



**SUSTAINABILITY
REPORT**

2014

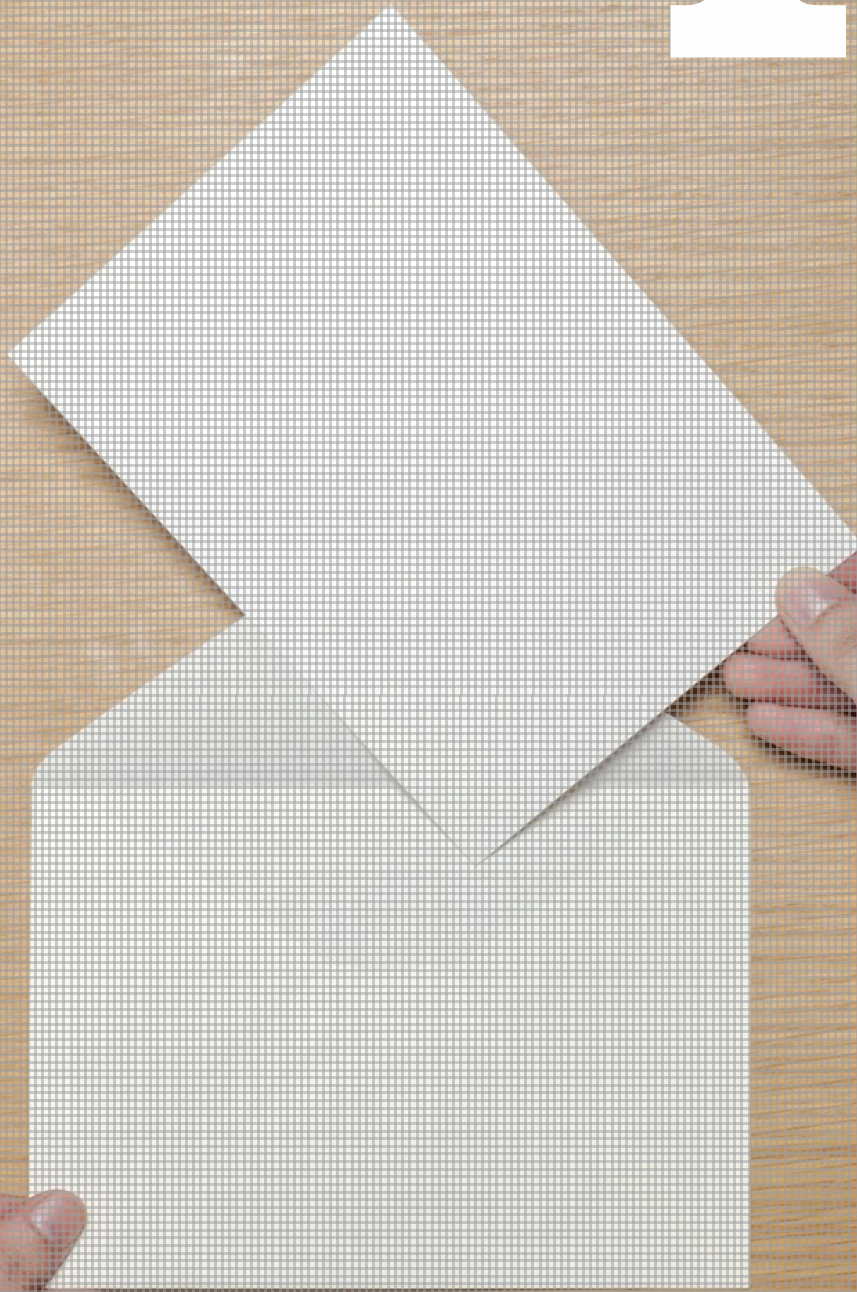
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A



**Message
from the
Managing Partner**

A. Message from the Managing Partner¹

Dear Members and Stakeholders,



We are proud to present Global Sustain Sustainability Report 2014, in line with the company's vision and engagement to sustainability and transparency. Global Sustain considers corporate responsibility and sustainability as the primary focus of all companies and investors, regardless of the size, sector and/or location in which they operate. Sustainability and reporting are integral and crucial parts of our business strategy, our operations and values, closely linked to our daily activities.

In 2014 we improved our financial performance and enhanced our global presence (Basel, Colombo, Dubai, London), with respect to international standards that guarantee our responsible long-term development. We grew the portfolio of our services (advisory, benchmarking reports, etc.) as well as our members' base (more than 50 new members) and at the same time we continued to operate in a responsible manner. Sustainability remains an indispensable part of our strategic planning as we keep on addressing social, economic and environmental issues in our long-term operations, by undertaking responsible initiatives on:

- The provision of high-quality and innovative services to our clients and members.
- The company's growth with the support and satisfaction of our employees, members and other stakeholders.
- The participation in global alliances.
- The compliance with international and national laws and regulations.
- The management and offset of our carbon footprint.

Despite the challenging socioeconomic and political environment, our turnover was increased by 31.89% (2014 vs. 2013), meeting our last year's target, while net profit was doubled. The company is still debt free since its establishment, with no third-party funding or other subsidy whatsoever. In 2014, we offered innovative on-line and off-line services to more than 600 members and clients from the corporate, financial, public, third and academic sectors, and achieved most of the goals we had set the previous year, specifically in marketplace, workforce and environment sectors. We continued to act with integrity and transparency in tax matters according state law, providing an attractive and remunerating place to work and creating social value for as many stakeholders as possible.

In 2015, we will continue our sustainability program focusing on society, workforce, services and environment, since the company is highly linked with the People-Planet-Profit mentality that we endorse. This year's report is a landmark as far as the reporting procedure is concerned since we follow international reporting guidelines according to the GRI-G4 standard. Once more the whole report was submitted for external assurance to an independent assurance provider, while we also provide through this report our Communication on Progress to the ten principles of the United Nations Global Compact.

We are committed to growing with a solid sense of responsibility and become an innovator and a catalyst for change. We recognise that global economic environment is fragile but we are determined to stay focused on ensuring a sustainable future for our business.

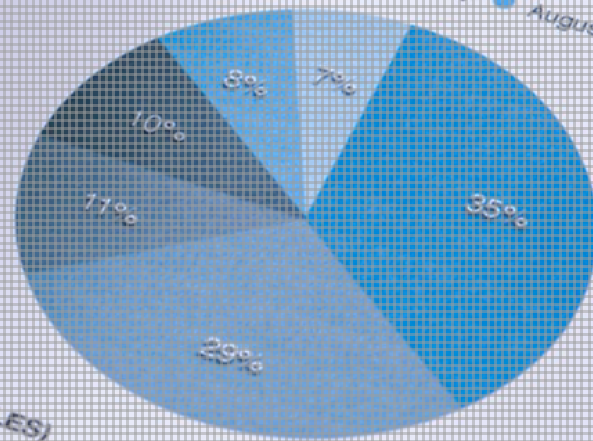
In the following years, we will enhance our global presence by opening representation offices in 10 countries, new innovative services will generate the 50% of our total revenue and be recognised as a great and remunerative place to work. We will continue to operate with a clear vision, adapt to new global demands and deliver our promises as a role model for new-generation enterprises globally.



Michael Spanos
Managing Partner

¹G4-1, G4-9

B



About this Report

B. About this Report

1. Scope and boundary²

Global Sustain submitted its first Communication on Progress, the most important expression of our commitment to the UN Global Compact and its Ten Principles, in September 2012, for the reference year 2011. COP represented the company's inaugural public communication to our stakeholders on the progress made in implementing the Ten Principles of the UN Global Compact and in supporting the broader UN development goals through our partnerships. The COP was followed by Global Sustain first Sustainability Report for the reference year 2012 and by Global Sustain Sustainability Report for the reference year 2013. All Global Sustain reports were according to the Global Reporting Initiative (GRI) international guidelines. The two previous Reports were according to the GRI - G3.1 guidelines, checked by GRI, rated at application level C+ and received external assurance. This is the company's third Sustainability Report which represents the management practices and the results of its actions for the reference year January 1, 2014 - December 31, 2014. Once more we employ the GRI guidelines to ensure that our results are reported objectively and transparently. This year's Report was prepared taking into account the GRI - G4 (In accordance "Core") and the principles of the United Nations Global Compact. As a signatory to the UN Global Compact we provide a table mapping the Ten Principles of the Global Compact to this report, thus providing a Communication on Progress, pursuant to the requirements by the Global Compact (www.unglobalcompact.org).

The content of the Global Sustain Sustainability Report has been assured by the company TÜV Hellas (TÜV Nord). The detailed Independent Assurance Statement is included in pages 59-60 of the present Sustainability Report. Our intent in issuing this Report is to depict the impact of our business activity on the Economy, Environment and Society and to enrich the dialogue within and around our company. We do so in the hope that this dialogue will help us expand our understanding of such issues and encourage us to "Be responsible in everything we do." The topics collected were prioritised based on the impact they have on our company and its stakeholders.

This year, as part of the process of preparing this Report, apart from the regular communication and collaboration that we have established with each group of our stakeholders, we conducted a thorough review of our material impacts through engaging in dialogue with both our internal and external stakeholders (Materiality Assessment). In selecting and ranking the material issues, we have used a detailed procedure based on the principles of relativity and importance.



² G4-3, G4-18, G4-23, G4-28, G4-29, G4-30, G4-32, G4-33

The assessment was conducted in 4 steps:

STEP 01

Identification and review of material issues as these arise from our corporate strategy through internal procedures.

STEP 02

Identification of material issues from our stakeholders (internal and external), through a research (survey-questionnaire³ in which participants were asked to assess the materiality of an extensive range of corporate responsibility issues regarding the marketplace, the human resources policy, the society and the environmental policy) and focus groups (composed by employees, customers, suppliers and peers).

STEP 03

Determination of the most material issues of the organisation by bringing together the results of the internal and external stakeholder engagement together into a matrix.

STEP 04

By using the outcomes of the Materiality Matrix we defined the material aspects that Global Sustain will focus on.

STEP 05

The material issues were checked by the external assurance company, for completeness, balance, accuracy and reliability.

We indicate the aspects of the General Standard Disclosures and the Specific Standard Disclosures that define the material issues, as footnotes at each relevant section.

This Report describes Global Sustain activities in

relation to its services offered in Greece and it does not include information on its representation offices in Basel, Brussels, Colombo, Dubai, London and Melbourne.

³The questionnaire was addressed to a sample of 180 participants, of which 27 participants both internally and externally responded.

2. Development⁴

Since this is the third Report published, the Global Sustain Sustainability Team ensured that all the reporting requirements are met.

What is more, a special sustainability training program was implemented to help employees deal with all the data and information presented in this Report that stem from its activities.

The content of this Report was formed based on the company's best practices and general CSR/sustainability pillars (marketplace, human resources, environment, and society). Best practices relate to the day-to-day operation of the company. Global Sustain provides services, with zero hazardous impact to the environment and to the society.

Economic performance and member satisfaction are material to Global Sustain, as a member driven company. Moreover, materiality was defined by management priorities and the stakeholders who took part in a special survey. According to the survey results, the material issues for Global Sustain are described below:

- Treating customers fairly by providing them reliability and quality through Global Sustain services.
- The company ensures customer satisfaction by offering innovative services and clear information about them.
- Providing continuous training to employees, customised on the basis of their needs, role and aim to their personal development.
- Creation and participation in valuable alliances, work with foundations, chambers, etc.
- Compliance with international and national laws and regulations.

3. Restrictions⁵

As there is available data from Global Sustain previous report, there are some references to targets or achievements made during the reference year. There aren't any restatements of information provided in previous reports.

The whole Report was submitted for external assurance to an independent assurance provider.

4. Give us your feedback⁶

Global Sustain primary target audiences of this Report are our employees, our shareholders, our members, our clients and our stakeholders who have a particular interest in our company and our services. We hope that you will have the time to review this Report, learn more about us and offer your feedback and ideas as we move forward.

You are kindly asked to submit your views, comments and recommendations to:

Ms. Constantina Batsari, 2, K. Palama Street & 161, Vouliagmenis Avenue GR-172 37 Dafni, Athens, Greece

Tel.: (+30) 210 927 1110

Fax: (+30) 210 927 1119

E-mail: constantina.batsari@globalsustain.org.

⁴ G4-19

⁵ G4-22

⁶ G4-31

C

Introduction

C. Introduction

1. Company profile⁷

Global Sustain L.P., headquartered in Athens, Greece, is a privately-held firm, which owns and operates the climate-neutral popular portal, www.globalsustain.org. This content-rich portal effectively communicates CSR and sustainability news, reports, events and information on behalf of members and clients, with a global audience. Global Sustain offers innovative on-line and off-line services to 620 members and clients from the corporate, financial, public, third and academic sectors, facilitating synergies among members and other key stakeholders.

It also participates in, presents at and co-organises numerous conferences and events, including the Sustainability Forum, a training, networking and professional development event.

Global Sustain has been publishing an annual edition since 2007, entitled "Yearbook", with the scope of creating a platform for public policy, corporate, citizen-sector, and other leaders as well as scientists and experts to share their views on each year's theme, while at the same time offering a "communication vehicle" for pioneering corporations to showcase their own initiatives and sustainability actions.

Global Sustain is a company with five full-time staff, and its turnover in 2014 amounted to EUR 294,127.45 (approximately USD 326,187.00). In Greece, Global Sustain has a major market share and presence as far as sustainability is concerned.

