



**CORPORATE SOCIAL  
RESPONSIBILITY &  
SUSTAINABILITY  
REPORT**

*2018 Report (from January 1<sup>st</sup> to December 31<sup>st</sup> 2018)  
(Pursuant to L.4403/2016)*

# TABLE OF CONTENTS

MESSAGE OF THE VICE CHAIRMAN & CEO .....	3
SARANTIS GROUP .....	6
Changes in shareholding structure within 2018 .....	6
Areas of Activity .....	7
Description of supply chain .....	8
History .....	10
2018 Distinctions .....	11
Certifications .....	12
Strategic Partnerships .....	13
CORPORATE GOVERNANCE & RESPONSIBILITY POLICY .....	15
Governance Bodies .....	15
Corporate Governance Code .....	16
Responsibility Policy .....	16
ABOUT THE CORPORATE RESPONSIBILITY & SUSTAINABILITY REPORT .....	19
Purpose .....	19
Reference period .....	19
Application of GRI standards .....	19
Assurance .....	19
Communication .....	19
STAKEHOLDERS .....	20
Stakeholders Mapping .....	20
IDENTIFICATION OF MATERIAL ASPECTS .....	22
Prioritization table of material aspects .....	23
BOUNDARIES AND LIMITATIONS OF MATERIAL ASPECTS .....	24
ECONOMY .....	26
Financial Health .....	26
Share progress .....	27
Contribution to National Economy and Society .....	28
Procurement Practices .....	29
ENVIRONMENT .....	31
Energy .....	31
Waste .....	34
SOCIAL .....	39
Labor Practices .....	39
Social Actions .....	42
Product Responsibility .....	44
TARGETS 2019 .....	49
GRI INDEX .....	50

## MESSAGE OF THE VICE CHAIRMAN & CEO

Sustainability is at the core of our business model and guides us in our everyday business life. The balance between economic success and responsible environmental and social practices is embedded in our vision.

Within the year, we continued to focus on the areas that matter most, creating added value to us and our stakeholders.



Our focus remains behind our people, our most valuable asset, thanks to whom our business develops and flourishes. We are committed to establishing a better environment and prospects for them as we recognize they are a key catalyst for our path towards sustainable development. We aim to strengthen the leadership capabilities of our people, their business insight and their talents in order to create high-performance teams. The ever-changing, competitive conditions in the markets where the Group operates necessitate a business frame of mind that promotes innovation and improved performance. To that end, the Group rewards performance and also invests in educational programs and training

seminars for its employees. We focus on being a high-priority employer, by adopting structures and practices, making the most of our talented employees and their abilities.

Product quality and safety remain one of our top priorities. Quality is the foundation behind our product development process and is the factor that builds trust with consumers and drives strong brand awareness and performance. There is a continuous flow of new innovative ideas and techniques presenting an improved environmental and social footprint, having quality as a guiding principle.

In the area of production, adopting sustainable development practices is a key component of our strategy within the supply chain. The efficient use of energy and natural resources, the use of renewable energy resources, the mitigation of waste production and their rational management, the manufacturing of more environment-friendly products have been and still remain our commitments vis-à-vis the environmental challenges.

Being a growing and financially healthy business we are able to generate value to all stakeholders involved, suppliers, clients, consumers, shareholders and employees.

The Group systematically pays dividends to its shareholders, contributes to all the economies of the countries where it operates through taxes and social security funds and, in addition, provides help to vulnerable groups and NGOs both by financial support and product offers.

Investments remain a core pillar in the Group's sustainable strategy. They support our sustainable future of growth while positively influencing the local economies of our operations.

Part of the Group's generated cashflow was invested in significant areas of the business, such as behind the modernization and optimization of the supply chain systems and processes in the Group's production plants, including buildings infrastructure and machinery equipment renewal.

Moreover, the Group completed two important value-adding acquisitions this year, the cosmetics brand, Indulona, in Slovakia and Czech Republic, and the household products company, Ergopack, with presence in Ukraine and the CIS countries. These investments not only open up opportunities for all engaged stakeholders, including the society and the Group's people, but also provide further opportunities for our Group's growth in the newly entered territory.

Through our continuous efforts, we manage to enjoy sustainable growth and improved financial performance in a highly competitive and dynamic international business environment.

We commit to continue our efforts in the future to operate responsibly as we recognize financial performance goes hand in hand with a sustainable business path and it is the only way forward.

Kyriakos Sarantis

Vice - Chairman and CEO



# SARANTIS GROUP



## SARANTIS GROUP

Gr. Sarantis S.A. (company) has the legal form of a public company and is the parent company of Gr. Sarantis Group (the Group).

The Group includes the following subsidiaries in the respective countries:

SARANTIS BELGRADE D.O.O, Serbia  
 SARANTIS BANJA LUKA D.O.O, Bosnia-Herzegovina  
 SARANTIS SKOPJE D.O.O, North Macedonia  
 SARANTIS BULGARIA LTD, Bulgaria  
 SARANTIS ROMANIA S.A., Romania  
 SARANTIS POLSKA S.A., Poland  
 SARANTIS CZECH REPUBLIC sro, Czech Republic  
 ASTRID T.M. A.S., Czech Republic  
 SANECA TRADE CZ S.R.O., Czech Republic  
 SARANTIS SLOVAKIA S.R.O., Slovakia  
 SARANTIS PORTUGAL Lda, Portugal  
 SARANTIS HUNGARY, Hungary  
 ELODE FRANCE S.A.R.L., France  
 SARANTIS FRANCE S.A.R.L., France  
 POLIPAK SP. ZO.O., Poland  
 ERGOPACK LLC, Ukraine  
 and HOZTORG LLC, Russia.

The detailed Group structure, all information on the consolidation method and the other financial fundamentals are mentioned in the Consolidated Group Financial Report being published and uploaded on the Group's webpage, <http://ir.sarantis.gr/el/analystcorner/financial-results-release>.

The company's headquarters is located at 26 Amaroussiou-Chalandriou Str, Maroussi, in Greece.

Gr. Sarantis S.A shares are listed on the main market of Athens Stock Exchange, in the Large Capitalization Category.

### Changes in shareholding structure within 2018

During 2018 there weren't any notifications of significant participations in accordance with Law

## Areas of Activity

The Group operates in the production and distribution of cosmetics, household products, parapharmaceutical products.

The products it manufactures and represents belong to the following categories:

- Mass Market Cosmetics (personal hygiene and care products)
- Products of Household and Professional Use
- Health & Care Products, (vitamins, food supplements, diagnostic products, drugstore cosmetics)
- Luxury cosmetics (branded fragrance, treatment, make up)

The first two categories constitute the key pillars of the Group's growth, since they represent approximately 90% of total sales. The largest part of these products are own brands in the three production plants of the Group in Greece and Poland.

The portfolio numbers more than 80 trademarks of high recognition, such as STR8, BU, C-THRU, NOXZEMA, CARROTEN BIOTEN ELMIPLANT, KOLASTYNA, ORZENE, ASTRID, INDULONA, PROSAR, SANITAS, FINO, JAN NIEZBEDNY, AVA, TEZA, PYROX, CAMEL and AFROSO, constituting reference points in their respective product categories.

Moreover, through exclusive distribution agreements, the Group represents a series of internationally recognizable brands, such as JOHNSON & JOHNSON, ANTONIO BANDERAS, PEARL DROPS, VIDAL, DENIM, WASH & GO, and WELLA.

Under the Health & Care Products, the Group produces and represents top brands in the sector of vitamins, food supplements, diagnostic products and drugstore cosmetics. Indicatively, some examples are SOLENE, LANES, CLEARBLUE, BIO-OIL.

Finally, the Luxury Cosmetics category is adding strong names to the Group's range of products by known international houses of fragrance and specialized care and beauty products, such as LA PRAIRIE, PRADA, PACO RABANNE, CHOPARD, NINA RICCI, CARTIER and JEAN PAUL GAULTIER.

Sarantis Group owns an extended distribution network with approximately 109,000 direct sales points in Southern and Eastern Europe. These sales points include mainly supermarkets, mass market and luxury cosmetics stores and drugstores.

The deep knowledge of the markets in the countries the Group operates, the constantly developing trade portfolio and its extended sales network render the Group the most ideal associate for every consumer product company keen to operate in Southern and Eastern Europe.

## Description of supply chain

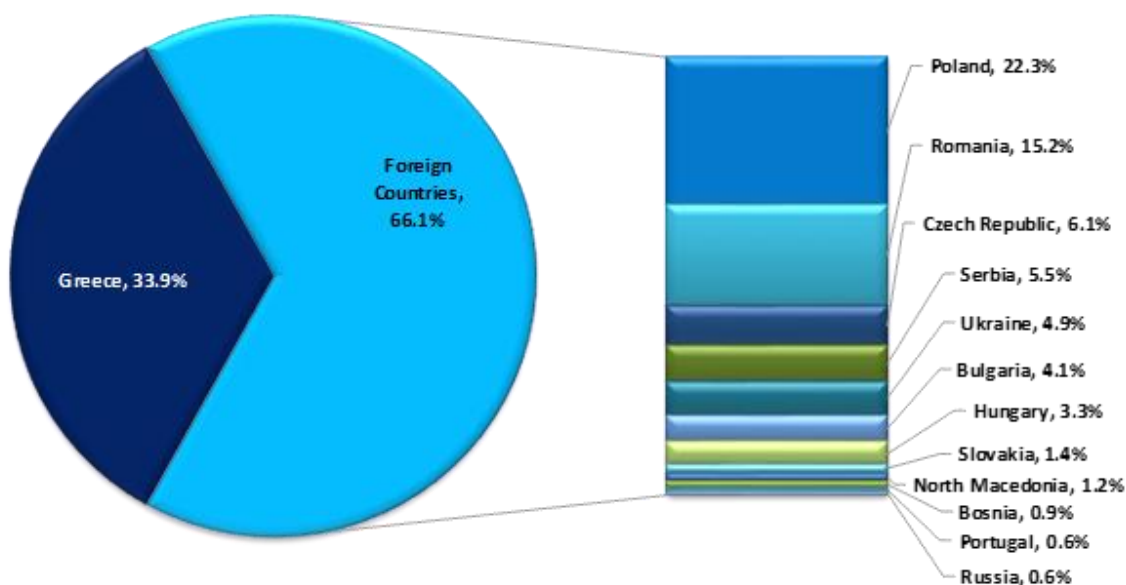
### Capacity information

Number of palettes traded (2018)	From Greece (GR DCs)	From Poland (PL DC)
In subsidiaries	14,753	14,180

### Storage areas in sq.

COUNTRY	Sarantis Management	3PL Management	Total
	square meters	square meters	
Greece	27,288	3,000	30,288
Poland	10,150		10,150
Poland-Polipak	2,000		2,000
Romania	6,938		6,938
Bulgaria	1,545		1,545
Hungary	2,670		2,670
Bosnia	600		600
Skopje	900		900
Czech Republic		3,000	3,000
Serbia		3,500	3,500
Portugal		500	500
Ukraine	6,820	1,100	7,920
<b>Total</b>	<b>56,911</b>	<b>11,100</b>	<b>68,011</b>

Sarantis Group operates in Europe, via 12 subsidiaries in Poland, Romania, Bulgaria, Serbia, Czech Republic, Slovakia, North Macedonia, Hungary, Bosnia & Herzegovina, Portugal, Ukraine and Russia, while at the same time, the Group maintains a powerful distribution network in more than 40 countries via direct exports. Foreign countries activity constitutes approximately 66% of the total Group turnover, while the further strengthening of the Group’s presence abroad is a significant strategic pillar of growth.





## Plants

### Oinofyta, Viotia Production Plant

- Surface 46,000 sq.m -Buildings 25,000 sq.m.
- Specialized R&D
- Perfumes & Cosmetics (perfumes, sun-care, shower gel, haircare, skincare)
- ISO Certificates (ISO 50001:2011 – Energy Management System, ISO 9001:2015 – Quality Management System, ISO 22716:2007 – GMP for Cosmetics).



### Poland Pruszkow -Warsaw

- Distribution Center and Plant
- 11,000 sq.m
- Packaging products (alu foil, food foil, baking products, etc)



### POLAND – POLIPAK Sroda Wielkopolska, Poznan

- Polyethylene products plant (garbage bags)
- 12,000 sq.m.
- ISO Certificates (ISO 9001:2015 – Quality Management System)



### UKRAINE – ERGOPACK, Kaniv

- Production of household products (packaging, garbage bags, cleaning items).
- 16.000 sq.m.
- Certificates (ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007)



## History

**1930:** Grigoris Sarantis establishes SARANTIS company in Constantinople.

**1956:** Company relocation in Athens.

**1965:** Set up of factory premises and production of the first cosmetics PROSAR and CLOCHARD.

### Decade '80 - '90

Conclusion of new forms of cooperation with international leading cosmetics companies, including the cooperation with ESTEE LAUDER COMPANIES.

