

FINING QUALITY AND SOCIAL RESPONSIBILITY POLICY

The Federation of Industries of Northern Greece's Quality and Social Responsibility Policy is to provide top quality services to its members in order to maximise the benefits for industry and to satisfy the stated and expected requirements of its members.

The Federation's quality objectives are as follows:

- To effectively inform members by providing valid information in good time
- To support members
- To promote development policy in Northern Greece
- To develop and maintain partnerships with similar organisations, representatives of the State and the media
- To attract new members
- To implement transparent, predetermined operating procedures for the Federation
- To effectively manage revenues.

The Federation's social responsibility objectives are as follows:

- To promote and disseminate the principles of corporate social responsibility to members of the Federation and society as a whole
- To develop the skills of the Federation's human resources
- To support and respect the protection of internationally-proclaimed human rights
- To ensure that the Federation's activities do not entail violations of human rights
- To prevent all forms of forced or mandatory labour and to effectively abolish child labour
- To combat all forms of corruption, including extortion and bribery

Our aim and goal is to constantly improve the level of services provided, to fully satisfy members, and to comply with the codes of conduct and procedures which have been put in place in order to implement our Quality Management and Social Responsibility System.

That System was upgraded in 2009 to a quality management system in line with the new ISO 9001:2008 standard.

In 2009 the Federation's Board of Directors decided to implement a Social Responsibility System in line with the globally-accepted SA 8000:2008 standard in order to demonstrate in practical terms our social awareness.

The Quality Management System is one of the control mechanisms we have put in place that allows us to improve our productivity, effectiveness, and increase our range of activities while maintaining a modern work environment.

In order for the Quality Management System to operate properly, the involvement of all staff and associates is necessary. More effective participation requires proper knowledge of the system and a commitment to achieve the stated objectives. Consequently, our staff are fully briefed about our documented system and about the requirements of the ISO 9001:2008 standard and contribute to its smooth functioning and improvement.

Providing information about quality is an important factor in the personal development of employees and associates and of vital importance for the Federation's advancement. Consequently, we believe that by training and motivating employees and associates the Federation will be able to achieve even higher standards.

FING'S STATEMENT OF SUPPORT FOR THE 10 PRINCIPLES OF UNITED NATIONS GLOBAL COMPACT

From May 2008 the Federation became a founding member of the Global Compact Network Hellas and is committed to integrating and promoting the 10 principles supported by that specific UN initiative which relate to human rights, workers' rights, environmental protection and methods for combating corruption.

The 10 principles we support are:-

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Businesses should make sure that they are not complicit in human rights abuses

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

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour

Principle 5: Businesses should uphold the effective abolition of child labour

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

Yanis Stavrou

Executive Vice President

GENERAL

With the firm conviction that the adoption of the corporate social responsibility principles was essential, the Federation of Industries of Northern Greece (FING) was one of the founding members of the Hellenic Network for Corporate Social Responsibility (Hellenic Network for CSR).

From 2000 onwards the Federation has constantly been improving its role as a socially-responsible organisation by taking actions and initiatives aimed at promoting and disseminating the Corporate Social Responsibility principles to the business community and has also included it among the objectives contained in its Statutes.

In May 2008 the Federation became a founding member of the Global Compact Network Hellas and is committed to integrating and promoting the 10 principles supported by that specific UN initiative which relate to human rights, workers' rights, environmental protection and methods for combating corruption.

Being aware of the modern challenges faced by society and its requirements, the Federation obtained certification in October 2009 for the globally-accepted Social Accountability 8000:2008 standard thereby declaring its commitment to social responsibility principles.

Corporate social responsibility is developing into a strategic sector for businesses and the Federation aims to establish and highlight trust-based relationships between businesses and society. It is in that context that it has taken a leading role in organising specific, targeted actions to transfer theory into practice.

Below is an overview of the actions taken by the Federation related to 10 principles of Global Compact over the period 2010 to 2015.

