



sustainable food chain solutions

UN Global Compact Communication on Progress 2009-2010





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Message from the
Management

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About UNGC 10 Principles

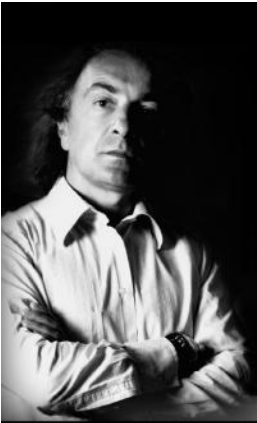
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Making this COP
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Message from the Management



Dear Stakeholders,

We strongly support and promote the principles and objectives of the UN Global Compact and feel these 10 principles mirror the core values of The DKG Group. We will continue to promote their use, both internally and to all of our business partners.

Sincerely,
Christos D. Katsanos
Executive Director

Group Profile

The DKG Group is a consulting, inspection and training facilitator body, offering specialized sustainable solutions to individuals, professional groups and corporations within the fresh produce industry creating value through people, and for people, all driven by a brand-centric philosophy.

DKG was established as a service provider for quality, environmental & food safety systems (ISO 9001, ISO 14001, ISO 22000, GLOBALG.A.P...), brand building & supporting (CRETACERT, PIONEER® CottonBest.eu, The GREENCLUB, TUV NORD AGRISYSTEMS...), training (GEOTECHNICAL CHAMBER OF GREECE, DELHAIZE GROUP, METRO GROUP, Hellenic Ministry of Defence....), outsourcing services (TUV NORD GROUP, GRODAN, CRETACERT...) & greenhouse consulting support .

DKG pays special emphasis on **Total Greenhouse Management®**, by providing technical advice to greenhouse growers/suppliers of fresh produce and their main customers, such as retail chain stores and export agents. Each one of its employees has more than 15 years experience in greenhouse industry.

DKG's services are focused on Greenhouse activities include general advice regarding hydroponic techniques, crop or product selection, cultivar (variety/ies) selection, plant propagation processes, general cultivation practices, distance crop monitoring, feeding solutions recipes, harvesting, packaging and post-harvest practices.

DKG is an associate member of GLOBALG.A.P (EUREPGAP)®, the global partnership for safe and sustainable agriculture. Its recommendations are intended to fulfil GLOBALG.A.P (EUREPGAP)® demand for consultancy and comply with Good Agricultural Practice.

DKG received ISO 9001:2000 certification in January 2006 for the scope **“Design, Development, Implementation & Supporting of Total Greenhouse Management Systems”**.

OUR VISION

To add true quality of life to our collaborators-customers & stakeholders via our sustainable way of working.

OUR MISSION

We are a consulting, inspection and training facilitator body, offering specialized sustainable solutions to individuals, professional groups and corporations within the fresh produce industry creating value through people, and for people, all driven by a brand-centric philosophy.

OUR VALUES - PHILOSOPHY

- In our experience one plus one can equal three. Having people with different personalities and experiences but one common factor - *respect for each other* - we'll always get to the third solution. The goal is not to be the one who is right but the one who is learning.
- It's not how many times you fall down that matters, it's how many times you get back up.
- We are as good as the last "meal" we have served.
- If the facts don't fit the theory, change the facts.
- Things should be made as simple as possible, but not any simpler (1+1=2).
- No problem can be solved from the same level of consciousness that created it.
- Imagination is more important than knowledge
- Diffusion of knowledge – Sharing the experience
- We respect the environment, support sustainable development and are committed to environmentally sound business practices.

OUR BRAND PROMISES

We are a reliable, cooperative, responsible and proactive partner whose creative initiatives help our customers- collaborators to create a unique competitive advantage in their respective businesses.

RELIABLE

We keep our promises and do our utmost to solve everyday problems. We adapt to our customers' changing needs and stand behind what we promise.

Cooperative

We put time and effort into understanding our partners' world. For us, an assignment always begins with listening and moves ahead as we share our expertise and experience. This is how we can together achieve our customers' objectives.

Responsible

We constantly seek out ways to improve our services and processes. We want to play a positive role in social development and are doing our best to protect the environment. Doing our part in being a good corporate citizen goes with successful business practice.