### Decade '00

- Listing of the company on Athens Stock Exchange (1994).
- Further growth in the cosmetics sector, penetration in the area of household use products (acquisitions of SANITAS, CAMEL, TRYLET, AFROSO) and of health & care products (acquisitions of LOBELIN, PHARMACARE).
- Company expansion in South-eastern Europe through the subsidiaries in Bulgaria (1994), Romania (1996), Serbia (1997), F.Y.R.O.M. (1997), Poland (2000).
- 1997-1999 Installation of a new production plant and distribution center in Oinofyta, Viotia.

### 2002

- Establishment of a joint venture with ESTEE LAUDER HELLAS.
- Acquisition of the Polish household products company PACK PLAST.
- Establishment of the subsidiary Sarantis Czech Republic.

### 2006 -2010

- Establishment of the subsidiary in Hungary.
- Acquisition of the Romanian cosmetics company ELMIPLANT.
- Acquisition of the Hungarian food packaging products company TRADE 90.
- Acquisition of the Polish brand KOLASTYNA, covering face and body care products and sun care products.

### 2011 -2013

- Acquisition of household products DOMET in Hungary and TOPSTAR in Serbia.
- Acquisition of D. KOUKOUZELIS LTD operating in the Health and Care sector.
- New exclusive representation agreements for cosmetics representing the brands DENIM, TESORI D ORIENTE, VIDAL and LEOCREMA and the brand VAPONA in Greece.
- Establishment of the new Group subsidiary in Bosnia (Sarantis Banja Luka).
- New exclusive representation agreements with LA PRAIRIE SWITZERLAND and the brands COLOUR CATCHER and KEEP IT WHITE in Greece.
- Expansion of cooperation with SPOTLESS GROUP for the representation of its brands across all countries the Group operates.

### 2014

- Establishment of the new Group subsidiary in Portugal (Sarantis Portugal).
- Acquisition of the Czech cosmetic trademarks company ASTRID T.M.
- Acquisition of the NOXZEMA business in Greece from Procter & Gamble.

## 2015

- Acquisition of the AVA business in Greece from Procter & Gamble.
- New exclusive distribution agreement of WASH & GO product.
- Acquisition of the Polish packaging products company POLIPAK.

## 2017

- Sale of the Affiliated Company Thrace-Sarantis S.A.

## 2018

- Acquisition of INDULONA cosmetics products through the acquisition of the companies SANECA TRADE S.R.O. and SANECA TRADE CZ S.R.O. in Slovakia and Czech Republic respectively.
- Acquisition of ERGOPACK in Ukraine.
- Exclusive representation agreement with Coty for distribution of WELLA HAIR RETAIL BRANDS in the Greek retail market.

## 2018 Distinctions

- «Business Leaders in Greece» Award for the year 2017 by ICAP Group. (ICAP is the only company recognized as a Rating Agency by the Capital Market Commission and the European Securities and Markets Authority (ESMA)). The top institution True Leaders was placed under the auspices of the Ministries of Economy and Development, Tourism and the Hellenic Federation of Enterprises. Out of a total of 15,000 enterprises that were examined, only 70 Companies succeeded in distinguishing themselves, satisfying at the same time the following criteria:
  - They rank amongst the 500 most profitable Enterprises or the 200 Groups for 2017
  - They rank amongst the 500 Companies or 200 Groups with the largest headcount and have increased their personnel from 2016 to 2017
  - They occupy the top positions in their sector based on their Turnover
  - They post a high ICAP Credit Score
- The company GR. SARANTIS S.A. emerged as one of the nine most dynamic companies in the Growth Awards, organized for the third consecutive year by Eurobank and Grant Thornton. The Growth Awards constitute an initiative that aims to highlight and reward Greek businesses that combine strong economic performance with a successful modern business history, contributing to shaping a new landscape of entrepreneurship and work culture in the country.  
The evaluation process was carried out using specific analyses of key financial ratios and indices as well as specific qualitative characteristics in a total of about 8,000 enterprises.
- The company GR. SARANTIS S.A. was included in this year's list of 30 Fastest Growing Companies in Greece, a list drawn up by FORTUNE magazine in collaboration with INFOBANK HELLASTAT, a financial and commercial information expert specializing in Credit Assessment. The list was compiled according to the criteria internationally established by the American edition, taking into account companies from all branches of the Greek economy - excluding banks and insurance companies - with a turnover of more than 50 million euros. Of these companies the ones selected are the ones with positive EBITDA over the last four years.

For the ranking of the 30 fastest growing companies in Greece, the companies selected reduced the total borrowing (long-term and short-term) for the period 2014-2017 and then the remaining ones were classified according to: a) GAGR growth in sales within the period 2014-2017; b) CAGR growth on EBITDA for the same period.

- Since December 10 2017 Gr. Sarantis S.A. has been included in the MSCI Global Small Cap Index and since March 19 2018 in the FTSE Emerging Europe Small Cap Index Index. This success confirms on the one hand the company's sound situation and the correctness of the management's decisions at a level of strategy and implementation and constitutes a reward of all Group employees' efforts; on the other hand, it is a recognition of the successful communication strategy for years having attracted significant foreign institutional investors (increasing their participation rate from 30% in 2009 to 40% in 2016); notwithstanding the increased country risk and the challenging environment, those institutional investors classify Sarantis in their investment options.

### Certifications

The Group has developed a Regulatory Compliance System which includes: Codes, Policies, Regulations Procedures, Work Guidelines, Organizational Structure Graphs, Job Descriptions, Forms and Audit Mechanisms. Each subsidiary is obliged to make use of regulatory tools concerning the Group, whereas it is obliged to develop regulatory tools according to the guidelines of the pertinent Business Controller.

The Regulatory Compliance System is complemented by the Unified Management System which includes the standards: ISO 9001/2015, ISO 13485/2016, ISO 22716/2007 and ISO 50001:2011.

The Quality Management System places emphasis on the following:

- The satisfaction of demands of customers – consumers, which is achieved through constant communication and solution of any problems arising.
- The continuous improvement of the organization's energy efficiency.
- The review of effectiveness of the Quality Management System with the goal of constant improvement.
- The evaluation of the degree of achievement of the appropriate quality targets through reviews.
- The continuous training and strengthening of awareness of the personnel with the goal to fully understand the applied quality policy, as well as the reevaluation of this policy with regard to its suitability.
- The development of procedures covering all management cycles of the important operations, the reviewing of their compliance, as well as the evaluation of their effectiveness through a framework of indicators / ratios.
- The strict compliance and application of the provided rules with regard to the Good Manufacturing Practices (GMPs).
- The commitment to the provision of the necessary resources for the training of human force and the availability of modern technological equipment.
- The application of the appropriate measures concerning health and safety in the entire supply chain so that the full compliance of the products to the requirements of national and European legislations and of relevant derivative regulations is ensured.

International Standard	International Standard Implementation Department	Scope of Certification
<b>ISO 50001:2011</b> Energy Management Systems - Requirements and Implementation Guidelines	GR.SARANTIS SA -Central Company Offices -Inofita Complex	<ul style="list-style-type: none"> <li>▪ Production and packaging of Domestic and Professional Use products.</li> <li>▪ Production and packaging of Cosmetics of Wide Distribution.</li> <li>▪ Marketing and distribution of Health &amp; Care Products.</li> <li>▪ Provision of logistics services for products of Domestic and Professional Use, Cosmetics of Wide Distribution and Health &amp; Care Products.</li> </ul>
<b>ISO 9001:2015</b> Quality Management Systems-Requirements	GR.SARANTIS SA HOUSEHOLD	Production and packaging of aluminum foil, plastic film, multipurpose plastic utensils and related food packaging articles and waste bags for domestic and professional use.
<b>ISO 22716:2007</b> Cosmetics - Good Manufacturing Practice (GMP) - Guidelines for Good Manufacturing Practice	GR.SARANTIS SA -COSMETICS	Production and packaging of sunscreen products, hair care products, skin, fragrances and epilating products
<b>ISO 9001:2015</b> Quality Management Systems-Requirements	GR. SARANTIS SA DISTRIBUTION CENTER / HEALTH & CARE DPT	<ul style="list-style-type: none"> <li>▪ Marketing and distribution of medical products of personal health care, diagnostic and consumables medical devices: wound dressing and wound healing, thermometers, venipuncture products, therapy devices, earplugs, thermogel, ice spray and nasal spray.</li> <li>• In-vitro Diagnostic Medical Devices - IVD and IVD for self-diagnosis.</li> </ul>
<b>ISO 13485:2016</b> Products for Medical Use-Quality Management Systems-System Requirements for Regulatory Purposes	GR.SARANTIS SA DISTRIBUTION CENTER / HEALTH & CARE DPT	
<b>ISO 9001:2015</b> Quality Management Systems	POLIPAK	Design, production, sale of household products (foil packaging).
<b>ISO 9001:2015</b> Quality Management Systems	SARANTIS HUNGARY	Distribution of household cleaning products and cosmetic products.
<b>ISO 9001: 2015</b> <b>ISO 14001: 2015</b> <b>OHSAS 18001: 2007</b>	ERGOPACK	Development and production of consumable household products.

### Strategic Partnerships

- Coty: WELLA RETAIL HAIR BRANDS (KOLESTON, WELLAFLEX, NEWWAVE)
- Conter: TESORI D'ORIENTE, VIDAL, STREP, DENIM, LEOCREMA, GAIA ,FRESH&CLEAN, WASH&GO, BIOPOINT, L'AMBRE VERT
- La Prairie: LA PRAIRIE, SILVER RAIN
- Unilever: MYRTO, INCO
- Union Swiss: BIO-OIL
- Artsana: PIC
- Henkel: SEPTIFOS
- Church & Dwight: PEARL DROPS, NAIR, SPINBRUSH, ARM & HAMMER, FEMFRESH, BATISTE
- Chopard: CHOPARD



- Puig Group: ANTONIO BANDERAS, PACO RABANNE, CAROLINA HERRERA, NINA RICCI, PRADA, JEAN PAUL GAULTIER, BENETTON
- ANGELINI BEAUTY (ITF Group): TRUSSARDI, GIANFRANCO FERRE
- Evyap: ARKO, FAX
- Johnson & Johnson: OB, CAREFREE, CLEAN&CLEAR, LISTERINE, NEUTROGENA, JOHNSON BABY, JOHNSON ADULT, PIZ BUIN, LE PETITE MARSEILLES, PENATEN, REACH
- HRA Pharma: COMPEED
- Salvatore Ferragamo: SALVATORE FERRAGAMO
- Cartier Parfums: CARTIER
- Micy's: Company PUPA
- Parlux Fragrances: RIHANNA, PIERRE CARDIN, TOMMY BAHAMA, PARIS HILTON
- Lavena BG: BOCHKO
- Helen of Troy: FINAL NET
- Lalique: LALIQUE
- GR Lane Health Products: LANES
- Nuvaria: DOLORES PROMESAS
- Ortis: ORTIS
- Swiss Precision Diagnostics: CLEARBLUE
- Mega: BABYLINO
- Danielle Roches: TALIKA
- Biocidtech: SAM LOVES BETTY

The parent company has also established a joint venture with ESTEE LAUDER COMPANIES, with a 49% participation rate, for the distribution of ESTEE LAUDER products in Greece, Romania, Bulgaria and Cyprus.

## CORPORATE GOVERNANCE & RESPONSIBILITY POLICY

### Governance Bodies

#### Board of Directors

The Board of Directors has the powers, responsibilities and duties foreseen by the Law, the General Meeting and the Company's Articles of Association. Within the aforementioned context, the Board of Directors is the body exercising the company's management.

In particular, the current Board of Directors consists of 9 (nine) members. Five (5) members of the Board of Directors are non-executive members, whereas three (3) of the non-executive members are also independent.

The present Board of Directors has a term starting from 03/05/2017 and ending 30/06/2022 or until the date of the Annual General Assembly in 2022.

Chairman: Grigorios Sarantis of Pantazis, (executive member)

Vice Chairman and Chief Executive Officer: Kyriakos Sarantis of Pantazis, (executive member)

Executive Directors: Konstantinos Rozakeas of Petros, Konstantinos Stamatiou of Fokion

Non Executive Directors: Aikaterini Sarantis of Pantazis, Antonios Agiostratidis of Miltiadis,

Independent Non Executive Directors: Dimitrios Efstathiou of Konstantinos, Christos Oikonomou of Ioannis and Nikolaos Nomikos of Periklis.

#### Executive Committee

It is the Company's senior advisory and supervisory body, after the Board of Directors.

The Committee members:

Chairman: Chief Executive Officer

Participants: Chief Financial Officer

Legal Advisor

Supply Chain Manager

Marketing Manager

Sales Manager

International Activities Manager

Business Units Directors

#### Audit Committee

The Audit Committee safeguards the audit system's and risk management system's effectiveness applied in the organization.

The Committee members:

- Nikos Nomikos son of Periklis, Chairman of the Audit Committee (Independent and non executive BoD member),
- Dimitrios Efstathiou son of Konstantinos, (Independent and non executive BoD member),
- Christos Oikonomou, son of Ioannis, (Independent and non executive BoD member).

## Corporate Governance Code

Through the parent company GR. SARANTIS SA, the Group applies rules and practices being boiled down to the Corporate Governance Code drawn up by itself, taking into consideration the State's pieces of legislation and the corresponding guidelines by the competent bodies.

