

Act
sustainable,
grow
responsibly.



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Dear readers,

In a global environment that is becoming increasingly complex and demanding, where businesses are called upon to respond to multifaceted challenges, the concept of progress is being redefined. It is no longer measured solely by financial indicators. It is assessed through consistency, transparency, the ability of companies to operate responsibly at all levels, and their positive impact on society and the environment.

For KLEEMANN, 2024 was a year in which we strengthened our commitment to Sustainable Development and reinforced the Group's resilience through targeted strategic decisions and long-term planning. We responded to an environment of increasing demands: a stricter regulatory framework for sustainability, greater pressure for energy efficiency, and an accelerated need for digital transformation. Within this context, we pursued our strategic objectives with realism and consistency, focusing on key areas that shaped the Group's Sustainable Development.

The transition to the new era of Sustainability Reporting, as introduced by the European CSRD Directive, marked a milestone for us. Guided by transparency and accountability, we conducted our first double materiality analysis, assessing both the impact of our operations on the environment and society, as well as the risks and opportunities related to sustainability issues that could influence our financial performance.

Meanwhile, we continued to invest in initiatives that minimise our environmental footprint and enhance our energy resilience. The development of a photovoltaic park—expected to supply up to 70% of our total energy demand—marks a significant step toward decarbonization and energy self-sufficiency. At the same time, we intensified our efforts to improve energy efficiency across our product portfolio.

Innovation has always been the cornerstone of our growth. In 2024, we continued to implement eco-design principles across our product range and enhanced existing IoT functions. We invested in artificial intelligence (AI) applications, carefully assessing opportunities for integration both in our internal processes and product offerings. We also upgraded the technological infrastructure of our production facilities, advancing both digital transformation and environmental sustainability.

In this context, we believe that at the heart of all meaningful progress are, above all, our people. No strategy can be effectively implemented without those who bring it to life. This is why we have consistently invested in the professional training and skills development of our employees, cultivating an environment that promotes continuous learning and collaboration.

Additionally, we implemented training programme on sustainability and crisis management, enhancing the preparedness of all Group companies and fostering a shared culture of responsibility at an international level. We also actively participated in corporate responsibility initiatives, creating value in the local communities where we operate and contributing to the well-being of the broader society.

In our 8th Corporate Responsibility Report, we go beyond presenting performance metrics; we reaffirm our strong commitment to operating responsibly, with foresight and a clear focus on creating long-term value for all stakeholders. This report highlights our initiatives and achievements, demonstrating the Group's consistent progress toward Sustainable Development.

Open communication is an integral part of our responsible operations and a fundamental prerequisite for our continued growth. We welcome your feedback, which serves as a valuable tool for improvement and for gaining deeper understanding of the issues we have an impact on.

Sincerely,

Giannis Sanidiotis
General Manager
KLEEMANN Group

02

COMPANY PRESENTATION



Having been established in 1983 in Kilgis, Greece, KLEEMANN is one of the most important lift manufacturers in the European and global markets.

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

MANUFACTURING FACILITIES



GREECE Kilkis

The Group Headquarters, the main production facilities, the 61-meter testing tower and the logistics center are located in the Kilkis Industrial Zone, covering an area of 193.000 m². The Company also has showrooms and sales offices in Athens and Thessaloniki.

SERBIA Belgrade

KLEEMANN Liftovi located in Belgrade, Serbia, operates production facilities, a logistics center and office buildings covering a total floor area of 10.000 m².

CHINA Kunshan

KLEEMANN China was established in 2011 in Kunshan, China, under the KLEEMANN Group's growth strategy. In 2017, KLEEMANN made a new investment, which included the construction of new facilities - office buildings, manufacturing facilities, and a 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.

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

At the core of our culture lie our values, which shape our daily behaviour and direct our actions, decisions, and collaborations with our colleagues, customers, and all our business partners.

At KLEEMANN, we highly value and prioritise Sustainable Development and transparency in every aspect of our operations. We aim to contribute positively to society and the environment.



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

KLEEMANN offers complete lift solutions, for residential or commercial use, for persons or freight, as well as lift systems, escalators and moving walks, marine lifts, modernisation solutions, and other solutions with special requirements. KLEEMANN's products have been installed in public and private buildings around the world, in office buildings, airports, stadiums, shopping malls, theaters, industries, and cruise ships.

PASSENGER & FREIGHT LIFTS

We produce all types of passenger and freight lifts, with rated loads up to 30 tons and speeds up to 4m/sec.

We successfully respond to major-scale public and private ventures with high-specification objectives and short turnarounds, to cost-effective, compact and hard-wearing business solutions or affordable private residence projects. We offer traction and hydraulic lift systems, both with and without machine room, from initial concept to final production. Each lift is strictly tested to ensure ease of use and reliability.

In cooperation with the internationally renowned industrial designer Andreas Zapatinas, we have launched unique cabins, doors and operation panel designs. With dedication to KLEEMANN's innovation strategy, the Design team serves as the creative force behind the development of lifts for any challenging project. KLEEMANN's specialists combine functionality-oriented design solutions, providing high-quality virtual proposals and direct collaboration with the architect or engineer of each project for material selection.



ESCALATORS & 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 special projects.

ACCESSIBILITY

KLEEMANN has developed "freeSTAIR" systems to provide autonomy, comfort and access where the option of a conventional lift is not available.

Requiring minimum space, the "freeSTAIR" systems can be installed both outdoors and indoors and on walls or floors. Each unit is manufactured individually, according to the exact specifications of its destined space, and is delivered and installed quickly and with minimum disruption. Robustly built, each system is rigorously tested for maximum safety and low maintenance requirements.

PARKING LIFT 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 utilisation of space, cost efficiency, and quick installation. Our Parking Systems also offer reduced CO₂ emissions and excellent energy efficiency. KLEEMANN parking systems integrate smart solutions with innovative design to deliver truly unique experiences to passengers.

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 ensure tailored design options and flexible installation solutions that will enhance both the operational functions and the unique environment of a specific vessel.

MODERNISATION SOLUTIONS

KLEEMANN provides an array of customised and compatible Modernisation Services for the renewal of lifts, ranging from component upgrades and replacements through to full or partial modernisation and special solutions. The KLEEMANN Modernisation department consists of highly experienced engineers, design professionals and modernisation specialists.

03

CORPORATE RESPONSIBILITY & SUSTAINABLE DEVELOPMENT



Corporate Social Responsibility (CSR) is integrated into every aspect of KLEEMANN operations, its principles and vision. It constitutes an essential part of its strategic planning. Through CSR, the Company recognises and prioritises its overall impact, with the goal of increasing positive impacts and reducing or eliminating the negative ones that its operations may have on society, the economy, and the environment. The effective integration of CSR leads to fostering relationships of trust between the Company and its stakeholders. At the same time, it contributes to strengthening its reputation and improving customer satisfaction.

KLEEMANN's CSR strategy is based on the following pillars:





- Human Resources
- Health & Safety
- Environment
- Corporate Governance
- Society
- Marketplace

KLEEMANN is committed to promoting the principles and practices of Corporate Social Responsibility (CSR). In this context, it is an official member of the Hellenic Network for Corporate Social Responsibility, CSR Hellas. In addition, in 2024, the Company joined the Global Compact Network Greece, the official local representative of the United Nations Global Compact (UNGC). KLEEMANN aligns its strategy and operations with the Ten Principles of the UN Global Compact and reinforces its initiatives in support of the Sustainable Development Goals (SDGs).



MAPPING OF SUSTAINABLE DEVELOPMENT GOALS (SDGs) AND GRI INDICATORS

The following table presents the correlation between the sub targets of the 17 Sustainable Development Goals (SDGs) and the corresponding GRI (Global Reporting Initiative) performance disclosure indicators, the data of which are presented in this Report. The mapping has been conducted based on the GRI tool "Linking the SDGs and the GRI Standards, 2022."

UN GLOBAL SUSTAINABLE DEVELOPMENT GOALS (SDGs)	SUB-TARGETS TOWARDS WHICH THE COMPANY CONTRIBUTES
	<ul style="list-style-type: none"> • By 2030, reduce by at least half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions. (GRI 202-1)
	<ul style="list-style-type: none"> • By 2030, end preventable deaths of newborns and children under five years of age, with all countries aiming to reduce neonatal mortality to at least as low as 12 per 1,000 live births and under-five mortality to at least as low as 25 per 1,000 live births. (GRI 401-2) • By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being (GRI 403-10)
	<ul style="list-style-type: none"> • By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university. (GRI 404-1) • By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship. (GRI 404-1) • By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations (GRI 404-1)
	<ul style="list-style-type: none"> • End all forms of discrimination against all women and girls everywhere. (GRI 202-1, 401-1, 401-3, 404-3, 405-1, 406-1) • Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life. (GRI 2-9c, 2-10, 405-1)

UN GLOBAL SUSTAINABLE DEVELOPMENT GOALS (SDGs)	SUB-TARGETS TOWARDS WHICH THE COMPANY CONTRIBUTES
	<ul style="list-style-type: none"> By 2030, ensure universal access to affordable, reliable and modern energy services. (GRI 302-1) By 2030, increase substantially the share of renewable energy in the global energy mix. (GRI 302-1, 302-3, 302-4, 302-5)
	<ul style="list-style-type: none"> Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value-added and labour-intensive sectors. (GRI 201-1, 404-1, 404-2) Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro-, small- and medium-sized enterprises, including through access to financial services. (GRI 204-1) By 2030, improve progressively, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead. (GRI 302-1, 302-3, 306-2) By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value. (GRI 2-7, 202-1, 401-1, 401-2, 401-3, 404-1, 404-2, 404-3, 405-1) Substantially reduce the proportion of youth not in employment, education or training. (GRI 401-1) Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment. (GRI 2-30, 403-1, 403-2, 403-3, 403-4, 403-5, 403-7, 403-8, 403-9, 403-10, 406-1, 407-1, 414-1, 414-2)
	<ul style="list-style-type: none"> Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard. (GRI 2-7, 401-1, 404-1, 404-3)

UN GLOBAL SUSTAINABLE DEVELOPMENT GOALS (SDGs)	SUB-TARGETS TOWARDS WHICH THE COMPANY CONTRIBUTES
	<ul style="list-style-type: none"> By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management. (GRI 306-2, 306-3, 306-4, 306-5)
	<ul style="list-style-type: none"> By 2030, achieve sustainable management and efficient use of natural resources. (GRI 302-1, 302-3) By 2020, achieve the environmentally sound management of chemicals and all waste throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment. (GRI 305-1, 305-2, 305-3, 306-1, 306-2, 306-3) By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse. (GRI 301-2, 306-2, 306-3)
	<ul style="list-style-type: none"> Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries. (GRI 302-1, 302-3, 305-1, 305-2, 305-3)
	<ul style="list-style-type: none"> Significantly reduce all forms of violence and related death rates everywhere. (GRI 403-9, 403-10) Promote the rule of law at the national and international levels and ensure equal access to justice for all. (GRI 2-23, 2-26, 307-1, 416-2, 417-2, 418-1) Substantially reduce corruption and bribery in all their forms. (GRI 205-3) Ensure responsive, inclusive, participatory and representative decision-making at all levels. (GRI 2-9c, 2-10, 2-12, 403-4) Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements. (GRI 418-1)

STAKEHOLDER ENGAGEMENT

Stakeholders include individuals and groups who are directly or indirectly affected by, or may be affected by, the Company’s activities, as well as those who can influence the Company’s ability to achieve its strategic objectives. In line with the new European Sustainability Reporting Standards (ESRS), stakeholders are classified into two main categories: those who are impacted by the Company and the users of sustainability statements. Stakeholders may belong to either the internal or external environment of the Company and can influence its business objectives across the full range of its activities. KLEEMANN maintains open, transparent channels of communication with its stakeholders and actively engages in ongoing, constructive dialogue. This two-way communication enables the Company to gain a comprehensive understanding of the needs, expectations, and concerns of its stakeholders – both in relation to Sustainable Development and Corporate Responsibility, as well as across its broader operations. This enhanced understanding supports the identification of emerging opportunities, the addressing of potential gaps, and the management of relevant risks, thereby strengthening the Company’s responsiveness and strategic decision-making.

The most significant stakeholder groups for KLEEMANN are the following:



STAKEHOLDER ENGAGEMENT & INTERACTION			
STAKEHOLDER CATEGORIES	COMMUNICATION CHANNELS	MAIN DISCUSSION TOPICS	FREQUENCY
Shareholders	<ul style="list-style-type: none"> • Board meetings • Company announcements 	<ul style="list-style-type: none"> • Profitability • Future Performance • Updates in the industry 	Regularly and whenever deemed necessary
Employees	<ul style="list-style-type: none"> • Meetings with Senior Management • Meetings between production/line Managers and technical staff • Performance evaluation system • Interdepartmental meetings • Breakthrough workshops • Annual corporate meeting • Employee satisfaction surveys • New Ideas' Box – Review of new ideas • Complaint Box • Email • Whistleblowing channels 	<ul style="list-style-type: none"> • Growth and development • Benefits • Rewards • Responsibilities and tasks • Equal opportunities • Recognition • Health & Safety • Training • Work environment 	Continuous
Customers	<ul style="list-style-type: none"> • Communication with Commercial Department • On site visits to the Company's or the customer's premises • Company's on site visits where products are delivered and installed • Participation in exhibitions • Organising customer events • Provide customers with informational material and relevant 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 • Green technologies in products 	Continuous

STAKEHOLDER ENGAGEMENT & INTERACTION			
STAKEHOLDER CATEGORIES	COMMUNICATION CHANNELS	MAIN DISCUSSION TOPICS	FREQUENCY
Suppliers	<ul style="list-style-type: none"> • Communication with the Procurement Department • On site visits and meetings at the suppliers' premises • On site visits and meetings on our premises • Annual supplier performance evaluation 	<ul style="list-style-type: none"> • Maintaining and expanding cooperation • On time payment at the agreed time • Adherence to the agreed terms (quality of materials, quantities, prices, deliveries) • Customer reliability and profile 	Continuous/ whenever deemed necessary
Government and Regulatory Authorities	<ul style="list-style-type: none"> • Contact with corporate legal department • Public services and local authorities • Associations and Chambers • Press Releases • Participation in workgroups concerning 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 & Safety • Corporate profitability 	Whenever deemed necessary
Scientific community	<ul style="list-style-type: none"> • Participation in Greek and European research programmes • Participation in scientific conferences, forums, and workshops • Lectures at educational institutions 	<ul style="list-style-type: none"> • Link research tools to industrial production • Application of the tools in industry aiming at innovation and performance improvement • Development of tools related to the improvement of environmental management in all stages of product life cycle • Consolidate a permanent cooperation between the scientific community and the industry • Ensure revenue 	Continuous/ whenever deemed necessary

STAKEHOLDER ENGAGEMENT & INTERACTION			
STAKEHOLDER CATEGORIES	COMMUNICATION CHANNELS	MAIN DISCUSSION TOPICS	FREQUENCY
Local communities	<ul style="list-style-type: none"> • Dialogue with local authorities • Attend local communities' events • Communication with Company executives 	<ul style="list-style-type: none"> • Support employment by recruiting people from local communities • Purchase of products and services from local suppliers • Support local community actions and initiatives • Environmental protection 	Continuous
Mass media & social networks	<ul style="list-style-type: none"> • Direct contact and cooperation • Newsletters and updates via the Company's website • Press releases • Social media posts • Company executives' interviews and articles 	<ul style="list-style-type: none"> • Update on the Company's business news • Further strengthening the cooperation • Promotion of social initiatives undertaken by the Company • Press conferences 	Whenever deemed necessary

DOUBLE MATERIALITY ANALYSIS

The materiality assessment is a key tool for identifying and prioritising the most important topics on which KLEEMANN has an impact. Conducting this exercise contributes to identifying the impact (positive and negative, direct or indirect, actual or potential) that a company has. In this way, each company can manage its impact, meaning to enhance its positive impacts and minimise or eliminate its negative impacts. Dialogue with stakeholders is an important part of materiality analysis, as it allows for the identification and prioritisation of the significant sustainability topics for each stakeholder group.

