

ACT SUSTAINABLE, GROW RESPONSIBLY





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Dear readers,

This Corporate Responsibility report you are reading is our sixth consecutive annually published report. The data and information presented refer to calendar year 2022 and reflect our strategy regarding Sustainable Development and Corporate Responsibility.

We take immense pride in what we have achieved, so far, in the realm of strategic corporate social responsibility. Acknowledging our environmental, economic, and social role and impact, we consistently seek to make progress towards achieving our goals in the field of corporate responsibility and sustainability.

In an ever-evolving environment, where crises follow one another, we faced the unexpected consequences of the Russia-Ukraine conflict, the energy crisis, and increased inflation. We encountered new challenges and difficulties that affected our entire supply chain, such as material shortages and raw material price increases. Nonetheless, despite the obstacles, we managed to achieve a high rate of on-time delivery (98%).

We continuously aim to improve our environmental performance. The priority we give to environmental issues is reflected in all of our operations. For yet another year, in 2022, we significantly reduced both energy consumption and atmospheric emissions across our facilities. Furthermore, we apply the principles of eco-design, which results in products with a lower environmental footprint.

Our people are the driving force behind the attainment of our corporate goals. We systematically invest in training all our employees, contributing to their personal and professional development, as well as KLEEMANN's competitiveness. We face global challenges with optimism, remaining committed to our goals and vision. We have faith in our people and the invaluable work they contribute.

We consider it our duty to support the local community, contributing to people's well-being and growth. Most of our employees come from the Kilikis area. Additionally, for yet another year, 20% of our suppliers are from the wider Kilikis and Thessaloniki regions. The percentage of purchases from local suppliers reached 55%, proving the preference and support we show to the area.

The emphasis we place on environmental issues is reflected across our operations.

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Our strategic choice is to promote innovation and integrate it across our daily operations. In this context, we collaborate with educational organizations and institutions, aiming to develop technological expertise, take up innovative practices, and link education with industry and the job market.

We hope you find the information and performance indicators presented in this report intriguing, and we would be delighted to engage in a meaningful dialogue with you.

Sincerely,

Giannis Sanidiotis

General Manager KLEEMANN Group

01.

COMPANY PRESENTATION

01 Company presentation

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

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



GREECE Kilkis

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

SERBIA Belgrade

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

CHINA Kunshan

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

OUR VISION

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

OUR MISSION

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

OUR VALUES

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

At KLEEMANN, we are committed to respect our employees, customers, suppliers, business partners, and the end-users of our products. We highly value and prioritize sustainable development and transparency in every aspect of our operations. We aim to contribute both positively to society and the environment.



SAFETY

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



TRUST

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



PASSION FOR PEOPLE

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



BREAKTHROUGH CULTURE

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



We prioritize transparency and sustainable development aiming at providing benefits both to society and the broader environment in which we operate.



PRODUCTS & SERVICES

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



PASSENGER & FREIGHT LIFTS

We produce all types of passenger and freight lifts, with rated loads up to 20 tons and speeds up to 4m/sec. We successfully respond to both public and private high specification and demanding projects with a short turnaround time, as well as to smaller scale private residential and commercial projects that require economical and durable solutions.

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



ESCALATORS AND MOVING WALKWAYS

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



CAR PARKING SYSTEMS

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



LIFTING SYSTEMS FOR PEOPLE WITH LIMITED MOBILITY

KLEEMANN has developed "freeSTAIR" systems to provide autonomy, comfort and access to people with limited mobility, when the option of a conventional lift is not available. Requiring minimum space, the "freeSTAIR" systems can be installed both outdoors and indoors, and to walls or floors. Each unit is manufactured separately, according to the exact specifications of its destined space, and is delivered and installed quickly and with minimum disruption.



MARINE ELEVATORS AND LIFTS

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



RENOVATION SOLUTIONS

KLEEMANN provides an array of customized and compatible Modernization Services for the renewal of lifts, ranging from component upgrades and replacements through to full or partial modernization and special solutions. The KLEEMANN Modernization Services department is staffed by highly experienced design and modernization specialists who guide customers every step of the way, whether a project requires additional safety features, improved efficiency or an aesthetic make-over.



NEW PRODUCTS & SERVICES

In 2022 the following services were introduced:

ONLINE QUOTE AND OFFER FORM: A FASTER AND EASIER WAY OF DOING BUSINESS

In 2022, we developed and launched a "Quote" portal, a platform that enables users to make an offer, get a quote and manage their order.

By using the portal the user can:

- Receive quotes even if a product is currently or temporarily unavailable
- Receive prompt replies from our customer service team
- Track and manage older customer requests

KLEEMANN Library

Every order registered up today, used to contain a technical file with the necessary certificates and product installation manuals. In order to simplify the process, reduce time and offer to our customers easy access to the information they need, we designed a digital space, where all the technical files of their orders are gathered, even those of previous years, before KLEEMANN Library.

ADVANTAGES & BENEFITS

- One pool of information for all technical documents, manuals and certificates
- Easy and quick access to information. By using the "search" service customers can easily find any file they are looking for
- Each customer's technical file is available online so that they can access it at any time, without having to "download" files
- Access to older files
- Real-time customer support, via the online "contact form"
- Real time notifications in case of amendments or updates

KLEEMANN PORTAL REDESIGN

In 2022 KLEEMANN Portal was redesigned. KLEEMANN portal is an online digital tool that enables users to order online and receive detailed designs and quotes quickly and effortlessly.

Changes involved "User Experience" and "User Interface". Those have been redesigned to offer our users an improved navigation experience and an even more user-friendly environment.

New Features:

- Simple, step-by-step, data input
- Order tracking
- Cabin Operating Panels (COP) design options

KLEEMANN HUB

In 2022, KLEEMANN Hub was launched. It is a platform that gathers and provides access to all KLEEMANN online tools, by using a unique KLEEMANN ID.

KLEEMANN Hub minimizes the time customers spend online visiting multiple websites. By using KLEEMANN Hub, a user-friendly, easy-to-navigate platform, they can connect to:

- KLEEMANN Portal
- KLEEMANN E-shop
- KLEEMANN Live
- KLEEMANN Academy
- KLEEMANN Library

RESPONSIVENESS

Since October 2022, an evaluation feature/tool has been integrated into the email signatures of all KLEEMANN employees who interact with customers. Customers, thus, are offered the opportunity to easily and quickly rate our "customer service". In cases of negative ratings, the accountable department ensures that the complaint or issue is promptly addressed and resolved.

How would you rate my support to you today?

Your feedback is valuable and will only take 5 seconds. Click or tap the rating which best represents your experience. In case something was below your expectations we will be there to resolve it for you.



2022 NOTABLE PROJECTS

ST. MARTEN AIRPORT Caribbean

St. Marten international airport is one of the oldest and busiest airports in the Caribbean. It is located 15 kilometers northwest of Philipsburg, the capital of St. Maarten. 11 KLEEMANN elevators and 5 escalators were installed at the airport.

HUB 26 Thessaloniki

HUB 26 is the first bioclimatic workspace in Thessaloniki, Greece. Covering a total area of 30,600 square meters, the space includes a two-level underground parking, buildings, facilities, and open spaces. The complex is located at the western entrance of Thessaloniki; adjacent to the former FIX Brewery. Its construction and operation is expected to play a pivotal role in the development of the wider area. KLEEMANN has agreed to provide HUB 26 with 15 elevators.

THE OLD VIC London

The Old Vic, formerly known as the Royal Coburg Theatre, was designed in 1818 and has since hosted numerous world-renowned plays and eminent actors. It is considered iconic and one of Europe's most emblematic theaters. KLEEMANN provided the Old Vic with one passengers' lift.

KAUNO LIFTAI Lithuania

In 2022, KLEEMANN concluded an agreement with Kauno Liftai a Lithuanian company specializing in the trade and installation of lifts. KLEEMANN will supply them with 60 lifts every year.



02.

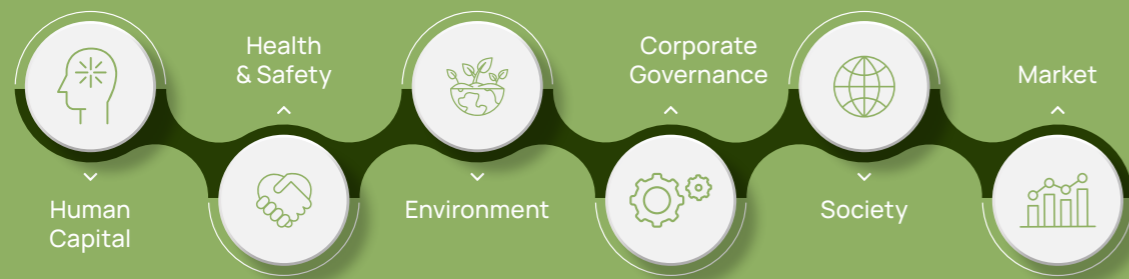


CORPORATE RESPONSIBILITY & SUSTAINABLE DEVELOPMENT

02

Corporate Responsibility & Sustainable Development

Corporate Social Responsibility (CSR) is integrated in every aspect of our operations, in our principles and vision. Sustainability constitutes an essential part of our strategic planning. We see CSR as an important tool, which we utilize to recognize and manage our impact. Our CSR strategy for sustainable development is based on the following pillars:



KLEEMANN implements an integrated Management System, which takes into account all the requirements of the individual, different standards implemented. Our integrated Management System aims at ensuring the faultless and strict implementation and management of Corporate Responsibility actions. Our consolidated Management System, includes the following certified systems:

- Quality Management System: ISO 9001:2015
- Environmental Management System (EMS): ISO 14001:2015 and ISO 14006, guidelines for the incorporation of eco-design in environmental design
- Occupational Health and Safety: ISO 45001:2018
- Customer feedback (experience and complaints) management system: ISO 10002:2014

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

STAKEHOLDER ENGAGEMENT

Stakeholders are individuals and groups of people that are or may be affected by our operations, as well as those who affect our ability to perform and pursue our strategic goals. Stakeholders can be external or internal and can have a significant impact on our business objectives and decision making, across all our activities. The most significant stakeholder groups for KLEEMANN are the following:



At KLEEMANN, we encourage communication with our stakeholders aiming to achieve a sincere, useful and meaningful dialogue. This open, two-way communication allows us to take into account and better understand the perspectives of all stakeholders, both in the field of sustainable development and corporate responsibility, as well as in our broader operations.

STAKEHOLDER ENGAGEMENT & INTERACTION		
STAKEHOLDER CATEGORIES	COMMUNICATION CHANNELS	MAIN SUBJECTS
SHAREHOLDERS	<ul style="list-style-type: none"> Board meetings Company Announcements 	<ul style="list-style-type: none"> Profitability Future Performance Latest developments in the sector
EMPLOYEES	<ul style="list-style-type: none"> Meetings with senior management Meetings between production/line Managers and technical staff Performance evaluation system Interdepartmental meetings Breakthrough workshops Annual corporate meeting Employee satisfaction surveys and communication of the results New Ideas' Box – Review of new ideas Complaint Box Email Whistleblowing channels 	<ul style="list-style-type: none"> Growth and development Benefits Remuneration/compensation Responsibilities and tasks Equal opportunities Reward Health and safety Training
CUSTOMERS	<ul style="list-style-type: none"> Communication between Management and local representatives In person visits to the Company's or the customer's premises Company's on site visits where products are delivered and installed Participation in exhibitions Hosting customers' events to attend Provide customers with informational material and relevant training Customer satisfaction surveys 	<ul style="list-style-type: none"> Product quality Pricing policy Pre & after-sales Payment methods On-time delivery of products Custom-made products
SUPPLIERS	<ul style="list-style-type: none"> Direct communication with the Procurement Department Visits and meetings at the suppliers' premises Visits and meetings on our premises Annual supplier performance evaluation 	<ul style="list-style-type: none"> Maintaining and expanding cooperation Timely payment at the agreed time Adherence to the agreed terms (quality of materials, quantities, prices, deliveries) Reliability and overall satisfaction
GOVERNMENT AND REGULATORY BODIES	<ul style="list-style-type: none"> Contact with corporate legal department Public services and local authorities Associations and Chambers Press Releases Participation in workgroups concerning legislation 	<ul style="list-style-type: none"> Compliance with the requirements of the legislation at all levels Taxation Environmental compliance Labor and social issues Health and Safety Corporate profitability

STAKEHOLDER ENGAGEMENT & INTERACTION		
STAKEHOLDER CATEGORIES	COMMUNICATION CHANNELS	MAIN SUBJECTS
SCIENTIFIC COMMUNITY	<ul style="list-style-type: none"> Participation in Greek and European research programs Participation in scientific conferences, forums, and workshops Lectures at educational institutions Executives' participation in alumni associations 	<ul style="list-style-type: none"> Link research tools to industrial production Application of the tools in industry aiming at innovation and performance improvement Development of tools related to the improvement of environmental management in all stages of product life cycle Consolidate a permanent collaboration between the scientific community and the industry Ensure revenue
LOCAL COMMUNITY	<ul style="list-style-type: none"> Dialogue with local authorities Attend local communities' events People or organizations from local community can contact company executives 	<ul style="list-style-type: none"> Support employment by recruiting locally Purchase of products and services from local suppliers Support local community actions and initiatives Environmental protection
MASS MEDIA & SOCIAL NETWORKS	<ul style="list-style-type: none"> Direct contact and collaboration Newsletters and updates via the Company's website Press releases Social media posts Company executives' interviews and articles 	<ul style="list-style-type: none"> Update on the Company's business news Further strengthening the cooperation Promotion of social initiatives undertaken by the Company Press conferences

MATERIAL TOPICS	RELEVANT SDGs	STAKEHOLDERS
Employment, growth & employee training		<ul style="list-style-type: none"> Shareholders Employees
Safety of products & services		<ul style="list-style-type: none"> Shareholders Customers Suppliers State & regulatory Bodies
Research, growth & innovation		<ul style="list-style-type: none"> Shareholders Employees Customers Suppliers Scientific community
Customer satisfaction		<ul style="list-style-type: none"> Shareholders Employees Customers
Life Cycle Assessment (LCA)		<ul style="list-style-type: none"> Scientific community Customers Mainstream Media
Environmental Compliance		<ul style="list-style-type: none"> State & regulatory Bodies Mainstream Media
Product & Services Quality		<ul style="list-style-type: none"> Shareholders Customers Suppliers Employees
Employees Health & Safety		<ul style="list-style-type: none"> Employees Local community

MATERIALITY ANALYSIS

We recognize the significance of carrying out a materiality analysis, as it serves as a compass for corporate responsibility actions and helps companies identify their actual and potential impact. Through this process, organizations can further improve their positive impact and limit, mitigate, or eliminate all negative impacts. It is critical for companies to identify, realize and better manage their overall existing and potential impact, as well as the impacts' impacts' scale. In 2022, we internally re-assessed and validated the material issues which resulted from the materiality analysis workshop that was held on July 15, 2021, with the participation of 17 company executives and key management who represented several departments of the Company. The meeting concluded that the list of material topics should remain the same, with the exception of one topic. We decided that the previously identified material topic entitled «Enhancing efforts to combat the COVID-19 pandemic» should be removed from the 2022 list of material topics, as it is no longer relevant.

Furthermore, we discussed the overall developments in European CSR legislation, and in particular the CSRD Directive. This led us to decide that we will need to update our materiality analysis, within the next two years, in accordance with international standards and regulatory obligations.

