ANNUAL REPORT 2021

MANIFEST
FACILITY MANAGEMENT

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Message from the CEO

The first core value of our company is that we are innovative and pioneering. In a year that had many new challenges in store for all, we succeeded and exceeded our expectations and goals by accepting the new reality and looking ahead.

At Manifest, we always stress the importance of providing customers with top-quality services. Year 2021 did not bring the stability and return to normalcy that everyone was expecting. Nevertheless, we set the bar very high and gave our customers the very best, regardless of the circumstances. Having ensured the safety of our employees and by complying with all regulations and protocols, we worked hard and rose to the challenge.

Looking ahead, we started to provide a series of Energy Services to existing and new customers, with the aim of providing guidance in effective energy saving. From the inspection and design stages, all the way to the energy upgrade, our experts stood by our customers, offering them knowledge and services that resulted in significant improvements in their energy consumption.

At Manifest, the human factor, our employees, are always our top priority. Having set the company's New Strategic Map in the previous year, we put it into operation in 2021, starting from the restructuring of the Human Resources Department. Having increased our projects and the diversity of the required fields of specialization, we changed, renewed and enhanced the structure of this crucial department for our company, ensuring its excellent operation, from the search for talents to the handling of any matters concerning each employee.

This year, too, we stood by our fellow human beings by covering needs that arose. To us, social responsibility actions do not spring from a sense of obligation, but from our pure desire to offer substantial and effective help. In 2021 we fulfilled our commitment to provide top services and kept our customer satisfaction very high. This performance is attributed to a number of factors. Our strategy and vision are certainly leading us in the right direction. I would like to draw attention to Manifest's remarkable Team of people, though, who – with all the desire, dedication, liveliness and industriousness that define them – bring this vision to life every day, having adopted it as their own! Thank you all. Together we will continue to create and excel!

Dionysis Ammolochitis
Founder & CEO

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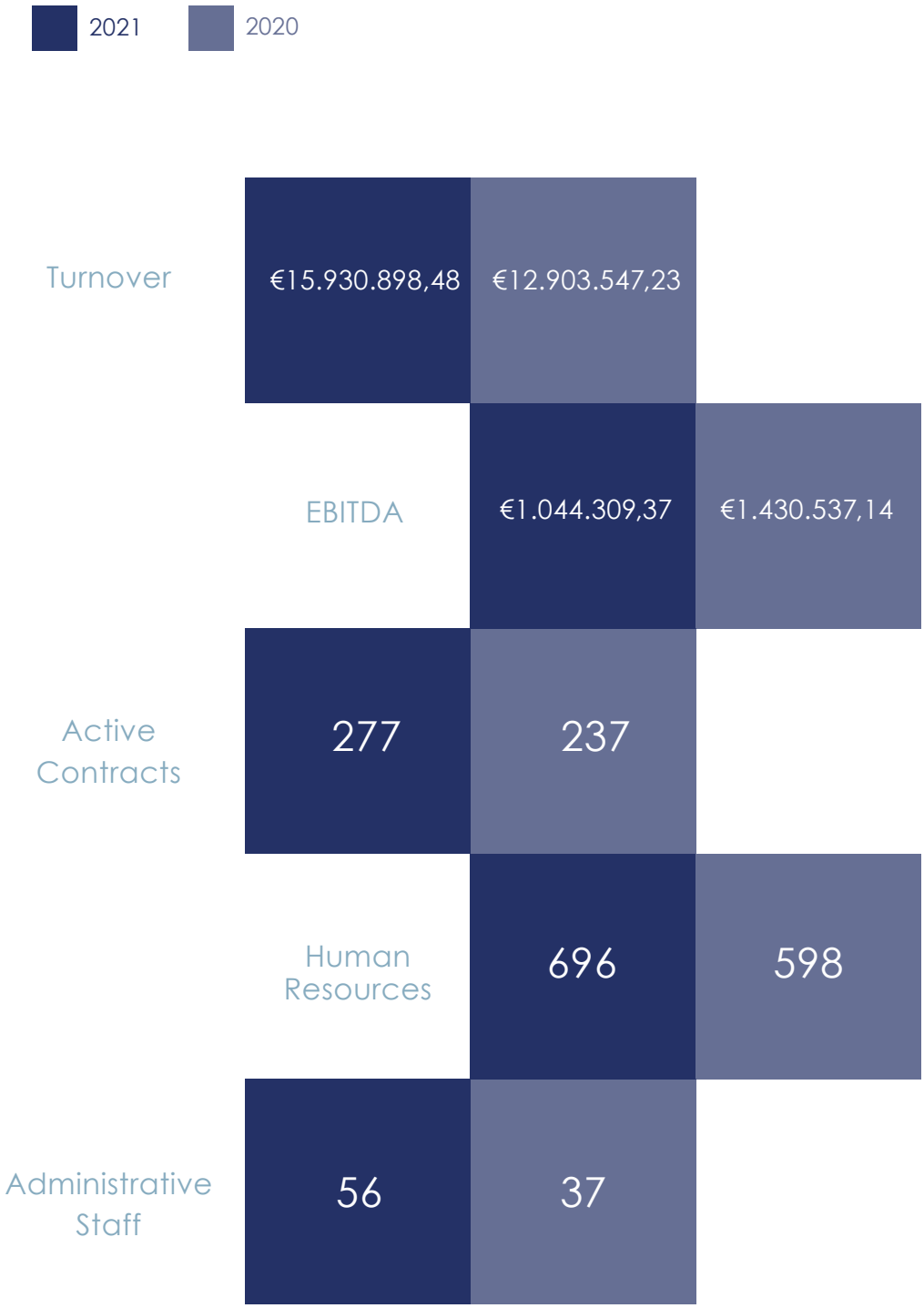
Manifest