In March 2025, following the implementation of the new regulatory framework introduced by the European Corporate Sustainability Reporting Directive (CSRD), KLEEMANN conducted a renewed double materiality analysis for the Group.

The double materiality assessment is implemented in accordance with the European Sustainability Reporting Standards (ESRS) and, in addition to identifying and prioritising overall impact, also includes the financial dimension. In other words, it identifies risks or opportunities for the Company arising from sustainability topics. More specifically, double materiality has two dimensions: impact materiality and financial materiality.

Initially, the Company outlined the framework regarding the impacts, risks, and opportunities stemming from its operations. This included identifying its activities, geographic areas, and main stakeholder groups. Subsequently, the actual and potential impacts, risks, and opportunities related to the Company were identified, with stakeholder participation and in collaboration with sustainability experts.

Impact Materiality

Impact materiality consists of the first part of double materiality. A sustainability topic is material in terms of impact when it relates to the significant effects (actual or potential, positive or negative) of the Company on society or the environment. The Company may impact not only through its own operations, but also through its value chain and business relationships.

The impact materiality assessment was carried out on 12 March 2025, with the participation of 30 executives from all Company Departments and under the coordination of specialised sustainability consultants. During the assessment, KLEEMANN assessed, scored, and prioritised its impacts based on severity, scope, irreversibility, and likelihood of occurrence.

Additionally, during the last week of March through mid-April, KLEEMANN conducted a survey among its stakeholders in order to identify and further prioritise its impact. The survey included all Group companies and all countries in which it operates and was sent to the main stakeholder groups.

The results of the impact materiality assessment are presented in the table below:

	RESULTS OF IMPACT MATERIALITY ASSESSMENT	ACTUAL (A) OR POTENTIAL (P)	GROUP (G) OR VALUE CHAIN (VC)
POSITIVE IMPACTS	Protection of employees' Health & Safety	A	G
	Ensuring a working environment with equal treatment and equal opportunities for all	A	G
	Manufacturing of products with durability over time, that can be maintained and repaired	A	G
	Responsible corporate culture	A	G
	Ensuring an ideal working environment	A	G
	Manufacturing of quality products that ensure the safety of customers and end users	A	G
	Employee training and skills development	A	G
	Responsible procurement	A	G
NEGATIVE IMPACTS	Impact on employees' Health & Safety	A	G
	Incidents of non-compliance with legislation in operating countries and in product sales countries	P	G/VC
	Unsafe working conditions for employees in the value chain (e.g., suppliers)	P	VC
	Incidents of irresponsible behavior in the value chain (e.g., child labor, forced labor, working conditions)	P	VC
	Irresponsible use of raw materials	P	G
	High energy consumption	P	G

Financial Materiality

Financial materiality represents the new dimension introduced by the double materiality approach. A sustainability topic is considered material from a financial perspective when it creates risks or opportunities with a financial impact on the Company. Such financial risks and opportunities may also arise through the Company's business relationships.

To address the new requirement to define financial materiality, a second workshop was held on 14 March 2025, with the participation of nine executives from the Group's Finance Department. At this stage, KLEEMANN identified, assessed, and prioritised risks and opportunities with financial implications for the Company in relation to sustainability matters, based on their likelihood of occurrence and potential magnitude. The Company's dependencies on natural, human, and social resources—which may serve as sources of financial risks or opportunities—were also taken into account. Finally, the significant topics identified were mapped against those proposed by the ESRS standards.



The financial materiality assessment results are presented in the table below:

	RESULTS OF FINANCIAL MATERIALITY ASSESSMENT	ACTUAL (A) OR POTENTIAL (P)	GROUP (G) OR VALUE CHAIN (VC)
OPPORTUNITY	Climate change mitigation	A	G/VC
	Energy	A	G
	Resource inputs, including use of resources	P	G
	Resource inputs related to products and services	P	G
	Working conditions	A	G
	Equal treatment and equal opportunities for all	A	G
	Social inclusion of consumers and/or end users (e.g., non-discrimination, access to products and services)	A	G/VC
	Corporate culture	A	G/VC
	Supplier relationship management, including payment practices	A	G/VC
RISK	Climate change adaptation	A	G/VC
	Climate change mitigation	A	G
	Energy	A	G
	Resource inputs, including use of resources	A	G
	Working conditions	A	G
	Personal safety of consumers and/or end users	A	G/VC

Through the double materiality assessment, KLEEMANN identified the most important sustainability topics for the Group. The impacts, risks, and opportunities associated with these material topics are reviewed at senior management level to be integrated into the Group's corporate responsibility strategy. Responsibility for managing sustainability matters lies with the CSR & Communication Department. Accountability for impact management is shared across the relevant Departments associated with each topic. The Company's commitments and new policies on sustainability are approved by the Group's General Manager. Progress towards achieving established goals is monitored through regular Department meetings and the disclosure of relevant information and indicators in the annual Sustainability Report.

04

CORPORATE GOVERNANCE



CORPORATE GOVERNANCE MODEL

The implementation and adherence to best practices in corporate governance constitute a core commitment of KLEEMANN Group's Management, aiming to establish a robust system of accountability and transparency. The Company's corporate governance model fully complies with Greek legislation and follows international best practices.

The Board of Directors (BoD) is the highest governance body of the Company. It is responsible for shaping business strategy, driving growth, making key decisions, and ensuring compliance with the principles and practices of corporate governance.

The meetings of the Board of Directors (BoD) are held at regular, but also irregular intervals throughout the year so that appropriate decisions are made, ensuring the orderly and proper management of the Company. In achieving its goals, the Board of Directors considers all risks and opportunities arising from both internal and external environments and takes appropriate actions. The members of the BoD are elected by the General Meeting of Shareholders.



BOARD OF DIRECTORS

NIKOLAOS K. KOUKOUNTZOS
President

MENELAOS K. KOUKOUNTZOS
Vice-President

KONSTANTINOS N. KOUKOUNTZOS
Managing Director

NIKOLAOS N. KOUKOUNTZOS
Managing Director

KATERINA N. KOUKOUNTZOU
Member

IOANNIS K. SANIDIOTIS
Member

MARIA D. KARADEDOGLOU
Member

INTERNAL AUDIT

KLEEMANN implements a comprehensive Internal Control System (ICS) across all its operations, which includes all the control mechanisms (Internal Audit, Risk Management, Regulatory Compliance), safeguards, policies and procedures, that contribute to its proper operation and the achievement of its strategic and operational goals. An effective ICS adds value to the Company and ensures the effectiveness of its internal processes. Audit results are assessed, and corrective actions are taken if deemed necessary. In 2024, the following organisational units were audited: HR, Legal, Finance, Health & Safety, Warehouses, Sales.

An effective Internal Control System (ICS) can mitigate risks that may affect the achievement of the Company's business objectives. A key component of the system is the Internal Audit Department (IAD), which manages the risk register used as the basis for conducting internal audits.

The Internal Audit Department's approach to identifying and prioritising audits involves two steps:

- determining the audit universe
- risk identification and assessment

During the risk identification process, the IAD examines all documented procedures, policies, directives and regulations, along with past audit reports, financial statements and the legal and regulatory framework.

The identified risks are grouped into five main categories:

K1: Operational Risk

K2: Compliance and Safety Risk

K3: Strategic Risk

K4: Fraud Risk

K5: Financial and non-financial Reporting Risk

The list of identified risks is updated annually and whenever deemed necessary.

Following the identification of both audit areas and associated risks, a risk assessment is conducted, based on:

- The probability of occurrence (likelihood)
- The potential impact (severity)

The likelihood and severity of risks are evaluated together using the following scale:

0.	NOT RELEVANT	Risk outside the scope of the defined audit areas.
1.	LOW	Negligible risk with little to no effect on the Company's objectives.
2.	MODERATE	Low likelihood risk, but with potential for substantial negative impact on the Company's objectives.
3.	HIGH	Significant risk with a high likelihood of occurrence and/or the potential to severely hinder the Company's objectives.

The probability and severity of each risk are largely based on the assessment of Risk owners as well as on the evaluation of IAD executives. For each decision, various characteristics and trends of the audit area are considered, which can be both quantitative and qualitative.

Risk assessment results are used to develop the Annual Audit Plan.

During 2024, the IAD expanded the use of the Enterprise Risk Management (ERM) system to four additional Group companies, aiming to automate internal audit tasks. The ERM platform includes:

- Risk Management
- Audit Management (Audit programmes, audit findings, actions for mitigation of findings and risks)
- Self-Assessment (Online assessment questionnaires for internal audit)

The ERM platform supports the logging and documentation of findings, the efficient handling of information, and the visualization of risks based on historical references. This enables faster development of Annual Audit Plans. In addition, the Controls' Self-Assessment questionnaires contribute to identifying potential weaknesses across different control areas.

In 2024, a Limited Review Audit was conducted for the first time using remote audit tools through the ERM software. Targeted Self-Assessment questionnaires were deployed, covering 12 audit areas across 12 Group companies. Audit reports were compiled for each company, including action plans.

WHISTLEBLOWING MECHANISMS

KLEEMANN is committed to fostering transparency and accountability by implementing two grievance mechanisms that facilitate the investigation and resolution of potential critical incidents. These mechanisms are accessible to both employees and external stakeholders, ensuring full protection against any form of retaliation.

The first mechanism is the Whistleblowing Policy, which aims to identify and address unacceptable, illegal or unethical actions or behaviours in violation of the Code of Ethics and Conduct, or of the Policy against violence and harassment in the workplace.

Complaints are submitted via hotline, email, post or an online reporting platform on the Company's website. The Director of Internal Audit is responsible for implementing and coordinating the mechanism.

In 2024, two (2) signed complaints were submitted through the mechanism, both pertaining to human resources matters. They were duly reviewed and resolved by the designated team in line with established procedures.

The second mechanism was designed in compliance with Law 4990/2022 on the "Protection of persons reporting violations of EU law". This mechanism addresses violations of EU law and provides legal protection to those reporting breaches, providing a comprehensive framework for submitting, receiving, and tracking reports. Responsibility for managing these reports lies with the Whistleblowing Reports Monitoring Officer (WRMO).

REGULATORY COMPLIANCE

KLEEMANN maintains strict adherence to all applicable laws and the regulatory framework relevant to its operations and business environment. The Company is committed to responsible business conduct and to upholding the principles of integrity, transparency and reliability.

During 2024:

- There were no confirmed incidents of corruption or bribery
- There were no convictions or fines imposed related to anti-corruption and anti-bribery laws

The Internal Audit Department's goals for 2025 focus on:

- Deployment of a digital whistleblowing platform to optimise the management of complaints across all Group companies and activities worldwide.
- Continuous training of Group executives on Risk Awareness and Conflict of Interest.

CYBERSECURITY

KLEEMANN places particular emphasis on upholding a high level of cybersecurity. As the demand for protection against cyberattacks and threats in the current digital environment continues to grow, the Company adopts systems, implements procedures, and takes measures to safeguard digital data throughout its operations.

The Information Security Management System (ISMS) which is developed in accordance with an internationally recognised standard, consists of policies, procedures, control mechanisms, and safeguards designed to protect data effectively and reinforce information security levels. The system aims at timely identification and effective management of cybersecurity risks.

At the same time, the Company has established a Security Policy, that outlines the principles and procedures for safeguarding the confidentiality, integrity, and availability of relevant data and information. Beyond compliance with applicable legislation, the Security Policy aims to preserve the Company's business continuity and to optimize the utilization of its information infrastructure. In addition, a Privacy Policy has been designed and implemented in line with the General Data Protection Regulation (GDPR) 2016/679/EU.

The Company maintains and implements a documented risk assessment and management procedure concerning the security of managed information, with particular focus on confidentiality, availability, and integrity. Information risk assessments are carried out annually, as well as whenever significant changes occur in the Company's information systems or operating conditions (e.g., legislative changes, emerging threats), or in the event of a security incident (e.g., breach or attempted breach of confidentiality). The procedure includes:

- Maintaining and regularly updating the inventory of the Company's information systems.
- Assessing risks related to potential breaches of managed information and, consequently, of its availability, integrity, and confidentiality, arising from both external and internal (employees or partners) threats; assessing the associated vulnerabilities of the information systems; and evaluating the potential impacts of such breach incidents.

The outcomes of the risk assessment are taken into account when revising the Security Policy, in order to guide the implementation of measures that ensure its effectiveness.

To raise employee awareness on digital security issues, the Company has been implementing a training programme since 2020. The aim is to ensure that all employees with access to the Company's data and IT systems understand the importance of information security and their corresponding responsibilities. Furthermore, in 2024, the Company acquired a dedicated platform through which regular digital security awareness trainings are delivered.

