




PAPOUTSANIS
SINCE 1870

SUSTAINABILITY REPORT





1. ENVIRONMENT

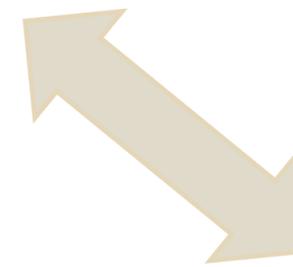
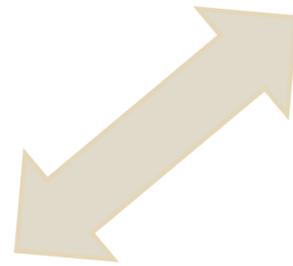


2. SOCIETY


PAPOUTSANIS
SINCE 1870



3. PEOPLE



ENVIRONMENT





1. ENVIRONMENT

ENVIRONMENTAL RESPONSIBILITY

For 150 years, Papoutsanis company has been tending to skin and hair care and hygiene for the entire family, with innovative products made with pure ingredients.

In recent years, the cosmetics industry has been turning to more sustainable solutions, turning to account naturally derived raw materials and recyclable packaging materials which do not burden the environment.

Papoutsanis aspires to contribute to the protection of the environment and implements best practices, focusing on:

- ✓ Quality assurance
- ✓ Raw materials
- ✓ Packaging materials
- ✓ Environmental footprint





1. ENVIRONMENT

QUALITY ASSURANCE

- ✓ Implementation of strict quality control and assurance procedures in line with EU and Greek laws and with the guidelines of the National Organization for Medicines.
- ✓ ISO 9001:2015 certified quality management system.
- ✓ Compliance with ISO 22716:2007 Good Manufacturing Practices (GMP).
- ✓ Product development and manufacture complies with EU laws and regulations. Regular audits ensure our highest standards.





1. ENVIRONMENT

RAW MATERIALS

We invest in:

- ✓ The development of innovative care products in solid form, including shampoos, hair conditioners and body creams, which contribute to the reduced use of plastics, preservatives and water.
- ✓ The elimination of:
 - Raw materials which have been shown to be harmful to people's health, including: Parabens, Methylisothiazolinone (MIT), Chloromethylisothiazolinone (CMIT), Phthalates, Triclosan and Triclocarban, Ethanolamine.
 - Raw materials which are harmful to the environment, such as microplastics and silicones.
 - Animal testing.
- ✓ The development of the required technology and know-how, while turning to clean and vegan environmentally friendly formulas.



1. ENVIRONMENT

RAW MATERIALS

1. ENVIRONMENT

We offer:

- ✓ Lines of cosmetics which are Vegan, Cosmos Natural and Ecolabel certified.
- ✓ RSPO certified soap noodles.
- ✓ Soap noodles which are >92% derived from natural raw materials.
- ✓ Lines of liquid cosmetics with >95% of natural ingredients.



The Roundtable on Sustainable Palm Oil (RSPO) is a certification system which was established in 2004 and promotes the development and use of sustainable palm oil and its products.



COSMOS
NATURAL

The COSMOS-standard addresses consumer expectations worldwide with regard to the use of cosmetics which are manufactured with respect for the environment, biodiversity and animal welfare. The COSMOS NATURAL certification is for cosmetic products which contain natural raw materials and a minimum percentage of organic farming ingredients. These products can be certified as natural cosmetics.



The Ecolabel certification assesses the impact of a product on the environment. It warrants that climate requirements are taken into consideration and that CO₂ emissions are reduced.



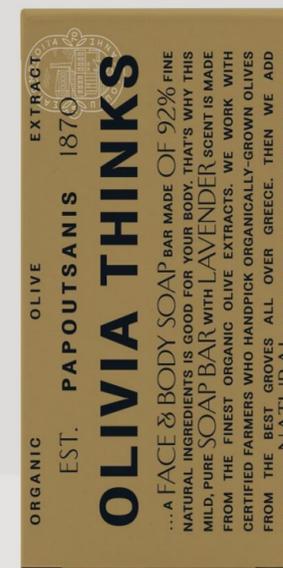


OLIVIA THINKS

Vegan certified, bar soap made from RSP0 soap noodle and with FSC packaging material.



