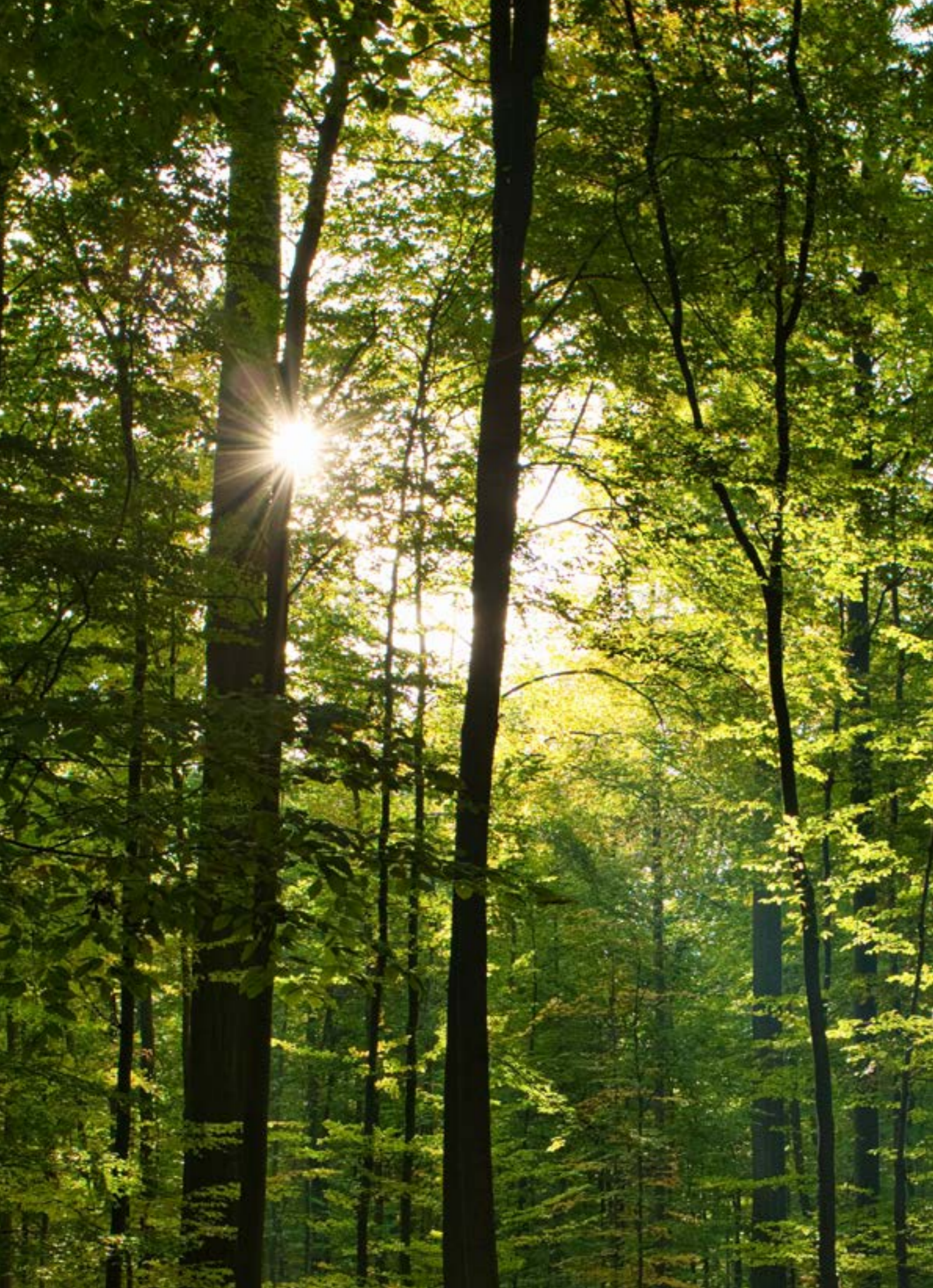


**ACT
SUSTAINABLE,
GROW
RESPONSIBLY.**

CORPORATE SUSTAINABILITY REPORT



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Dear readers,

In 2021, a time of constant vigilance due to the Covid 19 pandemic, protecting the health and safety of everyone has been our top priority and commitment. In this context, we have invested in preventive actions, for yet another year, in order to protect our employees, their families and the wider society.

At the same time we had to respond to new challenges arising throughout the year, such as various supply chain problems caused by the lifting of lockdown restrictions and the energy crisis, to seamlessly provide our customers with our services and products.

In this constantly changing environment, where one crisis follows another, we, at KLEEMANN, continue to make significant progress towards our environmental and social objectives. We pursued development with absolute respect towards international legislation, the regulatory framework of the sector, the employees, the economy, the society and the environment. We advanced, that is, Sustainable Development, in accordance with the requirements of the modern concept of entrepreneurship. Furthermore, in July 2021, aiming at recognizing the impact of our operations, we conducted a materiality analysis exercise with the participation of 17 executives from all Company Directorates.

In the course of 2021 and for yet another year, we continued our efforts to reduce our environmental footprint and we invested in more environmentally friendly technologies and actions. As a result, we managed to significantly reduce both energy consumption and the emission of air pollutants at our facilities. Furthermore, we implemented eco design principles in our products' design. In addition, thanks to the regeneration technology, which allows part of the energy consumed during the operation of the lift to be recovered and returned to the network, our products are more environmentally friendly, achieving up to 60% energy efficiency.

Committed to our vision for continuous development, both as a company and as individuals, we have not stopped investing in the development of our people's knowledge and skills. In 2021, we invested more in our employee coaching programs and training actions in order to enhance both their professional and their personal growth. A total of 11,275 training hours were carried out. Additionally, individual «One on One Coaching» sessions were conducted for 160 employees.

Recognizing the importance of innovation in all aspects of our daily lives, we continued investing in the introduction of new technologies and lean management systems, in sustainable technologies and IoT, as well as in research and product development. In this context, within the year, we filed 4 patent applications, one in Greece and 3 at EU level, and we presented the passenger emergency detection system (KLEEMANN PED). This system detects passengers/occupants who need help, in case of emergency, and can save lives, especially in healthcare facilities.

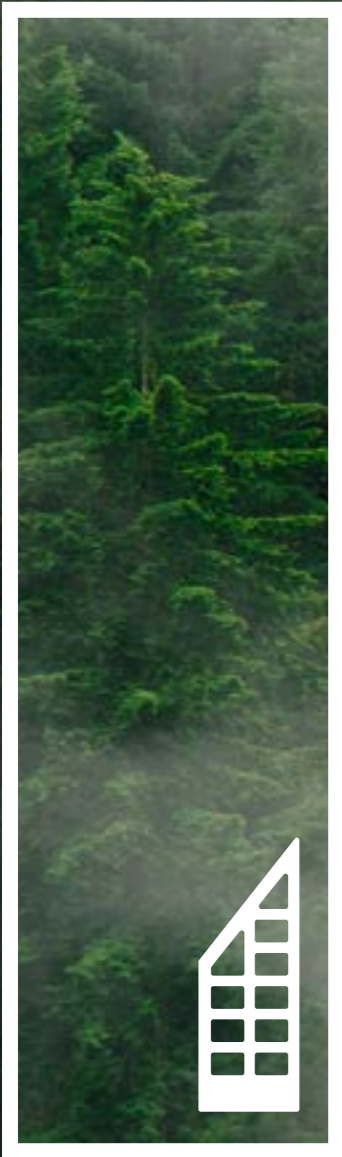
The Year 2021 is a valuable asset in our efforts to strengthen our resilience against any challenge. However, our people are the primary source of our optimism. Their resilience, talent and commitment constitute the driving force behind our sustainable development.

The Corporate Social Responsibility Report you are reading is KLEEMANN HELLAS SA fifth published Annual Report. It is a concise record of the Company's coordinated efforts to respond to its social, economic and environmental role. The data refer to the full calendar Year of 2021 and constitute only a small part of our vision for Sustainable Development and Corporate Responsibility. We hope you find the information and the performance indicators published in the Report interesting and we will be particularly pleased if this becomes a fertile ground for effective dialogue and communication.

Sincerely,

Giannis Sanidiotis
General Manager KLEEMANN Group

Company Presentation



01

01.

Having been established in 1983 in Kilgis, Greece, KLEEMANN is one of the most important lift manufacturers in the European and global markets, offering any kind of lift for residential and commercial use, for persons or freight, as well as lifting systems, escalators and moving walks, marine lifts, and other lifts of special requirements.

The Group is established in the international market, with its exports corresponding to more than 90% of its total turnover. Its sales network operates in over 100 countries, with local commercial presence in important markets including the UK, France, Germany, Australia, USA, plus, local production facilities in Greece as well as in Serbia and China.

KILKIS
Greece

The Group Headquarters, the main production facilities, the 61-meter testing tower and the logistics center are located in the Kilgis Industrial Zone, covering an area of 180,000 m². The Company also has showrooms and sales offices in Athens and Thessaloniki.

BELGRADE
Serbia

The Group, through the company KLEEMANN Liftovi located in Belgrade, Serbia, operates production facilities, a logistics center and office buildings covering a total area of 10,000 m².

KUNSHAN
China

KLEEMANN CHINA has been established in 2011 in Kunshan, China, under the KLEEMANN Group's growth strategy. In 2017, recognizing the big chance for further development in China and aiming to increase its exports, KLEEMANN made an investment, which included the construction of new facilities - office buildings, production and test tower of 100 meters covering a gross floor area of approximately 19,000 m². This investment enables us to offer complete lift systems, high-quality services and 24-hour support service in China and Southeast Asia.



The Company is established in the international market, with its exports corresponding to more than 90% of its total turnover.



Our Vision

We are a world leader in the manufacturing of lifts. We achieve constant growth and success by investing in innovation, infrastructure and our people.

Our Mission

As a global enterprise, we innovate, we invest in our people and we grow, aiming at exceptional customer experience through a personal approach.

Our Values

Our values form an integral part of the Company's activities. They are reflected in our management model and in an entire range of operations, through the initiatives we undertake daily.

At KLEEMANN, we are committed to operating responsibly and with loyalty to our employees, customers, users and all our partners. We prioritise transparency and sustainable growth in order to create added value for both society and the wider environment in which we operate.

SAFETY

We take all necessary measures to ensure the health and safety of our personnel, customers and users when using our products and within our premises.

TRUST

We do what we say and we say what we do. We place trust in our people and their abilities. At KLEEMANN, we are a united front. We are all aligned with each other and with our vision.

PASSION FOR PEOPLE

The well-being of our colleagues and customers is of utmost importance to us. We invest in the strength of the bond between the company and its personnel. We are truly passionate about what we do and we strive to create opportunities for personal and professional development for all.

BREAKTHROUGH CULTURE

Innovation, growth, development and improvement are all vital to our business model. We set high goals, we commit to them, we take risks and we determinedly turn any opportunity into a learning experience. We are not afraid to fail.

Products & Services

We offer a wide range of products from residential and commercial lift systems for persons or freight, to escalators, moving walks, accessibility solutions, marine lifts and lift components. Besides a comprehensive range of standardised lifts, KLEEMANN can offer custom made lift solutions suitable for any project. Towards this direction, we assist our customers to define their accurately vertical transportation needs and we design and manufacture following in detail the agreed specifications. In summary, our products are divided into the following categories:

LIFTS FOR PASSENGERS - FREIGHT

We produce all types of passenger and freight lifts, with rated loads up to 30 tons and speeds up to 7m/sec.

We successfully respond to both public and private high specification and demanding projects with a short turnaround time, as well as to smaller scale private residential and commercial projects that require economical and durable solutions.

We offer complete traction and hydraulic lift systems, both with and without machine room, from initial concept through development to final production. In cooperation with the internationally renowned industrial designer Andreas Zapatinas, we have launched unique cabins, doors and operating panel designs. At the same time, in collaboration with the architects of each project, we offer design solutions adapted to all functional and aesthetic requirements.

ESCALATORS AND MOVING WALKS

KLEEMANN Escalators and Moving Walks are versatile and suitable for use in all kinds of buildings, with tailor-made design alternatives that offer high rise, outdoor, heavy duty, high capacity, and eco-friendly options to meet the requirements of any project.

CAR PARKING SYSTEMS

KLEEMANN Parking Systems offer a diverse range of vertical stacking and sliding platform solutions. Featuring the options of single, double, triple, and quadruple parking configurations, KLEEMANN Parking Systems fulfill the most stringent urban planning specifications, ensuring optimum utilization of space, cost efficiency and quick installation. Our Parking Systems also offer reduced CO₂ emissions and excellent energy efficiency.

LIFTING SYSTEMS FOR PEOPLE WITH LIMITED MOBILITY

KLEEMANN has developed “freeSTAIR” systems to provide autonomy, comfort and access to people with limited mobility, when the option of a conventional lift is not available.

Requiring minimum space, the “freeSTAIR” systems can be installed both outdoors and indoors, and to walls or floors. Each unit is manufactured separately, according to the exact specifications of its destined space, and is delivered and installed quickly and with minimum disruption.

MARINE LIFTS

We offer a range of Marine solutions for the vertical transportation of passengers and goods in private and commercial cruise ships, luxury yachts, ferries, cargo ships and offshore rigs. Whatever the project, KLEEMANN's expertise and experience ensures tailored design options and flexible installation solutions that will enhance both the operational functions and the unique environment of a specific vessel.

MODERNIZATION SOLUTIONS

KLEEMANN provides an array of customized and compatible Modernization Services for the renewal of lifts, ranging from component upgrades and replacements through to full or partial modernization and special solutions.

The KLEEMANN Modernization Services department is staffed by highly experienced design and modernization specialists who guide customers every step of the way, whether a project requires additional safety features, improved efficiency or an aesthetic make-over.

New Products & Services 2021

KLEEMANN LIVE

KLEEMANN Live was the latest tool to be added to the Company's services in 2021. KLEEMANN Live is an IoT (Internet of Things) system available to customers. It collects data from the operation of the lifts in real time and displays the results on a specially designed platform, which users can control from a laptop, smartphone (Android & IOS) or tablet. In this way, customers are able to check the status of their lifts remotely at any given time, always staying one step ahead of maintenance needs and, thus, saving time and money.

NEW PURITY CABIN

The Purity Cabin design is a fine example of the high attention to detail that characterizes the KLEEMANN team. It is a high quality cabin, featuring an array of advantages:

1. Reduction of installation time

- Easy installation from inside the cabin
- Reduction of total ceiling height
- New, improved packaging which minimizes installation time
- Same construction for all car sling types

2. Quality improvement

- No openings and curves on side panels
- New design for easy replacement of lighting
- New ceiling with LED panel
- No visible screws on operating panel, ceiling and sill

3. Reduced cost

Purity combines improved construction and upgrade of materials with simultaneous reduction of cost and installation time, creating the ideal, high quality solution.

HYGIENE LINE FOR ESCALATORS AND MOVING WALKS

In the context of the new requirements brought by the COVID pandemic and in the interest of protecting the health of its product users, the Company has developed various innovations. In 2021, the R&D department studied, designed and presented three new effective sterilizer methods, for protection against bacteria and viruses that may be found on the surface of the escalator's handrail:

- UV STERILIZER
- STERILE TOUCH
- ULTRAVIOLET LAMP



NEW PURITY CABIN

GN SERIES

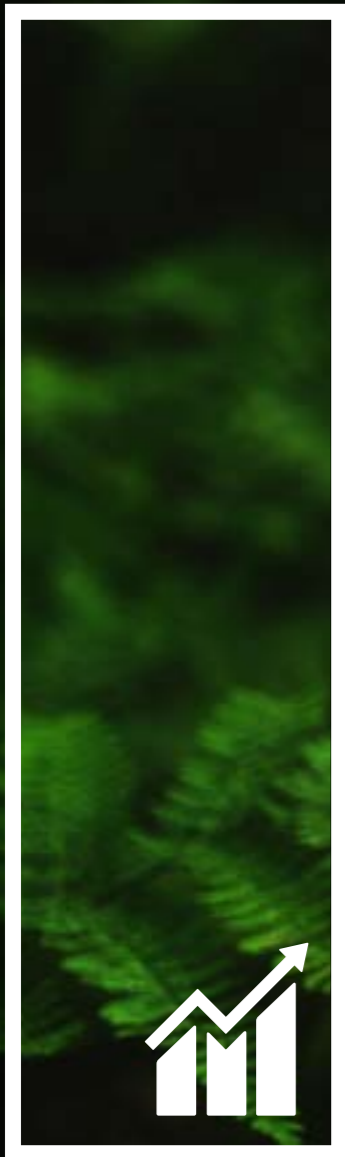
GN is a premium, high aesthetics and quality, new series of innovative surface mount operating panels, ideal for private residences, as well as for commercial buildings.

The new series was introduced in November 2021 and includes the GN-SC300 car operating panel, the GN-SL300 landing operating panel and the GN-SH301 indicator.

KLEEMANN POCKET

In summer 2021, a new tablet and mobile phone application, available to all KLEEMANN network partners, was presented. This app, called KLEEMANN Pocket, is a practical and up-to-date source of information regarding all products and services provided by KLEEMANN, as well as the latest company news.

Corporate Responsibility & Sustainable Development



02

02.

Corporate Social Responsibility (CSR) is an integral part of our corporate culture and defines the way we operate. Our strategy for Corporate Social Responsibility and Sustainable Development is based on the following pillars: Human Resources, Health and Safety, Environment, Corporate Governance, Society, Market.

Our long-term strategy is achieved through our annual action plan and aims at our continuous improvement. An important tool for the proper implementation and monitoring of Corporate Responsibility actions is the unified Management System adopted by the Company, which includes the following certified systems:

- Quality Management System, according to ISO 9001:2015 standards
- Environmental Management System, according to ISO 14001:2015 standards and ISO 14006 guidelines for the incorporation of eco-design in environmental design
- Occupational Health and Safety System at Work, according to ISO 45001:2018 standards
- Customer Satisfaction and Complaints Handling System, according to ISO 10002:2014 standards

The implementation of certified management systems ensures the comprehensive and integrated approach towards issues of responsible corporate operations and contributes to decision-making, aiming at constant improvement and sustainable development. Furthermore, we would like to mention that we strongly support the dissemination of Corporate Responsibility, as we believe it positively impacts on both healthy entrepreneurship and all stakeholders, as well as on the wider society. For this reason, KLEEMANN is an official member of the Hellenic Network for Corporate Social Responsibility: CSR Hellas, supporting its various activities regarding the promotion and dissemination of the principles and practices of Corporate Social Responsibility, while aligning the company’s strategy with the 17 Sustainable Development Goals (SDGs).



