



*“We are committed to creating value for society. This means investing in the development of our people – our driving force – and supporting the communities in which we operate, contributing to the creation of meaningful value for them.*

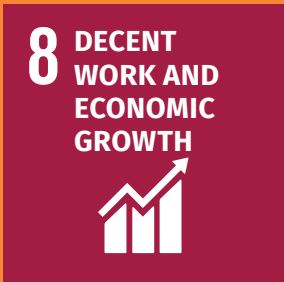
SOCIETY ( S )

05

EMPLOYEES

CLIENTS

SOCIAL CONTRIBUTION



## EMPLOYEES

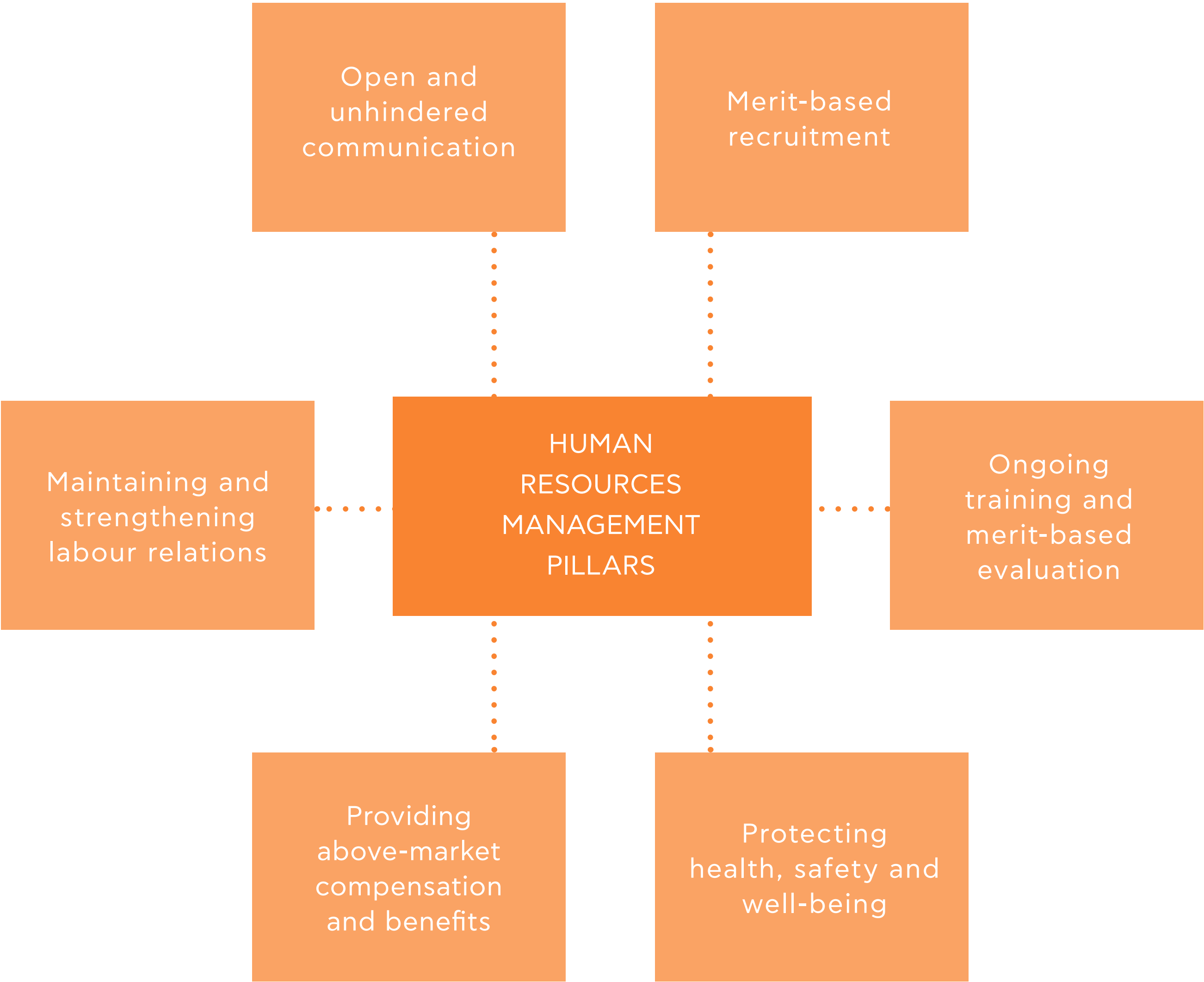


*Our people are the driving force behind Vitex's success in achieving its business goals and creating long-term value. By investing in our workforce, we are investing in both the present and the future of the Company.*



We foster a culture of excellence, respect and trust that supports the development of our people, who are Vitex’s **most valuable asset**. We are committed to sustainable growth and the company’s long-term competitiveness by placing our workforce at the heart of our operations.

We offer a fair and dignified working environment, recognising the contribution of our employees and promoting equal opportunities and continuous development, with full respect for human rights.







# Human Resources Management

Employment is a globally recognised objective, intrinsically linked to economic development and social progress, and represents a key priority for the Company. The satisfaction and retention of our employees are built on the **recognition of their contribution**, the assurance of decent working conditions, and our commitment to fostering a work environment that promotes **equal opportunities** and **continuous professional development**. We place particular emphasis on the protection of human rights, shaping a fair and supportive workplace framework.

In this context, all Company employees are employed under individual employment contracts that exceed the minimum requirements set by applicable collective labour agreements, ensuring more favourable employment terms.

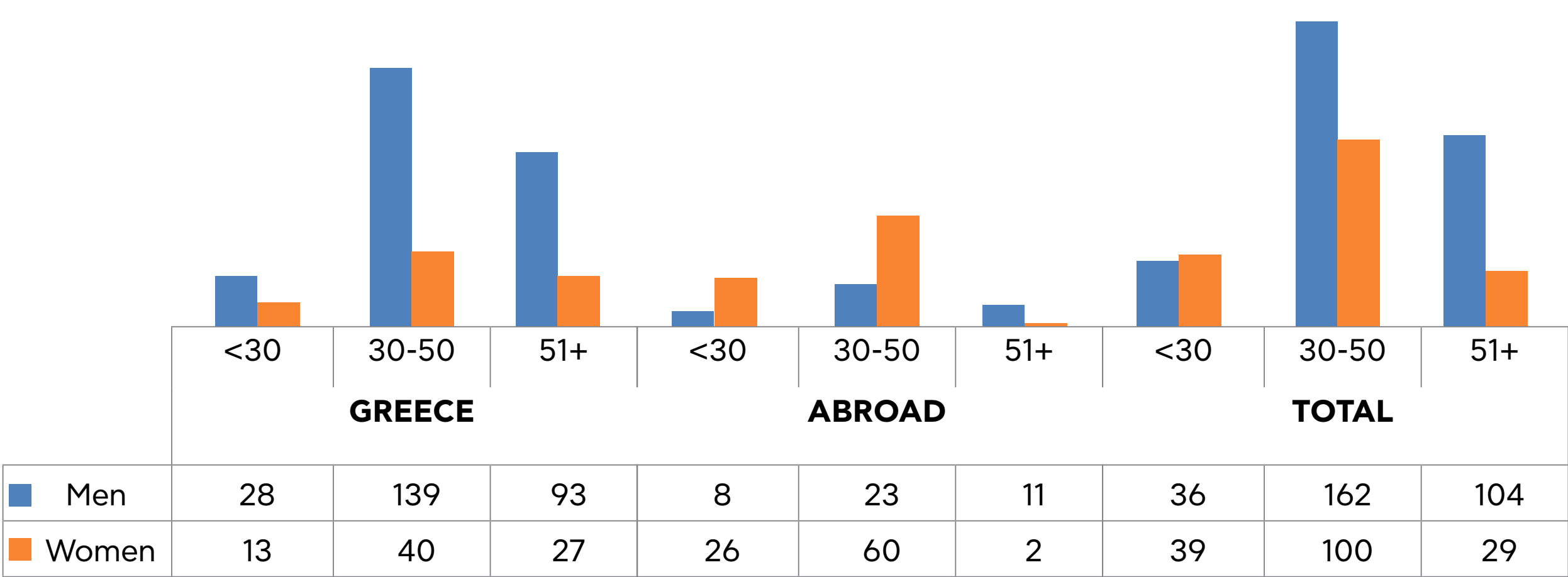
In 2024, the entire workforce of the Company was employed under full-time open-ended (permanent) contacts, reaffirming our ongoing commitment to **stability** and **quality employment relations**. In addition, during the year, nine individuals worked with the Company in areas such as cleaning and security, although they were not part of the permanent staff.

*In 2024, our total workforce increased by 4.4% compared to 2023.*

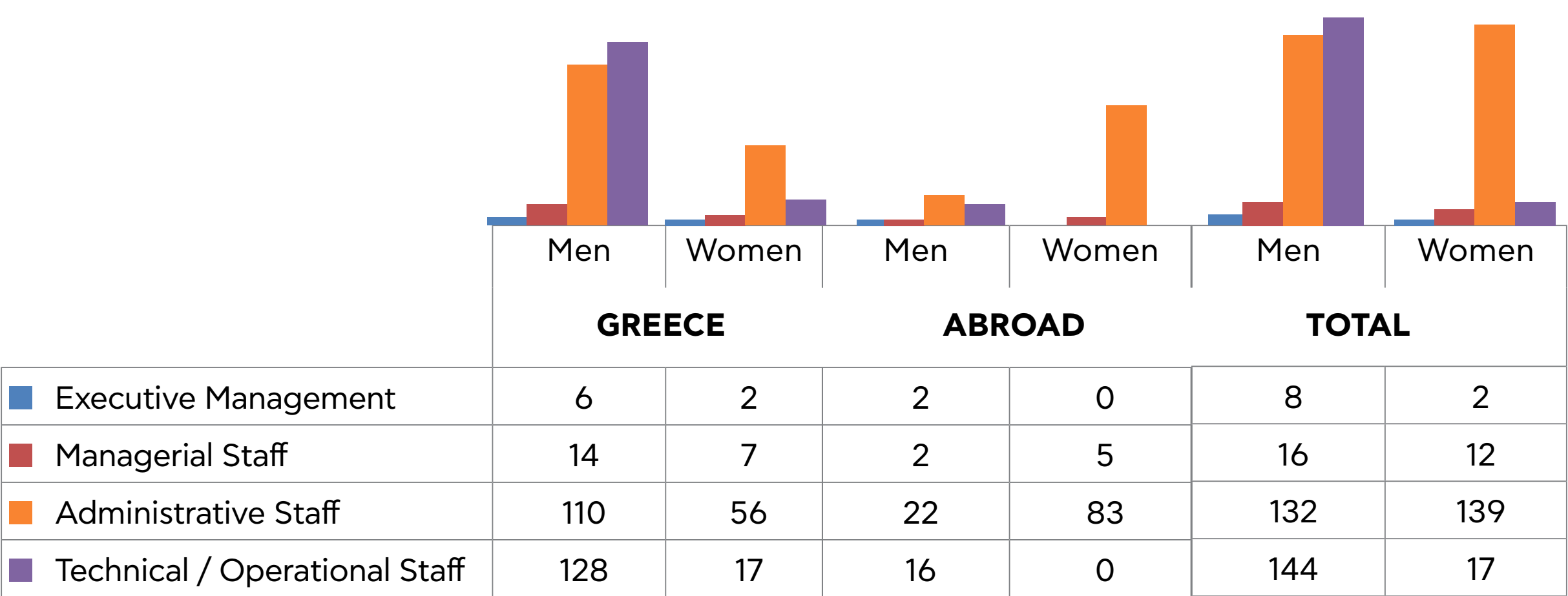
Workforce Data	Employess	 Men	 Women
Total	470	300 (64%)	170 (36%)
Greece	340	258 (76%)	82 (24%)
Abroad	130	42 (32%)	82 (68%)

