



## SUSTAINABILITY REPORT 2023



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# Message from the Chairman



At a time of constant social, environmental, technological and economic developments, SARMED, a pioneer and leader in the 3rd Party Logistics (3PL) industry, remains committed to its vision and mission to provide innovative and high-quality logistics services that not only meet but exceed customer expectations. At the same time, we adopt a sustainable business model that incorporates the interests of all stakeholders.

SARMED provides a full range of vertical 3PL services covering the entire supply chain – storage in all temperature conditions in its modern facilities, transportation and distribution in Greece and internationally, value-added services and customs clearance services. These services are successfully

provided through our selected network of partners and our highly trained and experienced human resources, and our modern information systems and cutting-edge technologies.

We make every possible effort to mitigate the environmental impact on the supply chain. Specifically, we implement strict measures regarding waste management, invest in Renewable Energy Sources (RES), conduct thorough evaluation of suppliers based on ESG criteria, and carry out continuous energy efficiency audits. An indication of our dedication is the «Gold Recognition Level» distinction we received from ECOVADIS for 2023.

At SARMED, we constantly seek to increase our productivity and efficiency, as well as improve our performance, by setting clearly defined goals, based on ESG (Environmental, Social, Governance) criteria.

As our journey towards sustainable development evolves, we are committed to continue our efforts for a sustainable future with undiminished interest and dedication.

Ioannis Sarantitis  
Chairman & CEO



# 01

## Company Profile

32 years of presence in the market

180,000 m<sup>2</sup> of warehouses

200,000 pallets in storage

34,000,000 boxes for delivery

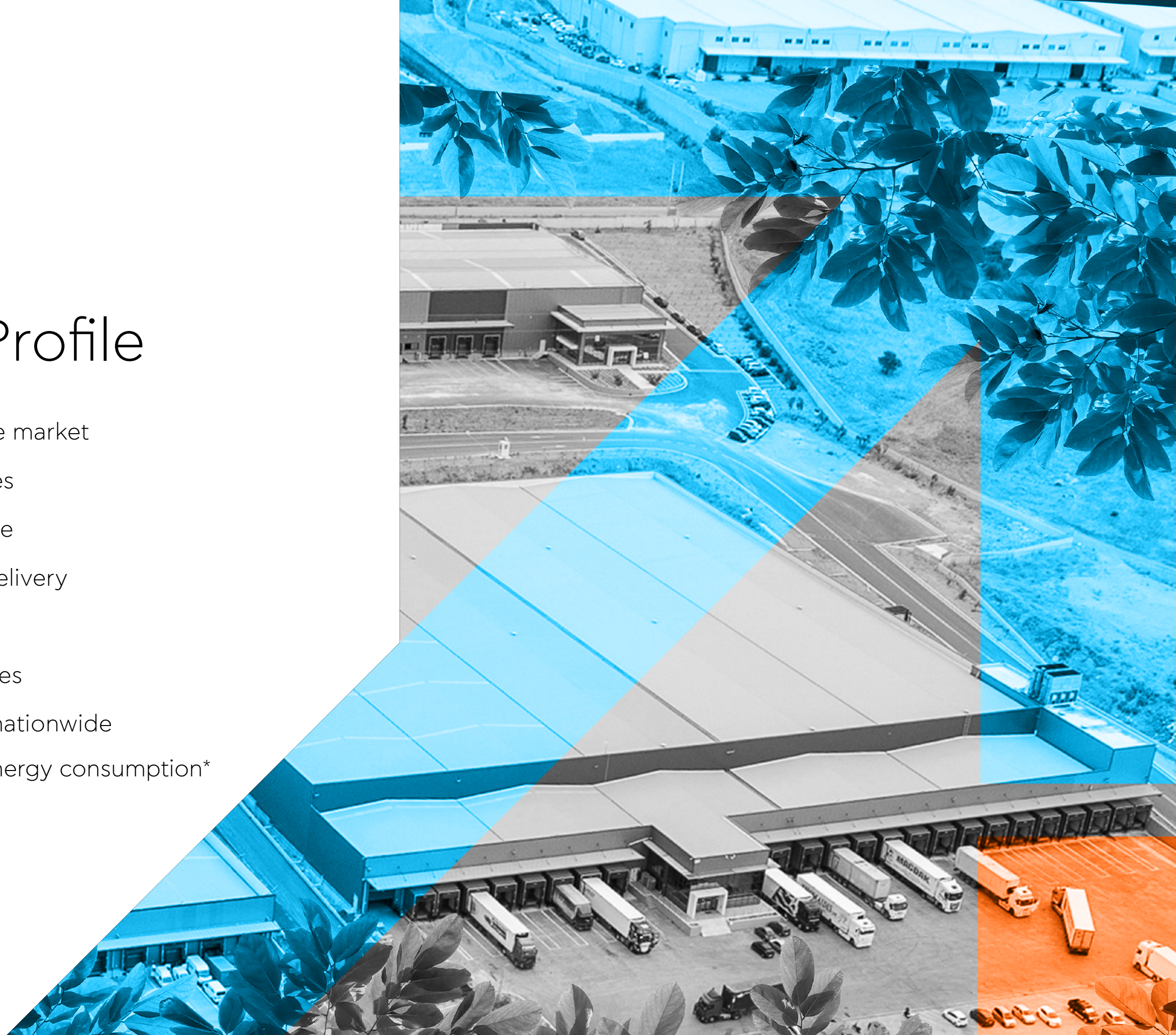
393 employees

4,300,000 order deliveries

100,000 delivery points nationwide

5% reduction in specific energy consumption\*

\* for the year 2023 compared to 2022





# SARMED at a glance

SARMED is a pioneering Hellenic Company and a leader in the 3rd Party Logistics (3PL) sector in Greece. The Company provides integrated supply chain management services to third parties in full vertical integration, with state-of-the-art technological solutions and highly trained employees.

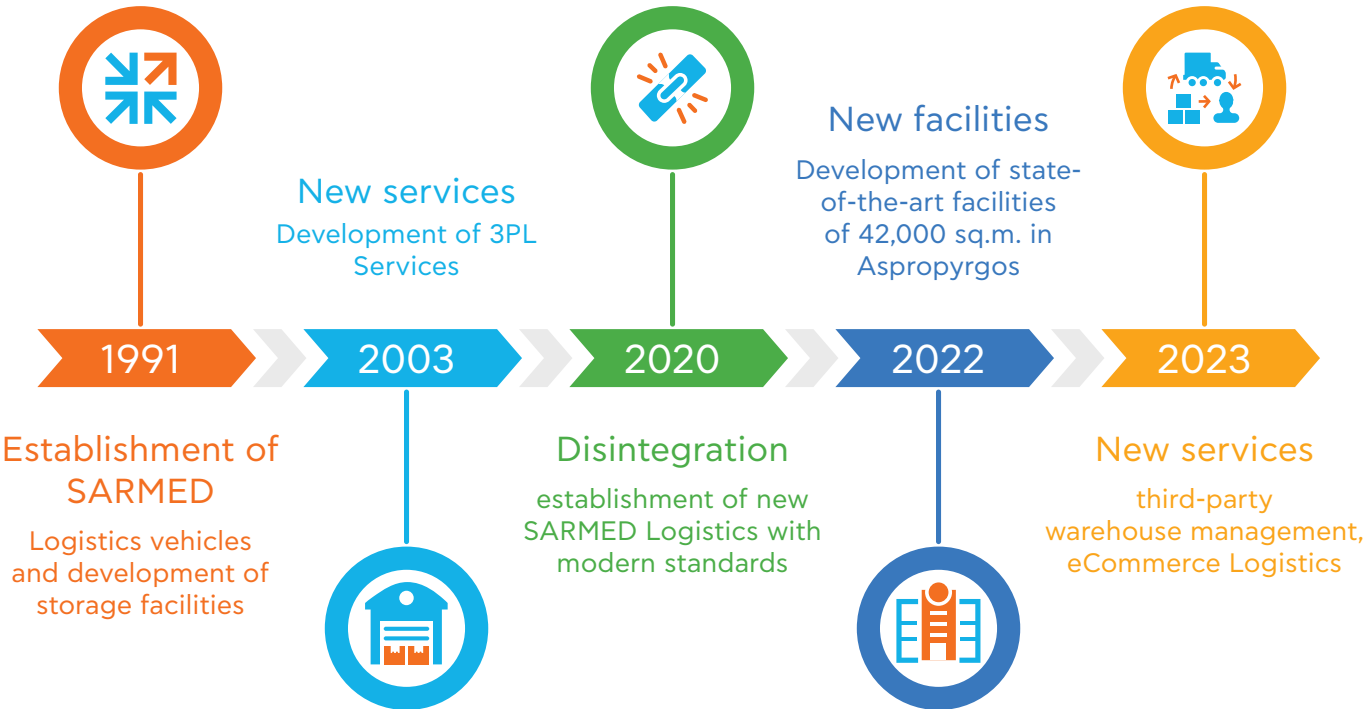
SARMED’s facilities meet the highest quality standards and are equipped with the most sophisticated equipment to meet the most demanding storage and handling requirements in all temperature conditions, as well as the special requirements of e-commerce and its customs and tax warehouses.

SARMED handles shipments from and to the Greek territory, as well as international shipments through its network of selected partners.

Its overarching objective has been the steady growth through the innovative services offered. In order to achieve this goal and to ensure the satisfaction of its customers, SARMED is constantly striving for technological leadership, recruiting the right human resources, continuously training and developing their skills and maintaining a good working environment and a human-centered culture.



## Important milestones



## Our corporate DNA

### OUR VISION

To be the premier provider of logistics solutions in Greece, enjoying international recognition.

### OUR MISSION

To deliver high quality and innovative logistics services that exceed our customers’ expectations while employing a sustainable business model, integrating all stakeholders’ interests.

### OUR VALUES



Excellence



Integrity



Pioneering



Sustainability



Respect



Corporate Culture



Customer Centricity



Work-life Balance



Reliability



Inclusiveness



Technology and Innovation



Environmental Responsibility



Teamwork



Quality and Safety



Agility



Continuous Improvement



Meritocracy

Our services

SARMED holds a leading position in the 3rd Party Logistics (3PL) sector, providing comprehensive supply chain management services at its state-of-the-art facilities, with its specialized and experienced workforce, and its network of partners, utilizing cutting-edge information systems and technologies.

1 Warehousing

- Dry cargo storage
- Storage of cold cargo of all temperature categories (Freezer – Maintenance – air-conditioned space)
- Stock control following all protocols
- E-commerce Logistics

2 Transportation Services

- Transportation & Distribution (door 2 door)
- E-commerce (home deliveries)
- Intermodal Transportation
- International Forwarding

3 Value Adding Services

- Packaging - Repackaging
- Labelling
- Shrink wrap
- Products' sorting

4 Customs Services

- Support of customs services
- Management of tax and customs warehouses
- Specialized advisory services





# Business sectors

SARMED’s clients operate in major sectors of trade and services, such as:

	Food & Beverages		Electrical Appliances
	Consumer Goods		Motors
	Pharmaceuticals		Retailers
	Industry		Forwarding Companies
	Technology		


# Facilities and transport network

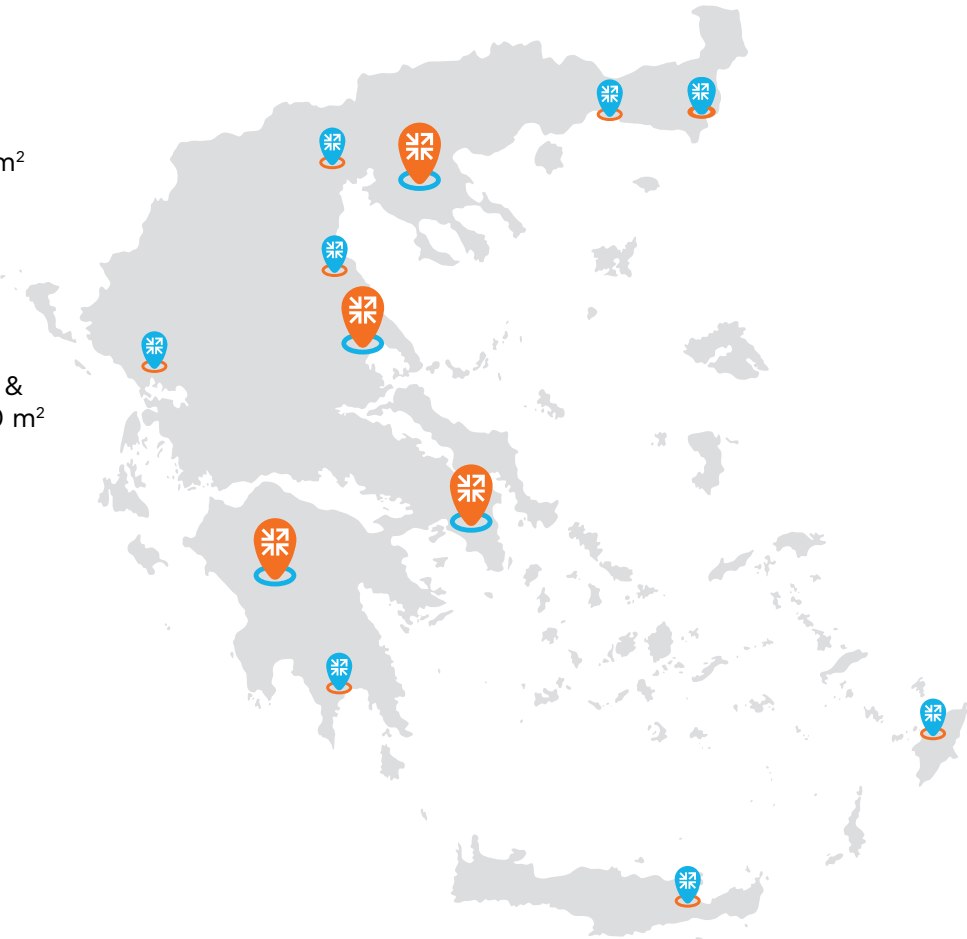
SARMED owns and manages storage facilities across the vertical axis of Greece, offering flexible and efficient services for the domestic and international needs of its clients. SARMED operates facilities in Mandra and Aspropyrgos, in the region of Attica, Sindos in Thessaloniki, Volos and Patra, as well as a network of storage hubs through local partners in key locations around Greece.








## Storage facilities

-  **Attica**
  -  Mandra: 102,000 m²
  -  Aspropyrgos: 42,000 m²
  -  Magoula: 9,000 m²
-  **Achaia**
  -  Patra: 2,000 m²
-  **Thessaloniki**
  -  Sindos Industrial Area & hub in Trigono: 22,000 m²
-  **Magnesia**
  -  Volos: 7,000 m²

## Hubs

-  Ioannina
-  Sparti
-  Rhodes
-  Heraklion, Crete
-  Alexandroupoli
-  Kavala
-  Florina
-  Larissa



	<b>All vehicle categories</b> Fleet of more than 600 vehicles including all vehicle categories (Big trucks, Vans, Small trucks)		<b>Transport Management System ORTEC</b> Electronic proof of delivery: 90% of deliveries, Track & Trace, B2B, B2C
	<b>All temperature conditions</b> Refrigeration: 0-4°C, Air Conditioning: 12-18°C, Pharma: 15-25°C, Deep Freezing: -18°C		<b>Freight Forwarding</b> Europe and Asia
	<b>The mos extensive fleet</b> Large cargoes: 90 routes Last mile: 200 routes		<b>Delivery</b> B2B, B2C, Door to door
			<b>Same day delivery</b> Crete, Patra, Athens, Larissa, Thessaloniki



Our response to industry megatrends



Digital Storage

Digital storage is the process of digitizing standard storage and fulfilling operations to keep up with modern volume requirements and consumer expectations.

SARMED’s response:

- Warehouse Management Systems
- Customer Systems Integration
- Advanced Reporting & KPIs
- Automations



Sustainable Supply Chain

Sustainable supply chain, also known as green logistics, refers to various actions taken to minimize the environmental impact of companies in the supply chain, from processing of raw materials to the delivery of the final product to the consumer.

SARMED’s response:

- Waste Management
- Investment in Renewables
- Evaluation of suppliers based on ESG criteria
- Energy performance audit



Transport Route Optimization

Route optimization can help reduce fuel consumption and operating costs. Optimization takes into account elements such as road conditions, traffic patterns, the most economical and efficient route, etc. Fleets achieve distance minimization and optimize fuel consumption.