Our long-term strategy is achieved through our annual action plan and aims at our continuous improvement.

GLOBAL SUSTAINABLE DEVELOPMENT GOALS	SUBGOALS TO WHICH KLEEMANN CONTRIBUTES
	End poverty in all its forms everywhere
	Reduce by one third premature mortality rates from non-communicable diseases, through prevention and treatment and promote mental health and well-being.
	<ul style="list-style-type: none">• Substantially increase the number of young people and adults with the appropriate vocational technical skills, by giving them access to the job market, decent jobs and entrepreneurship.• Build and upgrade educational facilities so that they meet the needs of children and people with disabilities.
	Ensure the full and effective participation and equal opportunities for women to assume leadership roles at all levels of decision-making.
	<ul style="list-style-type: none">• Substantially increase the share of renewable energy sources in the global energy mix.• Double the global rate of improvement in energy efficiency.
	<ul style="list-style-type: none">• Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation and that encourage the formalization and growth of small and medium-sized enterprises, through access to financial services.• Protect labor rights and promote safe working environments for all workers.
	Enhance scientific research, upgrade the technological capabilities of the industrial sector in all countries, especially in developing ones, encourage innovation, substantially increase the number of research and development workers, as well as the amount of money spent on public and private research and development projects.
	Enhance inclusive and sustainable urbanization for all, as well as capabilities for a participatory, integrated and sustainable planning.
	<ul style="list-style-type: none">• Substantially reduce waste generation through prevention, reduction, recycling and reuse.• Sustainable management and efficient use of natural resources.
	<ul style="list-style-type: none">• Develop effective, accountable and transparent institutions at all levels.• Substantially reduce any form of corruption and bribery.• Ensure responsible, participatory, representative and inclusive decision-making at all levels.

Communication with Stakeholders

All those affected by our operations, as well as those that have an impact on the implementation of our strategy and the achievement of our goals, are considered the Company’s stakeholders. For KLEEMANN, those parties are:

 **SHAREHOLDERS**

 **EMPLOYEES**

 **CUSTOMERS**

 **SUPPLIERS**

 **STATE OR REGULATORY BODIES**

 **SCIENTIFIC COMMUNITY**

 **LOCAL COMMUNITIES**






 **MASS MEDIA & SOCIAL NETWORKS**




We acknowledge stakeholders and pursue mutual, effective dialogue, as we believe that honest and meaningful dialogue helps us become better. Over time, we make sure to maintain communication channels between us and all stakeholders, to foster open dialogue, receive feedback / reviews and address their needs. The two-way communication we have developed allows us to understand the stakeholders’ preferences, in regards to sustainable development and corporate responsibility, as well as to our overall operation.



We believe that honest & meaningful dialogue helps us become better.



STAKEHOLDER ENGAGEMENT & INTERACTION		
STAKEHOLDERS	COMMUNICATION CHANNELS	MAIN ISSUES OF INTEREST
 SHAREHOLDERS	<ul style="list-style-type: none">• General Assemblies• Ordinary Board meetings• Company Announcements	<ul style="list-style-type: none">• Profitability• Future Performance• Latest developments in the industry of operation
 EMPLOYEES	<ul style="list-style-type: none">• Meetings between Senior Management and Employees• Meetings between Production Facilities Managers and Technical & Labor Personnel• Performance evaluation system• Interdepartmental meetings• Breakthrough workshops• Annual Corporate Meeting• Employee satisfaction surveys and communication of the results• Suggestion Box – Review of new ideas• Complaint Box• Email• Whistleblowing channels	<ul style="list-style-type: none">• Growth and development• Benefits• Remuneration• Work field• Equal opportunities• Recognition• Health and safety• Education
 CUSTOMERS	<ul style="list-style-type: none">• Communication between the Commercial management and the local representatives• Visits to the Company’s or customer’s premises• Company visits to the construction sites where the products are delivered and installed• Participation in sectoral exhibitions• Hosting events with customers’ participation• Provide customers with information and training• Customer satisfaction survey	<ul style="list-style-type: none">• Product quality• Pricing policy• Pre- & after-sales service• Payment methods• On-time delivery of products• Custom-made products
 SUPPLIERS	<ul style="list-style-type: none">• Contact with the Purchasing Department• Visits and meetings at the suppliers’ premises• Visits and meeting on our premises• Annual supplier performance evaluation	<ul style="list-style-type: none">• Maintaining and expanding cooperation• Timely payment at the agreed time• Adherence to the agreed terms (quality of materials, quantities, prices, deliveries• Reliability and customer profile
 STATE & REGULATORY BODIES	<ul style="list-style-type: none">• Contact with the Legal Department• Public services and authorities• Associations and Chambers• Press Releases• Participation in workgroups on legislation	<ul style="list-style-type: none">• Compliance with the requirements of the legislation at all levels• Taxation• Environmental compliance• Labor and social issues• Health and Safety• Company profitability






































STAKEHOLDER ENGAGEMENT & INTERACTION		
STAKEHOLDERS	COMMUNICATION CHANNELS	MAIN ISSUES OF INTEREST
 SCIENTIFIC COMMUNITY	<ul style="list-style-type: none">Participation in Greek and European research programsParticipation in scientific conferences, forums and workshopsLectures at university institutionsParticipation of Company executives in alumni associations	<ul style="list-style-type: none">Link research tools to industrial productionApplication of the tools in industry aiming at innovation and performance improvementDevelopment of tools related to the improvement of environmental management in all stages of product life cycleConsolidate a permanent collaboration between the scientific community and the industryEnsure revenue
	<ul style="list-style-type: none">Communication with local authoritiesLocal communities' eventsCommunication with Company executives	<ul style="list-style-type: none">Support employment by recruiting locallyPurchase of products and services from local suppliersSupport local community actionsEnvironmental protection
 LOCAL COMMUNITIES		
 MASS MEDIA & SOCIAL NETWORKS	<ul style="list-style-type: none">Direct contact and collaborationCommunication and updates via the Company websitePress releasesSocial media postsCompany executives' interviews and articles	<ul style="list-style-type: none">Update on the Company's business newsFurther strengthening of cooperationPromotion of social activities undertaken by the CompanyPress conferences

Materiality Analysis

In order to comprehend the major Corporate Responsibility and Sustainable Development topics linked to KLEEMANN's operation, we carry out a materiality analysis, according to the relevant International Standards. This assessment is repeated within a reasonable timescale so as to keep our strategy aligned with our substantial impact and to identify potential risks. Stakeholder engagement is a central part of the materiality analysis, as it highlights the key accountability issues for each stakeholder group. In addition, we, as a Company, identify and prioritize the most important issues which offer fertile ground for maximising the positive effects of our operations and mitigating any possible negative impacts.

On July 15, 2021, we held an online workshop with the help of a CSR consultant and the participation of 17 Lead management and Key Company executives. Firstly, we discussed and understood the enhanced role of Corporate Social Responsibility as formed in the modern business environment. We identified and understood the corporate responsibility topics related to our operation. We prioritized the topics we consider of prime importance to the Company and also examined the materiality of all topics to each stakeholder group.

The following table illustrates (in alphabetical order) the topics that are of greatest importance to KLEEMANN and the stakeholders, their connection to the UN 17 Sustainable Development Goals (SDGs), the boundaries and the stakeholders categories interested in particular topics.

MATERIAL TOPICS AND INTERACTIONS WITH STAKEHOLDERS			
MAIN TOPICS (in alphabetical order)	CONNECTION TO THE 17 SDGS	TOPIC BOUNDARIES	STAKEHOLDERS
EMPLOYMENT, GROWTH & EMPLOYEE TRAINING	   		Shareholders Employees
QUALITY OF PRODUCTS & SERVICES	 		Shareholders Customers Suppliers State and regulatory Bodies
IMPROVEMENT OF THE RESPONSE TO THE COVID-19 PANDEMIC	 		Shareholders Employees Customers Suppliers State and regulatory Bodies Local communities Mass media
RESEARCH, GROWTH AND INNOVATION	    		Shareholders Employees Customers Suppliers Scientific Community
CUSTOMER SATISFACTION	  		Shareholders Employees Customers
LIFE-CYCLE ASSESSMENT (LCA)	   		Scientific community Customers Mass media
ENVIRONMENTAL COMPLIANCE	  		State & regulatory Bodies Mass media
QUALITY OF PRODUCTS & SERVICES	 		Shareholders Customers Suppliers Employees
HEALTH & SAFETY OF EMPLOYEES	  		Employees Local communities

* For each topic, in accordance with International Standard guidelines, we describe whether the impacted area lies within, beyond or both within & beyond the borders of the Organization.

Corporate Governance



03

03.

Board of Directors

The Board of Directors is the governing body of the Company, responsible for devising the business, growth and decision-making strategies and ensuring the effective implementation of good governance values and policies. On this account, the Board meets regularly throughout the year, in order to take decisions and ensure that every business action is in accordance with the Company’s strategy, vision and values. In the context of corporate governance, the KLEEMANN Board of Directors places particular emphasis on corporate social responsibility issues. The Board of Directors takes into account all the potential risks and opportunities - both internal and external- and undertake all necessary actions.

NIKOLAOS K. KOUKOUNTZOS Chairman	MENELAOS K. KOUKOUNTZOS Vice Chairman	
KONSTANTINOS N. KOUKOUNTZOS Managing Director	NIKOLAOS N. KOUKOUNTZOS Managing Director	
STERGIOS N. GEORGALIS Independent non-Executive Member	MARIA D. KARADEDOGLOU Non-Executive Member	VASILIOS T. ZIOGAS Independent non-Executive Member

Internal Audit & Risk Management

The KLEEMANN Group has adopted an adequate and effective Internal Control System (ICS), which includes all the control mechanisms (Internal Audit, Risk Management), controls, policies and procedures, which contribute to the achievement of its strategic and operational goals.

A key component of the Internal Control System is the Internal Audit Department, which follows the relevant internal audit standards and manual. The Internal Audit Department (IAD) structure meets the requirements set by the legislation, the Statute of Internal Audit and the Company’s objectives.

The IAD Annual Audit Plan mainly focuses on identifying the risks (Risk Assessment) that may affect the smooth operation of the Company and the achievement of its objectives. The risk register includes recording, evaluating and prioritizing the risks of individual audit areas. The Three-Year Audit Plan determines which entities and areas should be audited, during the audit cycle in order to cover all the areas of Audit Universe that have been highlighted through the risk assessment procedure.

In 2021, the IAD performed audits to the following Group departments: Commercial, Customer Experience, HR, Finance, Supply chain

The auditable areas are assessed taking into account the potential risks as these are recorded in the audit (number of prior audits, severity of audit findings and auditor’s comments). The assessment of risk probability and impact vastly depends on the experience and professional judgment of the IAD executives. The Three-Year Audit Plan determines which entities should be audited during the audit cycle. This way, the areas in the Company’s Audit Universe that were highlighted as a priority through the process of risk assessment, are all checked.

High-risk areas are monitored annually, medium-risk areas are monitored at least once during the Audit Cycle (3 years), while low-risk areas are checked only following a relevant request by the Administration or at the discretion of the IAD. Risk assessment is conducted according to two parameters:

- Risk probability and
- Potential risk impact

Risk probability, in particular, explores how likely it is for a particular risk to occur, within a calendar year. Risk impact refers to the assessment of the impact that the risk occurrence may have in specific auditable areas of the Audit Universe. The parameters of probability and impact are calculated in conjunction, based on the following scale:

0.	NOT RELEVANT	Risk not relevant to the audit area of the Audit Universe.
1.	LOW	Very low probability of risk occurrence and/or with minimal impact on the achievement of the Company goals.
2.	MODERATE	Low probability of risk occurrence and/or with significant impact on the achievement of the Company goals.
3.	HIGH	High probability of risk occurrence and/or with substantial impact on the achievement of the Company goals.

Whistleblowing Policy

The Whistleblowing Policy aims at detecting, preventing and deterring any type of misconduct by complaints raised either anonymously or eponymously by Company stakeholders. Complaints may concern actions or behaviors that are considered illegal or unethical or in violation of the KLEEMANN Code of Ethics and Conduct or of the applicable Anti-Violence & Harassment Policy.

Indicative issues concerning non-compliance incidents are:

- Criminal & civil offences
- Violations of legal obligations
- Violations of internal regulations and Policies
- Public health, safety or environmental risks
- Deviation from appropriate workplace behavior
- Abuse of power, abuse of public property
- Large scale mismanagement
- Violence and harassment
- Conflicts of interest
- Any attempt to conceal any of the above

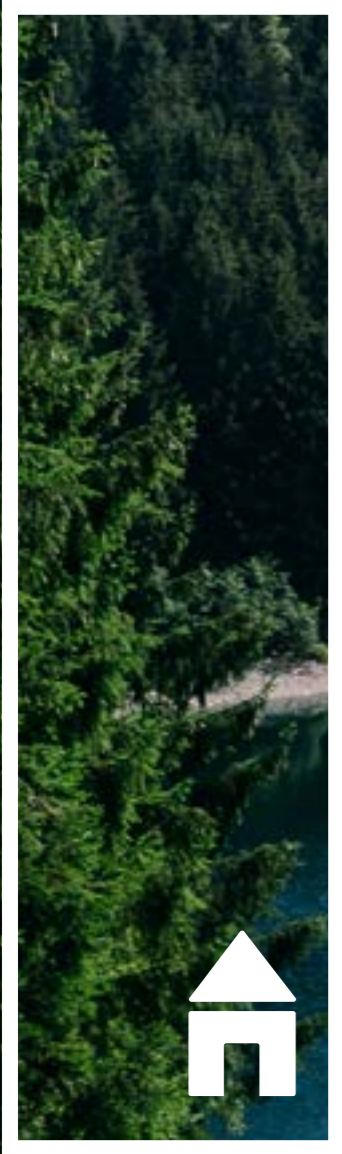
The Whistleblowing Policy concerns all Company stakeholders (employees, customers, suppliers, the wider society, etc). Complaints can be submitted via telephone, e-mail, KLEEMANN’s website or via post. The Group Internal Audit Manager is accountable for the implementation and coordination of the Policy and the monthly briefing of the supervisory authority.

In cases of eponymous or anonymous complaints, the Company is committed to investigate them and also protect the anonymity of the complainant, except in cases of malicious complaints. In accordance with the provisions of General Data Protection Regulation (EU 679/2016), the complaints’ register is encrypted, so as to prevent unauthorized access. In case a complaint is filed, the steps included in the whistleblowing procedure are the following:

- The complaint is recorded in the complaints’ register
- Criticality is classified and rated
- The complaint is allocated to a team member
- The case is investigated and resolved
- Follow-up on the result

The monitoring and evaluation indicator for the whistleblowing procedure is the percentage of resolved cases to the total number of submitted complaints. For 2022, we aim at resolving all cases reported. In 2021, 13 reports were filed through the complaints system and, after being recorded and assessed, were all resolved.

Responsibility towards our Customers



04

04.



Responsible, comprehensive, accountable and immediate customer service is one of the Company's top priorities. We invest in the long-term trust of our customers and strive for their satisfaction. We are aware that international recognition and appreciation would not have been achieved without ensuring customer satisfaction. For this reason, we have developed and implemented an integrated Customer Satisfaction and Complaint Management System, in accordance with the ISO 10002:2014 standard.

The Quality Assurance Coordinator has overall accountability for the implementation of the System and for the complaints team coordination. Emphasis is given on timely troubleshooting and determining the cause of a complaint in order to implement corrective actions. In this context, approximately 160 corrective actions were performed in 2021, regarding changes and improvements in various areas such as: systemic changes, products, process changes, digital tool improvements, customer service challenges.

All Company employees are encouraged to gather either customers' or complaints and forward them to the Quality Assurance Coordinator. In this way, the collection of data that can lead to useful conclusions and corrective actions is achieved. In order for an employee to submit a complaint, they must follow the specified procedure and use standardized reporting forms. The report, once completed and if data consistency is established and no additional clarifications are needed, is sent to the Group Quality Assurance Manager. The latter performs the final check and evaluates the responses, in order to decide whether any corrective actions need to be performed. Finally, a Quality Management representative endorses both the implementation and the effectiveness of the corrective action.

Annual Customer Satisfaction (CSAT) Survey

In the same context and in order to monitor our performance and implement improvement actions where needed, we evaluate customer satisfaction by using customer experience survey metrics. In 2021, 109 customers were invited to participate in a survey. 89 customers from 43 different countries accepted the invitation (82% response rate).

The "Customer Satisfaction Score" indicator, which evaluates the level of overall customer satisfaction with the Company, was 89% for 2021. The "Effort Score" indicator, which evaluates how easy is their cooperation with the Company, was 76%.

All customer responses, received through the customer satisfaction survey, are reviewed, and analyzed in depth by all departments involved. Each department initiates either generic or, where necessary, customer-specific improvement actions. During 2021, taking into account the relevant customer satisfaction surveys' findings, approximately 80 corrective actions were made.

A key element in customer service is employee training. The Company organizes specialized training seminars for employees from all departments, who have direct contact and interaction with customers. The training covers issues of appropriate behavior and communication with customers, ways of handling dissatisfied customers and issues of assuming responsibility and presenting solutions.

Customer Journey Mapping CJM

Aiming at better understanding our customers' needs, we use the Customer Journey Mapping (CJM) method. The CJM method analyzes all the stages customers go through in interacting with the Company. This process highlights the key points that contribute to customer satisfaction but also calls attention to the issues that need improvement. Following data analysis, the required corrective actions are taken to achieve an even greater degree of customer experience.

Customer Service Week

In 2021, we participated in the celebration of the National Customer Service Week for the second time. It is a global practice, celebrated in Greece under the aegis of the Hellenic Institute of Customer Service, of which we are members. On the occasion of the celebration, various activities were organized, both for front line employees and customers.