1.1 Global Sustain at a glance⁸

- Established in 2006 with offices in Athens (since 2006), Basel (since 2014), Brussels (since 2013), Colombo (since 2014), Dubai (since 2014), London (since 2014) and Melbourne (since 2013) and a rapidly-expanding family of members, clients, partners and ambassadors.
- Acts as a reference point for sustainability.
- A unique social entrepreneurship model, a values-based, independent firm and catalyst for change.
- Facilitates synergies among members and key stakeholders.
- Effectively communicates CSR and sustainability news, reports, events and information on behalf of members and clients Stakeholder (OS).
- UN Global Compact signatory; founding member of the Global Compact Network Hellas since 2008; member of the Global Compact Network Belgium, since 2014.
- Member and partner of CSRwire.
- Collaborates with numerous other leading organisations, including Ethical Performance and Ethical Corporation.
- Data Partner for the Global Reporting Initiative and GRI Organisational Stakeholder (OS).
- Signatory to the United Nations-backed Principles for Responsible Investment (PRI) Initiative, an international network of investors working together to put the six Principles for Responsible Investment into practice.
- Member of Social Value International, the largest international social value network in the world.
- Member of EFQM, a not-for-profit foundation, established to support sustainable economic development.

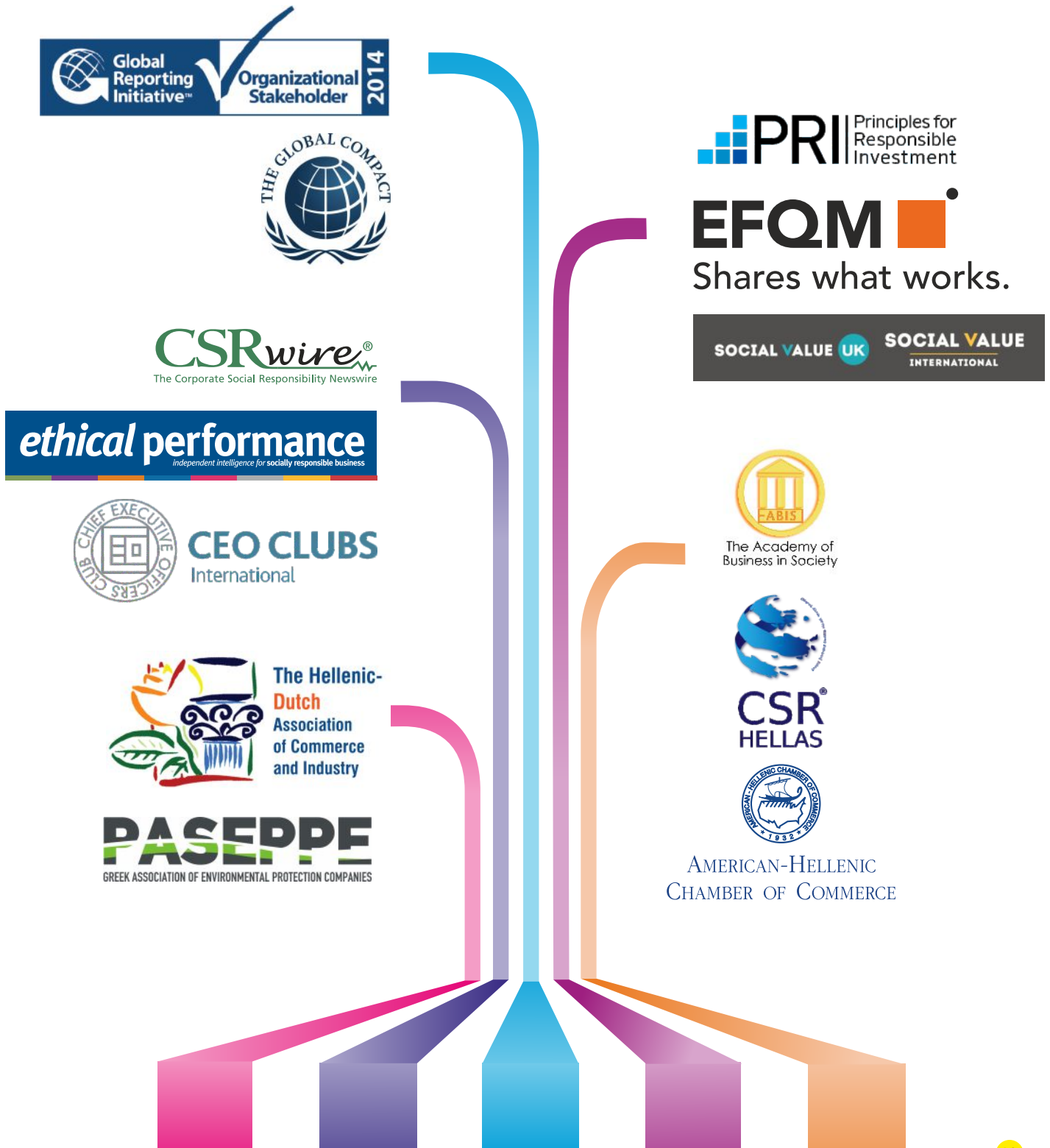
⁷ G4-5, G4-7

⁸ G4-6, G4-13, G4-15

- Affiliate member of ABIS - Academy of Business in Society (Belgium).
- Member of the CEO Clubs International
- Annually funds not-for-profit projects making an impact.

- Co-organises numerous conferences and events, including the Sustainability Forum, a training, networking and professional development event.
- Operates as a 100% carbon neutral firm.
- Has published 7 Yearbooks to date.

1.2 Memberships / Partnerships⁹



⁹ G4-15, G4-16

- 2014 A member of the Hellenic-Dutch Association of Commerce and Industry.
 - 2014 A UN Global Compact signatory and founding member of the Global Compact Network Hellas since 2008 and a member of Global Compact Network Belgium.
 - 2014 A signatory to the United Nations-backed Principles for Responsible Investment (PRI) Initiative, an international network of investors working together to put the six Principles for Responsible Investment into practice.
 - 2014 A member of Social Value International, the largest international social value network in the world.
 - 2014 A member of EFQM, a not-for-profit foundation, established to support sustainable economic development.
 - 2013 An affiliate member of ABIS- The Academy of Business in Society.
 - 2013 A member of the CEO Clubs International.
 - 2012 A member of the American-Hellenic Chamber of Commerce.
 - 2012 A member of the Greek Association of Environmental Protection Companies (PASEPPE).
 - 2011 A Data Partner for the Global Reporting Initiative and GRI Organisational Stakeholder (OS).
 - 2008 A member of the Hellenic Network for Corporate Social Responsibility (CSR Hellas).
 - 2007 A member and partner of CSRwire, Inc., U.S.A., The Corporate Social Responsibility Newswire.
- Collaborates with numerous other leading organisations, including Ethical Performance, Ethical Corporation, U.K.

1.3 Vision¹⁰

A sustainable world, where organisations embrace responsibility and respect for human and natural capital, in their quest for growth.

1.4 Mission

To create awareness, inspire and support companies and organisations in sustainability, through advisory, communications, networking and training, guided by the people-planet-profit concept.

1.5 Values¹¹

Our values define who we are and guide the way we think, act and do business.

At Global Sustain, we:

- Do not view our employees as “assets” or “workers”, but rather as pro-active ambassadors who are passionate about our mission. We encourage our ambassadors to be change makers and go-getters, and be passionately part of Global Sustain mission;
- Strongly believe in encouraging synergies and facilitating strategic partnerships among Global Sustain members and our key stakeholders;
- Believe that making the world a better place starts-first and foremost-from ourselves, our ambassadors and our stakeholders, and are therefore active citizens in our personal and professional lives. We encourage our members to not just be good, but also pro-active corporate and individual citizens;
- Strongly believe that corporate responsibility, responsible investing, green economy and sustainability should be the central focus of all companies and investors, regardless of size, industry sector or location in which they operate;

- Participate in our members' voluntary activities, projects and events;
- Are dedicated to remain a 100% climate neutral and zero-waste company. This commitment refers to both our operations (e.g., office, logistics, staff movements) and products/services (e.g., Web portals, exhibitions, events, Yearbooks);
- Donate a percentage of our corporate annual pre-tax earnings to help fund innovative, not-for-profit projects that make an impact;
- Strongly adhere to ethical decision-making, organisational transparency, and accountability, both internally (to one another, to our ambassadors) and to our external stakeholders, including our members.

2. Services¹²

Global Sustain-a privately held firm-offers innovative on-line and off-line services to its members and clients from the corporate, financial, public, academic and citizen sectors, including advisory, communications, networking and training services. Markets served are Australia (since 2013), Belgium (since 2013), Greece (since 2006), Sri Lanka (since 2014), Switzerland (since 2014), United Arab Emirates (since 2014) and United Kingdom (since 2014). Our customers are divided in two major groups: companies and NGOs. Companies cover economic sectors such as telecoms, communication, banking, services, retail, pharma, insurance, industry and energy. Customers enjoy the following services, in reference to their membership subscription (silver, gold, platinum).

Advisory

Global Sustain supports companies and organisations in formulating their sustainability strategy, designing sustainability policies and programs, preparing reports,

¹⁰ G4-56

¹¹ G4-56

¹² G4-4, G4-7, G4-8, G4-9

conducts research about national and international best practices, supports companies in services related to responsible investments and in the participation in sustainability indexes, establishes metrics for social value estimation of strategy and corporate responsibility and sustainability initiatives, facilitates networking with pioneering organisations and institutions.

On-line services

In order to ensure effective communication of its members, Global Sustain owns and daily updates the popular portal www.globalsustain.org, hosting articles, press releases, news, sustainability reports, interviews and research. Members have their own dedicated microsite and can utilise marketing and communication tools such as videos, podcasts, banners, mail shots and social media to raise awareness of their sustainability strategy, policies, reports and programs. This information is also distributed through a partnership network comprised of multiple leading organisations within the sustainability and corporate responsibility sector.

Newsletter

Committed to timely inform stakeholders on sustainability issues, Global Sustain publishes an electronic newsletter highlighting the latest news, trends, research and events on sustainability. The newsletter includes the latest developments, press releases, interviews, viewpoints, announcements, presentations, videos, podcasts, and other information of Global Sustain corporate and non-corporate members. The newsletter is distributed to 19,677 "opt-in" subscribers, including CEOs and senior managers, business leaders, consumers, local and public authorities, academic institutions, journalists, opinion formers, decision makers and non-governmental organisations. This informative newsletter is not only a trusted source of market intelligence, but also offers Global Sustain members a valuable tool to effectively reach out to their stakeholders. In 2014, Global Sustain published 48 newsletters (24 Greek, 24 English).

New media services

Global Sustain offers new and cutting-edge digital services aiming at effectively communicate its members' sustainability efforts and provide opportunities for networking. Via its social media presence (Facebook, LinkedIn, Twitter, YouTube), Global Sustain facilitates a constant and constructive dialogue among its stakeholders, through daily news uploads, innovative applications, and at the same time undertakes projects for developing and managing social media pages.

Members-to-Members

Global Sustain offers extensive networking among its members through its Members-to-Members (M2M) service.

On-line M2M

This service allows corporate members to communicate new, innovative and sustainable services and products, collaborative synergies or mutually beneficial projects to a targeted audience through the portal. We disseminate information and initiate networking using a combination of our website and direct email alerts to selected members and stakeholders in our sustainability database.

M2M meetings

In M2M meetings, members can present their products, services, strategy and best practices related to sustainability, to other Global Sustain members. These meetings create excellent networking opportunities, encourage and inspire members and exchange best practices. In 2014, the company organised four M2M meetings (Microsoft NGO Day, Atradius, Interamerican and Annual Members Meeting).

Corporate Members (as of Dec. 31, 2014)¹³

Actelion
Afoi Konstantakatou
ALD Automotive
Alfa-Beta Vassilopoulos S.A. - Super Markets
Alpha Bank
Asset Ogilvy Public Relations
Athenian Brewery
Atradius Credit Insurance
Attica Bank
Attiki Gas Supply Company
Attiki Odos
Berling
Boehringer Ingelheim
Bondex Couriers - Bicycle Messenger Service
Boussias Communications
Carlson Wagonlit Travel
Cartridge World Greece
Center of Sustainable Entrepreneurship Excelixi
Citibank International
Coca-Cola Hellas
COSMOTE Mobile Telecommunications
CSRwire
Deloitte
DEONpr
Depa
DigiMagix
Direction Business Network
Dixons South-East Europe
Econews.gr/News Link
Elsa - Silgan
Ethical Performance
European Reliance General Insurance Company
EYDAP
Fairworks
Genesis Pharma
Gilead
Global Link
Greek Environmental & Energy Network
Green Evolution
Greenmind
Hazlis & Rivas Co.
HEDNO

Hellenic Petroleum
Hellenic Telecommunications Organisation (OTE)

JT International Hellas

ICAP

Impressme

Innews

Interamerican

Italcementi Group

KPMG

LeasePlan Hellas

Mamidoil Jetoil

Manifest Services

MCK Group of Companies

Microsoft

Mourgelas & Associates

MSComm

Mytilineos Holdings

NRG

Piraeus Bank

Ploto

Polyeco

Pressious Arvanitidis

Public Power Corporation (PPC)

Revolve Media

S&B Industrial Minerals

SCA Hygiene Products

SARGIA Partners

Schneider Electric

Securicon

Siemens

Swarovski

Technical Office 'V. Plevris and Associates'

Think Plus

Tritoxo Project Management

TÜV Austria Hellas

TÜV Hellas (TÜV Nord)

Valuation & Research Specialists

Vassiliko Cement Works Public Company

Vivechrom

Vodafone

WIND

NGO Premium Members¹⁴

AIESEC National and Kapodistrian University of Athens

Athens Siblings - KINAPSI

BioRegional Development Group

CEO Clubs

Children's Home Foundation

Educational Centre for People with Disabilities in Piraeus (PekAmeA)

ELEPAP-Rehabilitation for The Disabled

European Expression

European Sustainability Academy (ESA)

Future Leaders

Greek Horse Protection

Hellenic Passive House Institute (HE.P.H.IN.)

