

B/S/H/






Corporate Social Responsibility Report  
2010









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## 1. Introduction



The global economic recession has weakened society's trust in the business world. Now that the existing financial model is being called into question, the focus has shifted to the principles and values that regulate corporate responsibility.

This first Corporate Social Responsibility Report by "BSH Ikiakes Syskeves A.B.E" (BSH Home appliances S.A.) seeks to bridge this gap and foster the dialogue between the Company and its stakeholders, its primary aim being to meet their needs and expectations.

The crucial social, economic and environmental concerns of the Company and its stakeholders are provided in the Report. The purpose of the Corporate Social Responsibility Report is to map the policies and the work of "BSH Ikiakes Syskeves A.B.E", in terms of the Company's corporate responsibility and commitment to continued and improved performance.

This Report covers all the activities performed by "BSH Ikiakes Syskeves A.B.E" across its scope of operation in 2010. It has been compiled according to the G3 Guidelines of the Global Reporting Initiative.





## Managing Directors' Message



Managing Director, responsible for  
Company Administration, Mr. Normann (left)

Deputy Chairman, Managing Director  
& Speaker, Mr. Vargas (centre)

Managing Director, responsible for  
Commercial Department, Mr. Eleftherakis (right)

Dear reader,

Looking back over the past year, we can be satisfied – even if prevailing conditions have not been easy from the economic perspective.

The Corporate Social Responsibility BSH-GR demonstrates as a company underpins the confidence of our customers and stakeholders, and is thus essential to our long-term success. This applies today more than ever. In realizing our responsibility to the environment and to society and acting according to our values in compliance with laws and regulations, we are contributing to the country's sustainable development. Towards this end we are pleased to demonstrate this contribution, by publishing this CSR report in alignment to the UN Global Compact and the Global Reporting Initiative (GRI). The same is evidence not just of openness and transparency, but also of a comprehensive sustainability management system validated by key performance indicators.

Environmental protection and resource efficiency have become key competitive factors. For many years now we have consistently paid due attention to both within all phases of the value-creation chain. This has given us a competitive edge that we want to extend – with energy efficient appliances, innovative and resource-conserving techniques in production and a wide scope environmental management system. Our aim is to ensure that the topic of resource efficiency takes root throughout the company.

Our brands enjoy a reputation for innovation, quality and resource efficiency. We design products and services to offer better solutions than those of our competitors. Consumers trust our products, appreciate their attributes, and we believe this obliges us to always give our best, whether in product development, sales or customer service. This also includes advising customers about energy efficiency matters.

Without our employees success would not have been possible. Our profitability is critically dependent on their skills and innovativeness. In a competitive environment that grows tougher and is affected by adverse economic evolutions, their motivation and the way they identify with the company are critical. Wide-ranging continuing education programs, opportunities for personal development and regular workforce surveys, are thus an important basis for our lasting success. These surveys conducted among our employees and stakeholders reveal that BSH is seen as a dependable, responsible and forward- looking partner and employer.

We hope you will find this report interesting and informative and would welcome any suggestions you might have after reading it, via [www.bsh-group.gr](http://www.bsh-group.gr)

Manfred Normann  
Managing Director,  
Administration

Byron Vargas Herzberg  
Deputy Chairman,  
Managing Director & Speaker

Eleftherios Eleftherakis  
Managing Director,  
Commercial



### 3. “BSH IKIAKES SYSKEVES A.B.E”

📍 The Greek Regional Brands managed by “BSH Ikiakes Syskeves A.B.E”:



SIEMENS

GAGGENAU



Constructa

PITSOS

“BSH Ikiakes Syskeves A.B.E” is a subsidiary of “BSH Bosch und Siemens Hausgerate GmbH” (BSH). “BSH Ikiakes Syskeves A.B.E” is headquartered in Kifissia (Athens), where the Finance, Marketing and the Central Technical Support & Customer Service departments are hosted. It operates sales branches in Thessaloniki, Crete and Cyprus, two manufacturing facilities in Agios Ioannis Rentis (near Piraeus), warehouses in Aspropyrgos (Attica Region) and a Technical Support & Customer Service department in Cyprus. The Company offers an extensive service network throughout Greece, with central units in Athens, Thessaloniki, Patras and Heraklion (Crete), and has authorised dealers across the country.

Its comprehensive brand portfolio features Europe’s best-seller brands Bosch and Siemens. The parent company BSH tends to the individual and diverse desires of consumers regarding brands and products, by offering them a vast selection of brands, such as Gaggenau, Neff, Thermador, Constructa, Viva and Ufesa, as well as a series of regional brands, including Pitsos, Balay, Lynx, Profilo and Coldex. The brands managed by “BSH Ikiakes Syskeves A.B.E” in Greece are Bosch, Siemens, Neff, Gaggenau, Constructa and Pitsos.

“BSH Ikiakes Syskeves A.B.E” has a leading position in the Greek market, with a share of over 42.1% in the white appliances market segment in 2010. Exports have constantly growing and have been extended to European countries and Cyprus. The Company’s turnover amounted to €242.7 million, of which €53 million were exports revenues. In 2010, the Company paid €6,225,000 to the Greek state in employer contributions.



#### 3.1. History

**1974**  
Pitsos enters into collaboration with Siemens S.A.

**1977**  
Bosch and Siemens acquire 60% of the share capital of Pitsos S.A., a Greek manufacturer of home appliances established in 1865 with a long-standing tradition in the local market.

**1986**  
Robert Bosch comes on board for the distribution of white appliances in Greece.



### 3.2. Plants in Athens

“BSH Ikiakes Syskeves A.B.E” has two manufacturing facilities in Athens, located in Rentis, near Piraeus. Specific types of refrigerators and kitchen stoves are manufactured here, including 70 cm wide fridge/freezer combination units, single door refrigerators and freezers, built-in hobs and ovens or free-standing kitchen stoves. A large part of production is intended for exports.



### 3.3. History of Pitsos

Pitsos was founded in 1865 by the Pitsos Family for the purpose of manufacturing small home appliances and oil appliances. In 1959, the company’s new plant was built in Rentis, where production of refrigerators and oil heaters began. In 1968, the Company started manufacturing black and white television sets. Pitsos initiated its collaboration with Siemens S.A. in 1974. In 1977, it was bought out by BOSCH – SIEMENS HAUSGERAETE GmbH and SIEMENS S.A. HELLAS, and in 1986, an agreement was signed with Robert Bosch on the distribution of home appliances in Greece. 1989 was a landmark year for the Company, because it signalled the manufacturing of refrigerators at the Athens plant.



The Company’s headquarters in Kifissia, Athens

1996

Bosch, Siemens and Pitsos start their collaboration under the corporate name “BSP S.A.”.

1998

The “Gaggenau” brand is incorporated into “BSP”.

2002

The “Neff” brand is incorporated into “BSP”.

2002

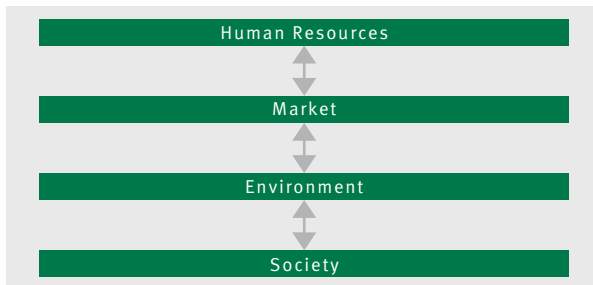
The Company’s name is changed to “BSH Oikiakes Syskeves A.B.E.”.