The Corporate Governance Code of GR. SARANTIS S.A. is available on the following link: [Corporate Governance Code GR. SARANTISPDF](#)

## Responsibility Policy

The Group has adopted the following principles:

- **Responsibility:** The Group is responsible for the effect generated by its business activities on the society, the economy and the environment. As a result, it accepts the audit from institutional bodies operating according to the Legislation in effect.
- **Transparency:** It adopts principles of transparency, which are reflected in both the Code of Conduct and the Corporate Governance Code which have been prepared by the Group, as well as in the Internal Operation Regulation.
- **Ethics:** The business activity of the Group is based on the values of honesty, justice and integrity. These values indicate strong interest for the people, the animals and the environment. These values set the framework with which the Group manages any potential repercussions from its activities and decisions upon the interests of the stakeholders.
- **Respect for the Interests of the Stakeholders:** The Group respects the expectations of the Stakeholders and through communication with them it considers solutions of mutual benefit in the issues which may arise, by applying prudent and rational practices during the solution of these matters.
- **Respect for Law:** In any case, the Group respects the legislative framework upon which it broadly operates and activates.
- **Respect for the International Rules of Conduct:** The Group shows respect for the international rules of conduct to the extent that these rules are not in disagreement with the regulatory framework governing the Parent Company, the articles of association, the policies, regulations and generally the culture of the Group.
- **Respect for Human Rights:** The Group demonstrates high respect for the human rights and recognizes their importance and universality.
- **Provisions against bribery and anti-corruption issues**
  - **Issues of fair competition law**  
The Group is fully compliant with the Commercial Law and Competition Law in all countries of operation. The Group's policies, regulation and procedures ensure its operation, so as its activities are carried out in accordance with the statutory framework. Each employee, if it is required or in doubt, should consult the Group's Legal Services for issues regarding the application of the

Commercial Law and the Competition Law. He / she should also inform the Group's Legal Service in case of any notice from the authority responsible for antitrust issues.

- **Measures against corruption**

The Group is fully complimented with the effective legislation regarding corruption. An employee that bribes during the performance of his/her responsibilities shall be subject to civil and legal penalties in accordance with the applicable legislation.

- **Compensation in excess of the agreed**

Employees are not allowed to accepting gifts or other compensation from customers, suppliers or competitors of the Group. However, the acceptance of small gifts apart from money is permitted in the ordinary course of business unless they constitute a breach of any law or regulation of the Group.

The above principles are included in the Code of Conduct of the Group which is presented in the following link: [GR. SARANTIS Code of Conduct PDF](#)

# ABOUT THE CORPORATE RESPONSIBILITY & SUSTAINABILITY REPORT





## **ABOUT THE CORPORATE RESPONSIBILITY & SUSTAINABILITY REPORT**

### **Purpose**

The purpose of this Report is on the one hand to comply with the provisions of law 4403/2016 and on the other hand to inform all stakeholders on a case by case basis (financial institutions, investors, analysts, suppliers, customers and consumers, employees, state and social bodies and other stakeholders) on the Group's operating practices in environmental, social and labor issues, the respect for human rights and the combating of corruption.

### **Reference period**

The Report covers the period from 1.1.2018-31.12.2018.

### **Application of GRI standards**

This Report was prepared on the basis of GRI-G4 (In Accordance Core) guidelines and is the third report of the Group. The 1<sup>st</sup> report was published last year covering the period 1.1.2016-31.12.2016.

It is noted that the Group is in the process of transition to the new GRI STANDARDS. The Sustainability Report for the period 1.1.2019-31.12.2019 will be compiled based on the new standards.

### **Assurance**

For the Report, no external assurance was practiced.

### **Communication**

For any clarifications regarding the Corporate Responsibility & Sustainability Report for the year 2018, you may contact Mrs Eleni Pappa / IR Manager (+30 210 6173065).

## STAKEHOLDERS

### Stakeholders Mapping



Sarantis Group recognizes nine different groups of stakeholders with reasonable expectations depending on their needs and the interests they represent. The dialogue with stakeholders aims at identifying the issues to be settled and at finding mutually acceptable solutions with mutual benefits through correct business practices.

The communication with stakeholders is the following:

stakeholders	Identified points of interest	Communication	Frequency
<b>Shareholders and investors</b>	<ul style="list-style-type: none"> <li>_ Economic Health</li> <li>_ Return on Invested Capital</li> <li>_ Transparency in the management</li> <li>_ Respect to sustainable development principles</li> </ul>	<ul style="list-style-type: none"> <li>_ IR and Corporate webpages.</li> <li>_ Mass Media</li> <li>_ Roadshows and Corporate Presentations</li> <li>_ Personal contacts with IR.</li> <li>_ Annual briefing at the Institutional Investors Association</li> <li>_ Ordinary and Extraordinary General Meetings</li> </ul>	<ul style="list-style-type: none"> <li>_ On ad hoc basis or based on schedule</li> <li>_ Regularly</li> <li>_ Based on schedule</li> <li>_ Ad hoc</li> <li>_ Annually</li> <li>_ Annually and ad hoc</li> </ul>
<b>Banks</b>	<ul style="list-style-type: none"> <li>_ Economic Health</li> <li>_ Transparency in the management</li> <li>_ Consistency in payments</li> <li>_ Broadening of cooperation</li> </ul>	<ul style="list-style-type: none"> <li>_ Meetings</li> <li>_ Telephone contact or via e-mail</li> <li>_ Written communication</li> <li>_ IR webpage</li> </ul>	<ul style="list-style-type: none"> <li>_ Ad hoc</li> <li>_ Regularly</li> <li>_ Regularly</li> <li>_ Regularly</li> </ul>

stakeholders	Identified points of interest	Communication	Frequency
<b>Workers</b>	<ul style="list-style-type: none"> <li>_ Financial safety</li> <li>_ Performance Recognitio</li> <li>_ Equal promotion opportunities</li> <li>_ Training</li> <li>_ Safe and healthy working environment</li> <li>_ Flexible working schedule</li> <li>_ Benefits</li> </ul>	<ul style="list-style-type: none"> <li>_ Meetings through the evaluation procedure</li> <li>_ Training Seminars</li> <li>_ One-day conferences</li> <li>_ Intracompany presentations</li> <li>_ Issue of manuals and work instructions</li> <li>_ Communication through Help Desk</li> <li>_ Communication based on the Code of Conduct</li> <li>_ Reports by the Occupational Physician</li> </ul>	<ul style="list-style-type: none"> <li>_ Annually</li> <li>_ Regularly</li> <li>_ Regularly</li> <li>_ Regularly</li> <li>_ Ad hoc</li> <li>_ Ad hoc</li> <li>_ Ad hoc</li> <li>_ Regularly</li> </ul>
<b>Consumers</b>	<ul style="list-style-type: none"> <li>_ The product to deliver on its promise</li> <li>_ The product value to match its price (Value for Money)</li> <li>_ Safety certificates, wherever required</li> <li>_ Quality</li> <li>_ Availability "on the shelf"</li> <li>_ Clarity and inclusiveness of labels</li> <li>_ Availability of consumer lines, or clarifications (Q&amp;A) on product webpages or social media</li> <li>_ Customer privacy</li> </ul>	<ul style="list-style-type: none"> <li>_ Product webpages</li> <li>_ Corporate webpages</li> <li>_ Market Researches</li> <li>_ Direct communication-consumers line</li> <li>_ Social media</li> <li>_ Media press releases</li> <li>_ Product events and sponsorships</li> </ul>	Regularly or Ad Hoc
<b>Customers</b>	<ul style="list-style-type: none"> <li>_ Adherence to commercial agreements terms</li> <li>_ Broadening of benefits and expenses to retail trade</li> <li>_ Flexibility with regard to the terms of collection</li> <li>_ Cooperation at delivery</li> </ul>	<ul style="list-style-type: none"> <li>_ Annual meetings for the drawing up of commercial agreements</li> <li>_ Communication for special actions agreements</li> <li>_ Monthly communication for credit policy issues</li> <li>_ Frequently scheduled communication with sales officers</li> <li>_ Sarantis evaluation meetings regarding cooperation</li> </ul>	Ad hoc, Regularly, or based on schedule
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>_ Adherence to agreements' payment terms</li> <li>_ Broadening of cooperation</li> <li>_ Flexibility in deliveries</li> <li>_ Flexibility in evaluations</li> </ul>	<ul style="list-style-type: none"> <li>_ Evaluation meetings and visits to the production premises to confirm that all requirements are covered.</li> <li>_ Corporate webpages</li> <li>_ By phone and via e-mail</li> <li>_ Written Communication</li> </ul>	Ad hoc, Regularly, or based on schedule
<b>Business Associations</b>	<ul style="list-style-type: none"> <li>_ Participation in subscription formats</li> <li>_ Participation in conferences and events</li> </ul>	<ul style="list-style-type: none"> <li>_ By phone and via e-mail</li> <li>_ Written Communication</li> <li>_ Corporate Webpages</li> <li>_ Participation in conferences - events</li> </ul>	Ad hoc
<b>Society (local communities, NGOs, Trade unions)</b>	<ul style="list-style-type: none"> <li>_ Economic support to local communities either by absorbing labor force from these communities, or by supplying goods and services through local suppliers.</li> <li>_ Support in kind</li> <li>_ Participation in local community actions related to environmental issues or issues of more vulnerable groups</li> <li>_ Environmental preservation or/and improvement</li> </ul>	<ul style="list-style-type: none"> <li>_ By phone and via e-mail</li> <li>_ Written Communication</li> <li>_ Participation in events</li> </ul>	Ad hoc or Regularly
<b>State Bodies</b>	<ul style="list-style-type: none"> <li>_ Adherence to the applicable legislation</li> <li>_ Consistency in the payment of taxes and social security contributions</li> <li>_ Facilitation of auditors' work</li> </ul>	<ul style="list-style-type: none"> <li>_ Announcements by Bodies, through webpages or media</li> <li>_ Meetings_ Telephone contact or via e-mail</li> <li>_ Written communication</li> <li>_ IR webpage</li> </ul>	Systematically, Ad hoc or Regularly

## IDENTIFICATION OF MATERIAL ASPECTS

Within 2018, a special study was completed for the detection of essential issues, in which the project team of the Corporate Social Responsibility and Sustainability Report determined and reviewed issues of relevant interest.

No external consultation took place especially for the preparation of the Report. The study for the detection of essential matters was based on the material and information possessed by the senior staff of the organization from their contacts with the interested, per case, parties during the exercise of their duties.

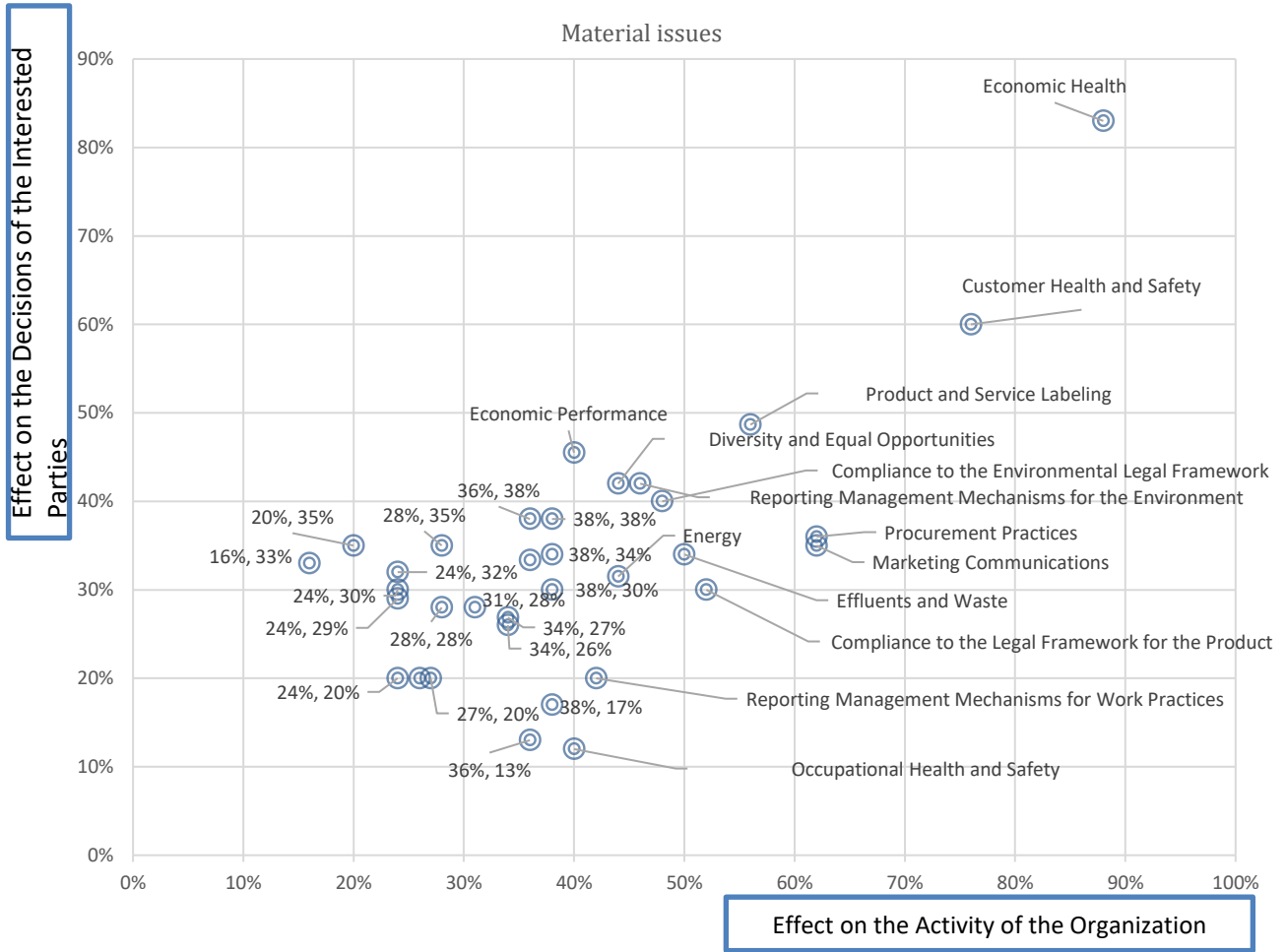
Given that during the reporting year and in the broader economic environment of the Group there were no catalysts that may justify a material change in the conditions, the Group maintained the same priorities and principles which were also the basis for the previous analysis of significance for the Group.

