



XENIOS ZEUS

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Our History

“Xenios Zeus” is a civil nonprofit company established in 2001. It has been operating in the sectors of health, education and social care, covering a wide range of services and needs of beneficiaries.

Certified Social Care Entity, member of United Global Compact, a UN-led as well as the CSR initiative in Greece, member of the SSE (Security and Solidarity Economy) registry of companies, “Xenios Zeus” is also certified for public engineering works of NSRF (National Strategic Reference Framework) as well as for the following:

ISO 9001:2015

EN 15224:2016

ISO 27001:2013

ISO 22000:2018

ISO 37001:2016

“Xenios Zeus” is an **EFQM Global Award winner**, for demonstrating an indisputable track record of success in turning strategy into action as well as for continuous improvement of our performance.

Services Offered

The services offered cover a wide range of needs and support a great number of beneficiaries. This includes **2.000.000 documented services offered** and over **24.000 psychosocial support sessions**.

More specifically:

In collaboration with municipalities all over the country, we offer **Social Care & Support services** to those who suffer from poverty, through social assistance and support actions. The number of our beneficiaries exceeds 35.000 people, within the network of the 23 units we have created.

In the healthcare sector, there are **8 Residential Care Homes of Psychosocial Rehabilitation** for people with intellectual disability as well as secondary psychiatric disorders. These residential units operate in Attica, in Chania, Rethymno and Lasithi, where 130 residents are taken care of.

Moreover, there is a **Counselling and Therapy Day Care Centre** in Attica, for adults who suffer from mental disorders but also an **Employee Mental Health Support Centre** that promotes equality and diversity against discrimination and work stress. There, mental health services are offered, in an environment that—with the support of our qualified personnel—guarantees acceptance, security, freedom of expression and continuous learning. There are also **3 units of Early Intervention in Psychosis** and **2 Residential Care Homes for people with organic psychosyndromes**, Alzheimer disease and other related disorders.

There are **2 Units for the Support of Suffering Populations** Evia and Crete, **2 Mobile Units** in Chania and Helaklion in collaboration with ‘General University Hospital of Heraklion’, **3 Units of Psychosocial Support for children and adolescents** in Crete and **2 Units of Psychosocial Support and Referral** in Attica.

Moreover, in cooperation with higher educational establishments, education services are offered to university students, to groups of volunteers, to professionals and to private individuals.

The development of our actions 2017—2023



35.000 registered
beneficiaries

270 employees

10 specialties

55% of employees under 35 years old

28 Mental Health

Units / Actions

23 Social Care Units

2.000.000 documented
services offered

24.000 sessions of psychosocial support

Volunteer network of
1.150 people



OUR MISSION

In conjunction with our highly trained personnel, we offer high grade, comprehensive as well as personalized services in terms of care, accommodation, rehabilitation and treatment, thus ensuring maximum benefits for the beneficiaries. Scientific training, continuing education and specialization are main criteria for staffing our company but they are also considered to be fundamental characteristics of its function.

OUR GOAL

We make sure all beneficiaries' needs are met and that we are identifiable through the infrastructure of our company, by means of outstanding scientific, supporting, therapeutic and rehabilitation procedures, designed to serve people's needs as effectively as possible.

“The services offered cover a wide range of needs and support a great number of beneficiaries”.



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We also pledge to participate in and engage with the UN Global Compact in the following ways:

- **Human rights issues** have become increasingly important as the nature and scope of business has changed. Our company has established a monitoring and tracking system to ensure that its human rights policies are being implemented. We have an explicit policy to ensure that our company's security arrangements do not contribute to human rights violations. We constantly support and respect human rights through our daily activities by providing safe and healthy working conditions, by guaranteeing freedom of association and by ensuring non-discrimination in personnel practices.
- We are taking steps to promote **environmental responsibility**. We define company vision, policies and strategies to include sustainable development and environmental quality. We are establishing a policy based on the use of environmentally sound technologies.
- Having obtained the 37001 ISO Certification for anti-bribery management systems, we introduce **anti-corruption policies** and programs within our organization.
- "Xenios Zeus" is an **EFQM Global Award winner**, for demonstrating an indisputable track record of success in turning strategy into action as well as for continuous improvement of our performance. The EFQM Global Award is supported by one of the most challenging assessment processes.
- We actively work on **poverty alleviation** by promoting human rights. Our vision is to improve the standard of living of all people by recognizing them as resources and not as victims.
- Our **Mental Health Community Support Services** are distinct from clinical mental health services, and play a vital role in supporting people with a severe mental illness and psychiatric disability throughout the recovery process. In this way, we are working on removing the stigma associated with mental health issues.
- As we believe in the effective measurement of both the quality and quantity of job performance of our staff, we conduct **internal assessments** so that we determine the training and development needs of the employees, set goals and standards that employees should meet but also boost employees' morale and performance by recognizing their effort.
- In the context of a holistic approach as far as the support of our employees is concerned, we are pioneers in providing **workplace counselling**. Our counsellors have a specialist viewpoint and skillset and are mindful of the context in which the employees work.
- Early **detection and prevention of mental health problems** is more than important. This is why we have created a system that not only contributes to the prompt identification of symptoms connected to mental issues, but it is accompanied by a **follow-up strategy**, which helps forming a complete depiction of the patient's situation.
- Given that people with mental health conditions around the world are exposed to a wide range of human rights violations, we provide all embracing **legal protection to the beneficiaries** of the mental health support we offer to them. One of our main targets is to promote, protect and ensure the full and equal enjoyment of all human rights of people with mental health issues.

We wish to express our continued support for the Global Compact and we are willing to renew the company's ongoing commitment to the initiative and its principles.