SARMED’s response:

- Vehicle logistics
- Leg set-up
- Real-time geocoding
- Planning of delivery zones
- Routing
- Last mile





Resilient Business Model

SARMED has developed a robust and competitive business model that highlights its business activities, customer segments, communication channels, and the key resources and assets required to execute its activities, while focusing on how it creates value for all its stakeholders.

The business model of SARMED is based on recognizing both the Company’s strengths and areas for improvement, as well as effectively managing the risks arising from changes in the external environment. Finally, a key factor is the identification of potential opportunities that will further enhance SARMED’s growth in the future and contribute to the achievement of its vision.





Focus on quality

Modern and secure storage facilities, sophisticated information systems and certified management systems are all quality features that add value to SARMED. At the same time, a network of experienced partners, consisting of highly qualified executives, enhance its competitive advantage and strengthen its market position.

Ensuring continuous operational improvement SARMED implements the following Management Systems:



Quality Management System

ISO 9001:2015  
No: 20001200002979

Business Continuity System

ISO 22301:2019  
No: 20000210006193

Environmental Management System

ISO 22000:2018  
No: 20000200002981

Information Security Management System

ISO 27001:2013  
No: 2020121000619

Health and Safety Management System

ISO 45001:2018  
No: 20152200002980

Food Management System

ISO 22000:2018  
No: 20000200002981

Energy Management System

ISO 50001:2018  
No: 20000210005086



At the same time, the Company, in the context of ensuring the quality of its provided services, has proceeded with additional certifications, both related to food management and medical and pharmaceutical products, as well as customs services.

Our main goal is the provision of high quality services

Certificate for the Storage of Organic Products  
Regulation (EU) 2018/848  
GR-BIO-15.300-0004650.2024.003

License from the National Organization for Medicines  
Pharmaceutical Products

Certificate Ministerial Decision 1348  
Good distribution and storage practices for medical devices

GDP Certificate  
Compliance with the Good Distribution Practice (GDP) guidelines for pharmaceutical products.

Approved Economic Operator  
Customs Simplification/ Security & Protection





# Customer satisfaction

SARMED is a company that addresses both businesses (B2B) and consumers (B2C), while at the same time has established itself in the industry thanks to its client-centric approach.

Customer satisfaction is monitored through multiple communication channels regardless of the clients' business sector and size. In particular, corporate clients, individuals, the local community and all interested parties are given the opportunity to contact SARMED directly on any issue that may be of concern.



Customer  
Service  
Department



Written  
or Oral  
Communication



Customer  
Satisfaction  
Survey

## Customer Satisfaction Survey

SARMED, as part of its commitment to providing high quality services, measures the satisfaction of its customers through an annual survey. The survey includes a multitude of questions providing the Company with comprehensive and accurate insights on customer requirement responsiveness.

## Complaint Management

All complaints are dealt with through the Customer Service Department whether complaints are submitted by telephone or in writing. Complaints are divided to quality complaints (QC) or service complaints (SC).

The Company identifies client needs and expectations, and acquires a realistic overview of the extent of their satisfaction.

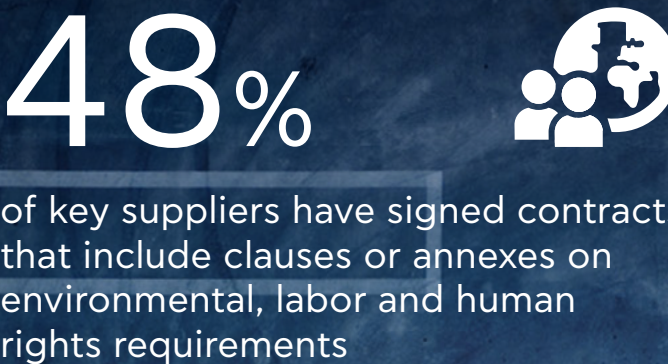
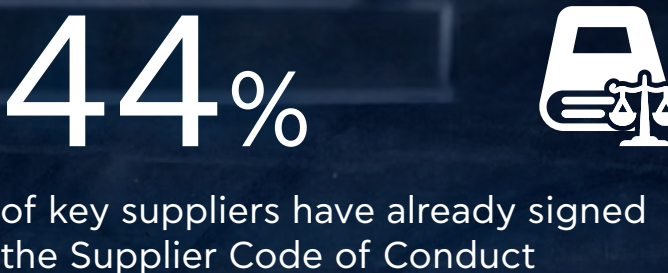
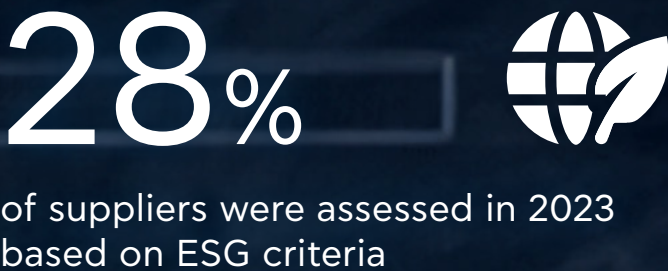
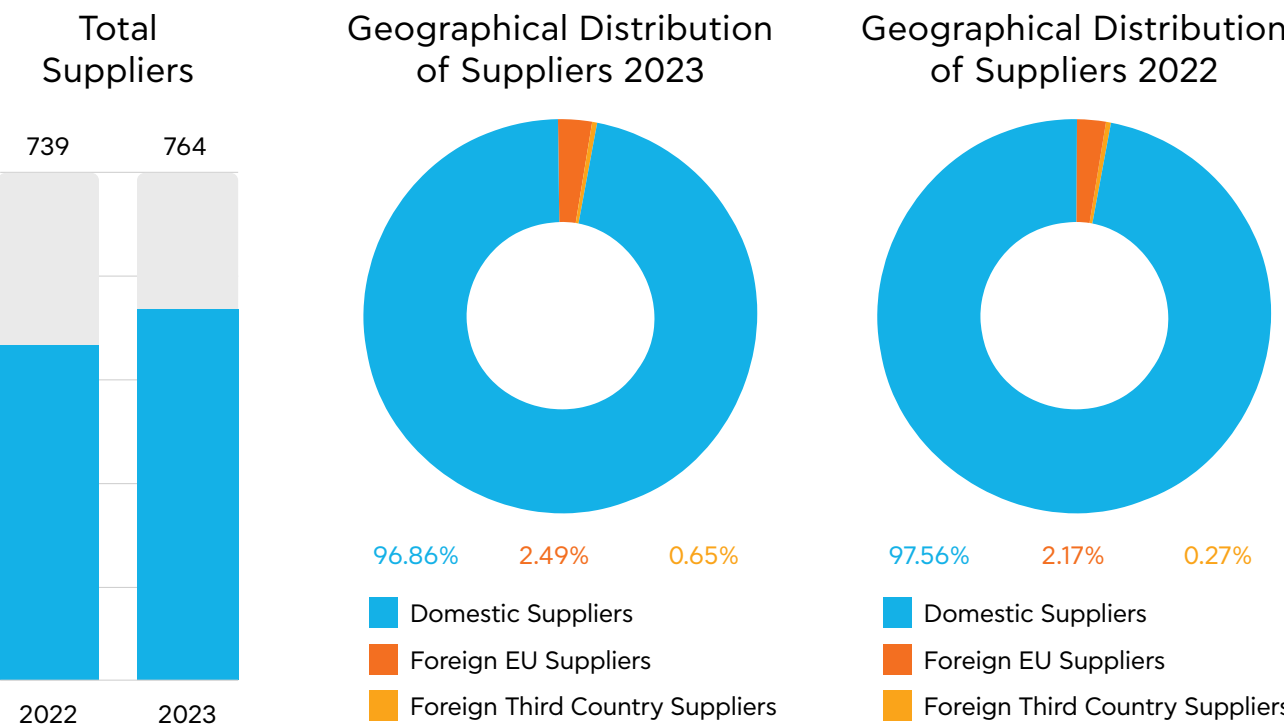
Every customer complaint received by telephone on services or products is recorded in an electronic data base. Complaints received in writing (either by letter or email) are electronically filed by the Customer Service Department. In 2023, the Company handled a total of 20 complaints managed as per above internal procedures.



Responsible supply chain

Suppliers are partners of paramount importance to the Company as they are inextricably linked to the provision of high-quality services. In this context, SARMED evaluates its suppliers annually, based on a set of criteria that address both business needs and the ESG criteria.

As described in the Company's Code of Ethics and Business Conduct, SARMED conducts its operations based on corporate principles and values. The Company aims to positively contribute to the development of a sustainable supply chain and has developed a Supplier Code of Conduct to encourage respect and compliance. The Code covers a wide range of ESG issues, including corruption, human rights, prohibition of forced and child labour, health and safety, etc.





Sustainability indicators

SARMED is contractually committed to supporting sustainability throughout its value chain. Indicatively, the Company has set goals related to its energy efficiency improvement, the increase of the use of recycled paper, waste management optimization, environmental and energy management systems (ISO 14001 and ISO 50001) implementation, and validation of its value chain practices with the ECOVADIS system.

ECOVADIS is an international platform that enables companies to monitor the sustainability performance of their suppliers. The system assesses the Company’s performance in four main categories: Environment, Labor and Human Rights, Ethics and Sustainable Procurement.

GOLD

2023

ecovadis

Sustainability Rating

SARMED received the Gold distinction for its business practices towards sustainable development according to the rating of the ECOVADIS Sustainability Rating system for 2023.





## Participation in Organizations & Associations

SARMED participates in several organizations and associations. This offers multiple benefits including promotion, visibility, networking opportunities in the wider ecosystem and direct access to sources of information, insights and knowledge.

Subsequently, the Company's memberships in Organizations / Associations:



### EEL – Hellenic Logistics Association

EEL constitutes a scientific, non-profit organization that promotes the interests and demands of the Logistics Market represents the Greek logistician at all competent Institutions and Governmental Authorities, and contributes significantly to the development of the entire sector.



### ECR Hellas – Efficient Consumer Response

ECR Hellas promotes and fosters voluntary cooperation on non-competitive issues between suppliers - industry and retailers in order to serve the needs of consumers faster, better, at the lowest cost and in a sustainable manner.



### EBPS&L – Greek Cold Storage & Logistics Association

The purpose of EBPS&L is to support and promote excellence and professionalism in the storage and distribution industry for products under controlled conditions.

This is achieved by improving the knowledge, productivity and brand of its members specializing in the provision of storage, distribution, transport, information and other supply chain services, for the benefit of their customers and society.



### SEV – Hellenic Federation of Enterprises

SEV is the leading business federation in Greece, which represents more than 4,000 companies of all sizes and sectors of the economy.



### IFFAG&L – Association of International Freight Forwarders & Logistics Enterprises of Greece

The IFFAG&L operates institutionally to protect and further promote the interests of its member companies in matters related to freight forwarding.



### HILME – Hellenic Institute for Logistics Management

HILME is a non-profit organization enhancing the competitiveness of the Greek logistics sector and the promotion of Logistics Management in Trade, Manufacturing and Public Administration.



### GS1 Association

GS1 Association Greece is a member of GS1 international organization, the only authorized body in Greece for the issuance and management of GS1 barcodes with prefixes 520 and 521.



### GR.EC.A. – Greek e-Commerce Association

GR.EC.A represents the entire e-Commerce market and its services, which consists of more than 15,000 companies all operating in Greece.



### CSR HELLAS

CSR HELLAS was founded in 2000, promoting and implementing Corporate Social Responsibility (CSR) aligned to the strategies and operations of businesses and organizations, regardless of size or sector.



### IN THE LOOP

IN THE LOOP is an environmentally focused platform launched by Thrace Plastics Group, which creates value from plastic waste through upgrade recycling. It is an initiative that fosters collaboration between companies, brands, public entities, environmental organizations and consumers, designs specialized closed/controlled-loop recycling systems and transforms plastic waste into new sustainable products.



### p-NET Competence Center

p-NET is a collaboration of twenty-two partners representing large companies, SMEs, public and private higher education and lifelong learning institutions, research organizations, consultancies and business support companies.



# 02

## Our Commitment to Sustainability

SARMED recognizes that its operations have direct and indirect, positive and less positive, economic, social and environmental impacts. The Company creates long-term value for its shareholders, employees, customers and other stakeholders by providing its services in a responsible manner. Business sustainability is aligned with the Company's vision, mission and values and is an integral part of its operating model.





Our approach

SARMED is committed to creating added value for all stakeholders, giving priority to employees, society and the environment:



Employees

SARMED demonstrates its human-centered approach with actions that promote employee development, equality and meritocracy, innovation, solidarity, trust and respect. This is achieved through training programs that develop the skills, knowledge and technical competencies of employees.

In addition, the Company undertakes actions to empower and support both its employees and their family members. Such actions include supporting the academic community and helping develop the skills of new graduates, and offer additional paid internship programs where graduates have the opportunity to continue their careers at SARMED.



Society

SARMED has established a Volunteer Blood Donors Team, that offers valuable blood units through bi-annual blood donations at our premises. Remaining close to the local community is a major concern of the Company, which operates and acts as an integral part of its social environment. The Company supports charitable foundations and non-profit organizations through targeted actions.



Environment

SARMED carries out environmental actions to reduce its environmental footprint and raise awareness among its employees. The exclusive use of electric pallet trucks and forklifts in the premises, the construction and operation of energy-efficient refrigeration systems, the recycling of materials and the circular economy measures have led to reduced emissions and lowering of the environmental footprint to the absolute minimum.

Communication with Stakeholders

SARMED is in continuous dialogue with all stakeholders to support mutual understanding and achieve long-term partnerships. Through direct and on-going dialogue and cooperation, the Company affirms the value that it can bring to the society, the economy and the environment as well as stakeholder expectations. Stakeholder Communication methods utilized in our Company's business activities are listed below.

GROUPS OF STAKEHOLDERS	COMMUNICATION WITH STAKEHOLDERS		
	Communication channels	Issues/topics prioritized by each group	Company's response
SHAREHOLDERS  Frequency of communication: Annual	<ul style="list-style-type: none"><li>Press releases, announcements and presentations</li><li>General meetings</li><li>Financial Statements</li><li>Sustainability Report</li></ul>	<ul style="list-style-type: none"><li>Preserving Company's Reputation</li><li>Reliability and Transparency</li><li>Risk Management</li><li>Company Growth, Profitability and Sustainability</li><li>Dividends</li><li>Investments</li></ul>	<ul style="list-style-type: none"><li>Strong Governance</li><li>Publishing results, announcements and reports with reliable information</li><li>Sustainability Report</li><li>Effective Management</li></ul>
EMPLOYEES  Frequency of communication: Daily	<ul style="list-style-type: none"><li>Open door policy</li><li>Communication by telephone and email</li><li>Bulletin boards</li><li>Voluntary actions</li><li>Opinion surveys - Questionnaires</li><li>Employee Self Service</li><li>Social Media &amp; Corporate Website</li></ul>	<ul style="list-style-type: none"><li>Recognition &amp; Reward</li><li>Development &amp; Training</li><li>Health &amp; Safety</li><li>Equality</li><li>Remuneration &amp; Fringe Benefits</li><li>Job Satisfaction</li><li>Disclaimer</li></ul>	<ul style="list-style-type: none"><li>Development of policies and procedures</li><li>Management Systems</li><li>Additional Benefits for Employees</li><li>Adoption of Good Practices</li><li>Ongoing &amp; Two-way Communication</li></ul>
STRATEGIC PARTNERS (carriers, drivers, suppliers)  Frequency of communication: Daily	<ul style="list-style-type: none"><li>Communication by telephone and email</li><li>Social Media &amp; Corporate Website</li><li>Press releases and presentations</li><li>Participation in media exhibitions</li><li>Sustainability Report</li><li>Corporate Procedures</li></ul>	<ul style="list-style-type: none"><li>Remuneration</li><li>Economic Development</li><li>Health &amp; Safety at Work</li><li>Transparency &amp; Credibility</li><li>Compliance with Market Laws and Regulations</li></ul>	<ul style="list-style-type: none"><li>Establishing permanent and stable partnerships</li><li>Good Governance</li><li>Sustainability Report</li><li>Contracts</li><li>Policies &amp; Procedures</li></ul>