The study is being described as follows:

- I. The team determined the Sources from which the relevant information was collected and the relevant issues were recognized:
- II. The criteria determined for the ranking of the relevant issues were based on the following principles:
  - The principle of the uninterrupted continuation of the business activity (going concern)
  - The potential effect on the image and goodwill of the Group or of an individual product
  - The potential effect on the society and the application in more areas or ethnicities
  - The potential opportunity for innovation
  - The potential effect on the Group's activities from Legislation, Regulations, Standards and other frameworks of operation
- III. The essential issues were recognized, ratified from the Management and their limits were determined with regard to their potential effect inside and outside the organization.
- IV. Finally, the essential issues were documented according to the standards GRI-G4 whereas the relevant ratios and indicators were compiled.

The management of essential issues is performed on the basis of the risk management system and according to the regulatory compliance system of the Group as well as of its quality management system. The issues which have been deemed as essential during the significance analysis are the following:

**Prioritization table of material aspects**



The Report covered the material aspects that posted an impact rate equal or higher than 40% during their evaluation process, either as aspects affecting the organization's activity or as aspects impacting on stakeholders' decision-making.

The evaluation process highlighted 14 material aspects of which 3 fall under the Economic category, 4 in the Environmental category and 7 in the Social category.



## BOUNDARIES AND LIMITATIONS OF MATERIAL ASPECTS

The following table includes the material aspects, as identified during the prioritization process of significant issues.

aa. MATERIAL ASPECTS	BOUNDARIES		LIMITATIONS	
	WITHIN THE GROUP	OUTSIDE THE GROUP	WITHIN THE GROUP	OUTSIDE THE GROUP
1 Economic Health	_Group _Employees	_Shareholders _Investors _Banks _Suppliers	--	--
2 Customer Health and Safety	_Group	_Consumers	--	--
3 Procurement Practices	_Group	_Suppliers _Society	--	--
4 Marketing Communications	_Group	_Consumers _Customers _Society	--	--
5 Product and Service Labeling	_Group	_Consumers _Customers _State Bodies	--	--
6 Compliance with the Legal framework governing the product	_Group	_Consumers _Customers _State Bodies _Society	--	--
7 Effluents and Waste	_Group	_State Bodies _Society	--	--
8 Compliance with the environmental legal framework	Group	_State Bodies _Society	--	--
9 Environmental Grievance Mechanisms	_Group	_State Bodies _Society	--	--
10 Energy	_Group	_State Bodies _Society	--	--
11 Diversity and Equal Opportunity	_Group _Employees	_Investors _Society	--	--
12 Labor Practices Grievance Mechanisms	_Group _Employees	_State Bodies _Society	--	--
13 Economic Performance	_Group	_State Bodies _Society	--	--
14 Occupational Health and Safety	_Group _Employees	_State Bodies _Society	--	--

**ECONOMY**



## ECONOMY

### Financial Health

The Group's FY 2018 financial results underline the Group's capability in staying ahead of a very competitive operating landscape. Thanks to its consumer oriented, product-centric business model, which focuses on product quality, cost and commercial excellence in all its distribution channels, the Group managed to deliver significant profitable growth. At the same time the balanced allocation of resources and management of expenses, the positive operating leverage and synergies from acquisitions support the Group's profitability and provide the fuel for further investments behind growth.

The Group's solid business model of organic and acquisitive growth has presented a great momentum so far. At the same time, the Group is preparing operationally to exploit further opportunities that can arise by the Group's growing presence and the new acquisitions. Particular focus will be given in the new territory where the Group penetrated through the acquisition of ERGOPACK, namely Ukraine and the CIS countries, a very promising region that is expected to present more investment opportunities.

The Group's strategic priorities for 2019 and the near future are as always focus on new product development, further geographical expansion, increasing scale, improving costs, and identifying brand acquisitions that can provide additional value to the business. In addition, optimizing and modernizing the supply chain and production processes, are of strategic importance and therefore key drivers of the Group's future expansion. This is expected to bring accelerated top line growth and further improvement on profit margins, ultimately increasing further the Group's footprint in the existing region as well as the new territory where the Group gained access.

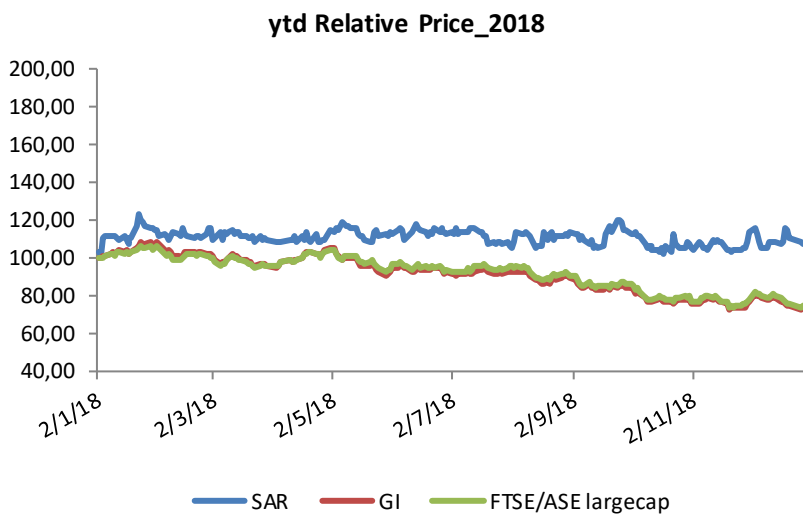
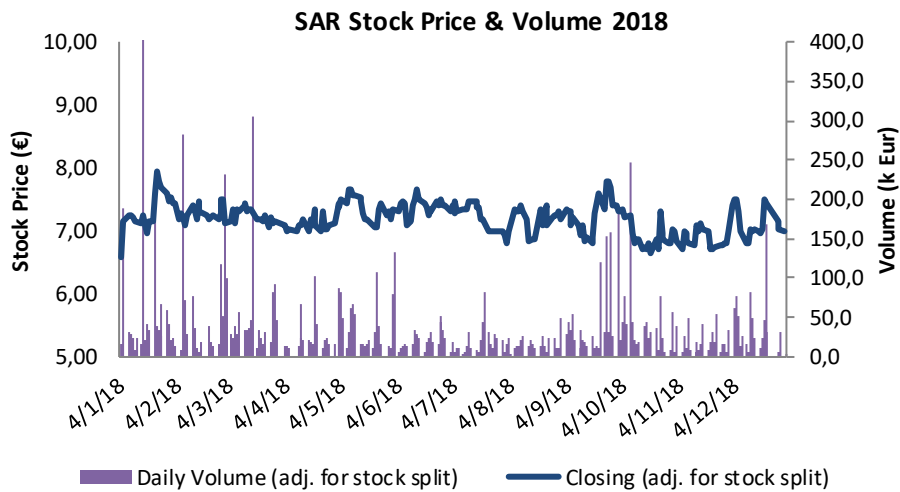
Key Performance Indicators (mn. EUR)	2018	2017	2016
<b>Economic Results &amp; Economic Impacts</b>			
Capitalization	487.7	441.9	386.1
Turnover	344.00	299.68	287.33
Earnings before tax (EBT)	38.78	34.67	28.84
Net Profit to shareholders	32.54	28.63	24.52
EBT margin	11.27%	11.57%	10.04%
Net Profit margin	9.46%	9.55%	8.53%
Working Capital to Sales ratio *	31.64%	30.12%	30.89%
Loans	45.72	31.73	34.68
Cash balance	32.78	44.95	34.85

\* It is calculated as Inventories, plus Trade receivables minus Suppliers and represents the Group's liquidity.

### Share progress

The progress of GR. SARANTIS S.A. share reflects the Group's sound financial situation and the positive estimates for its future progress.

During 2018, the share's price rose by 10%; with its closing at year end at 6.98 euro.



## Contribution to National Economy and Society

### Direct economic value generated and distributed

		2012	2013	2014	2015	2016	2017	2018	ΣΥΝΟΛΟ
GR. Sarantis	Taxes	10,052,196	10,445,250	11,159,947	13,619,376	16,450,199	16,807,849	17,244,219	110,347,509
	Social Security Funds	5,443,377	5,552,740	5,510,424	5,350,417	5,882,455	6,549,581	6,986,403	52,002,773
		<b>15,495,574</b>	<b>15,997,990</b>	<b>16,670,371</b>	<b>18,969,794</b>	<b>22,332,654</b>	<b>23,357,430</b>	<b>24,230,622</b>	<b>162,350,283</b>
Poland (incl. Polipak from 2016 onwards)	Taxes	7,540,055	7,477,355	7,682,325	7,789,193	8,759,589	8,393,927	7,763,926	69,866,557
	Social Security Funds	1,438,381	1,445,151	1,390,875	1,488,685	2,478,958	2,469,525	2,567,942	16,082,725
		<b>8,978,436</b>	<b>8,922,506</b>	<b>9,073,201</b>	<b>9,277,878</b>	<b>11,238,548</b>	<b>10,863,451</b>	<b>10,331,868</b>	<b>85,949,282</b>
Romania	Taxes	6,177,160	6,030,268	6,945,235	7,555,922	8,078,751	9,167,408	9,218,599	66,156,091
	Social Security Funds	1,183,103	1,113,115	1,064,871	900,240	928,206	1,020,741	1,212,028	10,151,477
		<b>7,360,263</b>	<b>7,143,383</b>	<b>8,010,105</b>	<b>8,456,162</b>	<b>9,006,956</b>	<b>10,188,149</b>	<b>10,430,627</b>	<b>76,307,568</b>
Bulgaria	Taxes	1,685,596	1,658,768	1,845,593	1,965,160	2,271,942	2,403,657	2,427,356	17,808,526
	Social Security Funds	242,830	239,727	227,277	232,238	244,502	271,437	289,282	2,223,469
		<b>1,928,426</b>	<b>1,898,495</b>	<b>2,072,871</b>	<b>2,197,398</b>	<b>2,516,444</b>	<b>2,675,094</b>	<b>2,716,638</b>	<b>20,031,995</b>
Serbia	Taxes	2,257,653	2,285,657	2,377,900	2,245,446	2,528,895	2,756,686	3,168,305	22,725,163
	Social Security Funds	290,722	313,877	433,026	389,082	439,161	517,856	563,160	3,529,685
		<b>2,548,375</b>	<b>2,599,534</b>	<b>2,810,926</b>	<b>2,634,527</b>	<b>2,968,056</b>	<b>3,274,543</b>	<b>3,731,465</b>	<b>26,254,849</b>
Hungary	Taxes	1,188,802	1,260,800	1,466,929	2,073,023	2,700,495	2,291,144	2,785,365	15,354,733
	Social Security Funds	302,550	288,950	295,058	320,421	278,420	262,053	280,800	2,479,506
		<b>1,491,352</b>	<b>1,549,750</b>	<b>1,761,987</b>	<b>2,393,445</b>	<b>2,978,915</b>	<b>2,553,198</b>	<b>3,066,165</b>	<b>17,834,239</b>
Czech incl. ST CZ	Taxes	500,243	908,858	860,723	1,481,015	1,790,232	2,514,712	3,314,723	12,761,373
	Social Security Funds	112,207	126,423	125,532	176,231	236,169	355,389	422,244	1,786,400
		<b>612,451</b>	<b>1,035,281</b>	<b>986,255</b>	<b>1,657,246</b>	<b>2,026,401</b>	<b>2,870,101</b>	<b>3,736,967</b>	<b>14,547,773</b>
Other subsidiaries	Taxes	674,163	698,903	946,859	1,264,238	1,510,107	1,588,231	4,275,441	12,068,543
	Social Security Funds	114,601	136,845	154,848	187,605	210,087	226,459	1,001,745	2,147,825
		<b>788,763</b>	<b>835,747</b>	<b>1,101,707</b>	<b>1,451,843</b>	<b>1,720,194</b>	<b>1,814,690</b>	<b>5,277,186</b>	<b>14,216,367</b>
<b>Group total</b>	Taxes	<b>30,075,869</b>	<b>30,765,859</b>	<b>33,285,511</b>	<b>37,993,373</b>	<b>44,090,211</b>	<b>45,923,614</b>	<b>50,197,933</b>	<b>327,088,495</b>
	Social Security Funds	<b>9,127,770</b>	<b>9,216,828</b>	<b>9,201,911</b>	<b>9,044,920</b>	<b>10,697,957</b>	<b>11,673,042</b>	<b>13,323,604</b>	<b>90,403,861</b>
		<b>39,203,639</b>	<b>39,982,686</b>	<b>42,487,423</b>	<b>47,038,293</b>	<b>54,788,168</b>	<b>57,596,655</b>	<b>63,521,537</b>	<b>417,492,356</b>

Since 2007, within the Group 11 acquisitions have been completed amounting to 66 mn. EUR in total, with the last acquisition being the Ukrainian company of household products Ergopack.