Hellenic Society for the Protection of Nature

Human People

Industry Disruptors Game Changers (ID-GC)

K.E.E.P.E.A. 'Orizontes'

KETHEA 'SCHEMA + CHROMA'

Life Line Hellas

Lighthouse for the Blind of Greece

Municipal Waste Europe

Pediatric Trauma Care (PTC)

Prolepsis

Psychogeriatric Association 'Nestor'

Social Care Athena

Social Cooperative Activities for Minority Groups 'EDRA'

Stichting Global Reporting Initiative (GRI)

The Smile of the Child

Society Premium Members¹⁵

ABIS - The Academy of Business in Society

ALBA

American-Hellenic Chamber of Commerce

B&M Theocharakis Foundation for the Fine Arts and Music

Benaki Museum

British Council

EFQM

Global Compact Network Belgium

Greek Association of Environmental Protection Companies (PASEPPE)

Hellenic Association of Chemical Industries (HACI)

Hellenic-Dutch Association of Commerce & Industry

MBA International

MSc in Human Resource Management

Municipality of Agios Dimitrios

Principles for Responsible Investment (PRI)

SEVITEL

Social Value International

Social Value UK

Hellenic Association of Pharmaceutical Companies (SFEE)

Conferences-Exhibitions-Events

Global Sustain organises, co-organises, pro-actively supports and participates in, local and international conferences, exhibitions and events, in order to effectively communicate its members' sustainability policies and programs and deliver market intelligence and know-how to its members on a number of important issues related to sustainability.

Services include:

- Targeted networking with executives, companies, organisations and other entities.
- Preparation and dissemination of feedback reports on international events.
- Complimentary invitations and discounts for members.
- Distribution of members' corporate material.
- Extensive and regular update on events.

Sustainability Forum

Every year, Global Sustain organises the **Sustainability Forum - A training, networking and professional development event**. The Forum provides hands-on experience and practical knowledge through specialised workshops and brings together prominent speakers and top sustainability experts from all around the world (www.sustainabilityforum.gr). In 2014, Sustainability Forum took place on October 3, at the Center of Sustainable Entrepreneurship Excelixi (member of Piraeus Group), in Athens, Greece.

NGO annual funding

At the end of each fiscal year, as part of our corporate responsibility policy, Global Sustain finances non-profit projects carried out by non-corporate members, with the aim of funding specific social, environmental or other needs in the citizen sector. To date, 17 charitable projects have been financed since 2006, through an electronic voting procedure and the opinion of an NGO Project Funding Committee. This policy is part of the company's values and aims at promoting and supporting the work of NGO members with social and environmental impact.

Yearbook

Yearbook series aim at highlighting critical sustainability issues and constitute a catalyst for constructive dialogue and positive change. This annual global publication is trusted by top companies and important stakeholders from all around the world. Each year, Global Sustain

chooses a topic of universal interest relevant to the people-planet-profit concept and analyses all the aspects, through the views of internationally renowned personalities, business leaders, politicians, visionaries and academia. Industry opinion formers and decision makers across the world contribute with policy and business intelligence to the publication, while leading corporations showcase their best practices and flagship products and services in the sustainability field.

The hard copy publication is presented every year in special events and venues, with high level participants and is distributed to more than 50 countries. In 2014, Global Sustain published the 7th Yearbook, entitled "Beyond Borders".

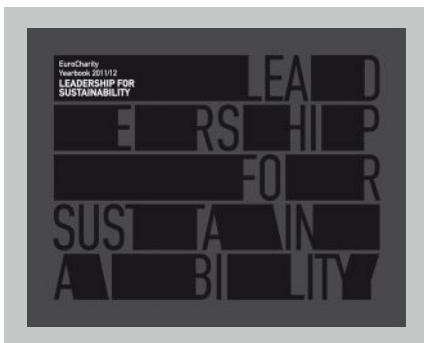
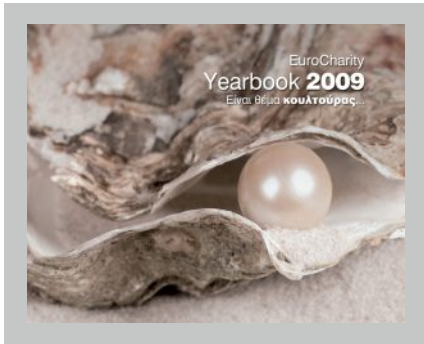
For more info please visit:

<http://globalsustain.org/en/yearbook>.



Yearbook Presentation 2014 - Beyond Borders





2.1 Product and service information and labeling¹⁶

In Global Sustain, we believe that providing clear and easily accessible information of our products and services is directly linked to our sustainability strategy. We strive for excellence in our products and services and we think that is necessary for our

customers and end users to make purchasing choices based on clear information. Moreover, we try hard to ensure that all our significant products and service categories have a positive impact on sustainability.

Product and service information and labeling	Yearbook	Sustainability Forum	Site (www.globalsustain.org)
The sourcing of components of the product or service.	FSC® production, carbon neutral publication.	Carbon neutral event / CO ₂ Neutral Seal, FSC® production in all promotional material.	Carbon neutral site / CO ₂ Neutral Seal.
Content, particularly with regard to substances that might produce an environmental or social impact.	The company is trying to minimise its environmental impacts by FSC® production and carbon offsetting.	The company is trying to minimise its environmental impacts by offsetting all significant CO ₂ and other greenhouse gases emitted as a result of the Forum and FSC® production.	The company is trying to minimise its environmental impacts by offsetting all significant CO ₂ and other greenhouse gases emitted as a result of the Global Sustain site.
Safe use of the product or service.	Not applicable.	Not applicable.	Not applicable.
Disposal of the product and environmental/ social impacts.	There is no disposal of the publication by the company. However in order to minimise the environmental impact of any disposal of the Yearbook, FSC® production is adopted.	All the promotional material that comes along with the Sustainability Forum is FSC® certified, as the company endeavors to minimise its environmental impact.	Not applicable.
Other	We sign detailed contracts according to state law that safeguard our clients and suppliers, as well as Global Sustain.		

A man in a white shirt is seen from behind, drawing a path through a complex maze on a grid background. The maze is composed of black lines forming a grid with various openings and dead ends. The man's hand is visible on the left, holding a white marker that has just drawn a white line segment. The overall scene is set against a dark, textured background.

D

Strategy and management

D. Strategy and management

1. Defining sustainability¹⁷

As a company, we are part of the society and we implement our economic, social and environmental responsibility in all spheres of our influence. Sustainability is central to Global Sustain core values. Our whole business is conducted in an ethical and responsible way. We maintain a strong sustainability policy for the future, through investing in a number of initiatives such as:

- striving for sound financial performance and growth,
- ensuring a safe, secure and remunerating work place for our employees,
- endorsing the Precautionary Principle¹⁸ which refers to the approach taken to address potential environmental impacts, by operating as a 100% climate neutral, zero-waste company, setting an example for others to follow,
- limiting our transportation by increasing the number of teleconferences for immediate communication with customers and zero environmental impact,
- supporting the communities in which we do business.

The triple bottom line approach (People-Planet-Profit), also known as the three dimensions of sustainability, defines the way we do business and our relations with our stakeholders.

- “People” (the human capital) refers to beneficial business practices towards labour, the community and region in which we conduct our business.
- “Planet” (the natural capital) refers to sustainable environmental practices that we adopt and advocate to our stakeholders.

- “Profit” (the economic capital) refers to the economic value created by our company. This also refers to our corporate earnings and capital savings for growth, as well as the real economic benefit enjoyed by the society and the real economic impact our company has on its economic environment.

2. Sustainability pillars and framework

The main pillars of sustainability for our company were determined through a process which combined both internal analysis and dialogue with our stakeholders through an annual stakeholder engagement survey conducted. The main pillars of sustainability for our company are: Marketplace, Human Resources, Society and Environment.

3. Corporate governance and compliance¹⁹

Corporate governance is the set of processes, customs, policies, laws and institutions affecting the way the company is directed, administered and/or controlled. Global Sustain stakeholders include its partners, employees, associates, affiliates, members, suppliers, customers, banks, regulators, public authorities, the media and the community at large.

We strive for excellence in our products and services as well as in the way we do business throughout all our operations.

This process commences with our partners, the management team, all our employees as well as our associates.

We try hard to achieve the highest standards and we promote this rigorously throughout the company.

This applies equally to transparency in reporting and meeting the expectations of stakeholders - regardless of whether this relates to accounting procedures, our products and services standards,

¹⁷ G4-14, G4-56

¹⁸ With regard to operational planning or the development and introduction of new products and services, Global Sustain tries, where possible, to estimate the impact as well as the value to stakeholders and the environment

¹⁹ G4-34

ethics in all our dealings with members, clients, co-workers and the public, or behaving in a safe and environmentally responsible manner. Solid principles of corporate governance are key to maintaining the trust of stakeholders. Global Sustain has adopted corporate governance practices to promote and safeguard the effective functioning and operation of the company. This reflects the top management’s strong commitment to sound corporate governance and encourages effective policy and decision making across the company as well as appropriate monitoring of both compliance and performance. These practices are intended to assist top management in the exercise of its governance responsibilities and serve as a flexible framework within which the top management may conduct its business. These corporate governance practices are not intended to change or interpret any law or regulation and are subject to modification by the top management. The Partners' Assembly is the top-level decision-making body of Global Sustain and oversees the activity of the company, as defined by the Articles of Incorporation.

The Partners' Assembly consists of all individual and legal entities that have a legitimate shareholder interest in Global Sustain. The Partners' Assembly is responsible for the overall strategy of Global Sustain and sets the corporate objectives and management goals of the firm. In addition to business and financial issues, the Partners' Assembly deals with challenges and issues related to corporate governance, corporate responsibility, ethics and sustainability. Certain executive authority is delegated by the Partners' Assembly to the Managing Partner of Global Sustain, who is a member of the Partners' Assembly and has the responsibility of the day-to-day operational management of the firm, making sure that business and sustainability targets are met in accordance to corporate policy. The Managing Partner, who acts as the Chief Executive Officer (CEO) is also responsible for monitoring the company's code of conduct, is the legal representative of Global Sustain and acts as a spokesperson on behalf of the firm.

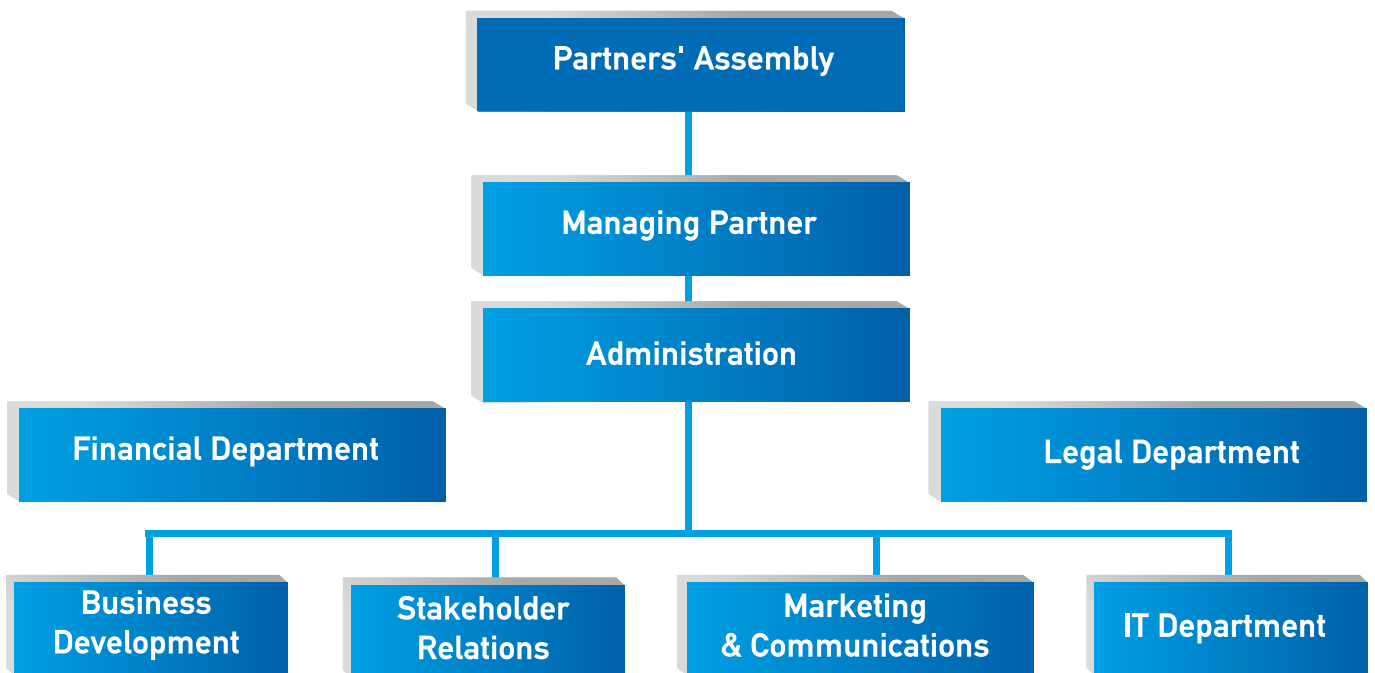


Figure1: Organisational chart

3.1 Corporate governance practices:²⁰

1. Occupational safety and health

Occupational safety and health are important for moral, legal, and financial reasons. Global Sustain has a duty to ensure that employees and any other person who may be affected by the company undertakings remain safe at all times. Global Sustain has in place a comprehensive occupational safety and health policy known and efficiently communicated to all staff and associates.

