

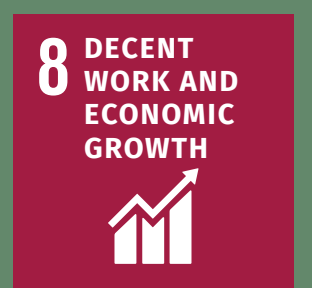


## SOCIETY (S)

# 05



We are committed to adding value to society. We invest in the development of our human resources, which is our driving force, and we support the communities in which we operate by helping to create a meaningful value for all.



## EMPLOYEES

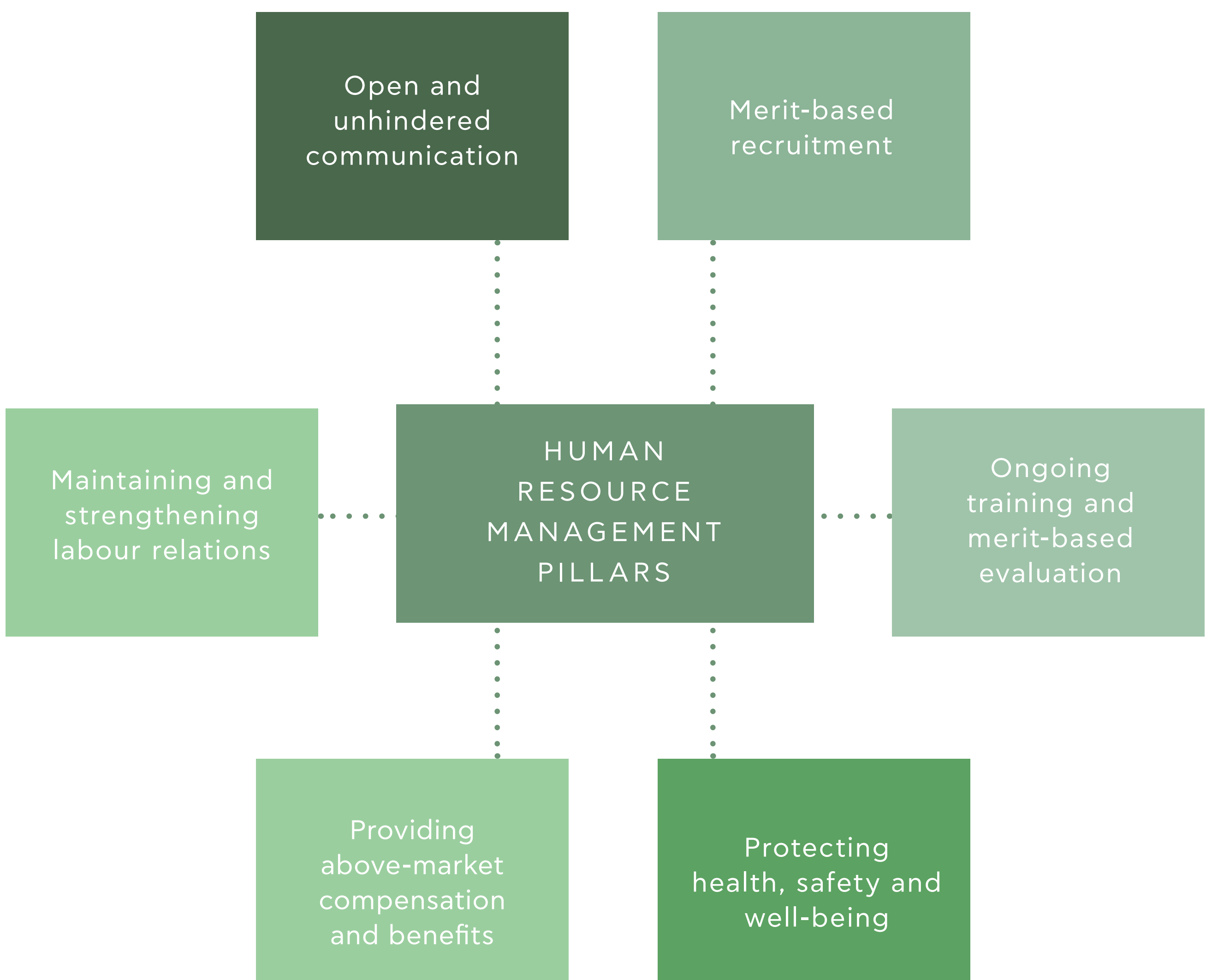


Our people are the driving force behind the achievement of Vitex's business goals and the generation of long-term value. By investing in our employees, we are investing not just in the present but also in the future of our company.



We cultivate an environment of excellence, respect, and trust, laying the foundation for the growth and wellbeing of our people, who are our **most valuable asset**. This is essential for achieving our strategic objective, ensuring long-term sustainable growth, and maintaining our competitive edge.

We operate responsibly, placing our workforce at the heart of our activities, supporting them throughout their professional journey and career advancement.





## Human Resource Management

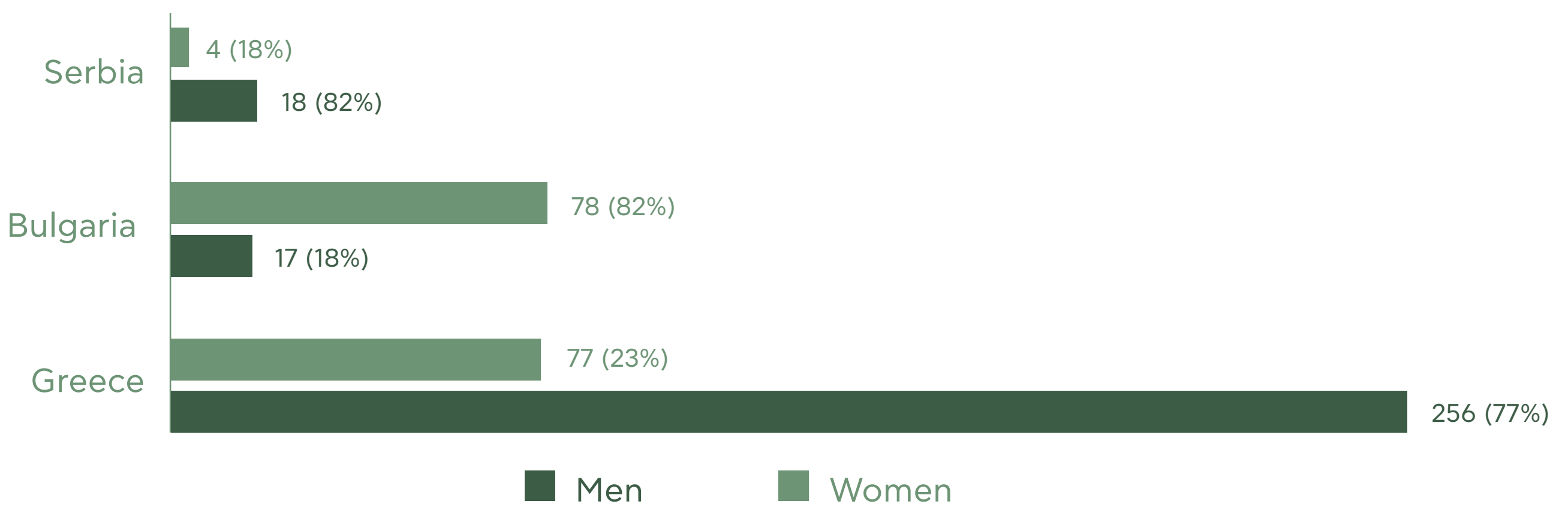
**Employment** is a globally recognized goal associated with economic and social progress, which the Company's **acknowledges as a material topic**. A key factor in our employee satisfaction and retention is recognizing their contributions, ensuring decent working conditions, and fostering an environment of equal opportunities and continuous development with a focus on human rights protection.

Company employees sign individual contracts that exceed the minimum requirements of currently applicable collective agreements. In 2023, all employees were covered by full-time employment with indeterminate period of time contracts. In 2023, 5 employees worked in the company who are not employees (cleaning and security service).

GREECE  
333  
EMPLOYEES

BULGARIA  
95  
EMPLOYEES

SERBIA  
22  
EMPLOYEES

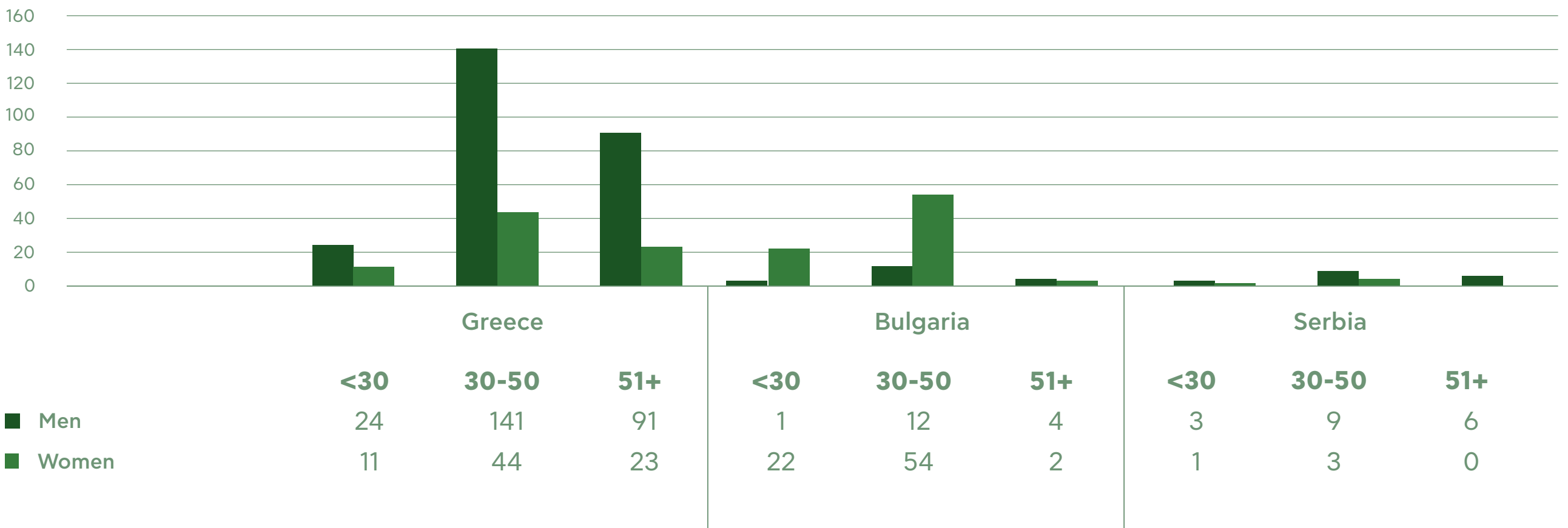


Total number of employees  
(Numbers on December 31st.)

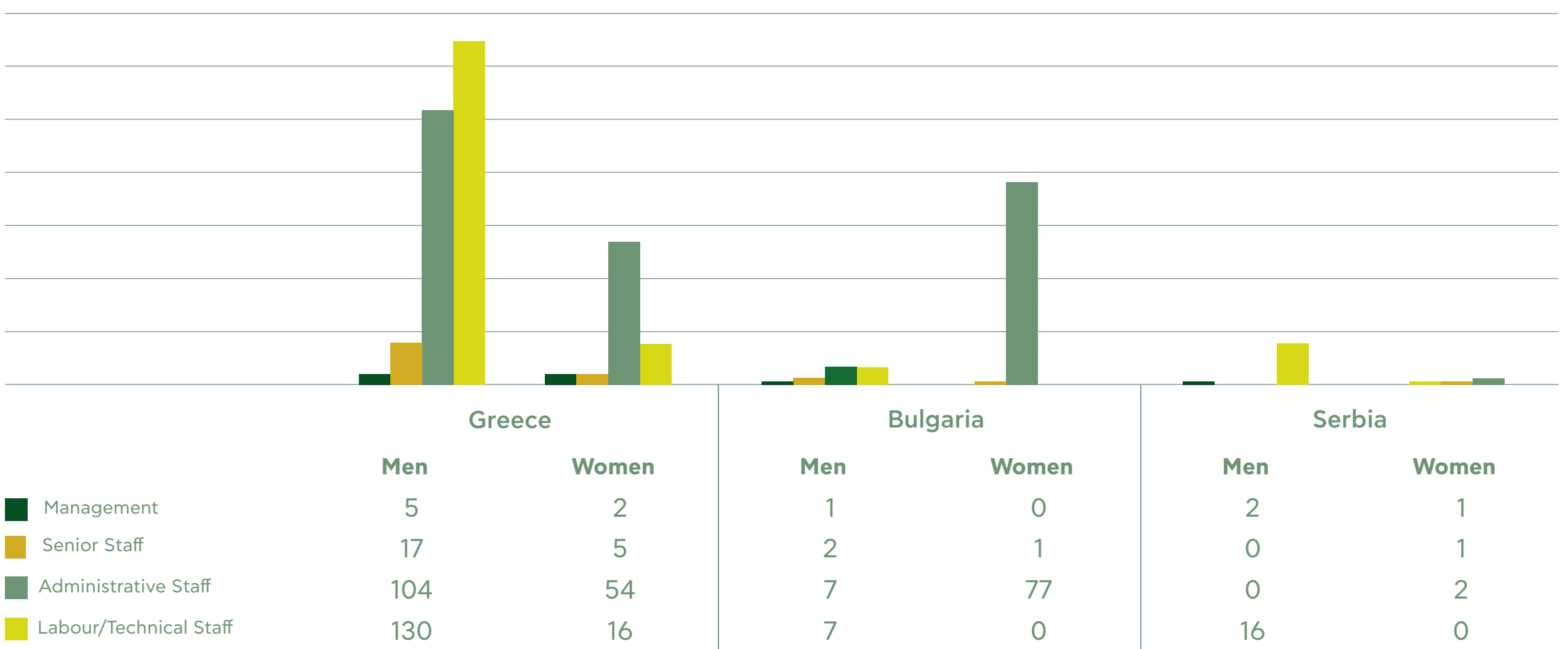


In 2023, we saw a **5.9% increase in our total workforce** compared to 2022. Specifically, the increase was 5.7% in Greece, 8.0% in Bulgaria, while the number of employees in Serbia remained stable.