GROUPS OF STAKEHOLDERS	COMMUNICATION WITH STAKEHOLDERS		
	Communication channels	Issues/topics prioritized by each group	Company's response
<b>CLIENTS</b>  Frequency of communication: Daily	<ul style="list-style-type: none"><li>Communication by telephone and email</li><li>Social Media &amp; Corporate Website</li><li>Press releases, presentations</li><li>Participation in media exhibitions</li><li>Sustainability Report</li></ul>	<ul style="list-style-type: none"><li>Business agreements</li><li>Product quality and safety</li><li>Complaints management</li><li>Responding to requests</li><li>Technical support</li><li>Maximizing value/price</li><li>Information</li><li>Innovation</li></ul>	<ul style="list-style-type: none"><li>Contracts</li><li>Certifications</li><li>Management systems</li><li>Policies and Procedures</li><li>Sustainability Report</li><li>Customer portal information</li><li>Customer audit</li></ul>
<b>STATE &amp; PUBLIC AUTHORITIES</b>  Frequency of communication: When deemed necessary	<ul style="list-style-type: none"><li>Press releases, presentations</li><li>Financial statements</li><li>Communication by telephone or email</li><li>Meetings</li></ul>	<ul style="list-style-type: none"><li>Compliance with applicable national and European legislation</li><li>Tax compliance</li><li>Economic development</li><li>Good governance</li></ul>	<ul style="list-style-type: none"><li>Annual Report on the Financial Results</li><li>Economic growth and contribution to regional development</li><li>Good governance</li></ul>
<b>LOCAL COMMUNITY</b>  Frequency of communication: Daily	<ul style="list-style-type: none"><li>Meetings</li><li>Press releases, presentations</li><li>Communication by telephone and e-mail</li><li>Corporate social responsibility activities</li><li>Social Media &amp; Corporate Website</li><li>Magazines</li><li>Sustainability Report</li></ul>	<ul style="list-style-type: none"><li>Sponsorships and donations</li><li>Environmental responsibility</li><li>Positive impact on society and the environment</li><li>Creating job opportunities</li><li>Contributing to the economic development of local communities</li></ul>	<ul style="list-style-type: none"><li>Dialogue and building close relations with local communities</li><li>Creating job opportunities</li><li>Attracting employees from the wider region</li><li>Local procurement</li><li>Initiatives and social actions</li></ul>
<b>SUPPLIERS</b>  Frequency of communication: Daily	<ul style="list-style-type: none"><li>Financial statements</li><li>Sustainability Report</li><li>Communication by telephone and e-mail</li><li>Social Media &amp; Corporate Website</li><li>Press releases</li><li>Meetings</li></ul>	<ul style="list-style-type: none"><li>Remuneration</li><li>Economic development</li><li>Health and safety at work</li><li>Transparency and credibility</li><li>Compliance with market laws and regulations</li></ul>	<ul style="list-style-type: none"><li>Establishing permanent and stable relationships</li><li>Good governance</li><li>Sustainability Report</li></ul>
<b>FINANCIAL INSTITUTIONS &amp; INSURANCE COMPANIES</b>  Frequency of communication: Weekly	<ul style="list-style-type: none"><li>Financial statements</li><li>Corporate Website</li><li>Meetings</li><li>Communication by telephone and email</li></ul>	<ul style="list-style-type: none"><li>Objectives and strategic priorities</li><li>Risk management</li><li>Investments</li><li>Compliance with market laws and regulations</li><li>Information about our services</li></ul>	<ul style="list-style-type: none"><li>Full compliance with legislation</li><li>Annual Report of Financial Results</li><li>Sustainability Report</li><li>Publishing results, announcements and reports with sufficient and reliable information</li></ul>



Creating value for all stakeholders

Through its business activities and social initiatives, SARMED seeks to create shared value. It contributes not only to the economic development, but also to supporting its partners. SARMED wants to empower the community, promote sustainable development and ensure long-term benefits for all stakeholders, through its activities.

SOCIAL PRODUCT (Amounts in €)	2022	2023
Payroll (gross remuneration of employees)	6,629,241.44	7,635,559.46
Employee insurance costs (employer's contributions and private insurance)	1,596,750.92	1,858,420.94
Other employee benefits	153,798.57	169,597.52
Compensation (redundancies/pensions)	21,786.65	72,517.90
Total to employees	8,401,577.58	9,736,095.82

SOCIAL PRODUCT (Amounts in €)	2022	2023
Payments to capital providers (banks, etc.)	3,114,167.84	6,208,531.29
Taxes paid (to the State)	1,110,473.22	1,558,328.74
Purchases from domestic suppliers (incl. VAT)	37,223,625.36	38,364,963.04
Purchases from foreign suppliers	231,309.29	273,420.07
Total to other stakeholders	41,679,575.71	46,405,243.14





## Materiality analysis

As part of the preparation of the Company's first Sustainability Report in 2023, the Company conducted a materiality analysis to identify key sustainability issues. The Company benchmarked its materiality findings with those of peers and confirmed that the 11 material issues identified for SARMED are in line with the requirements and respective priorities of the wider sector. The goal of the materiality analysis was to identify and assess the opportunities, risks, weaknesses and strengths associated with Company's activities and identify the issues that affect its long-term strategic objectives. The process was based on the Global Reporting Initiative (GRI Standards) and the Sustainability Accounting Standards Board (SASB) industry categorization and assessment.

The Materiality Analysis comprised four stages:



1

Identification of relevant sustainable development issues through analysis of the international, national and sectoral ecosystem, as well as aggregation of identified issues of stakeholder concern.



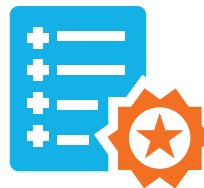
2

Evaluation of issues related to stakeholder concern by assessing the pressure exerted by each stakeholder group towards the company for each issue.



3

Integration of the risks associated with each issue based on the sector.

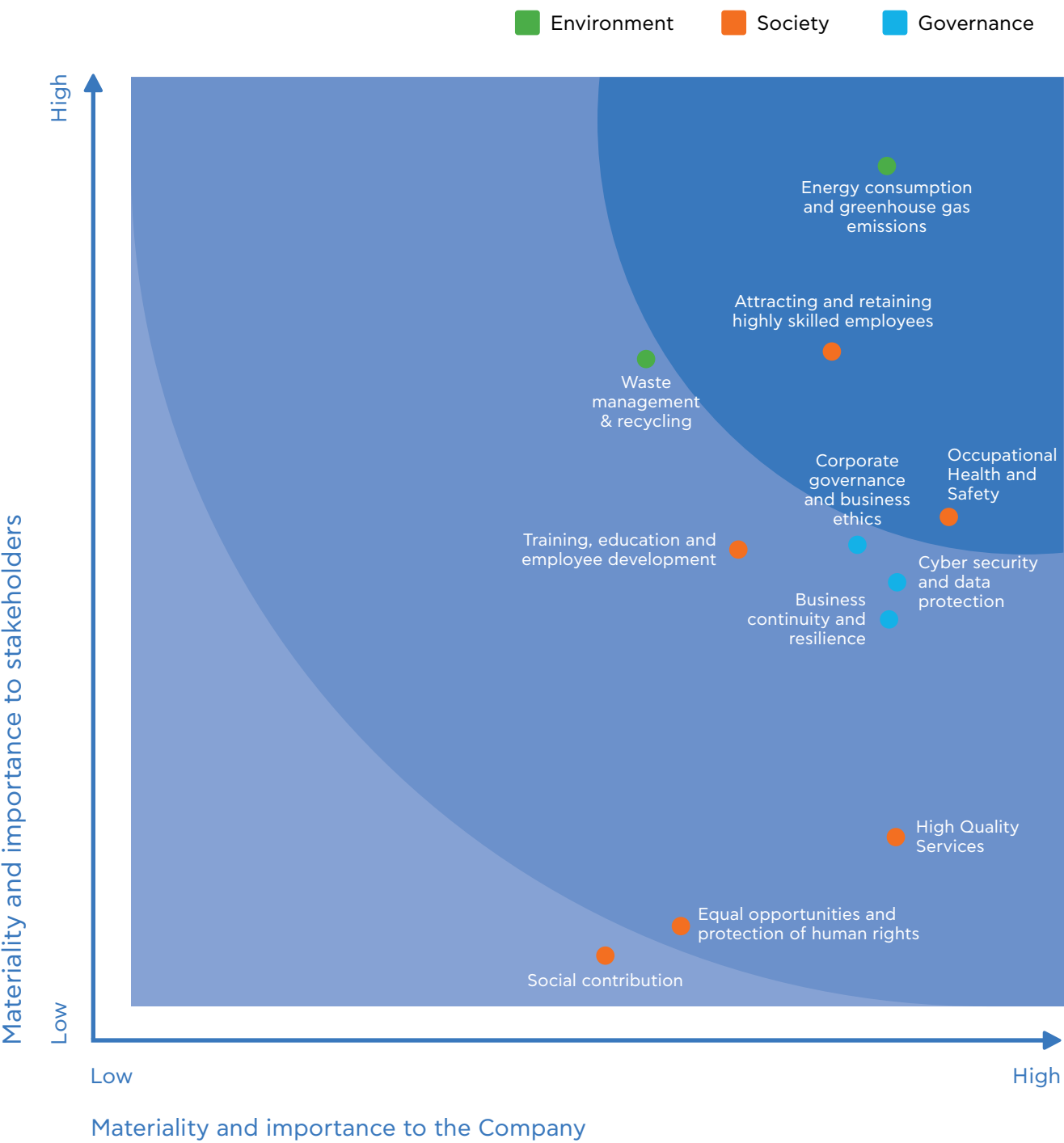


4

Prioritization, consolidated assessment and recording of material topics. Approval by Management.



SARMED Materiality Matrix






The 17 UN Sustainable Development Goals (SDGs) guide the integration of sustainability throughout the Company as well as its contribution to social, environmental and economic change. The material topics are listed below alongside the respective 17 SDGs.

Material issues	Contribution to the 17 Sustainable Development Goals	
Environment		
Energy consumption and greenhouse gas emissions		
Waste management and recycling		
Society		
Health and safety at work		
Training, education and development of employees		
Attracting and retaining highly skilled employees		
Equal opportunities and protection of human rights		
Social contribution		
High quality service		
Governance		
Cyber security and data protection		
Business continuity and resilience		
Corporate governance and business ethics		



# Our goals for the future

SARMED seeks to continuously improve its performance by setting SMART goals on ESG (Environment, Society, Governance) criteria to record and effectively monitor performance.

ESG Pillars	SARMED's Goals
<div></div> <div>Environment</div>	<div>Reduce direct greenhouse gas emissions (Scope 1) and indirect greenhouse gas emissions from electricity (Scope 2).</div> <div>Increase the percentage of company vehicles classified as pure electric vehicles or hybrid electric vehicles with external charging, polluting up to fifty (50) grams of carbon dioxide per kilometer (CO2 / km).</div> <div>Increase the percentage of waste sent for recycling or circular economy actions.</div>
<div></div> <div>Social</div>	<div>Further strengthen training and awareness-raising actions of employees on Health and Safety issues. Additional soft skills development programs. Recruiting &amp; retaining employees.</div> <div>Increase the number of key suppliers assessed according to ESG criteria.</div> <div>Increase the rate of digitization of HR processes. Integration of a Time and Attendance system.</div> <div>Upgrade the digital customer experience through applications.</div>
<div></div> <div>Governance</div>	<div>Maintain gold rating and / or improve scores in the annual ECOVADIS assessment.</div> <div>Zero incidents of bribery &amp; corruption.</div> <div>Zero loss of customer data and personal data.</div>





# 03

## We are committed to our people and society

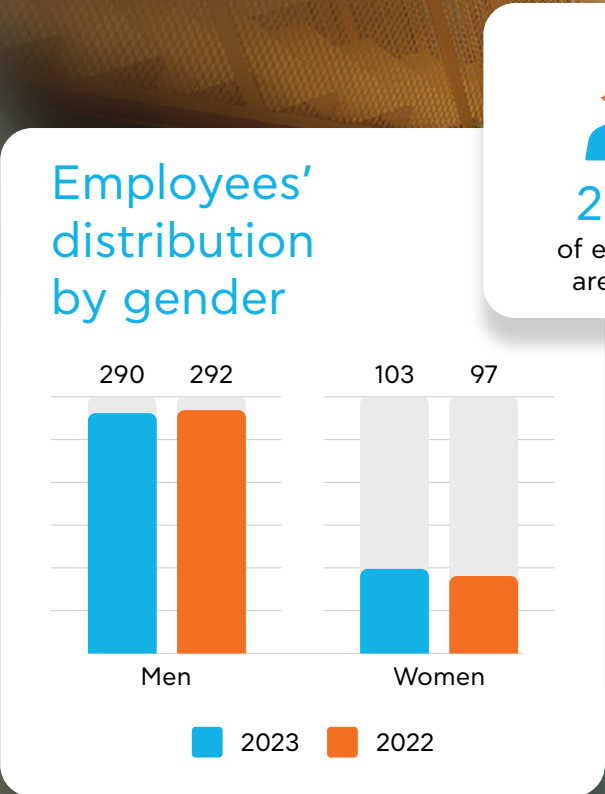
SARMED builds long lasting relationships and promotes performance that endures over time. SARMED is committed to the growth and development of its people, and recognizes and values diversity and equal opportunities for all.

At the same time, the Company stays focused on making a continuing contribution to society, beyond its business activities. The Company takes actions, donates and sponsors initiatives to support society and those in need.





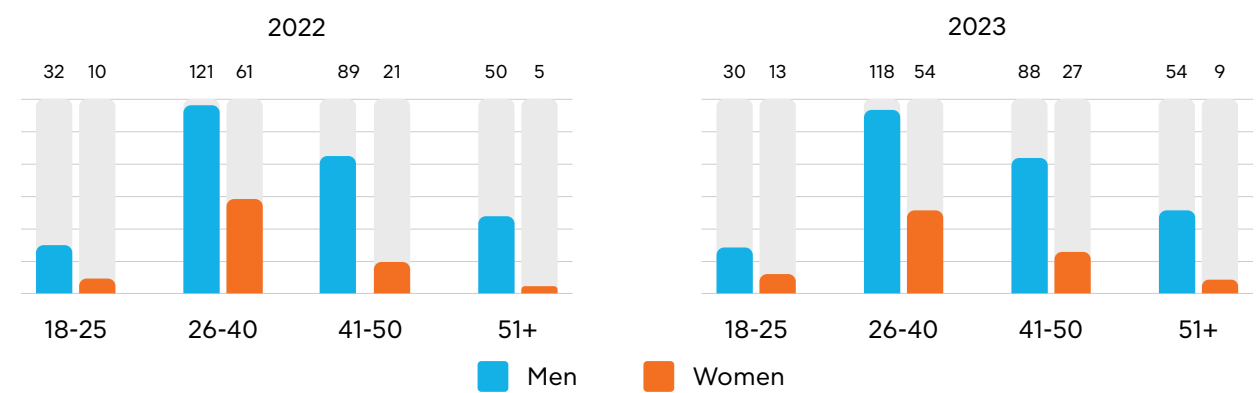
Our approach



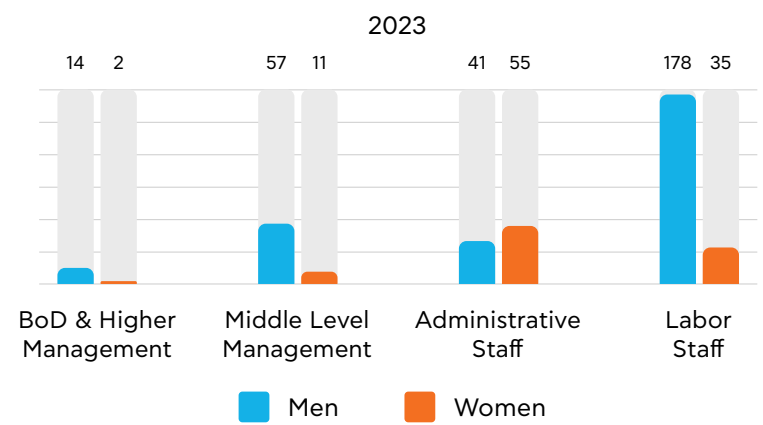
  
**26.2%**  
of employees are women

100% of employees are on full-time employment contracts for an indefinite period of time

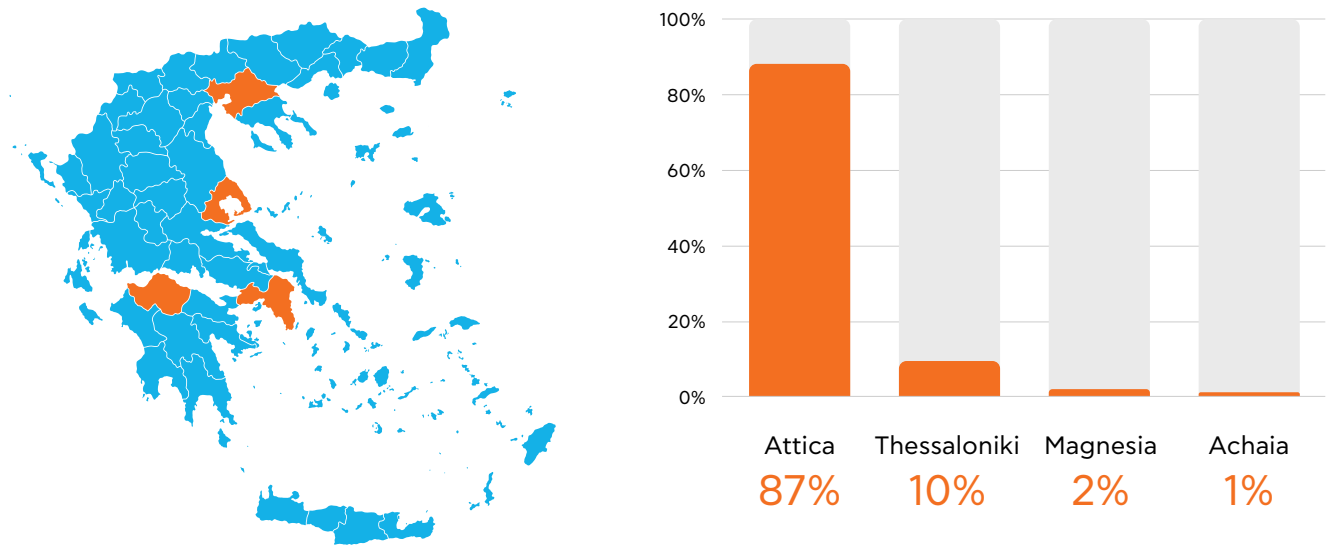
Employees' distribution by age group and gender



Employees' distribution by gender and hierarchical level



Geographical distribution of employees





Business Ethics Handbook

The Business Ethics Handbook is the fundamental tool for understanding the standards, values, and procedures that govern the Company’s operations. This handbook clearly sets out effective policies, ensures appropriate professional behavior in the workplace, and provides a framework for employee relations with other stakeholders. Finally, the Handbook provides detailed coverage to issues of child or forced labor, as well as topics concerning of diversity, equality, and inclusion.