Count of December 31st

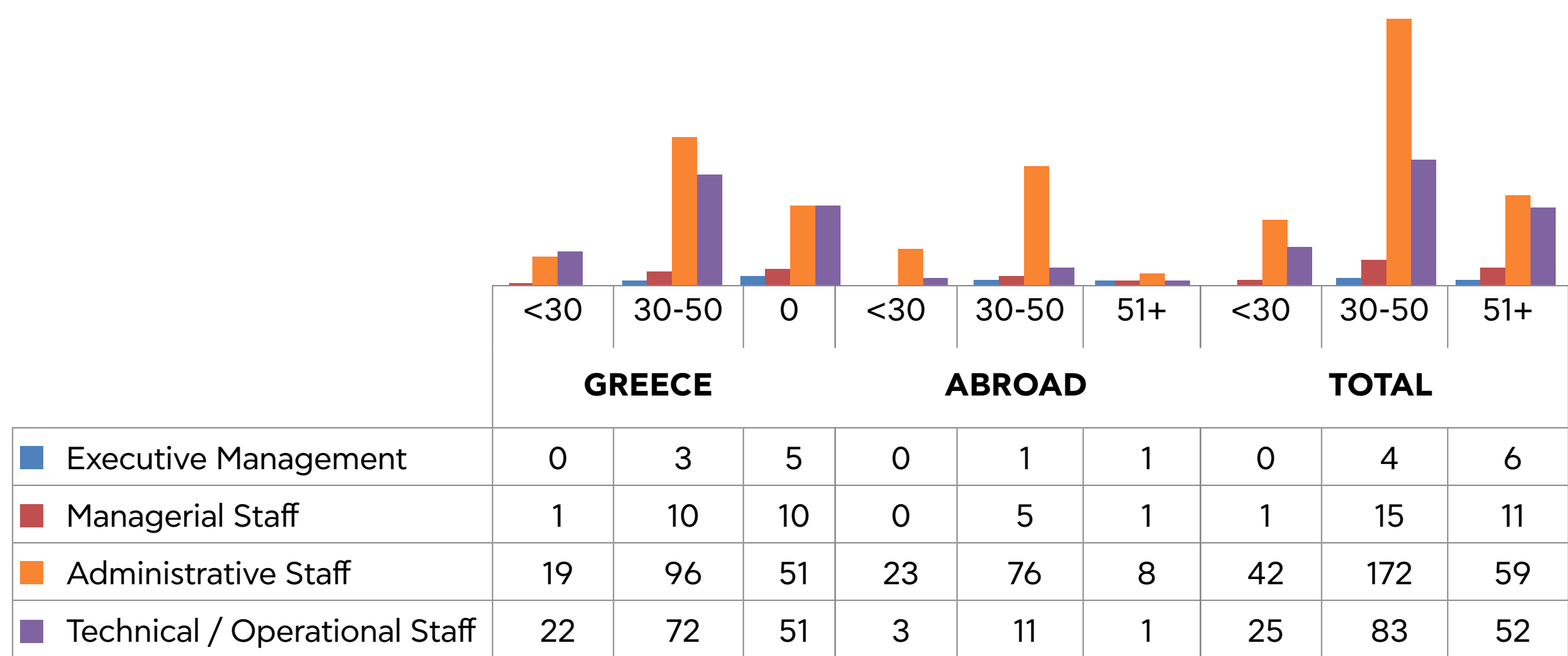
WORKFORCE BREAKDOWN BY GENDER AND AGE



WORKFORCE BREAKDOWN BY HIERARCHICAL LEVEL AND GENDER



WORKFORCE BREAKDOWN BY HIERARCHICAL LEVEL AND AGE





# Equal Opportunities, Diversity and Human Rights

Vitex is committed to creating and maintaining an **ethical, fair and inclusive working environment** that permeates all aspects of its operations. The Company aims to strengthen its positive social impact, promote equality, and ensure a high level of employee satisfaction.

To this end, Vitex implements **strict policies** that ensure compliance with the fundamental principles of human rights and labour standards, promoting equal opportunities and preventing all forms of discrimination. The Company actively encourages **diversity** and **teamwork**, and maintains **zero tolerance** for any form of abuse or harassment in the workplace.

Vitex's commitment to human rights, diversity and inclusion is reflected in its independent and dedicated **Human Rights Policy**. The Company's employment practices fully comply with national and international legislation, as well as internationally recognised standards and guidelines, including the following:

- the fundamental principles of the Greek Constitution
- the United Nations Universal Declaration of Human Rights
- the UN Global Compact Principles
- the United Nations Guiding Principles on Business and Human Rights
- the European Convention on Human Rights and Fundamental Freedoms

As a member of the United Nations Global Compact (UNGC), Vitex fully **endorses and actively supports** its ten fundamental principles relating to human rights, labour rights, environmental protection, and anti- corruption. The company has established a **Code of Conduct**, which provides guidance to employees on matters of ethical business conduct, equal treatment, and the protection of personal data.



Vitex's **Policy for the Prevention and Combating of Violence and Harassment in the Workplace** is a clear reflection of the company's commitment to ensuring a safe, respectful, and non-discriminatory working environment—free from any form of violence or harassment. All human resources processes are carried out with transparency, fostering a culture of equality, development and growth for all.

Vitex **does not discriminate** on the basis of gender, age, gender identity, disability, race, ethnicity, origin, religion, sexual orientation, or any other characteristic.

At the same time, the Company fully complies with all applicable labour laws and employs individuals who meet the legally defined minimum age requirements.



*No incidents of discrimination were reported in 2024*





Gender Equality and Pay Equity

Vitex has prioritised the representation of all genders across every level of the organisation. However, the nature of production-related roles and specialisations has resulted in a lower proportion of women employed in this area.

In 2024, women held 36% of positions with increased responsibility. Furthermore, progress was recorded in pay equality, with a noticeable reduction in the gender pay gap compared to 2023.

		Executive Management	Managerial Staff	Administrative Staff	Technical / Operational Staff
Average Annual Pay Ratio (Men / Women)	2023	0.72	0.74	0.95	1.06
	2024	0.82	0.83	0.99	1.02
Gender Pay Gap	2023	+28.1%	+25.8%	+4.6%	-6.1%
	2024	+17.6%	+17.1%	+0.5%	-2.0%

Support for Employees and Family Life

Vitex supports its employees at every stage of their family life, regardless of gender, age, or family status.

The Company offers benefits and initiatives that promote a healthy work–life balance, embracing all modern forms of family.

	Number of Employees	Number of Working Hours	Number of Working Days
Maternity leave	3	2,352	294
Paternity leave	2	48	6
School Leave	31	424	53



# Talent Attraction and Retention

**Maintaining existing jobs and creating new ones** is a strategic priority for Vitex, aimed at continuously improving overall performance and ensuring long-term sustainability. The Company recognises that its people are its most important asset, and as such, it consistently invests in attracting, developing, and retaining talented and capable professionals.

As competition for skilled employees intensifies—and recognising that workforce turnover can lead to a loss of valuable knowledge and experience—Vitex places strong emphasis on fostering a healthy, safe, and supportive working environment. The Company's goal is for its employees to feel secure, confident, and fulfilled in their roles, ensuring their long-term engagement and performance.

## Recruitment and Selection Process

Vitex's Human Resources Department implements a structured and objective evaluation system to attract and select the most suitable candidates. The selection process is based on **strict merit-based criteria** and is conducted without discrimination, ensuring equal opportunities regardless of gender, age, nationality, or other personal characteristics.

Vitex recognises and rewards the contribution, dedication, and professionalism of its people. For this reason, when new job openings arise, the company gives priority to internal candidates, supporting the professional development and career progression of its employees.

In this way, Vitex ensures alignment and continuity between its human capital development strategy and its talent acquisition practices.





## Corporate Culture and Skills

At Vitex, we have established a **clear set of core corporate skills** that form the foundation of our company culture and guide the professional development of all employees, regardless of their role. These key competencies include:

- Teamwork
- Effective communication
- Continuous personal development and learning
- Efficiency and results orientation
- Initiative-taking

For every position, the company has defined **detailed job descriptions** that go beyond formal qualifications to include personality traits aligned with our culture and vision.

In doing so, we ensure that each new employee can adapt quickly, perform effectively, and feel like an equal and valued member of a dynamic team with shared values and goals.

## Supporting the Local Community

Vitex places strong emphasis on supporting and developing the local community by hiring employees from Aspropyrgos and the surrounding areas.



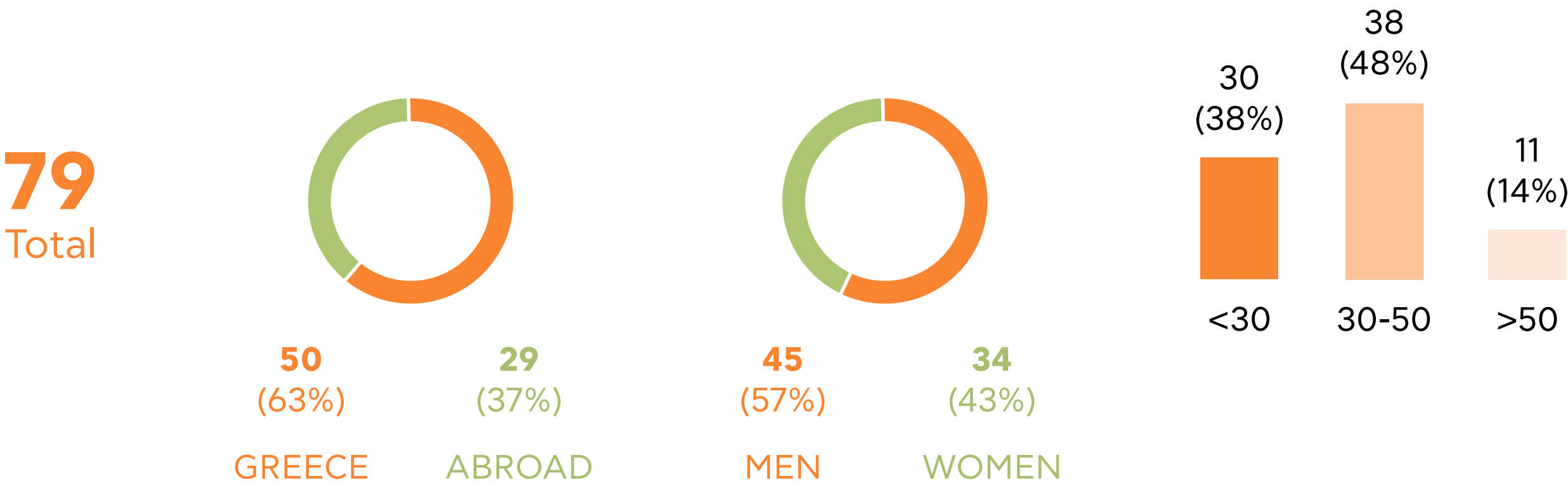
We maintain an active partnership with the Aspropyrgos Municipality Employment Office and the local DYPA office, participating in initiatives and events that promote local employment. To advertise job openings, the company uses online platforms and other communication channels to ensure wide visibility of available positions. Depending on the needs of each role, printed media are also used to maximise accessibility and encourage applications from all social groups.

Through this strategy, Vitex fosters **a fair, modern and people-centred working environment** where employee development and business success go hand in hand.

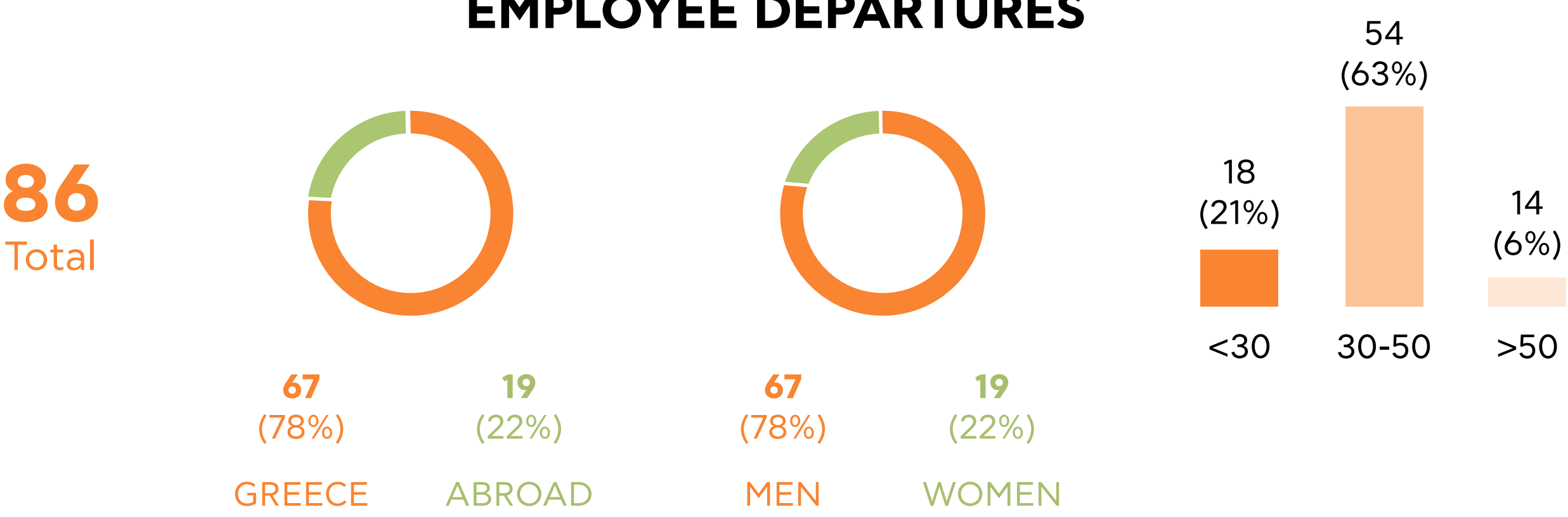


In 2024, Vitex published 49 job vacancies, receiving over 1,800 CVs from interested candidates.