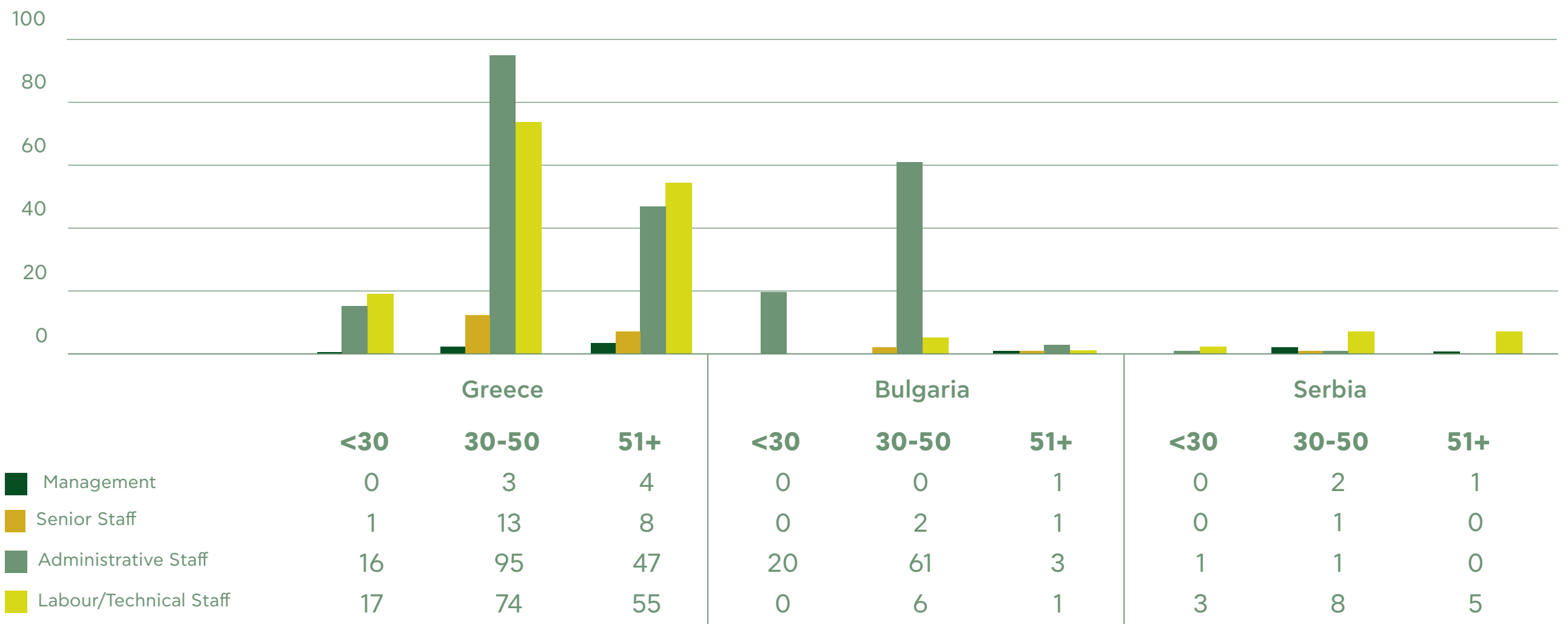
Human resources distribution by gender and age



Human resources distribution by gender and hierarchical level



Human resources distribution by age and hierarchical level





## Equal Opportunities, Diversity, and Human Rights

Vitex strives to achieve an ethical and fair working environment in all its activities, for a further positive impact, reduction of inequalities and high employee satisfaction. In this context, we are committed to ensuring that we operate in accordance with the fundamental principles of human rights and labor standards, equal opportunities, and nondiscrimination. We encourage diversity and the cultivation of team spirit as we demonstrate zero tolerance for any form of abuse or harassment.

Vitex's commitment to human rights, diversity, and inclusion is reflected in its independent Human Rights Policy, drafted and implemented in 2023. Our labor practices **comply with all national and international laws, respecting fundamental principles** as set out by internationally recognized standards and guidelines. More specifically:

- The fundamental principles of the Greek Constitution
- The Universal Declaration of Human Rights by the United Nations
- The principles of the UN Economic Covenant
- The UN Guiding Principles on Business and Human Rights
- The European Convention on Human Rights and Fundamental Freedoms

Vitex has signed the UN Global Compact, accepting its commitments and actively supporting the 10 UNGC Fundamental Principles for human rights, labor rights, environmental protection, and anti-corruption.



All human resource management activities are conducted **transparently**, promoting a work environment of equal opportunity, growth, and advancement for all employees, **free from discrimination** (in terms of pay, age, gender identity, disability, race, nationality, origin, religion, sexual orientation, or any other status) **or any form of harassment**. We comply with all applicable labor laws, employing only individuals who meet the minimum age requirements.

The company has a **Code of Conduct**, which serves as a guide for employee obligations regarding ethical professional behavior, equal treatment, and data protection.



There was no incident of discrimination in 2023.



We support **gender equality and equal opportunities**; however, due to the nature of our work and the specialisations employed in production, the percentage of women in this department is relatively low. In 2023, the participation of women in positions of expanded responsibility was 36%.

We further calculated for 2023 the average annual pay ratio and gender pay gap. Taking into consideration all employees, there is no wage gap; instead, the ratio is **1.02 and -1.9%**. The respective ratios by hierarchical level are as follows:

|                        | Men-Women Average Annual Pay Ratio | Gender pay gap |
|------------------------|------------------------------------|----------------|
| Management             | 0.72                               | 28.1%          |
| Senior Staff           | 0.74                               | 25.8%          |
| Administrative Staff   | 0.95                               | 4.6%           |
| Labour/Technical Staff | 1.06                               | -6.1%          |

The reasons for such discrepancies in each category are mainly related to years of service and age group.

The company supports **parents regardless of gender, age, or family status, in every stage of their family life** with benefits and initiatives that empower our employees and all modern family forms.

|                 | No of employees | Total hours | Total days |
|-----------------|-----------------|-------------|------------|
| Maternity leave | 3               | 744         | 93         |
| Paternity leave | 8               | 688         | 86         |
| School leave    | 39              | 904         | 113        |





## Employee Attraction and Retention

We place particular emphasis on attracting and retaining high-level talent and capable individuals, because we believe that investing in our employees is an investment in both the present and the future of the business. Recognizing the increasing competition for specialized and talented employees and the potential negative effects that frequent workforce changes have on productivity due to loss of knowledge and experience, we strive daily to create a healthy work environment where employees feel safe, confident, and satisfied.

It is the Company's strategic choice to retain existing jobs and focus on creating new ones, with the purpose to significantly improve its overall performance and sustainability.

The Human Resources Department aims to attract, evaluate, and recruit the best candidates in terms of **personality, values, and skill sets** for each position / business need. The recruitment process is entirely objective and meritocratic, without interventions, unaffected by gender, nationality, age, or other discriminatory factors, ensuring the selection of the most suitable candidates.

Recognizing the value, dedication, and professionalism of our people, priority is given to current employees for new positions that arise within the company.



This ensures alignment between recruitment practices and the implementation of the development and advancement program.

At Vitex, we have identified the corporate skills which are essential for all employees regardless of their position within the organization. These skills encapsulate key elements that outline our corporate culture.

They include **teamwork, communication, personal learning, effectiveness, and initiative**. We have detailed job descriptions for all positions. By leveraging these corporate skills and job descriptions, we have created specific success profiles for each position, encompassing not only formal qualifications but also the personality traits that any future colleague should possess. This means our new hires are chosen to be **effective and to quickly and seamlessly integrate into the organization's culture**. The belief that all employees are equal and important members of a larger team with shared goals is crucial for integrating new employees into our corporate culture and, by extension, for their professional development and advancement.

The company places particular emphasis **on supporting and developing the local community**, by employing residents of Aspropyrgos and the broader area. To achieve this, the company maintains strong relationships with the Aspropyrgos Municipality Liaison Office and the local Manpower Organisation office, and actively participates in employment seminars organized by local authorities. We post job ads on various online platforms, without excluding printed media, depending on the type of position.

In 2023 we put up  
34 new classified ads  
and received over 980 CVs  
for those positions.



### Recruitment

GREECE

67

(20.12%)

BULGARIA

29

(30.53%)

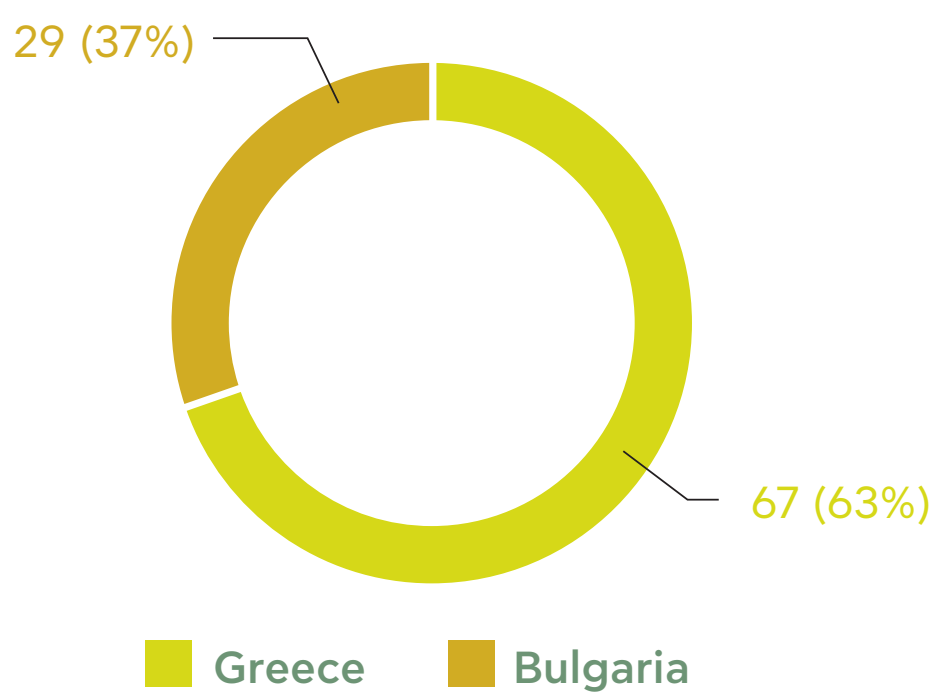
SERBIA

0

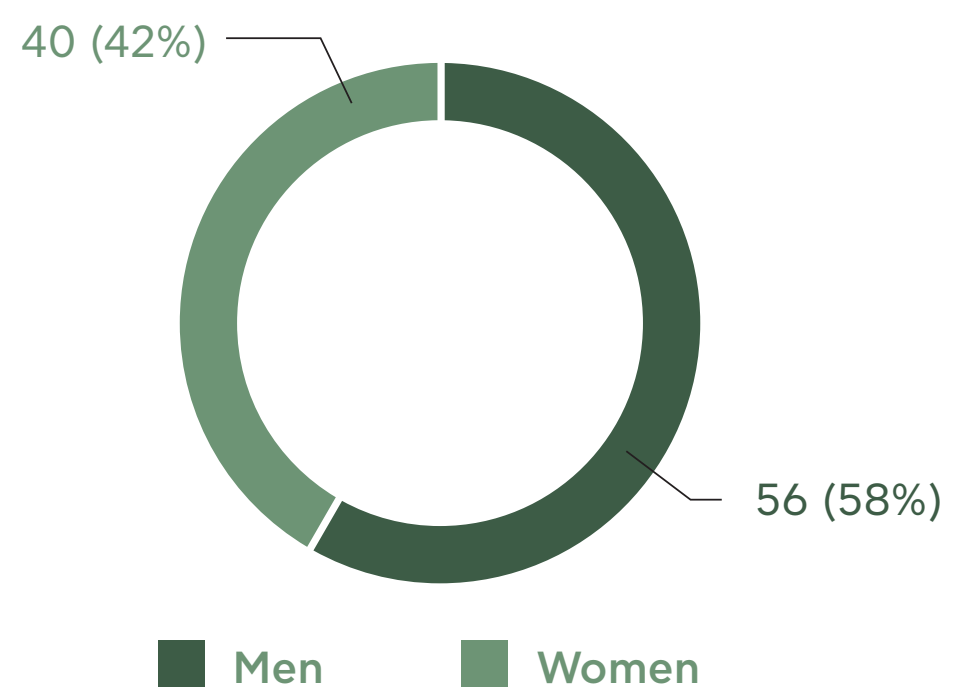
The rate of new employee hires among the total number of employees is 21.33%. In Serbia, there were no new hires in 2023.