at a glance



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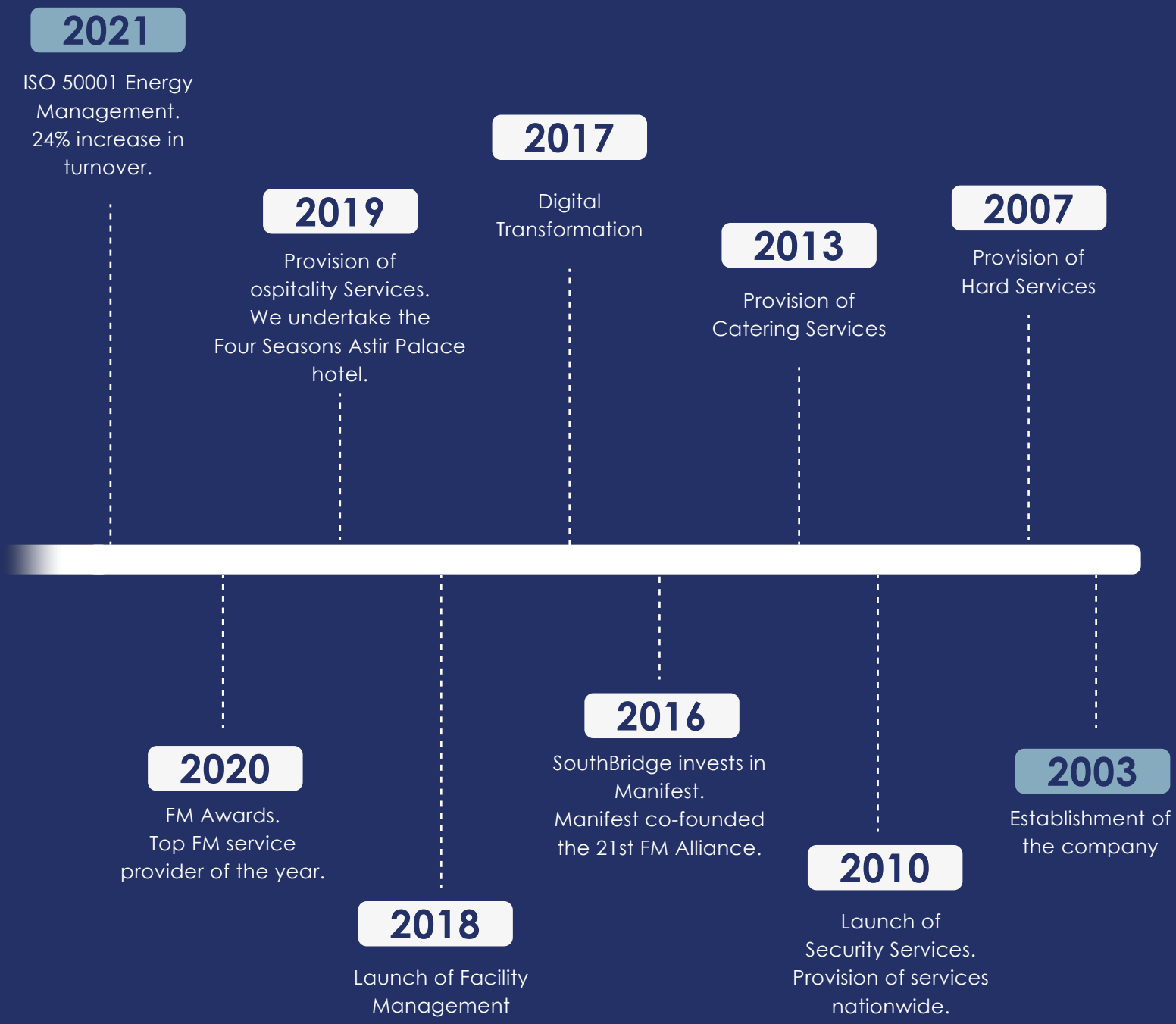
Milestones