Participation in Associations & Organizations

The company's participation in Associations and Professional Organizations enhances its extroversion, knowledge and good practice exchange and builds synergies with a view to innovation and sustainable development. In this context, the Company participates in the following Associations and Professional Organizations:

- Panhellenic Union of Lifts and Escalators Technology
- Federation of Industries of Greece (SBE)
- Greek Exporters Association (SEVE)
- Marine Equipment Manufacturers & Exporters (HEMEXPO)
- Hellenic Maintenance Society (HMS)
- Canadian Elevator Contractors Association (CECA)
- VFA Interlift e. V (Association for Elevator Technology)
- National Association of Elevator Contractors (NAEC)
- Worldwide Industrial & Marine Association (WIMA)
- European Lift Association (ELA)
- European Lift & Lift Component Association (ELCA)
- International Association of Elevator Engineers (IAEE)
- International congress on vertical transportation technologies, ELEVCON
- ISACA (Information Systems Audit and Control Association)
- Hellenic Network for Corporate Social Responsibility (CSR HELLAS)
- Hellenic Institute of Customer Service (HICS)

There is an open channel of cooperation between the Company and educational bodies and institutions, in the light of continuous product improvement, know-how and innovation development and the interconnection between research and production. The educational bodies and Institutes we collaborate with are:

- The International Hellenic University
- The Hellenic Copper Development Institute
- The Center for Research and Technology Hellas (CERTH)
- The Physical Metallurgy Laboratory (PML) of the Mechanical Engineering Department, School of Engineering, Aristotle University of Thessaloniki
- The Biochemistry Lab of the Department of Biological Applications and Technology, University of Ioannina
- The University of Western Macedonia
- The Laboratory of Advanced Materials and Devices (AMDe Lab) of the Department of Physics, Faculty of Sciences, Aristotle University of Thessaloniki
- The Department of Psychology, National & Kapodistrian University of Athens (NKUA)
- The Laboratory of Technology & Strength of Materials, Mechanical and Aeronautical Engineering Department, University of Patras.

Responsible Marketing of our Products & Services

One aspect our corporate responsibility involves the promotion of our products and services in compliance with market and international competition rules. In this context, the Company commits to do the following:

- Predict and monitor industry trends in both national and global markets.
- Provide excellent quality products, services and customer service.
- Successfully adapt to customers', suppliers' and partners' different cultures, customs, local traditions and habits.
- Treat competitors with respect, practice trustworthy management and noble competition.
- Continuously improve products and services, invest in innovation aiming to contribute to the evolution of the sector.

All activities related to the advertising and promotion of the Company's products fully comply with and follow the code of conduct & ethics of the Hellenic Advertisers Association and the Hellenic Association of Advertising-Communication Agencies. During 2021, no fines or penalties regarding false or misleading product information and labelling or promotion practices were imposed on the Company. There were no incidents of non-compliance with marketing, advertising, communication and sponsorship regulations.

Quality Control

We perform quality control at all stages of the production process. Our goal is to ensure all components of the lift subsystems are tested. Upon completion of the production process, products are tested and assessed by an independent body in regards to their safety and are accompanied by a relevant certification. Our lifts are designed according to the EN 81-20 European standard, which defines the safety requirements for the construction of lifts, and the EN 81-50, which specifies the design, calculation and testing rules for lift subsystems. Our customers, installers and users safety is a top priority for us, and it is primarily ensured through the high quality and reliability of our products.

We implement a comprehensive quality assurance system that meets all safety and quality standards and exceeds legal requirements. We follow more than 80 internal procedures and properly apply the following standards:

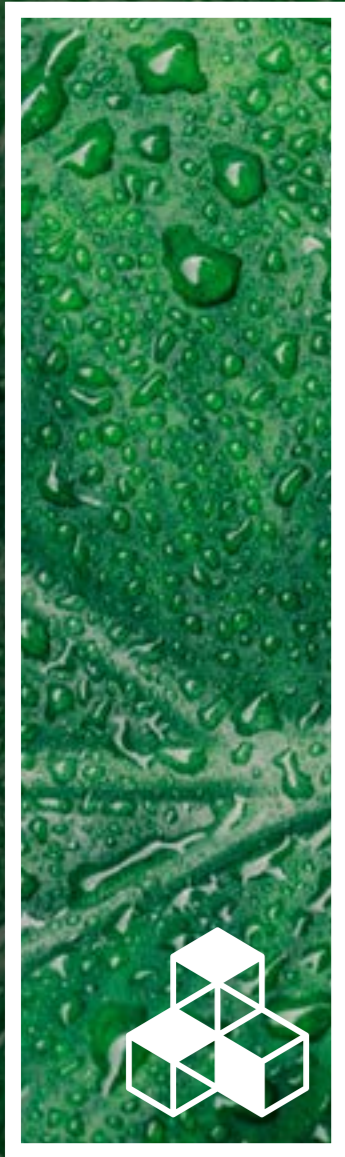
- EN ISO 9001:2015 [Quality Management System]
- EN 1090-1:2009 + A1:2011 [Execution of steel structures and aluminum structures(set)]
- EN ISO 10002:2018 [Quality Management – Customer Satisfaction]
- EN ISO 45001:2018 [Occupational Health and Safety Management System]
- EN ISO 14001:2015 [Environmental Management System]
- EN ISO 14006:2011 [Guidelines for incorporating eco design]
- Directive 2014/33/EE of the European Parliament on the harmonization of the laws of the Member States relating to lifts and safety components for lifts.

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The safety of our customers, installers and end-users is a top priority for us, and it is primarily ensured through the high quality and reliability of our products.



Responsibility towards our Suppliers



05

05.



The development of strong relationships with our suppliers and the optimal organization of the productive flow in all the steps of the supply chain, from sourcing raw materials to product delivery, constitute persistent strategic goals for KLEEMANN.

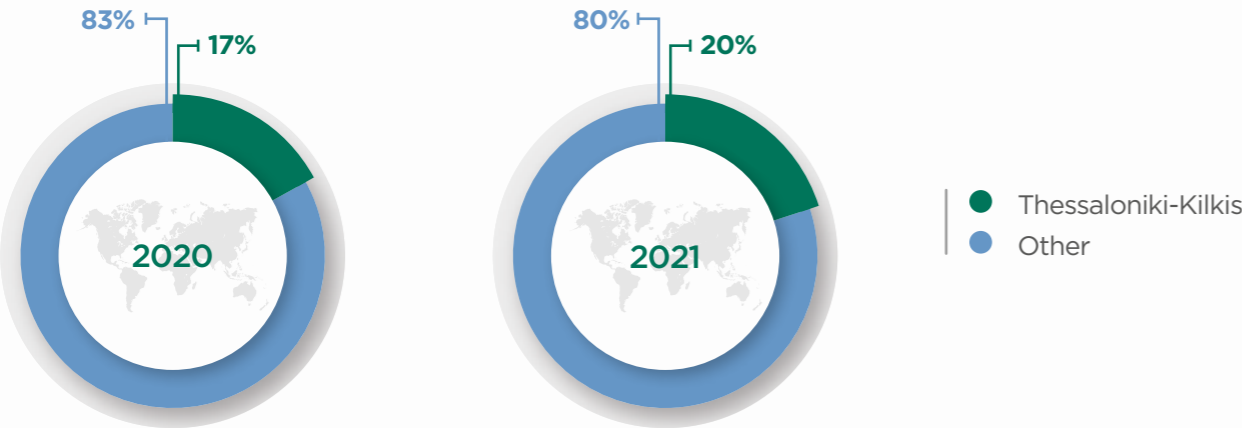
Basic principles that govern our relationships with all our suppliers and partners are trust, transparency and reliability, which ensure high-quality products and are the foundations of a responsible supply chain.

The use of reliable, high quality raw materials is a sine qua non condition for the operation of the Company's production line and for this reason we evaluate our suppliers' performance every six months, to confirm and ensure the excellent quality of the supplied goods. Periodically, we carry out on-site audits at our key suppliers to ensure that the prescribed procedures, agreed technical specifications and quality characteristics of the raw materials are in compliance.

To optimize the procurement process, the Company maintains a list of approved suppliers. In order for suppliers to be included in this list, they must be ISO 9001 (Quality Management System) certified, while the implementation of an Environmental Management System according to ISO 14001 and/or the adoption of an Occupational Health and Safety Management System in accordance with OHSAS 18001 / ISO 45001:2018 standards are also positively evaluated.

Every new supplier signs the Company's Procurement Policy, which formulates the rules of corporate responsibility and ensures transparency and impartiality in our transactions. In 2021, the Group Procurement Department signed new agreements with its suppliers, based on the renewed code of conduct. A very small percentage of contracts, either with suppliers with a very low annual turnover, or with non-recurring (one off) purchases were not included in the above procedure. Furthermore, and apart from economic criteria, environmental, social and human rights criteria are also taken into consideration in the process of selecting new suppliers and the conclusion of new agreements of collaboration.

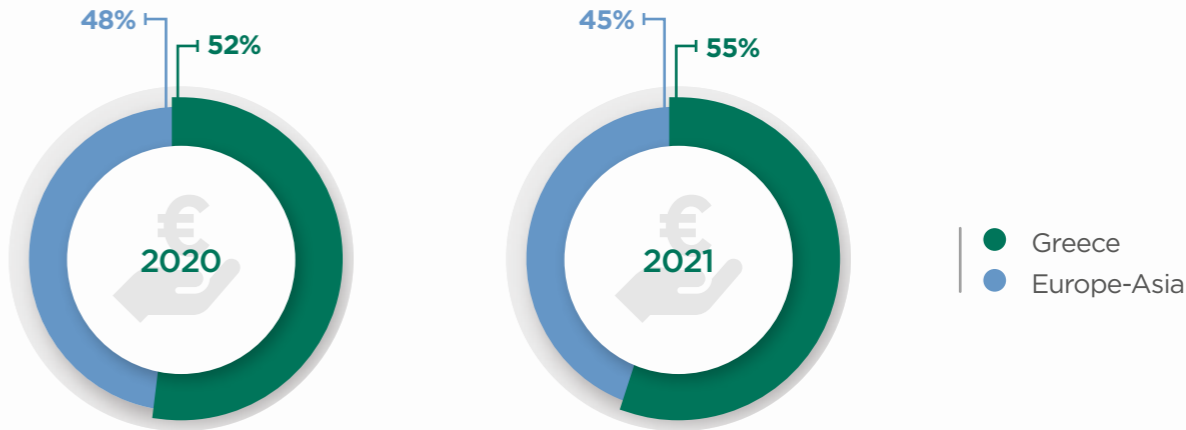
SUPPLIERS GEOGRAPHIC DISTRIBUTION



In 2021, the total expenditure on suppliers for KLEEMANN Hellas rose by 10% compared to the previous year and almost one out of five from our suppliers was from Kilkis or Thessaloniki. This percentage is increased in comparison to 2020, demonstrating our support towards local suppliers. Local sourcing, in addition to supporting the local economy and community, also reduces the Company's environmental footprint. Proximity to suppliers results in the reduction of both energy consumption and pollutants emissions during the transport of products.

In 2021, the percentage of procurements from Greek suppliers was 55% over 45% of procurements from European and Asian suppliers.

PROCUREMENT COST DISTRIBUTION

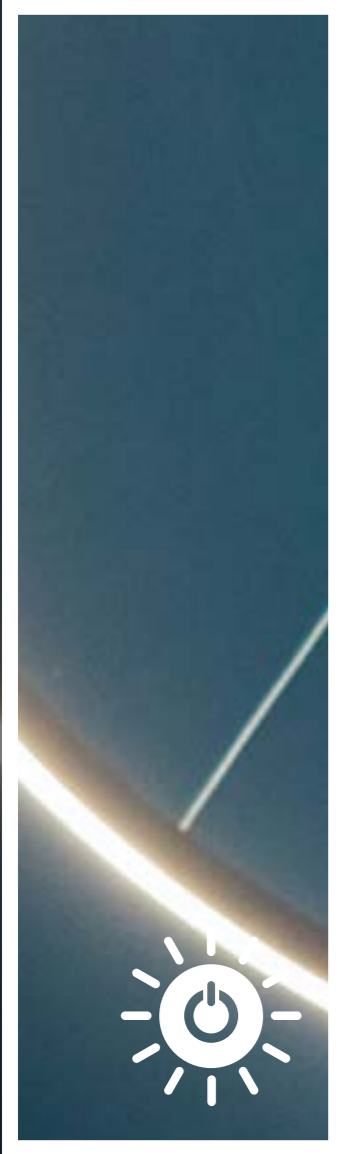


2021 was a challenging and difficult year for the supply chains of various industries. Besides the significant revaluation of raw materials, there was also great difficulty in obtaining them, especially the critical ones (microchips and steel products). The biggest change in the supply chain was caused by the severe shortage of semiconductors in the global market. We conducted a market analysis, throughout the Company's subsidiaries network in Asia, ensuring their availability and delivery on time.

Despite the adverse conditions, we met the raw material needs of the factories, ensuring the uninterrupted operation of the Group and the timely delivery of our products at a rate of 98.6%.

In parallel and in the context of mutual trust and support, which constitute an essential component of the development of our long-term partnerships, we proceeded to an act of solidarity towards our main suppliers in Turkey. This was decided because Turkey's economy received a significant blow from the devaluation of its national currency. We decided to prepay the suppliers who faced liquidity problems, as a gesture of support and in the spirit of maintaining good relations. Similarly, we supported many Greek suppliers, following an initiative we had undertaken in 2020 for our main suppliers in Italy and Spain, the first countries that were severely affected by the pandemic.

Research, Growth & Innovation



06

06.



The term Innovation refers to a new and groundbreaking idea for tackling daily challenges and problems differently or forge new paths and deliver solutions. Corporate innovation goes hand in hand with research and growth. Innovation is a key objective of the Company. In this light, we invest in the collaboration of industry and with the academic community. We broaden our collaborations with Universities and research organizations, aiming at the continuous improvement of the Company's production process and products. These actions involve the submission of research proposals, both at European and National level and direct project contracting. The development of new products and services takes place mainly on the Company premises, through the Research and Development (R&D) Department. The R&D department is one of the most populous in the Company, comprising approximately 80 employees.

A large majority of them, have higher education qualifications in the fields of mechanical engineering and electronics/ electrical engineering. The department also has specialized, highly qualified support staff. It is important to note that approximately 5% of the employees hold a doctorate -the highest level of degree- and almost 40% hold a master's degree. In 2021 we filed a total of four patent applications; One in Greece & three at EU level:

- Electronic shaft dimensioning (EP21386003.4)
- Copper-coated cabin with antimicrobial protection (GR20210100093)
- Elevator information system for safe cabin environment (EP21020181.0)
- Retrofit contact to contactless elevator buttons (EP21020338.6)



1. We received 3 awards in total in reference to IoT (Internet of Things) and smart functions.
2. We achieved 3% cost reduction through innovation.
3. An article was published in an internationally recognized scientific journal
4. A collaborative research program with the AUTH was approved.

KLEEMANN PED PASSENGER EMERGENCY DETECTION

One of our major initiatives for 2021 is the creation of the PED (Passenger Emergency Detection) system, which detects passengers who need help in an emergency. The PED system has already aroused strong interest of healthcare customers such as hospitals and clinics. It is an exemplary case, proving that innovation results to increased product safety levels and, at the same time, creates a competitive commercial advantage.

In the event of a critical health situation, like a fainting episode or a stroke, when the passenger is unable to use either the lift's emergency button or their mobile phone, the system is activated. Using a state-of-the-art artificial intelligence algorithm, the system is able to detect the emergency incident and initiate all necessary actions to assist the passenger.

Automatically, the system does the following:

- Initiates the sound alarm
- Moves the cabin to ground floor and opens the doors
- Turns the cabin fan to maximum operation
- Sends a help message via the IoT system
- Initiates help dispatch through KLEEMANN auto dialer – 24/7 help center



In 2021 we filed a total of
4 patent applications;
1 in Greece & 3 at EU level.



KLEEMANN ISE

INFORMATION ON SAFE ENVIRONMENT

Air quality inside the cabin is of great importance especially during the pandemic of COVID-19. The use of fans and air purifiers can clean the air in the cabin, however they require a certain amount of time to perform this task.

Our new smart function KLEEMANN ISE (Information on Safe Environment) can provide information on last ride to passengers, such as time elapsed since last usage, number of passengers in last ride and necessary time for complete recirculation of inner air in the cabin.

KLEEMANN ISE system can inform the passengers on the air quality proving safe boarding.

This information is also available in smartphones.

Indicative Collaborations with Research & Academic Institutions

In 2021, we continued and strengthened our collaboration with academic bodies, such as the Aristotle University of Thessaloniki (AUTH) and the University of Western Macedonia (UOWM), as well as with research and technology development institutes, such as the Center for Research and Technology – Hellas (CERTH).

Moreover, we pursued partnerships with tech companies. Thess INTEC (Thessaloniki Innovation & Technology Center) is a private sector initiative, with the participation of local institutions and supported by the Greek state. One of the main goals of the Alexandria Zone of Innovation is the creation of the 4th generation International Technology Park, where established companies will set up research & development enterprises and research teams, to collaborate with Greek and foreign industrial and business partners. The decision to cooperate with the private sector (Thess INTEC) in order to achieve those goals, asserts the belief that through synergies, Greece can create innovative products and cutting-edge services.

In the following 5 to 10 years, Thess INTEC is expected to attract business investments both from Greece and abroad, becoming one of the largest Innovation and Technology Centers in Europe. In 2021, our Company signed a Memorandum of Cooperation with Thess INTEC.

In addition, on 04.03.2021, KLEEMANN signed a Memorandum of Cooperation with the Center for Research and Technology – Hellas (CERTH) and the Thessaloniki Innovation and Technology Center (Thess INTEC) on the supply, installation and operation of next generation lifts, equipped with smart functions, on the premises of the Thess INTEC 4th Generation Technology Park.

