



Corporate Responsibility
Report 2020







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1 Message from the CEO

Dear Readers,

The year 2020 had significant challenges for the entire World, our Country, its Citizens, as well as Companies, as the necessary health measures taken affected both our Group's business activities, as well as our employees' daily operations.

Acting responsibly towards our employees, customers, suppliers and shareholders, we implemented all necessary organizational and operational adjustments to ensure the health of our office and marine employees, customers and suppliers, as well as adopted operational and financial measures to ensure our Group's business continuity. We are proud to have achieved this, while ensuring the uninterrupted connection of Mainland Greece with Aegean islands and neighboring Italy, all within a challenging year with significant financial losses, transporting when allowed millions of passengers and continuously essential goods to all destinations we serve.

Despite the challenging situation, we continue to design and implement projects and activities to transform our Group and generate future added value to all Stakeholders. However, at the same time we have the opportunity to confirm that even under these adverse circumstances, Corporate Responsibility is the guiding compass for our activities, as our continued priority is to:

- Incorporate Responsibility into our Management practices.
- Support prosperity of Society.
- Create positive Employment Conditions.
- Ensure Our Passenger Safety.
- Reduce our Environmental Impact.

Our Group's 12th Corporate Responsibility Report, addresses the year 2020, and follows the Global Reporting Initiative's Sustainability Reporting Standards, continuing our tradition for transparency and accountability, as we were the first passenger shipping company worldwide with a Corporate Responsibility Report in accordance with the GRI Standards. In addition, we incorporated an ESG structure within this year's Report, and also utilized and referenced accordingly NASDAQ and Athens Stock Exchange ESG Guidelines.

A milestone within 2020 was the completion of our 2018-2020 Corporate Responsibility Strategy, which was developed in 2017, in cooperation with 60 Top Management Members, Directors and Managers from all our Departments, aiming to improve our performance in a systematic and measurable way.

In total, we completed 73% of 104 actions defined within our 2018-2020 Corporate Responsibility Action Plan and managed to improve our Corporate Responsibility maturity level by 28% compared to 2017. At the same time, we achieved our overall Corporate Responsibility quantitative target, improved in all 7 Areas, while also achieved the individual quantitative targets in 6 of 7 Areas.

Within 2020, we already initiated a similar process to develop our new 2021-2023 Corporate Responsibility Strategy. However, within this cycle we have incorporated a more extensive involvement both for our Corporate Responsibility Team and our Top Management Members, with our main objective being to improve our overall Corporate Responsibility maturity level by 17%.

► Within this context, I would like to thank all those we worked together in 2020, our partners, suppliers and customers, but mostly our employees, who, in addition to patience and perseverance, showed unparalleled courage especially this year, and contributed to our Group's safe navigation through these extremely difficult circumstances. ◀



Have a pleasant reading,

Spyridon Paschalis
Chief Executive Officer Attica Group



GOVERNANCE SECTION

Management

- We improved our maturity level on Corporate Responsibility by 28% compared to 2017
- 73% of 104 actions defined in our Corporate Responsibility Action Plan 2018-2020 were completed
- 60 Top Management Members, Directors and Managers from all departments participated in the development of our Corporate Responsibility Strategy 2018-2020
- We improved our maturity level in all 7 Corporate Responsibility Areas, and achieved the 2020 quantitative target set in 2017 in 6 of 7 Areas
- We increased by 8.5% the number of quantitative indicators we make reference to within the Report
- We have communicated our Regulation of Professional Conduct & Business Ethics to 100% of our office employees
- We have communicated our Anti-corruption Regulation to 100% of our office employees
- We trained 82% of office employees on our Regulation of Professional Conduct & Business Ethics
- We trained 81% of office employees on anti-corruption
- No violation cases concerning our main principles and rules of professional behavior occurred
- No corruption incidents occurred
- No bribery incidents related to our employees occurred
- No non-compliance incident was recorded during audits of our contractors' Management Systems
- 27 internal audits were conducted
- We did not make any donations to political parties
- We were subject to 30 external audits regarding our Management Systems, with no recorded non-compliance incident

SOCIAL SECTION

Society

- We distributed over €358.4 million in economic value: over €79.4 million to employees (for salaries, benefits and insurance payments), €50.4 million for taxes (including VAT and port taxes), €18.4 million to providers of capital (for interest and return payments), €13.6 million to agents (for commissions), €155.6 million to suppliers (for purchases of goods and services), €1.3 million to society (for discount tickets, implemented programs, sponsorships and donations) and €39.7 million for investments
- We implemented or supported 118 society support programs, as well as in 100% of the islands we serve
- We collected 238 blood units through our voluntary blood donation programs in the last three years
- We spent 85.6% of total procurement expenditure to local suppliers
- We spent 20.8% of total procurement expenditure to small and medium-sized enterprises (up to 50 employees)
- 10% of supplier selection criteria is related to their responsible operation
- We communicated our Supplier Code of Conduct to 100% of our suppliers, with 2 out of 3 already signing its acceptance
- We doubled sales network employees trained and increased training hours by 13.6%
- We welcomed 307 young people from schools and universities visiting our vessels

Employees

- Responsibility is 1 out of 6 appraisal criteria for all office employees
- We trained (at least once) 94.4% and 20.5% of our office and marine employees respectively
- We tripled the number of employees trained and increased training hours by 86.9%
- 45.2% of work was conducted remotely, while 5,487 online meetings were conducted
- We employ 100% of our employees with full time employment contracts
- 100% of employees in Director positions are Greek
- No grievances regarding our marine employee living conditions were filed

- 100% of our employees received their annual leave, as planned
- We covered 25% of permanent job openings in offices by internal candidates
- We conducted internal drills on Health and Safety issues (such as response to emergency situations) to 100% of marine employees

Customers

- We informed over 930,000 passengers through information SMS for early arrival at the Piraeus port or changes or cancellations of scheduled journeys in Domestic and Adriatic Sea lines
- 97.4% of our premises and vessels have access for people with disabilities
- We kept 91% of our vessels' departure times and 72% of arrival times as scheduled
- The average score registered through service evaluation devices onboard our vessels reached 4.2 on a 5 point scale
- We conducted internal drills and trainings on passenger safety to 100% of marine employees
- We were subject to 130 vessel inspections for protection measures against the pandemic, 37 for food hygiene and safety and 70 for Anti-Smoking Law's implementation, with no non-compliance incident
- We maintain 5 corporate websites, with over 2.5 million visitors annually and 2 mobile applications with over 3,500 downloads
- We increased the number of information SMS sent to our passengers by 69.2%
- We sent overall 2,176 notifications to serve our passengers (1,106 concerning passengers with reduced mobility, 5 concerning passengers with sensitivity to allergens)
- We increased our seasmiles loyalty and reward program members by 15.1%

ENVIRONMENTAL SECTION

Environment

- We produced approximately 4,380 KWh electricity from renewable energy sources
- We informed 100% of our employees on environmental protection issues
- 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 reduced the consumption of plastic bags in our offices by 10.5%
- We informed potentially over 960,000 customers on Corporate Responsibility issues, such as environmental protection
- We used 39% recycled paper for all purposes and 53% recycled toners/ink cartridges
- We increased use of recycled or certified paper for commercial use to 44%
- We transported from Islands free-of-charge over 75 tonnes of materials for recycling
- We conducted internal drills on environmental protection issues to 100% of marine employees

Attica Group

- We are the largest passenger shipping group in Greece, the third in the Mediterranean Sea and among the 10 largest in Europe
- 25 years of continuous presence in our Seas
- We operate 30 modern vessels in the Eastern Mediterranean Sea (and 2 more on the Morocco – Spain route)
- We have invested in total over €1.8 billion in new vessels
- We handled 2.9 million reservations for journeys in the Eastern Mediterranean Sea (and 85 thousand more on the Morocco – Spain route), through our central reservation systems



3 Attica Group


The leader in passenger and freight maritime transportation in the Eastern Mediterranean Sea and the fastest growing company in the Morocco – Spain route

Our Oceans

97% of Earth's water is contained in its Oceans, which cover 71% of Earth's surface

We are

25 
years of presence in our seas

628.2 
thousand private vehicles annually
in the Eastern Mediterranean Sea

30 
modern vessels in the
Eastern Mediterranean Sea
and

2 
more in the Morocco – Spain route

1,711 
employees

3.3 
million passengers annually
in the Eastern Mediterranean Sea

334.6 
thousand freight units annually
in the Eastern Mediterranean Sea

1.68 
million nautical miles annually
(78 times around the Earth)

We offer

We serve

63
unique destinations and reach

76
ports in Greece and Italy,
through our

 **Blue Star Ferries®**

 **HELLENIC SEAWAYS**

 **SUPERFAST FERRIES**

brands, which are known for their
high level of service, as well as

2
ports in the Morocco – Spain
route, through our

 **AFRICA MOROCCO LINK®**

brand.



Did you Know

Coastline and Greek Islands

Greece has the 11th largest coastline worldwide (13,676 km), due to its unique geographical relief and morphology with approximately 6,000 islands and islets scattered in the Aegean and Ionian Seas, out of which 227 are inhabited. Greek islands:

- Have over 1,500,000 registered inhabitants (approximately 12.3% of the country's population).
- Contribute 11.7% to the Greek Gross Domestic Product (GDP).
- Support over 13.8% of total job positions.
- Are traditionally one of the most popular tourist destinations, both for Greek citizens and foreign visitors.
- Have approximately 60%-65% of the country's hotel beds.

About the Industry

Passenger shipping is one of the most important industries in the Greek economy, as based on a 2019 study conducted by the Foundation for Economic and Industrial Research (IOBE) published in January 2021:

- Greece has the highest number of maritime passenger transportation ports, while Piraeus port has the highest passenger transportation volume among the 28 European Union countries.
- Greece and Italy have the highest maritime passenger transportation volume within the European Union.
- The number of transported passengers and vehicles in domestic lines during 2019 reached approximately 19 million and 3 million respectively, while 2019 passenger transportation volume was lower by 1.1% compared to 2009.

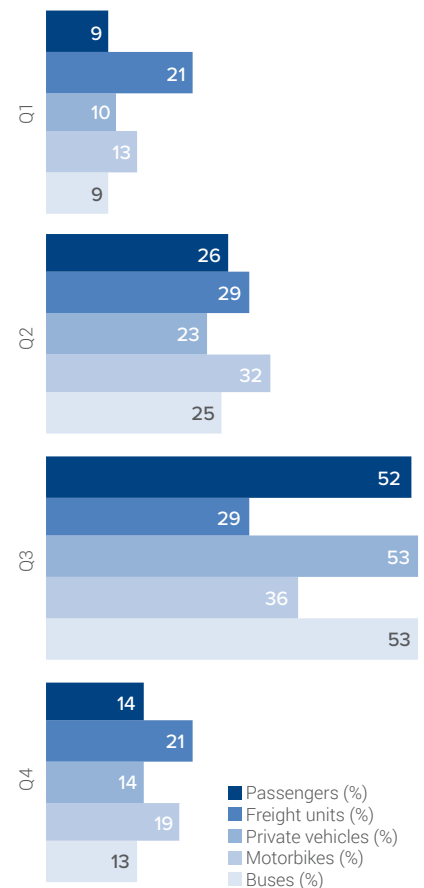
- The number of transported passengers and vehicles in Adriatic Sea lines reached approximately 1.5 million and 690,000 respectively, decreased by 33% and 19.7% respectively compared to 2009.
- The passenger shipping industry contributes approximately €13.6 billion to the Greek economy (7.4% of the country's GDP) and supports approximately 332,000 job positions (8.5% of nationwide total job positions), without including short domestic routes and cruise lines.
- Goods transported to islands by trucks in 2019 represented 82% of total freight transportation volume.
- Passenger and vehicle (private vehicles and freight units) transportation volume in domestic lines are expected to decrease by 55% and 36% respectively in 2020 compared to 2019, while passenger and freight units transportation volume in Adriatic Sea lines is estimated to decrease by 69% and 8% respectively compared to 2019 (until Report publication, Hellenic Statistical Authority had not yet published the complete 2020 data).

The Greek Passenger Shipping Industry contributes **7.4%** to the Greek GDP and **8.5%** to the total job positions in Greece

The industry demonstrates intense seasonality regarding transportation of passengers and private vehicles, as there is higher transportation volume during July to September and reduced transportation volume during November to February.

On the other hand, there is lower seasonality regarding transportation of freight units, as their transportation volume is equally distributed throughout the year. Nonetheless, domestic passenger shipping companies maintain adequate and consistent shipping services throughout the year, in cooperation with local authorities and the relevant Ministry.

Seasonality of Passengers and Vehicles Transportation¹



¹ Transportation data refer to domestic lines in 2019.
Source: Hellenic Statistics Authority

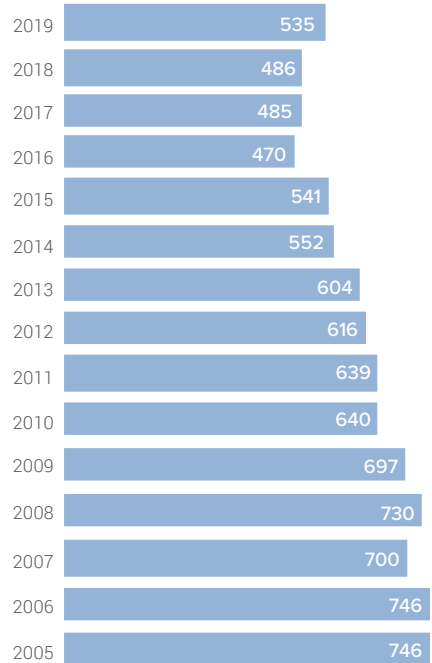
Arrivals and Spending

Based on Bank of Greece's data for 2019, the number of non-resident arrivals in Greece reached approximately 34 million, 2.8% more than 2018, while travel revenues and average spending per trip also increased by 13% and 9.9% respectively compared to 2018, reaching €18.2 billion and €535 respectively (until Report publication, Bank of Greece had not yet published the complete 2020 data).

However, the average length of stay per trip has decreased to 7 days in 2019, compared to 9.6 days in 2008 and 8.1 days in 2013 (27% and 13.6% lower respectively), with the decrease being partially attributed to the increased ticket prices due to the cumulative VAT increase by

11 percentage points during 2015-2016 and Greece currently has the second highest VAT in domestic lines in Europe (24%) according to European Union's data, which is significantly higher than the 6%-10% VAT in countries with high domestic passenger transportation volume (e.g. Sweden, Italy, Finland). According to the Foundation for Economic and Industrial Research's (IOBE) estimates, reduction of VAT (e.g. to 14% or 6%), fully passed on to ticket prices, would increase transported passengers and travel revenues, as well as significantly benefit island economies due to increase of local GDP and job positions.

► Average Spending from Abroad Visitors¹



■ Average spending per trip (€)

¹ Until Report publication, Bank of Greece had not yet published the complete 2020 data.

Source: Bank of Greece



2 About Attica Group

Who we are

Our Group is active in the passenger shipping industry and operates on the Cyclades, Dodecanese, North-East Aegean islands, Saronic, Sporades and Crete domestic routes through our subsidiaries and commercial brands Blue Star Ferries and Hellenic Seaways, as well as on the Greece – Italy routes through Superfast Ferries. Furthermore, we participate with 49% share in 'AFRICA MOROCCO LINK' (AML), which connects Morocco with Spain. The Group is listed on the Athens Stock Exchange, is a member of the international investment holding company Marfin Investment Group (MIG) and its offices are located in Kallithea, Athens.

We are the largest passenger shipping group in Greece, the third in the Mediterranean Sea and among the 10 largest in Europe



Shareholder Structure

Shareholder	Share ¹
MIG Shipping S.A.	69.1%
Marfin Investment Group	10.3%
Piraeus Bank	11.8%
Other Shareholders	8.8%

¹ Data refer to 31/12/2020.



Our culture

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'

Mission

'Attica Group is an international Shipping Group, which offers high quality shipping services with innovative and aesthetic vessels. The Group's activities generate added value for shareholders and employees, reduce where feasible our environmental footprint and operate for our partners' and local communities' benefit'.

Strategic Development Principles

- Being customers' first choice.
- Offer reliable services and continuously improve our products' quality.
- Create solid and long-term relationships with customers, our partners and local communities.
- Manage responsibly our resources and actively contribute to our Group's healthy, sustainable and profitable growth.

Values

Innovation

We encourage and promote communicating and developing new ideas, suggestions and solutions, in order to continuously improve the quality of our product and the efficiency of the Group's operations.

Quality

We work to provide high quality services, while ensuring customer satisfaction, sustainability and future of our employees.

Reliability

We build long-term relationships of confidence with our passengers and employees, consistently delivering high quality services.

Transparency

We create open and on-going communication frameworks at all levels of the Group, making our incentives and choices clear. We provide complete and accurate information to our associates and Stakeholders.

Integrity

We behave with integrity and honesty in all aspects of our business according to our ethical standards.

Responsibility

We operate responsibly and facilitate harmonious collaborations with our Stakeholders to ensure generating mutual long-term value.



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.'
- Order of the first Superfast ferries in Germany, being the first fast car-passenger vessel worldwide

► 1995

- Delivery and routing of Superfast I and Superfast II in the Patra - Ancona route, reducing sailing time by up to 40%

► 1998

- Launch of Patra-Igoumenitsa - Bari route

► 1999

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

► 2001

- Launch of operations in the Baltic Sea market between Germany and Finland. Sailing time reduced to 22h from 32-34h

► 2002

- Launch of the North Sea route between Scotland and Belgium

► 2005

- Entrance in the RoRo market with the acquisition and routing of two RoRo vessels between Germany and Finland

► 2007

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

► 2008

- Sale of RoRo vessels and exit from the Baltic and North Sea market

► 2011-2014

- Superfast - ANEK Joint Venture for Ancona and Heraklion routes (2011) expanded to Bari, Venice and Chania (2014)

► 2015

- Superfast Ferries celebrated 20 years since its first journey

► 2016

- Entrance in Africa – Europe market with the establishment of Africa Morocco Link
- Relocation of main offices to new address
- Restructure of Group organizational structure

► 2017

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

► 2018

- Attica Group celebrated 100 years since its first Shareholders General Assembly
- Completion of acquisition for 98.83% of Hellenic Seaways' share capital

► 2019

- Acquisition of the remaining 1.17% of Hellenic Seaways' share capital
- Successful operational integration of Hellenic Seaways and adjustment of Group organizational structure



25 years of continuous presence in our Seas

Our fleet

We operate **30** modern vessels in the Eastern Mediterranean Sea (and **2** more on the Morocco – Spain route)

We have invested in total over **€1.8** billion in new vessels

Our fleet, under the commercial brands Superfast Ferries, Blue Star Ferries and Hellenic Seaways consists of 30 vessels, including 20 conventional car-passenger (ro-pax), 9 high-speed and 1 cargo vessel (ro-ro), while 29 are privately-owned and 1 is on long-term bareboat charter.

Furthermore, we managed 2 vessels of the related company AML in the Morocco – Spain route on long-term charter in 2020.

It must be noted that:

- 14 of our privately-owned vessels are tailor-designed by our Group for the specific routes we operate and have been built in first-class European, South Korean and Australian shipyards, in accordance with the highest shipbuilding standards.
- 30 vessels are registered in the Greek ship registry.
- The average age of our vessels in the Eastern Mediterranean Sea is 22.9 years, while the average age of our vessels is 24 years.
- Out of all our vessels, 5 are jointly operated with ANEK LINES's vessels, within the context of the 'ANEK - SUPERFAST Joint Venture', specifically for the Crete and Adriatic Sea routes.

► Vessel Capacity

	Superfast Ferries	Blue Star Ferries	Hellenic Seaways	AML	Total
Vessels (number)	3	10	17	2	32
Passengers (number)	3,697	15,847	16,770	1,936	38,250
Beds (number)	1,452	3,276	1,587	0	6,315
Garage lane length (meters)	6,927	11,361	8,074	1,510	27,872

► Transportation Volume

	2018 ¹	2019	2020
Passengers (million)	6.70	6.99	3.30
Private vehicles (million)	0.95	1.02	0.63
Freight units (thousand)	362.00	391.60	334.62

¹ Data refer to Eastern Mediterranean Sea routes during the period 01/01/2018-31/12/2018 for Blue Star Ferries and Superfast Ferries and 01/06/2018-31/12/2018 for Hellenic Seaways.

The way we operate

We utilize products and services from our suppliers, both for the operation of our offices (materials, equipment, services and know-how), as well as for our vessels (fuels, materials, foodstuffs and equipment). At the same time, we closely collaborate with port authorities and the local communities in the departure and arrival ports of our vessels.

Customers purchase travel services through our extensive sales network, which includes:

- The corporate websites www.bluestarferries.com, www.superfast.com, www.hsw.gr and www.aml.ma, as well as mobile applications.
- 30 Premium Sales Agents and 84 Port agents for Blue Star Ferries, Superfast Ferries and Hellenic Seaways, as well as 12 Premium Sales Agents and 2 Port agents for AML.
- Two central reservation systems for Blue Star Ferries, Superfast Ferries and Hellenic Seaways, as well as one more for AML, with over 10,000 on-line connected travel agencies.
- The members of the International Union of Railways (UIC) for maritime transportation of passengers from trains (200 members from 5 continents).

We handled **2.9** million reservations for journeys in the Eastern Mediterranean Sea (and **85** thousand more on the Morocco – Spain route), through our central reservation systems



Our Sales Network

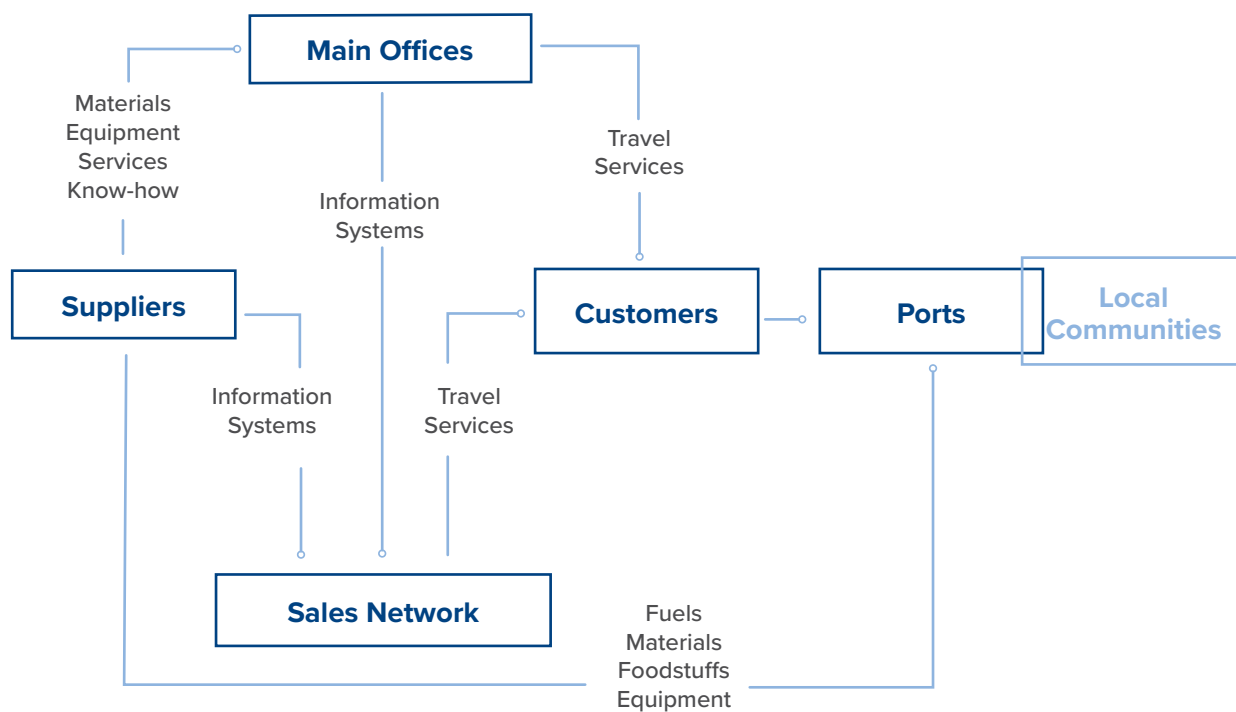
In order to provide our services in the Eastern Mediterranean Sea in 2020, we utilised:

- 24 vessels for Domestic lines to connect:
 - Piraeus and Lavrio with Cyclades.
 - Piraeus with Cyclades, Dodecanese, Crete (Chania and Heraklion), Saronic and N.E. Aegean islands.
 - Piraeus, Lavrio and Kavala with N.E. Aegean islands.
 - Volos with Sporades.
 - Crete (Sitia) with Dodecanese.
- 3 privately-owned vessels for Adriatic Sea lines (Patra – Igoumenitsa – Ancona and Patra – Igoumenitsa – Bari, with an intermediary approach at the Corfu port during the summer months).

Furthermore, we managed 2 vessels in the Morocco – Spain route on long-term charter in 2020.



Our Value Chain





A. GOVERNANCE SECTION



ESG Highlight

Corporate Responsibility Strategy & Action Plan 2021-2023

In 2017 we developed our Corporate Responsibility Strategy 2018-2020 to systematically and quantitatively improve our performance.

Initially, we utilized an online tool to quantitatively assess our Corporate Responsibility maturity level, through over 1,000 questions based on criteria from global systems, standards and guidelines (such as GRI, AA1000, ISO26000, EFQM), as well as good practices from leading organizations worldwide.

Results were presented during a half-day workshop, where the anticipated Corporate Responsibility performance by 2020 was defined (24% improvement compared to 2017), specific quantitative objectives in 7 Corporate Responsibility Areas were set and Areas, Sub-Areas and Dimensions we need to focus on were identified, in order to achieve the 2018-2020 Corporate Responsibility Strategy.

Following the Workshop, 104 Actions and responsible employees for each one in the 7 Areas within the context of our Corporate Responsibility Plan 2018-2020 were defined, and we incorporated them into our Group's objectives and monthly monitored for implementation.

During our annual Corporate Responsibility meetings, we evaluated our performance and the implementation of planned Actions.

It must be noted that:

- We included the quantitative target for the overall 2020 Corporate Responsibility maturity as a target in the formal Performance Appraisal of our Group Chief Executive Officer (with a 6.25% weighting in his total variable remuneration) and Top Management members.
- The development of our Corporate Responsibility Strategy & Action Plan 2018-2020 was presented during 2 webinars organized by the European Foundation for Quality Management (EFQM), where over 200 participants from across the World were informed on the methodology followed.

► Corporate Responsibility Maturity Level

Area	Improvement 2017-2020 ¹
Total	+28%
1. Management	+31%
2. Owners	+28%
3. Employees	+6%
4. Suppliers	+190%
5. Customers	+31%
6. Community	+31%
7. Environment	+16%

¹ Compared to the 2017 quantitative maturity level assessment defined as baseline.

We already initiated within 2020 a similar process to develop our new Corporate Responsibility Strategy 2021-2023. However in this cycle we have designed a more extensive involvement from both our Corporate Responsibility Team and our Top Management Members, with our main objective being to improve our overall Corporate Responsibility maturity level by 17%.

60 Top Management Members, Directors and Managers from all departments participated in the development of our Strategy 2018-2020

73% of **104** actions defined in our Action Plan 2018-2020 were completed

We improved our maturity level on Corporate Responsibility by **28%** compared to 2017

We improved our maturity level in all **7** Areas, and achieved the 2020 quantitative target in 6 of 7 Areas



Our Oceans

214 meters is the deepest world record freediving (no limit), achieved off the coast of Spetses, Greece, in 2007

We are

5 pillars of Corporate Responsibility



11 Stakeholder groups



'Core' in accordance option of Report with the GRI Standards



29 future objectives in the Report



84 GRI disclosures in the Report

We commit to

Adopt responsible policies and practices in our operations and to harmoniously cooperate with our Stakeholders, in order to create mutual long-term value.

We follow

Principles of the United Nations' Global Compact

10: Work against all forms of corruption, including extortion and bribery

We contribute

United Nations' Sustainable Development Goals

17: Revitalize the global partnership for sustainable development

**We focus****SOCIAL
Pillar****Passenger Safety**

- ① Safety & Security
- ② Responsible Communication
- ③ Quality & Satisfaction

Society Support

- ① Economic Growth
- ② Society Support
- ③ Responsible Procurement

Employment Conditions

- ① Resources & Employment
- ② Health & Safety
- ③ Equality & Diversity
- ④ Training & Development

**ENVIRONMENT
Pillar****Environmental Impact**

- ① Air Quality & Climate Change
- ② Raw Materials & Solid Waste
- ③ Water & Liquid Waste

Responsible Management

- ① Corporate Governance
- ② Materiality & Stakeholders
- ③ Corporate Responsibility

GOVERNANCE Pillar

Incorporate Responsibility into our Management practices



We achieved

- We improved our maturity level on Corporate Responsibility by 28% compared to 2017.
- 73% of 104 actions defined in our Corporate Responsibility Action Plan 2018-2020 were completed.
- 60 Top Management Members, Directors and Managers from all departments participated in the development of our Corporate Responsibility Strategy 2018-2020.
- We improved our maturity level in all 7 Corporate Responsibility Areas, and achieved the 2020 quantitative target set in 2017 in 6 of 7 Areas.
- We increased by 8.5% the number of quantitative indicators we make reference to within the Report.
- We have communicated our Regulation of Professional Conduct & Business Ethics to 100% of our office employees.
- We have communicated our Anti-corruption Regulation to 100% of our office employees.
- We trained 82% of office employees on our Regulation of Professional Conduct & Business Ethics.
- We trained 81% of office employees on anti-corruption.
- No violation cases concerning our main principles and rules of professional behavior occurred.
- No corruption incidents occurred.
- No bribery incidents related to our employees occurred.
- No non-compliance incident was recorded during audits of our contractors' Management Systems.
- 27 internal audits were conducted.
- We did not make any donations to political parties.
- We were subject to 30 external audits regarding our Management Systems, with no recorded non-compliance incident.

1 Corporate Governance

Your Opinion

Corruption

According to a survey conducted to office employees in 2020, **78%** agrees that we are a Group which does not tolerate corruption. Furthermore, according to surveys conducted in 2020 to residents of both Attica and Islands, our 3 brands and 4 competitors were positioned in the following ranking order:

'Does not tolerate corruption'



We operate based on best Corporate Governance practices

Attica Group has developed and implements a Corporate Governance Code, in accordance with the applicable legislation and the Hellenic Capital Market Commission's directives. Attica Group's Board of Directors (BoD) is responsible to decide on all strategic aspects, manage corporate issues and approve the Group's long-term strategy.

Board of Directors¹

Name	Position
Kyriakos Mageiras	Chairman - Executive member
Michael Sakellis	Vice-Chairman - Non-Executive member
Spyridon Paschalis	Chief Executive Officer (CEO) - Executive member
Panagiotis Throuvalas	Non-Executive member
George Efstratiadis	Non-Executive member
Loukas Papazoglou	Independent Non-Executive member
Efstratios Chatzigiannis	Independent Non-Executive member

¹ Data refer to 31/12/2020.

- The Board of Directors consists between 3 to 11 members (individuals or legal persons), who are elected by the Shareholders General Assembly for a three-year term.
- BoD members elect the Chairman, Vice-Chairman and Chief Executive Officer. There is a separation of responsibilities between the Chairman of the Board of Directors and the Chief Executive Officer, although this is not restricted in our Articles of Association.
- At the moment, there are no consultation processes between Stakeholders and the BoD on sustainability issues. However, it must be noted that there were no critical concerns communicated to the BoD within 2020.
- The Chairman of the BoD is responsible for the Chief Executive Officer's performance evaluation.
- The Chief Executive Officer evaluates Managers' performance on an annual basis, considering quantitative and qualitative evaluation criteria, based on our strategic priorities, Vision and Values.

Conflicts of Interests

According to our Corporate Governance Code, BoD members and any other person with delegated BoD responsibilities are prohibited to pursue personal interests which conflict with business interests. In case such personal interests exist, they shall inform other members for actual or potential conflict of interests while performing their duties. The Shareholders General Assembly is responsible to approve any action of BoD members and Managers on their behalf or on behalf of third parties or participate as equal partners in companies which pursue objectives similar to those pursued by our Group. Moreover, the Corporate Governance Department informs and briefs BoD members and executives on issues related to conflicts of interests, as required by applicable stock market legislation, corporate law and Internal Operation Regulations, in order to ensure their comprehensive knowledge and understanding of obligations.

Policy

BoD Remuneration

According to our Group BoD member Remuneration Policy, variable remuneration for executive members is 50% linked with:

- performance on objectives assigned to each executive member's area of responsibility, and
- contribution to our Group's overall success and growth, as well as strengthening shareholders' long-term interests.

Fixed remuneration for executive members is defined in their employment contracts, without being subject to our Remuneration Policy. Remuneration for non-executive members is approved by the annual Shareholders General Assembly and is associated with their employment time and responsibilities, without being directly linked with business performance, in order to encourage freedom of opinion and balance taking excessive business risks.

Non-executive members receive minimum standard annual remuneration for participating in the BoD, as well as a fixed remuneration for additional responsibilities (e.g. chairing and participation in Committees), which is approved by the Shareholders General Assembly. However, non-executive members do not participate in pension and benefit programs or other long-term incentives and are not granted additional remuneration (bonus) or other performance-related compensation.

The Board of Directors is supported by the **Audit Committee** and the **Remuneration and Nomination Committee**, without at the moment any women among their members.