Proactive

We work unstintingly to improve our customers' business. We plan the future and develop new applications, ways of working and services that help our customers make big strides in accomplishing their own tasks.

Implementation of the 10 Global Compact Principles

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights;

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Principle 2: make sure that they are not complicit in human rights abuses.

Commitment or Policy

The DKG Group respects and supports internationally proclaimed principles on human rights, including the UN Universal Declaration of Human Rights and the UN Global Compact Principles.

We have respect for the diverse national cultures and differences in laws and traditions in countries where we operate.

Our core values are based on the fundamental rights of every individual, such as the protection of privacy, freedom of opinion and expression, freedom of association, nondiscrimination and the right to be heard.

Good human rights management focuses on our relationship with our employees, partners and stakeholders, the design of our services and through our influence as a consulting, inspection and training facilitator body.

Measurement of outcomes or expected outcomes

- Reinforce our existing policies, processes and activities that support our human rights values and commitments, which include specific policies on labor relations, contracting and procurement, operational excellence, and security.

- Every year we ask our employees to share their views about our business through our annual employee survey.

- All our employees are well treated, fairly appraised on an annual basis, and compensated financially and morally based on their achievements and work.

Provides a significant contribution to ensuring legal and ethical behavior in the day-to-day work of our employees

- ***Till now no human rights abuses are occurred and our commitment is to ensure that we will not accept any associations for our stakeholders (employees, customers, suppliers) that do not support internationally proclaimed human rights.***



Labour

Principle 3: businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Commitment or Policy

DKG is committed to ensuring equal opportunities for all of our employees, we support and inspire them to be the best they can be, we treat with respect and dignity and promote diversity in the workplace. Our company policies and procedures adhere to all applicable domestic laws and are consistent with ILO core labor principles concerning freedom of association and collective bargaining, nondiscrimination, forced labor, and underage employees in the workplace.

Measurement of outcomes or expected outcomes

- Our employee code of conduct states that we must ‘practice equitable recruitment and development’. Many of our operations also have an employee diversity policy covering ethnicity, gender and disability.
- In our company 50% of employees are female.
- DKG employees have gained additional skills by attending on seminars.
- We have a policy of not hiring underage employees





Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Commitment or Policy

We stand committed to prevention and control of environmental pollution to all our activities, customers’ activities, products and services, in a sustained manner. This will be achieved through our well-defined and effectively implemented Environmental Management Systems. DKG will monitor its and customers’ environmental performance on regular basis to ensure the continual improvement.

We know that the importance of protecting the environment is one of the key foundations of doing business and maintains a comprehensive infrastructure for planning, managing, assessing, improving, monitoring and measuring environmental impacts

Our approach to sustainable development is to look to the future and to have plans in place to meet various potential scenarios to ensure that our business is sustainable. This is also the case for our four environmental priorities which cover water, energy and carbon, packaging and waste.

Measurement of outcomes or expected outcomes

• **DKG** received ISO 9001:2000 certification in January 2006 for the scope “**Design, Development, Implementation & Supporting of Total Greenhouse Management Systems**”.

• Our experienced cultivation advisors work with the customers or their consultants to make important decisions about cultivation practices, choice of variety, water treatment systems, disinfection methods and crop protection strategies.

Total Greenhouse Management is DKG's approach to greenhouse sector. TGM's pillars are:

1. Hydroponic Produce
2. Sustainable Growing Practices
3. Good Agricultural Practices /Food Safety

GREENHOUSE EXCELLENCE

EXTERIOR

We provide support to all kind of greenhouses; from glass to plastic.



FOOD SAFETY

Our advices are according to food safety. We encourage the staff and visitors to go through a series of foot and hand washes to ensure no pests or diseases are brought into the greenhouse.



HYDROPONICS

Our customers-growers use mainly hydroponic techniques and particularly rockwool for growing their plants. This substrate is extremely porous, allowing the roots to grow easily. The advantages of using a soilless system include the ability to eliminate soil-borne diseases and other pests and the ability to precisely control water and nutrients at the plants' roots.



