

Abstract graphic elements on the left side of the page: a large blue shape at the top, a green shape at the bottom, and a large red-to-yellow gradient shape on the right that resembles a stylized 'Z' or a path.

*with **you** as our destination*



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MESSAGE FROM THE CEO



Dear Reader,

The year 2017 was challenging for the passenger shipping industry, with a gradual recovery in demand for domestic shipping services, following the previous years' decline. On the other hand, the continuous increase in fuels prices is an issue of concern, while degraded port infrastructure and intense competition continue to have a negative impact on the industry's prospect.

Despite the difficult conditions in the Greek economic and social environment, there are also positive developments in the passenger shipping industry, as the expected economic recovery and increase in tourist arrivals shape a favorable growth prospects for the industry.

For all of us in Attica Group, achieving our business objectives has been and remains directly associated with our generic objective to create and maintain a solid trust relationship with our Stakeholders. As Corporate Responsibility is a primary principle of our operation, we focus on the areas of Management, Society, Employees, Customers and Environment, where we managed to achieve significant results for yet another year. More specifically, we:

- Communicated Regulation of Professional Behavior to all our employees and had no violation cases concerning our main principles and rules of professional behavior.
- Remained fully committed to support and develop local communities and the country in general and distributed over €300 million in economic value to our Stakeholders, while at the same time increased the total value of societal support activities by 14.3%, through provision of discount tickets and social programs, such as the 'Agoni Grammi Gonimi'.
- Intensified our efforts to cultivate a workplace focused on respect, equality, safety and merit, employed 100% of our employees with full time employment contracts and conducted internal drills on Health and Safety issues to all marine employees.
- Continued our initiatives for our passengers' safety and inspections to ensure safety of our products and services onboard our vessels, as indicated by 45 food hygiene and safety vessel inspections from local authorities, with no recorded non-compliance incidents.
- Continued our efforts to implement environmentally friendlier business practices and reduce our environmental footprint, as we informed all our employees on environmental protection issues.



On the other hand, during 2017 the unfortunate grounding incident of Blue Star Patmos in shallow waters at the port of Los took place. Despite the fact that we managed to effectively respond to our indisputable obligation to protect our passengers' safety, as there were no injuries among the vessel's passengers and crew members, the incident was the cause and reason to evaluate and modify certain corporate procedures. Needless to say, we immediately responded to the incident and proceeded with all required actions to fully repair the vessel to perform its scheduled journeys.

Our aim is to remain committed to the Corporate Responsibility principles we have adopted and set challenging future objectives, in order to achieve responsible operation and support the society in which we operate. Within this context, we were the first passenger shipping company worldwide to develop a Corporate Responsibility Report in accordance with the Global Reporting Initiative's Sustainability Reporting Standards. Continuing this effort, this year we make reference to 74 GRI indicators and present 210 quantitative indicators in our 9th Corporate Responsibility Report.

At the same time, the foundation of Corporate Responsibility within Attica Group is based on the fact that accountability for our responsible operation lies on all our employees, as we inform and train them to operate responsibly within the workplace and as citizens, rather than solely being our Top Management's or Corporate Responsibility Team's responsibility. As a closing remark, I would like to thank all our employees and Group partners who contribute decisively to our successful operation and support our long-term commitment to operate responsibly.

Have a pleasant reading,

Spyridon Paschalis

Chief Executive Officer Attica Group

OVERVIEW



ATTICA GROUP

22 years of continuous presence in our Seas

We operate **12** modern vessels in the Eastern Mediterranean Sea (and **2** more on the Morocco - Spain route)

We increased our journeys in Domestic and Adriatic Sea lines by **3.4%** and **2.6%** respectively

We handled **3,213,847** reservations in the Eastern Mediterranean Sea (and **182,252** more on the Morocco - Spain route), through our central reservation systems



MANAGEMENT

We have communicated Regulation of Professional Behavior to **100%** of our employees

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

No corruption incidents occurred
No bribery incidents related to our employees occurred

We were subjected to **83** external Management Systems' audits, with no recorded non-compliance incident

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

We increased by **2.8%** the number of GRI indicators and by **5%** the number of quantitative indicators we make reference to within the Report



SOCIETY

We distributed over **€300** million in economic value: over €61.6 million to employees (for salaries, benefits and insurance payments), €49.4 million for taxes (including VAT and port taxes), €34.7 million to providers of capital (for interest and return payments), €15.2 million to agents (for commissions), €130.7 million to suppliers (for purchases of goods and services), €1.6 million to society (for discount tickets, implemented programs, sponsorships and donations) and €7.1 million for investments

We increased the total number of discount tickets offered by **7.3%**

We increased the total value of our societal support activities by **14.3%**
We allocated **55%** of sponsorships and donations to local communities

We collected **289** blood units through our voluntary blood donation programs in the last four years

We welcomed **739** young people from schools and universities visiting our facilities

We increased the percentage of procurement expenditure to local suppliers to **92.9%**

We allocated **89.2%** of total procurement expenditure to small and medium-sized enterprises (up to 250 employees)



EMPLOYEES

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

100% of employees in Director positions are Greek

No complaints or grievances regarding our marine employees' living conditions were filed

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

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

The entry level wage of office employees is higher than the legal minimum wage by **19.5%**



CUSTOMERS

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

We were subjected to **45** inspections from local authorities for food hygiene and safety, with no recorded non-compliance incidents

We maintain **4** corporate websites, with over **2.8** million unique visitors annually and handle **3** mobile applications with over **107,000** downloads

The average score of evaluations registered through dedicated devices onboard our vessels reached **3.8** (good), on a 5 point scale

We increased the number of SMS messages sent to our customers by **32.6%**

We increased our loyalty and reward program members by **21.4%**

We dispatched **2,504** notifications to serve passengers with particular requirements to our vessels, out of which **269** concerning passengers with reduced mobility and **9** concerning passengers with sensitivity to allergens

We kept our vessels' departure time in over **90%** of our scheduled journeys



ENVIRONMENT

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

We informed approximately **1.2** million customers on Corporate Responsibility issues, such as environmental protection

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 consumption of plastic bags in our offices by **25%**

We used **24.4%** recycled paper and **79.3%** recycled toners/ink cartridges

We transported from Islands free-of-charge over **79** tonnes of materials for recycling

III 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



WE ARE

22

years of presence in our seas



4.1

million passengers annually in the Eastern Mediterranean Sea (and **537** thousand in the Morocco - Spain route)



635.8

thousand private vehicles annually in the Eastern Mediterranean Sea (and **123.8** thousand in the Morocco - Spain route)



300.6

thousand freight units annually in the Eastern Mediterranean Sea (and **39.7** thousand in the Morocco - Spain route)



12

modern vessels in the Eastern Mediterranean Sea (and **2** more in the Morocco - Spain route)



1.3

million miles annually (62 times around the Earth)



1,205

employees

WE OFFER

We serve over 40 destinations in Greece and Italy, through our Blue Star Ferries and Superfast Ferries brands, which are known for their high level of service, as well as the Morocco – Spain route, through our Africa Morocco Links (AML) brand.

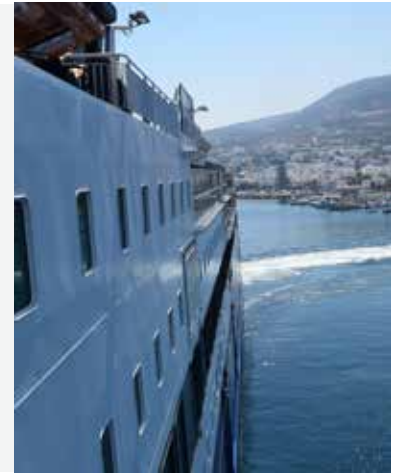
1. The Passenger Shipping Industry



Coastline and Greek Islands

Greece has the 11th largest coastline worldwide (13,676 km), just behind China (with a coastline of 14,500 km). This unusual extent is attributed to its unique geographical relief and morphology, which includes 6,000 islands and islets scattered in the Aegean and Ionian Seas. With over 1,500,000 registered inhabitants in 227 islands (approximately 12.3% of the country's population), Greek islands:

- Contribute 11.6% to the Greek Gross Domestic Product (GDP).
- Support over 13.4% 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.



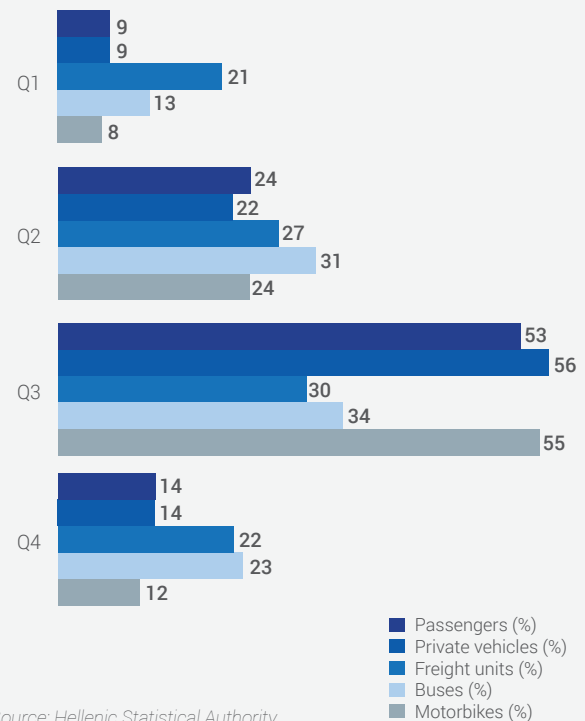
About the Industry

Passenger shipping is one of the most important industries in the Greek economy, as the use of passenger and car-passenger vessels is required to connect islands with the mainland, as well as to connect Greece with Italy. Based on a 2016 study conducted by the Foundation for Economic and Industrial Research (IOBE) published in 2017:

- Greece has the highest number of ports for maritime passenger transport and Piraeus port has the largest passenger transportation volume among the 28 European Union countries.
- The number of transported passengers and vehicles in domestic lines reached approximately 16 million and 3 million respectively, increased by 1.6% and 13% respectively (approximately 255,000 passengers and 341,000 vehicles) compared to 2015, mainly due to the increased tourism in Greece. However, despite the 8% increase compared to 2012, passenger transportation volume in 2016 was lower by 21.2% and 15.8% compared to 2007 and 2009 respectively.
- The number of transported passengers and vehicles in Adriatic Sea lines reached approximately 1.5 million and 688,000 respectively, reduced by 12.6% and 14% respectively (approximately 220,000 passengers and 112,000 vehicles) compared to 2015 or by 33% and 20% respectively compared to 2009.
- Passenger shipping industry contributes approximately €16.1 billion in the Greek economy (9.2% of the country's GDP) and supports approximately 349,000 job positions, without including short domestic routes and cruise lines.

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 January to March. 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 Transportation



The Greek Passenger Shipping Industry contributes 9.2% to the Greek GDP and 9.7% to the total job positions in Greece



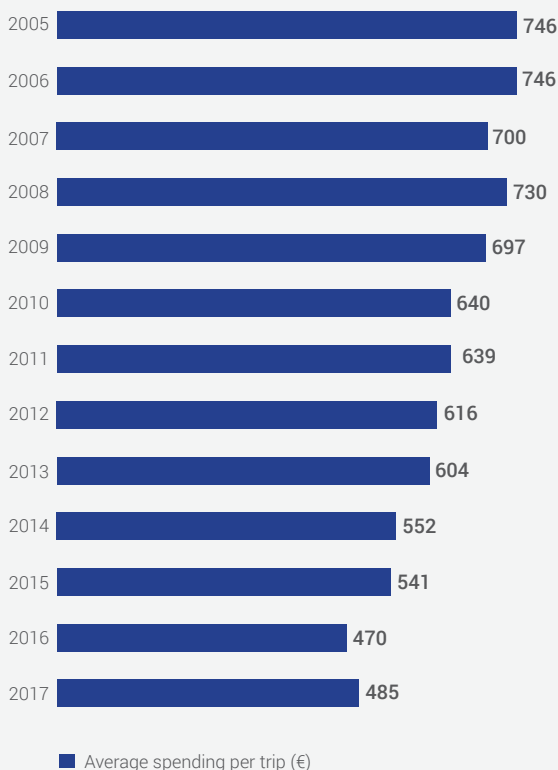
Arrivals and Spending

Based on Bank of Greece's data, the number of 2017 non-resident arrivals in Greece reached approximately 30.2 million, 7.4% more than 2016, while travel revenues and average spending per trip also increased by 10.8% and 3.2% respectively compared to 2016, reaching €14.6 billion and €485 respectively.

However, the average spending per trip continues to remain significantly lower than previous years, which can be 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 at 14% and 6%, fully passed on ticket prices for the period 2017-2018 would have resulted to the increase of:

- Revenues for domestic passenger shipping companies by €95 million and over €190 million respectively.
- Transported passengers by 12% and 28% respectively.
- Revenues from additional visitors to island economies by €778 million and €1.6 billion respectively.
- Island economies' GDP by €1 billion and €2.5 billion respectively.
- Job positions by 18,000 and 42,000 respectively.

Average Spending from Abroad Visitors



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 and Crete domestic routes and on the Greece – Italy routes, through our subsidiaries and commercial brands Blue Star Ferries and Superfast Ferries respectively. Furthermore, we participate with 49% share in 'AFRICA MOROCCO LINKS' (AML), which connects Morocco with continental Europe. 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.

Shareholder Structure

Shareholder	Share*
MIG Shipping S.A.	77.8%
Marfin Investment Group	11.6%
Other Shareholders	10.6%

*Data refer to 31/12/2017.



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



Our history

1918-1992

- 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 Holding S.A.'



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



1995-1998

- 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



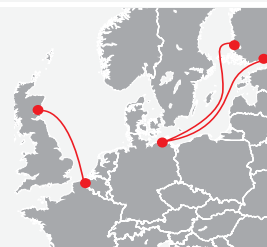
1999

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



2001-2005

- 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

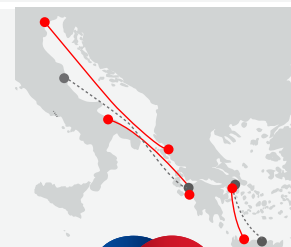
- Sale of RoRo vessels and exit from the Baltic and North Sea market



2011-2014

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

- Expanded JV
- Initial JV



2015

- Superfast Ferries celebrated 20 years since its first journey



2016

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



2017

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



22 years of continuous presence in our Seas

Our fleet

Our fleet consists of 12 car-passenger (ro-pax) vessels in the Eastern Mediterranean Sea and 2 more in the Morocco – Spain route, out of which 13 are privately-owned and one is on long-term contract. It must be noted that:

- 10 of our 13 privately-owned vessels are tailor-designed by our Group for the specific routes we operate and have been built in first-class European and South Korean shipyards, in accordance with the highest shipbuilding standards.
- 13 vessels are registered in the Greek ship registry.
- The average age of our vessels in the Eastern Mediterranean Sea is 14.5 years.
- 5 vessels jointly operate with ANEK LINES's vessels, within the context of the 'ANEK S.A. - SUPERFAST ENDEKA (HELLAS) INC. & Co. Joint Venture', specifically for the Crete and Adriatic Sea routes.



We operate 12 modern vessels in the Eastern Mediterranean Sea (and 2 more on the Morocco - Spain route)

Vessel Capacity

	Superfast	Blue Star	AML	Total
Vessels (number)	4	8	2	14
Passengers (number)	5,518	13,981	2,070	21,569
Beds (number)	2,169	2,812	442	5,423
Garage lane length (meters)	8,840	8,999	1,389	19,228

Transportation Volume

	2014	2015	2016	2017	Difference 2017-16
Eastern Mediterranean Sea					
Passengers (million)	4.13	4.50	4.04	4.13	+2.2%
Private vehicles (thousand)	537.65	576.76	601.72	635.83	+5.6%
Freight units (thousand)	263.96	270.39	290.43	300.61	+3.5%
Morocco - Spain					
Passengers (million)	-	-	187.08	537.00	+187%
Private vehicles (thousand)	-	-	42.05	123.83	+194.5%
Freight units (thousand)	-	-	3.82	39.78	+941.3%



We increased our journeys in Domestic and Adriatic Sea lines by 3.4% and 2.6% respectively

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 and www.aml.ma, as well as mobile applications.
- 30 Premium Sales Agents and 42 Port agents for Blue Star Ferries and Superfast Ferries, as well as 13 Premium Sales Agents and 2 Port agents for AML.
- Two central reservation systems, 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 100 countries in 5 continents).



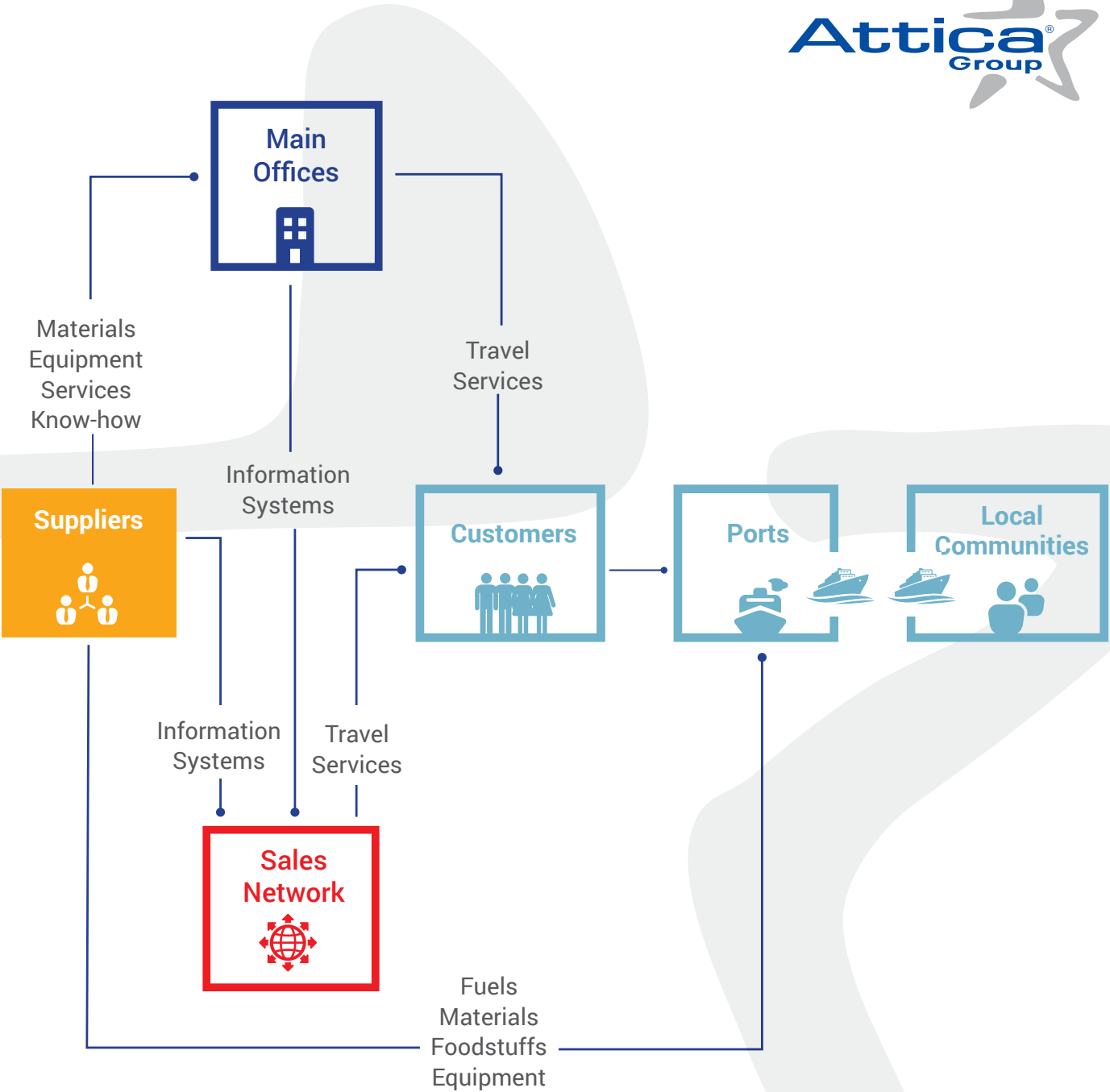
We handled 3,213,847 reservations in the Eastern Mediterranean Sea (and 182,252 more on the Morocco - Spain route), through our central reservation systems

Our Sales Network



In order to provide our services in 2017, we used:

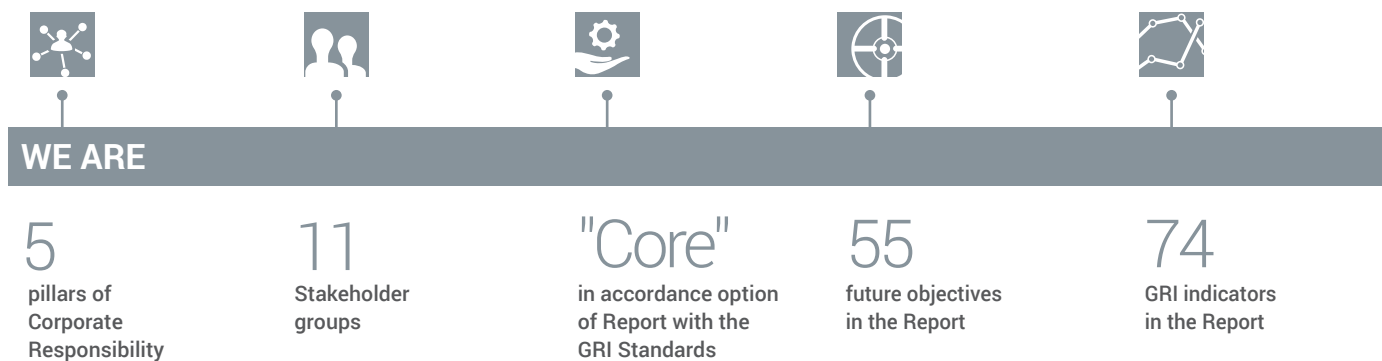
- 8 vessels in the Domestic lines to connect Piraeus with Cyclades, Dodecanese, Crete (Chania and Heraklion) and N.E. Aegean islands.
- 3 privately-owned vessels in the Adriatic Sea lines (Patra – Igoumenitsa – Ancona and Patra – Igoumenitsa – Bari, with an intermediary approach in the port of Corfu during the summer months), while we also served the Patra – Igoumenitsa – Venice route with the vessel Asterion, which is chartered to ANEK LINES, under the ANEK-Superfast Joint Venture.
- 2 vessels in the Morocco – Spain route (Tangier Med – Algeiras and Nador – Almeria) and 2 vessels chartered during summer months for AML.





IV MANAGEMENT

Incorporate Responsibility into our daily management practices



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.