Board Committees

Committee	Members	Responsibilities
Audit Committee (meets at least quarterly)	2 independent non-executive members	<ul style="list-style-type: none"> • Oversee compliance with legislation and regulatory requirements. • Ensure transparency of corporate operations.
	1 non-executive member	<ul style="list-style-type: none"> • Evaluate the effectiveness of internal control and risk management systems. • Monitor, review and evaluate the process of compiling financial information.
Remuneration and Nomination Committee	2 independent non-executive members	<ul style="list-style-type: none"> • Ensures effective and transparent nomination process for candidate BoD members. • Ensures BoD composition and structure corresponds to the Group's size, business characteristics, nature, as well as its activities' scope and complexity.
	1 non-executive member	<ul style="list-style-type: none"> • Recommends the Remuneration Policy for executive members to the Board. • Implements the Remuneration Policy, including setting and allocating variable remuneration to BoD executive members.

Policy

Dependency Relationships for Group BoD Members

According to current legislation (Law 4706/2020), a non-executive BoD member is considered independent if he/she is exempted from financial, business, family or other dependency relationship when appointed and during his/her term of service, which may influence the member's decisions and independent and objective judgment.

Specifically according to our Corporate Governance Code, a BoD member cannot be considered as independent in case the member holds over 0.5% of the Group's share capital or has a dependency relationship, with dependency relationships being the following:

- Maintains business or other professional relationship with the Group or an affiliated company (according to article 9 of Law 4706/2020), which affects its business activity, especially in cases of being a major supplier or Group customer, with significance being described within the Group's Internal Operation Regulations.
- Is BoD Chairman or Manager within the Group, or has the above described attributes, or is an executive BoD member in an affiliate company, or has any form of employment or paid relationship with the Group or an affiliated company.
- Has up to second-degree relationship or is a spouse of an executive BoD member or a Manager or a shareholder who holds the majority share capital of the Group or an affiliated company.

We apply Principles and Regulation of Conduct

Regulation of Professional Conduct & Business Ethics

We have communicated our Regulation of Professional Conduct & Business Ethics to all office employees, which outlines principles and rules that govern our business activities. The Regulation is uploaded on the corporate Intranet OneAttica and is also part of the introductory material provided to all new hired employees, who sign for its receive and acceptance.

Employee Guidebook

At the same time, we have communicated the 'Improving the Best' information guidebook to all marine employees, who have signed the acceptance of the main principles of professional behavior towards colleagues and customers described within the guidebook, as well as crew duties, relevant regulations, professional appearance guidelines and general information about the Group and its vessels.

It must be noted that:

- All employees with permanent and fixed term employment contracts are obliged to follow the Regulation of Professional Conduct & Business Ethics and Employee Guidebook.
- We consider non-compliance with their principles as an occupational misconduct which may lead to termination of employment or even legal sanctions.
- We impose sanctions stated in our Codes of professional behavior in cases where safety rules and marine law regulations or Group regulations are violated.
- We require provision of undisputable evidence to confirm reports against any employee.
- All employees can seek advice or guidance from the Human Resources Department or directly to the Group's Management, in case they consider that there might be a conflict of interest. No such cases have been reported within 2020.

- We prohibit any Manager-employee personal relationship within the same Department. Instead, we recommend that related employees or with any other personal relationship are employed in different Departments.
- Conduct relevant briefings to our employees.

We have communicated our Regulation of Professional Conduct & Business Ethics to **100%** of our office employees



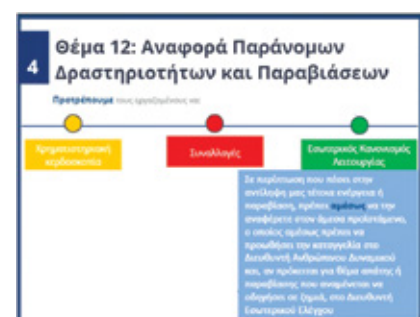
Good Practice

Reporting Violations

Any office employee must report any violation of the Regulation of Professional Conduct & Business Ethics (such as fraud, theft or any other illegal activity), as also highlighted during the interactive e-learning course on our Regulation of Professional Conduct & Business Ethics, with 57% of employees achieving a score over 70%.

Marine employees can report violations concerning the Employee Guidebook through the established Maritime Labour Convention's (MLC) procedure for submitting complaints or directly to the competent authorities for any violations.

Reports by office employees have to be submitted by name, while marine employees can anonymously submit any complaint through the personal interviews conducted during the MLC's external inspections.



We trained **82%** of office employees on our Regulation of Professional Conduct & Business Ethics

No violation cases concerning our main principles and rules of professional behavior occurred

27 internal audits were conducted



We ensure our business continuity

In order to ensure our business continuity and our infrastructure's and computer systems' uninterrupted operation, we:

- Have established and annually re-evaluate a comprehensive Business Continuity Plan to ensure our operations in case of unexpected events. According to this Plan, we invest to further reduce negative impacts and ensure faster recovery of operations in case of unforeseen events.
- Operate an Alternative Information Systems and Telecommunications Center.
- Implement a specific on-site and off-site backup policy.
- Implement certified Information Security Management System at our Data Center in accordance with the international standard ISO 27001:2013, which defines requirements for implementation, maintenance and continuous improvement of information security management systems.
- Have been certified for the 2nd consecutive year in accordance with the international standard PCI DSS for our practices to ensure data security from electronic transactions via credit and debit cards (see Section 7.1).
- Implement the appropriate safety measures and/or seek to improve the efficiency of existing safety measures through systematic risk assessment process.

We apply internal control and risk management systems

Internal Control

We apply an internal control system with the policies and processes we apply to ensure our effective and efficient operation, the reliability of our financial information and our compliance with applicable laws and regulations. The Board of Directors monitors, assesses and ensures the adequacy of the internal control system (including financial statements), through:

- The Audit Committee.
- The Internal Audit Department, which reports directly to the BoD and is supervised by the Audit Committee.
- The Internal Operation Regulations, which among other defines:
 - Main principles of BoD's operation and the responsibilities of executive and non-executive members.
 - Recruitment and performance evaluation processes for Managers.
 - Monitoring process of transactions from BoD members, Managers and other persons with access to privileged information.
 - Public disclosure process of significant transactions from persons exercising managerial duties.
 - Monitoring process of significant transactions related to key customers, suppliers and partners.
- The integrated Enterprise Resource Planning (ERP) system we use to automate and computerize our operations.

Policy

Stock Trading Monitoring Procedure

According to the relevant legislation, we adhere to the respective procedures and we maintain, among other:

- A List of Liable Persons to monitor and disclose transactions from persons exercising managerial duties and persons closely connected with them.
- A List of Persons with access to privileged information to monitor their personal transactions.

We inform each person in the lists for its obligations, as well as potential sanctions in case of legislation violation and information misuse.

Risk Management


Within the context of our risk management system, we maintain and update annually a Risk Registry in cooperation with Directors and Group's Management, where we record, assess and prioritize risks that can affect our business plan. Based on the Registry's latest update, which has been approved by the Audit Committee, we have identified in total 47 risks.

We contribute to anti-corruption

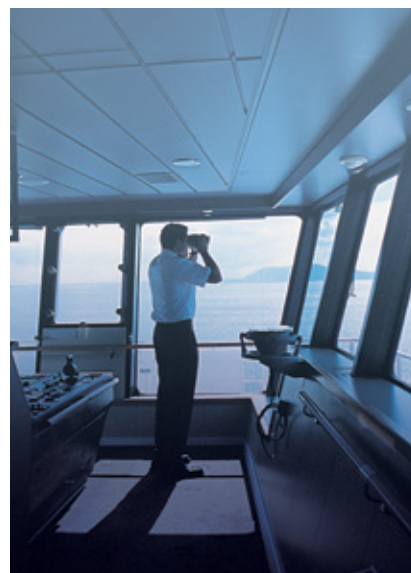
Within the context of our efforts to combat and eradicate corruption, we:

- Have accepted and signed the UN Global Compact's 'Call for Action' initiative and commit to implement policies and practices to effectively tackle corruption incidents.
- Have uploaded our anti-corruption policies and procedures on our corporate Intranet for all office employees, without however assessing any operations for risks related to corruption in 2020.
- Train our employees on our anti-corruption policies and procedures, with 230 office employees and 8 marine employees trained in 2020.
- Submit our positions regarding issues of public interest at national and international level either individually or through INTERFERRY (the international shipping association which represents the ferry industry worldwide) and SEEN (the Greek Shipowners Association for Passenger Ships), in order to transparently express our views and positions.

We have communicated our Anti-corruption Regulation to **100%** of our office employees

We trained **81%** of office employees on anti-corruption 

No corruption incidents occurred 



Anti-corruption Regulation

We have developed our Anti-corruption Regulation, which is mandatory for all employees and communicates our zero tolerance towards corruption, without at the moment communicating the Regulation to our business partners (e.g. suppliers, sales network). The Regulation describes our principles on the following issues:

- Our position against corruption.
- Collaboration with Customers, Agencies, Suppliers and other third parties.
- Gifts and entertainment expenses.
- Professional Gifts.
- 'Facility Payments'.
- Conflict of interests.
- Correctness and Completeness of Archives.
- Donations/Sponsorships.
- 'Gray Areas'.
- Absence of Retaliation.
- Information mechanism for corruption issues.

We strictly prohibit all employees and anyone acting on our behalf to directly or indirectly offer or accept any item of value, with over €100 cumulative value per calendar year, to any person who directly or indirectly represents a customer, agent, supplier or any other Stakeholder, in order to obtain or attempt to obtain any personal benefit or business advantage through bribery, extortion or illegal procurement. In addition to potential legal actions, we immediately terminate the working relationship with any employee involved in a confirmed corruption incident.

At the same time, all employees can report actual or potential corruption incidents to the BoD's Audit Committee, which ensures in all cases the anonymity of employees who submit such reports and protects them from any action against them, since any form of retaliation is considered a violation of our Regulation of Professional Conduct & Business Ethics.

Within 2020, we conducted an interactive e-learning course on our Anti-Corruption Regulation, with 60% of office employees achieving a score of over 70%.

No bribery incidents related to our employees occurred

We did not make **any** donations to political parties



We follow fair competition rules

We recognize the importance and our responsibility to follow fair competition rules and do not adopt anti-competitive practices. Within this context:

- We do not make negative comments about our competitors publicly.
- We do not engage in illegal partnerships or price fixing agreements, market sharing or entering new markets and customer segments.
- We do not allow our employees to reveal confidential information regarding our activities, relationships with our customers or their personal and financial data, as well as discuss future plans that are not publicly known or salary issues.
- We conduct briefings and trainings on legislative competition issues, without however any relevant trainings in 2020.

Regarding a previous legal case, one appeal filed in 2019 against the Court of Appeal's decision which dismissed a complaint for anti-competitive behavior in 2015 is expected to be discussed.

We comply with regulatory framework

We closely monitor the regulatory and legal framework related to our activities, in order to apply its relevant provisions. Within 2020:

- There were no grievances regarding:
 - Impacts on society related to our operation.
 - Labor practices.
 - Human rights violation.
 - Marine employee living conditions onboard our vessels.
 - Privacy issues or personal data security on behalf of our employees.
 - Anti-competitive behavior or anti-trust practices.
 - Environmental legislation violation or environmental impacts.
 - Vessels' acoustic impact.
- There were no incidents or cases of:
 - Corruption.
 - Bribery related to our employees.
 - Employee discrimination.
 - Non-compliance of products and services during the external audits conducted by the relevant health and market authorities.
 - Non-compliance with regulations and voluntary codes concerning marketing, advertising, promotion, product and service information and labeling.
- Non-compliance with regulations and voluntary codes regarding product and service use or their health and safety impacts on our customers.
- Recalls of products and services due to quality or health and safety impacts.
- Non-compliance with regulations and voluntary codes concerning customers' personal data security.
- Advertising campaigns being withdrawn.
- There were no legal cases related to:
 - Corruption.
 - Anti-competitive behavior or anti-trust practices.
 - Marketing, advertising, promotion, product and service information and labeling.
 - Product and service use.
 - Personal data security related to our customers.
 - Journey delays.
- There were no written notices by competent authorities regarding:
 - Economic activities (e.g. financial reporting).
 - Marketing, advertising, promotion, product and service information and labeling.
 - Product and service use.
- The total amount of fines paid related to our operations was €19,011, while the total amount of fines imposed was €48,983, due to an additional fine of €29,972 imposed by the Hellenic Competition Commission and accepted by us, for non-compliance with the Commission's approval decision regarding acquiring exclusive control of Hellenic Seaways. The issue concerned a minor deviation in implementing the Group's voluntary commitment due to misinterpretation of a relevant provision, with almost no effect on competition and market operation.
- There were no significant fines (over €20,000) or other non-monetary sanctions imposed due to:
 - Corruption.
 - Impact of our operations on local communities.
 - Employee health and safety (e.g. injuries).
 - Overbooking.
 - Marketing, advertising, promotion, product and service information and labeling.
 - Product and service use or health and safety impacts on our customers.
 - Customers' personal data security.
 - Environmental issues.
 - Rippling impact of our vessels.



2 Corporate Responsibility

Your Opinion

Managing Sustainability

According to a survey conducted to office employees in 2020, **63%** agrees that we are a Group which manages the issue of sustainability in a systematic way.

Corporate Responsibility

Our approach to Corporate Responsibility aims to align our business operations with the needs of society and the environment. Therefore, we design and implement initiatives to prevent potential negative impacts due to our operations and respond to opportunities through interaction with our Stakeholders.

Good Practice

Corporate Responsibility Training

In 2018 and 2019 we invited all office employees (including all new hired employees) to participate in the interactive e-learning course 'Let's Think...' on Corporate Responsibility issues to help them increase their awareness, facilitate their thinking process and improve their behavior related to Corporate Responsibility. During 2020, we expanded the respective training to 136 vessel Officers and vessel Masters, with approximately 68% of participants achieving a score of over 80%.

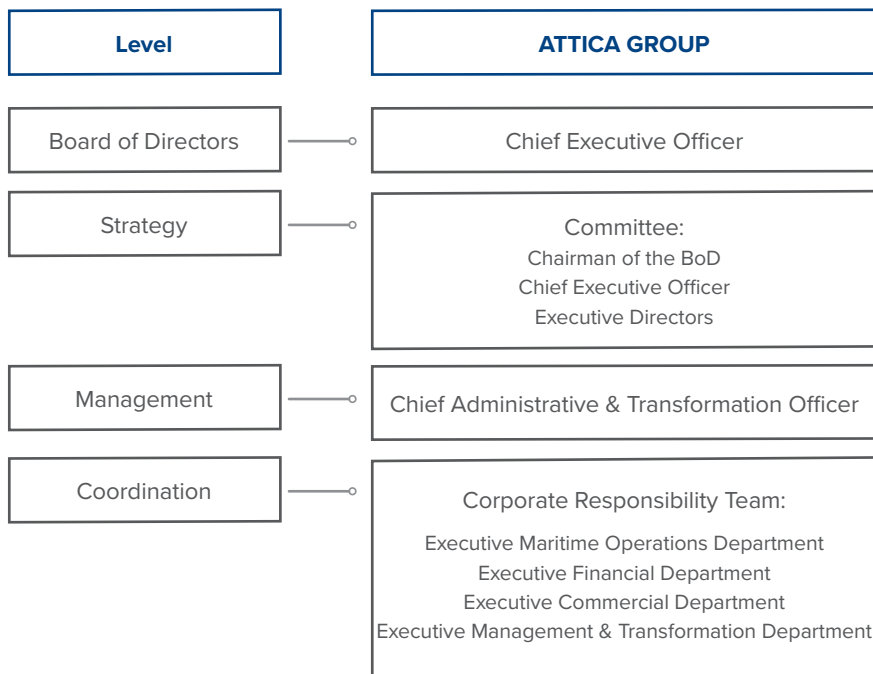
We utilize appropriate organizational structures

To manage topics related to our responsible operation, we have created an organizational structure, as described in the figure below. This organizational structure is also used to collect data, which are used internally to evaluate our performance, and Stakeholders to do the same.

- At Board level, the Chief Executive Officer has the overall responsibility for Corporate Responsibility issues, including Principles, Policies, the overall quantitative Corporate Responsibility Target.
- The 3 year Corporate Responsibility Strategy is approved by a six-member Committee, consisting of the BoD Chairman, the Chief Executive Officer and the 4 Executive Directors.

- At Top Management level, the Chief Administrative & Transformation Officer is responsible, who among other, guides the Corporate Responsibility Team and approves the Annual Corporate Responsibility Report.
- At coordination level, the six-member Corporate Responsibility Team with representatives from the Executive Departments is responsible to coordinate the implementation of our Corporate Responsibility Strategy, as well as cooperate with other Departments to implement our 3 year Corporate Responsibility Action Plan. It must be noted that we have defined the Corporate Responsibility Team's overall responsibilities within the Group's Internal Operation Regulations and its members' individual responsibilities in their formal job descriptions.

Managing Corporate Responsibility



Good Practice

Global Compact Principles and Corporate Responsibility

Our Regulation of Professional Conduct & Business Ethics reflects our commitment to the 10 Principles of the United Nations' Global Compact, as it includes their acknowledgement and acceptance. At the same time, we have developed a process to identify, prioritize and integrate Corporate Responsibility issues into local and international investment agreements.

We operate based on Management Systems

We use the following certified Management Systems for our business operations:

- International Safety Management (ISM) Code.
- International Vessel and Port Facility Security (ISPS) Code.
- Maritime Labour Convention (MLC).
- ISO 9001 Quality Management System.
- ISO 14001 Environmental Management System.
- ISO 22000 Food Safety Management System (contractors).
- ISO 27001 Information Security Management System.

Digital Transformation

Investing in the Digital Transformation of our activities, we implement a Fleet Management System in cooperation with an expert foreign company, in order to ensure reliable and high quality operations on all our vessels.

We are members in national and international organizations

We are members in the following institutions and organizations:

- INTERFERRY.
- Greek Shipowners Association for Passenger Ships (SEEN). The Vice-Chairman of BoD, the Chief Executive Officer and the Chief Commercial Officer are Chairman, Vice-Chairman of International Routes and Member in SEEN's BoD.
- Hellenic Chamber of Shipping (HCS). The Vice-Chairman of BoD and the Chief Executive Officer are BoD Members of HCS.
- Greek Tourism Confederation (SETE).
- Hellenic Network for Corporate Social Responsibility (CSR Hellas).
- Hellenic Marine Environment Protection Association (HELMPEPA).
- Travel Technology Initiative.
- International Union of Railways (UIC).
- International Rail Transport Committee (CIT).
- EURAIL Group GIE.
- United Nations' Global Compact.
- Hellenic-Italian Chamber of Commerce.

Sustainable Mobility

Since 2011, we have signed the International Union of Railways' (UIC) Declaration on Sustainable Mobility and Transport, which is aligned with the United Nations' Global Compact and constitutes a public commitment to implement and report on sustainable development practices through regular and transparent progress reports. Furthermore, we are members of UIC's Sustainable Mobility Group to strengthen sustainability in the transportation sector and participated in the 'UIC Sustainability Survey: Good Practice Examples' on good practices related to sustainable development.

European Enterprise Manifesto 2020

Since 2015, we have signed the European Enterprise Manifesto 2020, part of the joint initiative 'Enterprise 2020' of the Hellenic Network for Corporate Social Responsibility (CSR Hellas), the European Business Network for Corporate Social Responsibility (CSR Europe) and 42 CSR Networks across Europe. The Manifesto promotes cooperation and initiatives in three strategic areas:

- Enhance employability and social inclusion.
- Promote new sustainable production and consumption methods, as well as improve living conditions.
- Increase transparency and respect for human rights.

Our efforts are recognized

We consider the recognition of our efforts related to Corporate Responsibility as an important moral award, which also highlights our commitment to continue our relevant practices and initiatives.

We were subject to **30** external audits regarding our Management Systems, with no recorded non-compliance incident

No non-compliance incident was recorded during audits of our contractors' Management Systems

Awards and Distinctions

Event/Authority	Type of Award/Distinction	Category	Reason
Greek Shipping Awards 2020 (Lloyd's List)	Passenger Line of the Year	-	<ul style="list-style-type: none"> Our successful response to the COVID-19 pandemic and uninterrupted connection of islands with the mainland during the pandemic's duration. Our commitment and focus on Corporate Responsibility.
Greek Hospitality Awards 2020 (Ethos Media)	Gold Award	Best Digital Advertising and Performance Campaign	Our digital communication media investment and dynamic presence.
	Silver Award	Best Greek Coastal Shipping Company	As one of the leading domestic passenger shipping groups.
	Platinum Award	Innovation / Innovative Operating Model or Provision of Service	Our e-ticket/boarding pass application.
	Gold Award	Travel / Technology Enhanced Experience	Our interactive and multifunctional @sea portal in our vessels (see Section 7.3).
Tourism Awards 2020 (Boussias Communications)	Gold Award	Strategy / Contribution to Local Society / Accessible Tourism	Our 'First Aid' program.
	Gold Award	Digital Tourism / Online Strategy	Our online Blue Star Ferries' strategic communication and promoting Greek tourism.
	Silver Award	Travel / Loyalty Programs	Our loyalty and reward program seasmiles (see Section 7.3).
	Silver Award	Strategy / Strategic Investment / Cooperation / Development	Our collaboration with the NGOs 'Volunteer Crisis Rescue Team', 'Metadrasl' and 'HOPEgenesis' (see Section 5.2).
	Bronze Award	Strategy / Tourism Development / Contribution to the Local or National Economy / Major Tourism Event	Our 'Hotel & Ferry' program in the islands Lesvos, Chios, Leros, Samos and Kos (see Section 7.3).
Loyalty Awards 2020 (Boussias Communications)	Gold Award	Best New Product / Service Loyalty Initiative	Our Seasmiles Kiosks (see Section 7.3).
	Silver Award	Best Short-Term Initiative	Our Blue Star Ferries #Thaksanartho campaign, featuring discounts to seasmiles loyalty and reward program members
	Bronze Award	Best Use of Digital Onboarding	Our Seasmiles Kiosks and multifunctional @sea portal in our vessels for our loyalty and reward program seasmiles (see Section 7.3).
Corporate Affairs Excellence Awards 2020 (Hellenic Management Association)	-	Low Budget Action / Programme	Our 'First Aid' program.

3 Materiality and Stakeholders

Your Opinion

Trust

According to surveys conducted in 2020, **85%** of office employees and **87%** of customers agrees that we can be trusted.

We identify Material Topics

We have created the following Corporate Responsibility Framework, as a result of an internal analysis and interaction with our Stakeholders, in order to systematically organize and manage Corporate Responsibility issues.

Corporate Responsibility Framework



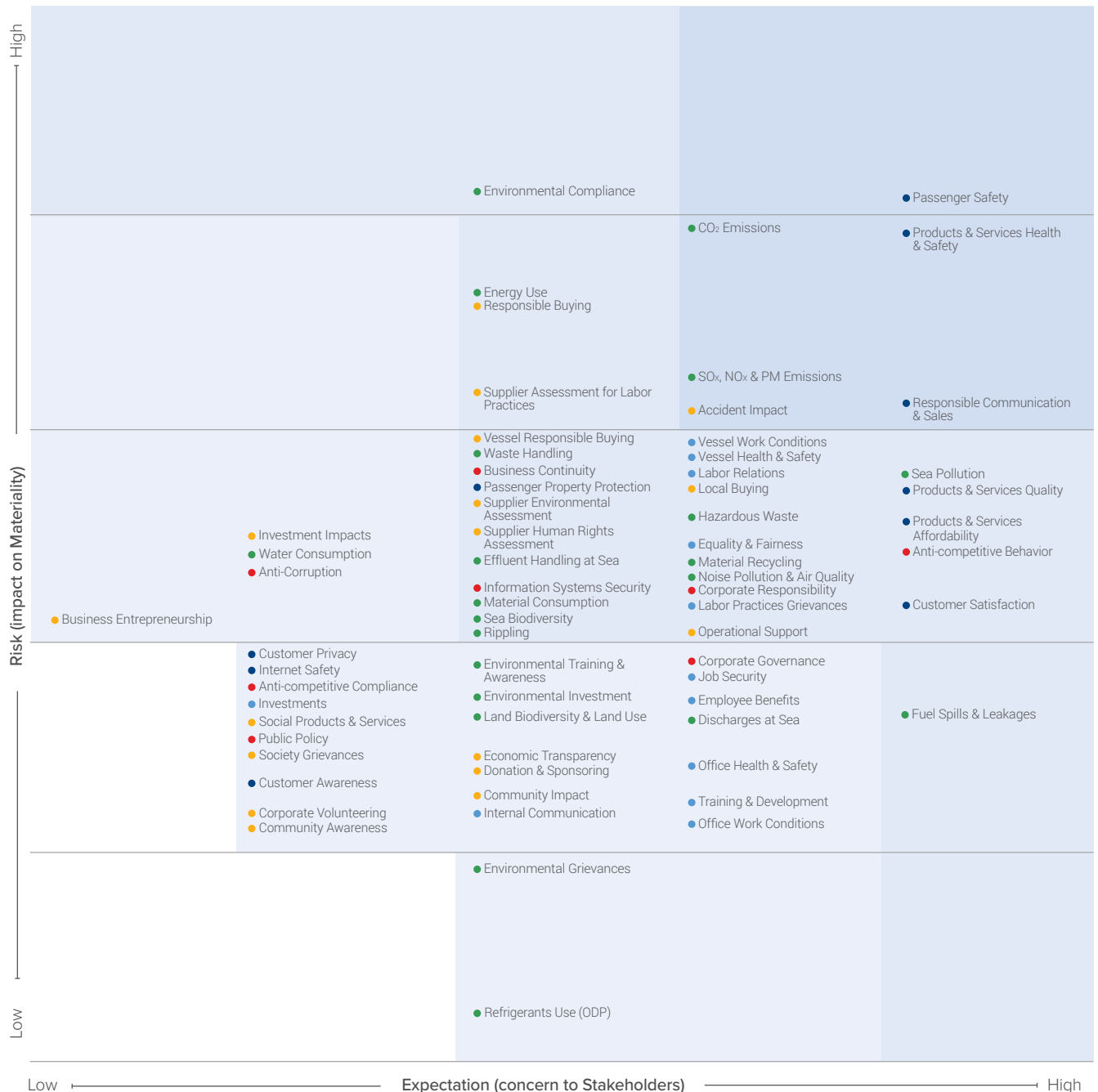
We used the Materiality Analysis to determine the Corporate Responsibility Report's content (following GRI's 4 Report Content Principles) and the topics' scope (boundaries), without any significant changes compared to the previous period (e.g. regarding Material Topics). During the Materiality Analysis:

- We identified potential topics, based on the industry's regulatory framework, current global conditions and practices and future trends, developing a pool of over 90 topics to be considered.
- We analyzed the associated risk for each topic, based on:
 - Their potential impact (for our Stakeholders).
 - Their probability of occurrence.

- We utilized our Stakeholders' expectations as far as our responsible operation is concerned, where available, taking into consideration Stakeholder engagement input from various sources (e.g. relevant surveys).
- We combined the associated risk and Stakeholders' expectations for each topic, taking into consideration the Group's Corporate Responsibility Strategy 2018-2020 and the identified Areas where we should focus.

Through this Analysis, we have identified the following Material Topics for 2020 (all Topics that were not deemed Material are not referenced in detail):

Corporate Responsibility Materiality Analysis



We interact with Stakeholders

The way we operate, as well as our decisions, affect a wide range of people, groups and organizations, who comprise our Stakeholders. The following table describes our Stakeholder groups, which influence or are influenced by our operations, the methods we apply to continuously communicate and interact with them, the main topics raised by them, as well as the sections within our Report, where we respond to these topics.

Within 2020, we included perception measurement questions regarding our Corporate Responsibility performance in our market surveys and identified our Stakeholders' expectations related to our responsible operation, mainly through the following surveys, without any distinct Stakeholder engagement activities specifically as part of the Corporate Responsibility Report's development:

- Quantitative Satisfaction Survey, with personal interviews to 1,400 people in selected areas (Athens, Thessaloniki, Patra, Crete, South Aegean and North Aegean islands), as well as telephone interviews to 200 travel agencies we cooperate with in Domestic and Adriatic Sea lines.
- Quantitative Greek Domestic Lines Survey, with telephone interviews to 1,050 people in selected areas (Attica, Rhodes, Kos, Tinos, Mykonos, Syros, Paros, Naxos and Santorini).

Stakeholder Engagement

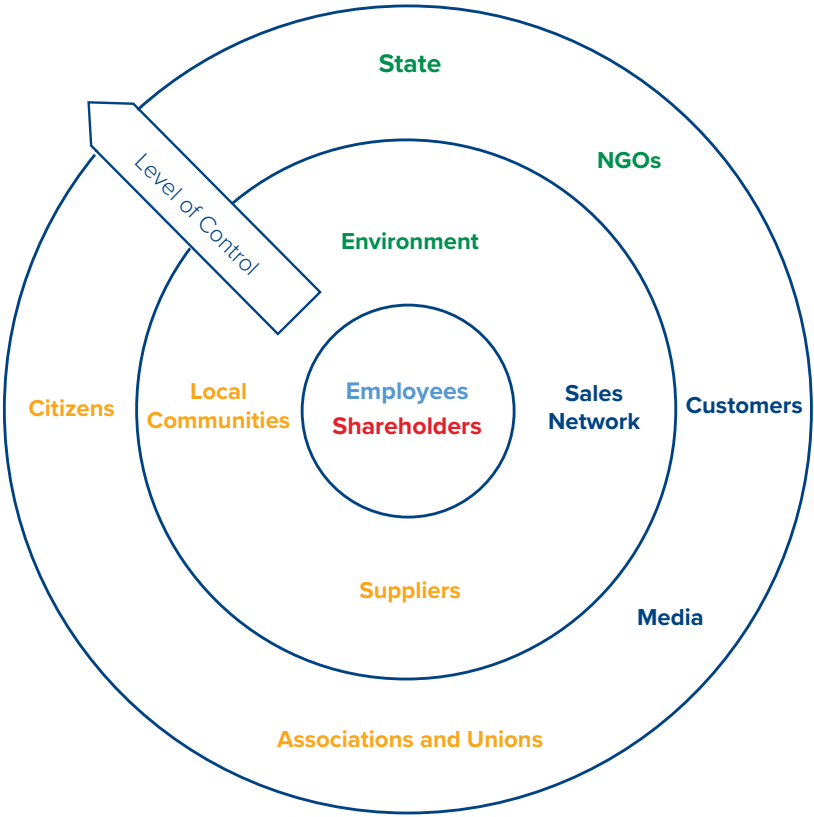
Stakeholder	Methods of interaction through continuous activities (unless indicated otherwise)	Main issues of interest (reference in Report)
DIRECT		
Employees	<ul style="list-style-type: none"> • Employee opinion survey (every 1-2 years) • Performance Appraisal (annually) • Events / Meetings • Training • Negotiations with Employee Unions (through Greek Shipowners Association for Passenger Ships – SEEN) • Corporate Intranet 	<ul style="list-style-type: none"> • Job Security (6.1) • Training & Development (6.4) • Vessel Health & Safety (6.2) • Office Health & Safety (6.2) • Vessel Work Conditions (6.1-6.4) • Employee Benefits (6.3) • Equality & Fairness (6.3) • Labor Practices Grievances (4.1, 6.3) • Office Work Conditions (6.1-6.4) • Labor Relations (6.3) • Internal Communication (6.1)
Shareholders	<ul style="list-style-type: none"> • Shareholders General Assembly (annually/extraordinary) • Websites • Meetings 	<ul style="list-style-type: none"> • Passenger Safety (7.1) • Corporate Responsibility (4.2) • Accident Impact (5.2, 8.1) • Corporate Governance (4.1) • Business Continuity (4.1) • Investments (6.3) • Anti-corruption (4.1) • Information Systems Security (4.1, 7.1) • Economic Transparency (4.1, 5.1) • Public Involvement (4.1)
Customers	<ul style="list-style-type: none"> • Qualitative Greek Domestic Lines Survey (every 2-3 years) • Quantitative Greek Domestic Lines Survey (every 2-3 years) • Customer Services Division • Websites • Satisfaction / Complaints Questionnaires • Social media • Information leaflets 	<ul style="list-style-type: none"> • Passenger Safety (7.1) • Products & Services Quality (7.1, 7.3) • Products & Services Health & Safety (7.1) • Products & Services Affordability (7.3) • Responsible Communication & Sales (7.2) • Customer Satisfaction (7.3) • Accident Impact (5.2, 8.1) • Anti-competitive Behavior (4.1) • Passenger Property Protection (7.1) • Customer Privacy (7.1) • Internet Safety (7.1) • Customer Awareness (5.2, 8.1-8.3)

Stakeholder	Methods of interaction through continuous activities (unless indicated otherwise)	Main issues of interest (reference in Report)
DIRECT		
Sales Network	<ul style="list-style-type: none"> • Events / Meetings • Information systems • Travel agents' online portal • Websites • Network satisfaction survey (every 2-3 years) 	<ul style="list-style-type: none"> • Passenger Safety (7.1) • Products & Services Quality (7.1, 7.3) • Responsible Communication & Sales (7.2) • Customer Satisfaction (7.3) • Anti-competitive Behavior (4.1)
Suppliers	<ul style="list-style-type: none"> • Supplier evaluation • Meetings • Contracts 	<ul style="list-style-type: none"> • Operational Support (5.3) • Responsible Buying (5.3) • Local Buying (5.3) • Vessel Responsible Buying (5.3) • Supplier Assessment for Labor Practices (5.3) • Supplier Human Rights Assessment (5.3) • Supplier Environmental Assessment (5.3)
INDIRECT		
State (e.g. Ministries, Local Authorities, Public Services, Port Authorities)	<ul style="list-style-type: none"> • Discussion with representatives at local and national level • Meetings / Presentations • Participation in organizations and associations • Vessel inspections • Formal communication 	<ul style="list-style-type: none"> • Passenger Safety (7.1) • Sea Pollution (8.2, 8.3) • Fuel Spills & Leakages (8.3) • Accident Impact (5.2, 8.1) • Corporate Governance (4.1) • Anti-competitive Behavior (4.1)
Associations and Unions (e.g. Industry Associations, Hoteliers' Associations)	<ul style="list-style-type: none"> • Participation in associations • Meetings / Presentations • Discussion with representatives at local and national level • Formal communication 	<ul style="list-style-type: none"> • Passenger Safety (7.1) • Products & Services Quality (7.1, 7.3) • Products & Services Affordability (7.3)
Local Communities (e.g. islands)	<ul style="list-style-type: none"> • Qualitative Greek Domestic Lines Survey (every 2-3 years) • Quantitative Greek Domestic Lines Survey (every 2-3 years) • Meetings / Presentations • Local events and programs 	<ul style="list-style-type: none"> • Community Impact (5.2) • Sea Pollution (8.2, 8.3) • Fuel Spills & Leakages (8.3) • CO₂ Emissions (8.1) • Effluent Handling (8.3) • Waste Handling (8.2) • Hazardous Waste (8.2) • SO_x, NO_x & PM Emissions (8.1) • Noise Pollution & Air Quality (8.1) • Environmental Grievances (4.1) • Donation & Sponsoring (5.2) • Investment Impacts (5.2) • Business Entrepreneurship (5.2) • Corporate Volunteering (5.2) • Rippling (8.3) • Society Grievances (4.1, 5.2) • Community Awareness (5.2)
Citizens	<ul style="list-style-type: none"> • Qualitative Greek Domestic Lines Survey (every 2-3 years) • Quantitative Greek Domestic Lines Survey (every 2-3 years) • Websites • Social media 	<ul style="list-style-type: none"> • Passenger Safety (7.1) • Products & Services Quality (7.1, 7.3) • Energy Use (8.1) • Sea Pollution (8.2, 8.3) • Fuel Spills & Leakages (8.3) • CO₂ Emissions (8.1) • Environmental Training & Awareness (8.1) • Material Consumption (8.2) • Material Recycling (8.2) • Responsible Communication & Sales (7.2) • Accident Impact (5.2, 8.1) • Social Products & Services (5.2)

Stakeholder	Methods of interaction through continuous activities (unless indicated otherwise)	Main issues of interest (reference in Report)
INDIRECT		
Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> • Collaborations • Meetings / Presentations 	<ul style="list-style-type: none"> • Community Impact (5.2) • Sea Pollution (8.2, 8.3) • Fuel Spills & Leakages (8.3) • Effluent Handling (8.3) • Waste Handling (8.2) • Discharges at Sea (8.2, 8.3) • Water Consumption (8.3) • Sea Biodiversity (8.3) • Land Biodiversity & Land Use (8.3) • Noise Pollution & Air Quality (8.1) • Refrigerants Use (ODP) (8.1) • Environmental Grievances (4.1) • Environmental Compliance (4.1) • Vessel Health & Safety (6.2) • Equality & Fairness (6.3) • Labor Practices Grievances (6.3) • Rippling (8.3) • Anti-corruption (4.1) • Labor Relations (6.3) • Investments (6.3) • Environmental Training & Awareness (8.1)
Media	<ul style="list-style-type: none"> • Press releases • Press conferences • Websites 	<ul style="list-style-type: none"> • Passenger Safety (7.1) • Products & Services Quality (7.1, 7.3) • Community Impact (5.2) • Sea Pollution (8.2, 8.3) • Fuel Spills & Leakages (8.3) • Accident Impact (5.2, 8.1) • Donation & Sponsoring (5.2) • Environmental Investment (8.1) • Anti-competitive Compliance (4.1)



Stakeholders and Level of Control

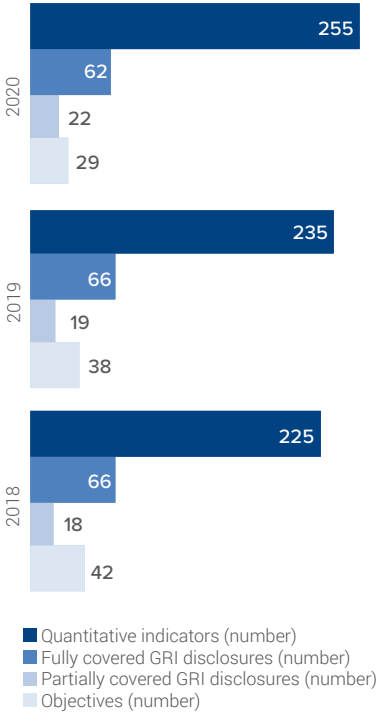


We focus on quantitative data and results

We focus to continuously include and publish more quantitative indicators and objectives, in order to respond to our Stakeholders' requirement for greater transparency and their need to be able to evaluate our performance. To systematically report on our performance, we have identified and defined our Corporate Responsibility Report's quantitative indicators.

