greek economy for more of a decade now. 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 clients being unable to pay is high, yet GEP Group mitigates this risk with its large clientele across all sectors. No significant bad debt losses exist, as the exposure is minimal, and the company constantly monitors the overdue receivables.
Interest rate risk	The interest-bearing liabilities of GEP Group amount to a very narrow figure due to its self-financing policy 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 connection to services offered, concerning issues relating to public liability according to the specific business statutory regulations and responsibilities. GEP Group services are covered by professional indemnity (liability) insurance and the company works closely with external advocates on contextual issues, following strict internal policies for any ambiguities which might exist on the extent of the service provider’s responsibilities. GEP Group monitors strictly all its assignments through quality assurance systems and carefully planned worksheets.
Property damage/disruption of clients	Property damages 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	The dependence risk on individual major accounts or sector is lower in GEP Group, because of its large number of clients. Furthermore, diversification of services lowers the overall risk related.
Subcontractors	GEP Group rests on its subcontractors (associates, occupational doctors, safety officers and coordinators) to work on its behalf. A potential risk of a subcontractor / associate being unable to deliver the due services, could become a company issue. GEP group minimizes the risk by its continuous central monitoring of the services provided, the profound training and the detailed guidelines and worksheets followed by all.
Environmental liability	The risk of environmental problems caused is negligible, due to the nature of our services. GEP Group operations do not involve any significant threat on environment.
Corporate Responsibility	The risk to company’s value and goodwill 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 & 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.

The communication framework of GEP Group is based on its global anthropocentric philosophy that corporate affairs must not only be profit-driven, but also to reinforce social and ethical values for the benefit of the society.

By adding significant value to its clients, GEP Group wishes to create long term customer satisfaction. In this respect, GEP Group specialists provide free valuable educational courses and sessions, such as First Aid seminars for adults and children and Physical and Psychosocial Aid courses, and apply ergonomic rules targeted to the special needs of all stakeholders.

They also supply working manuals and specialized support, to overcome pandemic such as free webinars, health instructions, protocols, legal interpretation, and best practices suggestion, which create a wider impact to the society and the environment.

Satisfaction Survey



Material Issue: Customer Satisfaction and Relationship Management

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

While we are constantly aiming to gain regular feedback through our daily contact and interaction with our customers, in 2020 we established a methodology to thoroughly research on our customers' satisfaction by running several as 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

We have developed a corporate affairs system based on the below principles:

- Consumer-oriented
- Innovative
- Value-adding
- Sense-of-mission
- Societal

Grievance Mechanism

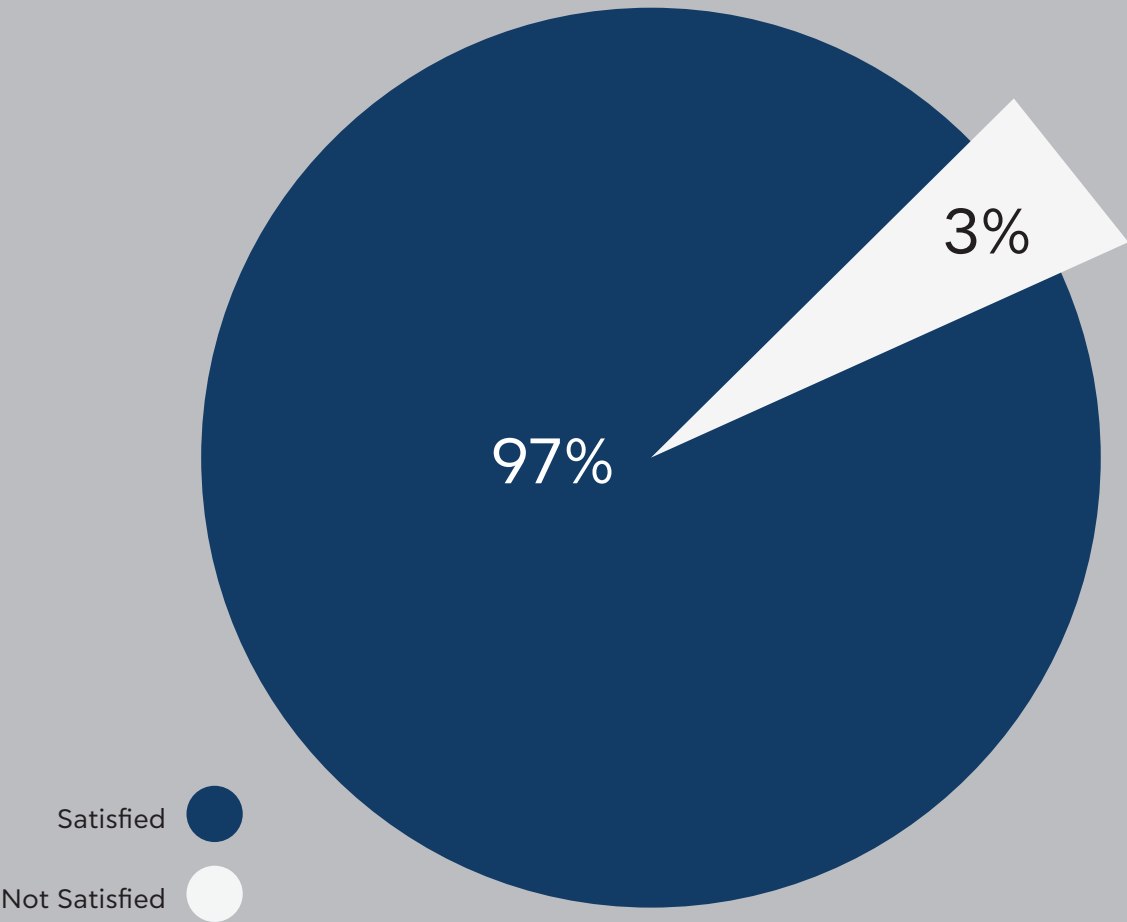
An essential part of our affairs is the immediate and effective administration of grievances. We have developed a Grievance Mechanism to ensure the identification and receipt of complaints and notices from our stakeholders. The mechanism is organized in three steps to ensure that complaints are handled responsively, assessed for their validity, addressed to the right recipients and solved in a proper way and time. Every step includes the specific actions and the timeframe in which each action should be completed, whilst feedback from the source of the complaint shall be sought.

- 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

During 2020, we conducted two customer experience campaigns under the #Shapingyourbeterselves message to identify the level of their satisfaction during the previous year and the Awareness Material through our newsletter, regarding the emerging needs due to the pandemic COVID-19. We run also call sessions with **492** clients who represent EUR 5.4 M of our turnover addressing them **20** questions.

The results merited our efforts during 2019 and 2020 when we were urged to provide our services under unprecedented and highly pressing conditions. Highlights 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 via our #wecare anti-COVID campaign.

Percentage of Satisfied Customers



Finally, the survey pointed out fields for improvement. This feedback is vital for our future planed 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



Transparency towards society requires businesses to remain open and informative about their key points of information and operation, including goals, history, performance, and finance. Internal transparency for maintaining open lines of communication with employees and honesty about company operations and status is linked with higher employee morale, productivity, and job satisfaction.

Transparency builds trust and makes clients feel that they are cooperating with a company with higher ethical standards, helping them to make better decisions, likely to choose it over a competitor working with undisclosed methodologies and results.

GEP Group by the nature of its business and mandate by its licensing, but mostly out of its own dedication and perseverance, works and delivers to its clients in full clarity and reliability.

## Anti-Corruption Policy

GEP Group considers as a minimum obligation the compliance with all requirements of the law and the international entities relating to anti-corruption and the illegal payments of any kind.

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

The Anti-Corruption policy aims to prevent the active and passive bribery. The first refers to the promise or offer of gifts, money or services or any inappropriate benefit intended to induce an employee or any other person to act for the benefit of GEP Group. The second occurs when an employee or other person affiliated with the Group receives money, gifts, services, or generally inappropriate benefits to act for the benefit of GEP Group. Our policy against corruption requires that GEP Group and any related physical or legal person shall:

1. Not allow, offer, give, request, accept or agree to offer any unlawful provision or to make any corruption, either directly or indirectly, through a third party.
2. Not make facilitating payments unless there is an immediate and sensible reason.
3. Take measures and implement appropriate procedures to minimize the risk of any type of bribery.
4. Maintain financial records and implement appropriate internal audits.
5. Not offer or accept gifts that are judged objectively excessive or luxurious or in any way inappropriate.
6. Not seek or receive gifts or entertainment offers from a third party who has or may have acquired business relationships.

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



**Material Issue: Regulatory Compliance**  
GRI 418-1, GRI 419-1

We continuously improve our practices to satisfy the needs, acting in compliance with the relevant regulations. We have organized our corporate affairs according to GDPR. Law 3850/2010 on occupational doctors and safety requires that the vast majority of client data are kept and processed at the client's premises. The only data being kept by GEP are contact details of the appointed contact person, financial data regarding the contracts and investigation data concerning any potential work accident.

Our data protection policy includes a secure platform for the announcement of work-related accidents, strict code policy for user's authentication, clean desk policy, and non-disclosure/DPA agreements signed by employees and subcontractors. A DPIA concerning the processing of health data has been performed.

In 2019 & 2020 our employees updated their knowledge on GDPR through workshops conducted by the executive team, including the in-house Data Protection officer.

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.



## Market Sponsorships, Participations & Awards



GEP Group aims to be an active participant in events related to Health and Safety and the Greek economy, Entrepreneurship and Corporate Responsibility. In this framework GEP Group supported several events in 2019 and 2020 via sponsorships and participation.

In 2019, GEP Group sponsored the **Safety & Security Conference** participating also as speaker of the event with its co-founder and General manager of PCS2 Mr. Dimitris Paschos.

In 2019 GEP Group supported the **4<sup>th</sup> Facility Management Conference**. As a key player in this sector, GEP Group supported through the conference, the values of health and safe working environment.

GEP Group received a distinction in **Bravo! Sustainability Awards**, for the initiative of GEP Privilege Card "Health, nutrition and insurance benefits card for employees of all companies with zero subscription" was awarded among 40 practices receiving a score of 2.9 out of 4. In total, the GEP Privilege Card was voted by **3,173** active citizens, while it was read by **9,046** users.

GEP Group supported the **Delphi Economic Forum 2019** as a Health and Safety Sponsor, participating in one of the most significant economic and business events in the country.