Dates



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Management &
Organisational Chart

Dionysis Ammolochitis
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George Farlekas
General Manager
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George Patergiannakis
Chief Financial Officer
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Manos Chalaris
HR Manager
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Board of Directors
CEO
Management
Human Resources
Customer Service
Finance
Operations
Compliance
Sales & Marketing

MANIFEST
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Our Vision

Our Core Values, our Purpose

Our Vision

We strengthen our leading position by shaping the industry with optimal and innovative solutions, with respect to people.

Our Core Values

1. Creativity
We are innovative and pioneers

2. Perpetual Improvement
We are constantly improving everything we do in our company

3. Adaptability
We are flexible and we dare to change

4. Cooperation
We are a close-knit team with a common vision

5. Human Resources Development
We empower and help our people grow

6. Fairness
We objectively evaluate, we recognise and reward our people

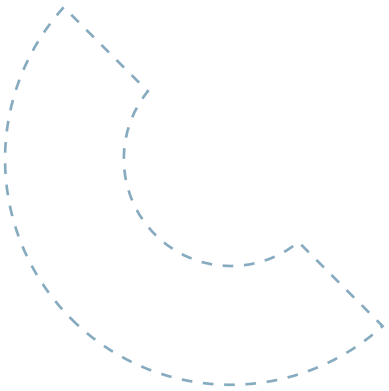
Our Purpose

Taking care of your people to give their best.

Our people

Our people are our strength!

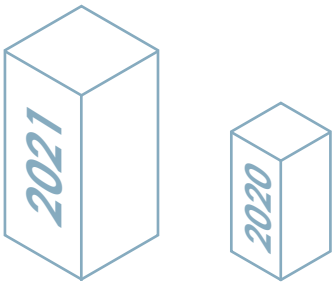
Manifest Services employs 696 employees nationwide, increasing its human resources by 16% compared to 2020. It bases its policies and practices on principles such as ethics, honesty and mutual respect, creating a safe and healthy working environment for its people, where productivity and innovation are recognised and rewarded.



Our core values being cooperation, fairness and growth of our people, we give priority to our employees so that they all have a common vision with the company: to stand out for the high quality of our services and to distinguish ourselves through this.