In 2024, no complaints were recorded regarding breaches of customer privacy, nor were there any reported incidents of customer data leakage, theft, or loss.



05

OUR PEOPLE



At KLEEMANN, our people are the driving force behind our continuous growth. For this reason, we are committed to providing a healthy, safe, and excellent work environment that empowers employees and enables their personal development. Through a comprehensive approach, and in full compliance with applicable labour legislation and international standards (national, European, and ILO), we implement robust policies and procedures that ensure respect for human rights, promote equal opportunities for all, and maintain excellent working conditions.

CODE OF ETHICS & CONDUCT

The adoption of specific principles and rules, along with the articulation of the Company's values through its Code of Ethics & Conduct, defines the framework for appropriate professional behaviour and the management of potential conflicts of interest. The Code does not replace applicable legislation or existing Company procedures; rather, it complements them, with the primary aim of promoting transparency, integrity, accountability, and fair competition throughout the organisation.

The Code of Ethics & Conduct applies to all employees, regardless of hierarchical level, as well as to all shareholders, customers, suppliers, consultants, and external partners of the Company. It is communicated individually to each relevant party and is considered legally binding. Every new employee receives a copy of the Code and is duly informed by the Human Resources Department. The Code is reviewed on a regular basis, or earlier if deemed necessary. In the event of revisions, the Leadership Team ensures that the updated version is communicated promptly to all employees.

The Company's Management and the Human Resources Department are responsible for informing all employees and ensuring compliance with the principles of the Code of Ethics & Conduct. The Internal Audit Department is responsible for monitoring and managing compliance issues related to the Code among employees, shareholders, investors, suppliers, representatives, and customers. To this end, it conducts regular audits, both within and outside the Company, to identify and address potential non-compliance risks. The Board of Directors holds overall responsibility for ensuring the effective implementation of the Code and for approving any revisions deemed necessary.

POLICY AGAINST VIOLENCE & HARASSMENT

KLEEMANN, through its Policy against Violence and Harassment in the Workplace, is committed to preventing and addressing all forms of violence and harassment, whether occurring in the workplace or arising in connection with it — including sexual harassment and violence or gender-based harassment. The Company aims to foster a working environment where respect for human dignity and equal treatment prevail.

The Policy applies to all employees, regardless of employment relationship, as well as to third parties who deal with the Company.

The Company is committed to receiving, investigating, and managing any related complaint with confidentiality and respect for human dignity, demonstrating zero tolerance for all forms of violence and harassment, as defined in its Whistleblowing Policy. It also ensures that no action is taken to obstruct or influence the process of receiving, investigating, or handling such complaints. Finally, in the event of an investigation concerning an incident of violence or harassment, the Company is required to fully cooperate and provide access and assistance to any competent public, administrative, or judicial authority.

DIVERSITY, EQUALITY & INCLUSION (DEI) POLICY

Diversity, equality, and inclusion are fundamental principles embedded in KLEEMANN's culture, strategy, and daily practices. Through its Diversity, Equality & Inclusion Policy, the Company is committed to maintaining a workplace that embraces all forms of diversity and ensures equal opportunities for growth and development for everyone.

We recognise and respect differences in race, ethnicity, gender, sexual orientation, age, religion, abilities, and other characteristics that make each individual unique. We are committed to creating a diverse workplace, free from discrimination — one that nurtures talent, promotes transparency and clarity in processes, and ensures equal opportunities for all.

We ensure that all employees have equal opportunities to perform, contribute, and grow.

The Group adopts a zero-tolerance approach to all forms of discrimination, harassment, defamation, and victimisation, and actively fosters a fully inclusive and respectful workplace free from any form of unequal treatment. KLEEMANN is committed to preventing and addressing any incidents of discriminatory behaviour, psychological or other forms of harassment, bullying, or victimisation.

Signing the Diversity Charter

In November 2023, KLEEMANN reaffirmed its commitment to equality and inclusion in the workplace by signing the Diversity Charter Greece — an initiative of the European Commission that promotes diversity, equal opportunities, and inclusion within the business community.

As defined by the Charter itself, diversity management in a work environment is an organisation's systematic practice to recognise and respect the diversity of its people and to seek to promote it in order to combine and utilise the unique characteristics of each individual without any discrimination. By being a member of this initiative, KLEEMANN incorporates the principles of diversity and inclusion into its day-to-day operations.



INTERNAL COMMUNICATION

Meaningful and two-way communication strengthens employee relations, cultivates a climate of trust and mutual respect, and contributes to the solidification of a unified corporate culture.

Through continuous and open communication, dialogue and feedback across departments are encouraged to improve performance, professional relationships and daily operational activities.

At KLEEMANN, the main internal communication channels include:

- Monthly meetings between employees and heads of departments at each facility
- Monthly online meetings between employees and Top Management
- Monthly meetings between the Top Management and supervisors, where departmental goals and progress are discussed, along with corresponding actions to be implemented
- Monthly Leadership Team meetings
- Weekly or, if deemed necessary, daily informative meetings between the General Manager and Directors
- Weekly Top Management meetings
- Regular meetings between Plants Managers and staff, on the second Friday of each month or whenever deemed necessary
- Crisis Management Team meetings, in cases that require immediate action
- Employee engagement and satisfaction surveys
- Annual Strategy Meeting
- Social media posts

EMPLOYEE EVALUATION

KLEEMANN's employee performance evaluation system serves as a key source of information and feedback regarding employee performance and growth. Through this evaluation process, each employee is evaluated by their immediate supervisor on specific dimensions and behaviours, which are in line with the Company's Values and behavioural standards. The process is carried out at the beginning of each year, online, through an information system for administrative employees, while the same files in printed form are used for the evaluation of production staff.

Evaluation Steps

Employee & Supervisor Preparation

The employee conducts a self-assessment and sets up the Development Plan, based on the areas for improvement and the supervisor completes the employee's evaluation form for the meeting that follows.

Performance Review Meeting

Through the comprehensive feedback provided, a discussion on the employee's performance for the previous year is held, and the evaluation and Development Plan are mutually agreed upon.

Submission to HR

After the meeting concludes, and the evaluation and Development Plan are agreed upon, the supervisor completes the evaluation and submits the entire process to the Human Resources Department.

The supervisor is responsible for completing the evaluation through the system, receiving the finalised Development Plan from the employee, and, once the Current Performance and Future Value Matrix has also been completed, submitting the entire process to the Human Resources Department.

The Performance Evaluation & Development Policy also includes an annual 360° evaluation of all executives who, according to their position, coordinate and manage teams (Directors, Sr. Managers, Managers, Supervisors, Team Leaders, foremen & production Team Leaders). The process aims to develop the Company's people through providing feedback and improving communication and collaboration between colleagues.

The executives assess themselves on specific characteristics and behaviours and are also evaluated by their direct supervisors, their subordinates and three colleagues they work with, regardless of hierarchical level. Ultimately, each executive receives a personalised report of their results and commits to an action plan with actions related to the 360° evaluation feedback.



EMPLOYEE BENEFITS

KLEEMANN offers a wide range of benefits and programmes to its employees, in accordance with the Company's Remuneration and Benefits Policy. These additional benefits serve as incentives that reflect the modern and dynamic philosophy of KLEEMANN's Management. They play a significant role in attracting and retaining talented employees, as well as in enhancing their performance to achieve the Company's objectives.

The Company recognises that supporting employee development and achieving a work-life balance contribute to increasing employee satisfaction. For this reason, it designs and implements employee benefits beyond what is mandated by labour laws.

Additional benefits to employees include, among others:

- Group insurance plan: Life insurance, additional medical and hospital coverage, and financial support in cases of temporary or permanent incapacity for work
- Additional financial support in cases of serious health issues
- Well-equipped infirmary
- Blood bank
- Access to a gym and a playroom
- Happy Benefits
- Subsidised meals at our Company's restaurant
- Sponsored training programmes
- Transportation of employees on buses
- Vouchers
- Rewards for various occasions
- Newborn and wedding gifts
- Rewards to employees' children who are accepted at Higher Education Institutes, and achieving outstanding performance at High School/Senior High School
- Internship opportunities for employees' children
- Participation in various corporate events and celebrations

It is worth noting that, as part of its ongoing commitment to recognising employee achievements and motivating employees, the Company provides additional rewards and awards for long-term dedication, innovative ideas, and good performance.

EMPLOYEE TRAINING

At KLEEMANN, employee training is a priority and contributes significantly to the targeted knowledge and skill development. On an annual basis, the training of 95% of employees is a timeless strategic goal for the Company. In this context, the Company implements an Education & Development Policy.

Training needs are identified during the employee's annual performance evaluation process. The training programmes cover both technical and soft skills, and are carried out in the following ways:

- Internal training courses delivered by an external training provider, at the Company's premises
- Training courses delivered by an external training provider, at their premises
- In-company training programmes delivered by KLEEMANN's experts and instructors-executives
- E-learning
- On-the-job training

All Company employees, depending on their job position, receive training focused on the Company's products. The training is structured on three levels. Level I introduces employees to the basic specifications of the products. Level II involves a more comprehensive and detailed presentation of lifts and their operation. Level III provides in-depth training on the operation of the lift and all its parts and components.

The Company also subsidises postgraduate programmes and certifications for employees, depending on the relevance to the field of work, employee performance, and future dynamics. Additionally, foreign language courses are subsidised when required for a specific position, and take place in private language schools.

In 2024, a total of 10,715 hours of training were delivered across a range of subjects.



Coaching Programme

Since 2011, KLEEMANN has been implementing coaching programme for all employees, regardless of their hierarchy level, with the aim of aligning employees' goals and actions towards a common direction. Coaching constitutes a fundamental element of the Company's strategy and serves its values. Its implementation supports the coordination of actions and cultivates a Breakthrough culture that fosters the achievement of outstanding results. Trust is promoted, participation is encouraged, and a free-thinking approach is desired. Every challenge is seen as an opportunity for personal growth with commitment, dedication, and responsibility. Coaching results in self-awareness and an in-depth understanding of each employee's motivations, it boosts their self-confidence, maximizes their potential, and can lead to a more effective management of success, failure, and progress.

In 2024, breakthrough thinking workshops were implemented and attended by the new employees of the Group's Companies as part of the integration of breakthrough culture. In addition, leadership team coaching meetings were held in each subsidiary, and directors and managers received one-on-one coaching from external partners, or internal coaches, aiming to strengthen their leadership skills.

Also, one-on-one coaching sessions were conducted for employees, upon their request, with internal coaches. Furthermore, breakthrough project groups took place to further enhance the breakthrough culture and cultivate a coaching mindset throughout the entire Company. Finally, KLEEMANN employees, committed to the Company's Mission of "always growing", set their professional breakthrough goals for 2024, pursuing new achievements, taking risks, without the fear of failure.

KLEEMANN Academy

Since 2020, the KLEEMANN Academy training platform has been used mainly to carry out training programmes for all employees, aiming at their professional and personal growth. It includes training about the Company's products, operations, and procedures in the form of ready-made digital courses.

The platform is also used as an online training tool to inform our customers' lift technicians, without requiring their physical presence, through webinars, presentations, and video tutorials.

The platform's content is continuously updated, improved, and expanded with new features to provide a more user-friendly interface. Since 2022, the platform became accessible on both Android and iOS operating systems, allowing users to remotely access courses via their mobile phones or tablets. KLEEMANN Academy includes all the functions and services provided by the web-based platform. Users also have the option to download course materials and access them offline.

GOAL OF 2025

Employee engagement is one of the most important challenges for the Human Resources Department. For this reason, a long-term goal of the Department is to achieve an employee engagement rate of more than 80% by 2025.



EMPLOYMENT DATA 2024

	MEN	WOMEN	TOTAL
Total workforce	610	188	798
Other personnel	15	4	19
TOTAL	625	192	817

WORKFORCE
GEOGRAPHIC DISTRIBUTION

Kilkis	482
Thessaloniki	286
Athens	25
Other	24

WORKFORCE
BY EMPLOYMENT TYPE & GENDER

EMPLOYMENT TYPE	MEN	WOMEN	TOTAL
Permanent employees	611	186	797
Temporary employees	1	2	3
Non-guaranteed hours employees (seasonal)	-	-	-
Other personnel	13	4	17
TOTAL	625	192	817

WORKFORCE
BY AGE & GENDER

	<30	30-50	51+
Men	53	374	198
Women	25	145	22
TOTAL	78	519	220

WORKFORCE
BY JOB POSITION & GENDER

JOB POSITION	MEN	WOMEN	TOTAL
Directors	10	1	11
Managers	85	32	117
Employees	178	147	325
Foremen and staff	352	12	364
TOTAL	625	192	817

TOTAL RECRUITMENTS
BY GENDER & AGE

GENDER	AGE		
	<30	30-50	51+
Men	24	22	4
Women	10	12	2
TOTAL	34	34	6

TOTAL RECRUITMENTS
BY REGION & AGE

REGION	AGE		
	<30	30-50	51+
Kilkis	17	16	5
Thessaloniki	16	16	1
Athens	-	-	-
Other	1	2	-
TOTAL	34	34	6

EDUCATION & TRAINING HOURS - BREAKDOWN BY JOB LEVEL AND GENDER						
JOB POSITION	NUMBER OF EMPLOYEES TRAINED BY GENDER			NUMBER OF TRAINING HOURS BY GENDER		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Directors	11	1	12	241	27	268
Managers	41	8	49	940	267	1207
Employees	210	156	366	4261	3209	7470
Foremen and staff	340	10	350	1721	49	1770
TOTAL	602	175	777	7163	3552	10715

*BoD training hours are not included.

TRAINING BY SUBJECT	NUMBER OF TRAININGS	TRAINING HOURS
Human Rights	1	26
Exports	2	651
Management information systems	9	860
Foreign Languages	3	598
Finance	1	35
Product Training	57	1238
Health & Safety	2	836
Other	208	6471
TOTAL	283	10715

*BoD training hours are not included.

WORKFORCE BY JOB LEVEL & GENDER					
	MEN	WOMEN	TOTAL	MEN %	WOMEN %
Directors	10	1	11	90,9	9,1
Managers	85	32	117	72,6	27,4
Employees	178	147	325	54,8	45,2
Foremen and staff	352	12	364	96,7	3,3
TOTAL	625	192	817	76,5%	23,5%

*BoD members are not included.