Policy against incidents of Violence and Harassment

The Company has implemented a zero-tolerance policy against incidents of violence and harassment. This policy is fully compliant with all applicable laws and is designed to prevent any violence or harassment in the workplace. The policy is clear: SARMED does not tolerate any behavior that violates the human dignity of its employees. The Company unequivocally condemns any such incident and will take all necessary measures to combat it effectively.

Complaints Mechanism

The Company has established a Complaints Mechanism in accordance with Law 4990/2022 to enhance transparency, performance orientation and integrity. This mechanism allows employees, shareholders, external partners, and other stakeholders to submit complaints about incidents and behavior that violate the law.

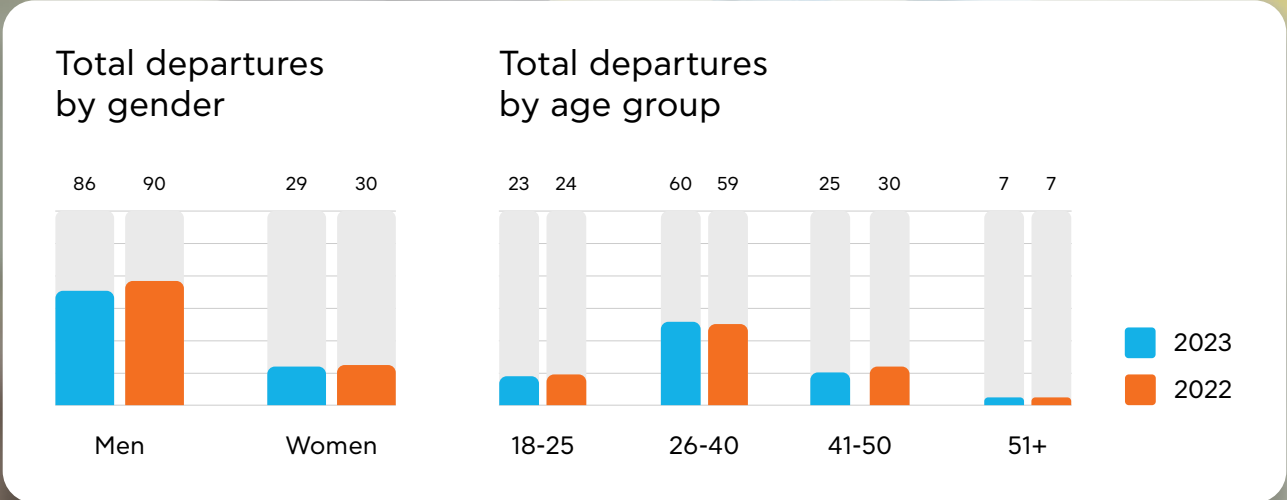
No incidents of violation of the legislation were recorded

Equal Opportunities Policy

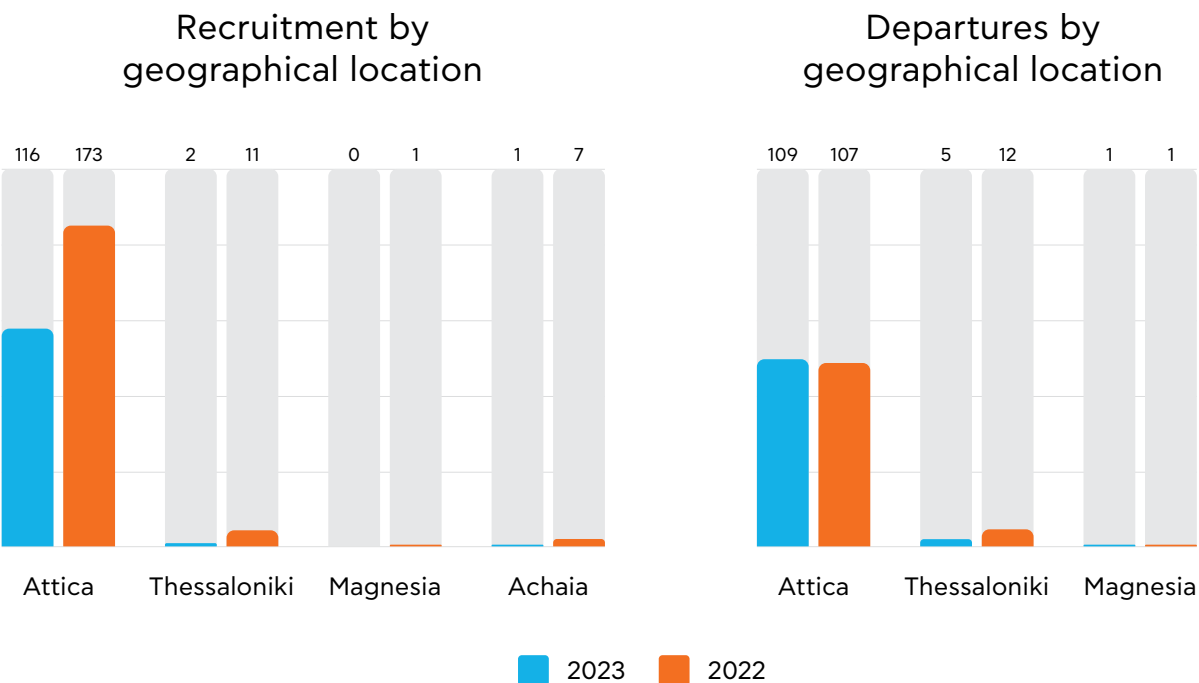
The Company has introduced and implements an Equal Opportunities Policy. The aim of this Policy is to ensure that all employees are treated fairly and equally, regardless of their personal characteristics. It applies to all aspects of employment, including recruitment, retention, training, remuneration, and development. The Equal Opportunities Policy applies to all employees, regardless of their hierarchical level. Supervisors and managers are responsible for its implementation.

Attraction and development of employees

Attracting the right people is critical to Company’s long-term success and overall resilience. The Company focuses on finding candidates who align with its values of commitment, honesty and respect. SARMED looks for candidates who are willing contribute to strengthening its corporate culture.







SARMED has developed recruitment channels to find the most appropriate candidates for each position. This allows the Company to broaden the range of candidates it assesses. These recruitment channels are as follows:

- Database of CVs kept for a certain period of time
- Cooperation with public bodies (Public Employment Service - DYPA)
- Publication on recognized career pages & our Corporate website
- Academic Community
- Sending the CV directly to the Company in a sealed envelope
- Employee recommendations
- Completion of an appropriate application form, either via the corporate website or by completing a form (with basic information) if the candidate is unable to prepare a CV
- Career Days
- Local Community





The final selection of candidates is made by the Head of the Department to which the position belongs, taking into account the assessment of the Human Resources Department. At the end of the process, candidates who have passed the final assessment stages will be informed of the status of their application.

The recruitment process is free of any discrimination based on personal characteristics such as gender, marital status, sexual orientation, religion, political opinion, race, age, disability, etc. The objectivity and meritocracy of the process is further reinforced by the Related Party Policy, which concerns the Company’s obligation to make an objective and impartial judgment in relation to a related party for whom a recommendation has been made. With these measures, SARMED aims to help increase the productivity and commitment of its employees, in the knowledge that everyone is treated equally.

Employee training

SARMED believes that technical skills can be acquired and explored while soft skills can be developed. Therefore, the Company invests in the training of its employees by implementing a comprehensive training plan. Its aim is to train its employees to meet the modern challenges of the sector, catering to the individual needs of each person in order to develop both social and technical skills.

In this context, the training process within the Company is structured on the basis of the Annual Training Plan, resulting from the Assessment of Training Needs by the HR department. The HR Department sends the relevant forms to the Heads of Departments to collect the qualitative information required to determine training needs, taking other factors into account:



Employee benefits

To attract and retain employees, the Company has introduced additional benefits, both monetary and non-monetary, to fulfill their needs in a holistic way. These benefits may apply to all employees, regardless of hierarchical level, or to specific positions within the Company. In particular, productivity bonuses are offered for most positions, including those in the warehouse, and the following benefits are offered depending on the position:

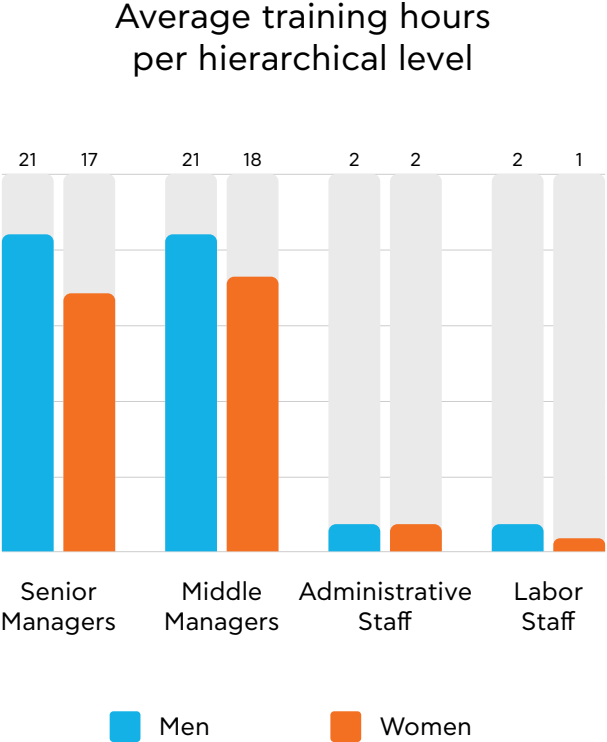
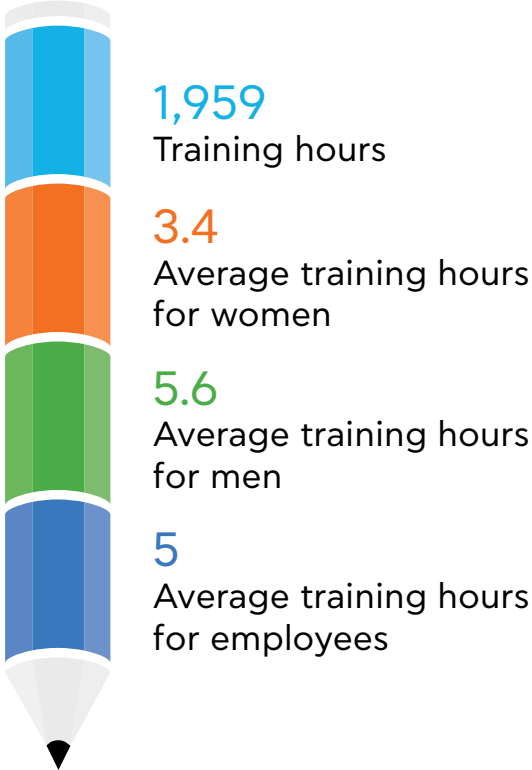
- |   |  |
|---|--|
|  Vehicle                             |  Expense report |
|  Travel allowances, including E-Pass |  PC             |
|  Private insurance                   |  Mobile phone   |

- Strategic objectives of the Company
- Annual Employee Evaluation Process
- Reviews of management systems and identification of non-compliances
- Introduction of new equipment & supply of new software and / or computer hardware systems
- Changes to existing legislation
- Other specific issues

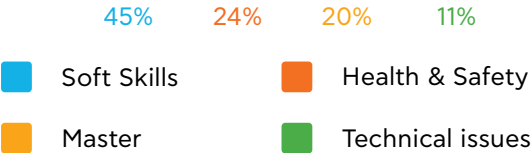
Training will be provided either internally or by an external training provider based on the approved Annual Training Plan. However, the plan can be adjusted if necessary and / or upon request.

In line with its commitment to respond to the needs of its customers, the Company provides specialized training on the basic principles of food hygiene and safety to employees working in food and beverage warehouses.

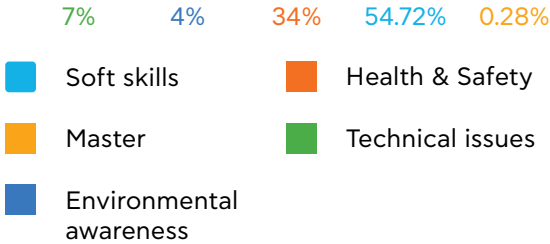
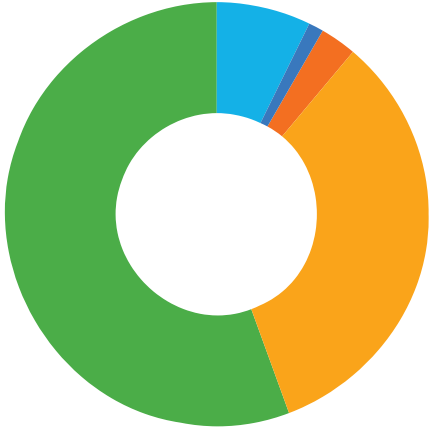




Breakdown of training  
by topic 2023



Breakdown of training  
by topic 2022



The trainings provided in 2022-2023 included the development of both technical and soft skills, as well as subsidization of postgraduate studies.

Specifically, the following soft skills seminars were held:

- Leadership Skills
- Leader as Coach
- Sales Effectiveness program: Managing and Development Sales Teams
- Management Basic Principles\_Warehouse Manager teams
- Managing People for the first time \_ Basic Training for New Managers

With regard to technical issues, training was provided on the following topics, among others:

- ISO Systems
- Personal Data Protection
- Cyber Security
- Business Continuity
- Changes in the Labor Regulatory Framework

In addition to these training courses, the Company distributed Health and Safety, operational and management system guidelines to provide its employees with additional information.