This rate is calculated by dividing the number of hires during the year by the total number of employees 31.12.23.

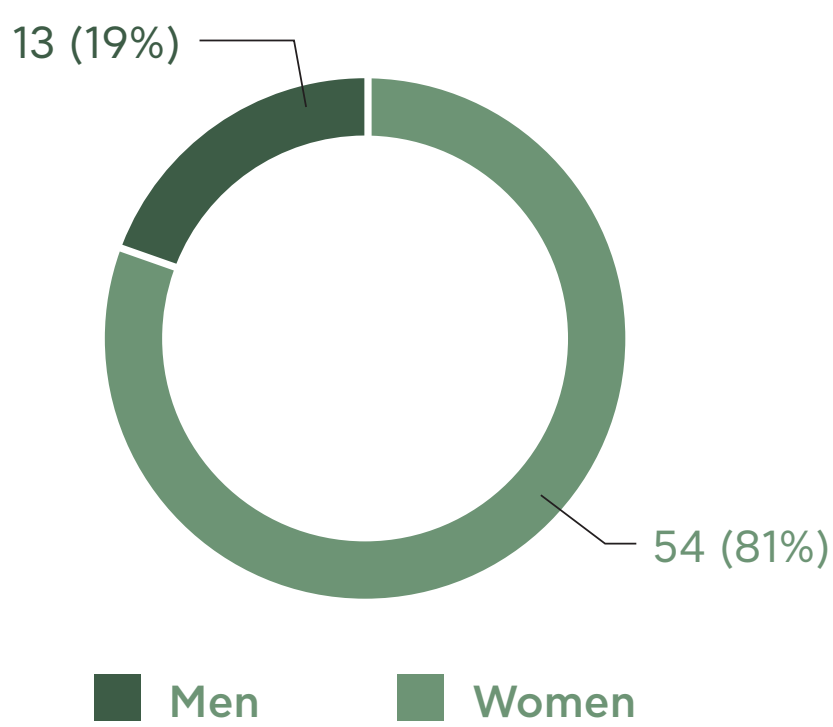
New Hires by geographical location



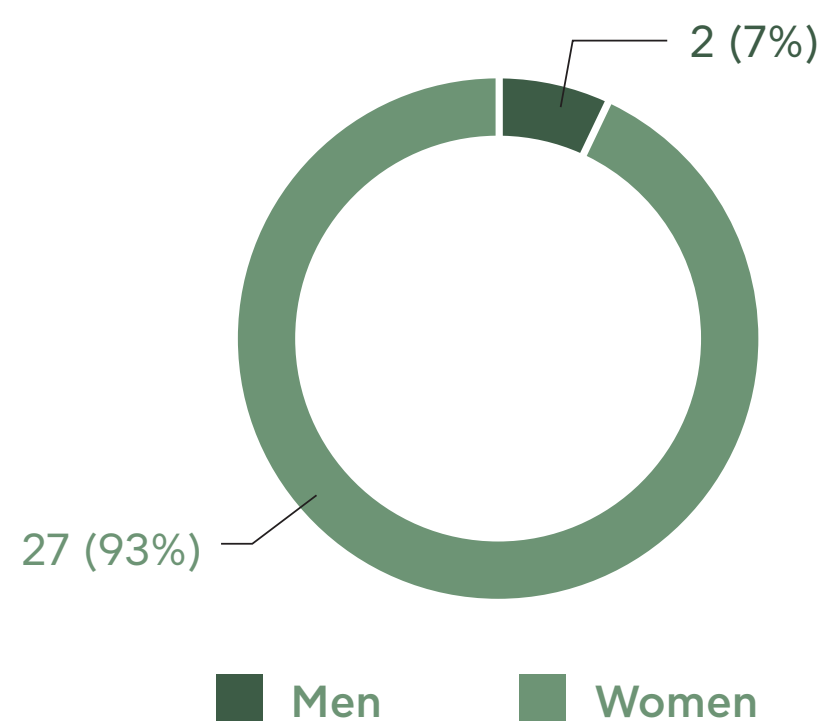
Total New Hires



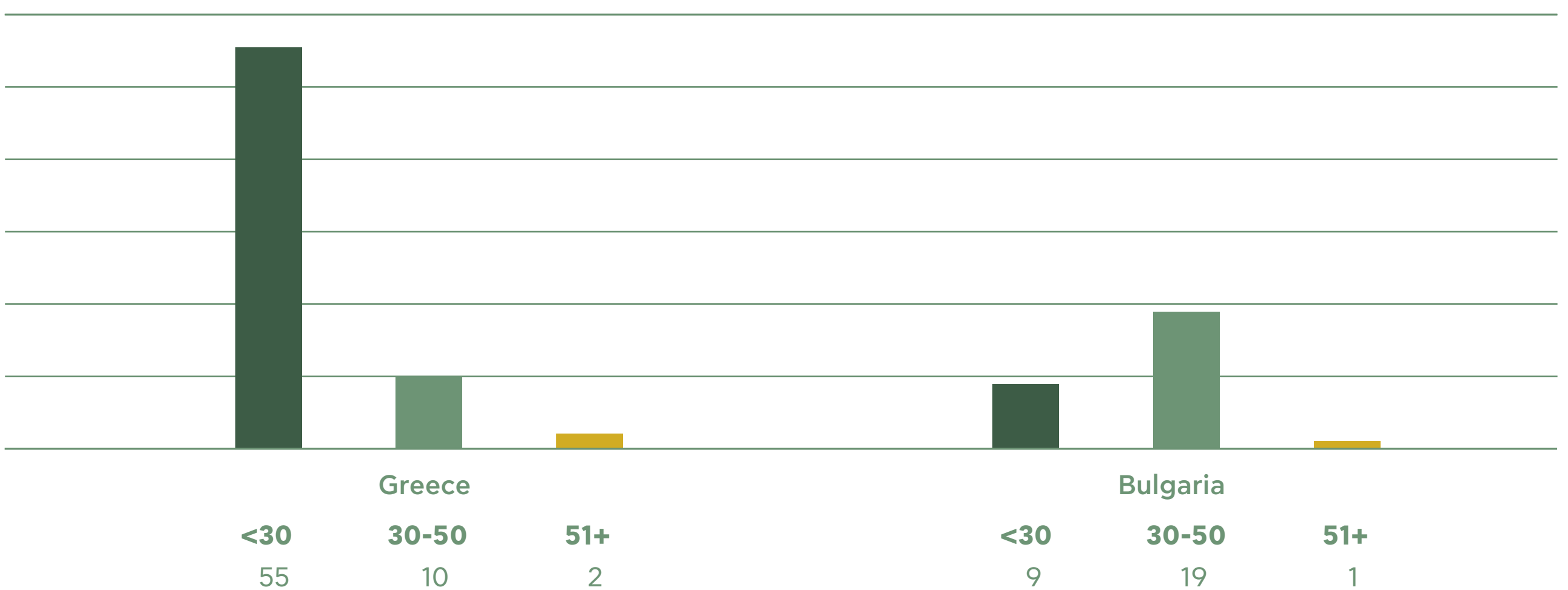
New hires by gender - Greece



New hires by gender - Bulgaria



New hires by age





## Departures

GREECE

50

(15.02%)

BULGARIA

22

(23.16%)

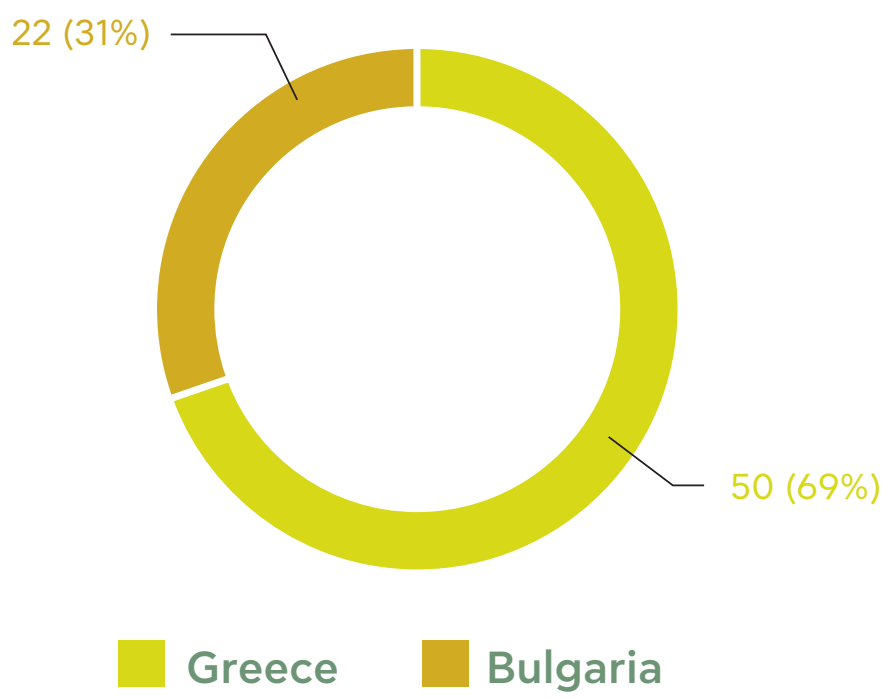
SERBIA

0

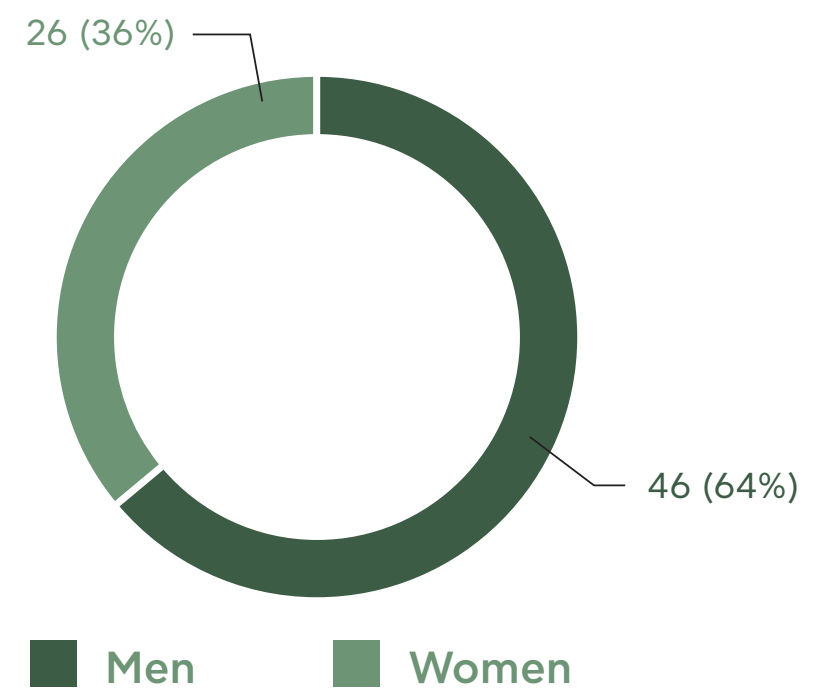
The employee turnover rate among the total number of employees is 16.00%. There were no departures in Serbia in 2023.

This rate is calculated by dividing the number of departures during the year by the total number of employees 31.12.23.