These lifts, through innovative technology, are breaking new ground and will offer services that ensure high quality, safety and comfort. Furthermore, continuous upgrades and improvements will be possible through the collection of lifts operation data and scientific results generated by the research collaboration with CERTH. The project is estimated to start in late 2022 to early 2023, while the research collaboration between the three involved bodies is expected to be active for at least a decade.

in 2021, a research was approved funding in collaboration with AUTH. The project is entitled “Design and implementation of innovative lift’s air-conditioning systems by using thermoelectric devices” (Project code: KMP6-0074109) and is under the framework of the Action “Investment Plans of Innovation” of the Operational Program “Central Macedonia 2014 2020”, that is co-funded by the European Regional Development Fund and Greece. The operation of lifts inside and/or outside a building demands the availability of certain functions inside the cabin, in order to counterbalance the effects of the varying prevailing weather conditions. These functions are often required in Middle Eastern countries where there are high ambient temperatures. In such cases, the equipment required includes air conditioning, to maintain both the desired temperature and fresh air circulation in the cabin. However, the use of conventional air conditioners causes unavoidable effects on a construction level, on energy consumption, on the noise level in the cabin and on the environment. An innovative method that can be applied as an alternative to overcome the majority of these problems, is the use of suitable thermoelectric air conditioners (TEC) that remove heat from the interior of the cabin, based on the Peltier effect. The ultimate goal of this research proposal is the application of the TE technology for manufacturing cooling systems in lift cabins, with the aim of replacing the commercial air conditioning units used. The implementation of the proposed research project will be carried out with the synergy of three participants, i.e. two renowned research laboratories supported by our Company.



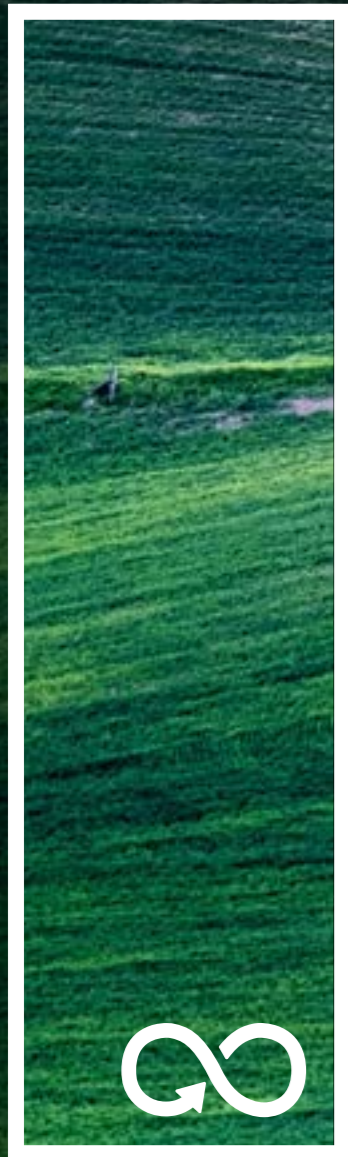
The goals set for 2022 are the following:

- Further development of “smart” solutions using IoT technologies
- Redesign of a series of traction lifts

INNOVATION:

- Expansion of meetings/collaborations with universities and research institutions, both from Greece and abroad
- Filing of new patents at national and European level
- Publication of scientific articles in international scientific journals and/or in elevator industry related journals.

Ecological Product Design (ECD) & Life Cycle Analysis (LCA)



07

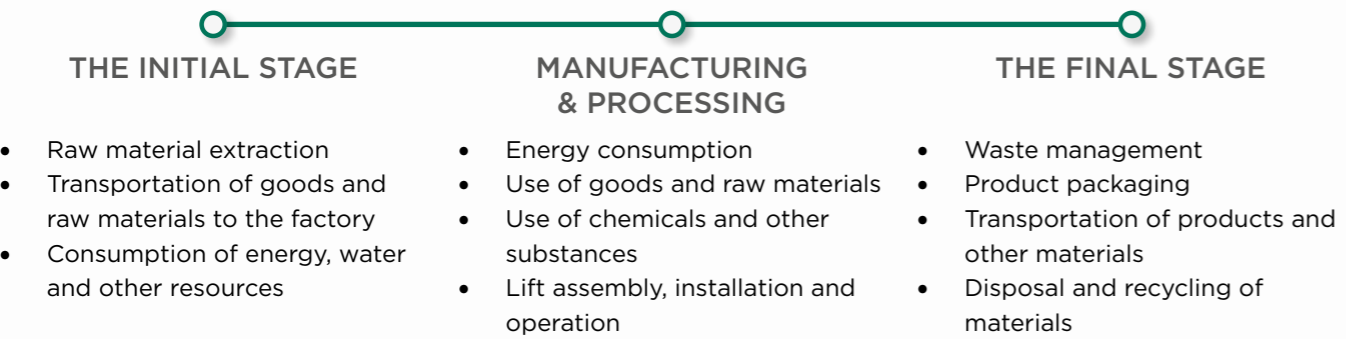
07.



The Company develops products and services that contribute to the rational management of natural resources and the reduction of generated waste. All Company products are designed following European standards and are certified by an independent body in terms of their operation and safety of use. Eco-design is the integration of the environmental dimension in the design and development process of a product, aiming to minimise potential environmental impacts. KLEEMANN is among the first companies in Greece to implement ecological design – in accordance with the relevant ISO 14006 standard. Our Company implements the principles of ecological design in the product design process on specific products and proceeds to an Environmental Product Declaration.

Eco-Design focuses on the reduction of energy consumption and the environmental impacts that emerge during the entire life cycle of a product. Life Cycle Analysis (LCA), which records the life stages of a product, is the most important tool for the correct application of the ISO 14006 standard. At KLEEMANN we have conducted a complex Life Cycle Analysis on seven of our products.

For each one of these products, all environmental data are specified for every stage of the life cycle – from raw material extraction to production, end delivery and disposal. Indicatively, the life cycle of a lift may consist of the following stages:



The Life Cycle Analysis (LCA) process identifies the most polluting and energy-consuming parameters in the product design process and suggests appropriate interventions and corrections to seek alternative solutions. In order to carry out the life cycle analysis, we use the specialized software SimaPro, which helps us study the environmental effects of each product.

RAW MATERIALS

- Mainly non hazardous materials are used. When their use is required, their quantity is kept to the lowest possible levels, and always in conformity with environmental health and safety limits
- The smallest possible quantities of raw materials are used
- Every year products are manufactured through the use of lighter materials, at the same time minimizing the waste of the production process. The use of lighter structures reduces the lift's energy consumption

INDUSTRIAL PROCESSING

- Products are designed in such a way that the processing required is kept at a minimum
- Materials are organized in groups in order to be used in more than one products. Furthermore, the grouping of the subsystems results in achieving maximum efficiency due to the reduction of the production systems' idle time
- Production systems are constantly improved to achieve higher energy efficiency

TRANSPORTATION & INSTALLATION

- The compact packaging of the subsystems contributes to the reduction of energy consumption, since it renders loading more products on the same vehicle, consequently lessening the number of trips
- In terms of lift installation, eco-design helps reduce the number of days required for the installation and therefore helps reduce both the work that needs to be done and energy consumption at the installation site

ENERGY CONSUMPTION

- VVVF systems: Variable Voltage Variable Frequency (VVVF) Lift Drive employs frequency inverter technology which regulates input voltage and frequency throughout the journey, drawing much less current during acceleration and deceleration. In this way, the motor efficiency is high (almost 90%) at all loading conditions, the power factor is near unity and the inrush current is reduced.
- Standby mode: Cabin lighting, as well as the inverter, displays, door mechanism and other electrical devices switch off when the lift is idle. Depending on the use of the lift, energy savings using the Standby mode can reach 50% of the lift's total energy consumption throughout its life cycle.
- LED: Replacement of cabin & shaft lighting with LED lamps which, compared to halogen lamps, can reduce energy consumption by up to 60%, leading to significant energy savings. They also have an extended life span and are 100% recyclable.
- Regenerative Drive: with the appropriate energy recovery device, part of the energy can be returned to the network. Up to 70% of the energy consumed during the use of the regeneration device can be returned to the electricity network.
- Destination control: Use of efficient destination dispatch systems in order to avoid unnecessary trips, departures or slowdowns. This leads to reduced energy consumption
- A smoother riding experience through the use of high-quality rollers

RECYCLING-DISPOSAL

- The greater part of the lift, consists of large metal parts which are easily dismantled and recycled.
- The lift cables can be also recycled by the corresponding procedure.
- During the disposal of the lift, the battery must be removed to avoid the leakage of dangerous chemicals which, nonetheless, constitute less than 0.1% of the lift construction materials

The increased importance of eco design, both for industrial applications and at a scientific level, is also illustrated by the fact that, in recent years, one undergraduate and two master theses have been presented, on the subject of innovative actions and in reference to KLEEMANN's eco design.

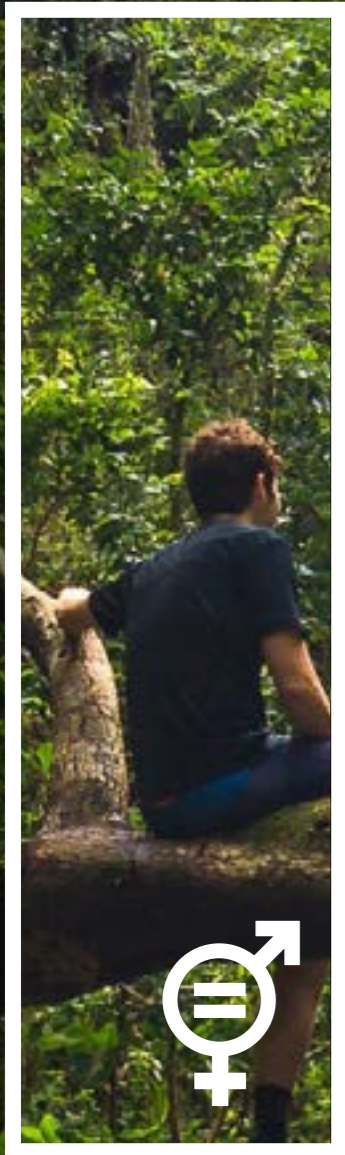
Case Study: Maison 100E

Maison 100E was introduced in 2021. Life Cycle Analysis was applied, using the SimaPro software and taking into account all product manufacturing stages.

- Raw materials and goods
- Manufacturing and processing
- Transportation and packaging
- Installation
- Operation
- Maintenance
- Final disposal – recycling

The results of the Life Cycle Analysis showed that the new product, compared to its previous versions, is built with environmentally friendlier materials. It is energy efficiency class A and consumes 379KW per year (calculations were performed for a reference model). In addition, the new product achieves up to 15% energy savings during its use and has an increased lifespan.

Responsibility towards our People



08

08.



At KLEEMANN, we recognize our people as the most important factor of our growth. High business performance can only be achieved when a safe and creative work environment is guaranteed. We constantly strive to provide an excellent working environment that ensures respect and equal opportunities and motivates professional and personal development.

Respect for human rights, creation of ideal working conditions and compliance with labor laws (national, European, ILO) are the basic, non-negotiable principles of our operation. In accordance with these constants, we increasingly undertake initiatives for our people.

In 2021, the most important challenge we faced was the protection of the health and safety of our people during the COVID-19 pandemic. The Human Resources Department contributed to the successful management of the pandemic through a series of measures and interventions:

- We organized a mass rapid testing program for the employees
- We provided employees with additional fuel reimbursement for single commute routes to and from the company
- We subsidized meals due to the temporary closure of the employees' restaurant
- We organized an informative webinar on the pandemic and the relative preventive measures, with the participation of renowned scientists, who gave evidence-based answers to our people's questions
- We provided free protective masks and self-tests
- We granted an additional time-off after each dose of the vaccine
- We have implemented remote working to the maximum extent possible to avoid the transmission of COVID-19

Code of Conduct

The existence of a set of Principles and rules that govern the operation of the Organization, in the form of a Code of Conduct, establishes the framework of operation and behavior. The Code ensures that corporate values are embedded in all our daily activities, in every department and across the organization. The main objective of the implementation of the Code of Conduct is to promote transparency, reliability, trust and mutual respect.

Should it be deemed necessary, the Code of Conduct is reviewed and updated every two to three years. In special cases and when major changes occur, the revision takes place more frequently. Each individual employee receives a paper copy of the Code so that they can study it at any time.

All new employees are informed of the Code of Conduct and receive a copy at the start of our collaboration. They are thereupon informed by the Human Resources Department and are asked to spend the necessary time to fully comprehend it and apply its Principles.

“

The KLEEMANN Group operates globally in more than 100 countries and has partners with different cultural traits and characteristics. In view of the above, we embrace diversity and avoidance of discrimination. Social or national background, political or religious beliefs, age, sexual preferences, physical ability and gender are not discrimination criteria at KLEEMANN, but an opportunity for the generation of new ideas and better results. Diversity is interwoven with merit and the provision of equal development opportunities. As employees of KLEEMANN Group, we avoid any form of discrimination and treat all our partners equally and fairly. We see diversity as an opportunity for new innovations and new horizons. In the event that we become aware of any incident that could be characterized as discrimination or unequal treatment, we immediately contact our supervisor or Director.

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Diversity Policy

The notion of diversity in KLEEMANN focuses on its ability to employ people of diverse characteristics. The Policy of Diversity and Equal Opportunities aims at the following:

- Creation of a working environment of equality and justice where all employees will have the opportunity to demonstrate their potential in practice and develop their careers on merit
- Improving the quality of working life, placing particular emphasis on maintaining the balance between personal and professional life
- Promoting gender equality in the workplace, with the aim of improving the workplace environment and increasing efficiency and productivity
- Recognizing, analyzing and questioning traditional views that entrap women in certain work roles and which, although no longer productive or cost effective, still remain extremely popular
- Develop best practices based only on the characteristics of each project and/or department and not on traditionally accepted views and expectations of how those projects or departments should operate

The Diversity Policy includes specific actions, which ensure its compliance. Protection and support measures for women in cases of maternity are defined (such as: remote working, change of position when a safety issue arises, flexible working hours, maintaining their previous employment status after childbirth).

Employee satisfaction surveys include questions regarding respect for diversity. Emphasis is laid upon the management's commitment to the personnel for workplace equality and equal growth opportunities for all, regardless of gender, race or age. It is made clear that the recruitment process is based on skills, regardless of age, gender, nationality, religion or any other discrimination criteria. It is underlined that the procedures regarding the employees' evaluation and career development are governed by the principle of equal treatment for men and women. Additionally, the Policy provides for the implementation of employee training programs on respect for diversity. Finally, employee exit interviews include questions regarding respect for diversity.

Employee Relations Policy

We implement an Employee Relations Policy with the intention of offering continuous encouragement, maintaining optimal working conditions and an environment that favors teamwork and inspires employees to give their best. All Company employees and partners should maintain good working relations and not speak or act in ways detrimental to the integrity of others. Every employee deserves to be treated with consideration, fairness, dignity and respect. The fact that the annual employee satisfaction survey includes areas such as credibility, respect, trustworthiness/justice, pride and camaraderie highlights the importance placed by the Company on good working conditions.

Two-way Communication

We believe that constant, substantial and two-way communication strengthens relationships among employees. Aiming at fostering and cultivating a climate of trust and respect, boosting teamwork and consolidating a unified corporate culture, we have developed an internal communication system supported by open channels at all levels of hierarchy.

Furthermore, dialogue and constructive criticism among departments is encouraged, with a view to improving performance, professional relationships and everyday business life. The most important internal communication channels are the following:

- Monthly meetings between employees and Managers of the Company's departments per production facility
- Monthly meetings with the Senior Management
- Monthly meetings with the participation of the Senior Management and the Supervisors, where the objectives and progress of each department are discussed, as well as the actions to be implemented in the future
- Monthly meetings of the Leadership Team
- Weekly and daily informational meetings of the General Manager with the Company Directors
- Weekly meetings between members of the Senior Management
- Meetings of the Plant Managers with the technical staff every second Friday and whenever deemed necessary
- Meetings of the Crisis Management Team in case an incident requires immediate response
- Employee engagement surveys
- Annual strategy meeting
- Social media posts

Violence & Harassment Policy

We are committed to addressing and eliminating workplace violence and harassment for the purpose of creating a working environment where respect for human dignity prevails. As defined in the relevant Violence and Harassment Policy, any form of violence and harassment manifested during work, whether connected to or as a result of it, is strictly prohibited, including violence and harassment based on gender, nationality or other discrimination.

The Company is committed to receiving, investigating and managing any relevant complaint impartially, with confidentiality and respect for human dignity, demonstrating zero tolerance for violence and harassment. Additionally, it undertakes not to impede the receipt, investigation and handling of such complaints.

In the event of a violence or harassment incident, the Company commits to providing data, assistance and access to any competent public, administrative or judicial authority, during the investigation.

For the employees and other persons that fall within the scope of the Policy and who violate the obligations arising from the legislation and the Company's regulation, the Company adopts the necessary and appropriate measures on a case-by-case basis, in order to stop and prevent a similar incident or behavior from being repeated in the future. To combat violence and harassment, the Company, using questionnaires, regularly conducts anonymous confidential surveys on the working climate and workplace violence and harassment risk assessment.

Recruitment and Selection, Onboarding & Exit policy

Attracting high performance employees, able to embrace the Company's vision, values, culture and strategy and contribute decisively to their implementation, is a key goal of the Human Resources Department and of the Company as a whole. We steadfastly follow the procedures of attraction, selection, onboarding and exit, as defined by the relevant Policy, which reflects the methodology for attracting and selecting suitable candidates as well as the procedures for managing any employee leaving the Company.

Respectively, the Development Policy establishes the framework for the development of our employees and the Compensation and Benefits Policy clearly defines the rules regarding employees' rewards.

Additional Benefits

The Company's additional benefits to employees constitute extra incentives and privileges that display a modern and dynamic management philosophy. The Company seeks the continuous increase and improvement of its additional benefits, depending on the state of its finances. Additional benefits are provided to as many staff members as possible and are scaled according to the position, responsibilities and contribution of each. They are always given in addition to the stated salary and aim to:

- Constantly create a better work environment and promote cooperation, healthy competition, development and identification of the staff with the corporate identity.
- Further reward employee actions that result in the improvement of the company's figures.
- Further protect the employees and the Company -to a reasonable extent- from unforeseen events and circumstances.
- Reward and motivate employees.