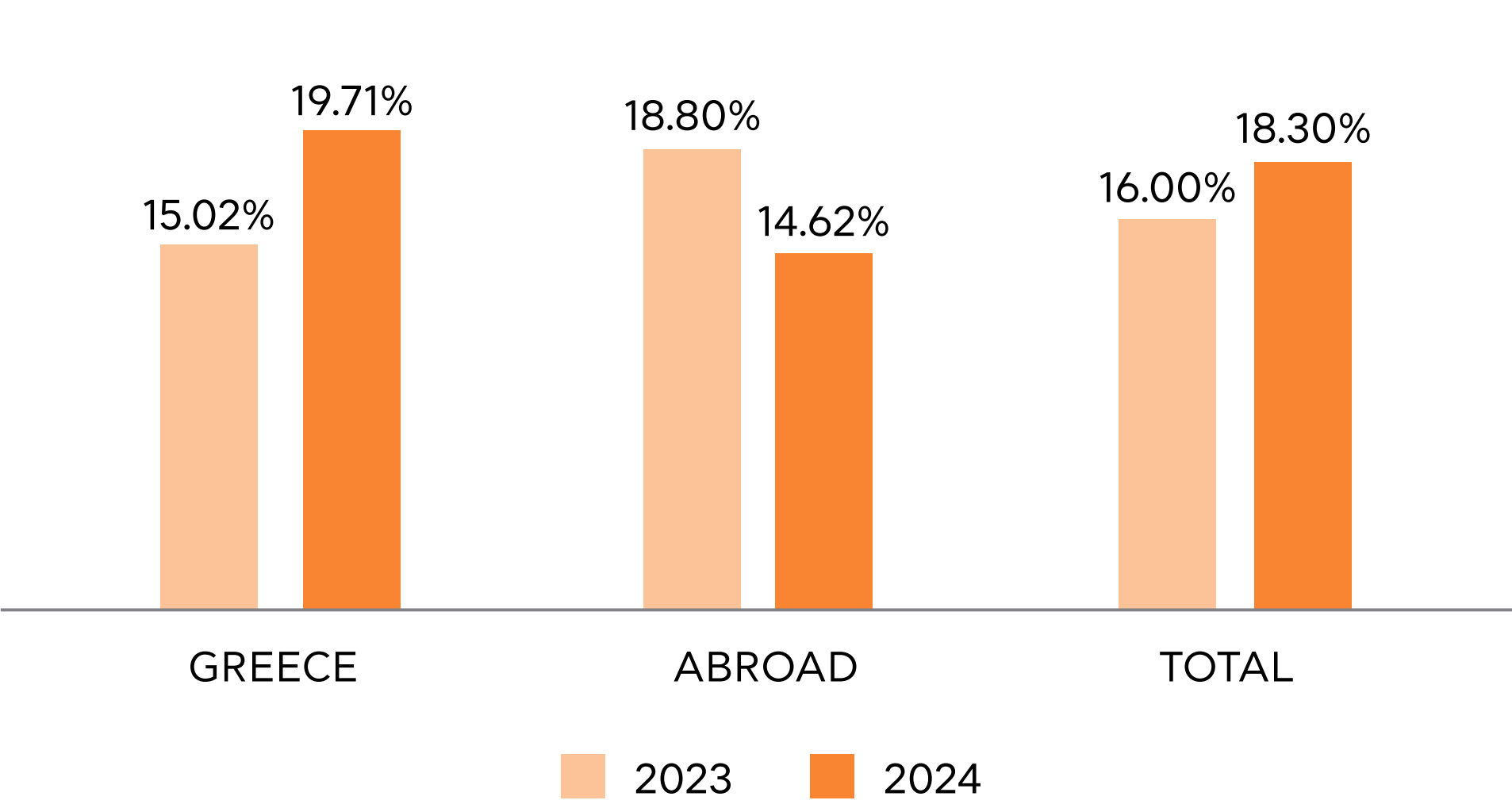
EMPLOYEE HIRES



EMPLOYEE DEPARTURES



EMPLOYEE TURNOVER RATE



\* The percentage is calculated by dividing the number of employee departures during the year by the total number of employees as of 31 December of each year.



## Employee Benefits

Vitex offers its employees a fair and competitive compensation system, complemented by a **wide range of benefits** aimed at **enhancing their overall quality of life**. At the same time, these benefits serve as an effective tool for increasing job satisfaction and strengthening employee loyalty to the Company.

The Vitex benefits programme includes, among others, core universal provisions such as medical insurance, as well as additional benefits tailored to the professional and family profile of each employee, adapted to their role and individual needs.



- Minimum salary above the level set by the collective labour agreement (applies to 100% of our employees).
- Implementation of an objective remuneration system.
- Performance-based bonuses.
- Awards and recognition schemes (e.g. Employee of the month).

### Additional financial support and benefits

- Interest-free loans.
- Transportation to and from the company or reimbursement of commuting expenses.
- Provision of a mobile phone or reimbursement of telecommunications expenses.
- Emergency financial support as a practical response to personal circumstances.
- Compensation for employees affected by natural disasters.
- Corporate discounts and discount cards.
- Gift for birth or christening.
- Wedding gift



## Health and Insurance benefits

- Options for early retirement.
- Group health insurance (for employees and dependents, with 100% of the cost covered by the company).
- Medical check-ups and diagnostic tests.
- Life, disability, and accident insurance.
- Blood donation drives and a corporate blood bank (to support employees and their relatives).

## Education and growth benefits

- Funding for individual training programmes.
- Subsidies for academic studies.
- Participation in professional and scientific conferences

## Working hours and leave schedule

- Flexible working hours.
- Additional leave days for new fathers / mothers.
- Extra paid sick leave days annually without the need for documentation.
- Additional paid leave/holiday days per year.
- Extra day off for birthday or name day.
- Flexible daily schedule for new mothers.

## Development of collective corporate activities

- Funding of employee sports activities (e.g. basketball and football teams, participation in corporate leagues, etc.).
- Recognising that health and wellbeing are essential pillars of our employees' work-life balance, we have created a range of sports teams that all employees are welcome to join based on their interests:

-Vitex Running Team

-Vitex Basketball Team

-Vitex Cycling Team

These teams are supported by the company through various sponsorships, as well as additional leave days for employees who wish to participate—whether for training or for taking part in competitions.

- Various corporate social events and celebrations



# Occupational Health and Safety

The health and safety of employees is a top priority for Vitex and a fundamental pillar of its sustainable development.

The company is committed to providing a safe and healthy working environment in line with international standards, aiming for zero accidents and no absences due to work-related incidents.

Recognising the importance of prevention, Vitex fosters a strong safety culture, ensuring that all workplaces are free from hazards.

This commitment is reflected in the Health & Safety Policy, which includes:

- Protecting the health and safety of the company's employees and partners.
- Identifying, managing, and eliminating occupational risks.
- Ensuring compliance with national legislation and safety standards.
- Maintaining high-quality work standards with zero accidents or damage.
- Providing training and encouraging active employee participation in health and safety matters.
- Allocating sufficient resources for the development of new technologies and risk control systems.

## Occupational Health and Safety Management Framework

At Vitex, occupational health and safety is a top priority. We are committed to taking all necessary measures to protect our employees, customers, partners, and external providers who use our products and services.

Health and safety is fully embedded into our corporate strategy. We set clear objectives and design procedures that support continuous improvement and advancement in this area, with the ultimate goal of «**Zero Accidents.**»

To achieve this, we implement an **Occupational Health & Safety Management System** certified to **ISO 45001:2018**, which enables us to:

- **Identify, assess and effectively manage** potential hazards in the workplace, preventing accidents and occupational illnesses.
- **Raise** employee awareness on health and safety issues, fostering a culture of prevention and responsible behaviour.
- **Continuously improve** our evaluation systems and procedures, aiming to eliminate workplace accidents and incidents.
- **Ensure** safe working conditions by strengthening protection measures





for employees across all roles and work areas. Our procedures guarantee a structured, clean, and safe working environment, where risks are promptly identified and addressed through systematic monitoring and specialised training.

Particular emphasis is placed on new employees, who receive thorough briefings and training on Vitex's safety procedures and standards, actively contributing to the maintenance of a zero-risk environment.

## Risk Assessment and Management

Failure to timely assess workplace accidents, injuries, and hazards can lead to an increased frequency of incidents, with serious consequences for employee safety, the company's reputation, and its regulatory compliance. For this reason, we apply a preventive approach to the management of occupational risks, ensuring the identification, assessment, and timely mitigation of any potential threats to health and safety.

In this context, we have established a risk analysis procedure that defines the methodology for systematically recording and evaluating risks.

Risk assessment is based on:

- Systematic workplace observations.
- Internal inspections.
- Analysis of past accidents and occupational illnesses.
- International standards and Greek legislation.
- Reports of previous incidents and near-miss records.
- Existing safety measures.
- System documentation.

*Implementation of ISO 45001:2018  
at all Vitex facilities*

We prioritise prevention and the systematic analysis of incidents, aiming to understand and address their root causes.

The Written Occupational Risk Assessment (WORA) is regularly reviewed for each facility and serves as a key tool for monitoring and accurately evaluating potential risks. Additionally, the company operates an Occupational Health Clinic, where a specialist Occupational Physician provides guidance and advice on occupational health and prevention matters. Their responsibilities include:

- Conducting preventive medical examinations.
- Assessing employees' fitness for specific tasks.
- Providing training on emergency situations, such as first aid or managing heat stress.

Employees are encouraged to report potential hazards or unsafe conditions, either via a dedicated form or through the reporting mechanism of the Code of Conduct.

Moreover, even in the absence of confirmed serious risks, employees have the right to refuse to perform work they consider dangerous. Through these practices, we foster prevention, enhance safety, and continuously improve our working environment.

## Occupational Health and Safety Management System Procedure

To ensure the effective operation of the health and safety management system, as well as its consistent implementation across all levels of the company, Vitex has developed a comprehensive monitoring and management procedure.



This procedure incorporates all the necessary components and activities that guarantee the proper functioning of the system, such as:

- Systematic safety inspections conducted by appropriately trained personnel.



- Installation of warning signs and safety notices to keep employees informed and properly guided.
- Provision of personal protective equipment to ensure maximum protection for every employee.
- Compliance of workspaces with established health and safety standards.
- Maintenance and regular servicing of fire protection equipment.
- Implementation of appropriate precautions when using machinery and equipment.
- Clear assignment of roles and responsibilities to ensure the smooth and accountable operation of the system.



As part of this framework, regular measurements are conducted for critical parameters (such as noise levels, airborne particles, VOCs, etc.) that may affect employees' health. We ensure that these values remain below the maximum permissible limits set by legislation, thereby maintaining a safe and healthy working environment.

## Health and Safety Responsibilities

Vitex has established clear responsibilities for managing the Health and Safety system, ensuring its proper implementation and continuous improvement.

### Top Management

Top Management is responsible for providing the necessary resources for the establishment, implementation, maintenance, and continual improvement of the Health and Safety system. It holds overall responsibility for effective risk prevention, employee training, and the execution of action plans aimed at improving health and safety conditions.



## **Safety Officer**

The Company's Safety Officer conducts preventive inspections, ensures workplace compliance, reports deviations, proposes corrective measures, and prepares the Written Occupational Risk Assessment (WORA). Responsibilities also include systematically reporting health and safety issues to management, maintaining direct communication with relevant authorities, and promptly addressing any emerging health and safety concerns. Additionally, the Safety Officer monitors the execution of tasks within the Company and reports any non-conformities observed.

## **Health and Safety Committee**

Vitex has established a Health, Safety and Environment Committee, which acts as the management's representative body for these matters. Reporting to the Technical Director, the Committee is composed of seven members, including the workers' representative, the maintenance supervisor, the production supervisor, the Safety Officer, and the Occupational Physician.

