

# ESG Performance Report 2025

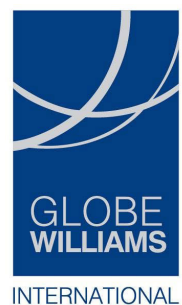


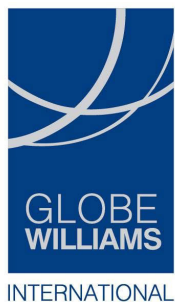
Powered by





# ESG Performance Report 2025





# ESG Performance Report 2025

Powered by





## Summary

|                                            |    |
|--------------------------------------------|----|
| Organization profile                       | 7  |
| Reporting information                      | 9  |
| Stakeholder Engagement                     | 12 |
| Double Materiality Matrix                  | 13 |
| Environment                                | 19 |
| People                                     | 25 |
| Suppliers, Local communities and Customers | 31 |
| Leadership and Governance                  | 37 |
| Synesgy's recommended actions              | 42 |
| GRI Key Concept                            | 44 |
| GRI Index                                  | 46 |





## Organization profile

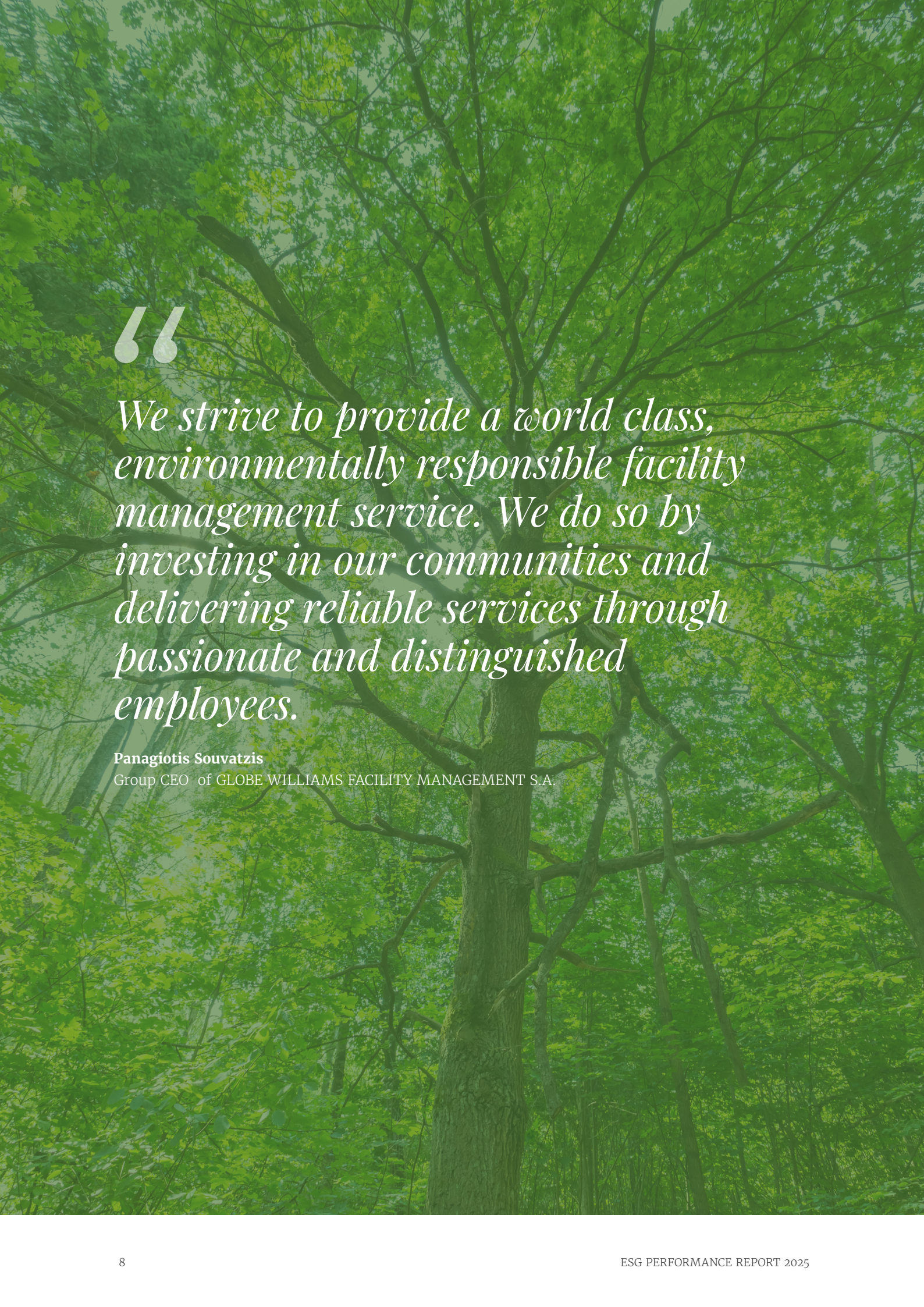
**GRI 2-1 • GRI 2-2 • GRI 2-6**

Globe Williams Facility Management S.A. originally established in 2005, forms part of the wider Globe Williams International Group, which was founded in 2000. Headquartered in Alimos, Athens, the company operates within a global network that spans Europe, Asia Pacific, North America, and Africa. Its primary business activity is total facility management, delivering integrated services that support the operation and performance of buildings and infrastructure. The organization pursues a mission centered on delivering high quality and environmentally responsible services, while investing in local communities and empowering employees. These principles reflect a strong alignment with environmental stewardship, social engagement, and ethical responsibility at a global scale.

This report refers to the operations of the company's headquarters located at 42 Alimou Avenue and 15 Roma, Alimos, Athens, Greece.

The company provides a broad portfolio of facility management services including technical maintenance, cleaning, environmental services, recycling, security, real estate support, and consulting solutions. It serves clients across commercial, residential, and industrial sectors, supporting diverse facilities and infrastructure systems such as heating, ventilation, automation, and safety equipment. Its value chain involves collaboration with suppliers of equipment, consumables, and technical components, as well as contractors delivering specialized maintenance, cleaning, security, and environmental services. The company integrates sustainable practices through services such as recycling, waste management, and environmental monitoring, while promoting responsible sourcing and vendor management practices that reinforce operational quality and environmental awareness.





“

*We strive to provide a world class, environmentally responsible facility management service. We do so by investing in our communities and delivering reliable services through passionate and distinguished employees.*

**Panagiotis Souvatzis**

Group CEO of GLOBE WILLIAMS FACILITY MANAGEMENT S.A.





Panagiotis Souvatzis

At Globe Williams Facility Management, we believe that sustainable development is not merely a business choice, but a fundamental commitment to our people, our clients, society, and the environment.

Our mission is to provide high-quality, integrated Facility Management services, creating safe, efficient, and sustainable workplaces that deliver real value to the organizations that trust us. At the same time, we strive to operate with responsibility, transparency, and consistency, embedding Environmental, Social, and Governance (ESG) principles into every aspect of our operations.

Our vision is to be the most trusted and innovative partner in the Facility Management industry, actively contributing to the creation of a more sustainable future. We continuously invest in our people, leverage technology and innovation, and adopt practices that reduce our environmental footprint, enhance employee well-being, and promote responsible business conduct.

Our strategic objectives focus on continuously improving our environmental performance, strengthening the health, safety, and development of our employees, promoting diversity and equal treatment, and maintaining strong standards of corporate governance, ethics, and regulatory compliance.

This ESG Report reflects our journey, our performance, and our commitment to continuous progress. We recognize that sustainability is an ongoing process of development and collaboration. For this reason, we remain dedicated to creating long-term value for all stakeholders while contributing to the achievement of the Sustainable Development Goals and fostering a more resilient, responsible, and sustainable business environment.

With responsibility, consistency, and a steadfast commitment to our values, we continue to shape the future of Globe Williams Facility Management, transforming challenges into opportunities and creating a positive impact for future generations.