The provision of additional benefits contributes significantly to the attraction and retention of competent executives from the labor market, as well as to the improvement of staff performance, in order to achieve the Company's goals. For the establishment, extension and modification of additional benefits, a fully developed, well-grounded proposal, the calculation of benefit cost and the approval of the General Manager and the Company CEO are required. Additional employee benefits include:

- Additional medical and hospital coverage
- Financial support in case of temporary or permanent incapacity for work
- Life insurance
- Transportation of employees with company's buses or coverage of transportation expenses
- Gym and Playroom
- Subsidized meals at our Company's restaurant or a light-meal kit in cases of health and safety measures, such as those implemented against Covid-19 pandemic.
- Employee's regular commute mileage reimbursement
- Equipped Infirmary
- Happy Benefits
- Sponsored training programs
- Vouchers
- Blood bank

- Additional financial support in cases of serious health problems
- Flexible working hours for new mothers
- Newborn/ wedding gifts
- Rewards to employees' children for entering Higher/Technological Education Institutes and for outstanding student achievement in High School/Senior High School
- Internship opportunities for employees' children
- Various corporate events and celebrations
- Coverage of patients' financial contribution in medical examinations for all staff (biochemical blood tests, heart check-up, upper/lower abdominal ultrasound, orthopedic exam, ophthalmic exam)

Coaching Program

2011 marked the start of the -still ongoing- implementation of guidance / coaching programs at all Company levels, from the Leadership Team to the technical staff.

The purpose of the coaching program is the alignment of Company goals with the actions of the employees, towards a common direction. Coaching is a key pillar in the Company's strategy and serves its values. Coordination of actions is actively supported and Breakthrough culture is fostered to achieve outstanding results. Trust, participation and free thinking are encouraged. Every challenge is seen as an opportunity for personal commitment, dedication and accountability.

For employees, coaching results in the achievement of self-knowledge and awareness of motivation, the enhancement of their self-confidence, the maximum utilization of their potential and the effective management of success and failure. Moreover, it assists the continuous personal growth of all people in the Company.

In 2021, in order to strengthen the coaching culture and continuous development for all Group personnel, important actions were implemented, such as "One on One Coaching" sessions for employees who expressed a desire to receive coaching (over 160 employees received individual coaching, technical staff included). On the one hand, the planning and implementation of the "Breakthrough Thinking Workshops", which were attended remotely by the new employees and, on the other, the organization of "Leadership Team Coaching" meetings to strengthen the leadership teams, were two extremely significant actions. In the same year, the managers continued their training cycle as "Managers - Coaches", for the adoption of a coaching model of leadership and management of human resources. Moreover, the team of internal coaches becomes larger every year, training more and more employees as coaches, seeking to integrate the transcendental and the coaching culture in all companies and employees.

Performance Evaluation

We support the development of our people and recognize their contribution to the Company's positive business outcomes. Performance evaluation, through a system that is fully in accordance with KLEEMANN's vision, mission, values and culture, works towards this direction.

Performance Evaluation is carried out on an annual basis for all Company employees. The purpose of the Annual Performance Review is to promote the growth of each employee. The evaluation process starts on February 1st of each year and ends on the last day of February. New employees are evaluated in the period between the 1st and the 30th of September. The Annual Performance and Development Evaluation process for Management employees and production foremen is implemented electronically through an HR information system. For production workers (team leaders and technical staff) the same procedure is followed, but with the use of print-based media.

EVALUATION STEPS



STEP 1 PLANNING

All employees are informed that the evaluation process has begun and each employee has the opportunity to self-reflect on their performance, according to specific criteria and behaviors listed on the evaluation form. These criteria have been chosen in such a way as to be in harmony with the company's values and behaviors framework. Once employees have completed their self-assessment, their supervisors can also evaluate them, based on their overall performance and behavior during the year. Each employee is invited to devise their annual Development Plan for the following year, based on their strengths and weaknesses, which they have previously identified during their self-assessment. Development plans are monitored and, where necessary, revised at regular intervals in the course of the year.



STEP 2 PERFORMANCE REVIEW MEETING

A fundamental part of the evaluation process is the Performance Review meeting between the employee and their immediate supervisor. During this meeting, the employees have the opportunity to communicate all the issues that concern them (ambitions, worries etc.). The supervisor should provide the employee with detailed feedback on what is discussed, but also on their overall performance during the year, based on actual events. After the end of the meeting and once the evaluation and the Development Plan have been agreed upon, the supervisor is asked to complete the evaluation and submit the entire process to the Human Resources Department.



STEP 3 MONITORING THE PROGRESS OF THE DEVELOPMENT PLANS

In order to monitor the progress of the Development Plans, a follow-up performance review meeting is scheduled in the period from 1st to 31st of July, during which employees' training needs and their general performance are discussed. In November of each year, a performance review debrief meeting of the supervisor and the employee takes place during which, a detailed review of the progress of the Development Plan is conducted.

In 2021, all executives that manage and coordinate the individual teams were evaluated. More specifically, the following task groups were assessed:

- Directors
- Senior Managers
- Managers
- Supervisors
- Team Leaders
- Foremen
- Production team leaders

Our goal is the continuous development of our people, the support of their talents through the process of feedback, and the improvement of communication and cooperation between them.

The tool used is based on our Company values: Safety, Trust, Passion for People and Breakthrough Culture. All executives performed self-evaluation and were evaluated by their direct supervisors, all their direct subordinates and three partners – colleagues, regardless of hierarchical level. Upon completion of the process, each executive received an individual report of results, which was a subject for discussion with the immediate supervisor. The aim of this discussion was to commit to an action plan, involving actions (such as coaching, educational programs, on- the- job training or participation in a project), through which professional growth and personal improvement will be achieved. The evaluation process is a primary source of information about the performance and development of our people and is implemented on an annual basis.

Employee Training

In 2021, a total of 11,275 training hours were carried out.

At KLEEMANN, we invest in the continuous and targeted improvement of our employees’ knowledge and skills, through training programs, briefings, presentations and other related initiatives. The Company’s strategic goal is to train 95% of employees every year. Continuous training contributes substantially to the professional development of employees and increases their personal satisfaction. Simultaneously, their performance is optimized and the Company’s competitiveness increases.

Training needs are identified through the annual performance evaluation. During the performance review meeting between the employee and their direct supervisor, the course of implementation of the individual development plan is discussed and specific steps are determined. In this way, the needs for seminars, on- the- job training, e-learning or participation in projects arise.

The training opportunities provided to employees vary in type and content. The training programs implemented in the Company are divided into two main categories:

1. Hard skills training
2. Soft skills training

The training courses are delivered in the following formats:

- Open training courses delivered by an external training provider at their premises
- Intra-company training courses delivered by an external training provider at the Company’s premises
- In-company training programs delivered by Company trainers-executives
- E-learning
- On- the- job training

In 2021, all educational programs were carried out remotely, making use of all the technological means available to us. Postgraduate programs are a significant part of the lifelong learning of employees and are subsidized to a certain percentage, depending on their relevance to the field of work, the employees’ performance and their future dynamic. Foreign language courses are also particularly important and take place in private foreign language schools.

All Company employees, depending on their job position, receive specialized training on Company’s products. This training is structured on 3 levels. Level I introduces employees to the Company product i.e. the lift and its main features. Level II is a more complete and detailed presentation of the lift and its operation. Level III is an in-depth training on the operation of the lift, its components and requires excellent knowledge of the company’s products.

KLEEMANN ACADEMY platform was created in 2020 and has been operating since, offering all training material regarding Company products in the form of ready-made digital courses.

KLEEMANN ACADEMY

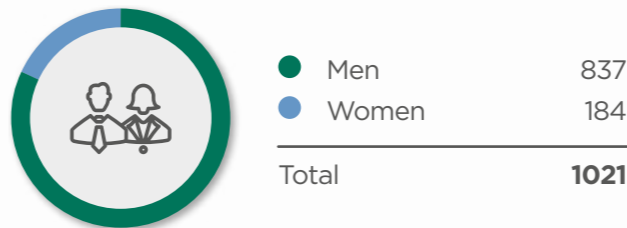
We take special pride in the “KLEEMANN Academy” Education Platform. The Digital Innovation Department developed an online training tool, offering our customers’ lift technicians the necessary education and information without the requirement of physical presence. Through webinars, presentations and video courses, we provide insight into the how-to of KLEEMANN lifts. Our ultimate goal is for the “KLEEMANN Academy” Education Platform to become the tool, through the use of which, educational actions can be carried out for all employees, as a means to achieve professional and personal development. In 2021, all persons undergoing training had access to:

- Live Webinars
- Educational material
- Live events on product installations
- Self-paced lessons
- Downloadable educational material
- Email notifications concerning new material
- Plan on advanced techniques
- Limited period accounts for customers’ subcontractors
- Customized lessons’ planning according to team needs
- A 360o report system on each member’s progress
- KLEEMANN certification after the completion of each lesson (for some lessons)

Lessons leading to certificates, also offer:

- One on One training and Live support for questions
- Alert messages regarding lesson updates
- Personal Assignments to broaden the participants’ knowledge and help them get the certificate.

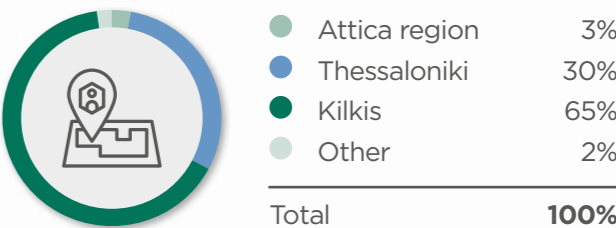
GENERAL WORKFORCE DATA



RECRUITMENTS / EXITS

Recruitments	66
Exits (e.g. pension, end of contract)	80

WORKFORCE GEOGRAPHIC DISTRIBUTION



EMPLOYEE MOBILITY DATA

New Hires (Total number of new hires/ total number of employees 31.12.2021)	6,46%
Departures (Total number of departures/ total number of employees 31.12.2021)	7,84%

BREAKDOWN BY AGE GROUPS			
	<30	30-50	51+
Men	75 (7,35%)	570 (55,83%)	192 (18,81%)
Women	27 (2,64%)	140 (13,71%)	17 (1,67%)
TOTAL	102 (9,99%)	710 (69,54%)	209 (20,47%)

TOTAL RECRUITMENTS				TOTAL EXITS		
BY GENDER & AGE GROUP				BY GENDER & AGE GROUP		
	<30	30-50	51+	<30	30-50	51+
Men	27	15	3	23	28	9
Women	15	5	1	15	4	1
TOTAL	42	20	4	38	32	10

TOTAL RECRUITMENTS				TOTAL EXITS		
BY GENDER & REGION				BY GENDER & REGION		
	<30	30-50	51+	<30	30-50	51+
Attica region	-	2	-	-	1	-
Thessaloniki	19	6	-	21	14	2
Kilkis	22	11	4	17	15	8
Other	1	1	-	-	2	-
TOTAL	42	20	4	38	32	10

WORKFORCE BREAKDOWN			
BY EMPLOYMENT AND CONTRACT TYPE			
EMPLOYMENT CONTRACT	2021		
	Men	Women	TOTAL
Total number of employees	837	184	1.021
Under a collective bargaining agreement	-	-	-
Not under a collective bargaining agreement	-	-	-
On an indefinite-term contract	825	177	1.002
On a definite-term contract	6	-	6
Seasonal workers	-	-	-
Full-time	-	-	-
Part-time	-	2	2
Internship	6	5	11

WORKFORCE BREAKDOWN			
BY JOB POSITION/HIERARCHICAL STRUCTURE			
HIERARCHICAL STRUCTURE	2021		
	Men	Women	TOTAL
Managers	13	3	16
Senior Officials (Department Heads)	32	7	39
Employees	248	162	410
Foremen and workers	544	12	556
TOTAL	837	184	1021

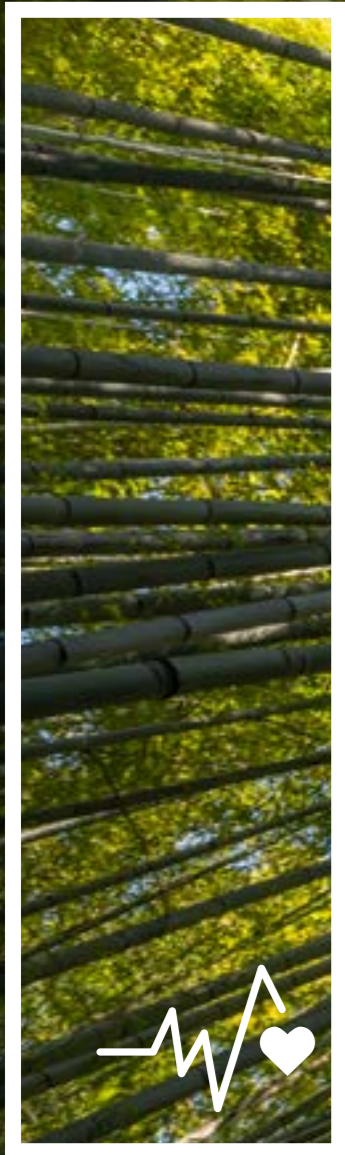
WORKFORCE EDUCATION AND TRAINING BREAKDOWN									
BY JOB POSITION/HIERARCHICAL STRUCTURE									
JOB POSITION/ IERARCHICAL STRUCTURE 2021	Number of employees by category			Total of training hours			Average number of training hours by employee category		
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
Managers	13	3	16	213	163,5	376,5	16,38	54,5	23,53
Senior officials	32	7	39	1.247	283,5	1.530,5	38,97	40,5	39,24
Employees	248	162	410	4.418	3.731	8.149	17,81	23,03	19,88
Foremen and workers	544	12	556	1.199	20	1.219	2,20	1,67	2,19
TOTAL	837	184	1021	7.077	4.198	11.275	8,46	22,82	11,04

NUMBER OF EMPLOYEES THAT WERE TRAINED		
Employees trained by hierarchical structure	Men	Women
Managers	6	3
Senior officials	29	7
Employees	178	132
Foremen and workers	395	8
TOTAL	608	150

TRAINING HOURS DISTRIBUTION BY SUBJECT			
	Number of seminars by subject	Total training hours	Hours percentage by subject
Quality control	2	216	1,9%
Exports	1	8	0,1%
Other (coaching, leadership, office, soft skills, etc.)	29	8.056	71,5%
Finance	4	842	7,5%
Management information systems	5	360	3,2%
Corporate social respon- sibility	2	16	0,1%
Health and Safety	3	190	1,7%
Production	39	1.587	14,1%
TOTAL	85	11.275	100%

NUMBER OF EMPLOYEES EVALUATED - ANNUAL ASSESSMENT			
	Number of employees by category		
	Men	Women	TOTAL
Managers	13	2	15
Senior Officials	32	7	39
Employees	230	146	376
Foremen and workers	520	9	529
TOTAL	795	164	959

Health & Safety at the Workplace



09

09.



9 Principles of prevention

Our main priority is the protection of the health and safety of employees, partners and everyone present at the Company's workplaces, offices and production facilities. To achieve this goal, we have adopted 9 principles of prevention:

1. Elimination of risks
2. Residual risk assessment
3. Combat risks at source
4. Adaptation of work to the human factor
5. Follow technological developments
6. Substitute hazardous agents with non-hazardous ones
7. Prevention planning
8. Priority to individual and group protection measures
9. Training and provision of appropriate instructions/information to the employees

In conjunction with the Principles of Prevention, we apply a Health and Safety Policy that covers all our activities. The Policy has a clear objective, so as to form and maintain a corporate culture of prevention, which contributes to the prevention and elimination of occupational risks. The objectives of the Policy include:

- The creation and maintenance of a safe and healthy environment and the elimination of conditions, which could lead to a non-negligible possibility of negative effects on specific activities
- The planning and execution of all tasks by putting the Safety and Health of employees, partners and all interested parties first, so as to carry out all activities without accidents
- Full legal compliance
- The continuous workforce training, competence development and assessment in the use of machinery and equipment, chemicals, manual handling of loads and the employees' constant awareness on safety and health issues at the workplace
- Conducting risk management assessments for decision-making on preventive and protective measures.
- The provision of the necessary equipment, information and training to all employees to carry out their work without accidents
- Providing all staff members and any third party deemed necessary with all the necessary means of personal protection, as well as training regarding their use, storage and maintenance.

More information on the Company's Health and Safety Policy is available in the following link:
<https://kleemannlifts.com/el/company/sustainability/health-and-safety>.

Occupational Health & Safety Management System

We implement an Occupational Health and Safety Management System (OH&S), certified with the International ISO 45001:2018 standard. The OH&S aims to prevent occupational accidents and diseases at the workplace, as well as to maintain safe working conditions. In addition to hazards and accidents, it also incorporates other aspects of health and safety, such as employee well-being, in relation to the work environment.

The correct implementation of the OH&S establishes systematic procedures that examine and analyze the working environment, taking into account the risks, the possibilities for improvement, as well as the legal requirements or other commitments. Potential risks are identified and assessed, with the ultimate goal of eliminating them, conducting controls and taking measures to mitigate their effects. Every accident, incident or near miss is thoroughly investigated following company procedures in order to pinpoint the real causes and ensure the definitive elimination of risks that may lead to a future accident.

Every year a meeting is held with the participation of representatives of all subsidiary companies. In this meeting, issues that have arisen during the installation and operation of the products are discussed. This data offers useful information for the timely prevention of problems and accidents. Based on these, changes and new ways of handling problems and risks are planned. Hazard identification is a dynamic process. Corrective actions aim at risk elimination, not risk management. It is important to note that, during 2021, there were no complaints filed by employees on Health and Safety issues, or any fines levied by regulatory authorities.