2. Code of conduct

Global Sustain commits to encouraging a safe, supportive and productive work environment. This can only happen when everyone cooperates and agrees to suitable standards of professional conduct. The standards endorsed in the Code of Conduct support Global Sustain values of excellent service, integrity, accountability, equality, collaboration and learning that are expected of all staff and associates.

3. Environmental policy

Global Sustain is committed to operating as a 100% carbon neutral company through a detailed environmental policy. We measure, manage and offset all carbon emissions on an annual basis. Furthermore, Global Sustain has in place a comprehensive recycling policy followed by all staff, associates and the respective suppliers.

4. United Nations Global Compact Signatory

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with Ten universally accepted Principles in the areas of human rights, labour, environment and anti-corruption. Global Sustain is a signatory to the Ten Principles and has adopted the transparency and accountability policy known as the Communication on Progress (COP),

as a demonstration of its commitment to the UN Global Compact and its principles. COP for this report can be found at www.unglobalcompact.org. Global Sustain is also a member of the UN Global Compact Networks in Greece and Belgium and its Managing Partner is a Member of the Secretariat of the Global Compact Network Hellas.

4. Stakeholder engagement

For our company, sustainability does not constitute an individual activity. On the contrary, we treat sustainability as an integral and important part of our business strategy, operations and values. As a result, we try to build an open and honest dialogue with our stakeholders and we are continually trying to advance the information we share with them. This is why we have developed a Code of Conduct which is communicated to all our employees and clearly states the principles on which our relationship with our stakeholders is based on. Furthermore we conduct stakeholder engagement activities on an annual basis, either using structured and targeted questionnaires or by organising focus groups with selected stakeholder groups.

4.1 Stakeholder mapping²¹

Our stakeholders are divided in two categories, primary and secondary stakeholders. Primary stakeholders have direct impact on the organisation's activities while secondary stakeholders are involved indirectly in the organisation's activities, although they are always informed. The company chooses to engage with stakeholders that have an impact on its operations.

²⁰G4-56

²¹G4-24

Primary Stakeholders

	Relation	Communication	Expectations
Employees Regular Contractors Associates Interns	<ul style="list-style-type: none"> • They offer services • They get fair remuneration 	<ul style="list-style-type: none"> • Immediate communication with administration 	<ul style="list-style-type: none"> • Recognition through evaluation • Hygiene and safety in workplace • Training and personal development opportunities • Information regarding business plans
Members Companies NGOs	<ul style="list-style-type: none"> • They choose Global Sustain for effective communication and promotion of sustainability activities and actions • Networking opportunities • They have access to information and help desk • Training opportunities 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Regular meetings with administration • Interviews and articles • Participation in Global Sustain or other events 	<ul style="list-style-type: none"> • Innovative services • Reliability • Flexibility • Value for money • Readiness • Networking • Training
Suppliers Members Partners	<ul style="list-style-type: none"> • They offer services and products • They support Global Sustain actions and events 	<ul style="list-style-type: none"> • Websites • Fortnightly newsletter • Regular meetings with administration • Participation in Global Sustain or other events 	<ul style="list-style-type: none"> • Reliability • Integrity

Secondary Stakeholders

	Relation	Communication	Expectations
Community NGOs Unions Responsible citizens Consumers Social Media users Academia	<ul style="list-style-type: none"> ● Global Sustain is a social venture ● Collaborates with over 300 NGOs ● Finances charitable projects carried out by its NGO members 	<ul style="list-style-type: none"> ● Websites ● Fortnightly newsletter ● Participation in NGOs actions ● NGOs participation in Global Sustain events ● Annual NGO funding 	<ul style="list-style-type: none"> ● Innovative services ● Exposure of charity work ● Information regarding social and environmental problems ● Support ● Networking with companies
Networks National and international networks Chambers	<ul style="list-style-type: none"> ● Global Sustain is a UN Global Compact signatory, founding member of the Global Compact Network Hellas and member of UN Global Compact Network Belgium ● Is a Data Partner for the Global Reporting Initiative and GRI Organisational Stakeholder (OS) ● Collaborates with other leading organisations 	<ul style="list-style-type: none"> ● Websites ● Fortnightly newsletter ● Support and participation in Global Sustain events ● Global Sustain participation in local and global events 	<ul style="list-style-type: none"> ● Credibility ● Exposure ● Network expansion ● Valuable alliances
Market Members Partners	<ul style="list-style-type: none"> ● Tracking customers' and potential members' needs ● Offering appealing services 	<ul style="list-style-type: none"> ● Websites ● Fortnightly newsletter ● Meetings ● Participation in Global Sustain events ● Global Sustain participation in events 	<ul style="list-style-type: none"> ● Reliability ● Innovative services ● Flexibility ● Dissemination of knowledge
Media Newspapers (especially business and environmental) TV networks Sites Magazines of special interest Radio	<ul style="list-style-type: none"> ● They support Global Sustain actions and events ● They communicate its work 	<ul style="list-style-type: none"> ● Websites ● Fortnightly newsletter ● Meetings ● Participation in Global Sustain events ● Press releases ● Media inquiry ● Press kit ● Articles and interviews 	<ul style="list-style-type: none"> ● Continuous information ● In to the point interviews and articles ● Credibility
Authorities Legislators Regulators Government agencies	<ul style="list-style-type: none"> ● They set the operational framework ● They receive taxes and social products that ensue from Global Sustain operation 	<ul style="list-style-type: none"> ● Meetings with public agencies ● Participation in events of special interest 	<ul style="list-style-type: none"> ● Reliability ● Integrity ● Compliance
Competitors	<ul style="list-style-type: none"> ● They interact with Global Sustain ● They exchange best practices and training opportunities 	<ul style="list-style-type: none"> ● Participation in global and local events, workshops ● Websites 	<ul style="list-style-type: none"> ● Valuable alliances ● Integrity ● Fair competition

4.2 Materiality analysis²²

Global Sustain systematically conducts surveys focused on our stakeholders' opinions and expectations. The identification and selection of stakeholders is possible through internal meetings. Stakeholder engagement is more than just holding a public hearing or seeking public comment on something new launched. Effective stakeholder engagement provides a method for identifying public concerns and values, developing consensus among affected parties, and producing efficient and effective solutions through an open, inclusive and continuous process.

In 2014, Global Sustain conducted a survey in which participants were asked to assess the materiality of an extensive range of corporate responsibility issues with regard to the marketplace, the human resources policy, the society and the environmental policy and organised focus groups (composed by employees, customers, suppliers and peers).

The questionnaire was addressed to a sample of 180 participants, of which 27 participants both internally and externally responded. Global Sustain approach to stakeholder engagement is a systematic process which includes the daily written and oral communication with its peers, customers, suppliers and NGOs, weekly internal meetings with the employees and monthly events (organised or supported by Global Sustain) where we meet our stakeholders we exchange concerns, values and ideas.

The chart below depicts the results of the materiality survey. The vertical axis represents the influence on stakeholder assessments and decisions and the horizontal axis represents the significance of economic, environmental and social impacts, for Global Sustain.

MATERIALITY MATRIX

We have undertaken a materiality assessment—presented in the following figure—to identify the topics of priority for the organisation and the stakeholders. The material issues are defined as those that are most or very important to our stakeholders and simultaneously those that have high importance to the company, in terms of the likely influence of the initiatives on business success. The evaluation and prioritisation of the material aspects led us focus on the following five issues, as presented in the right – top corner of the chart.

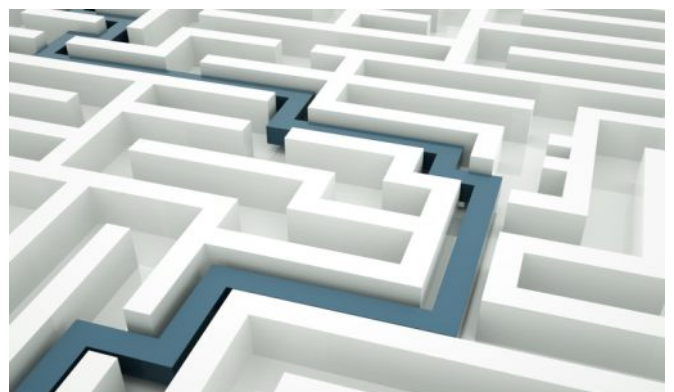
Treating customers fairly by providing them reliability and quality through Global Sustain services.

The company should ensure customer satisfaction by offering innovative services and clear information about them.

Providing continuous training to employees, customised on the basis of their needs, role and aim to their personal development.

Creation and participation in valuable alliances, work with foundations, chambers, etc.

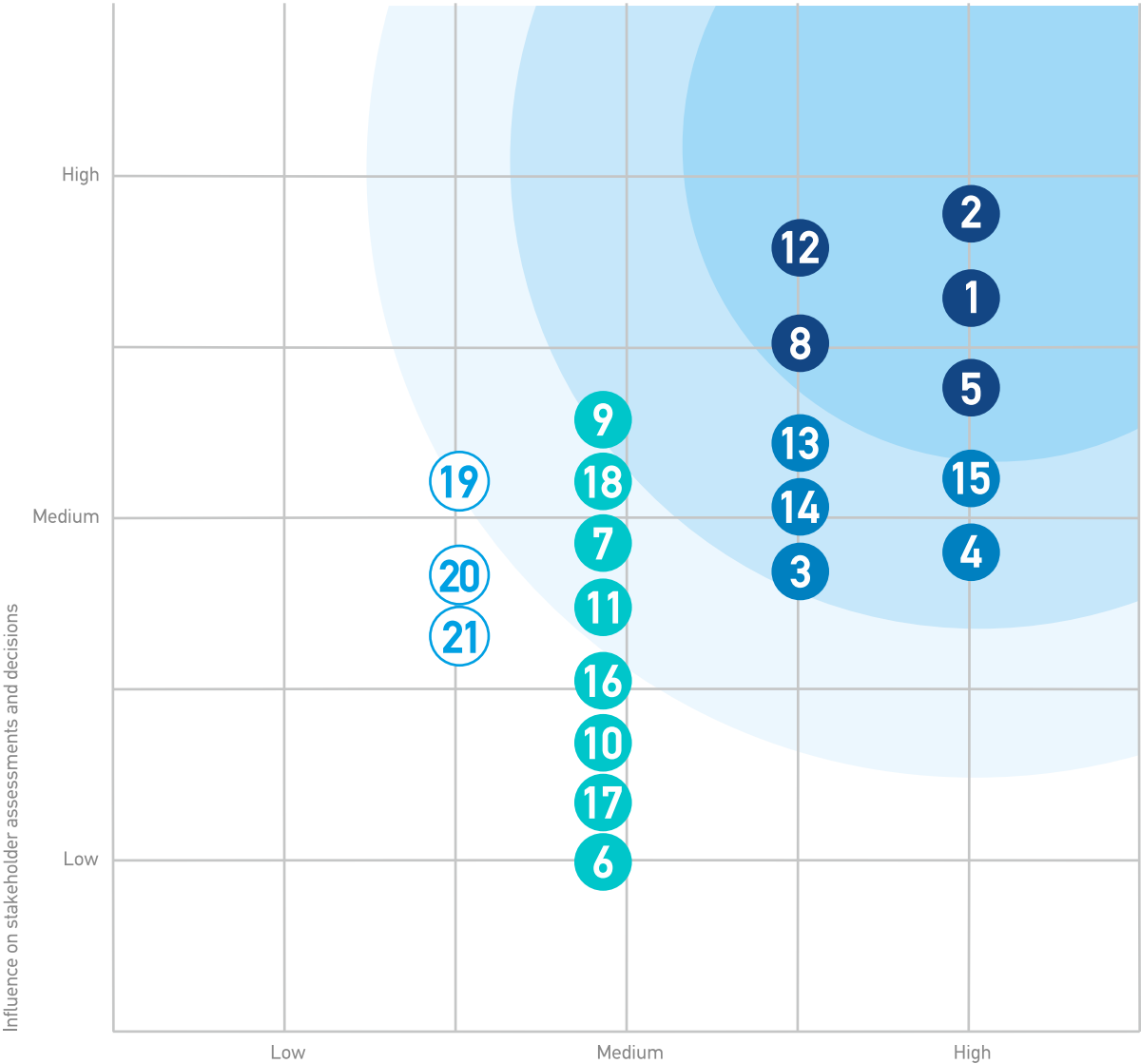
Compliance with international and national laws and regulations.