WORKFORCE BY JOB POSITION & AGE							
JOB POSITION	<30	30-50	51+	TOTAL	<30 %	30-50 %	51+ %
Directors	-	4	7	11	-	36,4	63,6
Managers	-	82	35	117	-	70,1	29,9
Employees	53	235	37	325	16,3	72,3	11,4
Foremen and staff	25	198	141	364	6,9	54,4	38,7
TOTAL	78	519	220	817	9,5%	63,5%	27%

*BoD members are not included.

06

HEALTH & SAFETY AT THE WORKPLACE



8 PREVENTION PRINCIPLES

Ensuring the Health & Safety of employees, partners, and visitors across all Company facilities is a non-negotiable priority for KLEEMANN. This commitment is reflected in the eight Prevention Principles that guide the Company's operations:

1. Risk elimination
2. Combat risks at their source
3. Work adaptation taking into account the human factor
4. Substitute hazardous factors with non-hazardous ones
5. Follow technological advancements
6. Prevention planning
7. Training and provision of appropriate instructions/information to employees and visitors
8. Priority to personal and group protection measures

HEALTH & SAFETY MANAGEMENT PLAN

The Company implements a Health & Safety Management Plan (H&S MP) in accordance with the international standard ISO 45001:2018, which applies to all employees, across every hierarchical level of the Company. It covers all activities carried out at its facilities in the Industrial Area of Stavrochori, Killis.

The Health & Safety Management Plan aims to prevent workplace accidents and occupational diseases, while ensuring safe working conditions. It also addresses broader health and safety issues, including promoting employee well-being.

The proper implementation of the H&S Management Plan establishes systematic procedures for assessing the working environment, taking into account risks, opportunities for improvement, and applicable legal requirements or other commitments. Potential risks are identified and evaluated with the aim of eliminating them wherever possible, implementing controls, and taking appropriate measures to minimise their impact.

Each incident is thoroughly investigated in accordance with corporate procedures, to identify the causes and ensure the permanent elimination of risks that could lead to an accident. Employees can assess and report any omissions of H&S Management through direct communication with the Health & Safety Engineer, or their immediate supervisors. To identify a risk, there is a relevant form which is completed by the employees and then sent to the Health & Safety Engineer or a specialised software and mobile application for portable devices and smartphones is used.

Alongside the protection of the health of employees, the following are achieved:

- Reduction of the total cost related to damage restoration resulting from incidents, such as damage and workplace accidents
- Minimization of production down-time, due to incidents and the corresponding economic losses and costs incurred
- Reduction of insurance costs
- Safeguarding the Company's reputation as a safe workplace

EMPLOYEE TRAINING IN HEALTH & SAFETY

Health & Safety culture within the Company is continuously reinforced by providing training programmes to all employees. Factors that may influence employees' training needs include changes in job position, the introduction of new equipment, the onboarding of new employees, and statistics related to accidents and incidents.

Furthermore, during their training, employees are informed that they have the right to stop work if they believe their safety or health is at risk, without awaiting authorization or direction from their supervisor.

In 2024, training and orientation were conducted for the newly hired manufacturing employees as well as to those who changed job positions during the year. Additionally, employees received training on the proper use of Personal Protective Equipment (PPE), injury prevention, safe equipment handling, and the principles of safe working practices and behavior in production areas.

WRITTEN OCCUPATIONAL RISK ASSESSMENT

A key tool in overseeing and managing employees' Health & Safety is the Written Occupational Risk Assessment (WORA). WORA aims to identify and evaluate occupational hazards and to design the corresponding actions required to improve it. The WORA is prepared by the Health & Safety Engineer and the person responsible for the H&S System Plan, in accordance with the law and regulations (Presidential Decree 3850/10).

The WORA is implemented in accordance with the corresponding international model.

The risk assessment process is used to identify weaknesses in the Occupational Health & Safety Management System (OHSMS) and to determine the necessary actions for its improvement.

The WORA is reviewed whenever there are changes in job positions or new equipment may introduce new risks, or when a new job position is created.

The actions identified are incorporated into the OHSMS as objectives and targets, ensuring its continuous improvement.

The WORA is accompanied by guidelines that enable employees to properly plan and execute their tasks safely. The guidelines include valuable information regarding:

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

EMERGENCY RESPONSE PLAN

The Company implements an integrated procedure for the prevention and management of emergency incidents, ensuring business continuity. Across all its facilities in Kilis, emergency response teams are set up, whose members are trained annually and are on standby 365 days a year. These teams consist of employees, with preference given to those with prior experience in volunteer work with the Fire Services or participation in similar disaster and emergency response teams.

Their training includes, among other topics:

- Building evacuation and first aid provision training
- Training on the use of firefighting equipment, conducted in the presence of the Fire Department, the Safety Technician, and all those involved in building's fire safety
- Cardiopulmonary resuscitation (CPR) training

PROMOTION OF EMPLOYEE HEALTH

KLEEMANN is committed not only to implementing procedures and measures to ensure health and safety in the workplace but also to protecting the health of its employees outside of work. The Company offers additional benefits, including private life insurance that provides financial coverage in case of temporary or permanent inability to work. Moreover, KLEEMANN maintains a blood bank to cater the needs of employees and their family members. Regular medical examinations for staff are also conducted to promote their well-being.



MONITORING INTERNATIONAL INDICATORS

The evaluation of the Company's performance in Health & Safety is based on international quantitative indicators that assess the effectiveness of the procedures and measures in place.

In 2024, there were no fatalities or serious work-related injuries. However, a total of 13 workplace accidents were reported. Incidents were mainly caused by falling objects, contact with sharp surfaces, and same-level falls. Additionally, no occupational diseases were reported during the year.

The total number of lost workdays due to injuries from workplace accidents in 2024 was 222.

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

The AIR index is the total number of workplace accidents or incidents per 1000 employees and is calculated as follows:

$$(AIR) = \frac{\text{Number of accidents or incidents}}{\text{Number of employees}} \times 1000$$

AIR ACCIDENT INDICATOR



Lost Time Incident Rate (LTIR)

The LTIR indicator is the total number of accidents at work per 100 full-time employees within a calendar year. The formula for calculating the LTIR is:

$$LTIR = \frac{\text{Total number of work-related accidents}}{\text{Total hours worked}} \times 200000$$

The LTIR indicator for 2024 is **1,83** compared to **1,10** for 2023.

The benchmark of the corresponding industry sector is **1,6**.

Lost Time Injury Frequency Rate (LTIFR)

The LTIFR indicator is the total number of accidents at work per 1.000.000 hours worked. The formula for calculating the LTIFR is:

$$LTFIR = \frac{\text{Total number of work-related accidents}}{\text{Total hours worked}} \times 1000000$$

The LTIFR indicator for 2024 is **9,17** compared to **5,51** for 2023.

The benchmark of the corresponding industry sector is **8**.

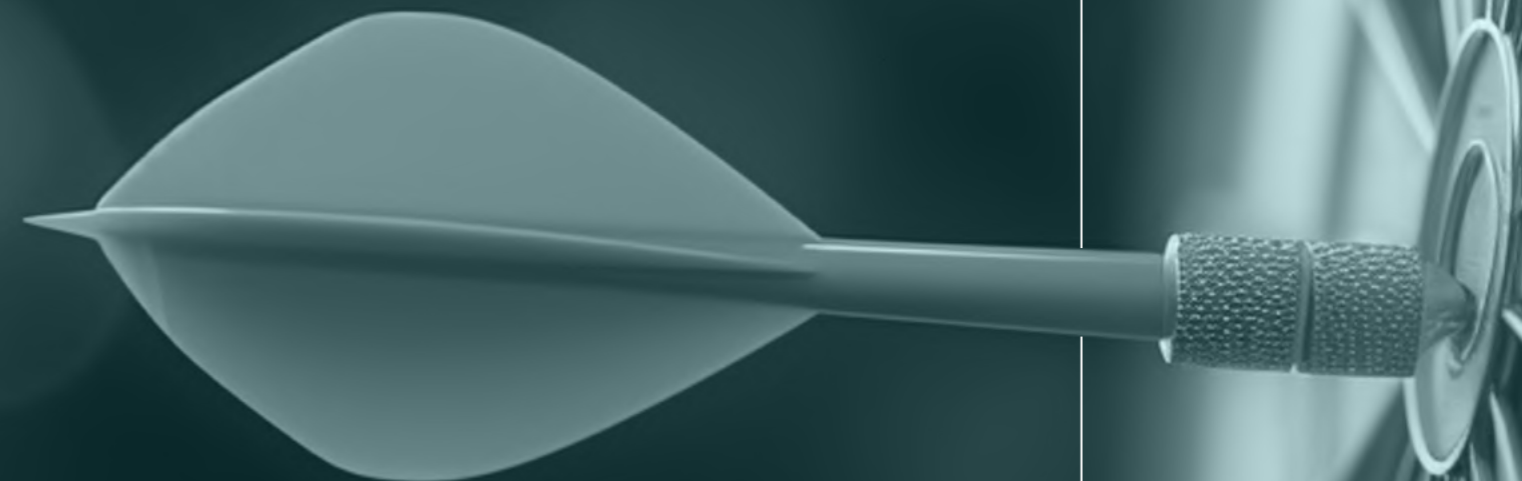
For the Group, the continuous and non-negotiable goal is zero accidents at the workplace.

The most significant initiatives for Health & Safety in 2024 were:

- All employees underwent medical examinations. Along with the mandatory tests required for specific job roles, the Company also provided a complimentary preventive check-up package for all employees. This package exceeded legal requirements and included blood tests, stress tests, echocardiograms, electrocardiograms, and upper and lower abdominal ultrasounds.
- The installation of Health & Safety monitoring and control software has been completed. This software enables monitoring of all Company activities, facilitates inspections and training, assesses, records, and tracks risks, and investigates accidents and incidents. In-depth investigations are conducted to determine the causes of accidents, including the evaluation of psychosocial risks.

GOALS FOR 2025

- Reduce the number of accidents and incidents with the goal of eliminating them.
- Strengthening the Health & Safety culture with additional training for all employees.
- Submission of a research proposal for a programme regarding the creation of a virtual employee Health & Safety consultant. The programme aims to develop a personalized Industrial Virtual Health & Safety Agent. The virtual agent will be able to provide information, advice, and guidelines, both for production staff and administration employees, as well as for the factory management.
- Submission of a proposal for the research programme “Worker-centric robotics and digital solutions for a modular and sustainable building construction.” The programme aims to construct a robotic system that will install the guide rails in the lift shaft. This will reduce the risks arising from working at height, musculoskeletal strain, and work in confined spaces for employees.



07

OUR CUSTOMERS



RESPONSIBLE MARKETING PRACTICES

KLEEMANN's sales network operates in over 100 countries. This global presence is the result of the Company's unwavering commitment to the reliability, safety, and quality of its products and services, its strategic business approach, and the long-standing partnerships it builds with customers and suppliers.

The Company complies with national and international regulations regarding product and service labelling information and provides comprehensive information to customers about various characteristics, such as component supply and the safe use of products.

KLEEMANN implements responsible market practices and is committed to:

- Honouring its commitments to customers, partners, industry representatives, and society
- Anticipating and monitoring industry trends
- Delivering high-quality products, services, and customer support
- Respecting diverse cultures, traditions, customs, and local habits of customers, suppliers, and business partners around the world
- Upholding fair competition and respectful conduct towards competitors
- Continuously improving its products and services and investing in innovation to contribute to the advancement of the industry

All activities related to the marketing and promotion of the Company's products fully comply with the Code of Conduct of the Hellenic Advertisers Association. In 2024, KLEEMANN once again demonstrated full compliance with all legislative provisions governing communication, advertising, and marketing practices for its products and services. As a result, there were no incidents of non-compliance, and no fines or penalties were imposed.

QUALITY ASSURANCE SYSTEM

KLEEMANN implements a comprehensive Quality Assurance System, based on the international standard ISO 9001:2015, across all stages of the manufacturing process, ensuring compliance with all safety and quality standards and exceeding legal requirements. Our goal is to ensure that all lift components are thoroughly tested for their quality. Upon completion of the manufacturing process, products are assessed by an independent body that evaluates their safety and provides the necessary certification.

Ensuring the safety of our employees, customers, installers, and end users is a core priority for KLEEMANN. This commitment is upheld through the consistently high quality and reliability of our products. We fully comply with the European standard EN 81-20, which outlines the technical requirements for the safe construction of lifts, and EN 81-50, which governs the design, measurements, and testing of lift components and subsystems.

Regarding the potential impacts of products and services on the Health & Safety of end-users, our primary focus is on minimising risks. This is achieved through established risk identification and analysis procedures (Failure Mode and Effects Analysis), as defined by ISO 9001:2015 and Directive 2014/33/EU.

KLEEMANN employees consistently follow more than 80 internal procedures and ensure the proper implementation of the following standards:

- EN ISO 9001:2015 Quality Management System
- EN ISO 1090-1:2009 + A1:2011 Steel and Aluminium Structures set
- EN ISO 10002:2018 Customer Satisfaction and Complaints Handling
- EN ISO 45001:2018 Occupational Health & Safety Management System
- EN ISO 14001:2015 Environmental Management System
- EN ISO 14006:2020 Guidelines for Incorporating Eco-design
- EN ISO 14064-1:2018 – Greenhouse Gas Emissions Verification
- EN ISO 50001:2018 – Energy Management System
- Directive 2014/33/EU of the European Parliament – On the harmonisation of the laws of the Member States relating to lifts and their safety components.

The Management is kept informed about the adherence to procedures and standards through monthly meetings. In addition to safety and quality issues, the meeting agenda may also include other significant sustainability topics. An annual audit of the ISO 9001:2015 standard is also conducted, during which the entire Quality Management System and its implementation are evaluated.

CUSTOMER COMPLAINTS & SATISFACTION MANAGEMENT

Responsible customer service and ensuring customer satisfaction have always been top priorities for KLEEMANN. To achieve this, the Company implements a comprehensive Complaint & Customer Satisfaction Management System, in accordance with ISO 10002:2018 standard.

Customers may submit complaints to the Company through a dedicated form available on its website, via email, or by telephone. Employees are also encouraged to gather information regarding customer complaints and forward them to the responsible person — either to the Complaints Management Manager for technical issues, or to the Customer Experience Manager for matters concerning commercial issues or service-related matters.