We increased by **8.5%** the number of quantitative indicators we make reference to within the Report

Quantitative Data within the Corporate Responsibility Report



4 Achievements 2020 and Future Objectives

We committed	Progress	We aim	By
To improve our overall performance on Corporate Responsibility issues by 24%.	100%	To improve our overall performance on Corporate Responsibility issues by 17%.	2023
To improve our performance on Corporate Responsibility issues related to Owners by 10%.	100%	To improve our performance on Corporate Responsibility issues related to Owners by 8%.	2023
To improve our performance related to Management of Corporate Responsibility issues by 25%.	100%	To improve our performance related to Management of Corporate Responsibility issues by 19%.	2023
To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility.	25%	To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility.	2023
To include our Corporate Responsibility Report's quantitative indicators in our SAP ERP (by 2021).	0%	To monitor our Corporate Responsibility Report's quantitative indicators through our Business Intelligence Tool.	2023
To include the Corporate Responsibility Strategy 2020 score as a target within the formal appraisal process for Top Management members.	100%		
To apply a process to identify, prioritize and include Corporate Responsibility issues in local and international investment agreements.	100%		
To establish a comprehensive Business Continuity Plan to ensure continuation of our operations following unexpected events.	100%		
To include perception measurement questions regarding our Corporate Responsibility performance (e.g. responsible promotion of products and services, personal data protection, society support) in our market surveys.	100%		
To complete the implementation of our Fleet Management System for all our vessels.	50%		
		To include the target for each Corporate Responsibility Area in the Corporate Responsibility Team members' performance appraisal.	2022



B. SOCIAL SECTION

ESG Highlight

Responding to the Global Pandemic

In March 2020, the World Health Organization (WHO) declared the SARS COV-2 coronavirus a global pandemic, which affected business and economic activities and slowed down core economic sectors, including passenger shipping.

Despite 5,219 cancellations of vessel itineraries (27% less compared to 2019) and subsequent redesign of our routes, as well as implementing a reduced passenger protocol, which resulted in reduced passenger and vehicle transportation volume by over 53% and 38% respectively compared to 2019, we nevertheless transported over 3.3 million passengers and ensured uninterrupted transportation of goods to islands, supporting citizens for medical and social reasons. At the same time, we transported free-of-charge the medical and personal protection supplies throughout the South Aegean and North Aegean Regions and Crete. The pandemic impact will continue to significantly affect our Group's transportation volume and we expect to gradually return to pre-COVID-19 levels when authorities remove travel restrictions imposed both domestically and in foreign countries, which have a significant share in our passenger transportation volume during the summer months.

Since the pandemic's beginning, we implemented an action plan focusing on Health and Hygiene, as well as our Group's Business Continuity and Financial Position:

Health and Hygiene

As our main concerns are our employees', passengers' and partners' health, we implemented measures, such as:

- Provided detailed instructions on what each employee should do in case of disease symptoms and sent 18 briefings with respective protective measures to our office employees in 2020.
- Suspended all business trips and physical meetings, which are now conducted via teleconference or video conference.
- Conduct temperature measurements to all office employees upon entering our facilities.
- Perform regular disinfections in office buildings, as well as vessel air conditions, cabins and public areas from certified external collaborators.
- Agreed with medical groups for free COVID-19 molecular detection tests for office and marine employees, with approximately 670 detection tests conducted to office and marine employees.
- Provided marine employees with the Authorities' specific instructions regarding the necessary precautionary measures against COVID-19 and actions to address any suspicious case, while at sea, in cooperation with competent Authorities.
- Equipped all our vessels with the appropriate personal protection equipment (such as masks, gloves and special kit) and antiseptics in clearly marked spots for passenger and crew hygiene, while we designated dedicated cabins on each vessel to address and constrain any potential incident.

- Maintain stable temperature in vessel areas to prevent increased humidity and provide natural airflow inside vessels, without circulating air between cabins.
- Continuously display informative messages on vessel screens and inform passengers regarding prevention measures.
- Provide our customers the option of online ticket booking and web check-in for contactless purchase and ticket use.
- Schedule frequent announcements and recommendations from marine employees regarding mandatory use of protective mask in all vessel public areas (both indoors and outdoors), maintain necessary distances between passengers during their stay in vessel lounges, bars or outdoor areas and avoid crowding during passenger boarding/disembarkation.
- Placed specific signs in vessel lounges to inform passengers where they are allowed to sit and configured seating arrangement in external decks to keep necessary distances.
- Mandate completion and handing over of the 'Pre-Boarding' form during passenger boarding, in accordance with competent Authorities' instructions.
- Allowed cabins to be used by two persons, except for up to 4-member families or persons with disabilities and their escort.
- Installed protective plexiglass at vessel Reception desks.

- Wash dishes and cutlery in special washing machines at temperatures above 70°C, with individual packaging for cutlery.
- Have inspected and certified 24 vessels with the 'SAFEGUARD' label by Bureau Veritas, regarding implementation of specific measures and necessary procedures to address biological risks posed by COVID-19, aiming to protect human health.

Business Continuity

We formed a COVID-19 Task Force to ensure continuous information regarding appropriate measures to protect our employees and passengers, in cooperation with the National Public Health Organization (NPHO) and competent Authorities.

Financial Position

We immediately applied measures to manage financial implications due to decreased passenger and vehicle transportation, by reducing operating costs and strengthening our financial position, as among other we:

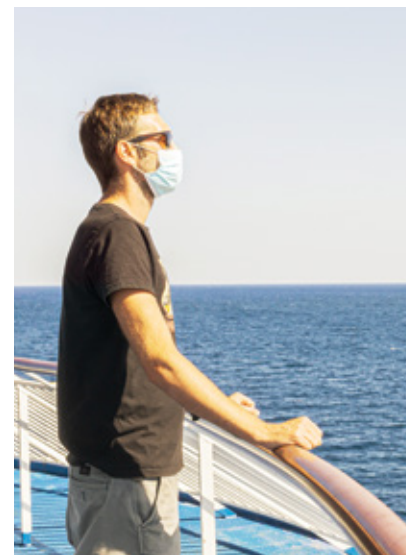
- Continue to implement measures to reduce operating costs, in order to further strengthen our financial position.
- Reduced fleet operation and redeployed our fleet, based on current needs.
- Postponed our business development projects.
- Utilized all State support measures for affected companies.

- Implemented rotation work for all office employees, with 1 week off work every 4 calendar weeks for May and June 2020. More specifically, we implemented 1 week off work with a corresponding 25% monthly salary reduction for all office employees in May 2020, in accordance with the legislation for operation of companies with security personnel and inclusion in the Greek State's SynErgasia support program for 1 week during June 2020, with a 25% payroll cost reduction. Furthermore, marine employees were also suspended from work through the SynErgasia State support program, due to reduced vessel itineraries.

However, despite our efforts, there were 3 employees who were diagnosed with COVID-19, out of whom:

- 2 office employees working remotely, with the necessary instructions provided by the National Public Health Organization, without any relevant tracking process.
- An office employee at the Perama Technical Station, where we immediately activated the COVID-19 Incident Management mechanism which included, among other, tracking process, informing all close contacts, molecular detection test, specialized disinfection and preventive Station shutdown and quarantine for 14 days.

We remain fully committed to apply all necessary measures to reduce the pandemic's impact and remain dedicated to our indisputable obligation to ensure the health and safety of all our employees, passengers and partners.



45.2% of work was conducted remotely¹, while **5,487** online meetings were conducted²

¹ Data refer to 01/03/2020-31/05/2020 and 01/09/2020-31/12/2020.

² Data refer to 01/04/2020-31/12/2020.

Our Oceans

50% of the oxygen we breathe is produced in Oceans

We are

€290.4

million turnover



51,851

discount tickets



€358.4

million economic value distributed



26

blood units from
volunteer blood donors



€1.3

million social
contribution

**We commit to**

Combine our business success with our country's and partners' development, as well as support local communities affected by our operations, in order to contribute to improving the quality of life and prosperity of our society in general.

We focus**We follow**

Principles of the United Nations' Global Compact

- 1: Support and respect protection of internationally proclaimed human rights
- 2: Ensure not to be complicit in human rights abuses
- 4: Eliminate all forms of forced and compulsory labour
- 5: Abolish effectively child labour
- 8: Promote greater environmental responsibility

We contribute

United Nations' Sustainable Development Goals

- 1: End poverty in all its forms everywhere
- 3: Ensure healthy lives and promote well-being for all at all ages
- 4: Ensure inclusive and quality education for all and promote lifelong learning
- 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- 16: Promote just, peaceful and inclusive societies



We support prosperity of Society



We achieved

- We distributed over €358.4 million in economic value: over €79.4 million to employees (for salaries, benefits and insurance payments), €50.4 million for taxes (including VAT and port taxes), €18.4 million to providers of capital (for interest and return payments), €13.6 million to agents (for commissions), €155.6 million to suppliers (for purchases of goods and services), €1.3 million to society (for discount tickets, implemented programs, sponsorships and donations) and €39.7 million for investments.
- We implemented or supported 118 society support programs, as well as in 100% of the islands we serve.
- We collected 238 blood units through our voluntary blood donation programs in the last three years.
- We spent 85.6% of total procurement expenditure to local suppliers.
- We spent 20.8% of total procurement expenditure to small and medium-sized enterprises (up to 50 employees).
- 10% of supplier selection criteria is related to their responsible operation.
- We communicated our Supplier Code of Conduct to 100% of our suppliers, with 2 out of 3 already signing its acceptance.
- We doubled sales network employees trained and increased training hours by 13.6%.
- We welcomed 307 young people from schools and universities visiting our vessels.

1 Economic Growth

We achieve financial results

Holding a leading position in the provision of maritime transportation services, we achieve positive financial results, which are indicatively presented below for the period 2018-2020 (additional financial information can be found in our Annual Financial Reports at www.attica-group.com).

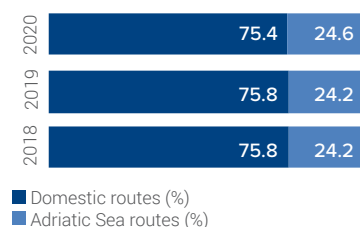
► Financial Results

	2018 ¹	2019	2020
Capitalization (million €)	NR	NR	205.02
Equity (million €)	NR	NR	378.4
Debt (million €)	NR	NR	430.5
Turnover (total sales with VAT) (million €)	365.4	405.4	290.4
Operating costs (million €)	290.8	316.2	259.3
Earnings before interest, taxes, depreciation and amortization (EBITDA) (million €)	57	78	40.7
Profits / (Losses) after taxes (million €)	17.3	20.8	(49.4)
Corporate taxes (thousand €)	264.4	197	250.5
Total taxes (including corporate taxes, VAT and port taxes) (million €)	71.3	81.9	50.4
Payments to providers of capital (million €)	59.3	29.9	18.4
Payments to suppliers (million €)	196.6	205.6	155.6
Cost of employees (including salaries, benefits and insurance payments) (million €)	91.6	94.2	79.4
Commissions to agents (million €)	20.6	21.9	13.6
Investments (million €)	128	34.5	39.7

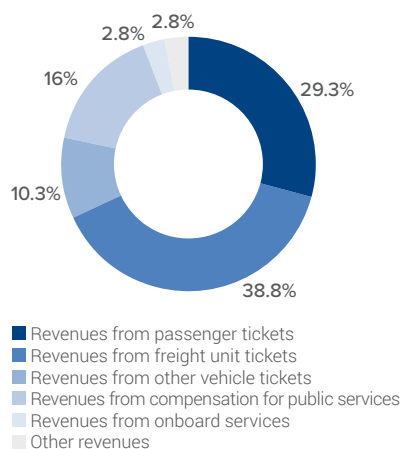
¹ Data refer to the period 01/01/2018-31/12/2018 for Blue Star Ferries and Superfast Ferries and 01/06/2018-31/12/2018 for Hellenic Seaways.
NR: Not reported

It must be noted that during 2020, we received financial compensation from the Greek State and grants from the European Union of €34.3 million, compared to €31.44 million in 2019, due to public service contracts awarded, as Blue Star Ferries and Hellenic Seaways participated in open public tenders by the Ministry of Shipping and Island Policy to operate shipping routes which connect remote islands with the mainland. Furthermore, we also received a €12 million compensation due to COVID-19, addressing operation of minimum required routes, necessary to maintain an adequate domestic shipping network.

► Turnover per Market



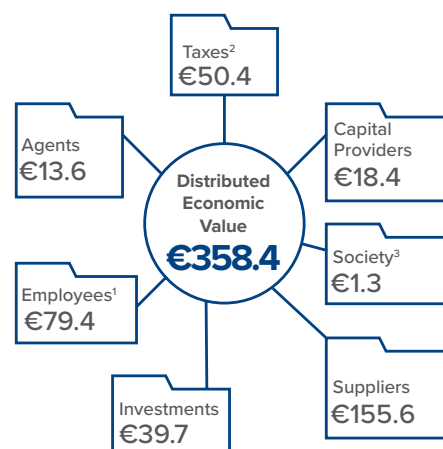
► Revenue Structure



We contribute to economic growth

Our business operations ensure we return significant economic value back to our Stakeholders, mostly through purchases (towards our suppliers), commissions (towards our agents), salaries, benefits and insurance payments (towards our employees), taxes (towards the State) and investments, while we transport food products and materials to islands, in order to develop local economies and tourism.

► Economic Value Distribution (million)



¹ The amount refers to gross salaries, benefits and insurance payments.
² The amount refers to total taxes, including VAT and port taxes.
³ The amount refers to value of discount tickets, implemented programs, sponsorships and donations.

We distributed over **€358.4** million in economic value: over €79.4 million to employees (for salaries, benefits and insurance payments), €50.4 million for taxes (including VAT and port taxes), €18.4 million to providers of capital (for interest and return payments), €13.6 million to agents (for commissions), €155.6 million to suppliers (for purchases of goods and services), €1.3 million to society (for discount tickets, implemented programs, sponsorships and donations) and €39.7 million for investments

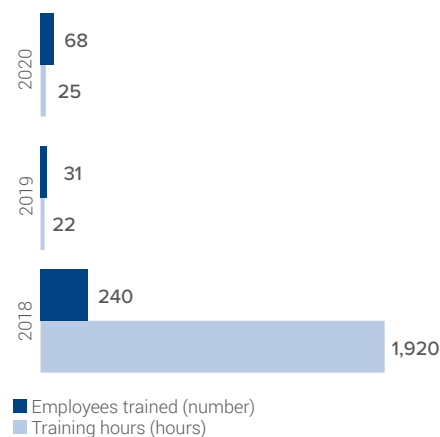
We help our sales network develop

The current challenging economic situation makes every effort to create direct and indirect job positions particularly important. Therefore, we contribute to our network's commercial success by developing their employees' skills, through:

- Training on issues, such as:
 - Customer management.
 - Familiarization with new features of existing reservation programs.
 - Familiarization with new reservation programs.
- Presentations-briefings for new products and services.

We **doubled** sales network employees trained and increased training hours by **13.6%**

► Sales Network Training



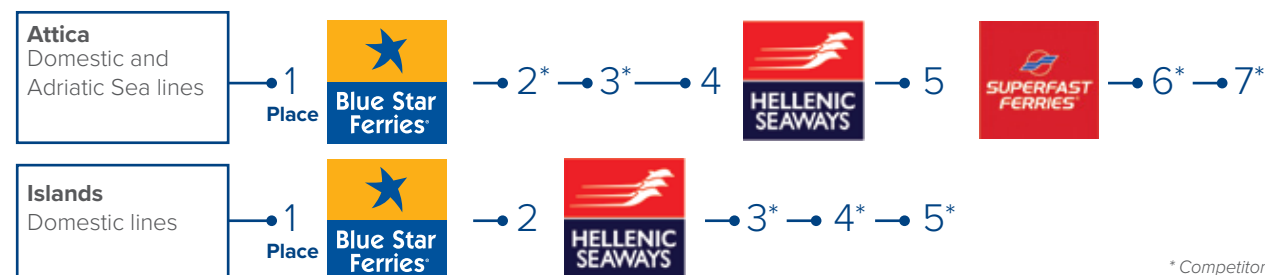
2 Society Support

Your Opinion

Community Impact

According to surveys conducted in 2020 to residents of both Attica and Islands, our 3 brands and 4 competitors were positioned in the following ranking order:

'Does not influence negatively the communities where it operates'



We support society needs

In order to identify and determine local community needs, we gather needs through a number of sources such as:

- Daily written, electronic and telephone communication with local authorities, associations and unions.
- Our partners, such as our sales network agents and suppliers.
- Non-profit organizations.
- Social networks.
- The Media.
- The qualitative and/or quantitative market surveys we implement.
- On-the-spot visits.

Even though we operate in 6 Pillars of Society Support, implementing or supporting 118 society support programs in 2020, compared to 170 programs in 2019, the main Pillar of our society support program is offering discount tickets, as we believe that the role of corporations is to support mainly through products and services.

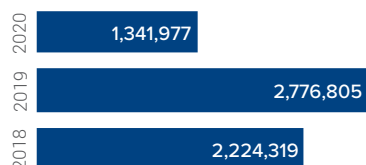
Society Support Pillars



Society Support Value

	2018	2019	2020
Value of discount tickets (€)	1,982,089	2,578,597	1,179,104 C
Value of passengers' donations (€)	3,433	4,413	1,931
Value of implemented societal programs (€)	42,995	54,138	54,173
Value of sponsorships and donations (€)	195,802	139,657	106,769
TOTAL	2,224,319	2,776,805	1,341,977 C

Society Support Value



■ Value of society support programs (€)

We implemented or supported **118** society support programs, as well as in **100%** of the islands we serve

Provision of Discount Tickets

We offer discount tickets to various NGOs, associations, local authorities and local communities, in order for them to attend sport, cultural or educational activities outside their islands or local activities and events, as well as in cases of emergency. Indicative examples include:

- 30% discount to passenger and private vehicles and motorcycle tickets for those with at least four overnight stays in Samos, Lesvos, Chios, Leros and Kos (see Section 7.3).
- 50% discount to passenger and private vehicle tickets for those travelled to and from Samos to visit their families and attend their properties due to the devastating earthquake in November and 100% discount to 11 trucks and 66 boxes with humanitarian assistance.
- 50% discount for newly enrolled students in higher education institutions and their families for their first trips to register and find a home in Cyclades, Dodecanese, North Aegean islands, Sporades, Saronic islands and Crete (Heraklion and Chania) routes.
- 50% discount for substitute teaching faculty appointed to islands.
- 30%-100% discount for 59 residents in Cyclades, Dodecanese, Saronic islands, Sporades and North Aegean islands, as well as 166 residents in Crete who travel regularly due to serious health issues and do not have the necessary financial means.
- 30% discount for three children families in Crete routes.
- 50% discount for permanent residents of Hydra and Spetses to specific routes.
- 100% discount to 894 passenger and private vehicle tickets to support 57 pregnant women and their escorts from remote islands to areas with medical presence on behalf of the non-profit organization HOPEgenesis, which is active in the health and social care sector and strives to reverse the birth deficit trend in Greece.

- 100% discount to 31 scholarship students of the Association 'Dodekanisiaki Melissa' to travel from their residence to place of studies.
- 100% discount to the Hellenic Olympic Committee for transportation of its athletes as part of their preparation for Tokyo Olympic Games.
- Up to 50% discount to 12,207 tickets for the Manpower Employment Organization's (OAED) social tourism program beneficiaries.

Furthermore, we provided discount tickets among other for:

- Health initiatives, such as the Scientific Society of Hellenic Medical Students' 'Medical Landing 2020' program, the Municipality of Syros' 'Health for All' program and provision of medical examinations to remote island residents from the Olympic Village Polyclinic.
- Archaeological programs and excavations, such as the paleolithic excavations in Lesvos by the University of Crete and the Alonissos underwater museum activities.
- Cultural and social activities, such as activities by the association 'Strings and Pipe' (The Great School of Markos) in Syros, the association 'Saint John the Merciful' and Lions Club Rhodes.
- Environmental activities, such as the BlueCycle initiative to recycle and reuse plastic fishing and marine equipment, the activities of the non-profit organization NISYRIO to recycle plastic waste in the island of Nisyros, cleaning of sea coasts and seabeds by the AEGEAN REBREATH team in the islands of Paros and Antiparos, as well as the marine environment research and protection activities by the Institute of Marine Conservation 'Archipelagos' and the Hellenic Society for the Study and Protection of the Monk Seal.

- Activities by the Greek government and non-governmental organizations to support refugees, as we:

- Provided free tickets to organizations and associations for 54 humanitarian aid shipments, during which we transported approximately 1,176 packages, boxes, parcels and pallets, as well as 30 vehicles with additional materials to support refugees and underprivileged social groups.
- Transported free-of-charge 897 unaccompanied minors and 319 NGO 'Metadrasi' volunteer escorts/ interpreters, who specialize in interpreting and protecting unaccompanied minors, with over 5,400 people transported overall during 2016-2020.

At the same time, we supported the animal welfare associations from the islands of Paros, Santorini and Lesvos, as well as the Animal Welfare Society 'Alkyoni' and the Institute of Marine Conservation 'Archipelagos', transporting free-of-charge over 300 stray animals from islands to mainland Greece for adoption or injured animals for treatment.

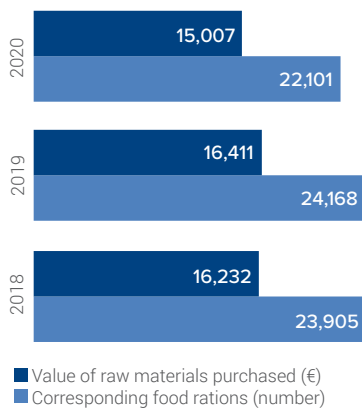
Overall, it is estimated that during 2020, we offered 51,851 discount tickets with a total value of €1,179,104 for sport, cultural and educational activities and additionally benefitted thousands of citizens who participated or attended those events and activities.

Societal Programs

In 2020, we designed and implemented the following indicative societal programs:

- Implemented for the 3rd consecutive year the initiative 'Greek Communities of Italy – A voyage to culture', during which 14 students from the Metropolitan Municipality of Reggio's (Calabria) Classical and Linguistic High School attended mostly on-line Greek language and culture lessons, while we supported the republication of a book about our National Poet Dionysios Solomos.
- Hosted events of the Association of Carpathians and Association of Marpissa & Archilochites on our vessels.
- Supported the non-profit organization FAROS ELPIDAS, offering 15,622 cooked meals rations.
- Supported the Holy Diocese of Chios-Psara-Oinousses, by purchasing required raw materials for food rations to provide meals to underprivileged social groups.

► Provision of Meals to Underprivileged Citizens



Good Practice

Unscheduled Journeys

We aim to serve unscheduled transportation needs and in 2020 we responded positively to 52 requests from the Municipalities of Ios, Megisti and Symi, the Thessaly Prefectural Administration, the conscripted soldiers of Lemnos, as well as the Union of Football Clubs in Cyclades, and conducted equal number of unscheduled approaches or adjustments of already scheduled journeys.

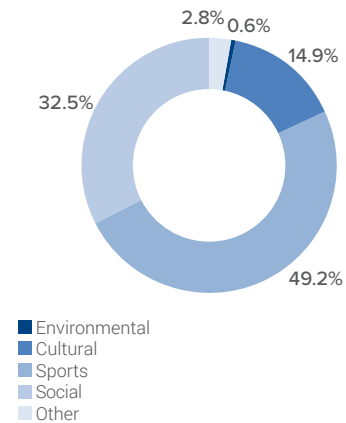
Sponsorships and Donations

We support various social groups, organizations and associations, with over €106,000 for sponsorships and donations in 2020, focusing on 4 main Areas, namely Sports, Culture, Environment and Social, with indicative examples being:

- Supported:
 - The Hellenic Rescue Team of Paros.
 - The basketball team Kolossos Rhodes.
 - The volleyball team Foinikas Syrou.
 - The sailing team Mantis-Kagialis.
- Supported the Excellence Seas Scholarship Program to assist honor students from remote islands and undertook scholarships of a Merchant Navy Officer (vessel Master) student from the island of Fourni and an Agricultural University of Athens student from the island of Astypalaia.
- Collaborated with the Greek Gastronomy Guide for the internet campaign 'Serving Aegean' to promote the history, geography, products, cuisine and traditional dishes of 18 Aegean islands, while further information about each island's local producers, taverns, restaurants and cafes, local festivals, markets and sights are displayed in the website www.greekgastronomyguide.gr.

- Donated surplus equipment to schools and charitable organizations, with 1 laptop and 4 multi-function printers donated in 2020.

► Sponsorships and Donations



Good Practice

'Agoni Grammi Gonimi'

To ensure participation of small island residents in educational and cultural events, we supported the 'Agoni Grammi Gonimi' program for the 14th consecutive year, which is the largest educational and cultural program of remote Aegean islands. However, the program was not implemented within 2020 due to the COVID-19 pandemic.

Collection of Passenger donations for charitable organizations

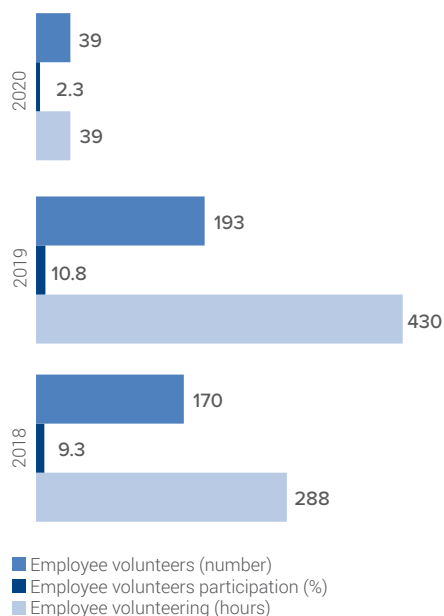
We support various charitable organizations which are committed to support children and have limited resources. For this reason, we place collection boxes at the Reception desks onboard all Blue Star Ferries and Superfast Ferries vessels with the name of the supported organization indicated, in order to collect and deposit donations from passengers to the organizations. Within this context, we supported the following charitable organizations in 2020:

- Smile of the Child.
- Amnesty International.
- Lions Club Rhodes.

We cultivate employee volunteering

We believe that it is our responsibility to cultivate the importance of volunteer contribution to our employees, in order to integrate the concept of responsibility in their behavior.

Employee Participation in Societal Support Activities

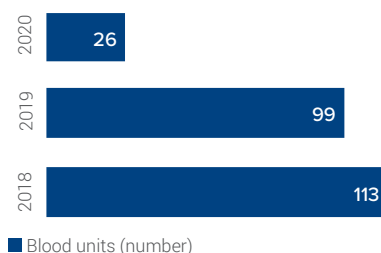


Good Practice

'Blood Ties'

Since 2009, we implement a voluntary blood donation program called 'Blood Ties', in order to respond to needs of remote Greek island residents and to personal emergencies of our employees and their families. Within 2020, we continued the program for the 12th consecutive year with one employee voluntary blood donation (compared to two blood donations in previous years due to the COVID-19 pandemic), in cooperation with the 'G. Gennimatas' General Hospital and gathered in total 26 blood units. Overall, 38 blood units were utilized for our employees' and their families' needs within 2020, without any units utilized from local community members.

Voluntary Blood Donation



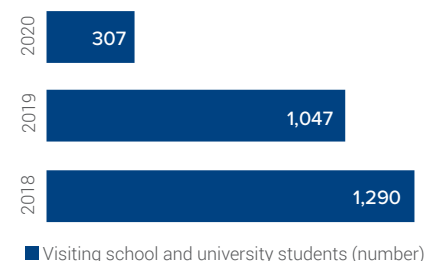
We collected **238** blood units through our voluntary blood donation programs in the last three years

We support professional growth of young people

We focus on educational contribution and supporting professional growth of young people, as we:

- Welcome school and university students to inform them about career prospects in the shipping industry and employment opportunities in the passenger shipping industry, as well as promote their environmental awareness.
- Participate in periodic student internship programs of the Merchant Navy's Officer academies (for Engine and Deck cadets) who are required to successfully complete a one-year internship onboard a vessel prior to their graduation, as well as in periodic field journey programs for Coast Guard students (Ensign cadets) to familiarize themselves with their future duties.
- Implement internship programs for university students and graduates to acquire professional experience and develop skills and competencies which advance their personal and professional development. Within this context, we have implemented relevant programs for 6 school and university students in 2020, out of which 16.6% have been hired.

Supporting Professional Growth



We welcomed **307** young people from schools and universities visiting our vessels

We care for the impact of our operations

We strive to ensure that our operations have the least possible impact on local communities we operate in. For this reason, we:

- Have included the risk of significant potential or actual negative impacts on local communities from our operations in our annual risk assessment.
- Monitor and continuously assess our vessels' Safety Management System.
- Conduct security risk assessments when deemed necessary.
- Trained 25% of office security personnel on our human rights policies and procedures, which accounted for 5% of total security personnel training hours, without however conducting relevant trainings to marine security personnel.
- Outline tasks related to security in job descriptions.
- Have developed an Emergency Plan, which includes measures to deal with negative impacts (e.g. pollution) and regularly train marine employees on such issues.