In 2020, GEP participated for the 2nd consecutive year in the **Delphi Economic Forum**, as an official Health & Safety Advisor. Due to the pandemic the Forum took place in a hybrid virtual and live way in Zappeio Athens between June 9th -12th. GEP's specialized Consultants surveilled the protocol monitoring and ensured the Health & Safety of the speakers and the operating crew. GEP in collaboration with affiliate Hellas EAP participated in the largest scientific event of the industry, the 2nd Panhellenic Conference on Health and Safety at Work organized by EL.IN.Y.A.E. titled "Looking to the future".



07

GEP actively supports every significant effort that contributes to the development of the industry, the dissemination of knowledge and the Occupational Health and Safety Awareness of the public.

GEP Group aims in the raising of awareness among employers and the community on issues regarding workplace protection and risk prevention. Within this purpose GEP Group supports the Health & Safety Awards where companies are awarded for the use of best practices, actions, and policies in managing health, safety and well-being of their employees. In 2019, for the fourth consecutive year, GEP Group sponsored the most important industry-related awards.

In 2020, GEP progressed from sponsor to a high performing leader of the market, winning 6 awards: 3 Gold, 2 Silver, and 1 Bronze. Among others, GEP was awarded for the creation and implementation of a Health, Safety and Environmental Management campaign through a special manual in collaboration with TERN SA. It is also worth mentioning that we won the Gold Award for the creation of the 1st Health, Safety, Wellbeing and Sustainability HUB in Southeast Europe, which marks the new era of the Group and is the culmination of the company's continuous development in its 20 years of operation.

GEP participated in this year's Facilities Management Awards 2020 and was awarded with one Gold & one Silver award. More specifically, GEP won the Gold award in the category of education for the new training program "Facility Management" implemented in collaboration with the Hellenic Facility Management Association and the Silver award for the electronic Health & Safety management in the FM industry.

GEP constantly guided by its vision, "Health & Safety culture, to become a pillar of prosperity and sustainable development, for every organization, for every employee, for every person" actively contributes to the business continuity of Greek companies, by taking the role of the Health & Safety Partner/Advisor in events that were held live during the 1st year of the pandemic.

The "Diamonds of the Greek Economy 2020", the "Delphi Economic Forum 2020", the "Sustainability Forum 2020" of Global Sustain, the 24th Roundtable with the Government of Greece and the 4th Sustainability Summit of the Economist, as well as the events of the **CEO Clubs** and **Your Directors Club**, are few of the events that GEP's Health Advisors provided their support by undertaking the plans and evaluations of the preventive measures that were implemented and took also care, of the Health & Safety of the participants and the employees of the events.





# Workplace & People

## 07

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 is an asset employer, promoting an efficient work environment that values teamwork, communication, innovation, and a growth mindset for its people.

# Human Resources

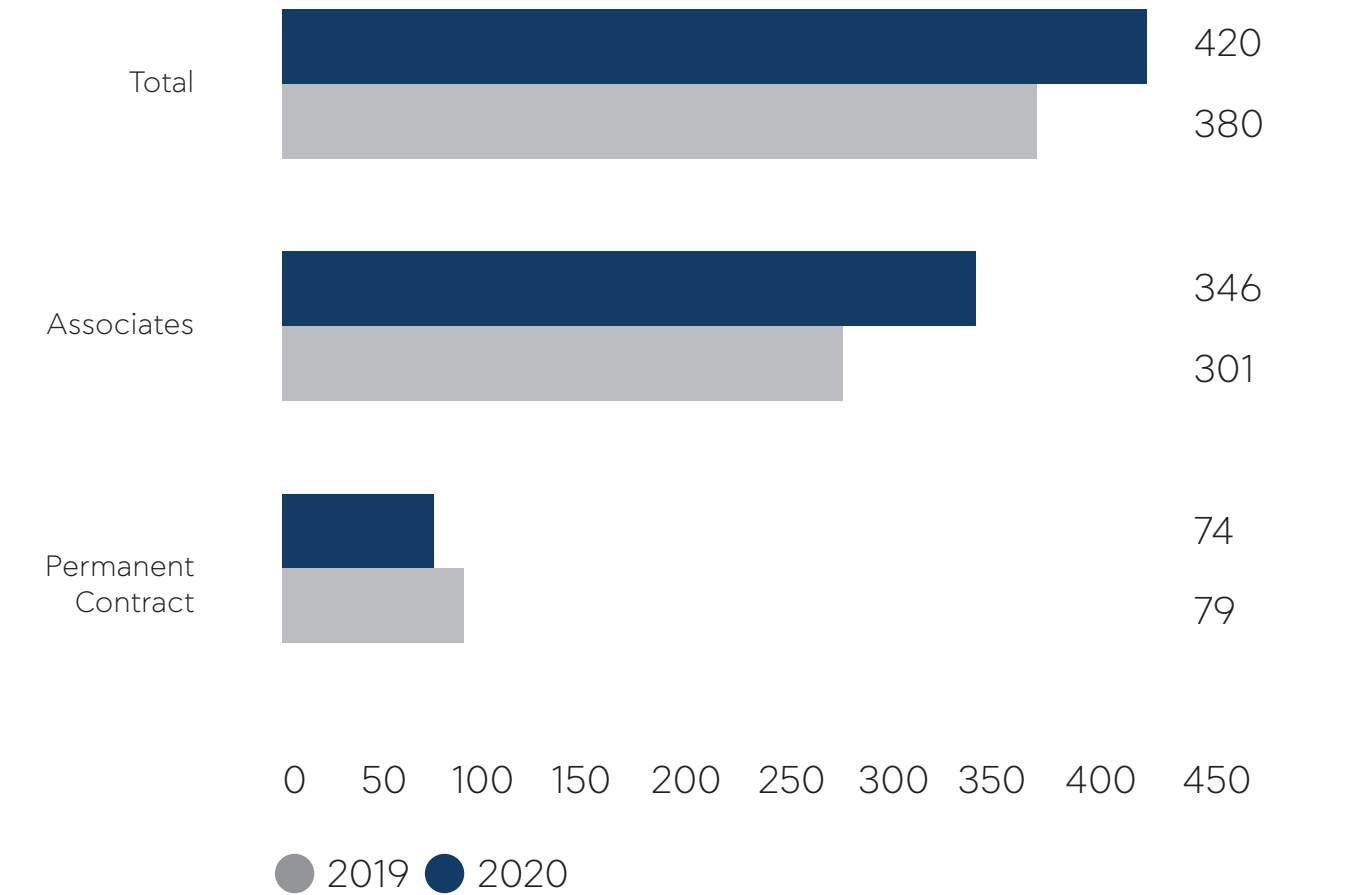
## 01

GRI 102-8, GRI 102-41

At the end of 2020, GEP S.A. employed 420 persons, of which 303 (72%) were men and 117 (28%) women. The recruitment was done either directly, under permanent contract (74 persons, 18%), or indirectly, under temporary contract (346 persons, 82%), as associates.

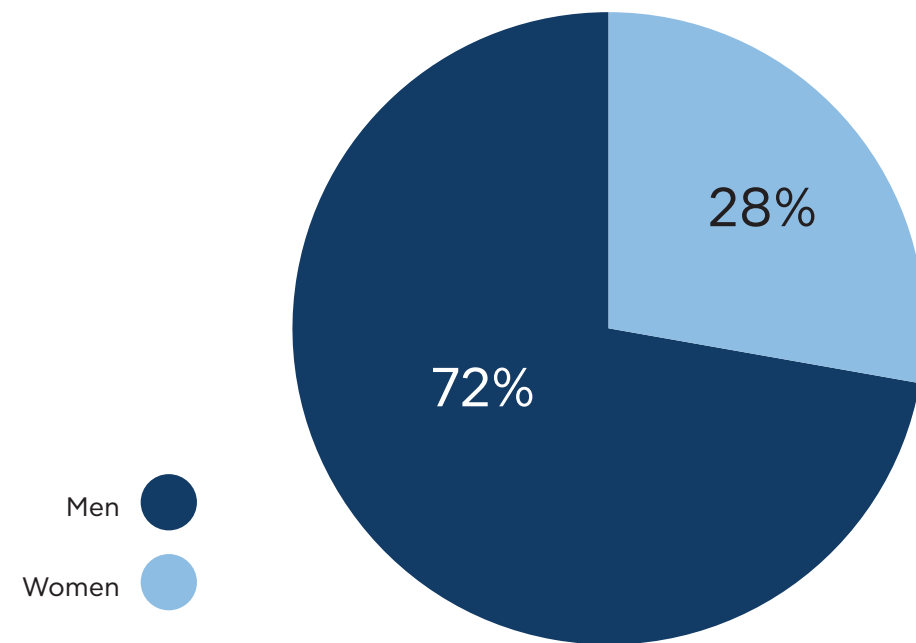
Associates are the company's third parties, mostly safety engineers and occupational doctors, to whom related tasks are assigned, depending on the client's needs. Comparing to 2019 we have increased our workforce by 42 persons (42 associates).

Workforce by Employment Type (2019-2020)		
Employment Type	Employees 2019	Employees 2020
Permanent Contract	79	74
Associates	301	346
Total	380	420



## Workforce by Employment Type and Gender 2019-2020

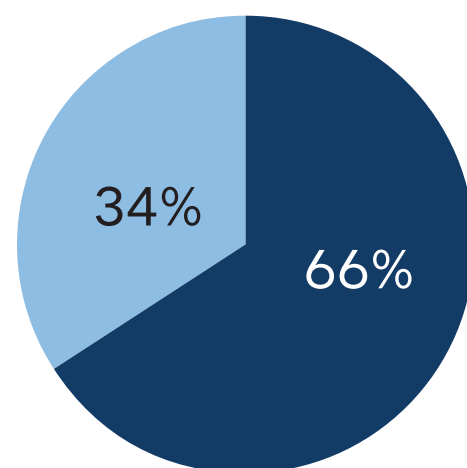
Employment Type	2019			2020		
	Men	Women	Total	Men	Women	Total
Permanent Contract	30	49	79	25	49	74
Associates	245	56	301	278	68	346
<b>Total</b>	<b>275</b>	<b>105</b>	<b>380</b>	<b>303</b>	<b>117</b>	<b>420</b>



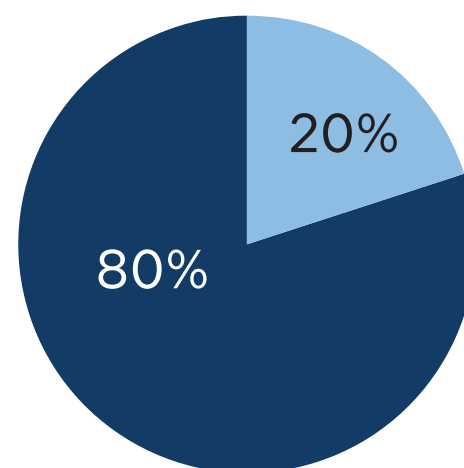
The permanent personnel include **49 women** (66%), and **25 men** (34%). Regarding our associates most of them are men, primarily due the type of work, reaching **278** (80%), while women are **68** (20%).