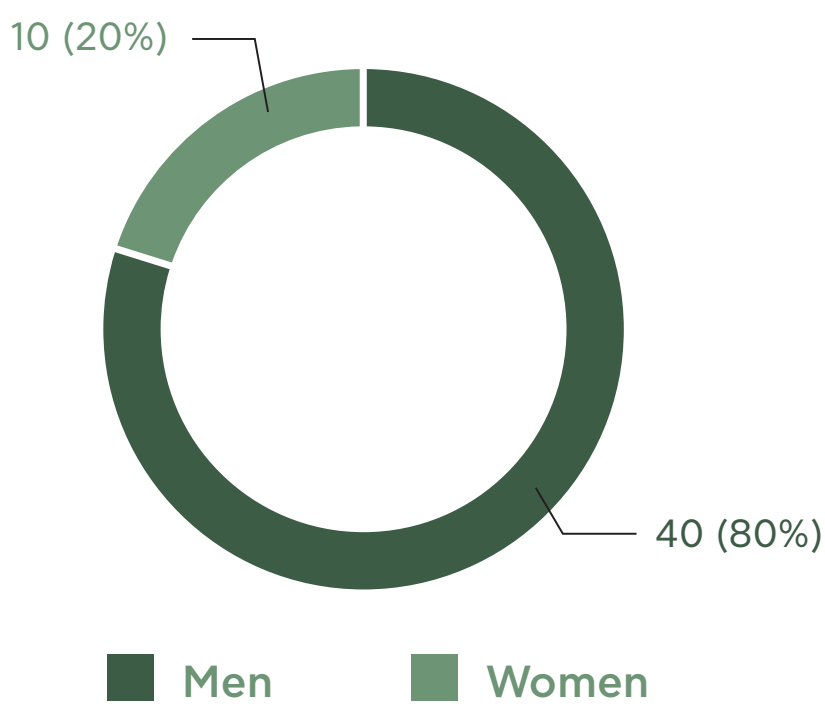
Departures by geographical location



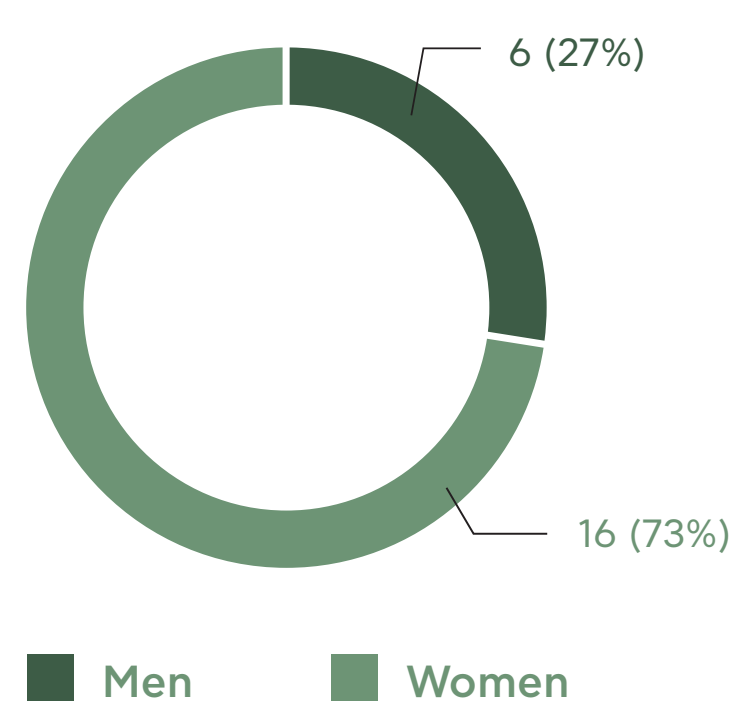
Departures by gender



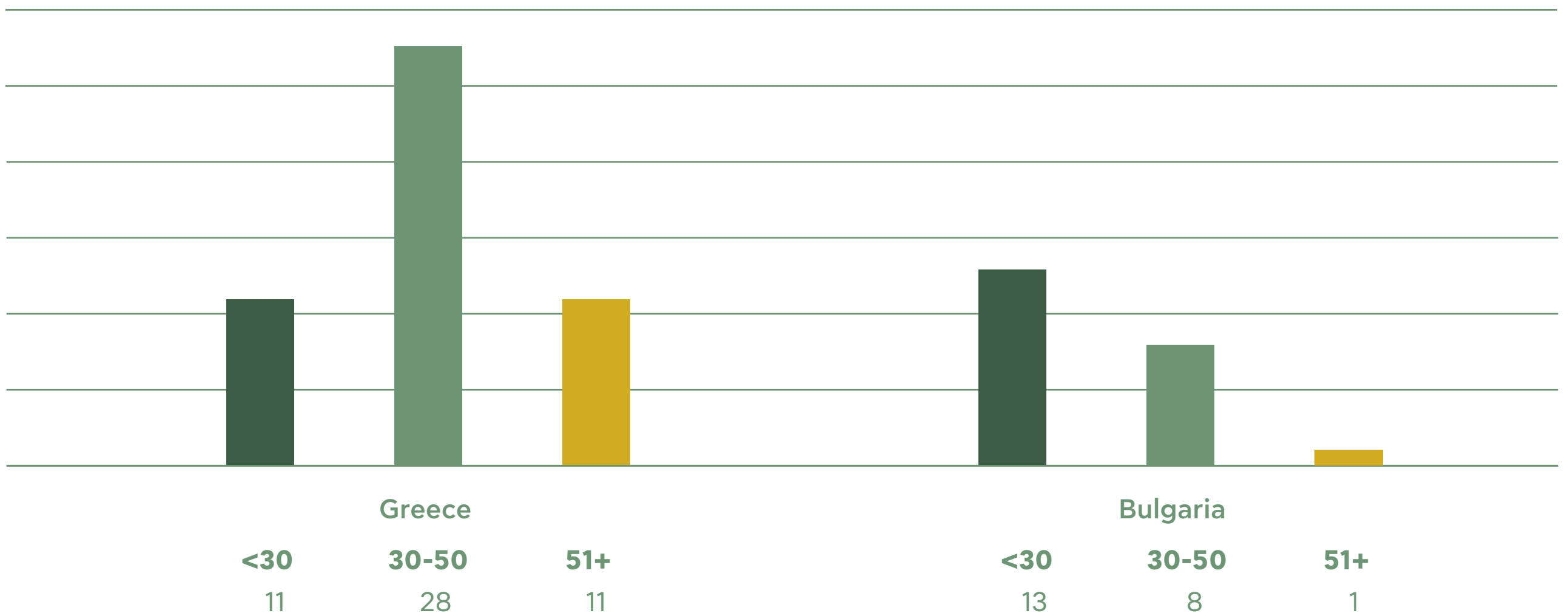
Departures by gender - Greece



Departures by gender - Bulgaria



Departures by age





## Additional employee benefits

Vitex offers its employees not only a fair remuneration package but also a wide range of benefits that aim to enhance their quality of life and at the same time act as an effective means to enhance job satisfaction and increase employee loyalty to the company.

These include **basic universal benefits** such as medical insurance and benefits that depend on the status of each employee, based on their job and family profile.



10.1 million  
euros in  
staff payroll  
costs in 2023



- Minimum wage higher than the collective labour agreement (for 100% of our employees)
- Implementation of an objective pay system
- Performance bonuses
- Awards and recognition (e.g. Employee of the month)

### **Additional financial support and benefits**

- Interest-free loans.
- Transportation to and from the company or coverage of transportation expenses.
- Provision of mobile telephone or coverage of telecommunications expenses.
- Emergency financial support in cases of personal issues.
- Employee compensation in cases of natural disasters.
- Company discounts, discount cards.
- Child birth / christening gift.
- Wedding gift.

### **Health and insurance benefits**

- Early retirement options
- Group health insurance (for employees and dependents, with 100% coverage of the cost by the company)
- Check-ups and various diagnostic tests
- Life, disability and accident insurance
- Blood donation and corporate blood bank (to cover the needs of employees and their relatives)

### **Education and growth benefits**

- Financing of personal training
- Academic grants
- Participation in professional / scientific conferences

### **Working hours and leave schedule**

- Flexible working hours
- Additional leave days for new fathers / mothers
- Additional sick leave days per year without submission of supporting documents
- Additional paid leave days / holidays per year
- Additional birthday or nameday leave
- Flexible daily schedule for new mothers



## Development of collective company activities

- Funding of corporate sports activities of employees (e.g. basketball team, football team, participation in corporate championships, etc.)  
Knowing that health and well-being are important pillars for maintaining the balance of our employees, we created various sports teams that all employees can join if they so wish:

- VITEX Running team
- VITEX Basketball team
- VITEX Cycling team

These teams are supported by the company through various sponsorships, as well as through additional authorised time off for employees who wish to participate in them, whether it be just to practice or to participate in competitions.

- Various corporate social events and celebrations





## Health & Safety at Work

The health and safety of employees is a primary business objective of Vitex and a fundamental factor in ensuring its growth. The company is committed to providing **a safe and healthy work environment** in line with internationally recognized standards, with the constant goal of zero accidents and zero days of work absence due to industrial accidents.

Recognizing the severity of the impact of industrial accidents and risks, Vitex has committed to developing and promoting a strong health and safety culture to guarantee and offer workplaces free from related hazards. This firm commitment is reflected in the **Health and Safety Policy**, which includes:

- Protecting the health and safety of employees and broader stakeholders of the company.
- Effectively identifying, defining, managing, and eliminating health and safety risks at work.
- Strict compliance with applicable national legislation.
- Performing work at the desired quality level without accidents, injuries, or damage to equipment and facilities.
- Systematically informing and training employees on health and safety issues, and encouraging their active engagement.
- Assigning related responsibilities to all employees.
- Ensuring the necessary financial resources for the continuous development of new technologies, systems, and forms of workplace risk control.





## Health and safety management framework

For Vitex, health and safety at work means that the company's activities are based on **taking all the necessary measures** to safeguard the safety and health of employees and customers alike, the stakeholders of the organisation, as well as external providers who use the company's products and services.

For us at Vitex, health and safety is a dominant issue included in the company's agenda, on which specific goals are set and procedures are designed for continuous improvement and substantial progress in this area with the **ultimate and sole aim of "No Accident"**. More specifically, we have developed an Occupational Health and Safety Management System, certified under the ISO 45001:2018 standard, in order:

- To identify, evaluate and systematically and effectively manage the health and safety risks that may arise at the workplace, in order to prevent accidents or occupational illnesses.
- To raise employee awareness of the importance of Health and Safety issues, encouraging everyone to participate in the effort to cultivate a safe conduct culture.
- To improve evaluation systems and procedures, with the aim of eliminating work accidents and incidents.
- To continuously improve safe working conditions at work premises and workstations.



Implementation  
of ISO 45001:2018  
at all Vitex  
facilities



The procedures we apply ensure the already high standards for a safe, tidy and clean work environment where risks **are identified and addressed directly** through close monitoring and specialised training of employees.

New employees are thoroughly informed and trained regarding the safety culture of Vitex, its systems and procedures.

### **Risk assessment and management**

Workplace accidents, injuries, and risks, if not properly evaluated, may lead to an increased frequency of accidents and exacerbate negative impacts, threatening employee safety, the company's reputation, and regulatory compliance.

At Vitex, we apply the **principle of prevention in managing occupational risks** to foresee, evaluate, and address all potential health and safety risks.

To this end, we have established a procedure that describes the methodology followed to record and evaluate relevant safety risks.

Our priorities include the implementation of the principle of prevention and the thorough, qualitative analysis of all incidents in order to focus on their root causes.



The assessment of each risk factor can be based, among other things, on:

- the data from systematic observations the workplace
- the results of internal inspections
- the results of the company's accident and illness analysis
- international standards and Greek legislation
- previous incidents and near-misses
- existing security measures
- system files

The **systematic review** of the Written Occupational Risk Assessment (WORA) for each facility is a critical tool for effectively and correctly monitoring and evaluating potential health and safety risks. In 2023, a new WORA was conducted for the Agia Paraskevi facility due to the addition of plaster production activities, identifying all sources of risk, documenting them, and taking measures to mitigate or eliminate related risks.

Another practice contributing to the identification and minimization of health and safety risks is the **operation of an on-site clinic staffed by a specialized Occupational Physician**, who provides regular advice and guidance on occupational health and prevention. Their duties include conducting preventive medical examinations, assessing employees' fitness for specific jobs, training employees for emergency situations like avoiding heat stress or providing first aid, and more.

Employees are encouraged to report potential risks or dangerous situations they may identify during the performance of their work using a relevant form and the Code of Conduct reporting system. Additionally, even though there are no identified serious risks, employees have the right to refuse to perform work they consider dangerous.