Within 2018, circa 12 mn. EUR have been invested in equipment and renewal of building facilities.

Through its strategic plan, the Group aims to maintain its growth path and create value to its shareholders. Within 2018, the Group paid dividend for the financial year 2017 amounting to 9.4 mn. EUR (0.28 EUR per share).



Key figures	2018	2017
Investments (€)	12,023,156	9,256,906
Dividends (€)	9,400,424	6,001,202
<b>Environment</b>		
Co2 emissions (metric tones)	17,504	5,359
Consumed Energy (KWH)	27,629,469	15,518,272
Consumed Energy from Renewable Energy sources (KWH)	1,130,672	1,088,319
<b>Employees</b>		
Number of headcount (at year end)	2,670	1,721
Employees covered by collective agreements (%)	98%	94%
% of women in workforce	45%	53%
% of women in BoD	13%	13%
Allocation of employee nativity in countries of activity	98%	98%
Investment in education (€)	132,950	121,027
Lethal accidents at work	0	0
Accidents at work	0	4
<b>Social impact</b>		
Donations, charities, community offerings (€)	170,000	180,000

### Procurement Practices

The Group spends approximately 71% of its procurement amount in the local communities in the countries where it operates. This amount also covers the expenses incurred in companies being represented in the countries of activity.

Countries	2018 Proportion of Spending on Local suppliers	2017 Proportion of Spending on Local suppliers
Poland	28.9%	24.3%
Greece	20.2%	17.5%
Czech Republic	11.6%	11.8%
Bulgaria	3.0%	2.7%
Serbia	2.6%	2.7%
Other Group Countries	4.7%	1.5%
<b>Total Group</b>	<b>71.0%</b>	<b>60.4%</b>
Other countries	29.0%	39.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>

**ENVIRONMENT**



## ENVIRONMENT

### Energy

#### Electricity

#### Power consumption 2018 and matching with CO<sub>2</sub> emissions

For assessing the carbon footprint, the data that Carbon Footprint Ltd provided were taken into consideration. <http://www.carbonfootprint.com/calculator.aspx> for 2018 per country and based on these data, the KWH were converted into metric tons CO<sub>2</sub>.

Company	Total kWh 2018	Metric tons CO <sub>2</sub> 2018
Gr. Sarantis S.A.	3,283,894	2,036.01
Sarantis Poland	13,503,034	11,288.54
Sarantis Romania	388,897	165.28
Sarantis Bulgaria	190,272	97.80
Sarantis Hungary	112,710	34.26
Sarantis Serbia	64,160	40.87
Sarantis Czech	-	-
Sarantis Slovakia	-	-
Sarantis Skopje	47,210	25.54
Sarantis Bosnia	3,422	1.85
Ergopack	10,028,671	3,810.89
Hoztorg	7,200	2.74
<b>Group total</b>	<b>27,629,469</b>	<b>17,504</b>

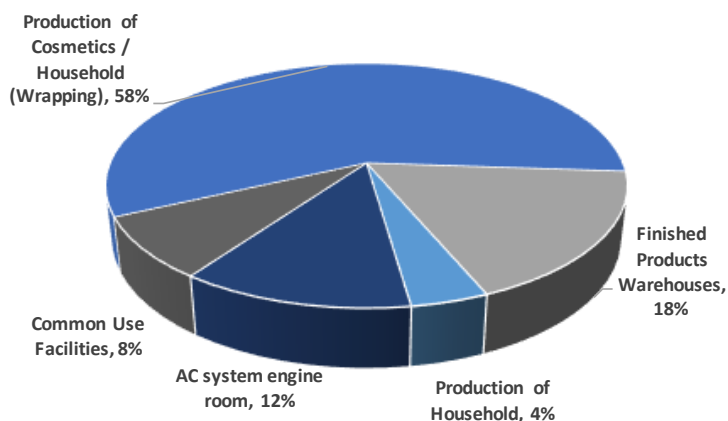
For Czech Republic and Slovakia there were no electricity consumption data because the electricity cost is included in the rent and is paid by the owner.

#### Energy at Oinofyta facilities

The total power consumption at Oinofyta building facilities in Viotia for 2018 stood at 2,790,424 KWH, corresponding to 1,730.06 metric tons of CO<sub>2</sub>.

The consumptions are allocated to the following facilities:

- Production of Cosmetics / Household (Wrapping)
- Production of Household (Presses)
- Finished Products Warehouses
- AC system engine room
- Common Use Facilities

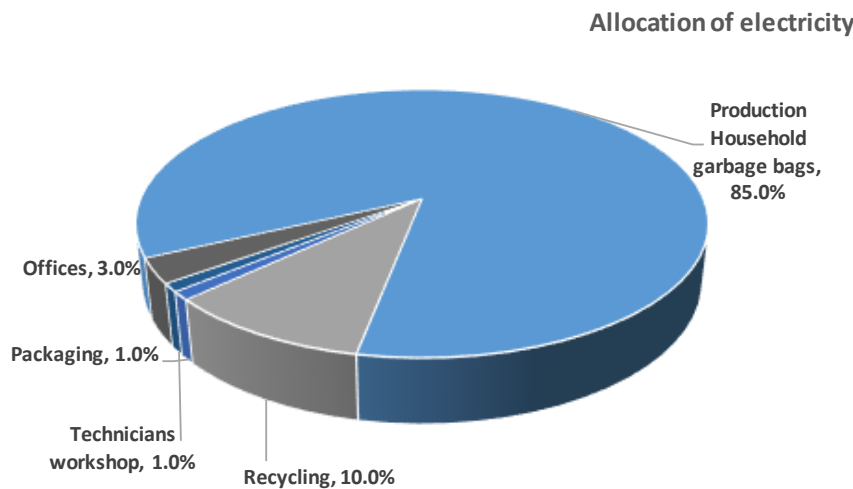


### Energy at Polipak facilities

The total power consumption at Polipak building facilities in Poland for 2018 stood at 12,739,597 KWH, corresponding to 10,650.30 metric tons of CO<sub>2</sub>.

The consumptions are allocated to the following facilities:

- Production Household garbage bags.
- Recycling.
- Packaging.
- Technicians workshop.
- Offices.

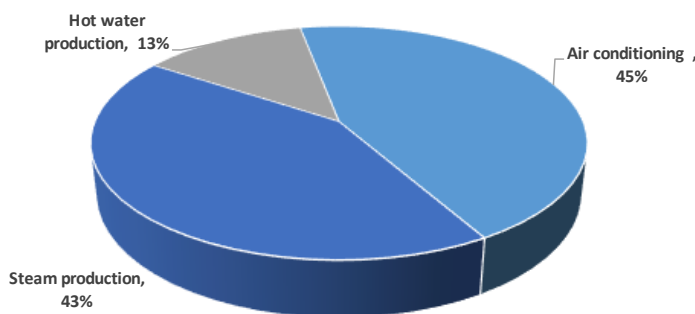


### Natural Gas

Natural Gas has fully replaced oil; as a result, gas pollutants were reduced, operation is cleaner and the energy cost was brought down.

The use of natural gas at the Group facilities in Oinofyta, Viotia is allocated as follows:

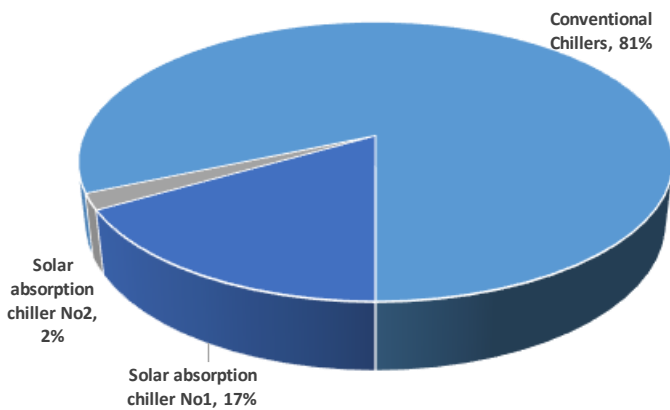
- Steam production
- Hot water production for washing Workshop area equipment
- Air conditioning system at the plant during the winter months



The natural gas-fired power that was consumed at Oinofyta facilities in 2018 reached 1,340 MWH. The matching of carbon dioxide emissions based on the Carbon Footprint Ltd data stands at 246.55 metric tons of CO<sub>2</sub>.

**Generated cooling power from renewable sources for the air conditioning**

In the framework of a more effective energy resources management and of the use of more environment-friendly methods, the Group has been using since 1998 the solar energy to cover approximately 20% of Oinofyta building facilities' needs in cooling power. This system includes 1340 solar collectors and two adsorption chillers. For uninterrupted air conditioning operation in these premises, three conventional chillers are also installed. For the year 2018, the cooling system was in operation from late April to late October. During this six-month period, the system produced 1,130,672 KWH of cooling power. The table presents the allocation of produced cooling power per production system.



Since 1998, when the system first operated, it contributed to significant energy saving something which entails a cut in carbon dioxide emissions and a curtail in Group energy expenses.

**Energy improvement in the Group's headquarters**

Within 2017, the Group's headquarters energy improvement was completed in order for a more effective energy consumption management. The project included the change in the views of Amaroussiou-Chalandriou building, its energy improvement by placing an external thermal insulation and the total refurbishing of its internal spaces in order to create a modern, healthier and pleasant working environment.

## Waste

### Solid Waste

#### General Management of Solid Waste per country

Country	Facility	NON HAZARDOUS WASTE								
		Paper	Cardboard Packaging	Plastic	Glass	Aluminium	Iron	Wood	Mixed Packaging	Urban Waste
Greece	Plant & Distribution Center	Collection in paper presses and delivery to an authorized associate for its recycling.	Collection in paper presses and delivery to an authorized associate for its recycling.	Collection in paper presses and delivery to an authorized associate for its recycling.	n/a	Collection and return to the aluminium supplier as a byproduct	Collection and delivery to an authorized associate for its recycling.	Collection and delivery to an authorized associate for its recycling.	Collection of various recyclable materials (and glass). Delivery to an associate who carries out sorting of materials and recycling thereof	Collection in bins of Tanagra Municipality and their transfer by the Municipality's vehicles to the local rubbish dump
	Offices	Collection in blue bins and delivery to the Municipality's recycling company.	Collection in blue bins and delivery to the Municipality's recycling company.	n/a	n/a	n/a	n/a	n/a	n/a	Collection in green bins and receipt from the Municipality.
Poland	Plants & Distribution Center	They are delivered for recycling to recycling companies	They are delivered for recycling to recycling companies	They are delivered for recycling to recycling companies	They are delivered for recycling to recycling companies	They are delivered for recycling to recycling companies	They are delivered for recycling to recycling companies	They are delivered for recycling to recycling companies	n/a	Collection in common bins and delivery to the Municipality's recycling company.
	Offices	Collection in common bins and delivery to the Municipality's recycling company.	Collection in common bins and delivery to the Municipality's recycling company.	Collection in common bins and delivery to the Municipality's recycling company.	Collection in common bins and delivery to the Municipality's recycling company.	n/a	n/a	Collection in common bins and delivery to the Municipality's recycling company.	n/a	Collection in common bins and delivery to the Municipality's recycling company.
Romania	Total Facilities	Collection and delivery to a private recycling company.	Collection and delivery to a private recycling company.	Collection and delivery to a private recycling company.	Collection and delivery to a private recycling company.	Collection and delivery to a private recycling company.	Collection and delivery to a private recycling company.	Collection and delivery to a private recycling company.	n/a	Collection and delivery to the Municipality's recycling company.
Serbia	Total Facilities	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	n/a	There is no recycling
Bosnia Herzegovina	Total Facilities	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	n/a	There is no recycling
FYROM	Total Facilities	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	There is no recycling	n/a	There is no recycling
Bulgaria	Total Facilities	Collection and delivery to a private recycling company; it is organized by the leasehold's owner.	Collection and delivery to a private recycling company; it is organized by the leasehold's owner.	There is no recycling	There is no recycling	n/a	n/a	There is no recycling	n/a	Collection and delivery to the Municipality's recycling company.
Czech Republic	Total Facilities	Collection in special bins and delivery to certified recycling companies.	Collection in special bins and delivery to certified recycling companies.	Collection in special bins and delivery to certified recycling companies.	n/a	n/a	n/a	n/a	n/a	n/a
Hungary	Total Facilities	Collection and delivery to a recycling company.	Collection and delivery to a recycling company.	Collection and delivery to a recycling company.	n/a	n/a	n/a	n/a	n/a	n/a

Ukraine is not included. Data will be collected within 2019 and be included in the Group's next sustainability report.