03.

CORPORATE GOVERNANCE

03 Corporate Governance

BOARD OF DIRECTORS

The Board of Directors is the Governance Body; responsible for shaping the company's overall strategy, overlooking the development, decision-making, and ensuring that the company encompasses the principles and practices of responsible corporate governance. The Board of Directors hold regular meetings, throughout the year, to discuss and take decisions, ensuring that every single corporate action is in line with the company's strategy, vision, and principles. Recognizing the significance of sustainability, the KLEEMANN's Board of Directors places particular emphasis on Corporate Social Responsibility. The Board takes into account all related, actual and potential, external, and internal, risks and opportunities. Based on that, the company designs and takes any required, appropriate actions accordingly.

NIKOLAOS K. KOUKOUNTZOS
President

MENELAOS K. KOUKOUNTZOS
Vice President

KONSTANTINOS N. KOUKOUNTZOS
Managing Director

NIKOLAOS N. KOUKOUNTZOS
Managing Director

STERGIOS N. GEORGALIS
Member

MARIA D. KARADEDOGLOU
Member

VASILIOS T. ZIOGAS
Member

INTERNAL AUDIT ISSUES

KLEEMANN implements a comprehensive **Internal Control System (ICS)**, across all its departments and operations, aiming to ensure uninterrupted business operation and development and to achieve predefined strategic goals. Having an effective ICS in place adds value to the Company and enables the effectiveness of all internal processes, concerning all stakeholders. The results of each audit are carefully assessed, and relevant targeted, corrective actions are taken, if deemed necessary.





In 2022, in total, 24 audits were conducted: 16 regular and 8 unscheduled, purpose-specific audits. Additionally, in 2022 targeted actions were taken (according to the Audits' findings); travel related reports and statistics were produced; new risk assessments were compiled; the Conflict of Interest Policy was updated etc.

The need for an effective Internal Control System (ICS) is reflected in the risks that may affect KLEEMANN's strategic objectives, in case of its absence. A key component of the ICS is the Internal Audit Department (IAD), which is responsible for evaluating the ICS's structure, contents, adequacy, and effectiveness. During the evaluation process, it is essential to identify and assess the risks so that the IAD can prioritize key security risks and measures. The methodology for identifying and prioritizing the audit requirements involves two main stages: defining the individual audit areas (boundaries) and conducting a risk assessment. The IAD is given full access to all documents, records, areas, and activities, to effectively carry out its work.

Mapping the audit areas involves identifying the risks involved and defining all audit actions that can be carried out by the IAD. The stages of defining the audit areas are the following:

- **Overview & Analysis of the Company's Organizational Structure**
- **Identification of control areas:**
 - Business Units
 - Business operations
 - Legal Framework
 - Financial reporting & any other reporting systems.

The following stage, after defining the audit areas, is to identify and assess the operational risks. This involves the following 4 sub-steps:

-  **1. IDENTIFY OPPORTUNITIES**
-  **2. IDENTIFY RISKS**
-  **3. ASSESS AND EVALUATE RISKS**
-  **4. PRIORITIZE AUDIT NEEDS**

The fourth sub-step involves discussions and collaboration between the Internal Audit Department (IAD) and executives of the relevant KLEEMANN departments. The executives' opinions are taken into account and the final decision is taken by the IAD.

During the identification of risks, in the control areas, recorded procedures, policy guidelines, regulations, reports from previous periods, financial statements, and legislation are all reviewed and taken into consideration. The risks are then categorized into five main categories:

K1 : Operational Risk

K2 : Compliance and Safety Risk

K3 : Strategic Risk

K4 : Fraud Risk

K5 : Reporting Risk

The comprehensive list or identified risks is updated annually and must be approved by the Director of the Internal Audit Department.

Once both the audit areas and the potential risks are defined, the risk assessment process can start. The assessment, at each audit area, comprises taking into account the likelihood of each risk and the impact it can cause (severity). The parameters of likelihood and severity are co-assessed according to the following scale:

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

The assessment of the probability and severity of each risk relies heavily on the experience, knowledge and personal judgment of the members of the Internal Audit Department (IAD). The different and unique characteristics of each audit area, which can be both quantitative and qualitative, are taken into consideration when assessing the risks.

The assessment of the probability and severity of each risk relies heavily on the experience, knowledge and personal judgment of the members of the Internal Audit Department (IAD).



Examples of each audit area's characteristics that should be taken into account, for instance, include:

- Nature of operations and role (e.g., finances management, administrative duties)
- Budget
- Nature and value of Assets
- Account balances and pending invoices (as well as the extent to which those are affected by the activities in the particular audit area)
- Administrative decisions that may be affected by the activities in the particular, under-assessment audit area
- Number and complexity of operations/activities taking place in each audit area
- Number of individual organizational sub-units that comprise an audit area
- The legislative framework and regulations governing each audit area (as well as the likelihood of sanctions/fines/penalties)
- Each audit area's exposure to publicity and significance to media
- Each audit area's degree of dependency on information systems and technology (IT, IOT, etc.)

Besides categorizing the risks in five main types (K1 to K5), as described previously, risks are also assessed using as a criterion the number of past audits (Criterion A).

Criterion A	NUMBER OF PAST AUDITS	
	0	>= 6 audits
1	= 3-6 audits	
2	= 1-3 audits	
3	= 0-1 audits	

The total risk, at each audit area, is calculated by applying the following equation:

$$\text{Total Risk} = (K1 + K2 + K3 + K4 + K5) / 5 + \text{Criterion A}$$



The following table is used to assess the audit areas based on the total estimated risk. The table classifies the audit areas risks into three levels: from highest to lowest risk.

<p>HIGH LEVEL Total Risk</p>	<p>This refers to audit areas with a Total Risk value of more than 61% compared to the maximum potential total risk.</p> <p>These areas must be audited at least once every Year (with the exception of areas already being audited that frequently).</p>
<p>MODERATE LEVEL Total Risk</p>	<p>This refers to audit areas with a Total Risk value between 35% and 60% compared to the maximum potential total risk.</p> <p>These areas must be audited at least once within every Audit Cycle (including areas characterized by a High Level of Total Risk).</p>
<p>LOW LEVEL Total Risk</p>	<p>This refers to audit areas with a Total Risk value lower than 35% compared to the maximum potential total risk.</p> <p>These areas only need to be audited when deemed necessary, and only after a specific request is made from the Internal Audit Committee, the Management team, or the IAC Director.</p>

By assessing the final risk assessment results, in each audit area, an Audit Plan is developed. For KLEEMANN this is a Three-Year Plan, and the audit cycle is defined at three years. During this period the audit areas that must be audited are identified.

The Three-Year Audit Plan comprises individual Annual Audit Plans, each lasting one calendar year. Those are used to prioritize the audits, foreseen in the Three-Year Plan, based on the risk significance.

All of the procedures presented above allow KLEEMANN to identify risks in time and to optimize operations, within its individual departments, accordingly. This has many benefits, as besides enabling management to be fully aware of the existing situation, it can simultaneously cut expenses, minimize accidents, and increase the overall sense of safety and satisfaction among employees.



All of the procedures in place allow KLEEMANN to identify risks in time and to optimize operations, within its departments.



WHISTLEBLOWING POLICY

At KLEEMANN, our whistleblowing policy covers all stakeholders, both internal and external, and consists of two main mechanisms. The first one involves violations of the Codes of Ethics & Conduct (e.g., Fraud, Violence & Harassment, or breaches of whatever is included in the relevant Codes) and recourse to it is voluntary. All interested/affected parties have the opportunity to report violations via email, post, phone, or a specially designed online reporting platform, which can be found on our website. The Director of the Department of Internal Audit is accountable for the efficient implementation and coordination of the reporting mechanism.

The second whistleblowing mechanism has been in place since May 2023 and was designed to ensure compliance and alignment with the recent Greek Law N.4990/2022, and its relevant provisions. This procedure concerns violations of Union Law and provides legal protection to whistleblowers.

It introduces a comprehensive framework, which covers the submission, receipt, and monitoring of all submitted reports. It requires assigning the responsibility of managing the reporting processes to a Whistleblowing Reports Monitoring Officer (WRMO), the contact details of whom are communicated to all employees and interested parties.



04.

ENVIRONMENTAL RESPONSIBILITY

04

Environmental Responsibility



Environmental responsibility is intertwined across our range of activities and governance. We set annual goals to reduce our environmental footprint and we emphasize in designing products that have a reduced environmental footprint. We follow the global developments and are always very well-informed about topics concerning the environment, at a global, European, and national level. This ensures the smooth implementation of any relevant legal obligations and Directives. Full legal compliance is a prerequisite for designing the Company's long-term environmental strategy.

2022 was yet another year that we did not receive any environmental fines or penalties, nor were there any cases of environmental accidents, incidents or crises that required special measures or management, such as leaks, spills, chemicals, hazardous waste. In 2022, no environmental complaints were recorded, by our stakeholders; a fact that confirms our effective and proactive action plan. We take pride in our overall environmental performance, as we reduced our environmental footprint, despite the increase in production.

KLEEMANN's Environmental Policy governs all our operations and demonstrates the Company's commitment towards environmental responsibility. We must add that KLEEMANN intentionally and purposely approaches environmental issues proactively. We have voluntarily adopted the implementation of environmental standards and processes (such as ISO 14001, 50001, 14006, and 14064), without having to do so (No legal obligation).

AN EXTRACT FROM ENVIRONMENTAL POLICY

"KLEEMANN's Management team, in agreement with Company executives, is committed to respecting and protecting the environment. The company is willing to provide and allocate all the required resources, towards achieving this. Our aim is to supply our customers with safe, environmentally friendly products. Additionally, we aim:

- To take measures, towards protecting the environment, in alignment with the environmental legislation and with any other obligations towards stakeholders
- To evaluate and improve our overall environmental performance, by designing and implementing appropriate action plans, to achieve our environmental goals and objectives
- To follow specific environmental controls along the whole production line
- To carry out regular energy efficiency audits and to improve, where possible, energy performance, by taking energy saving actions
- To continuously train our staff and keep our employees well-informed on environmental issues
- To promote open dialogue and inform the public
- To spread the concept of sustainability and our environmental vision across all our employees
- To design and develop our products, taking into account the principles of eco-design and life cycle analysis; aiming to minimize environmental impact at all stages and to improve our overall environmental performance"

”

ENERGY EFFICIENCY

At KLEEMANN, we strive towards developing a sustainable energy management strategy. During 2022 we became ISO 50001:2018 certified; a global energy management Standard. KLEEMANN's energy policy is based on both energy conservation, along the production line, as well as on energy reduction, across all its assets and activities. We aim, through our policies and processes to achieve optimal energy efficiency.

Between 2021 and 2022, our total electricity consumption, across operations, was reduced by 5,35%. This decrease was the result of well-planned, coordinated efforts and actions throughout the Company. Conventional lighting was replaced with LED bulbs, in administrative office spaces. Similarly, old-style air conditioners were replaced with new, inverter air conditioners.

The reduction in total energy consumption for 2022 was 3%. It is worth noting that the actual reduction is even greater, if we take into account the fact that production in 2022 was increased, compared to 2021, and that 61.67% of the total energy is consumed in production.

It is also important to mention that in 2022, the Company began recording and monitoring electricity consumption, across operations, using the Building Energy Management Systems (BEMS). Additionally, throughout the year, extensive audits are conducted, by an external contractor, on the building facilities, to detect energy losses and leaks.

Aiming to improve its energy efficiency, KLEEMANN signed a contract with an Energy provider that produces and supplies electricity from Renewable Energy Sources (RES). As a result, in 2022, the Company's facilities in Stavrochori-Kilkis run entirely on renewable energy. The percentage of electricity derived from RES in 2022 was 87.54%.

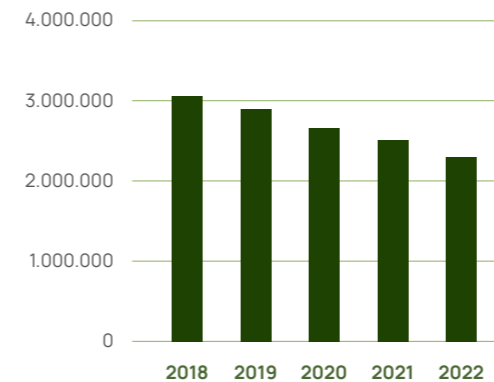
Our coordinated and well-executed efforts, to improve our energy efficiency, have resulted in significant energy reductions. Our electricity consumption has been reducing every Year, since 2018:

Natural gas consumption dropped by 5%, compared to 2021. Taking into account the increase in production, the actual

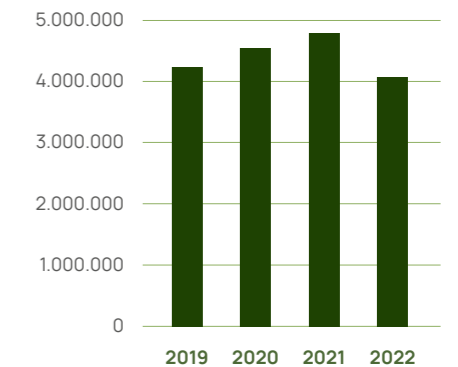
Between 2021 and 2022, our total electricity consumption was **reduced by 5,35%**.



ENERGY CONSUMPTION (ELECTRICITY - KWh)

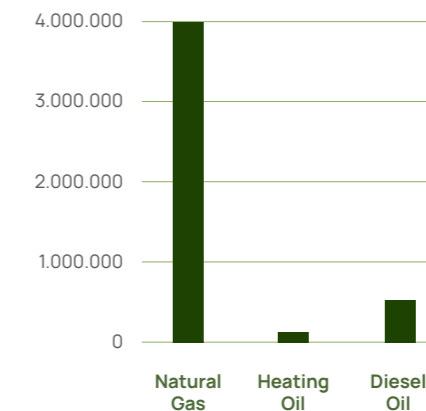


NATURAL GAS CONSUMPTION (KWh)



reduction is even bigger; namely 18.67%.

NON-RENEWABLE FUEL CONSUMPTION (MWh)



ENERGY CONSUMPTION	2021	2022	CHANGE
Electricity (KWh)	2.442.819,12	2.312.136,31	- 5,35 %
Natural Gas (KWh)	4.993.991	4.061.665	- 18,67 %
Forklifts and generators (KWh)	331.671,93	470.542,98	+ 41,87%
Total Energy consumption (KWh)	7.768.482,05	6.471.111	-16,7 %

Our most significant initiatives and actions, regarding the minimization of greenhouse gas emissions and energy consumption, in 2022, included the following:

- Completing the replacement of conventional lighting with LED, in the office spaces of the administration buildings
- Carrying out maintenance of the heating burners, in our facilities, aimed at reducing consumption and emissions
- Replacing old-type air conditioners with newer cooling systems, which use inverter technology
- Recording and monitoring electricity consumption, by applying a Building Energy Management System (BEMS), which uses the SCADA program (Supervisory Control and Data Acquisition) program.

Overall, KLEEMANN's targeted initiatives, in 2022, resulted in a total energy reduction of 965,699 kWh.

The methodology used to calculate these values was based on the study: «Greenhouse gas emission figures for fossil fuels and power station scenarios in Germany» (Institute for Energy and Environmental Research-IFEU, 2015).