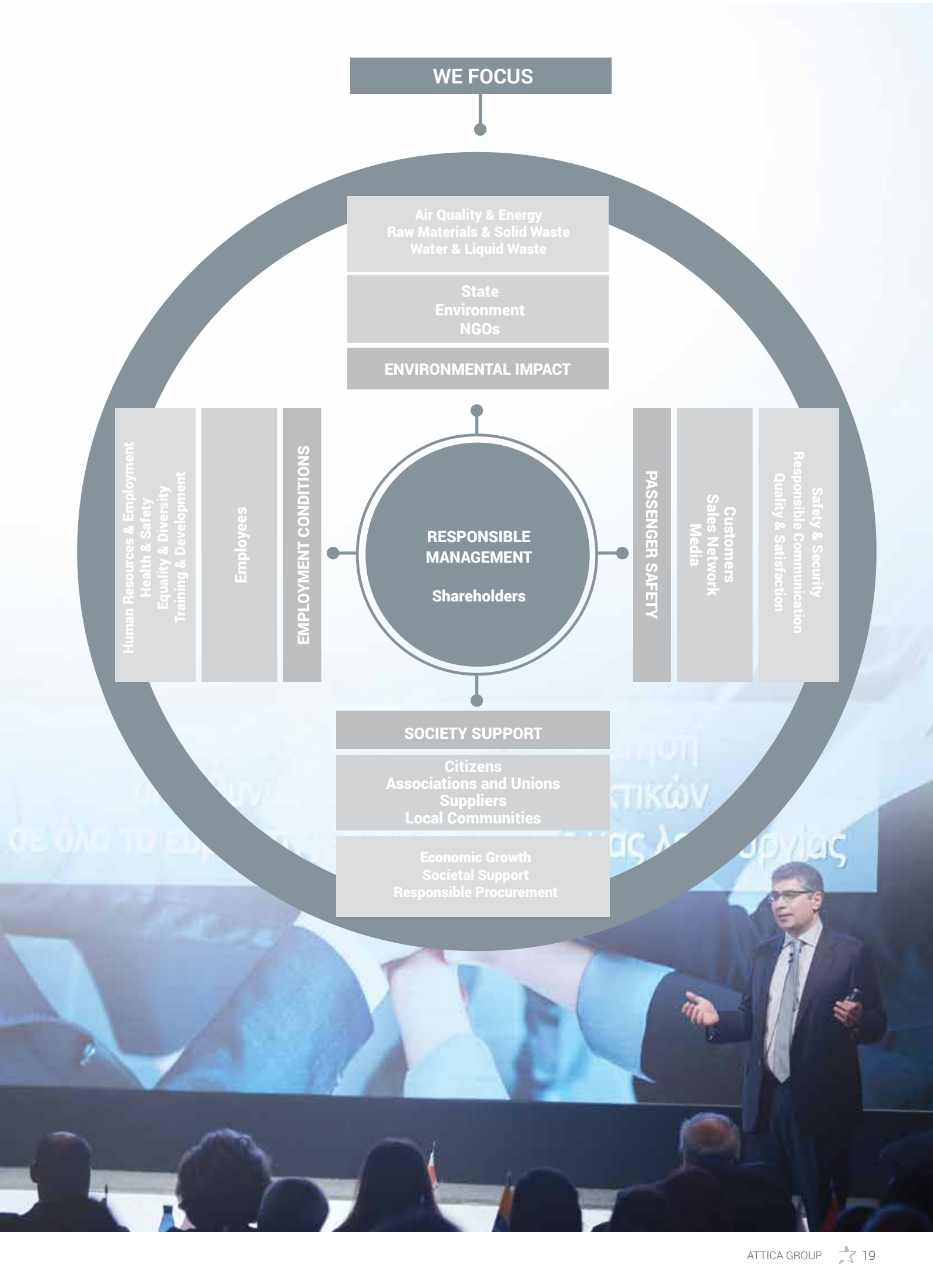
WE FOLLOW

Principles of the United Nations' Global Compact

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

WE ACHIEVED

- ✓ We have communicated Regulation of Professional Behavior to 100% of our employees.
- ✓ No violation cases concerning our main principles and rules of professional behavior occurred.
- ✓ No corruption incidents occurred.
- ✓ No bribery incidents related to our employees occurred.
- ✓ We were subjected to 83 external Management Systems' audits, with no recorded non-compliance incident.
- ✓ No non-compliance incident was recorded during audits of our contractors' Management Systems.
- ✓ We increased by 2.8% the number of GRI indicators and by 5% the number of quantitative indicators we make reference to within the Report.



WE FOCUS

Air Quality & Energy
Raw Materials & Solid Waste
Water & Liquid Waste

State
Environment
NGOs

ENVIRONMENTAL IMPACT

Human Resources & Employment
Health & Safety
Equality & Diversity
Training & Development

Employees

EMPLOYMENT CONDITIONS

**RESPONSIBLE
MANAGEMENT**

Shareholders

PASSENGER SAFETY

Customers
Sales Network
Media

Safety & Security
Responsible Communication
Quality & Satisfaction

SOCIETY SUPPORT

Citizens
Associations and Unions
Suppliers
Local Communities

Economic Growth
Societal Support
Responsible Procurement

1. Corporate Governance



Trust

According to a survey conducted to 2,600 people in 2017, **93%** of respondents who travelled with us believe we are a trustworthy company.

We operate based on 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 and consists of the following members (data as of 31/12/2017):

Kyriakos Mageiras	President, Executive member
Michael Sakellis	Vice-President, Independent Non-Executive member
Spyridon Paschalis	Chief Executive Officer (CEO) Executive member
Hercules Simitsidellis	Executive member
George Efstratiadis	Non-Executive member
Panagiotis Throuvalas	Non-Executive member
Emmanouil Xanthakis	Independent, Non-Executive member



Corporate Governance Code

According to our Internal Regulation Code, the Corporate Governance Department is responsible to adhere to, update and implement the Corporate Governance Code.

- The Board of Directors consists between three to nine members, who are elected by the General Meeting of shareholders for two years, with the current BoD's term end date on 30/06/2018.
- BoD members elect the President, Vice-President and Chief Executive Officer, as well as the Authorized Director, if deemed necessary.
- Responsibilities of the President and the Chief Executive Officer are separate.

- 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 2017.
- The BoD is responsible for the Chief Executive Officer's performance evaluation.
- The Chief Executive Officer evaluates managers' performance on an annual basis. Evaluation criteria include achievement of their objectives, their contribution to cultivate an excellent workplace and their personal characteristics.
- Remuneration for executive members is associated with the corporate strategy and achievement of pursued objectives, while remuneration for non-executive members is associated with their employment time and responsibilities, without being directly associated with business performance, in order to encourage freedom of opinion regarding taking increased business risks.
- The Board of Directors is supported by the **Audit Committee** which is elected from the General Meeting of shareholders and consists of two independent non-executive members and one executive member, who meet at least quarterly, in order to:
 - Oversee compliance with legislation and regulatory requirements.
 - Ensure transparency of corporate operations.
 - Evaluate the effectiveness of internal control and risk management systems.
 - Monitor, review and evaluate the process of compiling financial information.



Dependency Relationships for BoD Members

According to our Corporate Governance Code, we consider that a dependency relationship exists for candidate and actual independent, non-executive BoD members, when the member:

- Maintains business or other professional relationship with the Group or an affiliated company, which affects its business activity, especially in cases of being a major supplier or customer of the Group.
- Is BoD President 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.



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 General Meeting of shareholders 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.

We apply Principles and Regulation of Conduct

Regulation of Professional Conduct & Business Ethics: We have communicated our revised Regulation of Professional Conduct & Business Ethics to all office employees via e-mail, which is also placed on their computer desktop. The Code is also part of the introductory material provided to all new hired employees, who sign for its receive and acceptance, and outlines the principles and rules which govern our business activities on the following topics:

- Confidentiality – Privacy.
- Information Security – Insider Information.
- Personal Data and Information.
- Professional Behavior: Behavior towards customers, behavior among colleagues.
- Professional Appearance.
- Health & Safety.
- Conflict of interests.
- Engaging with Other Work Activities.
- Transparency of Activities.
- Respect for Property and Provided Resources.
- Group Representation in Media – Publications – Public Views.
- Report of Illegal Activities and Violations.
- Corporate Responsibility.

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 2017.
- 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.



We have communicated Regulation of Professional Behavior to 100% of our employees



Reporting Violations

Any office employee who becomes aware of any violation of the Regulation of Professional Conduct & Business Ethics (such as fraud, theft or any other illegal activity), should report the incident to his/her supervisor who informs the Human Resources Department or the Internal Audit Department, in cases of fraud or incident that can lead to financial damage. At the same time, marine employees can report potential violations concerning the Employee Guidebook through the established procedure for submitting complaints and additionally can contact the competent authorities directly for any violations. All reports have to be submitted by name, while marine employees can anonymously submit any complaint through the personal interviews conducted during the Maritime Labour Convention's (MLC) external inspections.



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

We apply internal control and risk management systems

Internal Control: We apply an internal control system, in order to ensure our efficient operation and provide reliable financial information. 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. We have developed control systems and adhere to appropriate processes for its operation as an independent body, which enables the Department to audit our functions and procedures, as well as monitor the Internal Regulation Code's implementation and enforcement.
- The Internal Regulation Code, which defines:
 - Departments' structure, their responsibilities and the relationship with the Group's management.
 - Responsibilities of BoD members.
 - Recruitment and performance evaluation process for managers.
 - Monitoring of transactions from BoD members, managers and persons with insider information.
 - Public disclosure of significant transactions.
 - Principles for transactions between affiliated companies.



Stock Trading Monitoring Procedure

According to the relevant legislation, we have compiled a list of people with access to privileged information, which is provided to the Hellenic Capital Market Commission upon request. We inform each person in the list for its obligations, as well as potential sanctions in case of information misuse.

Risk Management: Within the context of our risk management system, we maintain and update annually our Risk Registry in cooperation with Directors and the Group's management, where records are assessed and prioritized according to risks that can affect our business plan. Based on the Registry's latest update, we have identified the following risks that may affect our operations depending on their significance.

Risks

Description

- 1 Reduced passenger and freight transportation volume.
- 2 Competition from shipping companies and airlines.
- 3 Risk of Greece being considered as an unsafe tourist destination with consequent decrease in tourist flow.
- 4 Decreased financial results due to purchase price increases or changes in the Euro-US dollar exchange rate.
- 5 Risk from new activities, such as possibility of new market activities' slow acceptance, difficulties in entering abroad lines due to intense competition from local companies, market price wars.
- 6 Risk of strikes.
- 7 Loss of customer revenues due to economic recession (agents and transporters).
- 8 Risks from decisions that may affect our business activity, such as ports' privatization, establishing fares in public service routes, subsidies, unsafe and uninterrupted operation of shipbuilding zones.



Ensuring Business Continuity and Cybersecurity

In order to ensure our infrastructures and computer systems' uninterrupted operation, we:

- Operate an Alternative Information Systems and Telecommunications Center.
- Implement a specific on-site and off-site backup policy.

Furthermore, we have established cybersecurity processes to maintain a secure online environment, in which we define our actions to protect office and vessel information systems from risks, such as:

- Computer viruses and malware.
- Internal attacks.
- Important data destruction due to employee negligence.
- External attacks (such as hacking and phishing).
- Attacks to disrupt services when connected to the Internet (Denial of Service – DOS).



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 started to develop our Anti-corruption Regulation addressing our main professional integrity and business ethics practices.
- Have placed our anti-corruption policies and procedures on all our office employees' computer desktop.
- 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. Indicatively, our opinion regarding fire protection of car-passenger (ro-pax) vessels' open decks was expressed during a European Maritime Safety Agency (EMSA) meeting in Lisbon within 2017.

It must be noted that within 2017:

- We made no donations to political parties in Greece.
- There were no corruption incidents or pending lawsuits related to corruption or relevant sanctions imposed by respective authorities.
- There were no legal accusations of corruption filed or pending accusations of corruption or fines imposed.



No corruption incidents occurred



Accepting Gifts

According to our Regulation of Professional Conduct & Business Ethics, employees are strictly prohibited to directly or indirectly engage in any kind of bribery (such as giving or receiving any gift, financial incentive, loan, commission, reward or other incentive) towards or from any person, as an incentive to conduct their tasks in a non-appropriate manner.



No bribery incidents related to our employees occurred

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 on legislative competition issues for our Management Executives.

Within 2017:

- There was a lawsuit filed by the Pharmaceutical Association of Cyclades claiming abuse of dominant position, for which clarifications were submitted at Kallithea Magistrates' Court during the preliminary examination, with the case file still before in the Public Prosecutor of the Athens Misdemeanours Court.
- There were no relevant fines or other sanctions imposed by the respective authorities.
- Regarding a previous complaint filed to the Hellenic Competition Commission for anti-competitive behavior of a Company of the Group from a travel agent who the Company decided not to cooperate with, following a formal letter additionally submitted to the Greek Competition Commission in response to the complaint, the Competition Commission rejected the complaint, while the Multimember Court of First Instance of Kos rejected the agent's respective lawsuit due to vagueness of pleadings. The agent's appeal against the decision by the Multimember Court of First Instance of Kos is expected to be discussed within 2018.

We comply with regulatory framework

We closely monitor the regulatory and legal framework related to our activities, in order to apply its relevant provisions. It must be noted that within 2017, there were no written notices regarding compliance issues by respective authorities, while no significant relevant fines (over €20,000) or other sanctions were imposed.

2. Corporate Responsibility



Responsible Company

According to a survey conducted to 2,600 people in 2017, **83%** of respondents travelled with us believe that we operate responsibly as a company.

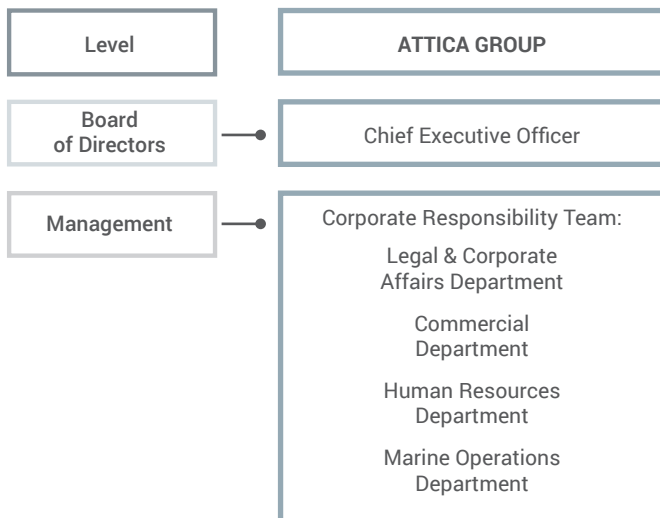
Corporate Responsibility

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.

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.

Managing Corporate Responsibility



- At Board level, the Chief Executive Officer has the overall responsibility for Corporate Responsibility issues, including principles, policies and objectives.
- At Management level, the Corporate Responsibility Team is responsible to coordinate our overall Corporate Responsibility strategy. The Team consists of executives from the Legal & Corporate Affairs Department, the Commercial Department, the Human Resources Department and the Marine Operations Department and cooperates with other Departments, in order to diffuse practices related to responsible operation. It must be noted that we have already included the Corporate Responsibility Team's responsibilities within one of its members' formal job descriptions.



Global Compact Principles

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.



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.



Training on Corporate Responsibility

In order to further manage Corporate Responsibility in a systematic way, during 2017 we organized:

- A two-hour training seminar for all Top Management members and Directors (21 executives) on the definition and importance of Corporate Responsibility, as well as respective trends.
- Two training courses with a total duration of 8 hours for 4.5% and 7.1% of Managers and Directors respectively on Corporate Responsibility and Sustainable Development issues.



Corporate Responsibility Strategy

In 2017, we initiated a process to develop our Corporate Responsibility Strategy & Action Plan 2018-2020, in order to improve our performance. Within this context, we utilized an online tool to quantitatively measure our Group's current Corporate Responsibility maturity level in:

- 7 Areas (Management, Owners, Employees, Suppliers, Customers, Communities and Environment).
- 41 sub-Areas.
- 4 Dimensions (Policies, Processes, Performance and Perception).

Based on replies to over 1,000 potential questions based on criteria from internationally recognized systems (such as GRI, AA1000, ISO26000 and EFQM) and good practices from leading organizations worldwide, we quantitatively assessed our Corporate Responsibility maturity and identified the Areas and Dimensions with the lowest scores where we have to focus.

The results were presented during a half-day Strategy Workshop to approximately 60 management executives, including the Chief Executive Officer, Top Management members, Directors and Managers from all departments. After the presentation, participants determined which Areas, sub-Areas and Dimensions we should focus on, and defined the quantitative targets for each Area, forming the Corporate Responsibility Strategy 2018-2020.

In 2018, we aim to define the future actions to develop our Corporate Responsibility Action Plan 2018-2020, within the framework of our Corporate Responsibility Strategy, actions which will be decided by each department.



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).



We were subjected to 83 external Management Systems' audits, with no recorded non-compliance incident



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

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-President of BoD and the Chief Executive Officer are President of BoD and Vice-President of International Routes in the BoD of SEEN.
- Hellenic Chamber of Shipping (HCS). The Vice-President 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 (HELMEPA).
- 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.

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. In 2017, we were proud to receive:

- The 'True Leader' award in ICAP Group's **TRUE LEADERS** for the 3rd consecutive year, as among the leading companies in our industry based on turnover and profitability and as one of the business groups with the highest number of employees.
- The Gold Award in Supply Chain Institute's and Boussias Communications' **Transport & Logistics AWARDS 2017** in the category 'Passenger Transportation', section 'Innovative Passenger Transport Services' for the Eurail and Interrail Greek Islands Pass cards, which combine train and vessel transportation and allow their holders to pay a single fare and travel to successive destinations.



3. Materiality and Stakeholders

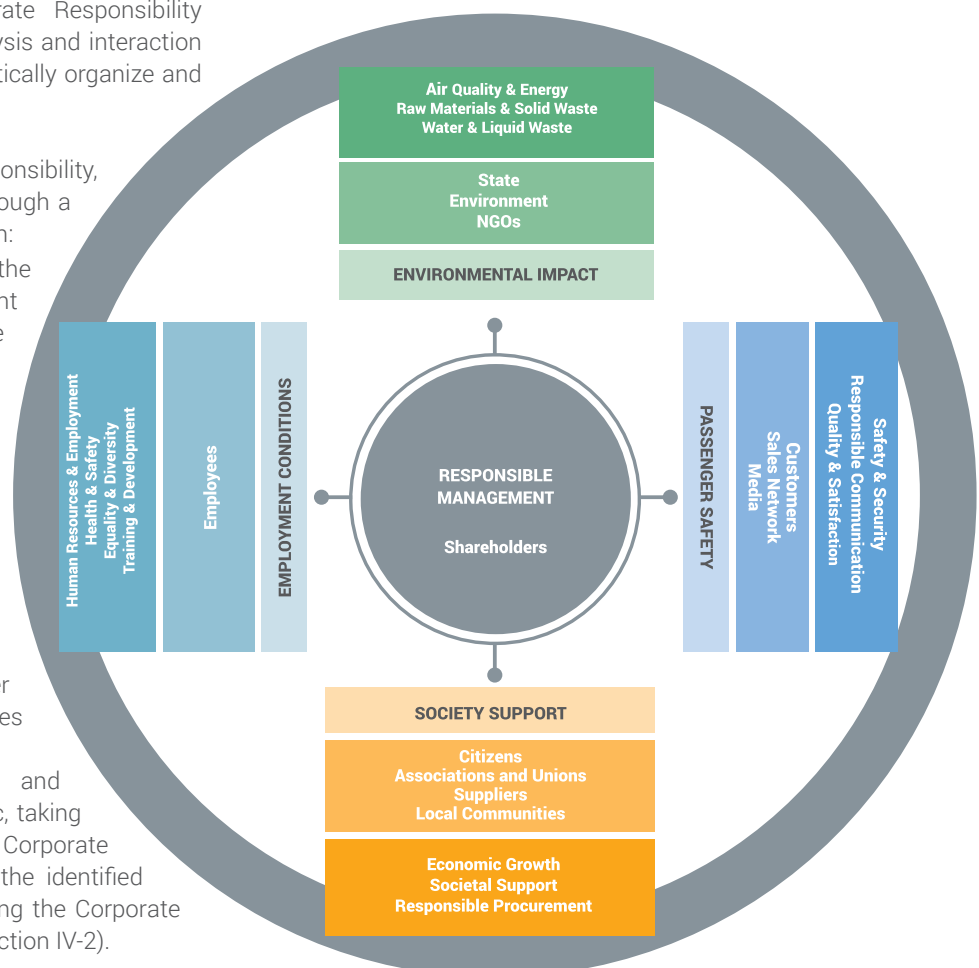
We identify Material Topics

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.

In each one of the areas of Corporate Responsibility, we focus on Material Topics, identified through a respective Materiality Analysis, during which:

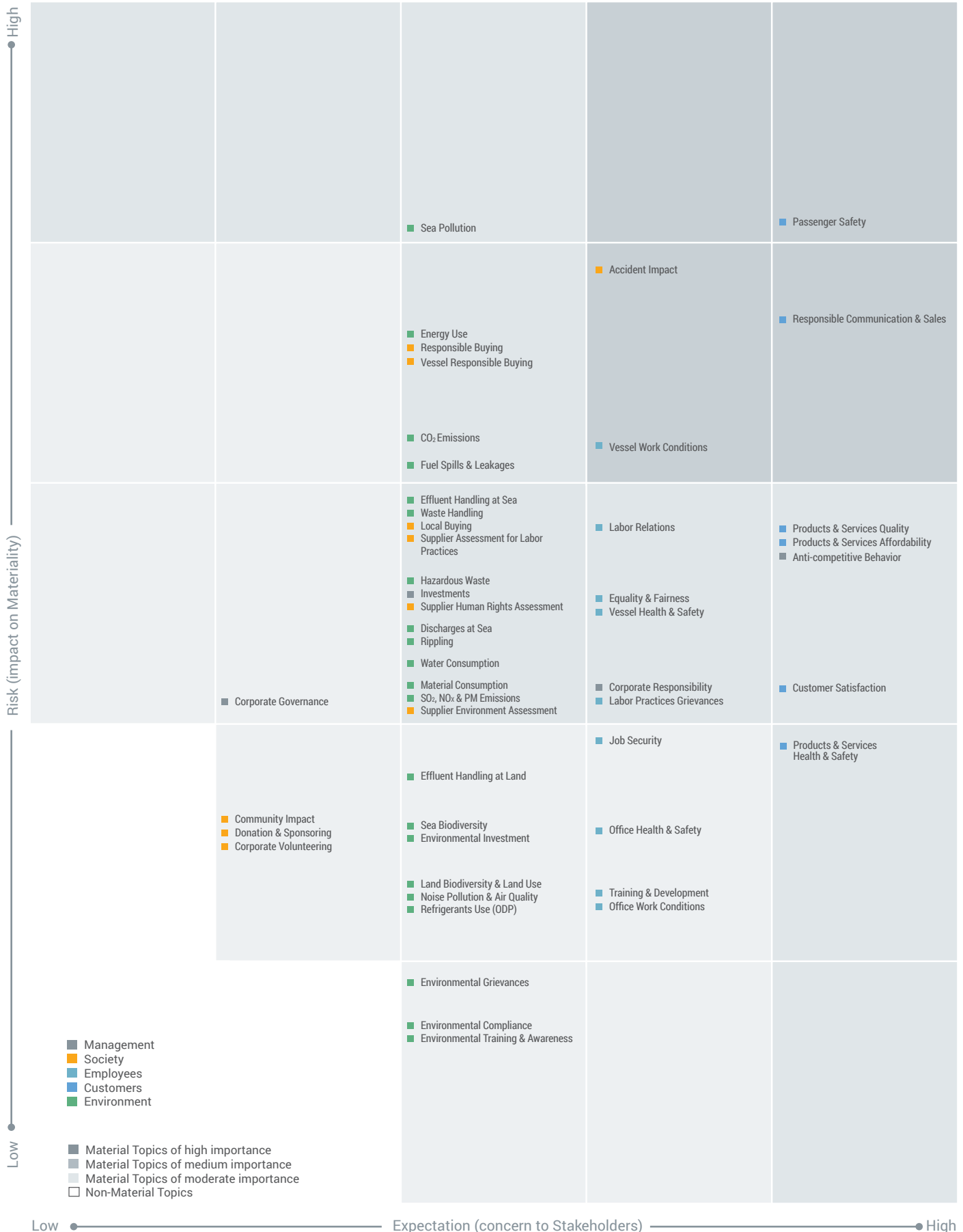
- We identified potential topics, based on the industry's regulatory framework, current global conditions and practices and future trends, developing a pool of over 90 topics to be considered.
- We analyzed the associated risk for each topic, based on:
 - Their potential impact (for our Stakeholders).
 - 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 more during the Corporate Responsibility Strategy Workshop (see section IV-2).