- Have developed a 'Crisis Communication Plan', in order to ensure seamless information flow during emergencies and responsible communication to interested parties, beyond what is already specified within our Safety Management System for crisis and emergencies management.

Policy

Community Impacts

In 2020 we revised our Regulation of Professional Conduct & Business Ethics and included our principles and commitments regarding responsible operation towards Society. More specifically, we have committed to recognize, manage and reduce potential or actual negative impacts to local communities where we operate, due to our operations.

Within 2020:

- A steam leak occurred in Blue Horizon's engine room during maintenance activities at the Heraklion port, which resulted in the death of 1 crew member and minor injuries of 3 other crew members, 2 of which were hospitalized for 1 day for First Aid provision and 1 was hospitalized for 18 days overall.
- A minor collision of Express Pegasus in the shallows took place near the island of Kassos, due to weather conditions, without any injuries among passengers and crew members or any marine pollution. The vessel sailed by itself to Kassos and was inspected by the vessel's classification society, while we forwarded all passengers to their destinations on our own arrangements.
- There were two dispute cases with the Municipality of Ikaria regarding reduced vessel routes to the island and with print media from Lemnos, due to not including the island in the discount program 'Hotel & Ferry' (see Section 7.3).



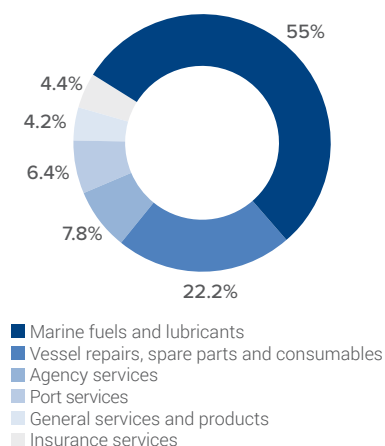
3 Responsible Procurement

We give priority to local suppliers

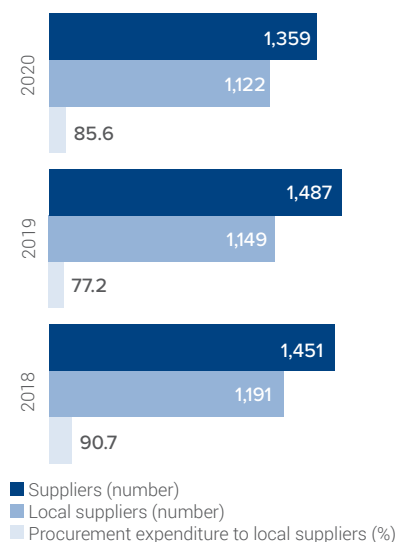
Our suppliers are 1,359 throughout Greece and abroad, with 82.6% ^c of them being local suppliers. Based on their turnover, we consider 141 of them as major suppliers, out of which 111 are local suppliers. In 2020:

- We developed a process to identify small and medium-sized enterprises (with less than 50 employees) for potential cooperation.
- The average supplier payment time was 121 days, compared to 104 days in 2019.
- 100% of payments for undertaken contractual obligations were made according to the terms in our contract agreements, as in 2019.

Supplier Categories



Suppliers and Procurement Expenditure



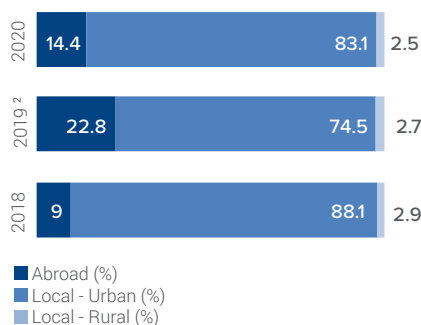
We responsibly select our suppliers

As our suppliers influence our responsible operation, we fully acknowledge our moral obligation to positively influence our supply chain and promote the principles of Corporate Responsibility to our suppliers. Within this context, we have started to incorporate contractual clauses for Corporate Responsibility issues in contracts with significant suppliers, which include protection of human rights, environment and working conditions and tackle corruption, as well as acceptance and compliance with our Code of Conduct for Suppliers/Partners (including their subcontractors). So far, we have not identified any suppliers with significant actual or potential negative environmental, labor practices, human rights, freedom of association and collective bargaining impacts or impacts on society.

We spent **85.6%** of total procurement expenditure to local suppliers ^c

We spent **20.8%** of total procurement expenditure to small and medium-sized enterprises (up to 50 employees) ^c

Allocation of Purchases per Region¹



¹ Percentages refer to the procurement expenditure of all suppliers.

² The 2019 change in purchases is attributed to purchasing the cargo vessel Blue Carrier 1 and ordering scrubbers from foreign suppliers.

Responsibility in our Supply Chain

To implement Corporate Responsibility principles throughout our supply chain, we have developed a Code of Conduct for Suppliers/Partners (which also addresses our Contractors' Suppliers), as well as a single Procurement Process, which defines responsibilities of our suppliers and partners, and establishes supplier selection criteria for products and services. Within this context, we:

- Have defined our principles and specific commitments for suppliers/partners and involved contractors/subcontractors on the following issues:
 - Compliance with national and European law.
 - Freedom of participation in trade unions and collective bargaining.
 - Prohibition of child labor.
 - Prohibition of forced labor.
 - Compliance with working hours.
 - Fair and reasonable remuneration.
 - Fair treatment, diversity.
 - Health and safety.
 - Fight against bribery, corruption and money laundering.
 - Sponsorships.
 - Prohibition of donations to political parties.
 - Environmental protection.
 - Minimize greenhouse gas emissions for climate change.
 - Efficient use of natural resources and waste management.
- Data security and protection.
- Respect of free and fair competition.
- Quality assurance of products and services.
- Consider any violation of the Code of Conduct for Suppliers/Partners as a violation of the agreement with the Supplier/Partner and reserve the right to intervene with corrective actions schedules or other legal actions.
- Prohibit any relationship of interest from employees involved in the procurement process with our suppliers or accept gifts or any other benefit from suppliers.
- Have defined the maximum supplier payment time to 120 days.
- Keep and continuously update our Authorized Suppliers List and require from new suppliers to sign that they accept our Code of Conduct for Suppliers/Partners prior to be included in the List.
- Have defined specific criteria and weighting to evaluate offers for supplier selection, which include responsible operation criteria for suppliers with less than 50 employees and suppliers based outside Attica.
- Require at least three offers for each tender over €3,000, except for direct selection cases, either because they exactly match our technical specifications or only one unique supplier exists.



10% of supplier selection criteria is related to their responsible operation

We communicated our Supplier Code of Conduct to **100%** of our suppliers, with 2 out of 3 already signing its acceptance

Furthermore, since March 2016 we evaluate our suppliers' performance with an annual spending of over €10,000 and we utilize specific criteria in five areas of the performance evaluation process (without at the moment utilizing ESG criteria), based on which we approve our suppliers:

- Quality
- Cost
- Availability
- Service – Support – Adaptability
- Credit Policy

Within 2020, we evaluated 84 suppliers, which correspond to a spending of over €10,000 and are at the same time important suppliers for our operations, in the following categories:

- Fuel and lubricants
- Engine and deck spare parts and consumables
- Hotel operation
- Office supplies

It must be noted that:

- We assess the performance of potential suppliers prior to our collaboration, according to available and applicable criteria. Within 2020, we initiated collaboration with 302 new suppliers.
- We evaluate the exclusive representatives of manufacturing companies based on all above criteria, although there is no option to substitute them, due to their exclusivity.
- We inform suppliers with low scores they need to improve their performance, in order to continue our collaboration, as they will otherwise be rejected, without however any relevant suppliers within 2020.

- We immediately re-evaluate a supplier's performance and proceed with appropriate measures in case a supplier provides unsuitable or dangerous products, demonstrates unethical behavior or does not fulfill our cooperation agreement. It must be noted that within 2020, we did not discontinue our collaboration with any supplier or business partner as a result of actual or potential compliance issues, such as corruption, anti-competitive behavior, environmental protection, product health and safety and labour practices.
- We select suppliers for materials or services among approved suppliers, based on the performance evaluation conducted. It must be noted that we send product samples to a certified laboratory depending on the materials, in case we cannot determine whether product specifications match the ones agreed with the supplier, in order to analyze and verify their specifications.

Good Practice

Responsible Vessel Buying

We follow the most recent safety regulations during buying and building of our vessels, without however ignoring potential future safety regulations, which may affect their operation. At the same time, we focus on vessels' energy efficiency and strive to implement innovative technologies.



4 Achievements 2020 and Future Objectives

We committed	Progress	We aim	By
To improve our performance on Corporate Responsibility issues related to Community by 10%.	100%	To improve our performance on Corporate Responsibility issues related to Community by 9%.	2023
To improve our performance on Corporate Responsibility issues related to Suppliers by 180%.	100%	To improve our performance on Corporate Responsibility issues related to Suppliers by 31%.	2023
To support the activities of charitable organizations and NGOs.	100%	To support the activities of charitable organizations and NGOs.	2021
To implement at least 1 volunteer activity with the participation of our employees.	100%	To implement at least 1 volunteer activity with the participation of our employees.	2021
To design and implement 2 programs/activities to address local communities needs in the areas of sports, culture, education or health.	100%	To design and implement 1 program/activity to address local communities needs in the areas of sports, culture, education or health.	2021



Our Oceans

28 major groups of animals live in the Oceans, compared to only 11 on land

We are

1,711 
employees

11,064 
training hours

100% 
of employees with full time
employment contracts

100% 
of employees informed regarding
Corporate Responsibility issues

100% 
of employees covered
by voluntary benefits

We commit to

Cultivate a workplace focused on respect, equality, safety and merit, as well as offer training opportunities to our employees, in order to facilitate their personal and professional development.

We focus



We follow

Principles of the United Nations' Global Compact

- 1: Support and respect protection of internationally proclaimed human rights
- 2: Ensure not to be complicit in human rights abuses
- 3: Recognize freedom of association and right to collective bargaining
- 4: Eliminate all forms of forced and compulsory labour
- 5: Abolish effectively child labour
- 6: Eliminate discrimination in respect to employment and occupation

We contribute

United Nations' Sustainable Development Goals

- 3: Ensure healthy lives and promote well-being for all at all ages
- 4: Ensure inclusive and quality education for all and promote lifelong learning
- 5: Achieve gender equality and empower all women and girls
- 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- 10: Reduce inequality within and among countries





We create positive Employment Conditions

We achieved

- Responsibility is 1 out of 6 appraisal criteria for all office employees.
- We trained (at least once) 94.4% and 20.5% of our office and marine employees respectively.
- We tripled the number of employees trained and increased training hours by 86.9%.
- 45.2% of work was conducted remotely, while 5,487 online meetings were conducted.
- We employ 100% of our employees with full time employment contracts.
- 100% of employees in Director positions are Greek.
- No grievances regarding our marine employee living conditions were filed.
- 100% of our employees received their annual leave, as planned.
- We covered 25% of permanent job openings in offices by internal candidates.
- We conducted internal drills on Health and Safety issues (such as response to emergency situations) to 100% of marine employees.

1 Human Resources and Employment

Your Opinion

Work-Life Balance

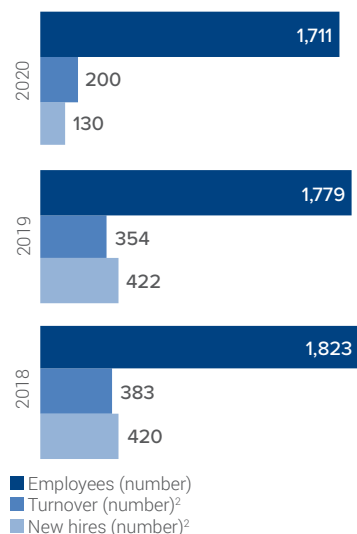
According to a survey conducted to office employees in 2020, **53%** agrees that we are a Group which respects work-life balance.



We sustain job positions

Our business success is directly associated to our employees, therefore we strive to create job positions, as well as lessen unemployment. Our activity also supports indirectly hundreds of job positions throughout our value chain and the passenger shipping industry in general. It must be noted there are seasonal variations in employment numbers onboard our vessels, as the number of marine employees during spring and summer months was higher by 9.9% compared to the autumn and winter months (1,494 employees compared to 1,359).

Human Resources¹



¹ Data refer to 31/12/2020 for office employees and to the average of 01/03/2020 and 01/07/2020 for marine employees.

² New hires and turnover for the period 2018-2020 do not include university students and cadets in Merchant Navy's Officer and Coast Guard academies onboard our vessels (who complete their internship), as well as our marine employees' re-hiring within the same year (for whom a standardized dismissal and re-hiring process is in place).

Human Resources¹

Employment Type	Permanent	Fixed Term	Full time	Part time	
Employees (number)	1,534	177 (10.3%) (14 women in total) (161 marine employees)	1,711	0	
Gender	Female	Male			
Employees (number)	240	1,471			
Age	<30	30-50	>50		
Employees (number)	200	1,061	450		
Categories	Nationalities	Disabilities	Foreigners		
Number	6	0	7		
Education Level	Public School -High School	Post High School / Higher / Highest Education	Postgraduate Education		
Employees (number)	1,262	409	40		
Employment Tenure	<5 years	5-10 years	>10 years		
Employees (%)	46.8	11.6	41.6		
New Hires ²	Female	Male	<30	30-50	>50
Employees (number)	13	117	44	73	13
Turnover ²	Female	Male	<30	30-50	>50
Employees (number)	13	187	55	103	42
Turnover ²	Resignations	Redundancies	Other		
Turnover reason (%)	82	18	0		
Working Place	Offices	Vessels			
Employees (number)	284	1,427			
Hierarchy	Top Management ³	Directors ³	Employees	Total	
Employees (number)	41	81	1,589	1,711	

¹ Data refer to 31/12/2020 for office employees and to the average of 01/03/2020 and 01/07/2020 for marine employees.

² New hires and turnover for 2020 do not include university students and cadets in Merchant Navy's Officer and Coast Guard academies onboard our vessels (who complete their internship), as well as our marine employees' re-hiring within the same year (for whom a standardized dismissal and re-hiring process is in place).

³ Top Management includes the Chief Executive Officer, Executive Directors and vessel Masters. Directors include office Directors, Staff Captains and Chief Engineers.

We employ **100%** of our employees with full time employment contracts

100% of employees in Director positions are Greek

No grievances regarding our marine employee living conditions were filed

100% of our employees received their annual leave, as planned

It must be noted that:

- The average age of office and marine employees is 45 and 42.9 years respectively.
- The average employment tenure for office and marine employees is 15.4 and 8 years respectively.
- The turnover rate and new hires rate of office employees was 1.8% (all of which were resignations) and 2.1% respectively, while the respective rates for marine employees were 13.6% (out of which 2.5% redundancies and 11.1% resignations) and 8.7%.
- There were no office employees who left before completing 12 months of employment, while the respective turnover rate of marine employees was 2.6% (besides the cadets in Merchant Navy's Officer and Coast Guard academies onboard our vessels).

- The turnover rate of female office and marine employees compared to male office and marine employees is lower by 45.3% and 4.4% respectively.
- 99.6% of employees and all management positions are held by Greeks, while their majority are from the prefecture of Attica.
- There were no workers under freelance arrangements working within the Group during 2020.
- There were 58 employees working in our offices, who do not belong to our Group, as they are employed by a third party cleaning company.

We ensure proper living conditions for marine employees

We recognize the importance to establish proper living conditions for our marine employees and their relation with a safe work environment and the crew's psychology. Therefore:

- Crew cabins are located above the main deck.
- We provide individual cabins to vessel Masters and Officers.
- We equipped entertainment halls with various recreation means (library, TVs, film projectors, board games) in all vessels, accessible by all marine employees.
- We systematically clean and sanitize accommodation areas.

We handle work-life balance

Indicating our commitment to support our employees and maintain work-life balance, we:

- Ensure that all employees receive their entitled leaves.
- Record and monitor work hours for all marine employees.
- Have defined rest hours for marine employees.
- Ensure timely crew changes, in case it is required.

- Ensure that all fees provided allow decent livelihood.
- Compensate overtime work and do not force employees to work overtime, under the threat of salary reduction, dismissal or any other sanction.
- Pay the entire wage to female employees in childbirth and maternity leave without any deduction as a maternity bonus after their return to work, exceeding the relevant legislative requirements.

Within 2020:

- 100% of marine employees worked at least once beyond the typical work hours and there was no overtime work on behalf of our office employees.
- The average overtime work for marine employees was 1.13 hours.
- All 4 women who received their maternity leave, returned to their work and continued to work within our Group for over 12 months after their return.
- 4 women employees were granted reduced working hours due to raising a child.

We transparently inform our employees

Regardless of their employment type, we inform all new hired office employees about:

- Our organizational structure and culture.
- Our Regulation of Professional Conduct & Business Ethics.
- Our Anti-corruption Regulation.
- Our Internal Operation Regulations.
- Our Corporate Governance Code.
- Our Information Security and Use of IT & Telecommunications Systems & Resources Policy.
- Our Privacy Protection Policy (GDPR).
- The Emergency Situations Response Plan for offices.
- The terms and conditions of the Group Insurance program, which applies to employees with over 6 months employment contracts.
- Main work issues and procedures, such as leaves and absences, training, communication and performance appraisal.
- Corporate Responsibility issues (e.g. recycling activities).

Furthermore, it must be noted that:

- Our employment contracts include documents which describe the way we expect employees to behave (e.g. corporate manuals).
- Prior to their employment, all employees receive their employment contracts.
- We have informed all employees at least once regarding Corporate Responsibility issues.
- We conducted 8 internal communication activities regarding Corporate Responsibility issues to all our employees in 2020, compared to 18 in 2019.

We monitor our employees' opinion

Our goal is to establish a unified culture, inextricably related to our Vision and Values, as well as create a work environment which supports our employees and promotes open communication.

Within 2020, we conducted the online and completely anonymous Work Climate Survey 'We Count on your Opinion' for office employees, with 90% of employees participating. Through this survey, employees expressed their opinion on the overall management climate and standard management skills per Department. These information allow us to plan future strategic interventions and development initiatives more accurately, as well as highlight management skills and promote individual and team development opportunities.



2 Health and Safety

We ensure Health and Safety onboard our vessels

We are committed to create a safe work environment for our marine employees. Therefore, we:

- Ensure that candidates for employment hold competency certificates in training areas such as vessel safety, rescue equipment, firefighting and First Aid, prior to their employment onboard our vessels, in accordance with the respective legislative requirements, and oblige them to maintain valid certificates.
- Conduct internal drills on Health and Safety issues, during which we trained all marine employees on First Aid and evacuation procedures, as well as 1,081 employees (75.8% of marine employees) on use of proper protective equipment in 2020.
- Train our marine employees on Health, Hygiene and Safety issues, during which we conducted respective trainings to 217 employees (15.2% of marine employees) for a total duration of 938 training hours in 2020, while overall 100 vessel Officers are trained on prevention of serious diseases.
- Completed a Behavioral Based Safety Program within 2020, through behavior assessment of 90 Senior and Master vessel Officers to ensure crew members' and passenger well-being and safety.
- Provide the necessary personal protective equipment and relevant training to all marine employees.
- Have equipped our vessels with the appropriate devices and conduct audits on alcohol consumption to all marine employees. No such non-compliance incidents occurred within 2020.
- Immediately replace injured and sick marine employees with other employees, in order not to have crew numbers lower than legal requirements.

Good Practice

Managing Health and Safety Issues

Being committed to manage Health and Safety issues onboard our vessels in a systematic way:

- There is a Safety Committee in each vessel, which consists of all supervisors and represents all work areas onboard vessels (departments). The Committee also discusses Health, Hygiene and Safety issues during its monthly meetings and in emergency incidents and notifies the Group regarding its findings.
- We do not include Health and Safety issues in our employment contracts, since respective issues are covered by national or industry collective agreements and international hygiene, accommodation and safety agreements, which have been incorporated in the relevant national legislation, as well as national or industry collective agreements, which are available in our vessels.
- We record and monitor accidents and Health and Safety incidents, in order to take corrective actions and eliminate respective risks.

We ensure Health and Safety in offices

Besides creating a safe work environment for marine employees, we are also committed to ensure Health and Safety for our office employees. Within this context, we:

- Have created an eight-member Health, Safety and Environment Team, which designs and proposes our overall strategy on employee health and safety issues related to their workplace, as well as protection of our assets, passenger safety and marine environment.
- Have developed a comprehensive Security Measures Plan.
- Have created a Health, Safety and Environment Division to properly implement preventive systems and protection measures for employees and buildings.
- Maintain an Incident Book and record any accidents and incidents within workplace, in order to apply measures to prevent Health and Safety risks.
- Have communicated via e-mail and posts on the corporate Intranet specific instructions for emergency situations and preventive protection measures to all office employees. Within this context, we trained 132 employees (46.5% of office employees) on Health and Safety issues, out of whom 106 employees on First Aid, for a total duration of 901 training hours.
- Have defined and communicated office evacuation plan with predetermined assembly points, in order to safely evacuate office employees, visitors and external collaborators.
- Have appointed Fire Safety Team and Emergency Care Team and clearly defined their members' responsibilities.
- Have installed loudspeaker system to signal evacuation in emergency situations.

- Ensure that emergency exits are clear of obstructions and are clearly marked.
- Have installed anti-slip strips in staircases.
- Establish favorable employment conditions to support susceptible office employee groups, such as pregnant employees and employees working in night shifts (for whom we ensure additional security measures).
- Ensure equal access from persons with disabilities to our offices, via parking space with ramp, wheelchair and properly designed WC.
- Have developed a process to monitor health and safety incidents of subcontractors' employees working in our offices.
- Include insurance from a public social institution for all subcontractor employees who work on our behalf, in agreements with subcontractors, making this issue a mandatory requirement in selection and collaboration with subcontractors.
- Have developed a process to investigate work-related Health and Safety incidents (e.g. actual or potential injuries) through our Emergency Management Plan for offices, while at moment we:
 - Do not implement an occupational Health and Safety Management System.
 - Have not developed relevant processes for employees to report work-related hazards and hazardous situations or refuse to perform an activity due to Health and Safety concerns (e.g. regarding injuries).


The following table summarizes our overall Health and Safety performance. It must be noted that in 2020:

- We invested over €174,000 on Health and Safety programs in our offices.
- There are no employees with high incidence or risk of disease associated with their work, while there were no occupational diseases among our employees.
- There were no accidents of office employees and there were only minor accidents with minor injuries involving our marine employees, with the exception of the Blue Horizon crew members incident (see Section 5.2) and a Chief Engineer fracturing his foot due to losing his balance while descending into the engine room. The injury resulted in absence time of 186 days, however no corrective actions were taken, as the injury is considered coincidental.
- There were no accidents of subcontractor employees who work on our behalf in our offices and vessels (i.e. without being employees of our Group).
- The total absenteeism rate for male office employees compared to female office employees is lower by 75.6%.
- There were 2 lawsuits for marine employee injuries, with one lawsuit discussion cancelled due to the COVID-19 pandemic and a court decision expected for the other.

- Two previous lawsuits for marine employee injuries were discussed, out of which 1 was rejected and the other is pending, while court decisions for 2 previous lawsuits for marine employee injuries that were previously discussed are still pending.

However, we regrettably have to report that we lost three marine colleagues within 2020:

- One due to an accident during working hours onboard Blue Horizon (see Section 5.2).
- One due to a car accident, while commuting to the office.
- One due to natural causes, during working hours.

We conducted internal drills on Health and Safety issues (such as response to emergency situations) to **100%** of marine employees 



► Health and Safety

	2018	2019	2020
Work hours (hours)	NR	NR	4,736,880
Offices	NR	NR	568,000
Vessels	NR	NR	4,168,880
Employees' fatal accidents (number)	0	0	1
Men	0	0	1
Women	0	0	0
Collaborators' fatal accidents (number)	0	0	0
Accidents (number)	32	10	30
Offices	0	0	0
Vessels (work-related)	NR	10	11
Vessels (outside vessels or off duty)	NR	NR	19
Men	29	9	29
Women	3	1	1
Accidents with absence >1 day (number)	31	8	30
Accidents with absence <3 days (number)	5	2	2
Accidents with absence >3 days (number)	27	8	28 C
Absence from work due to accidents (hours)	0	0	12,776
Average days of absence per injury (days)	46.5	43.3	42
Medical treatment cases (number)	114	128	65
Fatality Rate (rate) ²	NR	NR	NR
Offices	NR	NR	0
Vessels	NR	NR	0.048
Injury Rate (rate) ³	1.47 ¹	0.36	NR
Offices	NR	NR	0 C
Vessels	NR	NR	1.49 C
High-Consequence Injury Rate (rate) ⁴	NR	NR	NR
Offices	NR	NR	0
Vessels	NR	NR	0.048
Occupational Disease Rate (rate) ⁵	0	0	0
Offices	0	0	0
Vessels	0	0	0
Lost Days Rate due to injuries or occupational diseases (rate) ⁶	70.43 ¹	15.72	NR
Offices	NR	NR	0
Vessels	NR	NR	76.61
Lost Time Injury Frequency Rate (rate) ⁷	NR	NR	NR
Offices	NR	NR	0
Vessels	NR	NR	7.2
Lost Time Injury Severity Rate (rate) ⁸	NR	NR	NR
Offices	NR	NR	0
Vessels	NR	NR	76
Absenteeism Rate (rate) ⁹	NR	NR	NR
Offices	NR	NR	2,701.4
Vessels	NR	NR	1,400

¹ Data refer to Blue Star Ferries and Superfast Ferries.

² Fatality Rate (FR): Number of fatal accidents x 200,000 work hours / Total work hours.

³ Injury Rate (IR): Number of injuries and fatal accidents x 200,000 work hours / Total work hours.

⁴ High-Consequence Injury Rate (HCIR): Number of high-consequence injuries (with absence of over 6 months, excluding fatal accidents) x 200,000 work hours / Total work hours.

⁵ Occupational Disease Rate (ODR): Number of occupational diseases x 200,000 work hours / Total work hours.

⁶ Lost Days Rate due to injuries or occupational diseases (LDR): Total work days lost x 200,000 work hours / Total work hours.

⁷ Lost Time Injury Frequency Rate (LTIFR): Number of injuries related to work time x 1,000,000 work hours / Total work hours.

⁸ Lost Time Injury Severity Rate (LTISR): Number of work days lost due to injuries related to work time x 200,000 work hours / Total work hours.

⁹ Absenteeism Rate (AR): Total absent work days x 200,000 work hours / Total work days.

NR: Not reported

Policy

Equal Treatment and Human Rights

According to our Regulation of Professional Conduct & Business Ethics, we:

- Apply equal treatment regarding our recruitment practices and appraise our employees fairly and objectively.
- Commit not to tolerate any retaliation towards employees who report any human rights violations.

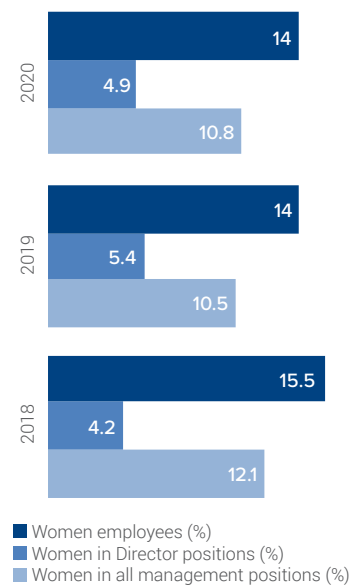
We commit to meritocracy

Our commitment towards meritocracy follows the principle to treat all our employees equally, which enables their professional development to depend solely on their performance and skills. We do not allow any kind of discrimination due to gender, religion, age, ethnic group, social or national origin, disability, beliefs, sexual orientation, or participation in employee unions, as we take into consideration each employee's experience, personality, performance, skills and qualifications regarding any work aspect (e.g. salaries, professional advancement). Furthermore, we do not allow any comments among employees for all issues above, in order to prevent any form of harassment (e.g. sexual).

As a result of our focus on the equal treatment of women:

- The overall percentage of women in office and vessels is 54.9% and 5.9% respectively.
- The overall percentage of women in all management positions (including supervisors) in offices and vessels is 37.9% and 4.5% respectively.

- The percentage of female office and marine employees in Director positions is 14.3% and 1.7% respectively, without any female office and marine employees in Top Management positions.
- The percentage of female office and marine employees with fixed term employment contracts compared to male office and marine employees is lower by 62.8% and 5.3% respectively.
- The total training hours of female office and marine employees compared to male office and marine employees are lower by 43.8% and 93.6% respectively (not including internal drills conducted onboard vessels).

Percentage of Women**We do not tolerate child, forced and compulsory labor**

We respect the internationally recognized principles of human rights, as described within our Regulation of Professional Conduct & Business Ethics, the Universal Declaration of Human Rights and the ten Principles of the UN Global Compact we have signed. At the same time, we are certified and audited according to the Maritime Labour Convention's respective principles. Based on these principles, we are committed not to:

- Employ any person below the legal age work limit.
- Encourage or tolerate any forced and compulsory labor in any of our premises.
- Employ any person through organizations or agencies involved in trafficking or other forms of forced labor.

In 2020:

- No areas or operations were assessed for child or compulsory labor risks.
- There were no significant investment agreements and contracts with clauses on human rights.

We respect the right of employees to participate in unions and strikes

Although there is no employee union within our Group, we respect the right of employees to freedom of association and participate in employee unions, while no operations in which the respective rights may be at significant risk have been identified. It must be noted that:

- 100% of marine employees participate in employee unions related to their job position and through them to the Panhellenic Seamen's Federation (PNO). Also, one office employee is elected member of the Panhellenic Federation of Shipping and Tourism Employees (PASENT), to which all office employees belong.
- 100% of employees are covered by individual agreements, based on industry collective agreements.
- The minimum notice period regarding operational changes for marine employees is 24 hours for Domestic lines and 7 days for Adriatic Sea lines. We follow, as a minimum, the relevant regulatory requirements regarding operational changes for office employees.
- 426 marine employees did not work during 3 strikes or lock-outs, organized by the Panhellenic Seamen's Federation (PNO) within 2020, due to insurance-pension issues, collective bargaining agreements and crew composition according to legal requirements. The time lost due to strikes was 426 mandays, which corresponds to approximately 0.08% of marine employee total working time. No office employees participated in any strike or lock-out within 2020.

We ensure confidentiality of personal data

We respect the right of employees to safeguard their personal data and we are committed to implement a wide range of technical and organizational measures, which non-exhaustively include:

- Have developed and implement policies and processes regarding personal data processing, in accordance with the national and European legislative requirements (General Data Protection Regulation - GDPR).
- Have authorized the use of specific surveillance systems to monitor crucial access areas to our offices (such as staircases, outside perimeter, central cashier and parking garage) and vessels according to the respective legislation (such as garages), which include CCTV system with cameras and security cards to monitor access to office areas such as servers and UPS, and we only allow employees from the Health, Safety and Environment Division to access the surveillance footage.
- Do not monitor any office work areas and we monitor certain vessel work areas for security purposes (such as garages and engine room), without collecting any personal data.
- Require written consent on behalf of employees, in case required to disclose personal data to any person with preferential relationship (such as doctors or lawyers).
- Do not withhold personal documents (such as identification cards, passports or any other personal papers).
- Destroy documents with personal information in an appropriate manner.

We apply a fair and transparent salary system

One of our main objectives is to equally reward our employees' contribution, to both maintain high levels of satisfaction, as well as attract highly qualified workforce. For this reason, our employees' remuneration system is aligned with the applicable industry labor agreement on the basis of transparency and equal treatment. At the same time, we compensate all employees within the agreed time period and we do not deduct salaries due to disciplinary offenses or other deductions except those stipulated by law.

It must be noted that in 2020:

- The minimum salary is equal to the lowest salary defined in the industry labor agreement in force.
- The average salary for male office employees, Managers and Directors compared to female office employees, Managers and Directors is higher by 3.3%, 28% and 10.9% respectively, due to factors such as professional experience, qualifications and expertise.
- The percentage of women in the 10% of highest paid job positions in offices is 7.1%, while there are no women in respective job positions onboard vessels.
- There are no differences between the average salary for male and female marine employees in all job positions, as their salary solely depends on their specialization.
- The percentage of variable compensation in office and marine employees' overall compensation is 0.1% and 11.2% respectively.

- The ratio of median annual total compensation for male office employees to the median annual total compensation for female office employees is 2.2:1.
- The ratio of annual total compensation for the highest-paid individual to the median annual total compensation for all office and marine employees (excluding the highest-paid individual) is 14.6:1 and 4.6:1 respectively.
- The ratio of percentage decrease in annual total compensation for the highest-paid individual to the median percentage decrease in annual total compensation for all office employees (excluding the highest-paid individual) is 15.3:1.
- The ratio of percentage increase in annual total compensation for the highest-paid individual to the median percentage increase in annual total compensation for all marine employees (excluding the highest-paid individual) is 0.3:1.
- There were 12 lawsuits filed by marine employees for labor disputes (with claims over €30,000), which are expected to be discussed within 2021, due to the COVID-19 pandemic.
- Regarding 28 previous lawsuits filed by marine employees for labor disputes (with claims over €30,000):
 - 15 lawsuits were discussed, with court decisions expected for 8 lawsuits and appeals filed for the remaining 7.
 - Discussion was cancelled for 3 lawsuits due to the COVID-19 pandemic and are therefore still pending.
 - First instance decisions were issued for 5 lawsuits and appeals on behalf of the Group are pending.
 - A first instance decision for one lawsuit and appeal decisions for 3 lawsuits are still pending.
 - An appeal decision was issued for one lawsuit, which accepted the first instance decision, in favor of our Group.

