



***EUROCERT's
4th Communication on Progress
UN Global Compact***

Reporting Year: 2019



January 30, 2020

Managing Director's statement

Taking the opportunity with this 4th Communication on Progress, I am delighted to confirm that EUROCERT SA reaffirms its full support and commitment to the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption. Furthermore, EUROCERT supports the 17 Sustainable Development Goals (SDG's) by implementing responsible business operations in all its activities throughout the world.

EUROCERT is the leading Greek certification body with activities all over the world. It remains committed to conducting its operations in a socially and environmentally responsible manner and has integrated Global Compact's principles in its strategy and business culture in Greece as well as in projects and services abroad. Legal compliance, ensuring a healthy and safe working environment and respect of human and labour rights are top priorities for EUROCERT SA. Furthermore, we apply a zero-tolerance policy towards corruption issues. We value our employees, customers and all interested parties and try to share with them these principles. After completing 20 years of continuous and successful development in 2018, we are all enthusiastic for the new decade starting in 2020, in order to set the grounds for greater development in a responsible manner as well as modernization in our business processes. Integrity and respect to the client have always been our core values. Innovation, business ethics, Corporate Social Responsibility and contribution to UN SDG's are important elements in our everyday business and guide us for our future development.

With this Communication on Progress report, we describe our actions and policies in order to integrate UN Global Compact's principles and present measurable outcomes and objectives for the future.

Yours sincerely,

George Briskolas
Managing Director





A. Human rights

i) Principles

- Businesses should support and respect the protection of internationally proclaimed human rights
- Make sure that they are not complicit in human rights abuses

ii) Overview

Eurocert respects and supports the Universal Declaration of Human Rights and all applicable national and international norms. This applies not only regarding its operations in Greece, where its H/O are located, but also abroad, where international services and projects are provided. In particular in Greece, human rights and labour related issues have become more important due to the recession over the past few years, therefore our company wishes to influence all employees, clients and business partners towards these values. This becomes even more crucial now, that Greece seeks to exit crisis for good and achieve significant development rates.

iii) Actions

Eurocert has taken important steps towards protection of human rights, not only for its personnel, but also regarding its interested parties. In particular:

- Eurocert holds accreditation by SAAS (Social Accountability Accreditation Services) to provide social audits according to SA8000 (Social Accountability), in which human rights and labour issues are top priorities. Furthermore, according to SAAS requirements, Eurocert is being assessed on an annual basis by SAAS assessors for its compliance to the accreditation criteria. Before any expansion of its social certification services to a new country, Eurocert conducts a country risk assessment, where all social, economic and human rights issues are identified. Furthermore, before conducting social audits, auditors conduct a stakeholder consultation with



interested parties in order to determine the socio-economic conditions and risks. The countries that we operate these social audits for the moment are Greece, India, Italy, Albania, Romania, Kosovo and Bulgaria

- Eurocert is a member of the National Network for Corporate Social Responsibility (CSR Hellas) and has renewed its annual membership. We participate in periodic meetings with CSR Hellas regarding consultation for social issues and SDG's
- In co-operation with CSR Hellas, Eurocert has documented a scheme for Corporate Social Responsibility assessment with a number of criteria, focused initially in the developed tourism sector, awarding in hotels the mark "Ethos", after successful audit. This is a proud initiative for the Greek market and will be promoted and applied also in other sectors.
- We encourage all our clients to become signatories to the United Nations Global Compact
- Eurocert supports and makes annual contribution to various NGO's (local and national), which support poor, unemployed people and young children
- A Code of Conduct is in place, which is signed by all auditors
- Eurocert supports and implements European Regulation 679/2016 (GDPR) regarding the protection of personal data

iv) Measurement of outcomes

- Eurocert has been awarded first prize in the category of SME's in "Corporate Responsibility Awards", organized by Association of Greek Advertisers in 2019. The prize concerned the CSR action – project regarding the safety inspection of 11 houses of NGO "Xamogelo tou Paidiou", which provides shelter and hosts children in need all around Greece. Project was completed in 2018 and supports the implementation of SDG's, in particular No, 3,4, 10 and 17. Its detailed description is provided in previous COP
- Eurocert's CEO has signed CSR Europe "Call to Action: A new deal for Europe" promoting SDG's in Europe. Mr Briskolas was among the 100 first CEO's to sign this initiative