BOTTLES ARE MADE FROM
100% RECYCLED
MATERIAL & ARE
RECYCLABLE



Bar Soap 40g



9-0330-13-000-00





AROMATICS

4/6 new body washes and 2/3 body lotions AROMATICS are Vegan certified





OLIVIA HOTEL AMENITIES

The OLIVIA line of products awaits ECOLABEL certification





1. ENVIRONMENT

PACKAGING MATERIALS

The company has invested in the production of packaging materials which respect the environment.

All packaging materials are 100% recyclable and a large percentage are made from recycled materials.

Our packaging materials are PET (polyethylene terephthalate), PE (polyethylene) and PP (polypropylene) and we do not use PVC (polyvinyl chloride).





1. ENVIRONMENT

PACKAGING MATERIALS

Moreover,

- ✓ our bottles are made from 20%-100% recycled materials (PCR);
- ✓ our tubes are made from 50% recycled materials;
- ✓ our dispensers are made from 50% PCR, further reducing the use of plastic by 50%;
- ✓ FSC certified cardboard.



The mark of responsible forestry

The sustainable forest management **FSC** Chain of Custody standard of the Forest Stewardship Council (FSC) defines the requirements for companies that wish to demonstrate respect for the environment and their commitment to promote responsible forest management.

What does 100% R-PET & 100% Recyclable mean?

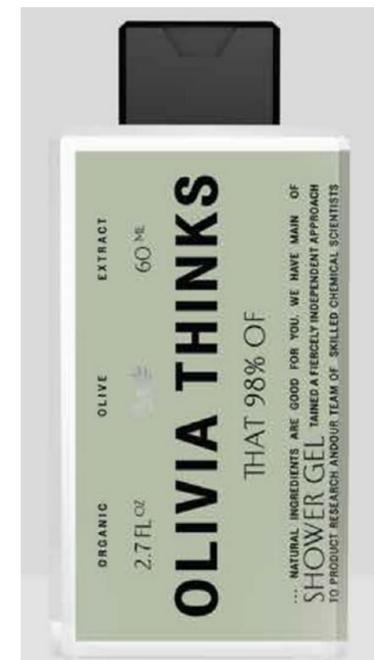
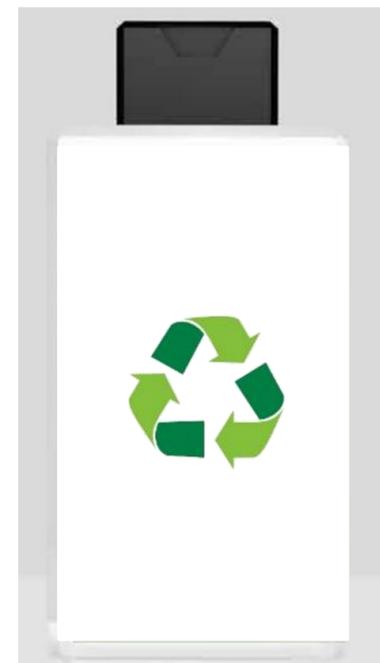
Recycled – PET
(the most widely used type of plastic for bottles)

WE DO NOT CREATE NEW PLASTIC

Plastic which has already been produced and used...

...is processed and used again for our bottles...

...which are then recycled and reused.