We offer additional benefits

We offer a number of voluntary benefits, which cover all our office and marine employees. It must be noted that 99.3% of office employees and 100% of marine employees (employees with permanent employment contracts and with fixed term employment contracts of over 6 months) are covered by a sickness insurance program and all subcontractors' employees working on our behalf in our offices are covered by public insurance, while office Top Management members and Directors (9.5% of office employees) are covered by an additional retirement program, for which approximately €414,000 were spent in 2020, compared to €320,000 in 2019.



► Additional Benefits

	Marine Employees	Office Employees
Expanded life insurance to all employees, their spouses and their children		✓
Coverage against disability/incapacitation		✓
Postgraduate program support		✓
Christmas cheques for every child up to 14 years old		✓
Annual Christmas festive event		✓
Provision of free passenger and private vehicle tickets and meals onboard our vessels (upon availability) ¹	✓	✓
Discount for passenger and private vehicle tickets for first-degree relatives (upon availability) ¹	✓	✓
Discount for certain items from vessel shops ¹	✓	✓
Food arrangement ¹		✓

¹ Also offered to employees with fixed term employment contracts.

4 Training and Development

We develop our employees

Internal Advancements

Our priority is to support our employees' development and cover job openings from existing employees. As a result of this policy, the percentage of permanent job openings in offices covered by internal candidates reached 25% within 2020, compared to 10% in 2019.

Job Rotation

We have established a job rotation program for office employees, in order to keep them motivated and offer the opportunity to acquire additional knowledge and experience, without however any job rotations taking place within 2020.

Job Descriptions

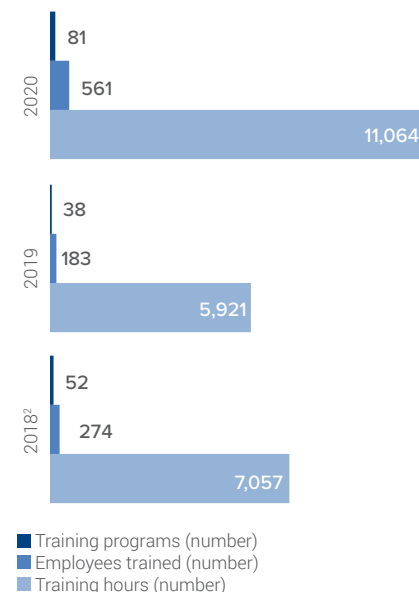
In our attempt to ensure individual and organizational effectiveness and maximize employee satisfaction, we have started to record in written job descriptions and responsibilities for all employees. During 2020, we updated job descriptions for our office employees, a process completed for 96.7% of office employees, while a detailed job description is available for 100% of marine employees.

We deliver a wide range of training programs and seminars for our marine and office employees each year. Within 2020:

- We conducted trainings on our human rights policies and processes to 3 office employees, with a total duration of 95 training hours, without any relevant trainings to marine employees.
- We conducted various training programs on Corporate Responsibility issues to our office and marine employees.
- We included Corporate Responsibility issues in 3 in-house training programs related to Business Ethics and Anti-corruption, as well as Performance Appraisal.
- We trained 293 marine employees on management, Health and Safety and Corporate Responsibility issues.
- Total cost of training programs exceeded €78,300, compared to over €40,700 in 2019.

We covered **25%** of permanent job openings in offices by internal candidates

Employee Training¹



¹ Training data include office employees and marine employees who were trained on management issues; they do not include marine employees' training to renew or receive new competency certificates and/or internal drills conducted on vessels.

² Data refer to Blue Star Ferries and Superfast Ferries.

We train our employees

Training Program

To design our annual Training Plan, we consider:

- Identified training needs.
- Responsibilities and requirements for every job position.
- Changes in the shipping industry (e.g. legal framework).

Training Programs

	Marine Employees	Office Employees
Corporate Responsibility	✓	✓
Foreign languages	✓	✓
Response to pollution incidents	✓	✓
Fire fighting	✓	
Cleaning processes	✓	
Health issues (compliance with COVID-19 Health Protocols)		✓
Safety and security issues	✓	✓
First Aid	✓	✓
Management issues (e.g. Strategy, Leadership, Governance, Transformation, Risk Management, Human Resources, Internal Audit, Legal, Information Technology, Marketing, Finance, Cybersecurity, Supply & Customer Service Chain Management)		✓
Postgraduate Programs		✓

We trained (at least once) **94.4%**  and **20.5%** of our office and marine employees respectively

We **tripled** the number of employees trained and increased training hours by **86.9%**

► Employee Training Averages

	2018 ¹	2019	2020
Office employees			
Training per employee (hours)	30.1	20.6	32.5
Training per male employee (hours)	23	27.5	46.2
Training per female employee (hours)	36.6	14.8	21.3
Training per employee in Top Management positions (hours)	30	9.8	25.8
Training per employee in Director positions (hours)	39.3	14.7	33.1
Training per employee in Management positions (hours)	53.3	57.8	82.6
Marine employees ²			
Training per employee (hours)	1.1	0.1	1.3
Training per male employee (hours)	1.1	0.1	1.3
Training per female employee (hours)	1.1	0	1.3
Training per employee in Top Management positions (hours)	2.6	1.8	6.4
Training per employee in Director positions (hours)	3.2	0.3	6.6
Training per employee in Management positions (hours)	1.2	0.1	3.9

¹ Data refer to Blue Star Ferries and Superfast Ferries.

² Average training hours for marine employees refer to training on management issues and do not include marine employees' training to renew or receive new competency certificates and/or internal drills conducted on vessels.

► Training on Corporate Responsibility Issues

	2018	2019	2020
Office employees (%)			
Employees	40.1	13	5.1
Managers	72.9	92	90
Directors	NR	NR	100
Top Management members	90.5 ¹	96 ¹	100
BoD members	0	14.3	14.3
Marine employees (%)			
Employees	0	0	0
Vessel Officers	0	1	16
Senior vessel Officers	0	6	55
Vessel Masters	0	0	68.6

¹ Includes Directors and Top Management members.

NR: Not reported

Good Practice

Governance Training

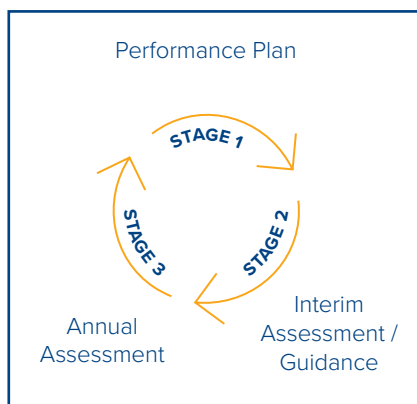
In 2020 we conducted two interactive e-learning courses on our Regulation of Professional Conduct & Business Ethics and our Anti-corruption Regulation. The content was designed and presented in a simplified way to office employees, with 57% and 60% of employees respectively achieving a score of over 70%.



We appraise our employees

We implement a Performance Appraisal System for our office and marine employees, in order to identify their strengths and areas for improvement and improve their overall performance.

In 2020 we implemented a new Performance Appraisal System for office employees, which was designed based on our Vision and Values, our Strategic Priorities and the way we operate. The System consists of the following three main phases:



The new Performance Appraisal System for office employees consists of 5 main areas:

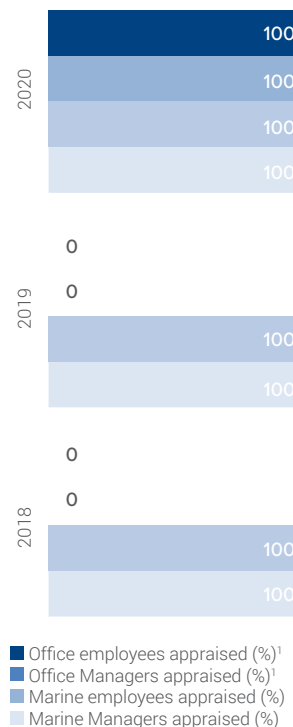
1. Quantitative Criteria – Individual Objectives (aligned with the Group's strategic objectives).
2. Qualitative Criteria – Desired Skills and Behaviors at two levels:
 - Employees.
 - Employees with team management responsibility.
3. Employee Professional Requirements.
4. Training and Development Activities.
5. Comments.



During 2020, we appraised all office employees, while we also included specific Corporate Responsibility objectives in our Chief Executive Officer's and Top Management members' formal appraisals. At the same time, we appraise all vessel Officers and marine employees (including employees whose employment tenure onboard our vessels has expired) four times per year, in order to ensure efficient crew selection and proper vessel manning. The appraisal results are included in a relevant Report which is forwarded to the Marine Personnel Department and assesses marine employees' performance, skills and diligence throughout their service onboard our vessels.

Responsibility is
1 out of **6** appraisal
criteria for all office
employees

► Performance Appraisal



¹ No performance appraisal for office employees took place for the period 2018-2019, as the Performance Appraisal System was under review.



5 Achievements 2020 and Future Objectives

We committed	Progress	We aim	By
To improve our performance on Corporate Responsibility issues related to Employees by 6%.	100%	To improve our performance on Corporate Responsibility issues related to Employees by 12%.	2023
To conduct performance appraisal for 100% of office employees with a new Performance Appraisal System.	100%		
To include specific Corporate Responsibility objectives in formal appraisal process for employees, Managers and at least one Board of Directors member.	25%	To include specific Corporate Responsibility objectives in the formal appraisal process for Employees, Managers and at least one Board of Directors member.	2022
To include specific Corporate Responsibility objectives in Top Management members' formal appraisal process.	100%		
To complete the update of our employees' job descriptions according to our new organizational structure.	75%	To complete the update of our employees' job descriptions according to our new organizational structure.	2021
To integrate Corporate Responsibility issues into other categories of in-house training courses.	75%	To integrate Corporate Responsibility issues into other categories of in-house training courses.	2021
To conduct a Corporate Responsibility e-learning course for 150 marine employees (by 2021).	50%	To conduct a Corporate Responsibility e-learning course for 50 more marine employees.	2021
To apply a process to monitor health and safety incidents (e.g. injuries, diseases, absences, fatal accidents) of subcontractors' employees working in our offices.	100%		
To reduce noise level in office workplaces by 10%.	0%		



Our Oceans

3 billion years is the time life on Earth was restricted to the Oceans during evolution

We are

237 

vessel inspections
from local authorities

461 

thousand information SMS
messages sent to our passengers

93 

thousand calls to corporate
customer service phone lines

534 

questionnaires in vessels

406 

thousand members in the Loyalty
& Reward program seasmiles

We commit to

Safeguard the health and safety of our passengers and offer them the best possible travel experience, in order to meet their needs and expectations during their journey.

We follow

Principles of the United Nations' Global Compact

7: Support a precautionary approach to environmental challenges

8: Promote greater environmental responsibility

We contribute

United Nations' Sustainable Development Goals

3: Ensure healthy lives and promote well-being for all at all ages

12: Ensure sustainable consumption and production patterns

We focus

SOCIAL Pillar

Passenger
Safety

Society
Support

Employment
Conditions

ENVIRONMENT Pillar

Environmental
Impact

Responsible Management

GOVERNANCE Pillar





**We ensure
our Passenger Safety**

We achieved

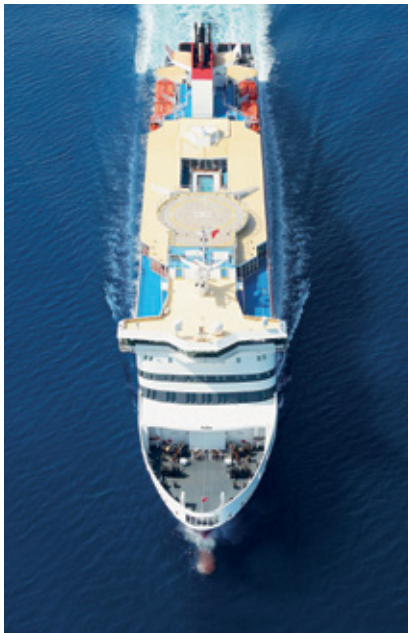
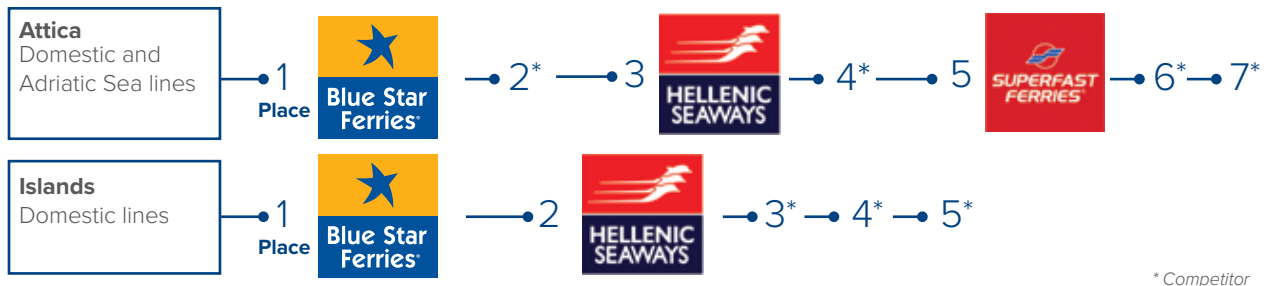
- We informed over 930,000 passengers through information SMS for early arrival at the Piraeus port or changes or cancellations of scheduled journeys in Domestic and Adriatic Sea lines.
- 97.4% of our premises and vessels have access for people with disabilities.
- We kept 91% of our vessels' departure times and 72% of arrival times as scheduled.
- The average score registered through service evaluation devices onboard our vessels reached 4.2 on a 5 point scale.
- We conducted internal drills and trainings on passenger safety to 100% of marine employees.
- We were subject to 130 vessel inspections for protection measures against the pandemic, 37 for food hygiene and safety and 70 for Anti-Smoking Law's implementation, with no non-compliance incident.
- We maintain 5 corporate websites, with over 2.5 million visitors annually and 2 mobile applications with over 3,500 downloads.
- We increased the number of information SMS sent to our passengers by 69.2%.
- We sent overall 2,176 notifications to serve our passengers (1,106 concerning passengers with reduced mobility, 5 concerning passengers with sensitivity to allergens).
- We increased our seasmiles loyalty and reward program members by 15.1%.

Your Opinion

Consumer Privacy

According to surveys conducted in 2020 to residents of both Attica and Islands, our 3 brands and 4 competitors were positioned in the following ranking order:

'Respects and protects consumers' privacy'



We ensure passenger safety onboard our vessels

We consider passenger health and safety onboard our vessels as our indisputable obligation. Therefore, we:

- Were subject to extensive vessel inspections from external bodies (Merchant Vessels Inspection and classification societies) in 2020.
- Have established Safety Committee in each vessel, in order to examine and assess health and safety issues.
- Have created an Emergency Response Team to offer guidance to vessels and communicate with third parties on their behalf (such as the Ministry of Shipping and Marine Policy's Search and Rescue Center, rescue teams, experts and Media), in order for vessels to focus on handling potential emergency situations, while at the same time, we have established a substitute Emergency Response Team. In 2020, the Emergency Response Team's members met, regarding the Express Pegasus incident (see Section 5.2).
- Train our employees on passenger safety procedures.
- Comply with the International Convention for the Safety of Life at Sea's (SOLAS) standards regarding use of fire extinguishing equipment, such as fire extinguishing systems in engines and all cabins, public areas and garages, and we train marine employees on the location and use of fire protection systems.
- Carry out maintenance of rescue equipment.
- Demonstrate and display informative videos regarding use of lifejackets, assembly stations and rescue equipment.
- Have equipped all our vessels with the necessary medical and pharmaceutical equipment.
- Have made the Cardio Express telemedicine support service available to all vessels for the initial assessment of medical incidents at sea.
- Strictly prohibit smoking in areas such as cabins, elevators, warehouses and garages.
- Allow staying in vessel garages only to marine employees responsible to facilitate vehicles' loading and unloading.
- Operate 2 reservation and ticketing systems, which are certified by the relevant authorities and ensure that the number of issued tickets do not exceed the respective maximum number.

Addressing infectious / transmittable diseases


According to an established procedure and the internal drills conducted as required onboard all vessels to address incidents of infectious / transmittable diseases, we immediately notify and request assistance from the respective port authorities and external authorities (e.g. Hellenic Center for Disease Control and Prevention) in case of respective incidents and lead the vessel to the nearest port. The patient is then rushed to the vessel's infirmary, where we record in detail personal information and medical history and apply the necessary precautions for the crew or the doctor (such as hand disinfectant, surgical gloves and mask, disposable waterproof suit and apron and infectious waste disposal bags). Upon arrival, the patient is escorted outside the vessel and handed over to the respective authorities (e.g. HCDCP), while we disinfect the cabins and areas visited by the patient and place all items handled in appropriate bags, which we hand over to an external specialized company, following the competent authorities' agreement. There were 10 passenger incidents with COVID-19 in 2020, which were addressed according to the Health Authorities' instructions.

Missing onboard person search

Each vessel has developed a Missing Person Response Plan (SAA), in order to respond to confirmed cases of missing passengers onboard. According to this procedure, we inform all passengers regarding an incident and set up a search team to search throughout vessel areas (initially cabins, lounges, decks and WCs and subsequently engine room, crew premises, garages and warehouses). In case the missing person is not found until the arrival port, port authorities thoroughly check all passengers and search all vehicles during passenger disembarkation. In 2020, there was one reported missing passenger incident onboard Blue Star 2, who, according to another passenger, fell into the sea in the Saronic Gulf.

However, despite our immediate response and participation in port authorities' search, no traces of the passenger were found.

Within 2020:

- There were 2 complaints for excessive passengers onboard vessels, without however any violations identified after relevant inspections by competent port authorities.
- There were 15 accidents with passenger injuries,  which mainly concerned slipping in public areas due to carelessness, without causing any serious injury.
- There were 6 lawsuits for passenger injuries onboard from previous years, which are still pending.
- Regarding previous legal cases:
 - Four lawsuits for passenger injuries onboard in 2014 and 2018, as well as a lawsuit for a fatal passenger injury onboard in 2017 are still pending.
 - A lawsuit for passenger injury onboard in 2017 was discussed, which adjudicated compensation assigned to the passenger, while no appeal can be filed.
 - A lawsuit for non-pecuniary damage related to the Blue Star Patmos grounding at the island of Ios in 2017 was rejected.
 - A compensation lawsuit filed by relatives for a person's death reported missing onboard Blue Horizon in 2015 is still pending.
 - Two appeals against court decisions, which rejected lawsuits for alleged passenger injuries onboard in 2013 and 2016 were discussed, with the respective decisions issued rejecting passenger claims.
 - An appeal against a court decision regarding a professional driver injury by a truck driver, during vehicle boarding in 2016 was discussed, which seized any criminal prosecution of crew members involved.



We conducted internal drills and trainings on passenger safety to **100%** of marine employees

We offer safe products and services

We strive to provide quality and safe products and services, in order to ensure our long-term business success. Therefore:

- Contractors comply with the requirements of ISO 9001 Quality Management System and ISO 22000 Food Safety Management System, in order to eliminate risks (such as materials or ingredients) that could potentially harm human health.
- Have communicated to our contractors our notification process and information required (e.g. product details, reason for recall, immediate corrective actions) in cases of products or services being recalled from shops, restaurants and other vessel catering areas due to potential health and safety issues and we collaborate with contractors to ensure removal of product or discontinuation of service.

- Are annually audited by ABS (American Bureau of Shipping) regarding ISO certificates for administration of our vessels, with respective audits to contractors for their ISO 22000 certificates taking place from their own certification bodies.
- Perform a 'Mystery Passenger' survey to upgrade our services, as well as ensure efficient operation, provision of quality services and prompt response to customer needs. The 'Mystery Passenger' survey is conducted in 2 phases with 3 visits to each vessel in Domestic and Adriatic Sea lines, during which at least 17 passenger service categories are evaluated, without however conducting the respective survey within 2020, due to the COVID-19 pandemic.

Food hygiene and safety

In order to provide high quality products, our food and catering contractors apply food safety management systems. More specifically, we:

- Have the necessary cleaning/ sanitation and food storage areas, as well as specific catering areas.
- Provide employees with the necessary clothing during food preparation, such as uniforms and head caps.
- Specify the use of disposable gloves to prepare cold kitchen meals (such as sandwiches and salads) and warm kitchen portions and we prohibit use of the same gloves to handle fresh and cooked foodstuffs, according to respective procedures.
- Require employees to wash their hands before starting and finishing their work, and after waste handling, use of cleaners or chemicals, as well as after every contact with a phone, money, fresh foodstuffs or doorknobs, according to respective procedures.
- Strictly prohibit smoking in food preparation areas.

- On average, audit compliance with our procedures and practices once per month per vessel. These inspections resulted in no findings or corrective actions taken within 2020, as in 2019.
- Our contractor carried out 44 inspections during 2020 in areas of interest, such as kitchens and bars, with no findings registered or corrective actions being required, as was the case also in 2019.

Hotel services hygiene and safety

We focus to provide high quality hotel services onboard our vessels, since customer satisfaction is directly associated with their safe accommodation. Therefore, we systematically sanitize public and accommodation areas.

Vessel inspections from local authorities

Besides ourselves inspecting our vessels, we are subject to additional scheduled or unscheduled inspections from local authorities. These inspections address our vessels' Hotel Operations & Customer Services Department for health issues or hygiene certificates, either when the vessel is docked or at sea. Furthermore, additional inspections were conducted within 2020 related to protective measures against COVID-19. Upon inspection completion, we proceed with the required corrective actions, according to the results from the draft audit report, which is filed in the vessel's inspection archive. We assess inspection results for each vessel twice a year, in order to:

- Identify repeated comments or cases of non-compliance.
- Assess corrective actions already taken.
- Proceed with further corrective actions, if deemed necessary.

We were subject to **130** vessel inspections for protection measures against the pandemic, **37** for food hygiene and safety and **70** for Anti-Smoking Law's implementation, with no non-compliance incident

Good Practice

PURE CABIN

We were the world's first passenger shipping company to introduce the 'PURE CABIN' category in one Adriatic Sea line vessel in 2010. Since 2011, we have expanded its use in three additional vessels in Domestic lines and we added 4 cabins per vessel in two more vessels in 2017. Approximately 1.8% of all cabins onboard Blue Star Ferries and Superfast Ferries vessels are 'PURE CABINS' and 1% of our overall passenger volume in these vessels travel within 'PURE CABINS', which are provided at an extra charge. 'PURE CABINS' feature a state-of-the-art air and surface purifying system, in order to offer improved accommodation conditions to passengers sensitive to airborne particles. After each use, 'PURE CABINS' are purified and a cleaning certificate with the corresponding inspection date is issued.

We ensure protection of personal items

Indicating our commitment to ensure our passengers' safety, safeguard their personal items and offer a quality travel experience, we:

- Provide safe storage for any property, money and valuables whose value does not exceed €500 within each vessel's Purser Office.
- Utilize loudspeaker announcements to inform about safety of personal items during their journey.
- Intensify inspections to luggage areas with additional marine employees on routes with increased passenger volume.
- Have established a formal procedure to handle lost and found items.

- Compensate passengers in cases marine employees are responsible for damaged or ruined luggage or vehicle during boarding/ disembarkation or during the journey.

According to a formally established lost and found items procedure, we keep small and high value items which were found onboard a vessel for 21 and 30 days respectively. More specifically, we:

- Destroy various items after 21 days have elapsed, except for books (which are provided to the crew's library), as well as foodstuffs, medicines and personal hygiene items (which are either immediately destroyed or after 3 days, depending on their kind).
- Keep travel and personal documents for 3 days and then hand them over to port authorities.
- After 30 days have elapsed for valuable items, we:
 - Deposit monetary amounts to the charitable organization supported by each vessel (see Section 5.2).
 - Send electronic equipment for recycling by the Information Technology and Telecommunications Division, according to a specific procedure, without however any relevant equipment forwarded for recycling within 2020.

Within 2020:

- There were 10 lawsuits filed for vehicle damages in vessel garages during 2019, with the respective decisions pending.
- Regarding previous legal cases:
 - A lawsuit for damages to a truck during vessel loading in 2017 was rejected due to vagueness and a new lawsuit was filed within the year.
 - A lawsuit for loss of unaccompanied parcel in 2019 was closed.

- Two lawsuits for loss of private vehicle keys in 2019, as well as lawsuit for damages to a private vehicle during vessel loading in 2018 are still pending, while a lawsuit for alleged damages to an unaccompanied vehicle in 2018 is expected to close, following out of court settlement.
- A passenger lawsuit for damages caused to a camper van in 2017 was discussed and the case is pending.

Compensations

	2018	2019	2020
Lost/found or damaged items (number)	5,078	5,741	3,514
Adriatic Sea lines	382	447	193
Domestic lines	4,696	5,294	3,321
Compensations paid for luggage and other damages (€)	32,937	34,552	24,482
Compensations paid for vehicle damages (€)	57,800	56,825	38,665

We ensure protection of personal data

Policy

Protection of Personal Data

According to our Regulation of Professional Conduct & Business Ethics, we collect, process, use and store personal data only to the extent required for their intended purpose or to fulfill our contractual obligations in accordance with our policies and procedures, as well as the legal and regulatory framework which governs our operation.

We strive to ensure protection of our customers' personal data, in order to establish solid and concrete trust relationships. Therefore, we:

- Implement certified Information Security Management System at our Data Center in accordance with the international standard ISO 27001:2013.
- Have created a Data Protection Team, to properly and effectively respond to the protection of individuals regarding personal data processing and monitor the proper implementation and compliance with the European Union's new General Data Protection Regulation (GDPR). We also established a Security Breach Handling Team to investigate and manage security breach incidents, as well as the adequacy of our policies, processes, technological means and security measures.
- Conduct relevant training programs and sent a GDPR informative guide via e-mail to all office employees and have posted a relevant informative leaflet on all our vessels' bulletin boards to inform marine employees. In 2020, all office employees participated in the training program 'Basic Principles of Information Security'.
- Have included an additional deed in all office employees' employment contracts, regarding their obligations according to GDPR, signed by all employees.
- Apply the Confidential Security Method at level P3 (DIN 66399) to destroy documents with personal data.
- Conducted an impact analysis regarding our Loyalty and Reward program seasmiles to test proper technical and legal processing of our customers' personal data.

- Have developed and update policies and processes to comply with personal data protection requirements.
- Have defined a dedicated phone number and email address to report suspected or confirmed data security violations to the Information Technology and Telecommunications Division.
- Have developed an Electronic Incident Response Plan to restrict data security violations.
- Have distributed a Greek and English GDPR informative leaflet through vessel Reception desks and passenger cabins.
- Sent an additional personal data processing act to our partners, in order to ensure their compliance with the GDPR Regulation, which is signed in all new collaborations.
- Keep personal data collected from customers, professionals and website visitors in a secure database.
- Do not disclose any information to third parties, unless required by law and/or competent authorities.
- Seek individual consent to process personal data, exclusively for communication, statistical analysis and service improvement purposes.
- Inform customers that incoming calls are recorded, prior to connect them with Customer Services and Call Center Divisions' representatives.
- Have been certified according to PCI DSS SAQ D v3.2.1 standard (Data Security Standard) for our security methods, practices and processes to safely handle, process and store cardholders' data (including prevention, detection and response to cardholders' data breaches and losses), as a result of a relevant inspection and evaluation process.

- Posted an 'Information concerning the Processing of Personal Data' disclaimer on corporate websites regarding purposes and processing methods of our customers' and partners' personal data, in accordance with the respective GDPR obligations.
- Signed a collaboration agreement with an external partner to assume Data Protection Officer (DPO) responsibilities on our behalf and we proceeded with an official DPO announcement to the Hellenic Data Protection Authority.
- Inform annually our Top Management on GDPR compliance issues and the respective activities in our action plan.

During 2020, there was one customer complaint regarding confidentiality or personal data security, without however addressing critical impact or loss of personal information. The complaint addressed the automated display of customer's Identification Card Numbers on ticket, as the ID number is registered by the customer within the seasmile Loyalty and Reward program, which is connected with the ticket reservation system to verify customer details.

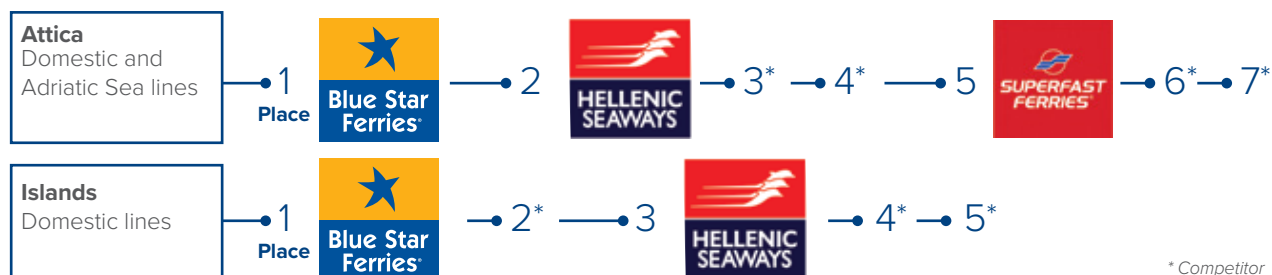
2 Responsible Communication

Your Opinion

Responsible Promotion

According to a survey conducted within 2020 to 1,400 citizens, **63%** of those who traveled with us agree that we promote our products and services in a responsible way. Furthermore, according to surveys conducted in 2020 to residents of both Attica and Islands, our 3 brands and 4 competitors were positioned in the following ranking order:

'Promotes products and services with Responsibility'



We responsibly advertise our products and services

We aim to ensure our communication material is fair, legal, sincere, corresponds to reality, does not display or promote stereotypes and respects people's diversity. Therefore, we:

- Have developed a Code for Responsible Marketing and Communication for our commercial activities, in order to be incorporated into our contracts related to communication and advertising issues. The Code was included in 66.5% of relevant contracts signed in 2020.
- Have included our compliance with the principles and regulations of professional ethics and ethical behavior of the Hellenic Code of Advertising & Communication, issued by the Communication Audit Council, into our Regulation of Professional Conduct & Business Ethics and our Code for Responsible Marketing and Communication, which are also binding for collaborating advertising agencies.
- Do not use texts, audio or images that promote stereotypes.

- Ensure use of proper communication and advertisements for our products and services, in collaboration with the Marketing and Sales Departments.

- Have structured our Blue Star Ferries and Superfast Ferries websites, easily accessible by people with visual impairments.

- Do not sell or provide any products and services which are either banned or disputed in foreign markets.

Furthermore, we state applicable conditions on Blue Star Ferries, Hellenic Seaways and Superfast Ferries websites regarding:

- Regulations and boarding processes.
- Reservations.
- Ticket issuing and cancellation.
- Transportation of pets.
- Storage of personal belongings.
- Transport of railway passengers combining 'Train and Vessel'.



Labeling allergens

We require from prepackaged foodstuff suppliers to comply with the European Regulation for Food Labeling 1169/2011 and clearly display whether their products contain specific ingredients included in the allergens list, according to Directive 2003/89/EC. At the same time, we have placed clear and detailed signs to inform consumers about allergens for every non-prepackaged meal within our vessels (such as gluten, eggs, soy and milk).

We maintain **5** corporate websites, with over **2.5** million visitors annually and **2** mobile applications with over **3,500** downloads

At the same time, we maintain one corporate website and one mobile application for AML, with over 20,000 visitors and 1,300 downloads respectively.

In 2020, there were:

- Informative messages with social, environmental and cultural content communicated on all vessels with relevant information screens, which indicatively include:
 - Water sports safety.
 - Fire prevention.
 - The Hellenic Marine Environment Protection Association's (HELMEPA) initiative for clean shores.
 - Various cultural and sports events, such as the Animasyros animation film festival and the Amorgos Tourism Film Festival.
 - Doctors Without Borders' (Médecins Sans Frontières) activities.
 - COVID-19 protection measures.
 - 8 different useful tips for environmental protection.

- A dedicated Greek and English poster to inform passengers onboard Blue Star Ferries and Superfast Ferries who travel with a pet regarding responsible attitude towards the vessel and other passengers.
- A dedicated poster to inform Blue Star Ferries and Hellenic Seaways passengers about the Transportation Equivalent, which refers to the harmonization of sea transport and transportation cost with the land transportation cost for island residents and companies.

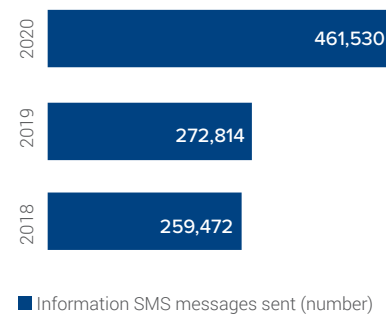
We ensure prompt communication

We strive to promptly inform our customers in case of cancellations or delays in scheduled routes, in order to minimize their potential discomfort. Within this context, we utilize a wide range of communication means, which include:

- The websites www.superfast.com, www.bluestarferries.com and www.hsw.gr.
- Radio.
- Port authority representatives.
- Various journal and information portals.
- Communication via SMS or Viber messages (in case they have registered their mobile number).
- Electronic newsletters.
- Social media.
- Phone calls.
- E-mails.

Furthermore, we proceed with at least Greek and English informative audio announcements in case of delays during the journey, which include their cause and the estimated delay time.