### Gender Segmentation per Type of Employment

Permanent Employees



Associates

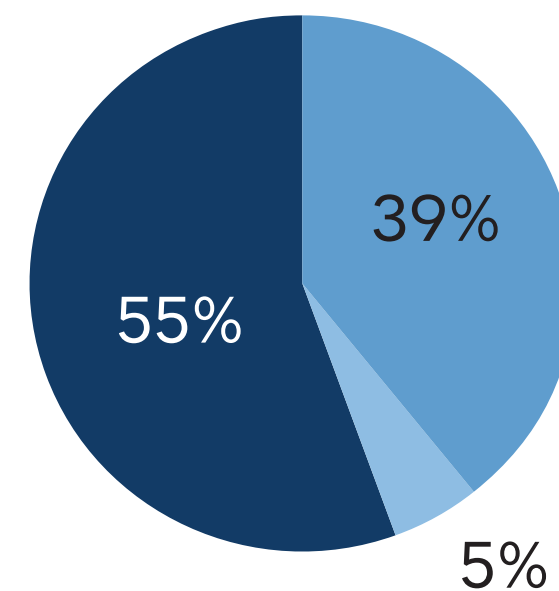


Regarding age most of the staff is between **30** and **50** years old adding to **239** (57%). The workforce of a younger age (less than 30), accounts for **38** (9%) persons, whilst above **50** years old are **143** (34%) employees.

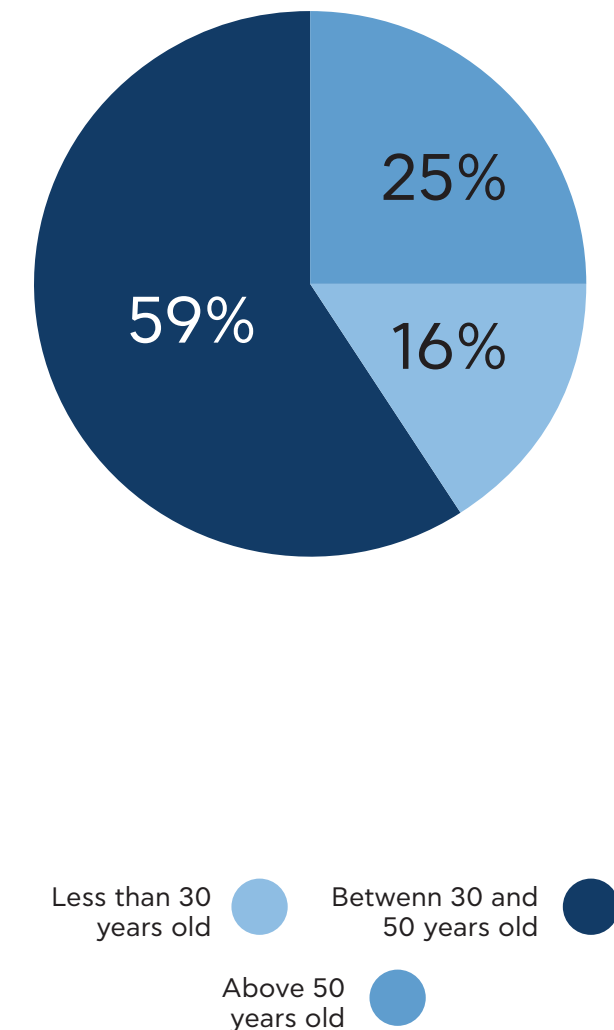
## Workforce by Age and Gender 2019-2020

Type	2019			2020		
	Men	Women	Total	Men	Women	Total
Less than 30 years old	15	17	32	17	21	38
Between 30 and 50 years old	152	62	214	169	70	239
Above 50 years old	108	26	134	117	26	143
<b>Total</b>	<b>275</b>	<b>105</b>	<b>380</b>	<b>303</b>	<b>117</b>	<b>420</b>

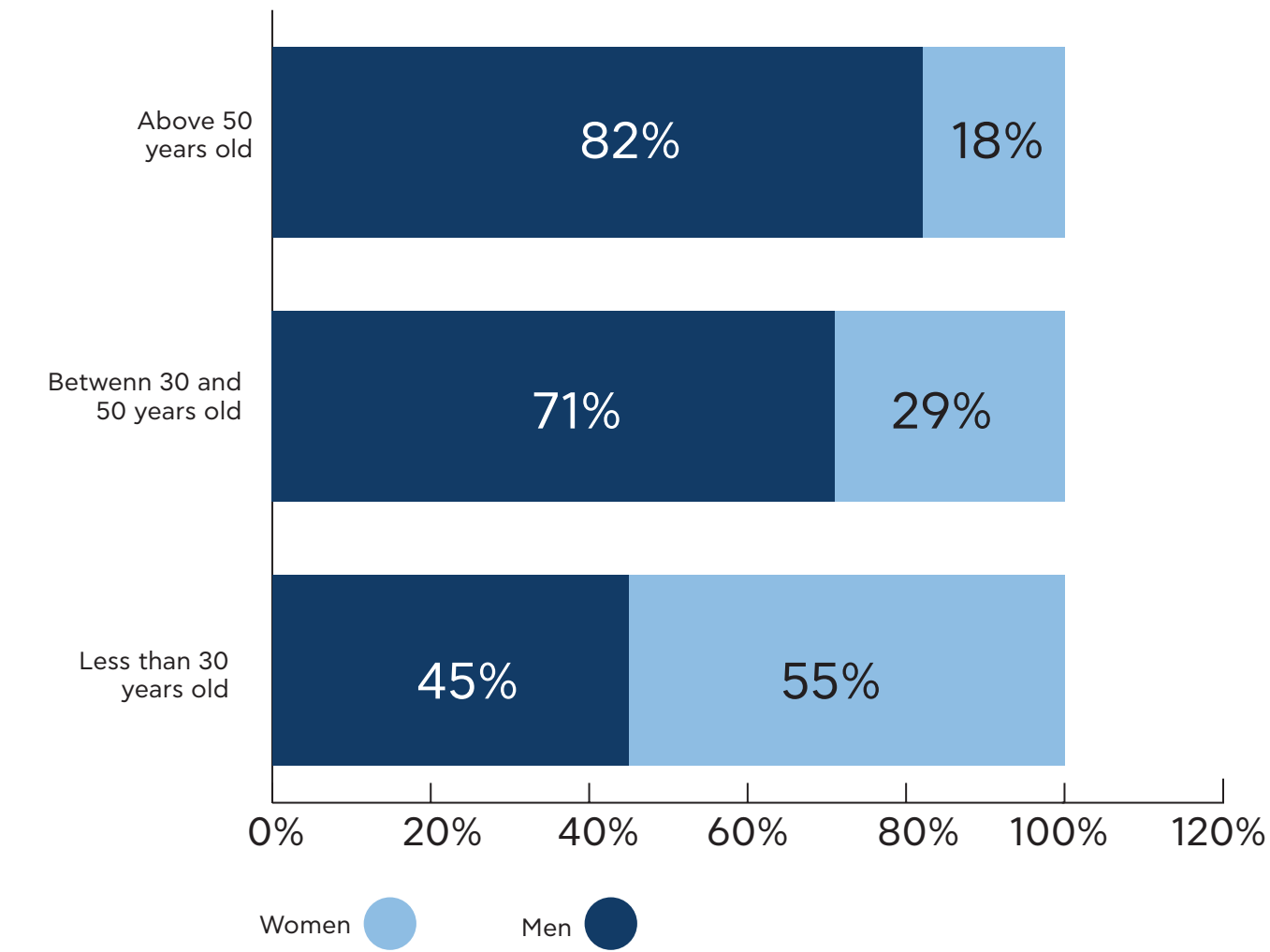
Age Segmentation of Male Employees



Age Segmentation of Female Employees

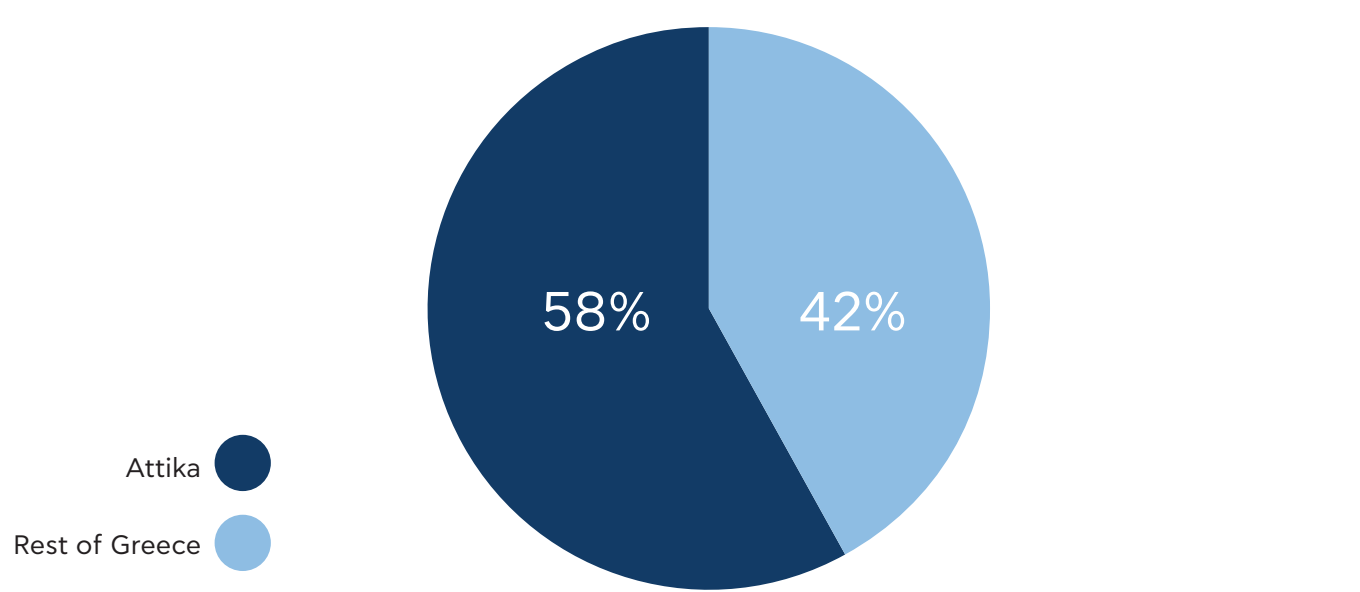


With regards to gender/age stratification in the company, the workforce above 50 years old is comprised of over **82%** being men, whilst the remaining **18%** are women. For the 30 to 50 years old age group, **71%** are men and **29%** are women. The majority of the workforce under 30 years old are women (55%), indicating that GEP S.A. as a socially responsible employer is bridging the gap, by employing young, highly qualified, women.



