

# *Autohellas*



Sustainability Report **2021**

***Autohellas***

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## Letter from Management

Dear colleagues and stakeholders,

We present to you the first Sustainability Report of Autohellas Group. This publication is an important milestone for our organisation, as for the first time we communicate in detail our course so far, our fundamental values, and our goals for the future, laying the foundation for the systematic recording of our actions and our performance in the context of sustainable development.

Sustainable development plays a critical role in a world where economic, social, environmental, health and technological challenges are constantly intensifying, and for this reason we are committed to integrating the principles of sustainability and responsibility into our business activities.

High-quality services, care for our people and society, reduction of our environmental footprint and good corporate governance are core priorities for us and are the driving forces that lead us towards continuous improvement and strong performance.

2021 was a special year for Autohellas Group's activities, as the impact from the pandemic remained visible, affecting tourism and travel, while the automotive trade sector was negatively influenced by long delivery delays, due to the global shortage of raw materials. During these uncertain times, Autohellas Group managed not

only to cope effectively, but to achieve record financial performance, creating the conditions for further growth across all sectors.

In the context of ethical and responsible activity in the field of rental, import, dealership, and retail sale of automobiles, we support the European action framework for climate neutrality and the United Nations' Global Sustainable Development Goals by continuously reducing our environmental footprint.

In 2021 we enriched our fleet with "green" cars, investing over 49 million euros. This investment, along with the continuous upgrade of our organisation and infrastructure, led to increased market shares in all the main tourist areas of the country. In addition, the Group participates in organized spare car-parts and waste recycling programmes.

The driving force behind everything we do is our human resources. For this reason, we increased the number of employees by 11% in 2021, ensuring their growth and development by investing in training programmes, in collaboration with internal and external partners. At the same time, due to the spread of the pandemic, we prioritized our employees' health and safety by ensuring good hygiene in the workplace.

One of our main concerns is also to achieve a positive impact on society. With a sense of responsibility towards society, we carried out

actions in 2021 that contributed to the support of vulnerable social groups and healthcare units and to the promotion of education and culture.

We are constantly expanding and seeking to maximise the value we create for all our stakeholders. We keep this commitment by incorporating best practices in corporate governance into our operations and by reinforcing the transparency of our operations.

Our goal for the future is to continue to grow and create value by facing the difficulties that arise in an environment of uncertainty due to geopolitical developments that make our work particularly demanding. The high level of services, the further strengthening of investments in a green fleet of zero and reduced emissions and the development of new products that will complement the services of Autohellas will remain a priority for the people of the Group.

We continuously monitor our performance and, leveraging our strategic advantages, we look forward to leading Autohellas Group responsibly towards a future more sustainable for all.

**Antonia Dimitrakopoulou**  
CFO Autohellas





# Autohellas Group

Autohellas Group has been operating since 1974 in the highly competitive and evolving automotive sector.



# Autohellas Group

We are one of the largest companies specializing in leasing, importing, distribution and retail sales of cars in Greece, based on financial figures and fleet size.

We have dynamic presence and international activity in a total of 8 countries: Greece, Bulgaria, Cyprus, Romania, Serbia, Montenegro, Croatia and Ukraine. We have a network of more than 140 service points, of which 51 are in the largest airports, in the car rental sector.



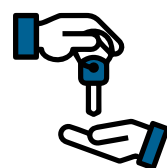
Half a century  
of presence in Greece



Fleet size of  
**> 46k** cars



Operations in  
**8 countries**



**> 140** locations  
internationally



This Report focuses on the Greek presence of Autohellas Group, which has been listed on the Athens Stock Exchange (ATHEX) since 1999.

## 2021 at a glance



### Environment

€49.5 mil.

22%

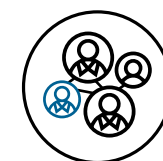
Investment in “green” fleet  
of new vehicles added to our fleet were  
«green»

4%

decrease in electricity consumption,  
compared to that of 2020

318.5

tons of waste recycled



### People and society

1,109

employees in Greece

7,600

Covid-19 tests in our premises

36%

of upper management personnel are  
female

10

social actions and collaborations

€568 mil.

social product of Autohellas



### Governance and development

€642 mil.

revenue

€229 mil.

total investments

€279 mil.

payments to capital providers

30%

of Board of Directors members are  
female



# Autohellas, a dynamic Group with international presence

The Group's operating segments, international activity and holdings are outlined below

## Short- and long-term car rentals

Autohellas Group is one of the largest franchisees of Hertz International, with exclusive rights to use the Hertz brand in Greece and abroad through its subsidiaries in Bulgaria, Cyprus, Romania, Serbia, Montenegro, Croatia and Ukraine and with a total of over 110 Hertz locations and service points in major cities and airports.