## Reporting information

### GRI 2-3 • GRI 2-4 • GRI 2-5

The company publishes its environmental, social, and governance (ESG) sustainability results in a report generated semi-automatically through the Synesgy View platform.

The ESG Performance Report is based on the questionnaire provided to GLOBE WILLIAMS FACILITY MANAGEMENT S.A. by Synesgy. This tool enabled the identification and assessment of the company's ESG values for the period 01/01/2025 – 31/12/2025.



Synesgy is an officially **licensed software and tools partner** of the Global Reporting Initiative (GRI) at the global level, ensuring that the report's disclosures comply fully with the GRI Standards. These standards provide a comprehensive, comparable, and credible framework for reporting on topics relevant to an organization, its impacts, and how they are managed.

Accordingly, the ESG Performance Report aligns with the GRI Sustainability Reporting Standards, updated to reflect the latest revisions as of January 1, 2023, and also complies with the European Sustainability Reporting Standards (ESRS) introduced under the new Corporate Sustainability Reporting Directive (CSRD). The ESRS, adopted by the European Commission on July 31, 2023, serve as a common framework for ESG reporting by companies within the CSRD's scope.

The Greek legislation incorporating this legislation, Law 5164/2024 (Government Gazette 102/12.12.2024), officially entered into force on December 10, 2024. The ESRS present a significant degree of harmonization with the GRI Standards.

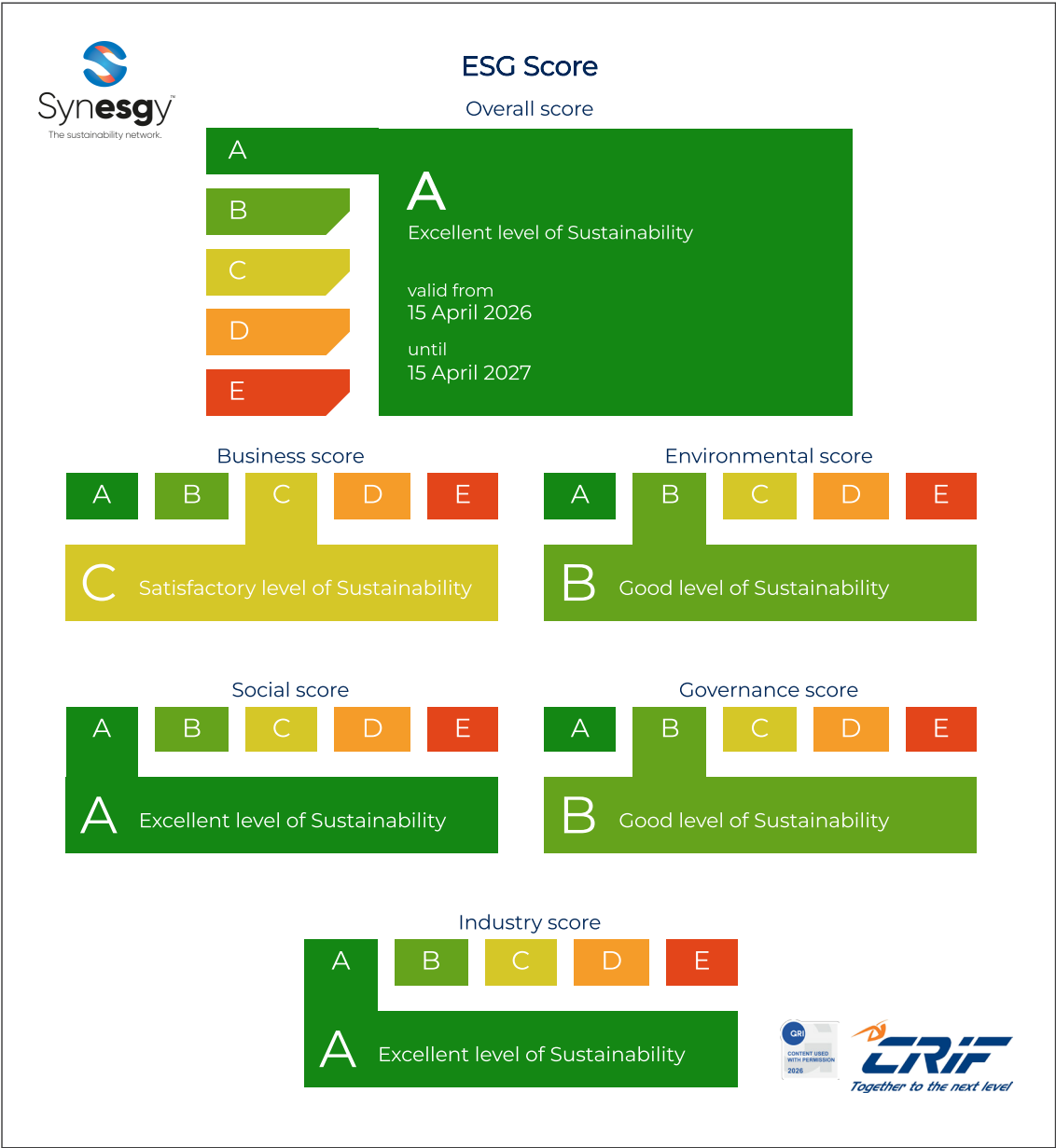
✓ **GRI Sustainability Reporting Standards**

✓ **ESRS European Sustainability Reporting Standards**

For non-listed SMEs that fall outside the scope of the CSRD, EFRAG has developed a Voluntary Standard for SMEs (VSME) to encourage and guide these enterprises in reporting their ESG performance. This standard addresses the same sustainability topics as the ESRS do for large companies but is tailored to be proportionate and reflective of the specific characteristics of micro, small, and medium-sized enterprises.

By providing their information through Synesgy, SMEs can also ensure compliance with the voluntary requirements set forth in the VSME.

This declaration is available on the GLOBE WILLIAMS FACILITY MANAGEMENT S.A. website at <https://www.globewilliams.com>. For further information, please contact us at [info@globewilliams.com](mailto:info@globewilliams.com). The ESG Performance Report was prepared using the Synesgy View platform.



# Ranking

This Ranking Score represents the overall rank of this evaluation among all the evaluated companies.



\*This Ranking Score represents the overall rank of this evaluation among all the evaluated companies. Higher value means better evaluation (1/100 is the lowest, 100/100 is the best evaluation).

## Why was it important for GLOBE WILLIAMS FACILITY MANAGEMENT S.A. to complete the Synesgy questionnaire?

- ✔ It has allowed the company to establish a positive and mutually reinforcing relationship with its customers, suppliers, and all stakeholders
- ✔ Data is shared in real time
- ✔ The questionnaire is designed for use across all recognized banking networks, grounded in internationally established measurement frameworks such as the GRI and ESRS standards, ensuring consistency and comparability in sustainability reporting
- ✔ It is powered by a platform that enables data collection within seconds
- ✔ Developed by CRIF, a globally recognized leading company in the field of Sustainability
- ✔ The integration of Synesgy with the Synesgy View platform allows for the automated preparation of this report

# Stakeholder Engagement

GRI 2-29

ESRS 1

In accordance with the ESRS, stakeholders are defined as individuals or groups who can reasonably be expected to influence, or be influenced by, the company's activities, decisions, or impacts.

Strengthening a sustainable business model requires not only a commitment to adopting sustainable practices but also active engagement with stakeholders who are directly or indirectly involved in the company's operations.

Understanding and assessing stakeholder needs and expectations is essential for aligning objectives and creating shared value. This approach can enhance both the quality of life and well-being of stakeholders, while also improving the company's efficiency and legitimacy.

By engaging in dialogue with, and listening to, local stakeholders, the company lays the groundwork for developing sustainability strategies that reflect common interests and shared goals.

Within the General Requirements of the ESRS, the company's key stakeholders are divided into two groups:

- ✔ Affected stakeholders: individuals or groups whose interests are or could be impacted by the company's activities and its direct or indirect business relationships across the value chain (identified in the table with an **"A" for Affected**);
- ✔ Users of sustainability statements: the primary users of general-purpose financial reporting, along with other stakeholders such as business partners, civil society, and public authorities (identified in the table with a **"U" for User**).