## Health and safety system management procedure

In order to ensure the seamless operation of the health and safety management system and its proper implementation by all company staff, Vitex has developed a specific procedure for the operational control and management of its health and safety system.

This procedure includes all the components and activities necessary for the proper operation of the system, such as:

- Systematic security checks by qualified personnel.
- Installation of warning and safety signs.
- Provision of personal protective equipment.
- Compliance of security areas with established health and safety rules.
- Maintenance and systematic maintenance of fire protection equipment.
- Precautionary measures put in place for the company's machinery and equipment.
- Allocation of duties and responsibilities.

Our priority is to systematically monitor working conditions and production facilities, in order to record, evaluate and continuously improve their suitability.

In this context, **parameters are measured at regular intervals** (noise, breathable and inhalable dust, VOCs, etc.), which can be harmful factors for health and we ensure that the measurements always lie well below the maximum levels permitted by law.



## Health and safety responsibilities

At Vitex we have established and are implementing a special procedure on the responsibilities, remit and duties arising from the establishment, implementation and maintenance of the health and safety system.

### Top Management

Top Management must ensure the provision of the resources necessary for establishing, implementing, maintaining and improving the system. Top Management must ensure the safety and health of employees in all aspects of work and take measures to ensure the health and safety of the company's stakeholders, while at the same time is responsible for proper risk prevention, staff training, and implementation of action programmes to improve health and safety conditions.

### Safety engineer

The company's safety engineer operates in accordance with the principle of prevention and carries out checks to determine whether the general requirements regarding workplaces and maintaining safe conditions are met. The safety engineer's responsibilities include direct communication with the competent agencies and immediately finding solutions to possible health and safety issues. The safety engineer also checks tasks carried out at the company and reports any deviations identified. At the same time, he is responsible for systematically reporting health and safety issues to management, together with proposed corrective actions, including the revision of the Written Occupational Risk Assessment (WORA).



## Health and safety committee

Vitex has a health, safety and environment committee, which is the Top Management's representative regarding these issues; the committee reports to the Technical Director and consists of seven persons, including the head of staff, the head of maintenance, the head of production and the safety engineer. The committee meets once or twice a year, as well as whenever necessary if a relevant issue arises. The duties of the committee members include understanding the corporate health and safety policy and ensuring its implementation and communication on a daily basis. They must conduct regular checks and inspections of the equipment and machinery, and ensure that employees demonstrate caution in areas where risks have been identified. Committee members are responsible for the seamless operation of the company, ensuring that accidents and risks to health and safety are minimised.

## Employees

All employees are obligated to guard their own health and safety and that of their colleagues. They must cooperate with their line managers and the health and safety committee in order to achieve a healthy and safe workplace. Through systematic training, they strengthen the culture of awareness, taking preventive action at the workplace and submitting proposals for improvement.





## Setting Health and Safety Improvement Goals and Programs

At Vitex, we continuously evaluate our health and safety performance and, in this context, set objectives and specific targets through a defined methodology. The company also determines the related actions and programs to be implemented to successfully apply the corporate health and safety policy.

The company's workplace safety improvement targets are set annually during the system review and on an ad hoc basis when required by special circumstances. The health and safety system review team, whose members investigate and suggest ways to improve Vitex's health and safety performance, participates in setting these objectives and targets. Factors considered when setting improvement targets include:

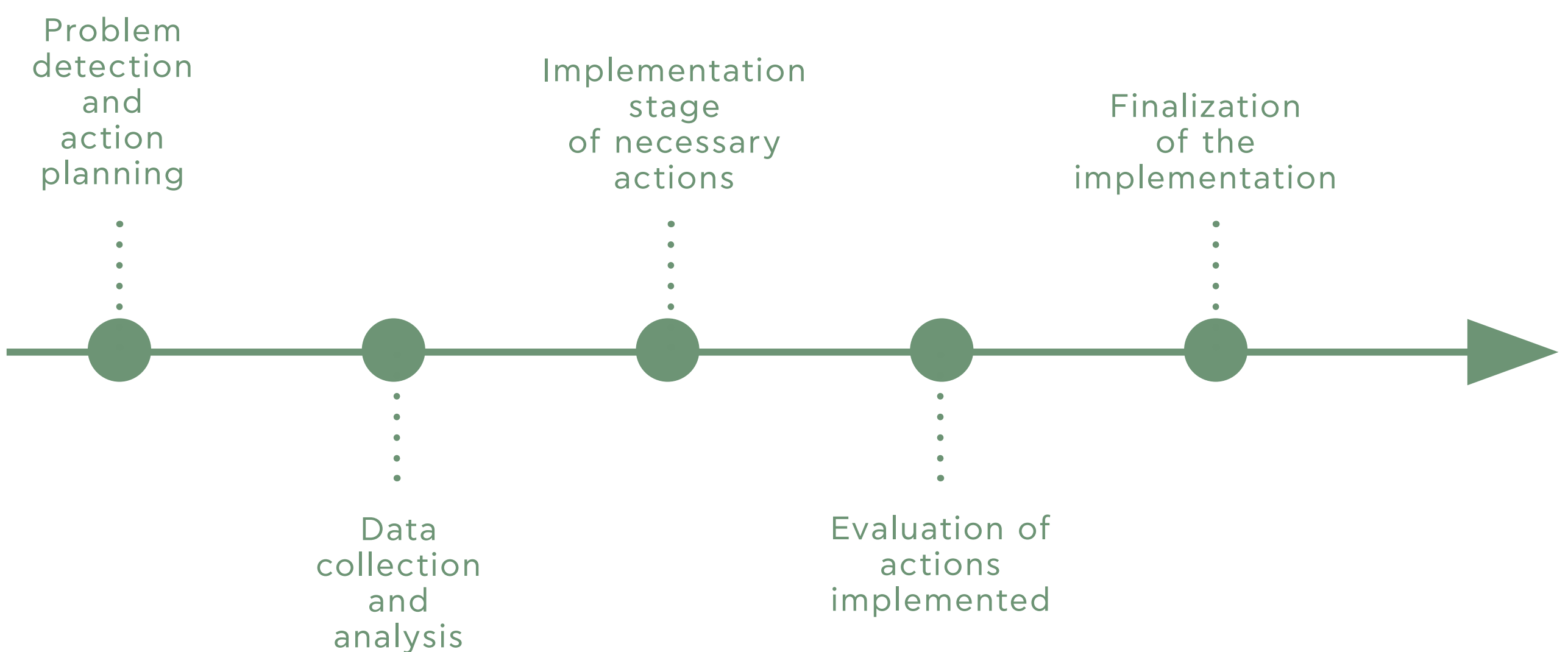
- the comprehensive risk identification list
- stakeholder feedback and communication data
- identification of opportunities and capabilities for further improvement of the health and safety system and company performance
- existing technological capabilities
- economic, business, and operational capabilities

The procedure proposes specific topics to identify health and safety targets regarding issues such as assessing and reducing noise at company premises, assessing, evaluating and mitigating accidents, etc..



The planning, implementation, and monitoring of health and safety improvement programs are governed by a **specific process** implemented at Vitex. Management's representative for quality, environment, health, and safety is responsible for the process's implementation and documenting health and safety improvement projects.

These programs aim to achieve corporate health and safety goals and outline the required actions for their realization. The health and safety improvement programs are monitored by the management's representative and the safety technician, who assign implementation responsibilities based on each program's nature and needs. Each program consists of five possible phases:







## Health and safety training programs

Particular emphasis is placed on the prevention of serious accidents through raising awareness and allocating resources for health and safety to establish a safety culture.

In 2023, we conducted 2,295 hours of health and safety training programs. The training included, among others, the following topics:

- ISO 45001 System Management
- Accident, Injury, First Aid Measures
- Fire and emergency
- Fire prevention - Firefighting
- Building Evacuation Procedures
- Protection measures in case of leakage
- Personal protective equipment
- Safety marking
- Safety marking of hazardous materials
- Instructions for forklift operators
- Proper use of tools
- Risk Identification
- Musculoskeletal risks

333

employees  
were trained

2,969

training  
hours

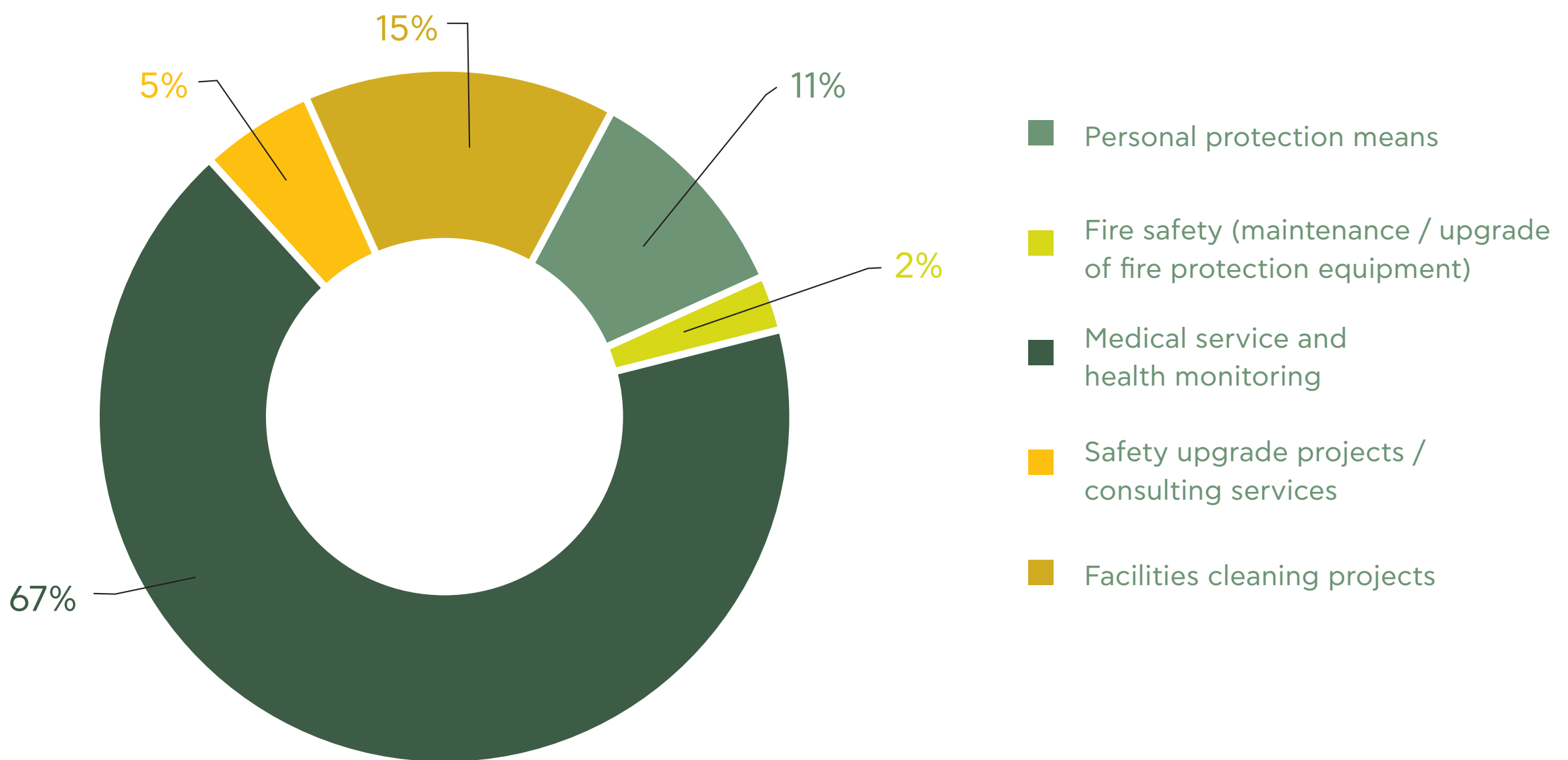
338,256€

investments  
for H&S

Among other initiatives, all employees participated in the annual Fire Safety and Evacuation Drill, aiming for continuous training and preparedness in case of an emergency.