The Committee convenes regularly or on an ad hoc basis whenever necessary due to arising issues. Its members are responsible for understanding the company's Health and Safety policy and for ensuring its consistent application and communication on a daily basis.

They oversee compliance with internal procedures, aiming to minimise accidents and health and safety risks.

The Committee also conducts regular inspections of equipment and machinery, and recommends improvements in areas where hazards have been identified.

## **Employees**

All employees are responsible for safeguarding not only their own health and safety, but also that of their colleagues. They are expected to cooperate with their supervisors and the Health and Safety Committee in order to help maintain a healthy and safe working environment.

Through training, employees contribute to strengthening the safety culture and actively support the continuous improvement of the workplace environment.





## Setting Targets and Implementing Health and Safety Improvement Programmes

### Health and Safety Assessment and Objectives

At Vitex, we continuously assess our performance in the field of health and safety by setting clear objectives and specific targets, following a defined methodology. At the same time, we determine the actions and programmes required for the effective implementation of our corporate health and safety policy.

The Company's targets for improving workplace safety are established on an annual basis during the system review, as well as on an ad hoc basis whenever special circumstances require it. The Health and Safety Committee plays an active role in this process, reviewing and proposing ways to enhance the Company's performance.

In setting these targets, we take into consideration factors such as:

- the current and anticipated legislative framework and other relevant requirements
- the corporate health and safety policy
- the consolidated risk identification register
- stakeholder feedback and communication data
- the identification of opportunities and potential for further improvement of the system and its performance
- technological developments that could contribute to improving working conditions
- the Company's financial, business and operational capabilities

The process also includes the identification of specific areas for improvement, such as the assessment and reduction of noise levels at our facilities, as well as the evaluation and management of accident risks.

### Implementation and Monitoring of Improvement Programmes

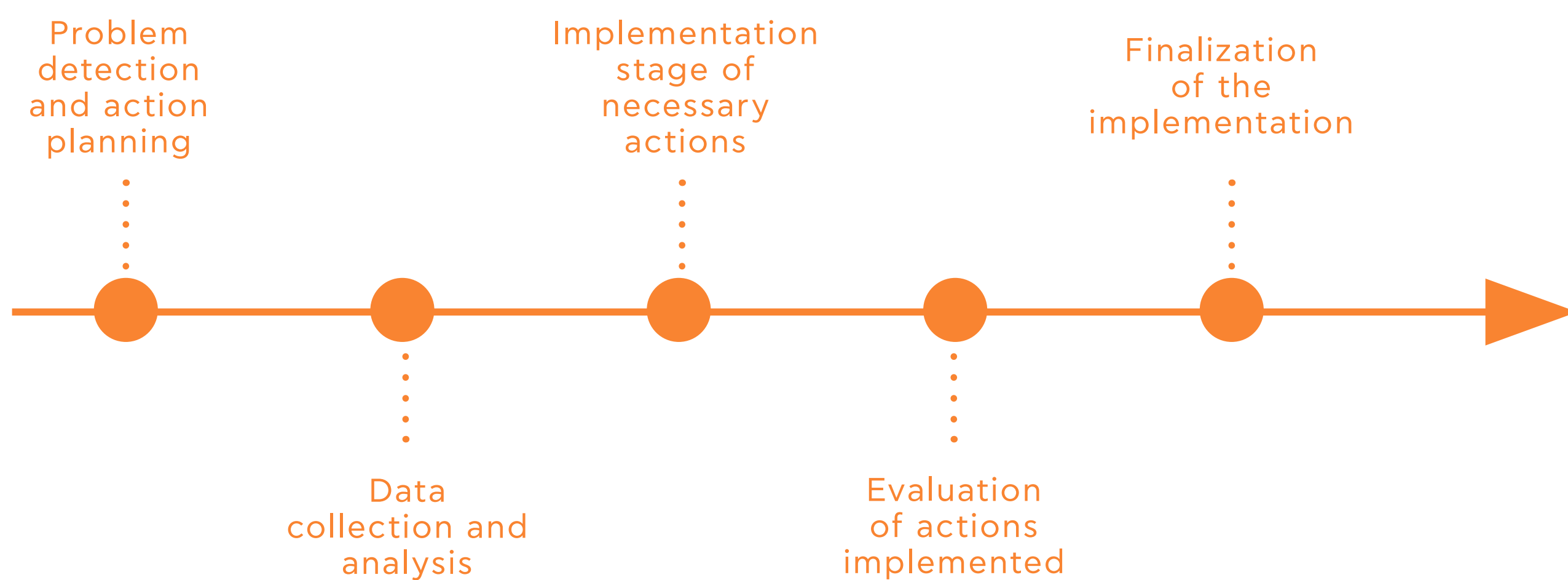
The design, implementation and monitoring of health and safety improvement programmes are carried out through a structured process applied at Vitex. The Management Representative for quality, environment, health and safety is responsible for the implementation and documentation of the related projects.

These programmes aim at achieving the Company's objectives and define the necessary actions for their effective delivery.

The monitoring of the programmes is carried out by the Management Representative and the Safety Officer, who, depending on the nature and requirements of each project, appoint the persons responsible for its implementation.

Through this process, the effective execution of the programmes is ensured, as well as the continuous improvement of health and safety conditions in the workplace.

Each programme consists of up to five possible phases:







## Health and Safety Training

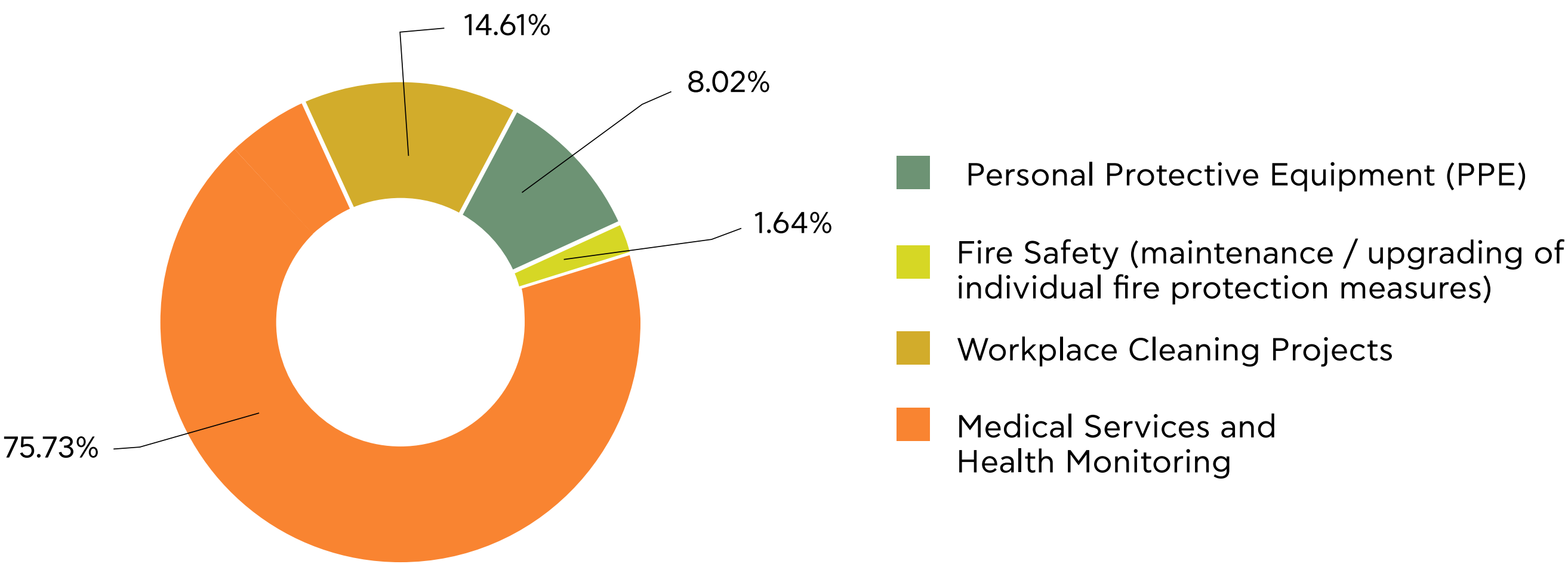
Particular emphasis is placed on raising employee awareness and providing training, with the aim of strengthening a culture of prevention, ensuring the swift and effective handling of potential incidents, and optimising the performance of related processes.

In 2024, a total of 2,600 hours of health and safety training programmes were delivered. The training covered, among other topics, the following areas:

- ISO 45001 System Management
- Fire Safety and Emergency Response
- Fire Prevention – Firefighting
- Facility Evacuation Plans
- Protective Measures in Case of Leaks
- Personal Protective Equipment (PPE)
- Safety Signage
- Hazardous Materials Safety Signage
- Instructions for Lift Truck Operators
- Use of Tools
- Hazard Identification
- Musculoskeletal Hazards



### DISTRIBUTION OF HEALTH & SAFETY INVESTMENTS



## Health and Insurance Benefits

- Early retirement options
- Group health insurance (for employees and their dependants, with 100% of the cost covered 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 family members)

## Health and Safety Performance Indicators

At Vitex, we systematically monitor and record our performance in the field of health and safety, making every effort to achieve **zero accidents and eliminate occupational risks** across all our facilities and workplaces.

Health and safety performance indicators	2024		
	Men	Women	Total
Annual number of employee working man-hours	563.984	177.432	741.416
Annual number of employee working man-days	70.498	22.179	92.677
Number of days of absence from work due to any form of employee incapacity*	1.107	179	1.286
INCIDENTS • Number of occupational illnesses	0	0	0
NUMBER OF OCCUPATIONAL ILLNESSES	0	0	0
LOSSES • Number of fatalities	0	0	0
Lost Time Injury Frequency Rate (LTIFR )	0.0	0.0	0.0
Severity Rate (SR)	0.0	0.0	0.0
Occupational Disease Rate (ODR)	0.0	0.0	0.0
Absenteeism Rate (AR)	1.57%	0.81%	1.39%

**Lost Time Incident Rate (LTIR):** (number of lost time incidents / total working man-hours) x 2:105  
**Severity Rate (SR):** (number of days lost due to workplace accidents / total working man-hours )x 2:105  
**Absenteeism Rate (AR):** (number of days of absence from work due to any form of incapacity / total working man-days) %  
\* Days of absence of any kind, not limited to occupational illnesses or workplace accidents. Regular absences due to holidays, study leave, parental leave (maternity or paternity), and bereavement leave are not included.



# Employee Training and Development

The continuous training and development of employees is an integral part of Vitex's sustainable development strategy. By meaningfully investing in the growth of its human capital, the Company fosters a working environment based on **equality, empowerment** and the **well-being** of its people. Learning is regarded not as a one-off process but as a continuous and dynamic investment aimed at long-term employment and talent retention. In a constantly evolving technological and production environment, where the chemical industry is called upon to integrate new digital technologies and practices, the need for upskilling, reskilling and unlearning becomes increasingly vital.

At the same time, the cultivation of transversal skills (soft skills) is essential to strengthen employees' collaboration, creativity and adaptability. Vitex responds to this challenge by creating a lifelong learning ecosystem that includes a wide range of synchronous and asynchronous training programmes, delivered both online and in person.

Recognising the needs arising from annual evaluations, Vitex continuously updates and enriches the training content, offering in-house programmes as well as partnerships with specialised training providers. Each programme aims to enhance productivity and support employees' professional development, thereby laying the **foundations for a more resilient and sustainable organisation.**



## Onboarding and Induction Programmes for New Employees

The integration of new employees into the Vitex team is supported by a comprehensive and targeted training programme, tailored to the specific requirements of each role. The programme covers both technical and theoretical aspects, while also embedding the philosophy, values, and corporate culture of Vitex. Its implementation is coordinated by a designated cross-functional team and overseen by the new employee's direct supervisor.



Following the initial three-month employment period, **a formal evaluation** is conducted to assess strengths and identify areas where further support or development may be required, ensuring a smooth integration and the continuous strengthening of employee capabilities.

### Opportunities for Development and Lifelong Learning

Vitex actively fosters the ongoing professional development and personal growth of its workforce by providing access to a broad range of learning opportunities. These initiatives are aligned both with evolving market demands and individual career aspirations. Employees are encouraged to participate in specialised seminars, domestic and international conferences, professional coaching programmes with experienced practitioners, as well as subsidised postgraduate studies at accredited higher education institutions.