		HAZARDOUS WASTE						
Country	Facility	Batteries	Electronic equipment	Lamps	Consumables for printers	Consumables for photocopiers	Oils	Filters
Greece	Plant & Distribution Center	Agreement with a certified company. Collection in special bins and delivery for recycling. Recycling of boom lifts batteries in a authorized associate.	Collection, palletization and promotion for recycling to certified dismantling and recycling companies	Collection by the cooperating maintenance company and delivery to an authorized associate	Agreement with XEROX; packed and returned to the supplier	Agreement with XEROX; packed and returned to the supplier	Collection in suitable containers and delivery to an authorized associate	n/a
	Offices	Agreement with a certified company. Collection in special bins and delivery for recycling.	Collection, palletization and promotion for recycling to certified dismantling and recycling companies	Collection in special bins for lamps recycling and promotion for recycling.	Agreement with XEROX; packed and returned to the supplier	Agreement with XEROX; packed and returned to the supplier	n/a	n/a
Poland	Plants & Distribution Center	They are collected and forwarded for recycling to certified recycling companies	Collection, palletization and promotion for recycling to certified dismantling and recycling companies	It is up to the building's owner competence	They are collected and forwarded for recycling to certified recycling companies	They are collected and forwarded for recycling to certified recycling companies	n/a	n/a
	Offices	They are collected and forwarded for recycling to certified recycling companies	Collection, palletization and promotion for recycling to certified dismantling and recycling companies	They are collected and forwarded for recycling to certified recycling companies	Agreement with Ricoh. They are packed and returned to the supplier The company-owned packaging is promoted for recycling to certified recycling companies	Agreement with Ricoh. They are packed and returned to the supplier The company-owned packaging is promoted for recycling to certified recycling companies	n/a	n/a
Romania	Total Facilities	They are collected and forwarded for recycling to certified recycling companies	Collection, palletization and promotion for recycling to certified dismantling and recycling companies	They are collected and forwarded for recycling to certified recycling companies	They are collected and forwarded for recycling to certified recycling companies	They are collected and forwarded for recycling to certified recycling companies	n/a	n/a
Serbia	Total Facilities	They are collected and forwarded for recycling to certified recycling companies	They are collected and forwarded for recycling to certified recycling companies	It is up to the building's owner competence	They are collected by the supplier	They are collected by the supplier	n/a	n/a
Bosnia Herzegovina	Total Facilities	They are collected and forwarded for recycling to certified recycling companies	They are collected and forwarded for recycling to certified recycling companies	It is up to the building's owner competence	They are collected by the supplier	They are collected by the supplier	n/a	n/a
FYROM	Total Facilities	They are collected and forwarded for recycling to certified recycling companies	They are collected and forwarded for recycling to certified recycling companies	It is up to the building's owner competence	They are collected by the supplier	They are collected by the supplier	n/a	n/a
Bulgaria	Total Facilities	They are collected and forwarded for recycling to certified recycling companies	They are collected and forwarded for recycling to certified recycling companies	Collection and delivery to a private recycling company; it is organized by the leasehold's owner.	Rented: Agreement with Konica Minolta. They are packed and returned to the supplier Owner-occupied: They are forwarded for recycling to certified recycling companies	Rented: Agreement with Konica Minolta. They are packed and returned to the supplier Owner-occupied: They are forwarded for recycling to certified recycling companies	n/a	n/a
Czech Republic	Total Facilities	Collection in special bins and delivery for recycling to certified companies.	Collection in special bins and delivery for recycling to certified companies.	Collection in special bins and delivery for recycling to certified companies.	Agreement with ELVIRA. They are packed and returned to the supplier	Agreement with ELVIRA. They are packed and returned to the supplier	n/a	n/a
Hungary	Total Facilities	Collection in special bins offered by the company "Millenia" and promotion for recycling.	Collection in special bins offered by the company "Millenia" and promotion for recycling.	Collection in special bins offered by the company "Millenia" and promotion for recycling.	They are packaged and returned to the supplier "Global Office Solutions".	They are packaged and returned to the supplier "Global Office Solutions".	n/a	n/a

Ukraine is not included. Data will be collected within 2019 and be included in the Group's next sustainability report.



## Plants' Waste

Quantities of solid waste and wastewater of plants being treated in 2018:

Location	Description of waste	Measurement unit Tons (unless it is mentioned)	Treatment Method
Oinofyta	Paper	51.70	Collection in bins at the facilities and delivery to a recycling company.
Oinofyta	Plastic	33.25	Collection in bins at the facilities and delivery to a recycling company.
Oinofyta	Wood	218.775	Collection in bins at the facilities and delivery to a recycling company.
Oinofyta	Iron	40.141	Collection in bins at the facilities and delivery to a recycling company.
Oinofyta	Glass	0	Collection in bins at the facilities and delivery to a recycling company.
Oinofyta	Aluminium	59.30	Collection and return to the supplier
Oinofyta	Electronic equipment		Collection at the facilities and delivery to a recycling company.
Oinofyta	Lamps		Collection at the facilities and delivery to a recycling company.
Oinofyta	Consumables for printers		Collection at the facilities and delivery to treatment companies.
Oinofyta	Mixed packaging	22.86	Collection and delivery to a recycling company. The company is sorting between recyclable and non recyclable materials.
Oinofyta	Mixed Municipal Waste	30	Collection and delivery to a recycling company. The company is sorting between recyclable and non recyclable materials.
Oinofyta	Sludge of an Industrial Wastewater Treatment Unit		Collection in blue bins at the facilities and delivery to a recycling company.
Oinofyta	Lead Batteries		Collection at the facilities and delivery to a recycling company.
Oinofyta	Industrial Wastewater after treatment	12,663 m3	Collection in impermeable containers and transfer to a public waste treatment service
Oinofyta	Municipal Wastewater	2,080 m3	Collection in impermeable containers and transfer to a public waste treatment service
Oinofyta	Engine lubricant	200 lt	Collection in impermeable containers and transfer to a waste treatment company.
Pruszkow	Paper	93.48	They are delivered for recycling to recycling companies
Pruszkow	Plastic	19.04	They are delivered for recycling to recycling companies
Pruszkow	Wood	6.37	They are delivered to individuals (employees)
Pruszkow	Iron		They are delivered for recycling to recycling companies
Pruszkow	Glass		
Pruszkow	Aluminium	21.282	They are delivered for recycling to recycling companies
Pruszkow	Electronic equipment	0.44	Collection in palettes and delivery for recycling to recycling companies.
Pruszkow	Lamps		It is up to the building's owner responsibility
Pruszkow	Consumables for printers	0.002	They are delivered for recycling to treatment companies
Pruszkow	Mixed packaging		They are delivered for recycling to recycling companies
Pruszkow	Mixed Municipal Waste	25.3	Collection in common bins and delivery to the Municipality's recycling company.
Pruszkow	Sludge of an Industrial Wastewater Treatment Unit	0	
Pruszkow	Industrial Wastewater after treatment		
Pruszkow	Municipal Wastewater		
Pruszkow	Engine lubricant		
Poznan	Paper	43.81	They are delivered for recycling to recycling companies
Poznan	Plastic	54.24	They are delivered for recycling to recycling companies
Poznan	Wood	69.05	They are delivered to individuals (employees)
Poznan	Iron	9.05	They are delivered for recycling to recycling companies

Poznan		Glass		They are delivered for recycling to recycling companies
Poznan		Aluminium		They are delivered for recycling to recycling companies
Poznan		Electronic equipment		They are delivered for recycling to recycling companies
Poznan		Lamps	0.05	They are delivered for recycling to recycling companies
Poznan		Consumables for printers	3.27	They are delivered for recycling to treatment companies
Poznan		Mixed packaging		They are delivered for recycling to recycling companies
Poznan		Mixed Municipal Waste	74.32	Collection in common bins and delivery to the Municipality's recycling company.
Poznan		Sludge of an Industrial Wastewater Treatment Unit		
Poznan	Wastewater	Industrial Wastewater after treatment		
Poznan		Municipal Wastewater		
Poznan		Engine lubricant		

### Oinofyta Plant Liquid Discharges

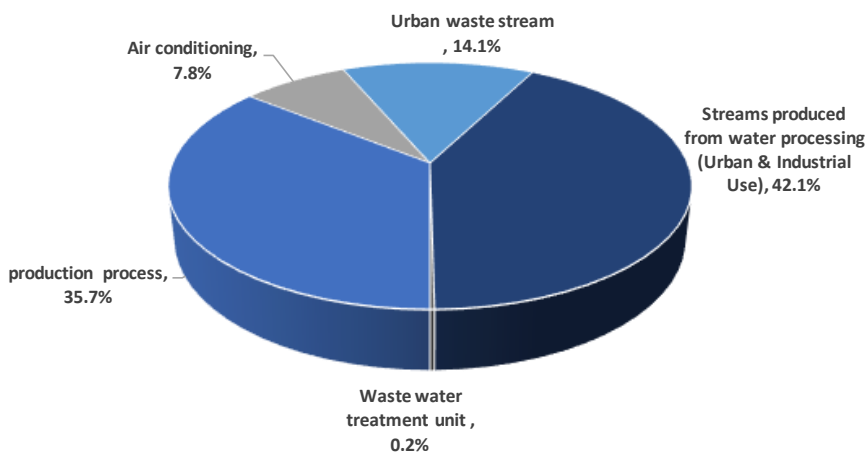
At Oinofyta plant facilities, production processes are taking place resulting in the following five categories of waste water streams.

- A. Streams produced from water processing (Urban & Industrial Use).
- B. Streams produced from the production process.
- C. Streams produced from the air conditioning system.
- D. Streams produced at the wastewater treatment Unit
- E. Urban waste stream for the personnel needs

Total discharges for 2018 were the following:

Industrial Waste:	12,663 m3
Urban Waste:	<u>2,080 m3</u>
Total Wastewater at Oinofyta	14,743 m3

The allocation of total discharge per produced stream for 2018 is the following:



Aiming at mitigating the environmental impact from its industrial plant operation, the company cooperates with the Municipality and with certified private companies, for the purpose of produced waste sound treatment. In addition, the company has been licensed to deliver its industrial wastewater to Metamorphosi Wastewater Treatment Facility, minimizing thus the aquifer's contamination risk.

**SOCIAL**



## SOCIAL

### Labor Practices

The Group employs in total 2,670 (31/12/2018) employees of whom a percentage of 98% is employed under open-ended dependent employment contract.

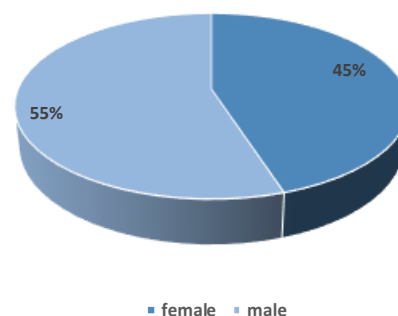
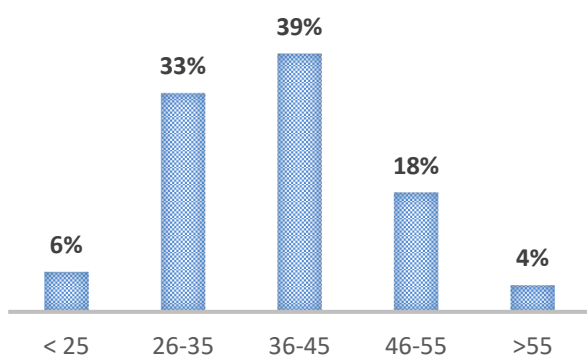
Country	2018 Total Headcount	Male	Female
Greece	704	267	437
Poland	569	356	213
Romania	209	81	128
Bulgaria	92	33	59
Serbia	87	47	40
Czech Republic	63	22	41
Ukraine	857	617	240
Other	89	58	31
<b>Group Total</b>	<b>2.670</b>	<b>1.481</b>	<b>1.189</b>

### Employees per Contract/Type/Gender

Gender	Type of work		Type of contract	Total per Contract	Percentage per Gender
	Full-time	Part-time			
Men	1470	11	Collective Bargaining Agreements	18	1,2%
			Other	1463	98,8%
Total Men	1481			1481	
Women	1160	29	Collective Bargaining Agreements	31	2,6%
			Other	1158	97,4%
Total Women	1189			1189	
Total Group	2670			2670	

Total number of employees under collective bargaining agreements 2,621 (namely 98%).