GOOD TO DECLARE HOTEL AMENITIES

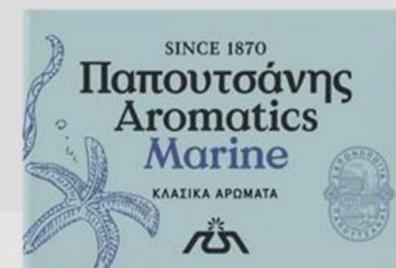
The new ECOCERT product line with 50% PCR





SOAP PACKAGING

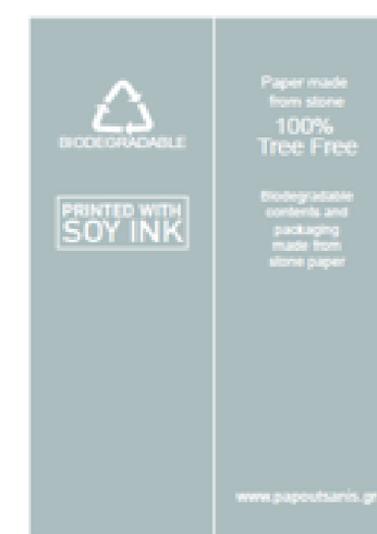
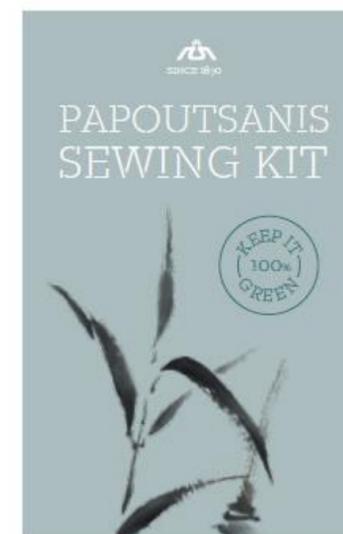
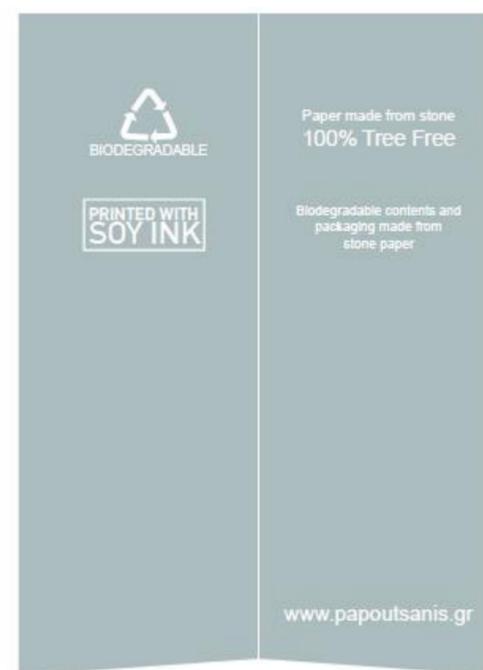
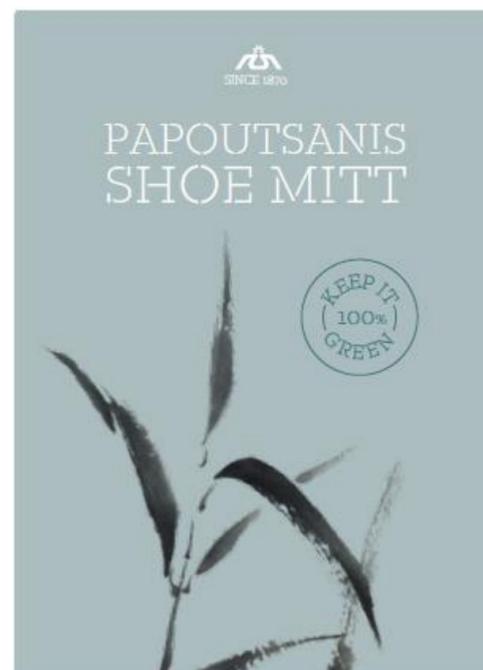
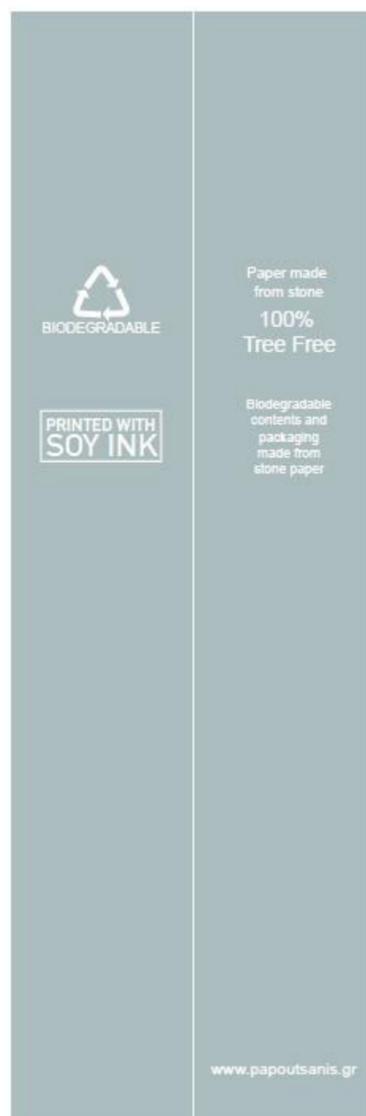
AROMATICS, KARAVAKI and GREEN OLIVE SOAP packaging to be made of recycled paper and FSC certified