The majority of the workforce is located in Attika (**243** employees, 58%), while the remaining (**177** employees, 42%), covers the rest of Greece.

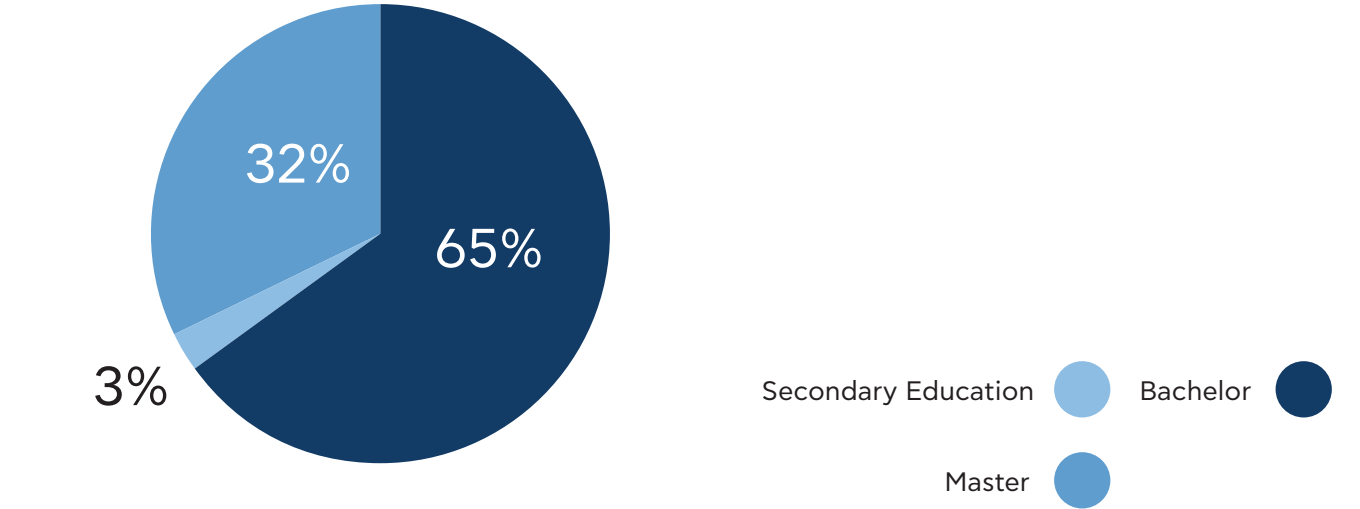
Workforce by Gender and Location of Service 2019-2020						
Type	2019			2020		
	Men	Women	Total	Men	Women	Total
Athens Metropolitan Area	147	69	216	165	78	243
Rest of Greece	128	36	164	138	39	177
<b>Total</b>	<b>275</b>	<b>105</b>	<b>380</b>	<b>303</b>	<b>117</b>	<b>420</b>



The distribution of the men is almost balanced, **165** (54%) of them are in Attika and **138** (46%) in the rest of Greece. Regarding women, **78** (67%) are in Athens and **39** (33%) in the rest of the country.

Regarding the educational level, the majority (**97%**) has a university degree (Bachelor/Master), since high skills and profound knowledge of the sector are required, while the rest (**3%**) possess secondary education.

Workforce by Gender and Educational Level 2019-2020						
Type	2019			2020		
	Men	Women	Total	Men	Women	Total
Master Degree	99	25	124	106	28	134
Bachelor Degree	174	72	246	195	81	276
Secondary Education	2	8	10	2	8	10
<b>Total</b>	<b>275</b>	<b>105</b>	<b>380</b>	<b>303</b>	<b>117</b>	<b>420</b>



During 2019-2020, 76 hires and 23 dismissals of personnel took place, the new employees were 48 men and 28 women. On the other 13 men and 10 women withdrew from work.

### Hires 2019-2020

Age	2019			2020		
	Men	Women	Total	Men	Women	Total
<30	5	4	9	4	7	11
30-50	6	3	9	19	9	28
>50	4	2	6	10	3	13
<b>Total</b>	<b>15</b>	<b>9</b>	<b>24</b>	<b>33</b>	<b>19</b>	<b>52</b>

### Dismissals 2019-2020

Age	2019			2020		
	Men	Women	Total	Men	Women	Total
<30	2	1	3	1	3	4
30-50	4	2	6	2	2	4
>50	2	0	2	2	2	4
<b>Total</b>	<b>8</b>	<b>3</b>	<b>11</b>	<b>5</b>	<b>7</b>	<b>12</b>

Finally, **378** of the employees (**90%**) have permanent employment contract and the rest **42** (**10%**) works under temporary employment contract. Moreover, **349** of the employees (**83%**) have full-time work shift and the rest **71** employees (**17%**) have part-time work shift.

## Employment Contract and Shift Type 2019



### Employment Contract 2019

	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Permanent Employees	12	136	98	14	57	26	26	193	124
Temporary Employees	3	16	10	3	5	0	6	21	10
<b>Total</b>	<b>15</b>	<b>152</b>	<b>108</b>	<b>17</b>	<b>62</b>	<b>26</b>	<b>32</b>	<b>214</b>	<b>134</b>

### Employment Contract 2020

	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Permanent Employees	12	154	102	17	68	25	29	222	127
Temporary Employees	5	15	15	4	2	1	9	17	16
<b>Total</b>	<b>17</b>	<b>169</b>	<b>117</b>	<b>21</b>	<b>70</b>	<b>26</b>	<b>38</b>	<b>239</b>	<b>143</b>

### Shift Type 2019

	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Full Time	12	130	89	13	52	16	25	182	105
Part Time	3	22	19	4	10	10	7	32	29
<b>Total</b>	<b>15</b>	<b>152</b>	<b>108</b>	<b>17</b>	<b>62</b>	<b>26</b>	<b>32</b>	<b>214</b>	<b>134</b>

### Shift Type 2020

	Men			Women			Total		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Full Time	15	147	94	16	61	16	31	208	110
Part Time	2	22	23	5	9	10	7	31	33
<b>Total</b>	<b>17</b>	<b>169</b>	<b>117</b>	<b>21</b>	<b>70</b>	<b>26</b>	<b>38</b>	<b>239</b>	<b>143</b>





# Health and Safety



Material Issue: Health and Safety in the Workplace  
GRI 403-5, GRI 403-7, GRI 403-9

Our health, safety, quality, and environmental services (including the assessments, studies and trainings) has been certified with **OSHAS 18001:2007/ ELOT 1801:2008** (Occupational Health and Safety Management System). Actively supported by the management board, GEP’s Health and Safety policy reflects the company’s commitment towards its permanent and associates’ workforce.

Therefore, we strive to expand and apply occupational health and safety standards, by delivering medical surveillance programs to our personnel. Providing high-quality occupational health and safety services to our people, we ensure the overall health and wellbeing of GEP’s team fosters their performance.

**First Aid Seminar** is the core health and safety training, provided by GEP Group. As a result, the majority of our team members including our Health, Safety and Sustainability experts’ network, is capable of providing first

aid and life-saving services, not merely in the workplace, but in their personal life too. GEP Group has also installed an **Automated External Defibrillator (AED)** at its headquarters. The company is constantly nurturing its Health and Safety Culture, being a role model and setting targets such as:

- Maintain “absolute safety” behaviors.
- 100% of work is carried-out under safe and health-promoting conditions.
- Advance work-life balance.

The year 2020 has been marked by the world pandemic of COVID-19, which has led us to intensify our health and safety efforts, in keeping the community, economy and business, safe. In this endeavor to respond to and manage the pandemic spread, GEP Group has extended its capacities, by applying and providing holistic 360o health and safety services, which has though lead to an increased exposure for its employees.

GEP Health & Safety data 2019 -2020		
CATEGORY	2020	2019
Number of deaths	0	0
Number of injuries	0	0
Total working hours	670.000	658.200
Injury Rate (accident frequency rate) (IR) <sup>1</sup>	0	0
Number of lost working days <sup>2</sup>	0	0
Number of days of absence (absentee rate) <sup>3</sup>	70	60

(\*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.





Material Issue: Employees Training and Development  
GRI 404-1, GRI 404-2

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

GEP Group invests in providing inclusive trainings, to keep its workforce aware and up to date regarding the Occupational Health and Safety Industry. In 2020, **410** GEP Group employees and associates, completed **33 OHS** trainings & courses, with an average duration of **6-10 hours**.

The participation in OHS training has expanded employees' expertise in this ever

- evolving and dynamic industry. In 2020, several employees of GEP have participated in below indicative trainings:
- Basic training of Safety Technicians and Occupational Doctors
  - Basic Emergency Health Care training
  - GDPR for Health Professionals
  - Basic Health Professional Training
  - Sustainable development of GEP Group-First Pillar: Environment
  - Sustainable development of GEP Second Pillar: Quality
  - Operating System: Program Tracker
  - Effective Communication & Quality Service "I Enjoy Communicate & Serving"

Shift Type 2020						
Employees Category	2019			2020		
	Avg. Training Hours (Men)	Avg. Training Hours (Women)	Total	Avg. Training Hours (Men)	Avg. Training Hours (Women)	Total
Directors	4	4	8	6	6	12
Managers	16	16	32	6	6	6
Employees	20	20	40	10	10	20

H&S KPIs 2019-2020		
	2020	2019
Number of Employees who received Training	219	410
Total number of trainings/workshops/seminars	45	33
Total Training Hours	495	100





## Labor Rights and Equal Opportunities

04



GEP Group's corporate culture embraces the human rights and equal opportunities approach.

