



ATTICA GROUP

Who we are

Attica Group operates on the Cyclades, Dodecanese, North-East Aegean islands, Saronic, Sporades and Crete domestic routes through commercial brands **Blue Star Ferries** and **Hellenic Seaways**, as well as on the Greece – Italy routes through **Superfast Ferries**. Furthermore, the Group participates with 49% share in **'Africa Morocco Links'** (AML), which connects Morocco with Spain.

The Group is the **largest passenger shipping group in Greece**, the **third in the Mediterranean Sea** and among the **10 largest in Europe**.

The Group is listed on the Athens Stock Exchange and is a member of the international investment holding company Marfin Investment Group (MIG). Overall, the Group operates 32 vessels, which offer modern, high quality transportation services in Greece and abroad. The Group's fleet travels in 4 countries, in 60 unique destinations, reaching 71 ports.

The Group has an extensive sales network to serve its passengers, while supports indirectly hundreds of job positions throughout its value chain and the passenger shipping industry in general.



ISM Code
INTERNATIONAL SAFETY MANAGEMENT CODE

IMO
INTERNATIONAL MARITIME ORGANIZATION

Our history

1918

Incorporated as 'General Company of Commerce and Industry of Greece'

1924

Listed on the Athens Stock Exchange

1992

Change of ownership and name to 'Attica Enterprises S.A.', later renamed to 'Attica Enterprises'

1993

Establishment of subsidiary 'Attica Maritime S.A.', later renamed to 'Superfast Ferries Maritime S.A.'

1999

Acquisition of 'Srintzis Lines Shipping S.A.' and rebranded to Blue Star Ferries

2007

Marfin Investment Group (MIG) acquires majority shareholding stake of Attica Group

2016

Entrance in Africa – Europe market with the establishment of Africa Morocco Links

2017

Agreement to acquire 98.83% of 'Hellenic Seaways' share capital

2018

Attica Group celebrated 100 years since its first Shareholders General Assembly

2019

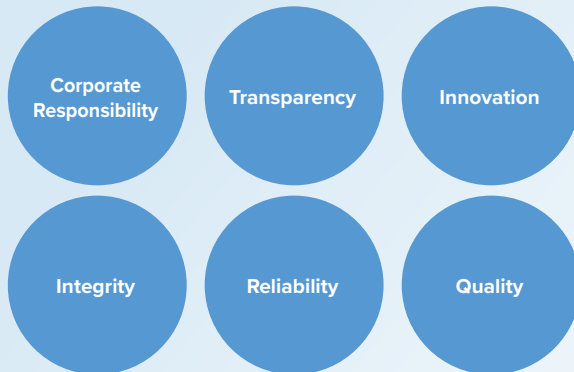
Successful operational integration of Hellenic Seaways and adjustment of Group organizational structure

Our culture

Our Vision

'To strengthen the Group's leading position and value, through profitable expansion into new markets and activities, as well as provide high quality services which exceed market expectations'.

Our Values



Our recognition

Greek Hospitality Awards 2019

Gold Award • Best Greek Domestic Passenger Shipping Company

Loyalty Awards 2019

Gold Award • Loyalty and reward program seasmiles

Tourism Awards 2019

Gold Award

- Eurail & Interrail Greek Islands Pass for 5 domestic destinations
- Performance Marketing

Silver Award

- Loyalty and reward program seasmiles
- Activity 'The Unseen Beauty of the Aegean'
- Dynamic presence on social media channels

Our size

24
years of presence
in our seas

14,896
journeys annually

32
modern vessels

7
million passengers,

1
million private vehicles and

391
thousand freight units

€405.4
million turnover

€470.8
million economic value
distributed

€2.8
million social contribution

1,779
employees

14%
women

100%
full time employees

45
vessel inspections from
local authorities (for food
hygiene and safety)