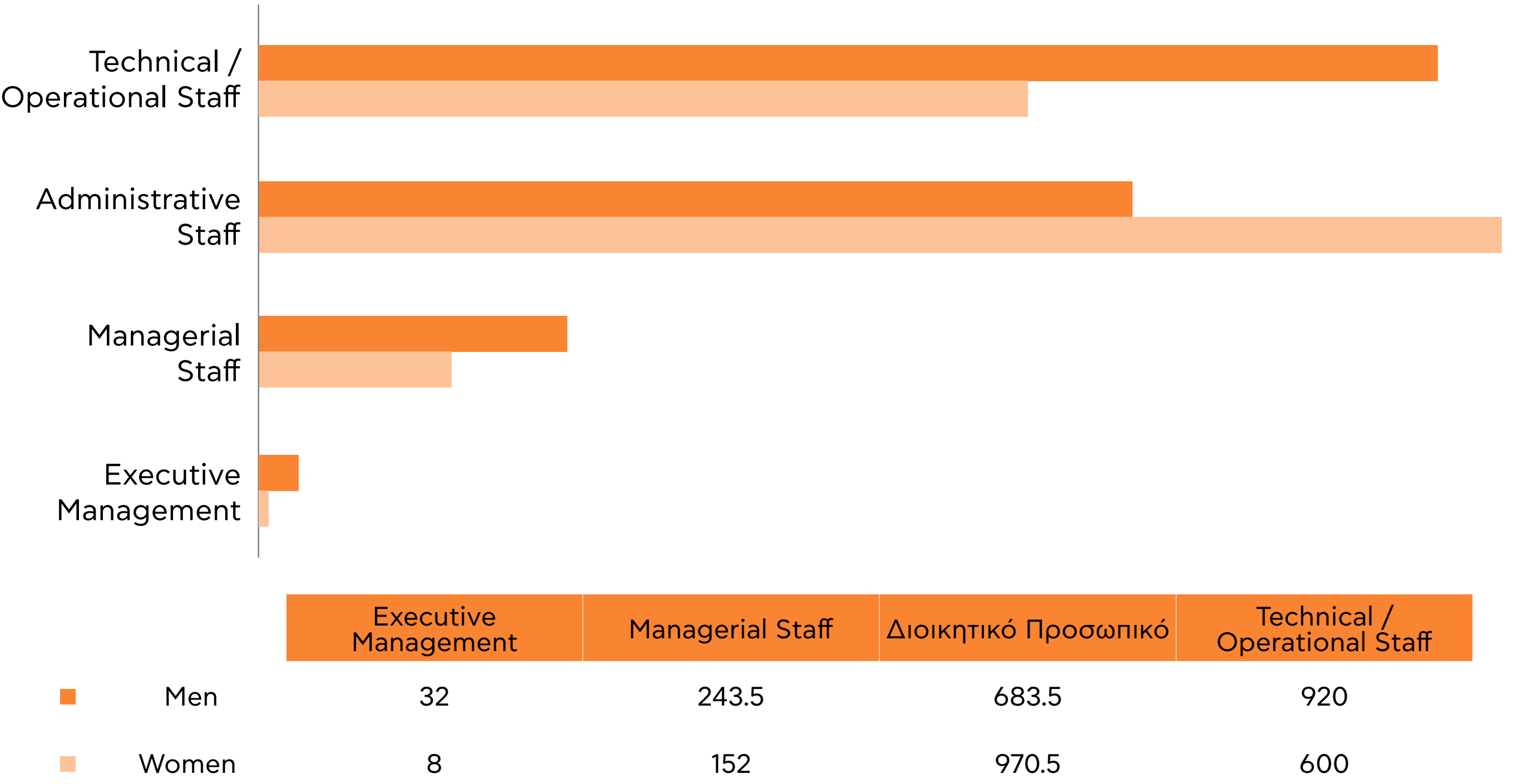
100%  
of employees  
received training  
during 2024

3,610  
employee  
training hours

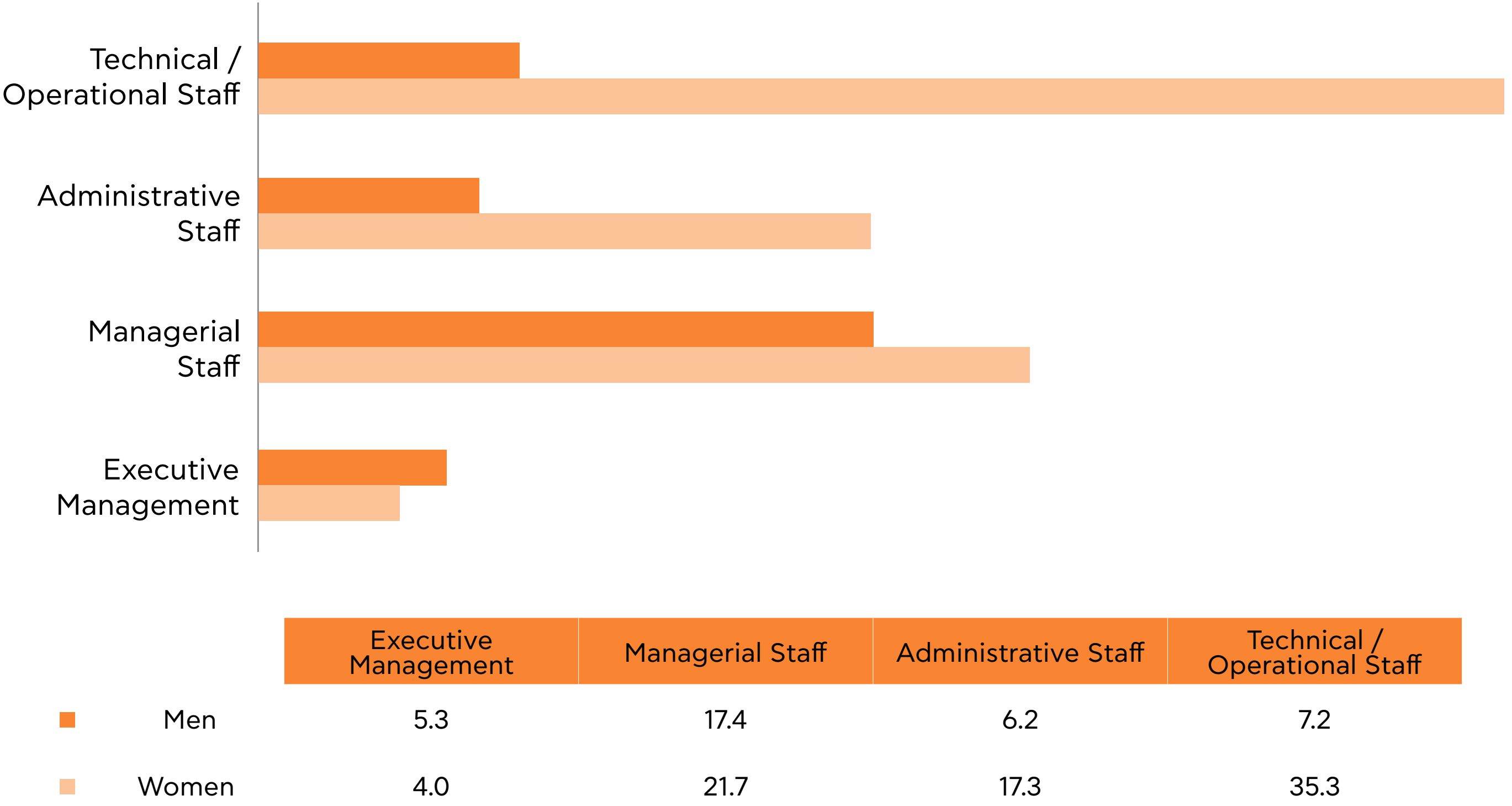
100%  
increase in the  
average number  
of training hours  
for management-  
level employees

58%  
increase in the  
average number of  
training hours for  
female employees