Allocation of investments for Health &amp; Safety



## Health and insurance benefits

- Early retirement options
- Group health insurance (for employees and dependents, with 100% coverage of the cost by the Company)
- Check-ups and various diagnostic tests
- Life, disability and accident insurance
- Blood donation and corporate blood bank (to cover the needs of employees and their relatives)





## Health and safety performance indicators

At Vitex we systematically monitor and record our health and safety performance, as we make every effort to **achieve zero accidents and eradicate occupational risks** at all facilities and workplaces.

| Health and safety performance indicators                              | 2023    |         |         |
|---|---------|---------|---------|
|   | Men     | Women   | Total   |
| Annual number of employee man-hours                                   | 504,931 | 150,905 | 655,836 |
| Annual number of employee man-days                                    | 68,234  | 20,393  | 88,626  |
| Number of days absent from work due to any employee incapacity*       | 539     | 169     | 708     |
| <b>INCIDENTS</b><br>• Number of accidents                             | 0       | 0       | 0       |
| <b>NUMBER OF OCCUPATIONAL ILLNESSES</b>                               | 0       | 0       | 0       |
| <b>LOSSES</b><br>• Number of deaths                                   | 0       | 0       | 0       |
| <b>FREQUENCY RATE</b><br>• LTIFR (Lost Time Injury Frequency Rate)    | 0.0     | 0.0     | 0.0     |
| <b>INCIDENT SEVERITY RATE</b><br>• SR (Severity Rate)                 | 0.0     | 0.0     | 0.0     |
| <b>OCCUPATIONAL DISEASE RATE</b><br>• ODR (Occupational Disease Rate) | 0.0     | 0.0     | 0.0     |
| <b>ABSENTEEISM RATE</b><br>• AR (Absenteeism Rate)                    | 0.79%   | 0.83%   | 0.80%   |

Lost Time Incident Rate (LTIR): ((number of incidents with absence from full-time work / man-hours worked)) x 2 10<sup>5</sup>

Severity Rate (SR): (Number of days of absence from work due to an accident / man-hours worked) x 2 10<sup>5</sup>

Absenteeism Rate (AR): (Number of days of absence from work due to any inability / man-days of work) %

\* Days of absence of any kind, and not only due to occupational diseases and accidents. Standard holiday leaves, study leaves, parental leaves (maternity & paternity) and leaves due to the death of a relative are not included.



## Employee Training and Development

Continuous training and development of employees is a strategic priority and a key component of the high-quality products and services that Vitex offers. For this reason, the company significantly invests in the growth of its people, providing equal opportunities for all and fostering a work environment that focused on their well-being.

The growing demand for the knowledge of specialized technologies being developed, along with the introduction of digital technologies, are expected to modify job roles in the chemical industry. This creates a need for continuous education (upskilling, reskilling, unlearning) and skill development (soft skills).

Within this context, Vitex aims to create an environment of continuous growth and lifelong learning through a variety of comprehensive online and in-person training programs. These initiatives aim to enhance employee productivity, facilitate professional development and career advancement, ensure long-term employment, and retain talent. The programmes are carried out internally or in collaboration with specialised external bodies. Each year, the company expands the topics for training based on the needs emerging through the annual evaluations.

### Training programs

We have developed and are implementing a structured and detailed program for the integration of new recruits into our team, which has been designed in accordance with the requirements of each job. The training provided focuses on conveying both the practical knowledge necessary for the job in question and the broader philosophy and corporate culture, as well as Vitex's operating principles and vision. An established inter-departmental team implements the training plan – the duration of which varies depending on the needs of each role –



which is coordinated by the supervisor of each new employee. Upon completing the programme and after the first three months of work, new employees undergo their first evaluation by their supervisor, in order to identify their potential and any weak points that require additional training.

Vitex supports every effort of its people to pursue areas that suit them and provide new incentives for achieving their personal and professional goals. The company's aim is to continuously offer opportunities for development and career advancement to its capable employees. The training plan is designed based on the needs of the job positions, with particular attention to educational programs and conferences in Greece and abroad, coaching programs with established market professionals, and funding for postgraduate programs at top educational institutions in the country. **For instance, in the past year, the company fully funded two postgraduate programs for employees,** focused on their professional aspirations, allowing them to expand their knowledge and enhance their skills.





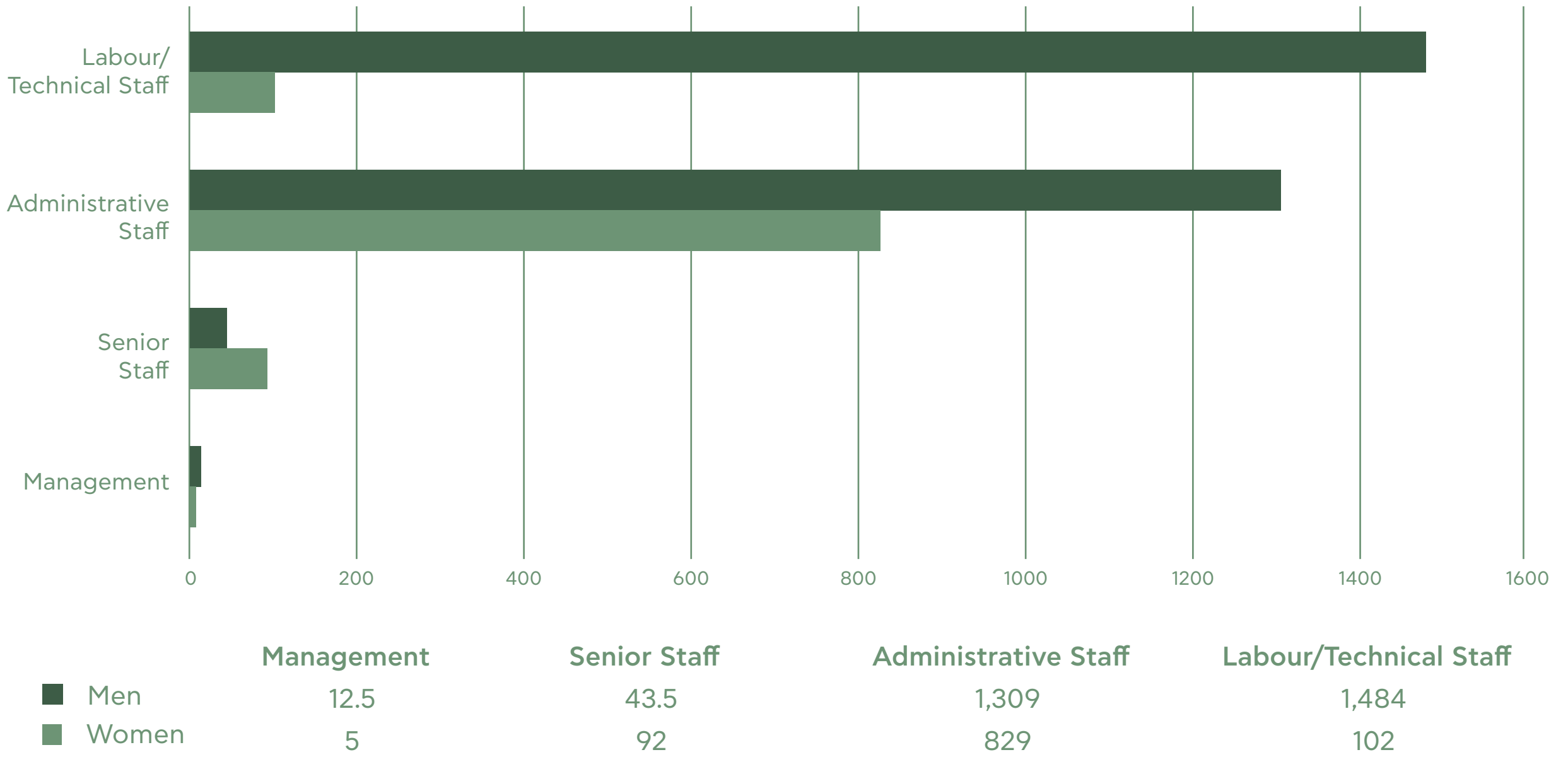
**100%**  
of employees  
trained during  
2023

**3,887**  
training  
man-hours

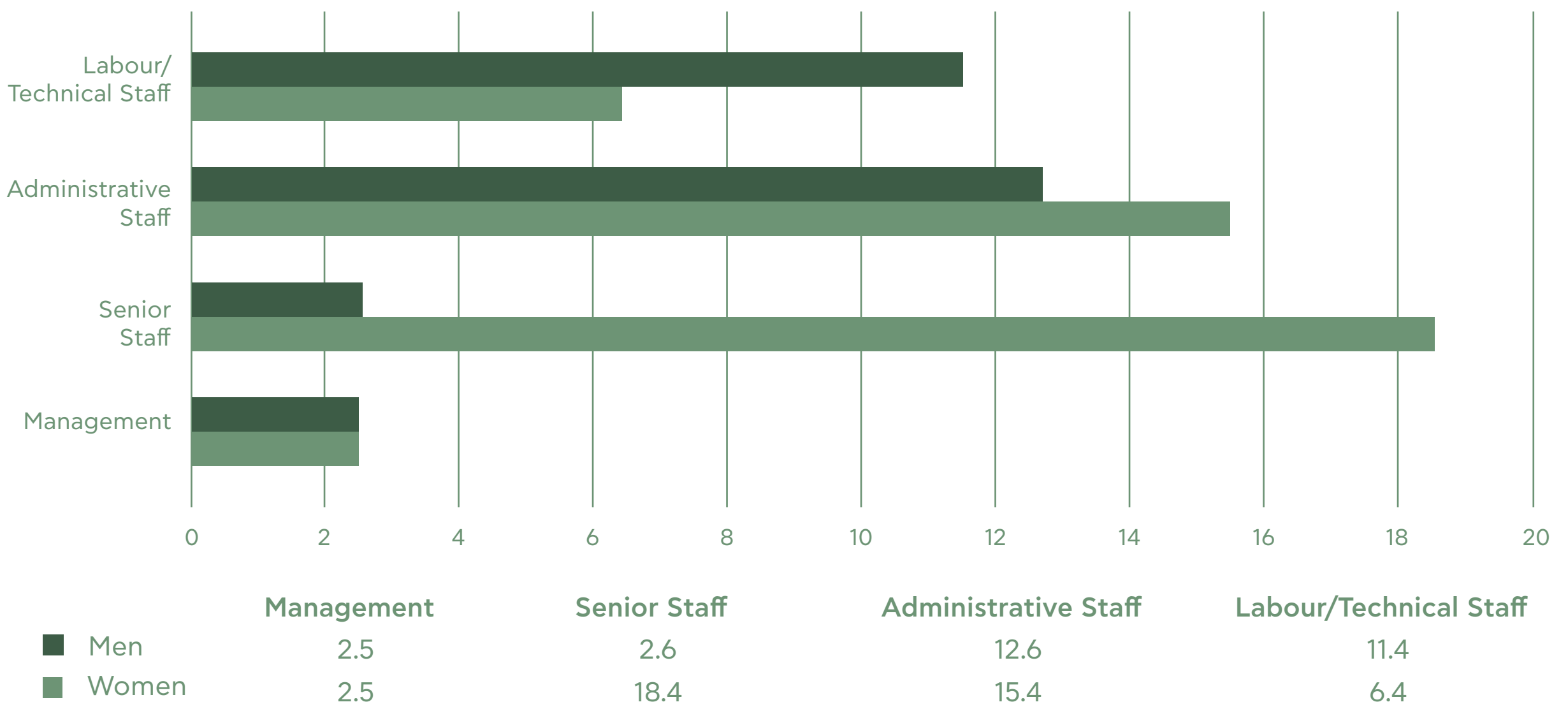
**9%**  
increase in  
man-hours of  
training in 2023

**3.1%**  
increase in the  
average training  
hours per employee

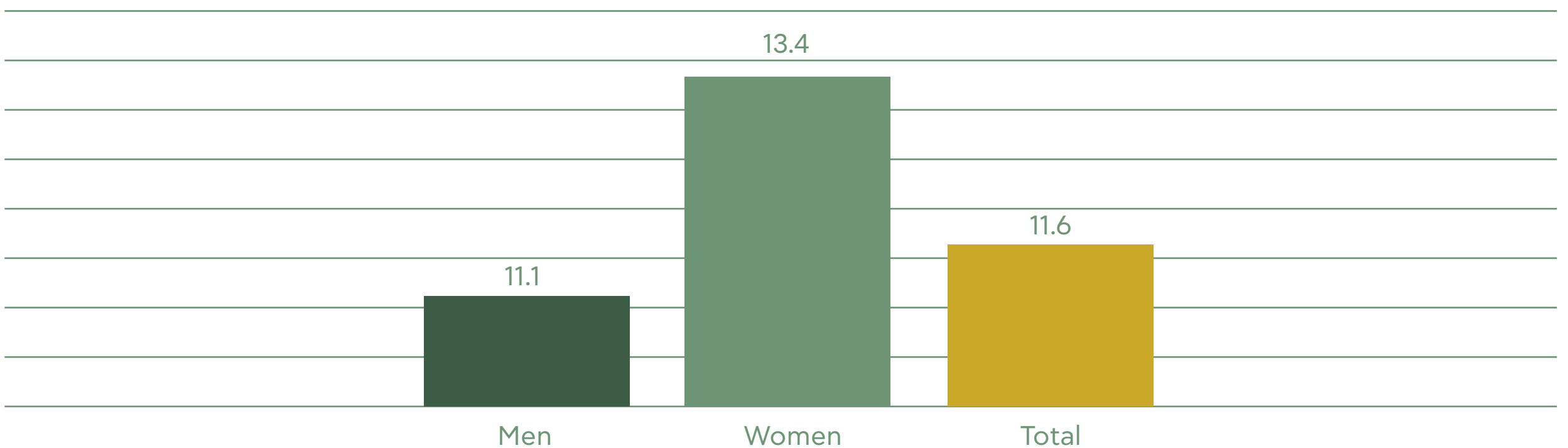
Total training hours by hierarchical level and gender