HUMAN RIGHTS

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights:

- Letter from the Federation to the Government, dated 23 December 2013, in order to reopen the Regional Broadcasting Station (ERT3) in Thessaloniki.

Principle 2: Businesses should make sure that they are not complicit in human rights abuses:

- Network for social solidarity

<http://www.solidaritynet.gr/>

On the initiative of the Federation of Industries of Northern Greece in collaboration with the most important business organizations of Thessaloniki [Thessaloniki Chamber of Commerce and Industry, Thessaloniki Chamber Of Small And Medium Sized Industries, Professional Chamber of Thessaloniki, Greek International Business Association and Thessaloniki Traders' Association] in order to better organize and mobilize other businesses, an organization was created to support the everyday needs of our fellow human beings, following the principles of Corporate Social Responsibility.

The aims of the "Network"...

- To support individuals, groups, charities, organizations and other relevant bodies, by connecting them with the business community of Northern Greece.
- Promoting the connection between companies and socially-vulnerable groups.
- Promoting the concept of social awareness and responsibility, and social cohesion in our country.
- The Network mobilizes companies. It assesses, develops and promotes the tools for the implementation of the principles, both at national level and abroad.

the "Network", between 2012-2015, amongst many other provided...

- Clothes for women and men to the Greek Red Cross.

- Clothes for babies to: Greek Children's Village in Filyro, SOS Children's Village in Plagiari and "Melissa" Orphanage for Girls.
- Food supplies were sent to various institutions: Greek Children's Village in Filyro, SOS Children's Village in Plagiari, "Melissa" Orphanage for Girls, Church of the Virgin Mary, Municipal Nursery of St. Stylianos, St. John Chrysostom Parish Benevolent Fund, Greek Red Cross, church kitchens, and food distributors, which offer over 60,000 servings of prepared food.
- For Christmas and Easter holidays, toys watches, cameras and financial support were sent to several institutions.
- Repairing and improving the buildings and facilities of several institutions.
- Support was given to the initiative of the Coca - Cola Company entitled: "The school you want, is in your hand", for repairing and improving school buildings in the area of Thessaloniki.
- 32 TV sets were sent to: Ahtida, Greek Children's Village in Filyro, and "Melissa" Orphanage for Girls.
- 72.000€ was given from the National Association of Tobacco Industries and Companies for the purchase of two busses, a car and a freezer unit for food.
- The members of the Organizations participating in the "Network", gathered over 22.000€, for the needs of various institutions.
- Thessaloniki Chamber of Commerce and Industry has offered 3.000€ in memory of Pantelis Konstantinidis, for the kitchen renovation of the Benevolent Fund Ladies of Thessaloniki.
- The first event in order to present the "Network", was held on Saturday 2 February 2013, with the participation of more than 500 people, and honoured with the presence of the President of the Greek Republic, Mr. Karolos Papoulias. The proceeds from this event were distributed to the 36 institutions, which the "Network" supports.
<http://www.solidaritynet.gr/parousiasi.php>
http://www.sbbe.gr/newsletters/typos/2013_01/5.pdf
http://www.sbbe.gr/newsletters/typos/2013_01/6.pdf
- The "Network" invited the Archbishop of Tirana, Durres and Albania, Mr. Anastasios, as keynote speaker to a special event, held on Monday 31 March 2014. The proceeds from this event were distributed to the 36 institutions, which the "Network" supports.
<http://www.solidaritynet.gr/ekd2014.php>
http://www.sbbe.gr/newsletters/typos/2014_02/14.pdf
http://www.sbbe.gr/newsletters/typos/2014_02/15.pdf
http://www.sbbe.gr/newsletters/typos/2014_02/17.pdf

- The Hellenic Management Association, with the support of the Federation of Industries of Northern Greece, organized the 8th Forum on Social Responsibility, which was held on Wednesday 18 February 2015. The net proceeds from the event were distributed to the institutions in Northern Greece, which the "Network" supports.