- In 2019, Eurocert has incorporated CSR “Ethos” requirements in its «ELLA-DIKA MAS» certification requirements enforcing a large number of Greek companies to adopt social criteria in their business practices. Ethos mark has also been approved by the Greek Hotel Association to provide extra points for hotel star rating
- Eurocert has fully amended its processes and documentation in order to comply with GDPR requirements. In particular, all employment contracts as well as Internal Regulation have been amended to include personal data protection
- No recorded fine or complaint regarding human rights abuse for Eurocert’s personnel in 2019
- No known fine regarding human rights abuse for companies certified by Eurocert in 2019
- No recorded NC at H/O assessment after accreditation body audit (SAAS) for SA8000 in 2019
- In 2019, Eurocert has continued annual contribution (food, clothes etc.) to local NGO’s, e.g. Social Market of Metamorfofi and Social Pharmacy, which support poor and unemployed people in the community
- The company has continued the collection of plastic bottle caps, participating in a fundraising project by NGO “Green Angels” for exchanging them with a wheelchair

B. Labour

i) Principles

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- The elimination of all forms of forced and compulsory labour
- The effective abolition of child labour
- The elimination of discrimination in respect of employment and occupation



ii) Overview

Eurocert is committed in respecting all national and international laws in respect of labour conditions and rights. Furthermore, since its foundation in 1998, our goal is to ensure and achieve the best working conditions for all our employees. A positive work environment, without any sign of discrimination, forced labour or abuse is a top priority. This has been a significant value for Eurocert throughout its operation for more than 20 years and has a greater value nowadays as the company is growing fast, hiring more permanent staff.

iii) Actions

- Due to the nature of the company (provision of services) and the number of employees, the company does not have a trade union in place. However, through a documented complaint/grievance mechanism, all employees may submit their complaints or proposals. The same applies also through the annual employee satisfaction questionnaire
- Eurocert is accredited by SAAS for conducting audits according to SA8000:2014. Accreditation requires that also accredited bodies do their best and encourage implementation of standard requirements within the company
- The company enforces all existing national collective bargaining agreements and adopts all latest legislative amendments regarding social and taxation requirements
- All Eurocert employees have employment agreements in place with clearly defined rights, obligations, duration, job title, pay rates, benefits, conditions and notice period for resigning. HR requires only copies of identity documents and all hirings are conducted directly and not through any employment agency
- Eurocert takes all the necessary precautions to assure a healthy and safe working environment for its employees:
 - Appointment of Health & Safety Officer
 - Appointment of a Doctor
 - Health & Safety risk assessment
 - Use of Personal Protective Equipment (PPE's), where required



- Training of all employees regarding fire safety, evacuation and first aid
- Provision of free group private insurance for all employees and flexibility for including also first degree family members
- Child labour is not an issue for Greece, therefore it is not identified as an important risk for our company. Eurocert adheres to minimum age provisions of national labour laws and all employees are more than 18 years old. Official identity documents are required prior to hiring. This concept applies also to our activities abroad. Finally, child labour issues are one of the basic requirements of SA8000, which we audit in Greece and abroad
- No discrimination filters are applied in hiring, remuneration, training or promotion

iv) Measurement of outcomes

- No delay in employee wages has ever been noted and this took place also in 2019. This is important given the general economic situation over the past years in Greece and is a top priority for Eurocert
- Increase in the total number of employees in Greece took place within 2019, in particular of 4,5%
- 75,5% of employees is male and 24,5% female. Furthermore, there are two women in top management
- 1 foreign employee is also employed at Eurocert's H/O sharing all the benefits that native employees have
- Company has contracted an external doctor in 2019, providing periodic monitoring of all employees. At least 9 on-site doctor visits were conducted
- Renewal of private insurance coverage for all employees in 2019. It is planned that benefits will be expanded in 2020
- Provision for special discount for employees' house cost of electrical energy consumption, following an agreement with an energy supplier
- No recorded accident related to health & safety for Eurocert's personnel in 2019



- No worker complaint recorded in 2019 regarding labour issues
- A 20-year celebration bonus (same for everybody) was given to all employees in the end of 2018/beginning of 2019 for company's 20th anniversary
- A 10-year award was given to an employee, after 10 consecutive years in the company
- Christmas party took place also in 2019 with the provision of free gifts to all employees' children
- All new workers in 2019 have received PPE's
- Provision of cell phones and company cars to auditors
- Monitoring of worker satisfaction and evaluation of suggestions continued in 2019. The questionnaire has been updated and enriched in order to monitor more important issues.
- Worker Internal Regulation was updated to include GDPR requirements
- Personnel evaluation took place for all employees in 2019
- Equal provision of training sessions to all employees and auditors. In particular a training for responsible driving is planned in 2020 for all employees

