



Summary • Responsibility and Sustainability Report 2021

Who we are

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

We are the **largest passenger shipping group in Greece**, the **3rd in the Mediterranean Sea** and among the **10 largest in Europe**. Furthermore, we are the **3rd largest passenger shipping operator of conventional ro-pax vessels worldwide** in terms of passenger capacity, **6th largest** in terms of freight lane length in vessels and **7th largest** in terms of vessels' gross-tonnage (according to Shippax data).

We are listed on the Athens Stock Exchange and we are members of the international investment holding company Marfin Investment Group (MIG). Overall, we operate 32 vessels, which offer modern, high quality transportation services in Greece and abroad. Our fleet's vessels travel in 4 countries, in 63 unique destinations, reaching 74 ports.


We have an extensive sales network to serve our passengers, while support indirectly hundreds of job positions throughout our value chain and the passenger shipping industry in general.



Our size

 **26**
years of presence
in our seas

 **32**
modern vessels

 **4.4**
million passengers
annually in the Eastern
Mediterranean Sea

 **870**
thousand private vehicles
annually in the Eastern
Mediterranean Sea

 **373**
thousand freight units
annually in the Eastern
Mediterranean Sea

 **1,688**
employees
100%
full time employees

 **€347.9**
million turnover

 **€426**
million economic value
distributed

 **€1.6**
million social contribution

 **291**
vessel inspections
from local authorities

 **474**
thousand members in
the Loyalty & Reward
program seasmiles

Our recognition

- Greek Hospitality Awards 2021**
- Gold Award: As the leading domestic passenger shipping group in Greece
 - Silver Award: Use of digital media
- Impact Bite Awards 2021**
- Gold Award: Create a single booking process
- Loyalty Awards 2021**
- Loyalty and Reward program seasmiles
- Gold Award
 - 3 Silver Awards
 - 2 Bronze Awards
- Tourism Awards 2021**
- Gold Award: Loyalty and Reward program seasmiles
 - Gold Award: Seasmiles Chatbot
 - Silver Award: Communication strategy
 - Silver Award: Use of social media
 - Bronze Award: Combined passenger transport by train and vessel 'Sail & Rail'
 - Bronze Award: Seasmiles Chatbot
- Health & Safety Awards 2021**
- Winner: Overall Health and Safety management and monitoring
 - Gold Award: Practices in all workplaces for safe reception
 - Gold Award: Evacuation actions and processes for buildings and vessels
 - Bronze Award: Actions to reduce SARS-CoV-2 virus exposure risk

Our history

- 1918**
- Incorporated as 'General Company of Commerce and Industry of Greece'
- 1924**
- Listed on the Athens Stock Exchange
- 1992**
- Change of ownership and name to 'Attica Enterprises S.A.', later renamed to 'Attica Enterprises'
- 1993**
- Establishment of subsidiary 'Attica Maritime S.A.', later renamed to 'Superfast Ferries Maritime S.A.'
 - Order of the first Superfast ferries in Germany, being the first fast car-passenger vessel worldwide
- 1995**
- Delivery and routing of Superfast I and Superfast II in the Patra - Ancona route, reducing sailing time by up to 40%
- 1998**
- Launch of Patra-Igoumenitsa-Bari route
- 1999**
- Acquisition of 'Srintzis Lines Shipping S.A.' and rebranded to Blue Star Ferries
- 2001**
- Launch of operations in the Baltic Sea market between Germany and Finland. Sailing time reduced to 22h from 32-34h
- 2002**
- Launch of the North Sea route between Scotland and Belgium
- 2005**
- Entrance in the RoRo market with the acquisition and routing of two RoRo vessels between Germany and Finland
- 2007**
- Marfin Investment Group (MIG) acquires majority shareholding stake of Attica Group
- 2008**
- Sale of RoRo vessels and exit from the Baltic and North Sea market
- 2011-2014**
- Superfast - ANEK Joint Venture for Ancona and Heraklion routes (2011) expanded to Bari, Venice and Chania (2014)
- 2015**
- Superfast Ferries celebrated 20 years since its first journey
- 2016**
- Entrance in Africa – Europe market with the establishment of Africa Morocco Link
 - Relocation of main offices to new address
 - Restructure of Group organizational structure
- 2017**
- Agreement to acquire 98.83% of Hellenic Seaways' share capital
- 2018**
- Attica Group celebrated 100 years since its first Shareholders General Assembly
 - Completion of acquisition for 98.83% of Hellenic Seaways' share capital
- 2019**
- Acquisition of the remaining 11.7% of Hellenic Seaways' share capital
 - Successful operational integration of Hellenic Seaways and adjustment of Group organizational structure
- 2021**
- Blue Star Ferries celebrated 20 years of operation
 - Agreement to construct 3 state-of-the-art Aero Catamaran vessels
 - Establishment of Attica Blue Hospitality S.M.S.A ('Attica Blue Hospitality') with activities in the hospitality industry