²²G4-19, G4-25, G4-26, G4-27

MATERIALITY MATRIX

- 1 The company should ensure customer satisfaction providing innovative services and clear information about them
- 2 Treating customers fairly, involves providing them reliability and quality through Global Sustain services
- 3 Participation in events and dissemination of knowledge which was obtained in each one of them strengthens company's market presence
- 4 The company should report on and assess its own business processes
- 5 Creation and participation in valuable alliances
- 6 Marketplace responsibility involves implementing standard processes to ensure competition compliance
- 7 To support and disseminate anti – corruption practices to Global Sustain Stakeholders
- 8 To comply with international and national laws and regulations
- 9 Implementing processes for supplier assessment
- 10 Global Sustain needs to participate in European programs to be in line with the European market and to disseminate knowledge to the Greek market
- 11 Provide hygiene and safety in the workplace
- 12 Provide continous training to employees customised on the basis of their needs and role and aim to their personal development
- 13 Non discrimination on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender
- 14 To promote and consolidate healthy and sustainable relationship between management and work force
- 15 Implement internal assessment (employees and management) yearly
- 16 Strictly prohibit the use of forced labour and human trafficking in all company operations and in Global Sustain supply chain
- 17 Raise awareness and motivate Global Sustain employees to participate in voluntary actions as well as to inform and raise awareness among the general public about voluntary actions
- 18 To promote and communicate the universal Corporate Responsibility Principles to the Society and to its stakeholders
- 19 Design and implement charity programmes and thoroughly exposure charity work
- 20 Implement programmes on recycling materials (paper)
- 21 Monitoring the consumption of natural resources with the aim to reduce Global Sustain environmental footprint



Significance of economic, environmental and social impacts for Global Sustain

4.3 Boundaries and limitations of material issues²³

For each material aspect we identified the aspect boundary within and outside the organisation. It should be noted that in the present report, the "within" boundary refers to the company's operation in Greece. The present Report contains information on all of the company's activities in Greece in the marketplace, human resources, society, and environment pillars, however there is extensive reference to the material issues described above."

BOUNDARIES AND LIMITATIONS OF MATERIAL ISSUES					Reference to GRI - G4 guidelines	
	Material Issues	Boundaries		Limitations		
		Within the Organisation	Outside the Organisation	Within the Organisation		Outside the Organisation
2	Treating customers fairly providing them reliability and quality through Global Sustain Services	Office	Customers			Client Service Satisfaction / G4-PR5(p.38)
1	Ensure customer satisfaction providing innovative services and clear information about them	Office	Customers			Client Service Satisfaction / G4-PR5(p.38) & Product and service information and labeling / G4-PR3 (p.21-22)
12	Provide continuous training to employees	Office				Employee Development / G4-LA9 / G4-LA10/ G4-LA11 (p.42)
5	Creation and participation in valuable alliances		Customers, Suppliers			Memberships / Partnerships / G4-15 / G4-16 (p.12-13)
7	Comply with international and national laws and regulations	Office	Customers			Laws, regulations and voluntary codes/ G4-EN-29 / G4-S03 / G4-S05 / G4-S07 / G4-S08 / G4-PR2 / G4-PR3 / G4-PR4 / G4-PR5 / G4-PR6 / G4-PR7 / G4-PR8 / G4-PR9 / (p. 21, 36, 38)

²³G4-15, G4-21



Marketplace

E. Marketplace

1. Financial contribution²⁴

At Global Sustain, we use our values to build financial success, environmental excellence, and social responsibility in partnership with all stakeholders, despite the challenging economic environment.

Global challenges, such as climate change and financial and social disruptions create both risks and opportunities for the company's business. We develop our business and at the same time offer benefits to our shareholders, employees, customers, suppliers, and the communities employees, in which, we operate.

In our Sustainability Report, we present financial data to inform our stakeholders about the 2014 fiscal year and the year before. Financial data describe Global Sustain in relation to its services offered in Greece – Athens and they do not include information on its representation offices in Basel, Brussels, Colombo, Dubai, London and Melbourne.

We aim to continue improving our financial results strengthen our capital base and grow our business responsibly by strengthening our presence in global markets and launching new and innovative services.

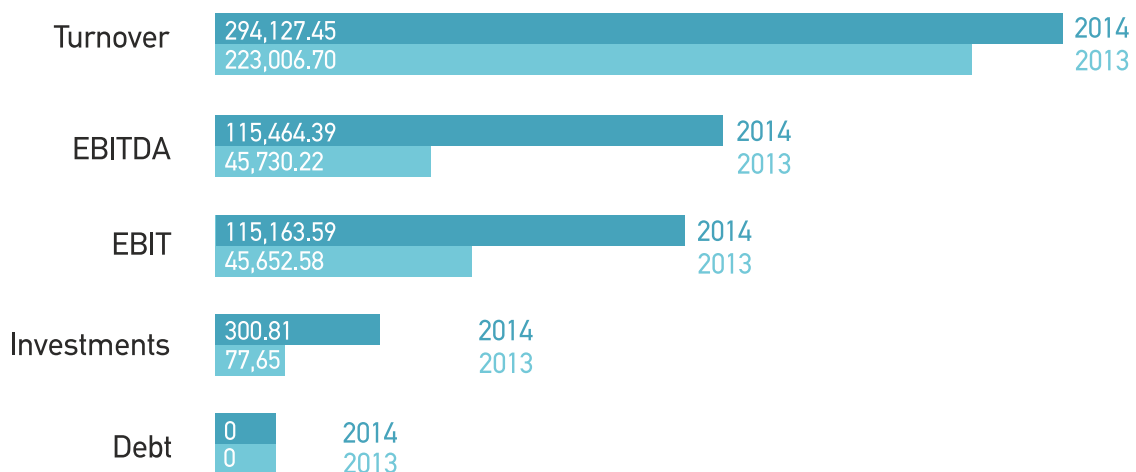
2. Social contribution²⁵

Global Sustain is committed to acting with integrity and transparency in all tax matters as part of our corporate accountability. We aim to provide transparent and accessible communication and enable others to be familiar with our tax obligations.

We strongly believe that our obligation is to pay the amount of tax legally due and to comply with all applicable rules and regulations in the markets where we operate.

In 2014, Global Sustain paid EUR 30,387.78 for income taxes, EUR 43,556.64 for Value Added Tax and EUR 2,765.2 for duties, fees

Financial sustainability (all numbers in euro)



Global Sustain increased its turnover by 31.89%, from EUR 223,006.70 in 2013, to EUR 294,127.45 in 2014.

EBITDA was EUR 115,464.39 in 2013, 152% higher compared to 2013. In the same year, EBIT increased to EUR 115,163.59 and there was zero debt.

Our Target for 2015

The 2014 target for turnover was met and exceeded (31.89% actual vs. 30% projected). Targets for 2015 include turnover to increase by another 35%.

and commissions. Social security contributions amounted to EUR 11,582.6. The company also paid EUR 30,063.03 in salaries, compensation and other benefits, for the same fiscal year.

²⁴ G4-9, G4-17

²⁵ G4-17

Direct Economic Value Generated (all numbers in euro)

Turnover	294,127.45	2014
	223,006.70	2013

Economic value distributed

Operating costs	36,837.05	2014
	30,993.75	2013
Income taxes paid	30,387.78	2014
	12,494.68	2013
Value added Tax	43,556.64	2014
	33,722.00	2013
Duties, fees & commissions	2,765.2	2014
	2,635.23	2013
Social security contribution	11,582.6	2014
	16,519.20	2013
Salaries, compensation ²⁶ and benefits	30,063.03	2014
	40,106.80	2013
Direct economic contribution to NGOs (in EUR)	1,500.00	2014
	1,500.00	2013
Debt	0	2014
	0	2013
Economic value retained	137,435.15	2014
	85,035.04	2013

Our Target for 2015

We will continue to act with integrity and transparency in tax matters according state law, we will continue providing an attractive and remunerating place to work and creating value for as many stakeholders as possible. Economic value retained for 2015 is expected to increase by 10%.



²⁶In 2014, Global Sustain made use of publicly available funds by the state to support the creation of new jobs.

3. Responsible operation²⁷

The values and success of Global Sustain are closely tied to the question of whether the environmental, social and corporate governance considerations are integrated into its corporate management and operations. In 2014, we offered innovative on-line and off-line services to 620 members and clients from the corporate, financial, public, third and academic sectors; 85 (2014) of them were Corporate members, 49 were

"NGO and Society Premium" members and 487 were "NGO Free" members of the Global Sustain Network. Global Sustain policies, practices, and procedures offer equal employment opportunities to its employees. In 2014, the gender employment ratio was 40% for males and 60% for females and the average age of the company's personnel was 34 years.

Responsible Operation	2013	2014
Total number of members	566	620
Corporate members	60	85
NGO & Society Premium members	33	48
NGO & Society Free members	473	487
Gender (male vs. female) employment ratio	M: 40% - F: 60%	M: 40% - F: 60%
Average age of personnel (in years)	27	34
Total number of employees	3 Full time - 0 Part time Full time: 1M-2F Part time: 0 Permanent: 3 Temporary: 2	4 Full time - 0 Part time Full time: 2M-2F Part time: 0 Permanent: 4 Temporary: 7
Percentage of total employees covered by collective bargaining agreements	100%	100%
Number of labour accidents	0	0
Lay offs	0	0
Hirings ²⁸	0	1
CO ₂ Off-setting	100%	100%

Our Target for 2015

We will continue to offer innovative on-line and off-line services to all our members as well as equal opportunities for professional and personal development to all Global Sustain employees.

²⁷ G4-8, G4-9, G4-10, G4-11

²⁸ G4-13

4. Laws, regulations and voluntary codes²⁹

Wherever we operate in the world, we comply with applicable laws and regulations and respect local customs, culture and social mores.

In the reference year, Global Sustain had zero number of significant incidents of non-compliance with any law, regulation or voluntary code.

Total number of incidents of discrimination and actions taken	0
Number of grievances related to human rights filed, addressed and resolved	0
Number of fines and non-monetary sanctions for non-compliance with environmental laws and regulations	0
Total number of operations assessed for risks related to corruption	0
Incidents of corruption and actions taken	0
Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	0
Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	0
Administrative and other fines and penalties ³⁰	1
Number of appeals/litigation cases	0
Incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle	0
Incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling	0
Incidents of sale of banned or disputed products	0
Incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising promotion and sponsorship	0
Number of complaints regarding breaches of customer privacy and losses of customer data	0
Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	0

²⁹ G4-EN29, G4-SO3, G4-SO5, G4-SO7, G4-SO8, G4-PR2, G4-PR4, G4-PR6, G4-PR7, G4-PR8, G4-PR9

³⁰ The company paid an administrative fine (150 EUR) to the Social Security Organisation (SSO) which was due to the SSO's fault regarding the expiration of a due date. The company claimed back the fine, which was eventually returned by the SSO to the company.



5. Giving to and supporting charities

In 2014, Global Sustain financed two NGO projects (EUR 1,500). Since its establishment in 2006, the company has been donating part of its profits to a number of not-for-profit projects carried out by Global Sustain NGO members, with the aim of supporting specific social, environmental or other needs in Greece's citizen sector. In the reference year, Global Sustain has participated in blood donation efforts and gatherings, in close collaboration with local organisations and members.

Volunteering work counts for 10 man days. Global Sustain volunteering activities included supporting the causes of NGOs through offering work and through fundraising running races like the Susan G. Komen Race for the Cure, and addressing students and members' executives about CSR and sustainability issues.

Our Target for 2015

We will stay committed to our annual NGO funding policy and we will increase our volunteering work.

Giving to and supporting Charities	2013	2014
Direct economic contribution to NGOs (EUR)	1,500.00	1,500.00
NGOs beneficiaries	2	2
Volunteering work (in days)	8	10

6. Responsible supply chain ³¹

Global Sustain views its corporate and NGO partners as pro-active ambassadors who are passionate about its mission. We strongly believe in encouraging synergies and facilitating strategic partnerships among Global Sustain members and our key stakeholders. Finally, we continuously encourage our partners to be pro-active corporate and individual citizens. Moreover, in the event of a new collaboration and membership we sign detailed contracts according to state law that safeguard our clients and suppliers, as well as Global Sustain. A key element in our corporate responsibility is the proper management of our supply chain. Our suppliers are required to comply with all applicable laws and regulations, conform to the highest standards of ethical conduct respecting and supporting human rights, operate in an environmentally responsible and effective manner and abide by all health and safety rules. Thus, we carry out evaluation of our potential suppliers on the basis of their economic viability but also of their social and environmental reliability. Also, we encourage our members,

suppliers and peers to participate in the training seminars and events that we organise or support and share knowledge.

In 2014, we used 76 different, mostly local suppliers in order to develop and promote Global Sustain services, products, events and seminars. In order to support our network and our stakeholders, we first turn to our members to initiate a supplier – customer partnership. More over, in order to share with our suppliers, knowledge and best practices relevant to corporate responsibility and sustainability, we invited them to embrace and support the Ten Principles of the United Nations Global Compact.