## 4. “BSH Ikiakes Syskeves A.B.E” and Corporate Social Responsibility (CSR)

### 4.1. The Company’s Philosophy and Sustainability

Sustainability is the key parameter in designing the strategy of “BSH Ikiakes Syskeves A.B.E”. The Company’s philosophy of growth co-existing with environmental and social accountability is reflected in its policies and characterises all company operations. In times of recession, such as the current one, “BSH Ikiakes Syskeves A.B.E” is called upon to respond responsibly to the needs of its stakeholders. Acknowledging the challenges and business risks accompanying Greece’s economic crisis in Greece and the global concern over environmental matters, the Company is focused on four areas representing the main pillars of Corporate Social Responsibility:



Specifically, BSH’s corporate responsibility strategy is oriented to future challenges with a view to ensuring its efficiency and success. During the reporting year (2010), BSH Ikiakes Syskeves A.B.E. hasn’t received any major awards in the area of corporate social responsibility.

BSH Ikiakes Syskeves A.B.E set key and strategic priorities for 2010 and placed emphasis on the following:

- Maintain its market leading position
- Raise the environmental awareness of Greeks
- Manufacture and offer energy-efficient home appliances
- Keep high brand awareness
- Provide reliable, high quality products

The Company’s responsibility stems from and is bolstered by its Management, and is shared by the entire Organisation, as both sustainability and corporate governance lie at the very heart of its philosophy.

#### Vision

Be the most competitive company in the home appliances industry in Europe becoming customers’ first choice.

#### Mission

Our mission at “BSH Ikiakes Syskeves A.B.E” is to meet customers’ needs and, at the same time, ensure our corporate success. We aim at constantly improving both our products and our services. We rely on our human resources and strong brands. Our business activities are determined by and founded on social and environmental responsibility.





### Values

- Reliable Brands
- Customer Satisfaction
- Environmental Protection
- Employee Satisfaction
- Product and Service Quality
- Supplier Satisfaction
- Social Responsibility

## 4.2 Corporate Governance

For “BSH Ikiakes Syskeves A.B.E” corporate governance is not a theoretical concept, but rather a predominant notion defining relations between Company Management, the Board of Directors and all stakeholders, and determining business goals. Such goals are governed by not only financial criteria, but also ethical and social values, which are included in the corporate social responsibility of “BSH Ikiakes Syskeves A.B.E”.

### Organisational Structure

At “BSH Ikiakes Syskeves A.B.E”, Corporate Social Responsibility originates in the Management. The Board of Directors has nine (9) members shown in the table below.

Winfried Seitz	Chairman	
Byron Vargas Herzberg	Vice Chairman	Executive Director
Eleftherios Eleftherakis	Managing Director	Executive Director
Manfred Normann	Managing Director	Executive Director
Konstantinos Bobis	Member representing Bosch	
Panos Xynis	Member representing Siemens	
Thomas Baader	Member	
Christian Prenzel	Member	
Charalampos Pergantis	Secretary	

### Internal Control

“BSH Ikiakes Syskeves A.B.E” fully complies with the law and has established corporate guidelines for business conduct. In this framework, all the departments of the Company that come into contact with customers and suppliers are monitored for evidence of corruption or failure to comply with Company regulations. In particular, the Sales & Marketing, Purchases and Customer Service & Technical Support Departments are subject to internal control and audits so as to minimise the occurrence of said phenomena.

At “BSH Ikiakes Syskeves A.B.E” there have been no indications or reported cases of corruption. It should be noted that any employee suspicious of illegal activity can file an official or anonymous report with either the Company’s Compliance Officer or an attorney appointed by the Global Compliance Organisation of the Group.

 The Group’s Head  
Offices in Munich



### The Code of Business Conduct of BSH

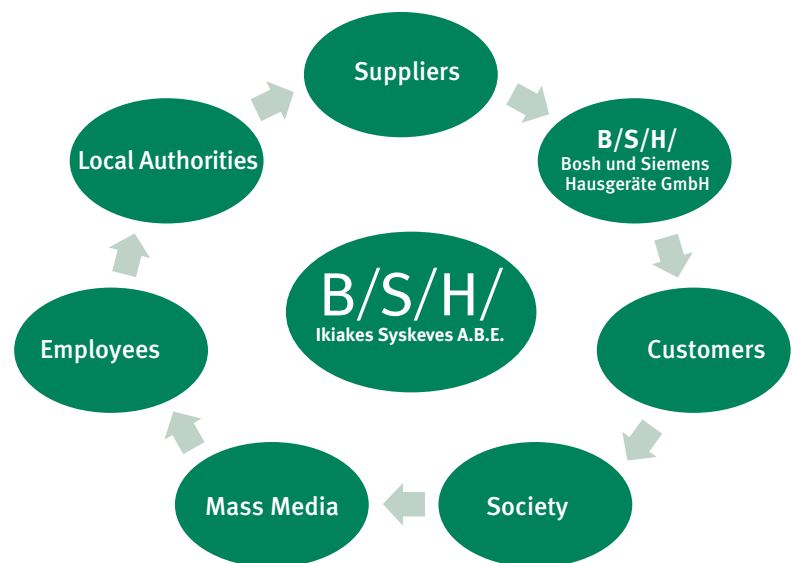
- As a team, we want to succeed in the international market and, at the same time, to tap into the intellectual potential of our organisation by means of regular communication and cooperation.
- We learn from our mistakes, and never repeat them.
- We believe in ourselves and know our strengths and weaknesses.
- We promote capable people and replace those who fail to meet expectations, or relocate them to positions better suited to their skills.
- Every employee has to perform better than their manager.
- We delegate, but each individual has to assume responsibility for their actions.
- Constructive feedback is always welcome.
- We set ambitious but realistic goals and ensure they are achieved.
- We work in an environment based on trust - everyone is reliable, unless otherwise proved.
- Information on Management-related issues is immediately forwarded, without embellishment.

## 4.3. Code of Business Conduct

At “BSH Ikiakes Syskeves A.B.E”, integrity and respect for ethics and legislation are they key aspects of its corporate culture. On the basis of this culture, corporate values and principles have been developed for the sound management of BSH, and have been embedded into the Code of Business Conduct destined for its stakeholders. The Code of Business Conduct has been developed by BSH, approved by the Management and applied to all Group companies worldwide. The Code and the corporate guidelines on business conduct illustrate the corporate culture in corporate responsibility matters. The Code deals with issues pertaining to the Company’s goals, human resource management, product and service quality, as well as the social and environmental responsibility of BSH.

## 4.4. Mapping our Stakeholders

The following graph depicts the principal stakeholders of “BSH Ikiakes Syskeves A.B.E”.



### Employees

The employees of “BSH Ikiakes Syskeves A.B.E” are a key factor for the Company’s success and sustainability. Creating a workplace that satisfies the needs and expectations of its employees, where everyone can grow and develop, is one of the Company’s top priorities.

### BSH Bosch und Siemens Hausgerate GmbH (BSH)

“BSH Ikiakes Syskeves A.B.E” forms integral part of the parent company, BSH. Corporate Responsibility and its integration into the corporate strategy adds value to the Company.

### Suppliers

The suppliers of “BSH Ikiakes Syskeves A.B.E” form an major and decisive group of stakeholders for the Company. The Company aims at excellent cooperation with suppliers and dissemination of the responsible corporate (social and environmental) behaviour to them.



### Customers

The customers of “BSH Ikiakes Syskeves A.B.E” can be divided into two groups: the distribution network and consumers. The Company aims at best customer satisfaction delivering high quality products and services that meet the needs of both groups. Particular emphasis is placed on the development of customers’ environmental awareness, by informing them about the proper use and recycling of home appliances.

### Society

For “BSH Ikiakes Syskeves A.B.E”, society and the environment represent a group of stakeholders in which it invests constantly. It is Company’s objective to raise Greek society’s awareness of environmental issues and encourage the public to act responsibly.

### Mass Media

The Company’s communication with mass media on matters of concern for the organisation is ongoing and decisive in order to inform the public about all actions and activities undertaken.