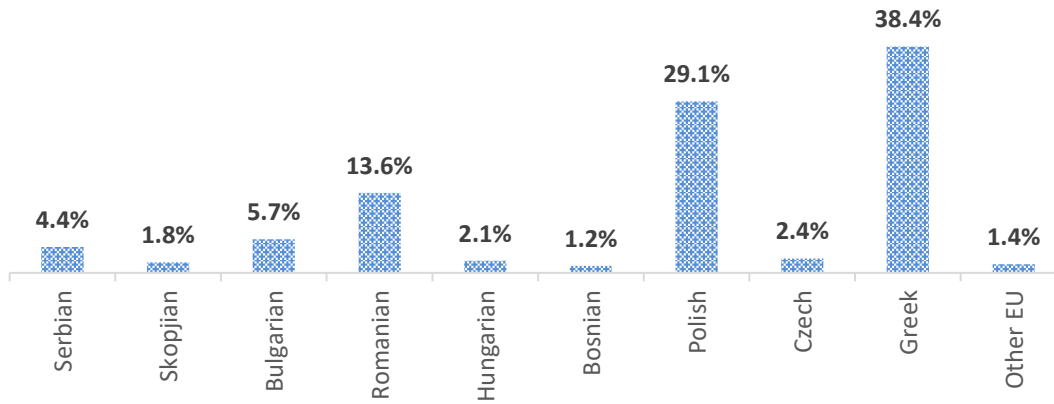
### Distributions based on age, gender, localization, educational level



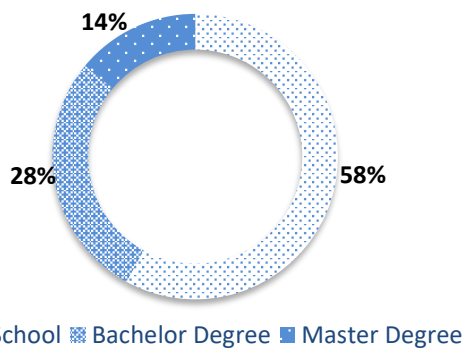
Employees' age distribution

■ female ■ male

The distribution of Group employees localization stands above 98% for 2018.



Distribution per educational level



The training hours for the entire Group within 2018 stood at 4,173 and were carried out as follows:

Country	Training (Hours) 2018		Training (Hours) 2017	
	Within the organization	Outside the organization	Within the organization	Outside the organization
Greece	-	176	312	444
Poland	652	201	200	651
Czech Republic	464	64	-	504
Romania	-	324	48	501
Bulgaria	-	-	88	16
Serbia	560	80	-	-
Ukraine	960	-	-	-
Other	616	76	-	-
<b>Total Group</b>	<b>3.252</b>	<b>921</b>	<b>648</b>	<b>2.116</b>

### Days of absence and accidents within 2018

Country	Accidents	Sickness Days	Days of pregnancy & post-natal period	Total days of absence per country
Greece	0	1,425	2,002	3,427
Poland	0	1,252	755	2,007
Romania	0	411	852	1,263
Serbia	0	132	-	132
Bosnia-Herzegovina	0	25	-	25
FYROM	0	32	-	32
Bulgaria	0	242	99	341
Czech Republic	0	68	158	226
Hungary	0	45	-	45
Portugal	0	2	-	-
Ukraine		1,958	1,811	1,811
<b>Total</b>	<b>0</b>	<b>5,592</b>	<b>5,677</b>	<b>7,498</b>

### Benefits to employees

Χώρα	Healthcare benefits	Work attendance benefits	Other benefits	Purchase bonuses	Financial Benefits
Greece	Life and Health insurance (Hierarchical grade)	1.Car leasing (work nature and hierarchical grade)	1.Mobile (work nature and hierarchical grade) 2.Tablet (work nature ) 3.Lap top (work nature and hierarchical grade)	Discounts for purchases of products and commodities of the Group and cooperating companies	Financial help to facilitate the coverage of extraordinary personal needs
Poland		2.Mass transportation from/to the production plant/DC			
Romania		3.Flexible schedule			
Serbia					
Bosnia Herzegovina					
FYROM		1. Car leasing (work nature and hierarchical grade)			
Bulgaria		2.Flexible schedule			
Czech Republic					
Hungary					
Portugal					

The organization has elaborated a reporting procedure for work practices on the basis of its Code of Ethics. Within 2018, there was no reporting of work practices inside the Group. Similarly, there was not any related reporting about work practices in State Bodies.



## Social Actions

### Sports

Gr. Sarantis S.A. undertook the main sponsorship of the polo men's and women's national team for the period 1/6/2017 – 31/12/2018. This period also includes the national teams participations in the World League games in July 2017 in Hungary, the qualifying World League in October 2017 and in October 2018.

### Local communities

The social actions of Gr. Sarantis S.A. for 201 are summarized in the following product actions.

COUNTRY	BRAND	ACTION DESCRIPTION	ASSOCIATE	TYPE OF SUPPORT
GREECE	SANITAS	LETS DO IT GREECE-PANHELLENIC CLEANING OF PUBLIC SPACES BY VOLUNTEERS	LETS DO IT GREECE TASK FORCE-VOLUNTEERS	Offer of garbage bags and gloves
	SANITAS	CLEAN THE MEDITERRANEAN	SOS MEDITERRANEAN NETWORK-VOLUNTEERS	Offer of garbage bags and gloves
	SANITAS	NORTHERN GREECE CLEANING CAMPAIGN	MASOUTIS-VOLUNTEERS	Offer of garbage bags and gloves
	SANITAS	MY CHILD MAGAZINE-SANITAS ENTRY	CHILDREN'S HOSPITAL MAGAZINE	Financial support
	SANITAS	NURSERY SCHOOL "FRIENDS OF THE CHILD"	SANITAS FB	Offer of SANITAS garbage bags, gloves, food packaging products
	SANITAS	ITHACA ACTION, CLEANING ACTION OF HOMELESS CLOTHES	ITHACA LAUNDRY	Offer of garbage bags and gloves
	SANITAS	EVENT SUPPORT	BOY SCOUTS	Product offer
	SANITAS	EVENT SUPPORT	DOUKAS SCHOOL	Product offer
	SANITAS	SUPPORTING INITIATIVE FOR REFUGEES	FEDERATION OF BORDERS SAFEKEEPING	Product offer
	BIOTEN	PARTICIPATION IN A DIGITAL COMPETITION (UNBOX YOUR BEAUTY)	ANASA - COMPANY SUPPORTING PEOPLE WITH NUTRITIONAL DISORDERS	Financial Support
	SARANTIS brands	CSR INITIATIVE IN SKLAVENTIS 5-18/12: OFFER TO LIGHTHOUSE OF THE WORLD	LIGHTHOUSE OF THE WORLD & SKLAVENTIS	Financial Support & Product Offer
	Lanes	LANES @ GREECE RACE FOR THE CURE	ALMA ZOIS	Financial support
	Lanes	SARANTIS HEALTH DAY	LANES NUTRITION SPECIALIST	Free somatometric measurements and personalized advice on good nutrition and good health to Sarantis Group employees
	Lanes	NEWSLETTERS	LANES NUTRITION SPECIALIST	Newsletters to the Group's employees to raise awareness and better understanding of

				various health issues.
	SARANTIS	LAND MAINTENANCE IN LEONIDIO	LOCAL FOOTBALL FIELD	Financial Support.
SERBIA	STR8	BASKETBALL COURT RENOVATION	Zvezdara Municipality in Belgrade	Financial Support.
POLAND	Jan Niezbędny & Kolasyňa Sun & STR8	CLEANING OF TATRA MOUNTAINS	CLEAN POLAND ASSOCIATION	Financial Support & Product Offer.
	Jan Niezbędny	CLEANING OF TATRA NATIONAL	Tatra National Park	Offer of garbage bags and gloves
	Jan Niezbędny & STR8 & C-THRU	CHARITY RUN OF THE TESCO FOUNDATION.	TESCO Foundation	Product Offer.
	Kolastyňa	PHILANTHROPIC INITIATIVE FROM ISKIERKA FOUNDATION.	Foundation ISKIERKA	Financial Support.
	C-THRU	PHILANTHROPIC INITIATIVE "ŁĄCZY NAS KOBIECOŚĆ"	Medical Centre Salve Medica	Product Offer.
POLAND/ POLIPAK	POLIPAK	SUPPORTING EMPLOYEES' FAMILIES	Polipak	Financial Support.
	POLIPAK	PRESENTS TO ORHANAGE	Szlachcin	Financial Support.
	POLIPAK	PRESENTS TO LOCAL HOSPITAL	Środa Wlkp	Product Offer.
	POLIPAK	PRESENTS TO LOCAL SCHOOL	LOCAL SCHOOL	Product Offer.
	POLIPAK	SUPPORT OF LOCAL ATHLETIC CENTER	LOCAL ATHLETIC CENTER	Financial Support.
CZECH REP.	ASTRID SKIN & ASTRID SUN	PHILANTHROPIC INITIATIVE	Tereza Maxová Foundation	Financial Support.

Additionally, GR. SARANTIS SA with its financial contributions to the Greek Recycling Recovery Company, has actively supported the effort to create a recycling infrastructure in Greece. The total amount of the company's financial contributions corresponds to the financing of the purchase of 4,302 blue buckets or 8 recyclers.

#### **Blood Bank "Estee Lauder – GR. SARANTIS"**

The Blood Bank was created in 2015 as the outcome of a social solidarity initiative. Gr. Sarantis S.A., in cooperation with Estee Lauder Hellas and its affiliated enterprises Trade Union, created the Blood Bank under the name "Estee Lauder – Gr. Sarantis", in order to cover the personnel's needs in blood and the needs of their close relatives. The Blood Bank constitutes by now an institution and is staunchly supported by the Group employees and its affiliated companies' personnel.

### **Sarantis Group collaboration with the University of Ioannina and the National Technical University of Athens in the context of product development**

Sarantis Group started in July 2018 a three-year collaboration with the University of Ioannina and the National Technical University of Athens, concerning the development of innovative cosmetics and nutritional supplements based on natural bioactive compounds that exhibit fat-soluble, antioxidant and anti-ageing action.

The present work focuses on the development of cosmetic formulations that combine the lipolytic action of deoxycholic acid and the antioxidant and anti-ageing action of bioactive components derived from olive leaf extracts such as hydroxytyrosol and its derivatives, that will result from green innovative extraction and biotransformation processes.

Within the framework of the cooperation, an economic and technical study and an environmental impact assessment will be carried out.

### **Sanitas produces the special bag for recycling in cooperation with Cyclefi**

Sanitas created the unique orange bags "SANITAS Cyclefi" intended exclusively for the recycling of household packaging waste (plastic, paper, glass, aluminum, tinplate). With the use of the bag, recycling is encouraged and selected social actions are supported on the one hand, and on the other hand the user has vouchers that can be redeemed by co-operators.

### **Product Responsibility**

The organization is constantly keeping abreast with the developments mainly around the European Union and worldwide, by following the positions and attitudes of opinion delivery organizations (IFRA, SCCS, etc) or of collective bodies (Hellenic Cosmetic Toiletry & Perfumery Association, etc). The aim is full and immediate compliance with the legal framework regarding the product in the countries the Group operates.

The organization perceives consumers' needs and concerns. Current consumers are concerned and are constantly informed about issues of health protection, particularly with regard to the use and impact of various ingredients, the non performance of trials and research in animals, the possible environmental impact, the possibility of recycling and the use of minimum packaging. The Organization is in a position to respond to consumers' worries and questions offering documented information mainly over the phone or in writing.

### **Customer Health and Safety**

The Group applies a Quality Management System based on the standards ISO 9001:2008, ISO 13485:2003 & ISO 22716:2007. This system ensures inter alia satisfaction of consumers' demands; this satisfaction is achieved through the Group's communication channels. The system also ensures the resolution of eventual problems via a specific procedure and a specially authorized team. The appropriate health and safety measures are taken in the entire supply chain in order to ensure full compliance of products with the requirements of the national and European legislation and of the related regulations deriving therefrom.

Quality Assessment and the probable impact on health and safety from the use of our products is carried out in 100% of the most important product categories.

Within 2018, there were no incidents of non compliance with the regulations and voluntary codes regarding the impact of products on health and safety during their life cycle.

## Product and Service Labeling

The Group's products fully comply with the applicable legislations and regulations of the European Union and of the countries the Group operates regarding Cosmetics, Biocides, Detergents, Chemical products, Materials in contact with foodstuff, Aerosol, for recycling and transfer and any modifications thereof. This is the way to guarantee the use of allowed ingredients within the limits laid down by law, to properly label the products and safeguard consumers' health protection.

The organization guarantees that the circulation of products is fully safe for consumers under regular or reasonably anticipated conditions of use of such products.

The products' package clearly mentions the ingredients possibly causing any sensitivity to consumers, the appropriate instructions for their correct use and the expiry date, whenever required, while symbols and risk statements are included as particularly significant pieces of information for consumers' health and safety.

The Organization is in continuing communication with public bodies, associations and associates in Greece and abroad aiming at promptly receiving information on upcoming changes in the legislation and their immediate implementation.

A special consumer line is available for every category of products in order to immediately provide the requested information.

Any incidents of serious adverse events must be disclosed to the competent authorities.