Overall, KLEEMANN's targeted initiatives, in 2022, resulted in a **total energy reduction of 965,699 kWh**

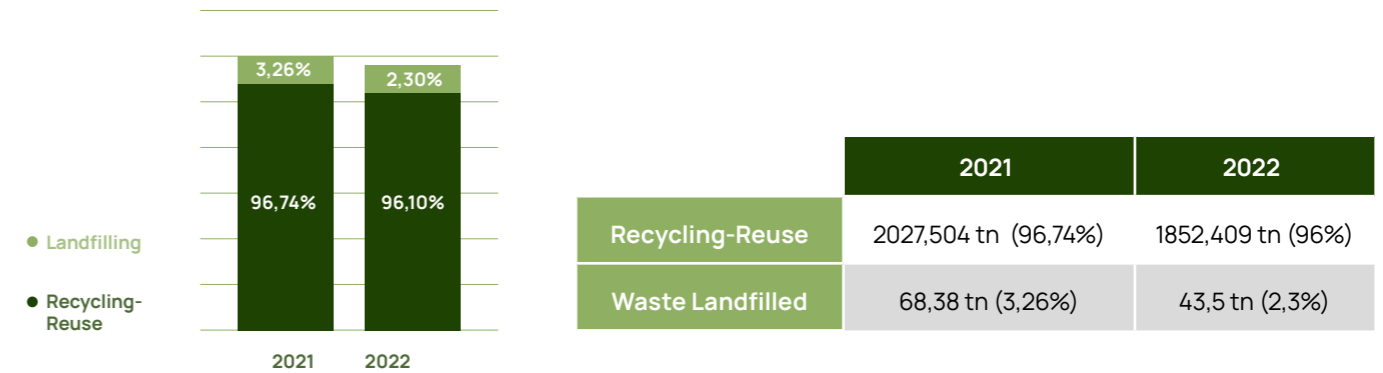


SOLID WASTE MANAGEMENT

In order to ensure the responsible and effective management of its solid waste, KLEEMANN collaborates with established, certified waste management companies, in alignment with the relevant legislation. Additionally, quantitative and qualitative data regarding waste production and characteristics are collected and recorded annually in the Electronic Waste Registry (EMR). KLEEMANN's goal is to reduce the production of solid waste, while simultaneously increasing the recycling and reuse rates.

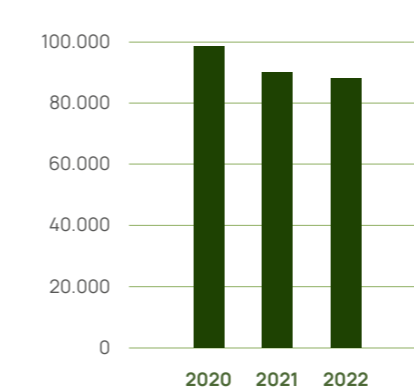
In 2022, our facilities generated, in total, 1,929.44 tn of solid waste, which were directed towards treatment or recycling. Only a fraction (43.5 tn) was landfilled, comprising exclusively non-hazardous waste. The percentage of hazardous waste was 2.57% (49.666 tn), and it was collected by a licensed hazardous waste management company. 49.004 tn of the hazardous waste were recycled, and the remaining 0.662 tn were reused. With regards to non-hazardous waste, 93.5% (1,803.405 tn) was recycled. The remaining waste (76.37 tn) were either landfilled (43,5 tn) or incinerated (32.87 tn). In total 1,853.07 tn of solid waste were recovered, which accounts for 96% of KLEEMANN's total waste.

RECYCLING AND LANDILLING RATES

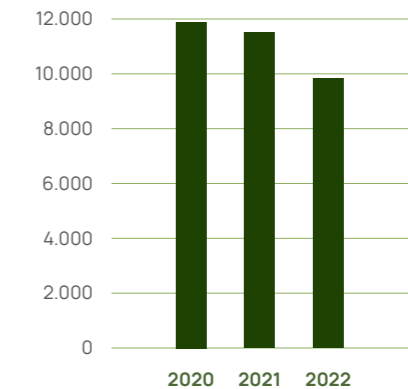


In 2022, the quantities of paper and plastic packaging were reduced by 2.25% and 8.7% respectively, compared to 2021. It's worth noting that the reduction in plastic packaging since 2022 is 11.8%.

PAPER AND CARDBOARD PACKAGING (KG)



PLASTIC PACKAGING (KG)



	2020	2021	2022
Paper and Cardboard	98.550 kg	90.090 kg	88.100 kg
Plastic	11.950 kg	11.470 kg	10.810 kg

WATER AND WASTEWATER MANAGEMENT

At KLEEMANN, we primarily use water for office purposes. The entirety of the only limited amount of water required for our production processes (painting and grinding machinery) is recirculated, via a closed system. In 2022, 7.636 m³ of water was consumed across all KLEEMANN facilities. This water was exclusively sourced from the public water supply network, which, after being used, is channeled via sewerage and directed to the wastewater treatment plant.

Regarding wastewater, throughout 2022, we took targeted actions to improve our wastewater management practices and reduce the generated volumes. In particular, we recycle paint sludge and soap oil, as well as the entirety of solvents, lubricants and printing inks used in our premises.

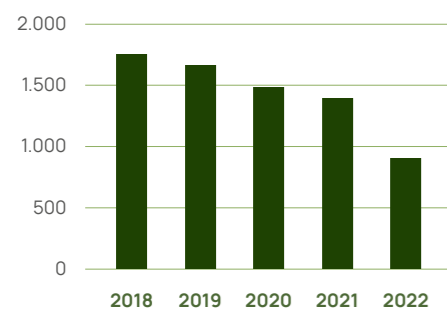
AIR EMISSIONS

Systematic monitoring of air quality and atmospheric pollution constitutes a significant component of KLEEMANN's Environmental Policy. Carbon dioxide emissions have been progressively reduced since 2018, leading to 48% decrease between 2018 and 2022. A fact that proves our Company's commitment towards this direction is that, in 2022, the layout of the production line, as well as production processes, were redesigned in order to minimize the distances vehicles are required to travel, within the facilities; ultimately aiming to diminish CO₂ emissions.

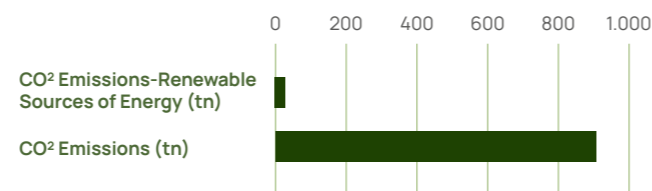
CO ₂ EMISSIONS (tn)				
2018	2019	2020	2021	2022
1.755,41	1.661,93	1.483,80	1.397,29	890,63

CO ₂ EMISSIONS - RENEWABLE SOURCES OF ENERGY (tn)				
2018	2019	2020	2021	2022
256,20	249,10	252,86	200,01	110,99

CO₂ EMISSIONS (tn)



2022 CO₂ EMISSIONS (tn)



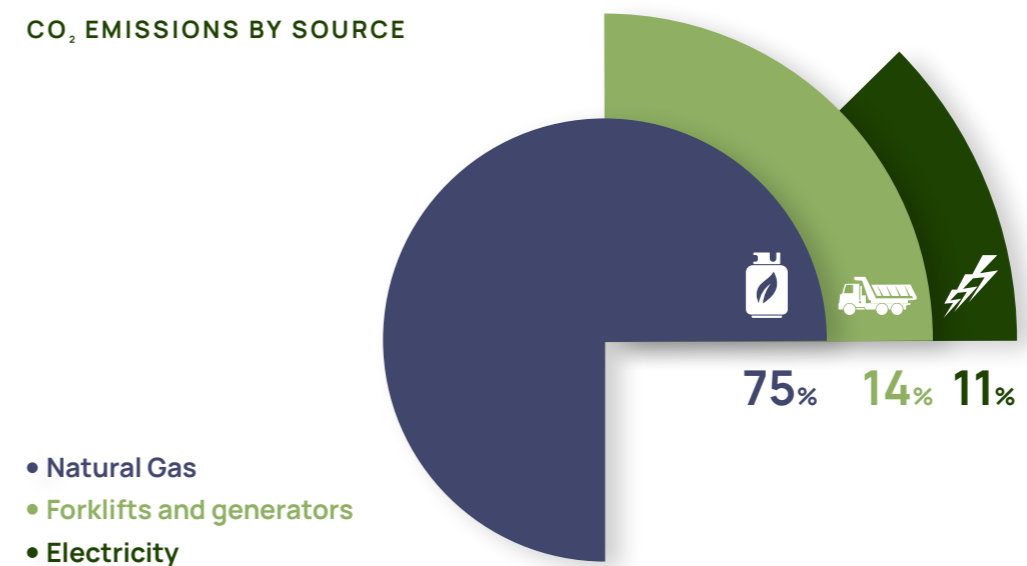
Carbon dioxide emissions have been progressively reduced since 2018, leading to **48% decrease** between 2018 and 2022.



	EMISSION SOURCE		
	2020	2021	2022
Electricity	253	200	112,62
Natural Gas	926	978	796,09
Forklifts & Generators	134	87,6	149,914
TOTAL	1.313	1.265,6	1058,824

DIESEL OIL (tn)			
2019	2020	2021	2022
37	37	33,4	47,386

CO₂ EMISSIONS BY SOURCE



Overall, in **2022**, the **environmental goals** that were **achieved** were:

- 3% reduction in total energy consumption
- Reduced Carbon footprint
- Reduced waste production (e.g. ink recycling)
- Improved solid waste management practices (e.g. continuous paper recycling)
- Improved wastewater management practices (e.g. continuous paint sludge recycling)
- Reduced solvent consumption and improved hazardous substances management
- Reduced natural gas consumption
- Prevention of accidents that may cause environmental impacts (e.g. minimization of fire risk)
- Fire protection (Fire training)
- Updated our noise map
- Products with reduced noise levels
- Circular economy principles (ISO 14006, F-GASES)

The most significant **environmental targets set for 2023** are:

- To replace old forklifts with new or electric ones
- To achieve further reductions in electricity and natural gas consumption, by using SCADA program
- To install thermal imaging cameras, that will help us identify heat losses in buildings
- To re-design the production line and plan interventions that will optimize energy efficiency
- To improve buildings' insulation, that will reduce energy losses
- To implement ISO 14064-1 management system, in accordance with the requirements set by the newly introduced Greek Climate Law



05.

RESEARCH, DEVELOPMENT & INNOVATION

05

Research, Development & Innovation

INNOVATION AND KLEEMANN

At KLEEMANN, particularly over the past few years, innovation is among our top priorities. Our goal, through innovation, is to improve our competitiveness, our performance, and to create new opportunities for our business. An important element, contributing towards this goal, is the generation of innovative ideas, coming from team members, which can arise from discussions, meetings and conferences. Subsequently, the innovative ideas are evaluated and, if approved, they are implemented. Extensive collaborations with research institutions, such as research centers and universities, contribute to the technological advancement of our products. For this reason, KLEEMANN invests continuously in collaborations between industry and academia. Nevertheless, the majority of innovative product development takes place within KLEEMANN. The worth innovation has for KLEEMANN can be proven by our patent filings; both at national and European levels. During 2022, three new patent applications were filed.



GOALS ACHIEVED AND GOALS FOR 2023



The **goals achieved** during **2022** are:

- In 2022, 3 new patent applications were filed: One at EU level ("MULTIFUNCTIONAL ELEVATOR MACHINE CASE") and two in Greece ("PORTABLE BRAILLE DEVICE FOR ELEVATORS (G-Braille)" and "ELEVATOR ALIGNMENT SYSTEM").
- Extensive contacts were established with European companies, to exchange technical expertise and enhance our knowledge on cutting-edge technologies.
- The development of "smart" features in our products continued in 2022; new features, based on the IoT, enabled preventive lift maintenance. Real-time data collection and the identification of errors enabled the timely prevention of problems and accidents.
- Close collaboration with the National Centre for Research and Technological Development (EKETA) continued.
- Throughout the year, progress was made regarding the TECLIFT research project; a program aiming to optimize temperature control in lifts.



The **goals set** for **2023** are the following:

- To further develop "smart" solutions using IoT technologies
- To redesign a series of traction lifts
- INNOVATION:
 - To expand our network and collaborations with universities and research institutions, both from Greece and abroad
 - To file new patents

ECO DESIGN

In 2022, we focused on designing the **HRS MR** lift. HRS is a **traction passenger lift** that was developed following eco-design principles. Its name derives from the initial letters of the words «High, Rise and Speed». HRS is a high-speed lift, with a maximum speed of 4m/s, and is an ideal solution to meet the needs of tall buildings and big projects. HRS offers high quality user experience and innovative monitoring technology. A Remote Lift Monitoring system enables the efficient and simultaneous management and monitoring of up to 18 lifts, making it an ideal tool for large buildings with increased needs in terms of volume and passenger flow.

Its **benefits** include:

- Excellent ride quality: The selected materials minimize vibrations and offer exceptional ride quality, while at the same time reducing costs. Thanks to its spring system and the continuous contact with the guides, high-quality sliders ensure a long lifespan
- Improved lift management: Improved remote monitoring offers an excellent solution for buildings with multiple lifts
- Reduced waiting times: "Destination Control" reduces waiting times by optimizing the prioritization of a large number of calls; especially useful in projects where rapid movement is necessary
- Additional safety features: Safety and durability in public buildings are improved thanks to our lift's features; namely anti-vandalism (EN81-71), firefighting (EN81-72), and seismic-resistant (EN 81-77 or ASME A17.1)
- Environmentally friendly: We developed an energy-saving product that reduces CO2 emissions by up to 60%, thanks to "regeneration drive", "stand-by mode", and "LED lighting" technologies

The following table summarizes HRS MR **technical specifications**:

SPECS	HRS MR
Weight capacity (Kg)	1000-1600
Suspension rate	2:1
Lift motor room	YES
Maximum covered distance (m)	200
Maximum number of stops	47
Maximum speed (m/s)	4.0
Minimum depth (mm)	1800
Minimum height (mm)	4140
Maximum number of entrances	2
Legal compliance	Lifts Directive 2014/33/EU

The lift's lifespan is estimated at 25 years, provided it is being properly maintained. We calculated that, in an average building, the specific lift can complete 36.500 full rides, each year.

The HRS MR model has the following **characteristics**:

SPECS	HRS MR
Type	Traction passenger lift
Lifespan	25 years
Trips per day	100
Weight capacity	1600kg
Speed	2m/s
Distance covered	52m
Stops	13
Daily usage	0.5h

The product was designed in a way that keeps production expenses low, while at the same time reducing production and installation times, and most importantly ensuring optimal safety conditions for lift users and the maintenance personnel.

In accordance with ISO14006 standards, HRS MR was compared to an older product; the TLCF43 model. HRS does not replace the TLCF43, as the older model's maximum speed is only 2m/s. In general, we concluded that the HRS is capable of covering a wider range of products, for modern buildings with higher requirements in terms of load, volume, number of routes, etc.

Furthermore, HRS's production follows the principle of 'lean manufacturing', and its installation is easier and faster. An additional advantage is the reduction in the required number of SKUs (Stock Keeping Units), which can lead to further cost reduction.

Another difference between the two products is that they have different control panels. The recently developed GENIUS 20 panel has been installed in the HRS model. The main drawback of the panels used in previous models is that they were being made by third party manufacturers, outside our organization. Therefore, there was no flexibility in terms of modifications, interventions, and additions. On the contrary, the Genius 20 was developed and is being produced by KLEEMANN. It is a unique product with advanced hardware and software. More than 60 new components were used, more than 40 components were eliminated, and more than 30 circuits were redesigned.