## 4.5. Memberships in Associations and Business Organisations

“BSH Ikiakes Syskeves A.B.E” is an active member of various national and European agencies and organisations:

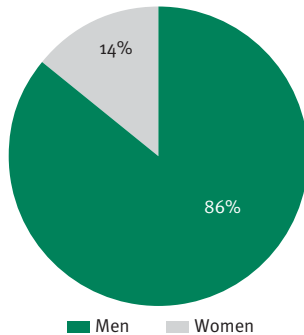
- The Association of Electrical Appliances Manufacturers and Businesses (SVEIS)
- APPLIANCES RECYCLING S.A.
- CECED - European Committee of Domestic Equipment Manufacturers. As a member of CECED, BSH adheres to the Committee’s Code of Conduct. It is a voluntary Code that responds to the desire of CECED members to make an impact and promote fair and sustainable standards for working conditions, social compliance and environmental performance.
- The UN Global Compact: BSH is signatory party to the UN Global Compact and committed to upholding it and its 10 Principles.
- The Hellenic Institute for Customer Service (EIEP)



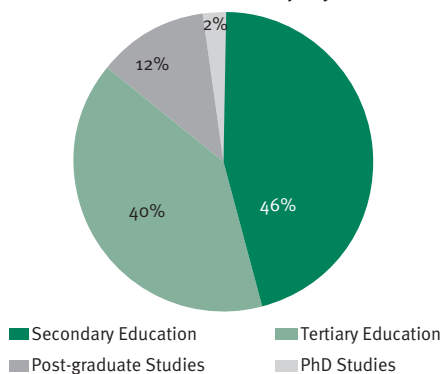


## 5. Acting Responsibly: Our People

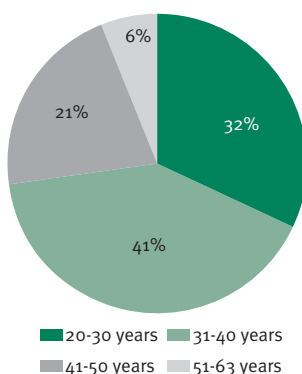
% of Employees per Gender



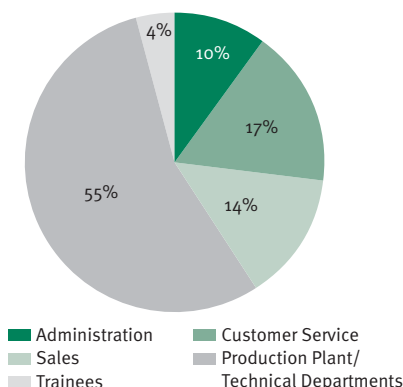
Education Level of Office Employees



% of Employees per Age Group



% of Employees per Department



### 5.1. Policy

The people of “BSH Ikiakes Syskeves A.B.E” are the cornerstone of its success. By implementing policies on proper Human Resources Management, the value of the Company is reinforced, thereby creating a workplace that promotes the continuous individual development and training for the purpose of personal improvement and upgrading knowledge and skills. The HR Department sets the framework within which employees can develop their talents and strengths, so that BSH can be a benchmark in its industry.

The goals of the HR Department, in the framework of the HR policy, are to:

- Support profitable development, the far-reaching value creation and long-term job security
- Provide an excellent workplace in all aspects, focusing on the best possible development and utilisation of human resources
- Support the growth and commercial success of BSH
- Ensure that the Company is one of the most appealing employers

### 5.2. Equal Opportunities at the Workplace

In 2010, “BSH Ikiakes Syskeves A.B.E” employed a total of 795 people on a full-time basis. BSH has created and adopted a human resource management policy based on the principle of equal opportunities for all.

The majority (86%) of “BSH Ikiakes Syskeves A.B.E” employees are men, due to the nature of the industry and the high number of technicians employed.

An overwhelming majority (73%) of the Company’s employees are in the productive age group, i.e. between 30 and 50 years of age, which proves the dynamic progress of employees.

“BSH Ikiakes Syskeves A.B.E” offers equal opportunities to all its employees, respecting human rights and acting responsibly towards its people. During the recruitment process, emphasis is placed on candidates’ skills, and an assessment is made of the extent to which they meet job requirements.

It must be said that BSH:

- Applies the same remuneration policy to both men and women
- 80% of the employees at the production plants are from the local community
- Employs annually over 50 trainees from Universities and Technological Educational Institutes and other colleges, so that they may acquire work experience
- As part of our contact with educational institutes and vocational training organisations, approximately 7 schools (Universities, Technological Educational Institutes & Vocational Training Institutes) are given a guided tour at our manufacturing facilities in Agios Ioannis Rentis every year



### Additional Benefits for Employees

- Medical care insurance for employees and their family members
- Life insurance for employees
- Female employees are given additional 15 calendar days of paid maternity leave
- If agreed, female employees can opt for 72 full days of leave instead of the two hours per day of maternity leave stipulated by the law
- Male employees are given one extra day of paternity leave
- Flexible working hours, in an attempt to balance work and family life
- Employees with health problems are given financial assistance in the form of a loan
- Free transport for employees to the Company's headquarters in Kifissia
- Christmas and Easter Bonuses
- "BSH Ikiakes Syskeves A.B.E" products are available to all employees on discount at the store "Our Market"
- The children of employees accepted by Educational Institutes outside of Athens are given an appliance for free
- Appliances to the value of € 500 are offered to newly-weds
- Appliances to the value of € 700 are offered to retiring employees

### 5.3. Health & Safety Policy

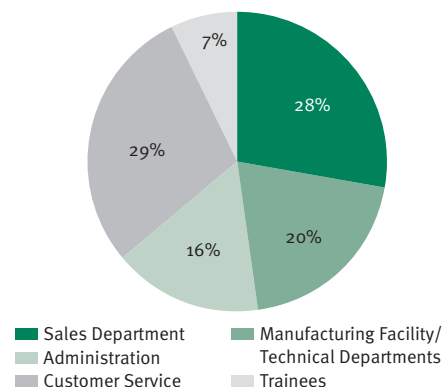
The Health & Safety Policy developed by "BSH Ikiakes Syskeves A.B.E" is a top priorities for the Company. Accident prevention together with health protection measures support and consolidate the efficiency and actions of the Company's employees, making these elements vital to the competitiveness of the Company.

Because the health and safety of its employees is the top priority of Company Management, internationally-accepted guidelines have been developed.

At "BSH Ikiakes Syskeves A.B.E":

- We guarantee that health and safety at the workplace is a principal area of our social policy.
- We believe that accident prevention and health protection maximise our competitiveness, maintaining and strengthening the effectiveness and motivation of our employees.
- Even though the health and safety is a Management responsibility, all employees have a duty to help so that the workplace is as healthy and safe as possible.
- Ensuring our readiness in health and safety matters is a matter of life and death for the Company and its people at all levels

% of Women per Department



### MERIMNA ERGAZOMENON (EMPLOYEE CARE)



MERIMNA ERGAZOMENON is a non-profit civil organisation subsidised by "BSH Ikiakes Syskeves A.B.E".

MERIMNA provides free additional financial aid to Company employees with severe health problems.



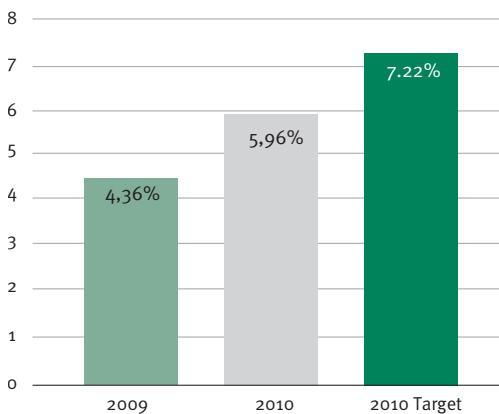
### Accident Indicators

#### % of Accidents versus Employee Average \*



\*The Indicator is calculated as follows: Number of Accidents x 100 / Average Number of Employees

#### Accident Frequency Rate\*\*



\*\* The Indicator is calculated as follows: Number of Accidents x 1,000,000 / Total Working Hours

📌 The accident indicator shows an increase because while there was the same number of accidents between 2009-2010, there is a slight decrease in the number of employees and number of hours worked.