The company's stakeholder engagement system encompasses activities, tools, channels, and methods designed to address the diverse profiles and needs of stakeholders while considering the overall governance structure.

The following table summarizes the above:

| Stakeholders         | Definition | Engagement Tools                                                                                                                                                                               |
|----------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employees            | A          | Meetings, corporate climate surveys and internal surveys; internal communication tools (press review, intranet, company e-mail, internal social network, etc.); group and training activities. |
| Suppliers            | A          | Selection procedures, meetings and visits; definition and sharing of standards; questionnaires; joint planning; dedicated portals.                                                             |
| Affected Communities | A/U        | Communication and marketing campaigns; meetings with local community representatives; sponsorships and events.                                                                                 |
| Consumers/Clients    | A          | Direct sales or business meetings and visits; customer satisfaction and market research; tests and focus groups; social media and corporate website; dedicated meetings and industry events.   |
| Trade Unions         | U          | Engagement through support and dialogue initiatives, and communication exchange.                                                                                                               |



# Double Materiality Matrix

GRI 2-9

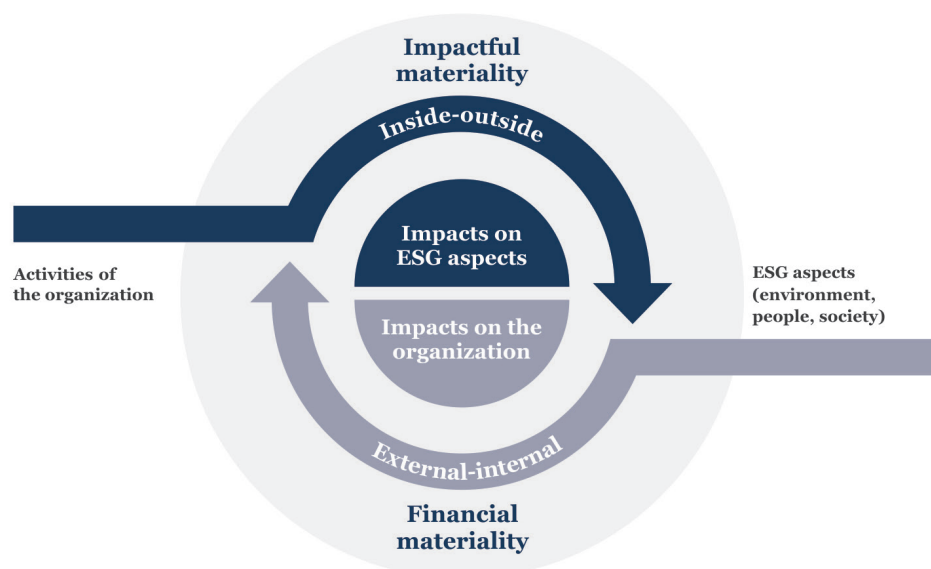
ESRS 1 • ESRS 2

Once the company's key stakeholders have been identified, the next step is to prioritize the most relevant issues for both the stakeholders and the company.

The materiality analysis process follows the guidelines set forth by the 2021 GRI Universal Standards, particularly "GRI 3: Material Topics 2021," as well as the guidance provided in ESRS 1. ESRS 1 defines a sustainability issue as material from an impact perspective when it involves actual or potential positive or negative effects on people and the environment over the short, medium, or long term. The current European reference standards adopt a double materiality approach. This concept involves assessing impacts from two complementary perspectives: "Inside-out" (Impact Materiality) and "Outside-in" (Financial Materiality). The former identifies the impacts that the organization and its value chain actually or potentially generate on the external environment, while the latter considers the risks and opportunities that may affect the company's value creation, strategy, financial performance, and positioning over the short, medium, or long term.

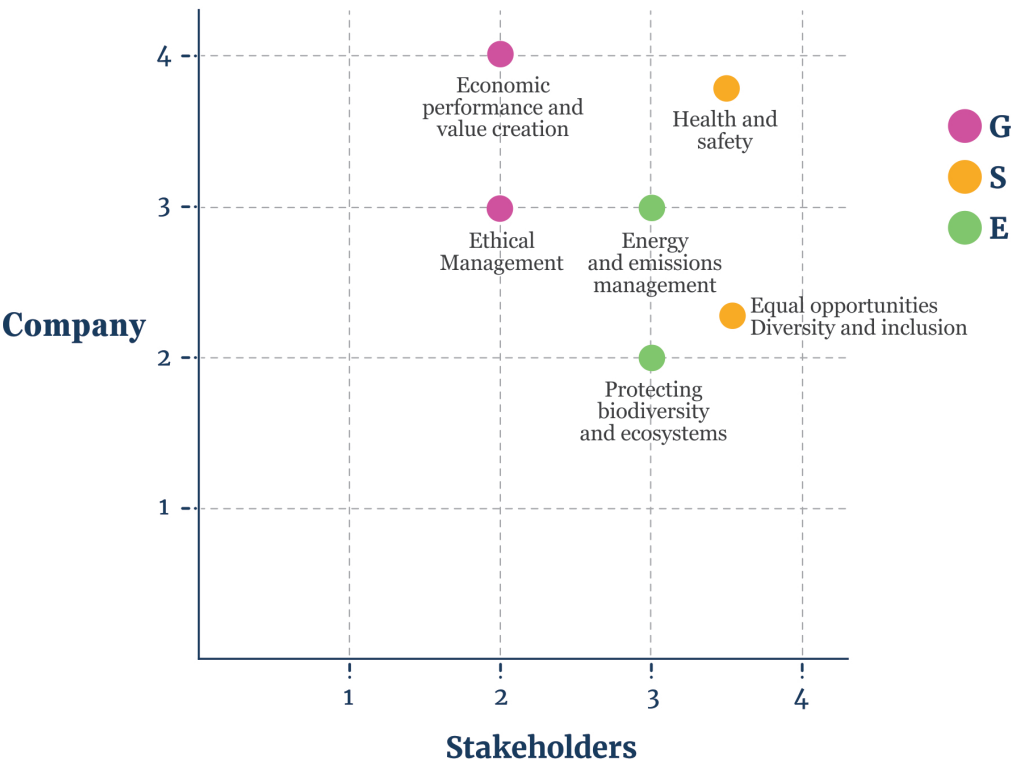
More specifically, the double materiality approach addresses two fundamental questions:

- ✓ **Financial Materiality:** How can ESG factors affect the financial stability and operations of the organization?
- ✓ **Impact Materiality:** How can the choices and activities of the organization influence the environment and society?



This analysis is visually represented by a matrix that offers an immediate overview of the material topics deemed significant to both stakeholders and the company, illustrating how these topics can positively or negatively affect the company's external environmental and social footprint, as well as its financial impact.

The following is an example of how the most common material topics are identified:







# SDGs: UN Sustainable Development Goals



On **September 25, 2015**, the governments of **193 United Nations member** states adopted the **2030 Agenda for Sustainable Development**.

This action plan, approved by the UN General Assembly, includes 17 specific Sustainable Development Goals (SDGs), which are part of a broader framework comprising a total of 169 related targets.

The 17 SDGs are relevant not only to governments and nations but also to every business. ESG principles embody what companies are expected to do to contribute to these goals.