353,417
members in the Loyalty &
Reward program seasmiles

€3.6
million environmental
investment

82.5
tonnes of free-of-charge
transported materials for
recycling



Responsible Operation

What we achieved in 2019

Society

- We distributed over **€470** million in economic value:
 - **€94.2** million to employees (salaries, benefits, insurance payments),
 - **€81.9** million for taxes (VAT, port taxes etc.),
 - **€29.9** million to providers of capital (interest and return payments),
 - **€21.9** million to agents (commissions),
 - **€205.6** million to suppliers (purchases of goods and services),
 - **€2.8** million to society (discount tickets, implemented programs, sponsorships and donations),
 - **€34.5** million for investments.
- We implemented or supported societal support activities in **100%** of the islands we serve.
- We increased the total number of discount tickets offered by **85.5%**.
- We increased the total value of societal support activities by **24.8%**.
- We increased the number of employees participating in volunteer activities and employee volunteering hours by **13.5%** and **49.3%** respectively.
- We collected **282** blood units through our voluntary blood donation programs in the last three years.
- We supported the development of **86** students in Merchant Navy's Officer academies.
- We spent **77.2%** of total procurement expenditure to local suppliers and **15.4%** to small and medium-sized enterprises (up to 50 employees).
- We have defined **10%** of suppliers' selection criteria to be related to their responsible operation.
- We welcomed **1,047** young people from schools and universities visiting our offices and vessels.
- We allocated **55%** of sponsorships and donations to local communities.

Environment

- We reduced our total energy consumption by **5.7%** (over 786,000 GJ).
- We reduced our total carbon dioxide emissions by **5.6%** (over 59,000 tonnes of CO₂).
- **80%** of monitors and **60%** of personal and laptop computers we use have energy-saving specifications.
- We use refrigerants that do not affect the ozone layer (such as R134a, R404a, R407a) in **100%** of refrigerators and freezers onboard our vessels.
- We informed potentially over **2** million customers on Corporate Responsibility issues, such as environmental protection.
- We used **22.3%** recycled paper for all purposes and **62.4%** recycled toners/ink cartridges.
- We transported from Islands free-of-charge over **82** tonnes of materials for recycling.

Employees

- We employ **100%** of our employees with full time employment contracts.
- **100%** of employees in Director positions are Greek.
- **No** grievances regarding our marine employees' living conditions were filed.
- **100%** of our employees received their annual leave, as planned.
- We conducted internal drills on Health and Safety issues (such as response to emergency situations) to **100%** of marine employees.
- We trained at least once over **61%** of our office employees.