- Health and safety go hand in hand with business success; hence, they are key considerations in all our business decisions.

2010 target is not the company's intention, but a realistic assessment. The Company provides employees with personal protection equipment, such jackets and safety shoes, as well as gloves and eye protection, for those jobs where such equipment is needed. BSH Ikiakes Syskeves A.B.E has developed indicators to describe the level of Health and Safety at Work and aims to improve them by taking appropriate measures:

- Systematic application of tools and requirements of OHSAS18001 with involvement of employees and Company Management, in Health and Safety Committee meetings
- Improve ergonomics in all jobs in production
- Depth investigation and recording of all events and the "almost" accidents by improvement measures to reduce accidents
- Implement regular inspections in all parts of the production plant
- Continuously review of the risk in new processes
- Continuous review, search and implementation of appropriate and adequate personal protection
- Improve fire safety in the workplace
- Implement regular medical monitoring by company's doctor

## 5.4. Employee Development and Training

"BSH Ikiakes Syskeves A.B.E" is a company that invests in its human resources and aspires to their development and professional advancement. The Company's HR development and advancement policy lays the foundations for ensuring the quality of its products and services, as well as its competitiveness.

The BSH Group invests in its people and targets their in-house professional advancement and promotion, in order for them to achieve professional, leadership and business excellence within the Company. The average training time per employee in 2010 was 30 hours.

The training programs covered the following areas:

- Personal Skills' Development
- Administration
- Finance

### The BSH Academy



BHS quality standards are applied not only to its products, but also its employees. Their ongoing training and growth are a top priority, as competitiveness increases worldwide. For this reason, BSH has set up the BSH Academy, which offers training courses to all employees at all levels. The Academy is housed in the training centre "St. Josef's Convent" in Zangenberg, Germany, and responds to the training needs of BSH employees throughout the world. All Company employees are informed about the training courses via a specialised training management system intended for future planning of training courses.



- Health & Safety
- Foreign Languages
- IT

At “BSH Ikiakes Syskeves A.B.E”, particular emphasis is placed on informing employees about matters related to compliance with anti-trust laws, unfair competition and corruption. It is for this reason that a series of online training courses has been created. All Management members, Managers and Supervisors of the Company, as well as the employees in the Sales & Marketing, Purchases and Customer Service Departments, are required to take these courses. Of course, these courses are also available to all other employees.

## 5.5. Volunteer Work

At “BSH Ikiakes Syskeves A.B.E”, social responsibility at large is reflected in the actions of its employees.

The participation of its employees in initiatives, such as a blood bank, promotes and spreads volunteer work, which is a necessity during these difficult times.

Also, every year, small and large appliances are donated to various organisations, associations and bodies, such as schools, hospitals and shelters.



The corporate magazine  
BSH news

## 5.6. Communicating with our Employees

“BSH Ikiakes Syskeves A.B.E” employees are informed about the initiatives and progress of the Company by means of the company intranet and magazine, BSH News. The objective is to communicate with employees regularly and reliably, reinforcing their interest in the Company, teamwork and internal cooperation.

Employees are updated at meetings scheduled by Management three times a year.

Communication with employees is further bolstered thanks to the possibility employees have to send direct emails to Management, stating their viewpoint on matters concerning the Company, and receive an immediate response.

Dialogue between the Group and its employees is launched by means of an employee satisfaction survey, which is run biannually. In addition, “BSH Ikiakes Syskeves A.B.E” regularly performs a “Climate Barometer” at the workplace.



### Top Idea



The Top Idea program is meant for all BSH employees, and calls for their involvement in the continuous effort of our Company to improve itself in the following:

- Customer service and satisfaction
- Prevention of errors at work
- Health and Safety
- Environmental protection
- Relations with external partners
- Improvement of Company results

It is through this Top Idea program that the creativity of all our employees is tapped into and recognised. We at “BSH Ikiakes Syskeves A.B.E” want to reinforce our position in the market and within the BSH Group. Therefore, we encourage all employees to play an active role in this program. By means of an effort for fair and immediate assessment of Top Ideas, we reward and support the feasible ideas submitted.



## 6. Acting Responsibly: the Market



### 6.1. Policy

Ensuring customer confidence and trust is a primary concern for “BSH Ikiakes Syskeves A.B.E”. The delivery of top quality products, excellent technical support and expert customer service are benchmarks of the Company’s pioneering ways, making it a leader in the minds of its consumers, suppliers and partners. The professional consistence and efficiency of BSH are the main components of target achievement. The aim of the Company is to responsibly secure its relations with its customers and suppliers, and to be a competitive, reliable and fair partner.

“BSH Ikiakes Syskeves A.B.E” intends to continue to pioneer and innovate in its industry; to create quality and competitive products able to meet the challenges. The Company’s commitment to maintaining the high quality of its products and services compels it to constantly search new technologies that will make its customers’ lives easier.

BSH pays special attention to the development of a market for environmentally-friendly and energy-efficient home appliances, thereby combating the energy problem and climate change effect. Part of its policy is a responsible approach to home appliances manufacturing, including the entire supply chain.

Every Company brands is known for its high quality, smart design and excellent technical support. A number of the Company’s products hold leading positions in their category in Greece.

In 2010, “BSH Ikiakes Syskeves A.B.E” scored considerable success in the Greek market, despite the recession,

- maintaining its market share of large home appliances;
- increasing its market share and taking the lead of small home appliances; and
- supporting its partners, including suppliers and representatives.

### 6.2. Products and Services

The main concern of “BSH Ikiakes Syskeves A.B.E” is to develop products that are competitive and consume little energy and water. It aims at improving its products in terms of health and environmental performance during product lifecycle, by launching a dialogue with the Authorities, dealers, consumers, suppliers and experts in waste management.

The product portfolio of “BSH Ikiakes Syskeves A.B.E” includes home appliances of the Bosch, Siemens, Neff, Gaggenau, Constructa and Pitsos brands. The quality, safety and innovation of its products are what differentiate BSH and constitute the key to its success on the market, where it has gained the trust of Greek consumers.



BSH also provides comprehensive technical support services for its products, with a view to delivering best service to its customers. It operates technical support centres in Greece and Cyprus employing qualified technicians, who are called to solve any technical problem customers may encounter.

The quality of the products, services and employee safety and health procedures, as well as environmental protection, are a priority for “BSH Ikiakes Syskeves A.B.E”. It is equipped with certified management systems – ISO9001 & ISO14001 – for the development, production and technical support of its products. The Group complies with OHSAS 18001 on occupational health and safety in all areas, and has planned the certification of this system.

### Case: “Green” Home Appliances



Both climate change and high energy prices have resulted in the fast growth of a market for “green” or eco-friendly home appliances. It has been a longstanding, strategic policy of the Company to create “green” energy-efficient home appliances, so as to have a singular, competitive advantage in this new market. We have always focused on the Company’s pioneering holding a leading position and setting the industry standards in terms of practices and technology. At “BSH Ikiakes Syskeves A.B.E”, we are highly conscious of the environmental performance of home appliances during usage. Energy, water and detergents consumption by a household when using home appliances accounts for 90% of the total carbon footprint of a product’s lifecycle.

“BSH Ikiakes Syskeves A.B.E”, assuming its responsibilities for the protection of the environment, produces and markets highly efficient home appliances: indeed, 72% of its appliances belong to energy classes A+ and above. A major success for the Company in 2010 was the increase in sales of energy-efficient appliances.

In particular, Pitsos does not only manufacture energy-efficient home appliances. It has taken a step further with the launch of the first carbon neutral home appliances, in terms of usage at European level. At the end of 2010, a method was discovered for the calculation of greenhouse gases released during use of six (6) Pitsos appliances. These emissions will be offset by the Swiss, non-profit organisation “myclimate”.