ACCESSORIES

The new Accessories line for Hotel Amenities (7 SKUs) is made of stone paper, 100% tree-free





1. ENVIRONMENT

ENVIRONMENTAL FOOTPRINT

In line with the principles of responsible development, we address new market trends with respect for the environment.

We seek to expand our activity and at the same time reduce our environmental footprint.

We strive to minimize our environmental footprint through an impact analysis procedure, which helps us identify areas where we can achieve the greatest improvement.





1. ENVIRONMENT

ENERGY EFFICIENCY

Saving on **electricity** and natural gas is a primary goal for the company.

The investments the company undertakes every year are part of our strategic planning in order to:

- ✓ Upgrade our equipment
- ✓ Increase our production capacity
- ✓ Provide higher value solutions
- ✓ Implement alternative forms of heating

Result:

- ✓ We reduced our energy consumption per ton of production by approximately **8%** compared to last year and by **27%** compared to 2015.





1. ENVIRONMENT

ENERGY EFFICIENCY

1. ENVIRONMENT

Energy consumption per ton of production





1. ENVIRONMENT

WATER MANAGEMENT

Water is an indispensable element in our production process and is used both in production and in machinery cleaning, washing and disinfecting.

At Papoutsanis, we fully appreciate the importance of water as a natural resource and we take all necessary steps to ensure its rational management, to safeguard it against pollution and to prevent the deterioration of water quality.

The company has installed in its production line an automated Clean In Place (**CIP**) system in order to reduce consumption.





WASTE MANAGEMENT

The goal is the minimization of solid and liquid **waste**.