Corporate Responsibility Framework



The Materiality Analysis was approved by the Corporate Responsibility Team and the Chief Executive Officer, who also approved the Corporate Responsibility Report. Through this Analysis, we have identified the following Material Topics for 2017 (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 2017, we identified our Stakeholders' expectations related to our responsible operation, mainly through surveys that included:

- A Qualitative Equity Survey, with group discussions and interviews to 53 passengers in the Domestic lines, as well as 5 passengers and 14 professional drivers in the Adriatic Sea lines.
- A Greek Domestic Lines Survey, with personal interviews to 2,600 people in selected areas (Attica, Crete, Dodecanese, Cyclades and North Aegean islands).



Focus of Domestic Passenger Shipping Companies

According to a survey results conducted in 2017, domestic passenger shipping companies should mainly focus by priority to:

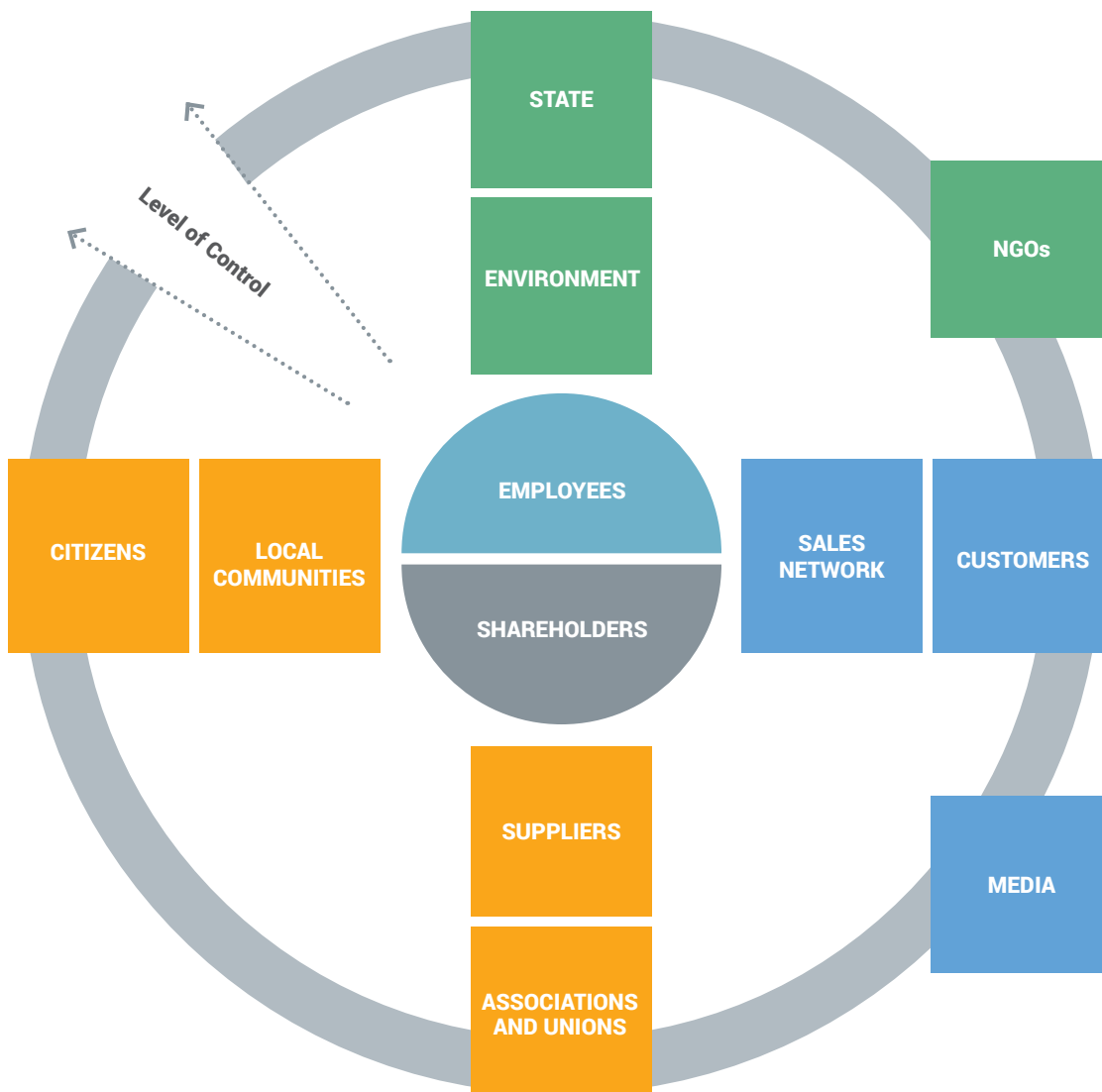
- Provide quality services.
- Care for their employees.
- Reduce their environmental impact.
- Contribute to economy.
- Support society.



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 (annually) ■ Performance Appraisal (annually) ■ Events / Meetings ■ Training ■ Negotiations with Employee Unions (through Greek Shipowners Association for Passenger Ships – SEEN) 	<ul style="list-style-type: none"> ■ Job Security (VI-1) ■ Training & Development (VI-4) ■ Vessel Health & Safety (VI-2) ■ Office Health & Safety (VI-2) ■ Vessel Work Conditions (VI-1-4) ■ Equality & Fairness (VI-3) ■ Labor Practices Grievances (VI-3) ■ Office Work Conditions (VI-1-4) ■ Employee Training In Human Rights (VI-4, V-2) ■ Labor Relations (VI-3)
Shareholders	<ul style="list-style-type: none"> ■ General Meeting of Shareholders (annually) ■ Websites ■ Meetings 	<ul style="list-style-type: none"> ■ Passenger Safety (VII-1) ■ Community Impact (V-2) ■ Corporate Responsibility (IV-2) ■ Accident Impact (V-2, VII-1) ■ Corporate Governance (IV-1) ■ Investments (VI-3)
Customers	<ul style="list-style-type: none"> ■ Qualitative Equity Survey (annually) ■ Greek Domestic Lines Survey (annually) ■ Customer Services Division ■ Websites ■ Satisfaction / Complaints Questionnaires ■ Social media ■ Information leaflets 	<ul style="list-style-type: none"> ■ Passenger Safety (VII-1) ■ Products & Services Quality (VII-1, 3) ■ Products & Services Health & Safety (VII-1) ■ Products & Services Affordability (VII-3) ■ Responsible Communication & Sales (VII-2) ■ Customer Satisfaction (VII-3) ■ Accident Impact (V-2, VII-1) ■ Environmental Training & Awareness (VIII-1) ■ Anti-competitive Behavior (IV-1)
Sales Network	<ul style="list-style-type: none"> ■ Events / Meetings ■ Information systems ■ Travel agents' online portal ■ Websites 	<ul style="list-style-type: none"> ■ Passenger Safety (VII-1) ■ Products & Services Quality (VII-1, 3) ■ Responsible Communication & Sales (VII-2) ■ Customer Satisfaction (VII-3) ■ Anti-competitive Behavior (IV-1)
Suppliers	<ul style="list-style-type: none"> ■ Supplier evaluation ■ Meetings ■ Contracts 	<ul style="list-style-type: none"> ■ Responsible Buying (V-3) ■ Local Buying (V-3) ■ Vessel Responsible Buying (V-3) ■ Supplier Assessment for Labor Practices (V-3) ■ Supplier Human Rights Assessment (V-3) ■ Supplier Environmental Assessment (V-3)

Stakeholder	Methods of interaction through continuous activities (unless indicated otherwise)	Main issues of interest (reference in Report)
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 (VII-1) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ Accident Impact (V-2, VII-1) ■ Corporate Governance (IV-1) ■ Anti-competitive Behavior (IV-1) ■ Rippling (VIII-3, V-2)
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 (VII-1) ■ Products & Services Quality (VII-1, 3) ■ Products & Services Affordability (VII-3) ■ Anti-competitive Behavior (IV-1)
Local Communities (e.g. islands)	<ul style="list-style-type: none"> ■ Qualitative Equity Survey (annually) ■ Greek Domestic Lines Survey (annually) ■ Meetings / Presentations ■ Local events and programs 	<ul style="list-style-type: none"> ■ Community Impact (V-2) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ CO₂ Emissions (VIII-1) ■ Effluent Handling (VIII-3) ■ Waste Handling (VIII-2) ■ Discharges at Sea (VIII-2, 3) ■ Hazardous Waste (VIII-3) ■ SO₂, NO_x & PM Emissions (VIII-1) ■ Noise Pollution & Air Quality (VIII-1) ■ Environmental Grievances (VIII-1) ■ Environmental Compliance (VIII-1) ■ Accident Impact (V-2, VII-1) ■ Donation & Sponsoring (V-2) ■ Corporate Volunteering (V-2) ■ Rippling (VIII-3, V-2)
Citizens	<ul style="list-style-type: none"> ■ Qualitative Equity Survey (annually) ■ Greek Domestic Lines Survey (annually) ■ Websites ■ Social media 	<ul style="list-style-type: none"> ■ Passenger Safety (VII-1) ■ Products & Services Quality (VII-1, 3) ■ Energy Use (VIII-1) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ CO₂ Emissions (VIII-1) ■ Environmental Training & Awareness (VIII-1) ■ Material Consumption (VIII-2) ■ Products & Services Affordability (VII-3) ■ Responsible Communication & Sales (VII-2) ■ Accident Impact (V-2, VII-1)
Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> ■ Collaborations ■ Meetings / Presentations 	<ul style="list-style-type: none"> ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ Effluent Handling (VIII-3) ■ Waste Handling (VIII-2) ■ Discharges at Sea (VIII-2, 3) ■ Water Consumption (VIII-3) ■ Sea Biodiversity (VIII-3) ■ Land Biodiversity & Land Use (VIII-3) ■ Noise Pollution & Air Quality (VIII-1) ■ Refrigerants Use (ODP) (VIII-1) ■ Environmental Grievances (VIII-1) ■ Environmental Compliance (VIII-1) ■ Vessel Health & Safety (VI-2) ■ Accident Impact (V-2, VII-1) ■ Vessel Work Conditions (VI-1-4) ■ Equality & Fairness (VI-3) ■ Office Work Conditions (VI-1-4) ■ Labor Practices Grievances (VI-3) ■ Office Work Conditions (VI-1-4) ■ Rippling (VIII-3, V-2) ■ Labor Relations (VI-3) ■ Investments (VI-3)
Media	<ul style="list-style-type: none"> ■ Press releases ■ Press conferences ■ Websites 	<ul style="list-style-type: none"> ■ Passenger Safety (VII-1) ■ Products & Services Quality (VII-1, 3) ■ Community Impact (V-2) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ Products & Services Affordability (VII-3) ■ Responsible Communication & Sales (VII-2) ■ Accident Impact (V-2, VII-1) ■ Donation & Sponsoring (V-2)



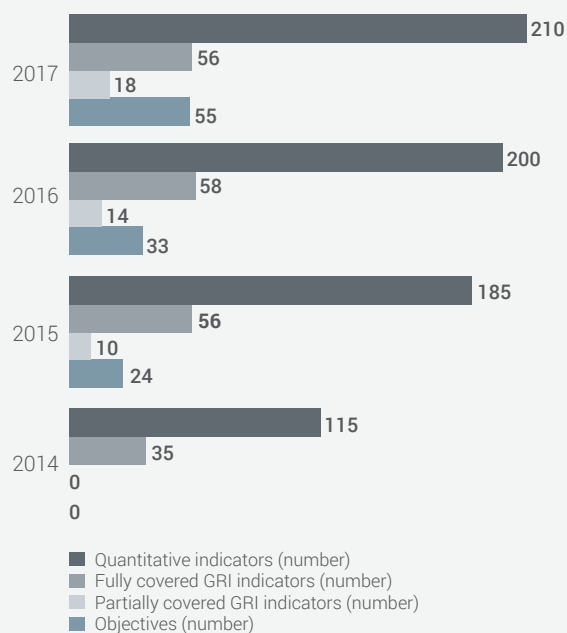
We focus on quantitative data and results

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. Aiming to systematically report on our performance, within 2017 we completed the process to record our Corporate Responsibility Report's quantitative indicators and forwarded them to the respective Departments to modify accordingly, in order to configure our Enterprise Resource Planning (ERP) system.



We increased by 2.8% the number of GRI indicators and by 5% the number of quantitative indicators we make reference to within the Report

Quantitative Data within the Corporate Responsibility Report



4. Achievements 2017 and Future Objectives

We committed	Progress	We aim	By
		To improve our overall performance on Corporate Responsibility issues by 24%.	→ 2020
		To improve our performance on Corporate Responsibility issues related to Owners by 10%.	→ 2020
		To improve our performance related to Management of Corporate Responsibility issues by 25%.	→ 2020
To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility (by 2018).	→ 25%	To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility.	→ 2019
To include Corporate Responsibility Team's responsibilities within its members' formal job descriptions.	→ 25%	To include Corporate Responsibility Team's responsibilities within its members' formal job descriptions.	→ 2018
To conduct trainings or briefings related to the Regulation of Professional Conduct & Business Ethics.	→ 0%	To conduct trainings or briefings related to the Regulation of Professional Conduct & Business Ethics.	→ 2018
To develop an Anti-Corruption Code.	→ 25%	To develop an Anti-Corruption Code.	→ 2018
To include our Corporate Responsibility Report's quantitative indicators in our SAP ERP (by 2018).	→ 25%	To include our Corporate Responsibility Report's quantitative indicators in our SAP ERP.	→ 2018
		To develop a Corporate Responsibility Strategy and Action Plan 2018-2020, based on quantitative assessment and target setting.	→ 2018
		To integrate the Corporate Responsibility Strategy 2018-2020's target assessment score within the overall Group Strategy.	→ 2018
		To include the Corporate Responsibility Strategy 2018-2020's quantitative assessment score as target in the formal appraisal process for Top Management members and at least one Board of Directors member.	→ 2019
		To develop a process to identify, prioritize and include Corporate Responsibility issues in local and international investment agreements.	→ 2018
		To establish a comprehensive Business Continuity Plan to ensure continuation of our operations following unexpected events.	→ 2020
		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.	→ 2018

We support prosperity of Society



WE ARE

€271.5

million turnover

€300.3

million economic
value distributed

€1.6

million social
contribution

48,052

discount tickets

70

blood units from
volunteer blood
donators

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 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 ACHIEVED

- ✓ We distributed over €300 million in economic value: over €61.6 million to employees (for salaries, benefits and insurance payments), €49.4 million for taxes (including VAT and port taxes), €34.7 million to providers of capital (for interest and return payments), €15.2 million to agents (for commissions), €130.7 million to suppliers (for purchases of goods and services), €1.6 million to society (for discount tickets, implemented programs, sponsorships and donations) and €7.1 million for investments.
- ✓ We increased the total number of discount tickets offered by 7.3%.
- ✓ We increased the total value of our societal support activities by 14.3%.
- ✓ We allocated 55% of sponsorships and donations to local communities.
- ✓ We collected 289 blood units through our voluntary blood donation programs in the last four years.
- ✓ We welcomed 739 young people from schools and universities visiting our facilities.
- ✓ We increased the percentage of procurement expenditure to local suppliers to 92.9%.
- ✓ We allocated 89.2% of total procurement expenditure to small and medium-sized enterprises (up to 250 employees).

WE FOCUS

Economic Growth
Societal Support
Responsible Procurement

Citizens
Associations and Unions
Suppliers
Local Communities

SOCIETY SUPPORT

Human Resources & Employment
Health & Safety
Equality & Diversity
Training & Development

Employees

EMPLOYMENT CONDITIONS



PASSENGER SAFETY

Customers
Sales Network
Media

Safety & Security
Responsible Communication
Quality & Satisfaction

ENVIRONMENTAL IMPACT

State
Environment
NGOs

Air Quality & Energy
Raw Materials & Solid Waste
Water & Liquid Waste

1. Economic Growth



Economic Growth

According to a survey conducted to 2,600 people in 2017, **17%** of respondents believe that a domestic passenger shipping company should focus on contributing to 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 2014-2017 (additional financial information can be found in our Annual Financial Reports at www.attica-group.com).

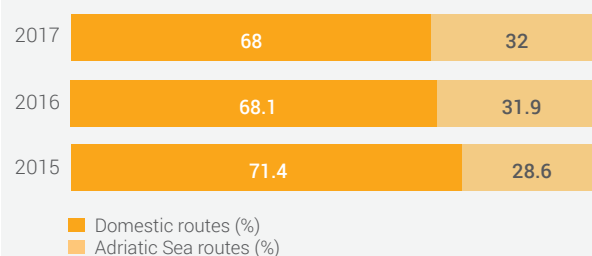
Financial Results

	2014	2015	2016	2017
Turnover (total sales with VAT) (million €)	266.66	277.63	268.61	271.54
Operating costs (million €)	214.06	183.5	187.76	211.52
Earnings before interest, taxes, depreciation and amortization (EBITDA) (million €)	42.35	80.7	70.03	50.36
Profits after taxes (million €)	4.27	33.18	20.25	1.25
Corporate taxes (thousand €)	148	69	745	307
Total taxes (including corporate taxes, VAT and port taxes) (million €)	38.36	45.95	48.68	49.43
Payments to providers of capital (million €)	93.47	23.45	60.94	34.7
Payments to suppliers (million €)	144.41	116.23	145.1	130.75
Cost of employees (including salaries, benefits and insurance payments) (million €)	55.42	58.7	60.59	61.61
Commissions to agents (million €)	16.09	15.67	14.91	15.27
Investments (million €)	37.73	1.15	4.06	7.18

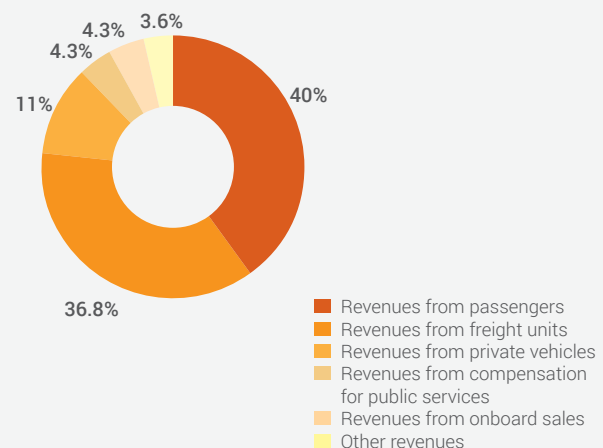
The deviations in operating costs, EBITDA and profits after taxes compared to 2016 can primarily be attributed to the additional €22 million paid due to the average annual increase of over 27% in the prices of marine fuels.

It must be noted that during 2017, the total financial compensation received from the Greek State and grants from the European Union amounted to €11.69 million, compared to €13.48 million in 2016, due to public service contracts awarded, as Blue Star Ferries participated in open public tenders by the Ministry of Shipping and Island Policy to operate shipping routes which connect remote islands with the mainland.

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



* The amount refers to gross salaries, benefits and insurance payments.

** The amount refers to total taxes, including VAT and port taxes.

*** The amount refers to value of discount tickets, implemented programs, sponsorships and donations.



We distributed over €300 million in economic value: over €61.6 million to employees (for salaries, benefits and insurance payments), €49.4 million for taxes (including VAT and port taxes), €34.7 million to providers of capital (for interest and return payments), €15.2 million to agents (for commissions), €130.7 million to suppliers (for purchases of goods and services), €1.6 million to society (for discount tickets, implemented programs, sponsorships and donations) and €7.1 million for investments



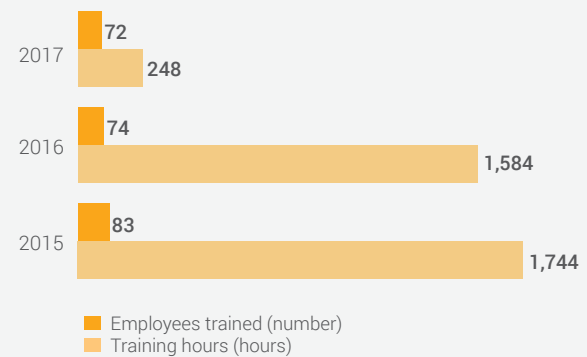
We help our sales network develop

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.



Sales Network Training



Besides trainings conducted to the Blue Star Ferries and Superfast Ferries sales network, we trained 17 employees of AML's sales network, for a total duration of 1,204 training hours, compared to 42 employees and 3,360 training hours in 2016.

2. Society Support

We support society

Within the context of our societal contribution, we supported over 60 charitable and non-charitable organizations in 2017, focusing on local communities of islands we serve, through:

- Provision of discount tickets.
- Donations to charitable organizations through collection boxes in our vessels.
- Social programs to improve the life of residents in islands.
- Monetary sponsorships and donations.

It is estimated that during 2017, we offered over €155,000 to various social groups, organizations and sport associations, out of which €4,730 were infrastructure investments to local communities, with the following indicative examples being the:

- Holy Diocese of Chios-Psara-Oinousses.
- Program 'Agoni Grammi Gonimi'.
- Music School 'The great School of Markos' in Syros.
- Heraklion Sailing Club.
- Football Clubs Association of Lasithi.
- Sport association Foinikas Syrou.
- Sport association Kolossos Rhodes.
- Olympic sailing team P. Mantis – P. Kagialis.

Social Contribution

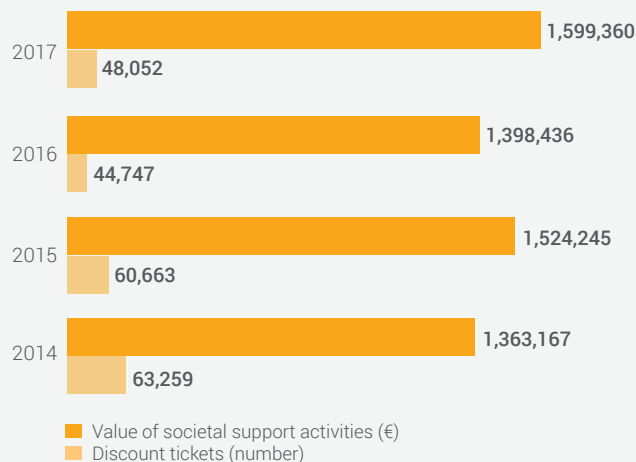
	2014	2015	2016	2017
Value of discount tickets (€)*	1,285,445	1,453,509	1,296,656	1,436,386
Value of donations from passengers to charitable organizations through collection boxes in vessels (€)	4,641	3,634	3,371	2,605
Value of implemented social programs (€)	15,446	11,000	0	4,730
Value of sponsorships and donations (€)	57,635	56,102	98,409	155,639

* Value of discount tickets for 2014 and 2015 has been restated.

Furthermore, we donate surplus equipment to schools and charitable organizations, and more specifically in 2017:

- 13 desktop computers to a school in Attica Prefecture.
- 4 office desks to the Association of Parents, Guardians and Friends of Autistic Children 'SOS' to cover needs of the Center of Therapeutic Special Education 'SOS'.
- 500 woolen blankets to the Lyreio children's institution 'Agioi Anargyroi' – 'Orthodox village', as well as in the parishes of Ag. Ioannou Marathon Attica and Ag. Georgiou Dionysou Attica.

Society Support*



* Value of societal support activities and number of discount tickets for 2014 and 2015 have been restated.