Customers

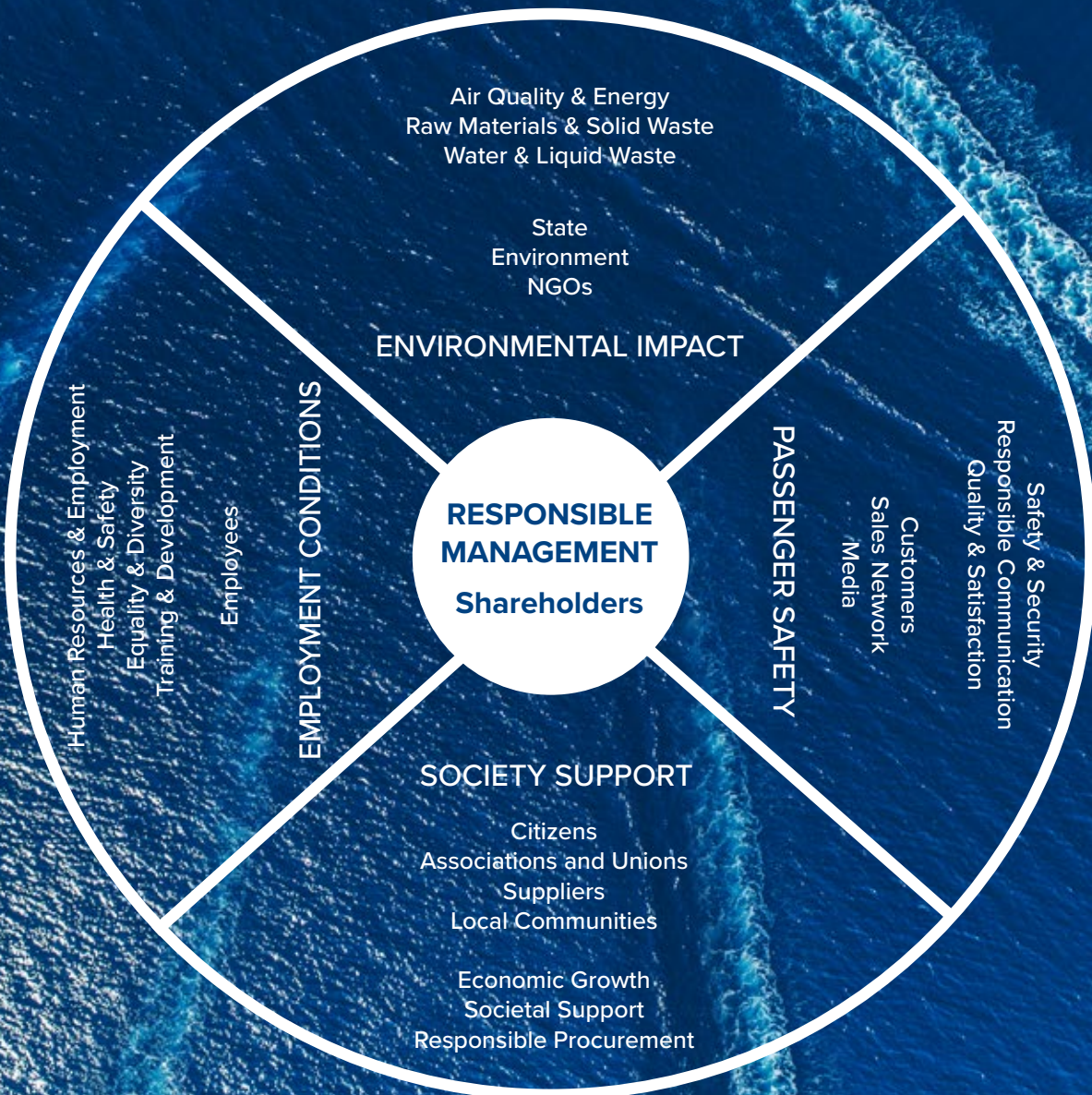
- We conducted internal drills and trainings on passenger safety procedures to **100%** of marine employees.
- The overall performance of our vessels in Domestic and Adriatic Sea lines from 'Mystery Passenger' survey for Blue Star Ferries, Superfast Ferries and Hellenic Seaways reached **86%**, **83%** and **84%** respectively.
- We were subjected to **45** inspections from local authorities for food hygiene and safety, with no recorded non-compliance incidents.
- We maintain **5** corporate websites, with over **4.5** million unique visitors annually and handle **2** mobile applications with over **22,600** downloads.
- We trained **80%** of Marketing Department employees on responsible communication and marketing issues.
- We informed **456,214** passengers through information SMS for early arrival or changes or cancellations of scheduled journeys.
- We send **2,813** notifications to serve passengers to our vessels, out of which 596 concerning passengers with reduced mobility and 12 concerning passengers with sensitivity to allergens.
- The average score of evaluations registered through dedicated devices onboard Blue Star Ferries and Superfast Ferries vessels reached **4** and **4.11** for Hellenic Seaways on a 5 point scale.
- We increased our seasmiles loyalty and reward program members by **34.7%**.

Management

- We have communicated Regulation of Professional Behavior to **100%** of our employees.
- **No** violation cases concerning our main principles and rules of professional behavior occurred.
- We informed **100%** of office employees about our anti-corruption policies and procedures.
- **No** corruption or bribery incidents related to our employees occurred.
- We were subjected to **116** external audits regarding our Management Systems, with no recorded non-compliance incident.
- We increased by **4.4%** the number of quantitative indicators we make reference to within the Report.



Corporate Responsibility Framework



For further information, please visit:
www.attica-group.com/images/corporate-responsibility/flipbook_csr_2019_en/index.html