6.1 Human Resources

Staff



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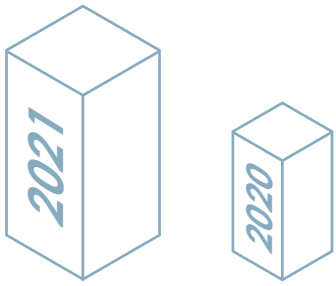
Breakdown by gender

Women



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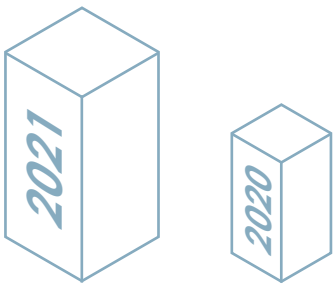
Men



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Financial Data

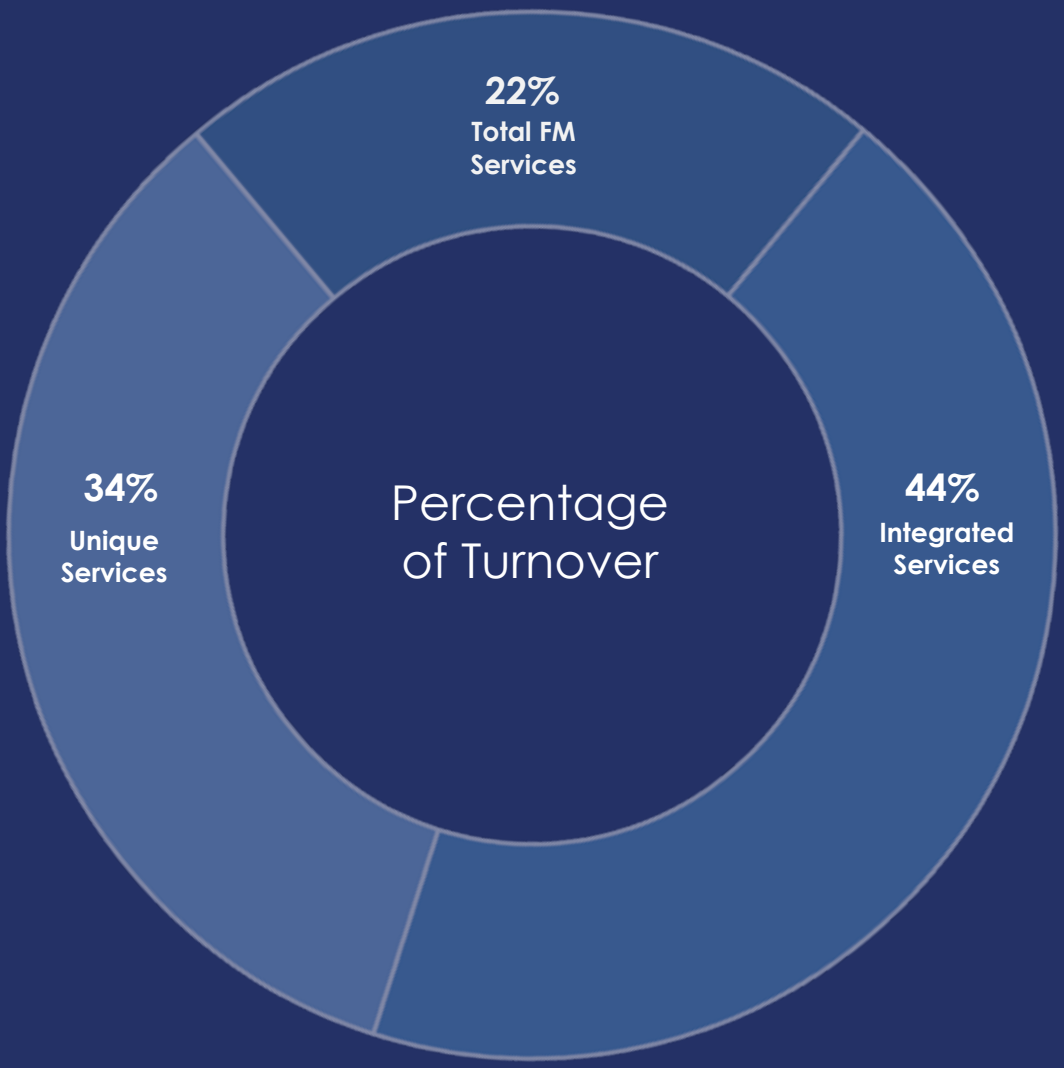
In Year 2021, Manifest – at Group level – recorded an increase in the total turnover of 24%, which amounted to €15.9 M.