100%  
increase in training  
hours compared  
to 2022

+169%  
increase in training  
expenditure compared  
to 2022





### Induction training

SARMED provides thorough training from the moment an employee is hired. The ultimate goal is to guarantee that new hires have a complete understanding of the Company and can seamlessly integrate into the team. To achieve this, the New Hires Guide has been created, which includes vital information about the Company’s business, culture, and policies. In addition, new recruits receive training on the following topics:

- Company organization chart, team members, workplace & supervisors
- Health & Safety issues in the workplace and environmental rules set out in Company Policy
- Applicable procedures, HR procedures, GDPR regulation, acceptable or unacceptable workplace behaviors, implications of non-implementation and how they are implemented in the Company
- Overview of the role, procedures and how to perform tasks
- Information Security policies and issues
- Business continuity policies and issues
- Key responsibilities outlined in the job description
- Specific storage requirements (if any), for handling goods

The Human Resources Department is responsible for informing the new recruit about human resources issues. The training is carried out by the Team Leader and recorded on the ‘New recruit training’ form. On completion, the form is sent to the Human Resources Department

### Performance evaluation

Performance evaluation is a crucial tool for continuously improving employees and is directly linked to their training and development within the Company. The objective is to pinpoint each employee’s strengths and areas needing improvement through a well-structured, performance-based process. This allows the Company to take appropriate actions to enhance the growth of its team members. To achieve this, SARMED has set up evaluation criteria that pertain to performance in relation to the established objectives and the skills necessary for each job group/level. Specifically, the evaluation criteria include:

-  Subject Knowledge
-  Quality
-  Implementation / Delivery Time
-  Effective Communication
-  Team Spirit
-  Flexibility
-  Consistency
-  Achievement Motivation
-  Decision-Making-Initiative / Problem Solving
-  Organizing / Planning
-  Leadership
-  Strategic Thinking
-  Team Leadership & Development
-  Inclusiveness

The criteria for each position are differentiated and weighted differently based on the assessment zone in which each employee falls, considering the various skills required for each position. There are six (6) distinct zones: Workers/ Floor, Administrators, Associates, Supervisors, Managers/Assistants, and Directors.

84%  
of employees  
were evaluated




At the end of the process, which includes the evaluation meeting (between the appraiser & the appraisee) to be completed, the appraisee receives an email and their appraisal is available in the corresponding Employee Self Service (ESS) application. In this way, the appraisee can refer to their appraisal at any time in order to study its results again.





Communication channels


At SARMED, open and interactive communication with employees aims to establish good collaboration, mutual trust, and strengthen organizational commitment. In this context, communication channels have been developed to enhance direct, timely, and effective communication.


The communication channels with the people of SARMED are as follows:


- 


Employee Self Service (ESS is an application that enhances employee interaction and simplifies the handling of part of the HR processes
- 


Ad hoc or regular interdepartmental meetings
- 


Open Door Policy
- 


List of contacts accessible via MS TEAMS and ESS
- 


Complaints Mechanism
- 

Training sessions held on site, involving all employees
- 

e-mails
- 

Briefings by the Team Leaders
- 

Bulletin boards
- 

Mini Opinion Survey on important issues such as Environment and Energy, and Health and Safety. In total, in 2022 and 2023 we carried out 3 surveys with 397 participants
- 

Regular (Scheduled) HR visits to the premises







## Commitment to supporting society

SARMED is committed to its values and responsibility towards society and those in need. Each year, the Company organizes two voluntary blood donation activities at its facilities in Mandra, with employees being always quick to support initiatives.

The blood donation aims to inspire and motivate employees to help people in need. By volunteering, they actively contribute to a positive change and to society.



➤ In 2023, SARMED took the initiative to raise awareness among its broader ecosystem by organizing a painting competition with the theme: "Voluntary Blood Donation - Contribution". The Company invited the children of employees to take part in this competition. The winning drawings also served as banners for the Company's blood donation activities, in addition to the prize money.



➤ In 2023, SARMED participated in the 7th No Finish Line Athens Festival. The festival was held at the Calatrava market in the Olympic Athletic Center of Athens (OAKA) and was a testament to our commitment to the «Together for Children» Association. The Company participated with 46 runners who covered 337 kilometers for the event's cause.



➤ In 2022 and 2023, SARMED successfully organized a total of five blood donation actions. Among them was the event held in Thessaloniki, where 175 units of blood were collected.



➤ In the aftermath of the catastrophic floods caused by the 2023 "Daniel" storm in Thessaly, the Company and its partners demonstrated their unwavering commitment to helping those in need

They quickly mobilized to provide essential supplies, such as water, long-life milk, and cereals, ensuring that the affected individuals had the resources necessary to survive. The floods had a significant impact on human health, and the Company and its partners were quick to step in and provide much-needed support. In the same year, the Company played a crucial role in assisting those affected by the extensive fires in Western Attica (Mandra, Magoula), distributing bottled water to victims, firefighters, and volunteers.

In addition, the Company organizes activities for its employees, which have become a tradition for the Company. Every year, SARMED welcomes the new school year by providing either school supplies or gift vouchers for the purchase of school supplies for the children of employees who attend daycare centers, primary and secondary schools.

Moreover, vouchers are provided regularly during the Christmas period and on an ad hoc basis. Additionally, the Company provided isotonic drinks for its employees in the Operations Department along with measures taken to deal with the increased temperatures during the summer period.





# 04

## Employee Health and Safety

SARMED's top priority is to protect the health and safety of its employees, visitors and subcontractors. The Company's investments and trainings for Health and Safety showcase its commitment to protecting its employees and stakeholders in all its activities.





## Management framework

SARMED recognizes that Health and Safety is of paramount importance in all areas of its activities and is constantly taking measures to improve its competitive advantage.

In this context, the Company makes every effort to create a healthy and safe working environment. To this end, SARMED applies a certified Occupational Health and Safety in accordance with ISO 45001:2018 Management System. This System is part of the Company's Integrated Management System that covers all its facilities and activities.



## Identification and Management of Health and Safety risks

The Company is steadfast in its commitment to ensuring the health and safety of all its employees, in accordance with the principles outlined in the ISO 45001 standard. The system is built on the accurate and timely identification of all relevant risks at each facility and workplace.

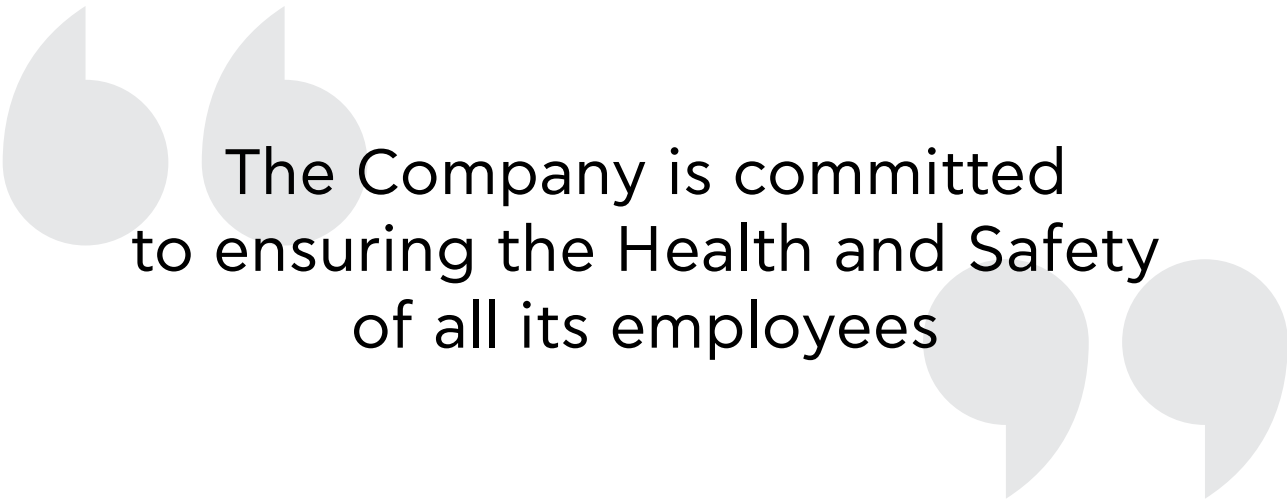
The risk management process is initiated by identifying all potential risks associated with its activities and facilities through inspections, reviews, and consultations with employees. Additionally, the Company conducts comprehensive occupational risk assessments to pinpoint potential hazards.

For risk assessment, the qualitative approach is applied, consisting of a detailed qualitative assessment of each of the risk factors.

This approach is the most effective method for evaluating occupational risks and is in line with the European Commission's Directorate-General for Employment, Social Affairs and Inclusion's "Guidance on Risk Assessment at Work".



The Company is committed to continuously improving its management system to identify and seize opportunities to enhance corporate performance. Prioritizing this as a key issue, the Company organizes related training sessions for its employees. Simultaneously, the Company monitors indicators as part of the implementation of ISO 45001:2018 to identify and mitigate risks in the working environment





The factors that shape the risk are:



Severity of the employee's potential injury



Possibility of an event occurring that may harm to the employee



Frequency of exposure to a hazardous condition

The Company then implements measures to mitigate or eliminate the risks, based on the following general principles of prevention:



Avoiding risks



Combating the risks at source



Evaluating the risks which cannot be avoided



Giving collective protective measures priority over individual protective measures



Replacing the dangerous by the non-dangerous or the less dangerous



Adapting to technical evolution

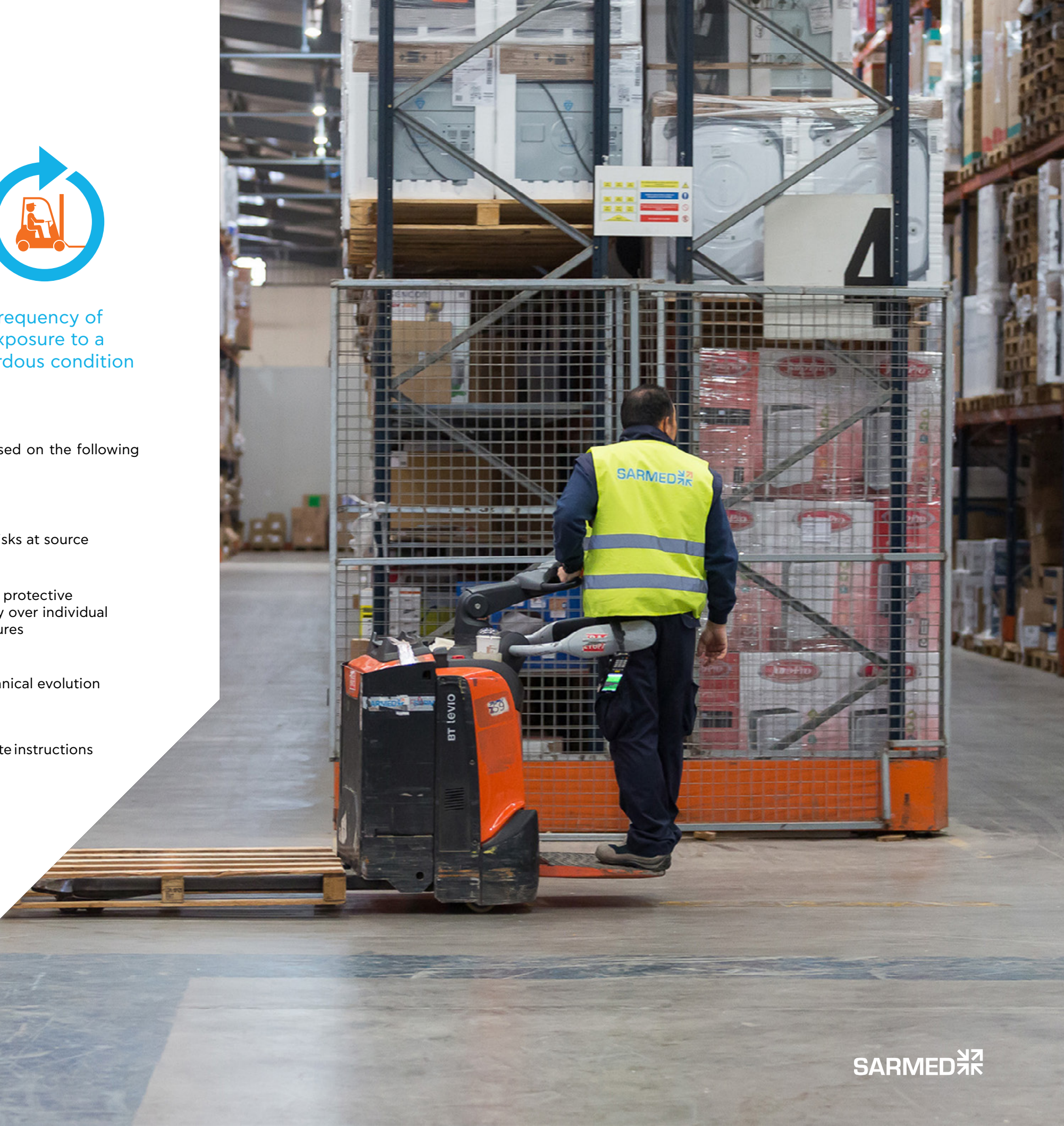


Adapting the work to the individual



Giving appropriate instructions to the workers

Risk management is an ongoing process that requires continuous monitoring and review, as well as the collection and analysis of data on accidents and incidents. Safety measures must be adapted in line with changes in working conditions.







## Emergency response plan

SARMED is proud to have a rigorous and structured procedure for dealing with potential emergencies at its facilities. This is all part of its mission to prevent accidents and ensure continuous improvement of our Health and Safety management system. In case of any incident, regardless of its severity, the Safety Technician is immediately informed and is responsible for investigating it. This procedure includes a comprehensive assessment of the incident's conditions and causes, as well as the implementation of corrective measures to prevent similar incidents from occurring in the future.

In addition, the Company conducts regular external and internal inspections at its facilities. The safety technician will then assess the situation and identify any potential risks. In the event of an emergency, a detailed management plan is followed without exception. This includes specific procedures for the immediate response, provision of first aid, and notification of the competent authorities. During the incident, Company ensures that all employees are kept informed and safe by communicating with them through defined channels.

Through its commitment to ongoing training, prevention, and rapid response, SARMED is equipped to handle any emergency incident in the most effective manner, protecting its employees and ensuring the smooth running of its operations.

## Subcontractor's management

SARMED is dedicated to ensuring the safety and health of all individuals employed in its production activities. In particular, the Company monitors the rules and systems that subcontractors apply, ensuring compliance with all necessary regulations and relevant legislation. Upon starting their collaboration, subcontractors are informed of the health and safety rules that must be followed at the work sites. They are also informed of the legislative obligations and management system requirements implemented by SARMED. Each company that partners with SARMED has a trained safety technician who is responsible for handling any incidents involving its employees.

## Employee training and awareness

SARMED considers as a key priority employee training and raising awareness on occupational health and safety issues.

SARMED invests in training for its staff as part of its Occupational Health and Safety Management System. In 2023, the Company conducted comprehensive training sessions on health and safety at work, first aid, evacuation procedures, and fire safety protocols. Leaflets with safety rules for the four main types of forklift trucks in the storage facilities were distributed as part of the training. These specific topics were designed to prepare staff for any emergency situation and promote a safety culture in all operations.

Newly hired employees receive training and updates on health and safety in the workplace based on their job position after completing their induction training.

SARMED guarantees that its employees will receive continuous training to ensure a safe and healthy work environment. The Company will achieve this through preventive training and drills, which will ensure that all employees are aware of the importance of respecting health and safety measures.



**78 hours**  
of training in Health and Safety seminars in 2023



**152 employees**  
trained in Health and Safety issues in 2023



**55 seminars**  
on topics related to Health and Safety for 2023





## Ensuring employees' health



### Occupational doctor

Current legislation mandates that SARMED must have an occupational doctor who issues work fitness certificates for each new hire. Additionally, they are responsible for updating employees' medical records.



### Medical examinations

The Company ensures employee health by conducting specific medical examinations based on the job requirements and level of risk.

## Health and Safety actions and investments

In 2022, SARMED launched the Behavior Based Safety program that records both safe and unsafe behavior in the workplace, with a focus on storage areas. This program is a valuable tool for accident prevention and for fostering a culture of health and safety at work. Additionally, SARMED was piloting the integration of the BBS Program into a digital platform since June 2023. This platform allows the extraction of performance results related to Health and Safety indicators.

To ensure premises' safety a plan to mark out external and internal areas has been implemented and mirrors have been installed in blind spots within storage areas. Escape plans have also been posted in all storage facilities based on a study conducted by Safety Engineer. The Company has taken proactive steps to enhance facility safety by installing speed reducers and placing traffic control bollards, demonstrating a clear commitment to protecting the wellbeing of employees, visitors, and partners.

Furthermore, the Company has invested in personal protective equipment, fire safety upgrades, medical monitoring, health advisory services and other safety measures in 2023.

98,901€

expenditure to ensure  
Health and Safety



Health and Safety objectives

The Company is unequivocally committed to creating a safe working environment for all, guaranteeing the well-being of its employees by ensuring their safety and protection, while boosting productivity.

SARMED is also committed to keeping its employees safe from accidents and occupational diseases. The Company's objectives guarantee long-term success.