Some of the many **advantages** of the new control panel are:

- Reduced production costs
- Reduced manufacturing and installation times (by one day)
- Requires fewer cables and utilizes halogen-free materials
- Equipped with a Windows based Building Management System - BMS
- Equipped with a Destination Control System - DCS
- Features a "Stand-by mode", which achieves minimal energy consumption
- It has been designed in a way to allow the integration of countless IoT applications

The Eco-design study results showed that the manufacturing of this new product requires a smaller quantity of raw materials, the largest fraction of which are large metallic pieces that can be easily recycled after the product's use.

Additionally, the new product achieves up to an 11% energy savings, compared to an older, similar product. Moreover, a smaller number of cables are required, and the materials used are generally more environmentally friendly, compared to the past. Furthermore, we offer our customers (upon request) the option of conducting specific studies (according to VDI4707, ISO25745-2, BREEAM, and LEED).

To give you an idea, the following table presents the number of VDI4707, ISO25745-2 and BREEAM studies conducted, following a customer's request. With regards to LEED, approximately 8 different studies were carried out.

TYPE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dev	TOTAL
BREEAM	6	5	10	2	12	7	2	2	6	7	8	2	69
ISO 25745 - 2	1	6	4	12	2	16	13	8	7	0	35	1	105
VDI 4707	0	5	1	0	0	0	0	0	0	1	0	0	7

Health and Safety is of utmost importance, across our entire range of operations



PRODUCT SAFETY

Health and Safety is of utmost importance, across the Company's entire range of activities. All potential issues related to our products' Health and Safety are taken seriously into account. These matters are primarily highlighted through customer requests, as well as our continuous efforts in research and development of new products and services. While designing new products, but also when improving older ones, all safety regulations are adhered to, always having in mind that legislative requirements can vary between countries.

R&D AND NETWORKING

For yet another year, in 2022, we extended and strengthened our collaborations with academic institutions such as the Aristotle University of Thessaloniki (AUTH) and University of Western Macedonia (UOWM), as well as with research centers and institutes, such as the National Centre for Research and Development (EKETA). Apart from that, aiming to contribute to science and innovation, we achieved significant advancements, collaborating with several foreign technology companies.

In October 2021, the research project TECLIFT began, in cooperation with the Physics and Mechanical Engineering Departments of AUTH as part of the 'Innovative Investment Plans' of the Research program 'Central Macedonia 2014-2020.' Throughout 2022, significant progress was made, and a substantial part of the research project was completed, focusing on lift air conditioning. The operation of lifts, whether indoor or outdoor, often involves the use of air conditioning units. The use of conventional air conditioning has negative effects on a constructional level, energy consumption, noise levels inside the cabin, and the environment. An innovative, alternative method that can be used instead involves the use of suitable Thermoelectric Cooling (TEC) systems that extract heat from the interior of the cabin, based on the Peltier effect. The ultimate goal of this research proposal is to apply TEC technology to the construction of cooling systems in lift cabins. Therefore, we aim to create a system that occupies minimal space and is much more environmentally friendly. The implementation of the research project is conducted by three entities, all of which are staffed by people with experience in managing large research programs and ensuring their smooth execution and delivery.

ECO PRODUCT DESIGN

"Eco design" describes a product's design and development process, which aims to incorporate environmental criteria at all stages, to reduce its environmental impacts. At the same time, Eco-design aims to enable the achievement of performance requirements, cost reduction, and aesthetic improvements. KLEEMANN is one of the first companies in Greece to implement eco design, by adopting the ISO 14006 standard, since 2014. ISO 14006, established in 2011, provides essential information to help companies implement and maintain eco design as part of their Environmental Management System. Life Cycle Assessment (LCA) is the most important tool towards the proper implementation of the ISO 14006 standard, as it takes into account all stages of a product's lifecycle. At KLEEMANN, we have conducted Life Cycle Assessments for eight of our products, which subsequently received ISO 14006 certification.

Life Cycle Assessment (LCA) is a fundamental tool in environmental management. Specifically, it identifies the most polluting and energy-intensive parameters in a product's life-cycle and highlights opportunities for appropriate interventions, corrections, and alternative solutions. At KLEEMANN we use SimaPro, one of the world's leading software tools for the Life Cycle Assessment process. SimaPro is user-friendly and includes libraries that meet the demand for accurate and up-to-date data.

To improve the environmental footprint of our lifts, and based on the conclusions drawn from using LCA, the changes we made to the manufacturing processes include:



RAW MATERIALS:

- We primarily use materials that are non-hazardous. When the use of hazardous materials is unavoidable, their quantities are kept at the lowest possible levels, always adhering to relevant environmental health and safety limits
- We minimize the use of paints and coatings, which can contain hazardous materials
- We minimize the use of raw materials.



PROCESSING:

- Product design is carried out in a way that minimizes the amount of additional required processing stages, compared to the past, and reduces errors.
- Materials are grouped so that they can be used in more than one product. Additionally, by grouping sub-systems, performance is maximized, reducing the waiting times.
- Energy efficiency, throughout production, is continually improved.



TRANSPORTATION AND INSTALLATION:

- The compact packaging of individual sub-systems allows for more products to be loaded onto the same transportation vehicle, thus reducing transportation needs, associated costs, emissions, and energy consumption.
- Eco-design leads to a reduction in installation times, thus benefiting both employees and customers.



ENERGY CONSUMPTION:

- VVVF Systems: These systems modify the voltage and frequency of the power line (variable voltage - variable frequency). They are the most efficient motor control option.
- Stand-by Mode: Lights in the lift, air conditioning unit, screens, doors, and any other electrical devices are turned off when the lift is not in operation. Depending on the lift usage, "Stand-by mode" can lead to up to 50% energy savings, throughout its lifespan.
- LED: Replacing lift lighting with LED bulbs can reduce energy consumption by up to 60%, compared to halogen bulbs, providing significant energy savings. LED bulbs also have a longer lifespan and are 100% recyclable.
- Energy Recovery (Regeneration): With the "regeneration" energy recovery feature, part of the energy used during lift operation is returned to the power grid. The "regeneration" system can return up to 70% of the consumed energy back to the power grid.
- Destination Control (Efficient Passenger Movement with Smart Control Systems): Using intelligent call optimization systems, to avoid unnecessary lift movements, starts, and stops, thus reducing energy consumption.
- Smoother lift movement with appropriate movement components (Rollers).



WASTE RECYCLING & DISPOSAL:

- The majority of the lifts are made up of large metallic parts that can easily be disassembled and recycled.
- Cables can also be easily recycled.
- Prior to the lift being disposed of, the UPS battery must be removed to prevent leaks of hazardous chemicals. However, hazardous materials constitute less than 0.1% of the lift.

06.



RESPONSIBILITY
TOWARDS
OUR PEOPLE

06

Responsibility towards our people



The greatest contributor to our significant and ongoing development is our people. We believe that an environment that is safe and creative can provide ideal circumstances towards achieving maximum performance. In this regard, our enduring objective is to create a great workplace that promotes respect, equal opportunity, and a fostering environment that enables professional and personal growth. The three main pillars on which our business is built are that human rights must be respected, optimum working conditions must be provided, and we must abide by all applicable labor laws (national, European, and ILO). Using these pillars as a starting point, we take more and more initiatives for our people.

CODE OF CONDUCT

The Code of Conduct is a set of ethical values and rules that every employee and business partner is expected to follow, in order to promote transparency and integrity. The Code binds all employees, regardless of their hierarchical rank. It is reviewed, if deemed necessary, every two to three years. The last revision took place in 2022. The leadership team, which consists of the Company's managers, must communicate the updated Code of Conduct to all employees and involved parties. Each employee receives a printed copy of the Code, so that they can read it at any given time. Additionally, each new employee is informed by the Human Resources department about the contents of the Code. Among other things, the Code of Conduct includes information and clarifications on conflict of interest, bribery, fair competition, behavioral requirements and employment rules.

POLICY AGAINST VIOLENCE AND HARASSMENT

At KLEEMANN, by adhering to our Policy against violence and harassment, we are committed to preventing and addressing all forms of violence or harassment in the workplace. Any discrimination or harassment based on sex, race, religion, sexual orientation, or origin is unacceptable. Our objective is to create a working environment that respects human dignity. Throughout each year, anonymous, confidential surveys are conducted, via questionnaires, regarding the working environment. The results are used to identify and assess any risks of violence and harassment at work. We receive, investigate and handle all complaints with equal care. In cases of violence or harassment, KLEEMANN is obliged to provide the relevant data and all information to the competent public, administrative or judicial authority.

DIVERSITY POLICY

The social or ethnic background, political or religious beliefs, age, sexual preferences, physical characteristics and gender are not used as recruiting or evaluating criteria for employees. We respect diversity and promote an inclusive culture.

Our Policy on diversity and equal opportunities aims to:

- Improve the quality of work life, with a particular emphasis on maintaining a healthy work life balance.
- Promote gender equality in the workplace, aiming to further enhance the work environment.
- Increase productivity and efficiency, as a result of having satisfied employees.
- Recognize, analyze, and challenge traditional viewpoints that confine women to specific roles.
- Develop good practices based solely on the characteristics of each project and/or department, rather than on traditionally accepted viewpoints and expectations, that are scientifically baseless and not well-founded.
- Create a working environment, based on equality and justice, within which all employees will have the opportunity to demonstrate their capabilities and to develop their careers in a fair environment.

WORK RELATIONS POLICY

Our Work Relations Policy aims at ensuring optimal working conditions and at promoting a work environment that fosters teamwork, solidarity, and helps employees develop their unique abilities, while maintaining a cooperative atmosphere. All employees are expected to maintain good working relationships and not to use words or actions that could offend or harm the integrity of others. KLEEMANN Work Relations Policy is based in the **following Principles**:

1.

RELIABILITY

Reliability implies that there is integrity on the part of KLEEMANN's Management. For reliability to exist, words must be accompanied by actions. Directors need to regularly and openly communicate the company's directions and plans with employees, seeking for their feedback. It encompasses the effective coordination of human capital and material resources, so that employees can see how the work they carry out is connected to the Company's goals.

2.

RESPECT

Respect means achieving a work- life balance. This should become reality rather than just a slogan. Respect entails recognizing good work and rewarding additional efforts. Respect also means that management is close to employees and views them as important partners in the company's operations. Fostering a cross-departmental spirit of collaboration and creating a safe and healthy work environment is also critical. Moreover, respect means providing employees with all the required equipment, resources, and training they need to perform their tasks.

3.

HONOR/FAIRNESS

Everyone should have equal opportunities. Decisions regarding employment and promotions are made impartially. Workplace discrimination is avoided through following clear procedures, offering avenues for recourse, and having in place well designed conflict resolution mechanisms. In a company that supports fairness, economic growth should be fairly shared with employees, via rewards, bonuses, and compensation schemes.

4.

PRIDE

Pride emerges when the significance of personal involvement and contribution is encouraged. It entails appreciation for team members and their accomplishments, fostering a sense of pride among employees for the products and the social responsibility of the company.

5.

COMPANIONSHIP

Everyone should feel content and at ease. This allows people to reveal their true selves. A hospitable and friendly atmosphere cultivates a sense of community, within the company. Issues regarding employee wellbeing are communicated to everyone, and corrective actions are taken accordingly. Our goal is to create the perfect work environment, as envisioned by both the employees and the company's management.

6.

TWO-WAY COMMUNICATION

We believe that continuous, substantial, open, two-way communication strengthens relationships among employees. At KLEEMANN we developed an internal communication system, with open channels for all hierarchical levels. It aims at creating an atmosphere of trust and respect, enhancing teamwork, and solidifying a common corporate culture.

Dialogue and constructive criticism, across departments, are encouraged to enhance performance, professional relationships, and daily operational activities. The main internal communication channels include:

- Monthly meetings between employees and heads of departments, at each facility
- Monthly meetings between employees and Top management
- Monthly meetings between the Top management and supervisors, where departmental goals and progress are discussed, along with future actions to be implemented
- Monthly Leadership Team meetings
- Weekly or, if deemed necessary, daily informative meetings between the General Manager and Directors
- Weekly Top management meetings
- Monthly meetings of factory directors with labor staff, on the second Friday of each month and whenever deemed necessary
- Unplanned Crisis Management Team meetings, in cases that require immediate action
- Employee engagement surveys
- Annual strategic meeting
- Social media posts

RECRUITMENT AND SELECTION, ONBOARDING AND DEPARTURE POLICY

We diligently implement the procedures of recruitment, selection, onboarding, and departures, as those are described in our Policy. Our Policy outlines the steps and guidelines for attracting and selecting suitable candidates, as well as the processes for managing employee departures. The ultimate goal of the Human Resources department, as well as KLEEMANN, is to attract high-level candidates, capable of embracing the Company's vision, values, culture, and strategy, and that will contribute significantly towards their realization.

Our Development Policy sets the framework for the growth of our employees, while the Compensation and Benefits Policy clearly defines rules for rewarding our employees.



EMPLOYEE BENEFITS

All KLEEMANN employees receive additional benefits, beyond their pay and what is mandated by labor laws. Additional benefits include, among others:

- Additional medical and hospital coverage
- Financial support in cases of temporary or permanent incapacity for work
- Life insurance
- Transportation of employees with company's buses, or alternatively coverage of commuting expenses
- Access to a gym and a playroom
- Subsidized meals at our Company's restaurant
- Well-equipped medical center
- Happy Benefits
- Sponsoring private education and training
- Vouchers
- Blood bank
- Extra financial support in cases of serious health problems
- Flexible working times for new mothers
- Newborn and wedding gifts
- Rewards to employees' children who are accepted at Higher/Technological Education Institutes and when achieving outstanding performance at High School/Senior High School
- Internship opportunities for employees' children
- Participation in various corporate events and celebrations

Furthermore, KLEEMANN implements a Rewards Policy, through which dedication, innovative ideas, positive attitude and behavior, and good performance are acknowledged. Recognition demonstrates to employees that their daily work and contribution are valued and rewarded, thus creating a virtuous cycle of positive feedback.

EMPLOYEE EVALUATION

At KLEEMANN, we implement a performance evaluation system that supports the professional development of our employees, recognizing their contribution to our growth. Through this evaluation process, employees are continuously developing, and are encouraged to reach their highest potential. Consequently, they work with increased satisfaction and dedication towards the Company and its operational goals.

Performance evaluation is carried out annually and covers all employees. The purpose of the Annual Performance Review is to promote the development and growth of each employee. The evaluation process starts on February 1st of each year and ends on the last day of February. Management members and production foremen are evaluated online, through an HR portal. For production staff (team leaders and technical staff) the same procedure is followed, but with the use of print-based media.

EVALUATION STEPS



Planning

All employees are informed once the evaluation process begins and each one of them is given the opportunity to self-reflect on their performance, according to different criteria listed in the evaluation form. These criteria have been deliberately chosen to be in harmony with the company's values and rules of behavior. Once employees have completed their self-assessment, their supervisors can also evaluate them, based on their overall performance and behavior, during the year. Each employee is invited to set up their annual Development Plan, for the next year, based on their strengths and weaknesses, which they previously identified during the self-assessment. Development plans are monitored and, where necessary, revised at regular intervals in the course of the year.