Our Target for 2015

Global Sustain will continue encouraging its suppliers to become signatories to the United Nations Global Compact, thus contributing to a more responsible supply chain.

7. Public awareness

Last year, Global Sustain invested resources in marketing and advertising and encouraged strategic partnerships with media and advertising companies. Collaborations with publishing groups and advertising agencies contributed to the creation of a more structured image of Global Sustain and the raise of awareness within the business community, as well as the media, regarding its services.

In 2014, Global Sustain issued press releases regarding its own initiatives (the Sustainability Forum, the Yearbook) and actions (NGO funding) and the company's ambassadors wrote articles for daily press and specialised magazines. Moreover, through daily postings and its bilingual newsletter, it raised awareness on its members' sustainability efforts. The company acted as a communication sponsor (25 local and 33 international conferences) and organised 7 local conferences with special focus on sustainability.

The voting for the annual funding of NGO programs was held through Global Sustain official page in Facebook (www.facebook.com/GlobalSustain), with 7,953 confirmed votes. During 2014, there were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications, advertising, promotion and sponsorship.

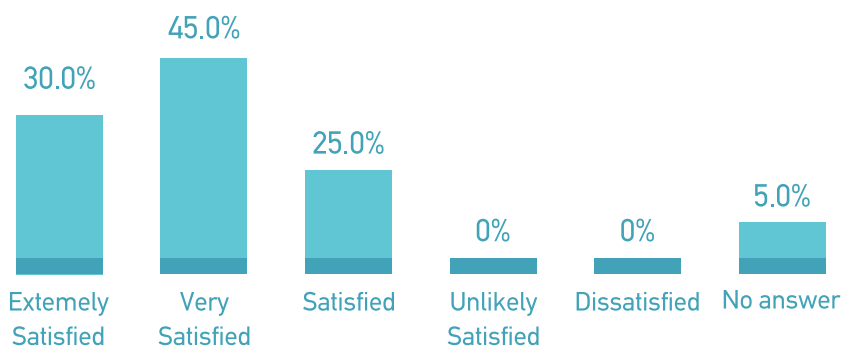
8. Client service satisfaction³²

At Global Sustain, we strongly believe that our members are the best ambassadors of our work and mission. For this reason, we daily try to keep them satisfied and offer them high quality services. Among the procedures we have put in place in order to meet the needs of our customers is the installation and use of an "Enterprise Resource Planning" (ERP) software. The system helps Global Sustain to manage business processes, improve its corporate resource and asset utilisation for greater customer satisfaction. Once per year, we issue a detailed membership evaluation report for every Corporate and NGO / Society Premium member regarding our actions and services that we offered during the year, so in this way we can monitor our professional efficiency. Moreover, we pursue regular in vivo meetings with our members in a more customised way in order to build strong relationships of mutual respect. In 2014, Global Sustain conducted a survey-questionnaire in order to assess members' satisfaction.

Our Target for 2015

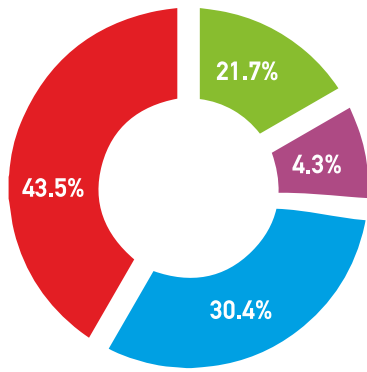
We will continue our efforts to raise awareness regarding Global Sustain mission, services and the value of sustainability, mostly by creating synergies with high-profile international organisations, launching new services and enhancing our presence in the media.

Some of the survey findings are the following:



Credibility & Effectiveness

92% of Global Sustain members consider that the company enjoys a good level of credibility and effectiveness.



Information about Global Sustain

73.9% of Global Sustain members are very well informed about Global Sustain services and products.

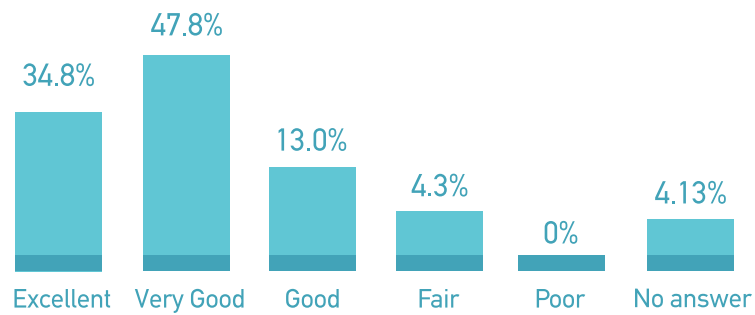
- Very Well Informed
- Well Informed
- Informed
- Not Well Informed



Services & Satisfaction

Helpdesk, Sustainability Forum, communication services and the Yearbook are the most satisfactory services, according to those who use them.

Service	Very Satisfied
Information-help desk	78%
Sustainability Forum	76%
Communication Services (web sites, newsletter, conferences and social media)	73%
Yearbook	71%
Advisory	62%
Networking	60%
Members-to-Members	52%

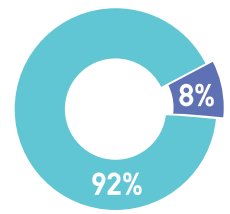


Expectations

82.6% of Global Sustain members consider that the company meets their expectations.

Dealing with Global Sustain

92% of respondents never face problems when dealing with Global Sustain.



Our Target for 2015

We will grow our members' base as well as the portfolio of our services. Global Sustain will continue to cover all sustainability needs for its members and clients. In 2015 we will also try to maintain same high levels of members'

satisfaction and to create more opportunities for networking and members-to-members engagements.



HR

Human resources

F. Human resources

Human resources constitute the most dynamic element for Global Sustain growth, and this is why the firm systematically invests in finding, selecting, evaluating, retaining and developing its human capital. Global Sustain policies, practices, and procedures offer equal employment opportunities to all of its employees.

In 2014, the gender employment ratio was 40% for males and 60% for females and the average age of company's personnel was 34 years.

Global Sustain aims at ensuring that its human resources department functions in conformity with the values and principles of the Code of Conduct, so that all staff actions are in line with the relevant principles of corporate conduct:

- Legality
- The customer comes first
- Quality of staff
- Respect for the environment

1. Workforce

A key pillar of our company's operations is the awareness that all employees must be treated with respect and a constructive staff relationship must be maintained.

Worth mentioning is the fact that despite the challenging political and economic environment, Global Sustain not only retained its workforce but and also hired new.

Our Target for 2015

Keep existing personnel and recruit new, so as to strengthen expertise, secure the smooth operation and growth of the company and the provision of new innovative services to our members and clients.

2. Fair employment

Our company respects the internationally recognised principles for human rights and fair employment as defined within the UN International Declaration of Human Rights and within the Ten Principles of the UN Global Compact.

Global Sustain reiterates its commitment to the effective abolition of child labour.

The firm neither employs any children nor is involved in child labour, and is aware – to the best of its knowledge – of countries, regions, sectors and economic activities where there is a greater likelihood of child labour. Global Sustain adheres to the minimum age provisions of local national labour laws and regulations, while the company fully recognises that child labour deprives children of their childhood in order to assist in the effective abolition of child labour.

Global Sustain is highly conscious of its procurement decisions and where the products it purchases or services it uses are produced or delivered.

Global Sustain also reiterates its commitment to the elimination of – and the fact that the company has not been involved in – any forms of forced and/or compulsory labour since the firm's establishment.

Global Sustain has ensured that all its ambassadors have a full understanding of what forced labour is.

It should be noted that the firm does not rely on labour providers, such as recruitment agencies and executive search firms, for recruitment, and therefore the need to ensure that no forced labour is supplied has not arisen to date.

Finally, part of the firm's values (and therefore corporate DNA) is not to use, be complicit in, or benefit from forced labour.

Finally, Global Sustain respects that its ambassadors may freely and voluntarily establish and join organisations of their own choice for upholding the freedom of association and the effective recognition of the right to collective bargaining.

It should be noted that none of Global Sustain ambassadors is currently a member of any trade union.

Our Target for 2015

We will keep promoting respect, well-being and work-life balance and we will keep fostering diversity in order to preserve our attractiveness as an employer and to encourage new talent to surface.

3. Health and safety

Having as a priority a safe workplace for our employees, we focus on ensuring suitable work conditions and follow health and safety rules so as to avoid potential occupational hazards and protect our employees. The health and safety of our employees constitute a first priority duty for management and we always try to fully respect the requirements laid down by legislation. Global Sustain has in place a comprehensive occupational safety and health policy known and efficiently communicated to all staff and associates so that each and everyone can contribute to the preservation and improvement of health and safety conditions at work.

Our Target for 2015

We will continue promoting the importance of health and safety in the workplace and communicating Global Sustain policy to all staff.

4. Employee development ³³


4.1 Training


Global Sustain considers professional skills, expertise and continuing staff training as a key factor for growth, and for sustaining its competitive advantage. Within the frame of our employees' development we have designed and implemented an extensive training program, addressing issues related to CSR, sustainability, corporate governance, business ethics, energy efficiency, etc. Indicatively, our employees participated in more than 50 events, conferences and training workshops during the last year.


Two members of the Global Sustain team were trained in November 2014, by Ernst & Young (GRI certified trainer, member of Global Sustain), in a two day workshop (16 hours training per participant) regarding the new GRI Guidelines, G4 Reporting. The G4 training helped our employees to write our 2014 Sustainability Report, according to the GRI Guidelines and it was essential for knowledge transfer among Global Sustain staff.


Moreover, our employees had the opportunity to attend the Sustainability Forum 2014 (an all-day training seminar) organised by Global Sustain, where internationally-acclaimed speakers and experts shared their hands-on expertise and experience through parallel, expert workshops that focused on: How GRI can meet the new EU non-financial reporting "report or explain" framework, G4 materiality analysis, an introduction to CSR & sustainability, cultivating the next generation leaders (DOW case study), how business is redefining value, the leadership agility factor, impact entrepreneurship and sustainability, empowering stakeholders to make sustainable business happen, emerging global sustainable development framework, Sustainable Development Goals (SDGs) and partnerships, green sustainability credentials through the climate change and environment related international standards, empowering teams to bring sustainability initiatives, FSC® certified printed material, etc. Each employee was trained for eight hours in six of the above mentioned workshops, relatively to his/her expertise and with focus on his/her personal and professional development.

As a result, we actively engaged our employees and built their capacity, in order to improve our business processes and quality of services. Moreover, investing in our employees' capacity promotes employee retention and more productive working environments. We added flexibility and efficiency in our company in order to retain our competitive advantage.

 **8h** Average training hours per employee

 **8h** Average training hours per female

 **8h** Average training hours per male

 **100%** Percentage of employees receiving regular performance and career development reviews

(our employees' performance is rewarded annually).

³³G4-LA9, G4-LA10, G4-LA11

4.2 Appraisal system

Our appraisal development system is crucial for the development of our employees. Through this system, we identify strengths and improvements areas, while we always record actions that can facilitate employees' professional advancement. Additionally, our employees' performance is rewarded annually, as the appraisal system is linked to a bonus scheme.

Our Target for 2015

Training and the continuous education and personal development of the employees is a source of employee satisfaction while in the meantime; it helps the company retain its competitive edge.

We will continue enhancing our staff's employability through training, personal development and by improving mobility and flexibility.

5. Internal communication³⁴

Regular internal communication aims to keep staff informed about developments in the company and to gather staff opinions and concerns regarding every day issues. It also aims to enhance corporate culture and the implementation of strategy, the work climate and the overall performance of the company. For this reason, we have established a dialogue with our employees in a systematic way, via internal communication processes and collective actions, such as:

- Weekly internal meetings
- Active participation in voluntary activities
- Conducting an employee satisfaction survey

Our Target for 2015

We will keep maintaining effective dialogue with our employees, via internal meetings and participation in social, voluntary and team building activities.





Gr

Society

G. Society

1. Giving back to society

Since its establishment in 2006, Global Sustain has been committed to contributing to the community at large. Therefore, every year it supports a variety of social and environmental projects. At the end of each fiscal year, Global Sustain donates an important percentage of its pre-tax profits to one or two non-profit projects carried out by Non-Governmental Organisations, with

the aim of supporting the citizen sector and other pressing challenges.

This policy is part of the company's values and has been clearly stated in Global Sustain founding charter and is particularly important in view of today's major social, environmental, governance and other pressing challenges.

2014	1st NGO Be Strong, a Public Benefit and Nonprofit Organisation Friends of Cancer 2nd NGO Life Line Hellas
2013	1st NGO ELEPAP - Rehabilitation for The Disabled 2nd NGO Psychogeriatric Association "Nestor"
2012	1st NGO The Smile of the Child 2nd NGO Association of Parents & Guardians People with Special Needs in the prefecture of Fthiotida
2011	1st NGO SOS Children's Villages Greece 2nd NGO S.O.P.S.I. Patras - Association for the Mental Health of Patras
2010	1st NGO Society of volunteers against cancer - AgaliaZO 2nd NGO AROGI - Charity union for social care issues
2009	1st NGO Floga - Greek Parents Association of Children with Cancer 2nd NGO Lifeline Hellas - Non-profit, charitable organisation for Telecare and Help at Home 3rd NGO The Hadzipaterion Rehabilitation Centre for Children with Cerebral Palsy (R.C.C.C.P.) program of the Social Work Foundation (S.W.F.)
2008	1st NGO Mom/Hellenic Society for the Study and Protection of the Monk Seal 2nd NGO Social Solidarity
2007	1st NGO Médecins du Monde - Greece 2nd NGO Archipelagos, Institute of Marine Conservation
2006	1st NGO The Smile of the Child

Our Target for 2015

Global Sustain acknowledges the importance of annual funding and support to specific non-profit projects submitted by NGO members and aims to continue it.