C. Environment

i) Principles

- Businesses should support a precautionary approach to environmental challenges
- Undertake initiative to promote greater environmental responsibility
- Encourage the development and diffusion of environmentally friendly technologies

ii) Overview

Eurocert SA is a services company, a certification body, therefore its environmental impact is not so significant. However, Eurocert is committed in reducing its environmental and carbon footprint and also in influencing all its clients in doing so. Furthermore, Eurocert is accredited by ESYD for conducting environmental audits according to ISO 14001, EMAS Regulation, ISO



50001 and ISO 14064. Most important environmental impact of Eurocert's activity is the greenhouse emissions caused by traveling of auditors (car or flights), therefore mostly indirect.

iii) Actions

- Eurocert is a member of an NGO regarding environmental awareness "Green Angels" and participates in various ecology and environmental projects
- Calculation on a periodic basis of Eurocert's Carbon & Environmental Footprint
- Periodic energy audits regarding Eurocert's H/O
- Promotion of recycling and waste segregation at company's H/O
- Promotion of energy management and saving at company's H/O
- Personnel participates in voluntary environmental projects, like reforestation etc.
- Use of ecological detergents for cleaning of H/O
- Supply of low consumption vehicles and on-time maintenance of all company vehicles

iv) Measurement of outcomes

- No recorded environmental fine for Eurocert in 2019
- No delay in maintenance of company's vehicle control regarding exhaust emissions
- Various training sessions conducted in 2019 regarding Environmental Management, Legislation and Monitoring
- Due to the nature of business, it is difficult to monitor environmental indicators, like recycled material etc. However, separation of recyclable waste takes place at H/O and environmental awareness of all personnel is at a high level
- Segregation and recycling of paper and plastic packaging waste was implemented in 2019, using the 4 special bins located at H/O's kitchen areas. Special training was given to cleaning employees. Recycling of printing paper (A4) also takes place
- 1 special bin is available on 2nd floor for management of used batteries. Collection of adequate amount of waste was completed in 11/2019 and was handed in to a licensed recipient for recycling
- Planned energy audit is postponed for 2020



D. Anti-corruption

i) Principles

- Businesses should work against all forms of corruption, including extortion and bribery

ii) Overview

Anti-corruption and anti-bribery issues are a top priority for Eurocert, due to the nature of its audit activities in Greece and abroad. Eurocert has identified the relative risks through a detailed risk assessment and has taken all proactive measures to deal with them. Top management shows great commitment and determination in implementing those measures, adopting a zero-tolerance policy and this is effectively communicated to all our auditors and clients.

iii) Actions

- Eurocert has applied in 2019 for APSCA (Association of Professional Social Compliance Auditors) membership, following important amendment in its internal processes and procedures to strengthen even more its integrity, anti-bribery and anti-corruption preventive controls. These amendments concern not only auditors, but all company staff
- A certain set of internal and preventive controls regarding independence, integrity and anti-bribery are in place. In particular:
 - Code of ethics
 - Declaration of independence, impartiality and objectivity
 - Risk assessment, covering all related anti-corruption and anti-bribery risks, not only in Greece, but also taking into account the various conditions abroad (e.g. Italy, Bulgaria, China etc.)
 - Emergency situation work instruction is in place with specific guidelines for dealing with potential circumstances of bribery, denial of access and other emergencies



- Complaint and grievance mechanism
- Whistleblower mechanism
- Anti-corruption and anti-bribery policy

iv) Measurement of outcomes

- No recorded complaint or violation for Eurocert's personnel and auditors in 2019 concerning corruption, extortion or bribery issues. Eurocert has not been involved in any legal cases, investigations or allegations related to corruption and bribery
- Improvement of internal procedures to safeguard integrity and anti-bribery controls in order to get APSCA approval. The application process is expected to be completed in 2020
- Successful conclusion of accreditation process by ESYD (Greek Accreditation Body) for ISO 37001 Anti-bribery Management Systems certification. Eurocert has already certified a number of companies in Greece and abroad
- Annual economic statements and balance sheets are approved by chartered accountants for 2019
- Successful annual internal audit by Impartiality Committee in 2019
- Agreement with a technical expert, lawyer, specialized in anti-corruption and anti-bribery legislation, providing expertise during the audits
- Periodic training conducted in 2019 regarding social issues, focusing on labour law, anti-bribery and child labour