The Group succeeded for another successive year to improve its share in the Greek market and be among the three most dynamic companies in the sector.

The Group's earnings before interest, taxes, depreciation and amortization (EBITDA) from continuing operations amounted to €1,044,309.37 compared to €1,430,537.14 of the previous financial year.

	2021	2020
Turnover	€15.930.898,48	€12.903.547,23
EBITDA	€1.044.309,37	€1.430.537,14

7.1 Distribution of Earnings



Certifications

Manifest Services has set high standards of organization, which it constantly improves.

It has received certifications from international organizations for all its services, proving that it operates with high standards of organization and corporate management.

Holding 10 certifications, it ensures the high level of quality of its services and the satisfaction of its customers.

In 2021, Manifest Services continued to obtain the necessary certifications to be able to meet the new needs of its customers.

8.1 Energy Management Certification according to ISO 50001:2018

In recent years it has become necessary to use energy resources sustainably so as to increase energy efficiency, reduce energy consumption and, by extension, reduce energy costs. Manifest has therefore designed, installed and implemented an Energy Management System with the aim of constantly improving its energy performance, which includes energy efficiency, and applies techniques that maximize energy saving in the long run.

Manifest Services was certified in 2021 according to the ISO 50001:2018 standard, an important management tool whose implementation aims at the absorption of the necessary procedures that will lead to optimal energy performance. Manifest responsibly manages energy as part of its overall Environmental Policy, both on its premises and in the services it provides.

The company aims at rationalizing the use of electricity and the consumption of fuel, thus minimizing energy costs, the environmental impact of harmful emissions and the depletion of mineral fuels, while at the same time maintaining its operational goals, as well as an acceptable work environment for its employees.

Awards

Since 2015, Manifest Services has been honoured with 26 awards for the quality of its services, the management of its Human Resources, its innovative services to the tourism industry, as well as for its customer service.

2021 was no exception. For yet another year, we received top awards.

9.1 Silver and Bronze at the Energy Mastering Awards

Always a pioneer, Manifest Services was the first to create integrated and specialised energy services intended for companies that are interested in limiting and successfully managing the high operating costs of their buildings.

We took part in the Energy Mastering Awards and received a Silver award in the Energy Conservation & Monitoring category, and a Bronze award in the Energy Building Products & Services category. Entries were submitted and a decision was made by the panel of judges in 2021, and the award ceremony was held in February 2022.

The awards are about energy management, efficiency and sustainability of enterprises, and they aim to promote and reward the best practices for reducing energy consumption and achieving effective management of the energy they consume.

The basic pillars of the services designed by Manifest involve the energy inspection and management of buildings, their energy upgrade and monitoring, the creation of smart buildings, electromobility and design/installation of renewable energy sources, thus making a decisive contribution to energy saving, environmental protection and the sustainable development of enterprises.

9.2 Bronze Award for Best Employee's Experience at the HR Awards 2021

On 22 October 2021, Manifest Services won the Bronze award in the Best Employee's Experience category at the HR Awards 2021.

The institution honours anthropocentric practices and rewards all those who put the focus on people, in an effort to promote excellence initiatives which come within the wider field of recruitment.

Our core values being human growth, cooperation and fairness, at Manifest we give priority to people and work towards attracting talents and creating all the conditions that will accommodate their professional aspirations and ensure a contemporary, healthy and pleasant working environment with constant growth opportunities.

Customer Satisfaction

At Manifest, we constantly improve everything we do because we strive for excellence in every aspect of our business. This is reflected in our results, with customer satisfaction reaching 92% and our customers recommending us without reservation.

Measuring customer satisfaction and the best customer experience is valuable and we are constantly developing methods and tools to capture it.

Our annual Customer Satisfaction Survey is conducted at the end of each year and is sent via a link to all our customers by email.

Its aim is to reflect the image our customers have of our company and the quality of the services they enjoy from us. The questionnaire is anonymous, in order to express the real opinion of our customers.

The percentage of customers who responded to the questionnaire was 14.46% with 281 participations, which forms the basis of the results presented.

2021 2020

In the question about the Quality of our Services, the percentage remained the same.