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. Likewise, any kind of discriminations regarding gender, ethnicity, and race of our employees, have been eliminated, out of respect to the equality and fair opportunities for all.

Our Code of Conduct refers clearly to the equal opportunities and labor rights

approach, at our relations with the Group employees.

### Transparent and Ethical Recruitment

GEP Group considers recruitment, as one of the most important internal procedures. Therefore, all credible means, including elaborated and transparent processes are being utilized, to guarantee that a capable 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.

## Relations and Benefits

05

Our workforce constitutes one of GEP's core priorities. We strive to nurture a trust-based and a 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. Likewise, annual strategic workshops are being held, to enhance the relationship and team bonding amongst employees.

Currently there are no labor unions at the 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

Moreover, every year GEP Group organizes its Christmas party for its employees' families, with special events dedicated to children. Finally, at the beginning of the New Year, GEP Group organizes its annual winter event, where pleasant dinners, gift sharing and other activities take place.

Apart from the yearly casual events, GEP group facilitates smaller-scale events such as the Christmas Decoration Day, Happy Holiday meeting etc. The restrictions imposed by the pandemic, including social distancing and remote working didn't allow the joy of physical presence events. Despite the mandatory distance, GEP did its best to maintain happiness and bonding interactions through the "virtual parties" on holiday occasions.



# Society

08

## Society and the Wellbeing

The well-being and sustainable development approach is one of our main priorities. 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 the social matters and employees' open workshops (amongst which are the First Aid Seminars, work stress measurement and awareness-raising on psychosocial risks at work etc). Likewise, our customers and their personnel have access to the free GEP Benefit Card which gives access to medical examinations, doctors' visits, discounts on medical procedures, insurance, nutrition consultation, etc.



## Partnership with the NGOs

01



### Piraeus Training Center of People with Disability

GEP Group supports the Piraeus Training Center of People with Disability, a recognized nonprofit Association dedicated since 1997 to improve the lives of disabled people, from 18 up to 50 years old. Today the Center cares for 25 adults with disabilities (Autism, Down Syndrome). Each year, **two charity BAZAAR** events are hosted at GEP Group headquarters, in Christmas and Easter time, to raise funds and promote the Center's work.

### Social Initiative "TOGETHER", March 2021

GEP Group has also supported four social institutions, including: the Chatzikiriakeio Foundation of Child Support, the Children Support Centre of Elefsis, the Municipality of Agios Dimitrios (Social Grocery shop) and the Smile of the Child. Numerous boxes and parcels, filled with sanitary items, food, clothes, toys, and books, that GEP employees have wholeheartedly donated, were handed to these organizations, the majority of each are working to educate and empower the vulnerable children, teenagers and families across Attica. "TOGETHER" has been aligned with the UN SDGs: 1 No Poverty, 2 Zero Hunger, 10 Reduced Inequalities, 11 Sustainable Cities and Communities, 17 Partnership for the Goals.

## Cooperation with Academia and Institutions

02



A Cooperation and Knowledge-sharing Memorandum was signed between GEP Group and **INSEMEX, Romania** (National Institute for Research and Development in Mine Safety and Protection to Explosion).

As a part of this alliance, both organizations aspire to advocate and implement the innovative Mine and Explosion Safety research

programs, across Eastern Mediterranean and the Balkans.

GEP and INSEMEX have joined forces on international mining (and related) projects, contributing to the safety and protection of workers, while seeking to diminish accidents in sectors with high occupational risk and hazards.



# Social Awareness and Free Benefits

03



Material Issue: Social Awareness and Free Products

Every year during the European Health & Safety Awareness Week GEP celebrates the occasion and promotes H&S by organizing seminars for business executives. In 2020, the European Agency for Safety and Health at Work campaign is dedicated to the Musculoskeletal disorders (MSD's)<sup>1</sup> which is one of the most common work-related ailments. Throughout Europe MSD's affect millions of workers and cost employers billions of euros.



In accordance with this campaign GEP Group held a free webinar on remote working and how to take care of ourselves both physically and mentally during the pandemic. The company's R&D team also organized a Musculoskeletal disorders training for GEP partners, with two MSD-related newsletters issued.

Additionally, GEP Group has published a **Kids First Aid** Leaflet and the e-book **Complete Occupational Health and Safety Guide**, downloaded by 600 users, including guidelines on urgent health issues. The material focuses on First Aid awareness and is circulated free of charge.

Likewise, we regularly disseminate a newsletter with all the industry trends and legislation requirements. **35** newsletters have been sent to our audience in 2019 and **89** in 2020, with **56** of them under the campaign **#WECARE** which demonstrated our support against COVID-19 Pandemic.

In these unprecedented times GEP Group repositioned itself as a reliable Health & Safety Advisor. It was our honor and privilege having the ability and power to support Public Health, through the research and development against COVID-19 and supporting the community through our raising awareness and precaution approach.

The **#WECARE** campaign was launched in April 2020. Through this campaign we ensured our clients are staying up to date on any pandemic issue, delivering global insights, interpreting local guidelines, and bringing science on our everyday effort for business continuity.

We also established a special email address and phone number for our customers for any urgent matters associated with COVID-19.

Under this initiative, with four COVID-19 and Pandemic-related web conferences, hosting global and local leading experts and scientists, we manage to inform and support about 7,500 people all over Greece.

1. European Agency for Safety and Health at Work: <https://osha.europa.eu/en/themes/musculoskeletal-disorders>

## GEP Benefit Card

GEP Benefit Card is a benefit for our customers' and partners' personnel, giving explicit healthcare benefits with no cost for their employers.

The zero-cost card for holders is a healthcare services package and can be used for specific medical services at one of the leading clinics in Greece. It includes emergencies, diagnostic tests, hospitalization, doctors' fees, check-ups, and other advantages, making this a privileged healthcare option and an asset for employees and employers.

# 2,914

EMPLOYEES HOLD OUR  
BENEFIT CARD



# Environment09

Environmental responsibility is a fundamental part of GEP Group’s sustainability approach. Our business model has been built on careful natural resources’ usage, for producing a maximally positive impact on the environment we are living and working in. Our activities do embrace environmentally conscious practices and the promotion of sustainability aligning GEP’s corporate principles with the daily pursuits.



We believe that our responsible and green approach, not only reinforces the Group’s environmental performance, but strengthens our stakeholders relationships, and therefore is essential to our business growth. At GEP Group, we nurture a culture of sustainability, promoting an efficient waste management, curbing the printed materials, and treating the water resources with care. Likewise, the natural lighting and energy consumption minimization, the responsible transportation, the employees’ environmental awareness and training, are main pillars of the Group’s corporate responsibility concept.

### ISO 14001:2015, Environmental Management System

GEP Group is committed to maximizing its positive environmental footprint, which is reflected in our environmental management system and the ISO14001:2009 standard. According to the certification, the company:

- 1. comply with legal requirements to ensure the protection of the environment.
- 2. create environmental awareness to its employees.
- 3. implement a waste management plan to reduce the amount of waste generated and to ensure safe handling and disposal.
- 4. 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.
- 5. make responsible use of energy.
- 6. protect employees and the community where it operates, by adopting safe technologies and operating procedures.
- 7. communicate its commitment to environmental protection versus all stakeholders (employees, suppliers, clients, public services and the local community).
- 8. continuously improve the Company’s Environmental Management System and Quality Policy.

## Responsible Resources Usage and Recycling01



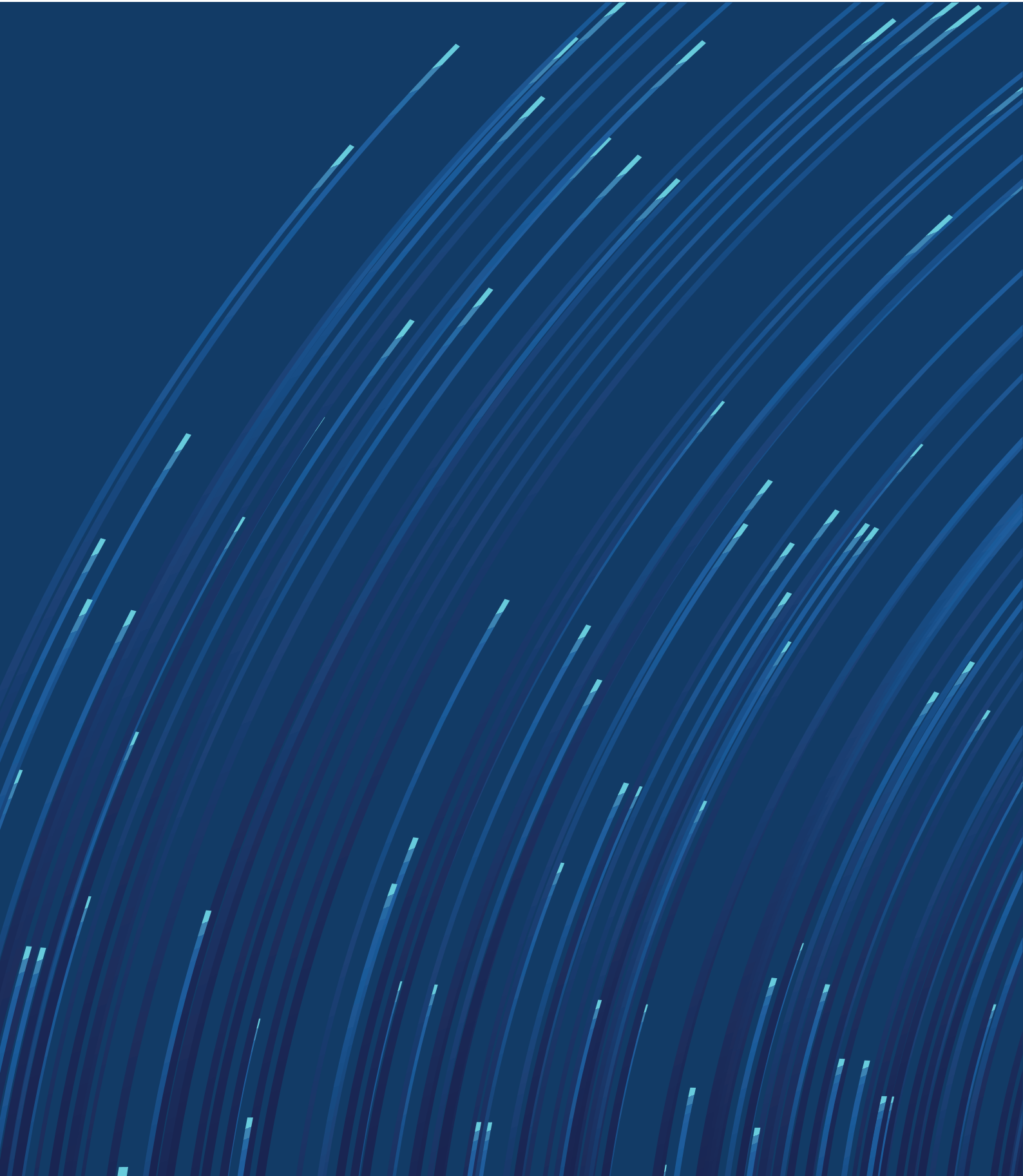
ppreciating the value of natural resources, the personnel of GEP Group is regularly prompt- ed to treat water, waste, food, papers, metals, glass, and other materials, cautiously and to downsize its consumption. The Group’s recent relocation to its new headquarters enabled us to launch a set of “green” and “blue” initiatives, maximizing our energy efficiency. The available consumption data refer to our new premises during June - December 2019.