## Environmental

- ✓ Reliance on fossil fuels
- ✓ Significant water footprint
- ✓ Involvement in deforestation
- ✓ Waste management and disposal

## Social

- ✓ Conflicts with local communities
- ✓ Focus on employee health and safety
- ✓ Protection of diversity
- ✓ Appropriate interpersonal relationships between employees

## Governance

- ✓ Bonuses disproportionate to employee salaries
- ✓ Involvement in corruption scandals
- ✓ Opening of offshore subsidiaries to evade tax

# GLOBE WILLIAMS FACILITY MANAGEMENT S.A. and SDGs

The Synesgy questionnaire has enabled GLOBE WILLIAMS FACILITY MANAGEMENT S.A. to map material topics and sustainability-related issues, thereby highlighting the most significant achievements during the reporting year. It provides stakeholders with an immediate and, importantly, certified overview of the company's activities, as the assessment adheres to internationally recognized standards. The launch of this sustainability awareness initiative underscores the company's commitment to best practices, demonstrated by the alignment of its actions with 9 of the 17 United Nations Sustainable Development Goals (SDGs).



## 03 – Good health and well-being

Ensure healthy lives and promote well-being for all at all ages.



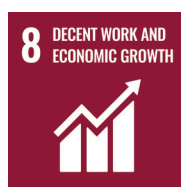
## 04 – Quality education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



## 05 – Gender equality

Achieve gender equality and empower all women and girls.



## 08 – Decent work and economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



## 09 – Industry, innovation and infrastructure

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.



## 10 – Reduced inequalities

Reduce inequality within and among countries.



## 11 – Sustainable cities and communities

Make cities and human settlements inclusive, safe, resilient and sustainable.



## 12 – Responsible consumption and production

Ensure sustainable consumption and production patterns.



## 13 – Climate action

Take urgent action to combat climate change and its impacts.

The identification of issues through Synesgy and the 26 material topics, linked to the ESG areas, has initiated a real path of awareness that engages all stakeholders through multiple communication channels.









# Environment







## Environmental impact management

**GRI 1 • GRI 2-12 • GRI 2-25 • GRI 2-29 • GRI 3-1 • GRI 3-2 • GRI 3-3  
ESRS 2 SBM-3 • ESRS 2 IRO-1**

The organisation recognises that its activities — as well as those carried out by entities across its value chain — can generate a wide range of environmental impacts. For this reason, it is essential to identify not only the impacts directly caused by the company, but also those to which it contributes or that arise through its products, services and business relationships. A responsible organisation is one that transparently maps these impacts and develops strategies to prevent, minimise or remedy negative effects, while enhancing positive outcomes. This approach aligns with principles of **impact-based sustainability management**.

To support this process, the company systematically monitors its environmental performance using **quantitative indicators**, enabling evidence-based evaluation and continuous improvement. Its operations are guided by an **environmental management system**, which provides structure, oversight and consistency in the implementation of environmental policies.

The organisation also holds nationally and **internationally recognised environmental certifications**, demonstrating **compliance with established standards and reinforcing stakeholder confidence**. In addition, the company **promotes sustainable mobility by offering incentives** for employees who commute using **public transport or low-emission vehicles**, supporting broader efforts to reduce environmental impacts associated with transportation.

Digitalisation plays a key role in strengthening environmental governance. The company **employs applications and technologies for data analytics**, including tools that analyse energy and material-consumption patterns. It has also implemented initiatives to integrate **cloud-based solutions** into its archiving processes, replacing paper-based systems with digital repositories and enhancing its capacity to collect, store and utilise environmental data. These actions contribute to operational efficiency and support **data-driven sustainability**.

The organisation **regularly reports its consumption data**, ensuring transparency and enabling performance tracking over time. This reporting framework is designed to assess progress against specific environmental objectives set for a **five-year horizon**, supporting long-term planning and continuous improvement in line with **strategic environmental management**.

## Materials

### GRI 301-1

The company places strong emphasis on the environmental implications of the materials it uses, recognising that their impact extends well beyond the production phase and continues throughout the entire life cycle of its products. This life-cycle perspective supports a more responsible approach to resource management and aligns with contemporary expectations for **sustainable material use**.

In line with this commitment, the organisation has introduced **projects and actions aimed at reducing plastic and paper consumption** across its main operational sites. These initiatives form part of a broader effort to minimise waste generation, optimise resource efficiency and strengthen environmental performance.

A key measure implemented by the company is the **placement of dedicated recycling and disposal bins**, ensuring that plastic and paper waste is correctly separated and channelled into the municipal recycling system. This action enhances the traceability of waste streams, supports local recycling infrastructure and contributes to the organisation's alignment with **circular-economy practices**.

Through these targeted interventions, the company demonstrates a proactive approach to reducing material consumption and improving the environmental footprint of its operations.

## Energy

### GRI 2-12 • GRI 2-29 • GRI 3-2 • GRI 3-3 • GRI 302 • GRI 302-1 • GRI 302-4 ESRS E1-3 • ESRS E1-4 • ESRS E1-5 • ESRS 2 SBM-3 • ESRS 2 IRO-1

Energy consumption constitutes a central parameter for assessing both the organisation's operational efficiency and its environmental footprint. A structured approach to monitoring energy use, distribution and savings enables the company to pinpoint areas where resource optimisation is most needed, supporting a long-term strategy of continuous improvement. This approach is aligned with recognised principles of **energy-performance management** and contributes to responsible environmental stewardship.

The company's commitment to energy responsibility is demonstrated through the following elements:

- **Application of an energy management system**, ensuring systematic planning, monitoring and evaluation
- **Possession of nationally and internationally recognised third-party energy certifications**, reinforcing compliance and transparency
- **Electricity consumption of 50,662 kWh across owned and leased premises during the reporting year**
- **Implementation of energy-efficiency measures over the past five years**, including targeted upgrades and infrastructure improvements

A key intervention carried out in **2024** was the installation of **LED lighting in office areas**, representing an **investment of €3,100**. This initiative contributed to an estimated **4% reduction** in energy consumption compared with the previous year, demonstrating the tangible impact of efficiency actions.

The organisation is certified under **ISO 50001 energy management systems**, confirming the robustness of its energy-governance framework and its alignment with **international best practices**.

To further reduce its environmental footprint, the company has adopted additional optimisation measures:

- **Replacement of conventional lighting with LED systems**
- **Leasing of plug-in vehicles**, supporting lower-emission mobility and aligning with sustainable mobility practices

Moreover, the company's main sites have obtained **third-party certifications related to building energy class**, ensuring that its facilities meet recognised performance standards and contribute to broader environmental objectives.

## Water and water discharges

**GRI 303-5**  
**ESRS E3-4**

Sustainable water management is a critical component of the organisation's environmental responsibility, given that water is a shared resource whose preservation directly affects ecosystems, communities and future generations. Ensuring responsible use requires a long-term perspective and a commitment to practices that minimise impacts across all operational areas. This approach aligns with principles of **sustainable water stewardship**.

The organisation recognises that effective water governance cannot be achieved in isolation. For this reason, it actively collaborates with stakeholders to promote responsible water use and to ensure that the needs of other water users are taken into account. Through this engagement, the company can co-develop shared objectives related to:

- **Responsible water use and conservation**
- **Investment in water-related infrastructure**
- **Promotion of policies supporting sustainable resource management**
- **Capacity-building initiatives and awareness-raising activities**

Stakeholder involvement is prioritised, particularly among those closest to the organisation's operations — employees, non-employee workers, consultants and suppliers. This collaborative approach facilitates the exchange of best practices and supports continuous improvement in the rationalisation and efficient use of water resources. It also reflects recognised principles of **stakeholder-inclusive environmental management**.

In the most recent reporting year, total water consumption across all company locations amounted to **310 m³**. This metric forms the basis for ongoing monitoring and supports the organisation's commitment to transparency and responsible resource management.

## Emissions

**GRI 305-1**  
**ESRS E1-6**

Direct and indirect greenhouse-gas emissions, as well as emissions of other ozone-depleting substances, represent a core dimension of the organisation's environmental footprint. Monitoring these emissions — together with the actions implemented to reduce them — demonstrates the company's commitment to limiting the ecological impacts associated with its operations. This approach aligns with recognised **principles of GHG management** and supports long-term environmental stewardship.