Performance review meeting

A fundamental part of the evaluation process is the Performance Review Meeting, between employees and their supervisor. During this meeting, the employees are given the opportunity to communicate all the issues that concern them (ambitions, worries etc.). The supervisor is expected to provide feedback on whatever is discussed during the meeting, but also on the employee's overall performance during the year, based on actual events. After the end of the meeting, and once the evaluation and the Development Plan have been agreed upon, the supervisor completes the evaluation and submits the entire process to the Human Resources Department.



Progress monitoring

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

In 2022 all executives that manage and coordinate individual teams were evaluated. More specifically, the following groups were assessed:

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

Our goal is the continuous development of our people. We aim to support their talents, through the process of feedback, and to improve the communication and cooperation between them. The tool we use to do so, is based on our Company values: Safety, Trust, Passion for People and Breakthrough Culture. All executives performed self-evaluation and were also evaluated by their direct supervisors, all their direct subordinates and three random colleagues, regardless of hierarchical level. Upon completion of the evaluation process, each executive receives an individual performance report, which is then discussed with their immediate supervisor. The aim of this discussion is to prepare and commit to an action plan, involving actions (such as coaching, educational programs, on-the-job training, or participation in a project), through which professional growth and personal improvement will be achieved. The evaluation process is a primary source of information about the performance and development of our people and is implemented on an annual basis.

CONFLICTS OF INTEREST

Cases of “conflicts of interest” cover situations where an employee, driven by personal motivation, gains financial or other benefits at the expense of the Company’s interests. This could pose a threat for KLEEMANN, as it might not only result in short-term financial losses, but also negatively affect the Company’s reputation and market presence.

A shield against such phenomena is our Code of Conduct, which was updated in 2022. According to the Code of Conduct, if an employee becomes aware of such incidents, they are encouraged to promptly inform their supervisor or manager, as well as the director of Internal Audit.

GOALS

The primary goal for the department of Human Resources is the retention of the Company’s staff. The employee retention rate for 2022 was 71%, and our target, for 2023, is to increase this at 80%.

EMPLOYEE TRAINING

At KLEEMANN, we invest in the continuous and targeted improvement of our employees’ knowledge and skills, through training programs, briefings, presentations and other related educational initiatives.

The Company’s strategic goal is to train 95% of its employees every year. Continuous training contributes substantially to the professional development of employees and increases their personal satisfaction. Simultaneously, their performance is better and, therefore, the Company’s competitiveness increases.

Training needs are identified through the employees’ annual performance evaluation. During the meeting between the employee and their direct supervisor, the course of implementation of the individual development plan is discussed and specific future steps are determined. This is how the needs for targeted seminars, on-the-job training, e-learning or participation in projects arise. The training opportunities provided to employees vary in type and content. Training programs are divided into two main categories:

1. Hard skills training.
2. Soft skills training.

Training courses can be delivered in the following formats:

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

During 2022, 379 employees received 6,401 hours of training. 42 senior executives underwent training for 954 hours, while 7 Directors were trained for 370 hours. Besides them, 388 individuals from the labor staff were trained for 1,944 hours. Throughout 2022, 14 in-house seminars and 34 external seminars were conducted, collectively amounting to 9,670 hours of training.

In total, 80.1% of our staff were trained within 2022.

Postgraduate programs are a significant part of the continuous education for our employees. Therefore, such programs are subsidized by KLEEMANN, to a certain degree, depending on their relevance to the field of work, the employees’ performance and their future dynamic. Foreign language courses are also important for us and take place in private language schools.

All Company employees, depending on their job position, receive targeted training on our products. Training is structured on 3 levels. Level I introduces employees to the Company product, i.e. lifts, and their main features. Level II is a more comprehensive and detailed presentation of lifts and their operation. Level III is an in-depth training on the operation of the lift, its components and requires excellent knowledge of the company’s products. It’s worth highlighting a significant educational initiative: the KLEEMANN ACADEMY.

KLEEMANN Academy was created and has been operational since 2020. It is an educational platform that offers users access to all of the training material. Information about the Company’s products can be found in the form of ready-made digital courses. Thanks to KLEEMANN Academy our customers can access webinars, presentations and video tutorials remotely, and at any time, via their mobile phones.

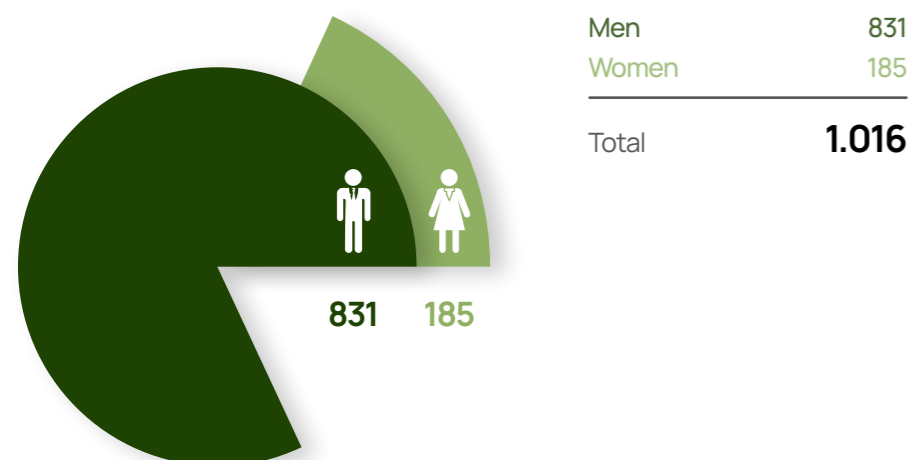
In 2022, the application became available on both Android and iOS platforms. Users’ activity synchronizes with the online platform, and vice versa. This way, all users can join ongoing courses at any point, without having to re-start, and regardless of which device they used the last time they logged in. The application encompasses all functions and services provided by the web-based platform. Furthermore, KLEEMANN Academy users can download course material and access it without being online.

COACHING PROGRAM

The implementation of coaching programs began in 2011 and continues to this day. Coaching programs are available for everyone in the Company, from the Leadership Team to the labor staff. By implementing the coaching program, KLEEMANN aims to align employees' goals and actions, towards a common direction. Coaching and exchanging knowledge constitute a fundamental pillar of KLEEMANN's strategy and serve its values. Active coordination of efforts is supported, cultivating a Breakthrough culture that fosters the achievement of outstanding results. Trust is promoted, participation is encouraged, and a free-thinking approach is desired. Challenges are seen as opportunities for increased commitment, dedication, and responsibility. Coaching results in growing self-awareness and an in-depth understanding of each employee's motivations. It boosts their self-confidence, maximizing their potential, and can lead to continuous personal development and more effective management of success and failure.

Aiming to keep improving our coaching culture and continuous development across KLEEMANN, significant actions were undertaken in 2022. «One on One Coaching» sessions were conducted for senior executives, as well as employees who expressed an interest in coaching (over 130 employees received one-on-one coaching). Besides coaching sessions, two noteworthy initiatives were implemented. Firstly, «Breakthrough Thinking Workshops» were designed targeting new employees within KLEEMANN group. Secondly, «Leadership Team Coaching» meetings were organized, aimed at empowering and strengthening leadership teams. During 2022, selected employees participated in group-based «Breakthrough Thinking Project Groups». Others received training to become internal KLEEMANN coaches, contributing to the integration of the overarching culture and the dissemination of coaching mindset throughout the entire Group.

EMPLOYMENT DATA



EMPLOYMENT DATA	2022		
	MEN	WOMEN	TOTAL
Employees	814	182	996
Workforce	17	3	20

Note: The calculations were done on a weighted basis, considering the entire year of 2022. This may result in rounding up or down decimal numbers, affecting the totals.

WORKFORCE GEOGRAPHIC DISTRIBUTION	2021	2022
Attica	2,78%	2,85%
Thessaloniki	30,48%	30,37%
Kilkis	64,07%	64,98%
Other	2,67%	1,80%
TOTAL	100%	100%

Our workforce's geographic distribution remained unchanged, compared to past years. The largest fraction of our employees are from Kilkis. In total, about 95% of our workforce come from the broader local area, highlighting KLEEMANN's support to local community.

WORKFORCE BY EMPLOYMENT TYPE	2022		
	MEN	WOMEN	TOTAL
Permanent employees	814	181	995
Temporary employees	0	1	1
Non-guaranteed hours employees (seasonal)	0	0	0
Full-time employees	814	180	994
Part-time employees	0	2	2

OTHER PERSONNEL	2022		
	MEN	WOMEN	TOTAL
Interns	5	2	7
Apprentices	0	0	0
Temporary staff, via agencies	1	1	2
Self employed	11	0	11
Subcontractors, contractors, volunteers, other	0	0	0

WORKFORCE BY AGE	2022		
	<30	30-50	51+
Men	80	565	185
Women	30	140	15

TOTAL RECRUITMENTS BY GENDER AND AGE	2022		
	<30	30-50	51+
Men	29	32	1
Women	15	11	1
TOTAL	44	43	2

TOTAL RECRUITMENTS BY REGION AND AGE	2022		
	<30	30-50	51+
Attica	0	3	0
Thessaloniki	27	14	2
Kilkis	16	22	0
Other	1	4	0
TOTAL	44	43	2

WORKFORCE BY JOB POSITION/HIERARCHICAL STRUCTURE	2022		
	MEN	WOMEN	TOTAL
Managers	8	1	9
Senior Officials (Department Heads)	40	8	48
Employees	255	164	419
Foremen and staff	528	12	540
TOTAL*	831	185	1016

EDUCATION & TRAINING HOURS - BREAKDOWN BY JOB LEVEL AND GENDER									
JOB POSITION	Number of people			Training hours			Average hours of education		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Managers	8	1	9	233	137	370	29,13	137	41,11
Senior Officials	40	8	48	848,50	106	954,5	21	13,04	19,67
Employees	255	164	419	3.445,5	2956	6.401,5	13,51	18,02	15,28
Foremen and staff	528	12	540	1.806,5	138	1.944,5	3,42	11,28	3,6
TOTAL	831	185	1.016	6.333,5	3.337	9.670,5	7,62	18	9,52

NUMBER OF EMPLOYEES THAT WERE TRAINED BY LEVEL	2022	
	MEN	WOMEN
Managers	6	1
Senior Officials	35	7
Employees	216	163
Foremen and staff	378	10
TOTAL	635	181

TRAINING BY SUBJECT	2022		
	NUMBER OF TRAININGS	TRAINING HOURS	HOURS TRAINED PER SUBJECT / TOTAL TRAINING HOURS
Quality control	1	40	0,41%
Exports	2	320	3,31%
Other	32	7.845	81,12%
Finance	3	97	1%
Management information systems	6	1.096	11,33%
Corporate social responsibility	0	0	-
Health and Safety	3	264,5	2,74%
Production	0	0	0%
Human rights	1	8	0,08%
TOTAL	48	9.670,50	

EMPLOYEES EVALUATED	2022		
	NUMBER OF PEOPLE		
	MEN	WOMEN	TOTAL
Senior officials	33	5	38
Employees	207	135	342
Foremen and staff	362	9	371
TOTAL	602	149	751

NUMBER OF MANAGEMENT MEMBERS (LEADERSHIP TEAM)	17
Men	88%
Women	12%
Between 30-50 years old	41%
>50 years old	59%
Executives	100%



07.

RESPONSIBILITY TOWARDS OUR CUSTOMERS

07

Responsibility towards our customers



ANNUAL CUSTOMER SATISFACTION SURVEY (CSAT)

Our customers' satisfaction and well-being is a top priority. Maintaining their trust is our longstanding goal. For this reason, we follow a comprehensive Complaint and Customer Satisfaction Management System (ISO 10002:2014).

In 2022, as part of the customer satisfaction survey, 94 customers were invited to take part. 63 responded, coming from 36 different countries (participation rate of 67%). The survey invitation is sent to customers via an email, which includes a link to the online questionnaire.

The indicators we calculate and monitor, via the survey are:

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

Besides the main indicators, the questionnaire includes an additional question where customers are kindly asked to suggest areas of improvements (services/support/products). The gathered responses are thoroughly examined and analyzed by all relevant departments (sales, after-sales, quality assurance, marketing, and training). Each department then designs and implements actions that are needed to either meet specific customer requirements, or to improve KLEEMANN's overall performance.

In total 93 improvement/corrective actions were implemented, during 2022. Those included a range of changes and improvements, such as systemic changes, product alterations, process modifications, improvements in digital tools, customer support, etc.

The «Customer Satisfaction Score», which evaluates the overall level of customer satisfaction was 87% in 2022. The «Effort Score», assesses how easy and pleasurable the customer's experience is, was 83%, accordingly.

KEY PERFORMANCE INDICATOR	2022 SCORE	DESCRIPTION
Customer Satisfaction Score	87	Level of customer satisfaction through their overall interaction with the company.
Effort Score	83	Level of overall ease the customers interact with the company.

PARTICIPATION IN ASSOCIATIONS & ORGANIZATIONS

KLEEMANN's participation in Associations and professional bodies enhances outreach, adds knowledge and helps us build synergies, with a common vision to innovation and sustainable development. KLEEMANN participates in the following Associations and Professional Organizations:

- Panhellenic Union of Lifts and Escalators Technology
- Federation of Industries of Greece (SBE)
- Greek Exporters Association (SEVE)
- Hellenic Management Association - Non-Profit Organization
- Hellenic Marine Equipment Manufacturers & Exporters (HEMEXPO)
- HELLENIC MAINTENANCE SOCIETY (HMS)
- Canadian Elevator Contractors Association: CECA
- VFA Interlift (Verband für Aufzugstechnik). Through our subsidiary, KLEEMANN Aufzüge
- National Association of Elevator Contractors (NAEC) (International Supplier Member)
- Worldwide Industrial & Marine Association (WIMA)
- European Lift Association (ELA)
- European Lift & Lift Component Association (ELCA)
- International Association of Elevator Engineers (IAEE) -International congress on vertical transportation technologies ELEVCON
- ISACA (Information Systems Audit and Control Association)
- Hellenic Network for Corporate Social Responsibility (CSR Hellas)Hellenic Institute of Customer Service (HICS)
- American-Hellenic Chamber of Commerce (AmChamGR)
- Hellenic African Chamber of Commerce



Recognizing how important product improvement, added knowledge, innovation, development and the interconnection between academia and industry are, we always have open channels of communication and cooperation with educational bodies and research institutions. In particular, the educational bodies and Institutes we collaborate with are:

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

RESPONSIBLE MARKETING PRACTICES

KLEEMANN stands out for both the reliability, safety, and quality of its products, as well as its business strategy, the excellent working environment, and its financial stability. These achievements have contributed to its establishment in international markets. Keeping a close watch on global market trends, we aim to continue innovating, growing, developing and improving our performance, while being sustainable. KLEEMANN complies with all national and international regulations regarding product marketing and labeling. We provide our customers with detailed, clear information about our products' characteristics, such as individual components sourcing and instructions on how to safely use each product.

All activities related to the marketing and promotion of our products, fully comply with and follow the code of conduct & ethics of the Hellenic Advertisers Association and the Hellenic Association of Advertising Communication Agencies.

During 2022, no fines or penalties regarding false or misleading information and labelling or promotion practices were imposed. There were no product recalls and no incidents of non-compliance with marketing, advertising, communication and sponsorship regulations.

At KLEEMANN we support and promote sustainable consumption and production practices.