TOTAL TRAINING HOURS BY HIERARCHICAL LEVEL AND GENDER

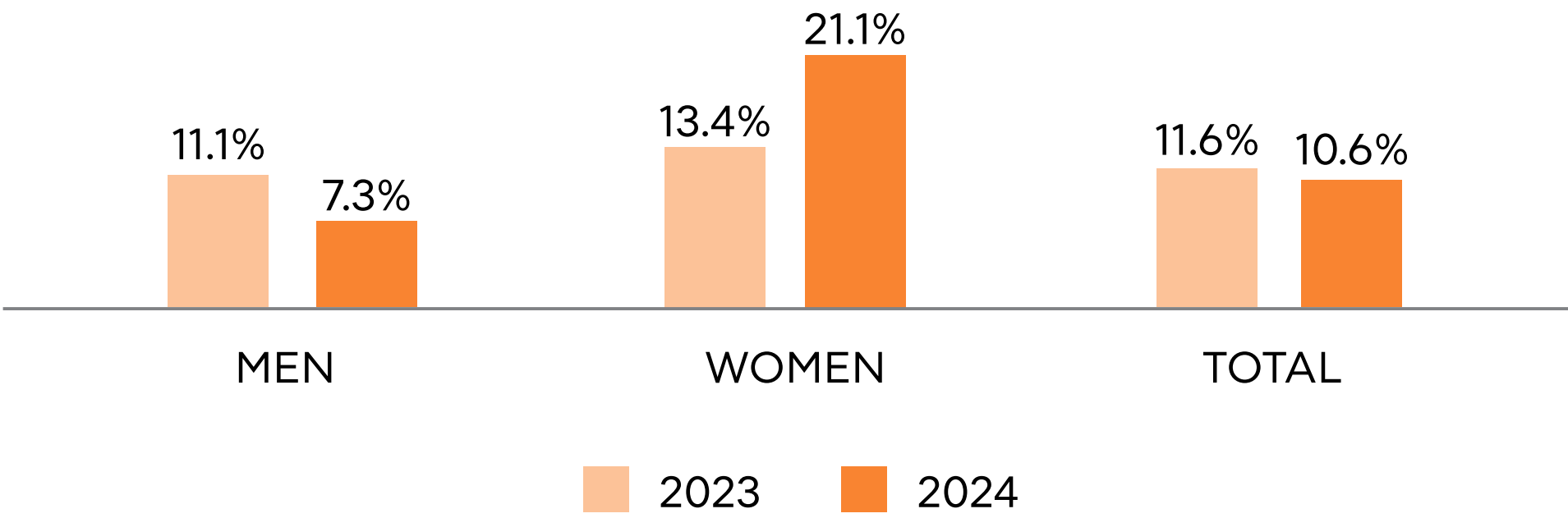


AVERAGE TRAINING HOURS BY HIERARCHICAL LEVEL AND GENDER

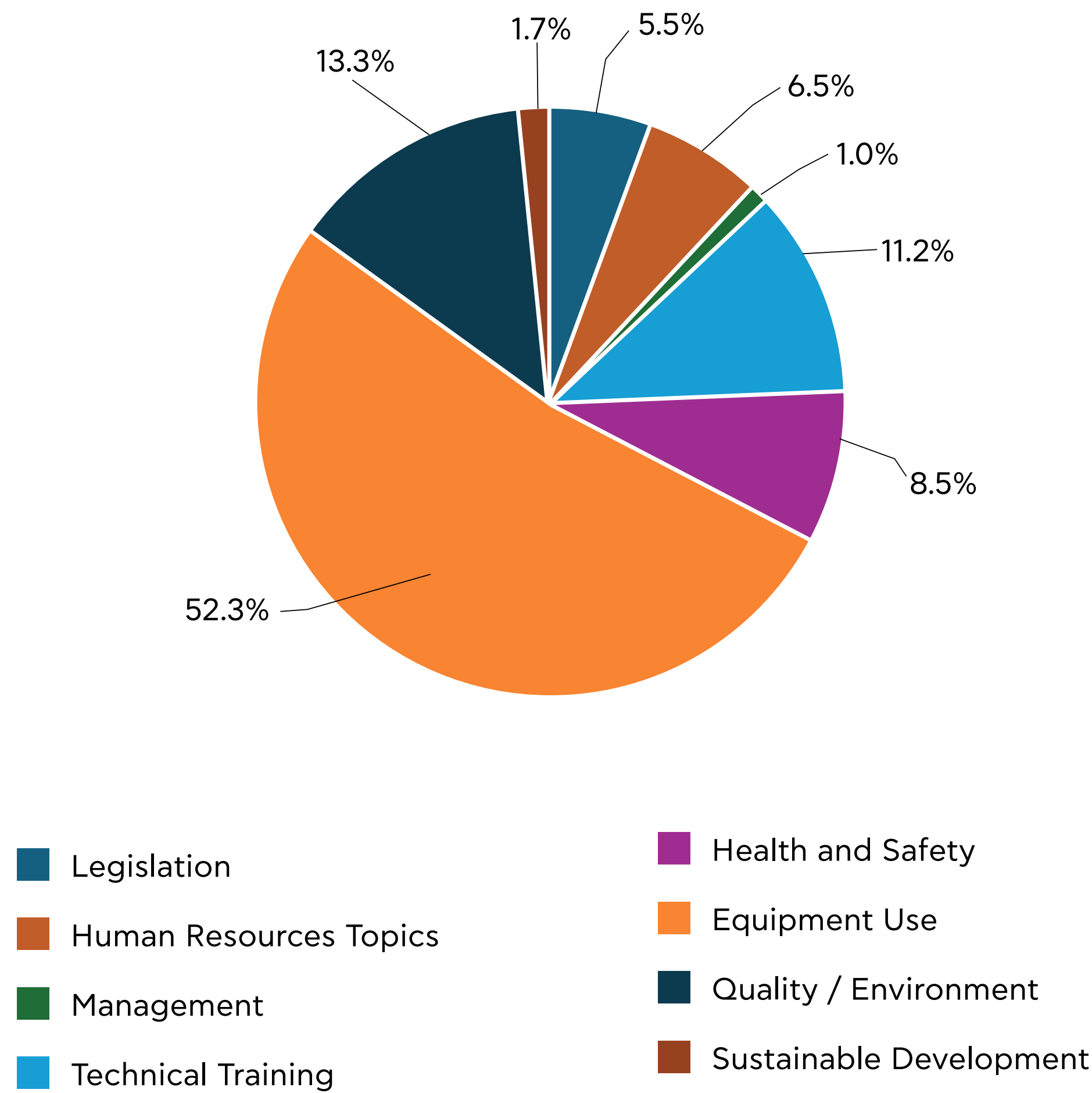




AVERAGE TRAINING HOURS



ALLOCATION OF TRAINING HOURS PER TOPIC



## Employee Performance Evaluation

At Vitex, performance evaluation is a core tool for fostering employee development and engagement, while promoting transparency and open, two-way communication. Through an annual evaluation cycle, applied consistently across all organisational levels, employees receive targeted feedback and set individual goals that are aligned with the Company's business plan and strategic priorities.

The process enhances each employee's understanding of their role and helps identify specific training needs, contributing to professional growth through personalised development plans. The Human Resources Department actively supports the process, while aggregated evaluation outcomes are analysed and presented to the management team and department heads.

*100% of the workforce  
was evaluated.*

## Employee Communication, Engagement and Satisfaction

At Vitex, direct and two-way communication is a key pillar of our corporate culture, fostering trust, mutual respect and employee participation in shaping the company's strategy and objectives. To achieve these goals, the following tools and practices have been established:

**Intranet:** An internal communication platform that enables immediate and interactive information sharing, significantly reducing reliance on email correspondence.

**Internal Announcements:** Daily staff updates distributed via email and notice boards, covering key topics such as recruitment, promotions, and urgent matters.

**Open-Door Policy:** Direct communication between employees and management is encouraged, enhancing transparency and accessibility.

**Suggestion Box:** Employees may anonymously submit proposals, which are evaluated by the Executive Committee (EXECOM), with the most innovative ideas receiving formal recognition and rewards.



**Corporate Reviews:** Twice annually, the CEO and EXECOM present company performance results and strategic developments to all employees, both in person and via live streaming to subsidiary locations.

**Annual Conferences:** Senior executives and external speakers share expertise with the aim of promoting knowledge transfer and strengthening internal cohesion.

**Targeted Meetings:** Additional presentations are organised as needed to promptly update staff on critical issues.

Ongoing information-sharing and active employee engagement represent a deliberate strategic choice that supports Vitex's sustainable development and organisational resilience.

## Vitex Conference – January 2024

Vitex's annual conference took place in January 2024 at Village Cinemas – The Mall Athens, with the participation of members of the Executive Management, Sales Department and Middle Management. A key feature of the conference's first part was the contribution of two distinguished external guest speakers:

- **Mr. Dimitris Dimitriadis** delivered a presentation entitled "Technological Advancement: Providing Answers for the Future", highlighting how emerging technologies can support the Company's future growth and innovation.
- **Dr. Nikolaos Dimitriadis** followed with his presentation "The Brain: A Superpower", focusing on human capital and the importance of leveraging cognitive skills in the professional environment.

Their contributions were further explored through a panel discussion featuring the «Dimitriadis Gang» team alongside Company Management, creating an opportunity for reflection, dialogue, and strengthening of team cohesion.

The second part of the conference provided a review of the Company's 2023 performance and outlined Vitex's key goals and strategies for 2024 – designated as "The Year of Cohesion", with an emphasis on both the challenges and opportunities presented by the year ahead.





## Vitex Kid's Day

In 2024, we had the pleasure of welcoming, for the first time, the children of our employees — primary and lower secondary school pupils — to our plant in Imeros Topos, for a **special day** dedicated to **learning, creativity** and **connection** with the world of Vitex.

The day featured a rich and interactive programme designed to offer the children a meaningful and enjoyable experience. Through guided tours of the company's facilities, an introduction to the history of Vitex and creative expression activities, the children had the opportunity to see first-hand their parents' working environment.

A highlight of the day was the appearance of "Mr. Chem" — Dimitris Kouloumasis — who inspired young and old alike with **impressive chemistry experiments**, bringing the magic of science to life in an engaging and entertaining way.

This initiative forms part of Vitex's actions aimed at strengthening the bond between employees and the company, and promoting a culture of care and connection not only in the workplace but also within the wider Vitex family.



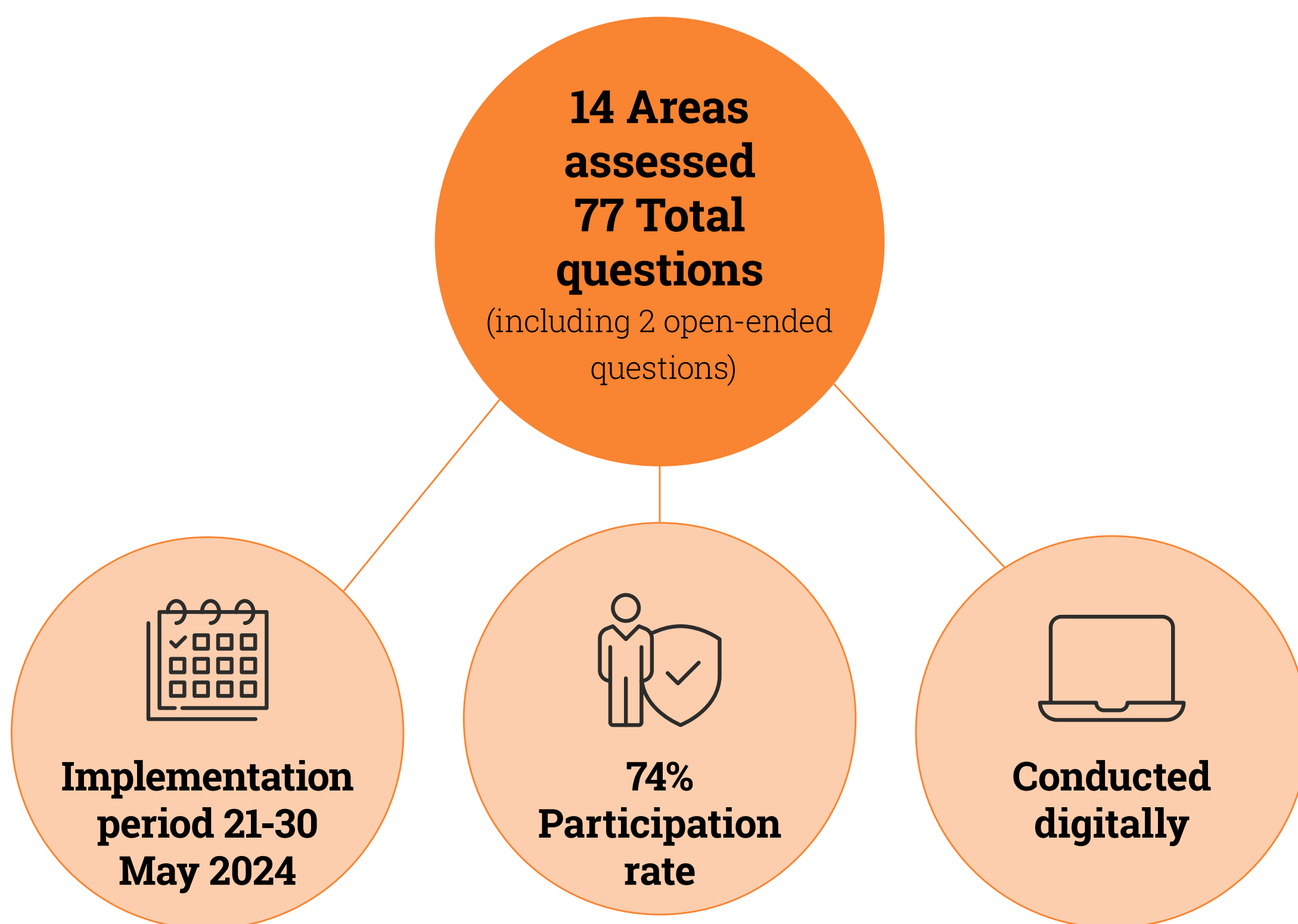


## Employee Satisfaction Survey

Vitex recognises its employees as its most valuable asset and systematically invests in maintaining a healthy, supportive, and high- performing working environment. In this context, employee satisfaction surveys are conducted regularly, with the objective of:

- Gathering employee views regarding operations, company culture, and internal collaboration.
- Assessing overall employee satisfaction and engagement levels.
- Identifying areas for improvement and strengthening internal communication.

The survey is based on KPMG’s assessment methodology, which categorises results across four evaluation levels. The overall average satisfaction score reached 72 out of 100, confirming a high level of workplace satisfaction, despite a slight decline compared to 2023 (75 out of 100).



According to KPMG’s assessment methodology, the scoring classification is as follows:

-Above 70: Strong areas

-Between 60 – 69: Strong areas, but requiring attention to maintain performance

-Between 55 – 59: Moderate score, typically requiring further analysis

-Below 55: Low score, generally indicating areas that require priority improvement



ESG Section in the 2024 Survey

For the first time in 2024, the survey included questions related to environmental and social commitment (ESG). The results were as follows:

86%

Vitex acts responsibly towards the environment and society

85%

ESG initiatives are important to the Company

70%

Awareness of Vitex's ESG goals

59%

Participation in ESG-related activities.

The high levels of acceptance and support for ESG principles among employees confirm that the values of Sustainable Development have been embedded into Vitex’s corporate culture. However, the lower participation rate in related initiatives (59%) highlights the need to further strengthen employee engagement through targeted communication and expanded opportunities for involvement.







# CLIENTS



*We aim to build long-term value-driven relationships, offering our clients exclusive advantages that set us apart from the competition.*



## Communication with Clients

Our philosophy is rooted in the deep belief that success stems not only from the quality of our products, but primarily from the strength of human relationships.

To us, **every client is a valued partner** with unique needs, challenges, and aspirations. We do not view service as a simple sales support function. On the contrary, we systematically invest in dialogue, understanding, and a personalised approach.

Our aim is to **build relationships of trust**—long-term and mutually beneficial—founded on respect, transparency, and a shared commitment to quality. Through continuous investment in the development of our partners and the strengthening of our presence at the point of sale, we strive to stand by our clients at every stage of their professional journey, contributing meaningfully to their success.

### Enhancing Education through Vitex Academy Seminars

Vitex, firmly committed to education and professional development, organised a series of seminars as part of the Vitex Academy programme. Our training initiatives are designed to offer a **high-level learning experience**, focusing on deepening understanding, strengthening technical skills, and encouraging active participant engagement. At the same time, they serve as a platform for knowledge exchange and sharing of best practices among professionals with varying levels of experience.

In 2024, we conducted **70 in-person seminars**, while additional webinars were delivered through advanced digital platforms. These offer **flexible and tailored training** with opportunities for real-time interaction, ensuring the same quality and effectiveness that characterises our in-person sessions.

Students from the Departments of Structural Works, Built Environment, and Architectural Design at the 1st and 4th Vocational High Schools (EPAL) of Nea Ionia, Volos, participated in a seminar on external thermal insulation systems. Vitex engineers, together with our Commercial Director, Mr Vasilis Vlachogiannis, provided both theoretical and hands-on training on the Vitex external insulation system, equipping students with valuable knowledge for their future careers.