The level of direct emissions is influenced by the **energy sources owned or controlled by the organisation**, including electricity generation, heating, cooling and steam production, all of which may involve the combustion of fuels. For this reason, the company places strong emphasis on:

- **Systematic monitoring of emissions**, ensuring transparency and enabling targeted interventions
- **Improving the efficiency of energy resources**, recognising that optimised energy use directly contributes to lower air-emission levels
- **Identifying opportunities to reduce or eliminate sources of high-impact emissions**, consistent with climate-responsible operations



|             |    |
|-------------|----|
| Natural Gas | 0  |
| Diesel      | 14 |
| Petrol      | 24 |
| Hybrids     | 4  |
| Natural Gas | 0  |
| Diesel      | 14 |
| Petrol      | 24 |
| Hybrids     | 4  |

The organisation's vehicle fleet is **mixed**, incorporating both conventional and low-emission technologies. In particular:

- **The fleet includes electric and hybrid vehicles**, reflecting the company's commitment to reducing direct emissions and aligning with recognised principles of low-emission transport.
- **The integration of alternative-fuel vehicles supports broader efforts to improve energy efficiency and minimise the environmental impacts associated with business mobility.**

By progressively shifting towards cleaner vehicle technologies, the company strengthens its capacity to reduce operational emissions and enhance the sustainability performance of its transport-related activities.

## Waste

### GRI 306-2 ESRS E5-1

The environmental dimension of sustainability, as defined by the GRI Standards, encompasses the impacts that an organisation has on both living and non-living natural systems — including soil, air, water and ecosystems. Within this framework, waste represents a critical area of attention, as it may originate not only from the organisation's own operations but also from upstream and downstream actors across its value chain. When not properly managed, waste can generate significant adverse effects on the environment and human health. This perspective aligns with recognised principles of environmental impact management.

In line with this understanding, the company has established structured practices to ensure responsible waste handling across all locations. Specifically, the organisation:

- **Practices separate waste collection at its facilities**
- **Separates and recycles paper waste, supporting circular-economy principles**
- **Separates and recycles electronic components and computer-equipment waste, ensuring proper handling of hazardous materials**
- **Separates and recycles glass waste, contributing to resource recovery**
- **Separates and recycles plastic waste, reducing the environmental burden associated with non-biodegradable materials**

These actions reflect the company's commitment to sustainable waste management and reinforce its broader environmental-protection strategy.







# People







## Employment

GRI 2-7 • GRI 2-12 • GRI 2-29 • GRI 2-30 • GRI 3-2 • GRI 3-3 • GRI 401-1 • GRI 401-2 • GRI 403-1 • GRI 403-6 • GRI 403-9 • GRI 405-1 • GRI 405-2 • GRI 406-1  
 ESRS 2 SBM-3 • ESRS 2 IRO-1 • ESRS S1-6 • ESRS S1-9 • ESRS S1-11 • ESRS S1-12 • ESRS S1-14 • ESRS S1-15 • ESRS S1-16

Understanding the organisation's approach to employment, job creation and workforce management is essential for assessing its social performance. This includes the policies and practices governing recruitment, selection, retention and the overall working conditions offered to personnel. A structured and responsible employment framework supports organisational stability and aligns with recognised **principles of sustainable workforce management**.

Workforce stability, particularly from a contractual perspective, is reinforced by internal welfare policies that contribute to high productivity and organisational resilience. A working environment that **promotes social inclusion, work-life balance, diversity and equal opportunities**, supported by appropriate welfare tools, enhances employee well-being and strengthens the organisation's capacity to respond effectively to extraordinary circumstances. This approach reflects established practices of inclusive workplace culture.

The company demonstrates its commitment to employee protection and well-being through the following measures:

- **Implementation of a structured occupational health and safety management system**, ensuring systematic risk prevention and continuous improvement
- **Possession of nationally and internationally recognised third-party certifications related to employee health and safety**, reinforcing compliance and transparency
- **Monitoring and reporting of workforce composition, including the number of employees (interns and trainees included) by professional category**, with a specific focus on women, supporting principles of gender-equity reporting

These practices highlight the organisation's dedication to maintaining a safe, fair and supportive working environment, **aligned with its broader social-sustainability objectives**.

Number of employees (including interns and trainees) by professional category WOMEN.

|                          |     |
|--------------------------|-----|
| Number of Directors      | 0   |
| Number of Managers       | 4   |
| Number of Office Workers | 32  |
| Number of Workers        | 195 |
| Number of Apprentices    | 0   |
| Self-employed            | 0   |

Number of employees (including interns and trainees) by professional category MEN.

|                          |     |
|--------------------------|-----|
| Number of Directors      | 2   |
| Number of Managers       | 5   |
| Number of Office Workers | 36  |
| Number of Workers        | 115 |
| Number of Apprentices    | 0   |
| Self-employed            | 0   |

Average annual remuneration by gender and by most represented professional category:

|       |      |
|-------|------|
| Women | 1116 |
| Men   | 1294 |

## Workforce Profile and Inclusion

The organisation maintains a balanced workforce, with the **average employee age ranging between 30 and 50 years**. Its commitment to inclusion and equal opportunities is reflected in:

- **Hiring employees belonging to protected categories** (ex 68/99) or disadvantaged groups (ex L.381/91), representing **1% of total staff**
- **Policies promoting gender equality** across all professional categories
- **Policies supporting the integration of foreign and/or disabled employees**, aligned with **diversity and inclusion practices**

## Health and Safety Performance

The company implements a structured occupational health and safety framework, supported by:

- **ISO 45001 certification**, confirming alignment with international standards
- **Additional internal policies** designed to reinforce safety and risk prevention measures
- **Internal policies on human rights and the prevention of child or forced labour**

Key safety indicators demonstrate consistent monitoring:

- **Injuries in the current year:** less than or equal to 3
- **Injuries last year:** between 4 and 9
- **Injuries two years ago:** between 4 and 9
- **Lost days due to temporary incapacity (current year):**  $\leq 10$
- **Lost days last year:** 11–49
- **Lost days two years ago:** 11–49

These metrics reflect the organisation's commitment to continuous improvement in workplace safety, aligned with **occupational safety governance**.

## Employment Stability and Working Conditions

The company ensures strong employment stability and favourable working conditions through:

- **Average total hours worked last year:** 590,000
- **Creation of 6 new jobs** in the past year
- **More than 95% of employees covered by the National Collective Labour Agreement**, ensuring contractual protection and compliance with national labour standards

## Welfare, Benefits and Employee Support

The organisation offers a comprehensive welfare framework designed to enhance employee well being and support work life balance. Key components include:

- **Employee liability insurance policies**
- **Family oriented benefits** (family allowances, kindergarten and summer camp support, scholarships)
- **Hourly flexibility and smart working arrangements**
- **Agreements with local organisations** (fuel vouchers, spending vouchers, discounts)
- **Productivity bonuses**
- **A designated welfare officer** within the company
- **A welfare portfolio** covering education, family care and health care

To ensure continuous improvement, the company conducts **regular employee satisfaction surveys**, enabling data driven enhancements to workplace conditions and welfare programmes.

## Equality, Diversity and Inclusion (EDI)

The organisation publicly discloses its **EDI policy**, which addresses discrimination based on gender, race, religion, sex or sexual orientation. The policy is available at: <https://www.globewilliams.com/>  
This transparency reinforces the company's commitment to **equitable workplace governance**.



# Training

GRI 205-2 • GRI 401-1 • GRI 403-5 • GRI 404-1 • GRI 404-2  
ESRS S1-13

The continuous development and strengthening of professional skills and competencies is a prerequisite for any organisation aiming to achieve its strategic objectives and generate long-term value. Investing in training enhances employee performance, supports organisational adaptability and aligns with recognised principles of capacity-building for sustainability.

During the reporting year, the company delivered a substantial volume of training, totalling 3,520 hours, covering a broad range of thematic areas essential for operational excellence and responsible business conduct.