Information SMS Messages



We increased the number of information SMS sent to our passengers by **69.2%**

We informed over **930,000** passengers through information SMS for early arrival at the Piraeus port or changes or cancellations of scheduled journeys in Domestic and Adriatic Sea lines

We ensure that our services are affordable

We recognize the unfavorable economic situation for thousands of Greek households and we strive to provide affordable prices for our services, without however compromising their quality, in order to overcome the financial crisis and maintain transportation volume. Depending on line and destination, we offer:

- Early booking tickets, with up to 20% discount.
- Ticket packages, with significant discounts for passengers and private vehicles.
- Discounts in tickets for children, teenagers, young people and people above 65 years old.
- Discounts in selected destinations throughout the year.
- Discounts throughout the year (such as Super Economy, Special Economy, Supersaver Economy, Saver Economy, for passenger tickets, for Naval and Coast Guard retirees, for combined Domestic and Adriatic Sea routes, for Officers and soldiers).
- Discounts for members registered in our Loyalty and Reward program seasmiles.
- Discounts for railway transport ticket-card holders.
- Discounts for OAED Social Tourism program beneficiaries.

Good Practice

Supporting Tourism in Islands

For the fifth consecutive year within 2020, we implemented the program 'Hotel & Ferry' to reverse the negative tourism trend and strengthen the transportation volume in Samos, Lesbos, Chios, Leros and Kos, caused by the refugee crisis. For this reason, we offered a 30% discount to 5,954 passenger and 1,672 private vehicle and motorcycle tickets for those with at least four overnight stays in these islands, in collaboration with local municipalities and hoteliers' associations.



We ensure equal treatment of customers

Policy

Equal Treatment

According to our Regulation of Professional Conduct & Business Ethics, we apply equal treatment policy towards all customers and partners, without any exceptions, and behave with caution and care during our transactions with vulnerable social groups.

We ensure equal treatment of all our customers, in order to enhance our customer-centric orientation. More specifically, we:

- Have equipped all our premises and vessels (except the cargo vessel Blue Carrier) with the necessary infrastructure to facilitate access from people with disabilities.
- Do not impose extra charges on cabins for persons with disabilities.
- Are informed about the number of passengers with mobility limitations on each route, in order to plan the availability of wheelchairs.
- Check that emergency switches in cabins for passengers with disabilities are fully operational before boarding.
- Require that food rations for persons with sensitivity to allergens are prepared with separate food preparation equipment (such as frying pans, cutting boards, knives).
- Have introduced procedures for clothing management and protection of passengers from allergens.

97.4% of our premises and vessels have access for people with disabilities

We sent overall **2,176** notifications to serve our passengers (1,106 concerning passengers with reduced mobility, 5 concerning passengers with sensitivity to allergens)

We ensure our customers' travel experience

Good Practice

Family Cabins with Children Cartoons

We have introduced family cabins marked with the Bluestarino children cartoon and the Fasteritos children cartoons in all Blue Star Ferries and Superfast Ferries vessels respectively, for families with small children who have booked a 4-bed external cabin. Upon availability, Reception desks offer these specially decorated cabins to our child passengers without any extra charge.

Good Practice

'We do local'

We strive to enhance the quality of services provided, while at the same time highlight local cultures' unique features. Within this context, we have certified Blue Star 2, Blue Galaxy and Superfast XI according to the 'We do local' standard, through which an organization:

- Promotes local customs and culture.
- Presents local cuisine.
- Supports local producers.
- Operates with respect towards the environment.

To this end, we implement actions and initiatives, such as:

- Support local communities and cultural events and suggest visits to local sites and museums, as well as promote cultural activities.
- Present local cuisine and support local producers of products such as talagani cheese from Mani, gruyere cheese from Crete, maceata spaghetti from Folegandros, skioufichta spaghetti from Crete, ouzo from Mytilene, Greek feta cheese and caper leaves from Naxos, while we also prepare Greek recipes in our vessels' restaurants such as shrimps saganaki with feta cheese, Greek salad, traditional Cretan dakos, octopus with split peas and barley with seafood.
- Respect the environment and implement environmental protection practices, such as paper and batteries recycling corporate initiatives, as well as use of a photovoltaic unit onboard one vessel (see Section C).
- Employ Greek employees and support local workforce.

We serve our customers innovatively

As we strive to develop new approaches to serve our passengers and continuously improve the quality of our services, we:

- Implement e-ticket/boarding pass application on Domestic lines to simplify boarding process on vessels.
- Have installed Seasmiles Kiosks on 19 Blue Star Ferries, Superfast Ferries and Hellenic Seaways vessels for faster passenger service and provision of information regarding our seasmiles Loyalty and Reward program.
- Introduced an interactive digital assistant using Artificial Intelligence on the Loyalty and Reward program's website www.seasmiles.com, to immediately serve visitors, 24 hours a day, 365 days a year.
- Have designed pet accommodation areas onboard Blue Star Delos and Blue Star Patmos, which feature easy access, a pet sanitation area and air conditioning.



- Have installed vinyl flooring in all 96 cabins designated for pet accommodation, to facilitate area cleaning and disinfection.
- Have specifically tailor-designed Blue Star Delos and Blue Star Patmos to address the needs of their routes and facilitate passenger boarding, by introducing:
 - Wider boarding / disembarkation staircase with stair escalator, instead of two staircases on the vessel's left and right side.
 - Two vehicle ramps, one larger than the other, in order to select which one to use depending on the cargo requirements and port infrastructure.
 - Ability to reach appropriate speed, to perform short-time journeys.

@sea portal

We have launched the interactive and multifunctional @sea portal, where all passengers in 19 Blue Star Ferries, Superfast Ferries and Hellenic Seaways vessels can connect with any device (laptop, smartphone or tablet) via the onboard WiFi network and can access free-of-charge recreational material such as music, TV and games, as well as information about:

- Weather conditions.
- Vessel location in real-time.
- Restaurant and bar menus.
- Ports and destination information.
- Loyalty and Reward program seasmiles.

Within the context of our customer service with innovative services, we have additionally included the electronic customer satisfaction questionnaire into the @sea portal in 13 vessels.



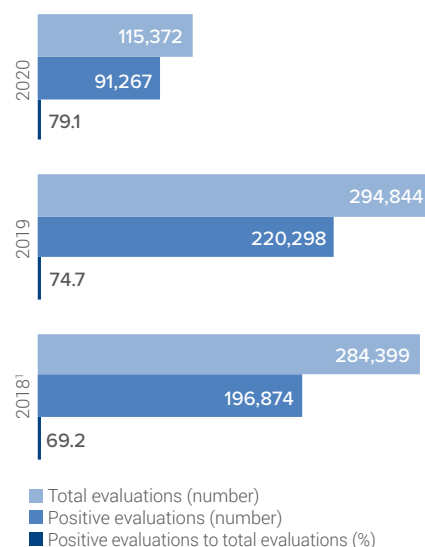
We listen to our customers

In order to effectively serve our customers, we have established mechanisms to communicate and receive comments and complaints, which are handled by our Customer Services Division. These mechanisms include:

- A call center and dedicated e-mail address for customers.
- Written communication from customers.
- Private meetings with customers.
- Printed and electronic customer satisfaction questionnaires, complaints form, Pure Cabins questionnaire and A la Carte restaurants questionnaire, which are located in various vessel areas, such as the Reception desk and the bar, regarding quality, variety and service.
- A specific form which is completed by the Reception desk, in case verbal complaints are received or incidents are noted.
- The Complaints form, located in all vessels' restaurants.
- The service evaluation devices (Private Review) in all vessels.

In order to utilize passenger questionnaires, we have appointed a vessel Officer to collect and forward them to the vessel's Master, who reviews them before being sent by the appointed vessel Officer to the Customer Services Division, which documents observations in a 'Passenger Observation Report'. The Report is forwarded monthly to our vessel Masters, the Divisions' Directors and the catering contractor within each vessel and is the subject of meetings from all interested parties, in order to assess and define further corrective and preventive actions, if deemed necessary.

► Evaluations Onboard Vessels



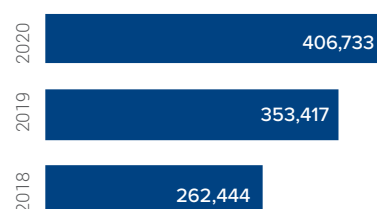
¹ Data for 2018 refer to Blue Star Ferries and Superfast Ferries.

The average score registered through service evaluation devices onboard our vessels reached **4.2** on a **5** point scale

We reward our customers

In 2011 we established the Loyalty and Reward program seasmiles, which provides members with exclusive benefits, gifts, special offers and high quality services, within three card levels. Members collect points for every ticket and product bought from bars, restaurants and vessel stores, which are automatically registered in their personal account and can be redeemed for future journeys, meals and drinks.

► Seasmiles Loyalty & Reward Program



■ Members in seasmiles program (number)

We increased our seasmiles loyalty and reward program members by **15.1%**

We monitor our customers' satisfaction

We recognize the importance and our responsibility to offer reliable and responsible customer services, in order to ensure our business success. Within 2020, we:

- Received over 93,000 calls in all our corporate customer service telephone lines (including unanswered calls), responding to 87.6% of incoming calls. However, the above data do not include overall calls due to a technical problem related to their counting and recording.
- Sent 1,932 formal responses to customer requests or complaints regarding product or service information (e.g. labeling, pricing) and product or service use (e.g. features), without including relevant e-mails and incoming phone calls, out of which:

- There were no customer complaints regarding promotional activities (e.g. marketing, advertising, sales) or environmental issues.
- 74 responses were related to concerns or complaints about prevention measures against the COVID-19 pandemic, without however any hygiene and safety non-compliance incident.



► Customer Service

	2018	2019	2020
Formal response letters to comments, complaints and requests (number)	1,987	1,496	1,932
Adriatic Sea lines	176	120	99
Domestic lines	1,811	1,376	1,833
Formal thank-you letters (number)	143	192	95
Adriatic Sea lines	47	41	11
Domestic lines	96	151	84
Questionnaires in vessels (number)	982	1,200	534
Total calls to customer service telephone lines (number)	824,757	323,309 ²	93,228 ³
Calls to Customer Services Division	66,846 ¹	36,007	13,142
Calls to Call Center Division	232,583 ¹	32,122	6,161
Calls to Help Desk Division	15,162 ¹	15,645	6,303
Calls to Loyalty Division	59,382 ¹	70,025	14,291
Calls to Capacity Domestic / Adriatic Division	141,156 ¹	95,688	28,388
Calls to Cargo Domestic / Adriatic Division	64,405 ¹	39,973	15,980
Calls to Heraklion office	NR	33,849	8,963

¹ Data refer to calls from Blue Star Ferries and Superfast Ferries customers.

² Data for the number of calls are not representative, as unregistered calls during 06/08/2019-31/12/2019 due to a technical problem are not included. Additional 437,322 calls were handled by an external partner without being forwarded to corporate customer service telephone lines.

³ Data for the number of calls are not representative, as unregistered calls due to a technical problem regarding their counting and recording are not included. Additional 437,309 calls were handled by an external partner, out of which 11,698 were forwarded to corporate customer service telephone lines and the remaining 425,611 calls were not forwarded.

NR: Not reported

Compensations

In case of journey delay, compensations are defined according to the European Union legislation and the Greek Passenger Charter of Rights and Obligations, with compensation being related to the journey duration. Indicatively, passengers are entitled to compensation for delays:

- Of at least 1 hour, for journeys of less than 4 hours.
- Of over 2 hours, for journeys between 4 and 8 hours.
- Of over 3 hours, for journeys between 8 and 24 hours.


More specifically, in case the scheduled departure is delayed for over 90 minutes, passengers are entitled to compensation according to their ticket, or to:

- Remain onboard and receive free light meals or refreshments until their destination is reached.
- Receive a free meal for delays of over four hours, as well as free on vessel or hotel accommodation, when feasible and necessary.
- Be compensated with 25% of the ticket value or other prior to agreement compensatory payment,

in case they were forwarded to their destination with the same or another company vessel. Compensation depends on the delay itself (e.g. 1 hour for journeys up to 4 hours), with the compensation increasing to 50% of the ticket value, in case the delay is double.

- Be compensated with 200% of the ticket value and receive back the vehicle ticket value, in case on our own responsibility they were not forwarded to their destination with the same or another vessel within 24 hours from the scheduled departure time.

During 2020:

- There were 1,277 journeys with delayed departure or arrival,  for which we compensated passengers in 16 journeys (1.3% of journeys with delays) according to the Passenger Charter of Rights and Obligations or other own benefits and acted beyond our respective obligations and offered additional benefits and compensations on 30 individual passenger occasions.
- Three previous passenger lawsuits due to journey delays are still pending.



We kept **91%** of our vessels' departure times and **72%** of arrival times as scheduled¹ 

¹ Within a 20-minute arrival or departure time frame (Flying Dolphins, Flying Cats, Highspeed 4 and Express Pegasus are not included).

4 Achievements 2020 and Future Objectives

We committed	Progress	We aim	By
To improve our performance on Corporate Responsibility issues related to Customers by 17%.	100%	To improve our performance on Corporate Responsibility issues related to Customers by 9%.	2023
To establish a Customer Relationship Management system (CRM).	0%		
To categorize complaints per category (e.g. delays, price of tickets, price discrepancies).	0%		
To systematically inform and train our customers on Corporate Responsibility issues.	100%	To systematically inform and train our customers on Corporate Responsibility issues.	2021
To achieve an 'as scheduled' routes rate in Crete, Dodecanese and Ancona routes of over 85%.	75%	To achieve an 'as scheduled' routes rate in all destinations of over 75%.	2023
To apply a Responsible Marketing and Communication Code in our business activities.	75%	To apply a Responsible Marketing and Communication Code in our business activities.	2021
To extend the infotainment platform @sea to Hellenic Seaways vessels (by 2021).	25%	To extend the infotainment platform @sea to Hellenic Seaways vessels.	2021
To install Infokiosks about the seasmiles program on 8 Hellenic Seaways vessels.	75%		

C. ENVIRONMENTAL SECTION



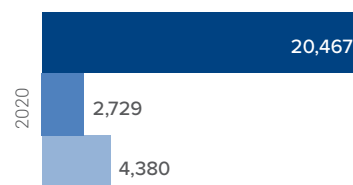
ESG Highlight

Installing Photovoltaic Panels

In 2014, we installed a photovoltaic panel unit onboard Blue Star Delos, in order to reduce fossil fuels used to generate electricity and gaseous pollutants in the long-term.

During 2020, we continued its operation with positive results, as we reduced the use of vessel power generators for electricity and consequently prevented approximately 2,729 kgr of carbon dioxide emissions, which corresponds to the weight absorbed by approximately 20,467 tn of Seaweed.

Electricity from Renewable Energy Sources



- Correspondence in Seaweed (Kgr)
- CO₂ Emissions prevented (Kgr)
- Electricity produced from Renewable Energy Sources (KWh)

We produced approximately **4,380** KWh electricity from renewable energy sources



Our Oceans

50 times more carbon dioxide is held in the Oceans than in the atmosphere

We are

10,564 

TJ energy consumption

4,380 

KWh energy produced from renewable energy sources

816.9 

thousand tonnes eCO₂

68,491 

kgr paper consumption

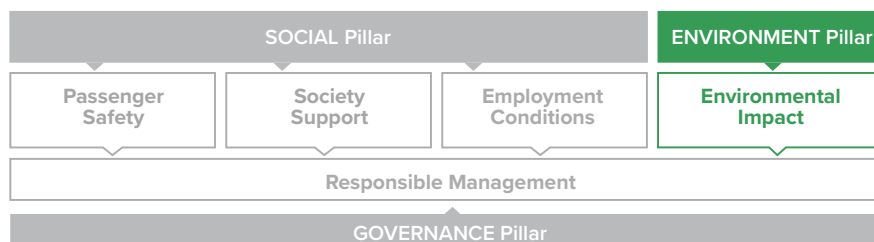
75.2 

tonnes materials for recycling transported free-of-charge

We commit to

Integrate sustainable development in our operations and apply environmentally friendlier business practices, in order to reduce, where feasible, our environmental impacts.

We focus



We follow

Principles of the United Nations' Global Compact

7: Support a precautionary approach to environmental challenges

8: Promote greater environmental responsibility

9: Encourage development and diffusion of environmentally friendly technologies

We contribute

United Nations' Sustainable Development Goals

6: Ensure access to water and sanitation for all

7: Ensure access to affordable, reliable, sustainable and modern energy for all


12: Ensure sustainable consumption and production patterns

13: Take urgent action to combat climate change and its impacts

14: Conserve and sustainably use the oceans, seas and marine resources

15: Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss





We reduce our Environmental Impact

We achieved

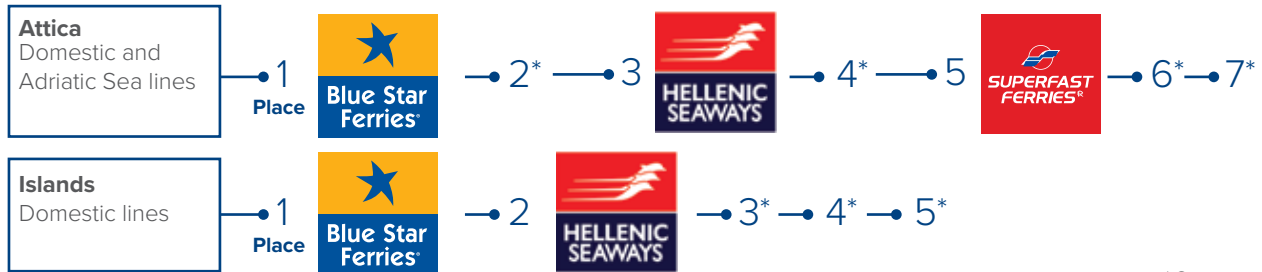
- We produced approximately 4,380 KWh electricity from renewable energy sources.
- We informed 100% of our employees on environmental protection issues.
- 80% of monitors and 60% of personal and laptop computers we use have energy-saving specifications.
- We use refrigerants that do not affect the ozone layer (such as R134a, R404a, R407a) in 100% of refrigerators and freezers onboard our vessels.
- We reduced the consumption of plastic bags in our offices by 10.5%.
- We informed potentially over 960,000 customers on Corporate Responsibility issues, such as environmental protection.
- We used 39% recycled paper for all purposes and 53% recycled toners/ink cartridges.
- We increased use of recycled or certified paper for commercial use to 44%.
- We transported from Islands free-of-charge over 75 tonnes of materials for recycling.
- We conducted internal drills on environmental protection issues to 100% of marine employees.

Your Opinion

Environmental Management

According to surveys conducted in 2020 to residents of both Attica and Islands, our 3 brands and 4 competitors were positioned in the following ranking order:

'Manages its environmental impacts'



We operate in a systematic way

We are committed to operate responsibly regarding the environment and to minimize the negative environmental impact, which inevitably originates from our operations. Within this context, we:

- Implement a certified Environmental Management System according to ISO 14001 and evaluate our environmental impact annually.
- Have certified all vessels for the proper and systematic monitoring, recording and disclosure of carbon dioxide emissions, much earlier than the projected deadlines of the European Regulation EU MRV 757/2015.
- Have Energy Efficiency certificates issued for all our vessels in international routes.
- Demand an asbestos non-use certificate from our suppliers.
- Discuss environmental protection issues during respective meetings of each vessel's Safety Committee.
- Implement weekly drills and training plan for marine employees, in order to prevent pollution incidents (e.g. sea pollution) and train them to promptly and effectively respond to such incidents. Furthermore, we trained 13

employees (12 office employees and 1 marine employee) on environmental protection issues in 2020, for a total duration of 280 hours, compared to 13 office employees and 69 hours in 2019.

- Have appointed an employee to monitor climate change risks and identify potential areas to implement energy conservation initiatives, who prepares a relevant report at least annually or when deemed necessary.

In 2020:

- We invested €24.9 million for programs directly or indirectly related to environmental protection (e.g. solid and liquid waste disposal investments, materials and equipment to remediate pollution incidents, installation of scrubbers, environmental performance certificates).
- There were no incidents or accidents with environmental impacts.
- There were two written notices by competent authorities regarding environmental issues, due to the 'Express Samina' incident (see Section 8.3) and excessive exhaust emissions by Flying Dolphin XIX, for which an apologetic statement has been filed and the relevant decision is pending.

- Regarding previous legal cases:

- An appeal against fines with a total amount of €62,151 imposed by the Central Port Authority of Piraeus and the Central Port Authority of Ios due to limited pollution incident caused by Blue Star Patmos in 2017 was discussed and imposed fines were reduced to €35,000.
- An appeal against an imposed fine of €27,200 regarding a limited pollution incident caused by the vessel Artemis in 2016 was discussed and decision is currently pending, which is expected to favorably accept the appeal due to the court's binding exemption decision.
- Appeals against fines with a total amount of €10,644 imposed by the Central Port Authority of Igoumenitsa for alleged vessel fumigation were accepted and also mandated to return the already paid fines.

We conducted internal drills on environmental protection issues to **100%** of marine employees

We informed **100%** of our employees on environmental protection issues

Good Practice

Systematic Environmental Management


As we strive to implement responsible environmental management initiatives and practices, we were the first company within the Greek passenger shipping industry to:

- Implement ISO 14001.
- Submit the Monitoring Plans regarding carbon dioxide emissions for all Blue Star Ferries and Superfast Ferries vessels.
- Certify our vessels in accordance to the European Union Ship Recycling Regulation (EU SRR). We have also defined and implemented a procedure to monitor purchases and register hazardous materials onboard our vessels, through an inventory list which includes the places and quantities of hazardous materials.

We manage our environmental footprint

In order to identify the sources from which we can reduce our environmental impact, we calculate greenhouse gas emissions per energy source used, which mainly include oil (both as marine fuels and for onboard electricity generation, as well as for offices) and electricity (for office operations):

► Energy and Environmental Footprint

Source	Consumption 2019 ¹	Energy Consumption 2019 (GJ)	Environmental Footprint 2019 (tn eCO ₂)	Consumption 2020 ¹	Energy Consumption 2020 (GJ)	Energy Consumption 2020 Analogy (%)	Environmental Footprint 2020 (tn eCO ₂)
Scope 1							
Oil (vessels)	321,601 tn	12,998,217	1,004,036	261,493 tn	10,557,600	99.9	815,963 
MGO	27,943 tn	1,193,166	89,585	18,248 tn	779,172	7.4	58,501
LSHFO	260,944 tn	10,489,948	812,580	-	-	-	-
VLSFO	-	-	-	211,367 tn	8,496,937	80.4	658,195
HFO	32,714 tn	1,315,103	101,871	31,878 tn	1,281,491	12.1	99,267
Heating oil (offices)	2,400 lt	761	6.5	4,800 lt	1,522	<0.1	13
Diesel (offices and corporate vehicles)	200 lt	7	0.5	6,107 lt	214	<0.1	15
Gasoline (corporate vehicles)	7,419 lt	245	17	6,060 lt	207	<0.1	14
Renewable Sources	4,380 KWh	16	-	4,380 KWh	16	<0.1	-
Scope 2							
Electricity (offices)	1,552,885 KWh	5,590	1,040	1,487,562 KWh	5,355	<0.1	927
TOTAL		13,004,820	1,005,100		10,564,914	100	816,932

¹ Vessel data refer to all vessels we operated within the year without including chartered vessels and office and corporate vehicles data refer to the entire Group.
Sources of conversion factors: International Maritime Organization (MGO, LSHFO, VLSFO and HFO), GHG Protocol GHG emissions from stationary combustion Calculation Tool V 4.1 May 2015 (Heating oil), GHG Protocol GHG emissions from transport or mobile sources Calculation Tool V 2.6 May 2015 (Diesel, Gasoline), National Inventory 2020 Report (Electricity)
Greenhouse gases included in the calculations: CO₂

In order to achieve efficient fuel and energy consumption and better manage environmental footprint from all energy sources we use (vessels and offices), which reached 0.15 tn of fuel, 6.29 GJ of energy and 486 kgr of carbon dioxide emissions per nautical mile travelled respectively, we:

- Have installed sunscreen films in our offices' ground floor and mezzanine.
- Have installed solar absorption systems in selected areas of our offices to improve energy efficiency.
- Have introduced automations into our offices' BMS for efficient cooling / heating and have implemented various interventions to increase energy management efficiency, such as installation of specialized control sensors and definition, schedule and communication of critical alarms, scheduled timetables to reduce energy costs, as well as additional configurations to power generators. In 2020, electricity consumption in our offices was 5,238 KWh/office employee and 128.7 KWh/m², compared to 5,487 and 136.3 KWh respectively in 2019.
- Have installed energy saving light bulbs (LED) in our Blue Star Ferries and Superfast Ferries offices and replaced conventional light bulbs on 11 vessels with new LED bulbs.
- Ensure optimum efficiency level for vessel engines to be used in each journey, in order to both preserve engines and avoid unnecessary fuel consumption.
- Use exhaust gases' heat from vessel engines to heat public areas and sanitary water.
- Used specialized low resistance silicone anti-fouling paint on 7 vessels (Blue Star Patmos, Blue Star Naxos, Blue Star Delos, Flying Cat 6, Superfast I, Superfast II and Superfast XI) to reduce fuel consumption.
- Adjust electrical appliances (such as refrigerators and freezers) at optimum use and operation levels, according to both legislation and manuals.
- Deactivate electrical appliances when not in use.
- Regularly clean vessel hulls and propellers for improved energy efficiency.
- Lower or turn down air conditioning in empty cabins.
- Purchase office equipment (such as computers and monitors) with 'energy star' specifications.
- Exclusively purchase and install LED advertising signs in our vessels.
- Have initiated the process to replace our corporate fleet with new vehicles, which reached 186,617 km total distance travelled by our 12 vehicles and 6.5 lt/100 km average fuel consumption in 2020, compared to 72,586 km and 10.2 lt/100 km respectively in 2019.

80% of monitors and **60%** of personal and laptop computers we use have energy-saving specifications

Good Practice

Construction of Environmentally Friendlier Vessels

We are investing €21 million to construct 3 state-of-the-art Aero Catamaran vessels, which will be launched in 2022 on the Saronic routes to replace older technology vessels. The investment will contribute to reduce environmental footprint through lower fuel consumption and reduced emissions, as a result of the lighter construction materials used (carbon fiber), as well as installing solar panels to meet lighting and electricity needs of onboard hotel services.



Good Practice

Participation in Programs

We participate actively in European Union research programs and collaborate with internal combustion engine manufacturers (WNSD) in joint research projects to reduce emissions. At the same time, we participate in the European-funded program Poseidon Med II, which aims to explore the possibility to use environmentally friendlier marine fuels, as well as the MareBonus program. More specifically:

- Poseidon Med II is a follow-up to 'Poseidon Med I' and 'Archipelago-LNG' programs and is funded by the European Union, with the participation of 26 partners from three member-States (Greece, Italy and Cyprus), in order to utilize LNG in six main European ports (Piraeus, Patra, Heraklion, Venice, Igoumenitsa and Limassol) and LNG station in Revithousa. The program features studies to introduce and use LNG as a marine fuel in Southeastern Mediterranean Sea and design LNG supply network and related infrastructure on a broader scale.

Liquefied Natural Gas is considered the cleanest fossil fuel, as it results no SO₂ emissions and can achieve 95%-100% lower particulate matter emissions (PM), 85% lower NO_x emissions and 25% lower CO₂ emissions, compared to marine diesel oil.

- MareBonus is a program of the Italian Ministry of Transportation, which is managed by RAM Spa to increase the use of vessels for freight transportation among Italian ports, in order to reduce traffic congestion on highways and air pollution.

Furthermore, we have signed a memorandum of understanding (MOU) with the Public Natural Gas Supply Company (DEPA) since 2016. Within this context, we continued our collaboration and information exchange to jointly examine parameters and conditions for use of LNG in our vessels and we seek to further develop our cooperation for new vessel design, based on the conclusions drawn.

We reduce our impact on the ozone layer

Buildings/Vessels

We cooperate with suppliers that do not use refrigerants which significantly affect the ozone layer (such as R22) during maintenance activities in offices and vessels, and instead exclusively use refrigerants that do not affect the ozone layer (such as CO₂, R134a, R404a, R407, R422).

Refrigerators/Freezers

As part of our efforts to reduce our impact on the ozone layer, we have placed refrigerators and freezers with environmentally friendlier refrigerants in our vessels. At the same time, we replenish refrigerants and fire suppressant materials (which inevitably leak) in our offices and vessels with environmentally friendlier refrigerants, as their Ozone Depleting Potential (R-11 equivalent) is zero.

We use refrigerants that do not affect the ozone layer (such as R134a, R404a, R407a) in **100%** of refrigerators and freezers onboard our vessels

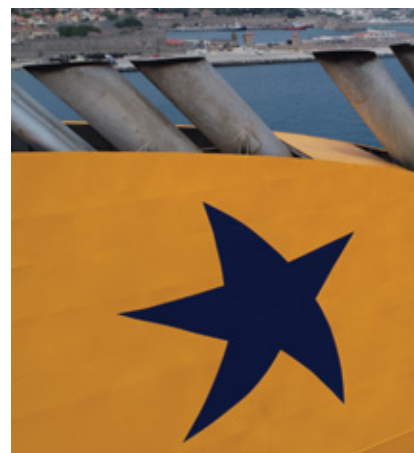


► Refrigerants and CO₂

Liquids	2018		2019		2020	
	Stored (kgr)	Used (kgr)	Stored (kgr)	Used (kgr)	Stored (kgr)	Used (kgr)
Carbon dioxide (CO ₂) ¹	86,884	0	86,884	0	86,884	0
Refrigerants with impact on the ozone layer (e.g. R11, R22)	0	0	0	0	0	0
Refrigerants without impact on the ozone layer (e.g. R134a, R404a, R407a)	9,394 ²	2,309 ²	13,883	3,624	13,793	2,735
TOTAL	96,278	2,309	100,767	3,624	100,677	2,735

¹ Stored quantities include CO₂ in fire extinguishing systems and CO₂ stored in rescue equipment activation cylinders.

² Data refer to Blue Star Ferries and Superfast Ferries.



We reduce our atmospheric impact

Did you Know

New IMO Regulation

The new International Maritime Organization (IMO) Regulation, which came into force in 2020, defines 0.5%, as the maximum sulfur content in marine fuels except for vessels with installed scrubbers, where sulfur content may be up to 3.5%. This leads to using more expensive marine fuels, compared to 3.5% and 1% sulfur content marine fuels used so far.

Within this context, we have installed scrubbers onboard Blue Star Patmos and Superfast XI, while installation onboard two more vessels (Blue Star Delos and Blue Star Mykonos) is currently in progress. It must be noted that we have configured scrubbers onboard Blue Star Patmos and Superfast XI to SECA MODE, with the respective air emissions corresponding to 0.1% sulfur content marine fuel, although using 3.5% sulfur content marine fuel.

Our air pollutants (except carbon dioxide, which is described above) are mainly air sulphur oxides and emanate due to operation of vessel engines. To manage their impact, we:

- Use marine gas oil (MGO) with 0.1% sulphur content when vessels stay within ports for over 2 hours, as well as low sulphur heavy fuel oil (LSHFO) with up to 0.5% sulphur content when vessels are in European waters.
- Use machinery which complies with the legislative requirements regarding nitrogen oxides (NO_x) and particulate matter (PM) emissions from vessel engines.
- Perform the necessary maintenance activities to ensure proper machinery function, as well as regular internal and external inspections to certify their proper function through relevant certificates (such as the International Air Pollution Certificate).
- Proceed with corrective measures, if deemed necessary.
- In 2020, we began to use VLSFO with up to 0.5% sulphur content.

► Air SO_x Emissions to Atmosphere¹

Oil Type (% in sulphur content)	Emissions 2019 (tn)	Emissions 2020 (tn)
MGO (0.1%)	50.2	18.3
LSHFO (1.0%)	4,697	-
VLSFO (0.5%)	-	1,056.8
HFO (3.5%)	2,224.5	31.8
TOTAL	6,971.7	1,106.9

¹ Data refer to all vessels we operated within the year, without including chartered vessels and are estimated emissions based on average content values per type of fuel.

Good Practice

Reduce Air Pollutants

Indicating our commitment to reduce air pollutants, we were the first passenger shipping company operating in Adriatic Sea lines to accept and sign the voluntary agreement 'Ancona Blue Agreement', which was proposed by the Port Authority and Central Adriatic Ports Administration to further reduce emissions of air pollutants in the atmosphere due to marine fuels.

We monitor noise levels

We strive to reduce noise pollution, since vessel docking and operation can be a potential source of noise. Indicatively, we ensure the use of machinery and mechanical equipment, which comply with the required standards on noise levels.

We sensitize employees and customers

Employee awareness

We recognize the importance our employees to be aware about the environment, and therefore implement initiatives to adopt environmentally responsible practices within the workplace. Within this context, we have placed designated signs to remind all marine employees to turn off any unnecessary lights.

Good Practice

Reduce Consumption of Plastic Bags

As we encourage our employees' active participation through ideas related to environmental protection, we have launched the initiative 'I want to be full before I leave...', which was proposed by an office employee to reduce the repercussions from the use of plastic bags.

More specifically, we have distributed double-sided cards to all office employees with the inscription 'Please, do not replace me... / I want to be full before I leave...' and encouraged employees to place them over their individual office waste bin, in case the cleaning staff does not need to replace the bin's plastic bag.

We reduced the consumption of plastic bags in our offices by **10.5%**

Customer awareness

We believe we are morally obliged to raise customer awareness regarding environmental protection, not only during their journey, but also in their daily activities. Within this context, we:

- Publish information and our activities related to environmental protection in our:
 - Corporate websites
www.attica-group.com,
www.bluestarferries.com,
www.hsw.gr and www.superfast.com.
 - Corporate magazines 'On Blue', 'Route' and 'Thalasea'.
 - Companies' social media.
 - Relevant press releases.
- Have placed designated signs in all vessel cabins to encourage passengers to turn off lights when not in use.
- Promote alternative and environmentally friendlier forms of transportation and travel, and offer travel packages which combine 'Train and Vessel' transportation for domestic and European destinations.
- Participate in most Eurail & Interrail Pass products and have created our own Interrail & Eurail Greek Islands Pass for 6 and 5 destinations, which offer free vessel journeys in Blue Star Ferries and Hellenic Seaways domestic routes and a free roundtrip vessel journey in Adriatic routes (valid for the 6 destinations card) to holders railway passengers.