Satisfied customers regarding the quality of our Services

2021	2020
92%	92%

In the question about the attitude of our staff, in terms of their behaviour, speed and willingness, there was an increase of 2 percentage points.

Satisfied customers regarding the attitude of our Staff

2021	2020
94%	92%

In the question on the Response Time to our customers' requests, there was an increase of 1 percentage point.

Satisfied customers regarding the time taken to respond to their requests

2021	2020
91%	90%

Finally, when asked if our customers would recommend us to a friend or acquaintance, there was an increase of 18.7 percentage points in 2021 in the percentage of "YES" respondents, and also an increase in the percentage of "NO" respondents, while the "MAYBE" option was not given to respondents in 2021.

Would they recommend us to an acquaintance or friend?

	2021	2020
YES	88,72%	70%
NO	11,28%	3,7%
MAYBE	N/A	27%

Corporate Social Responsibility

11.1 For the Society

At Manifest, the aim of our business activities is to "Take care of your people to give their best". However, we are well aware that we do not only have a responsibility to our customers, but to society as well.

For this reason, our key goal is to understand the needs of our fellow humans and to take action as far as we possibly can, either by providing financial support or by providing our services free of charge or by volunteering.

11.1.1 Manifest stands by the fire-stricken areas in Greece

In the summer of 2021, nature and people were faced with an uneven battle against fire. However, the huge support provided to the country's fire-stricken areas (Varybobi, Northern Evia, Pyrgos, etc.) was truly admirable and touching.

On Saturday, 07/08/21, a single SMS was enough for the 800 members of the Manifest team to take action and to gather large quantities of essential items for the fire-stricken areas, such as: Water, food, dry foods, pharmacy items, paper products, antibacterial products, isotonic drinks, etc.

The above items were delivered on Sunday morning, 08/08/21, by members of our company to the Town Hall of the Municipality of Glyfada, and were then transported to the affected areas.

United, we can face any difficulties, and we truly wish that we will not have to face any other similar destruction in the future.

11.1.2 Manifest stands by Moschato Social Welfare, in collaboration with Marks & Spencer

At a time when protecting the health of sensitive groups is more imperative than ever, we stood by Moschato Social Welfare in collaboration with Marks & Spencer.

Our expert hygienists carried out a thorough disinfection and sanitization using the cold fog spraying method throughout the premises of Moschato Social Welfare, both in the office areas and in the areas of the nursing home, while Marks & Spencer joined the action by providing medical goods and personal protective equipment to the welfare institution's people.

Supporting society by doing what we do best fills us with pride and we will never stop offering help whenever our society needs it.

11.2 For the Environment

11.2.1 Tree Planting

Being well-aware that every business's activities leave a footprint on the environment, Manifest actively supports actions aimed at protecting, renewing, maintaining and reinforcing our natural resources. We believe that sound environmental management and the adoption of green entrepreneurship principles is of direct concern to us.

At Manifest, we believe that the protection of the environment is a matter that concerns us all and we want to be part of the effort to make our earth a better place for everyone!

On Saturday, 13 November 2021, our team enthusiastically held a tree-planting event in collaboration with #we4all at Palaio Faliro.

We4all is a non-profit Environmental Organization "that was created to help Earth heal itself and remind people that this Planet is our home, before it is too late".

At Manifest we plant the seeds of success and with our 200 new saplings, we breathe life into our effort to make our Earth a greener and better place for everyone.

11.2.2 Environmental Objectives

As a fully aware and responsible organization, we are committed to the smallest possible environmental footprint and the extension of our environmental policies.

We implement and apply practices for a clean and healthy environment, through every aspect of our corporate activity.

Manifest's offices in a "green" building.

In line with its environmental consciousness, Manifest Services chose to house its offices in the newly built office complex of Ravago Greece Group, in the Municipality of Marousi.

This "green" building has received the International Certification for Sustainable Buildings "Leadership in Energy and Environmental Design" - LEED GOLD, adhering to the highest standards of environmental protection, energy efficiency and workspace quality, but also with key feature, the building's minimum energy footprint.

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The 2021 Annual Report
is available
at **www.manifest.gr**

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