We:

- Are consistent in our commitments to customers, partners, industry representatives, and the society
- Anticipate and follow industry trends
- Ensure high quality products, services, and customer support
- Adapt to and respect different cultures, customs, traditions, and local habits of our customers, suppliers, and business partners, around the world
- Respect our competitors, promote honesty and fair competition
- Continuously improve our products and services, invest in innovation, aiming to contribute to science and our industry's advancement

COMPLAINT AND CUSTOMER SATISFACTION

At KLEEMANN, we encourage everyone involved to gather information about customer complaints and forward them to the Customer Experience department. Our Complaint and Customer Satisfaction Management System follows the ISO 10002:2014 standard, and in 2022, its management was assigned to the Customer Experience department. Customers who wish to express their complaints can contact KLEEMANN via our website, email, or by speaking directly to a representative, on the phone. This process allows customers to directly voice their complaints, propose improvements, or suggest modifications to products, services, or processes. This way, customers add value and contribute to the continuous improvement of the quality of our products and services. The Complaint Management department handles complaints related to technical issues, while the Customer Experience department is responsible for complaints related to commercial matters, or service-related issues.

QUALITY CONTROL

We perform quality control across all stages of the production process. Our goal is to ensure that all components of the lift and its subsystems are tested for their quality. Upon completion of the production process, products are tested and assessed by an independent body, in regard to their safety and then receive a relevant certification. Our lifts are designed according to the EN 81-20 European standard, which defines the safety requirements for the construction of lifts, and according to EN 81-50, which specifies the design, calculation and testing rules for a lift's individual subsystems. Our customers', installers' and users' safety is of utmost importance to us. Their safety is ensured through the high quality and reliability of our products.

More specifically, regarding the potential impacts of our products and services on the Health and Safety of end users, we strive to minimize such risks. This is achieved by carrying out risk assessments (failure mode and effects analysis), as required by ISO 9001:2015 and Directive 2014/33/EU.

At KLEEMANN we implement a comprehensive quality assurance system that meets all safety and quality standards and exceeds legal requirements. We follow more than 80 internal procedures and strictly follow:

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

Top Management is kept informed about the adherence to procedures and standards, through monthly meetings and the annual strategic meeting of the management team. The company organizes annual audits for ISO 9001:2015 and ISO 9004:2018 standards, during which the entire quality management system and its implementation are evaluated.

08.



RESPONSIBILITY TOWARDS OUR SUPPLIERS

08

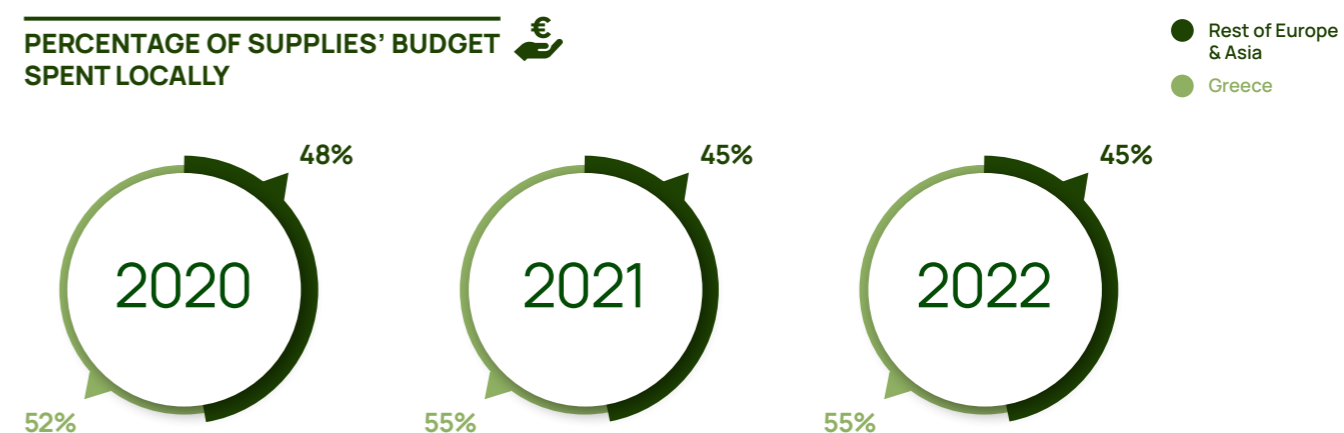
Responsibility towards our suppliers

The development of close relationships with our suppliers and the optimal management of the flow of incoming and outgoing products are longstanding strategic goals of the Company. From raw material sourcing to product transportation, the fundamental principles governing our relationships with our suppliers and partners are trust, transparency, and reliability. In 2022, the war in Ukraine created a crisis and significant shortages in raw materials were noticed. As a result, we had to take measures to increase our supplies and manage our inventories. Research and collaboration with our network of subsidiaries enabled us to find the required raw materials that ensured the availability and smooth operation of the production process. We managed to satisfy our raw material needs, securing all necessary stock and ensuring uninterrupted operation of our factories, as well as a timely delivery rate of 98%.

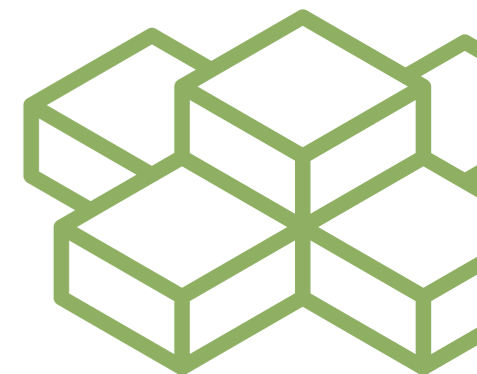
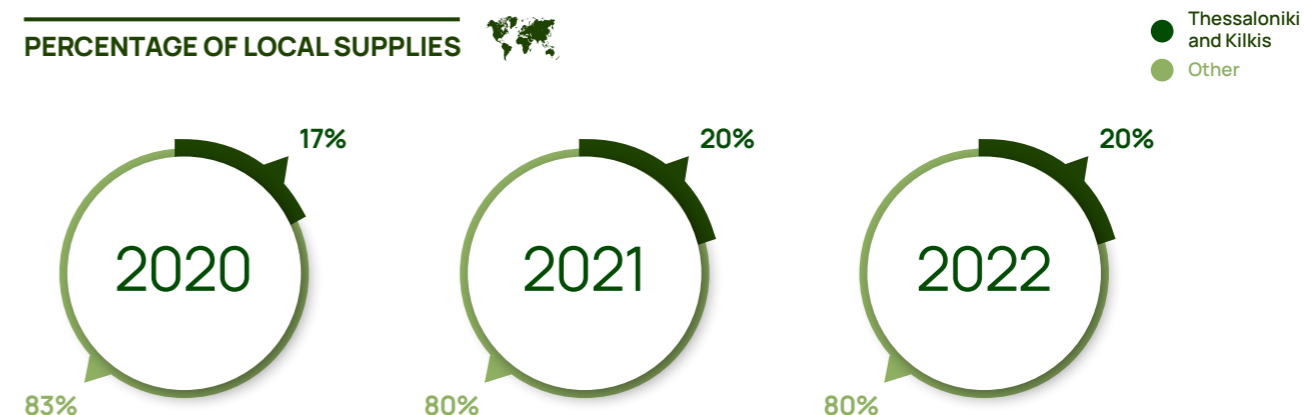
To optimize the procurement process, KLEEMANN we utilize a list of approved suppliers. In order for a supplier to make it to this list, they need to comply with some requirements. They must be ISO 9001 certified (Quality Management System). Additional points are given to suppliers who follow ISO 14001 (Environmental Management System), and those who implement an Occupational Health and Safety Management System, according to OHSAS 18001 / ISO 45001:2018. Additionally, we conduct regular evaluations of our suppliers, every six months, to confirm and ensure the excellent quality of the items we source from them. Every new supplier has to sign the Company's Procurement Policy, which sets rules of corporate responsibility and ensures transparency and impartiality in our transactions. The KLEEMANN Code of Ethics is signed by our key suppliers.



Throughout its history, KLEEMANN has supported local suppliers, contributing to the local community and economy. We define a local supplier as any supplier conducting their professional activities in the country where the headquarters of KLEEMANN are located, namely Greece. In 2022, more than half of the Company's purchases (55%) were made from Greek suppliers, while the remaining purchases (45%) came from Europe and Asia.



In 2022, similarly to 2021, one out of five suppliers were from the Kilkis region or Thessaloniki. Selecting local suppliers has multiple benefits, across all components of sustainable development (economy, society, and environment). Apart from providing significant support to the local economy and the broader community, supporting local suppliers contributes to the reduction of transportation costs, times and the distances traveled. This, in return, leads to a corresponding decrease in energy consumption and gas emissions.



09.

HEALTH & SAFETY AT THE WORKPLACE

09 Health & Safety at the workplace



9 PREVENTION PRINCIPLES

The importance we place on Health and Safety can be highlighted by the 9 Principles of Prevention that govern our operation and concern all of our employees.

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

HEALTH & SAFETY MANAGEMENT PLAN

Health and Safety in the workplace is a top priority for KLEEMANN. For this reason, a Health and Safety Management Plan (H&S MP) is implemented. The management plan covers all employees and activities carried out at its headquarters in Stavrochori, Kilkis Industrial Area. The H&S MP has been certified according to ISO 45001:2018, since 2019, and aims to prevent workplace accidents and illnesses, as well as to ensure safe working conditions. By implementing the H&S MP requirements, potential risks and health hazards are identified and assessed. Identifying a risk in time enables us to eliminate it or reduce its impact. In cases of accidents or near-miss incidents, an extensive investigation is conducted to identify the root causes and take measures to prevent the recurrence of similar incidents in the future. From the perspective of corporate sustainability, our H&S MP offers numerous benefits. It primarily contributes to maintaining the Company's reputation as a safe working environment. It also helps us reduce costs related to damage restoration and workplace accidents, to minimize production down-times, and lower our insurance costs.

HEALTH & SAFETY CULTURE

Health & Safety has been integrated into the culture of KLEEMANN and our employees. It is an indisputable right of all KLEEMANN employees to cease their work any time they feel their health or safety is threatened, without requiring prior authorization from their immediate supervisor. This is not recorded or written in any of our official policies and our employees may not be protected against reprisals, however work stoppage in such cases is encouraged by KLEEMANN. Employees can inform KLEEMANN about any potential hazards they may identify while working, either by reporting to their immediate supervisor or to the safety technician. Communication pathways are always available, and feedback is encouraged.

Health & Safety culture amongst KLEEMANN employees is reinforced through targeted training. The list of trainings carried out in 2022 follows. Note that all of them began after May 2022, due to COVID pandemic-related measures which were in place up to then.

- Installation staff were trained on Health and Safety issues during work execution in pits and construction sites
- Fire safety teams were trained on the properties and use of firefighting equipment for fire suppression
- Newly hired production employees were trained on the safe use of equipment, rules of safe working, and behavior in production areas, as well as hazard recognition
- New employees were trained on safe office environment work conditions and remote working conditions. They were taught the rules of safe working and hazard recognition

It's worth noting that for all new employees, a training process on Health & Safety topics is conducted before they take on any new tasks or responsibilities. Newly hired employees also include those who change job positions, taking on different tasks compared to what they did previously.

H&S ACTIONS

The most significant initiatives for Health & Safety in 2022 were:

1

Three Health & Safety inspections were conducted at all KLEEMANN factories and each workspace, within those. According to the results, 90% of the Company's operations were assessed as being at a level of «risk elimination,» and the remaining 10% were marked as being at a level of «risk control.» This highlights the Company's strong performance in Health and Safety matters.

2

The research program CMT4ALL was carried out, which focused on Human-Robot collaboration. The use of collaborative robots (co-bots) in the production line and in work positions involving load management helps employees by providing ergonomics, reducing musculoskeletal pressure and enabling more comfortable work. The program was completed within 2022 and was highlighted as a «success case» by the European Institute of Innovation & Technology - EIT.»

WRITTEN OCCUPATIONAL RISK ASSESSMENT

A key tool in overseeing and managing our employees' Health & Safety is the Written Occupational Risk Assessment (WORA). The WORA is prepared in accordance with law and regulations (Presidential Decree 3850/10) by the safety technician and the person responsible for Systems Management (RSM). It aims at identifying, analyzing, and assessing all the risks and hazards involved, as well as at selecting and planning the required preventive and corrective measures. The Company compiles, reviews, and updates the WORA regularly, taking into account new risks that may rise due to changes in job positions, tasks or the equipment used. It's important to note that KLEEMANN's WORA is based on an international model, developed by the RSM. It is being used as an example/ template for drafting Written Occupational Risk Assessments, at the Hellenic Institute for Occupational Health and Safety (ELINYAE).

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

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

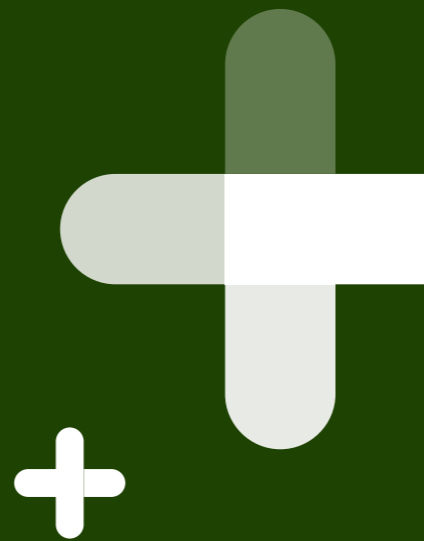
Q-COMPASS

2022 was the third year that KLEEMANN participated in the innovative research project Q-Compass, in collaboration with the Aristotle University of Thessaloniki, ATLANTIS Engineering and Centre for Research and Technology Hellas (CERTH).

The objective of this project is to develop an innovative system which will improve quality control in modern production lines, while simultaneously minimizing the use of resources. This can be achieved through optimizing quality control and ensuring better working and health conditions for employees. The project is in line with the 4th industrial revolution and the changes in industrial production lines brought about by advancements in digital technologies and the Internet of Things (IoT). More particularly, the project attempts to connect today's quality control processes with digital production, through the introduction of robotic units in workplace. The implementation of the project at KLEEMANN includes a comprehensive system that equips vehicles with sensors, such as RGB-D cameras. During 2022, tests were conducted within the Company's facilities aiming to perform an ergonomic analysis of the movements of employees in the assembly of factory chambers using the REBA system. Throughout the year, additional motion data were analyzed and evaluated with the assistance of specially designed software. The goal was to identify specific movement patterns, potential hazards, and to pinpoint potential risks and areas and activities that require improvements.