## Main Training Areas

The organisation implemented training programmes across several priority topics, including:

- **Anti-corruption, reinforcing ethical conduct and compliance**
- **Environmental topics, supporting awareness and responsible resource management**
- **Technical and operational seminars, including:**
  - **Technical sales seminar**
  - **Office and Entersoft use seminar**
  - **Cleaning materials management seminar**
  - **Team-management seminar**
  - **Privacy and data protection (ex-GDPR), ensuring alignment with regulatory requirements**
  - **Occupational health and safety, strengthening risk-prevention practices**

Beyond mandatory requirements, the company delivered additional occupational-health and safety training, demonstrating its commitment to safeguarding employees and aligning with principles of proactive safety management.

## Sustainability-Focused Training

The organisation also provided training activities specifically dedicated to sustainability, supporting the integration of ESG principles into daily operations and reinforcing a culture of responsible business behaviour.









# Suppliers, Local communities and Customers







## Local communities and virtuous initiatives

GRI 203-1 • GRI 413-1

The organisation recognises that meaningful integration with the local community is essential for reducing its territorial impacts and generating shared value. Opening its operational environment to residents and engaging in transparent dialogue allows the company to better understand community expectations, exchange experiences and incorporate local insights into its strategic planning. This approach strengthens the organisation's capacity to mitigate negative impacts and enhance positive contributions, in line with **principles of community-centred sustainability**.

A constructive relationship with local communities ensures that residents are not passive recipients of the company's activities but active participants capable of influencing operational and development decisions. This inclusive model **supports long-term trust, social cohesion and responsible territorial development, consistent with stakeholder engagement practices**.

During the reporting year, the company implemented several **initiatives** aimed at strengthening its presence and contribution within the local community:

- **Educational and awareness-raising projects in schools and community settings**, particularly on sustainability topics
- **Donations, sponsorships and community-benefit contributions**, supporting local organisations and initiatives
- **Total community investments for the year: €3,100**
- **Training and educational initiatives for the community on business-related topics (e.g., webinars, events)**
- **Training and educational initiatives for the community on sustainability issues**, promoting environmental awareness and responsible behaviour
- **The company applies conventions relating to its business for young people. (e.g. discounts, concessions, promotions, etc.)**

These actions reflect the organisation's commitment to local-community development and reinforce its role as an active contributor to the social and environmental well-being of the territories in which it operates.

## Customer relations

### GRI 418

The organisation places strong emphasis on understanding and managing the impacts that its products and services may have on customer health and safety throughout their entire life cycle. This responsibility begins at the earliest stages of concept development and continues through research and development, certification, manufacturing, production, marketing, distribution, use and after-sales support, extending all the way to end-of-life management. This life-cycle perspective aligns with recognised principles **of customer-safety stewardship and ensures that risks are systematically identified and addressed.**

Within this framework, the company implements initiatives aimed at **safeguarding customers across all phases of the product or service life cycle.** These include assessments and controls related to safety, quality and performance, as well as measures addressing the increasingly critical areas of privacy and data protection, consistent with responsible data governance.

The organisation demonstrates its **commitment to responsible customer relations** through the following actions:

- **Implementation of a privacy and data-security policy**, ensuring structured management of personal data
- **Voluntary initiatives that go beyond regulatory requirements (e.g., GDPR), aimed at strengthening the protection of individuals in relation to data processing**
- **Integration of safety considerations across all life-cycle stages**, from design to end-of-life
- **Continuous evaluation of potential impacts on customer well-being**, supporting transparency and trust

These practices reinforce the company's dedication to safeguarding customer interests and ensuring that its operations remain aligned with principles of ethical customer-relationship management.

## Suppliers and procurement practices

### GRI 204-1 • GRI 307 • GRI 414-1 • GRI 419

The organisation recognises that its relationships with suppliers play a decisive role in shaping its overall sustainability performance. A key component of this relationship is the environmental assessment of suppliers, which evaluates the commitments they make to sustainability and the extent to which their behaviours align with responsible environmental, social and economic practices. This approach is consistent with principles **of responsible supply-chain management.**

To ensure continuous improvement and the mitigation of negative impacts, the company increasingly focuses on **assessing supplier compliance across ESG dimensions**. Since supplier practices directly and indirectly influence the organisation’s value chain, monitoring their performance and defining targeted strategies becomes essential. This dual approach — monitoring behaviour and intervening where necessary — strengthens supply-chain resilience and supports sustainable procurement practices.

The company has established a structured system for evaluating suppliers, which includes:

- **Assessment of suppliers across defined ESG variables**, expressed as a percentage of the total supplier base
- **Evaluation of socio-environmental impacts across the supply chain**, ensuring transparency and alignment with sustainability objectives
- **Monitoring of supplier behaviour to identify risks and areas requiring corrective action**
- **Development of strategies to limit the influence of suppliers with negative impacts**, reinforcing responsible sourcing

These practices demonstrate the organisation’s commitment to integrating sustainability into procurement processes and ensuring that its value chain reflects the principles of ethical and sustainable sourcing.

|                                               |     |
|-----------------------------------------------|-----|
| Environmental certifications                  | 100 |
| Social certifications (healthcare and safety) | 100 |
| Geographical proximity                        | 100 |













# Leadership and Governance





## Governance

GRI 2-9 • GRI 2-9  
ESRS 2 GOV-1

A clear understanding of the organisation's governance structure, composition and expertise is essential for assessing how effectively ESG considerations — including human rights — are embedded into strategic decision-making and operational oversight. The capability of the governing body to supervise these matters reflects the organisation's maturity **in ESG governance integration and its commitment to responsible management.**

The company's governance framework is defined by **a Board of Directors**, which serves as the primary corporate governance body. Its characteristics demonstrate a compact yet **structured leadership model** capable of ensuring oversight across key sustainability dimensions.

### Governance Structure and Composition

The organisation's governing body is characterised by the following elements:

- **Board of Directors as the formal governance authority**
- **Fewer than three members, indicating a streamlined governance structure**
- **Up to three independent members, supporting impartiality and balanced decision-making**
- **Female representation between 33% and 50%, reflecting progress toward gender diversity and aligning with gender-balanced governance**
- **Average age between 30 and 50, indicating a blend of experience and contemporary managerial perspectives**

The company ensures transparency and accountability through:

- **Presence of an external auditing company, specifically AS NETWORK AUDITING SERVICES SA – Chartered Auditors Accountants, which provides independent assurance and reinforces transparency and accountability across the organisation’s governance and reporting processes.**
- **Membership in recognised trade associations, reinforcing its connection to sectoral best practices**
- **Affiliation with the Hellenic Facility Management Association, supporting knowledge exchange and alignment with industry standards**

These elements collectively demonstrate the organisation’s commitment to maintaining a governance system capable of overseeing ESG matters effectively and ensuring alignment with principles of responsible corporate oversight.

## Professional ethics

**GRI 1 • GRI 2-22**  
**ESRS 2 SBM-3 • ESRS 2 IRO-1**

The organisation’s political and ethical commitments form the foundation of its approach to responsible business conduct, including the protection of human rights. These commitments represent core values and guiding principles that must be embedded in both strategic planning and day-to-day operations. Identifying ESG risks and implementing appropriate tools to address them is essential for ensuring ethical performance and aligns with **recognised principles of responsible corporate behaviour**.

The company integrates ESG considerations into its **risk-management framework**, ensuring that social and environmental impacts are treated as corporate risk factors alongside regulatory, operational and financial dimensions. This approach strengthens organisational **resilience and supports long-term value creation**, consistent with ESG-aligned risk governance.

The organisation demonstrates its commitment to sustainability through the following actions:

- **Management of risks in accordance with existing regulations**, incorporating social and environmental considerations
- **Implementation of sustainability initiatives and/or a formalised sustainability mission or strategy to manage economic, social and environmental impacts**
- **Integration of environmental and social factors into the company’s mission and long-term strategy**, ensuring alignment with responsible-business principles
- **Compliance with ISO 26000**, confirming adherence to international guidelines on corporate social responsibility
- **Appointment of a dedicated sustainability officer**, reinforcing internal governance capacity and supporting the systematic integration of ESG priorities

These elements collectively demonstrate the organisation’s commitment to embedding sustainability into its strategic direction and operational practices, in line with principles of sustainability-driven governance.