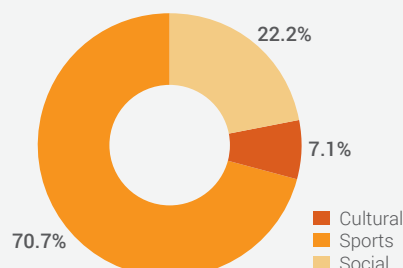


We increased the total number of discount tickets offered by 7.3%



We increased the total value of our societal support activities by 14.3%

Sponsorships and Donations





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 Lesvos, Chios, Leros and Kos (see section VII-3).
- 50% discount for passenger and private vehicle tickets for those travelled to and from Lesvos and Kos to visit their families and attend their properties due to the devastating earthquakes in June and July.
- 50% discount for newly enrolled students in higher education institutions and their families for their first trips to register and find a home.
- 30%-100% discount for 160 residents in Cyclades, Dodecanese and N.E. Aegean islands and 34 residents in Crete who travel regularly due to health issues.

It is estimated that during 2017, we offered over 48,000 discount tickets for sport, cultural and educational activities and additionally benefitted thousands of citizens who participated or attended those events and activities.



First Aid Training Courses

In 2014, we initiated our First Aid training program in Aegean islands, through which the Volunteer Crisis Rescue Team (VCRT) of Amorgos was created in 2015 and has been involved in various rescue operations, in order to:

- Provide First Aid assistance in cases of injuries.
- Respond to emergency situations.
- Create local rescue teams composed of permanent local residents.

During 2017, we continued our support for training programs implemented by the VCRT of Amorgos, with 100 people trained in Koufonisia, Schinoussa, Iraklia and Donousa.



Donations to Charitable Organizations

As part of our societal contribution, we support various charitable organizations which:

- Are committed to support children.
- Have limited resources.

Therefore, we place collection boxes at the Reception desks onboard our vessels with the name of the supported organization indicated, in order to collect donations from passengers. Each month, we gather these donations and deposit them into the organization's bank account. Within this context, we supported the following charitable organizations in 2017:

- Smile of the Child.
- Amnesty International.

Furthermore, we collaborate with the 2 Blue Tomatoes company to sell t-shirts in vessel shops, which feature unique and original printed stamps to promote local traditional foods and recipes. The total value of 121 units sold in vessel shops reached approximately €2,300 and 2 Blue Tomatoes offered part of their revenues to support the non-profit organization 'Desmos' (www.desmos.org) to create sustainable solidarity networks and cultivate social and humanitarian responsibility.



'Agoni Grammi Gonimi'

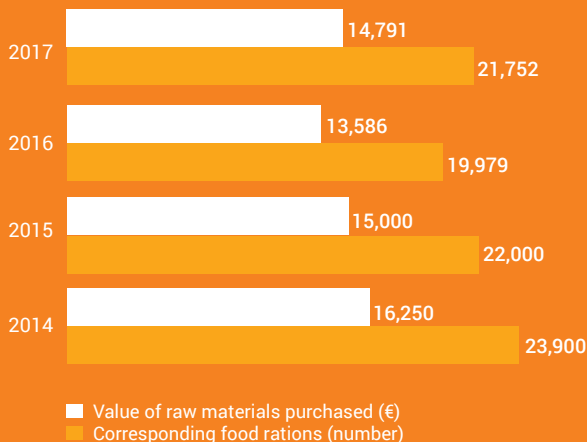
To ensure participation of small island residents in educational and cultural events, we supported the 'Agoni Grammi Gonimi' program for the 11th consecutive year, which is the largest educational and cultural program of remote Aegean islands. The program featured over 10 creative workshops (such as Robotics, Pottery, Puppet Theatre, Jewelry, Kung Fu, Guitar, Piano, Violin, Cinema Workshop and Festival, Creative Writing and Comics, Pilates and Hip Hop) in Koufonisi, Astypalaia, Naxos, Donousa, Thirasia, Tilos and Schinoussa, with the participation of approximately 161 children and 56 adults, compared to 263 children and 45 adults in 2016.



Support to Underprivileged Social Groups

We strive to support various social groups in need, in collaboration with NGOs, specialized authorities and organizations. Since September 2012, we support the Holy Diocese of Chios-Psara-Oinousses to provide meals to sensitive social groups, by purchasing required raw materials for food rations.

Provision of Meals to Underprivileged Citizens



We allocated 55% of sponsorships and donations to local communities



'I Write My Story'

Within 2017, we launched the initiative 'I Write My Story' and invited passengers, visitors and residents of Aegean Islands to describe their own experiences and memories with colors, images and feelings inspired by travel and life on the islands. For this reason, we created the microsite www.bsfstories.gr and invited visitors to share their memorable stories, in order to strengthen the Greek identity and island nature and emphasize on islands' visitors and residents.



At the same time, we participated in efforts by the Greek government and non-governmental organizations to assist refugees, as we:

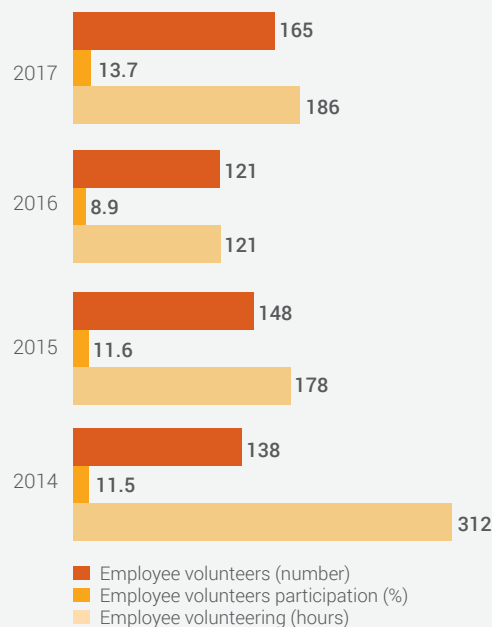
- Transported free-of-charge 47 humanitarian aid shipments.
- Transported free-of-charge over 1,300 packages, boxes, parcels and pallets with items and materials to support refugees.
- Utilized scheduled and unscheduled vessel journeys to transport free-of-charge shelter sheds to provide housing for refugees.
- Provided 413 free tickets to NGO 'Metadras', which aims to protect unaccompanied minors and provide interpretation and intercultural mediation services.

We cultivate the importance of volunteer contribution

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. Within this context, we participated in the 1st charity race 'No Finish Line' with a team of 78 volunteer runners to support the association 'Together for Children' and covered a total distance of 776 km. Overall, over 6,200 runners participated in the race and covered a total distance of approximately 51,000 km to financially support of poor families with children.



Employee Participation in Societal Support Activities

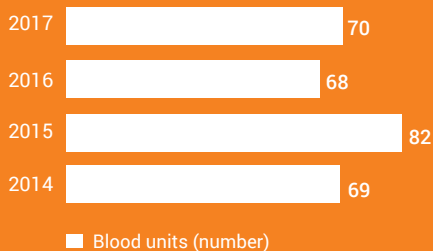




'Blood Ties'

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 2017, we implemented our 15th employee voluntary blood donation at our offices and vessels, in cooperation with the 'G. Gennimatas' General Hospital and gathered in total 70 blood units, out of which 45 units were utilized for our employees' and their families' needs and 4 units from local community members.

Voluntary Blood Donation



We collected 289 blood units through our voluntary blood donation programs in the last four years

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:

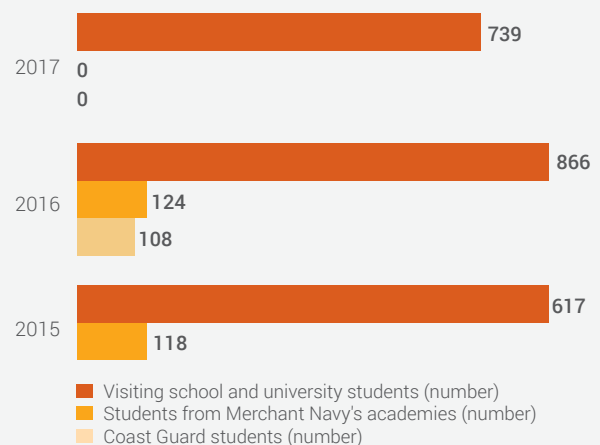
- We monitor and continuously assess our vessels' Safety Management System.
- We conduct security risk assessments when deemed necessary.
- We trained 33.3% of office security personnel on our human rights policies and procedures, which accounted for 35% of total training hours, without however yet conducting relevant trainings to marine security personnel.
- We outline tasks related to security in job descriptions.
- We have developed an Emergency Plan, which includes measures to deal with negative impacts (e.g. pollution) and regularly train marine employees on such issues.
- We 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.

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.

Supporting Professional Growth



We welcomed 739 young people from schools and universities visiting our facilities





Vessel Grounding

During 2017, a grounding incident of Blue Star Patmos at the port entry of Ios took place, due to human error, without however causing any injury among the 205 passengers and 87 crew members who were onboard or any negative impact on local communities of Ios and other islands we serve. Due to our crew's immediate response and coordinated implementation of our Safety Management System and corporate crisis management procedures, all passengers and crew members who were not required to remain onboard were safely disembarked on land.

It must be noted that we:

- Forwarded all passengers to their destinations on our own arrangements and rerouted other vessels of our fleet to serve the passenger transportation volume, for the duration of the vessel's detach and repair operations.
- Hired and collaborated with specialized rescue teams, in order to immediately take the required safety measures to reduce vessel damages.
- Collaborated with a specialized contractor to remove all fuel from the vessel's tanks.
- Collaborated with an experienced company in dealing with maritime oil pollution incidents to immediately and effectively respond to a limited oil spill of approximately 5 square meters in Ios (entrapped within inflatable booms deployed around the vessel) and approximately 400 square meters in Perama (a controlled pollution was created with fuel residues entrapped in cracked tanks, while the vessel was within the floating tank).

- Collaborated with local authorities, which certified the affected areas' full restoration and decontamination.
- Undertook the necessary preventive protective measures to avoid any pollution in adjacent coasts, in order to avoid any impact on coasts and the marine environment of Ios and nearby islands.
- Chose to repair the vessel damages in Perama and Elefsina shipyards by Greek shipbuilders and craftsmen, in order to contribute to preserving the Greek shipbuilding industry. The vessel was fully repaired in February 2018 and currently performs its scheduled journeys.
- Conducted internal audits and thoroughly investigated the incident, in order to evaluate our Safety Management System's effectiveness and apply appropriate preventive actions.
- Were subjected to additional inspections from the vessel's classification society, the Ministry of Shipping and Island Policy's Merchant Vessels Inspection, as well as insurers, who ascertained our Safety Management System's effectiveness and adequate operation.



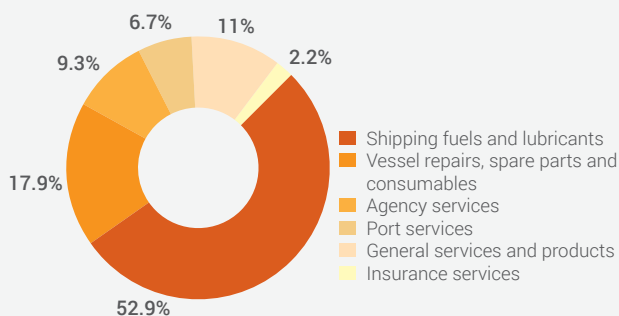
3. Responsible Procurement

We give priority to local suppliers

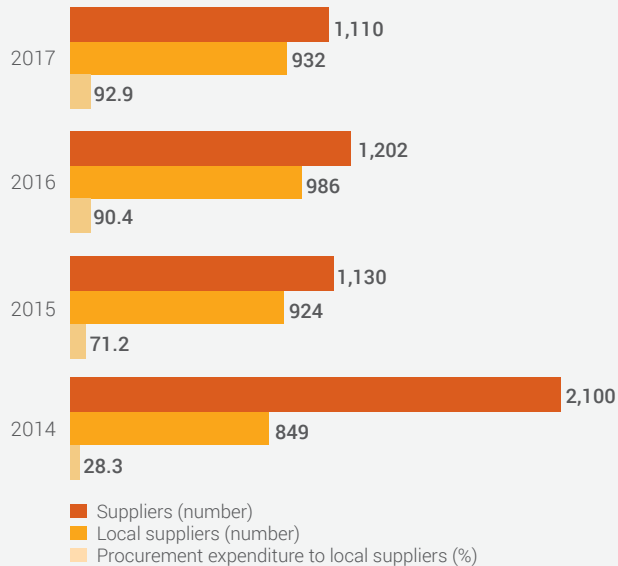
Our suppliers are 1,110 throughout Greece and abroad, with 83.9% of them being local suppliers. Based on their turnover, we consider 82 of them as major suppliers, out of which 63 are local suppliers. For 2017:

- The average supplier payment time was 57 days.
- 100% of payments for undertaken contractual obligations were made according to the terms in our contract agreements, as in 2016.

Supplier Categories



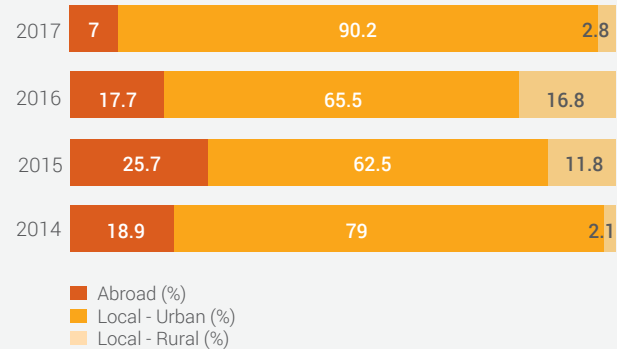
Suppliers and Procurement Expenditure



We increased the percentage of procurement expenditure to local suppliers to 92.9%

We allocated 89.2% of total procurement expenditure to small and medium-sized enterprises (up to 250 employees)

Allocation of Purchases per Region*



* Percentages for 2017 refer to the procurement expenditure of all suppliers, while percentages for 2016 refer to the number of significant suppliers.



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. So far, we have not identified any suppliers with significant actual or potential negative environmental, labor practices and human rights impacts or impacts on society.

Furthermore, since March 2016 we evaluate our new suppliers' performance with an annual spending of over €10,000. The performance evaluation process utilizes specific criteria in five areas, based on which we approve our suppliers:

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

Within 2017, we evaluated 7% of our total vessels' hotel services and office purchases suppliers based on the above criteria, which included 3 new suppliers with an annual spending of over €10,000 (100% of new suppliers in the specific supplier categories), as well as a selected sample of additional 17 suppliers.

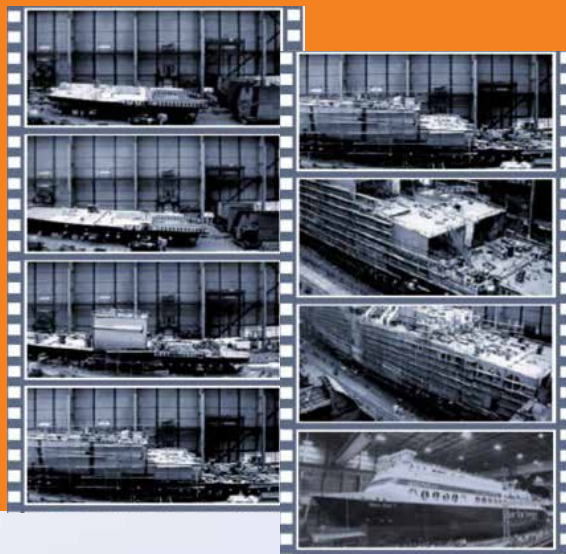
It must be noted that:

- We started to develop a single Procurement Process, a Code of Conduct for Suppliers and a Policy for our Contractors' Suppliers.
- For each tender we require at least three offers, except for direct selection cases, either because they exactly match our technical specifications or only one unique supplier exists.
- We assess new suppliers' performance prior to our collaboration, according to available and applicable criteria. Within 2017, we initiated collaboration with 58 new suppliers with over €1,000 procurement spending.
- 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 2017.
- 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 2017, we did not discontinue our collaboration with any supplier as a result of actual or potential compliance issues, such as anti-competitive behaviour, 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 and needs (e.g. we send samples of marine fuels 10 times per vessel per year), in case we cannot determine whether product specifications match the ones agreed with the supplier, in order to analyze and verify their specifications.



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.

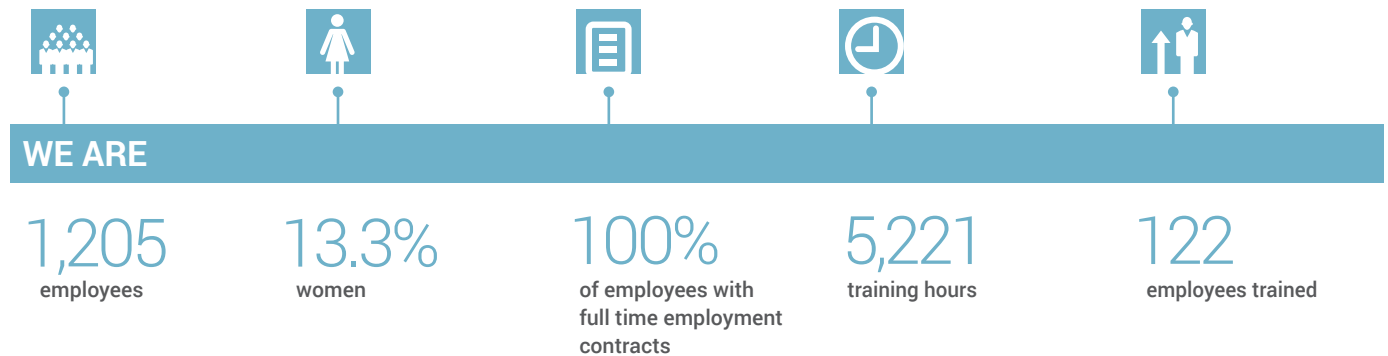


4. Achievements 2017 and Future Objectives

We committed	Progress	We aim	By
		To improve our performance on Corporate Responsibility issues related to Community by 10%.	—● 2020
		To improve our performance on Corporate Responsibility issues related to Suppliers by 180%.	—● 2020
To consolidate/review the various procurement processes per Department and establish a single Procurement Process (by 2018).	—● 50%	To consolidate/review the various procurement processes per Department and establish a single Procurement Process.	—● 2018
To develop a Policy for our Contractors' Suppliers (by 2019).	—● 25%	To develop a Policy for our Contractors' Suppliers.	—● 2019
To develop a Code of Conduct for Suppliers, including selection criteria to become a supplier.	—● 75%	To develop a Code of Conduct for Suppliers, including selection criteria to become a supplier.	—● 2018
		To integrate contractual clauses for Corporate Responsibility issues into contracts with significant suppliers.	—● 2019
		To integrate Corporate Responsibility issues in selection criteria to become a supplier.	—● 2019
To increase sales network employees' training hours by 5%.	—● 0%	To increase sales network employees' training hours by 5%.	—● 2018
		To apply a process to identify and define needs of local communities in products, services or donations, as well as support the activities of organizations with a charitable purpose.	—● 2018
To support the activities of charitable organizations and NGOs.	—● 100%	To support the activities of charitable organizations and NGOs.	—● 2018
To implement at least 2 volunteer activities with the participation of our employees.	—● 100%	To implement at least 2 volunteer activities with the participation of our employees.	—● 2018
		To design and implement 5 programs / activities to address local communities needs in the areas of sport, culture, education or health.	—● 2018

VI EMPLOYEES

We establish positive Employment Conditions



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 FOLLOW

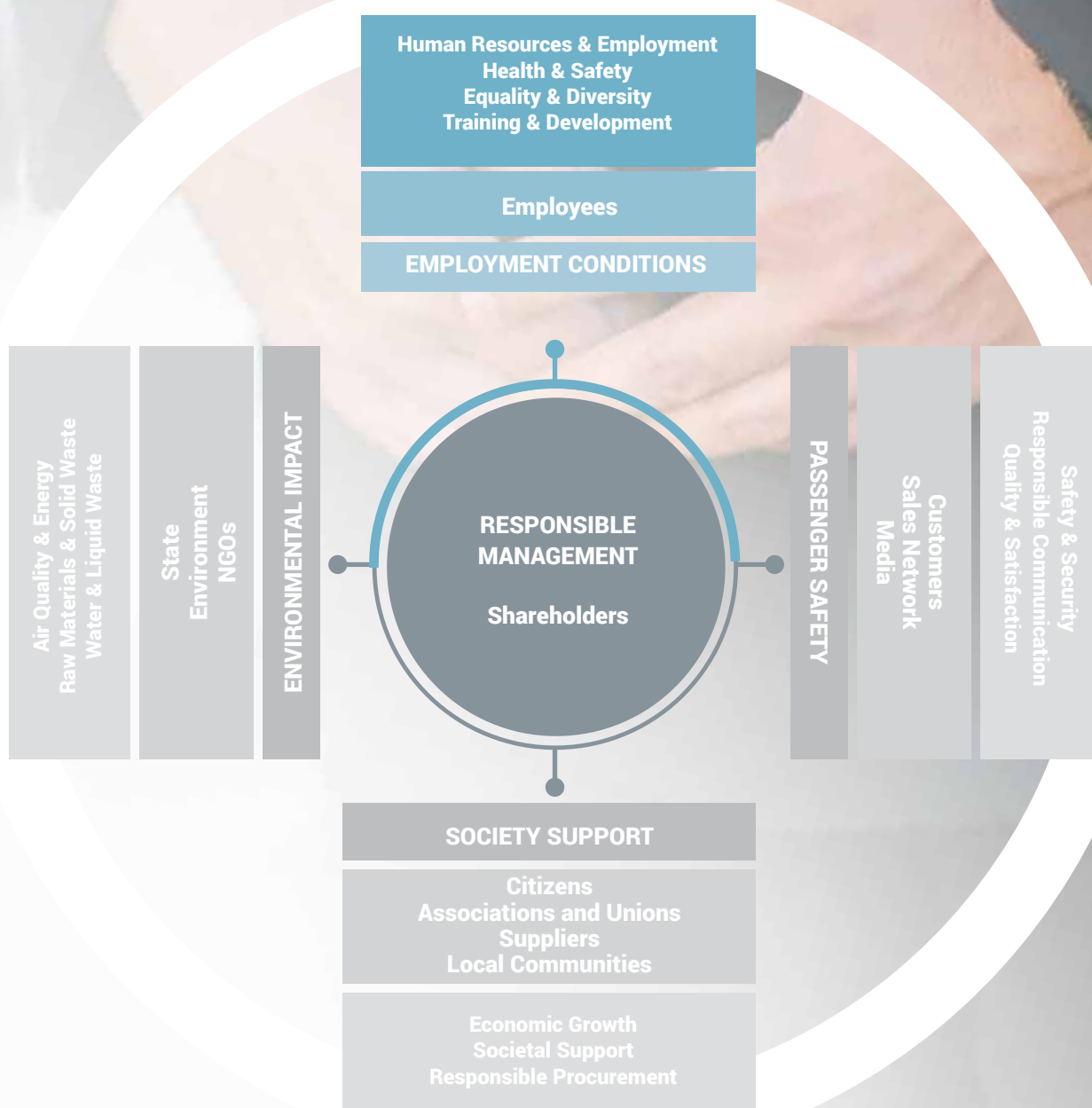
Principles of the United Nations' Global Compact

- 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 ACHIEVED

- ✓ We employ 100% of our employees with full time employment contracts.
- ✓ 100% of employees in Director positions are Greek.
- ✓ No complaints or grievances regarding our marine employees' living conditions were filed.
- ✓ 100% of our employees received their annual leave, as planned.
- ✓ We conducted internal drills on Health and Safety issues (such as response to emergency situations) to 100% of marine employees.
- ✓ The entry level wage of office employees is higher than the legal minimum wage by 19.5%.