Average training hours by hierarchical level and gender

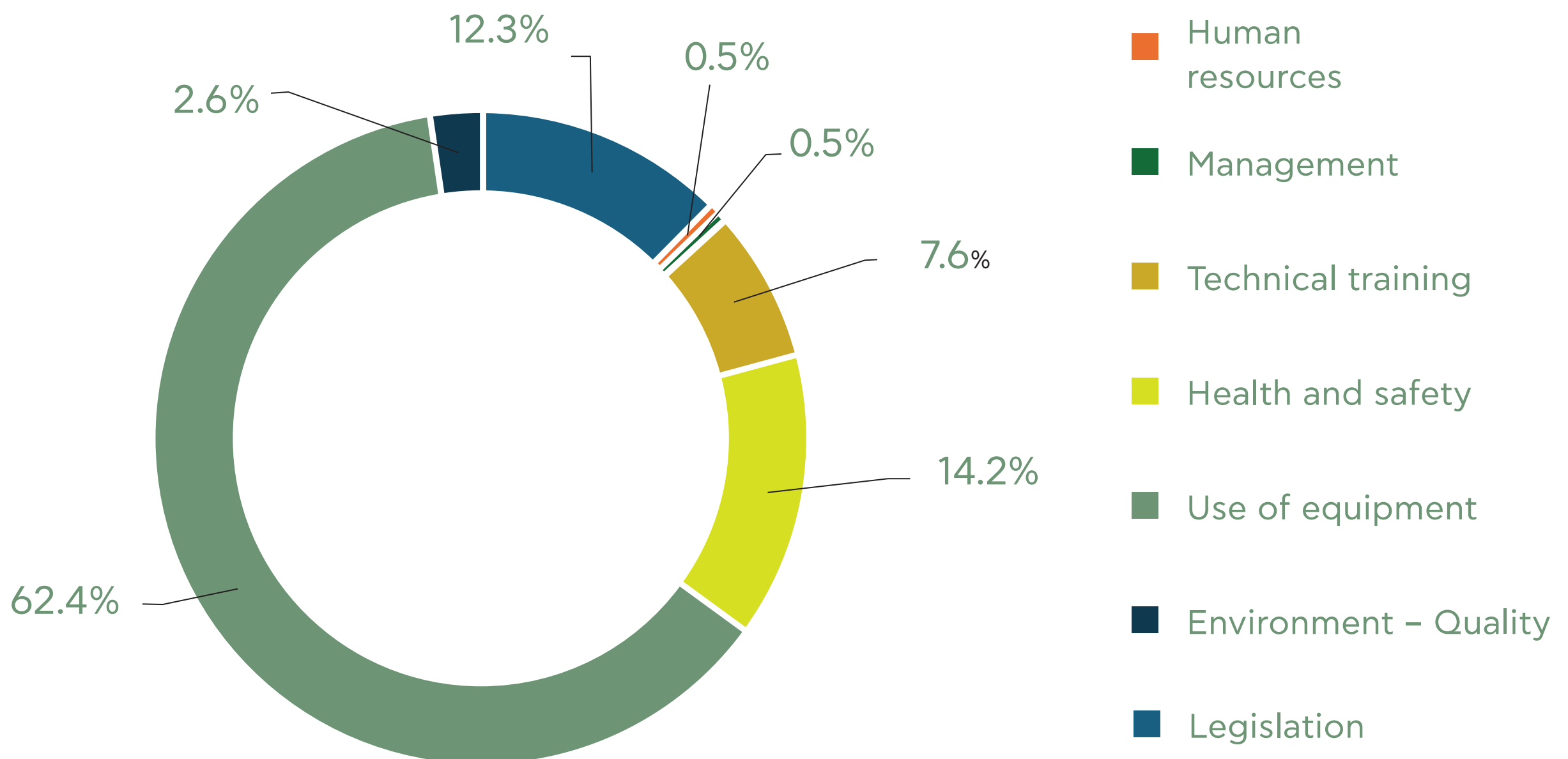


Average training hours





Allocation of training hours per topic



## Employee performance evaluation

At Vitex, the evaluation of our people is a process that provides the motivation and opportunity for each employee to reach their optimal performance level through our continuous support. This approach ensures **the growth and advancement of our people**, thereby increasing job satisfaction and loyalty to the company and our vision.

The process is based on the principles of **transparency, open communication, and information** sharing with employees. It is a crucial tool for recognizing the work and contributions of employees and for creating and implementing personal plans for their development.

Specifically, Vitex employs an evaluation system at all hierarchical levels using criteria that focus on skills and performance, directly linked to its business plan and strategic priorities. This provides the clarity that helps employees understand the requirements and expectations of their roles, so they can aim for their best possible performance.



**Evaluations** are conducted **annually**, at the beginning of each year, and serve as a two-way communication process where employees can express themselves and receive feedback on their performance from the previous year and set new personal goals for the new year.

The evaluations are conducted by the employee's supervisor, and in cases where supervisors are being evaluated, the HR Director may be present for additional guidance if necessary.

The evaluation results may reveal training needs and help develop **a personalized development plan** for each employee. The analysis of the evaluations and the statistical data generated are presented to the EXECOM committee and subsequently to all Middle Managers.

100% of  
human  
resources was  
evaluated







## Employee Communication, Engagement, and Satisfaction

At Vitex, we systematically cultivate **a culture of direct and two-way communication**, both from management to employees and from employees to management. This approach fosters trust and mutual respect, facilitates the dissemination of the corporate strategy, and engages our people in the company's activities.

Recognizing the importance of keeping employees informed about significant corporate strategic, technological, and commercial issues and developments, Vitex has established internal communication channels and initiatives for the two-way exchange of information and ideas.

### Intranet

Our corporate Intranet enhances optimal communication of all types of information across all company departments and locations within Greece. This dedicated communication platform is accessible to all employees, enabling immediate and simultaneous management (sharing) of files and folders, reducing the reliance on emails.

### Internal announcements

A key method for the daily communication with all employees is internal announcements, which cover a broad range of topics such as urgent events, new hires, employee promotions, and more. These announcements are distributed via email and posted on bulletin boards.

### Open door policy

Vitex has adopted and implements an open-door policy, which ensures that everyone has the opportunity to communicate openly and directly with the leadership team.



## Employee Ideas and Suggestions Box

We have established a suggestions box where employees can anonymously submit their ideas and proposals to the CEO. The CEO forwards these suggestions to the members of EXECOM, who evaluate them and decide which ones can be implemented. Employees are kept informed about the submitted proposals through annual corporate reviews, and the best implemented suggestions are rewarded with a symbolic cash prize.

## Corporate reviews

Vitex conducts two corporate reviews annually to keep employees informed. During these reviews, the CEO and EXECOM members update employees on the company's financial results, summarize significant corporate achievements, and announce imminent strategic plans. These reviews are conducted in person for employees in Greece and via live streaming with simultaneous translation for staff in subsidiary locations.



## Corporate Conferences

Vitex holds annual corporate conferences attended by all sales consultants, department heads, and all EXECOM members. These conferences feature both internal speakers who discuss company strategy, showcase internal success stories, and present new projects, and external speakers who convey their expertise on a wide range of topics.



### Vitex Conference January 2023

In January 2023, Vitex held its corporate conference at the Village Cinemas - The Mall Athens. The event was attended by all middle management executives, the sales department, and senior management members. Presentations were made by the heads of each department, reviewing the previous year's accomplishments and outlining plans and actions to achieve the company's goals per department.

## Corporate Meetings and Presentations

Vitex also organizes corporate meetings whenever found necessary, as keeping employees promptly informed about significant developments within the organization is of utmost importance.



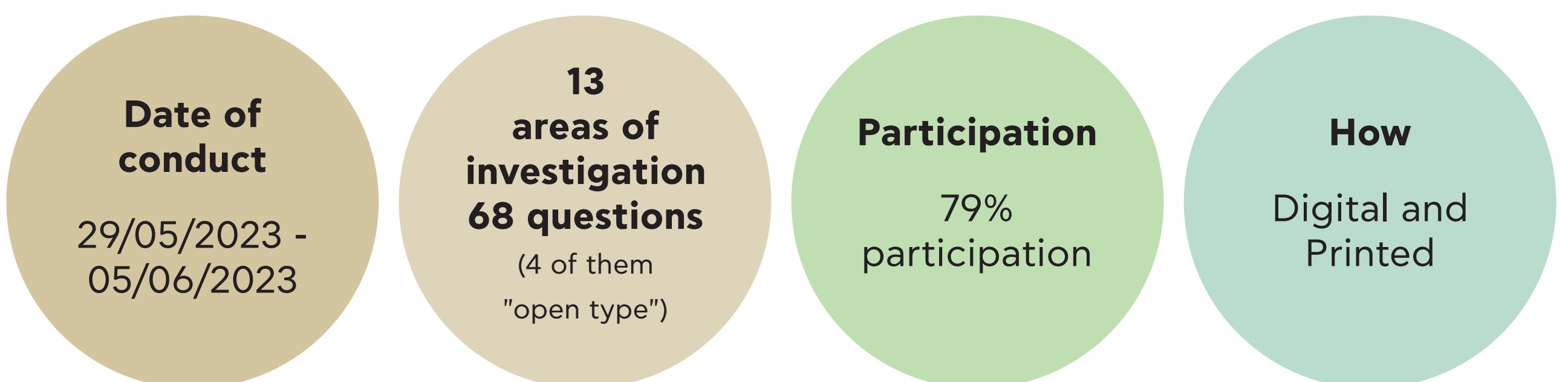
## Employee Satisfaction Survey

Recognizing that employees are Vitex's most valuable asset, the company prioritizes ensuring an ideal work environment. Conducting systematic employee satisfaction surveys is one of Vitex's most effective tools for:

- Capturing employee opinions on key operational and cultural aspects of Vitex.
- Measuring employee satisfaction levels.
- Identifying factors that contribute to employee motivation and engagement.
- Reflecting on collaboration characteristics between employees, executives, and management.
- Demonstrating Vitex's interest in employee feedback.
- Providing a well-founded basis for identifying potential areas for intervention.

In 2023, the employee satisfaction survey was conducted in collaboration with KPMG, giving our colleagues from Bulgaria and Serbia the opportunity to participate for the first time.

### Survey data



According to KPMG's methodology, the ranking of the score is as follows:

- Greater than 70: Strong areas
- Between 60 - 69: Strong areas, but need attention to be preserved
- Between 55 - 59: Moderate score, usually these areas need more analysis
- Less than 55: Low scores, usually areas that need priority improvement

**The results showed an average of 75 satisfaction for all 13 areas of investigation**



## CUSTOMERS



Our goal is to create long-term value relationships, offering our customers exclusive benefits that competitors do not provide.



At Vitex, we adopt a **human-centric approach** to service, which we have named the Family To Family (F2F) approach. Rather than focusing solely on achieving sales, **we strive to deeply understand our customers' needs** and purchasing processes. Through mutual trust and the investments we've made in store development, we strive to build strong relationships with our customers.



## Customer Communication

Through a series of training programs, customer service tools, and initiatives focused on customer care and management, we ensure that our customers feel valued and appreciated. At the same time, we provide them with useful information and services that strengthen our relationship with them.



## Training Programs

Our seminar activities offer a communicative and interactive experience that **enhances participants' understanding and skills**. Additionally, these sessions provide an opportunity for the exchange of ideas and best practices among technicians of varying levels of experience.

In 2023, we conducted 80 in-person seminars with an average attendance of:

- 40 participants at seminars held at our facilities,
- 30 participants at seminars in partner stores, and
- 60 participants at off-site corporate seminars.

We also held **5 webinars**. This allows us to offer an educational experience tailored to the needs and preferences of participants. Our online meetings utilize the latest technologies to ensure interaction and engagement, providing the same quality of education as our in-person sessions.





## E-BUSINESS service

A service designed and implemented in 2023 specifically for our customers (paint shops) with features such as:

- **Financial Account View:** Presentation of the store's financial information, including sales data
- **Download Technical Brochures and Product Literature:** Access to technical brochures and product literature to inform customers about available products and their uses.
- **Gathering Contact Information for Personal Advisors:** Access to contact information for communication with personal advisors or company representatives.