- Long-term leasing and fleet management
- Short-term renting (Rent-a-Car)



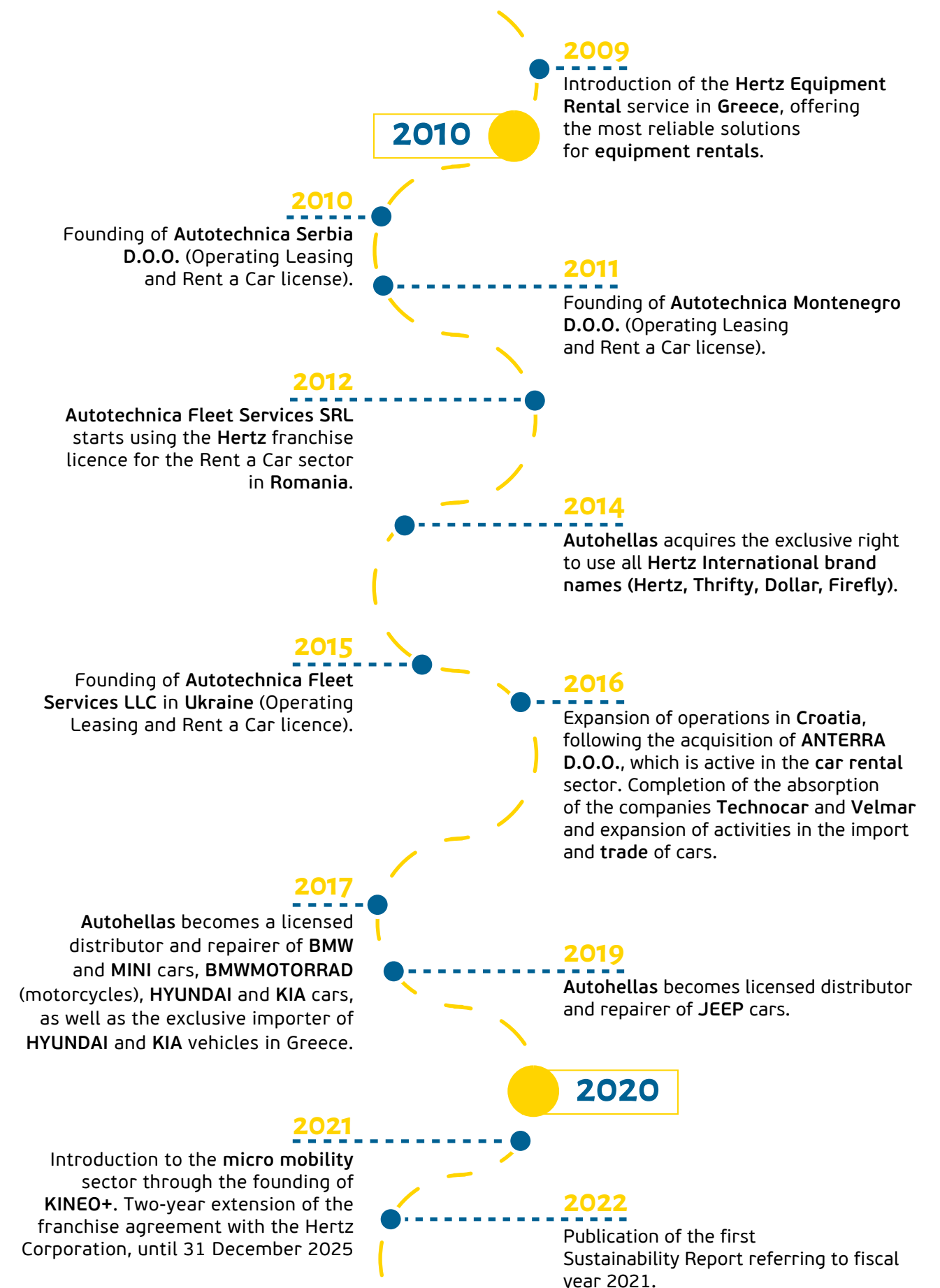