#### Number and % Highly Energy Efficient Products

	Energy Class A+ and above	% Highly Energy Efficient Products
Bosch	106	73%
Siemens	105	78%
Pitsos	53	54%
Neff	45	85%
Total for “BSH Ikiakes Syskeves A.B.E”	309	72%





### 6.3 Supply Chain & Partners & Contribution to Community

The quality of the products and services of “BSH Ikiakes Syskeves A.B.E” is directly linked to the entire supply chain of the Company and its partners.

BSH’s policy is to continuously improve production processes, and hence the Company’s final products, always bearing in mind quality, cost and, of course, the choice of suitable suppliers.

When choosing a supplier, strict technical specifications are adhered to for the raw materials used, including international standards, such as ROHS, and regulations such as REACH. When partnering up, suppliers and partners sign a quality agreement and are invited to accept the business principles of BSH. In fact, 97.5% of the suppliers providing production materials have signed an acceptance form of the Code of Business Conduct of BSH. The overwhelming majority of suppliers – almost 100% - have accepted the BSH Code of Business Conduct, most of whom have adopted certified management systems, according to ISO9001 and ISO14001.

In 2010, “BSH Ikiakes Syskeves A.B.E” had 2,236 suppliers, of which 1,677 (75%) were from Greece. In this way, the local market is supported.

### 6.4. Customer and Partner Satisfaction



Customer satisfaction is a priority for “BSH Ikiakes Syskeves A.B.E”, as well as a constant challenge, as we are called upon to successfully respond to the needs and demands of each customer who places his faith in us when buying one of our products. For this reason, the Company has created an effective customer service system. Customer satisfaction is recorded in a systematic and organised manner, by means of regular customer satisfaction studies. Furthermore, the Company immediately responds to its customers via emails sent to the Group’s website and its brands.

In 2010, forty-five thousand eight hundred and ninety seven (45,897) calls were received because of a malfunction due to a defect, with the product still under guarantee (the calls were settled); thirteen thousand one hundred and eleven (13,111) calls were received and advice was given to end users, with the product still under a two-year guarantee; and sixty-one thousand nine hundred and sixty-one (61,961) calls were received for appliances between three (3) and twenty (20) years old, no longer under guarantee. The aforementioned calls from customers were addressed within an average of 2.5 days. BSH has specialised technical departments at various locations throughout Greece, where customers can have their appliance repaired or call for a technician and have him repair it on site. At “BSH Ikiakes Syskeves A.B.E”, we are especially concerned with satisfying our partners and our representatives, of which there are about nine hundred (900) in Greece. Their satisfaction is recorded and guaranteed via direct communication and a report on our collaboration and the satisfaction of their customers.

“BSH Ikiakes Syskeves A.B.E” carries out customer satisfaction and company profile studies every two years.



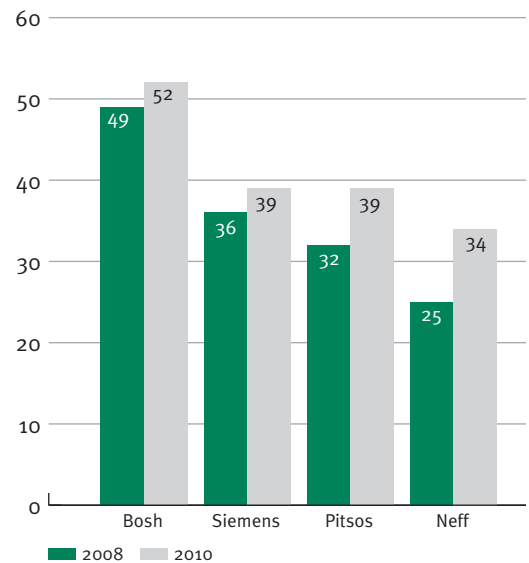
A customer satisfaction study was carried out in 2010 regarding their satisfaction with the services provided, their confidence in the BSH brand, the quality of its home appliances and the call centre for technical support. Halfway through 2010, a study was carried out on the company profile of “BSH Ikiakes Syskeves A.B.E”, the results of which revealed the following: the brands and products of “BSH Ikiakes Syskeves A.B.E” have won Greek consumers over, who feel the Company offers reliable home appliances; the results of the study showed that all the Group’s brands went considerably up in the eyes of Greek consumers as regards their reliability.

“BSH Ikiakes Syskeves A.B.E”:

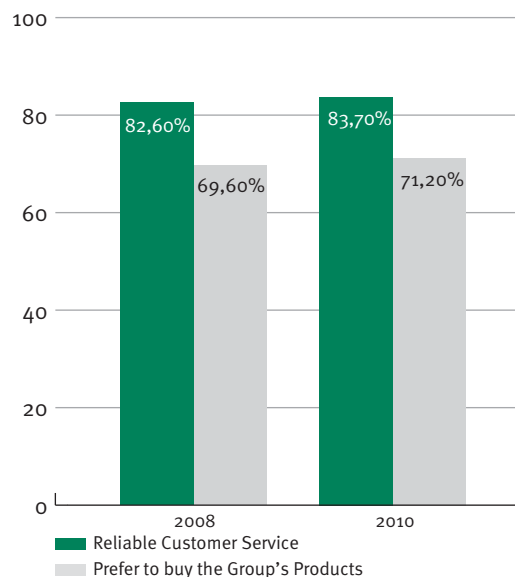
- Has reliable, high quality products, given that the Group brands were first choice for 41% of Greek consumers in 2010
- Manufactures enduring home appliances
- Offers products with an excellent price-quality ratio and performance rate
- Manufactures practical home appliances that are efficient in terms of both water and energy consumption
- Responds to its customer needs
- Has linked its brand name to sustainability, corporate responsibility and innovation
- Offers excellent After Sales support services



### Opinion on the reliability of the BSH brand products



### Trust in the BSH products and services





## 7. Acting Responsibly: The Environment and Society

### 7.1. Policy

“BSH Ikiakes Syskeves A.B.E”, as a corporate entity and production company active in the natural environment, has developed a comprehensive environmental strategy by means of its policy. At “BSH Ikiakes Syskeves A.B.E”, we are committed to operating in such a manner that high environmental performance is achieved, taking into account the best economic and technical options, and, at the same time, protecting the local communities affected by the Company’s activities.

The Company’s environmental policy is strictly enforced at all levels of activity and aims at preventing environmental damage, as well as the continuous vigilance and improvement of the Company in technical matters regarding environmental protection.

Having placed even greater emphasis on its environmental policy, BSH has set even more ambitious goals for the period 2011-2015:

- Reduce energy consumption by 25% over the next five years
- Reduce water consumption by 25% over the next five years
- Reduce waste production by 25% over the next few years

### 7.2. Environmental Management

The year 2010 was a milestone year for “BSH Ikiakes Syskeves A.B.E” in terms of its environmental efficiency, as the program “Efficient Use of Resources by 2015” was designed and implemented. This program outlines the principles and orientation with regard to: limiting waste, offsetting and recycling resources and materials, flexibility in the procurement of raw materials, resource efficiency by choosing and applying the most effective solution, and the management of resources, with the use of an integrated registration and monitoring system.

