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***EUROCERT's  
3<sup>rd</sup> Communication on Progress  
UN Global Compact***

*Reporting Year: 2018*





*January 29, 2019*



### **Managing Director's statement**

Taking the opportunity with this 3<sup>rd</sup> 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.

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. 2018 was a significant year for EUROCERT, as the company has completed 20 years of existence and successful development, during which all the above mentioned principles along with integrity and respect to the client have 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 abused

### 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.

### 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, 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 new scheme for Corporate Social Responsibility assessment, focused initially in the developed tourism sector, awarding in hotels the mark "Ethos", after successful audit. The scheme will be expanded in the near future to cover industry and other business sectors. This is a proud initiative for the Greek market and will be promoted and applied also abroad.
- 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 completed voluntarily and without any charge in 2018 the safety inspection of 11 houses of NGO "Xamogelo tou Paidiou", which provides shelter and hosts children in need all around Greece. More than 250 children in total live in these houses. This was a very important initiative, since it has combined know-how with social benefit. 8 Eurocert auditors have participated. Inspection reports have been issued, identifying very important risks and areas for improvement regarding safety of these houses. Furthermore, Eurocert has provided material (food, toys, clothes) to these children upon these audits



- In 2018, Eurocert has continued annual contribution to local NGO's, e.g. Social Market of Metamorfofi and Social Pharmacy, which supports 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
- Not any recorded fine or complaint regarding human rights abuse for Eurocert's personnel in 2018
- Not any known fine regarding human rights abuse for companies certified by Eurocert in 2018
- Not any recorded NC at H/O assessment after accreditation body audit (SAAS) for SA8000 in 2018
- Renewal of private insurance coverage for all Eurocert employees in 2018
- Significant increase in the number of certified companies by Eurocert according to SA8000 / Sedex
- Eurocert has certified 5 hotels, according to the new scheme of CSR assessment and granted the mark "Ethos" in 2018
- Appointment of a competent employee for the implementation of GDPR of Eurocert's activities and conduct of a dedicated risk assessment for use of personal data
- Re-accreditation for SA8000 took place in 2018 by SAAS, without any problems (not any recorded NC at H/O). New accreditation certificate is valid for 4 years

## 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.

## 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 its requirements within the company
- The company enforces all existing national collective bargaining agreements and adopts all latest legislative amendment regarding social and taxation requirements
- Annual survey regarding the satisfaction level of its employees through anonymous questionnaires
- 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 health and safe working environment for its employees:
  - o Appointment of Health & Safety Officer
  - o Health & Safety risk assessment
  - o 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
- Provision of cell phones and company cars to auditors.
- Child labour is not an issue for Greece, therefore it is not identified as 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
- A company football team has been set up and participates in company championships. All necessary clothing equipment is covered by company expenses
- Equal provision of training sessions to all employees and auditors
- Bonus provided on a occasional basis, but equally to employees
- Christmas party takes place every year

#### iv) Measurement of outcomes

- In spite of the recession in Greece during the previous years, no delay in employee wages has ever been noted and this took place also in 2018. This is very important given the general economic situation and is a top priority for Eurocert
- Significant increase in the total number of employees in Greece took place within 2018, in particular of 18,5%
- Renewal of private insurance coverage for all employees in 2018
- Not any recorded accident related to health & safety for Eurocert's personnel in 2018
- Not any worker complaint recorded in 2018 regarding labor issues
- A 20-year celebration bonus (same for everybody) was given to all employees
- A 10-year award was given to an employee, after 10 consecutive years in the company



- Christmas party took place also in 2018 with the provision of free gifts to all employees' children
- In 2017, 28% of our employees were women and also there are two women in top management. This constitutes an increase, compared to 2017, by 7%
- 1 foreign employee is also employed at Eurocert's H/O sharing all the benefits that native employees have
- All new workers in 2018 have received PPE's
- Workers have received certified first aid training by Red Cross. Training session (theoretical and practical) lasted for 12 hours and took place in 1/2018
- Monitoring of worker satisfaction and evaluation of suggestions continued in 2018. The questionnaire has been updated and enriched in order to monitor more important issues. Results concerning worker satisfaction in general were improved compared to 2017
- A party for all employees took place after the annual management review on 1/2018
- Additionally to the code of conduct, a workers' manual was introduced and signed by all employees
- In 2018, the 1<sup>st</sup> personnel evaluation took place 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 important. 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
- An energy audit is planned for 2019 regarding Eurocert's H/O
- Eurocert has participated in the EMAS technical working group for environmental guidelines regarding the implementation of the Regulation in the waste management sector
- Promotion of recycling at company's H/O
- Promotion of energy management at company's H/O
- Personnel participate 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

- Not any recorded environmental fine for Eurocert in 2018
- No delay in maintenance of company's vehicle control regarding exhaust emissions
- Participation of Eurocert on 25/2/2018 at Greenathlon, a reforestation initiative in Ymittos mountain, located in Attica (close to H/O)
- Improvement of video conference equipment and increase of web meetings in order to reduce traveling, where applicable
- Various training sessions conducted in 2018 regarding Environmental Management



- 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
- 4 new bins for waste separation and collection (mainly for paper and plastic packaging waste) were installed at H/O's 2 kitchen areas
- 1 special bin available on 2<sup>nd</sup> floor for management of used batteries



## 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 clients.

### iii) Actions

- A code of ethics, prohibiting corruption, bribery, threat etc. is established and its acceptance is a prerequisite for all potential auditors, employed by Eurocert. Similar issues are also included in both internal and external associate contracts
- Furthermore, according to internal procedures, each auditor completes and submits a declaration of independence, impartiality and objectivity form before the audit



- Documentation and periodic review of 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
- Certain procedures regarding complaint submission and investigation & appeals are in place and are being implemented
- A certain whistleblower mechanism is set up for auditors and clients, leading directly to the Managing Director
- Anti-corruption and anti-bribery statement is included in company's Policy and Regulation
- Anti-bribery policy is set up and attached as annex for audit plans regarding social audits
- Annual economic statements and balance sheets are approved by chartered accountants
- Conclusion of office and witness audits by ESYD regarding accreditation according to ISO 37001 Anti-bribery management systems. The accreditation certificate is expected within early 2019
- Documentation and periodic review of all applicable legislative requirements regarding bribery and corruption
- Documentation of a brochure regarding ISO 37001 management system certification and publication at Eurocert's website, listing relevant benefits
- Employee training regarding bribery concepts, practices, legislative requirements and ISO 37001 to Eurocert's personnel by technical expert focused on bribery and corruption, with working experience at the national competent authority



iv) Measurement of outcomes

- Not any recorded complaint or violation for Eurocert's personnel and auditors in 2018 concerning corruption, extortion or bribery issues. Eurocert has not been involved in any legal cases, investigations or allegations related to corruption and bribery
- 2-day training on bribery concepts, practices, legislative requirements and ISO 37001 Participation certificates for 10 Eurocert employees/auditors
- Not any NC recorded concerning corruption, extortion or bribery issues after:
  - a) Accreditation body (SAAS) audit in 2018
  - b) Internal audits in 2018 (including audit of sub-contractors in Italy)
- No NC issued by ESYD during Eurocert's witness audit for ISO 37001 accreditation