Information on the composition of products is also submitted to the Poison Information Centers or other similar services in order to provide fast and appropriate treatment, should it be required.

The administrative approach to the issues of labeling and the services related to Group products reaching the consumer is underpinned on 3 Mechanisms:

- R&D (research & development)
- Regulatory
- Quality Assurance

The R&D creates formulas taking into consideration and applying possible limits or restrictions in substances that could be used in such formulas.

The Regulatory takes care of the prompt information on the applicable legislations pertaining to the Group's finished products, making sure that the finished product, its labeling and any actions required prior to or posterior to its release in the market shall comply with the legislation in force.

Quality Assurance determines the supervision steps of the finished product's course once it has been released in the market. It makes sure to record and keep a complaints file; such information helps to revise any necessary data that need to be mentioned on the labeling.

During the reporting period 1/1/18 - 31/12/18 no adjustments in the administrative approach have been required.

The type of product-related information is stipulated by the respective legislation, as mentioned above, and by the Group's policies, regulations and procedures. In particular:

- All products are required (100%) to bear a labeling on the type of their material.
- The labeling of biocides is required to mention the content of active substances usually impacting on the aquatic environment. Correct labeling on the cartons is required with the necessary symbols and precautions to ensure safe transfer of products and environmental protection.

- Information on the labeling is also required for the safe use of biocides, chemical products, aerosol, bags, cosmetics.
- All products (100%) are required to bear information on their disposal. Gr. Sarantis S.A. is member of the Hellenic Recovery Recycling Corporation HE.R.R.Co.

A percentage of 100% of Group products complies with the above labelings

During the reporting period 1/1/18 - 31/12/18:

- there were no incidents of non-compliance with the regulations to give rise to a fine,
- there were no incidents of non-compliance with the regulations to give rise to a warning,
- there were no incidents of non-compliance with voluntary codes

### Marketing Communications

The Group's communication programs abide by the regulations and the optional codes related to communication and Marketing, aimed at thorough information to consumers on product-related issues. The Group ensures that the communication and promotion material adheres to the provisions of the Greek Code on Advertising-Communication, the provisions on unfair competition and consumers protection.

With the focus on consumers, in 2018, the Management invested in a communication strategy of 360 degrees, boosting its online communication (from desktop, tablet or smartphone) and its activation at the sales point. This strategy is aimed at a higher level of customer support. As a result and with the lapse of time, communication with consumers becomes more direct and easily accessible.

The purpose is to consolidate relations of trust with the existing and prospective customers.

### Social Networks

The most important Group brands are active in the social media keeping separate pages on Facebook, Instagram and YouTube.

The aim is direct contact through dialogue with consumers. The Group's brands pages on Facebook, as an important communication channel with consumers, play a dual role both as regards information and the evolution of our relationship with them. Through content creation being daily uploaded and through immediate response to consumers' demands, we are building trust, confidence and love to the brands and the Group. In this way, we are developing our relationship with our public, while at the same time clarifying our position regarding the philosophy and the values each brand represents.

The communication system management through the social media is the following:

The external associate who is responsible for the development of pages gives access to the company's employees who are in charge of managing the content being uploaded on the page. Posts are uploaded daily with communication content, while the public's response to the product page is monitored. Should a consumer or potential consumer raise a question on the product (use, distribution, price etc), the representatives who have been appointed by the company are online and will answer in Real Time or within a short time. Pursuant to the principle of respect for stakeholders' interests, included in the Group's Code of Ethics, (the Group respects stakeholders' expectations and through communication seeks solutions of mutual benefit in any issue arising, applying correct business practices for their resolution), any negative criticism, if well evidenced, with the intention to give solutions, is taken well into account constituting a possible basis of improvement.

During the reporting period, there was no breach or complaint and therefore no summoning before the communication control board for cosmetics.

#### Sale of banned or contested products

The organization is headquartered and operates in the European Union (EU). Therefore, the products it produces and distributes comply with the legislation governing the respective groups of consumer products (cosmetics, biocides, pharmatechnological products etc) within the limits of its respective geographical and economic entity, aimed always at human health protection and at safeguarding consumer's safety and environmental protection.

The organization rigorously respects the law and adapts, within the statutory time frames, to the legislative requirements and readjustments, as publicized by the competent institutions (e.g. European Commission).

It should be underscored that the legislation taking effect in the EU is not applicable in all geographical/economic regions. For example, a cosmetic product being manufactured under this law is not necessarily acceptable/in line with the applicable law in the USA, Australia or Japan. When necessary to export a product in a different legislative zone, the organization is in a position to proceed to the required adaptations so that products are harmonized with the law in force.

During the reporting period 1/1/18 to 31/12/18, there was no sale of banned or contested products in the areas the Group operates.

#### **Compliance with the legal framework governing the product**

The Group fully complies with the legal framework regarding the product in the countries it operates. Consequently, during the reporting period 1/1/18 - 31/12/18 there were no fines due to non compliance with laws and regulations related to the provision and use of the products.



# TARGETS



## TARGETS 2019

### Energy

The following energy-related projects have been completed in 2018.

ΗΛΕΚΤΡΙΚΗ ΕΝΕΡΓΕΙΑ	ΣΤΟΧΟΣ
<b>Certificate 50001</b>	An Energy-efficiency ISO 50001 certificate was obtained by TUV HELLAS.
<b>Check on the Correct Operation of Solar Air Conditioning</b>	A study was conducted to investigate the following: A) Check on the correct operation of the solar coolers. B) Calculation of the optimal operating temperature.  The results of the above study will be used in 2019 to optimize the operation of the above system.
<b>Factory Energy Consumption Study</b>	This study was conducted within the scope to obtain the 50001 certificate.

COOLING POWER	ΣΤΟΧΟΣ
<b>Supply of a conventional energy class A cooler</b>	Reduced electricity consumption by 10% for this specific application per generated Kwh of cooling power.

The following energy-related projects have been scheduled for 2019.

ΗΛΕΚΤΡΙΚΗ ΕΝΕΡΓΕΙΑ	ΣΤΟΧΟΣ
<b>Installation of LED lighting fixtures for the COSMETICS packaging area</b>	Reduced electricity consumption by 40% for this specific application.
<b>Remote Control System for Air Conditioning Units</b>	Reduction of the electricity consumed, resulting from the shutdown of the air conditioners when no work is carried out in the premises
<b>Placement of motion photocells in the plant's toilets</b>	Reduced electricity consumption by 40% for this specific application
<b>Installation of LED lighting fixtures for the surrounding space</b>	Reduced electricity consumption by 40% for this specific application.

### Waste Water

The following wastewater treatment projects have been scheduled for 2019.

ΥΓΡΑ ΑΠΟΒΛΗΤΑ	ΣΤΟΧΟΣ
<b>Installation of Reverse Osmosis system</b>	Reduction of wastewater generated by this activity by 30%.

**GRI INDEX**

GENERAL STANDARD DISCLOSURES				
GRI Index	Description	Status	Page	Notes
<b>Strategy and Analysis</b>				
G4-1	Vice Chairman & CEO's statement.	✓	3	
<b>Organizational profile</b>				
G4-3	Report the name of the organization.	✓	6	
G4-4	Report the primary brands, products, and services.	✓	7	
G4-5	Report the location of the organization's headquarters.	✓	6	
G4-6	Report the countries where the organization operates.	✓	6	
G4-7	Report the nature of ownership and legal form.	✓	6	
G4-8	Report the markets served.	✓	8	
G4-9	Report the scale of the organization, including:	✓		
	-Total number of employees	✓	39	
	-Total number of operations	✓	6	
	-Net sales (for private sector organizations) or net revenues (for public sector organizations)	✓	26	
	-Total capitalization broken down in terms of debt and equity (for private sector organizations)	✓	26	Published Financial Statements 2018
	-Quantity of products or services provided	✓	26,8	Published Financial Statements 2018
G4-10	Report the total number of employees by employment contract and gender.	✓	39	
	Report the total number of permanent employees by employment type and gender.	✓	39	
	Report the total workforce by employees and supervised workers and by gender.	✓	39	
	Report the total workforce by region and gender.	✓	39	
	Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.	✓		Unimportant
	Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	✓		Unimportant
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	✓	39	
G4-12	Describe the organization's supply chain.	✓	8	
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including:	✓	6	
	-Changes in the location of, or changes in, operations, including facility openings, closings, and expansions	✓	10	History
	-Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations)	✓	6	Changes in Shareholding
	-Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	✓		Unimportant
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	✓	12	Certifications & Distinctions
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	✓		Non existing.

GRI Index	Description	Status	Page	Notes
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization. This refers primarily to memberships maintained at the organizational level.	✓		N/A
	-Holds a position on the governance body	✓		--
	-Participates in projects or committees	✓		--
	-Provides substantive funding beyond routine membership dues	✓		--
	-Views membership as strategic	✓		--
<b>Identified Material Aspects and Boundaries</b>				
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents.	✓	6	Published Financial Statements 2018
	b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	✓		N/A
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries.	✓	22-24	
	b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	✓	22	
G4-19	List all the material Aspects identified in the process for defining report content.	✓	22-23	
G4-20	For each material Aspect, report the Aspect Boundary within the organization	✓	24	
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	✓	24	
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	✓	22	
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	✓	22	
<b>Stakeholder Engagement</b>				
G4-24	Provide a list of stakeholder groups engaged by the organization.	✓	20-22	
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	✓	22	
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	✓	22	
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	✓	22	
<b>Report Profile</b>				
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	✓	19	1/1-31/12/2018
G4-29	Date of most recent previous report (if any).	✓		This is the second Sarantis Group Report
G4-30	Reporting cycle (such as annual, biennial).	✓	19	Year
G4-31	Provide the contact point for questions regarding the report or its contents.	✓	19	

GRI Index	Description	Status	Page	Notes
G4-32	a. Report the 'in accordance' option the organization has chosen.	✓	19	In Accordance Core
	b. Report the GRI Content Index for the chosen option.	✓	50	
	c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	✓	19	There is no external assurance
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report.	✓	19	There is no external assurance
<b>Governance</b>				
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	✓	15-16	
<b>Ethics and Integrity</b>				
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	✓	16-17	
<b>SPECIFIC STANDARD DISCLOSURES</b>				
<b>ECONOMY</b>				
<b>ASPECT: Economic Performance</b>				
G4-EC1	Direct economic value generated and distributed	✓	27	
<b>Aspect: Procurement Practices</b>				
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	✓	29	
<b>ENVIRONMENTAL</b>				
<b>ASPECT: Energy</b>				
G4-EN3	Energy consumption within the organization	✓	31-33	
G4-EN6	Reduction of energy consumption	✓	32-33	_Renewable sources, _Energy Improvement in central offices building
<b>ASPECT: Emissions</b>				
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	✓	31	
<b>ASPECT: Effluents and Waste</b>				
G4-EN22	Total water discharge by quality and destination	✓	36-37	
G4-EN23	Total weight of waste by type and disposal method	✓	34-35	
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	✓	34	
<b>Aspect: Compliance</b>				
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. Where organizations have not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.	✓		Non existent
<b>Aspect: Environmental Grievance Mechanisms</b>				
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	✓		Non existent
<b>SOCIAL</b>				
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>				
<b>Aspect: Occupational Health and Safety</b>				
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	✓	41	

GRI Index	Description	Status	Page	Notes
<b>ASPECT: Diversity and Equal Opportunity</b>				
<b>G4-LA12</b>	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	✓	39-40	
<b>ASPECT: Labor Practices Grievance Mechanisms</b>				
<b>G4-LA16</b>	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms.	✓	41	
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>				
<b>ASPECT: Customer Health and Safety</b>				
<b>G4-PR1</b>	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	✓	44	
<b>G4-PR2</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	✓	44	
<b>ASPECT: Product and Service Labeling</b>				
<b>G4-PR3</b>	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	✓	45-46	
<b>G4-PR4</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	✓	46	
<b>ASPECT: Marketing Communications</b>				
<b>G4-PR6</b>	Sale of banned or disputed products	✓	47	
<b>G4-PR7</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	✓	47	
<b>ASPECT: Compliance</b>				
<b>G4-PR9</b>	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	✓	47	



## **GROUP CONTRIBUTION**

**2,670 Employees**

**Investments 2018: 12 εκ. ευρώ**

**66% contribution from the Group's subsidiaries to total sales**

**488 mil. euro market capitalization**

**Dividends 2018: 9.4 mil. euro**

**In 2018 Sarantis share price increased by 10%, overperforming the General Index and the FTSE/ASE Largecap Index.**

**Re-invested back to society through taxes and social security contributions in the period 2012-2018: 417mil. euro; out of this amount, 162 mil. euro in Greece.**

**Direct social actions-sponsorships for 2019: 170.000€**

### **Key points of the Group's environmental and social awareness :**

Carbon footprint management through the use of renewable energy sources and friendlier forms of energy.

Mitigation of environmental impact from plant operation through extended management, measurement, reporting procedures and corrective actions, when required.

Continuing investments in the Group's upgrading.

Product development showing respect for humans, animals and environment.

Respect for human rights.

Investing on employee training.

Participation in social and environmental actions.