Additionally, in collaboration with the non-profit organisation Odyssea, a seminar was held at the Vitex facilities in Aspropyrgos, where participants received hands-on training on the Vitex external thermal insulation sys-



tem, acquiring practical skills they will apply in the Vitex external thermal insulation system, acquiring practical skills they will apply in the energy renovation of the workers' housing complex as part of the #tavrosproject, under the guidance of the Hellenic Passive House Institute.



Vitex also organised a creative seminar for undergraduate and postgraduate students of Vakalo Art & Design College, specialising in Interior Design. Architect Katia Iliopoulou presented interior design proposals, followed by an in-depth presentation of Vitex materials, offering students valuable insights and practical knowledge.



Through these initiatives, Vitex continues to invest in the education and development of future professionals, reinforcing the link between theory and practice.

## E-BUSINESS Service

At Vitex, the continuous improvement of our services is a key pillar of our customer-centric strategy. One of our most dynamic initiatives has already received an impressive response, with the number of subscribers steadily increasing. This service was designed to provide immediate, targeted and high-quality support to our customers — and its success proves it.

In response to market needs, we are continuously enhancing its operation with new activities and specialised marketing material, offering our partners all the tools they need to strengthen their competitiveness and visibility.

By focusing on immediacy, speed and reliability, we are creating a comprehensive support framework that adds real value to the customer experience. Our commitment remains firm: to evolve alongside the people who place their trust in us.





## Vitex Day

This year, we chose to celebrate our annual tradition, Vitex Day, during **National Customer Service Week**—but in a completely different way. Instead of engaging with our existing clients, we turned to professionals who primarily collaborate with other companies in our sector. Our aim was to listen, understand what their current suppliers do well, and explore how we could improve. This initiative was not about promotion or comparison. On the contrary, it was an act of self-reflection and creative inquiry.

In total, **22 Vitex team members** hosted professional dinners with **18 selected paint retailers** across **12 cities in Greece**. The focus was not on marketing or sales, but on gathering valuable insights and perspectives that could help drive meaningful changes and improvements.

Specifically, the Vitex team collected:

- General information about the retailers' business operations
- Views on the challenges and opportunities within the industry
- Positive and critical feedback on Vitex's image and services
- Realistic proposals from market professionals

By listening openly and without filters, this initiative demonstrated that customer service does not end with the sale of a product. Rather, it is a continuous process of listening, evolving, and strengthening our relationship with the market—even when that market does not (yet) include us.

Leadership in the industry is not defined solely by product quality, but also by the willingness to improve and the respect shown towards the broader business community.





## Matala Street Painting

In Matala, Crete—where history and art meet the sea—we proudly supported a unique celebration of creativity and community: the Matala Street Painting event.

In collaboration with a local partner and customer, we sponsored this vibrant initiative that transformed the narrow streets of Matala into a giant open-air canvas.

In collaboration with a local partner and customer, we sponsored this vibrant initiative that transformed the narrow streets of Matala into a giant open-air canvas. Locals and visitors of all ages—children, families, groups of friends and artists—picked up brushes and rollers and painted the village's pathways with designs of their choice, filling the heart of Matala with colour, joy and imagination.



This sponsorship was more than just support for a local event; it was a meaningful opportunity to demonstrate how colour—beyond decoration—can connect people, beautify urban spaces and spread positive messages. The day ended with smiles, photos, music, and the shared feeling that a street filled with colour and life becomes common ground for all.

## Exhibitions

Vitex continues to strengthen its outward-looking strategy by participating in leading construction industry exhibitions.

At the OIKODOMI exhibition, the company showcased innovative products such as Granikot Refresh, a nano-acrylic paint ideal for repainting external thermal insulation façades, as well as the AIRIS AI Colour Decorator, offering visitors a unique shade selection experience.







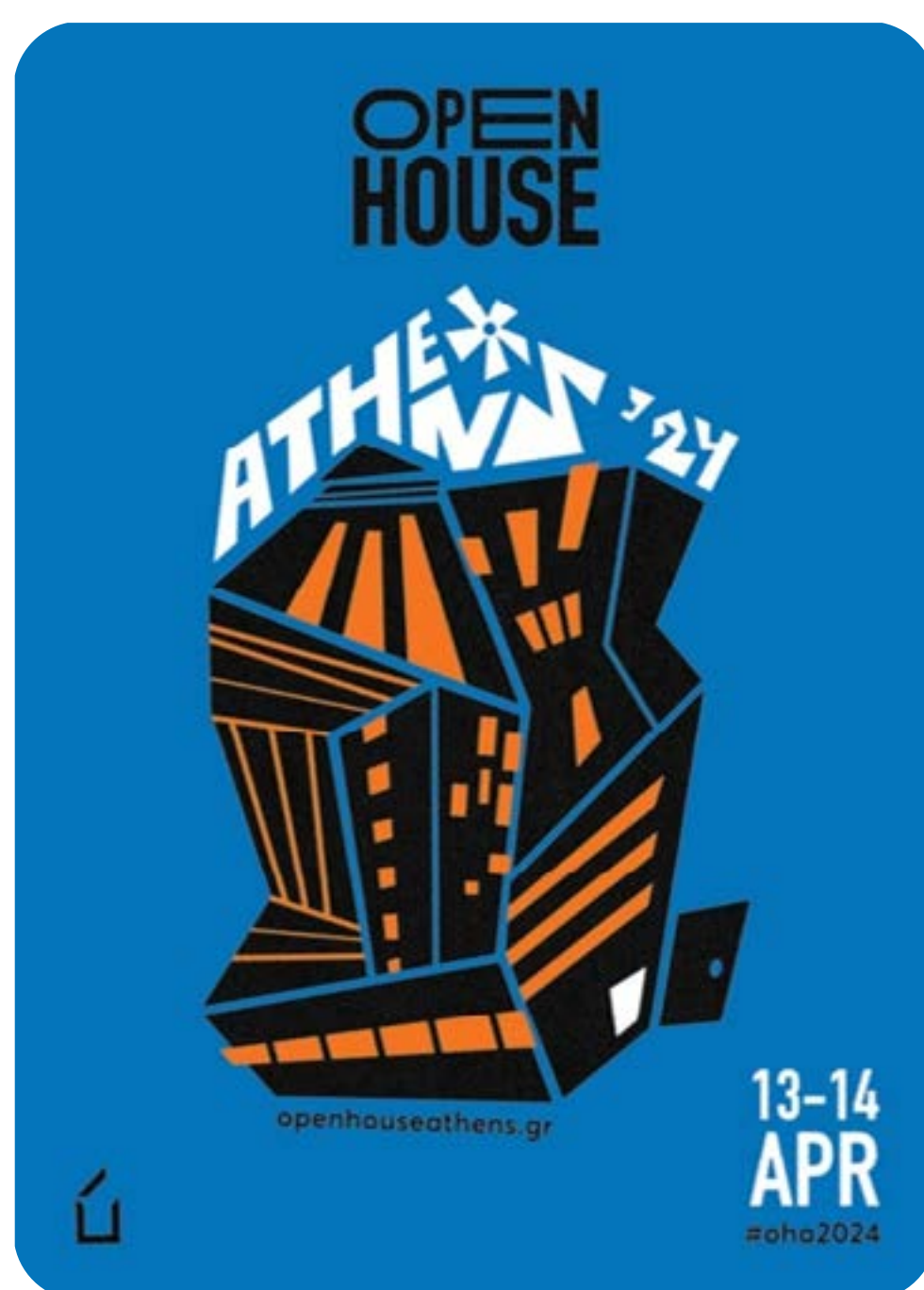
Meanwhile, at The Big 5 Dubai, Vitex presented its cutting-edge solutions including its external thermal insulation system and the hybrid waterproofing system HyRoof, attracting the interest of professionals from around the world.

## Open House

Vitex, firmly committed to supporting the architectural and creative community, participated as a sponsor in the MADE in Athens 2024 initiative, part of the OPEN HOUSE Athens programme.

As part of this event, Vitex opened the doors of its Aspropyrgos facilities, offering visitors a unique opportunity to explore its production processes and the sustainability principles that underpin its operations.

The guided tour highlighted the connection between industrial manufacturing, architectural design and environmental awareness, fostering dialogue between industry professionals and the wider community.





# Customer and Consumer Satisfaction

Vitex, with a long-standing presence in the market and an extensive network of partners and customers worldwide, continues to grow and innovate in the field of paint manufacturing and specialised solutions, primarily serving the construction and building sector.

The Company's long-term commitment to high-quality service and to building strong, mutually beneficial relationships with its customers remains a cornerstone of its strategy.

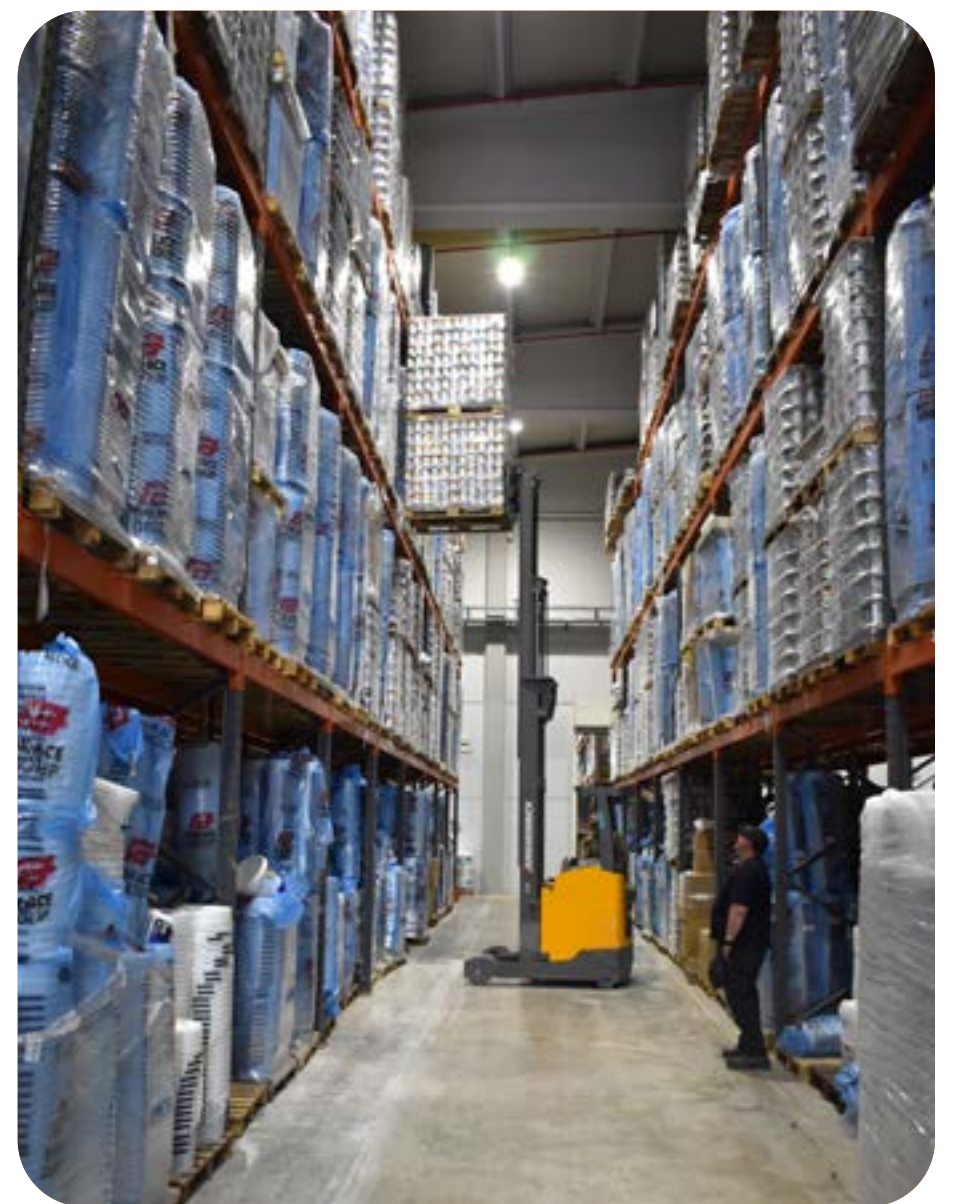
## Customer Care

The Customer Service & Technical Support department is a key operational pillar of the Company, dedicated to providing personalised, **high-level assistance** to industry professionals, applicators, and end users.