Sustainability lays at the heart of our business,

which induces us to work for and not against the environment. 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.





GRI Standard	Disclosure	Report Section/Reference
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016 (core option)		
GRI 102: General Disclosures, Organizational Profile	102-1 Name of the organization	GENIKI EX.Y.P.P PROSTASIA SA
	102-2 Activities, brands, products, and services	4.1 Profile 4.3 Business Lines
	102-3 Location of headquarters	51 Samou Str & Fragkokklisias Str, Maroussi, P.C. 151 25, Athens, Greece
	102-4 Location of operations	4.1 Profile
	102-5 Ownership and legal form	4.1 Profile
	102-6 Markets served	4.3 Business Lines
	102-7 Scale of the organization	1. 2019 Highlights 4.1 Profile 6.1 Distributed Value
	102-8 Information on employees and other workers	7.1 Human Resources
	102-9 Supply chain	4.2 Business Model and Strategy
	102-10 Significant changes to the organization and its supply chain	No material changes during the referenced period.
	102-11 Precautionary Principle or approach	6.3 Risk Management
	102-12 External initiatives	4.1 Profile
	102-13 Membership of associations	4.1 Profile
	102-14 Statement from senior decision-maker	2. Message from the CEO
GRI 102: General Disclosures, Strategy		
GRI 102: General Disclosures, Ethics and integrity	102-16 Values, principles, standards, and norms of behavior	4.1 Profile 4.4 Corporate Governance
GRI 102: General Disclosures, Governance	102-18 Governance structure	4.4 Corporate Governance
GRI 102: General Disclosures, Stakeholder engagement	102-40 List of stakeholder groups	5.2 Stakeholder Engagement
	102-41 Collective bargaining agreements	7.1 Human Resources
	102-42 Identifying and selecting stakeholders	5.2 Stakeholder Engagement
	102-43 Approach to stakeholder engagement	5.2 Stakeholder Engagement
	102-44 Key topics and concerns raised	5.2 Stakeholder Engagement
GRI 102: General Disclosures, Reporting Practice	102-45 Entities included in the consolidated financial statements	10.6 Financial Data
	102-46 Defining report content and topic Boundaries	5.3 Material Issues
	102-47 List of material topics	5.3 Material Issues
	102-48 Restatements of information	There are not restatements of information.
	102-49 Changes in reporting	It is the first time GEP S.A. conducts materiality analysis
	102-50 Reporting period	01/01/2019-31/12/2020
	102-51 Date of most recent report	It is the first time that GEP conducts a corporate document in accordance GRI Standards. The most recent report is the Annual Report 2018
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions regarding the report	3. About the Sustainable Development Strategy
	102-54 Claims of reporting in accordance the GRI Standards	3. About the Sustainable Development with Strategy
	102-55 GRI content index	10.1 GRI Standards
	102-56 External assurance	There is not external Assurance.

GRI Standard	Disclosure	Report Section/Reference
GRI 200, 300, 400: Specific Disclosures 2016,		
Material Issues		
Business Continuity and Recovery from Disaster		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.2 Business Model and Strategy 6.3 Risk Management
	103-3 Evaluation of the management approach	6.3 Risk Management
	102-11 Precautionary Principle or approach	6.3 Risk Management
	102-56 External assurance	There is not external Assurance.
GRI 102: General Disclosures	102-11 Precautionary Principle or approach	6.3 Risk Management
Economic Performance		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 4.2 Business Model and Strategy
	103-3 Evaluation of the management approach	4.2 Business Model and Strategy
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	6.1 Distributed Value
Market Presence and Business Development		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 4.2 Business Model and Strategy
	103-3 Evaluation of the management approach	4.2 Business Model and Strategy
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	6.1 Distributed Value
Investments in R&D and Innovation of Services		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.1 Profile 4.3 Business Lines 6.1 Distributed Value
	103-3 Evaluation of the management approach	6.1 Distributed Value
GRI 203 Indirect Economic Impacts	203-1 Infrastructure investments and services supported	6.1 Distributed Value
Health and Safety in the Workplace		
GRI 203 Indirect Economic Impacts	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	2. Message from the CEO 5.1 Corporate Responsibility and Sustainable Development 7.3 Training and Development

GRI Standard	Disclosure	Report Section/Reference
GRI 200, 300, 400: Specific Disclosures 2016,		
Material Issues		
Health and Safety in the Workplace		
GRI 403: Occupational Health and Safety	403-5 Worker training on occupational health and safety	7.2. Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	7.2. Health and Safety
	403-9 Work-related injuries	7.2. Health and Safety
Employees Training and Development		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.3 Business Lines 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	4.3 Business Lines 5.1 Corporate Responsibility and Sustainable Development
GRI 404: Training and Education	404-1 Average hours of training per year per employee	7.3 Training and Development
	404-2 Programs for upgrading employee skills and transition	7.3 Training and Development
Customers' Employees Health and Safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	1. 2019 Highlights 2. Message from the CEO 4.3 Business Lines 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	4.3 Business Lines
GRI 416: Customer Health and Safety	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	4.3 Business Lines
Customers' Employees Health and Safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	1. 2019 Highlights 2. Message from the CEO 4.3 Business Lines 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	4.3 Business Lines
GRI 416: Customer Health and Safety	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	4.3 Business Lines



GRI Standard	Disclosure	Report Section/Reference
GRI 200, 300, 400: Specific Disclosures 2016,		
Material Issues		
Regulatory Compliance		
GRI 103: Management Approach	1103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.2 Business Model and Strategy 6.2 Certificates and Management System 6.5 Transparency
	103-3 Evaluation of the management approach	4.2 Business Model and Strategy 6.2 Certificates and Management Systems 6.5 Transparency
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	6.5 Transparency
	419-1 Non-compliance with laws and regulations in the social and economic area	6.5 Transparency
Digitalization		
GRI 418: Customer Privacy	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.2 Business Model and Strategy 5.1 Corporate Responsibility and Sustainable Development 6.2 Certificates and Management Systems
	103-3 Evaluation of the management approach	6.2 Certificates and Management Systems
GEP Indicator	Percentage of the offered digital services	6.2 Certificates and Management Systems
Customer Satisfaction and Relationship Management		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	2. Message from the CEO 4.1 Profile 5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	1. 2019 Highlights 6.4 Corporate Affairs
GRI 103: Management Approach	Percentage of Satisfied Customers	6.4 Corporate Affairs
Training Programmes regarding Health and Safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	4.1 Profile 4.3 Business Lines
	103-3 Evaluation of the management approach	4.3 Business Lines
GRI 103: Management Approach	Number of training programs and participants	4.3 Business Lines

GRI Standard	Disclosure	Report Section/Reference
GRI 200, 300, 400: Specific Disclosures 2016,		
Material Issues		
Social Awareness and Free Products		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	5.3 Material Issues
	103-2 The management approach and its components	5.1 Corporate Responsibility and Sustainable Development
	103-3 Evaluation of the management approach	4.1 Profile 8.3 Social Awareness and Free Products
GEP Indicator	Number of newsletters and GEP Privilege Card holders	8.3 Social Awareness and Free Products

# UN Global Compact

02

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 anti-corruption.

In September 2019, GEP Group adopted 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.

## Principles of the UN Global Compact



The Ten 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.	4.4 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.	9. Environment
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
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	4.4 Corporate Governance 6.5 Transparency

# Sustainable Development Goals (SDGs)

03

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
	8.1 Cooperation with NGOs
	4.3 Business Lines 4.4 Corporate Governance 6.2 Certificates and Management Systems 6.4 Corporate Affairs 7.2 Health and Safety 8.3 Social Awareness and Free Products 10.5 Services Analysis
	4.3 Business Lines 6.6 Market Sponsorships & Awards 7.3 Training and Development 8.3 Social Awareness and Free Products 10.5 Services Analysis
	4.4 Corporate Governance 7.4 Labor Rights and Equal Opportunities
	4.3 Business Lines 4.4 Corporate Governance 6.1 Distributed Value 6.2 Certificates and Management Systems 6.6 Market Sponsorships & Awards 7.4 Labor Rights and Equal Opportunities 8.3 Social Awareness and Free Products
	6.3 Risk Management
	4.4 Corporate Governance 7.4 Labor Rights and Equal Opportunities
	4.3 Business Lines 6.4 Corporate Affairs
	4.4 Corporate Governance 6.2 Certificates and Management Systems 9.1 Responsible Use of Resources 9.2 Recycling 10.5 Services Analysis
	4.4 Corporate Governance 6.2 Certificates and Management Systems 9.1 Responsible Use of Resources 9.2 Recycling 10.5 Services Analysis
	4.4 Corporate Governance 6.5 Transparency 7.4 Labor Rights and Equal Opportunities 10.5 Services Analysis
	8.2 Cooperation with Academia and Institutions 10.5 Services Analysis



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 six companies and GEP S.A. that holds various control rights.