- Display on all vessels with relevant informative screens information on how to prevent forest fires, in cooperation with the General Secretariat for Civil Protection (GSCP), an agency within Ministry of Interior.

We informed potentially over **960,000** customers on Corporate Responsibility issues, such as environmental protection



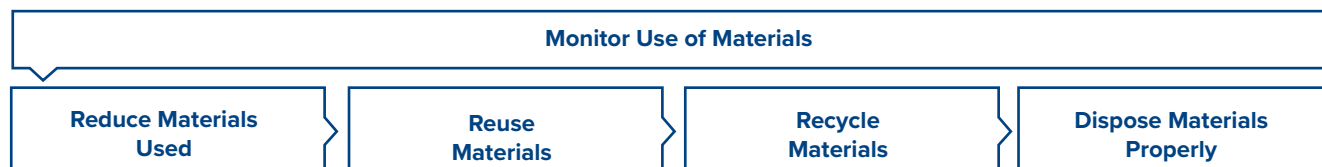
2 Raw Materials and Solid Waste

We manage raw materials

We recognize that raw materials are not inexhaustible, but finite, and prioritize the use of natural resources as efficiently as possible. To achieve this, we implement programs to:

- Monitor use of materials.
- Reuse materials.
- Dispose materials properly.
- Reduce materials used.
- Recycle materials.

Reduce Impacts from Consumption of Materials



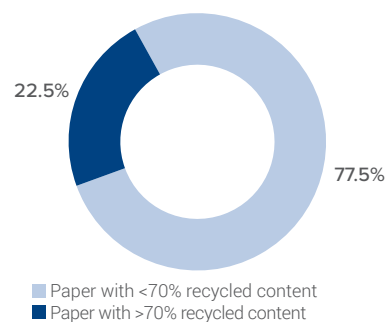
We reduce materials used

We implement initiatives to reduce use of materials, within the context of our efforts for efficient use of natural resources. Indicatively, we:

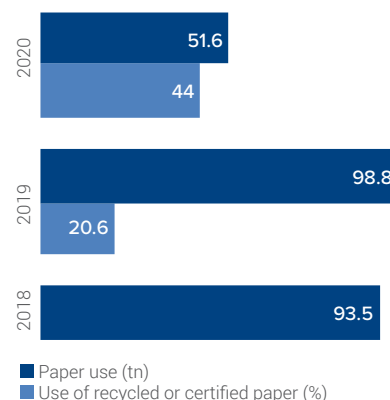
- Entirely use multifunction printers and photocopiers at our offices, whose 93% of mechanisms, spare parts and consumables are recycled and refurbished. Furthermore:
 - We have initiated development of a process to increase use of materials from recycled input raw materials, in order to examine the possibility of purchasing materials/items from recycled raw materials during new purchases and replacement of materials already used with others that originate from recycled raw materials, and at the same time have started a relevant process for purchasing of electronic equipment and printing paper.
 - The percentage of recycled or certified paper and recycled toners/ink cartridges we used was 39% and 53% respectively, compared to 22.3% and 62.4% respectively in 2019.
- Besides using recycled paper and recycled toners/ink cartridges, we do not use any other recycled materials.
- Purchase refurbished electronic equipment, with a total of 106 devices and peripherals purchased for our offices and vessels in 2020, such as laptops, hard disks and telephone devices, compared to 323 devices and peripherals in 2019.
- Have installed air dryers in WCs of all our vessels, in order to reduce use of paper for hand drying.
- Ensure the efficient use of spare parts and other supplies (such as consumables), in order not to store large quantities.
- Have installed chemical dosimeters onboard all our vessels and train marine employees on their proper use, in order to ensure efficient use of cleaning chemicals.

We used **39%** recycled paper for all purposes and **53%** recycled toners/ink cartridges

Paper Use for Printing



Paper Use for Commercial Purposes





We increased use of recycled or certified paper for commercial use to **44%**

► Material Consumption and Recycling

Material	2019		2020	
	Consumption	Recycling	Consumption	Recycling
Paper	119,785 kgr	42,786 kgr from offices	68,491 kgr	43,622 kgr
Toners/ink cartridges for printers/faxes /photocopying machines	1,764 units (1,101 were recycled)	1.4 m ³ from vessels 144 units from offices	1,844 units (976 were recycled)	0.6 m ³
Domestic batteries	352 kgr	264 kgr	295 kgr	120 kgr (all from vessels)
Vessel batteries	13,700 kgr	9,247 kgr	7,842 kgr	4,063 kgr
UPS batteries	3,663.6 kgr (in use) 206.7 kgr (consumption)	206.7 kgr	3,384 kgr (in use) 1,420 kgr (consumption)	1,420 kgr
IT equipment (computers, printers etc.) / electrical equipment and light bulbs	739 units 39,288 light bulbs 330 LED luminaires	2,800 kgr electrical/IT equipment from warehouse 2.2 m ³ IT equipment from vessels 9 units IT equipment from offices ¹ 10 m ³ light bulbs	552 units 43,868 light bulbs	0 units IT equipment 12.2 m ³ light bulbs
Cooking oils	69,400 lt	24.5 m ³ from vessels	53,985 lt	24.9 m ³
Lubricants	2,579,454 lt	434.5 m ³	2,180,633 lt	349.2 m ³
Medicines and pharmaceuticals	10,242 units	5.1 m ³ from vessels	27,935 units	8.9 m ³
Chemical substances	194,965 lt	NR	91,641 lt	NR

¹ Additional quantities of IT equipment from offices were collected and are pending to be forwarded for recycling. Data do not include cables and IT equipment peripherals (e.g. memory modules, hard drives).
NR: Not reported

We reuse materials

We reuse consumables, where possible, as we:

- Return loading pallets back to our suppliers, in order to reuse them.
- Use clean damaged sheets, towels, pillowcases and other fabrics to clean various surfaces and as towels in the engine room, with over 40,000 sheets, pillowcases, duvet cases and towels reused within 2020.

We recycle materials

Waste associated with our activities is a direct result primarily of our vessel operations, and secondary a result of our office operations (i.e. paper, toners).

Hazardous waste

The total quantity of 10,664 m³ liquid and solid hazardous waste collected in 2020 (such as waste which

contain oil or mercury, lubricants, biodegradable waste from kitchen and accommodation areas, light bulbs, IT equipment and toners), was forwarded to specialized hazardous waste management companies, which comply with strict standards regarding environmental protection and apply proper treatment methods, out of which 5.2% was recycled, while no hazardous waste was:

- Reused.
- Transported abroad to be treated.
- Imported.

Various materials

As part of our efforts to effectively manage material consumption and recycling, we:

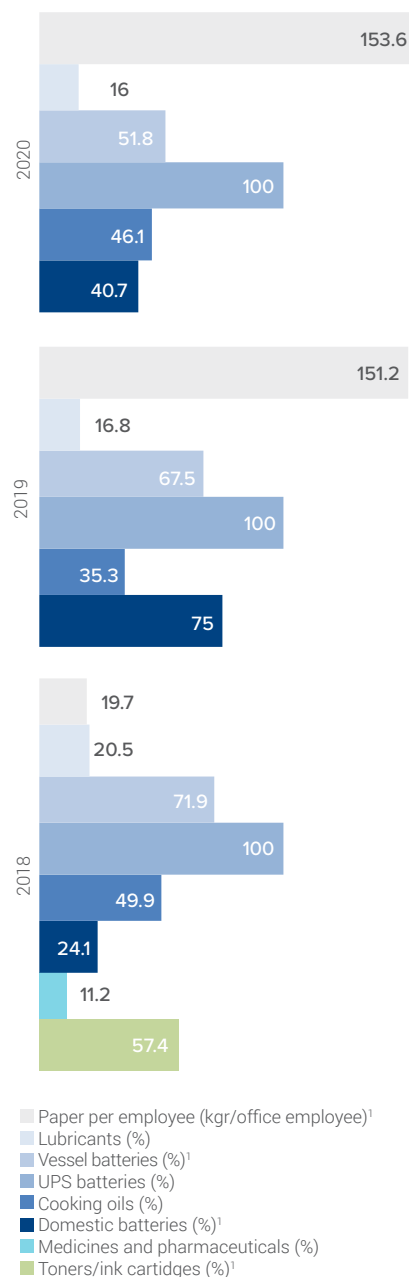
- Have initiated a process to redesign management of all types of waste produced due to our activities.

- Have placed recycling bins in our Blue Star Ferries and Superfast Ferries offices and vessels to collect and forward for recycling paper, packaging cardboard, toners, electronic equipment, fluorescent lamps, domestic batteries and UPS / laptop / mobile phones batteries and plastic packaging recycling bins in our offices, as well as paper, metal and plastic recycling bins in 1 Hellenic Seaways vessel, in order to promote recycling throughout daily activities of employees and passengers.
- Collect and forward for recycling used cooking oils from vessels.

Medicines and pharmaceutical materials

We forward expired medicines to pharmacies that have joined the collection program, regardless whether these have been used. However, we do not forward pharmaceutical materials such as syringes, mercury thermometers, scalpels and serums.

► Materials Recycling



Did you Know

Paper Recycling

Paper recycling can significantly contribute to reduce consumption of raw materials and energy, as the use of one tonne of recycled paper instead of one tonne of non-recycled paper:

- Consumes approximately 40%-50% less energy and water.
- Reduces air pollution by 70%-75% and water pollution by 30%-40%.
- Prevents logging of 17-20 trees.
- Significantly reduces waste volume in landfills.

Good Practice

Sponsoring Recycling Activities

Within the context of our social contribution, we are the main sponsor of the Municipality of Patmos in Dodecanese and all South Aegean Region islands, in order to transport recyclable materials from islands to the Hellenic Recovery Recycling Corporation (HE.R.R.Co) in Attica. The total quantity of free-of-charge transported materials (such as paper, plastic and aluminum) for recycling on behalf of the Municipality of Patmos through our vessels within 2020 was 75.2 tonnes, while we also transported free-of-charge 34 trucks with recyclable materials from the islands of Ikaria, Fourni, Samos, Lesvos, Tilos, Karpathos and Astypalaia.

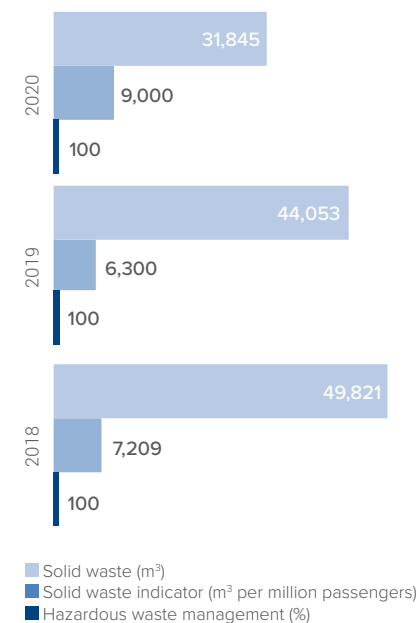
We transported from Islands free-of-charge over **75** tonnes of materials for recycling

We properly manage solid waste

We recognize our obligation to protect the environment from solid waste and garbage, which mainly emanate from our vessels' operations. Therefore, we:

- Train our marine employees on our 'Waste Management Manual', which describes our waste collection procedures.
- Do not allow any hazardous waste and garbage disposal at sea, even if allowed to be disposed at sea by relevant legislation, and do not discharge food or any related garbage at sea.
- Have placed designated signs to remind passengers and employees not to throw waste overboard.
- Have determined specific collection points for waste generated onboard our vessels.
- Deliver all garbage and solid waste from our vessels to appropriate reception facilities of licensed contractors within ports after each journey, while no solid waste was transported abroad.

► Solid and Hazardous Waste



3 Water and Liquid Waste

We monitor water consumption

We aim to contribute to better manage water resources in the long-term, being aware of the responsible approach required on this issue. Therefore, we:

- Use extensively seawater onboard all Blue Star Ferries and Superfast Ferries vessels and 1 Hellenic Seaways vessel after appropriate treatment, for activities such as cooling engines and cleaning decks.
- Perform only absolutely necessary external cleaning and washing activities, in cases of rainfalls or bad weather.
- Have installed photocell-operated water faucets in public WCs onboard Blue Star Delos and Blue Star Patmos.
- Have installed pilot flow control filters to conserve drinking water onboard 7 Blue Star Ferries and Superfast Ferries vessels.
- Check water meters before water supply has begun and after it has ended and have appointed a vessel Officer to monitor and confirm the actual water supply.
- Use pressure machinery, where possible, and ensure their proper maintenance.
- Ensure proper and regular maintenance of water production equipment and dictate immediate notification of any failures to the Technical Division.
- Have placed designated signs in all our vessels to remind passengers and marine employees to use water responsibly in accommodation, sanitary and catering areas, with the water consumption indicator reaching 0.058 m³/passenger in 2020, compared to 0.0343 m³/passenger in 2019.
- Proactively check and immediately respond to potential damages in our office water supply system. In 2020, the water consumption indicator in our offices was 7 m³/office employee, compared to 10.5 m³/office employee in 2019.

- Ensure that water leakages (such as in pipes, shower heads and flushers) or any other leakages are immediately managed, as well as perform all necessary maintenance activities on vessel systems.
- Have not identified water storage onboard our vessels as having a significant water management impact, without storing water in any other facilities.



Drinking water quality onboard vessels

We have established a procedure to supply, manage safely and sample drinking water, in order to ensure the quality of water used and consumed onboard our vessels, according to which we:

- Use separate water hose to supply water, which is solely intended for this purpose and is kept away from any potential sources of contamination.
- Ensure water hose runs for a few minutes prior to connect it to the drinking water supply tank, in order not to introduce stagnant water or external materials to the supply tank, which could potentially pose health risks.
- Regularly clean and sanitize drinking water tanks, exceeding legislative requirements, and ensure continuous chlorination of drinking water.
- Sanitize shower heads, sprinklers in bars and filters in washbasins located in cabins, public areas, bars and kitchen twice a month.
- Collaborate with an external partner to collect drinking water samples.
- Analyze water samples in accredited laboratories, which issue a respective report with results and suggest

corrective actions, in case there are any problems. No such incidents occurred within 2020.

Response to pollution incident

We have equipped all our vessels with 'Shipboard Oil Pollution Emergency Plan' (SOPEP) to effectively respond to any pollution incident or risk of pollution, which may arise during the vessel's fuel supply or due to an accident (e.g. collision, grounding). According to SOPEP, we describe in detail and have specifically defined the employees responsible for immediate actions to reduce the impacts from a potential pollution incident. Within 2020, there were no significant leakages of any material (e.g. oil or chemical substances spills) or marine pollution incidents ^c, as in 2019.

Water

	2018 ¹	2019	2020
Water consumption (m ³)	205,690	303,872	226,393 ^c
Vessels	203,733	300,899	223,993
Offices	1,957	2,973	2,400 ³
Water sources (%)			
Areas with high water stress ²	NR	NR	<1
Public water supply networks	72.4 (148,985 m ³)	80.4 (244,313 m ³)	86.6 (196,126 m ³)
Seawater	27.6 (56,705 m ³)	19.6 (59,559 m ³)	13.4 (30,267 m ³)

¹ Data refer to Blue Star Ferries and Superfast Ferries.

² Crete, Cyclades and South Aegean islands

³ Estimated consumption

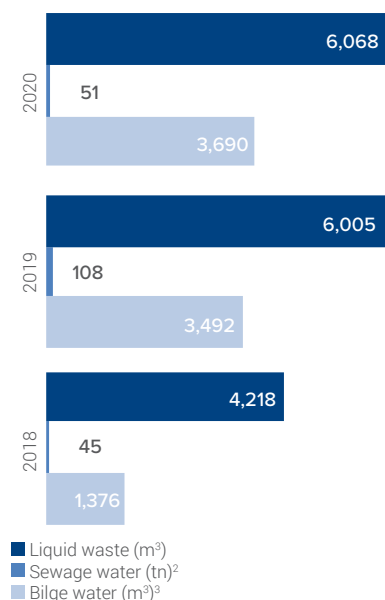
NR: Not reported

We manage liquid waste

Being aware that uncontrolled liquid waste disposal at seas can significantly affect the marine environment, we:

- Have Prevention of Sewage Pollution Certificates issued for our vessels, in accordance with Law 1269/82 and Presidential Decree 400/96.
- Do not dispose processed sewage water from sewage systems within ports, exceeding the respective legislation.
- Regularly monitor operation of wastewater treatment systems.
- Comply with relevant regulations regarding bilge and ballast water management.
- Have equipped our vessels with certified wastewater treatment systems regarding discharge parameters (coliforms and total suspended solids) and we deliver liquid waste to appropriate reception facilities of licensed contractors within ports.

► Liquid Waste¹



¹ Data for 2018 refer to Blue Star Ferries and Superfast Ferries.

² Quantities of sewage water refer to cases where vessels are docked or during maintenance/cleaning activities to the sewage network.

³ Quantities of bilge water refer to quantities delivered to appropriate reception facilities of licensed contractors within ports.

We assess our impact on biodiversity

Issue of Consideration

Biodiversity

As water covers 71% of our planet, preserving the balance of marine ecosystems and biodiversity are crucial for humankind. The intense growth of human activities and the associated environmental pollution have significantly degraded the natural environment within a very short period of time. Consequently, many organisms fail to adapt to these new conditions, with their survival being threatened. According to the United Nations' 'Millennium Ecosystem Assessment' report, the extinction of species due to human intervention occurs 1,000 times faster than it would naturally and 1/4 of the planet's mammals face extinction in the coming years. The situation is even more critical for the marine environment, as it is estimated that 60% of coral reefs will extinct by 2030, due to illegal fishing and pollution.

Old Shipwreck Cleaning

On 18/6/2020, the Port Authority of Paros informed HSW regarding marine fuel pollution spotted in the area of the ro-pax 'EXPRESS SAMINA' shipwreck, which took place 20 years ago. During that time, the vessel belonged to 'MINOAN FLYING DOLPHINS SHIPPING SOCIETE ANONYME', which was later renamed to 'HELLAS FLYING DOLPHINS SHIPPING SOCIETE ANONYME' and 'HELLENIC SEAWAYS SHIPPING SOCIETE ANONYME'. The vessel's owner company when it sank implemented all appropriate measures immediately after the shipwreck to reduce and mitigate marine pollution and remove fuels and lubricants from the shipwreck. The respective efforts were considered successful by both local authorities and Ministry of Shipping's Marine Environment Protection Directorate. Despite the fact that HSW is not anymore legally responsible for the shipwreck, in accordance with the respective

shipwreck legislation, and without any legal obligation to do so, our Group voluntarily collaborated with the Port Authority of Paros to clean the marine and coastal area around the Parikia bay, proving in practice its support for local communities and continuous interest towards marine environment protection. Within this context, a specialized cleaning and pumping company was assigned to completely clean and remove any marine fuels that may have remained within the shipwreck.

Marine Biodiversity

We recognize the importance of marine biodiversity and our obligation to reduce the risk of disrupting it. Therefore, we:

- Abide to the relevant legislation concerning the abstraction and use of seawater as ballast water in our vessels, in order to avoid transfer of marine organisms into other non-native ecosystems.
- Do not use the toxic substance tributyltin (TBT) in anti-fouling paints for our vessels.
- Use exclusively environmentally friendlier cleaning agents during cleaning activities of garages, decks and exterior surfaces in general.
- Promote beach cleaning by producing and distributing beach ashtrays for free through our central agencies and vessels. Since 2007, we have distributed over 1,450,000 ashtrays to passengers and citizens.

Land Biodiversity

We recognize the importance of biodiversity for the ecosystems' balance and we do not conduct any activities within protected areas, as our offices are located in an urban environment, without any adjacent protected areas or areas of high biodiversity value (even outside protected areas).

We minimize our vessel rippling impact

Vessel navigation while approaching or exiting ports inevitably creates rippling, which may affect:

- Commercial activities in coastal areas, such as business activities in shores (e.g. bars/cafés, sun beds on beaches).
- Bathers' safety due to sudden appearance of waves.

For this reason, we comply with legislation and adhere to the cruising speed limits defined by the relevant provisions, in order to minimize the respective impact. Within 2020:

- There were 2 lawsuits for damages to vessels caused by rippling, with the cases pending.
- Regarding previous lawsuits:
 - Three lawsuits for damages to vessels caused by rippling in 2019 and 2018, as well as a lawsuit for alleged diver injury from rippling impact in 2018 are still pending.
 - Written explanations were submitted for 2 indictments regarding alleged damages to vessels in 2019.
 - A lawsuit for bather injury from rippling impact was discussed and adjudicated compensation to the bather for mental anguish.



4 Achievements 2020 and Future Objectives

We committed	Progress	We aim	By
To improve our performance on Corporate Responsibility issues related to Environment by 34%.	50%	To improve our performance on Corporate Responsibility issues related to Environment by 13%.	2023
To install scrubbers on 5 vessels (by 2021).	50%	To add scrubbers on 2 vessels.	2021
To upgrade our BMS system's software (by 2021).	0%	To upgrade our BMS system's software.	2021
To reduce electricity consumption in offices per employee by 5%.	50%	To reduce electricity consumption in offices per employee by 4%.	2021
To reduce electricity consumption per square meter in offices by 5%.	50%	To reduce electricity consumption per square meter in offices by 5%.	2021
To reduce water consumption per employee in offices by 5%.	100%	To reduce water consumption per employee in offices by 5%, compared to 2019.	2021
To train 100% of corporate vehicle drivers on safe and economical driving (by 2021).	0%	To train 100% of corporate vehicle drivers on safe and economical driving.	2021
		To stop using PVC plastic in seasmiles card issuance and instead use biodegradable BIO-PVC material.	2021

9 Summary

1 About this Report

This is the 12th Corporate Responsibility Report published by Attica Group. Here in, we present the practices followed and the results achieved, through focusing on Societal, Environmental and Governance issues our Stakeholders are interested in.

The Principles we follow

The Report follows:

- For structure and content, the guidelines 'Sustainability Reporting Standards' (version 2016) of the Global Reporting Initiative (GRI).
- For principles, the UN's Global Compact.
- For presentation of quantitative data, the EFQM's RADAR Card.

The scope we refer to

The annual Corporate Responsibility Report:

- Refers to the period 1/1/2020-31/12/2020 (unless indicated otherwise in certain points).
- Addresses all activities of ATTICA HOLDINGS S.A. (Attica Group), namely the provision of maritime transportation services for passengers, private vehicles and freight units in the Eastern Mediterranean Sea, with references to the Group's activities in the Morocco – Spain route in Chapter 3 (Attica Group), which are not included in the scope of this Report.
- Includes, as a norm, quantitative data for the period 2018-2020 for all quantitative indicators.
- Includes data from direct measurement, while cases of data estimations or restatements of data provided in our previous 2019 Corporate Responsibility Report, are clearly indicated.
- Includes data for the entire Group, while cases of data that refer only to Blue Star Ferries and Superfast Ferries (i.e. excluding Hellenic Seaways) or only Africa Morocco Link (AML) are clearly indicated.

- Data presented have been collected internally, in order to be published in this Report.
- Where differentiations in quantitative results for 2020 compared to 2019 are probably due to the COVID-19 pandemic (e.g. number of routes), these results are presented, but not used to comment on our performance.

The limitations we recognize

We recognize limitations in the Report, which we intend to handle in future publications, such as presentation of more quantitative data and objectives.

The in accordance option of our Report

This Report has been prepared in accordance with the GRI Standards: Core option.

Your feedback

We welcome your thoughts, comments or proposals through the feedback form at the end of this Report or at the following address:

Corporate Responsibility Team
Attica Group
1-7 Lysikratous & Evripidou Street
17674 Athens
csr@attica-group.com

The symbols we use

For convenient reading of this Report, please pay attention to the following main symbols, which are widely used:

► Good Practice

Indicates examples of good practices implemented.

► Policy

Indicates sections from formal corporate Policies.

► Your Opinion

Indicates results from surveys conducted.

► Did you Know

Indicates information of particular interest.

► Issue of Consideration

Indicates issues of public interest and consideration.

Ⓢ Assured

Indicates audited and assured Quantitative Indicators by independent external party.

Development of Report

The Report has been developed by the Group's Corporate Responsibility Team in cooperation with STREAM Management:

- **Panagiotis Papadodimas**
Chief Administration & Transformation Officer
- **Christina Grigora**
Marketing Manager
- **Georgia Kokaliari**
Training & Development Manager
- **Dimitrios Roggas**
Accounting Supervisor of AML Athens Office
- **Antonis Strintzis**
ISO & Quality Assurance Head
- **Epameinondas Chandros**
Senior Manager Organisational Transformation Office



www.stream-eu.com

- ✓ Completion (100%)
- 🔄 Under completion (75%)
- 🔄 Progress (50%)
- 🔄 Off plan (25%)
- Not achieved (0%)

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
GOVERNANCE SECTION						
MANAGEMENT We commit to adopt responsible policies and practices in our operations and to harmoniously cooperate with our Stakeholders, in order to create mutual long-term value.				To improve our overall performance on Corporate Responsibility issues by 24%.	We improved our maturity level on Corporate Responsibility by 28% compared to 2017. ✓	To improve our overall performance on Corporate Responsibility issues by 17% (by 2023).
				To improve our performance on Corporate Responsibility issues related to Owners by 10%.	73% of 104 actions defined in our Corporate Responsibility Action Plan 2018-2020 were completed. ✓	To improve our performance on Corporate Responsibility issues related to Owners by 8% (by 2023).
				To improve our performance related to Management of Corporate Responsibility issues by 25%.	We improved our maturity level in all 7 Corporate Responsibility Areas, and achieved the 2020 quantitative target set in 2017 in 6 of 7 Areas. ✓	To improve our performance related to Management of Corporate Responsibility issues by 19% (by 2023).
					60 Top Management Members, Directors and Managers from all departments participated in the development of our Corporate Responsibility Strategy 2018-2020.	To include the target for each Corporate Responsibility Area in the Corporate Responsibility Team members' performance appraisal (by 2022).
	Objectives in the Report (number)	42	38	29		
				To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility.	🔄	To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility (by 2023).
				To include the Corporate Responsibility Strategy 2020 score as a target within the formal appraisal process for Top Management members.	✓	

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
				To apply a process to identify, prioritize and include Corporate Responsibility issues in local and international investment agreements.	✓	
GRI disclosures in the Report (number, full + partial coverage)	66 + 18	66 + 19	62 + 22			
Quantitative indicators in the Report (number)	225	235	255		We increased by 8.5% the number of quantitative indicators we make reference to within the Report.	
				To include our Corporate Responsibility Report's quantitative indicators in our SAP ERP (by 2021).	○	To monitor our Corporate Responsibility Report's quantitative indicators through our Business Intelligence Tool (by 2023).
				To include perception measurement questions regarding our Corporate Responsibility performance (e.g. responsible promotion of products and services, personal data protection, society support) in our market surveys.	✓	
Violation cases concerning our main principles and rules of professional behavior (number)	0	0	0		No violation cases concerning our main principles and rules of professional behavior occurred.	
					We have communicated our Regulation of Professional Conduct & Business Ethics to 100% of our office employees.	
					We trained 82% of office employees on our Regulation of Professional Conduct & Business Ethics.	
Office employees informed on anti-corruption procedures (%)	100	100	100		We have communicated our Anti-corruption Regulation to 100% of our office employees.	

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
Office employees trained on anti-corruption issues (%)	NR	NR	81		We trained 81% of office employees on anti-corruption.	
Corruption incidents (number)	0	0	0		No corruption incidents occurred.	
					No bribery incidents related to our employees occurred.	
					We did not make any donations to political parties.	
					27 internal audits were conducted.	
Non-compliance incidents recoded during external Management Systems' audits (number)	0 ¹	0	0		We were subject to 30 external audits regarding our Management Systems, with no recorded non-compliance incident.	
					No non-compliance incident was recorded during audits of our contractors' Management Systems.	
				To establish a comprehensive Business Continuity Plan to ensure continuation of our operations following unexpected events.	✓	
				To complete the implementation of our Fleet Management System for all our vessels.	▶▶	

SOCIAL SECTION

SOCIETY

We commit to combine our business success with our country's and partners' development, as well as support local communities affected by our operations, in order to contribute to improving the quality of life and prosperity of our society in general.	To improve our performance on Corporate Responsibility issues related to Community by 10%.	✓	To improve our performance on Corporate Responsibility issues related to Community by 9% (by 2023).
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Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
				To improve our performance on Corporate Responsibility issues related to Suppliers by 180%.	✓	To improve our performance on Corporate Responsibility issues related to Suppliers by 31% (by 2023).
Turnover (total sales with VAT) (million €)	365.4	405.4	290.4		We distributed over €358.4 million in economic value: over €79.4 million to employees (for salaries, benefits and insurance payments), €50.4 million for taxes (including VAT and port taxes), €18.4 million to providers of capital (for interest and return payments), €13.6 million to agents (for commissions), €155.6 million to suppliers (for purchases of goods and services), €1.3 million to society (for discount tickets, implemented programs, sponsorships and donations) and €39.7 million for investments.	
Profits / (Losses) after taxes (million €)	17.3	20.8	(49.4)			
Cost of employees (including salaries, benefits and insurance payments) (million €)	91.6	94.2	79.4			
Payments to suppliers (million €)	196.6	205.6	155.6			
Investments (million €)	128	34.5	39.7			
Training of sales network employees (hours)	1,920	22	25		We doubled sales network employees trained and increased training hours by 13.6%.	
Social contribution (€)	2,224,319	2,776,805	1,341,977			
				To support the activities of charitable organizations and NGOs.	✓	To support the activities of charitable organizations and NGOs.
				To design and implement 2 programs/activities to address local communities needs in the areas of sports, culture, education or health.	✓	To design and implement 1 program/activity to address local communities needs in the areas of sports, culture, education or health.
Discount tickets (number)	75,322	139,703	51,851			



Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
Value of discount tickets (€)	1,982,089	2,578,597	1,179,104			
Employee volunteers (number)	170	193	39	To implement at least 1 volunteer activity with the participation of our employees.	✓	To implement at least 1 volunteer activity with the participation of our employees.
Blood units from voluntary blood donation programs (number)	113	99	26		We collected 238 blood units through our voluntary blood donation programs in the last three years.	
Visiting school and university students (number)	1,290	1,047	307		We welcomed 307 young people from schools and universities visiting our vessels.	
Suppliers (number)	1,451	1,487	1,359		10% of supplier selection criteria is related to their responsible operation.	
					We communicated our Supplier Code of Conduct to 100% of our suppliers, with 2 out of 3 already signing its acceptance.	
Procurement expenditure to local suppliers (%)	90.7	77.2	85.6		We spent 85.6% of total procurement expenditure to local suppliers.	
Procurement expenditure to SME suppliers (up to 50 employees) (%)	28.7	15.4	20.8		We spent 20.8% of total procurement expenditure to small and medium-sized enterprises (up to 50 employees).	
EMPLOYEES						
We commit to cultivate a workplace focused on respect, equality, safety and merit, as well as offer training opportunities to our employees, in order to facilitate their personal and professional development.				To improve our performance on Corporate Responsibility issues related to Employees by 6%.	✓	To improve our performance on Corporate Responsibility issues related to Employees by 12% (by 2023).
					45.2% of work was conducted remotely, while 5,487 online meetings were conducted.	
Employees (number, offices + vessels)	286 + 1,537	283 + 1,496	284 + 1,427		We employ 100% of our employees with full time employment contracts.	
					No grievances regarding our marine employee living conditions were filed.	

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
Women in overall workforce (%)	15.5	14	14			
Women in Director positions (%)	4.2	5.4	4.9			
Greek employees in Director positions (%)	100	100	100		100% of employees in Director positions are Greek.	
Discrimination incidents (number)	0	0	0			
Employees with entry level wage equal or higher than the legal minimum wage or collective agreement (%)	100	100	100			
Training hours (hours)	7,057 ¹	5,921	11,064		We trained (at least once) 94.4% and 20.5% of our office and marine employees respectively.	
					We tripled the number of employees trained and increased training hours by 86.9%.	
				To integrate Corporate Responsibility issues into other categories of in-house training courses.	➡	To integrate Corporate Responsibility issues into other categories of in-house training courses.
				To conduct a Corporate Responsibility e-learning course for 150 marine employees (by 2021).	▶▶	To conduct a Corporate Responsibility e-learning course for 50 more marine employees.
				To complete the update of our employees' job descriptions according to our new organizational structure.	➡	To complete the update of our employees' job descriptions according to our new organizational structure.
Employees receiving their annual leave, as planned (%)	100	100	100		100% of our employees received their annual leave, as planned.	
Marine employees participating in internal drills on Health and Safety issues (%)	100	100	100		We conducted internal drills on Health and Safety issues (such as response to emergency situations) to 100% of marine employees.	