The project's two main objectives are:

- Increased product quality
- Monitoring and analyzing employees' ergonomic profiles and the identification of occupational health and safety hazards

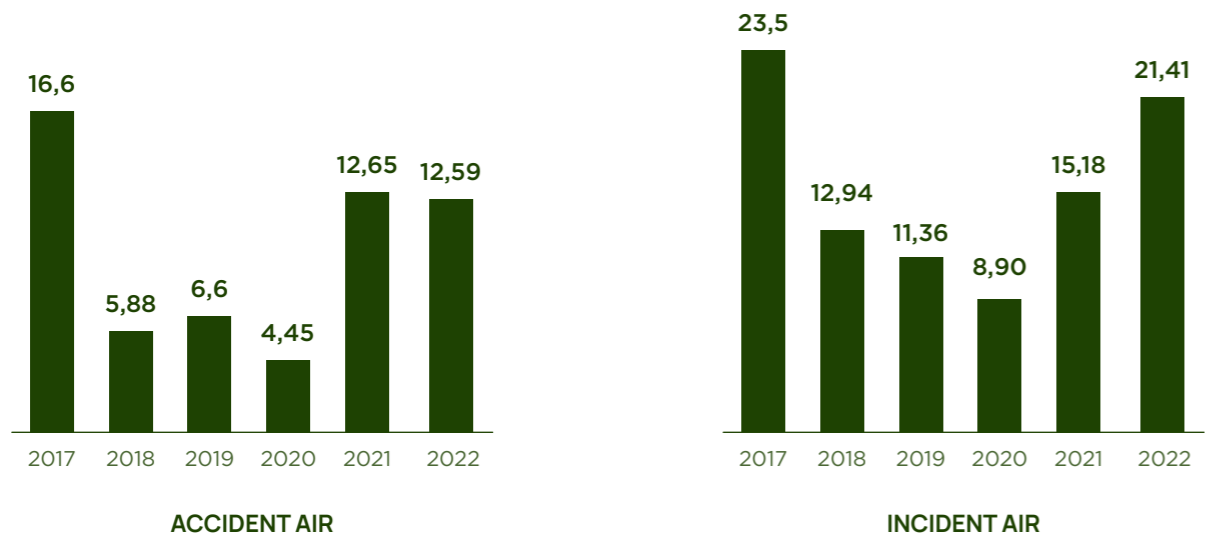


MONITORING INTERNATIONAL INDICATORS

International performance indicators are used to monitor and evaluate KLEEMANN's performance in the field of Health & Safety. The performance indicators calculate accidents and other incidents in proportion to the total number of each Company's employees. At KLEEMANN, throughout 2022, there were no incidents of fatal injuries or serious injuries during working hours. On top of that there were no recorded cases of occupational diseases among our entire staff.

The indicator used to measure the effectiveness of preventive actions in Health & Safety is "Accident Incident Rate" (AIR).

$$\text{AIR} = \frac{\text{NUMBER OF ACCIDENTS OR INCIDENTS}}{\text{NUMBER OF EMPLOYEES}} \times 1000$$



EMERGENCY RESPONSE PLAN

KLEEMANN's commitment to taking measures for Health and Safety is reflected in its policy concerning the management of emergencies. We have designed and follow a comprehensive process for identifying and responding to emergencies. Across its facilities, KLEEMANN ensures the presence of emergency response teams, 365 days a year. The teams are trained annually.

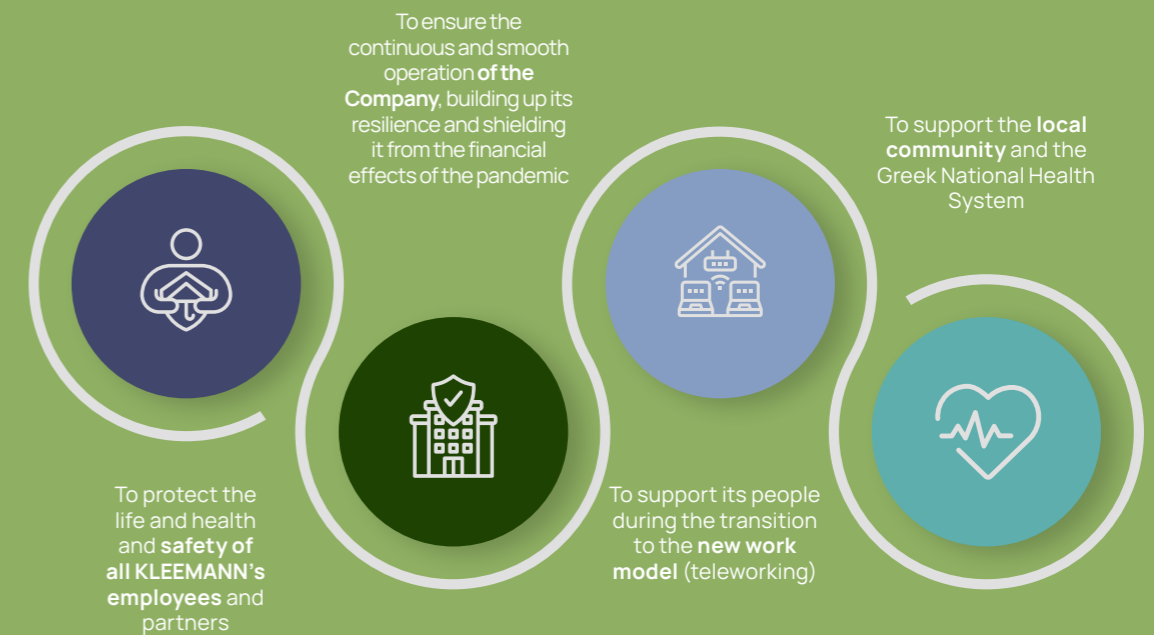
Emergency response teams include employees who have previously worked as volunteers for the Fire Services or have participated in disaster and emergency response teams. Their annual training includes, among other topics:

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

COVID-19 MEASURES AND ACTIONS

In 2022, we continued our targeted efforts to safeguard employees, their families, and the broader society against COVID-19. For yet another year the Crisis Management Team was active, aiming to devise strategies and implement plans to better deal with COVID-19. Besides the Occupational Doctor and Safety Technicians, external collaborators such as private specialised doctors and medical consultants were also part of the EIMT, providing supplementary expertise when needed. A COVID-19 risk assessment was carried out. All scenarios were considered, and the Company's operations most susceptible to impact were identified. Risks were identified, assessed and prioritised. Based on the risk assessment, corresponding mitigation measures were designed and implemented.

The KLEEMANN Crisis Management Team **established the following goals:**



The measures taken within 2022, primarily during the first half of the year, include:

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



Besides, KLEEMANN also provided its employees with all the required Personal Protective Equipment (PPE) and covered 100% of the employees' needs. In particular, the following were provided:

- Surgical mask
- Single-use protective suits, suitable for biological hazards
- Single-use gloves
- Safety goggles
- Hand sanitizers
- Disinfectants
- Hand sanitizer distribution devices
- Disinfection misting devices
- Disinfectant spraying devices

2022

HEALTH & SAFETY GOALS ACHIEVED IN 2022

- Floor maintenance (holes, cracks, colour wear)
- Maintenance of all air conditioning units across buildings and production areas according to the COVID-19 protection procedures
- Replacement of air tools with electric and rechargeable ones
- Installation of lifelines on the entire surface of rooftops and mandatory use of fall protection harnesses by all employees working at heights
- Installation of lifelines on the crane runways where the use of baskets is not possible
- Portable lifelines for use in indoor areas where there is a risk of falling from heights
- Provision and installation of Blue dot tail lights & Red lights on all forklifts operating across workspaces
- Installation of local exhaust ventilation systems used for welding operations carried out at spaces without an existing gas exhaust system
- Employee training on Health and Safety topics. Targeted training based on the requirements of each group of employees. Implementation of administrative and engineering interventions where necessary, with mandatory use of Personal Protective Equipment (PPE)
- Establishment of Lockout-Tagout (LOTO) procedures for all work positions involving energy release hazards (maintenance department, service department, installation department)
- Provision of LOTO tools and materials. Training employees on their application and use
- Construction of a protection system, used during the testing of plungers, aiming to eliminate the risk of injuries from potential plunger failures

2023

HEALTH & SAFETY GOALS FOR 2023:

- Replacement of lifelines that will no longer meet legal requirements and installation of new lifelines on the rooftops of the Electronics Factory and the Suspension Frame Factory buildings
- Procurement of a wire processing equipment for control boxes. Aiming to reduce strain on employees, to minimize repetitive movements and alleviate musculoskeletal strain
- Train all installation and service employees on hazard recognition and mitigation, aiming to reduce workplace health and safety risks
- Comprehensive employee training on Health and Safety. Conduct targeted training based on the needs of each group of employees. Implementation of administrative and engineering interventions where necessary, with mandatory use of Personal Protective Equipment (PPE) in situations where risks cannot be controlled. The objective is to educate all production and management personnel
- Conduct unannounced drills across all factories and offices

10.



**SOCIAL
INITIATIVES**

10 Social Initiatives



At KLEEMANN, we are fully aware of our social role and want to maximize our added value towards the wider society and the local community. Besides our products and services, which are designed to improve living conditions and facilitate everyday life, we also care for the overall quality of life and well-being of people.

The Corporate Communications & CSR Department manages corporate social responsibility initiatives and is responsible for the implementation of our own developed CSR policy. This policy maximizes the Company's positive impact on its stakeholders and meets the requirements of modern corporate governance standards. The CSR process, which is part of the CSR policy, describes the basic steps required to design and implement Corporate Social Responsibility actions. At the same time the CSR process sets the framework to allocate a CSR budget, prepare and publish a CSR report, and acquire or develop the tools needed to meet all legal or banking requirements.

KLEEMANN recognizes both internally designed and implemented actions and initiatives, as well as sponsorships-donations, in response to external requests, as CSR actions. CSR actions must align with its CSR strategy. The most significant impacts are identified after consultation with stakeholders, analysis of the industry and competition, review of international standards, and prioritization of the most material topics for the Company's Sustainable operation, through a comprehensive materiality analysis. In this context, we act and participate in programs aiming to support the society. We do so by operating either autonomously as a Company, or by cooperating with Non-Profit Organizations. In 2022, we carried out and participated in a variety of actions related to health, education, culture, sports, and the environment. Some of them are briefly presented in the following sections.



HEALTH

Health has historically played a key role in KLEEMANN's social actions. We implement awareness and prevention initiatives in the areas of Health and Safety and we cooperate with NGOs; local bodies, voluntary groups and health service providers.

In 2022, we decided to financially support the General Hospital of Kilkis, the General Hospital of Thessaloniki «Agios Pavlos,» and the Polycastro Health Center. Furthermore, for the 10th consecutive year, we showed our support to the non-profit organization «ALMA ZOIS» and participated in their campaign against breast cancer, taking part in the symbolic walk of the 10th Sail for Pink event. Our team of volunteers received an honorary award for being the largest participating group.

Additionally, in collaboration with «ALMA ZOIS» and breast surgeon Dr. George Sympilidis, we organized an informative presentation at our Company's facilities in Kilkis. This presentation was open to everyone and focused on the importance of pre-symptomatic checks for the timely diagnosis and treatment of breast cancer.

BLOOD BANK

Voluntary blood donation is an act of social solidarity and has a direct, significant positive impact. On June 14th, which is «World Blood Donor Day», in collaboration with the non-profit organization «The Smile of the Child» and the General Hospital of Kilkis we co-organized a voluntary blood donation event. A total of 74 blood vials were collected and donated to the Kilkis Hospital.

DEFIBRILLATORS

In 2022, we donated a defibrillator to an elementary school in the Sindos area, as well as three defibrillators to the non-profit organization «Social Solidarity & Support Network». These defibrillators will be placed in three different central locations across Thessaloniki, making them available to the public.





EDUCATION

We strongly believe that the feeling of individual progress and personal development is important for every person. In this direction, we support and design educational and informational activities that contribute to the growth of knowledge, and skills. We assist and provide the necessary knowledge and tools to young adults, grown-ups, and children, enabling them to effectively address the challenges of the future and to evolve as individuals. Some of the related activities that were carried out during 2022 include:

EDUACT – ACT FOR EDUCATION

In 2022, for the 9th consecutive year, we supported the Non-Profit Organization Eduact, which promotes the educational cooperation between citizens and institutional bodies in Greece, Europe, and the rest of the world.

The aim of the organization is to offer children and adults the opportunity to attend training programs on innovative subjects, new STEM technologies (Science Technology Engineering Mathematics) and robotics.

Through this collaboration, KLEEMANN supported initiatives and programs in 2022 that provide opportunities for skill development and talent recognition. Actions include:

- Sponsorship of the Panhellenic FIRST® LEGO® League Greece robotics competition, with KLEEMANN representatives participating in the panel of judges
- Sponsorship of the Greek National Robotics Team in FIRST Global
- Donating robotic equipment at the 7th Primary School in Kos, for the implementation of an educational robotics program

«TEEN BUSINESS SCHOOL»

In 2022, for the 3rd consecutive year, we supported "Teen Business School". This program provides training to young individuals, aged 14-18, and serves as a steppingstone into the realm of entrepreneurship. It helps teenagers develop practical, creative, and technical skills. The educational program is organized by professors from the University of Macedonia and aims to promote the concept of entrepreneurship among the youth. The main specific objectives of the program are to offer the participants:

- A better understanding of their career options, through experiential training techniques
- Knowledge about the concept of entrepreneurship
- Information about how businesses operate

EQUIPMENT DONATIONS TO SCHOOLS OF KILKIS AND THESSALONIKI LOCAL COMMUNITIES

As in past years, in 2022, KLEEMANN showed their support to the local community by supporting schools in the area. Technological equipment was donated to selected schools, in Thessaloniki and Kilkis regions, taking into account their particular needs.



VULNERABLE GROUPS

It is our longstanding commitment to stand by our fellow human beings who are in need. In this direction, we financially support Non-Governmental Organizations (NGOs), which in turn provide help to vulnerable social groups. In 2022, we supported the following organizations:

- The Smile of the Child
- ELEPAP- Rehabilitation for The Disabled
- Together for children
- Network of Social Solidarity & Assistance

Through our collaboration with non-profit organizations such as "The Smile of the Child," "Network of Social Solidarity & Assistance", as well as the "Cultural Association of Monopigado", we provided support to the victims of the war in Ukraine. In addition, we made significant financial donations to organizations who, through their actions, find shelter for war refugees.

SOLIDARITY GIFT CARDS

In the spirit of Christmas and Easter giving KLEEMANN donated 640 gift cards to churches in the area of Thessaloniki and Kilkis. In return churches will distribute them to locals in need.



CULTURE

At KLEEMANN, we firmly believe that our cultural heritage connects us to the past while, at the same time, serving as a legacy for the future. Culture, particularly in smaller communities, must be financially supported from private initiatives, through sponsorships and donations, to continue thriving and contributing to social cohesion. In this context, KLEEMANN provides financial support to cultural associations in the broader region of Kilkis and Thessaloniki.

By contributing to the promotion of culture, KLEEMANN supported the Open House Athens and Open House Thessaloniki initiatives, for the 4th consecutive year in 2022. These initiatives aim to highlight and promote architecture. Activities included free public access to various public and private buildings, guided tours, thematic routes, and informative events.



SPORT

Sport promotes a healthy lifestyle and contributes to the socialization of young people, as well as the development of values such as solidarity and teamwork – values that we also embrace at KLEEMANN. In 2022, we continued to support local sports clubs. Those clubs promote social cohesion and are an integral part of the daily life of local communities.



VOLUNTEERING

At KLEEMANN, social responsibility is an integral part of our culture. In addition to the centrally organized CSR activities, we encourage our employees to engage in volunteering, individually or collectively. Our volunteerism policy aims to promote the social contribution of employees, by encouraging and facilitating them to plan or participate in volunteering events and activities.

Our employees are asked and expected to regularly participate in social giving actions planned by KLEEMANN, both during their personal time and working hours. Besides the direct positive impact volunteering has, it also has significant indirect benefits. Employees:

- gain a more immediate and comprehensive understanding of the challenges faced by their fellow human beings, therefore becoming more socially sensitive
- develop closer and more meaningful relationships with their colleagues, who also participate in the activities or events
- develop organizational and management skills, along with a spirit of collaboration
- develop greater empathy, appreciation, and trust towards the Company

VOLUNTEERING FOR THE ENVIRONMENT

On World Environment Day 2022, and in collaboration with the Municipality of Kilkis, we organized a cleanup event on the hill of Agios Georgios in Kilkis. Volunteer employees, along with their families, as well as municipal workers from Kilkis attended the event.