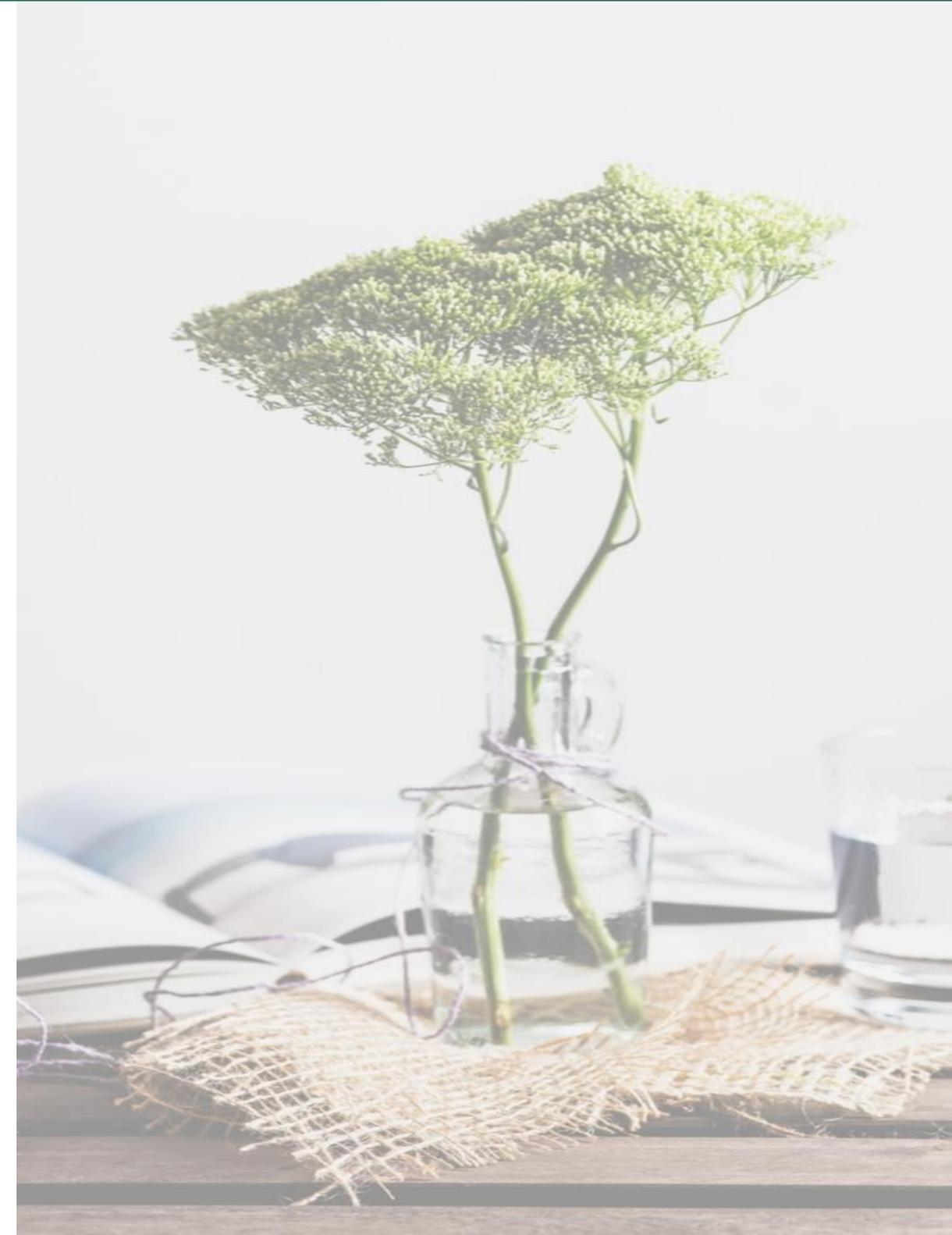
The 18% increase in the production of soap noodles over the last seven years has led to a 40% reduction in waste.

Liquid waste:

- ✓ Management in compliance with the legislation in force.
- ✓ The company has a storage tank for the reverse osmosis reject water.
- ✓ The resulting waste (brine) is routed to biological treatment plants, while the water is reused in the production process.

Solid waste:

- ✓ Mostly packaging material.
- ✓ Recyclable material, such as paper, plastic, etc., is collected by certified recycling companies.



CORPORATE SOCIAL RESPONSIBILITY





2. SOCIETY

Σ' ΠΟΙΕΙΑ

CORPORATE SOCIAL RESPONSIBILITY

In its **150 years**, the company has consistently supported a number of organizations with a substantial track record in helping Greece's children and younger generation, including:

- ✓ **the charity association Friends of the Child**, which looks after children of needy families with socio-economic or domestic problems;
- ✓ **the Lyreio Children's Foundation**;
- ✓ **the ELPIDA Association of Friends of Children with Cancer**;
- ✓ **The Smile of the Child**;
- ✓ **the SOS Children's Villages**, fully covering their annual needs in personal hygiene products since 2017;
- ✓ **the International Olympic Academy (I.O.A.)**, providing Olivia products.