2. Social services

Our values define who we are and guide the way we think, act and do business.

At Global Sustain, we:

- Believe that making the world a better place starts -first and foremost- from ourselves, our ambassadors and our stakeholders, and we are therefore active citizens in our personal and professional lives. We encourage our members to not just be good, but also be pro-active corporate and individual citizens.
- Strongly believe that corporate responsibility, responsible investing and green economy should be the central focus of all companies and investors, regardless of their size, the industry sector or the location in which they operate; and this is what we communicate through our websites, yearbooks and events we participate in.

- Are dedicated to becoming a 100% climate neutral and zero-waste company and respect the natural environment in which we do business. This commitment refers to both our operations (e.g. office, logistics, stationary, staff movements and products/services (e.g. Web portals, exhibitions, events, Yearbooks). In view of this commitment, Global Sustain neutralised its portal and received the CO₂ Neutral Seal, a certification providing an integrated GHG Management approach.

Our Target for 2015

We will continue to contribute to the local economy through our capacity to create value, business and jobs.

In 2015 we will provide a new company vision based on a set of Global Sustain values that defines it.



Lecture on the UN Global Compact - New York College



3. Volunteering

Since its establishment, Global Sustain and its ambassadors pro-actively support and often participate in local and national events and campaigns that focus on raising awareness on a number of pressing and important issues related to CSR, philanthropy, climate change, environmental protection, sustainability, the citizen sector, etc.

Global Sustain assisted the non-profit organisation ELEPAP, by providing some voluntary work; supporting the children with different physical disabilities in collaboration with trained teachers, helping with their Christmas bazaar and with the food preparation. Global Sustain ambassadors had the chance to obtain some useful information about the treatment of the children and the significance of ELEPAP's work.

During 2014, Global Sustain ambassadors participated in the Susan G. Komen "Greece Race for the Cure" event supporting the non-profit,

Pan-Hellenic Association of Women with Breast Cancer "Alma Zois".

With their participation contributed to the NGO's initiative to spread the important message of awareness for the prevention of breast cancer. Also, at the 3rd Greek University Conference; "Innovation and Advanced Social Media tools", Global Sustain, gave a presentation entitled "CSR and Social Media". As a company we strive to raise awareness on the Ten Principles of UN Global Compact and that's why we participated in a panel of New York College Greece, where Global Sustain members voluntarily trained the students about the scope and the benefits of the principles and how they impact both companies and universities.

Our Target for 2015

We aim to create an annual employee volunteer program so as to motivate our employees to choose their preferred program utilising their own skills and experience.



Susan G. Komen Race for the Cure





EHI

Environment

H. Environment

1. Strategy and management

As a responsible corporate entity, Global Sustain is committed to protecting the environment in compliance with the environmental laws and the practices of the communities where it operates.

1.1 Environmental policy

Our commitment is summarised in the following principles:

- application of good environmental practices;
- consideration of the environmental impact within the processes of development and engineering of our products and services;
- prevention of pollution by responsible management of materials, reduction of emissions and waste and efficient use of energy and natural resources;
- promotion of the idea of environmental responsibility among our employees; they are trained in managing their environmental responsibilities, dealing with day-to-day actions to help in preserving a healthy environment and reacting to environmental emergencies;
- monitoring of our environmental performance and setting measurable objectives and targets for achieving sustainable improvement;
- communicating with our employees and local communities regarding our environmental commitment and performance; and
- regular audits of our procedures to ensure conformance to our policy.

While pursuing our activities, we endeavour to minimise any adverse impact on air, water and land by means of pollution prevention and energy and water conservation. By doing so, we achieve cost savings, an increased operational

efficiency, improved quality of services and ultimately, a safe environment for the community as a whole and a healthy workplace for our employees.

2. Measures and initiatives for reducing our environmental impact

2.1 Raw materials and waste management

As a service company, Global Sustain does not engage in any physical production process and thus doesn't produce significant waste.

In 2014, Global Sustain increased the percentage of reusable "waste" produced by its headquarters. Our focus is to reduce by 5% per employee the energy consumption in our office and to reduce the resources we use to mitigate the environmental impact of our services.

Our Target for 2015

We will continue supporting comprehensive recycling programs for our office, to reduce waste at least by 10% by employee, in 2015.

3. Measuring and reporting our environmental impact

3.1 Recycling

In the following year, our target is to lower printing paper consumption. We reduced the number of pages printed per employee. To achieve this result, we used double-sided printing. Furthermore, we educated and encouraged our employees to reduce paper use and increase paper recycling. We started setting goals and tracking the use of recycled materials that we use, such as printing paper. Our main objective is to reduce the amount of paper consumption overall within the company by continuing to review our use of paper for marketing material, and other supplies.

In 2014, Global Sustain used 100% FSC® content paper; we have the same target for 2015. In the same year, we used FSC® certified paper for the production of the “Yearbook 2013/14” meaning that printing process and paper used for producing this publication conforms to FSC® standards. FSC® develops the policy and standards to support responsible forest management world-wide. These include guidelines for certification, accreditation, trademark use and governance, among other activities related to the FSC® system.

Our Target for 2015

In 2015, Global Sustain will continue using 100% recycled paper in compliance with FSC® standards.

3.2 Greenhouse gas and other gas emissions

We follow a two-sided approach to reduce our GHG emissions. On the one hand, we set new technologies and processes in place that help reduce our carbon footprint. On the other hand, we conduct awareness campaigns to educate and encourage our employees to protect natural resources by lowering the use of paper and energy. As part of its values, Global Sustain is a 100%

climate neutral and zero-waste company. This vision refers to both its operations (e.g. office, logistics, staff movements) and its products / services (e.g. Web portals, exhibitions, events, the Yearbooks). In view of this commitment, Global Sustain has neutralised its popular portal at <http://www.globalsustain.org> and its offices.

The company measured, managed and offset 28 tons of CO₂ for 2014, operating as a 100% carbon neutral company and received the CO₂ Neutral Seal, a certification providing an integrated GHG Management approach.

By implementing this integrated approach, the CO₂ Neutral Seal certifies that the appropriate accounting procedure was used and ensures accuracy, consistency and transparency in the offset procedure. Global Sustain portal <http://www.globalsustain.org> is the first of its kind in Greece to be certified as being a “Carbon Neutral Web site”. This innovative solution not only helps certify the climate neutrality of Global Sustain portal, but is also a step forward for our social venture towards becoming a climate neutral and zero-waste company.



CO₂ Neutral Seal

The CO₂ Neutral Seal is an innovative range of fully-transparent, high-quality and reliable carbon management services, for GHG emissions created from corporate or private IT usage, events and business operations. The certificates that are being issued are generated based on holistic approaches, while the offsetting process is supported by the utilisation of renewable energy projects from which the offsetting is done, along with proof of the retirement that can be traced and verified. Based on advanced open-source tracking and calculation methodology, the carbon footprint of the Web portal has been measured by Global Sustain corporate member Green Evolution S.A. More specifically, through traffic data from Google Analytics and advanced calculations, Green Evolution has measured the carbon footprint of the computers visiting the portal, the servers hosting the portal, and the networks that connect. At the end of each month, CO₂ Neutral Seal automatically neutralises the carbon emissions with high-quality carbon credits. These emissions are continuously being fully offset through high-quality carbon credits generated by “Dak Psi 3 and 4 Hydropower Project”, in Vietnam.

The impact achieved by this solution includes:

- Reducing GHG emissions / global warming mitigation.
- Increasing awareness among portal visitors on climate neutrality and offset schemes to become carbon neutral.
- The project activity aims to construct and operate a run-of-river hydropower project with 2 cascades namely Dak Psi 3 and Dak Psi 4 in Central Vietnam. The operation of the project will offset the combustion of thousands of tonnes of fossil fuels, which would have been used to generate electricity for the Vietnam electricity grid in the baseline scenario.
- Generating a cost-effective tool for achieving

Global Sustain climate, environmental and energy efficiency targets.

3.3 Energy and water consumption

In 2014, Global Sustain consumed about 4,199.5 kWh in indirect energy. Furthermore, we estimate that we used approximately 24 m³ of water in 2014. As a service company, our operations are not water-intensive. Due to the limited impact, we do not measure water discharge at this stage.

Our Target for 2015

While our operations are not energy and water intensive, we will continue to use electricity and water efficiently.



3.4 Transportation

The key sources of our environmental impact through transportation are employee commuting and business trips. Logistics, such as mail and software downloads, only have a minor impact. Global Sustain uses a bicycle courier company (Bondex Couriers), for its needs within the capital region (Athens) which amounts to more than 70% of its courier volume.

Our Target for 2015

Our efforts to reduce indirect energy consumption will focus on business-related travel and employee commuting.

3.5 Biodiversity

Global Sustain does not have any buildings in protected areas or areas of high biodiversity value outside protected area. Nevertheless, we organise activities to protect biodiversity through our stakeholders.

We support various community groups and environmental organisations to preserve, restore, and enhance existing habitats.

Global Sustain has actively been engaged in encouraging an interactive dialogue among key stakeholders on important issues such as biodiversity, energy security, climate change, Carbon Capture and Storage (CCS), environmental protection and our energy future.

3.6 Design and development of services that contribute to climate change mitigation

Our environmental policy represents our Management's commitment to operate with respect to the environment and the social partners. Company policy seeks to achieve much more than an Environmental Management System has to offer. It seeks to promote environmental awareness and responsibility, both among our top management as well as among all employees, without exception, and it demands that they comply with current legislation, and, to where possible, to go one step further.



CERTIFICATION

of a carbon neutral business

COMPANY OPERATIONS FOR THE YEAR 2014

This is to confirm that the company



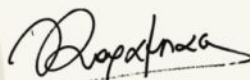
is implementing a greenhouse gas management plan.

Greenhouse gas (GHG) emissions associated with all of its office operations and activities during the **year 2014** were accounted up to **28 t CO₂ eq** in compliance with WRI/WBCSD GHG PROTOCOL & ISO 14064-1:2006, INTERGRAF recommendations, CO2NS/WEBSITE.

These emissions were associated with:

- The "Athens' office" operation
- The website "www.globalsustain.org"
- The "Sustainability Forum 2014" event
- The website "sustainabilityforum.gr"
- The publication "Yearbook 2013/14 - Beyond Borders"
- The 2014 Yearbook Event

and were **fully offset** according to the CO2 Neutral Seal rules through high-quality carbon credits by projects which have been verified via the VCS – Verified Carbon Standard.



Ioannis Karampasis, D. Phil. (OXON)
GREEN EVOLUTION S.A.

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ISSUED DATE
[20/05/2015]

Our Target for 2015

In 2014, Global Sustain aims to reduce its GHG emissions by 5%.

The Ten Principles of the United Nations Global Compact and how they relate to Global Sustain communication on progress

Human rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Commitment: Report section: F2

Principle 2: Businesses should ensure that they are not complicit in human rights abuses

Commitment: Report section: F2, E3

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Commitment: Report section: F2

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour

Commitment: Report section: F

Principle 5: Businesses should uphold the effective abolition of child labour

Commitment: Report section: F2, E3

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

Commitment: Report section: F, E3

Environment

Principle 7: Businesses are asked to support a precautionary approach to environmental challenges

Commitment: Report section: H

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility

Commitment: Report section: H

Principle 9: Businesses should encourage the development and diffusion of environmentally-friendly technologies

Commitment: Report section: H

Anticorruption

Principle 10: Business should work against corruption in all its forms, including extortion and bribery

Commitment: Report section: E3, E5



Abbreviations

CCS	Carbon Capture and Storage
CO₂	Carbon Dioxide
COP	Communication on Progress
CSR	Corporate Social Responsibility
EBITDA	Earnings Before Interest, Taxes, Depreciation and Amortisation
EFQM	European Foundation for Quality Management
FSC®	Forest Stewardship Council
GCLN	Global Compact Local Network
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
NGO	Non-Governmental Organisation
SMEs	Small and Medium- sized Enterprises
SRI	Sustainable & Responsible Investing
SSO	Social Security Organisation
UN	United Nations