MANAGING PESTS

In all of our greenhouse growers we apply the Integrated Pest Management, a system that uses biological controls like predatory insects and mites to battle bad bugs that damage our crops and vegetables. By using these methods, the growers are able to keep pesticides at a minimum or not use them at all.



CARBON DIOXIDE

Plants need carbon dioxide, along with water and light, to photosynthesize. We supply our growers with all the information to give their plants their daily dose of carbon dioxide through tubes of thin plastic film that run at the plants' bases.



POLLINATION

Our tomato growers use bumblebees to help encourage natural plant pollination, which helps produce the perfect size and shape of their tomatoes.



WATER AND NUTRITION

We consult our growers to different water strategies for all of their crops and train them to water and feed their plants through a computer-controlled drip irrigation system that feeds the water and nutrients directly to plants' roots. Many of our growers collect rainwater and use it in their irrigation systems.



COMPUTER SYSTEMS

Our growers have turned science into an art. They use high-tech computer systems that monitor and control carbon dioxide levels, heat, ventilation and plant nutrition. Because of this precision, their vegetables look and taste perfect without doing anything unnatural to them.



FLOORING

Inside the greenhouses, our growers use a white/black plastic that is placed over the soil. This plastic allows for easy cleaning, making sure no pests or diseases are carried into the next crop. It also provides a barrier between the plants and pathogens in the soil, controls weeds and reflects light back up into the crop to help increase photosynthesis.



HEATING

The plants of our customers stay warm on cold days thanks to heating pipes that run along the base of our plants.



HEATING STORAGE

Many greenhouses store unused heat in large water tanks. That hot water runs through our heating pipes during cooler evening temperatures.



PICKING

The vegetables of all of our customers are vine-ripened and hand picked to ensure the best quality vegetables reach the table of the consumer.



PACKING

Some of our customers' greenhouses have their own packing facilities on site. Staff members have been trained to follow strict food safety guidelines to ensure the vegetables are healthy and safe.



• THE GREEN CLUB®

DKG is a founding member and has been appointed as the Coordinator of The Green Club. The Green Club Reputation Management Growers Association has 21 member companies

All of our growers are **certified** against Integrated Crop Management processes (GLOBALGAP, AGRO 2-1&2-1) and Food Safety Management Systems (ISO 22000:2005).

DKG provides outsourcing services to:

- GRODAN GROUP (the global leader supplier of stonewool substrates - www.grodan.com as Official Partner): In 2008, Grodan was the first substrate manufacturer to be awarded the European Ecolabel
- In association with TUV HELLAS (TUV NORD), programs are designed for every specific need. We, as approved third party auditors, inspect, analyse, certify, audit and provide data management to ensure the highest standards for food safety efforts. From field to shelf, we provide food safety solutions.

We address the following disciplines:

GAP- Good Agricultural Practices

GMP- Good Manufacturing Practices

ISO 22000 (HACCP- Hazard Analysis Critical Control Point)

ISO 9001:2000 – Quality Management Systems (more than 550 inspection days)

Anti-corruption

Principle 10: Businesses should work against all forms of corruption, including extortion and bribery.

Commitment or Policy

The DKG Group stands committed to eliminating corruption from all aspects of its functions.

We aspire to the highest standards of conduct and set out our principles in our business ethics code. This stipulates fairness, honesty and transparency in all we do. Everyone at the DKG Group has a part to play in upholding our standards and we raise awareness of these responsibilities through our acceptance and sign-off of the code by all staff. We take the protection of our customers’ details from misuse and theft very seriously. We continuously improve the authentication and protection of customers’ data.

Measurement of outcomes or expected outcomes

The implementation of our Code of Conduct and Ethics has led us to maintain corruption - free in all our dealings.

Data protection policies have been re-examined and re-deployed to ensure they continue to cover emerging technological risks.



RUN FOR **TRANSPARENCY**

How do we intend to make this COP available to our stakeholders?

- DKG’s COP will be published on the DKG Group website www.dkggroup.com
- DKG’s COP will be published on the UN Global Compact website www.unglobalcompact.org
- DKG’s COP will be sent via e-mail to all our employees

Reporting period

This report focuses on the results of activities in fiscal 2009 and 2010 (from January 1, 2009, to August 31, 2010) but includes some activities continuing from before and more recent ones.

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