The proper implementation of the management system contributes to the health protection of all our people, achieving at the same time:

- Reduction of total rehabilitation costs which result from occurrences like damages and workplace accidents
- Reduction of manufacturing downtime, due to incidents, and the corresponding financial losses and costs resulting from these interruptions
- Reduction of the cost of insurance premiums
- Maintaining the Company's reputation for safety in the workplace

Monitoring of International Indicators

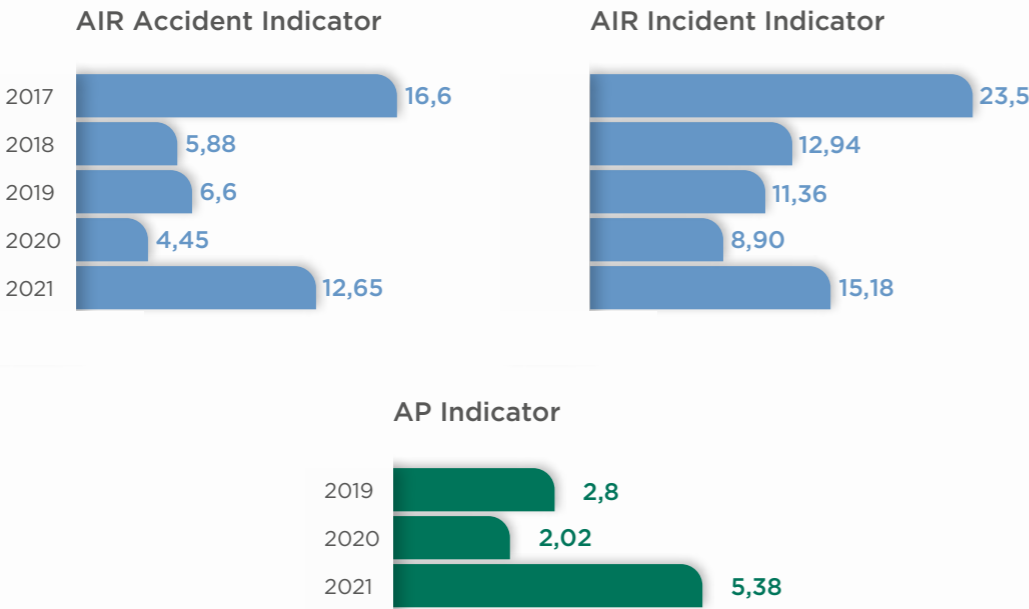
We monitor and record the indicators of frequency and severity of incidents, with the end goal of undertaking immediate improvement actions. The Company's performance is evaluated through International indicators, which calculate accidents and other incidents, in relation to the number of employees. The Group HSE Manager is responsible for the preparation of the monthly Health and Safety report. This form mentions in detail the number of employees, any incidents that have occurred, near misses, number of training sessions and number of internal and external inspections.

2021 was yet another year that no fatalities or serious work-related injuries occurred. Furthermore, there were no significant accidents or injuries, which resulted in serious worker injuries or disruption of the smooth operation of the Company. Along the same lines, no high risks of occurrence of any occupational disease were recorded in new workers, and there were no significant occupational diseases recorded among the entire staff.

CALCULATION METHOD

The indicators are calculated according to the mathematical formulas proposed by the Occupational Safety and Health Administration (OSHA):

$$(AIR) = \frac{\text{NUMBER OF ACCIDENTS OR INCIDENTS}}{\text{NUMBER OF EMPLOYEES}} \times 1000$$
$$(AP) = \frac{\text{NUMBER OF ACCIDENTS OR INCIDENTS}}{\text{WORKING HOURS}} \times 1.000.000$$



Emergency Response Plan

The Company has developed a procedure for identifying and responding to emergencies. All our facilities have emergency response teams with defined roles and responsibilities, whose members are trained once a year. In 2021, due to the pandemic and health protection measures, training courses on this subject did not take place.

The emergency response team is on call even when the Company does not operate for a certain period of time.

Employees who have worked as volunteers for the Fire Services or have participated in disaster and emergency response teams are preferable. The relevant training includes, among other subjects:

- Building evacuation and first aid training
- Training in the use of fire-fighting equipment, in the presence of the Fire Service, the Safety Technician and all those involved in the fire safety of the buildings
- Cardiopulmonary resuscitation (CPR) training

After each preparedness training course and after each incident, emergency plans are re-examined and revised, if applicable.

Moreover, the Company has a dual objective for taking specific fire protection measures. On the one hand, the prevention of the risk of fire with enhanced control systems and, on the other, the immediate response to a potential fire with proper preparation of the personnel and appropriate maintenance of fire protection means.

Personnel Training

All new employees receive one-week training on their field of work by the foreman, the Safety Technician and the new staff members' team leader. Trainings that took place in 2021 on the subjects of Health and Safety include:

- Training of all staff members on Health and Safety issues during the execution of tasks, by work department
- Training of team leaders, foremen, supervisors and managers on Risk and Hazard Identification with the participation of 90 employees
- Training of all staff members on the safe use of equipment

Personal Protection & Health

Personal Protective Equipment (PPE) plays a major role in risk/incident prevention and avoidance. In the Company's production facilities, training seminars are held on the correct use of PPE and the latest advancements in personal protection issues. All workers are trained in identifying, adjusting and storing PPE, in how, when and why they should be used, and when they should be repaired or replaced. Prior to the use of any new Personal Protective Equipment in the manufacturing process, the workers are fully trained.

Furthermore, employees are encouraged to stop work without their supervisor's order, if they feel their safety is at risk.

In the context of prevention, the Company organizes annual medical examinations for all employees, at the same time planning and implementing actions and programs to improve facilities and workplaces.

Q-CONPASS Project

2021 was the second year that our Company participated in the innovative research project Q-Compass, in collaboration with the Aristotle University of Thessaloniki and CERTH. The Q-CONPASS project aims to develop an innovative system to enhance quality control in modern production lines. The project resonates with the 4th industrial revolution and the changes brought about by digital technologies and the Internet of Things (IoT) in industrial production lines. In this framework, the project attempts to connect today's quality control processes with digital production, through the introduction of robotic units which share space with human workers. The aim of the project is to save resources, both through the optimization of the quality control process, and by ensuring better working and health conditions for employees.

The implementation of the project at KLEEMANN includes a comprehensive system that uses vehicles equipped with appropriate sensors, such as RGB-D cameras. The general objectives of the project are: (a) to ensure the quality of the final product on the production line and (b) to monitor the ergonomic factors and, additionally, identify any potential sources of health and safety risks in the workplace.

In 2021, the project dealt with the ergonomic analysis of the workers' movements or actions in the factory assembly of the booths, according to the REBA system. Through specially designed software, all movements were analyzed and scored, in order to identify movement patterns and potential risks and to locate the areas and activities that are in need of improvement.

Activities and actions 2021

Some of the most important initiatives on Health and Safety for 2021:

- Preventive medical examinations of employees, far exceeding the minimum requirements set by the legislation were conducted
- Employee training on H&S issues was carried out for all staff, through the use of Microsoft teams and the screen system installed in the factory production areas
- Measurements of harmful factors were performed at all production facilities
- Blue dot - red lights warning systems were installed on selected company forklift trucks
- A 150-page book called «Safe Working Instructions» with detailed and easy-to-understand instructions on safety and hygiene, applicable to every activity and area, was published and distributed to the staff.
- 90% of identified risks were eliminated
- All air tools were replaced with safer, new, low-speed electric tools

Written Occupational Risk Assessment

Every year the Company prepares, revises - as laid down in the law - and updates, when necessary, the Written Occupational Risk Assessment. It is accompanied by instructions that allow workers to properly plan and safely perform their tasks. More specifically, the instructions include useful information on:

- The nature of each task and the place where it is carried out
- The machinery used, its safe operation and preventive maintenance
- The pre-work and preparation of working areas and machinery
- The people involved
- Equipment maintenance
- Signage and access restrictions
- Personal Protective Equipment

The Written Occupational Risk Assessment is drawn up by the Safety Engineer, in accordance with the P.D. 3850/10 with the aim of identifying risks, the hazards associated with them and proposing appropriate prevention and response measures. It is revised when there are changes in job positions or when new equipment is added that might pose new hazards. In 2021, no revision was deemed necessary. The Written Occupational Risk Assessment is not reviewed by external partners or control mechanisms in reference to its comprehensiveness or thoroughness. It is a document drawn up and kept by the Company and available to all employees.

COVID-19 Coping strategies

Once more, the Company invested in prevention actions, in order to protect the employees, their families and the wider society and, at the same time, mitigate the business interruption risk. Taking measures and adapting to the new conditions was non-stop, due to constant changes which demanded the redesign of procedures and the adaptation of the protection measures. In 2021, as in 2020, the Emergency Response Team, whose duty was to devise strategies to deal with COVID-19, was in operation. All possible scenarios were analyzed and Company operations that could possibly be affected were identified. The risks, as well as the associated hazards, were also identified and prioritized, a process analyzed in the Occupational Risk Assessment, drawn up by the Occupational Physician and the Safety Technicians. External collaborators, such as Doctors and Consultants, also participated in the Emergency Response Team as auxiliary experts, in matters that required special knowledge. Based on the prioritization of the risks, the corresponding measures were implemented for their management.

The Company secured and provided the staff with all the necessary quantities of Personal Protective Equipment (PPE) to cover the continuous needs of the employees (such as surgical masks, disposable coveralls against biological hazards, disposable gloves, glasses, antiseptics, disinfectants, antiseptic dispensers, disinfectant fogging and misting machines, high-accuracy digital thermometers).

The KLEEMANN team, created specifically to manage the COVID-19 crisis, set the following goals, which act as a compass for actions and specialized interventions:

- The protection of life, health and safety of all KLEEMANN Group employees and partners
- Ensuring the operation of the Company, building up its resilience and shielding it from the financial effects of the pandemic and lockdowns
- Supporting its people during the transition to the new work model (teleworking)
- Supporting the local community and the strengthening the Greek National Health System

The Emergency Response Team continuously follows the latest developments, reviews the measures, in accordance to government guidelines, and keeps the employees informed about the evolution of the pandemic. We should mention that in 2021, the Company employees' compliance with the measures in place was exemplary. Thanks to the Team's coordinated efforts since the beginning of the crisis, the manufacturing process has been running smoothly and without any interruptions.

COVID -19 preventive measures:

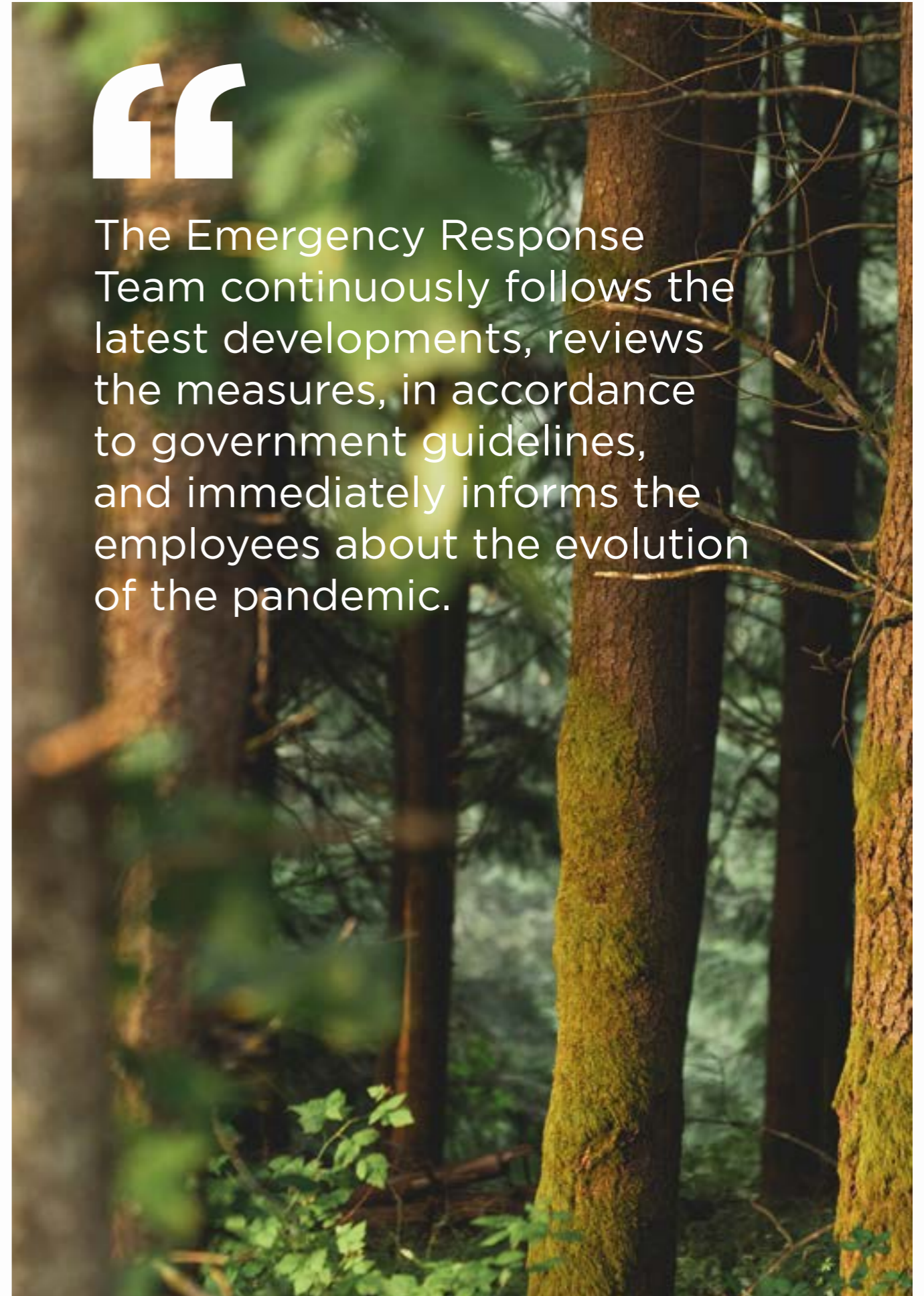
- Continuous updates and training of staff on personal hygiene rules, including information tailored to the needs of people belonging to vulnerable groups
- Daily cleaning and disinfection of the facilities
- Procurement of disinfectant liquids which were placed at 115 points on all Company premises
- Creation of temperature measurement stations at all entrances of the Company buildings
- Maximum utilization of teleworking for more than 70% of the administrative staff
- Strict enforcement of the two-meter social distancing rule between employees at all working areas
- Complete separation and isolation of different production units, with zero physical contact between them, to minimize the possibility of virus transmission within the Company
- Banning all travel from the early stages of the crisis and afterwards strictly limiting it, based on the epidemiological conditions in the destination countries
- No visits of Company associates allowed at Company premises
- Creation of a special contact tracing application among employees, with the aim of immediately isolating any contacts with positive COVID-19 cases
- Suspension of the canteen service and offer of free meal-kits to all employees physically present at the Company
- Suspension of company bus services and offering fuel reimbursement for those using their private vehicles
- Establishing strict rules for internal transport of raw and auxiliary materials and for internal correspondence on the Company's premises
- Creation of a 24/7 helpline line to provide mental health support to employees
- Provision of equipment to employees working remotely (computers, monitors, office seats, etc.)
- Daily communication with customers to brief them on the progress of their orders
- Providing customers with the latest information on the COVID-19 measures and the measures applied to all

Group Companies

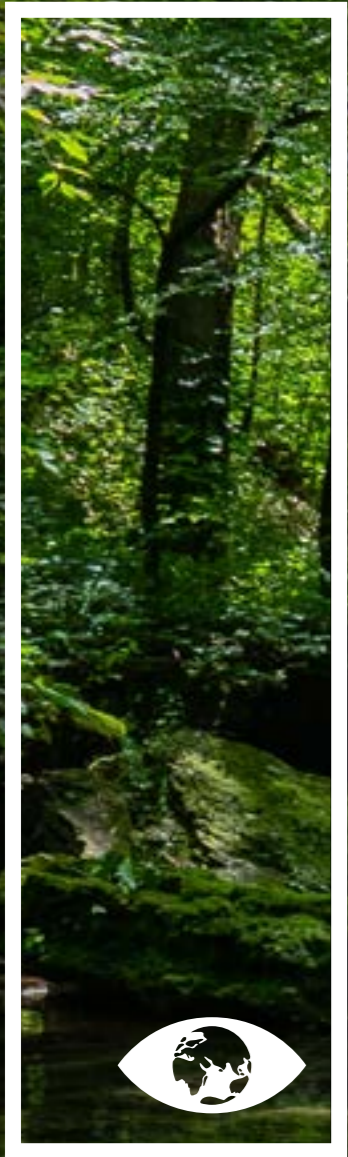
- Conducting mass COVID-19 preventive testing to all employees physically present at the Company's facilities
- Supply of 2 surgical masks per day to all employees that needed to be physically present and dispatch of masks and antiseptics to teleworking employees and their families
- Guidelines for COVID-19 patients and their close contacts and any other potential contacts, during the stages of hospitalization, isolation and reintegration
- Continuous monitoring of the situation and communication with all Group Companies to ensure the implementation of the required measures, in accordance with the existing law and the guidelines of each country
- Special measures for employees who belong to vulnerable groups, but also for employees who have relatives that belong to vulnerable groups, ensuring full pay
- Recruitment of additional nursing staff at the Company infirmary
- Supply of 30 air disinfection and purification machines, according to production needs, to ensure air purity



The Emergency Response Team continuously follows the latest developments, reviews the measures, in accordance to government guidelines, and immediately informs the employees about the evolution of the pandemic.



Environmental Responsibility



10

10.



Environmental responsibility is directly intertwined with our operation. We set annual goals to reduce our environmental footprint and give emphasis to designing products that are more environmentally friendly. The Company constantly stays informed on the developments regarding the environment, at a global, European and national level, ensuring the smooth implementation of the relevant regulatory frameworks and Directives. Full legal compliance is a prerequisite for planning the Company's long-term environmental goals.

2021 was another year that we did not receive any environmental fines or penalties, nor were there any cases of environmental incidents or crises that needed special attention or treatment, such as leaks, spills, chemicals, hazardous waste. There were no complaints about environmental issues, a fact that confirms our dynamic and proactive action plan. We are proud of our environmental performance as we have achieved a reduction in our environmental footprint although the production process was increased.

The Company's Environmental Policy governs all our operations and demonstrates the Company's commitment to environmental responsibility.