In 2024, based on the outcomes of the complaints management procedure, the Company implemented a series of corrective and improvement actions across various areas, aiming to continuously enhance service, product quality, and overall customer support. These actions included, among others:

- Strengthening after-sales support and improving responsiveness to customer requests
- Product upgrades and improvements in quality control procedures
- Marketing support to B2B customers for the promotion of the Company's products
- Technical training sessions, providing specialised knowledge and assistance to customers
- Systemic changes and upgrades to digital tools

ANNUAL CUSTOMER SATISFACTION SURVEY

As part of our customer-centric culture, we assess our performance regarding the overall customer experience by conducting an annual customer satisfaction survey. In 2024, we invited 139 customers from 29 countries to participate in the survey, and 93 responded.

The key indicators monitored through the survey are:

- Net Promoter Score
- Customer Effort Score
- Product Quality Index
- Pre-Sales Service Index
- After-Sales Service Index

The survey is carried out online via personalised emails. It includes open-ended questions designed to collect feedback on improvements related to our services, customer support, or products, as well as to identify reasons for choosing our Company. All responses are thoroughly analysed by the relevant departments (Sales, After Sales, Quality Assurance, Marketing, Technical Training, etc.).

Furthermore, an interim six-month customer survey is conducted to evaluate the customer satisfaction levels, assess the impact of corrective measures, and to adjust corporate actions based on customer feedback.

It is worth noting that, in 2024, the Customer Experience department developed a new in-house system for managing customer satisfaction surveys, significantly improving the process of collecting and analyzing customer feedback.

The new system ensures immediate and easy access to data, optimises accuracy in recording and processing, provides real-time result monitoring, automates procedures, and enables faster decision-making.

The Customer Experience Department's goals for 2025 are fully aligned with KLEEMANN's core strategy, focusing on Delivering Exceptional Customer Experiences.

PARTICIPATION IN ASSOCIATIONS & ORGANISATIONS

As an active member of the business ecosystem, KLEEMANN consistently seeks partnerships that foster innovation and enhance competitiveness. At the same time, the Company closely monitors developments and emerging trends, shares know-how, and actively participates in the following Associations and Professional Organizations:

- Panhellenic Union of Lifts and Escalators Technology (PETAK)
- European Lift Association (ELA)
- Federation of Industries of Greece (SVE)
- Greek Exporters' Association (SEVE)
- Technical Chamber of Greece (TCG)
- Piraeus Chamber of Commerce & Industry (PCCI)
- Hellenic Marine Equipment Manufacturers & Exporters (HEMEXPO)
- Worldwide Industrial & Marine Association (WIMA)
- American-Hellenic Chamber of Commerce
- Hellenic-French Chamber of Commerce and Industry (CCI France Grèce)
- Hellenic-German Chamber of Industry and Commerce
- Hellenic African Chamber of Commerce and Development
- Arab-Hellenic Chamber of Commerce & Development
- Greek People Management Association (GPMA)
- Association of Certified Fraud Examiners (ACFE)
- The Institute of Internal Auditors (Greece)
- Marketing Club Greece - Specialised Marketing and Business Administration Executives Association
- Hellenic Network for Corporate Social Responsibility (CSR Hellas)
- UN Global Compact

PARTICIPATION IN LIFT INDUSTRY EXHIBITIONS

NAEC's Convention

The NAEC Expo & Convention is the annual conference and exhibition organised by the National Association of Elevator Contractors (NAEC) in the United States and is considered one of the most prominent events in the global lift industry. At the 75th United NAEC Expo & Convention, held in Atlantic City, USA, KLEEMANN participated for first time, presenting its latest technological innovations and new products. During the conference, KLEEMANN representatives delivered a presentation titled "The Advantages of Hydraulic Systems and New Technologies for Improved Elevator Performance," providing the audience with valuable insights into hydraulic lift systems and rapidly evolving technological advancements.



World Elevator & Escalator Expo

The 16th World Elevator & Escalator Expo (WEE) was successfully held in Shanghai, China, from May 8-11, 2024. With innovation and progress as its central pillars, the WEE stands as the largest international exhibition in the lift industry in terms of scale and number of participants.

More than 1,100 exhibitors and 120,000 industry professionals had the opportunity to exchange ideas and establish new business connections with companies from around the world. At an impressive 400 sq.m. booth, KLEEMANN showcased lift systems and cabins, along with its suite of digital solutions: KLEEMANN Academy, Portal, Design Your Lift, Pocket, Lift Tester, KLEEMANN Live, Lift Control & Lift Control Pro, and the KLEEMANN 360 VR Tour application.



08

FOSTERING INNOVATION



NEW PRODUCTS & SERVICES

In 2024, KLEEMANN introduced the following new products and services:

City Series

KLEEMANN presented the new series of City traction MRL lifts (MRL – Machine Room Less). The City lifts perfectly combine durability and functionality, making them an excellent choice for low & mid rise commercial and residential buildings. This series offers more design options and flexibility, allowing for a combination of materials, more efficient shaft utilisation, and eco-friendly design — resulting in exceptional space savings and energy efficiency.

Lift Tester App

The functions of the Lift Tester application were upgraded, and it is now available for Android devices, in addition to those supporting iOS software. The app uses the sensors of iOS and Android devices and, through specialised algorithms, measures acceleration, velocity, jerk, distance, and noise — the quantitative measures of a lift's ride quality.



NOTABLE PROJECTS

Thessaloniki Metro

Thessaloniki Metro is one of the largest infrastructure projects in Greece. KLEEMANN contributed to its realisation through the installation of 49 lifts across all stations. Incorporating high-end technologies and high-quality standards, the lifts ensure comfortable and safe passenger movement.



Cargo Work

Cargo Work is a modern office space in Bristol, UK, designed for flexible working. As part of this project, KLEEMANN lifts were installed, providing reliable and efficient vertical transportation solutions.



Vila Mitrovic

Vila Mitrovic is a luxurious residence in Serbia and showcases KLEEMANN's capabilities and expertise in executing specialised, high-demand projects. The construction includes the installation of five lifts, two of which are fully customised panoramic cabins, designed to meet specific architectural and functional requirements.



Hub 26

HUB 26, the first large-scale business park in Northern Greece, is located in Thessaloniki and serves as an innovative hub for companies and financial institutions. In this new office premises, which consist of four buildings, KLEEMANN undertook the manufacturing and installation of 15 lifts, fully meeting the complex's transportation needs. These modern and environmentally friendly facilities aim to achieve LEED Gold certification.



INNOVATION AT KLEEMANN

Innovation is an integral part of KLEEMANN's strategy and contributes significantly to its Sustainable Development. In this context, the Company invests strategically in the ongoing modernisation of its infrastructure, the development of new innovative products and services, and the continuous improvement of its business operations.

The Company's R&D Department has a long-standing collaboration with academic institutions and research organisations, aiming to develop vertical transportation solutions renowned for innovation, high quality, and safety.

The coordinated efforts of the R&D Department result in the registration of patents at both national and European level. In 2024, five patent applications were filed, along with six additional applications for patent extensions.

All Company's products are designed in compliance with the European Standards EN 81-20 and EN 81-50. EN 81-20 specifies the technical requirements for the safe construction of lifts, while EN 81-50 relates to the design rules, calculations, and tests for lift subsystems.

Each product is subject to strict controls and is certified by independent bodies to ensure its quality and reliability. New products are tested under real-life conditions prior to their integration into the production process, ensuring comprehensive documentation of the each one's characteristics.

Adopting technological progress and innovation is a core element of the Company's culture. In this context, the R&D Department regularly organises "Innovation Idea" conferences. During these conferences, employees from various departments develop and share innovative ideas, addressing either solutions to existing market challenges or proposing new, pioneering solutions. These ideas are reviewed and evaluated for their feasibility of implementation.

Currently, more than 100 highly skilled professionals in engineering and electronics are employed within the Group's R&D and Digital Innovation departments. They are continuously informed, trained, and analyse current trends and developments to introduce innovations at the levels of production, products & services, as well as business operations.

CITY 100 AND CITY 300

In 2024, the development of the new City series was completed, and the new MRL (Machine Room-Less) passenger lifts, City 100 and City 300, were introduced. The new series incorporates numerous design improvements and innovations, such as increased utilization of shaft space. The technologies applied in the design of the new lift series are protected by 4 patents filed in 2024.



ECO DESIGN & LIFE CYCLE ASSESSMENT (LCA)

KLEEMANN has integrated circular economy principles across its entire value chain, developing products and services that contribute to the responsible management of natural resources and the reduction of waste. In fact, it was among the first companies in Greece to implement eco-design, applying the ISO 14006 standard since 2014. Eco-design is an approach to product development that places particular emphasis on the environmental impacts of a product throughout its entire life cycle—from the sourcing and processing of raw materials to manufacturing, use, and end-of-life. Through Eco-design, the Company aims to reduce raw material consumption, lower energy demand during the manufacturing process, and minimize waste generation.

To effectively implement the standard, we utilise Life Cycle Analysis (LCA) as a tool — a method for evaluating the environmental impacts of a product at all stages of its life cycle. LCA identifies the most energy-intensive and polluting parameters in product design and highlights appropriate interventions and alternative solutions. For the implementation of LCA, we use SimaPro, a user-friendly and internationally recognised software.

Based on the insights gained from the application of LCA, the changes implemented in the production process, which have led to the improvement of a lift's environmental footprint, concern the following:



Raw materials

- We primarily use materials that do not fall under the hazardous substances category. Where their use is unavoidable, quantities are reduced to the lowest possible levels, always in full compliance with applicable environmental health and safety standards.
- The use of paints and varnishes that may contain hazardous substances is kept to a minimum.
- Only the minimum necessary quantities of raw materials are used.



Industrial processing

- Product design minimises the number of additional processing stages compared to the past and contributes to reducing errors. Materials are grouped and can be used across multiple products. This approach increases efficiency, as it reduces waiting times in production systems.
- Energy efficiency throughout the production process is continuously improved.



Transport and installation

- The compact packaging of subsystems enables more products to be loaded onto the same transport vehicle, thereby reducing transportation costs, energy consumption, and greenhouse gas emissions.
- Regarding installation Eco-design leads to a reduction in installation times, thus benefiting both employees and customers.



Energy consumption

- VVVF systems: These systems modify the voltage and frequency of the power line (variable voltage - variable frequency). They are the most efficient motor control option.
- Standby mode: Deactivation of cabin lighting, inverter, displays, door mechanism, and other electrical devices when the lift is not in operation. Depending on the lift's usage, "Standby mode" can lead to up to 50% energy savings throughout its lifespan.
- LED: Replacing cabin and shaft lighting with LED lamps can reduce energy consumption by up to 60% compared to halogen lamps. They also have a longer lifespan and are 100% recyclable.
- Energy recovery (Regeneration): The "regeneration" energy recovery system can return some energy to the grid. It can return up to 70% of the energy consumed during lift operation.
- Option of conducting specific studies, according to VDI4707, ISO25745-2, BREEAM and LEED.
- Destination Control (efficient passenger movement with smart control systems): Using intelligent call optimisation systems to avoid unnecessary lift movements, starts, and stops, thus reducing energy consumption.
- Smoother lift movement with appropriate movement components (Rollers).



Recycling-disposal

- The largest part of the lift consists of large metallic parts, which can be easily disassembled and recycled.
- Cables can follow the corresponding recycling process.
- During the final destruction of the lift, the battery contained in the UPS subsystem must be removed so that there is no leak of dangerous chemicals.

CASE STUDY: FREIGHT CABIN

In 2024, a Life Cycle Analysis (LCA) was conducted for a lift cabin designed for transporting heavy loads as a case study within the framework of Eco-design.

The study aimed to evaluate the environmental impact of the product throughout its entire life cycle, from the extraction of raw materials to the recycling process at the end of its life. As part of the study, a new eco-designed freight cabin was compared with an older model, taking into account material and energy consumption during manufacturing, as well as emissions related to various impact categories.

The results indicated that the new cabin has significantly reduced its environmental footprint compared to the older model. Specifically, during the processing and manufacturing of the new cabin, energy consumption decreased by 15%. The data also showed a marked reduction in the use of resources and associated environmental impact. This improvement is primarily attributed to a decrease in the quantity of raw materials used, particularly metallic components. Additionally, the new model outperformed the previous one across various environmental impact indicators.

REFERENCE MODEL	NEW	OLD	REDUCTION
Total energy consumption during production (kWh)	193	228	35

Furthermore, the new design allows for easier disassembly, ensuring the efficient recycling of components made from metal, LED, and MDF. As a result, by following the recommended procedures, at least 99% of the cabin can be recycled.

COLLABORATION WITH RESEARCH CENTERS & ACADEMIC INSTITUTIONS

In 2024, we continued our significant collaborations with research centres and academic institutions, such as the Aristotle University of Thessaloniki (AUTH), the International Hellenic University (IHU), the National Technical University of Athens (NTUA), the University of Patras, the Teaching Factory Competence Center, as well as the company Trygons. As part of these collaborations, five research proposals were submitted under two national-level research initiatives. Beyond the submission of research proposals, these collaborations contribute to the development of technologies applied in our production processes or the creation of innovative, high-quality products.

In addition, KLEEMANN, in cooperation with the Departments of Physics and Mechanical Engineering of AUTH, has been carrying out a research under the framework of the Action “Investment Plans of Innovation” of the Operational programme “Central Macedonia 2021-2027” that is co-funded by the European Regional Development Fund and Greece. The project includes the development of advanced lift cabin subsystems using innovative technologies and is expected to be completed in 2025.

Moreover, the Company participated in two research and innovation projects funded by “Horizon Europe”: the MASTERLY Project and the AGIMUS Project. These projects aim to enhance manufacturing and operational processes through the development of cutting-edge technology solutions aligned with the 4th Industrial Revolution (Industry 4.0). For their implementation, KLEEMANN collaborated with academic and research institutions including the University of Patras and Cranfield University (UK), as well as research centers such as the Centre for Research & Technology (CERTH), Tekniker (Spain), Istituto Italiano di Tecnologia (Italy), the Czech Technical University (Czech Republic), Institut National de Recherche en Informatique et en Automatique (France), the National Technical University of Ukraine, RWTH Aachen University (Germany), and the CNRS (France).