## Normative compliance

GRI 1 • GRI 2-23 • GRI 307-1  
ESRS 2 SBM-3 • ESRS 2 MDR-P

Regulatory compliance is a fundamental indicator of an organisation's ability to operate in alignment with legal requirements and internationally recognised standards. Demonstrating compliance through accredited certifications strengthens stakeholder trust and contributes to the mitigation of ESG-related risks, in line with principles of **responsible compliance management**.

The company integrates **regulatory compliance into its operational model**, ensuring that its products, services and environmental practices meet established quality and sustainability benchmarks. This commitment reinforces the organisation's credibility and supports long-term value creation across its value chain.

The organisation demonstrates its **adherence to recognised standards** through the following elements:

- **Possession of third-party certifications at national or international level**, confirming the quality of its products and services
- **Full compliance with ISO 14001 environmental-management standards**, ensuring structured environmental planning, monitoring and continuous improvement
- **Integration of compliance into corporate governance**, supporting transparent and responsible operations aligned with environmental-management best practices

These certifications serve as verifiable evidence of the company's commitment to operating responsibly, managing environmental impacts effectively and maintaining high-quality standards throughout its activities.



## Anti-corruption and Tax Governance

GRI 2-12 • GRI 2-29 • GRI 3-2 • GRI 3-3  
ESRS 2 SBM-3 • ESRS 2 IRO-1

The organisation recognises that preventing corruption and ensuring transparency in fiscal and operational matters are essential components of responsible governance. To achieve this, companies must define and monitor practices that may involve corruption risks, adopting structured internal-control mechanisms and risk-mapping procedures. These measures enable the development of effective anti-corruption strategies and align with recognised principles of **anti-corruption governance**.

By integrating these practices into its operational model, the company strengthens its ability to **identify, prevent and mitigate corruption-related risks**, thereby reinforcing stakeholder trust and supporting long-term organisational integrity.

The organisation demonstrates its commitment to ethical conduct and transparency through the following elements:

- **Implementation of a structured system for the management and prevention of corruption**, ensuring systematic monitoring, control and continuous improvement
- **Certification under ISO 37001**, confirming the presence of a formal Management System for the Prevention of Corruption and alignment with international best practices
- **Adoption of internal control systems and risk-mapping procedures**, supporting the identification of exposure points and the development of targeted preventive actions

# Synesgy's recommended actions



## Business and Governance

- Consider social and environmental impacts as part of business risk factors in addition to those regulated by law.
- Prepare a report containing the company's results regarding environmental and social sustainability.
- Monitor employee management performance.



## Water, Energy and Waste

- Choose electricity suppliers that produce predominantly from renewable sources.
- Consider installing renewable energy systems with a lower environmental impact.
- Measure corporate emissions related to air pollution to understand environmental impact and identify appropriate improvement actions.
- Calculate the carbon footprint of a core product/service in order to understand its environmental impact and identify appropriate improvement actions.

## Environmental Certifications

- Adopt environmental impact assessment tools such as Life Cycle Assessment, Carbon Footprint, Water Footprint, Environmental Product Declaration, Ecolabel, EMAS registration.



## Personnel Management, Certifications and Regulations

- Evaluate whether to include life and accident policies in corporate welfare.



# GRI Key Concept

## Key Concepts (GRI 1, Section 2, Page 8)

Understanding the basic concepts for sustainability reporting is essential for those who collect and prepare the information for reporting, as well as for those who read that information using the GRI Standards. The main concepts are:

- ✓ **Impacts:** Consequences of an organization's activities on economic, environmental and social systems, including human rights. They can be direct or indirect, short-term or long-term, and can occur inside or outside the organization. It is important to consider the entire value chain of the organization when evaluating its impacts.
- ✓ **Material topics:** Identified through a due diligence process that takes into account the organization's impacts, stakeholder expectations, and the operating context. Material topics should be relevant—meaning significant to both the organization and its stakeholders—comprehensive, encompassing all significant impacts of the organization, and comparable, enabling consistent comparison across organizations, sectors, and over time.
- ✓ **Due diligence:** An ongoing process that involves identifying and understanding the potential impacts of the organization, evaluating the severity and likelihood of these impacts, implementing prevention and mitigation measures to avoid or minimize negative effects, and continuously monitoring and reporting on the effectiveness of these measures and the progress achieved.
- ✓ **Stakeholders:** Individuals or groups who may be positively or negatively impacted by an organization's activities.

## Requirements for Reporting in Accordance with the GRI Standards (GRI 1, Section 3, Page 11)

Reporting in accordance with the GRI Standards enables an organization to provide a comprehensive overview of its most significant impacts on the economy, environment, and people, including those related to human rights, as well as how these impacts are managed. This transparency allows users of the information to make informed assessments and decisions regarding the organization's impacts and its contribution to sustainable development.

To report in accordance with the GRI Standards, an organization must comply with all specified requirements, including applying the reporting principles, disclosing general and material topic-specific information, providing reasons for any omissions, publishing a GRI content index, and notifying GRI of the report's publication.

By adhering to these standards, organizations demonstrate accountability and enable stakeholders—such as investors, customers, employees, and regulators—to evaluate their sustainability performance with confidence.

## Requirements for Reporting with Reference to the GRI Standards (GRI 1, Section 3, Page 11)

An organization may prepare a report with reference to the GRI Standards when it is unable to fully comply with all the requirements necessary to report in accordance with the GRI Standards. Over time, the organization should aim to transition to full reporting in accordance with the GRI Standards to provide a comprehensive overview of its most significant impacts on the economy, environment, and people, including human rights.

Additionally, an organization can prepare a report with reference to the GRI Standards if it uses selected Standards or parts of their content to disclose information on specific topics or for particular purposes, such as meeting climate change reporting requirements.

To report with reference to the GRI Standards, the organization must comply with three key requirements: publishing a GRI content index, providing a statement of use, and notifying GRI. The organization should also apply the reporting principles to ensure high-quality reporting and explain how it manages its impacts for the topics covered, as outlined in Disclosure 3-3 of GRI 3: Material Topics 2021.

This approach offers a more accessible pathway for organizations beginning their sustainability reporting journey, while encouraging continuous improvement towards full compliance with the GRI Standards.

### Reporting Principles and Related Requirements (GRI 1, Section 4, Page 20)

Reporting principles are fundamental to achieving high-quality sustainability reporting. They guide organizations in ensuring that the information presented is accurate, reliable, and clearly communicated. The eight reporting principles are:

- ✓ **Accuracy:** Information must be correct and detailed enough to allow a proper assessment of the organization's impacts.
- ✓ **Balance:** Information should be presented impartially, providing a fair representation of both positive and negative impacts.
- ✓ **Clarity:** Information must be accessible and easy to understand for all users.
- ✓ **Comparability:** Information should be consistently selected, compiled, and reported to enable meaningful comparisons over time and across organizations.
- ✓ **Completeness:** The report should disclose sufficient information to fully assess the organization's significant impacts.
- ✓ **Sustainability context:** The organization's impacts should be presented within the broader context of sustainable development.
- ✓ **Timeliness:** Information must be reported regularly and in time to support informed decision-making.
- ✓ **Verifiability:** The quality and accuracy of the reported information should be capable of independent verification.

### Additional Recommendations for Reporting (GRI 1, Section 5, Page 25)

An organization should align its sustainability reporting with relevant regulatory and legislative requirements, particularly those related to financial reporting. This alignment helps ensure consistency, transparency, and credibility across all disclosures.

To further enhance the credibility of its sustainability reporting, an organization can adopt various best practices, including:

- ✓ **Internal controls:** Examples include (i) establishing procedures to ensure the integrity and credibility of data and (ii) evaluating the adequacy of financial controls for sustainability.
- ✓ **External assurance:** Examples include (i) verifying the quality and credibility of the information and (ii) a publicly available assurance process.
- ✓ **Stakeholder engagement:** Examples include (i) seeking feedback and (ii) obtaining advice on the data to be reported.