AN EXCERPT FROM OUR ENVIRONMENTAL POLICY:

The Management of KLEEMANN, in collaboration with the Company executives, is committed to respecting and protecting the environment and, for this purpose, to provide all the required resources. We aim to supply our customers with environmentally friendly products and additionally:

- To take measures to protect the environment, in compliance with environmental legislation, environmental conditions and other compliance obligations of the Company to its stakeholders
- To evaluate and improve our overall Environmental Performance, by designing and implementing Action Programs in order to achieve our Environmental Goals and Objectives
- To adopt specific rules of environmental controls in the internal production operation
- To carry out regular energy audits and to improve, where possible, the energy performance of the Company's activities by taking appropriate energy saving measures
- To implement continuous training and keep the staff informed on Environmental issues
- To promote open dialogue and inform the public
- To consolidate the concept of environmental sensitivity and vision for all employees in the Company managerial pyramid
- To design and develop our products, taking into account the principles of eco- design and life cycle analysis, with the aim of minimizing their environmental impact at all stages, while continuously improving the environmental performance of the Company



Environmental Management System

In order to identify, assess, record and manage our environmental impacts, we implement a comprehensive Environmental Management System, certified according to ISO 14001:2015. Our System helps us achieve:

- Strict compliance with environmental legislation
- Regular environmental inspections
- Continuous monitoring by our environmental goals
- The analysis of environmental parameters and impacts
- Raising awareness and building environmental culture

Improving Energy Efficiency & Saving Energy

At KLEEMANN, we distinguish two main axes of action in terms of improving our energy efficiency: saving energy during the manufacturing of our products and reducing the energy required for their operation while in use. KLEEMANN is one of the first companies in Greece to implement Eco Design principles in its products design and is certified according to Eco Design ISO 14006: 2011. In addition, the use of Inverter technology in the hydraulic lifts guarantees additional energy savings.

To improve our energy footprint in 2021, we undertook the following actions:

- We replaced the light bulbs in the production and office areas with new, low-consumption LED light bulbs
- We reduced the number of printers
- We minimized energy losses by optimising insulation

Every six months, an external team of specialists conducts preventive investigations for losses and leaks in the energy transmission networks. Additionally, inspections for potential energy losses in the buildings are carried out regularly, using a thermal imaging camera.

In 2021, the study and redesign of production was completed, in an effort to replace the metalworking machinery, which consumes particularly large amounts of energy. In that direction, new, more energy efficient, metal cutting and drilling machines were purchased.

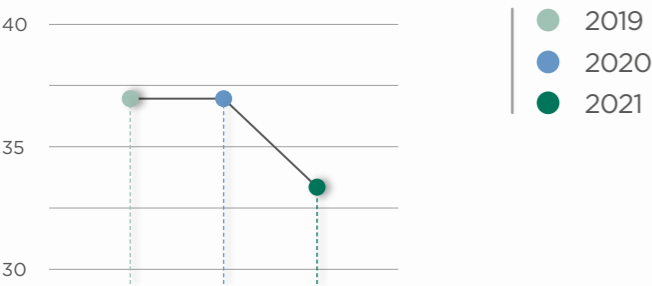
Between 2020 and 2021, electricity consumption in office spaces was reduced by 5.83%. Accordingly, in 2021, energy consumption at the central plant decreased by 7%. It should be noted that the actual energy consumption reduction is estimated to be even greater, as the production increased in 2021 and, consequently, the total consumption of electricity did too. In 2021, the reduction in electricity consumption in all facilities was 5%.

Between 2020 and 2021, the absolute natural gas consumption increased by 5.69%. However, if we take into account the increase the production activity, a total 15% reduction in natural gas consumption was recorded.

Our goal is to use cleaner gaseous fuels, like natural gas, in the manufacturing process, and to reduce the consumption of liquid fuels. Moreover, we invest in electricity that comes from Renewable Energy Sources (RES) and in new energy and transportation technologies.

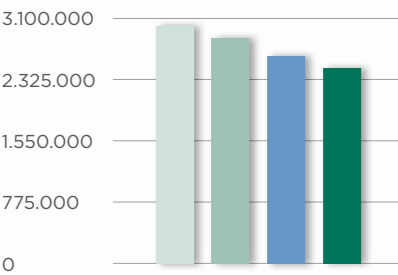
Diesel fuel supply for 2021 was 33.4 tons, reduced by 9,73% compared to the previous two calendar years.

Diesel fuel supply (tn)

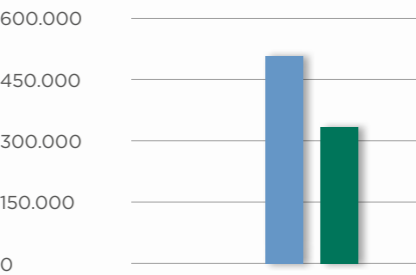


Electricity Consumption

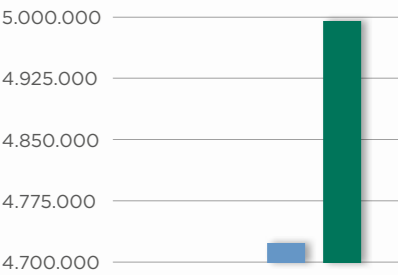
Electricity consumption (KWh)



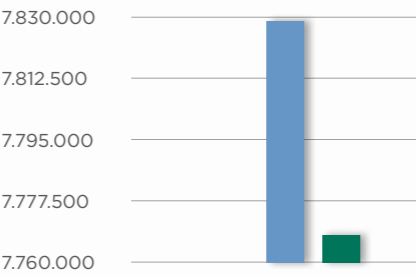
Forklifts & generators energy consumption (KWh)



Natural gas consumption (KWh)



Total energy consumption (KWh)



ENERGY CONSUMPTION BY CATEGORY			
Energy Consumption	2020	2021	Change
Electricity Consumption (KWh)	2.594.061,62	2.442.819,12	-5.83%
Natural Gas Consumption (KWh)	4.725.064,00	4.993.991,00	+5.69%
Energy Consumption of Forklift Trucks & Generators in Operation (KWh)	509.776,41	331.671,93	-34.94%
Total energy consumption (KWh)	7.828.902,03	7.768.482,05	-0.77%

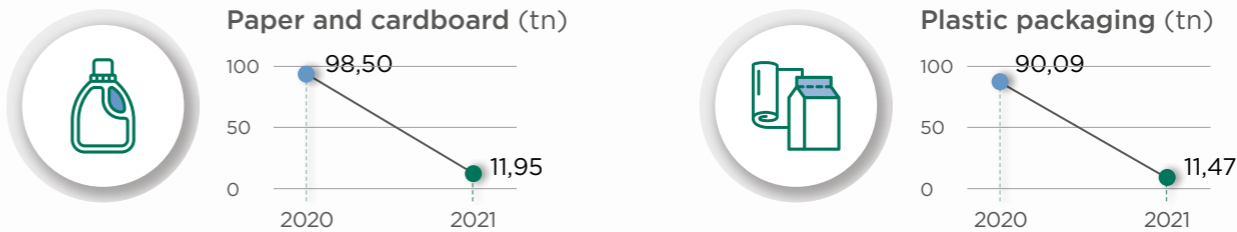
It is important to note that the methodology followed and the calculations included in this section are based on the Institute for Energy and Environmental Research – IFEU study «Greenhouse gas emission figures for fossil fuels and power station scenarios in Germany” (2015). <https://www.wingas.com/en/press/media-library/studies/study-greenhouse-gas-emission-figures-for-fossil-fuels-and-power-station-scenarios-in-germany.html>

RECYCLABLE ENERGY SOURCES

KLEEMANN has concluded a contract with an energy provider, that produces and supplies electricity from Renewable Energy Sources (RES). According to the certificates issued by the electricity provider every six months, 85.68% of the electricity consumed by the Company was produced from 100% Renewable Energy Sources.

Raw Materials & Consumables

It is important to reduce the raw materials and consumables required for the manufacturing, transportation, use and final disposal of our products, without decreasing the quality of our products. Bearing that in mind, in 2021, we reduced the procurement of paper and plastic packaging, as well as the quantities of printer paper and ink used.



Aspiring to the better management of natural resources, the Company redesigned a particular lift and increased its lifespan by 2 years.

Waste Management

Waste management is one of the main axes of the Company’s environmental Policy. The volumes and types of waste generated are recorded, both during the material procurement and the production process.

The total amount of waste generated in 2021 was 2,090,884 tons. Of these, 2,027,504 tons were recycled, while only 68.38 tons were directed to sanitary landfills.

RECYCLING RATE				
	2018	2019	2020	2021
Recycling (%)	97,3%	99,2 %	97,5 %	96,74 %
Sanitary landfills (%)	2,7 %	0,8 %	2,5 %	3,26%

At KLEEMANN the following materials are always recycled:

- Paper
- Wood
- Plastic
- Aluminum
- Empty containers
- Barrels
- Metal
- Metal swarf
- Inks
- Paint sludge
- Cutting liquid

Participation in programs

In the context of the EFPF research project, which is part of the European Horizon 2020 program, KLEEMANN collaborates with 29 other entities to create a holistic ecosystem of smart factories, through an open and interoperable platform. The Company contributes to the circular economy sector.

During the manufacturing process, KLEEMANN produces waste which is checked in order for materials (paper, wood, plastics, metals, pallets and glass) to be recovered. In collaboration with waste management companies and Collective Systems for Alternative Management (CSAM), these materials are then recycled and sent to various industries .

In particular, the EFPF program looks into wood residues, which after appropriate processing, can be utilized for energy purposes and are, thus, treated as an energy resource. Through the EFPF platform, a qualitative and quantitative recording of wood residues is performed, until they reach their final destination, i.e. until they are recovered as energy by KLEEMANN.

Water and Wastewater Management

Water is mainly used in the office premises. The small amount of water required during the manufacturing process (dyeing and grinding machines) is recirculated through a closed system. The total amount of water used comes from the public water supply network and no water is drawn from natural sources or the aquifer.

In 2021, 7,118 cubic meters were consumed, compared to 6,409 cubic meters in 2020. The increased consumption was due to a failure in the network which resulted in a leak. Thanks to systematic record keeping, it was detected and dealt with. Water consumption is monitored and recorded to identify any fluctuations and opportunities to reduce consumption. Water saving initiatives are implemented through effective employee communication.

With regards to wastewater, the efforts to reduce the production of wastewater, maximize recycling rates, and manage wastewater in the most environmentally friendly way were continued in 2021.

Used solvents, surface cleaning chemicals, as well as paint sludge, are all recycled. It is worth noting that we collaborate with Xerox and recycle 100% of the printing inks used in our facilities.

In 2020, 95% of the solvents used were recovered by using appropriate equipment, while the remaining 5%, along with surface cleaning chemicals, were sent to specialized recycling companies. In 2021, a cost-benefit and energy consumption analysis was carried out and clearly showed that recycling is the best practice for the management of used solvents, as the operation of the in-house equipment for reuse consumed large amounts of energy. As a result, in 2021, 100% of the solvents used were recycled.

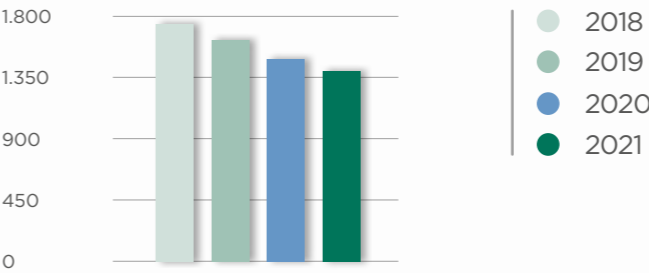
Air Pollution – Climate change

The effective management of air pollution and the minimising of its negative effects is an issue that concerns the Company, due to global developments in this field. A direct source of air emissions is the fuel (petrol and gasoline) consumed by the Company's vehicles. The indirect sources of air emissions refer to the purchase of electricity, natural gas and fuel from third parties for all Company activities. Carbon dioxide emissions have been gradually reducing every year since 2018. In 2020, 1483.80 tons of carbon dioxide were generated as a result of the Company's activities, compared to 1397.29 tons generated in 2020. This can be translated into a 5.83% decrease.

In 2021, the actions taken to limit CO₂ and other air pollutants emissions produced during the transportation of products, materials and human resources were:

- The replacement of 2 conventional forklift trucks with electric ones
- The replacement of 8 conventional vehicles with hybrid ones
- The use of fewer printers

CO₂ emissions (tn)

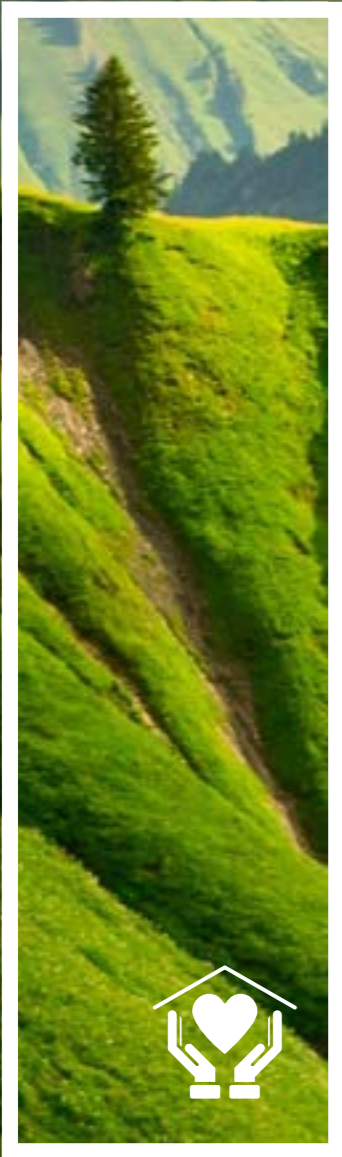


CO ₂ TONS PRODUCED AND SOURCES		
	2020	2021
Natural gas	926	978
Forklifts and generators	134	87,6
Electricity	253	200
TOTAL	1.313	1.265,6

KLEEMANN's most important environmental goals for 2022 are:

- To reduce electricity consumption by 5%
- To reduce natural gas consumption by 10%
- To reduce water consumption by 10%
- To replace currently used printers with new, more energy efficient ones.
- To replace obsolete technology forklifts with new or electric ones
- To train the staff on environmental issues
- To consider and explore the installation of solar panels in all the facilities

Social Actions



11

11.



At KLEEMANN, we are fully aware of our social role and want to maximize our added value towards the wider society and the local community. Besides our products and services, which are designed to improve living conditions and facilitate everyday life, we also care for the quality of life and well-being of people. The Corporate Communications & CSR Department manages corporate responsibility initiatives. In 2021, we developed a Corporate Social Responsibility Policy and Procedure for the effective, efficient and transparent implementation of our Corporate Social Responsibility (CSR). This policy maximizes the Company's positive impact on its stakeholders and meets the requirements of modern corporate governance standards.

The process describes the basic steps required in order to implement the Corporate Social Responsibility actions, at the same time acknowledging the following as elements inextricably linked to the aforementioned actions:

- The creation and monitoring of an annual CSR budget
- The preparation of a CSR Report
- Maintaining a modern CSR toolkit, adapted to the current requirements of legislation and/or financial institutions

In house initiatives, programs and actions as well as sponsorships and donations are all considered CSR actions. The CSR actions must be fully integrated with the Company's strategy, which has been formed after consulting with stakeholders, analyzing the sector and competition, conducting an international literature and press review and classifying the most essential topics for the Sustainable operation of the Company through a materiality analysis exercise.

In this context, we act and participate in programs aiming to support the local community. We do so operating either autonomously as a Company, or by cooperating with Non-Profit Organizations. In 2021, we carried out and participated in a variety of actions related to health, education, culture, sports and the environment, some of which are briefly presented in this report.

Health

Health has a key role in the Company's social actions. We systematically support information and prevention campaigns, Non-Governmental Organizations, as well as health service providers. In 2021, for yet another year, the support of health facilities dealing with the COVID-19 pandemic was our biggest concern. More specifically, we made donations to the following local hospitals, so that they could acquire the medical equipment required to deal with the Covid 19 pandemic:

- The AHEPA University General Hospital of Thessaloniki,
- Agios Pavlos General Hospital of Thessaloniki,
- General Hospital of Thessaloniki «G. Gennimatas»- Agios Dimitrios organic unit,
- General Hospital of Thessaloniki «George Papanikolaou»
- General Hospital of Thessaloniki "Papageorgiou"
- Ippokrateio - General Hospital of Thessaloniki,
- «Theagenio» Cancer Hospital of Thessaloniki,
- Kilkis General Hospital.

We did not limit our CSR actions to strengthening health structures. For instance, we support the organisation "ALMA ZOIS" by participating in the «Sail for Pink» initiative. It is worth mentioning that we received an award for the second year in a row, for being the largest volunteer group that participated in the online actions of the initiative. The aim of this initiative is to grow awareness on breast cancer and its prevention. In addition, we supported the difficult and demanding work of the National Center for Emergency Care (EKAV) in the Thessaloniki - Kilkis Sector, by supplying them with Personal Protective Equipment.

VOLUNTARY BLOOD DONATION PROGRAM - BLOOD BANK

We strongly support and encourage voluntary blood donation as a valuable contribution to the society. We maintain a Blood Bank and, each year, we organise a voluntary blood donation program with the participation of our employees. In 2021, in collaboration with the non-profit organization «The Smile of the Child» we participated in a voluntary blood donation program aimed at strengthening the National Health System. It took place in Nea Paralia, Thessaloniki at «ODYSSEAS», the 1st Mobile Lab of Education, Technology & Information created by «The Smile of the Child». The action was supported by the Region of Central Macedonia, in collaboration with the Municipality of Thessaloniki and Agios Pavlos General Hospital of Thessaloniki.

Vulnerable social groups

We want to be close to our fellow people in need and we support vulnerable social groups through donations to accredited NGOs. In 2021, we supported the following organizations:

- The Smile of the Child
- Make a Wish Greece
- ELEPAP- Rehabilitation for The Disabled
- LAMPSI - Association of Parents of Children with Neoplastic Diseases of Northern Greece
- Network of Social Solidarity & Assistance

SOLIDARITY PACKAGES AND GIFT CARDS

In the spirit of Christmas and Easter giving, our Company and its employees join forces and donate packages of food and basic necessities to people in need, as a small gesture of solidarity. The Company offers all the goods, while the employees help by preparing the boxes, which are then sent to churches in Kilkis and Thessaloniki to be donated to low-income families. In 2021, as in 2020, due to the social distancing measure imposed to prevent the spread of the coronavirus, the indoor preparation of the boxes couldn't take place. Alternatively, we distributed a total of 600 solidarity gift cards to churches in Thessaloniki and Kilkis, to support families in need.