Company	2019	2020
Qualiment Food Safety Private Company	70,00%	70,00%
Nova EXYPP Ltd	68,00%	68,00%
Hellas Employee Assistance Programs Ltd	49,00%	49,00%
PHYSICAL CYBER SECURITY SERVICES (PCS2) Private Company	100,00%	100,00%
HSWC Private Company	55,00%	55,00%
Eurocore Consulting Sprl	100,00%	90,00%



**QUALIMENT Ltd** was founded in 2008 in Attica and is specialized in the field of «Food Safety and Hygiene». The fulfillment 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 also the application of efficient control, management and training systems.

In this respect, Qualiment offers all relevant services, such as:

- Food Safety Management Systems development (ISO 22000, HACCP Codex Alimentarius System, IFS, BRC, FSSC 22000) and Quality Assurance services, including evaluation tools for the level of compliance to the food-industry standards and regulations.

- Second Party Audits and Initial Diagnostic Analysis for Infrastructures / Units and for evaluating suppliers / partners / value chain.
- Food Microbiological and Chemical Analysis and Labelling (Nutritional value of products and Allergens).
- Food Safety and Hygiene training, according to EFET Protocols (Hellenic Food Authority) and Qualified technical training in managing and maintaining Food Safety Management Systems, along with E-learning training courses in Food Safety and Hygiene Practices.
- Full operational business support through Monitoring & Maintenance of Food Safety Management and licensing.
- «Mystery Shopping» inspections in order to evaluate the personnel through the standards of businesses.



**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 clients in many sectors in 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.



**HSWC** is founded in Heraklion Crete, to help the Group 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 provision of a broader range of Health and Safety services, coupled by the perspective of being present in the local market.

- Health and Safety Studies, Occupational Risk Prevention Surveys, Application and Certification of Management Systems (OHSAS 18001, ISO 9001 and ISO 22000).
- Training (Health & Safety in the Workplace, Management Systems, Food Safety, Product Certification, CE Labeling).
- Integrated services in the field of licensing, management systems, trainings and aid in investment planning.



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 the strengthening 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.



**PCS2 (www.pcs2.gr)** is active in the field of studies, security plans and cyber security, responding thus 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.



**EUROCORE CONSULTING** is another newcomer to GEP Group of companies. It is based in Brussels in the heart of Europe, taking advantage of its geographic location to promote the group's interests all over Europe and beyond. It is a fast-growing company providing multi-sectoral consulting, professional and technical support to firms and organizations in the private and public sector, aiming also to

participate in EU funded projects. EUROCORE Consulting cooperates with the parent company GEP S.A. and extends its expertise in Occupational Health and Safety, Energy Efficiency, Renewable Energy, Environmental Protection, Resource Management and Eco-Applications, through planning, surveys, studies and general technical support.



→ Occupational Doctor Services

According to law the Occupational Doctor accomplishes all medical tasks related to employee’s health. The services are organized through periodic (preventive) 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 examinations,

assessments of the individuals’ health at work and at specific work-posts.

- Giving advice on health status of work procedures introduced.
- Organization of health support and protection programs and trainings on general and specific medical, hygiene and health issues.
- The draft and secure maintenance of the staff’s medical records and the issue of 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 Nurse services, offers a 365 days

uninterrupted coverage to crowded workplaces such as a shopping mall premises, sports fields etc. 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

The training method on First Aid sessions follows the contemporary global trends. GEP Group First-Aid Programs are based on the updated ERC guidelines and offer specific and targeted guidance on how First-Aid is provided at the workplace, so that assistance is made timely available with the best possible result delivered.

First-Aid programs are widely addressed to employees of all sectors but are always a training necessity on sites of massive public attendance, 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 check-ups to employees at their workplaces. Moreover, GEP Group offers an Occupational Health Risk Assessment, which contributes

to the identification of occupational hazards, focusing on promoting health. GEP’s 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.

Amongst the services offered are:

- 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
- 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

→ **Systems Development**

Modern businesses, especially those expanding overseas and maintaining international relationships, can be certified with the appropriate Quality Management Certification, as well as any other relevant International Certification.

GEP Group with its profound experience and competent advisors undertakes the analysis, design, development, support and overall consultation on the introduction of Quality Assurance and Management

Systems such as ISO 9001, ISO 14001, ISO 27001, ISO 45001 and OHSAS 18001. Additionally, GEP Group consultants help clients through the accreditation procedure, by the corresponding Certification Bodies/Agencies.

We also provide organizations with comprehensive consultation on Data Protection services (GDPR), covering either the full scope, or through a step-by-step procedure.



**Food and Safety Hygiene**



GEP Group through its subsidiary Qualiment Ltd provides quality assurance and control services to the Food and Beverage industry. Some of the services offered include food Safety Management Systems (according to ISO 22000-HACCP and other similar), the creation of “Integrated Management System in Agricultural Production” (Agro& Global Gap Standards) and the “Protected Designation of Origin and of Products with Geographical Indication”.

→ **Subsidized Investment Programs**

GEP Group undertakes the advisory support for the submission of project proposals to the Calls of the Development Law of Investment/ Funding Programs.

Services offered include:

- the appraisal of business ideas,
- **the preparation of the respective Feasibility Studies**

- guidance for making suitable business decisions
- **the monitoring, managing and implementation of the Investment Plan, in case of awarding.**

In this respect, GEP Group provides comprehensive consulting services to individuals and businesses to benefit from the funding opportunities of NSRF 2014-2020.

→ **E-learning and Innovative learning methods**



**GEP ACADEMY**

GEP ACADEMY was founded to support the operation & the business model of GEP, providing training solutions to employees of GEP Group (Occupational Doctors, Safety Officers, Other Health & Safety Consultants, Administrative Staff, etc.), and to clients-companies as well as to any other interested parties. GEP ACADEMY through three pillars (Health & Wellbeing, Safety & Security, Business Excellence) provides to businesses, employees, and professionals, all the appropriate educational supplies and cognitive tools they may need, in order to lead them competently to success and proficiency.

GEP Academy offers unique training skills which shall lead to a systemic change of behavior and attitude, resulting to the improvement of the personal and professional excellence, work, and community levels. The training programs stand out for their quality, innovation, specialization and have already won the preference and confidence of the participants.

Apart from the on-site courses GEP Group offers through GEP ACADEMY the possibility of remote training through e-learning. The company has invested in the development of a long syllabus of comprehensive subjects, developed in cooperation with its business partner SQLearn Ltd. The market has rewarded this initiative by demonstrating a growing attention regarding the topics covered and the ever-growing attendance.

GEP Group / GEP Academy pioneering in the field, has recognized the market needs early and has developed e-learning courses in:

- First aid
- Fire safety
- Office safety
- Food Health & Safety

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



# Personalized Services on Enhancing and Reassurance of Public Health

07

During Covid-19 pandemic, the companies needed to control working and health conditions, so that the risk of spreading the virus between employees, customers, visitors and the community, is eliminated or minimized.



## "COVID -19" services offered by GEP are the following:

### **Pandemic consulting and support call center/ 24-hour telephone support services**

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 throughout its 24/7 operation. 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.

### **Dedicated Medical Advisors**

They are Doctors who may exclusively undertake the support of companies during the pandemic phase. They regularly participate in meetings with the crisis management team either with physical presence or remotely, according to team's concerns, to suggest improvements or interventions as well as to inform about the new data that arise as instructions from the government. They are also available for the company's management team for any "on call" inquiry to assist with their consultation on any issue that arises and especially in crisis situations such as case detection.

Doctors and Health Consultants on-site  
Doctors and health specialists are full-time, or on a regular basis occupied in companies' facilities to optimize and monitor the operating anti-COVID protocols, control health issues of employees and respond to emergencies, such as the occurrence of a suspect or confirmed case.

### **Management systems and development of operating protocols**

GEP undertakes the development of operational protocols and management systems for organizations and activities in order to be effectively protected against COVID-19 spread and ensure their 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.

### **Trainings and protocols implementation**

Tailor-made Health & Safety trainings 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 needing physical presence so that can comply with local legislation and also protect their attendants through strict protocols' implementation and participating both in the design and implementation during the event. Temperature measurements by health professionals, management of commonly used equipment such as microphones, ways of serving, sitting arrangements and social distancing, managing a suspect case crisis etc and sessions to be implemented suitably for minimizing the risk of spreading the virus.

GAP Analysis & improving compliance  
Specialized Health and Safety Consultants form expert teams of inspection and analysis of protocols designed and implied to organizations. The report of the analysis consists of the gaps found and also check the measures applied to companies and to prepare reports, for the mapping of deficiencies, or of failures to comply with the operating protocols of the facilities.

COVID -19 Reference Doctor/Tourism Sector  
The COVID-19 Reference Doctor cooperates with the hotel management and acts under the instructions of EODY Agency for the management of COVID-19 cases; in particular the COVID-19 Reference Doctor is available 24/7 by phone for any needs related to COVID-19, he/she coordinates the management actions in case of a suspect case and assists Hotel employees on decisions, especially in the context of the suspected case management.



→ Occupational Safety Services

The core of safety consulting services is the provision of competent advisory on integral safety of a site and the protection from hazards of the employees, installation, and working environment conditions. According to law, the Safety Officer ensures the operational safety and suitability of the facilities and the equipment, from planning and construction to

maintenance and operation. Moreover, GEP Group undertakes the implementation of Occupational Risk Assessments of projects or installations, the performance of the on-site Safety Consultant services, as well as the development of Evacuation Plans and the monitoring on compliance with the relevant legislation.



→ Construction & Industrial Projects Services

Safety Coordinator

The Safety Coordinator of the execution of a technical project is the person designated by the project contractor, or by the owner of the project, with main responsibility to coordinate the implementation of the general principles of Accident Prevention and Safety at work in the project.

The Safety Coordinator ensures that the contractors, subcontractors, and self-employed workers in the project are consistently applying the Health and Safety Principles for Technical Projects and implementing the Health and Safety Plan of the project as initially designed. Furthermore, the Coordinator observes the update of the Technical Project's Health and Safety Plan (HSP) and the Health and Safety File (HSF).

The coordinator in collaboration with the Occupational Safety Officer and the Occupational Doctor of the Technical Project organizes, the cooperation between the contractors and subcontractors at the worksite, including the successive shifts,

the coordination of all activities to protect workers and to prevent accidents and occupational illnesses.