WE FOCUS




1. Human Resources and Employment



Employee Satisfaction

According to a survey conducted to 133 office employees in 2017, work security and stability was the **primary** factor of employee satisfaction with **44%** and among top three employee satisfaction factors for **25.9%** of employees.



Marine Employees

According to a survey conducted to 2,600 people in 2017, **89%** of respondents travelled with us believe we employ friendly professionals onboard our vessels.

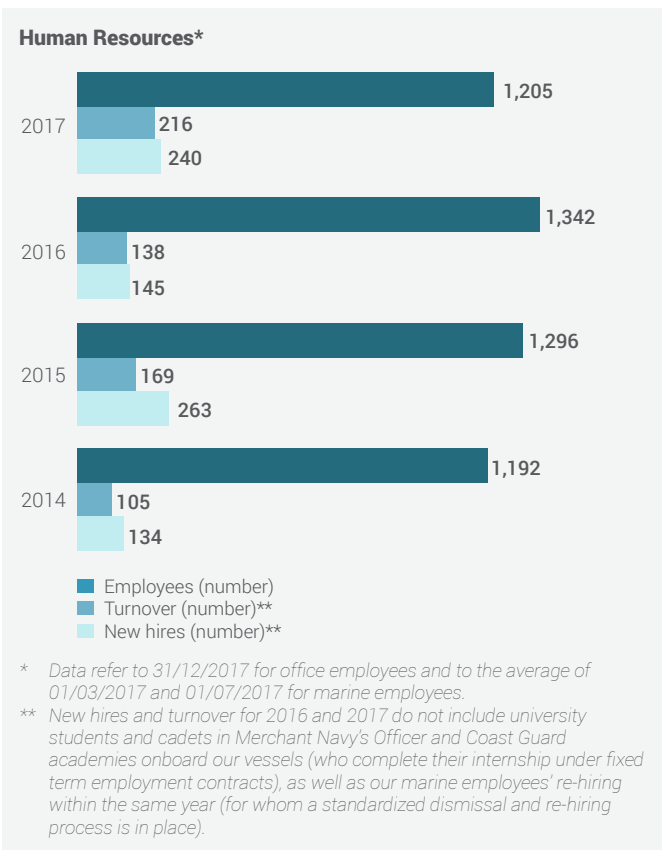
We sustain job positions

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 16.9% compared to the autumn and winter months (1,080 employees compared to 924).





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



It must be noted that:

- The average age of office and marine employees is 43.9 and 41.6 years respectively.
- The average employment tenure for office and marine employees is 14 and 8 years respectively.
- The turnover rate of office employees was 4% (out of which 3.5% redundancies and 0.5% resignations) and 20.7% for marine employees (out of which 16.2% redundancies and 4.5% resignations).
- There was one office employee who left before completing 12 months of employment, while the respective turnover rate of marine employees was 8.8% (besides the cadets in Merchant Navy's Officer and Coast Guard academies onboard our vessels, who complete their internship under fixed term employment contracts).
- The turnover rate of female office and marine employees is lower by 87.5% and higher by 173.7% respectively compared to male office and marine employees.
- The majority of our employees are from the prefecture of Attica, while there were no workers under freelance arrangements working within the Group during 2017.



100% of employees in Director positions are Greek

Human Resources*

Employment Type	Permanent	Fixed Term	Full time	Part time	
Employees (number)	993	212 (17.6%) (21 women in total) (196 marine employees)	1,205	0	
Gender	Female	Male			
Employees (number)	161	1,044			
Age	<30	30-50	>50		
Employees (number)	153	833	219		
Categories	Nationalities	Disabilities	Foreigners		
Number	2	0	4		
Education Level	Public School – High School	Higher / Highest Education	Postgraduate Education		
Employees (number)	975	208	22		
New Hires**	Female	Male	<30	30-50	>50
Employees (number)	34	206	110	111	19
Turnover**	Female	Male	<30	30-50	>50
Employees (number)	29	187	77	110	29
Turnover**	Resignations	Redundancies	Other		
Turnover reason (%)	21.3	78.7	0		
Employment Tenure	<5 years	5-10 years	>10 years		
Employees (%)	35.4	21	43.6		
Working Place	Offices	Vessels			
Employees (number)	201	1,004			
Hierarchy	Top Management***	Directors***	Employees	Total	
Employees (number)	21	41	1,143	1,205	

* Data refer to 31/12/2017 for office employees and to the average of 01/03/2017 and 01/07/2017 for marine employees.

** New hires and turnover for 2017 do not include university students and cadets in Merchant Navy's Officer and Coast Guard academies onboard our vessels (who complete their internship under fixed term employment contracts), as well as our marine employees' re-hiring within the same year (for whom a standardized dismissal and re-hiring process is in place).

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

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, we:

- Have placed crew cabins above the main deck, in order to reduce noise impact.
- Ensure proper temperature, ventilation and lighting conditions in accommodation areas.
- Provide individual cabins to vessel Masters and Officers.
- Have created and equipped entertainment halls with various recreation means (library, TVs, film projectors, board games) in all vessels, which are accessible by all marine employees.
- Systematically clean and sanitize accommodation areas.



No complaints or grievances regarding our marine employees' living conditions were filed

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 2017:

- 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 1.2 hours.
- All 6 women who received their maternity leave, returned and continued their work within our Group.
- 6 women employees were granted reduced working hours due to raising a child.



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

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.
- The Emergency Situations Response Plan for offices.
- The terms and conditions of the Group Insurance program, which applies to employees with at least 6 months employment contracts.
- Main work issues and procedures, such as leaves and absences, training, communication and performance appraisal.
- Corporate Responsibility issues.

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 6 internal communication activities regarding Corporate Responsibility issues to all employees in 2017, compared to 5 in 2016.

We monitor our employees' satisfaction

In 2017, we conducted an Employee Opinion Survey to sustain and further improve our working environment, through a printed questionnaire distributed to all our employees to participate voluntarily and anonymously. The Survey aimed to identify our employees' views on work conditions and relationships, as well as other important work-related issues, such as:

- Relationships and communication with their supervisor.
- Working conditions.
- Security and engagement.
- Relationships with colleagues.
- Collaboration within the workplace.
- Development and professional advancement.

With a 66.5% and 55.8% participation rate for office and marine employees respectively, the Survey results for office employees indicatively highlighted that percentage of employees who agree that:

- The Group's management respects meritocracy and employee fair treatment, was 41.3%.
- We have established suitable work conditions (e.g. lighting, air conditioning, noise, sufficient space), was 61.6%.



2. Health and Safety



We ensure Health and Safety onboard our vessels

Our main commitment is to create a safe work environment for our marine employees. Therefore, we:

- Have established Safety Committees in all vessels, which consist of all supervisors and represent all work areas onboard vessels (departments). The Committees also discuss Health, Hygiene and Safety issues and notify the Group regarding their findings.
- 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.
- Require marine employees to hold competency certificates in training areas such as vessel safety, rescue equipment, firefighting and first aid, prior to their employment onboard our vessels, and oblige them to maintain valid certificates.
- Continuously train our marine employees on Health, Hygiene and Safety issues (such as response to emergency situations), during which 56 vessel Officers were trained in medical care and 729 marine employees attended a rescue and firefighting equipment training cycle within 2017.
- Provide the necessary personal protective equipment to all marine employees and monitor its proper use.
- Ensure proper employment conditions, such as temperature, ventilation, lighting and sanitation.
- Have equipped our vessels with the appropriate equipment and conduct audits on alcohol consumption to all marine employees. No such accidents of non-compliance have occurred within 2017.
- Record and monitor accidents and Health and Safety incidents, in order to take corrective actions and eliminate respective risks.
- Immediately replace injured and sick marine employees with other employees, in order not to have crew numbers lower than legal requirements.

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:

- Comply with the provisions of Law 1568/85 regarding employee Health and Safety.
- Have developed a comprehensive Security Measures Plan.
- Have created a Hygiene and Safety Division, which is responsible to properly implement security measures.
- 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 placed on all office employees' computer desktop specific instructions for emergency situations, such as:
 - Fire.
 - Earthquake.
 - Bomb threat.
 - Robbery.
 - Hostage situation.
 - Sabotage.
 - Arson.
 - First Aid.
 - Heat wave.
 - Flood.
- Have communicated instructions for emergency situations and preventive protection measures. Within this context, we trained 7 employees on Health and Safety issues, such as emergency situations, First Aid and evacuation procedures, for a total duration of 180 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 proper employment conditions, such as security, air conditioning, ventilation, lighting and sanitation.
- Ensure equal access from persons with disabilities to our offices, via parking space with ramp, wheelchair and properly designed WC.



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

- 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 only minor accidents with minor injuries involving our employees within 2017, without any accidents to office employees.
- The total absenteeism rate for male office employees compared to female office employees is lower by 56%.
- There were no complaints or legal actions for health and safety issues.
- There were no relevant fines or other sanctions imposed by the respective authorities.
- Regarding previous legal actions:
 - The Court issued a non-final decision for a serious marine employee injury in 2015 and ordered Supreme Naval Health Committee (ANYE) to consult on the plaintiff's health status, with the case ultimately settled out of court.
 - Two marine employees' lawsuits for alleged accident and minor injury respectively are expected to be discussed within 2018 and 2019 respectively.



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

Health and Safety

	2014	2015	2016	2017
Employees' fatal accidents (number)	0	0	0	0
Collaborators' fatal accidents (number)	NR	0	0	0
Accidents (number)	17	20	19	14
Men	16	19	19	14
Women	1	1	0	0
Accidents with absence >1 day (number)	NR	NR	NR	12
Accidents with absence <3 days (number)	NR	0	0	2
Accidents with absence >3 days (number)	NR	20	19	12
Absence from work due to accidents (hours)	NR	0	0	0
Average days of absence per injury (days)	51	51	41.9	23.5
Medical treatment cases (number)	NR	NR	NR	68
Injury Rate (rate)*	1.4	1.31	1.07	0.78
Men	1.39	1.41	1.2	0.88
Women	1.66	0.56	0	0
Occupational Disease Rate (rate)**	0	0	0	0
Men	0	0	0	0
Women	0	0	0	0
Lost Days Rate due to injuries or occupational diseases (rate)***	71.53	67.15	45	18.44
Men	70.83	72.23	50.44	20.66
Women	85	28.71	0	0
Absenteeism Rate due to injuries and occupational diseases (rate)****	470.36	451.1	340.31	157.9
Men	465.75	480.41	376.49	177.72
Women	558.9	208.93	0	0

* Injury Rate (IR): Number of injuries x 200,000 work hours / Total work hours.

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

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

**** Absenteeism Rate due to injuries and occupational diseases (AR): Total absent work days x 200,000 work hours / Total work days.

NR: Not reported

3. Equality and Diversity



Equal Treatment

According to our Regulation of Professional Conduct & Business Ethics, we apply equal treatment regarding our recruitment practices and appraise our employees fairly and objectively.

We commit to meritocracy

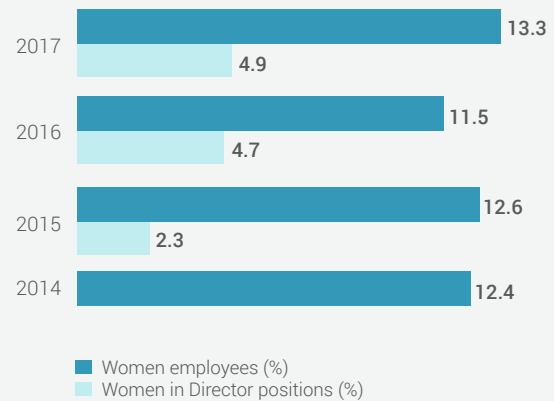
Our commitment towards meritocracy follows the principle to treat all our employees equally, which enables their professional development to depend solely on their performance and skills. We do not allow any kind of discrimination due to gender, religion, age, ethnic group, social or national origin, 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 53.2% and 5.3% respectively.
- The percentage of female office and marine employees in Director positions is 7.1% and 3.7% 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 12.2% and higher by 25% respectively.
- The total training hours of female office and marine employees compared to male office and marine employees are higher by 73% and lower by 97.3% respectively.



Percentage of Women



It must be noted that no complaints or grievances regarding labor practices were filed and no discrimination incidents occurred within 2017.

We do not tolerate child, forced and compulsory labor

We respect the internationally recognized principles of human rights, as described within 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 2017:

- 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.
- There were no complaints or grievances regarding human rights violation.

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 an 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 national or industry collective agreements.
- The minimum notice period regarding operational changes for marine employees is 3 days, with a minimum notice period of 24 hours for Domestic lines and 7 days for Adriatic Sea lines included in employment agreements. We follow, as a minimum, the relevant regulatory requirements regarding operational changes for office employees.
- All our marine employees' work was interrupted during the 3 strikes or lock-outs organized by the Panhellenic Seamen's Federation (PNO) within 2017, due to their opposition to the tax and insurance revisions by the Greek government, with the time lost due to strikes being 1,456 mandays. No office employees participated in any strike or lock-out within 2017.

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 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 Hygiene and Security 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).

As a result of our practices we did not receive any formal employee complaints in 2017 regarding privacy issues or personal data security.

We offer competitive salaries

We strive to maintain our employee salaries and wages above the legal minimum wage and attract highly-skilled workforce, despite the recession of the Greek economy. 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 2017:

- The minimum salary was in all cases higher than the defined legal minimum wage, except for two marine employees' job positions in Domestic lines, where the salary is equal to the salary defined in the Collective Labor Agreement.
- The average salary for male office employees and managers compared to female office employees and managers is higher by 2.9% and 32.9% respectively, while the average salary for males in office Top Management and Director positions compared to females in office Top Management and Director positions is lower by 1.1%, due to factors such as professional experience, qualifications and expertise.
- 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 ratio of annual total compensation for our highest-paid individual to the median of annual total compensation for all office and marine employees (excluding the highest-paid individual) is 11.2:1 and 4.2:1 respectively.
- The ratio of percentage decrease in annual total compensation for our highest-paid individual to the median percentage decrease in annual total compensation for all office employees (excluding the highest-paid individual) is 0.8:1 and 2.9:1 respectively.



The entry level wage of office employees is higher than the legal minimum wage by 19.5%

We offer additional benefits

We offer a number of voluntary benefits, which cover our office and marine employees. It must be noted that 98.5% of our office employees (except for employees with less than 6 months employment contracts) are covered by private health insurance program, with an additional retirement program for office Top Management members and Directors, for which over €168,000 were spend in 2017.



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)	✓	✓
Discount for passenger and private vehicle tickets for first-degree relatives (upon availability)	✓	✓
Discount for certain items from vessel shops	✓	✓
Food arrangement		✓

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 5.5% within 2017, compared to 50% in 2016.

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 2017.

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 2017, we started to update our office employees' job descriptions, a process completed for 26% of office employees (up to Manager level), while a detailed job description is available for 100% of marine employees.

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).

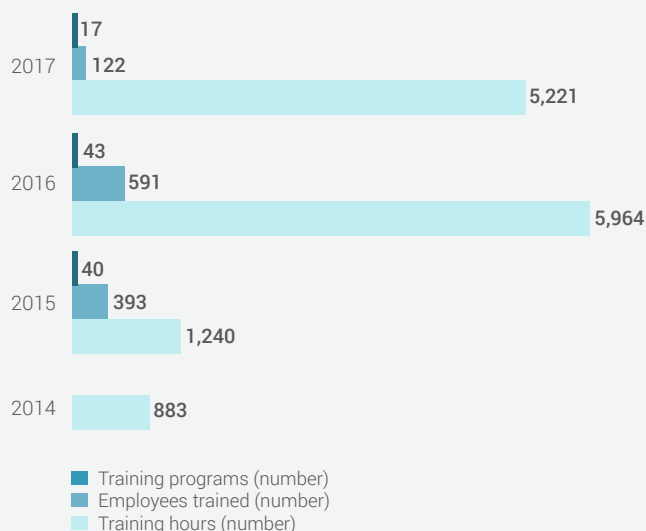
We deliver a wide range of training programs and seminars for our marine and office employees each year, which indicatively include:

- Marine employees:
 - Mobilization and motivation.
 - Excellent customer service.
 - Technical and sales skills.
 - Safety and security issues.
 - Response to pollution incidents.
 - Fire fighting.
 - Cleaning processes.
- Office employees:
 - Shipping.
 - Finance.
 - Labor/Insurance issues.
 - Management issues (e.g. human resources, internal audit, legal).
 - Customer service.
 - Safety.
 - Corporate Responsibility (e.g. environmental protection).

The following data summarize the results of our training practices and overall performance. It must be noted that data do not include internal drills conducted onboard our vessels. Within 2017:

- We trained at least one time, over 32% and 5% of office and marine employees respectively, without any trainings on our human rights policies and procedures.
- We conducted training programs on Corporate Responsibility issues, with the participation of 1.6% of employees and 100% of Directors and Top Management members, as well as all BoD executive members. No relevant training programs were conducted to marine employees.
- We trained 57 marine employees on management issues.
- Total cost of training programs exceeded €38,000, compared to €84,600 in 2016.

Employee Training*



* Training data for 2016 and 2017 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 (included in the training data for 2015) and/or internal drills conducted on vessels.

Employee Training

Averages	2014	2015	2016	2017
Office employees				
Training per employee (hours)	3.3	5.5	14.5	24.8
Training per male employee (hours)	3.9	8.1	17.4	19.4
Training per female employee (hours)	2.8	3.2	11.9	29.5
Training per employee in Top Management positions (hours)	NR	0	12.1	50.1
Training per employee in management positions (hours)	3	9	20.7	34.5
Training per employee in administrative positions (hours)	3.4	10.8	20.1	29.6
Marine employees*				
Training per employee (hours)	0.2	1.4	2.4	0.2
Training per male employee (hours)	0.2	1.2	2.3	0.2
Training per female employee (hours)	NR	0.2	2.6	0.1
Training per employee in Top Management positions (hours)	NR	0	3	4
Training per employee in management positions (hours)	1.3	0.9	5.8	0.3
Training per employee in administrative positions (hours)	NR	1.5	2.9	0.5

* 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 (included in the training data for 2015) and/or internal drills conducted on vessels.

NR: Not reported



Skills Development Program

As part of continuous training provided to employees, we implemented the pilot 'Skills Development Program' to 22 executives from all hierarchical levels and Departments, through which we analyzed behaviors associated with:

- Business perception.
- Result orientation.
- Customer-centric perception.
- Problem solving and taking initiatives.
- People motivation and development.
- Teamwork / collaboration.

Within this context, we collaborated with an external partner to evaluate and develop participants' skills through:

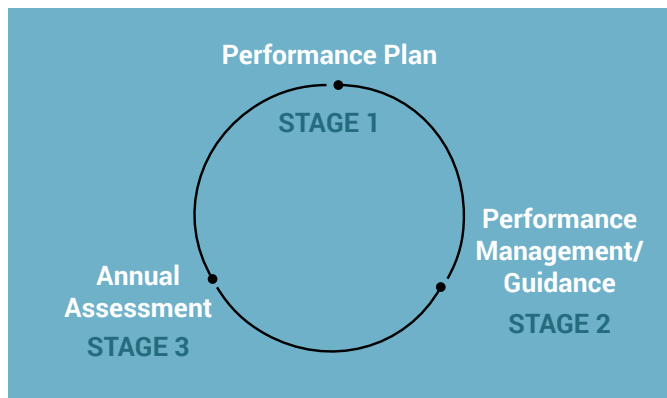
- Detailed individual interviews.
- Team role-playing exercises.
- Individual business scenarios simulation exercises.
- Individual guidance exercises (e.g. guidance of subordinate employees, conflict management).
- Individual Assessment Reports.
- Feedback Reports following relevant individual meetings.
- Personal Development Plans.
- Professional Development Aspirations Questionnaire.

Through the program's pilot implementation, we:

- Identified customer-centric perception, result orientation and adherence to policies and procedures as well-developed skills, while business perception, motivation and development of subordinate employees, as well as planning and prioritizing activities for better time management were identified as areas for further improvement.
- Identified specific training areas to meet relevant training needs and targeted employee development actions (e.g. use of Personal Development Plans).
- Utilized and associated the program's results with our Recognition and Talent Development Framework for office employees and our Succession System.

We appraise our employees

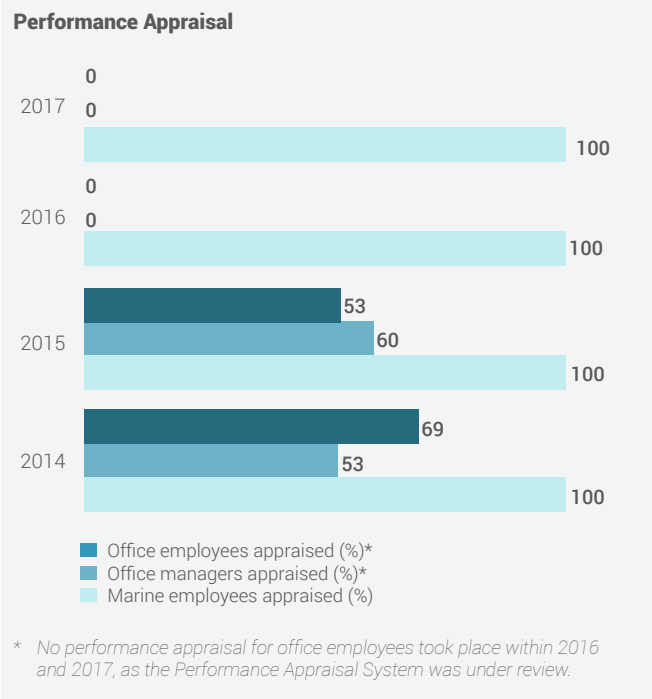
We implement a Performance Appraisal System for our office and marine employees, with a three-phase Performance Appraisal System for office employees to identify their strengths and areas for improvement and improve their overall performance:



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

1. Performance Criteria.
 - Personal Objectives.
 - Performance Standards (one of which is Compliance with Procedures).
 - Attributes (Common Attributes and Team Leading Position Attributes).
2. Appraisal Summary.
3. Employee Professional Requirements.
4. Training and Development Activities.
5. Comments.

At the same time, we appraise all 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.



5. Achievements 2017 and Future Objectives

We committed	Progress	We aim	By
		To improve our performance on Corporate Responsibility issues related to Employees by 6%.	→ 2020
To conduct performance appraisal for 100% of office employees with a new Performance Appraisal System (by 2018).	→ 0%	To conduct performance appraisal for 100% of office employees with a new Performance Appraisal System.	→ 2019
		To include specific Corporate Responsibility objectives in formal appraisal process for employees, Managers and at least one Board of Directors member.	→ 2018
		To include specific Corporate Responsibility objectives in Top Management members' formal appraisal process.	→ 2020
		To conduct the Skills Development Program to 20 employees in all hierarchical levels.	→ 2019
To conduct an Employee Satisfaction Survey.	→ 100%	To conduct an Employee Satisfaction Survey.	→ 2019
To include Corporate Responsibility in the information material of new hired employees.	→ 100%	To integrate Corporate Responsibility issues into the other categories of in-house training courses.	→ 2019
		To define Managers formally responsible to manage Corporate Responsibility issues within their formal job description.	→ 2018
To train all Managers on Corporate Responsibility.	→ 0%	To train all Managers on Corporate Responsibility.	→ 2018
		To conduct a Corporate Responsibility e-learning course for our office employees.	→ 2018
		To apply a process to monitor health and safety incidents (e.g. injuries, diseases, absences, fatal accidents) of subcontractors' employees working in our offices.	→ 2019



VII CUSTOMERS

We ensure our Passenger Safety



WE ARE

5,200

journeys annually



45

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



548,977

calls to customer
service phone lines



878

questionnaires
in vessels



242,483

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 ACHIEVED

- ✓ We conducted internal drills and trainings on passenger safety procedures to 100% of marine employees.
- ✓ We were subjected to 45 inspections from local authorities for food hygiene and safety, with no recorded non-compliance incidents.
- ✓ We maintain 4 corporate websites, with over 2.8 million unique visitors annually and handle 3 mobile applications with over 107,000 downloads.
- ✓ We increased the number of SMS messages sent to our customers by 32.6%.
- ✓ We dispatched 2,504 notifications to serve passengers with particular requirements to our vessels, out of which 269 concerning passengers with reduced mobility and 9 concerning passengers with sensitivity to allergens.
- ✓ The average score of evaluations registered through dedicated devices onboard our vessels reached 3.8 (good), on a 5 point scale.
- ✓ We kept our vessels' departure time in over 90% of our scheduled journeys.
- ✓ We increased our loyalty and reward program members by 21.4%.