09

SUPPLY CHAIN & PARTNERSHIPS



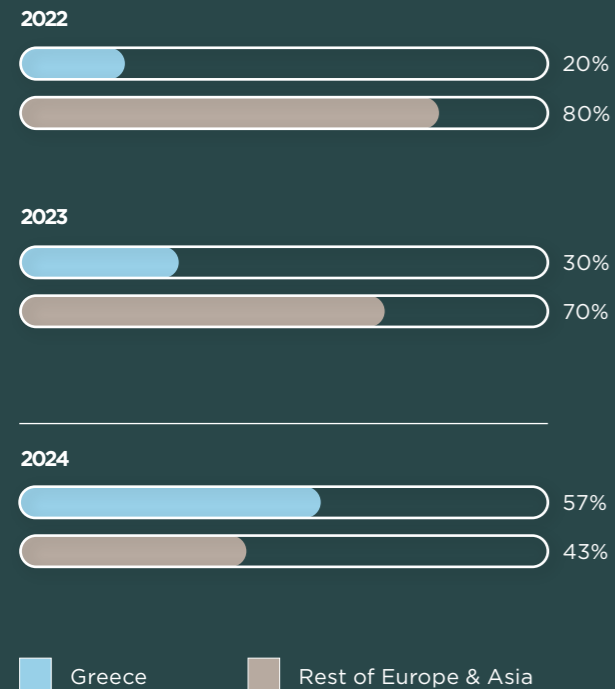
KLEEMANN invests in responsible procurement and fosters long-term relationships with its suppliers and partners, built on mutual trust, transparency, and reliability. Optimising the flow of products and services is a strategic priority for the Company.

To optimise the procurement process, a list of approved suppliers is maintained. A prerequisite for inclusion in this list is the implementation of a Quality Management System in accordance with ISO 9001. During evaluation, an Environmental Management System in line with ISO 14001 and the adoption of an Occupational Health and Safety Management System in line with OHSAS 18001 / ISO 45001:2018 are also taken into account. Furthermore, we ensure the high quality and reliability of the materials we procure by conducting systematic supplier evaluations on a semi-annual basis.

To ensure transparency and impartiality in our cooperation with suppliers, all new partners are required to sign the Procurement Policy, which outlines the Company’s requirements regarding corporate and environmental responsibility. In addition, our key suppliers sign the Company’s Code of Ethics and Conduct.

The Company supports the local community by allocating a significant portion of its procurement budget to local suppliers. Local suppliers are defined as all domestic suppliers operating in Greece. Choosing local suppliers leads to faster delivery of materials, cost savings in transportation, reduced emissions from transport, and support for the local economy.

PROCUREMENT EXPENSE BREAKDOWN



10

ENVIRONMENTAL RESPONSIBILITY



KLEEMANN integrates environmental responsibility across all aspects of its business operations. The Company aims for the continuous improvement of its environmental performance and the design of its products based on the principles of eco-design.

The Company closely monitors current environmental developments at national and international levels and ensures compliance with all legislative and regulatory frameworks. At the same time, it voluntarily adheres to standards and procedures (such as ISO 14001, 50001, 14006, and 14064) that go beyond mandatory legislative requirements.

In 2024, the Company once again maintained an excellent environmental record, with no environmental fines, penalties, complaints, or incidents reported.

ENVIRONMENTAL POLICY

KLEEMANN is committed to environmental responsibility, consistently implementing its Environmental Policy across all areas of its business operations.

Environmental Policy Extract

“The Management of KLEEMANN, in collaboration with the Company executives, is committed to respecting and protecting the environment and, for this purpose, to providing 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 programmes to achieve our Environmental Goals and Objectives
- To adopt specific rules of environmental controls in the internal production operation
- To carry out regular energy efficiency 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 spread the concept of Sustainability and our environmental vision across all our employees
- 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”.

ENERGY EFFICIENCY

KLEEMANN recognises that responsible energy management within its operations improves its environmental, social, and economic impact. The Company is certified under the international energy management standard ISO 50001:2018. This approach enables improved energy usage and carbon footprint measurements.

With the goal of reducing its carbon footprint, KLEEMANN achieved, for yet another year, a 1.6% reduction in electricity consumption at its main facilities in Killis compared to 2023.

The initiatives that contributed to energy savings and improved energy performance in 2024 included:

- Acquisition of new energy-efficient equipment
- Upgrades and optimisations through SCADA software
- Employee training on responsible energy management
- Leasing of hybrid and plug-in electric corporate vehicles
- Redesign of production lines and processes

ENERGY CONSUMPTION PER CATEGORY (KWH)	2023	2024
Electricity - Killis	2.138.448,8	2.107.413,2
Electricity - Other facilities	-	183.167
Natural Gas - Killis	2.838.889	3.217.959
Natural Gas - Other facilities	-	20.014,5
Total Energy Consumption	4.977.337,8	5.528.553,7

NOTE: For the purposes of this Report, the Company conducted a more detailed recording of its vehicle fuel consumption, which is presented in a separate table. As a result, the consumption of forklifts is not included in the table above, unlike in previous Reports, leading to relevant variations.



In 2024, the Company recorded an increase in energy consumption for heating its facilities with natural gas. This rise was attributed to lower average temperatures and a longer winter season compared to 2023. Another factor contributing to the increase in energy demand was the return of employees to on-site work, three days per week, replacing remote work arrangements. Furthermore, the Company expanded the scope of its energy consumption assessment to include not only its central facilities but also additional facilities and offices across Greece. This strategic decision aimed to provide a more comprehensive understanding of its energy use and carbon footprint. As a result, the recorded energy data showed an increase compared to previous years. In 2024, the Company also measured additional energy requirements associated with the operation of generators, forklifts, and other vehicles used for the transportation of materials and employees. Consequently, the overall energy figures for this year appear higher than those recorded in prior years.

ADDITIONAL CONSUMPTION (KWH)	2023	2024
Forklifts & Generators	174.319,5	387.085,3
Other Vehicles	-	Diesel 1.231.205,6 Petrol 312.556,5

$$\text{Energy Intensity 2024} = \frac{\text{Total Energy Consumption (7.459.401,1 kWh)}}{\text{Number of employees (817)}} = 9.130,23 \text{ kWh/employee}$$

In 2024, renewable energy sources (RES) accounted for 50,84% of KLEEMANN's total energy mix. During the reporting period, the Company did not generate energy for either self-consumption or commercial purposes.

Recognising the benefits of renewable energy sources for sustainable development, KLEEMANN is planning an investment in the installation of a 1,2 MW photovoltaic park. The solar park is expected to cover up to 70% of the Company's electricity needs.

EMISSIONS

The Company systematically monitors and aims to reduce air pollutant emissions associated with its manufacturing processes. Initiatives that enhance energy efficiency are integrated into its overall strategy for environmentally responsible manufacturing and contribute significantly to the reduction of indirect air emissions resulting from energy consumption. Through these actions, KLEEMANN addresses the challenge of reducing its carbon footprint and mitigating the impacts of climate change.

The primary sources of pollutant emissions within the Company are the two dye work areas. In accordance with national legislation, KLEEMANN has installed activated carbon filters and conducts annual emissions' measurements. These measures guarantee that emission levels remain below the threshold limits set to protect both employee health and safety, as well as the environment.

The Company is committed to the accurate measurement of greenhouse gas emissions, forming the basis for relevant strategic decision-making. In 2024, the Company carried out a verification of its greenhouse gas emissions in accordance with ISO 14064-1:2018 (Scope 1 & Scope 2). This process contributes to the systematic measurement and monitoring of greenhouse gases and aids in identifying and gradually reducing their emissions.

In 2024, the Company recorded both direct emissions from its operations and indirect emissions resulting from electricity procurement and its value chain. The greenhouse gas emissions calculations included CO₂, CH₄ and N₂O, with no biogenic emissions reported.

Calculation Assumptions

The assessment refers to the calendar year 2024. Direct emissions originate from all KLEEMANN facilities in Greece. Indirect emissions (Categories 3 and 4) pertain exclusively to the Company's main facilities in Kilkis industrial area. The categories of indirect emissions included in this assessment were chosen based on their relevance to the Company's activities and the availability of reliable data.

DIRECT EMISSIONS (tn CO _{2e})	
2023*	2024
900,9	1.056,2

*Due to changes in the calculation method, the information for 2023 has been restated.

EMISSION CATEGORIES INCLUDED IN 2024 CALCULATIONS	
CATEGORY ACCORDING TO ISO 14064-1:2018	CATEGORY ACCORDING TO GHG PROTOCOL
Category 1 - Direct emissions	Scope 1: Stationary & mobile combustion and fugitive emissions
Category 2 - Indirect emissions from electricity consumption	Scope 2: Purchased electricity
Category 3 - Indirect emissions from transportation and travel	Scope 3: Category 4 - Upstream transportation and distribution
	Scope 3: Category 9 - Downstream transportation and distribution
	Scope 3: Category 6 - Business travel
	Scope 3: Category 7 - Employee commuting
Category 4 - Indirect emissions from materials and products	Scope 3: Category 1 - Purchased goods and services
	Scope 3: Category 3 - Fuel and energy
	Scope 3: Category 5 - Waste generated

EMISSIONS PER CONSUMED ENERGY TYPE (tn CO _{2e})		
	2023*	2024
Electricity	1.230,1	845,9
Natural Gas	518,7	585,8
TOTAL	1.748,8	1.431,7

For the operation of generators, forklifts, and other vehicles managed by the Company, 147.654,3 liters of diesel and 32.524,1 liters of petrol were used.

EMISSION CATEGORY	EMISSIONS 2023* (in tn CO _{2e})	EMISSIONS 2024 (in tn CO _{2e})
Category 1 - Direct emissions	900,9	1.056,2
Category 2 - Electricity consumption	1.230,1	845,9
Category 3 - Transportation	2.611,6	2.542,3
Category 4 - Materials and products	16.169	20.678
Total indirect emissions (categories 2,3,4)	20.011,1	24.066,2
Total emissions (categories 1,2,3,4)	20.912,1	25.122,4

As part of its investment in self-generation of energy from renewable sources, the Company made the strategic decision in 2024 not to invest in guarantees of origin for renewable energy. As a result, the Company's indirect greenhouse gas emissions from energy consumption are higher compared to previous years. However, the self-generation of electricity from the 1.2 MW photovoltaic park is expected to significantly reduce emissions related to the Company's energy consumption.

For the calculation of the carbon footprint, the methodology of the ISO 14064 standard was selected. Primary data was obtained from the internal databases of the Company's operational units and facilities. The calculations were based on emission factors and assumptions from recognised international and national sources (IPCC, GHG Protocol, EPA, DEFRA, Greece National Inventory Report, DAPEEP).

2024 marks the second consecutive year in which the Company has calculated its greenhouse gas (GHG) emissions in accordance with the ISO 14064 standard. The baseline year, established in 2023, serves as the reference point for corporate target-setting, year-over-year comparison, and performance monitoring toward emission reduction goals.

ENVIRONMENTALLY RESPONSIBLE SUPPLIERS

As part of its commitment to responsible supply chain management, KLEEMANN prioritises partnerships with suppliers that demonstrate a high level of environmental and social responsibility. Signing KLEEMANN's Code of Conduct and Procurement Policy is a mandatory prerequisite for all new collaborations. In addition, suppliers are internally evaluated every six months based on financial and corporate responsibility criteria, the duration of cooperation, and overall performance and reliability.

In 2024, no violations or incidents that negatively impacted the environment or society were reported within the Company's supplier network. Suppliers who receive the highest and lowest performance scores are given electronic feedback. They are encouraged to either maintain their high level of performance or to make specific improvements where necessary.

*Due to changes in the calculation method, the information for 2023 has been restated.

EFFICIENT RESOURCE MANAGEMENT & CIRCULAR ECONOMY

KLEEMANN prioritises the efficient management of resources, adhering to the principles of circular economy. The optimal use of materials, energy, and natural resources—both during the manufacturing process and throughout the use of its products—remains a long-standing commitment of the Company. Eco-design, automation, life cycle analysis (LCA), and effective waste management are key components that contribute to minimising negative environmental impacts and promoting sustainable production practices.

Solid Waste

Preventing solid waste generation and ensuring its proper management in line with the principles of circular economy are key priorities for KLEEMANN. The Company invests in the sustainable management of its products' life cycle by extending product longevity and promoting component remanufacturing—both during lift maintenance and as part of its after-sales services. Moreover, by implementing ISO 14006 for eco-design within its manufacturing process, KLEEMANN effectively reduces material waste (scrap).

Beyond minimising waste generation, KLEEMANN is committed to the responsible management of waste through recycling and reuse processes. The Company has developed a comprehensive internal monitoring system that covers the collection, temporary storage, and internal transfer of all generated waste.

In compliance with the applicable legislation, KLEEMANN manages all waste exclusively through licensed waste management companies, ensuring adherence to best practices in responsible waste handling. Furthermore, the Company annually records detailed data in the Electronic Waste Register, documenting the type, quantity, origin, and management method of all generated waste.

In 2024, the Company generated 1.603,7 tons of waste. Of this amount, 1.555,9 tons (97.02%) were directed to recovery processes, while only 47,8 tons (2.98%) were disposed of in landfills. The Company ensured the safe and environmentally responsible management of 54.93 tons of hazardous waste, in cooperation with a licensed company for recycling and reuse.

WASTE MANAGEMENT TYPE	2022	2023	2024
Responsible waste management practices (Recovery/reuse/recycling)	96,1%	97,2%	97,02%
Waste landfilled	3,9%	2,8%	2,98%

Liquid waste and wastewater management

Through the design of its manufacturing processes and targeted management practices, the Company has achieved zero water discharge. The main water consumption relates to domestic use, and is supplied by the public water network, with automated systems in place to minimise excessive usage. In 2024, total water consumption at Kilkis facilities amounted to 5,826 m³. Furthermore, water quality analyses were conducted twice during the year by an independent, accredited third party, in line with standard practice.

During the Company's operations, no wastewater is generated, as all paint sludge, lubricants, and solvents are collected by licensed management companies.

ENVIRONMENTAL GOALS

In 2024, the Company achieved the following environmental goals:

- Further reduction in electricity consumption at the central facilities in Kilkis
- ISO 14064-1:2018 certification for the verification of greenhouse gas (GHG) emissions
- Implementation of monitoring software, enhancing the speed and accuracy of GHG emissions calculations through integrated data management.