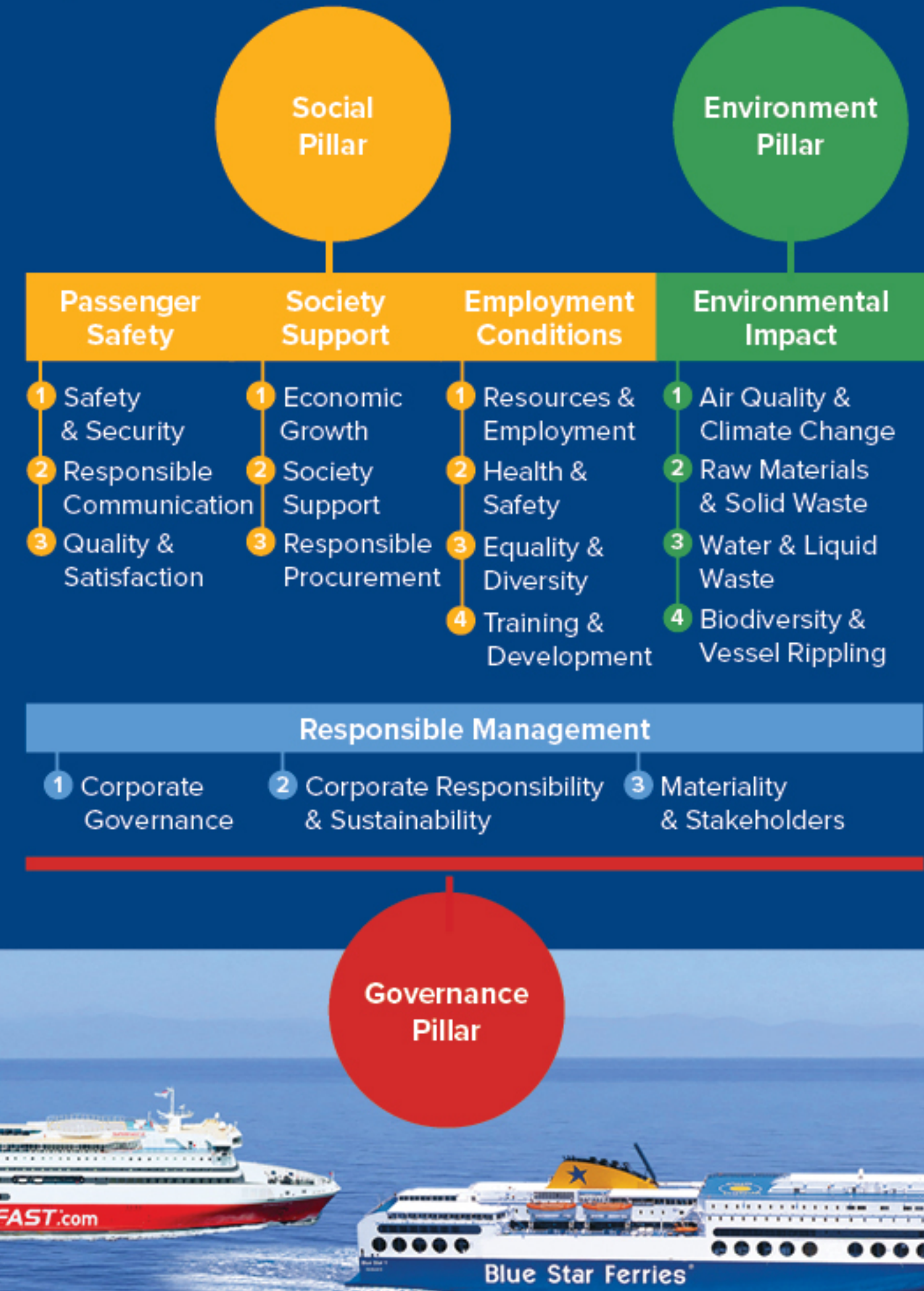
Our culture

Vision

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



Corporate Responsibility and Sustainability Framework



Responsible Operation What we achieved in 2021

Management

- **106** Top Management Members, Directors and Managers from all departments participated in the development of our Strategy 2021-2023.
- We defined **123** actions in our Corporate Responsibility and Sustainability Action Plan 2021-2023.
- We increased by **5.9%** the number of quantitative indicators we make reference to within the Report.
- We have communicated our Regulation of Professional Conduct & Business Ethics and Anti-corruption Regulation to **100%** of our office employees.
- We have trained **93%** of office employees on our Regulation of Professional Conduct & Business Ethics.
- We trained **12.7%** of office employees on anti-corruption.
- **No** violation cases concerning our main principles and rules of professional behavior occurred.
- **No** corruption or bribery incidents related to our employees occurred.
- **24** internal audits were conducted.
- We **did not make any** donations to political parties.



Society

- We distributed approximately **€426** million in economic value:
 - **€87.3** million to employees (salaries, benefits and insurance payments),
 - **€56.8** million for taxes (VAT, port taxes etc.),
 - **€19.2** million to providers of capital (interest and return payments),
 - **€19.2** million to agents (commissions),
 - **€194** million to suppliers (purchases of goods and services),
 - **€1.6** million to society (discount tickets, implemented programs, sponsorships and donations),
 - **€47.9** million for investments.
- We increased the total value of implemented or supported social support programs by **16.6%**.
- We implemented or supported **130** society support programs, as well as in **100%** of the islands we serve.
- We increased the total number of discount tickets offered by **10%**.
- We **tripled** the number of employees participating in volunteer activities and increased **twentyfold** employee volunteering hours.
- We spent **87.3%** of total procurement expenditure to local suppliers and **18.6%** of total procurement expenditure to small and medium-sized enterprises (up to 50 employees).
- We communicated our Supplier Code of Conduct to **100%** of our suppliers, with **66%** already signing its acceptance.



Employees

- Responsibility is **1** out of **6** appraisal criteria for all office employees.