**Καλώς ήλθατε στην  
πολύχρωμη e-Business  
υπηρεσία**

Όνομα Χρήστη (email)

Κωδικός (password)

Να με θυμάσαι [Ξέχασα τον κωδικό μου](#)

**Σύνδεση**

[Εκδήλωση ενδιαφέροντος](#)





## Vitex Day

One of our corporate traditions that stands out the most is Vitex Day, a program that has been held annually for the past ten years. Its purpose is to engage our people in developing new ideas and better work practices through communication with our customers and understanding market potential.

In 2023, Vitex Day took place from October 2-6 during the National Customer Service Week. The event saw participation from 20 sales representatives, 8 sales engineers, and 2 Supervisors from Praktiker, with each visiting an average of 10 stores over the two-day visit period.

The goal of Vitex Day 2023, in addition to exchanging ideas for improving daily operations, was **self-improvement** within the daily “routine” of sales representatives and engineers. This can significantly affect productivity, customer service, and overall sales performance. To this end, each sales representative was hosted for two days in the area of a fellow sales rep (visitor) and in turn hosted the colleague in their own area (host). During these visits, the focus was on specific aspects of their daily activities. By sharing observations and experiences with different customers, the participants aimed to help each other improve their skills, boost their confidence, and achieve better results.





## Customer and Consumer Satisfaction

With a strong global customer network, the Company operates responsibly in the production of paints and integrated solutions, the demand for which is directly related to building and construction activity. We work to satisfy our customers and invest in ensuring constructive relationships with them.

Firmly oriented towards our values of innovation and excellent comprehensive service, and with the ultimate goal of solidifying our competitive advantage, we use key tools such as:

### Vitex Customer Care

The specialised customer technical support department, "Customer Care", offers the customer (paint store owners, painters or end consumers) a consistent experience, integrated and seamless handling of their requests, focusing on the products and services of Vitex. The specialized personnel of the department is called daily to provide answers to technical issues that may concern:

- product application
- product compatibility
- safety instructions & personal protective equipment (PPE)
- product specifications
- point of sales
- technical advice
- decorating tips

In addition, technical visits are also carried out by specialized personnel for autopsies, to have a comprehensive proposal of works and products to ensure the optimal progress of the project.

**In 2023 the department handled 4,457 customer requests and 216 complaints.**



The employees of the Technical Support department, through their continuous training, aim to enrich their knowledge and seek to maximize the services provided to satisfy customers and consumers. In 2023, we conducted three training seminars for our sales department, where we elaborated on the applications for our products. This initiative can facilitate handling customer inquiries and improve the internal performance of the company.

By developing applications that provide information about our products and services, the sales department can be more effective and respond more quickly to customer needs. This initiative can also lead to significant savings in time and resources, as the sales team can answer queries more rapidly without requiring the involvement of other departments. Additionally, it creates a more consistent customer experience, as the responses and information provided are aligned and updated directly by the sales department.

### **Satisfaction / market surveys**

Surveys to evaluate the company's image are conducted at participating stores, where customers are asked to complete a questionnaire called the "Customer Opinion Sheet". The survey is carried out once a year on a representative sample of customers to which the relevant questionnaire is sent. In addition to the questions on the relevant indicators, the questionnaire includes an open question through which each customer may recommend points they would like the company to improve upon. The goal is to receive feedback from the customers in order to highlight emerging trends in the market, points which require improvement by the Company, as well as the positive aspects noted by Vitex customers. With regard to 2023, the survey shows that, overall, **the average customer satisfaction score is 9.2/10.**



## Customer Service Speeches

### Customer Service Week

In 2023, Vitex participated in the 7th Customer Service Conference organized by the Hellenic Institute of Customer Service (HICS). As part of the annual training sessions organized by HICS, Vitex took part in three events held in Thessaloniki, Patras, and Crete.

The speech was delivered by company executives and focused on the Vitex Super Team and how it bridges distances with local offices in major cities across Greece. The Vitex team, consisting of skilled engineers, sales representatives, and technicians, brings expertise, technical support, and guidance to every city in the country, all under the umbrella of superior customer service.





## SOCIAL CONTRIBUTION



Since its founding, Vitex has continuously operated with sense of responsibility and contribution to society as a whole. To us, responsible entrepreneurship extends beyond support for local communities and is directly linked to the broader corporate footprint in local communities and the environment. We operate responsibly, with a strong local presence in Greece.



## Creating and distributing economic value

Vitex meets the needs of its stakeholders and, at the same time, creates value through all its business activities and social contribution actions. The Company's added value– or the social product it creates – contributes both to the wider economic growth of Greece and to providing more specific support of all stakeholder groups.

As a top employer of choice, our company offers and maintains a large number of jobs, supports society in practice, and procures products and services from local and domestic suppliers, demonstrating its support for domestic production and activities in deed. More specifically, the added value created by Vitex in 2023 includes the following:

|  | 2023              |
|--|-------------------|
|  | Amounts in EUR    |
| Employee salaries and other benefits   | 10,078,696        |
| Dividends & returns of capital to shareholders                                   | 1,225,000         |
| Payments to capital providers (interest & others to financial institutions etc.) | 1,316,740         |
| Taxes paid (to the Greek State)  | 3,831,091         |
| Purchases from domestic suppliers (local supplies)                               | 38,617,282        |
| Purchases from foreign suppliers   | 13,677,610        |
| Cost of social actions (donations, sponsorships)                                 | 56,942            |
| <b>TOTAL</b>   | <b>68,803,361</b> |



## Social actions

Vitex does business responsibly and supports the communities in which it operates, ensuring that it increases its positive impact and contributes towards creating substantial value for them. We support local recruitment and at the same time support local businesses. The Company is constantly updated regarding the needs of the local community and responds sensitively to issues which concern it.

It assesses and prioritises needs and then designs and executes programs and initiatives to address real and important needs (support for vulnerable social groups, issues concerning employment, development, education, health, environment and culture). It responds to emergencies (for example natural disasters) beyond the established programming of the social responsibility plan, it encourages volunteering and supports initiatives for the sustainable development of local communities.

We actively support the communities where we operate through a set of initiatives along the following axes:





## Paint Bank 2023

With its second initiative, the Paint Bank, a **collaborative Corporate Social Responsibility project**, Vitex managed to collect a total of **8,400 liters** of the unique antiviral and antibacterial paint Vitex with VAIRO, with the help of its supplier companies. Specifically, **84 Vitex suppliers** contributed to the **restoration and antimicrobial protection of public school buildings in Thessaly**, which were affected by the devastating autumn floods.

Upholding its commitment to double the offered quantity, Vitex provided a total of **16,800** liters of paint for the needs of the schools in Thessaly. The assessment of the schools' needs and the planning of individual deliveries were carried out in collaboration with the Ministry of Education, Religious Affairs, and Sports, which warmly embraced from day one the initiative and acted promptly. The surfaces of all the affected schools in Thessaly will be upgraded and fortified with antimicrobial protection through this initiative. Deliveries were made to all four prefectures of Thessaly, in the presence of Deputy Minister Ms. Zetta Makri, Vitex CEO Mr. Armodios Yannidis, Directors of Primary and Secondary Education, school principals, and Vitex officials. Upon the completion of the initiative, the Minister of Education, Religious Affairs, and Sports, Mr. Kyriakos Pierrakakis, visited Vitex's facilities in Aspropyrgos, where, in the presence of supplier-donors, the achievements of the initiative were celebrated.







The supplier companies that participated in the second Paint Bank initiative are:

ACRO-POL, AEGEAN FIRST COMPANY AFCO, AISAKOS, ALPHA BANK, ANDREOU A.&Co., ARBITRAGE REAL ESTATE, BALCON'S, BASF HELLAS, BASIS KAI BASIS , BEWISE, BIENTER, BONAPLAST,BOSTIK HELLAS, BUSINESS QUALITY VERIFICATION, CLARIANT HELLAS, COFACE INTERNATIONAL SERVICES, CORAL, COSMOS BUSINESS SYSTEMS, DICHEM POLYMERS, EDICHEM, ELICON, ELTON GROUP, EPAPHY,ERNST & YOUNG GREECE, EUROBANK, EUROCAN A & D. LAMBROU, EUROCERT, EXPLORERS AND COMMERCIALS TRAVEL AGENCY, FISCHER HELLAS, FORLABELS, FRANK AND FAME, GEORGE K. DIAKATOS, GRANT THORNTON , GREEN PALLET SERVICES, GOLDCHEM, HM CONSTRUCTION, IONIAN KALK, ISF TECHNICAL COMMERCIAL, INSURANCE GUARANTEE, JUNGHEINRICH HELLAS, KAMARIDIS GLOBAL WIRE, KAMPEROS CHRISTOS - MKS CARGO GROUP, KARYDAKIS MEDIA, KONTARI STAVROULA-CHEMICAL NET", LEONICE, LINDIRIDIS EMM., MANTZOURANIS P. &Co, MARCO PUMPS, MARIOGLOU-PANMONOTIKI, MEGARA RESINS, MINERAL CHEMICAL PRODUCTS, MONOSI SYSKEVASIA, MOUTSIDIS CHEMICALS, N. KRALLIS, NATIONAL BANK OF GREECE, NIKOLAIDIS D.-DELTA LOGISTICS, NORDIA, NOVA M., OILCHEM, OMYA HELLAS, OXEA, PANAGIOTIDIS &Co, PANMAR, PLATIS ANASTASIADIS &Co, PLOUTO, POLYMERS KAI COLORS, RAVAGO CHEMICALS HELLAS, REVOIL, RIZAKOS,S.B. PIPERAS, SOFTONE TECHNOLOGIES, SOL, SPACE HELLAS, STEFI PRODUCTIONS KATSOUFIS B.- PIETRAV., SUSTCHEM, TCK, TECHNOCAN, THRACE GROUP, TRIKARDOS, UNI SYSTEM M., UNIVAR SOLUTIONS HELLAS, VEKIOS K. &Co .





## Sports clubs and teams

As a company, we demonstrate our commitment to sports by supporting athletic clubs and teams. In collaboration with our customers, we support organizations that help in the development of sports in our community, promoting the principles of a healthy lifestyle and social cohesion. This support is a significant part of our mission, and we are committed to continuing our support for sports in our community.



## Athens Half Marathon

We are proud to have participated in the Athens Half Marathon, specifically in the 10 km race. We sponsored a wheelchair and assembled a team of employees who volunteered to accompany a runner using the wheelchair. This experience was deeply emotional and inspiring for us, strengthening the sense of community and solidarity within our corporate family. Our participation in this significant event underscores our commitment to social awareness and community support.





## Athens Marathon

We actively participated in the Athens Marathon by sponsoring the blue line, marking the route from the starting point in Marathon to the Panathenaic Stadium. This project required 2 tons of paint. Additionally, we had a booth at the Marathon Expo, where visitors could apply the blue line paint and post their photo on social media with a specific hashtag. For each post, our company pledged to donate €1 to the Muscular Dystrophy Association (MDA), thus supporting its important work. In this way, we combined our support for sports with our commitment to social awareness and solidarity.



## Portokaloglou Concert

Sponsors at a concert where the renowned singer-songwriter Nikos Portokaloglou, the exceptional performer Rena Morfi, and a group of outstanding musicians came together for a unique event, joining their voices to support the work of MDA Hellas. The proceeds from the concert were allocated to improve the quality of life for MDA members with Amyotrophic Lateral Sclerosis (ALS), aiming to provide palliative care at home and create a program that ensures their dignity and quality of life.



## Make a Wish

We actively support the Make-A-Wish Foundation, one of the country's most important charitable organizations with a rich history of activities over many years. We donate a percentage of the sales of Vitex Eco products to help fulfill the wishes of children (ages 3-18) with serious illnesses.





## Athens Nursing Home

We donated paint for the renovation of the dining hall at the Athens Nursing Home. A talented young artist added a unique touch to the wall, bringing vibrancy and beauty to the space.

The most touching part, however, was our participation, along with our colleagues, in the pre-Christmas celebration with the residents, singing carols and songs. We are proud to contribute to the local community and create unforgettable moments of solidarity and cohesion.





## ELLA-DIKA MAS Initiative Seminars

In collaboration with the ELLA-DIKA MAS Initiative, we organized a hybrid seminar on Cybersecurity, featuring a panel discussion with Manolis Sfakianakis, former Deputy Chief of the Cyber Crime Division.



## College & university visits

Educational visits were conducted for students and faculty from both Greek and international higher education institutions. During these visits, students and faculty staff toured our production facilities and received presentations on Vitex's progress and strategy in our amphitheater.

- Ellinogermaniki Agogi
- Tennessee University USA
- A&M Texas USA
- Ohio University USA