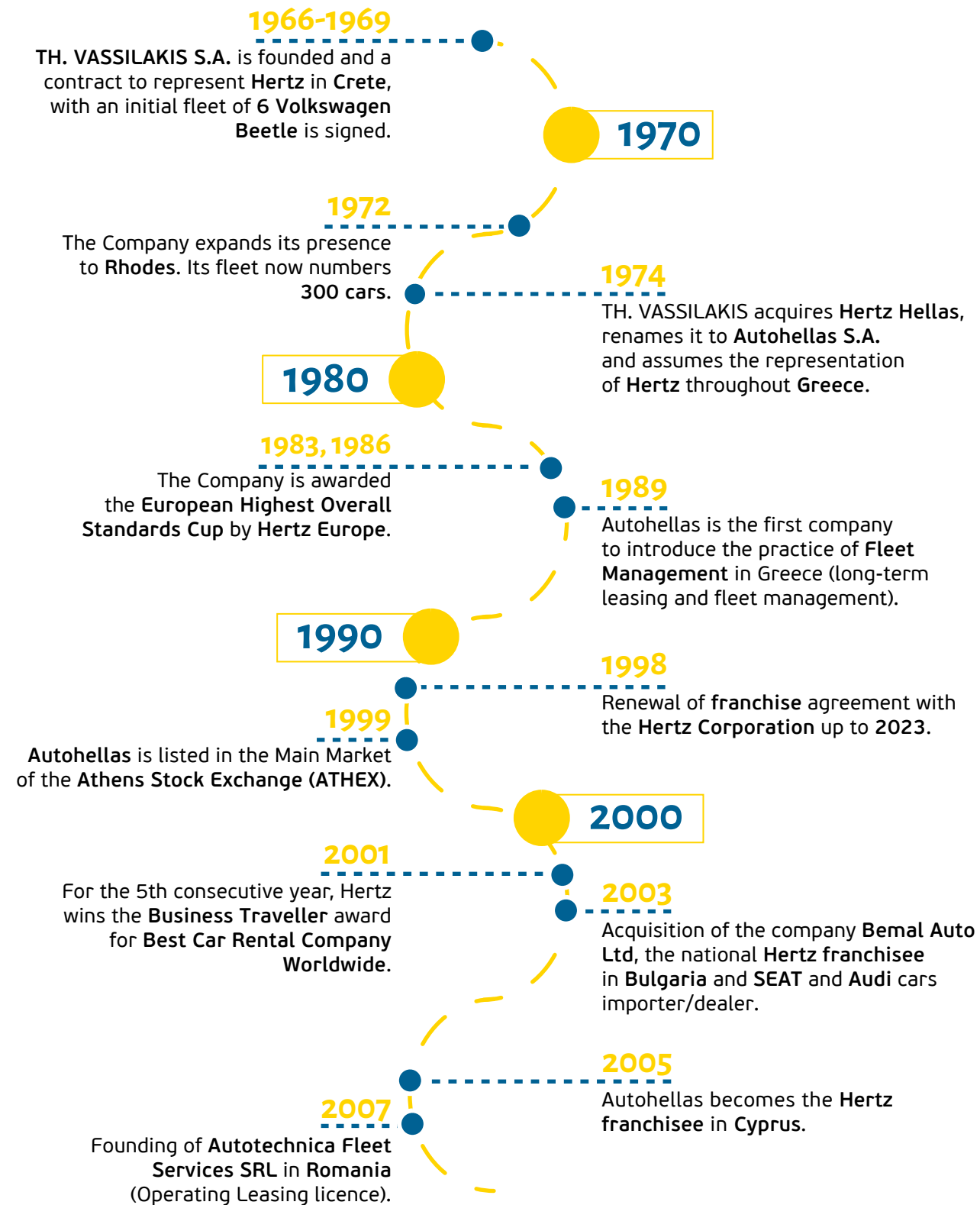
## Import and trade of cars and spare parts