The Company's environmental strategy for 2025 focuses on the following goals:

- Reduce energy consumption per employee by 2% compared to 2024
- Implement a 1.2 MW photovoltaic park for self-generation, which will cover up to 70% of the Company's electricity needs
- Maintain the system for calculating and verifying greenhouse gas emissions in accordance with ISO 14064
- Further develop the SCADA system for real-time monitoring, control, and data collection to enhance energy management and reduce consumption
- Continue employees' training on sustainable environmental management to reduce energy use, ensure proper waste management, and lower the carbon footprint



11

SOCIAL INITIATIVES



KLEEMANN recognises its broader role in society and considers Corporate Social Responsibility (CSR) an integral part of its corporate culture. In this context, the company actively engages in social initiatives and, in collaboration with public and non-governmental organisations (NGOs), participates in programmes that generate a significant social and environmental impact.

The Corporate Social Responsibility and Communication Department is responsible for designing and implementing CSR initiatives, in alignment with the Company's Policy and Procedures. The CSR Policy aims to maximise the Company's positive impact on its stakeholders, to meet the standards of modern corporate governance. The CSR Procedure outlines the key steps necessary for effective implementation of CSR initiatives. Furthermore, it defines the framework for developing and monitoring the annual CSR budget, preparing the ESG Report, and maintaining a modern CSR toolkit adapted to the applicable requirements of legislation and/or financial institutions.

The Company focuses its CSR initiatives on strategic collaborations with various non-profit organisations, local authorities, and other social stakeholders. These initiatives are structured around six core pillars: Health, Education, Culture, Vulnerable Social Groups, Sports, and Environment.

Where feasible, the Company actively promotes employee volunteering and ensures its participation to maximise the positive impact of each initiative.



HEALTH

KLEEMANN's social initiatives prioritise health as a cornerstone of social well-being. In this context, the Company participates in awareness and prevention initiatives on critical health issues and supports the National Health System through targeted actions and donations.

Kilkis General Hospital Blood Bank Support

For the third consecutive year, KLEEMANN celebrated "World Blood Donor Day" on June 14th and 15th by co-organising a voluntary blood donation event together with "The Smile of the Child" and Kilkis General Hospital. Voluntary blood donation represents one of the most important pillars of social volunteering and is a profound act of social solidarity.

Breast Cancer Prevention Campaign "Pink Together" Support

As part of its long-standing collaboration with the Hellenic Association of Women with Breast Cancer "Alma Zois", KLEEMANN participated in the "1st Pink Together" event, held on May 26th in Thessaloniki. This is the largest awareness campaign for breast cancer prevention and early diagnosis in Northern Greece. KLEEMANN was the largest volunteer team that participated in the initiative. As part of the event, the Company's employees walked the "pink route" together -from the statue of Alexander the Great to the Thessaloniki Concert Hall- strengthening the message of prevention and early diagnosis.



EDUCATION

KLEEMANN recognises the vital role of education in the progress of society and actively supports initiatives aimed at promoting innovation and fostering knowledge and skill development in children and young people.

International Student Competition «Invent for the Planet»

Innovation is at the heart of KLEEMANN's corporate culture. For this reason, the company actively supports actions and initiatives that promote innovation, such as the International Student Competition "Invent for the Planet." The competition, which is a collaboration between Texas A&M University College of Engineering in the USA and Aristotle University of Thessaloniki (AUTH), took place in February in Thessaloniki. Over the course of 48 hours, students from 33 universities worldwide formed teams and collaborated to find innovative solutions to the global challenges facing the planet.

Student Team Creed IOM

KLEEMANN proudly supported the student team Creed IOM from Ballakermeen High School in Douglas, Isle of Man, through sponsorship for their participation in "Europe's Largest Entrepreneurship Festival," held in July in Sicily.

The team was awarded first place at the festival's official awards ceremony, in recognition of their innovative concept designed to assist people with visual impairments. Their project, "SensoGuard", is a smart glove equipped with ultrasonic sensors designed to detect obstacles and to enhance the mobility and safety of visually impaired users.

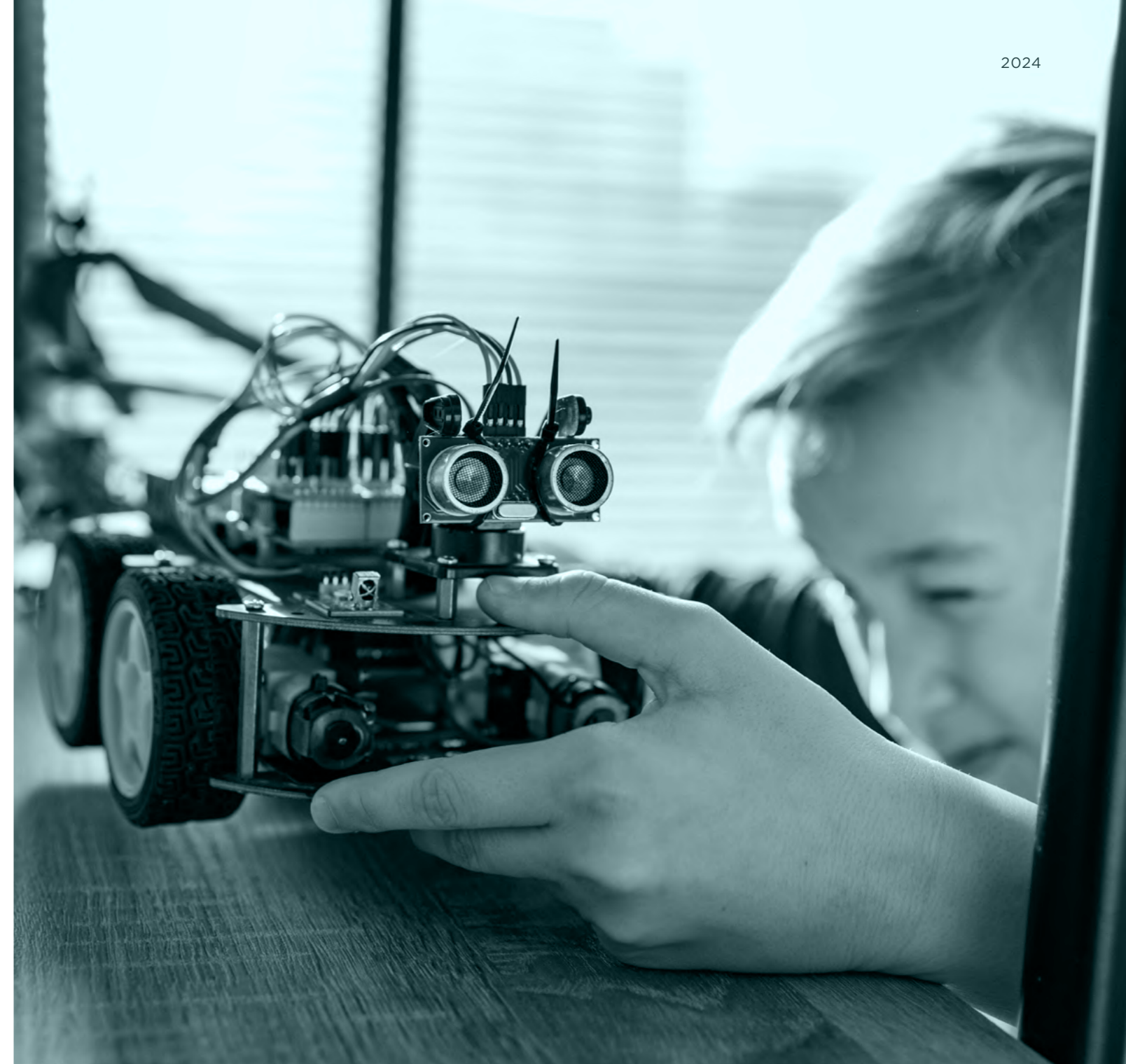
Eduact-Action for Education

For the 10th consecutive year, KLEEMANN supported the Non-Profit Organisation Eduact-Action for Education as a Gold Sponsor of the FIRST® LEGO® League Greece National Robotics Competition. Through this initiative, children from across Greece were given the opportunity to showcase their skills in robotics, programming, and teamwork. Demonstrating its strong commitment to youth empowerment and innovation, more than 30 KLEEMANN employees participated as volunteer judges throughout the competition.

Additionally, the Company sponsored the Greek National Robotics Team for the FIRST Global Challenge, held for the first time in Athens. KLEEMANN contributed to the team's preparation by constructing the robotic practice field. The FIRST Global Greek National Team achieved outstanding results, securing 4th place overall in the global competition and winning the Social Media Award, further affirming its strong international presence in the field of robotics.

Global F1 STEM in Schools Competition

"F1 STEM in Schools" is the leading international school competition in STEM (Science, Technology, Engineering, Mathematics), which begins at the national level and concludes with the World Finals. KLEEMANN proudly supported two school teams through sponsorship, enabling their participation in this global initiative. Both teams delivered outstanding performances and achieved significant distinctions, successfully representing Greece at the international level.



Technological Equipment Donations to Schools

KLEEMANN donated technological equipment to schools in Kilikis and Thessaloniki regions, supporting the upgrade of learning tools used during the educational process.

Technological Equipment Donation to a School in a Flood-Affected Area

In response to the increased needs following the severe damage caused by Storm Daniel, KLEEMANN donated equipment to Giannouli High School in Larissa. By supplying technological equipment, the Company addressed significant shortages and contributed to restoring the functionality of the school's computer lab.



CULTURE

Culture plays an important role in the development of society. KLEEMANN recognises that cultural heritage serves as a connection to the past while also representing a legacy for the future.

Especially in less urbanised areas, culture is sustained through the support of sponsors and donors. For this reason, KLEEMANN has taken an active role in supporting cultural associations in the regions of Kilkis and Thessaloniki. Through this contribution, the company supports the preservation and promotion of local cultural heritage.

Archaeological Museum of Thessaloniki

Aiming to promote the cultural heritage of Kilkis, KLEEMANN sponsored the opening event of the temporary exhibition titled “Metropolis of the Morrylians.” The exhibition, organised by the Archaeological Museum of Thessaloniki in partnership with the Ephorate of Antiquities in Kilkis, allowed visitors to explore the history and archaeology of the ancient city of Morrylos, which is located near the present-day village of Ano Apostoloi in the Municipality of Kilkis.

Open House Athens & Thessaloniki

Open House is one of the most significant international initiatives dedicated to promoting architecture and culture in Greece and abroad. For the 7th consecutive year, KLEEMANN supported the Open House Athens and Open House Thessaloniki events, which offer the public the opportunity to explore and appreciate the value of architecture. Through a programme of experiences, including organised tours, thematic routes, and informative events held in iconic public and private buildings in Athens and Thessaloniki, architectural heritage, innovation and cultural awareness are highlighted.

Kilkis Architects Association Support

KLEEMANN supported the scientific event organised by the Kilkis Architects Association, titled “Architecture in Kilkis.” The event explored the role of architecture in the city’s development and examined the historical evolution of the construction environment. At the same time, an exhibition of archival material was held, featuring photographs, maps, drawings, and photorealistic images that illustrated the urban growth and residential transformation of the city of Kilkis over time.



SOCIAL VULNERABLE GROUPS

Driven by a strong sense of social responsibility and a genuine commitment to solidarity, KLEEMANN implements initiatives to support socially vulnerable groups, strengthening its social impact.

Solidarity Boxes and Gift Cards

In the spirit of the Christmas and Easter holidays, a total of 660 “Solidarity Gift Cards” were donated to churches in Kilkis and Thessaloniki, offering immediate and meaningful support to families in need.

Network of Social Solidarity & Assistance

KLEEMANN responded to the request of the Network of Social Solidarity & Assistance and participated with a donation in the “Basket of Love” initiative. This initiative aims to support plenty of institutions in meeting the essential needs of vulnerable groups by providing basic necessities.

Kids Fun Festival at the Hellenic Children’s Village

The Company sponsored the Kids Fun Festival, a charitable and educational event for the children of the Greek Children’s Village in Filyro. This festival is the largest children’s event in Northern Greece, supporting the efforts of the Greek Children’s Village in Filyro to provide daily care for children living in Child Protection Units.

“Together for Children”

KLEEMANN made a donation to the Non-Profit Organisation “Together for Children”, contributing to its mission of supporting 60 vulnerable families in meeting their basic everyday needs (food, baby products, personal hygiene items, etc.) during the Christmas period.

“Contribute to the Family” Initiative

The Social Solidarity and Assistance Network designed the “Contribute to the Family” programme, and KLEEMANN undertook the responsibility to cover, for an entire year, the basic needs of a family facing financial difficulties, such as food and essential items.

YMCA’s “Together As a Family” Programme

The company supported the YMCA’s programme “Together as a Family”. This innovative educational initiative is designed to strengthen family bonds while also fostering the development of children’s social skills. It aims to bring parents and children together and, through creative shared experiences, to restore emotional closeness and encourage mutual engagement in everyday life.



SPORTS

KLEEMANN recognises the value of sports to promote a healthy lifestyle and a spirit of collaboration. In 2024, the Company supported local sports clubs, acknowledging their importance to local communities.

Supporting “ELEPAP” through the 19th International Marathon

On April 6th, the KLEEMANN team participated in the 19th International “Alexander the Great” Marathon, wearing the “ELEPAP” marathon t-shirt. Through this initiative, the company conveyed a strong message of solidarity and compassion, particularly towards children in need. Every participation by KLEEMANN employees in the 10 km and 40 km races contributed to supporting “ELEPAP”'s remarkable work.

Charity Mountain Race “Autism - ELPIDA”

KLEEMANN proudly supported the Charity Mountain Race organised by the “Friends of Autistic Persons Association of the ELPIDA Unit”. This initiative helped further their mission in providing education and care for the 50 children who are hosted and educated daily at the Unit in Oreokastro, Thessaloniki.




ENVIRONMENT

Fully aware that the Earth is our home, KLEEMANN undertakes initiatives that promote environmental consciousness, so that future generations will inherit a sustainable and resilient world.

On the occasion of World Environment Day, KLEEMANN, as a member of the non-profit environmental and humanitarian organisation WE4ALL, carried out a tree-planting initiative. 1,005 trees were purchased and planted in Ancient Olympia, Uganda, and Armenia.