http://www.sbbe.gr/docs/deltio/teyxos1_2015.pdf FING's newsletter 01/2015, p.15

- The non-profit association MDA Hellas, in collaboration with the Federation of Industries of Northern Greece, organized a dinner with Mr. P. Economides as keynote speaker, on Wednesday 14 March 2012, for the financial support of the Special Unit for Neuromuscular Diseases of the University Hospital "AHEPA", in Thessaloniki.

http://www.sbbe.gr/docs/deltio/teyxos2_2012.pdf FING's newsletter 02/2012, p.11

LABOUR STANDARDS

- Certification was awarded to the Federation, according to the international standard of social responsibility, Social Accountability 8000: 2008, in October 2009.
- "GREEK VALUE Awards of Northern Greece" is an ongoing initiative, which began in 2011 by the Federation of Industries of Northern Greece in order to award the manufacturing companies in Northern Greece. Among others, this scheme includes the Award for "Corporate Social Responsibility."

http://www.sbbe.gr/?page_id=2969

- The Federation operates a group for the enhancement and promotion of initiatives to improve the working and educational environment.

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

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour

Principle 5: Businesses should uphold the effective abolition of child labour

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

- On 22-23 October 2011, the Manpower Employment Organization of Greece, under the auspices of the Federation of Industries of Northern Greece, organized the 2nd Forum for Labour and Career Opportunities.

http://www.sbbe.gr/docs/deltio/teyxos5_2011.pdf FING's newsletter 05/2011, p.14

- On Thursday 20 February 2014, a Memorandum of Understanding was signed between the Federation of Industries of Northern Greece and the Aristotle University of Thessaloniki, to support the following initiatives: "Bureau of Career and Employment (DASTA)" and "Innovation and Entrepreneurship Unit (MOKE)."

ENVIRONMENT

- "GREEK VALUE Awards of Northern Greece" is an ongoing initiative, which began in 2011 by the Federation of Industries of Northern Greece in order to award the manufacturing companies in Northern Greece. Among others, this scheme includes the Award for "Environment."

http://www.sbbe.gr/?page_id=2969

- The Federation operates a group for the enhancement and promotion of initiatives to improve the environment, and the promotion of green business.

Principle 7: Businesses should support a precautionary approach to environmental challenges

- On Wednesday 25 January 2012, the Voluntary Organization for the Urban Environment ECOCITY, under the auspices of the Federation of Industries of Northern Greece, organized an event entitled: "The polluter pays. Environmental Damage."
- On Friday 7 December 2012, with the support of the Federation of Northern Greece, a Symposium was organized entitled: "Sustainable Cities. Dynamic Development."

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility

- On Monday 16 June 2014, in Veroia, the Federation organized an event in order to inform and train food processing companies on waste management.
- On Friday 27 April 2014, the Federation organized the event entitled: "Environment and Business - recent legislative changes," informing the companies about the changes in environmental legislation.

- On Tuesday 30 October 2012, the Federation organized an event entitled: "Sustainable Management of Industrial Waste", with the participation of more than 150 companies.

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies

- On Tuesday 17 March 2015, at a gathering in Ioannina, the Enterprise Europe Network - Hellas, of which the Federation is a member, informed the participating companies about its activities and presented the services which it provides to companies related to green entrepreneurship.
- On 26-27 November 2014, the Federation, which is a member of the Enterprise Europe Network - Hellas, organized a two-day Forum entitled: "Green Your Mind! Aqua and Terra," within the framework of the implementation of the project GuardEn.
- On Friday 26 November 2010, in Thessaloniki, an event was organized entitled: "Black Sea Business Forum: New Era in Green Business", with the collaboration of the Federation. More than 150 business meetings took place, with the participation of 75 businessmen and executives from countries around the Black Sea region and 100 representatives of Greek companies.

ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

- On Saturday 30 March 2013, the Hellenic Association of Certified Fraud Examiners (HACFE), with the support of the Federation, organized an event entitled: "Dealing with cases of fraud, prevention, early detection and suppression."