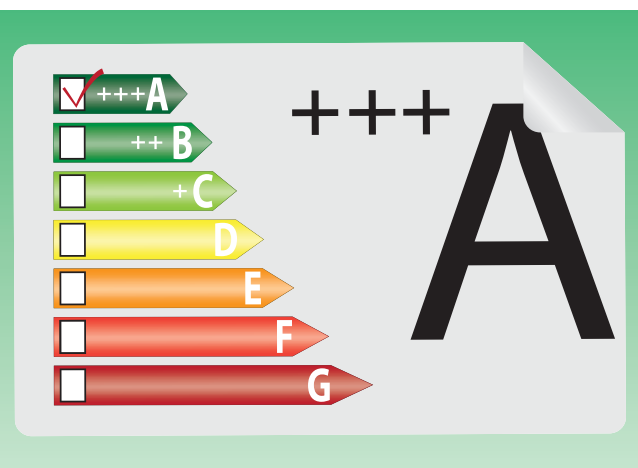
According to the outline of the program “Efficient Use of Resources by 2015”, this year “BSH Ikiakes Syskeves A.B.E” succeeded in reducing:

- Energy consumption by 3% per ton of product (home appliances);
- Water consumption by 5% per ton of product (home appliances);
- Waste production by 3% per ton of product (home appliances).

“BSH Ikiakes Syskeves A.B.E” has adopted an Environmental Management System, in accordance with ISO14001: 2004, which is essential for the:

- Continuous monitoring of the impact of the Company’s activities on the natural environment and the adoption of the necessary measures
- Determination of measurable goals and corresponding programs for the continuous improvement of the Company’s environmental performance
- Communication with all stakeholders on environmental matters affected by the activities of the Company

“BSH Ikiakes Syskeves A.B.E” has recognised climate change and the reduced consumption of natural resources as the main areas of environmental concern. The main environmental matters that interest “BSH Ikiakes Syskeves A.B.E” are the use of eco-friendly raw materials, the eco-friendly processing of raw materials, promoting the recycling of by-





products, saving water and energy, as well as maintaining safe working conditions for all employees, and the readiness of the Company to handle environmental disasters.

It is worth mentioning that in 2010, “BSH Ikiakes Syskeves A.B.E” was not responsible for any environmental disaster and/or leak into the natural environment. Also, the Company was not fined or sanctioned for failing to comply with environmental legislation.

### 7.3. Raw Material Consumption

“BSH Ikiakes Syskeves A.B.E”, a manufacturing company, has a profound sense of responsibility towards the environment. Through our policy and the practices we have adopted, we are striving to minimise the consumption of the resources we use at the various stages of production, from development and manufacturing, to usage and recycling. The table below features the quantities of the materials used for the production of home appliances (stoves, refrigerators) at the manufacturing facilities of “BSH Ikiakes Syskeves A.B.E”.

At the manufacturing facilities of “BSH Ikiakes Syskeves A.B.E” a full recycling program has been implemented, including for materials from the supply chain.

**Quantity of Materials Used at the Production Facilities**

	Quantity of Used Materials (tons)
Steel	5.867
Plastic	870
Polyethylene	77
Wood	68
Cardboard	48,7
Copper	81
Aluminium	166,3

### 7.4. Paper Consumption

The policy of “BSH Ikiakes Syskeves A.B.E” for the reduction of resource consumption does not only refer to the production of home appliances, but also to paper consumption. To this end, the Company now sends end users instructions for the use of appliances via email, and not by post.

With the introduction of this initiative, in 2010, “BSH Ikiakes Syskeves A.B.E”, and the brands Bosch, Siemens, Pitsos and Neff, sent a total of two thousand (2,000) e-manuals, which is equal to forty thousand (40,000) pages. In this way, the use of paper decreased considerably.

**Quantity of Materials Recycled at the Production Facilities**

	Quantity of Recycled Materials (tons)
Steel	824
Cardboard for Packaging	135
Wood	323
Polyethylene	49
Aluminium	6,75
Plastic	29,5
Appliances	42

### 7.5. Energy Consumption

For “BSH Ikiakes Syskeves A.B.E”, the correct management and reduction of energy consumption is a goal of strategic importance. The Company frequently invests in the modernisation of the production process. In the last five years, these investments have amounted to one million two hundred and sixty thousand (1.26) Euros.

The most important investments regard the following projects:

- Installation of a natural gas supply line
- Replacement of an asbestos roof
- Closed-circuit cooling system in the plant
- Repair of the plant floor
- Analysis of liquid waste

Our efficiency in terms of energy consumption is recorded in the form of indexes and is regularly monitored. The total energy consumed at the production plant of “BSH Ikiakes Syskeves A.B.E” in 2010 was 17,864 MWh.

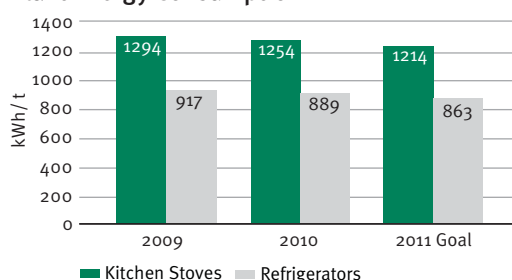
Energy consumption per ton of appliances produced at the Athens plants is carefully monitored. The index has registered a consistent drop each year and in 2010, 1254 kWh of energy per ton of stoves produced and 889 kWh of energy per ton of refrigerators produced were consumed. The goal for 2011 is to reduce energy consumption by 3%.



### Consumable Energy Sources

Energy Source	Energy Consumption (MWh)
PPC Network (Public Power Corporation)	6.647
Natural Gas Supply	11.217
Total	17.864

### Plant Energy Consumption



	CO <sub>2</sub> Emissions (tons)
Gas	1.963
Electricity	6.647
Total	8.610

## 7.6. Greenhouse Gas Emissions Reduction

“BSH Ikiakes Syskeves A.B.E” views climate change as one of the main environmental matters troubling the globe. The Company, by combining its policy on the reduction of energy consumption with technology, aims to reduce the greenhouse gas emissions released into the atmosphere as a result of its activities.

In 2010, the production plants of “BSH Ikiakes Syskeves A.B.E” released 8,610 tons of carbon dioxide (CO<sub>2</sub>) as a result of gas and electricity consumption.

The Company has therefore adopted the following initiatives and actions for the purpose of reducing greenhouse gas emissions:

- Replacement of all light bulbs with energy-saving bulbs
- Improvement of lighting control system in the production process
- Implementation management projects for possible gas leaks
- Reduction in pyrolytic appliances testing (pyrolysis test)
- Replacement of old home appliances with energy-efficient ones in the plant and offices of the Company
- Reduction in the enamel production line by half a shift
- Replacement of Trizinc diphosphide for coating during thermal processing with Bonderite NT1 (zirconium base)

“BSH Ikiakes Syskeves A.B.E” believes that company-related transport, be it in the Company fleet or the transport of employees, contributes to climate change because of the pollution output. That is why it has adopted two methods to limit the impact arising from company-related transport:

- Shorten the distances travelled for the transport of home appliances by plotting the best route in advance
- Group transfer of employees to Company headquarters in Company buses



## 7.7. Water Management and Consumption

At “BSH Ikiakes Syskeves A.B.E”, the value of water as a public good is non-negotiable. To this end, the Company’s aim is to manage water correctly and reduce consumption. In 2010, the production plants of “BSH Ikiakes Syskeves A.B.E” used a total of thirty-seven thousand and thirty-eight (37,038) cubic metres, of which sixteen thousand three hundred and ninety (16,390) cubic metres were pumped from a licensed source, whereas twenty thousand six hundred and forty-eight (20,648) cubic metres were provided by the Athens Water Supply and Sewerage Company (EYDAP S.A.).

The goal of reducing water consumption has already been achieved, given that in 2010 there was a decrease. Specifically, water consumption at the production plants for 2010 amounted to three thousand three hundred and ten (3,310) litres per ton of kitchen stoves produced and one thousand six hundred and ten (1,610) litres per ton of refrigerators produced.

## 7.8. Liquid Waste Management

At the production plants of “BSH Ikiakes Syskeves A.B.E”, liquid waste management is part of the Company’s responsibility towards the environment. Pursuant to legislation and the environmental regulations of the country, 12,000 cubic metres of water resulting from the production process were processed and treated.