# GRI Index

## Declaration of use

GLOBE WILLIAMS FACILITY MANAGEMENT S.A. has reported with reference to the GRI Standards for the period 01/01/2025 – 31/12/2025.

| GRI Standard             |       | GRI title                                                                          | Chapter/paragraph                  | Page |
|--------------------------|-------|------------------------------------------------------------------------------------|------------------------------------|------|
| GRI 1: Foundation 2021   | 1     |                                                                                    | Normative compliance               | 39   |
|                          | 1     | GRI 1: Foundation 2021                                                             | Professional ethics                | 38   |
|                          | 1     | GRI 1: Foundation 2021                                                             | Environmental impact management    | 20   |
| General Disclosures 2021 | 2-1   | Organizational details                                                             | Organization Profile               | 5    |
|                          | 2-2   | Entities included in the organization's sustainability reporting                   | Organization Profile               | 5    |
|                          | 2-3   | Reporting period, frequency and contact point                                      | Informations of reporting          | 9    |
|                          | 2-4   | Restatements of information                                                        | Informations of reporting          | 9    |
|                          | 2-5   | External assurance                                                                 | Informations of reporting          | 9    |
|                          | 2-6   | Activities, value chain, and other business relationships                          | Organization Profile               | 5    |
|                          | 2-7-a | Report the total number of employees and a breakdown by gender and geographic area | Employment                         | 26   |
|                          | 2-9-a | Describe the governance structure and the highest governance body                  | Governance                         | 38   |
|                          | 2-9-c | Describe the composition of the highest governance body and its committees         | Governance                         | 38   |
|                          | 2-12  | Role of the highest governance body in overseeing the management of impacts        | Environmental impact management    | 20   |
|                          | 2-12  | Role of the highest governance body in overseeing the management of impacts        | Energy                             | 21   |
|                          | 2-12  | Role of the highest governance body in overseeing the management of impacts        | Employment                         | 26   |
|                          | 2-12  | Role of the highest governance body in overseeing the management of impacts        | Anti-corruption and Tax Governance | 39   |

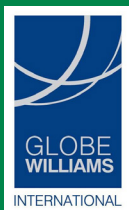


| GRI Standard                   |        | GRI title                                                                            | Chapter/paragraph                          | Page |
|--------------------------------|--------|--------------------------------------------------------------------------------------|--------------------------------------------|------|
|                                | 2-22   | Sustainable development strategy statement                                           | Professional ethics                        | 38   |
|                                | 2-23   | Policy commitment                                                                    | Normative compliance                       | 39   |
|                                | 2-25   | Processes aimed at remediating negative impacts                                      | Environmental impact management            | 20   |
|                                | 2-29   | Approach to stakeholder engagement                                                   | Environmental impact management            | 20   |
|                                | 2-29   | Approach to stakeholder engagement                                                   | Energy                                     | 21   |
|                                | 2-29   | Approach to stakeholder engagement                                                   | Employment                                 | 26   |
|                                | 2-29   | Approach to stakeholder engagement                                                   | Anti-corruption and Tax Governance         | 39   |
|                                | 2-30-a | Report the percentage of total employees covered by collective bargaining agreements | Employment                                 | 26   |
| GRI 3: Material Topics 2021    | 3-1    | Process to determine material topics                                                 | Environmental impact management            | 20   |
|                                | 3-2    | List of material topics                                                              | Environmental impact management            | 20   |
|                                | 3-2    | List of material topics                                                              | Energy                                     | 21   |
|                                | 3-2    | List of material topics                                                              | Employment                                 | 26   |
|                                | 3-2    | List of material topics                                                              | Anti-corruption and Tax Governance         | 39   |
|                                | 3-3    | Management of material topics                                                        | Environmental impact management            | 20   |
|                                | 3-3    | Management of material topics                                                        | Energy                                     | 21   |
|                                | 3-3    | Management of material topics                                                        | Employment                                 | 26   |
|                                | 3-3    | Management of material topics                                                        | Anti-corruption and Tax Governance         | 39   |
| Indirect Economic Impacts 2016 | 203-1  | Infrastructure investments and services supported                                    | Local communities and virtuous initiatives | 32   |
| Procurement Practices 2016     | 204-1  | Proportion of spending directed to local suppliers                                   | Suppliers and procurement practices        | 33   |
| Anti-corruption 2016           | 205-2  | Communication and training about anti-corruption policies and procedures             | Training                                   | 28   |
| Materials 2016                 | 301-1  | Materials used by weight or volume                                                   | Materials                                  | 20   |
| GRI 302: Energy 2016           | 302    |                                                                                      | Energy                                     | 21   |
|                                | 302-1  | Energy consumption within the organization                                           | Energy                                     | 21   |

| GRI Standard                             |       | GRI title                                                                                          | Chapter/paragraph                          | Page |
|------------------------------------------|-------|----------------------------------------------------------------------------------------------------|--------------------------------------------|------|
|                                          | 302-4 | Reduction of energy consumption                                                                    | Energy                                     | 21   |
| Water and Effluents 2018                 | 303-5 | Water consumption                                                                                  | Water and water discharges                 | 22   |
| Emissions 2016                           | 305-1 | Direct (Scope 1) GHG emissions                                                                     | Emissions                                  | 22   |
| GRI 306: Waste 2020                      | 306-2 | Management of significant waste-related impacts                                                    | Waste                                      | 23   |
| Environmental Compliance                 | 307   |                                                                                                    | Suppliers and procurement practices        | 33   |
|                                          | 307-1 | Non-compliance with environmental laws and regulations                                             | Normative compliance                       | 39   |
| Employment 2016                          | 401-1 | New employee hires and employee turnover                                                           | Employment                                 | 26   |
|                                          | 401-1 | New employee hires and employee turnover                                                           | Training                                   | 28   |
|                                          | 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | Employment                                 | 26   |
| Occupational Health and Safety 2018      | 403-1 | Occupational health and safety management system                                                   | Employment                                 | 26   |
|                                          | 403-5 | Worker training on occupational health and safety                                                  | Training                                   | 28   |
|                                          | 403-6 | Promotion of worker health                                                                         | Employment                                 | 26   |
|                                          | 403-9 | Work-related injuries                                                                              | Employment                                 | 26   |
| Training and Education 2016              | 404-1 | Average hours of training per year per employee                                                    | Training                                   | 28   |
|                                          | 404-2 | Programs for upgrading employee skills and transition assistance programs                          | Training                                   | 28   |
| Diversity and Equal Opportunity 2016     | 405-1 | Diversity of governance bodies and employees                                                       | Employment                                 | 26   |
|                                          | 405-2 | Ratio of basic salary and remuneration of women to men                                             | Employment                                 | 26   |
| GRI 406: Non-discrimination 2016         | 406-1 | Incidents of discrimination and corrective actions taken                                           | Employment                                 | 26   |
| GRI 413: Local Communities 2016          | 413-1 | Operations with local community involvement, impact assessments, and development programs          | Local communities and virtuous initiatives | 32   |
| GRI 414: Supplier social assessment 2016 | 414-1 | New suppliers that were selected using social criteria                                             | Suppliers and procurement practices        | 33   |

| GRI Standard                   |     | GRI title | Chapter/paragraph                   | Page |
|--------------------------------|-----|-----------|-------------------------------------|------|
| GRI 418: Customer Privacy 2016 | 418 |           | Customer relations                  | 33   |
| Socioeconomic Compliance 2016  | 419 |           | Suppliers and procurement practices | 33   |





**GLOBE WILLIAMS FACILITY MANAGEMENT S.A.**

**42 Alimou Avenue and 15 Roma**

**Athens (Attica)**

**[info@globewilliams.com](mailto:info@globewilliams.com)**

**<https://www.globewilliams.com>**