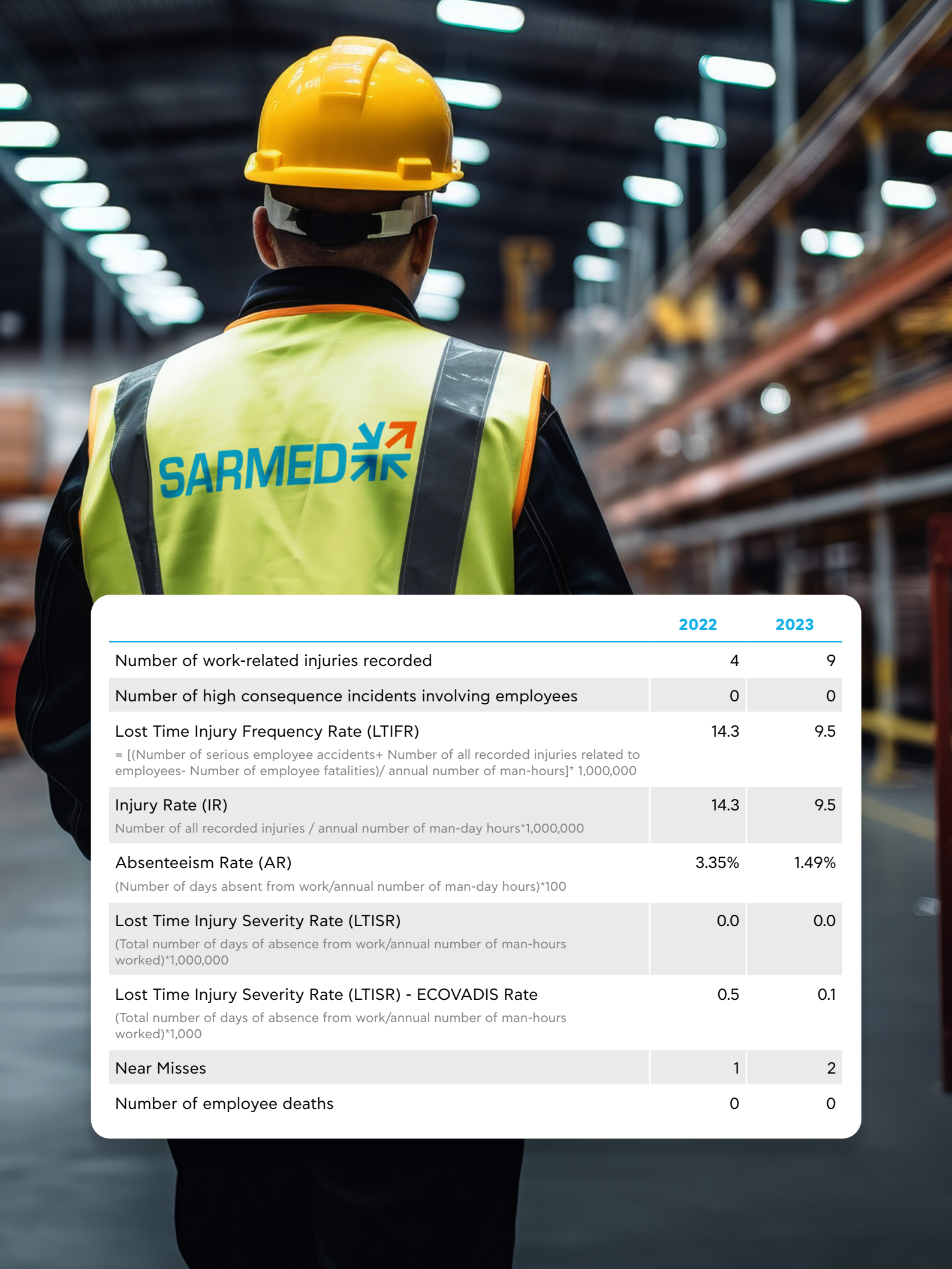
Indicator	Goal	Year of achievement
Occupational Health and Safety Training	1 hour / employee / year	2024
Number of accidents	0	2024
Number of near misses	0	2024
Working days lost due to accidents	0	2024
Integration of additional daily procedures into the TEKMON platform	4	2024

Health and Safety Indicators

The Company monitors and records the frequency and severity of incidents involving its employees. This enables us to implement immediate improvement measures when necessary.

The table below displays the health and safety indicators that the Company monitors for all its facilities.

The primary goal is  
to ensure the well-being  
of employees



	2022	2023
Number of work-related injuries recorded	4	9
Number of high consequence incidents involving employees	0	0
Lost Time Injury Frequency Rate (LTIFR) = [(Number of serious employee accidents+ Number of all recorded injuries related to employees- Number of employee fatalities)/ annual number of man-hours]* 1,000,000	14.3	9.5
Injury Rate (IR) Number of all recorded injuries / annual number of man-day hours*1,000,000	14.3	9.5
Absenteeism Rate (AR) (Number of days absent from work/annual number of man-day hours)*100	3.35%	1.49%
Lost Time Injury Severity Rate (LTISR) (Total number of days of absence from work/annual number of man-hours worked)*1,000,000	0.0	0.0
Lost Time Injury Severity Rate (LTISR) - ECOVADIS Rate (Total number of days of absence from work/annual number of man-hours worked)*1,000	0.5	0.1
Near Misses	1	2
Number of employee deaths	0	0



# 05

## Caring for the Environment

SARMED is fully aware of the impact its activities have on the environment. The Company has developed a certified environmental management system to effectively monitor the respective impacts, risks and opportunities.





Our approach

Supply chain services play a crucial role in global value chains and their environmental sustainability is a key factor in achieving sustainable development. SARMED has acknowledged its association with this shift towards a «green» economy and is actively working to make a significant contribution towards this goal. The environmental management framework developed by the company positions it as a leader in the sector. The Company has drawn up a plan to mitigate risks that may affect its operation, while at the same time taking advantage of the opportunities that arise. The management framework is based on the following pillars:



SARMED is committed to continuously improving its environmental and energy performance



The Company has developed two certified systems: an Environmental Management System (ISO 14001:2015) and an Energy Management System (ISO 50001:2018). These are important parts of its environmental responsibility. In this regard, SARMED has identified the environmental impact of its business operations and analyzed its energy consumption, identifying ways to improve energy efficiency.

SARMED is committed to improving its environmental and energy performance through its environmental policy, while using the right procedures and indicators to monitor its performance and take corrective actions when necessary.

The Quality and Sustainability Department runs annual internal and external audits to make sure the integrated management system is effective. These audits show how well the company is doing, also in terms of the environment. SARMED has set environmental and energy criteria for its suppliers.

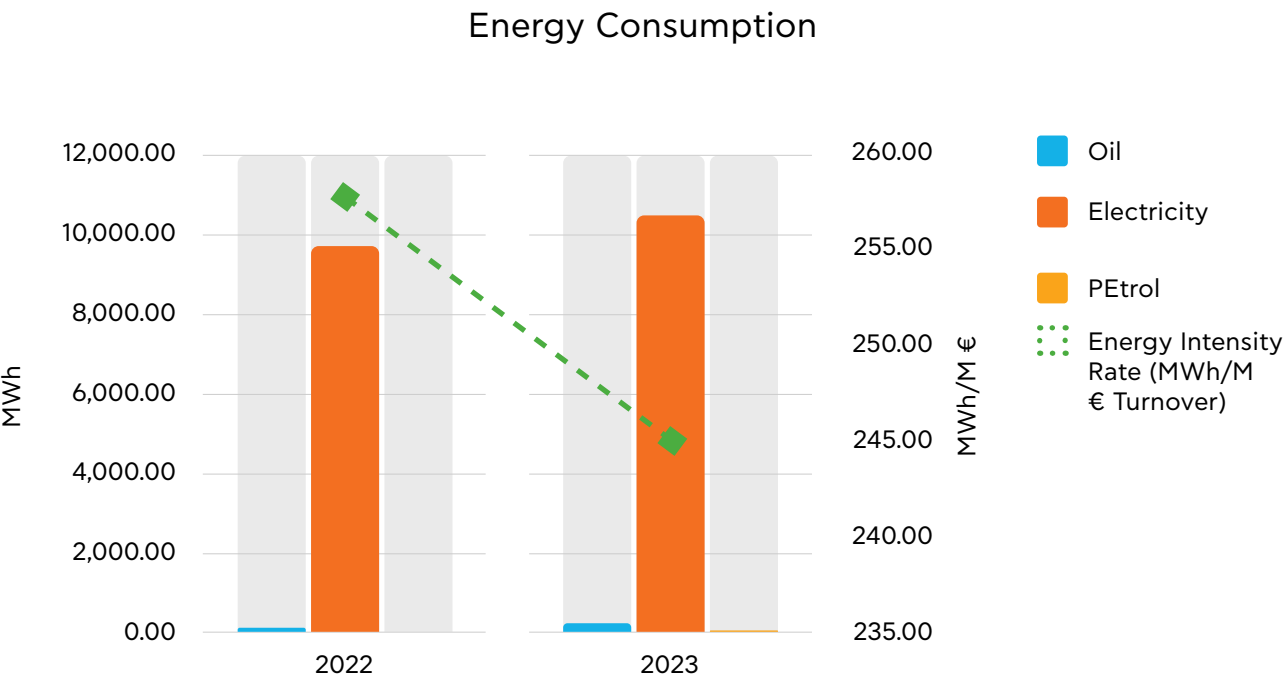
This ensures that the values promoted by the Company are reflected throughout its supply chain. The Company makes sure that the products it buys are energy-efficient and environmentally friendly, and that its suppliers implement environmentally friendly practices in their operations.



Energy management

As part of the Energy Management System, the Company conducts energy audits for all its facilities. The reviews help identify the primary sources of energy consumption and allow the Company to implement necessary measures to enhance performance.

The majority of the Company’s energy consumption is attributed to electricity, which is utilized in its facilities and the electric forklift fleet operating on its premises. The chart below illustrates the Company’s energy consumption indicating that electricity makes up for over 97% of its energy usage. In 2023, total energy consumption increased by 8.79% compared to 2022, while Specific Energy Consumption decreased by 5.13%. This decrease reflects the effectiveness of the Company’s energy management strategies.



Energy Consumption (MWh)	2022	2023
Diesel	156.13	281.38
Gasoline		20.06
Electricity	9,722.83	10,445.51
Total Energy Consumption	9,878.96	10,746.95
Energy Intensity Rate (MWh/M € Turnover)	258.11	244.87



SARMED has an automated Energy Management System (EMS) for monitoring and analyzing electricity consumption at its facilities in Attica and Thessaloniki. This digital system enables the Company to monitor the electricity consumption within its facilities on an aggregated basis, depending on climatic conditions, workload and other operational needs.

Additionally, 70% of SARMED’s refrigeration chambers use ammonia instead of conventional refrigerants, reducing energy needs for cooling by around 30%. Ammonia has no impact on global warming, so it helps reduce greenhouse gas emissions.

Greenhouse gas emissions

SARMED recognizes the impact of its activities on the environment, which is why it has calculated its emissions according to the international standard ISO 14064-1:2018. Quantifying and monitoring this crucial important environmental aspect allows the Company to identify the most significant sources of emissions and adopt the measures to reduce them.

According to the Company’s carbon footprint, indirect emissions stemming from the consumption of electricity within the facilities and the transportation carried out and related to the value chain, constitute the largest percentage of the carbon footprint.

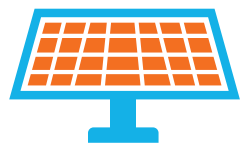




Initiatives to reduce carbon footprint

SARMED is dedicated to reducing its carbon footprint. As part of this commitment, the Company has established ESG criteria for its partners and is focused on continuously improving its energy efficiency in accordance with ISO 50001:2018 standards. Specifically, SARMED has recently installed photovoltaic panels on the roofs of its facilities in Mandra and Sindos. These panels will generate zero-emission green energy, leading to a decrease in the Company’s energy consumption and indirect emissions.

The photovoltaic panels are scheduled to become operational in 2024. With a total installed capacity of 1,499.25 kW they are projected to produce 2,153,142.54 kWh per year. This energy will be used to power the facilities (through net metering), with any excess energy sent to the grid for later use.



1,499.25 kW

Installed photovoltaic capacity



2,153,143 kWh

Estimated net energy production per year



20%

Reduction of SARMED’s Annual Energy Consumption



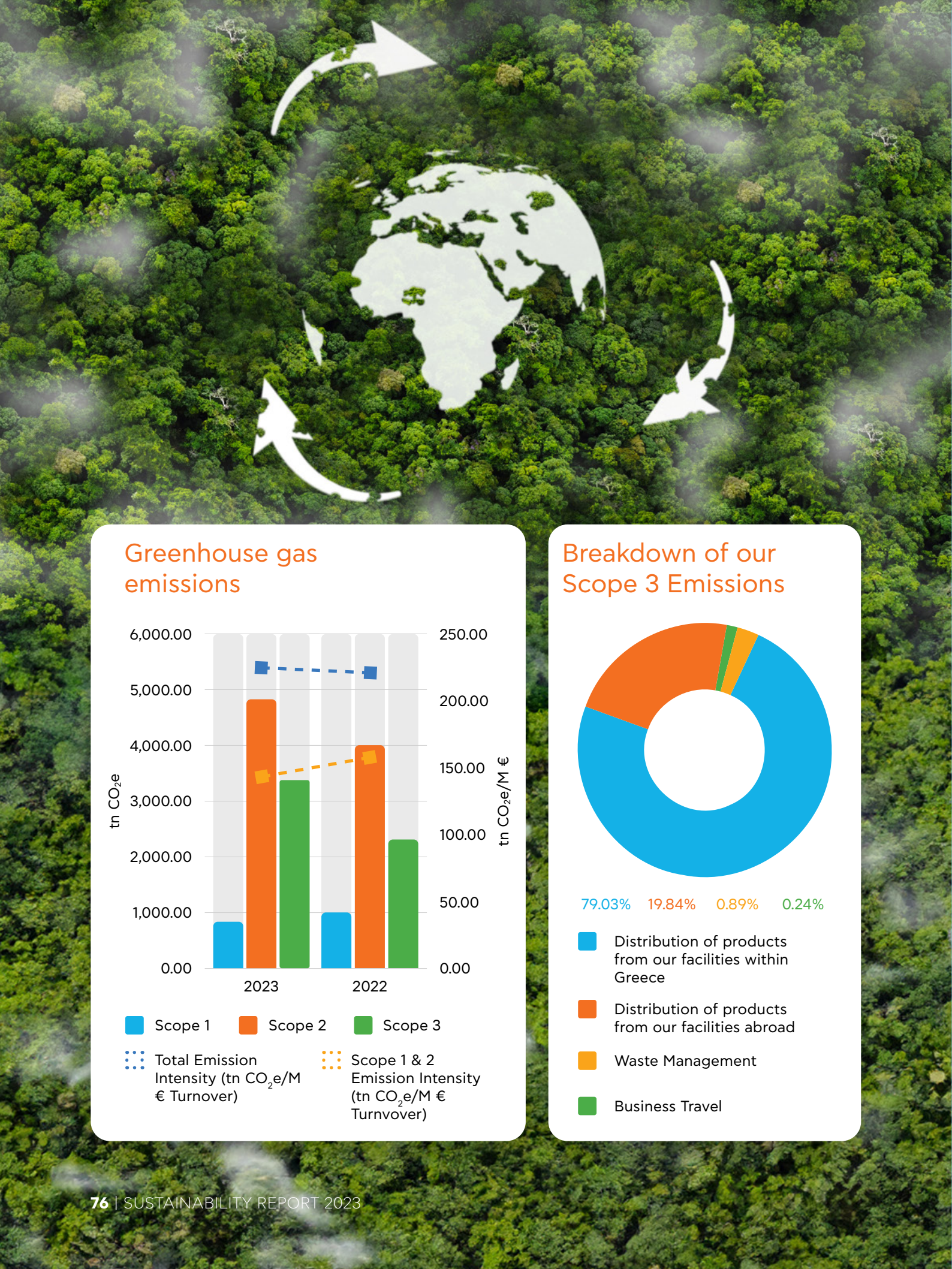
1,150 tn CO<sub>2</sub>e

Estimated Reduction of Scope 2 Emissions

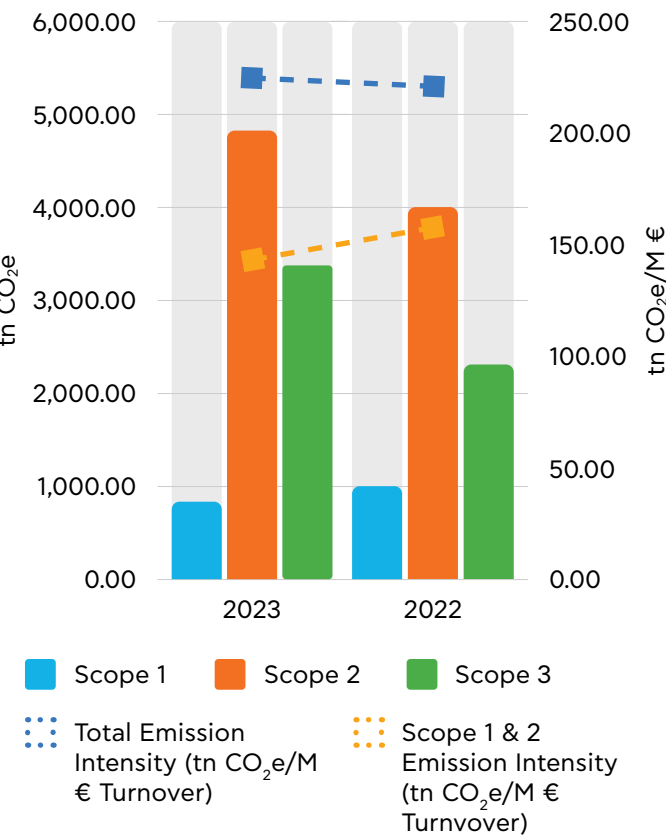
11.7%  
Reduction of  
SARMED’s Total  
Emissions

<sup>1</sup> The calculations were made using the European PVGIS platform.