GENERAL STANDARD DISCLOSURES

GENERAL STANDARD DISCLOSURES	Page Number (or Link)	External Assurance
STRATEGY AND ANALYSIS		
G4-1	Message from the Managing Partner (p.5)	
ORGANISATIONAL PROFILE		
G4-3	About this Report > Scope and Boundary (p.7) - Global Sustain L.P.	√(p.59-60)
G4-4	Introduction > Services (p.14-15)	√(p.59-60)
G4-5	Introduction > Company Profile (p.11) - 2, K. Palama & 161, Vouliagmenis Avenue	√(p.59-60)
G4-6	Introduction > Company Profile > Global Sustain at a glance (p.11)	√(p.59-60)
G4-7	Introduction > Services (p.11,14) - Global Sustain L.P.	√(p.59-60)
G4-8	Introduction > Services (p.14) and Tables Corporate Members (p.16-19), NGO Premium Members (p.16-19) Society Premium Members (p.16-19) / Marketplace > Responsible Operations (p.35)	√(p.59-60)
G4-9	Message from the Managing Partner (p.5) / Introduction > Services (p.14) / Marketplace > Financial Contribution (p.33) / Marketplace > Responsible Operations (p.35)	√(p.59-60)
G4-10	Marketplace > Responsible Operations (p.35)	√(p.59-60)
G4-11	Marketplace > Responsible Operations (p.35)	√(p.59-60)
G4-12	Marketplace > Responsible Supply Chain (p.37)	√(p.59-60)
G4-13	Introduction > Company Profile > Global Sustain at a glance (p.11) - No significant changes	√(p.59-60)
G4-14	Strategy and Management > Defining Sustainability (p.24)	√(p.59-60)
G4-15	Introduction > Company Profile > Global Sustain at a glance (p.11) / Strategy and Management > Memberships / Partnerships (p.12-13)	√(p.59-60)
G4-16	Strategy and Management > Memberships / Partnerships (p.12-13)	√(p.59-60)
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	Marketplace > Financial Contribution (p.33) and Social Contribution (p.33)	√(p.59-60)
G4-18	About this Report > Scope and Boundary (p.7)	√(p.59-60)
G4-19	About this Report > Development (p.9) / Strategy and Management > Materiality Analysis (p.29-30)	√(p.59-60)
G4-20	Strategy and Management > Materiality Analysis > Boundaries and limitations of material issues (p.31)	√(p.59-60)
G4-21	Strategy and Management > Materiality Analysis > Boundaries and limitations of material issues (p.31)	√(p.59-60)
G4-22	About this Report > Restrictions (p.9) - There aren't any restatements of information provided in previous reports	√(p.59-60)
G4-23	About this Report > Scope and Boundary (p.7) - No significant changes	√(p.59-60)
STAKEHOLDER ENGAGEMENT		
G4-24	Strategy and Management > Stakeholder Engagement > Stakeholder Mapping (p.26-28)	√(p.59-60)
G4-25	Strategy and Management > Materiality Analysis (p.29-30)	√(p.59-60)
G4-26	Strategy and Management > Materiality Analysis (p.29-30)/Human Resources > Internal Communication (p. 43)	√(p.59-60)
G4-27	Strategy and Management > Materiality Analysis (p.29-30)	√(p.59-60)
REPORT PROFILE		
G4-28	About this Report > Scope and Boundary (p.7)	√(p.59-60)
G4-29	About this Report > Scope and Boundary (p.7)	√(p.59-60)
G4-30	About this Report > Scope and Boundary (p.7)	√(p.59-60)
G4-31	About this Report > Give us your Feedback (p.9)	√(p.59-60)
G4-32	About this Report > Scope and Boundary (p.7) / External Assurance (p.59-60)	√(p.59-60)
G4-33	About this Report > Scope and Boundary (p.7) / External Assurance (p.59-60)	√(p.59-60)
REPORT PROFILE		
G4-28	About this Report > Scope and Boundary (p.7)	√(p.59-60)
G4-29	About this Report > Scope and Boundary (p.7)	√(p.59-60)
G4-30	About this Report > Scope and Boundary (p.7)	√(p.59-60)
G4-31	About this Report > Give us your Feedback (p.9)	√(p.59-60)
G4-32	About this Report > Scope and Boundary (p.7) / External Assurance (p.59-60)	√(p.59-60)
G4-33	About this Report > Scope and Boundary (p.7) / External Assurance (p.59-60)	√(p.59-60)
GOVERNANCE		
G4-34	Strategy and Management > Corporate Governance and Compliance (p.24-25)	√(p.59-60)

ETHICS AND INTEGRITY

G4-56	Introduction > Company Profile > Vision (p.14) and Values (p.14) / Strategy and Management > Defining Sustainability (p.24) and Corporate Governance Practices (p.26)	√(p.59-60)
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SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
	Information related to Standard Disclosures required by the 'in accordance' options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found.	In exceptional cases, if it is not possible to disclose certain required information, identify the information that has been omitted.	In exceptional cases, if it is not possible to disclose certain required information, provide the reason for omission.	In exceptional cases, if it is not possible to disclose certain required information, explain the reasons why the information has been omitted.	Indicate if the Standard Disclosure has been externally assured. If yes, include the page reference for the External Assurance Statement in the report.

CATEGORY: ENVIRONMENTAL

MATERIAL ASPECT: COMPLIANCE

G4-DMA	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-EN29	Marketplace > Laws, regulations and voluntary codes (p.36)				

CATEGORY: SOCIAL SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK

MATERIAL ASPECT: TRAINING AND EDUCATION

G4-DMA	Human Resources > Employee Development (p.42)				√(p.59-60)
G4-LA9	Human Resources > Employee Development (p.42)				√(p.59-60)
G4-LA10	Human Resources > Employee Development (p.42)				√(p.59-60)
G4-LA11	Human Resources > Employee Development (p.42)				√(p.59-60)

SUB-CATEGORY: SOCIETY

MATERIAL ASPECT: ANTI-CORRUPTION

G4-DMA	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-S03	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-S05	Marketplace > Laws, regulations and voluntary codes (p.36)				

MATERIAL ASPECT: ANTI-COMPETITIVE BEHAVIOR

G4-DMA	Human Resources > Employee Development (p.42)				
G4-S07	Marketplace > Laws, regulations and voluntary codes (p.36)				

MATERIAL ASPECT: COMPLIANCE

G4-DMA	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-S08	Marketplace > Laws, regulations and voluntary codes (p.36)				

SUB-CATEGORY: PRODUCT RESPONSIBILITY

MATERIAL ASPECT: CUSTOMER HEALTH AND SAFETY

G4-DMA	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-PR2	Marketplace > Laws, regulations and voluntary codes (p.36)				

MATERIAL ASPECT: PRODUCT AND SERVICE LABELING

G4-DMA	Introduction > Product and service information and labeling (p.21-22) / Client Service Satisfaction (p.38)				√(p.59-60)
G4-PR3	Introduction > Services > Product and service information and labeling (p.21-22)				√(p.59-60)
G4-PR4	Marketplace > Laws, regulations and voluntary codes (p.36)				√(p.59-60)
G4-PR5	Marketplace > Client Service Satisfaction (p.38)				√(p.59-60)

MATERIAL ASPECT: MARKETING COMMUNICATIONS

G4-DMA	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-PR6	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-PR7	Marketplace > Laws, regulations and voluntary codes (p.36)				

MATERIAL ASPECT: CUSTOMER PRIVACY

G4-DMA	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-PR8	Marketplace > Laws, regulations and voluntary codes (p.36)				

MATERIAL ASPECT: COMPLIANCE

G4-DMA	Marketplace > Laws, regulations and voluntary codes (p.36)				
G4-PR9	Marketplace > Laws, regulations and voluntary codes (p.36)				

External Assurance³⁵

This is the company's third Sustainability Report which represents the management practices and the results of our actions for the year during January 1, 2014 - December 31, 2014.

The Global Sustain Sustainability Report 2014 describes Global Sustain activities related to its services offered at its premises in Greece. TÜV Hellas (TÜV Nord) assessed Global Sustain Sustainability Report in accordance with the GRI G4 guidelines and confirms that they are in compliance level "In accordance - Core".

INDEPENDENT EXTERNAL VERIFICATION REPORT



To: Management of **GLOBAL SUSTAIN L.P.**

1. Independent Verification Report

The company **GLOBAL SUSTAIN L.P.** (hereafter **GLOBAL SUSTAIN**) has commissioned **TÜV HELLAS S.A.** (hereafter **TÜV HELLAS**) to provide limited external assurance concerning the Sustainability Report for the period of January 1st of 2014 to December 31st of 2014 (1/1/2014-12/31/2014).

2. Scope of the verification project of the Sustainability Report

Scope of the assurance project is the conduction of the Level Check, according to the GRI G4 Guidelines Sustainability Reporting, referring to the Sustainability Report of **GLOBAL SUSTAIN** for 2014 .

The Level Check was conducted based on the corresponding correlation table of GRI Indicators (GRI G4 Content Index Table) stated by **GLOBAL SUSTAIN** in its Sustainability Report, in order to confirm the company's compliance to the requirements of the GRI G4 for the "In accordance" - CORE Level.

3. Conclusions of TÜV HELLAS

According to the project scope and under the assurance procedures followed by **TÜV HELLAS**, it is concluded that:

- The Level Check conducted by **TÜV HELLAS**, according to the Guidelines of the GRI's G4 Sustainability Reporting, verifies the compliance of the **GLOBAL SUSTAIN** Sustainability Report for 2014 to the requirements of the GRI G4 for the "In accordance" - CORE Level.
- No misstatement of assertions and statements contained into the verified sections of the GRI G4 Content Index Table has come to the attention of **TÜV HELLAS**.

4. Limitations of the Review

- The range of the review addresses to the activities of **GLOBAL SUSTAIN** in Greece. The review was limited to the activities of the **GLOBAL SUSTAIN** Headquarters.

The review is not aimed at ensuring the adequacy of the circumscribed policies or the effectiveness of the operation of the circumscribed measures, but it is limited to the information provided for the confirmation of the company's compliance to the requirements of the GRI G4 for the "In accordance" - CORE Level.



INDEPENDENT EXTERNAL VERIFICATION REPORT

5. Verification Standard and Evaluation Criteria

The review for the Sustainability Report 2014, was conducted by verifiers in accordance to the **TÜV HELLAS'** Corporate Social Responsibility Verification Protocol, based on the GRI-G4 guidelines, as well as the internal procedures of **TÜV HELLAS** concerning the verification of Corporate Social Responsibility Reports (Level Check Verification).

6. Responsibilities and Functions

The Sustainability Team of **GLOBAL SUSTAIN** carried out the Sustainability Report that is addressed to the interested parties, thus, is responsible for the information and statements contained therein.

The Level Check conducted, do not represent **TÜV HELLAS'** opinion related to the quality of the Sustainability Report and its contents.

The responsibility of **TÜV HELLAS** is to express the independent conclusions on the issues as defined in the project scope and in accordance to the relevant contract. The project was conducted in such a way so that **TÜV HELLAS** can present to **GLOBAL SUSTAIN** administration the issues mentioned in this report and for no other purpose.

7. Impartiality and Independence of the verification team

TÜV HELLAS states its impartiality and independence in relation to the project of assuring the Sustainability Report of **GLOBAL SUSTAIN**. **TÜV HELLAS** had not undertaken work with **GLOBAL SUSTAIN** and did not have any cooperation with the interested parties that could compromise the independence or impartiality of the findings, conclusions or recommendations. **TÜV HELLAS** was not involved in the preparation of the text and data presented in the Sustainability Report of **GLOBAL SUSTAIN**.

For TÜV HELLAS



N. Paparoupas
CSR Product Manager



S. Peltekis
General Manager

Athens, 5/15/2015



Feedback Form

We would be grateful if you could help us improve our Sustainability Report by completing the form below:

Which stakeholder group do you belong to? (check all that apply)

- Employee
Member
Supplier
Community
Academia
Network
Media
Other

Rate our Sustainability Report:

- Does the report meet your information requirements? Poor Average Good Excellent
Is the report open and transparent? Poor Average Good Excellent
Do you find the report easy to understand? Poor Average Good Excellent
Does the report have useful information? Poor Average Good Excellent
How would you rate the "Strategy & Management" section? Poor Average Good Excellent
How would you rate the "Marketplace" section? Poor Average Good Excellent
How would you rate the "Human Resources" section? Poor Average Good Excellent
How would you rate the "Society" section? Poor Average Good Excellent
How would you rate the "Environment" section? Poor Average Good Excellent

How much do you agree with the following statements?

Rate the statements with 1-5. (1) Completely disagree and (5) Completely agree

- There is balance between the different sections 1 2 3 4 5
The content is complete and clear 1 2 3 4 5
The material issues have been sufficiently attributed 1 2 3 4 5
There is a full coverage of other issues of firm's operation 1 2 3 4 5
The graphs and stats are depicted in a comprehensible way 1 2 3 4 5
The structure is functional and makes reading easier 1 2 3 4 5
The overall look of the report (text and illustration) is pleasant 1 2 3 4 5
I prefer a printed version of the report 1 2 3 4 5
I prefer an electronic version of the report 1 2 3 4 5
I found it worth reading the report and I would recommend it 1 2 3 4 5

Please specify any issues not being included (or partially referred) in the present report that you would like to see featured in our next Sustainability Report.

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After reading our Sustainability Report, has your opinion about Global Sustain and its operations changed?

Positively Not at all Negatively

Are there any comments or suggestions that you would like to make on the report?

.....

Personal Details

Full Name:

Company/Organisation:

Tel:

E-mail address:

Please return this form by post to

Global Sustain**2, K. Palama Street & 161, Vouliagmenis Avenue, GR-172 37, Dafni, Athens, Greece****Attn: Constantina Batsari, Stakeholder Relations Manager**Or send via e-mail to: info@globalsustain.org

Or Fax to: (+30) 210 927 1119

All the compiled data will be used only for the improvement of our Sustainability Report and current initiatives. All personal data will be protected as defined by law.