WE FOCUS

Safety & Security
Responsible Communication
Quality & Satisfaction

Customers
Sales Network
Media

PASSENGER SAFETY

**RESPONSIBLE
MANAGEMENT**
Shareholders

Air Quality & Energy
Raw Materials & Solid Waste
Water & Liquid Waste

State
Environment
NGOs

ENVIRONMENTAL IMPACT

EMPLOYMENT CONDITIONS

Employees

Human Resources & Employment
Health & Safety
Equality & Diversity
Training & Development

SOCIETY SUPPORT

Citizens
Associations and Unions
Suppliers
Local Communities

Economic Growth
Societal Support
Responsible Procurement

1. Safety and Security



Selection Criteria

According to a survey conducted to 2,600 people in 2017, passenger safety is the **No 1** vessel selection criterion and is among the top three selection criteria for **60%** of respondents.

We ensure passenger safety onboard our vessels

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

- Were subjected to extensive vessel inspections from external bodies (Merchant Vessels Inspection and classification societies) in 2017.
- Have established Safety Committees in all vessels, in order to examine and assess health and safety issues.
- 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 regular maintenance of rescue equipment.
- Demonstrate use of lifejackets and display informative videos regarding use of lifejackets, assembly stations and rescue equipment.
- Ensure that fire doors are not blocked from luggage, chairs or other items.
- Have placed clear signs with fundamental safety information.
- Have equipped all our vessels with the necessary medical and pharmaceutical equipment.
- Have made the Cardio Express telemedicine support service available to all our vessels for the initial assessment of medical incidents at sea.
- Prohibit transportation of explosives, flammable, combustible and hazardous materials in general, except those permitted by the relevant legislation.
- 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. Within 2017:
 - There were no complaints for overbooking and no relevant fines were imposed by respective authorities.
 - Regarding one previous writ of summons for a relevant violation on Blue Star Patmos in August 2013, for which a fine of €500 was imposed, the case is expected to be discussed within 2018.



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



Emergency Response Team

We 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. The Team consists of:

- The Chief Executive Officer.
- The Marine Operations Executive Director.
- The Marine Operations Director.
- The Electrical / Electronic Support Director.
- The Legal Counsel.
- The Marine Personnel Director.

At the same time, we have established a substitute Emergency Response Team. In 2017, the Emergency Response Team handled the grounding incident of Blue Star Patmos (see section V-2), while the Team's members met for internal drills.





Addressing Infectious / Transmittable Diseases

According to an established procedure and the semiannual internal drills conducted 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, infectious waste disposal bags and laser thermometer). 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. No incident of patient with infectious / transmittable disease was reported in 2017.



Missing Onboard Person Search

Each vessel has developed a Missing Person Response Plan (SAA), in order to respond to confirmed cases of disappeared and missing persons. 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 port of arrival, port authorities thoroughly check all passengers and search all vehicles during passenger disembarkation. No missing person incident was reported in 2017.

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. Within this context, we are informed regarding regular audit results conducted by contractors and proceed with corrective actions if required.
- Audit our Management Systems (Quality, Environmental and Food Safety Management Systems), as well as the quality of products and services itself.
- Record audit findings and potential corrective actions with specific remediation time plan, which are communicated to all involved parties.
- Are annually audited by ABS (American Bureau of Shipping) for ISO 9001 and ISO 14001 certificates, with respective audits to contractors for their ISO 22000 certificates taking place from their own certification bodies.
- Perform a 'Mystery Passenger' survey in 17 and 19 service categories in three stages of three visits per year onboard our vessels in Domestic and Adriatic Sea lines respectively, in order to ensure effective vessel operation, quality services and prompt response to customer needs, without however conducting the survey within 2017.

Within 2017, there were no incidents of products and services non-compliance, during the external audits conducted by the relevant health and market authorities.





Vessel Inspections from Local Authorities

Besides ourselves inspecting our vessels, we are subjected 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. 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.

Food hygiene and safety: We have defined specific food hygiene and safety procedures, in order to provide high quality products. Within this context, 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.
- Dining areas are daily inspected.
- 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 2017, as in 2016.
- Our contractor carried out 61 internal inspections during 2017 in areas of interest, such as kitchens and bars, compared to 50 inspections in 2016, with no findings registered or corrective actions being required, as was the case also in 2016.

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.



We were subjected to 45 inspections from local authorities for food hygiene and safety, with no recorded non-compliance incidents



'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 (Blue Star Delos and Blue Star Patmos). Approximately 2.4% of all cabins onboard our vessels are 'PURE CABINS' and 1% of our overall passenger volume travel within such 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.

Within 2017, there were:

- No cases of non-compliance with regulations regarding product and service use or their health and safety impacts.
- A pending discussion for a lawsuit due to moral damage related to the cabin offered.
- A lawsuit due to injury onboard resolved out of court.
- No recalls of products and services regarding health and safety impacts.
- No significant relevant fines (over €20,000) or other sanctions imposed from respective authorities.

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.

Compensations

	2014	2015	2016	2017
Lost/found or damaged items (number)	4,635	4,283	4,642	5,027
Adriatic Sea lines (number)	526	235	525	291
Domestic lines (number)	4,109	4,048	4,117	4,736
Compensations paid for luggage and other damages (€)*	24,502	47,644	33,777	52,438
Compensations paid for vehicle damages (€)*	38,796	357,587**	45,080	45,461

* Compensations paid for luggage and other damages for 2014, 2015 and 2016, as well as compensations paid for vehicle damages for 2014 and 2016 have been restated.

** The increased compensations for 2015 were the result of damages equal to €326,573 in one vessel cargo, due to extreme weather conditions.

Regarding previous customer lawsuits, within 2017:

- Two lawsuits for a lost luggage and a lost unaccompanied parcel onboard our vessels in 2016 were discussed and the respective decisions have not yet been issued.
- A lawsuit for a lost luggage was discussed at Kallithea County Court, which decided a compensation of €733 to the plaintiffs.



Items and Luggage Found

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 type).
- Keep travel and personal documents for 7 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 V-2).
 - Send electronic equipment for recycling by the Information Technology and Telecommunications Division, according to a specific procedure. There were over 70 electrical devices collected within 2017, with their forwarding for recycling still pending.

We ensure protection of personal data



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:

- Created a Project Team to properly and effectively respond to the new European Union's General Data Protection Regulation, in order to establish protection measures for individuals related to personal data processing and unconfined circulation.
- 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.

Within 2017, we did not receive any complaint regarding privacy issues or loss of personal data, while no relevant fines or other sanctions were imposed by respective authorities.

2. Responsible Communication

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:

- Follow the principles of the Hellenic Code of Advertising & Communication, issued by the Communication Audit Council.
- 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 and Superfast Ferries websites regarding:

- Regulations and boarding processes.
- Reservations.
- Ticket issuing and cancellation.
- Transportation of pets.
- Storage of personal belongings.



We maintain 4 corporate websites, with over 2.8 million unique visitors annually and handle 3 mobile applications with over 107,000 downloads

At the same time, we maintain one corporate website and manage a mobile application for AML, with over 203,000 unique visitors and 6,400 downloads.



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).

In 2017, there were:

- Six social and environmental informative messages in every vessel, regarding:
 - Water sports safety.
 - Fire prevention.
 - Ultraviolet radiation protection.
 - Voluntary blood donation.
 - 'Agoni Grammi Gonimi' program.
 - The 2 Blue Tomatoes program.
- No cases of non-compliance with regulations and voluntary codes concerning marketing, advertising, promotion, product and service information and labeling.
- No cases of campaigns being withdrawn.
- No relevant fines or other sanctions were imposed by respective authorities.

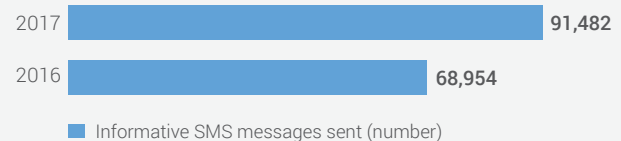
We ensure prompt communication

We strive to promptly inform our customers in case of cancellation 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.
- Radio.
- Port authority representatives.
- Various journal and information portals.
- Communication via SMS (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.

Informative SMS Messages



We increased the number of SMS messages sent to our customers by 32.6%

3. Quality and Satisfaction



Selection Criteria

According to a survey conducted to 2,600 people in 2017, ticket price is the **No 2** vessel selection criterion and among the top three selection criteria for **52%** of respondents.

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.
- 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 passengers and private vehicles, 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.



Supporting Tourism in Islands

For the second consecutive year within 2017, we supported the effort to reverse the negative tourism trend and strengthen the transportation volume in Lesbos, Chios, Leros and Kos, caused by the refugee crisis. For this reason, we offered a 30% discount to 5,646 passenger and 1,474 private vehicles 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



Equal Treatment

According to our Regulation of Professional Conduct & Business Ethics, we require from employees to equally treat 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 vessels and premises with the necessary infrastructure to facilitate access from people with disabilities.
- Do not impose extra charges on cabins for persons with disabilities.
- Are promptly informed about the number of passengers with disabilities 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.
- Created 46 new pet accommodation facilities in 4 vessels.



We dispatched 2,504 notifications to serve passengers with particular requirements to our vessels, out of which 269 concerning passengers with reduced mobility and 9 concerning passengers with sensitivity to allergens



Custom-made Vessel Design

In order to facilitate passenger boarding, we have specifically tailor-designed the Blue Star Delos to address the needs of its route, 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 a short-time journey.

We ensure our customers' travel experience



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 and Superfast 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 free-of-charge.



'We do local'

Operating with respect for local communities is our main objective and we strive to enhance the quality of services provided, while at the same time highlight local cultures' unique features. Within this context, we 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 the following indicative actions and initiatives:

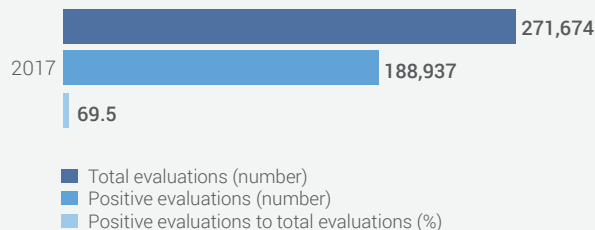
- Support local communities and cultural events and suggest visits to local sites and museums, as well as promote cultural activities.
- Present local cuisine and support local producers of products such as talagani cheese from Mani, gruyere cheese from Crete, maceata spaghetti from Folegandros, skioufichta 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 VIII-1).
- Employ Greek employees and support local workforce.

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 email address for customers.
- Written communication from customers.
- Private meetings with customers.
- Comments form, complaints form, Pure Cabins questionnaire, 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 dedicated devices in all our vessels to evaluate the services provided.

Evaluations Onboard Vessels



The average score of evaluations registered through dedicated devices onboard our vessels reached 3.8 (good), on a 5 point scale



@sea Portal

In order to improve the services offered to our customers, we have launched the interactive and multifunctional @sea portal, where all Blue Star and Superfast passengers can connect with any device (laptop, smartphone or tablet), via the onboard WiFi network. Therefore, they 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.



Utilizing Questionnaires

We have appointed a vessel Officer to collect and forward passenger questionnaires 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 subject to meetings for all interested parties, in order to assess and define further corrective and preventive actions, if deemed necessary.



We monitor our customers' satisfaction



Satisfaction from Vessels

According to a survey conducted to 2,600 people in 2017, **82%** of respondents who travelled with us indicated they would recommend us to someone who would like to travel by vessel.

We recognize the importance and our responsibility to offer reliable and responsible customer services, in order to ensure our business success. Within 2017, we received over 548,000 calls in all our corporate customer service telephone lines (including unanswered calls), responding to 82.9% of incoming calls.



Customer Service

	2014	2015	2016	2017
Formal response letters to comments, complaints and requests (number)	533	563	726	619
Adriatic Sea lines	185	117	137	120
Domestic lines	348	446	589	499
Formal thank-you letters (number)	127	163	190	179
Adriatic Sea lines	43	54	40	27
Domestic lines	84	109	150	152
Questionnaires in vessels (number)	1,189	1,096	945	878
Total calls to customer service telephone lines (number)	NR	NR	NR	548,977
Calls to Customer Services Division (number)*	105,802**	219,700	107,123	66,318
Calls to Call Center Division (number)	NR	NR	176,456	162,813
Calls to Help Desk Division (number)	NR	NR	NR	12,315
Calls to Loyalty Division (number)	NR	NR	NR	49,728
Calls to Capacity Domestic / Adriatic Division (number)	NR	NR	NR	194,999
Calls to Cargo Domestic / Adriatic Division (number)	NR	NR	NR	62,804

* Calls to Customer Services Division for 2014 and 2015 also include calls related to our Loyalty and Reward program seasmiles; calls for 2016 and 2017 do not include calls related to seasmiles.

** Calls to Customer Services Division for 2014 refer to May-December 2014. 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 2017 there were:

- 6 Domestic route journeys with delayed arrival, for which we received 7 compensation requests and offered 20% discount for future journey to one request, 30% to 3 requests and 50% to 3 requests.
- 3 Adriatic route journeys with a delay and one journey with mechanical failure, for which we received 9 compensation requests and offered 50% discount for future journey to one request and financial compensation of overnight stay to 8 requests. At the same time, we replaced the tickets for missed interconnections, while we offered breakfast and lunch to all passengers onboard the vessel with the mechanical failure.
- Financial compensations of €79,986 and provision of free tickets to passengers onboard Blue Star Patmos due to the vessel grounding at the port of Ios (see section V-2).



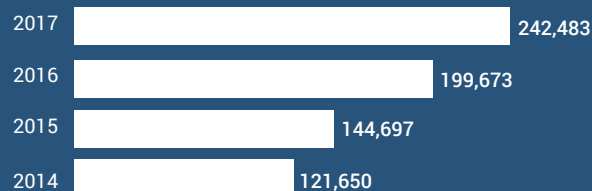
We kept our vessels' departure time in over 90% of our scheduled journeys



Seasmiles Program

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 (Blue, Silver and Gold). 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. It must be noted that on the occasion of celebrating 200,000 members in the beginning of 2017, we offered 50% discount to all program members for all domestic routes.

Seasmiles Loyalty & Reward Program



■ Members in seasmiles program (number)



We increased our loyalty and reward program members by 21.4%

4. Achievements 2017 and Future Objectives

We committed	Progress	We aim	By
		To improve our performance on Corporate Responsibility issues related to Customers by 17%.	→ 2020
To create 40 new pet accommodation facilities in 5 vessels.	→ 100%		
To establish a Customer Relationship Management system (CRM) (by 2020).	→ 0%	To establish a Customer Relationship Management system (CRM).	→ 2020
To categorize complaints per category (e.g. delays, price of tickets, price discrepancies) (by 2020).	→ 0%	To categorize complaints per category (e.g. delays, price of tickets, price discrepancies).	→ 2020
To advise customers on the responsible use of our services (e.g. environmental protection), through various means (e.g. communication programs, vessel screens).	→ 100%	To systematically inform and train our customers on Corporate Responsibility issues.	→ 2018
To reorganize our Call Center.	→ 100%		
To reduce unanswered calls from our Call Center by 40%.	→ 75%	To further reduce unanswered calls from our Call Center by 50%.	→ 2018
To create a Project Team, in order to properly and efficiently respond to the new European Union's privacy requirements.	→ 100%		
To achieve an 'as scheduled' routes rate of over 90%.	→ 100%	To achieve an 'as scheduled' routes rate of over 90%.	→ 2018
To certify 3 vessels according to the 'We do local' standard.	→ 100%		
To increase communication with our customers through SMS by 20%.	→ 100%	To increase communication with our customers through SMS by 5%.	→ 2018
To increase 'PURE CABINS' in 2 vessels, with 4 cabins per vessel.	→ 100%		
		To formalize our Responsible Communication Policy.	→ 2018
		To apply a Responsible Marketing and Communication Code in our business activities.	→ 2018
		To apply a process to monitor potential recalls of products or services from subcontractors due to possible health and safety issues.	→ 2019

VIII ENVIRONMENT

We reduce our Environmental Impact



WE ARE

€1.9

million
environmental
investment



9,827,535

GJ energy consumption



4,380

KWh energy produced
from renewable energy
sources



760,919

tonnes eCO₂



237,255

m³ water consumption

WE COMMIT TO

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

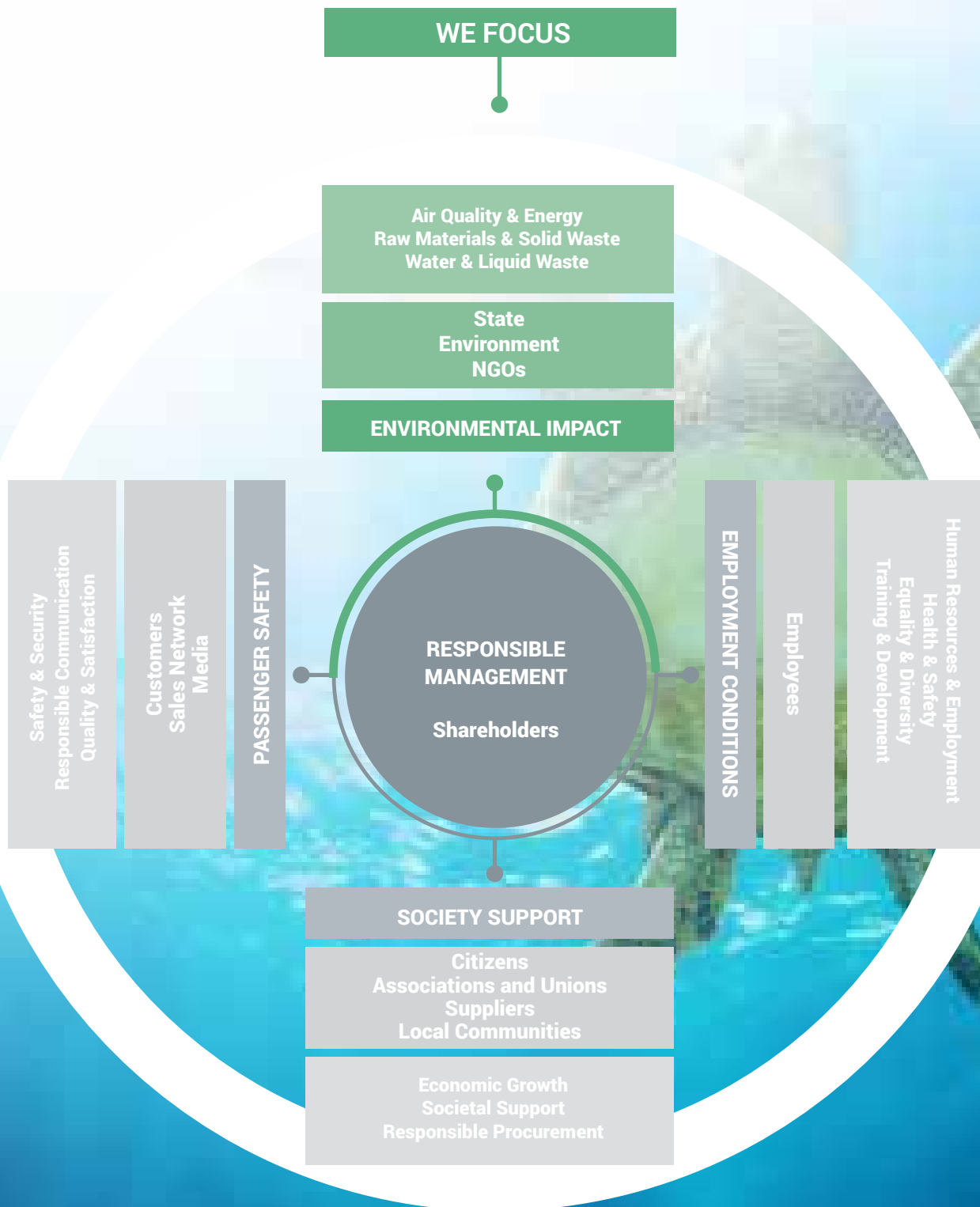
WE FOLLOW

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 ACHIEVED

- ✓ 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 consumption of plastic bags in our offices by 25%.
- ✓ We informed approximately 1.2 million customers on Corporate Responsibility issues, such as environmental protection.
- ✓ We used 24.4% recycled paper and 79.3% recycled toners/ink cartridges.
- ✓ We transported from Islands free-of-charge over 79 tonnes of materials for recycling.



1. Air Quality and Energy

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:

- Record our environmental performance.
- Implement an Environmental Management System and evaluate our environmental impact annually.
- Have implemented and certified all our vessels according to ISO 14001, becoming the first group in the Greek passenger shipping industry to do so.
- Were the first passenger shipping group in Greece to submit the Monitoring Plans and certify 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.
- Demand an asbestos non-use certificate from our suppliers.
- Have appointed vessel Officers with responsibilities on environmental practices on all our vessels.
- Discuss environmental protection issues during respective meetings of each vessel's Safety Committee.
- Train employees on environmental issues and conduct internal trainings for all marine employees, on issues such as waste management and responsible use of water. Within 2017, we conducted external trainings to 2 office employees on environmental issues, for a total duration of 32 hours, compared to 3 office employees and 19 hours in 2016.

- Have established a 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.
- Have sent letters and informed all office employees on materials recycling.



We informed 100% of our employees on environmental protection issues

In 2017:

- We invested approximately €1.9 million for environmental protection programs (solid and liquid waste disposal investments, materials and equipment to remediate pollution incidents, internal and external inspections and environmental performance certificates), without including in this figure related rehabilitation costs due to the grounding incident of Blue Star Patmos.
- A fine of €26,000 was imposed and paid due to the limited pollution incident caused by Blue Star Patmos (see section V-2), while the Central Port Authority of Piraeus is currently in progress to impose a second relevant fine, with no other respective significant fines (over €20,000) or other sanctions imposed, during the scheduled and ad-hoc audits conducted by relevant authorities.

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 include oil (both for marine fuels and onboard electricity generation, as well as for offices) and electricity (for office operations):

Energy and Environmental Footprint*						
Source	Consumption 2016	Energy Consumption 2016 (GJ)	Environmental Footprint 2016 (tn eCO ₂)	Consumption 2017	Energy Consumption 2017 (GJ)	Environmental Footprint 2017 (tn eCO ₂)
Scope 1						
Oil (vessels)	236,466 tn	9,525,690	737,082.2	243,832 tn	9,821,683	760,015.5
MGO	7,903 tn	337,458	25,337	7,855 tn	335,409	25,183.1
LSHFO	187,656 tn	7,543,771	584,360.8	194,549 tn	7,820,869	605,825.6
HFO	40,907 tn	1,644,461	127,384.4	41,428 tn	1,665,405	129,006.8
Heating oil (offices)	5,950 lt	1,887	15.9	3,200 lt	1,015	8.6
Diesel (offices)	0	0	0	1,200 lt	44	3.2
Scope 2						
Electricity (offices)	1,549,711 kWh**	5,579	1,006.4	1,331,453 kWh	4,793	892.1
TOTAL		9,533,156**	738,104.5**		9,827,535	760,919.4

* Data refer to our offices and the vessels we operated during 2017.