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
Total employee losses (number)	0	0	3			
Work-related employee losses (number)	0	0	1			
Accidents (number)	32	10	30			
				To apply a process to monitor health and safety incidents (e.g. injuries, diseases, absences, fatal accidents) of subcontractors' employees working in our offices.	✓	
Accidents with absence >3 days (number)	27	8	28			
Injury rate (rate, offices / vessels)	1.47 ^{1,2}	0.36 ²	0 / 1.49			
				To reduce noise level in office workplaces by 10%.	○	
Employees participating in performance appraisal (% , offices / vessels)	0 / 100	0 / 100	100 / 100	To conduct performance appraisal for 100% of office employees with a new Performance Appraisal System.	Responsibility is 1 out of 6 appraisal criteria for all office employees. ✓	
				To include specific Corporate Responsibility objectives in formal appraisal process for employees, Managers and at least one Board of Directors member.	✎	To include specific Corporate Responsibility objectives in the formal appraisal process for Employees, Managers and at least one Board of Directors member (by 2022).
				To include specific Corporate Responsibility objectives in Top Management members' formal appraisal process.	✓	
					We covered 25% of permanent job openings in offices by internal candidates.	

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
CUSTOMERS						
We commit to safeguard the health and safety of our passengers and offer them the best possible travel experience, in order to meet their needs and expectations during their journey.				To improve our performance on Corporate Responsibility issues related to Customers by 17%.	✓	To improve our performance on Corporate Responsibility issues related to Customers by 9% (by 2023).
Marine employees participating in internal drills on passenger safety procedures (%)	100	100	100		We conducted internal drills and trainings on passenger safety to 100% of marine employees.	
Passenger injuries onboard vessels (number)	NR	NR	15			
Vessels' evaluation within the context of 'Mystery Passenger' (% , Blue Star Ferries / Superfast Ferries / Hellenic Seaways)	-	86 / 83 / 84	-			
Inspections from local authorities (number)	49	45	237		We were subject to 130 vessel inspections for protection measures against the pandemic, 37 for food hygiene and safety and 70 for Anti-Smoking Law's implementation, with no non-compliance incident.	
Items lost/found or damaged (number)	5,078	5,741	3,514			
Compensations for vehicle damages (€)	57,800	56,825	38,665			
Complaints regarding responsible communication (number)	0	0	0	To apply a Responsible Marketing and Communication Code in our business activities.	↻	To apply a Responsible Marketing and Communication Code in our business activities.
				To systematically inform and train our customers on Corporate Responsibility issues.	We maintain 5 corporate websites, with over 2.5 million visitors annually and 2 mobile applications with over 3,500 downloads. ✓	To systematically inform and train our customers on Corporate Responsibility issues.
Recalls of products and services due to health and safety impacts (number)	0	0	0			

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
Complaints regarding customer privacy (number)	0	2	1			
Delays in routes (number)	NR	NR	1,277	To achieve an 'as scheduled' routes rate in Crete, Dodecanese and Ancona routes of over 85%.	We kept 91% of our vessels' departure times and 72% of arrival times as scheduled. 	To achieve an 'as scheduled' routes rate in all destinations of over 75% (by 2023).
Formal response letters to comments, complaints and requests (number)	1,987	1,496	1,932			
				To establish a Customer Relationship Management system (CRM).		
				To categorize complaints per category (e.g. delays, price of tickets, price discrepancies).		
Formal thank you letters (number)	143	192	95			
Questionnaires in vessels (number)	982	1,200	534		The average score registered through service evaluation devices onboard our vessels reached 4.2 on a 5 point scale.	
SMS messages sent to customers (number)	259,472	272,814	461,530		We increased the number of information SMS sent to our passengers by 69.2%.	
					We informed over 930,000 passengers through information SMS for early arrival at the Piraeus port or changes or cancellations of scheduled journeys in Domestic and Adriatic Sea lines.	
Notifications sent to serve passengers (number)	2,411	2,813	2,176		We sent overall 2,176 notifications to serve our passengers (1,106 concerning passengers with reduced mobility, 5 concerning passengers with sensitivity to allergens).	
					97.4% of our premises and vessels have access for people with disabilities.	

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
Members in loyalty and reward program (number)	262,444	353,417	406,733	To install Infokiosks about the seasmiles program on 8 Hellenic Seaways vessels.	We increased our seasmiles loyalty and reward program members by 15.1%. 	
				To extend the infotainment platform @sea to Hellenic Seaways vessels (by 2021).		To extend the infotainment platform @sea to Hellenic Seaways vessels.

ENVIRONMENTAL SECTION

ENVIRONMENT

We commit to integrate sustainable development in our operations and apply environmentally friendlier business practices, in order to reduce, where feasible, our environmental impacts.

To improve our performance on Corporate Responsibility issues related to Environment by 34%.



To improve our performance on Corporate Responsibility issues related to Environment by 13% (by 2023).

Investments for programs directly or indirectly related to environmental protection (million €)

2.1¹

3.6

24.9

We conducted internal drills on environmental protection issues to 100% of marine employees.

We informed 100% of our employees on environmental protection issues.

To train 100% of corporate vehicle drivers on safe and economical driving (by 2021).



To train 100% of corporate vehicle drivers on safe and economical driving.

We informed potentially over 960,000 customers on Corporate Responsibility issues, such as environmental protection.

Energy consumption (GJ) 13,791,276 13,004,820 10,564,914

To upgrade our BMS system's software (by 2021).



To upgrade our BMS system's software.

Electricity consumption (KWh)

1,252,448¹

1,552,885

1,487,562

80% of monitors and 60% of personal and laptop computers we use have energy-saving specifications.

To reduce electricity consumption in offices per employee by 5%.



To reduce electricity consumption in offices per employee by 4%.

Section	2018	2019	2020	Objectives 2020	Achievements 2020	Future Objectives
				To reduce electricity consumption per square meter in offices by 5%.	▶	To reduce electricity consumption per square meter in offices by 5%.
Electricity produced from renewable energy sources (KWh)	4,380	4,380	4,380		We produced approximately 4,380 KWh electricity from renewable energy sources.	
Prevention of CO ₂ due to energy use from renewable energy sources (kgr)	2,935	2,935	2,729			
Total eCO ₂ emissions (tn)	1,064,890	1,005,100	816,932			
Air SO _x emissions to atmosphere (tn)	NR	6,971.7	1,106.9	To install scrubbers on 5 vessels (by 2021).	▶	To add scrubbers on 2 vessels.
Use of refrigerants (kgr)	2,309 ¹	3,624	2,735			
Total ODP of refrigerants (number, R-11 equivalent)	0	0	0		We use refrigerants that do not affect the ozone layer (such as R134a, R404a, R407a) in 100% of refrigerators and freezers onboard our vessels.	
Paper used for all purposes (tn)	118.9	119.8	68.5		We used 39% recycled paper for all purposes and 53% recycled toners/ink cartridges.	
Paper used for commercial purposes (tn)	93.5	98.8	51.6		We increased use of recycled or certified paper for commercial use to 44%.	
Materials from recycling activities, transported for recycling (tn)	153	82	75		We transported from Islands free-of-charge over 75 tonnes of materials for recycling.	
Solid waste (m ³)	49,821	44,053	31,845		We reduced the consumption of plastic bags in our offices by 10.5%.	
						To stop using PVC plastic in seasmiles card issuance and instead use biodegradable BIO-PVC material.
Solid waste indicator (m ³ per million passengers)	7,209	6,300	9,000			
Water consumption (m ³)	205,690 ¹	303,872	226,393	To reduce water consumption per employee in offices by 5%.	✓	To reduce water consumption per employee in offices by 5%, compared to 2019.
Marine pollution incidents (number)	0	0	0			
Liquid waste (m ³)	4,218 ¹	6,005	6,068			

¹ Data refer to Blue Star Ferries and Superfast Ferries.

² Refers to both offices and vessels.

NR: Not Reported

Tables - GRI, Global Compact, Sustainable Development Goals, ISO26000, NASDAQ & ATHEX Stock Exchange ESG Guidelines

The correspondence between the content of this Report and the Global Compact Principles, the Sustainable Development Goals, the ISO26000 International Guidelines, the NASDAQ & ATHEX ESG Guidelines, as well as the Global Reporting Initiative's (GRI Standards 2016) General Disclosures, Management Approach and Topic-Specific Disclosures, is presented in the following tables.

- Coverage of Global Compact Principles, ISO26000 Aspects, NASDAQ & ATHEX ESG Guidelines (Core and Sector-Specific metrics) and GRI Disclosures is characterized as Full (F), Partial (P) or Not Applicable (NA).
- General Disclosures of GRI required for 'Core' option are indicated in grey background.

- Management Approach, Topic Specific Disclosures and Boundaries for Material Topics (both for GRI related Topics and other Topics) are indicated on the Table, based on the Materiality Analysis conducted.

United Nations' Global Compact Table

Issue	Principle	Report Section	Coverage
Human Rights			
1.	Support and respect protection of internationally proclaimed human rights	5.3, 6.3	F
2.	Ensure not to be complicit in human rights abuses	5.3, 6.3	F
Labour Standards			
3.	Recognize freedom of association and right to collective bargaining	5.3, 6.3	F
4.	Eliminate all forms of forced and compulsory labour	5.3, 6.3	F
5.	Abolish effectively child labour	5.3, 6.3	F
6.	Eliminate discrimination in respect to employment and occupation	5.3, 6.3	F
Environment			
7.	Support a precautionary approach to environmental challenges	5.3, 8.1-8.3	F
8.	Promote greater environmental responsibility	8.1-8.3	F
9.	Encourage development and diffusion of environmentally friendly technologies	8.1	F
Corruption			
10.	Work against all forms of corruption, including extortion and bribery	4.1, 4.2	F

ISO26000 Table

Aspect	Report Section	Coverage
1. Scope	9.1	F
2. Definitions	9.4	F
3. Understanding Social Responsibility	4.1, 4.2	F
4. Principles of Social Responsibility	4.2, 4.3	F
5. Recognizing Social Responsibility & Engaging Stakeholders	4.3	F
6. Guidance on Social Responsibility Core Subjects		
a. Organizational Governance	4.1	F
b. Human Rights	6.3	F
c. Labor practices	6.3	F
d. Environment	5.3, 8.1-8.3	F
e. Fair operating practices	4.1	F
f. Consumer issues	7.1-7.3	F
g. Community involvement and development	5.2	F
7. Guidance on Integrating SR throughout the Organization		
a. Enhancing Credibility	4, 5, 6, 7, 8	F
b. Communication	4.2, 4.3, 6.1	F

United Nations' Sustainable Development Goals Table

Goal	Principle	Report Section
1.	End poverty in all its forms everywhere	5.1, 5.2
2.	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	-
3.	Ensure healthy lives and promote well-being for all at all ages	5.2, 6.2, 7.1
4.	Ensure inclusive and quality education for all and promote lifelong learning	5.2, 6.4
5.	Achieve gender equality and empower all women and girls	6.3
6.	Ensure access to water and sanitation for all	8.3
7.	Ensure access to affordable, reliable, sustainable and modern energy for all	8.1
8.	Promote inclusive and sustainable economic growth, employment and decent work for all	5.1, 5.2, 6.1-6.3
9.	Build resilient infrastructure, promote sustainable industrialization and foster innovation	-
10.	Reduce inequality within and among countries	6.3
11.	Make cities inclusive, safe, resilient and sustainable	-
12.	Ensure sustainable consumption and production patterns	7.3, 8.2, 8.3
13.	Take urgent action to combat climate change and its impacts	8.1
14.	Conserve and sustainably use the oceans, seas and marine resources	8.2, 8.3
15.	Sustainably manage forests, combat desertification, halt and reverse land degradation, biodiversity loss	8.3
16.	Promote just, peaceful and inclusive societies	5.2
17.	Revitalize the global partnership for sustainable development	4.2

NASDAQ & Athens Stock Exchange ESG Guidelines Table

NASDAQ Aspect		ASE Aspect		Report Section	Coverage
Environment					
E1	GHG Emissions				
E1.1	Amount eCO ₂ (Scope 1)	C-E1	Direct Emissions eCO ₂ (Scope 1)	8.1	F
E1.2	Amount eCO ₂ (Scope 2)	C-E2	Indirect Emissions eCO ₂ (Scope 2)	8.1	F
E2	Emissions Intensity				
E2.1	GHG emissions intensity			8.1	F
E3	Energy Usage				
E3.1	Direct energy consumed	C-E3	Energy Consumption within the organization	8.1	F
E3.2	Indirect energy consumed			8.1	F
E4	Energy Intensity				
E5	Energy Mix				
E6	Water Usage				
E6.1	Water consumed			8.3	F
E7	Environmental Operations				
E7.1	Formal Environmental Policy			4.2	F
		SS-E2	Atmospheric Emissions	8.1	P
Social					
S1	CEO Pay Ratio				
S1.1	CEO compensation to median FTE total compensation			6.3	F
S1.2	Report in regulatory filings			6.3	F
S2	Gender Pay Ratio				
S3	Employee Turnover	C-S3	Employee Turnover	6.1	F
S3.1	Change for full-time employees			6.1	F
S3.2	Change for part-time employees			6.1	F

NASDAQ Aspect	ASE Aspect	Report Section	Coverage
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Social

S4	Gender Diversity				
S4.1	Men and women employees	C-S1	Women Employees	6.3	F
S4.2	Men and women employees in entry and mid-level positions			6.3	F
S4.3	Men and women employees in senior and executive-level positions	C-S2	Women Employees in Director positions	6.3	F
S5	Temporary Worker Ratio				
S5.1	Part-time employees			6.1	F
S5.2	Contractors and/or consultants			6.1	F
S6	Non-Discrimination			6.3	F
S7	Injury Rate			6.2	F
S9	Child & Forced Labor				
S9.1	Child and/or forced labor policy			6.3	F
S9.2	Coverage of policy for suppliers and vendors			5.3	F
S10	Human Rights	C-S5	Human Rights Policy	4.2, 6.3	F
S10.1	Human rights policy			4.2, 6.3	F
S10.2	Coverage of policy for suppliers and vendors			5.3	F
		C-S4	Employee Training	6.4	P
		SS-S4	Labor Legislation Violations	6.3	F
		SS-S8	Customer Satisfaction	4.1, 5.2, 7.1, 7.2, 8.1	F
		SS-S9	Customer Complaints Mechanism	7.3	F

Governance

G1	Board Diversity				
G1.1	Women in BoD			4.1	F
G1.2	Women in Committees			4.1	F
G2	Board Independence				
G2.1	Prohibition of CEO as BoD chair			4.1	F
G2.2	Independent BoD members			4.1	F
G3	Incentivized Pay			A, 4.1	F
G4	Collective Bargaining	C-S6	Collective Bargaining Agreements	6.3	F
G5	Supplier Code of Conduct	C-S7	Supplier Evaluation	5.3	F
G5.1	Code of Conduct for vendors or suppliers			5.3	F
G5.2	Suppliers formally certified compliance with Code of Conduct			5.3	F
G6	Ethics & Anti-Corruption	C-G2	Business Conduct Policy	4.1	F
G6.1	Ethics and/or Anti-Corruption policy			4.1	F
G6.2	Workforce formally certified compliance with policy			4.1	F
G7	Data Privacy	C-G3	Data Security Policy	7.1	F
G7.1	Data Privacy policy			7.1	F
G7.2	Steps to comply with GDPR			7.1	F
G8	ESG Reporting			4.4, 5.4, 6.5, 7.4, 8.4	F
G8.1	Publication of sustainability report			-	F
G8.2	Sustainability data in regulatory filings			-	F (Annual Report)
G9	Disclosure Practices				
G9.2	Focus on specific UN SDGs			9.3	F
G9.3	Targets and progress report on UN SDGs			9.3	P
G10	External Assurance			9.5	F
		C-G1	Sustainable Development Oversight	4.2	F
		SS-G1	Business Conduct Violations	4.1	F

GRI Content Index

GRI Standard	Report Section	Coverage	Boundary of Disclosure
General Disclosures			
GRI 102: General Disclosures 2016			
Organizational Profile			Yes (Group)
102-1	9.1, 3.2	F	
102-2	3.2, 7.2	F	
102-3	3.2, 9.1	F	
102-4	3.2	F	
102-5	3.2, 9.1	F	
102-6	3.2	F	
102-7	3.2, 5.1, 6.1	F	
102-8	6.1	F	
102-9	3.2, 5.1, 5.3	F	
102-10	3.2	F	
102-11	4.1, 8.1	F	
102-12	4.2, 6.3, 7.1, 8.1	F	
102-13	4.2	F	
Strategy			Yes (Group)
102-14	1	F	
102-15	4.1	P	
Ethics and Integrity			Yes (Group)
102-16	3.2, 4.1, 4.2, 6.3, 7.2, 8.1	F	
102-17	4.1	P	
Governance			Yes (Group)
102-18	4.1	F	
102-19	4.2	P	
102-20	4.2	F	
102-21	4.1	F	
102-22	4.1	P	
102-23	4.1	F	
102-24	4.1	P	
102-25	4.1	P	
102-26	4.2	P	
102-27	4.1, 4.2	P	
102-28	4.1	P	
102-30	4.1	P	
102-32	4.2	F	
102-34	4.1	F	
102-35	4.1	P	
102-36	4.1	P	
102-38	6.3	F	
102-39	6.3	F	
Stakeholder Engagement			Yes (Group)
102-40	4.3	F	
102-41	6.3	F	
102-42	4.3	F	
102-43	4.3	F	
102-44	4.3	F	
Reporting Practice			Yes (Group)
102-45	5.1, 9.1	F	
102-46	4.3, 9.3	F	
102-47	4.3, 9.3	F	

GRI Standard	Report Section	Coverage	Boundary of Disclosure
102-48	9.1	F	
102-49	9.1	F	
102-50	9.1	F	
102-51	9.1	F	
102-52	9.1	F	
102-53	9.1	F	
102-54	9.1	F	
102-55	9.3	F	
102-56	9.5	F	

Economic Topics

GRI 103: Management Approach 2016			
103-1	4.1, 4.3, 5.1-5.3, 6.1, 6.3, 9.3	F	
103-2	4.1, 5.1-5.3, 6.1, 6.3	F	
103-3	4.1, 4.3, 5.1-5.3, 6.1, 6.3	F	
GRI 201: Economic Performance 2016			Yes (Group)
201-1	5.1	F	
201-4	5.1, 3.2	F	
GRI 202: Market Presence 2016			Yes (Group)
202-1	6.3	P	
202-2	6.1	F	
GRI 203: Indirect Economic Impacts 2016			Yes (Group)
203-2	5.2	F	
GRI 204: Procurement Practices 2016			Yes (Group)
204-1	5.3	F	
GRI 205: Anti-corruption 2016			Yes (Group)
205-1	4.1	F	
205-2	4.1	P	
205-3	4.1	F	
GRI 206: Anti-competitive Behavior 2016			Yes (Group)
206-1	4.1	F	
GRI 207: Tax 2019			
207-4	5.1	P	

Environment Topics

GRI 103: Management Approach 2016			
103-1	4.3, 8.1-8.3, 9.3	F	
103-2	8.1-8.3	F	
103-3	4.1, 4.3, 8.1-8.3	F	
GRI 301: Materials 2016			Yes (Group)
301-1	8.2	F	
301-2	8.2	F	
GRI 302: Energy 2016			Yes (Group)
302-1	8.1	P	
302-2	8.1	P	
302-3	8.1	F	
302-4	8.1	P	
GRI 303: Water and Effluents 2018			Yes (Group)
303-1	8.3	F	
303-2	8.3	F	
303-5	8.3	F	

GRI Standard	Report Section	Coverage	Boundary of Disclosure
GRI 304: Biodiversity 2016			Yes (Group)
304-1	8.3	F	
304-2	8.3	P	
GRI 305: Emissions 2016			Yes (Group)
305-1	8.1	F	
305-2	8.1	P	
305-4	8.1	F	
305-5	8.1	P	
305-6	8.1	F	
305-7	8.1	P	
GRI 306: Effluents and Waste 2016			Yes (Group)
306-2	8.2, 8.3	P	
306-3	8.3	F	
306-4	8.2	F	
GRI 307: Environmental Compliance 2016			Yes (Group)
307-1	4.1, 8.1	F	
GRI 308: Supplier Environmental Assessment 2016			Yes (Group)
308-2	5.3	F	

Social Topics

GRI 103: Management Approach 2016			
103-1	4.3, 5.2, 5.3, 6.1-6.4, 7.1, 7.2, 8.3, 9.3	F	
103-2	5.2, 5.3, 6.1-6.4, 7.1, 7.2, 8.3	F	
103-3	4.1, 4.3, 5.2, 5.3, 6.1-6.4, 7.1, 7.2	F	
GRI 401: Employment 2016			Yes (Group)
401-1	6.1	F	
401-2	6.3	F	
401-3	6.1	P	
GRI 402: Labor/Management Relations 2016			Yes (Group)
402-1	6.3	F	
GRI 403: Occupational Health and Safety 2018			Yes (Group)
403-1	6.2	F	
403-2	6.2	F	
403-3	6.2	F	
403-4	6.2	F	
403-5	6.2	F	
403-6	B, 6.2, 6.3	F	
403-7	5.3	F	
403-8	6.2	F	
403-9	6.2	P	
GRI 404: Training and Education 2016			Yes (Group)
404-1	6.4	F	
404-2	6.4	P	
404-3	6.4	F	
GRI 405: Diversity and Equal Opportunity 2016			Yes (Group)
405-1	6.1, 6.3	F	
405-2	6.3	F	
GRI 406: Non-discrimination 2016			Yes (Group)
406-1	4.1	F	
GRI 407: Freedom of Association and Collective Bargaining 2016			
407-1	6.3	P	
GRI 408: Child Labor 2016			
408-1	6.3	P	

GRI Standard	Report Section	Coverage	Boundary of Disclosure
GRI 409: Forced or Compulsory Labor 2016			
409-1	6.3	P	
GRI 410: Security Practices 2016			
410-1	5.2	P	
GRI 411: Rights of Indigenous People 2016			
411-1	-	NA	
GRI 412: Human Rights Assessment 2016			Yes (Group)
412-1	6.3	P	
412-2	6.4	F	
412-3	6.3	F	
GRI 413: Local Communities 2016			Yes (Group)
413-2	5.2	F	
GRI 414: Supplier Social Assessment 2016			Yes (Group)
414-2	5.3	F	
GRI 415: Public Policy 2016			Yes (Group)
415-1	4.1	F	
GRI 416: Customer Health and Safety 2016			Yes (Group)
416-1	7.1	P	
416-2	4.1, 7.1	F	
GRI 417: Marketing and Labelling 2016			Yes (Group)
417-1	7.2	P	
417-2	4.1	F	
417-3	4.1	F	
GRI 418: Customer Privacy 2016			Yes (Group)
418-1	4.1, 7.1	F	
GRI 419: Socioeconomic Compliance 2016			
419-1	4.1	F	
Other Topics (non GRI)			
GRI 103: Management Approach 2016			
103-1	4.1, 4.3, 5.2, 5.3, 6.1, 7.1-7.3, 8.1-8.3, 9.3	F	
103-2	4.1, 5.2, 5.3, 6.1, 7.1-7.3, 8.1-8.3	F	
103-3	4.1, 4.3, 5.2, 5.3, 6.1, 7.1-7.3, 8.1-8.3	F	

GRI Standard	Report Section	Coverage	Boundary of Disclosure
Products and Services			Yes (Group)
Awareness on Corporate Responsibility issues	7.1, 7.2, 8.1-8.3	F	
Audits and inspections for products and services quality (by number, outcome)	7.1	F	
Customer satisfaction surveys and practices (results)	4.3, 7.3	F	
Reductions in products and services prices	7.3	F	
Lost/found or damaged passengers' personal items (number, compensations)	7.1	F	
Business Continuity			Yes (Group)
Proactive approaches to ensure uninterrupted operation	4.1	F	
Vessel Operations and Impacts			Yes (Group)
Proactive approaches on vessel safety standards and respective compliance	7.1	F	
Accidents within vessels (by number, type, reason, results)	5.2, 7.1	F	
Non-compliance with regulations regarding exceeding vessel capacity (by number, outcomes)	7.1	F	
Non-compliance with regulations regarding rippling impacts to coastal areas (by number, outcomes)	8.3	F	
Responsible Buying			Yes (Group)
Average supplier payment time	5.3	F	
Suppliers evaluation (by percentage, frequency)	5.3	F	
Discontinuation of collaboration with suppliers (by number, reason)	5.3	F	
Environment			Yes (Group)
Value of environmental protection investments	8.1	P	
Employee training on environmental protection issues (by number, duration)	8.1	F	
Marine pollution incidents (by number, type, reason, results)	8.3	F	
Non-compliance with regulations regarding acoustic impact (by number, outcomes)	4.1	F	
Work Conditions			Yes (Group)
Percentage of employees informed regarding Corporate Responsibility issues	6.1	F	
Employees with overtime work (by percentage, average)	6.1	F	
Non-compliance with regulations regarding labour practices (by number, outcomes)	4.1	F	
Non-compliance with regulations regarding accommodation conditions for marine employees (by number, outcomes)	4.1	F	
Society			Yes (Group)
Participation in volunteering activities (by number, percentage)	5.2	F	
Number of visiting school and university students	5.2	F	
Society grievances (number)	4.1	F	

4 Glossary

Please pay attention to the following, frequently used terms:

Term	Refers to
'6.3' etc.	The Chapter and section of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term '6.3' makes reference to Chapter 6 (Employees), section 3 (Equality and Fairness).
'Bilge water'	The mixture of water, lubricants and fuel produced during engine washing, as well as by accidental leaks.
'Biodiversity'	The various living organisms in an ecosystem (land, marine and aquatic), as well as the extent of their genetic composition.
'Carbon dioxide', 'CO ₂ '	The gaseous chemical compound derived from the combustion of fossil fuels (oil, gasoline, natural gas, etc.) and organic compounds (wood, plastic, etc.), which contributes to the greenhouse effect.
'Classification societies'	The maritime technical organizations who establish safety regulations for shipbuilding, as well as for the vessels' equipment.
'Corporate Responsibility', 'Corporate Social Responsibility', 'Sustainable Development'	The voluntary commitment of companies to include in their corporate practices economic, social and environmental criteria and activities, which are beyond the legislative requirements and are related to their impact on Stakeholders. The terms refer to the current economic growth that does not compromise the ability of future generations to satisfy their own needs.
'Environmental footprint'	The total greenhouse gas emissions that arise directly (e.g. burning of fossil fuels for heating) or indirectly (e.g. by the use of products) from a company.
'equivalent CO ₂ ', 'eCO ₂ '	The measurement unit of all greenhouse gases that contribute to global warming (carbon dioxide-CO ₂ , methane-CH ₄ , nitrous oxide-N ₂ O, fluorinated hydrocarbons-HFCS, perfluorocarbons-PFC's, sulfur hexafluoride-SF ₆), expressed as equivalent carbon dioxide.
'Global Compact'	The United Nations Global Compact, an initiative to encourage companies to align their business operation with 10 universally accepted principles in the areas of human rights, labor, environment and anti-corruption.
'Group', 'we', 'Attica Group'	The legal entity ATTICA HOLDINGS S.A. (which this Report addresses).
'IMO'	The International Maritime Organisation, which is a specialized organization to establish measures in order to improve safety of international shipping and prevent environmental pollution from vessels, and is also responsible for legal issues related to liability and indemnify cases of maritime accidents, as well as facilitate international maritime traffic.
'MARPOL'	The Convention of the International Maritime Organization to adopt concrete measures, in order to control and prevent pollution from vessels.
'Passengers'	The people transported with our vessels.
'Report'	The Corporate Responsibility Report 2020.
'Universal Declaration of Human Rights'	The declaration adopted by the United Nations General Assembly in 1948 with the fundamental rights to which all human beings are inherently entitled.

To the Board of Directors of ATTICA HOLDINGS S.A.

The Board of Directors of ATTICA HOLDINGS S.A. (hereinafter “the Company”) engaged “GRANT THORNTON S.A. CHARTERED ACCOUNTANTS MANAGEMENT CONSULTANTS” (hereinafter “Grant Thornton”) to review selected data included in the 2020 Corporate Responsibility Report of Attica Holdings S.A. for the fiscal year ended on December 31st, 2020 (hereinafter “the selected data”), in accordance with the Global Reporting Initiative (GRI) Standards (hereinafter “GRI-Standards”), covering Core option requirements.

Scope

We performed our engagement in accordance with the provisions of “International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information” (“ISAE 3000”), in order to provide limited assurance on:

- The development of the 2020 Corporate Responsibility Report in accordance with GRI 102: General Disclosures prescribed by the “Core” option of the GRI Standards.
- The accuracy and completeness of qualitative data of the following KPIs, which relate to the Company’s material issues:
 - Sustainability strategic objective 2020 in CEO appraisal (number)
 - Corruption incidents (number)
 - Employees trained on Anti-Corruption (%)
 - Office employees trained at least once (%)
 - Accidents with absence >3 days (number)
 - Injury rate (number)
 - Procurement expenditure to local suppliers (%)
 - Procurement expenditure to SME suppliers (%)
 - Local suppliers (%)
 - Lost found or damaged items (number)
 - Vessels departure time kept as scheduled (%)
 - Vessels arrival time kept as scheduled (%)
 - Delays in routes (number)
 - Discount tickets value (euro)
 - Social contribution (euro)
 - GHG emissions from vessel oil (Scope 1) (tn eCO₂)
 - SOx emissions (tn)
 - Customer injuries on vessels (number)
 - Marine employees participating in internal drills (%)
 - Incidents of marine pollution (number)
 - Water consumption (m³).

Management Responsibility

The Management of ATTICA HOLDINGS S.A. is responsible for the preparation, completeness, accuracy and presentation of the selected data provided to us, as incorporated in the 2020 Corporate Responsibility Report of the Company. Furthermore, the Management is responsible for maintaining records and adequate internal controls that are designed to support the reporting process.

Grant Thornton Responsibility

Our responsibility is to carry out a limited assurance engagement and to express our conclusions based on the procedures carried out for the selected data, as described in the “Scope” section. The procedures we carried out were designed to provide limited assurance, as specified by ISAE 3000, based on which we shaped the conclusion to our engagement. These procedures are not as extensive as those required for providing reasonable assurance; consequently, a lower level of assurance is obtained.

Our responsibility is limited to the information related to the fiscal year that ended on December 31, 2020, as these were included in the 2020 Corporate Responsibility Report of the Company.

To the extent it is permitted by the legislation in force, we neither accept nor assume any responsibility for our engagement or this report towards anyone other than the Company, unless the terms have been agreed explicitly in writing, with our prior consent.

Limitations

- To conduct our work, we relied exclusively on the information provided to us by the Company’s executives, which we accepted in good faith as being complete, accurate, real and not misleading. Therefore, we did not submit it to any verification procedures, apart from the procedures explicitly stated in our Report and which arise from our mutually agreed methodology.
- Our engagement was limited to the Greek version of the 2020 Corporate Responsibility Report. Therefore, in the event of any inconsistency in translation between the Greek and English versions, as far as our conclusions are concerned, the Greek version of the Report shall prevail.
- No work has been conducted on data for previous reporting periods, as well as on data related to forecasts and targets.
- No work has been conducted on anything other than the agreed scope and consequently, our opinion is limited to that scope.

Work conducted

We conducted our work so as to collect all the data, relevant documentation, information and explanations we considered necessary as to the selected data described in the “Scope” section. The procedures followed with regard to the selected data included:

- Performed interviews with personnel of the Company responsible for managing, collecting and processing data in order to obtain an understanding of key structures, systems, policies and relevant procedures applied.
- Applied audit procedures, on a sample basis, in order to collect and review audit evidence.
- Reviewing the GRI Content Index found on pages 115-119 of the 2020 Corporate Responsibility Report, as well as the relevant references included therein, against our scope of work.

Independence

Grant Thornton implements the requirements of International Standard on Quality Control 1. Based on this, it maintains an integrated quality control system that includes policies and procedures for compliance with moral principles, professional standards and relevant legal and regulatory requirements. We comply with the independence requirements and other ethical standards of the IFAC Code of Ethics for Professional Accountants of the International Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, impartiality, professional adequacy, confidentiality and professional conduct. In this context, the assurance team is independent from the Company and has not participated in the preparation of the Company's 2020 Corporate Responsibility Report.

Conclusion

As per the scope and the limitations of our engagement, as described above, we state the following conclusions which are based on the procedures we carried out, as described in the “Work Conducted” section:

- Nothing has come to our attention that causes us to believe that the Company's 2020 Corporate Responsibility Report does not meet the requirements of the GRI Standards “Core” option (“In accordance” – Core).
- Nothing has come to our attention that causes us to believe that the KPIs as described in “Scope” section and included in the Company's 2020 Corporate Responsibility Report are materially misstated.

Athens, 27/4/2021
The Chartered Accountant

Thanasis Xynas
CPA (GR) Reg. No.34081



6

Feedback Form

1. To which Stakeholder group do you belong?

- ☐ Employees
☐ Shareholders
☐ Customers
☐ Sales Network

- ☐ Suppliers
☐ State
☐ Associations and Unions
☐ Local Communities

- ☐ Citizens
☐ NGOs
☐ Media
 Other _____

2. What is your impression, about the following Chapters of this Report?

Chapter:	Excellent	Good	Neutral	Mediocre	Bad
4. Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Society	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. What is your impression, about the following elements of this Report?

Element:	Excellent	Good	Neutral	Mediocre	Bad
Sections have the right balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Important topics are covered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Structure supports easy reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Texts are comprehensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantitative elements are complete	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphs included are comprehensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layout is attractive/pleasant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Are there any topics, which are not covered (or not adequately covered) in this Report or do you have questions you would like to be answered in our next Report?

5. Are there any other comments/proposals you might have?

Personal Data (optionally):

Name:

Organization:

Address:

Phone/Fax:

E-mail:

Please fill out the form and send it to:

Attica Group, Corporate Responsibility Team

1-7 Lysikratous & Evripidou Street, 17674, Athens

e-mail: csr@attica-group.com

All information on this form will be used only for evaluating this Report, through statistical analysis. Personal data are protected, as defined by the respective law regarding private information.



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