## 7.9. Waste Management

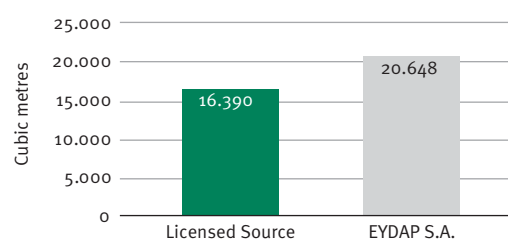
At “BSH Ikiakes Syskeves A.B.E” we are committed to the correct and responsible management of waste. Having set a goal for the reduction of our impact on the environment, we frequently (every month) monitor and record our production of solid and liquid waste.

There has been a gradual reduction, with waste production for 2010 amounting to one hundred and seventy-two (172) kilograms per ton of kitchen stoves produced and 89kg per ton of refrigerators produced. There was a reduction of 3% compared to 2009 and we are hoping for the same in 2011.

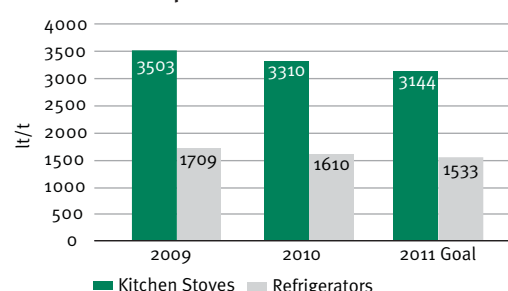
Most of the waste generated by the production process at BSH is recycled and we abide by all regulations regarding disposal.

Waste materials that can be recycled include: steel, wood, aluminium, cardboard boxes, polyethylene, plastic and mineral oils. Scrap and hazardous waste are disposed of and landfilled according to the regulations of Greek legislation.

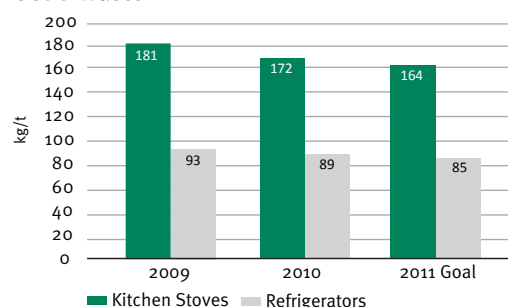
### Water Sources



### Water Consumption



### Solid Waste



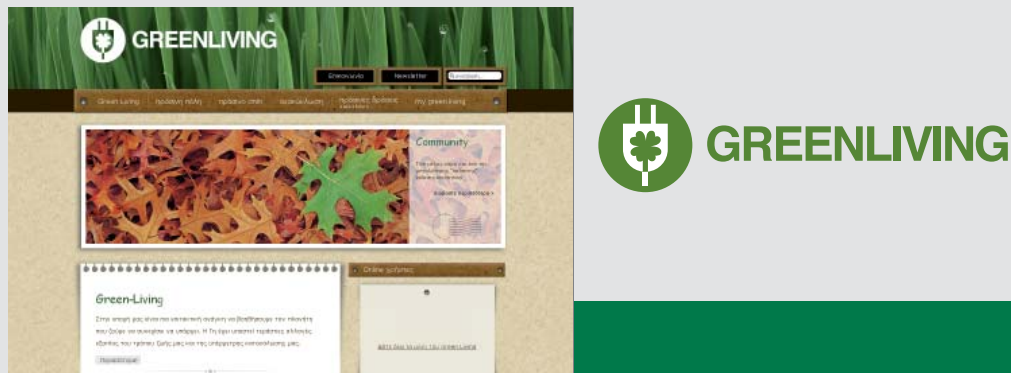
### Recycled Waste for 2010

Recycled Materials	Quantity (tons)
Steel	824
Wood	323
Aluminium	6,75
Cardboard Boxes	351
Polyethylene	49
Plastic	29,5
Mineral Oils	2,5





## Greenliving.gr



Greenliving.gr is a portal developed by Pitsos, in the framework of the corporate responsibility of “BSH Ikiakes Syskeves A.B.E” and its efforts to raise awareness among Greeks with regard to their selection of eco-friendly home appliances.

GreenLiving provides ideas, advice and information on saving energy when using electric and electronic appliances, and informs visitors about matters related to recycling. Visitors can find ideas and advice on how to make their everyday lives more eco-friendly and ways to decrease their electricity and water accounts.

([www.greenliving.gr](http://www.greenliving.gr))



## 7.10. Other Types of Social Contribution

“BSH Ikiakes Syskeves A.B.E”, in keeping with the concept of social contribution, aims to provide support to vulnerable social groups. Each year, it donates home appliances to organisations and associations in need. In 2010, the Group donated small and large appliances to primary schools, nursery schools, clubs and societies of the local community.





## 8. Future Goals and Plans

Corporate Social Responsibility is part of the business culture of “BSH Ikiakes Syskeves A.B.E”, with its stakeholders on the receiving end. Therefore, in order to boost stakeholders’ trust in the Company, the latter is committed to continuously improving itself and to creating through innovation.

The table below illustrates the future goals and commitments of “BSH Ikiakes Syskeves A.B.E”.

Area of Interest	Goals and Commitments for 2011
Human Resources	<ul style="list-style-type: none"> <li>• Support and maintain job positions</li> <li>• Reinforce dialogue on CSR and participate in related initiatives</li> </ul>
Market	<ul style="list-style-type: none"> <li>• Raise the environmental awareness of customers</li> <li>• Encourage customers to purchase energy-efficient home appliances</li> <li>• Create “green” home appliances</li> <li>• Support the local economy and customers</li> </ul>
Environment	<ul style="list-style-type: none"> <li>• Raise the environmental awareness of Greek society</li> <li>• Support local agencies with waste management</li> <li>• Encourage customers to recycle</li> <li>• Reduce emissions released by the activities of the Company</li> </ul>
Society	<ul style="list-style-type: none"> <li>• Support vulnerable social groups</li> <li>• Volunteer for social causes</li> <li>• Communicate with local agencies</li> </ul>
CSR Strategy	<ul style="list-style-type: none"> <li>• Register as a member of the Greek CSR Network</li> <li>• Register as a signatory of the UN Global Compact</li> <li>• Establish a Corporate Social Responsibility Committee</li> <li>• Create Indexes to measure CSR Performance</li> <li>• Participate in the National CSR Index (CRIndex)</li> </ul>





## 9. Terms and Definitions

**Offset:** Carbon offset is done by a person, company or organisation, by funding climate protection projects by an amount equal to the emissions produced by said person, company or organisation. These projects usually comprise renewable energy sources (such as wind parks, photovoltaics, etc.) and/or the adoption of energy-efficient technology, which replaces or reduces the pollution produced with the burning of fossil fuels (e.g. petroleum, hard coal, lignite, etc.). Carbon offset services are usually provided by a commercial emissions offset provider, such as myclimate.

**Carbon Dioxide (CO<sub>2</sub>):** A colourless and odourless gas produced by animal respiration, animal and dung decomposition and the burning of fossil fuels. More CO<sub>2</sub> is produced by human activity than any of the other six types of greenhouse gases.

**National CR Index:** The CR Index was introduced in Greece in 2008 by the Institute for Corporate Responsibility and BITC (Business in the Community). It comprises the assessment of the performance of a company or organisation in terms of corporate social responsibility, and especially its four pillars, i.e. employees, environment, society and market.

**Emissions:** The release of substances, such as greenhouse gases, into the atmosphere.

**Corporate Social Responsibility (CSR):** The voluntary commitment on the part of businesses to include in their business practices those economic, social and environmental criteria / initiatives that go over and beyond legislative requirements, and which regard all those impacted by and who have an impact on their activities (stakeholders).

**Carbon Neutrality:** A product with a net zero carbon footprint. The carbon footprint of a product represents the amount of gases released during product lifecycle. For carbon neutrality certification, gases need to be offset once the carbon footprint has been measured.