- We trained (at least once) **70.8%** and **12%** of our office and marine employees respectively.
- **31%** of work was conducted remotely, while **10,903** online meetings were conducted.
- We employ **100%** of our employees with full time employment contracts.
- We collected **169** blood units through our voluntary blood donation programs in the last three years.
- **100%** of employees in Director and Top Management positions are Greek.
- **No** grievances regarding our marine employee living conditions were filed.
- We conducted internal drills on Health and Safety issues (such as response to emergency situations) to **100%** of marine employees.



Customers

- We sent over **387,000** information SMS to our passengers and informed **97%** of passengers deemed necessary (over **818,000** passengers) through information SMS for early arrival at port or changes or cancellations of scheduled journeys in Domestic and Adriatic Sea lines.
- **97.4%** of our premises and vessels have access for people with disabilities.
- We kept **83%** of our vessels' departure times and **61%** of arrival times as scheduled.
- The average score registered through service evaluation devices onboard our vessels reached **4.2** on a 5 point scale.
- We conducted internal drills and trainings on passenger safety to **100%** of marine employees.
- We were subject to **173** vessel inspections for protection measures against the pandemic, **52** for food hygiene and safety and **66** for Anti-Smoking Law's implementation, with no non-compliance incident.
- We increased our seasmiles Loyalty and Reward program members by **16.8%**.



Environment

- We produced approximately **4,380** KWh electricity from renewable energy sources.
- We informed **100%** of our employees on environmental protection issues.
- We use refrigerants that do not affect the ozone layer (such as R134a, R404a, R407a) in **100%** of refrigerators and freezers onboard our vessels.
- We reduced the consumption of plastic bags in our offices by **18.7%**.
- We informed potentially over **1.2** million customers on Corporate Responsibility and Sustainability issues, such as environmental protection.
- We used **70%** recycled paper for all purposes and **68%** recycled toners/ink cartridges.
- We increased use of recycled or certified paper for commercial use to **78%**.
- We transported from Islands free-of-charge over **98** tonnes of materials for recycling.