This strategically structured department offers technical guidance and application support, product and material compatibility analysis, safety advice and use of Personal Protective Equipment (PPE), detailed technical specifications, decorative suggestions, expert assistance, and up-to-date information on retail outlets and partner stores.

In addition, targeted site visits continue to be carried out to provide **tailored solutions** that ensure the quality and performance of each project. This practice has become an integral part of the overall customer experience offered by Vitex.

In 2024, Customer Care Dpt handled a total of **4,500 requests and 218 customer complaints**, achieving high resolution and satisfaction rates, further strengthening the Company's reputation for responsiveness and accountability.





Vitex continuously redefines its customer service priorities, placing emphasis on:

- Measurable analysis of the customer experience
- Increasing loyalty through personalised communication based on each customer's history and needs
- Reducing average response time as a key performance indicator (KPI) for the Department

With these foundations, Vitex continues to shape an evolving, dynamic service model, fully aligned with the modern needs of its customers – a model that supports both sustainable development and ongoing innovation.

## Customer Satisfaction Surveys and Market Trend Analysis

As part of its ongoing efforts to enhance the experience of partner stores and strengthen customer relationships, Vitex conducts an organised annual satisfaction survey.

This process is carried out through the **“Customer Feedback Form”** questionnaire, which is sent to a representative sample of customers across Greece. The questionnaire includes quantitative questions covering key performance and satisfaction indicators, as well as an open-ended question allowing customers to freely share suggestions, comments and ideas for improving Vitex's products, services and overall partnership experience.

The purpose of the survey is to systematically **capture the needs, preferences and emerging trends in the market**, and to identify areas where the Company can further strengthen its position and deliver even greater value to its partners. At the same time, it helps recognise and confirm the positive attributes appreciated by our network of partners, serving as a point of reference for the future.

For 2024, the statistical analysis of responses revealed a high level of satisfaction with collaboration with Vitex, with the average rating reaching **9.2/10**, confirming customers' trust in the Company's quality, service and reliability.



Vitex, as a member of the Hellenic Institute of Customer Service (HICS), supported the event marking the Institute's 20th anniversary, held in Athens. Vitex's participation highlights its commitment to delivering high-quality customer service and strengthening customer trust.



# SOCIAL CONTRIBUTION



*From the very beginning of its operations, Vitex has acted with an unwavering sense of responsibility and contribution towards society as a whole. For us, responsible entrepreneurship goes beyond supporting local communities; it is directly linked to our broader corporate footprint on local societies and the environment. We act responsibly, with a strong commitment to our Greek roots.*





# Creation and Distribution of Economic Value

Vitex consistently meets the expectations and needs of all its stakeholders, creating and distributing economic value through all of its business activities as well as through targeted corporate social responsibility actions.

Ensuring the sustainable creation of value is a **fundamental priority** for the Company, as it is directly linked to its long-term business resilience and to enhancing its positive impact on society and the economy.

The economic value generated and distributed by Vitex makes a **significant contribution to the broader development of the Greek economy**, while at the same time providing targeted support to the communities and stakeholders directly or indirectly affected by its operations.

As an employer of choice, the Company offers stable and high-quality jobs, empowering its workforce and contributing to social cohesion. At the same time, it consciously invests in supporting the local economy by sourcing products and services from domestic and local suppliers, thereby strengthening the national value chain.

In 2024, the added value generated by Vitex reflects its strong business presence and its tangible contribution to economic progress. Specifically, this includes:

				2024
				Amounts (€)
Employee remuneration and benefits				11,318,706
Dividends and capital returns to shareholders				1,967,000
Payments to providers of capital (interest and other payments to financial institutions, etc,)				1,397,991
Taxes paid (to the State)				3,831,091
Purchases from domestic suppliers (local procurement)				50,278,290
Purchases from foreign suppliers				19,683,768
Cost of social actions (donations, sponsorships)				42,074
TOTAL				88,962,651

## Social Actions

Vitex operates with a strong sense of responsibility towards the communities in which it is active, undertaking initiatives aimed at creating meaningful and lasting value for society as a whole.

Through a strategically designed framework of corporate social responsibility actions, **we contribute to social cohesion, well-being and the sustainable development of local communities**, recognising their key role in our broader growth journey.

Supporting local employment and entrepreneurship remains a firm priority, while we also invest in continuously understanding social needs through meaningful dialogue and collaboration with local stakeholders. Vitex systematically monitors social developments and responds with sensitivity and responsibility to issues that concern the local community.

Guided by the aim of addressing real and prioritised needs, we design and implement targeted social contribution programmes.

Our initiatives cover a wide range of areas, such as:

- **Supporting vulnerable social groups** through actions that promote social inclusion and improve quality of life
- **Education**, through sponsorships, scholarships, support for schools and educational programmes
- **Culture and sports**, through preserving cultural heritage and promoting a healthy lifestyle
- **The environment**, through awareness-raising initiatives, reforestation, recycling and other environmentally friendly actions

In addition, Vitex **responds promptly and meaningfully in cases of emergencies**, such as natural disasters or social crises, providing assistance beyond its planned annual programme of actions.

At the same time, we encourage and support employee volunteering, fostering a culture of social contribution and participation.



## Paint Bank 2024



Through the third initiative of the Colour Bank, Vitex – with the support of Endless and Plaisio – contributed to improving the school facilities of the Municipality of Mandra-Idyllia.

Vitex donated a total of 1,000 litres of paint for the maintenance of school classrooms, Endless provided cleaning and paper products, while Plaisio supplied electronic equipment and stationery.

This initiative strengthens the educational community and promotes collaboration between businesses and local government.



## Athens Half Marathon

On Sunday 10 March 2024, the heart of Athens beat to the rhythm of the 12th Half Marathon, with thousands of runners filling the streets with energy and smiles. The Vitex team made a dynamic appearance, running alongside the Finish Liners of MDA Hellas. Through our sponsorship of a specially adapted racing wheelchair and the participation of our employees in the 5km race, we actively supported the admirable work of MDA Hellas for people with neuromuscular diseases.



Our presence at the Half Marathon was not merely a sporting participation, but a statement of solidarity and a commitment to an inclusive society.





## Athens Marathon- BlueLine

For the second consecutive year, Vitex provided the blue paint for the line that connects the Marathon Municipal Stadium with the Panathenaic Stadium in Athens. The Blue Line by Vitex is the symbol of the effort, perseverance and dedication of the thousands of runners who cover the 42 kilometres and 195 metres of the Authentic Marathon.

Vitex also actively participated in the Marathon Expo, offering visitors the opportunity to apply the iconic blue line marking paint themselves. In addition, for every photo posted on social media, Vitex donated €5 to the Muscular Dystrophy Association (MDA), thereby supporting its important work.



## Chain of Good with Fabric Republic

With a tangible commitment to sustainability and social contribution, Vitex launched a new circular economy initiative in collaboration with Fabric Republic. Through Vitex Academy seminars, professionals have the opportunity to recycle their old work overalls, giving them a second life.



For each overall collected and delivered to Fabric Republic, Vitex provides the participant with a new one, encouraging participation and contribution. The old overalls are reused to create new useful items, such as bags, through an innovative social entrepreneurship model that creates employment opportunities for women from vulnerable social groups.

Through this initiative, Vitex connects environmental responsibility with social inclusion, driving a chain of good that reduces environmental impact and strengthens social cohesion.

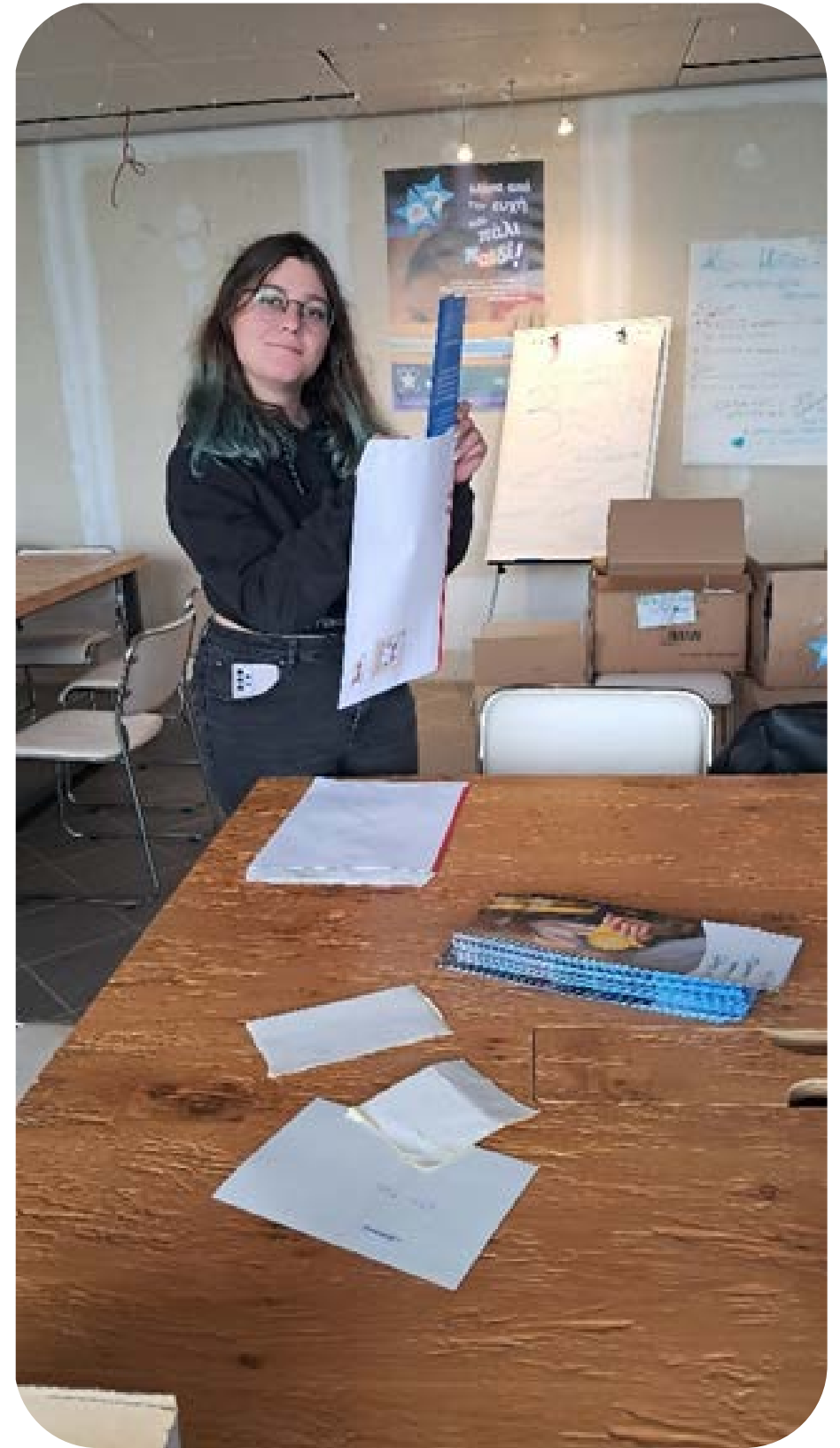


## Make a wish

Vitex actively participated in the volunteer initiative of Make-A-Wish Greece.

For two weeks, the Company's employees worked alongside other volunteers at the organisation's offices, helping to prepare gifts for children and organise orders for the "Star of Wish" programme.

This action supports the work of Make-A-Wish in fulfilling even more wishes for children across Greece.



## Supporter of «Material Matters Vol. 5: Colour»

Vitex supported the creative dimension of colour at the architectural event "Material Matters Vol. 5: Colour", organised by ek magazine under the auspices of the Hellenic Institute of Architecture, held at the Benaki Museum on Piraeus Street.



The event focused on the importance of colour in architectural design, featuring presentations by experts in the field who explored the various aspects and applications of colour in architecture.



## Visits from Colleges and Universities

Educational visits were carried out by Greek and foreign higher education institutions, as well as schools. As part of these visits, students, pupils and teaching staff were given guided tours of Vitex's production facilities and attended presentations at the company's auditorium, aimed at informing them about the company's history, development and strategy.

Among the educational institutions that took part were:

- The German-Hellenic School
- IEK AKMI
- IST College
- 8th Junior High School of Korydallos
- Athens University of Economics and Business



## Corporate Blood Bank

The Vitex Corporate Blood Bank was established in 1994 in collaboration with "ELPIS" General Hospital, with the aim of promoting voluntary blood donation and covering the blood needs of employees and their families.



Blood donations take place twice a year, fostering the spirit of social solidarity within the company. In 2024, a total of **91 units of blood** were collected **with the participation of 95 employees**.