**Stakeholders:** Groups that directly or indirectly influence the current and future sustainability of the company, and which are also, directly or indirectly, affected by the activities of the company.

**Global Reporting Initiative (GRI):** The mission of the Global Reporting Initiative (GRI) is to establish a global and reliable system with a common language and measurement system for sustainability reporting (ecological footprint reporting), which can be used by organisations across the globe, regardless of their size or sector.

**myclimate:** myclimate is an internationally-recognised, non-profit foundation based in Switzerland, that offers high quality carbon offsetting services through investments in renewable energy and energy-efficient programs. The services offered by myclimate fulfil the highest standards (Gold Standards) and not only reduce greenhouse gas emissions, but also clearly contribute to sustainable development. ENDS (Environmental Data Services) has classified myclimate as one of the top three carbon offset companies in the world (out of 30 companies), both for the services offered and the brand awareness of the foundation.

**UN Global Compact:** The United Nations Global Compact is an international framework in which corporate entities align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. The businesses that are members are committed to upholding these principles.



## 10. Corporate Responsibility Report Quality Assurance

### Introduction

“BSH Ikiakes Syskeves A.B.E” requested that the Centre for Sustainability and Excellence (CSE) provide an independent assurance and comment on the Corporate Responsibility Report of the Company for the period January-December 2010.

CSE is part of an international network of experts and one of the top companies in the world specialised in finding solutions for Corporate Social Responsibility and Sustainable Development.

### Assurance Statement

We were commissioned to review the Corporate Responsibility Report of “BSH Ikiakes Syskeves A.B.E” for the period between January and December of 2010, as well as the policies, practices and performance data provided therein.

Our approach was based on the best practices adopted for the Assessment and Submission of Sustainability Reports, including the G3 guidelines of the GRI. The data provided in the Corporate Responsibility Report was reviewed through interviews, sampling test and verification of the qualitative performance data related to Corporate Social Responsibility for the aforementioned time period.

We believe our work is a sound basis from which the following conclusions may be drawn:

- The Report has achieved its objective, with its harmonious presentation of information regarding CSR management and the performance of “BSH Ikiakes Syskeves A.B.E”
- “BSH Ikiakes Syskeves A.B.E” Management has set up structures and adopted procedures so as to identify, comprehend and deal with the basic matters surrounding CSR, including the involvement of stakeholders and important CSR programs.
- The mapping of CSR Indexes has been incorporated into the Corporate Responsibility Report, offering greater coverage.



**CENTRE for SUSTAINABILITY  
and EXCELLENCE**

*Solutions for Sustainable Development*

Athens, May 2011

Nikos Avlonas

CEO

[www.cse-net.org](http://www.cse-net.org)



## 11. GRI Table

The first Corporate Responsibility Report compiled by “BSH Ikiakes Syskeves A.B.E” covers the entirety of its activities in the area of CSR, based on an exhaustive CSR strategy and the goals set. The Report covers the period January-December 2010.

The Corporate Responsibility Report of “BSH Ikiakes Syskeves A.B.E” describes the Company’s performance in the social, financial and environmental sectors, which have a direct impact on its activities and sustainability. The Report was compiled according to the principles for report submission of the Global Reporting Initiative, i.e. the G3 Guidelines.

The Centre for Sustainability and Excellence (CSE), as a

GRI Certified Training partner in Greece, reviewed the Report submitted by “BSH Ikiakes Syskeves A.B.E”. The Report was compiled according to the principles for report submission of the Global Reporting Initiative, i.e. the G3 Guidelines.

“BSH Ikiakes Syskeves A.B.E” has evaluated the Corporate Responsibility Report and finds that the report has been compiled in line with the G3 Guidelines B+ application level.

The CSE, as a GRI Certified Training partner in Greece, has evaluated the Corporate Responsibility Report of “BSH Ikiakes Syskeves A.B.E” according to the GRI G3 Guidelines B+ application level.



Coverage:

- Full Index Coverage in Report
- Partial Index Coverage in Report
- No reference in Report
- Coverage not possible

## GRI Principles Table

	Section	Coverage
<b>1. STRATEGY AND ANALYSIS</b>		
1.1	2.0	
1.2	4.1	
<b>2. ORGANISATIONAL PROFILE</b>		
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2.2	3.0	
2.3	4.2	
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<b>3. REPORT PARAMETERS</b>		
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3.3	1.0, 11.0	
3.4	2.0, Evaluation Form	
3.5	1.0, 11.0	
3.6	1.0	
3.7	1.0	
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	Section	Coverage
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3.11	1.0	
3.12	11.0	
3.13	10.0	
<b>4. GOVERNANCE, COMMITMENTS AND ENGAGEMENT</b>		
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4.8	4.1	
4.9	4.1, 4.3, 4.4	
4.10	4.2	
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4.13	4.5	
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4.15	4.4	
4.16	4.4	
4.17	4.4	







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<b>FINANCIAL PERFORMANCE</b>		
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EC3	3.0	
EC4	----	----
EC5	----	----
EC6	6.3	
EC7	5.2	
EC8	6.1, 7.10	
<b>ENVIRONMENTAL PERFORMANCE</b>		
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EN3	7.5	
EN4	/	
EN5	7.6	
EN6	6.2	
EN7	6.2	
EN8	7.7	
EN9	7.7	
EN10	7.8	
EN11	----	----
EN12	----	----
EN13	----	----
EN14	----	----
EN15	----	----
EN16	7.6	
EN17	/	
EN18	6.2, 7.6	
EN19	/	
EN20	/	
EN21	7.8	
EN22	7.9	
EN23	7.9	
EN24	7.9	
EN25	----	----
EN26	6.2, 7.6	
EN27	----	----
EN28	/	
EN29	5.2	
EN30	/	

GRI Indicator	Section	Coverage
<b>LABOUR PRACTICES AND DECENT WORK PERFORMANCE</b>		
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LA5	/	
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<b>PRODUCT RESPONSIBILITY PERFORMANCE</b>		
PR1	6.2	
PR2	6.2	
PR3	6.2	
PR4	6.4	
PR5	6.2, 6.4	
PR6	6.4	
PR7	/	
PR8	6.4	
PR9	/	



## GRI application level table

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures		Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured 	Same as requirement for Level B	Report Externally Assured
		Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
		Report on a minimum of 10 Performance Indicators including at least one from each of: Economic, Social and Environmental		Report on a minimum of 20 Performance Indicators including at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	



The Corporate Social Responsibility Report of “BSH Ikiakes Syskeves A.B.E” is available to the public on the following websites: [www.bsh-group.com](http://www.bsh-group.com) and [www.pitsos.gr](http://www.pitsos.gr).

### Evaluation Form

“BSH Ikiakes Syskeves A.B.E” is interested in your opinion. By filling out the form below, you are helping us improve our CSR Strategy and Initiatives.

### Which “BSH Ikiakes Syskeves A.B.E” stakeholder group do you belong to?

- ☐ Employee
- ☐ Member of Society
- ☐ Partner / Supplier
- ☐ Non-profit organisation
- ☐ Customer
- ☐ Mass Media
- ☐ Other

### What do you think about the Contents of the CR Report?

	Excellent	Good	Average	Poor
“BSH Ikiakes Syskeves A.B.E” and CSR				
Human Resources				
The Market				
Society and the Environment				
Future Goals and Plans				

### What is your opinion on the general method of development adopted in our Report?

.....

.....

### Are there any key areas or matters which you would like us to mention or elaborate on further in our next CR Report?

.....

.....

### Other comments:

.....

.....

### Personal Data (Optional)

Name: .....

Company / Organisation: .....

Tel: .....

Email: .....

Send the completed evaluation form via email to [pitsos-info@bshg.com](mailto:pitsos-info@bshg.com)  
or by post to 17th km Ethnikis Odou Athinon - Lamias & Potamou 20, 14564, Kifissia, Attica, GREECE



**“BSH Ikiakes Syskeves A.B.E”**

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