



***EUROCERT's
2nd Communication on Progress
UN Global Compact***



January 30, 2018

Managing Director's statement

Taking the opportunity with this 2nd 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 is a significant year for Eurocert, as the company completes 20 years of existence and successful development, during which all the above mentioned principles along with integrity and respect to the client are our core values.

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.

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:

- It 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
- 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

iv) Measurement of outcomes

- Eurocert has taken over voluntarily and without any charge in 2017 the safety inspection of 11 houses of NGO "Xamogelo tou Paidiou", which provides shelter and hosts children in need all around Greece. This is a very important initiative, since it combines know-how with social benefit. So far, 2 out of 11 houses have been checked and relevant inspection reports have been issued. The project is expected to be completed within mid 2018. Furthermore, Eurocert provides material (food, toys, clothes) to these children upon each audit
- In 2017, Eurocert has continued annual contribution to a local NGO, called Social Market of Metamorfosi, which supports the poor and unemployed of the community
- The company has initiated the collection of plastic bottle caps, participating in a fundraising project by NGO "Green Angels" for exchanging them with a wheelchair
- No recorded fine or complaint regarding human rights abuse for Eurocert's personnel in 2017
- No recorded fine regarding human rights abuse for companies certified by Eurocert in 2017
- No recorded NC at H/O assessment after accreditation body audit (SAAS) for SA8000 in 2017
- Renewal of private insurance coverage for all Eurocert employees in 2017
- Increase in the number of certified companies by Eurocert according to SA8000 / Sedex



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.

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 campaign 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
 - o Training of all employees regarding fire safety, evacuation and first aid
 - o Provision of 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 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

iv) Measurement of outcomes

- In spite of the recession in Greece during the previous years, no delay in employee wages has ever been noted. This is very important given the general economic situation and is a top priority for Eurocert
- Significant increase in the number of employees in Greece took place within 2017, in particular of 38%. Company has taken over the financial burden regarding latest social insurance amendments in legislation



- Renewal of private insurance coverage for all employees in 2017
- No recorded accident related to health & safety for Eurocert's personnel in 2017
- In 2017, 21% of our employees were women and also there are two women in top management. Due to the nature of some industrial inspections, it is common that more men inspectors than women are interested in this type of job
- 2 foreign employees are also employed at Eurocert's H/O sharing all the benefits that native employees have
- Safety officer has conducted fire safety theoretical and practical training to H/O employees in 2017. An evacuation drill is planned for 2018
- All new workers have received PPE's
- Workers have received certified first aid training by Red Cross. Training session (theoretical and practical) lasted for 12 hours
- Monitoring of worker satisfaction and evaluation of suggestions continued in 2017
- Annual management review was conducted in 2017 at a mountain resort in Greece for 3 days. Employees and their families participated, with company covering all expenses (hotel, food etc.)
- Additionally to the code of conduct, a workers' manual was introduced and signed by 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 a newly founded NGO regarding environmental awareness "Green Angels" and participates in various ecology projects
- Calculation on a periodic basis of Eurocert's Carbon & Environmental Footprint
- 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 and energy management at company's offices
- Personnel participates in voluntary environmental projects, like reforestation etc.
- Use of ecological detergents for cleaning of H/O

iv) Measurement of outcomes

- No recorded environmental fine for Eurocert in 2017
- Carbon Footprint verification was conducted in 2016 (for reference year 2015) and is planned to be repeated in 2018. No particular change in building/equipment has taken place
- Review of Eurocert's Green Bible with suggestions for improvement of environmental footprint is ongoing
- Improvement of video conference equipment and increase of web meetings in order to reduce traveling, where applicable
- Special training was conducted in 2017 regarding Energy Management and best practices with a total duration of 24 hours



- Special bins are available for recycling of paper and plastic waste as well as for collecting batteries to be forwarded for special disposal through a licensed company

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.

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
- Quality Manager has documented and reviews periodically the risk assessment, covering all related anti-corruption and anti-bribery risks, not only in Greece, but also taking into account the various conditions abroad
- 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
- Annual economic statements and balance sheets are approved by chartered accountants
- Preparation for Eurocert's accreditation according to ISO 37001 Anti-bribery management systems is ongoing. Planned for completion in 2018

iv) Measurement of outcomes

- No recorded complaint or violation for Eurocert's personnel and auditors in 2017 concerning corruption, extortion or bribery issues. Eurocert has not been involved in any legal cases, investigations or allegations related to corruption and bribery
- Anti-bribery policy is set up and attached as annex for audit plans regarding social audits
- Anti-corruption and emergency situation training was conducted in 2017 for all social auditors
- No NC recorded concerning corruption, extortion or bribery issues after:
 - a) Accreditation body (SAAS) audit in 2017
 - b) Internal audits in 2017 (including audit of sub-contractors)
- Additionally to the code of conduct, a workers' manual was introduced and was signed by all employees