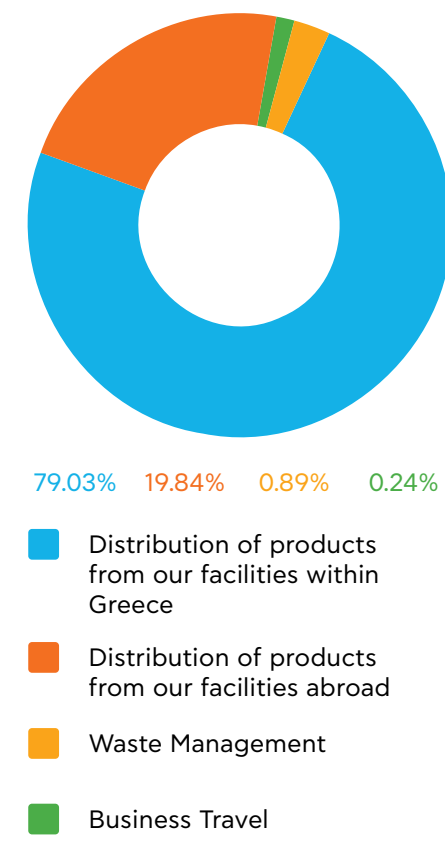




Greenhouse gas emissions



Breakdown of our Scope 3 Emissions



Greenhouse gas emissions	2022	2023
Scope 1	976.34	838.69
Scope 2	5,192.93	5,578.92
Scope 1 & 2 Emission Intensity (tn CO <sub>2</sub> e/M € Net revenue)	161.19	146.22
Scope 3	2,306.66	3,382.28
Distribution of products from our facilities within Greece	1,644.53	2,673.07
Distribution of products from our facilities abroad	638.08	671.10
Distribution of products from our facilities (Downstream) - Total	2,282.61	3,344.17
Business travel	2.51	8.11
Municipal waste management	11.70	22.50
Storage Waste Management	9.51	7.02
Packaging Materials Management	0.33	0.47
Waste Management - Total	21.54	29.99
Total emissions	8,475.94	9,799.88
Total emission intensity (tn CO <sub>2</sub> e/M € Turnover)	221.45	223.29

The calculation of Scope 1 & 2 emissions has been done using the factors and methodology given by the National Climate Law 4936/2022 while the remaining emissions have been calculated according to ISO 14064-1.

Waste Management

SARMED applies principles of circular economy with the priority of achieving high recycling rates of waste generated by its activities. The vast majority of the waste is non-hazardous. It mainly consists of paper and cardboard from the packaging used to transport our products to and from our company premises.



26%  
Reduction in waste generated in 2023



87%  
of waste was recycled through certified partners

SARMED has a limited impact to air pollution of the environment as the only resources emitting air pollutants are the backup generators and leased passenger cars owned by executives. The amounts of pollutants (NOx, SOx, VOC and PM10) related to these two types of resources are calculated and are at extremely low levels.



SARMED is pleased to announce that 100% of the paper packaging produced through certified partners is recycled. The Company also procures packaging with a high percentage of recycled paper and ensure that the printing paper it procures is PEFC or ECOLABEL certified. Furthermore, SARMED is aware of the impact that plastics have on the environment and is taking action to achieve a circular economy. The Company participates in the In the Loop program and is pleased to be able to donate plastic stretch film and purchase plastic bags. The effectiveness of the Company’s approach is outlined at the tables below:



Hazardous waste diverted from disposal (tn)	2022	2023
Location (On-Site/Off-Site)	Off-Site	Off-Site
Preparing for Reuse		
Recycling	4.98	5.54
Other Recovery Operations		
Total	4.98	5.54

Non-hazardous waste diverted from disposal (tn)	2022	2023
Location (On-Site/Off-Site)	Off-Site	Off-Site
Preparing for Reuse		
Recycling	441.75	283.13
Other Recovery Operations		
Total	441.75	283.13

Hazardous waste destined for disposal (tn)	2022	2023
Location (On-Site/Off-Site)	Off-Site	Off-Site
Combustion with Energy Recovery		
Combustion without Energy Recovery		
Landfill		3.09
Other Disposal Operations		
Total	0	3.09

Non-hazardous waste destined for disposal (tn)	2022	2023
Location (On-Site/Off-Site)	Off-Site	Off-Site
Combustion with Energy Recovery		31.51
Combustion without Energy Recovery		
Landfill		6.71
Other Disposal Operations		
Total	0.00	38.22

Total Waste Generated	446.73	329.97
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## Environmental awareness

SARMED acknowledges that its employees are essential to its environmental performance and the achievement of its objectives. The Company provides environmental training and issues clear, concise guidelines on the key environmental issues it has identified. The most recent guideline was on recycling and energy saving. The Company also prioritizes communication with its employees, encouraging them to participate and suggest ways to improve performance.

The effectiveness of the awareness-raising activities was assessed through an anonymous survey conducted after the training. A total of 156 employees filled out the questionnaire, and the results are as follows:



Finally, through the environmental awareness of its employees, SARMED manages to strengthen the environmental culture it has cultivated while simultaneously enhancing the environmental consciousness of the society in which it operates.





# 06

## Corporate Governance

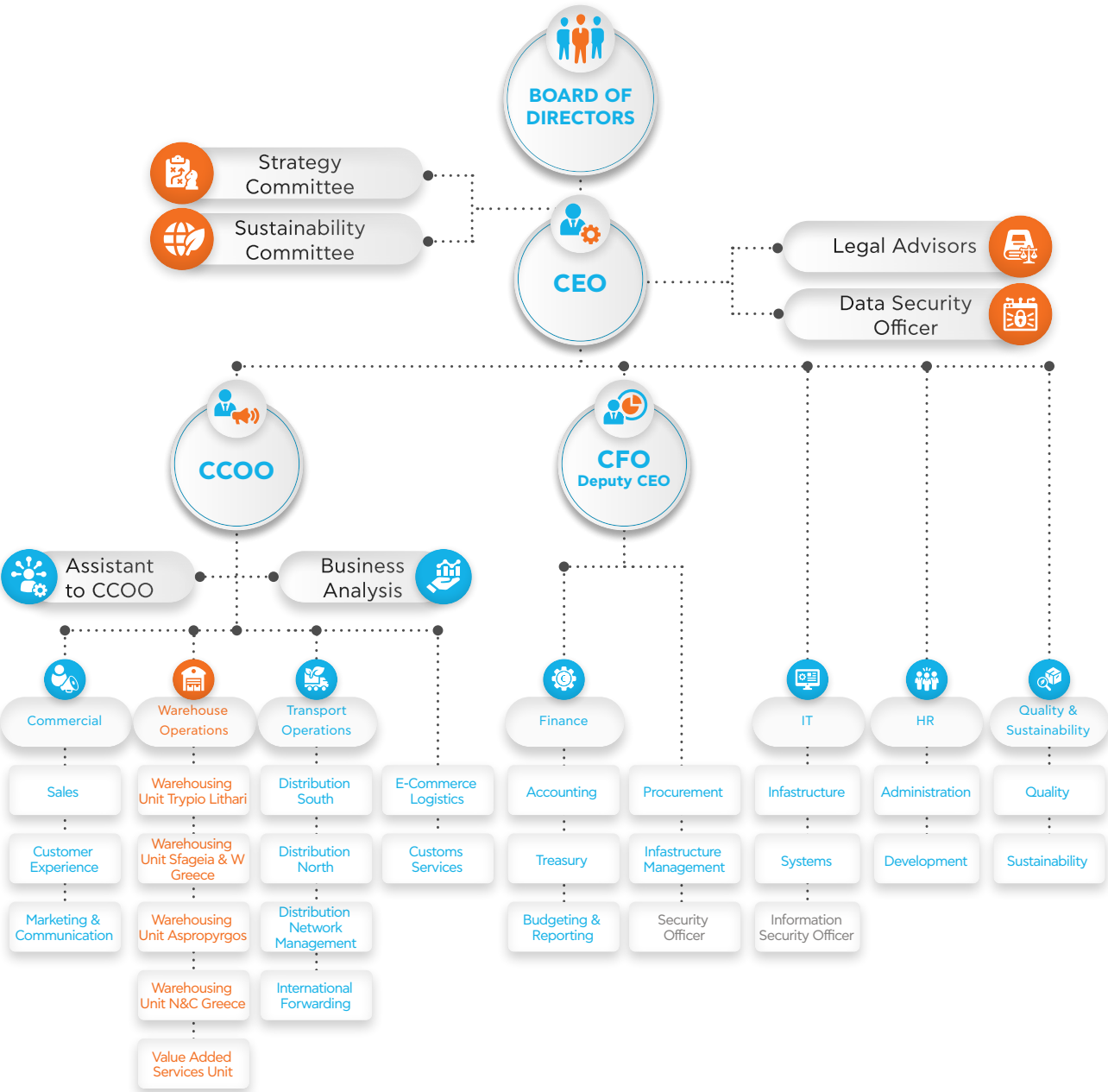
For SARMED, corporate governance reflects the maintenance of the Company's own efficiency, contributing to enhancing transparency and ensuring smooth operation. At the same time, the Company's alignment with corporate governance practices strengthens its credibility, improves management effectiveness, and increases the trust of stakeholders.





## Organizational Structure

SARMED’s organizational structure is clear and effective. It clearly defines responsibilities, communication channels, workflows, reporting relationships and the interrelationships between individuals, departments and management within the Company. This structure, aligned with the Company’s strategic plan, enables us to implement procedures in the most efficient and effective manner. It ensures harmony in working relationships and strikes the right balance between structured operations and the need for flexibility and creativity.



## Board of Directors

SARMED is governed by a Board of Directors, which has the authority to make decisions and oversee the Company’s activities. The Board is elected by the General Assembly for a five-year term. Collectively, the Board of Directors is responsible for managing the Company’s affairs. Specifically, the Board has the power to make decisions, oversee and control all matters related to the organization of the administration, operation, management of assets, general activities and pursuit of strategic objectives, unless otherwise regulated by law or the Company’s Articles of Association.

The Board’s powers and responsibilities are clearly outlined in the Company’s Articles of Association and in the minutes of Board meetings. The responsibilities pertain to both financial performance and decisions, as well as operational matters when necessary.

The Company has provided internal training for Board members over the past year, demonstrating its commitment to education and training.

The Board of Directors		
NAME	SURNAME	POSITION
Ioannis	Sarantis	Chairman & CEO
Petros	Tegopoulos	Member
Dimitrios	Karagiannis	Member



Committees in SARMED

The establishment of Committees is a crucial aspect of effectively managing issues and efficiently monitoring the Company’s operations. SARMED has established Committees to enhance expertise, adopt new approaches and conduct comprehensive analysis and investigations of specific issues.

The Committees ensure independence of judgement and guarantee that all information is properly considered.

The Committees also provide invaluable recommendations to the Board of Directors, offering expert insight on specific issues and playing a pivotal role in the decision-making process.

Executive Committee

The Board of Directors of the Company has the authority to establish an Executive Committee, which may include both members and non-members of the Board of Directors. The Executive Committee will be authorized to carry out specific powers or duties of the Board of Directors.

The Board of Directors will determine the composition, responsibilities, tasks, decision-making procedures and all other aspects related to the functioning of the Committee.


Strategy Committee

The Strategy Committee consists of five members and assembles once a week.


NAME	POSITION
Ioannis Sarantis	Chairman and Chief Executive Officer
Petros Tegopoulos	Chief Financial Officer and Deputy Chief Executive Officer
Dimitrios Karagiannis	Chief Commercial Operating Officer
Kleanthi Christidou	External Advisor
Nikolaos Lambroukos	External Advisor



The Committee serves in an advisory capacity, overseeing outcomes and agreements with key clients. It is led by the Chairman and CEO of the Company. The Committee’s duties are as follows:




Contributing to suitable strategic, business and corporate development.



Supporting ongoing transformation by incorporating technologies and innovations across all levels.



Aiding in the deliberation of matter pertaining to efficient management, such as strategic and business planning, investment strategies, operational and organizational effectiveness, people development, risk management and performance evaluation.



Contributing to modern and effective governance.





Sustainability Committee

The Sustainability Committee is composed of eleven members and meets at least once every three months. It provides monthly reports on environmental, health and safety issues.

Additionally, the Sustainability Committee keeps the Board of Directors updated on all corporate matters related to sustainable development.

The responsibilities of the Sustainability Committee, overseen by the Company’s Quality and Sustainability Director, include:

-  Formulating and approving the Company’s Sustainability Strategy
-  Approving the content of the Company’s Annual Sustainability Report
-  Reviewing national and international sustainability trends that may significantly impact the Company’s operations and performance
-  Monitoring performance and progress against environmental, social and governance objectives and taking corrective action when necessary
-  Supervising and monitoring the implementation of corporate procedures related to Sustainability issues
-  Preparing and submitting reports to various departments and the Company’s Management, highlighting points that may require action or improvement
-  Assessing and defining the materiality of Sustainability issues, through a materiality assessment
-  Reviewing and proposing ways to communicate environmental, social and governance issues more effectively, both internally and externally

Business ethics

SARMED is steadfast in its dedication to a set of values that govern every aspect of its operations. The Company has developed a Business Ethics Manual that clearly and explicitly outlines the values and principles that guide the Company on various essential issues related to its operation and business activity in general.

SARMED recognized its obligation and its responsibility to its stakeholders and is dedicated to ensuring that its operations are conducted in full accordance with the legal framework and the principles of professional ethics.

The Business Ethics Manual includes a number of policies, such as: Anti-Corruption Policy, Human Rights Policy, which includes, among other things, the prohibition of child and forced labor, Equal Opportunities and Non-Discrimination Policy, Anti-Harassment Policy, a Policy on the Employment of Relatives and a Policy on the Use of Company Equipment and Systems and Communication in the Workplace.

SARMED’s Principles:

-  Integrity
-  Objectivity
-  Responsibility and respect
-  Protection of the natural environment
-  Development, operation and expansion according to the highest ethical standards



Policy against incidents of Violence and Harassment

The Company is fully committed to complying with all measures and obligations related to the implementation of the provisions of Part II of Law 4808/2021, on the prevention and treatment of all forms of violence and harassment. This commitment aims at creating and consolidating a working environment that respects, promotes and protects human dignity and the right of each individual to a workplace free from violence and harassment.

Each incident is thoroughly investigated in accordance with the Policy Against Incidents of Violence and Harassment.

Whistleblowing Policy

SARMED is firmly committed to receiving complaints as part of its robust corporate governance and compliance framework. SARMED is pleased to confirm that its whistle-blowing policy fully complies with the requirements and provisions of European Directive 2019/1937 incorporated into the national legal system by Law 4990/2022 on the Protection of Persons Reporting Abuses.