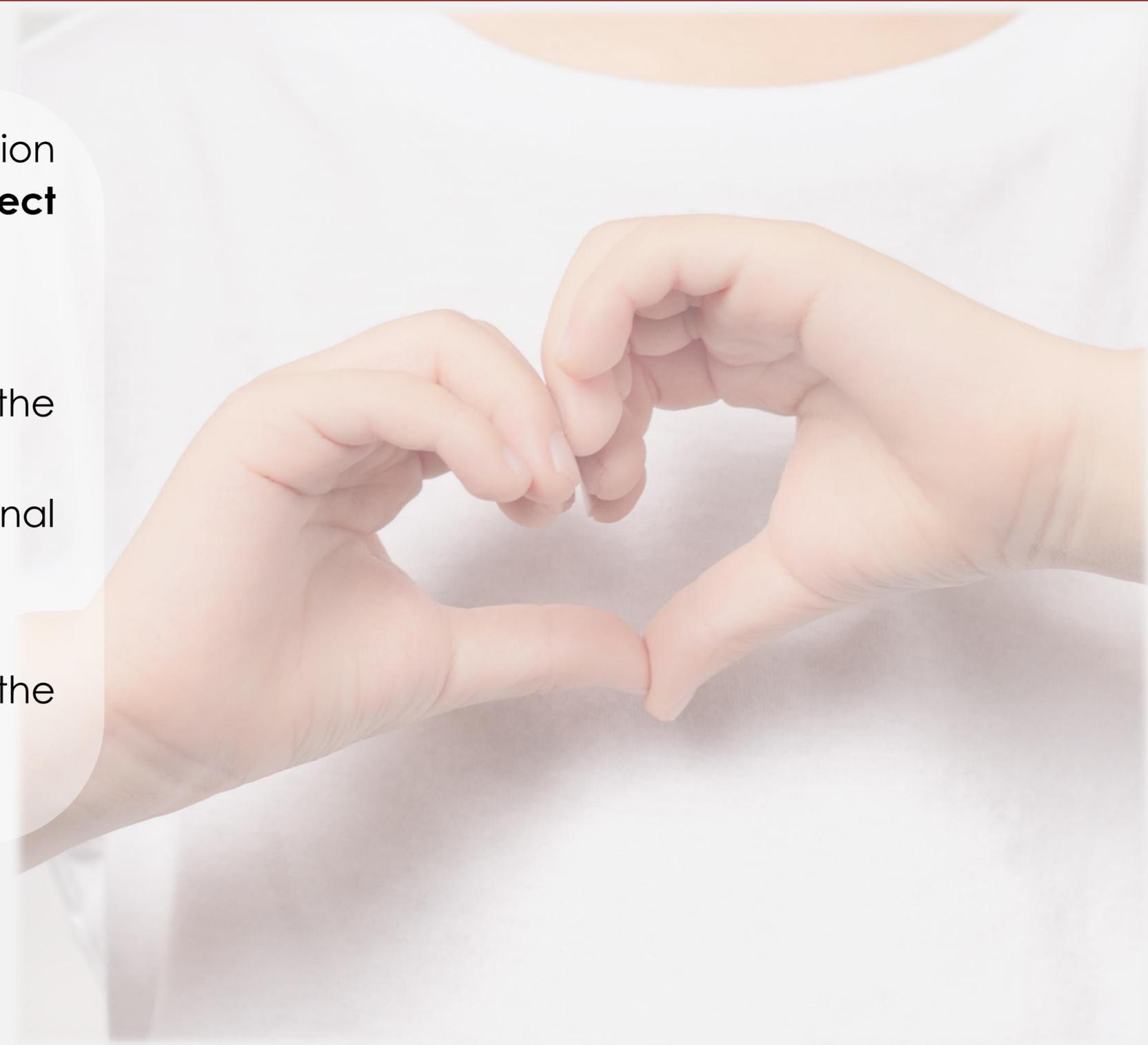




IN TOUCH WITH YOUTH

In the context of our Corporate Social Responsibility action plan, **we support vulnerable social groups and connect young people with Papoutsanis.**

- ✓ We welcome **schools and colleges** to our facilities.
- ✓ We create **jobs** for young people, thus contributing to the country's employability rate.
- ✓ **We provide mentoring/** student counselling to vocational high schools in Central Greece.
- ✓ We participate in **University Career Days.**
- ✓ We cover the transportation cost for the day trips of the Chalkida Special Secondary & High School.





