

# Global Compact Annual Communication on Progress

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*For the year 2009*

Company Name Sarp Facility Management S.A.

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Industry Sector	Facility Services
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## Statement of Support

Sarp Facility Management is involved in the facility services sector providing, among others, cleaning and horticultural services, technical support and energy to business facilities in Greece.

In July of 2008, Sarp elected to join as a participant the United Nations Global Compact Initiative. Sarp's decision to join UN Global Compact simply makes good business sense, as business interests and sustainability overlap at an increasing rate with society's interests. A number of the principles directly relate to Sarp's core business, while others help us better integrate with society as a responsible corporate citizen.

Our employees are the most important assets of our company. As such, we have focused the majority of our efforts on them with a close second being the environmental impact of our company. In that respect, during 2009, we expanded our training and continuing education programs, our focus on Occupational Health & Safety as well as our efforts on recycling and minimizing water usage during our daily operations.

Our commitment to the ten principles of the UN Global Compact initiative is unwavering and is communicated top-down, showing the whole organization the importance we place on them, as well as the benefits that we can realize from continuous improvement.

Sharp will continue to provide with transparency to our stakeholders (employees, customers, suppliers, stockholders) our goals and the efforts we make for constant improvement towards becoming a better corporate citizen.

Elias Anagnostopoulos  
General Manager

## Human Rights

***Principle 1:*** Business should support and respect the protection of internationally proclaimed Human Rights.

***Principle 2:*** Business should ensure that they are not complicit in Human Rights abuses.

### Commitment or Policy

As a business entity Sharp operates in a social environment that protects human rights, as Greece's laws and EU regulations encompass protection for international human rights, in addition to the fact that local society as a whole is sensitive to these issues.

At Sarp, we are committed to making sure we do not infringe on human rights of others.

Our business sphere does not extend outside Greece, which helps us ensure that we are not complicit, directly, beneficially or silently in human rights abuses.

### Description of Process

Our supplier partners go through a rigorous evaluation prior to the onset of any business association, and the issue of human rights abuse is one of the determining ones to our considering the association.

### Future Actions

We operate in an ever-changing social environment with increased immigration and the possible emergence of types of protectionism.

Sarp's commitment is to ensure that within our sphere of influence we will not accept any associations that do not support internationally proclaimed human rights.

## Labor

***Principle 3:*** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

### Commitment or Policy

Sarp is committed to the freedom of association and the recognition of the right to collective bargaining.

Although we have no specific policy, the collective agreement with the Organization of Service Industry Workers of Greece, which represents our work force, binds our company by law.

### Description of Process

Within the framework of the free association, Sarp as of 2009 has instituted a committee of its workforce that advises the company of Occupational Safety Issues. This committee meets on a monthly basis to review Occupational Safety issues and present its recommendations to the company's upper management.

### Future Actions

The committee will continue to review Occupational Safety issues and propose ways of improving the company's performance.

Starting in 2010, we will start measuring the proposals the committee brings to upper management that the company adopts into policy or actions.

***Principle 4: Business should support the elimination of all forms of forced and compulsory labor***

***Principle 5: Business should support the effective abolition of child labor***

### Commitment or Policy

Although there national laws as well as EU regulations forbidding forced labor and child labor, Sarp is committed to both principles.

### Description of Process

Sharp's employment contracts are in plain language and are easy to understand. In the event that the employee is not fluent in Greek language, while having a legal work and residency permit, we ask an employee of the same ethnicity to explain the employment contract in detail.

Sarp also has a policy of not hiring minors in its workforce.

### Future Action

Our sphere of influence does not extend at present outside national borders. In the event that it does, we will revisit the need to have firm policies that will apply to our suppliers also, so that we will eliminate any chances of beneficial or silent complicity.

***Principle 6: Business should support the elimination of discrimination in respect of employment and occupation.***

### Commitment or Policy

Sarp has a written policy against discrimination based on age, sex, color, disability, creed political or religious or origin that we communicate to all our stakeholders.

### Description of Process

Due to the nature of our business, our employees have varied national and religious backgrounds. This non-discrimination policy was a necessity to our staffing practices, especially since we do not use a staffing agency or temporary staffing services.

We enforce a number of training programs that we use, in order to give our employees the tools needed to advance their career based on skill and performance.

### **Future Action**

Sarp will continue to promote this policy and make sure that all of our employees present and potential are aware of it.

Our training programs are compulsory and all of our employees attend them. We will continue to actively evaluate them and improve and enhance them.

### **Monitored Indicators**

We started in 2009 to monitor the percentage of employees that have successfully completed our training programs. Currently the percentage is at 68% and the goal for next year is to increase it to 75%.

## **Environment**

***Principle 7: Business should support a precautionary approach to environmental challenges***

***Principle 8: Business should undertake initiatives to promote greater environmental responsibility***

***Principle 9: Business should encourage the development and diffusion of environmental friendly technologies***

### **Commitment or Policy**

Sharp is committed to protecting the environment through prudent operational practices. We conform to the standards of ISO 14001:2004 and we will be upgrading to the standards of ISO 14001:2008 by the end of 2010.

### **Description of Process**

Within the environmental ISO process, we have identified the environmental challenges and have established monitoring procedures for all aspects of our business that affect the environment.

All the cleaning and disinfecting agents that we use are biodegradable, in accordance with EU regulations.

We ensure with procedures:

- The recycling of leftover baiting station chemicals
- The proper application of pest control so that chemicals do not escape in the environment through proper training

- The installation of automatic dilution stations to minimize water usage
- The preventive maintenance of our vehicles and equipment to minimize pollution to the environment
- The proper use of supplies to increase their life cycle, through proper training
- The recycling of technical materials
- The recycling of packaging materials
- The recycling of office supplies

### Future Action

We plan to continue to monitor our procedures and constantly improve them, in order to ensure that we are proactive to environmental issues.

On a quarterly basis, we review our procedures and adopt them to new technologies, as they become available.

### Monitored Indicators

We monitor the following indicators

- % of our accounts that have automatic dilution stations, currently at 36%
- The number of environmental training hours per employee, currently at 3hours per employee

The goal for the following year is to increase the % of accounts that have installed automatic dilution stations to 45%.

## Anti-Corruption

**Principle 10: Business should work against all forms of corruption, including extortion and bribery**

### Commitment or Policy

Sarp has is committed to work against bribery and all forms of corruption, although at present we do not have an official policy.

### Description of Process

At present, we are enforcing a procurement procedure that requires evaluation of at least three offers based on their technical specifications and pricing, in order to proceed with a purchase.

### Future Action

In 2010, we plan to introduce a company ethics code/policy that all employees will review.