Anti-Bribery and Anti-Corruption Policy

SARMED maintains a zero-tolerance policy towards corruption and bribery. The Company has implemented an anti-corruption policy to ensure that all employees are informed on how to recognize and address potential issues.

Conflict of interest

The Company is dedicated to establishing a framework that clearly outlines conflict of interest and prevents any activities that may lead to conflict or disclosure of confidential information. This framework also ensures that any activities or relationships do not directly clash with the Company's interests.

Zero incidents of bribery and corruption



Complaints Reception and Anti-Corruption Framework

For SARMED, the prevention and timely disclosure of any incidents are among the most effective ways to combat corruption. The Company encourages the reporting of cases that constitute abusive practices (violations and offenses) through the Reporting Channel developed and maintained by the Company, provided that the report is made in good faith and there are reasonable grounds to believe that the information provided is true and supported by evidence. Reports can be made in writing or verbally, confidentially or anonymously—demonstrating the Company's intent and willingness to encourage the reporter while strengthening the protection framework throughout the process, always based on the principles of confidentiality and data protection.

Zero number of convictions for violations of anti-corruption and accountability legislation

Risk management and assessment

SARMED utilizes a Corruption Risk Assessment Guide to identify, assess and categorize risks that could impact the Company's operations as a whole. This process is carried out within the larger frame of addressing complaints and risks stemming from corruption. The goal is to mitigate high-risk situations.

Risks, such as bribery and abuse of power, are evaluated based on their probability and potential impact. The Company focuses on addressing the most significant risks through mitigation strategies, while analyzing the repercussions of these risks, pinpointing root causes and determining the necessary steps to minimized or eradicate them.



## The development of Business Continuity System is a key component of the Sustainability Strategy

### Business continuity

SARMED prioritizes ensuring business continuity by developing prevention and mitigation systems to address potential risks.

A Business Continuity System is a crucial asset for the Company, instilling confidence in its operations.

The Company has a comprehensive Business Continuity Plan in place to protect its stakeholders and activities, reducing or avoiding the impact of potential risks to its activities and ensuring its uninterrupted operation. It also helps stabilize, resume and recover its activities.



SARMED is ISO 22301:2019 certified by TÜV AUSTRIA for Business Continuity Management. The Company implements a Business Continuity Management System for providing logistics services for third-party accounts and repackaging services.



Alternative recovery options based on 6 key planning scenarios.



Analysis of the recovery options and selection of the recovery strategy based on assumptions.



For each of the 6 scenarios, the recovery options are presented with their respective advantages and disadvantages, as well as the relative costs.



The recovery strategy to be used for each of the 6 scenarios is selected.



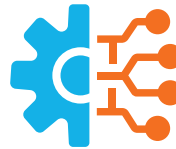
Information Security

SARMED is dedicated to safeguarding information and its processing systems. This is crucial for achieving its short and long-term goals and ensuring the privacy of its service recipients.

SARMED understands the vital role of information and information systems in its business operations. As a result, it has developed and maintains an Information Security Policy that focuses on the following key areas:




Ensuring the confidentiality, integrity and availability of the information it handles



Maintaining the proper functioning of information systems



Promptly addressing incidents that could jeopardize the Company's business operations



Complying with legislative and regulatory requirements



Continuously enhancing the level of Information Security



SARMED is ISO 27001:2013 certified by TÜV AUSTRIA for implementing an Information Security Management System. The scope of applications includes providing logistics services for third-party accounts and repackaging services.

The Company conducts regular assessments of the risks associated with information security and takes necessary measures to address them. Additionally, a framework has been implemented to evaluate the effectiveness of information security procedures. This framework includes defining performance indicators, describing the methodology for measuring them, and providing periodic reports that are reviewed by the Management for continuous improvement of the system.

Furthermore, the Company is committed to maintaining the highest level of compliance. Data security is provided to employees, customers and business partners to ensure that the Company remains a highly trusted company in all aspects of its business activities. The Company has established a security policy and a privacy policy.

The Company is dedicated to pursuing continuous improvement in its automation capabilities through the strategic deployment of business intelligence (BI) tools and an SD-WAN approach to its applications and information systems, in order to ensure the highest levels of digital security are maintained.

SARMED has put in place the following measures:

- A procedure for conducting information security risk assessments to ensure the integrity and confidentiality of its information resources.
- A procedure for addressing information security risks and determining the necessary measures to mitigate them.
- A procedure for the secure destruction of information resources within the Company.
- A procedure for the secure destruction of the Company's information resources.
- An information security incident management procedure to promptly address any incidents that may occur. The severity of each issue will be evaluated and appropriate actions will be taken.

In 2023, the Company set targets for its information security procedures and achieved significant results, surpassing the established targets.

INDICATOR	GOAL IN 2023	ACHIEVEMENT IN 2023
Number of risks greater than the response threshold in relation to the total number of identified risks	<5%	0%
Number of Low & Medium Criticality Information security incidents	≤5	1
Number of High Criticality Information Security Incidents	≤3	1
Average Response Time for Low & Medium Criticality Information Security Incidents	< 6 hours	2 hours
Bitsight Security Rating	≥ 740	740



Personal data protection

SARMED is dedicated to safeguarding privacy. The Company assures the security of personal data for all parties involved. The Company guarantees the confidentiality of data processing and protects it from accidental or unlawful destruction, loss, alteration, unauthorized dissemination, access and any other form of unlawful processing.

Financial data

The Company’s financial performance for the year 2023 is presented in the following table.

	FINANCIAL DATA IN €	
	2022	2023
Total revenue (Turnover)	38,274,177.95	43,889,282.13
Operational profit or loss	5,752,954.48	3,216,643.22
Operational cost	41,841,912.75	46,062,014.61
Payments to capital providers	3,114,167.84	6,208,531.29
Profit / (loss) before tax	(4,991,217.10)	(4,529,206.37)
Net profit / (loss) after tax	(3,978,189.23)	(3,567,690.39)
Payments for taxes - indirect VAT	1,110,473.22	1,558,328.74
Payments for taxes -direct	610,924.62	827,748.43
Total payments to government bodies (total direct and indirect taxes paid)	1,721,397.84	2,386,077.17
Equity	4,072,322.96	4,195,009.52
Total investments	972,319.63	1,205,570.61
Total assets	76,014,091.19	82,900,767.32



# Appendices



## About the Report

SARMED's Sustainability Report 2023 is the Company's first Report and covers the period 1/1/2023 to 31/12/2023, with comparative data for 2022 and 2023. In the report, the Company outlines how it is responding to today's economic, environmental and social challenges as a whole, while contributing to the journey towards sustainability and corporate responsibility. The qualitative and quantitative information presented in the report covers all of SARMED's operations in Greece.

## Methodology

This report has been prepared in accordance with the Global Reporting Initiative (GRI) standards at the core level of assurance. We have also applied the GRI principles for defining the content of the report in terms of the integrity of the data, the materiality of the issues, the responsiveness to stakeholder needs and the overall framework of the Company's approach to sustainability, as well as the set of principles for its quality.

The content of the report was defined by listing and prioritizing the material issues, taking into account the requirements and needs of stakeholders. The results of this process are presented in the chapter 'Our Commitment to Sustainability'. In addition, we have taken into account the guidelines of the Sustainability Accounting Standards Board (SASB) and the 17 United Nations Sustainable Development Goals (SDGs).

## Project team

A Sustainability Committee has been set up to prepare this report and effectively manage related issues, including the collection of relevant information and data.

The preparation of the report was supported and scientifically managed (data collection, assessment and preparation) by Grant Thornton. ([www.grant-thornton.gr](http://www.grant-thornton.gr)).



## External assurance

The data presented in this Report has not been audited by an independent third party. However, recognizing that this process can be useful and add value, the Company will consider the possibility of an external audit in a future publication.

## Sources of information

The information and data presented in this Report have been collected by SARMED on the basis of internal recording procedures and databases maintained as part of the implementation of the relevant management systems. Where data is presented after processing or based on assumptions, the nature or method of calculation is indicated in accordance with the GRI guidelines.

## Contact

Please submit your comments and observations on the Report or fill in the attached contact form at the end of the Report and send it to the following address:



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# GRI Content Index

## GRI 1: Foundation

GRI 1: Foundation statement of use	The information provided in this report reflects SARMED's operations for the period 1/1/2023 - 31/12/2023, presenting its economic, environmental and social performance. The report has been prepared in accordance with the Global Reporting Initiative (GRI) 2021 Standards.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No applicable GRI Sector Standard

## GRI 2: General Disclosures 2021

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
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### 1. The organization and its reporting practices

2-1	Organizational details	SARMED LOGISTICS SINGLE MEMBER S.A. <a href="https://www.sarmed.gr/web/en/">https://www.sarmed.gr/web/en/</a> pp. 6-7, 98	
2-2	Entities included in the organization's sustainability reporting	pp. 11, 98	
2-3	Reporting period, frequency and contact point	pp. 98	
2-4	Restatements of information	There were no restatements of information during the reporting period.	
2-5	External assurance	pp. 98	

### 2. Activities and workers

2-6	Activities, value chain and other business relationships	pp. 4, 8-14, 20-21	
2-7	Employees	pp. 38	
2-8	Workers who are not employed	pp. 3, 12, 56, 62	

### 3. Corporate Governance

2-9	Governance structure and composition	pp. 82-86	
2-10	Nomination and selection of the highest governance body	pp. 82-83	

## GRI 2: General Disclosures 2021

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
2-11	Chair of the highest governance body	pp. 83	
2-12	Role of the highest governance body in overseeing the management of impacts	pp. 83	
2-13	Delegation of responsibility for managing impacts	pp. 82, 86	
2-14	Role of the highest governance body in sustainability reporting	pp. 33, 86	
2-15	Conflicts of interest	pp. 87, 89	
2-16	Communication of critical concerns	pp. 82, 83	
2-17	Collective knowledge of the highest governance body	pp. 82, 86	
2-18	Evaluation of the performance of the highest governance body	pp. 83	
2-19	Remuneration policies	This information is not mentioned in the report, as it is confidential data	
2-20	Process to determine remuneration	This information is not mentioned in the report, as it is confidential data.	
2-21	Annual total compensation ratio	This information is not mentioned in the report, as it is confidential data.	
2-22	Statement on sustainable development strategy	pp. 3	
2-23	Policy commitments	pp. 42, 46, 70, 87-89, 92	

### 4. Strategy, policies and practices



## GRI 2: General Disclosures 2021

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
2-25	Processes to remediate negative impacts	pp. 42, 46, 70, 87-89, 92	
2-26	Mechanisms for seeking advice and raising concerns	pp. 88	
2-27	Compliance with laws and regulations	pp. 87	
2-28	Membership associations	pp. 22-25	

## 5. Stakeholder engagement

2-29	Approach to stakeholder engagement	pp. 28-30	
2-30	Collective bargaining agreements	pp. 40	

## GRI 3: Material Topics

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
GRI 3: Material Topics 2021	<b>3-1</b> Process to determine material topics	pp. 33	
	<b>3-2</b> List of material topics	pp. 34-35	
Energy Consumption and Greenhouse Gas Emissions (CO2e)			
<b>Material topic for stakeholders:</b> Shareholders, Employees, Strategic Partners, Customers, Government and Public Entities, Local Community, Suppliers, Financial Institutions & Insurance Companies			
GRI 3: Material Topics 2021	<b>3-3</b> Management of material topics	pp. 33-35, 68	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	pp. 72	
	302-3 Energy Intensity		

## GRI 3: Material Topics

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	pp. 76-77	
	305-2 Energy indirect (Scope 2) GHG emissions		
	305-3 Other indirect (Scope 3) GHG emissions		
	305-4 GHG emissions intensity		
Waste management and recycling			
Material topic for stakeholders: Strategic partners, Clients, Government and Public Entities, Local community			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	pp. 77-78	
	306-3 Waste generated		
	306-4 Waste diverted from disposal		
	306-5 Waste directed to disposal		
Occupational Health and Safety			
Material topic for stakeholders: Employees, Strategic partners, Local community			
GRI 3: Material Topics 2021	3-3 Management of material topics pp. 33-35, 56		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	pp. 58	
	403-2 Hazard identification, risk assessment, and incident investigation	pp. 59	
	403-3 Occupational health services	pp. 58-62	
	403-5 Worker training on occupational health and safety	pp. 63	



### GRI 3: Material Topics

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
	403-6 Promotion of worker health	pp. 64-65	
	403-9 Work-related injuries	pp. 66-67	
Training, education and development of employees			
Material topic for stakeholders: Shareholders, Employees, Strategic partners, Clients			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 33-35, 38	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	pp. 48	
	404-2 Programs for upgrading employee skills and transition assistance programs		
	404-3 Percentage of employees receiving regular performance and career development reviews	pp. 51	
Attracting and retaining highly skilled employees			
Material topic for stakeholders: Shareholders, Employees, Strategic partners, Clients			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	pp. 43 Turnover: 29,3%	
	401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	pp. 46	
Equal opportunities and protection of human rights			
Material topic for stakeholders: Shareholders, Employees, Strategic partners, Clients, Government and Public Entities, Local community, Suppliers			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 33-35, 38	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	pp. 40-41	

### GRI 3: Material Topics

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
GRI 405: Non-discrimination 2016	406-1 Total number of incidents of discrimination and corrective actions taken	No incidents of discrimination were recorded during the reporting period	
Social contribution			
<b>Material topic for stakeholders:</b> Shareholders, Strategic partners, Clients, Government and Public Entities, Local community			
GRI 3: Material Topics 2021	<b>3-3</b> Management of material topics	pp. 33-35, 38	
Company indicator	The Company's contribution to society	pp. 54-55	
High Quality Services			
<b>Material topic for stakeholders:</b> Shareholders, Strategic Partners, Clients, Government and Public Entities, Local Community, Suppliers, Financial Institutions & Insurance Companies			
GRI 3: Material Topics 2021	<b>3-3</b> Management of material topics	pp. 33-35, 4	
Company indicator	Total number of certifications of the quality of the services offered	pp. 16-17	
Cyber security and data protection			
<b>Material topic for stakeholders:</b> Shareholders, Employees, Strategic Partners, Clients, Government and Public Entities, Local Community, Suppliers, Financial Institutions & Insurance Companies			
GRI 3: Material Topics 2021	<b>3-3</b> Management of material topics	pp. 33-35, 80	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no reports of customer privacy breaches and data losses for 2023	
Business continuity and resilience			
<b>Material topic for stakeholders:</b> Shareholders, Employees, Strategic Partners, Clients, Government and Public Entities, Local Community, Suppliers, Financial Institutions & Insurance Companies			



GRI 3: Material Topics

GRI Standard	Disclosure	Page in the Report/Reference	Omissions
GRI 3: Material Topics 2021	<b>3-3</b> Management of material topics	pp. 33-35, 80	
Company Indicator	Business Continuity Management System	pp. 90-91	
Corporate governance and business ethics			
<b>Material topic for stakeholders:</b> Local community, Shareholders, Employees, Strategic partners, Suppliers, Financial institutions, Clients, Government and Public Entities a & Insurance Companies			
GRI 3: Material Topics 2021	<b>3-3</b> Management of material topics	pp. 33-35, 80	
GRI 205: Anti- corruption 2016	205-3 Confirmed incidents of corruption and actions taken	There have been no incidents of corruption during the reporting period	





Feedback Form

Which SARMED stakeholder group do you belong to?

- ☐ Shareholders
- ☐ Employees
- ☐ Strategic Partners
- ☐ Clients
- ☐ Government and Public Entities
- ☐ Local Community
- ☐ Suppliers
- ☐ Financial Institutions & Insurance Companies
- ☐ Other

Based on the information presented in the Sustainability Report 2023, how would you assess the responsible operation of SARMED?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Needs improvement

How easy was it to get information on your topics of interest in the Report?

- ☐ Very easy
- ☐ Quite easy
- ☐ Relatively easy
- ☐ Not at all easy

Based on the information presented in the Report, how much do you agree with the following statements?

(1) Strongly disagree, (2) Disagree, (3) Neutral, (4) Agree, (5) Strongly Agree

	1	2	3	4	5
1. The principles and issues that you consider necessary for the sustainability of the Company are adequately covered.					
2. There is a good balance and clarity between the different sections of the Report.					
3. There is a nice flow to the structure and the Report is easy to read.					
4. The graphic representation of the information is clear.					
5. The visual aspect is satisfactory, and the infographics included positively enrich the Report.					

Please highlight any issues that have not been addressed and should be included in the next Report:

Describe the main concerns and / or issues you identified during your collaboration with SARMED.

Please send the completed feedback form (by post or email) to the following address:



SARMED

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