CONTRIBUTION TO SUPPORT PUBLIC HEALTH

Papoutsanis supports agencies and organizations in the battle against COVID-19

Papoutsanis proceeded to the exclusive production of biocides and disinfectants with the use of 80 per cent ABV, which we offered at exceptionally low prices with a view to catering to people's needs.

Support actions to address the public health crisis that Greece is facing:

- Donation of hospital equipment to **Elpis Hospital**
- Donation of personal hygiene products and bottles of alcohol-based disinfectant to the following:
 - ✓ **National Ambulance Service (EKAB)**
 - ✓ **Hellenic Police**
 - ✓ **Municipality of Athens**
 - ✓ **Local government authorities**
 - ✓ **Hospitals**
 - ✓ **Nursing homes**
 - ✓ **NGOs**
 - ✓ **Athens Traders Association**
 - ✓ **SOS Children's Villages**



SUPPORTING THE HELLENIC RECYCLING COMPANY

A member of the Hellenic Recycling Company since 2003.

The cash contribution by Papoutsanis all these years is reflected in the placing of 911 blue recycle bins and in the purchase of 2 trucks for the collection of recyclable packaging materials.

Donation of 2 trucks for the collection of recyclable packaging materials



Donation of 911 blue recycle bins



VOLUNTEERISM

Together with our employees, we strive to promote volunteerism and community service.

Representative actions:

- ✓ **Half Marathon** race in March 2019
- ✓ Participation in the September 2019 **Race for the Cure**
- ✓ Collaboration with charity organizations and NGOs



OUR PEOPLE





OUR PEOPLE

- ✓ A people-oriented approach
- ✓ We invest in our people drawing on a targeted plan to develop their skills
- ✓ We create equal opportunities for all, in an inclusive environment
- ✓ We encourage employee initiatives, with full respect for our employees' personal life
- ✓ We support the family institution with actions that promote a balance with professional life
- ✓ We respect our employees' right to unionize





SUPPORTING EMPLOYMENT

- ✓ **100%** of new jobs are not seasonal and, after successfully completing their training period, new recruits are brought under indefinite term employment contracts.
- ✓ In 2018-2019:
 - ✓ **12 new jobs** were created
 - ✓ there were **5 in-company transfers/promotions** (3 men & 2 women)
- ✓ Nearly 1 out of 3 new recruits has no prior work experience, while **8% of our staff are under the age of 25**
- ✓ **Nearly 1 out of 2 employees** are higher education graduates
- ✓ **35% of our staff have been with the company for 15 years or more**
- ✓ Moreover, we are an active member of **ReGeneration Academy**, fostering employability for talented young people and contributing to the elimination of brain drain in Greece.

Goal:

The creation of new jobs, corresponding to a 15% increase of our current staff within the next three years



WORKING ENVIRONMENT AND BENEFITS

We offer:

- ✓ **Healthcare programme** for all our employees and their dependent family members.
- ✓ Transportation of 50% of our staff with three **hired coaches** and travel allowance for all other employees.
- ✓ Modern, functional canteen, with **free food and dairy products provided on a daily basis.**
- ✓ Competitive wages and benefits compared to peer high standard companies.
- ✓ Inclusive, healthy and safe working environment.
- ✓ Specific Health and Safety at Work policy and health monitoring through the preventive medical examinations provided for by Law 1568/85 and Presidential Decree 17/96.

We organize:

- ✓ Christmas feasts
- ✓ Student awards

*We are SMETA certified
(SMETA: Sedex
Members Ethical Trade
Audit)*



TRAINING AND DEVELOPMENT

We have in place:

- ✓ A training and skill development programme for our staff
 - ✓ Business English
 - ✓ Leadership Skills
 - ✓ Coaching
- ✓ A trainee programme
- ✓ Annual evaluation





PAPOUTSANIS

150
YEARS