By creating new green spaces, we aim to restore the natural environment where needed and to raise awareness among our people on environmental issues.



EMPLOYEE VOLUNTEERING

Alongside organised Corporate Social Responsibility initiatives, KLEEMANN promotes volunteering, encouraging its employees to participate voluntarily in initiatives, both during their personal time and within their working hours.

Voluntary activities raise social awareness, foster collaboration and mutual trust among employees, and enhance their motivation and commitment.

Employee Participation in the “Bazaraki Mas” of Make-A-Wish

A noteworthy example of our employee volunteering is their participation in the “Bazaraki Mas” event organized by Make-A-Wish Greece. KLEEMANN employees participated at this charity clothing bazaar in Athens, supporting the organisation’s mission to fulfill as many children’s wishes as possible.

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ABOUT THIS REPORT



This Corporate Responsibility Report is the eighth consecutive publication of non-financial information by KLEEMANN HELLAS SA (referred to in the Report as “KLEEMANN” and as the “Company”). The data presented refers to the calendar year 2024 (01.01.2024 to 31.12.2024). Due to changes in direct and indirect emissions calculation methodology, the Company recalculated the 2023 figures to facilitate direct comparison with 2024. This Report, along with all previous editions, is available on the Company’s official website.

The Report was based on the guiding principles of the UN Global Compact Initiative (CoP UNGC), the International Standards for Corporate Sustainability Reporting “GRI Universal Standards” (with reference to GRI Universal Standards) and the Greek Sustainability Code.

In view of the upcoming requirements of the European Corporate Sustainability Reporting Directive (CSRD), KLEEMANN has undertaken a double materiality analysis in alignment with the European Sustainability Reporting Standards (ESRS) and key quantitative indicators from the standards have been addressed. The Company supports the UN Sustainable Development Goals (SDGs) for 2030. A detailed reference to the specific SDGs targets to which KLEEMANN contributes is presented in the section “Corporate Responsibility & Sustainable Development.”

CONTACT DETAILS

Your suggestions present us with an opportunity for further and continuous improvement. We welcome any questions, inquiries, or comments. Any feedback or observations are appreciated and can be submitted either via email or by post to the following address:

KLEEMANN SA

Attention of Mrs. Maria Sympilidou, CSR & Communication Manager
Kilkis Industrial Area, 61100 Greece
T: (+30) 23410 38100
E: csr@kleemannlifts.com



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INDEX TABLES



UNITED NATIONS GLOBAL COMPACT

The Company completes the CoP annual questionnaire separately and submits it on the Organisation's platform.

PRINCIPLES	REPORT SECTIONS
A statement by a chief executive that commits the Company to operate responsibly	<ul style="list-style-type: none"> • Message From The General Manager
<p>PRINCIPLE 1: Businesses should support and respect the protection of internationally proclaimed human rights</p>	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Our People • Our Customers • Health & Safety at the workplace • Corporate Governance
<p>PRINCIPLE 2: Businesses should make sure that they are not complicit with human rights abuses</p>	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Our People • Supply Chain & Partnerships • Health & Safety at the workplace • Corporate Governance
<p>PRINCIPLE 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining</p>	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Our People • Health & Safety at the workplace
<p>PRINCIPLE 4: Businesses should uphold the elimination of all forms of forced or compulsory labor</p>	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Our People • Health & Safety at the workplace
<p>PRINCIPLE 5: Businesses should uphold the effective abolition of child labor</p>	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Our People • Health & Safety at the workplace
<p>PRINCIPLE 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation</p>	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Our People • Health & Safety at the workplace



PRINCIPLES	REPORT SECTIONS
<p>PRINCIPLE 7: Businesses should support a precautionary approach to environmental challenges</p>	<ul style="list-style-type: none"> • Environmental Responsibility • Fostering Innovation
<p>PRINCIPLE 8: Businesses should undertake initiatives to promote greater environmental responsibility</p>	<ul style="list-style-type: none"> • Environmental Responsibility • Fostering Innovation
<p>PRINCIPLE 9: Businesses should encourage the development and diffusion of environmentally friendly technologies</p>	<ul style="list-style-type: none"> • Environmental Responsibility • Fostering Innovation
<p>PRINCIPLE 10: Businesses should work against corruption in all its forms, including extortion and bribery</p>	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Corporate Governance • Our People

GREEK SUSTAINABILITY CODE

CODE SECTIONS	REPORT SECTION
STRATEGY	
Strategic Analysis & Action	<ul style="list-style-type: none"> • Message From The General Manager • Corporate Responsibility & Sustainable Development • About This Report
Materiality	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development
Goal Setting	<ul style="list-style-type: none"> • Message From The General Manager • Corporate Responsibility & Sustainable Development • Reporting objectives in individual chapters
Value Chain Management	<ul style="list-style-type: none"> • Message From The General Manager • Corporate Responsibility & Sustainable Development • Supply Chain & Partnerships
MANAGEMENT APPROACH	
Responsibility	<ul style="list-style-type: none"> • Message From The General Manager • Corporate Responsibility & Sustainable Development • Corporate Governance • Social Initiatives
Rules & Procedures	<ul style="list-style-type: none"> • Corporate Governance • Corporate Responsibility & Sustainable Development
Monitoring and Tracking	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Corporate Governance • KPIs in individual chapters
Rewarding Schemes and Motives for Sustainable Development	<ul style="list-style-type: none"> • Corporate Governance • Our People
Stakeholder Engagement	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development
Responsible Production and Innovation	<ul style="list-style-type: none"> • Environmental Responsibility • Fostering Innovation • Our Customers • Supply Chain & Partnerships

CODE SECTIONS	REPORT SECTION
ENVIRONMENT	
Use of Natural Resources	<ul style="list-style-type: none"> • Fostering Innovation • Environmental Responsibility
Management of Resources	<ul style="list-style-type: none"> • Environmental Responsibility
Air Emissions & Climate Change	<ul style="list-style-type: none"> • Environmental Responsibility
SOCIETY	
Employment Rights	<ul style="list-style-type: none"> • Our People
Equal Opportunities	<ul style="list-style-type: none"> • Our People
Qualifications	<ul style="list-style-type: none"> • Our People
Human Rights along the Supply Chain	<ul style="list-style-type: none"> • Supply Chain & Partnerships
Local Communities	<ul style="list-style-type: none"> • Corporate Responsibility & Sustainable Development • Supply Chain & Partnerships • Social Initiatives
Initiatives and Political influence	<ul style="list-style-type: none"> • Our Customers • Social Initiatives
Corruption Prevention and Fighting	<ul style="list-style-type: none"> • Corporate Governance • Our People

ESRS INDICATORS

Although KLEEMANN is not currently subject to the mandatory reporting requirements under the European Sustainability Reporting Standards (ESRS), we have chosen to capture our impact and align with their core principles. This mapping aims to enhance transparency, readiness for future compliance, and meaningful communication with stakeholders.

DISCLOSURE REQUIREMENT	REQUIRED INFORMATION	REPORT SECTION
GOV-1 The role of the administrative, management and supervisory bodies	Board's gender diversity	Corporate Governance
SBM-1 Strategy, business model and value chain	Total number of employees (headcount) by geographical area	Our People
E1-5 Energy consumption and mix	Total energy consumption related to the Company's operations	Environmental Responsibility
	Fuel consumption from crude oil and petroleum products	Environmental Responsibility
	Fuel consumption from natural gas	Environmental Responsibility
E1-6 Gross Scopes 1, 2, 3 and total GHG emissions	Gross Scope 1 GHG emissions	Environmental Responsibility
	Gross Scope 3 GHG emissions	Environmental Responsibility
	Gross greenhouse gas (GHG) emissions from each significant Scope 3 category	Environmental Responsibility
E3-4 Water consumption	Total water consumption	Environmental Responsibility
E5-5 Resource outflows	Total amount of waste generated by the Company's operations	Environmental Responsibility
	Total amount of waste directed to disposal, and a breakdown by hazardous and non-hazardous waste and by waste treatment type	Environmental Responsibility
	Total amount of non-recycled waste	Environmental Responsibility
	Percentage of non-recycled waste	Environmental Responsibility
	Total amount of hazardous waste generated	Environmental Responsibility
S1-6 Characteristics of the undertaking's employees	Total number of employees (headcount) and breakdown by gender and country	Our People
	Total number of permanent employees (headcount) and breakdown by gender	Our People
	Total number of temporary employees (headcount) and breakdown by gender	Our People
	Total number of non-guaranteed hours employees and breakdown by gender	Our People

DISCLOSURE REQUIREMENT	REQUIRED INFORMATION	REPORT SECTION
S1-7 Characteristics of non-employees in the undertaking's own workforce	Total number of non-employees (headcount) in the Company's own workforce	Our People
S1-9 Diversity metrics	Gender distribution in number and percentage at top management level	Our People
	Distribution of employees by age group: under 30 years old, 30-50 years old, over 50 years old	Our People
S1-13 Training and skills development metrics	Percentage of employees that participated in regular performance and career development reviews, by gender	Our People
	The average number of training hours per employee, by gender	Our People
S1-14 Health and safety metrics	Percentage of people in the Company's own workforce who are covered by its health and safety management system	Health & Safety at the workplace
	Number of fatalities as a result of work-related injuries and work-related ill health	Health & Safety at the workplace
	Number and rate of recordable work-related accidents	Health & Safety at the workplace
	Number of cases of recordable work-related ill health	Health & Safety at the workplace
S1-15 Work-life balance metrics	Number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health	Health & Safety at the workplace
	Percentage of employees entitled to take family-related leave	Health & Safety at the workplace
S1-17 Incidents, complaints and severe human rights impacts	Number of complaints filed through channels for people in the Company's own workforce to raise concerns (including grievance mechanisms)	Corporate Governance
G1-4 Incidents of corruption or bribery	Number of convictions for violation of anti-corruption and anti-bribery laws	Corporate Governance
	The amount of fines for violation of anti-corruption and anti-bribery laws	Corporate Governance

KLEEMANN has reported with Reference to the GRI Universal Standards for the period from 01.01.2024 to 31.12.2024.

GRI STANDARD	KPI	REPORT SECTION
GRI 2: General Disclosures 2021	2-1 Organizational details	Company Presentation
	2-2 Entities included in the Organization's Sustainability Reporting	About This Report
	2-3 Reporting period, frequency and contact point	About This Report
	2-4 Restatements of information	About This Report
	2-5 External assurance	About This Report
	2-6 Activities, value chain and business relationships	Company Presentation
	2-7 Employees	Our People
	2-8 Workers who are not employees	Our People
	2-9 Governance structure and composition	Corporate Governance
	2-10 Nomination and selection of the highest governance body	Corporate Governance
	2-11 Chair of the highest governance body	Corporate Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance
	2-13 Delegation of responsibility for managing impacts	Corporate Responsibility & Sustainable Development
	2-14 Role of the highest governance body in sustainability reporting	Corporate Responsibility & Sustainable Development
	2-15 Conflicts of interest	Corporate Governance
	2-16 Communication of critical concerns	Corporate Governance
	2-17 Collective knowledge of the highest governance body	Corporate Responsibility & Sustainable Development
	2-18 Evaluation of the performance of the highest governance body	Corporate Responsibility & Sustainable Development
	2-19 Remuneration policies	Our People
	2-20 Process to determine remuneration	Our People
	2-21 Annual total compensation ratio	Not disclosed for confidentiality reasons
	2-22 Statement on sustainable development strategy	Message From The General Manager
	2-23 Policy commitments	Message From The General Manager
	2-24 Embedding policy commitments	Message From The General Manager
	2-25 Processes to remediate negative impacts	Message From The General Manager
	2-26 Mechanisms for seeking advice and raising concerns	Corporate Governance

GRI STANDARD	KPI	REPORT SECTION
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	Corporate Governance
	2-28 Membership associations	Company Presentation
	2-29 Approach to stakeholder engagement	Corporate Responsibility & Sustainable Development
	2-30 Collective bargaining agreements	Our People
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Corporate Responsibility & Sustainable Development
	3-2 List of material topics	Corporate Responsibility & Sustainable Development
	3-3 Management of material topics	Corporate Responsibility & Sustainable Development
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Supply Chain & Partnerships
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Corporate Governance
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Responsibility
	302-3 Energy intensity	Environmental Responsibility
	302-4 Reduction of energy consumption	Environmental Responsibility
	302-5 Reductions in energy requirements of products and services	Fostering Innovation
GRI 303: Water and Effluents 2018	303-5 Water consumption	Environmental Responsibility
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental Responsibility
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental Responsibility
	305-3 Other indirect (Scope 3) GHG emissions	Environmental Responsibility
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	Environmental Responsibility
	306-3 Waste generated	Environmental Responsibility
	306-4 Waste diverted from disposal	Environmental Responsibility
	306-5 Waste directed to disposal	Environmental Responsibility

GRI STANDARD	KPI	REPORT SECTION
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Environmental Responsibility
	308-2 Negative environmental impacts in the supply chain and actions taken	Environmental Responsibility
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our People
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our People
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health & Safety at the workplace
	403-2 Hazard identification, risk assessment, and incident investigation	Health & Safety at the workplace
	403-3 Occupational health services	Health & Safety at the workplace
	403-4 Worker participation, consultation, and communication on occupational health and safety	Health & Safety at the workplace
	403-5 Worker training on occupational health and safety	Health & Safety at the workplace
	403-6 Promotion of worker health	Health & Safety at the workplace
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health & Safety at the workplace
	403-8 Workers covered by an occupational health and safety management system	Health & Safety at the workplace
	403-9 Work-related injuries	Health & Safety at the workplace
	403-10 Work-related ill health	Health & Safety at the workplace
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Our People
	404-2 Programs for upgrading employee skills and transition assistance programs	Our People
	404-3 Percentage of employees receiving regular performance and career development reviews	Our People
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Our People
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	Environmental Responsibility
	414-2 Negative social impacts in the supply chain and actions taken	Environmental Responsibility

GRI STANDARD	KPI	REPORT SECTION
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Our Customers
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Our Customers
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling	Our Customers
	417-2 Incidents of non-compliance concerning product and service information and labeling	Our Customers
	417-3 Incidents of non-compliance concerning marketing communications	Our Customers
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Corporate Governance
KLEEMANN's indicators for Research, Development & Innovation	KLEEMANN's approach and progress in Research, Development & Innovation	Fostering Innovation