H&S Manager

H&S Manager designs the initial management planning of the health and safety matters of the Project. Afterwards and during the project, he/she is responsible for any adjustments of the health and safety procedures. The responsibility of the Project OHS Manager is:

The implementation of the occupational health and safety procedures decided for the Project. Definition of the requirements applied by all the workers involved in the project. Control and guidance of the Project's Safety Engineers and Coordinators involved, as well as the third parties related to these issues. Actions, procedures, and controls to be adopted for the prevention of risks and the protection of the stakeholders of the Project, in constant consultation with all Heads and Foremen so that the latter shall apply the worksite's safety rules.

Full actions according to law, regarding

occupational accidents. Designation of all legal requirements with respect to the standards that must be met by the suppliers, the equipment, the materials, and the work means of the Project.

Monitoring and evaluation of KPIs (Key Performance Indicators) regarding the level of project's safety. Design of the training seminars required by the project in the field of Health and Safety.

Special Projects & Safety Studies

It is an unfortunate reality that most of 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.

The experienced and highly trained specialists of GEP Group would assist any business to comply with the SEVESO Legislation. ATEX studies (Explosion Protection Studies) are prepared for enterprises and industrial sites, related to the technical and organizational protection from such hazardous situations.



A special collection of OHS-related is offered by GEP Group experts in subjects 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 Compitent Bodies.



## Agents Measurements

A GEP Group specialized Department implements measurements of harmful agents (physical, chemical, biological), using the appropriate portable equipment, based on the measurement methods in accordance with the Greek/EU legislation and international standards. The equipment used by GEP Group is accredited and calibrated accordingly.

## Certified Trainings

GEP Group is the first Certified Provider for the Basic Safety Training (BST) of the Global Wind Organization (GWO) for Greece, Cyprus, the Balkans and Eastern Mediterranean countries.

The company has already conducted numerous trainings and certifications in the field of renewable energy and wind farms. The courses are offered either in Greek or English.

GEP Group is a recognized partner of this international organization, a pioneer in renewable energy. The cooperation has established GEP Group as a reliable, competent, and well-equipped consultant and partner in the field of RES, to every



**CERTIFIED TRAINING PROVIDER / 2019**

contemporary Greek and international firm. Moreover, GEP Group offers advisory and 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 to its clients its comprehensive consulting services regarding the use of funding and on the financing opportunities for projects, as well as the monitoring of the environmental legislation, aligned with their scope of activities and business needs.

The services offered aim to fully support the clients in the preparation of their investment plans and related development studies.

# Financial Data

GRI 102-45

## Balance Sheet (2018-2020)



(amounts in EUR)	2020	2019	2018
<b>Noncurrent Assets</b>	<b>1,009,618.92</b>	<b>986,632.70</b>	<b>774,539.56</b>
Fixed assets	327,536.34	353,153.82	169,614.30
Intangible assets	93,013.34	48,227.00	20,850.91
Investment in associates and joint ventures	546,490.00	545,950.00	532,200.00
Other noncurrent assets	42,579.24	39,301.88	51,874.35
<b>Current Assets</b>	<b>3,435,607.75</b>	<b>2,958,353.71</b>	<b>3,046,990.71</b>
Inventory	0.00	382.20	2,618.20
Trade receivables	2,686,396.17	2,679,769.68	2,644,785.29
Deferred income	600.00	2,147.50	28,131.86
Cash and cash equivalents	748,611.58	276,054.33	371,455.36
<b>Total Assets</b>	<b>4,445,226.67</b>	<b>3,944,986.41</b>	<b>3,821,530.27</b>
<b>EQUITY AND LIABILITIES</b>			
<b>Capital and Reserves</b>	<b>2,931,089.80</b>	<b>2,719,567.20</b>	<b>2,688,604.37</b>
Share capital	1,000,150.00	1,000,150.00	1,000,150.00
Reserves	186,459.11	159,549.80	132,640.49
Retained Earnings	1,744,480.69	1,559,867.40	1,555,813.88
<b>Noncurrent liabilities</b>	<b>21,449.78</b>	<b>5,958.00</b>	<b>7,056.66</b>
Long-term debt	0.00	0.00	0.00
Government grants	21,449.78	5,958.00	7,056.66
<b>Current liabilities</b>	<b>1,492,687.09</b>	<b>1,219,461.21</b>	<b>1,125,869.24</b>
Short-term debt	0.00	0.00	0.00
Trade and other payables	582,334.67	529,171.42	509,786.08
Income tax	0.00	0.00	0.00
Tax and duties payable	501,059.96	365,300.28	314,447.86
Insurance and pension fund dues	60,859.32	65,799.08	89,459.48
Other liabilities	244,745.64	259,190.43	212,175.82
Accrued income	103,687.50	0.00	0.00
<b>Total equity and liabilities</b>	<b>4,445,226.67</b>	<b>3,944,986.41</b>	<b>3,821,530.27</b>

Profit & Loss Accounts (2018 – 2020) ←

(amounts in EUR)	2020	2019	2018
Sales	7,628,580.30	6,896,458.18	7,054,363.77
Cost of sales	5,554,583.36	5,129,937.20	5,054,647.13
<b>Gross Profit</b>	<b>2,073,996.94</b>	<b>1,766,520.98</b>	<b>1,999,716.64</b>
Administrative expenses	856,875.47	820,708.80	658,367.91
Selling and marketing expenses	689,776.47	739,555.70	664,661.54
Extraordinary and non-operating expenses	39,260.73	47,344.03	106,816.49
Revenue from participations	19,639.20	0.00	71,310.00
Other Income	24,950.07	75,782.18	6,739.15
<b>Profit before interest and taxes</b>	<b>532,673.55</b>	<b>234,694.62</b>	<b>647,919.85</b>
Income taxes	46.70	132.92	216.69
Interest charges and related expenses	11,090.64	9,275.25	10,446.77
<b>Profit before taxes</b>	<b>521,629.61</b>	<b>225,552.29</b>	<b>637,689.77</b>
Income tax	124,447.00	58,653.71	194,589.46
<b>Profit after tax</b>	<b>397,182.61</b>	<b>166,898.58</b>	<b>443,100.31</b>

Notes on the 2019 Financial Statements

The Financial Statements for the year ended 31/12/2019 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. GEP S.A. is categorized as a small-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 2019 -2020 ←

Type of Asset	2019	2020
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 investments 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 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 at 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 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 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 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 2019, Noncurrent assets have been increased by EUR 212,093.14 (+27.38%) and Current Assets have been decreased by EUR 88,637 (-2.91%). Also, there was an increase in Current Liabilities amounting EUR 93,591.97 (8.31%). Sales: In 2019, Sales decreased by EUR 157,905.59 (2.24%) compared to 2018, and the Operating Expenses have been increased by EUR 312,525.12 (4.90%).

**Profit:** The Gross Profit Margin has been formed at 25,61% and the EBITDA margin at 3,57%, both decreased in conjunction of 2018.

Operating Expenses 2018-2020

OPERATING EXPENSES	2020	2019	2018
Cost of Sales	5,554,583.36	5,129,937.20	5,054,647.13
Administrative Expenses	856,875.47	820,708.80	658,367.91
Selling and Marketing Expenses	689,776.47	739,555.70	664,661.54
Total	7,101,235.29	6,690,201.70	6,377,676.58

Profit and Margins (Gross & EBITDA) 2018-2020

KEY FIGURES	2020	2019	2018
Gross Profit	2,073,996.94	1,766,520.98	1,999,716.64
Gross Profit margin (%)	27.19%	25.61%	28.35%
EBITDA	588,405.31	246,247.82	786,889.08
EBITDA margin (%)	7.71%	3.57%	11.15%





ADR	Agreement on Dangerous Goods by Road
AED	<b>Automated External Defibrillator</b>
AGM	Annual General Meeting (of Shareholders)
ATEX	<b>ATmosphères EXplosibles</b>
B2B	Business to Business
BBS	<b>Behavior Based Safety</b>
BoD	Board of Directors
BST	<b>Basic Safety Training</b>
CEO	Chief Executive Officer
DGTSA	<b>Dangerous Goods Transportation Safety Advisors</b>
EAP	Employee Assistance Programs
EAPA	<b>Employee Assistance Professionals Association</b>
EBITDA	Earnings Before Interest, Tax, Depreciation and Amortization
EEAS	<b>European External Action Service</b>
ERP	Enterprise Resource Planning
EU	<b>European Union</b>
EU-OSHA	European Agency for Safety and Health at Work
FIFO	<b>First-In, First-Out</b>
GDPR	General Data Protection Regulation
GEMI	<b>General Commercial Registry</b>
GRI	Global Reporting Initiative
GWO	<b>Global Wind Organization</b>
H&S	Health & Safety
HACCP	<b>Hazard Analysis and Critical Control Points</b>
ICT	Information and Communication Technology
IIS	<b>Internet Information Services</b>

ILO	International Labour Organization
IRNDT	<b>InfraRed Non-Destructive Testing</b>
ISO	International Standardization Organization
IT	<b>Information Technology</b>
Kg	Kilogram
Km	<b>Kilometer</b>
KPIs	Key Performance Indicators
KWh	<b>Kilowatt hours</b>
LIB	Labor Inspection Body
Ltd	<b>Limited</b>
m3	Cubic Meter
MoU	<b>Memorandum of Understanding</b>
NSRF	National Strategic Reference Framework
OECD	<b>Organisation for Economic Co-operation and Development</b>
OHS	Occupational Health and Safety
OHSAS	<b>Occupational Health &amp; Safety Series</b>
PDCA	Plan-Do-Check-Adjust
RID	<b>Regulations concerning the International Transport of Dangerous Goods by Rail</b>
SA	Société Anonyme
SCS&B	<b>Safety Culture Survey &amp; Beyond</b>
SDGs	Sustainable Development Goals
sprl	<b>Société Privée à Responsabilité Limitée</b>
TAP	Trans Adriatic Pipeline
UN	<b>United Nations</b>
VAT	Value Added Tax



# Health and Safety Advisors

**GEP GROUP OF COMPANIES**  
ANNUAL REPORT

**2019–2020**



**GEP Group of Companies**

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

**Tel.** +30 210 9405866

**Fax.** +30 210 9480508

**E-mail.** [info@gepgroup.gr](mailto:info@gepgroup.gr)