** Electricity for offices, total energy consumption and environmental footprint for 2016 have been restated.

Sources of conversion factors: International Maritime Organization (MGO, LSHFO 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), IEA - CO₂ Emissions from Fuel Combustion 2016 edition 1 (Electricity)

In order to manage our environmental footprint and achieve efficient energy consumption, we:

- Have installed sunscreen films in our offices' ground floor and mezzanine.
- 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 implemented various interventions to increase energy management efficiency, such as installation of specialized control sensors and definition, schedule and communication of critical alarms, as well as scheduled timetables to reduce energy costs.
- Have installed energy saving light bulbs (LED) in our offices with a 5-year warranty and we use LED light bulbs onboard vessels, except for security lights.
- Ensure optimum efficiency level for vessel engines to be used in each journey, in order to both preserve engines and avoid unnecessary fuel consumption.
- Utilize the exhaust gas heat of main engines to heat air circulating in public areas and hot water in sanitary areas.
- 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.
- Replaced 76 advertising signs in our vessels with new LED advertising billboards and installed 5 new LED signs.



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



Installing Photovoltaic Panels

Since 2014, we have installed a pilot 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 2017, we continued its operation with positive results, as we reduced the use of vessel power generators for electricity and consequently prevented approximately 2,934 kgr of carbon dioxide emissions.

Energy Produced from Renewable Energy Sources

2017		4,380
2016		4,380
2015		4,380

■ Electricity produced (kWh)



Participation in Programs

We strive to be continuously informed about environmental protection issues, as 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 programs Poseidon Med I and Poseidon Med II, which aim to explore the possibility to use environmentally friendlier marine fuels. More specifically:

■ Poseidon Med I aimed to establish the legal framework and conditions to use Liquefied Natural Gas (LNG) as a marine fuel in the Mediterranean and Adriatic Sea. The program featured 19 partners from 5 member-States (Greece, Cyprus, Italy, Croatia and Slovenia) and our Group was actively involved to submit pilot projects regarding vessel upgrading and building new vessels.

■ 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.

Since 2016, we have signed a memorandum of understanding (MOU) with the Public Natural Gas Supply Company (DEPA). Within this context, we continued our collaboration during 2017 to jointly examine parameters and conditions for use of LNG in our vessels and we seek to further develop our cooperation, based on the conclusions drawn.



Use of Liquefied Natural Gas

Natural gas is converted into liquid by cooling it to -162°C, which shrinks its volume by 600 times and allows efficient and safe transportation. Liquefied Natural Gas is odorless, non-toxic and non-corrosive and is considered the world's cleanest fossil fuel, as it has 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.

We reduce our impact on the ozone layer

Buildings/Vessels: We require our suppliers not to use refrigerants which significantly affect the ozone layer (such as R22) during maintenance activities in offices and vessels, and instead 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.



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

In 2017, the total quantity of refrigerants used was 3,278 kgr, compared to 3,124.5 kgr in 2016.

Refrigerants and CO₂

Liquids	2015		2016		2017	
	Stored (kgr)	Used (kgr)	Stored (kgr)	Used (kgr)	Stored (kgr)	Used (kgr)
Carbon dioxide (CO ₂)*	31,772.9	0	33,797	0	49,678	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)	9,446.2	2,577	9,446.2	3,124.5	9,394	3,278
TOTAL	41,219.1	2,577	43,243.2	3,124.5	59,072	3,278

* Stored quantities include CO₂ in fire extinguishing systems. Stored quantity for 2017 also includes CO₂ stored in rescue equipment activation cylinders.

We reduce our atmospheric impact

Our air pollutants (except carbon dioxide, which is described above) mainly emanate from vessel engines during their operation. 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 1.5% 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.

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, while it must be noted that we did not receive any formal complaints regarding our vessels' acoustic impact.

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.



Reduce Consumption of Plastic Bags

According to the Institute of Retail Research in Consumer Goods (IELKA), the annual consumption of plastic bags in Greece reaches approximately 4.3 billion or 400 per capita, which places Greece in the first place among the 28 European Union member-states. As we encourage our employees' active participation through ideas related to environmental protection, we 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, in order to reduce our plastic bags consumption, which reaches approximately 140 plastic bags a day, with a monthly and annual consumption of 4,000 and 48,000 respectively from our approximately 200 office desks in our main offices, we 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.



ΘΕΛΩ ΝΑ ΓΕΜΙΣΩ
ΠΡΙΝ ΝΑ ΦΥΓΩ...



We reduced consumption of plastic bags in our offices by 25%

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 and www.superfast.com.
 - Corporate magazines 'On Blue' and 'Route'.
 - Companies' social media.
 - Relevant press releases.
- Distribute our own climate change brochure to all passengers, which suggests environmentally friendlier practices onboard, at home, as well as during driving.
- 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 & Interail Pass products and have created our own Eurail/Interail Greek Islands Pass, which offers 6 free train and vessel journeys to holders.
- Display on vessel 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 approximately 1.2 million customers on Corporate Responsibility issues, such as environmental protection



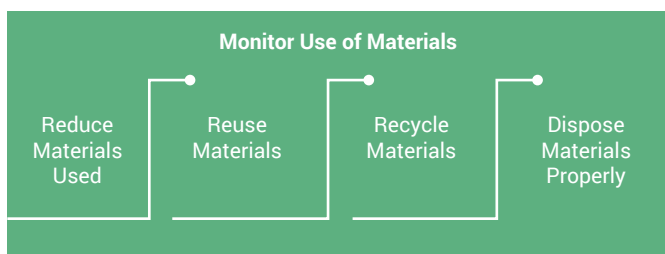
2. Raw Materials and Solid Waste

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.
- Reduce materials used.
- Reuse materials.
- Recycle materials.
- Dispose materials properly.

Reduce Impacts from Consumption of Materials



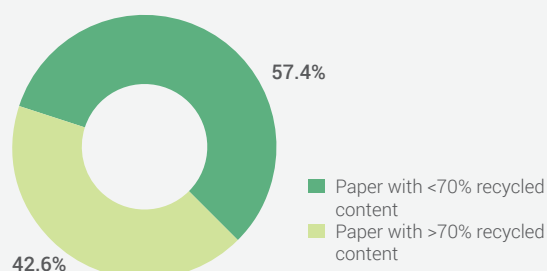
We reduce materials used

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

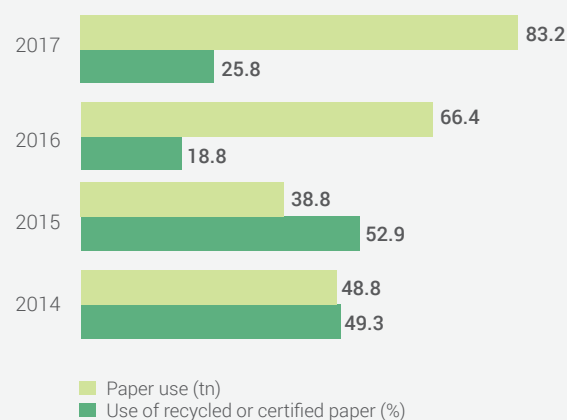
- Entirely use multifunction printers and photocopiers at our offices, whose 93% of mechanisms, spare parts and consumables are recycled and refurbished. Furthermore:
 - The percentage of recycled or certified paper and recycled toners/ink cartridges we used was 24.4% and 79.3% respectively.
 - Besides using recycled paper and recycled toners/ink cartridges, we do not use any other recycled materials.
- Started to purchase refurbished electronic equipment, with 82 personal computers, 11 laptops, 2 servers and 1 printer purchased for our offices and vessels during 2017.
- 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 our vessels and train marine employees on their proper use, in order to ensure efficient use of cleaning chemicals.



Paper Use for Printing



Paper Use for Commercial Purposes



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.

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):

Material Consumption and Recycling

Material	2016		2017	
	Consumption	Recycling	Consumption	Recycling
Paper	80,821.1 kgr	7,100 kgr	100,761.3	570 kgr*
Toners/ink cartridges for printers/faxes/photocopying machines	1,589 units (771 were recycled)	180 kgr (249 units)	1,524 units (1,209 were recycled)	79 units
Domestic batteries	128 kgr	128 kgr	353 kgr	25 kgr
Vessel batteries	5,000 kgr	5,000 kgr	4,482 kgr	4,482 kgr
UPS batteries	3,155 kgr	145 kgr	3,663.6 kgr (in use) 7.9 kgr (consumption)	7.9 kgr
IT equipment (computers, printers etc.) / electrical equipment and light bulbs	680 units 27,575 light bulbs	1,900 kgr from vessels 5.5 m³ from vessels	226 units 27,934 light bulbs (558 kgr)	24 units from offices 7.4 m³ from vessels
Cooking oils	61 tn	2,370 kgr from vessels 25.2 m³ from vessels	48,380 lt	28 m³ from vessels
Lubricants	1,283,184 lt	235.6 m³	1,580,414 lt	286.3 m³
Medicines and pharmaceuticals	614 units	368 units	9,715 units	321 units from vessels
Chemical substances	60,072 lt	NR	130,230 lt	NR

* Due to technical reasons, the amount of paper recycling refers to end October until December 2017.

NR: Not reported

Hazardous waste: The total quantity of hazardous waste collected in 2017, which includes the various types of batteries we use, was forwarded to specialized hazardous waste recycling companies, which comply with strict standards regarding environmental protection and apply proper treatment methods.

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 offices and vessels to collect and forward for recycling paper, packaging cardboard, toners, electronic equipment, fluorescent lamps, domestic batteries, as well as UPS / laptop / mobile phones batteries, 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.

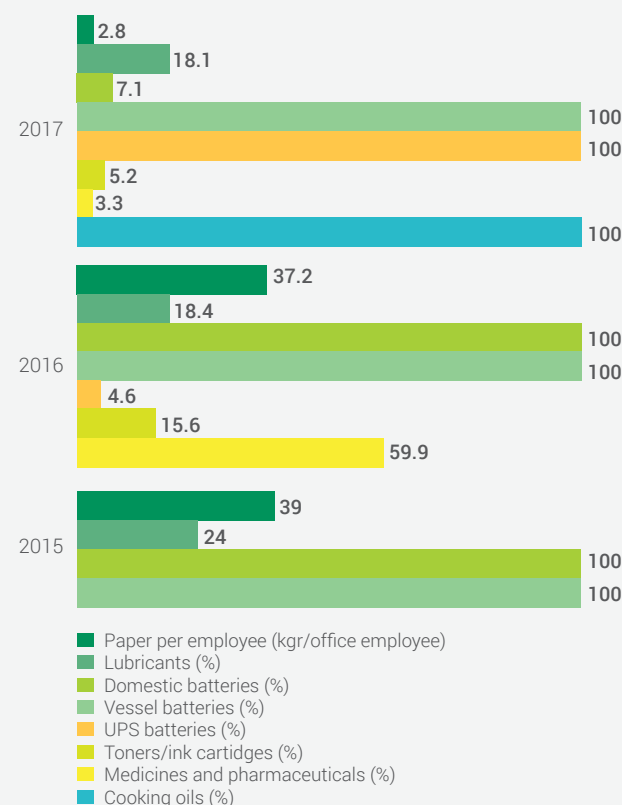


Paper Recycling

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.

Materials Recycling





Sponsoring Recycling Activities

Within the context of our social contribution, we are the main sponsor of the Municipality of Leipsoi 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, glass, aluminum, cans, vehicle tires, as well as electrical and electronic appliances) for recycling on behalf of the Municipality of Leipsoi through our vessels within 2017 was 79.2 tonnes.



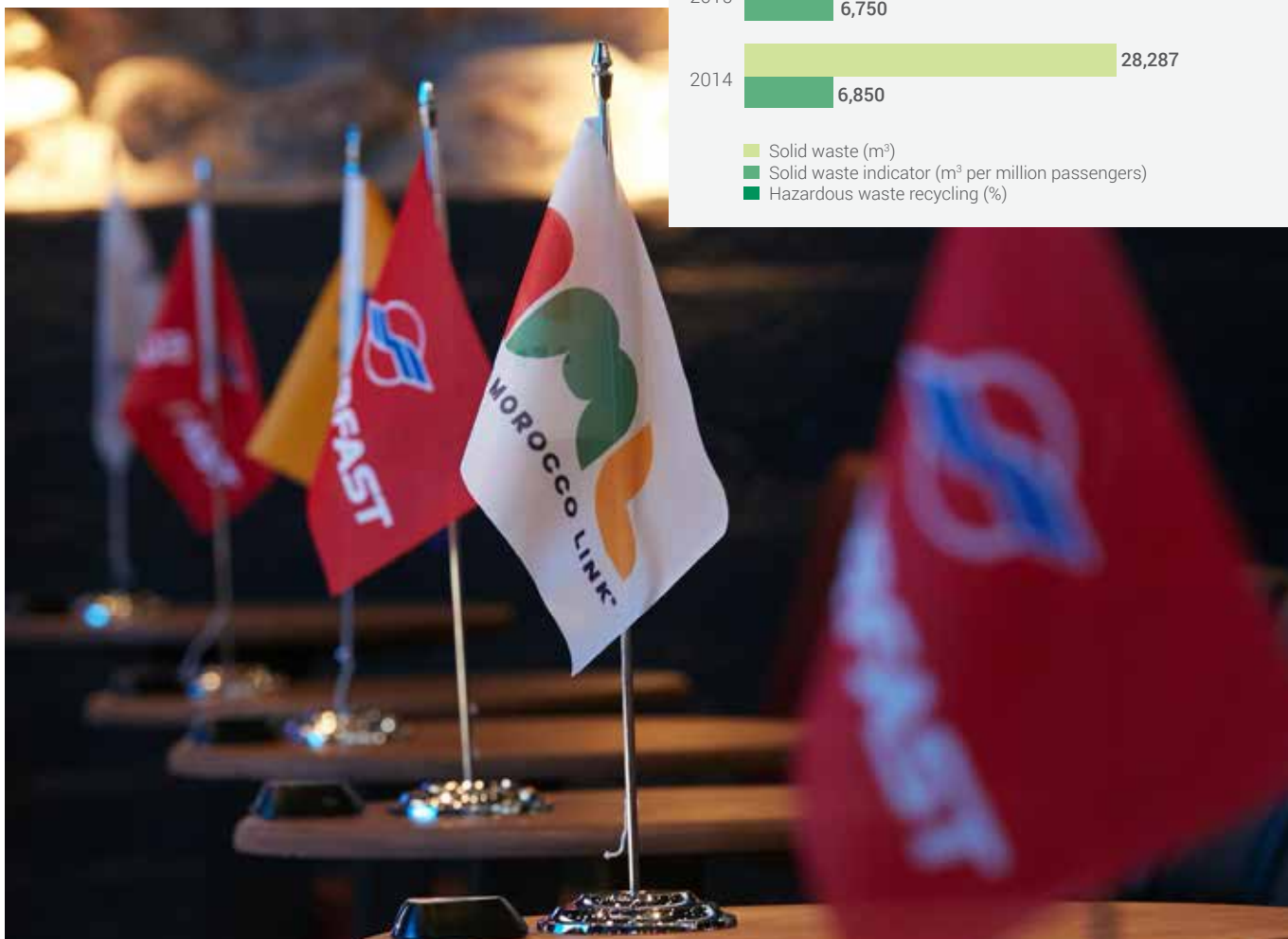
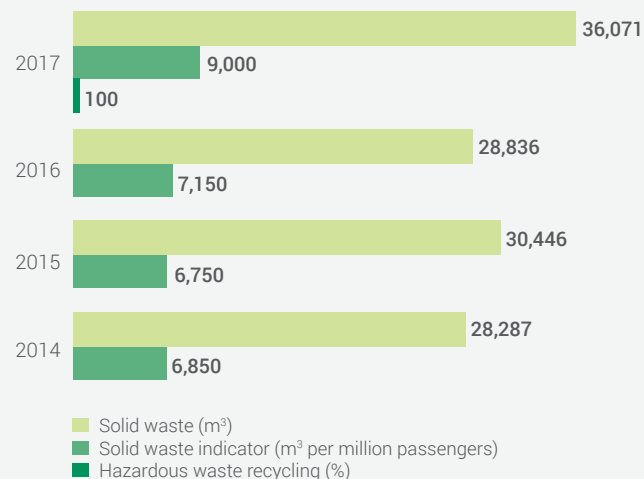
We transported from Islands free-of-charge over 79 tonnes of materials for recycling

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 and is accessible by all employees.
- Do not allow any hazardous waste and garbage disposal at sea, even if allowed to be disposed at sea by relevant legislation.
- 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, exceeding the relevant legislative requirements, all of which is transported to landfills.

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 vessels 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 Superfast I, Superfast II, Blue Star 1 and Blue Star 2.
- Plan and select the minimum number of hydrants to be used during water supply.
- Check water meters before water supply has began 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 to remind passengers and employees to use water responsibly in accommodation, sanitary and catering areas.
- Train employees to use water more efficiently.
- Proactively check and immediately respond to potential damages in our office water supply system.
- 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. Within 2017, there were no significant leakages of any material (e.g. oil or chemical substances spills), with the exception of the Blue Star Patmos grounding incident (see section V-2).

Water	2014	2015	2016	2017
Water consumption (m ³)	113,663	222,758	215,967	237,255
Vessels	111,437	221,508	214,125	235,331
Offices	2,226	1,250	1,842	1,924
Water sources (%)				
Public water supply networks	NR	65.6 (146,583 m ³)	64.7 (139,792 m ³)	59.2 (140,365 m ³)
Seawater	NR	34.2 (76,175 m ³)	35.3 (76,175 m ³)	40.8 (96,890 m ³)

NR: Not reported



Drinking Water Quality Assurance

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 2017.



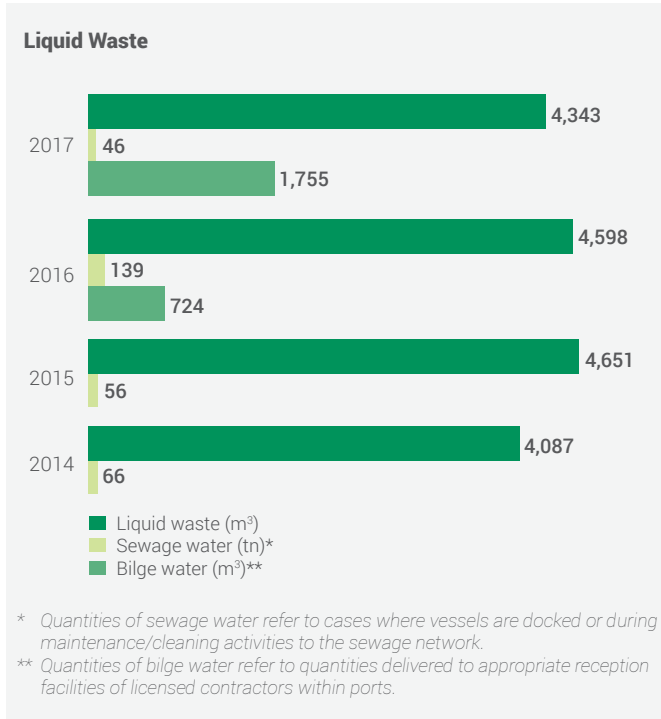
Response to Pollution Incident

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.

We manage liquid waste

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

- 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.
- Deliver all liquid waste from our vessels (lubricants and fuel waste) to licensed contractors within ports.



We assess our impact on biodiversity

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.

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 1.3 million ashtrays to passengers and citizens.

Vessel Rippling

Vessel navigation while approaching or exiting ports, inevitably create 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. In 2017, there were:

- 3 complaints of alleged damages to smaller vessels, without any further development.
- No relevant legal actions or significant fines (over €20,000) imposed.



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).

4. Achievements 2017 and Future Objectives

We committed	Progress	We aim	By
		To improve our performance on Corporate Responsibility issues related to Environment by 34%.	→ 2020
		To apply a process to monitor risks due to climate change and identify potential areas to implement energy conservation initiatives.	→ 2018
To replace 86 advertising signs in our vessels with new LED advertising billboards.	→ 75%	To include environmental protection aspects as specifications in our products' and services' design phase (e.g. vessels).	→ 2019
To add parameters to the BMS system for our offices' effective depiction and technical support, combined with more efficient energy cost management.	→ 100%	To upgrade our BMS system's software.	→ 2019
To install solar absorption systems in low energy efficiency areas of our offices.	→ 100%		
To implement a recycling system for paper, cartridges, IT equipment, batteries and organic waste.	→ 75%		
To train our office employees on recycling issues.	→ 50%	To train our office employees on recycling issues.	→ 2019
To further upgrade the photovoltaic panel unit onboard Blue Star Delos (by 2020).	→ 0%	To further upgrade the photovoltaic panel unit onboard Blue Star Delos.	→ 2020
To reduce consumption of refrigerants by 2%.	→ 0%	To reduce consumption of refrigerants by 2%.	→ 2019
		To create an Eurail/Interail Greek Islands Pass for 5 destinations in Greece.	→ 2019

IX SUMMARY

1. About this Report

This is the 9th Corporate Responsibility Report published by Attica Group. Here in, we present the practices followed and the results achieved, through focusing on topics our Stakeholders are interested in and committing in the long-term towards responsible business operations.

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 Corporate Responsibility Report:

- Refers to the period 1/1/2017-31/12/2017 (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 III (Attica Group), which are not included in the scope of this Report.
- Contains, as a norm, quantitative data for the period 2014-2017 for all quantitative indicators.
- Contains data from direct measurement, while cases of data estimations that refer to Africa Morocco Links (AML) are clearly indicated.
- Data presented have been collected internally, in order to be published in this Report.

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
E-mail: 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.



Did you Know...

Indicates information of particular interest.



Briefing...

Indicates information related to operational issues.



Issue of Consideration...

Indicates issues of public interest and consideration.



View...

Indicates Stakeholders' view on various issues.



Your Opinion...

Indicates results from surveys conducted.

Development of Report

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

Yiota Krassakopoulou

General Counsel Director Legal & Corporate Affairs

Christina Grigora

Brand Marketing Manager Domestic lines

Georgia Kokaliari

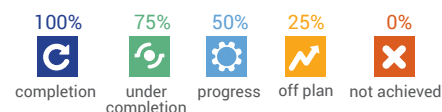
Recruiting & Training Manager

Nikolaos Merkouris




Internal Auditor of Management Systems



www.stream-eu.com 


2. Summary Data








Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
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% (by 2020).
						To improve our performance on Corporate Responsibility issues related to Owners by 10% (by 2020).
						To improve our performance related to Management of Corporate Responsibility issues by 25% (by 2020).
Objectives in the Report (number)	24	33	55			To develop a Corporate Responsibility Strategy and Action Plan 2018 - 2020, based on quantitative assessment and target setting.
						To integrate the Corporate Responsibility Strategy 2018-2020's target assessment score within the overall Group Strategy.
						To include the Corporate Responsibility Strategy 2018-2020's quantitative assessment score as target in the formal appraisal process for Top Management members and at least one Board of Directors member (by 2019).



Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
						To develop a process to identify, prioritize and include Corporate Responsibility issues in local and international investment agreements.
				To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility (by 2018).		To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility (by 2019).
				To include Corporate Responsibility Team's responsibilities within its members' formal job descriptions (by 2018).		To include Corporate Responsibility Team's responsibilities within its members' formal job descriptions.
GRI indicators in the Report (number, full + partially)	56 + 10	58 + 14	56 + 18		We increased by 2.8% the number of GRI indicators and by 5% the number of quantitative indicators we make reference to within the Report.	
Quantitative indicators in the Report (number)	185	200	210	To include our Corporate Responsibility Report's quantitative indicators in our SAP ERP (by 2018).		To include our Corporate Responsibility Report's quantitative indicators in our SAP ERP.
						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		We have communicated Regulation of Professional Behavior to 100% of our employees.	



Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
					No violation cases concerning our main principles and rules of professional behavior occurred.	
				To conduct trainings or briefings related to the Regulation of Professional Conduct & Business Ethics.		To conduct trainings or briefings related to the Regulation of Professional Conduct & Business Ethics.
Office employees informed on anti-corruption procedures (%)	100	100	NR	To develop an Anti-Corruption Code.		To develop an Anti-Corruption Code.
Corruption incidents (number)	0	0	0		No corruption incidents occurred.	
					No bribery incidents related to our employees occurred.	
Non-compliance incidents recoded during external Management Systems' audits (number)	NR	0	0		We were subjected to 83 external Management Systems' audits, with no recorded non-compliance incident.	
					No non-compliance incident was recorded during audits of our contractors' Management Systems.	
Significant fines (number)	0	0	1			To establish a comprehensive Business Continuity Plan to ensure continuation of our operations following unexpected events (by 2020).





Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
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% (by 2020).
						To improve our performance on Corporate Responsibility issues related to Suppliers by 180% (by 2020).
Turnover (total sales with VAT) (million €)	277.63	268.61	271.54		We distributed over €300 million in economic value: over €61.6 million to employees (for salaries, benefits and insurance payments), €49.4 million for taxes (including VAT and port taxes), €34.7 million to providers of capital (for interest and return payments), €15.2 million to agents (for commissions), €130.7 million to suppliers (for purchases of goods and services), €1.6 million to society (for discount tickets, implemented programs, sponsorships and donations) and €7.1 million for investments.	
Profits after taxes (million €)	33.18	20.25	1.25			
Cost of employees (including salaries, benefits and insurance payments) (million €)	58.7	60.59	61.61			
Payments to suppliers (million €)	116.23	145.1	130.75			
Investments (million €)	1.15	4.06	7.18			
Training of sales network employees (hours)	1,744	1,584	248	To increase sales network employees training hours by 5%.		To increase sales network employees training hours by 5%.




Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
Social contribution (€)	1,524,245*	1,398,436	1,599,360	To support the activities of charitable organizations and NGOs.	We increased the total value of our societal support activities by 14.3%. 	To support the activities of charitable organizations and NGOs.
						To apply a process to identify and define needs of local communities in products, services or donations, as well as support the activities of organizations with a charitable purpose.
					We allocated 55% of sponsorships and donations to local communities.	To design and implement 5 programs/activities to address local communities needs in the areas of sport, culture, education or health.
Discount tickets (number)	60,663*	44,747	48,052		We increased the total number of discount tickets offered by 7.3%.	
Employee volunteers (number)	148	121	165	To implement at least 2 volunteer activities with the participation of our employees.		To implement at least 2 volunteer activities with the participation of our employees.
Blood units from voluntary blood donation programs (number)	82	68	70		We collected 289 blood units through our voluntary blood donation programs in the last four years.	
Visiting school and university students (number)	617	866	739		We welcomed 739 young people from schools and universities visiting our facilities.	
Suppliers (number)	1,130	1,202	1,110	To consolidate/ review the various procurement processes per Department and establish a single Procurement Process (by 2018).		To consolidate/ review the various procurement processes per Department and establish a single Procurement Process.





Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
				To develop a Policy for our Contractors' Suppliers (by 2019).		To develop a Policy for our Contractors' Suppliers (by 2019).
				To develop a Code of Conduct for Suppliers, including selection criteria to become a supplier.		To develop a Code of Conduct for Suppliers, including selection criteria to become a supplier.
						To integrate contractual clauses for Corporate Responsibility issues into contracts with significant suppliers (by 2019).
						To integrate Corporate Responsibility issues in selection criteria to become a supplier (by 2019).
Procurement expenditure to local suppliers (%)	71.2	90.4	92.9		We increased the percentage of procurement expenditure to local suppliers to 92.9%.	
Procurement expenditure to SME suppliers (%)	NR	NR	89.2		We allocated 89.2% of total procurement expenditure to small and medium-sized enterprises (up to 250 employees).	
Purchases from rural suppliers (%)	11.8	16.8	2.8			
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% (by 2020). To improve our performance on Corporate Responsibility issues related to Employees by 6% (by 2020).
Employees (number, offices + vessels)	181 + 1,115	191 + 1,151	201 + 1,004		We employ 100% of our employees with full time employment contracts.	




Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
				To conduct an Employee Satisfaction Survey.		To conduct an Employee Satisfaction Survey (by 2019).
					No complaints or grievances regarding our marine employees' living conditions were filed.	
Women in overall workforce (%)	12.6	11.5	13.3			
Women in Director positions (%)	2.3	4.7	4.9			
Greek employees in Director positions (%)	100	100	100		100% of employees in Director positions are Greek.	
						To define Managers formally responsible to manage Corporate Responsibility issues within their formal job description.
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		The entry level wage of office employees is higher than the legal minimum wage by 19.5%.	
Training hours (hours)	1,240	5,964	5,221			
				To train all Managers on Corporate Responsibility.		To train all Managers on Corporate Responsibility.
						To conduct a Corporate Responsibility e-learning course for our office employees.
						To conduct the Skills Development Program to 20 employees in all hierarchical levels (by 2019).




Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
				To include Corporate Responsibility in the information material of new hired employees.		To integrate Corporate Responsibility issues into the other categories of in-house training courses (by 2019).
Employees receiving their annual leave, as planned (%)	82.8	82.8	100		100% of our employees received their annual leave, as planned.	
Employees participating in performance appraisal (% offices / vessels)	53 / 100	0 / 100	0 / 100	To conduct performance appraisal for 100% of office employees with a new Performance Appraisal System (by 2018).		To conduct performance appraisal for 100% of office employees with a new Performance Appraisal System (by 2019).
						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 Top Management members' formal appraisal process (by 2020).
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.	
Fatal accidents (number, employees)	0	0	0			
						To apply a process to monitor health and safety incidents (e.g. injuries, diseases, absences, fatal accidents) of subcontractors' employees working in our offices (by 2019).
Accidents (number)	20	19	14			
Accidents with absence >3 days (number)	20	19	12			
Injury rate (rate)	1.31	1.07	0.78			


Section	2015	2016	2017	Objectives 2017	Achievements 2017	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% (by 2020).
Marine employees participating in internal drills on passenger safety procedures (%)	100	100	100		We conducted internal drills and trainings on passenger safety procedures to 100% of marine employees.	
Vessels' evaluation within the context of 'Mystery Passenger' (% Domestic lines / Adriatic Sea lines)	80 / 77	81 / 79	-			
				To advise customers on the responsible use of our services (e.g. environmental protection), through various means (e.g. communication programs, vessel screens).		To systematically inform and train our customers on Corporate Responsibility issues.
				To create 40 new pet accommodation facilities in 5 vessels.		
				To certify 3 vessels according to the 'We do local' standard.		
				To increase 'PURE CABINS' in 2 vessels, with 4 cabins per vessel.		
Inspections from local authorities for food hygiene and safety (number)	87	59	45		We were subjected to 45 inspections from local authorities for food hygiene and safety, with no recorded non-compliance incidents.	
Items lost/found or damaged (number)	4,283	4,642	5,027			

Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
Compensations for vehicle damages (€)	357,587	45,080*	45,461			
Complaints regarding responsible communication (number)	0	0	0			To formalize our Responsible Communication Policy.
						To apply a Responsible Marketing and Communication Code in our business activities.
Recalls of products and services due to health and safety impacts (number)	0	0	0			To apply a process to monitor potential recalls of products or services from subcontractors due to possible health and safety issues (by 2019).
Complaints regarding customer privacy (number)	0	0	0	To create a Project Team, in order to properly and efficiently respond to the new European Union's privacy requirements.		
Delays in routes (number)	6	15	9	To achieve an "as scheduled" routes rate of over 90%.	We kept our vessels' departure time in over 90% of our scheduled journeys. 	To achieve an "as scheduled" routes rate of over 90%.
Formal response letters to comments, complaints and requests (number)	563	726	619			
Formal thank-you letters (number)	163	190	179			
Questionnaires in vessels (number)	1,096	945	878		The average score of evaluations registered through dedicated devices onboard our vessels reached 3.8 (good), on a 5 point scale.	
Total calls to customer service telephone lines (number)	NR	NR	548,977	To reorganize our Call Center.		

Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
				To reduce unanswered calls from our Call Center by 40%.		To further reduce unanswered calls from our Call Center by 50%.
				To establish a Customer Relationship Management system (CRM) (by 2020).		To establish a Customer Relationship Management system (CRM) (by 2020).
				To categorize complaints per category (e.g. delays, price of tickets, price discrepancies) (by 2020).		To categorize complaints per category (e.g. delays, price of tickets, price discrepancies) (by 2020).
					We maintain 4 corporate websites, with over 2.8 million unique visitors annually and handle 3 mobile applications with over 107,000 downloads.	
SMS messages sent to customers (number)	NR	68,954	91,482	To increase communication with our customers through SMS by 20%.	We increased the number of SMS messages sent to our customers by 32.6%. 	To increase communication with our customers through SMS by 5%.
					We dispatched 2,504 notifications to serve passengers with particular requirements to our vessels, out of which 269 concerning passengers with reduced mobility and 9 concerning passengers with sensitivity to allergens.	
Members in loyalty and reward program (number)	144,697	199,673	242,483		We increased our loyalty and reward program members by 21.4%.	

Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
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% (by 2020).
Environmental protection investments (million €)	4.3	2.1	1.9	To train our office employees on recycling issues.	We informed 100% of our employees on environmental protection issues. 	To train our office employees on recycling issues (by 2019).
					We informed approximately 1.2 million customers on Corporate Responsibility issues, such as environmental protection.	
						To create an Eurail/ Interail Greek Islands Pass for 5 destinations in Greece (by 2019).
						To apply a process to monitor risks due to climate change and identify potential areas to implement energy conservation initiatives.
Energy consumption (GJ)	9,019,401	9,533,156*	9,827,535	To replace 86 advertising signs in our vessels with new LED advertising billboards.		To include environmental protection aspects as specifications in our products' and services' design phase (e.g. vessels) (by 2019).
				To add parameters to the BMS system for our offices' effective depiction and technical support, combined with more efficient energy cost management.		To upgrade our BMS system's software (by 2019).

Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
Electricity consumption (KWh)	819,932	1,549,711*	1,331,453	To install solar absorption systems in low energy efficiency areas of our offices.		
					80% of monitors and 60% of personal and laptop computers we use have energy-saving specifications.	
Electricity produced from renewable energy sources (KWh)	4,380	4,380	4,380	To further upgrade the photovoltaic panel unit onboard Blue Star Delos (by 2020).		To further upgrade the photovoltaic panel unit onboard Blue Star Delos (by 2020).
Prevention of CO ₂ due to energy use from renewable energy sources (kgr)	3,154	2,844	2,934			
Total eCO ₂ emissions (tn)	694,640	738,104*	760,919			
Use of refrigerants (kgr)	2,577	3,124.5	3,278	To reduce consumption of refrigerants by 2%.		To reduce consumption of refrigerants by 2%.
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)	NR	80.8*	100.8			
Paper used for commercial purposes (tn)	38.8	66.4	83.2			

Section	2015	2016	2017	Objectives 2017	Achievements 2017	Future Objectives
					We reduced consumption of plastic bags in our offices by 25%.	
Recycled toners/ink cartridges for printers/faxes/photocopying machines (units)	495 kgr	249	79	To implement a recycling system for paper, cartridges, IT equipment, batteries and organic waste.	We used 24.4% recycled paper and 79.3% recycled toners/ink cartridges. 	
Materials from recycling activities, transported for recycling (tn)	179	78	79		We transported from Islands free-of-charge over 79 tonnes of materials for recycling.	
Solid waste (m³)	30,446	28,836	36,071			
Solid waste indicator (m³ per million passengers)	6,750	7,150	9,000			
Water consumption (m³)	222,758	215,967	237,255			
Liquid waste (m³)	4,651	4,598	4,343			

* Data provided in our previous Report have been restated
NR = Not Reported

3. Global Compact, Sustainable Development Goals, ISO26000 and GRI Tables

The correspondence between the content of this Report and the Global Compact Principles, the Sustainable Development Goals, the ISO26000 International 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 Indicators and GRI's 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.
- No external assurance has been conducted for the Material Topics.

United Nations' Global Compact Table

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

United Nations' Sustainable Development Goals Table

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

ISO26000 Table

Aspect	Report Section	Coverage
1. Scope	IX-1	F
2. Definitions	IX-4	F
3. Understanding Social Responsibility	IV-1,2	F
4. Principles of Social Responsibility	IV-2,3	F
5. Recognizing Social Responsibility & Engaging Stakeholders	IV-3	F
6. Guidance on Social Responsibility Core Subjects		
a. Organizational Governance	IV-1	F
b. Human Rights	VI-3	F
c. Labor practices	VI-3	F
d. Environment	V-3, VIII-1-3	F
e. Fair operating practices	IV-1	F
f. Consumer issues	VII-1-3	F
g. Community involvement and development	V-2	F
7. Guidance on Integrating SR throughout the Organization		
a. Enhancing Credibility	IV-VIII	F
b. Communication	IV-1,2, VI-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	IX-1	F	
102-2	III-2	F	
102-3	III-2, IX-1	F	
102-4	III-2	F	
102-5	III-2	F	
102-6	III-2	F	
102-7	III-2, V-1, VI-1	F	
102-8	VI-1	F	
102-9	III-2, V-3	F	
102-10	III-2	F	
102-11	V-3, VI-2, VII-1, VIII-1	F	
102-12	IV-2	F	
102-13	IV-2	F	
Strategy			Yes (Group)
102-14	I	F	
102-15	I, IV-1	P	
Ethics and Integrity			Yes (Group, Suppliers)
102-16	III-2, IV-1,2, VI-3, VII-2, VIII-1-3	F	
102-17	IV-1	P	
Governance			Yes (Group)
102-18	IV-1	F	
102-19	IV-2	P	
102-20	IV-2	P	
102-21	IV-1	F	
102-22	IV-1	F	
102-23	IV-1	F	
102-25	IV-1	F	
102-26	IV-2	P	
102-27	IV-1,2	P	
102-28	IV-1	P	
102-30	IV-1	P	

GRI Standard	Report Section	Coverage	Boundary of Disclosure
102-32	IV-3	F	
102-34	IV-1	F	
102-35	IV-1	P	
102-36	IV-1	P	
102-38	VI-3	F	
102-39	VI-3	F	
Stakeholder Engagement			Yes (Group)
102-40	IV-3	F	
102-41	VI-3	F	
102-42	IV-3	F	
102-43	IV-3	F	
102-44	IV-3	F	
Reporting Practice			Yes (Group)
102-45	III-2, V-1, IX-1	F	
102-46	IV-3, IX-3	F	
102-47	IV-3, IX-3	F	
102-48	V-2, VII-1, VIII-1, IX-1,2	F	
102-49	IX-1	F	
102-50	IX-1	F	
102-51	IX-1	F	
102-52	IX-1	F	
102-53	IX-1	F	
102-54	IX-1	F	
102-55	IX-3	F	
102-56	IX-1,3	F	
Economic Topics			
GRI 103: Management Approach 2016			
103-1	IV-1,3, V-1-3, VI-1,3, IX-3	F	
103-2	IV-1, V-1-3, VI-1,3	F	
103-3	IV-1,3, V-1-3, VI-1,3	F	
GRI 201: Economic Performance 2016			
201-1	V-1	F	
201-4	V-1	F	
GRI 202: Market Presence 2016			Yes (Group)
202-1	VI-3	P	
202-2	VI-1	F	
GRI 203: Indirect Economic Impacts 2016			Yes (Group)
203-1	V-2	P	
203-2	V-2	F	
GRI 204: Procurement Practices 2016			Yes (Group, Suppliers)
204-1	V-3	F	
GRI 205: Anti-corruption 2016			
205-2	IV-1	P	
205-3	IV-1	F	
GRI 206: Anti-competitive Behavior 2016			Yes (Group)
206-1	IV-1	F	
Environmental Topics			
GRI 103: Management Approach 2016			
103-1	IV-3, V-2, VIII-1-3, IX-3	F	
103-2	V-2, VIII-1-3	F	
103-3	IV-3, V-2, VIII-1-3	F	
GRI 301: Materials 2016			Yes (Group)
301-1	VIII-2	F	
301-2	VIII-2	F	

GRI Standard	Report Section	Coverage	Boundary of Disclosure
GRI 302: Energy 2016			Yes (Group)
302-1	VIII-1	F	
302-2	VIII-1	P	
302-4	VIII-1	P	
GRI 303: Water 2016			Yes (Group)
303-1	VIII-3	F	
303-2	VIII-3	F	
GRI 304: Biodiversity 2016			Yes (Group)
304-1	VIII-3	F	
304-2	VIII-3	F	
GRI 305: Emissions 2016			Yes (Group)
305-1	VIII-1	F	
305-2	VIII-1	P	
305-5	VIII-1	P	
305-6	VIII-1	F	
305-7	VIII-1	P	
GRI 306: Effluents and Waste 2016			Yes (Group)
306-2	VIII-2,3	P	
306-3	V-2, VIII-3	F	
306-4	VIII-2	P	
GRI 307: Environmental Compliance 2016			Yes (Group)
307-1	VIII-1	F	
GRI 308: Supplier Environmental Assessment 2016			Yes (Group, Suppliers)
308-2	V-3	F	
Social Topics			
GRI 103: Management Approach 2016			
103-1	IV-3, V-2,3, VI-1-4, VII-1,2, VIII-3, IX-3	F	
103-2	V-2,3, VI-1-4, VII-1,2, VIII-3	F	
103-3	IV-3, V-2,3, VI-1-4, VII-1,2, VIII-3	F	
GRI 401: Employment 2016			Yes (Group)
401-1	VI-1	F	
401-2	VI-3	P	
401-3	VI-1	P	
GRI 402: Labor/Management Relations 2016			Yes (Group)
402-1	VI-3	F	
GRI 403: Occupational Health and Safety 2016			Yes (Group)
403-1	VI-2	F	
403-2	VI-2	F	
403-3	VI-2	F	
403-4	VI-2	F	
GRI 404: Training and Education 2016			Yes (Group)
404-1	VI-4	F	
404-2	VI-4	P	
404-3	VI-4	F	
GRI 405: Diversity and Equal Opportunity 2016			Yes (Group)
405-1	VI-1,3	F	
405-2	VI-3	F	
GRI 406: Non-discrimination 2016			Yes (Group)
406-1	VI-3	F	
GRI 407: Freedom of Association and Collective Bargaining 2016			
407-1	VI-3	P	
GRI 408: Child Labor 2016			
408-1	VI-3	P	
GRI 409: Forced or Compulsory Labor 2016			
409-1	VI-3	P	

GRI Standard	Report Section	Coverage	Boundary of Disclosure
GRI 410: Security Practices 2016			
410-1	V-2	F	
GRI 411: Rights of Indigenous People 2016			
411-1	-	NA	
GRI 412: Human Rights Assessment 2016			Yes (Group)
412-1	VI-3	P	
412-2	VI-4	F	
412-3	VI-3	F	
GRI 413: Local Communities 2016			Yes (Group)
413-2	V-2, VIII-3	F	
GRI 414: Supplier Social Assessment 2016			Yes (Group, Suppliers)
414-2	V-3	F	
GRI 415: Public Policy 2016			
415-1	IV-1	F	
GRI 416: Customer Health and Safety 2016			Yes (Group, Customers)
416-1	VII-1	P	
416-2	VII-1	F	
GRI 417: Marketing and Labelling 2016			Yes (Group, Customers, Network)
417-1	VII-2	F	
417-2	VII-2	F	
417-3	VII-2	F	
GRI 418: Customer Privacy 2016			
418-1	VII-1	F	
GRI 419: Socioeconomic Compliance 2016			
419-1	IV-1, V-2, VI-2, VII-1, VIII-3	F	
Other Topics (non GRI)			
GRI 103: Management Approach 2016			
103-1	IV-3, V-2,3, VI-1, VII-1,3, VIII-1,3, IX-3	F	
103-2	V-2,3, VI-1, VII-1,3, VIII-1,3	F	
103-3	IV-3, V-2,3, VI-1, VII-1,3, VIII-1,3	F	
Products and Services			Yes (Group)
Audits and inspections for products and services quality (by number, outcome)	VII-1	F	
Customer satisfaction surveys and practices (results)	IV-3, VII-3	F	
Reductions in products and services prices	VII-3	F	
Vessel Operations and Impacts			Yes (Group)
Proactive approaches on vessel safety standards and respective compliance	VII-1	F	
Accidents within vessels (by type, reason, results)	V-2, VII-1	F	
Non-compliance with regulations regarding exceeding vessel capacity (by number, outcomes)	VII-1	F	
Non-compliance with regulations regarding rippling impacts to coastal areas (by number, outcomes)	VIII-3	F	
Responsible Buying			Yes (Group, Suppliers)
Suppliers evaluation (by percentage, frequency)	V-3	F	
Discontinuation of collaboration with suppliers (by number, reason)	V-3	F	
Acoustic Impact			Yes (Group)
Non-compliance with regulations regarding acoustic impact (by number, outcomes)	VIII-1	F	
Work Conditions			Yes (Group)
Employees with overtime work (by percentage, average)	VI-1	F	
Non-compliance with regulations regarding labour practices (by number, outcomes)	VI-1	F	
Non-compliance with regulations regarding accommodation conditions for marine employees (by number, outcomes)	VI-1	F	
Volunteering			Yes (Group)
Participation in volunteering activities	V-2	F	

4. Glossary

Please pay attention to the following, frequently used terms and where they refer to:

'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', 'CO₂'

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 economical, 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 CO₂', 'eCO₂'

The measurement unit of all greenhouse gases that contribute to global warming (carbon dioxide-CO₂, methane-CH₄, nitrous oxide-N₂O, fluorinated hydrocarbons-HFCS, perfluorocarbons-PFC's, sulfur hexafluoride-SF₆), 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 2017.

'VI-3' etc.

The chapter and section of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term 'VI-3' makes reference to chapter VI (Employees), section 3 (Equality and Fairness).

'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.

5. Feedback Form

1. To which Stakeholder group do you belong?

<input type="checkbox"/> Employees	<input type="checkbox"/> Shareholders	<input type="checkbox"/> Customers	<input type="checkbox"/> Sales Network
<input type="checkbox"/> Suppliers	<input type="checkbox"/> State	<input type="checkbox"/> Associations and Unions	<input type="checkbox"/> Local Communities
<input type="checkbox"/> Citizens	<input type="checkbox"/> NGOs	<input type="checkbox"/> Media	

Other

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

Chapter	Excellent	Good	Neutral	Mediocre	Bad
IV. Management	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
V. Society	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
VI. Employees	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
VII. Customers	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
VIII. Environment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

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

4. Are there any topics, which are not answered (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	<input type="text"/>
Organization	<input type="text"/>
Address	<input type="text"/>
Phone/Fax	<input type="text"/>
E-mail	<input type="text"/>

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.
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Corporate
Responsibility
Report
2017

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