Education - Training

We recognize everyone's desire for self-improvement and personal development through education. We choose meaningful actions that promote innovation. Through our actions, we help children and young people acquire knowledge and skills and effectively meet any future challenges. We provide for the local community of Kilkis, by offering consumables and equipment to local schools and by supporting impactful projects that promote innovation and prepare young people to enter the job market. Some of our actions in 2021 include:

EDUACT - ACTION FOR EDUCATION

In 2021, for another year, we sponsored, the Non-Profit Organization Eduact, which promotes the educational cooperation of citizens and institutional bodies in Greece, Europe and the rest of the world. The aim of the organization is to offer children and adults the opportunity to attend training programs on innovative subjects, new STEM technologies (Science Technology Engineering Mathematics) and robotics. Collaborating with Eduact, KLEEMANN made technology a priority and recognized the value and power of young people, by supporting initiatives and programs that offer them opportunities to develop new skills and reveal their talents. In 2021 we participated in the Pan-Hellenic Robotics and Innovation Championship FIRST® LEGO® League Greece, which was held on 29-30 May 2021, and The FIRST® LEGO® League Virtual Open International Greece Robotics and Innovation Championship, which was held on 24-27 June 2021.

«THES SUMMER SCHOOL»

In 2021, we sponsored, once again, «ThesSummerSchool, The first step on the entrepreneurial path - Developing creative and technical skills». This is an educational program organized by professors of the University of Macedonia during the summer season and aims at promoting the concept of entrepreneurship among young people, aged 14 - 18. The program seeks to familiarize young children with the world of entrepreneurship, by expanding their knowledge on the subject and stimulating their creativity. Through a broad spectrum of lectures, speeches and presentations with real case study examples, the students are able to understand the concepts of entrepreneurship, meet successful entrepreneurs and practice their knowledge and critical thinking.

«KINITRO»

In 2021, we helped the Social Non-Profit Organization «KINITRO» (Greek for motivation) implement the «Inclusion» program. It is a unique treasure hunt game and the winning prize is social inclusion and acceptance of diversity. The primary goal of the program was for the participants to become motivated and better understand the concepts of diversity, disability, accessibility and inclusion. Participants were introduced to guidelines on appropriate disability language and terminology and the values of inclusion and respect, while learning to identify what is accessible in their universities, workplaces, neighborhood and communities. The program took place in Lamia between September 17-21, with the participation of more than 30 young people from Greece, Bulgaria, Romania, Spain and Tunisia.

VARIOUS DONATIONS TO SCHOOLS IN THE KILKIS REGION.

In 2021, KLEEMANN supported -for another year- the local community of Kilkis, by making numerous donations to local schools in need.

TOGETHER FOR CHILDREN “EQUAL OPPORTUNITIES FOR CHILDREN: ACTIONS FOR HEALTH AND EDUCATION IN REMOTE AREAS OF GREECE».

In 2021, in the context of the “Together for Children” initiative, we supported a Primary School in Samothrace by donating electronic equipment. In addition, we organized a voluntary book collection project to help the Center of Creative Activities for Children and the island’s kindergarten enrich their libraries. In particular, a group of volunteer Company Coaches collected 114 books, which were then sent to Samothrace.

Culture

At KLEEMANN, we believe that our cultural heritage connects us to the past and, at the same time, constitutes a legacy to be passed on to future generations. Culture, especially in smaller societies, can flourish through sponsorships and donations. In an attempt to promote culture, KLEEMANN sponsored “Open House”, an online event that celebrates the environment, architecture, innovation and culture. For the 3rd consecutive year, we supported this initiative and more specifically the online actions Open House Athens and Open House Thessaloniki, which aim to promote architecture.

Sports

Sports encourage a healthy lifestyle, help children and teens become sociable and foster the values of solidarity and teamwork that KLEEMANN also embraces. In 2021, we continued to support local sports clubs.

Environment

In June 2021, to celebrate World Environment Day, we organized an online painting competition «A painting gives birth to a tree», for our employees’ children, aged 6-15 years old. The winners of the competition -two per age group- were openly voted and won a bicycle each. Our initial aspiration was to plant one tree for each painting, in an organized tree planting action in the area of Kilkis or Thessaloniki, in October 2021. However, in the aftermath of a difficult summer, during which large forest areas, mainly in Southern Greece, were burned by disastrous fires, we decided to proceed to a reforestation action in the Kryoneri area of the Municipality of Dionysos, in Attica. The action was carried out with the voluntary participation of employees, in collaboration with the Municipality of Dionysos.

Other social actions

Aspiring to help the wider society, we support the difficult and demanding work of the Police and the Fire Brigade. We provide them with relevant consumables and equipment and conduct training courses at our premises. However, in 2021, due to the COVID-19 preventive measures in place, no training courses were conducted. We also support professional bodies and organizations whose field of interest is directly related to our professional activity.

Developing a volunteering culture

Social responsibility and participation are integral to KLEEMANN’s culture, both at corporate and individual level. In the context of our volunteering policy, employees are encouraged to participate in social actions and initiatives supported by the Company during their working and/or personal time. In addition to the social responsibility initiatives implemented centrally by the Company, we applaud our employees’ individual voluntary initiatives, which increase their social participation and contribution.

The promotion of social actions, apart from their direct positive impact on the beneficiaries, holds additional and significant benefits for the employees that engage in volunteer work:

- They gain immediate and more comprehensive knowledge and understanding of the issues they volunteer for and their awareness increases
- They develop more meaningful relationships with their colleagues and the local community
- They develop organizational and management skills and team spirit
- They feel greater respect and trust towards the Company

About the Report



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This Corporate Responsibility Report is KLEEMANN HELLAS SA (referred to in the Report as «KLEEMANN» and as the «Company») fifth consecutive annual publication of non-financial information. The full-year 2021 data (01.01.2021 to 31.12.2021) are presented taking into account the guidelines of the UN Global Compact Initiative for the issuance of Communication of Progress Reports (CoP UNGC), the Universal Standards for Corporate Responsibility Reporting GRI Standards (basic process: GRI-core) and the Greek Sustainability Code. We support the UN Sustainable Development Goals (SDGs) for 2030 and, in each section, we use the icons of the relevant Goals we contribute to. In the Corporate Responsibility and Sustainable Development section, special reference is made to the subgoals we support.

The 2021 Corporate Responsibility Report covers a wide range of topics related to the Company's financial, environmental and social footprint. There is no specific limitation as to the scope or scale of the Report. The data and information presented in the Report have been collected through the Company's recording procedures, as well as from the databases maintained in the context of the implementation of the relevant management systems. The Corporate Communication and CSR Department prepared and compiled the Report and also coordinated the interdepartmental collaboration between representatives of Human Resources and Administrative Operations, Marketing, Research and Development, Trading, Quality Management, Procurement, Environment, Health and Security, Logistics and Internal Audit. Technical and scientific guidance was provided by Sustainability Business Case, a Sustainability and ESG boutique consultancy based in Thessaloniki, Greece.

The current Corporate Responsibility Report, as well as all previous versions, are available on the Company's website at the following link: <https://kleemannlifts.com/el/company/sustainability>

Your feedback is highly appreciated and will help us improve our products and services. Any questions, clarifications, comments or observations are welcome and can be submitted either via email or by post to the following address:

KLEEMANN HELLAS S.A

Attn: Mrs Maria Sympilidou

Corporate Social Responsibility & Communications Manager.

Kilkis Industrial Area, P.O. BOX 25, Greece 61100, Greece

T:(+30) 2341038100

E: csr@kleemannlifts.com

GRI Table, UN Global Compact, Greek Sustainability Code



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GRI: GENERAL STANDARD DISCLOSURES	SUSTAINABILITY REPORT SECTIONS OR DIRECT REPLY
GRI 102-1 Name of the organization	About the report
GRI 102-2 Activities, brands, products and services	Brief corporate presentation
GRI 102-3 Location of headquarters	Brief corporate presentation
GRI 102-4 Location of operations	Brief corporate presentation
GRI 102-5 Ownership and legal form	Brief corporate presentation About the report
GRI 102-6 Markets served	Brief corporate presentation
GRI 102-7 Scale of the organization	Brief corporate presentation
GRI 102-8 Information on employees and other workers	Our responsibility towards our people
GRI 102-9 Supply chain	Our responsibility towards suppliers
GRI 102-10 Significant changes to the organization and its supply chain	Our responsibility towards suppliers
GRI 102-11 Precautionary Principle or approach	Environmental responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA)
GRI 102-12 External initiatives	About the report Corporate Responsibility and Sustainable Development
GRI 102-13 Membership of associations	Our responsibility towards customers: Participation in Associations and Organizations
GRI 102-14 Statement from senior decision-maker	Greeting from the Group Deputy General Manager
GRI 102-16 Values, principles, standards and norms of behavior	Brief corporate presentation: Values, Vision, Mission Our responsibility towards our people Corporate Responsibility and Sustainable Development
GRI 102-18 Governance structure	Corporate Governance
GRI 102-40 List of stakeholder groups	Corporate Responsibility and Sustainable Development
GRI 102-41 Collective bargaining agreements	Our responsibility towards our people
GRI 102-42 Identifying and selecting stakeholders	Corporate Responsibility and Sustainable Development
GRI 102-43 Approach to stakeholder engagement	Corporate Responsibility and Sustainable Development: Communication with stakeholders/ Stakeholder Engagement & Interaction
GRI 102-44 Key topics and concerns raised	Corporate Responsibility and Sustainable Development: Materiality analysis
GRI 102-45 Entities included in the organization's consolidated financial statements or equivalent documents	Brief company presentation: Basic financial data
GRI 102-46 Defining report content and topic Boundaries	Corporate Responsibility and Sustainable Development: Materiality analysis
GRI 102-47 List of material topics	Corporate Responsibility and Sustainable Development: Materiality analysis
GRI 102-48 Restatements of information	About the Report
GRI 102-49 Changes in reporting	About the Report
GRI 102-50 Reporting period	About the Report: 01.01.2021-31.12.2021
GRI 102-51 Date of most recent report	About the Report: September 2021
GRI 102-52 Reporting cycle	About the Report: annual
GRI 102-53 Contact point for questions regarding the report	About the Report: Mrs. Maria Sympilidou, Corporate Social Responsibility & Communications Manager
GRI 102-54 Claims of reporting in accordance with the GRI Standards	About the Report
GRI 102-55 CRI content index	GRI Table, UN Global Compact, Greek Sustainability Code
GRI 102-56 External assurance	About the Report: No external assurance sought

GRI: GENERAL DISCLOSURES – MATERIAL TOPICS	SUSTAINABILITY REPORT SECTIONS OR IMMEDIATE RESPONSE
Management Approach 103:1,23, GRI 401 (2016):1,2 GRI 404 (2016): 1,3	Corporate Responsibility and Sustainable Development: Materiality analysis Our responsibility towards our people: Performance evaluation/ Employee training
Management Approach 103:1-3, GRI 416 (2016):1	Corporate Responsibility and Sustainable Development: Materiality analysis Our responsibility towards customers: Quality control
Management Approach 103:1-3, KLEEMANN's KPI	Corporate Responsibility and Sustainable Development: Materiality analysis Health and Safety at the workplace: COVID-19 coping strategies
Management Approach 103:1-3, KLEEMANN's KPI	Corporate Responsibility and Sustainable Development: Materiality analysis Research, growth and innovation
Management Approach 103:1-3, KLEEMANN's KPI	Corporate Responsibility and Sustainable Development: Materiality analysis Our responsibility towards customers
Management Approach 103:1-3, KLEEMANN's KPI	Corporate Responsibility and Sustainable Development: Materiality analysis Ecological Product Design (ECD) and Life Cycle Analysis (LCA)
Management Approach 103:1-3, GRI 307 (2016)	Corporate Responsibility and Sustainable Development: Materiality analysis Environmental responsibility
Management Approach 103:1-3, GRI 417 (2016):2-3	Corporate Responsibility and Sustainable Development: Materiality analysis Our responsibility towards customers
Management Approach 103:1-3, GRI 403 (2018): 1-10	Corporate Responsibility and Sustainable Development: Materiality analysis Health and Safety at the workplace

UN GLOBAL COMPACT	
PRINCIPLES	SUSTAINABILITY REPORT SECTIONS
A statement by a chief executive that commits the company to operate responsibly	Greeting from the Group Deputy General Manager
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	Corporate Responsibility and Sustainable Development Our responsibility towards our people Health and Safety at the workplace
Principle 2 : Businesses should make sure that they are not com- plicit in human rights abuses	Corporate Responsibility and Sustainable Development Our responsibility towards our people Our responsibility towards suppliers Health and Safety at the workplace Corporate Governance
Principle 3 : Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Our responsibility towards our people Health and Safety at the workplace Corporate Responsibility and Sustainable Development
Principle 4 : Businesses should uphold the elimination of all forms of forced and compulsory labor	Our responsibility towards our people Health and Safety at the workplace Corporate Responsibility and Sustainable Development
Principle 5 :Businesses should uphold the effective abolition of child labor	Our responsibility towards our people Health and Safety at the workplace Corporate Responsibility and Sustainable Development
Principle 6 : Businesses should uphold the elimination of discrimi- nation in respect of employment and occupation	Our responsibility towards our people Corporate Responsibility and Sustainable Development
Principle 7 : Businesses should support a precautionary approach to environmental challenges	Environmental Responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA)
Principle 8 : Businesses should undertake initiatives to promote greater environmental responsibility	Environmental Responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA)
Principle 9 : Businesses should encourage the development and diffusion of environmentally friendly technologies	Environmental Responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA) Research, growth and innovation
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	Corporate Responsibility and Sustainable Development Corporate Governance Our responsibility towards our people



GREEK SUSTAINABILITY CODE	
CODE PILLARS	SUSTAINABILITY REPORT SECTIONS OR DIRECT REPLY
STRATEGY	
Strategic Analysis & Action	Greeting from the Group Deputy General Manager Corporate Responsibility and Sustainable Development About the report
Materiality	Corporate Responsibility and Sustainable Development : Materiality analysis Corporate Governance
Objectives	Greeting from the Group Deputy General Manager Corporate Responsibility and Sustainable Development Objectives in each section
Value Chain Management/ Depth	Greeting from the Group Deputy General Manager Corporate Responsibility and Sustainable Development Our responsibility towards suppliers
MANAGEMENT APPROACH	
Responsibility	Greeting from the Group Deputy General Manager Corporate Responsibility and Sustainable Development Corporate Governance Corporate Social Actions
Rules & Procedures	Corporate Governance Corporate Social Actions Corporate Responsibility and Sustainable Development
Monitoring	Corporate Responsibility and Sustainable Development Corporate Governance KPIs in each section
Rewarding Schemes and motives for Sustainable Development	Our responsibility towards our people Corporate Governance
Stakeholders Engagement	Corporate Responsibility and Sustainable Development: Communication with stakeholders
Responsible Products and Innovation	Environmental responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA) Research, growth and innovation/Our responsibility towards suppliers Our responsibility towards customers
ENVIRONMENT	
Use of Natural Resources	Environmental responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA) Research, growth and innovation
Management of Resources	Environmental responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA)
Air emissions and climate change	Environmental responsibility Ecological Product Design (ECD) and Life Cycle Analysis (LCA)
SOCIETY	
Employment Rights	Our responsibility towards our people
Equal Opportunities	Our responsibility towards our people
Qualifications	Our responsibility towards our people
Human Rights in the Supply Chain	Our responsibility towards suppliers
Corporate Citizenship	Corporate social actions Corporate Responsibility and Sustainable Development : Communication with stakeholders
Initiatives and Political Influence	Our responsibility towards customers: Participation in Associations and Organizations Corporate social actions
Corruption Prevention and fighting	Our responsibility towards our people Corporate Governance Brief corporate presentation

Our Awards

The following list includes the most important distinctions awarded to KLEEMANN in 2021:

CATEGORY	AWARD TITLE	AWARDS RECEIVED	COMMENTS
INDUSTRY	Manufacturing Excellence Awards 2021	<ul style="list-style-type: none">• Winner in the category ‘LIFT MANUFACTURING COMPANY’• Gold award in the category “INNOVATIVE PRODUCTS”• Gold award in the category “ORGANIZATION OF PRODUCTION & EFFECTIVE MANAGEMENT”• Silver award in the category “INNOVATION & CREATIVITY”• Silver award in the category “EFFECTIVE LOGISTICS”	<i>Some of the topics evaluated via peer review, are ingenuity, business acumen, industrial activities development, digital transition, green growth and crisis management</i>
HEALTH & SAFETY	Health & Safety Awards 2021	<ul style="list-style-type: none">• Gold award in the category “COVID-19 – RESOURCES FOR THE WORKPLACE”• Silver award in the category “USE OF TECHNOLOGIES”• Silver award in the category “PREVENTION OF THE SPREAD OF COVID-19”	<i>The policies, approaches and methodologies implemented by each entity in the light of creating and ensuring safe facilities and workspaces and building a culture of prevention regarding health and safety issues among personnel and partners were evaluated</i>
SUSTAINABILITY	Bravo Sustainability Dialogue Awards 2021	Award in the category «ENVIRONMENT» for the policies and methods applied by KLEEMANN in the field of industrial waste management	<i>Corporate initiatives supporting a sustainable future are evaluated aiming to create a unified culture regarding sustainable development in Greece</i>
SOCIETY	Alma Zois 2021	Award for “The biggest volunteer team”, for our participation in the SAIL FOR PINK 2021 initiative	<i>Hellenic Association of Women with Breast Cancer “Alma Zois” is a non-profit organization. SAIL FOR PINK is the most prominent breast cancer awareness campaign in Northern Greece, covering issues like breast cancer prevention and on-time diagnosis</i>