CHRISTMAS WORKSHOP IN COLLABORATION WITH “THE SMILE OF THE CHILD”

As part of our volunteering initiatives, in November 2022, in collaboration with the non-profit organization «The Smile of the Child,» a Christmas workshop was organised and held at the company's central facilities in Kilkis. Volunteer employees participated in this initiative. Under the guidance of «The Smile of the Child» team, Christmas ornaments and gifts were crafted, which were later sold at a Christmas bazaar organized by «The Smile of the Child».

VISIT AT “THE SMILE OF THE CHILD” IN THESSALONIKI

During Christmas 2022, volunteer employees from the Sales Department visited the premises of the organization «The Smile of the Child» in Thessaloniki. They got to meet with the 26 children living there and they gave Christmas gifts to all of them.

OUR 2022 AWARDS

We encourage and initiate dialogue with our stakeholders and we monitor our performance against international standards and the competition. In this context, we participate in awards and accept invitations from domestic and international events to showcase our achievements and best practices.

AWARD/EVENT TITLE	KLEEMANN AWARDS
Manufacturing Excellence Awards 2022	<ul style="list-style-type: none"> • Distinction as “SMART & INNOVATIVE FACTORY OF THE YEAR” • Golden award in the category “PRODUCTIVITY & PERFORMANCE” • 2 gold medals in the categories “INNOVATION” and “INNOVATIVE PRODUCTS” for our “G-BRAILLE” and “DIGITAL DOME” features respectively. • Silver award in the category “PRODUCTION LINE REDESIGN”
Supply Chain Awards 2022	<ul style="list-style-type: none"> • Golden award in the category “LIFT MANUFACTURING” • Golden award in the category “SUCCESSFUL SUPPLY CHAIN MANAGEMENT DURING COVID-19” • Bronze award in the category “DEMAND FORECASTING & PLANNING - SOP ” • Bronze award in the category “LOGISTICS PERFORMANCE AND PRODUCTIVITY”
IOT Awards 2022	<ul style="list-style-type: none"> • Silver award in the category “BUILDING OPTIMISATION”
Circular Economy Awards 2022	<ul style="list-style-type: none"> • Golden award in the category “INNOVATIVE CIRCULAR ECONOMY SOLUTIONS” • Silver award in the category “WASTE AVOIDANCE”
Energy Mastering Awards 2022	<ul style="list-style-type: none"> • Golden award in the category “ENERGY FROM WASTE” • Silver award in the category “LIGHTNING RETROFIT” • Silver award in the category “ENERGY REVOLUTION – CLIMATE CHANGE” • Bronze award in the category “RENEWABLE ENERGY”
Accounting Awards 2022	<ul style="list-style-type: none"> • “FINANCIAL MANAGEMENT OF THE YEAR” award • Golden/Platinum award in the category “INDUSTRY” • Golden award in the category “ACCOUNTING AND FINANCIAL MANAGEMENT” • Golden award in the category “CONTRIBUTION TO MERGERS & ACQUISITIONS” • Golden award in the category “EFFECTIVE MANAGEMENT & DOCUMENTATION OF INTERNAL TRANSACTIONS” • Golden award in the category “INFORMATION SYSTEMS FOR FINANCIAL MANAGEMENT” • Bronze award in the category “INNOVATIVE PROCESSES & PRACTICES IN FINANCIAL MANAGEMENT”
PMO Global Awards 2022 (Project Management Offices)	<ul style="list-style-type: none"> • Best company in Europe “2022 EUROPE PMO OF THE YEAR” • Our PMO was between the three best PMOs. “2022 EUROPE PMO LEADER OF THE YEAR” • KLEEMANN was amongst the top four contestants for “2022 WORLD PMO OF THE YEAR”
Άλμα Ζωής 2022	<ul style="list-style-type: none"> • Largest team of volunteers at the “SAIL FOR PINK” event

11.

ABOUT THIS REPORT

11 About this Report

This Corporate Sustainability Responsibility Report is the sixth annual non-financial disclosure publication by KLEEMANN HELLAS S.A. (referred to as «KLEEMANN» and as the «Company» in the Report). The data presented are for calendar year 2022 (01.01.2022 to 31.12.2022) and the report was prepared taking into account the guiding principles of the United Nations Global Compact Progress Reporting Initiative (CoP UNGC), the Global Reporting Initiative (GRI) Universal Standards for Corporate Responsibility Reports (with reference to the GRI Universal Standards), and the Greek Sustainability Code. Our operation supports the United Nations' Sustainable Development Goals (SDGs) for 2030. In each section, we use relevant icons to indicate the SDGs towards which SDG KLEEMANN contributes. In the section entitled "Corporate Governance & Sustainable Development" special attention is given to the SDG sub-goals KLEEMANN supports.

The 2022 CSR Report covers a wide range of issues related to the economic, environmental, and social footprint of the Company. There is no specific limitation on the scope or boundary of the Report. The data and information presented in this report have been collected through Company records and databases. Such data must be available, in line with relevant management systems. The Communication and Corporate Social Responsibility Department is responsible for creating and publishing this report. The department coordinates the cross-functional efforts involving representatives from Human Resources, Admin, Marketing, Research and Development, Commercial Management, Quality Management, Procurement, Environment, Health and Safety, Logistics, and Internal Control. Technical and scientific guidance was provided by an external, independent, sustainability consultant. «Sustainability Business Case» is based in Thessaloniki and specializes in sustainable development and environmental protection.

This report, as well as all previous editions, are all available on the Company's website at the following address:
<https://kleemannlifts.com/company/sustainability>

CONTACT DETAILS

Your suggestions present us with an opportunity for further and continuous improvement. We welcome any questions, inquiries, or comments. Any feedback and observations are welcome, and you can submit them either electronically or by post:

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12.

GRI TABLE, UN GLOBAL COMPACT, GREEK SUSTAINABILITY CODE

12

GRI Table,
UN Global compact,
Greek Sustainability Code

With Reference to the GRI Universal Standards

GRI STANDARD	KPI	SECTION/CHAPTER
GRI 2: General Disclosures 2021	2-1 Organizational details	GROUP PROFILE - BRIEF PRESENTATION
	2-2 Entities included in the organization's sustainability reporting	ABOUT THIS REPORT
	2-3 Reporting period, frequency and contact point	ABOUT THIS REPORT
	2-4 Restatements of information	ABOUT THIS REPORT
	2-5 Restatements of information	ABOUT THIS REPORT
	2-6 Activities, value chain and other business relationships	GROUP PROFILE - BRIEF PRESENTATION RESPONSIBILITY TOWARDS OUR SUPPLIERS
	2-7 Employees	CARING FOR OUR PEOPLE
	2-8 Workers who are not employees	CARING FOR OUR PEOPLE
	2-9 Governance structure and composition	CARING FOR OUR PEOPLE
	2-10 Nomination and selection of the highest governance body	CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
	2-11 Chair of the highest governance body	CARING FOR OUR PEOPLE
	2-12 Role of the highest governance body in overseeing the management of impacts	CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
	2-13 Delegation of responsibility for managing impacts	CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
	2-14 Role of the highest governance body in sustainability reporting	SOCIAL IMPACT
	2-15 Conflicts of interest	CARING FOR OUR PEOPLE
	2-16 Communication of critical concerns	CARING FOR OUR PEOPLE
	2-17 Collective knowledge of the highest governance body	POLICY TO BE COMPLETED WITHIN 2 YEARS
	2-18 Evaluation of the performance of the highest governance body	POLICY TO BE COMPLETED WITHIN 2 YEARS
	2-19 Remuneration policies	THE REQUIRED INFORMATION IS CONFIDENTIAL

GRI STANDARD	KPI	SECTION/CHAPTER
GRI 2: Γενικές τυποποιημένες Δημοσιοποιήσεις 2021	2-20 Process to determine remuneration	THE REQUIRED INFORMATION IS CONFIDENTIAL
	2-21 Annual total compensation ratio	THE REQUIRED INFORMATION IS CONFIDENTIAL
	2-22 Statement on sustainable development strategy	LETTER FROM THE GENERAL MANAGER CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
	2-23 Policy commitments	CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT CORPORATE SOCIAL RESPONSIBILITY & MATERIALITY ENVIRONMENTAL RESPONSIBILITY CARING FOR OUR PEOPLE OCCUPATIONAL HEALTH AND SAFETY
	2-24 Embedding policy commitments	CORPORATE SOCIAL RESPONSIBILITY & MATERIALITY
	2-25 Processes to remediate negative impacts	CORPORATE SOCIAL RESPONSIBILITY & MATERIALITY DETAILS ABOUT HOW WE INCORPORATE POLICIES AND COMMITMENTS ARE PRESENTED IN EACH SECTION SEPARATELY
	2-26 Mechanisms for seeking advice and raising concerns	STAKEHOLDER ENGAGEMENT
	2-27 Compliance with laws and regulations	CORPORATE SOCIAL RESPONSIBILITY & MATERIALITY CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
	2-28 Membership associations	RESPONSIBILITY TOWARDS OUR CUSTOMERS CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
	2-29 Approach to stakeholder engagement	STAKEHOLDER ENGAGEMENT
	2-30 Collective bargaining agreements	NOT APPLICABLE
GRI 3: Material Topics 2022	3-1 Process to determine material topics	MATERIALITY ANALYSIS
	3-2 List of material topics	MATERIALITY ANALYSIS
	3.3 Management of material topics	INFORMATION ABOUT HOW WE MANAGE MATERIAL TOPICS ARE SPREAD AND INCLUDED IN EACH SECTION SEPARATELY

GRI STANDARD	KPI	SECTION/CHAPTER
GRI 204: Procurement practices (2016)	204-1 Proportion of spending on local suppliers	RESPONSIBILITY TOWARDS OUR CUSTOMERS
GRI 302: Energy (2016)	302-4 Reduction of energy consumption	ENVIRONMENTAL RESPONSIBILITY
GRI 303: Water and effluents (2018)	303-1 Interactions with water as a shared resource	ENVIRONMENTAL RESPONSIBILITY
	303-5 Water consumption	
GRI 305: Emissions (2016)	305-5 Reduction of GHG emissions	ENVIRONMENTAL RESPONSIBILITY
GRI 306: Waste (2020)	306-4 Waste diverted from disposal	ENVIRONMENTAL RESPONSIBILITY
	306-5 Waste directed to disposal	
GRI 403: Occupational Health and Safety (2018)	403-1 Occupational health and safety management system	OCCUPATIONAL HEALTH AND SAFETY
	403-9 Work-related injuries	
	403-10 Work-related ill health	
GRI 404: Training and Education (2016)	404-1 Average hours of training per year per employee	CARING FOR OUR PEOPLE
	404-2 Programs for upgrading employee skills and transition assistance programs	
	404-3 Percentage of employees receiving regular performance and career development reviews	
GRI 405: Diversity and Equal Opportunity (2016)	405-1 Diversity of governance bodies and employees	CARING FOR OUR PEOPLE
GRI 408: Child labor (2016)	408-1 Operations and suppliers at significant risk for incidents of child labour	CARING FOR OUR PEOPLE / CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	CARING FOR OUR PEOPLE / CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labelling	RESPONSIBILITY TOWARDS OUR CUSTOMERS
KLEEMANN KPIs	KLEEMANN KPIs for innovation, research, and development	RESEARCH, DEVELOPMENT, AND INNOVATION

UNITED NATIONS GLOBAL COMPACT

PRINCIPLES	REPORT SECTIONS
A statement by a chief executive that commits the company to operate responsibly	LETTER FROM THE GENERAL MANAGER
PRINCIPLE 1: Businesses should support and respect the protection of internationally proclaimed human rights	CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT CARING FOR OUR PEOPLE OCCUPATIONAL HEALTH AND SAFETY
PRINCIPLE 2: Businesses should make sure that they are not complicit in human rights abuses	CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT CARING FOR OUR PEOPLE RESPONSIBILITY TOWARDS OUR CUSTOMERS OCCUPATIONAL HEALTH AND SAFETY CORPORATE SOCIAL RESPONSIBILITY & MATERIALITY
PRINCIPLE 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	CARING FOR OUR PEOPLE OCCUPATIONAL HEALTH AND SAFETY CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
PRINCIPLE 4: Businesses should uphold the elimination of all forms of forced and compulsory labor	CARING FOR OUR PEOPLE OCCUPATIONAL HEALTH AND SAFETY CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
PRINCIPLE 5: Businesses should uphold the effective abolition of child labor	CARING FOR OUR PEOPLE OCCUPATIONAL HEALTH AND SAFETY CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
PRINCIPLE 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation	CARING FOR OUR PEOPLE CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT
PRINCIPLE 7: Businesses should support a precautionary approach to environmental challenges	ENVIRONMENTAL RESPONSIBILITY RESEARCH, DEVELOPMENT, AND INNOVATION
PRINCIPLE 8: Businesses should undertake initiatives to promote greater environmental responsibility	ENVIRONMENTAL RESPONSIBILITY RESEARCH, DEVELOPMENT, AND INNOVATION
PRINCIPLE 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	ENVIRONMENTAL RESPONSIBILITY RESEARCH, DEVELOPMENT, AND INNOVATION
PRINCIPLE 10: Businesses should work against corruption in all its forms, including extortion and bribery	CARING FOR OUR PEOPLE CORPORATE GOVERNANCE & SUSTAINABLE DEVELOPMENT CORPORATE SOCIAL RESPONSIBILITY & MATERIALITY

GREEK SUSTAINABILITY CODE

CODE SECTIONS	REPORT SECTION OR DIRECT ANSWER
STRATEGY	
Strategic Analysis & Action	Letter from the General Manager Corporate Governance & Sustainable Development About this report
Materiality	Corporate Social Responsibility & Materiality Corporate Governance & Sustainable Development
Goal setting	Letter from the General Manager Corporate Governance & Sustainable Development Each section's sub-goals
Value chain management	Letter from the General Manager Corporate Governance & Sustainable Development Responsibility towards our customers
MANAGEMENT APPROACH	
Responsibility	Letter from the General Manager Corporate Social Responsibility & Materiality Corporate Governance & Sustainable Development Social impact
Rules & Procedures	Corporate Governance & Sustainable Development Social impact Corporate Social Responsibility & Materiality
Monitoring and tracking	Corporate Social Responsibility & Materiality Corporate Governance & Sustainable Development Each section's KPIs
Rewarding Schemes and motives for Sustainable Development	Caring for our people Corporate Governance & Sustainable Development
Stakeholder Engagement	Stakeholder engagement
Responsible production and innovation	Environmental responsibility Research development and innovation Responsibility towards our suppliers Responsibility towards our customers
ENVIRONMENT	
Use of natural resources	Environmental responsibility Research development and innovation
Management of resources	Environmental responsibility
Air emissions and climate change	Environmental responsibility
SOCIETY	
Employment Rights	Caring for our people
Equal Opportunities	Caring for our people
Qualifications	Caring for our people
Human Rights along the supply chain	Caring for our people
Local communities	Social impact Stakeholder engagement
Initiatives and political Influence	Stakeholder engagement Social impact
Corruption prevention and fighting	Caring for our people Corporate Governance & Sustainable Development Group profile - Brief presentation