Autohellas Group holds an important position in the car market in Greece, Cyprus and the Balkans. More specifically, it holds a significant share in the import and trade of new cars in Greece, and at the same time it has a dynamic presence in the wholesale and retail market of used cars in all the countries in which it operates.

- Imports and sales of new cars
- Imports and sales of spare parts
- Sales of used cars



# Half a century of dynamic presence





# Autohellas Group locations in Greece



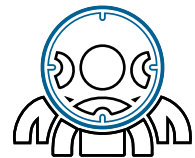
# Values and strategic priorities

Our values reflect the philosophy of Autohellas Group, are representative of the organisation, and accompany it throughout its long history. They had, have and will continue to have a decisive role in the realisation of our vision both in Greece and abroad.



## Integrity

We operate according to the highest ethical standards, applying best practices across all our operations. It is our core concern that the value of integrity governs the context of our operations, as well as our relationships with our stakeholder groups, fostering a climate of trust and respect.



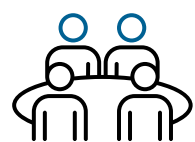
## Customer-oriented philosophy

We aim to respond promptly to the requirements of our customers with respect to their needs and, following market trends closely, we design and offer products and services of high standards and quality. We act with sincerity and focus on strengthening trusting relationships with our customers and maintaining their satisfaction.



## Responsibility

We act responsibly and promote transparency in our relationships with all our stakeholders and business partners. We cultivate a culture of responsibility, creating the conditions that allow us to operate with respect for people, the natural environment and society, effectively facing the challenges towards sustainable development.

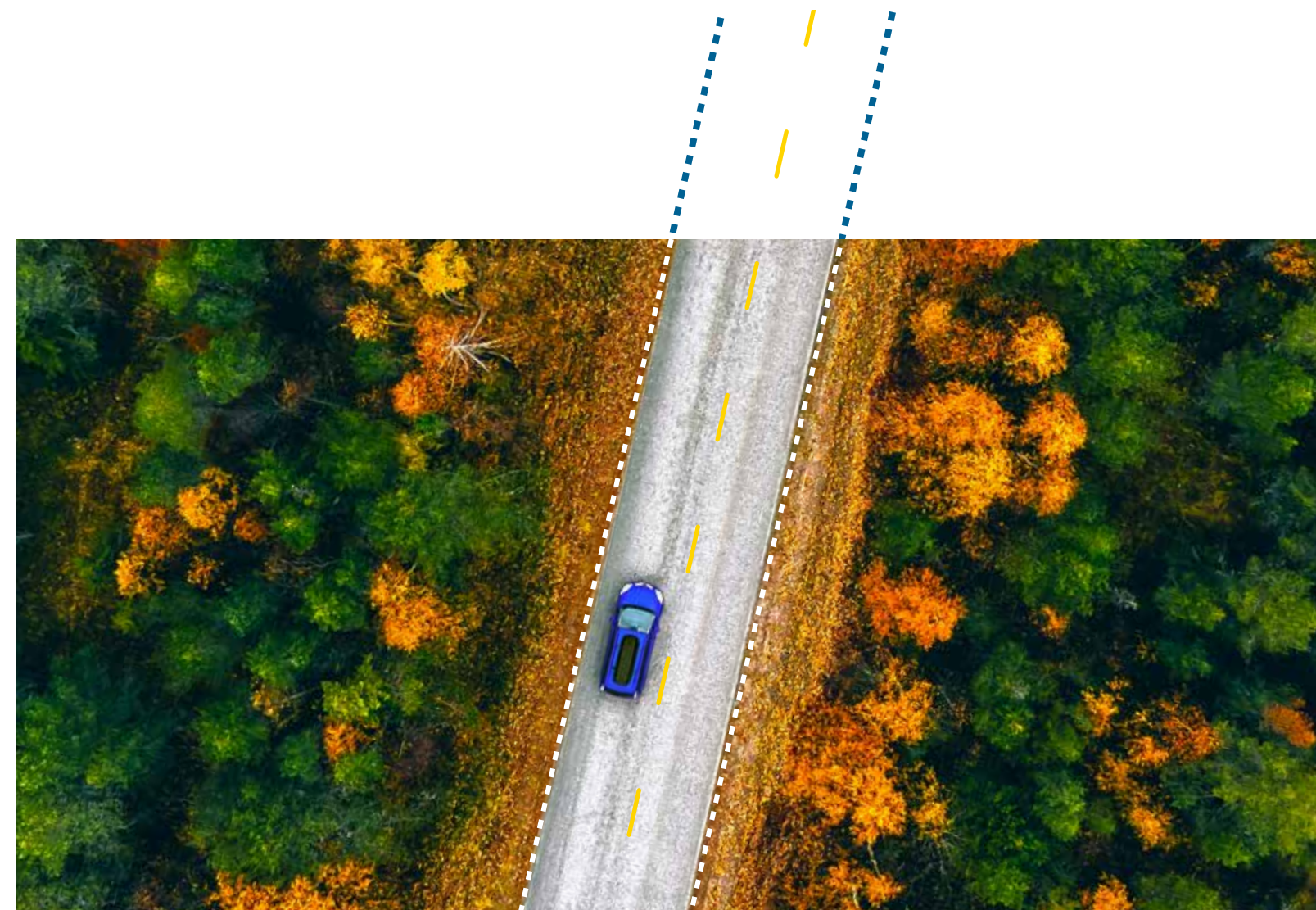


## Teamwork

We promote collaboration and teamwork between colleagues, teams, and departments in all aspects of our activities, with the aim of diffusing knowledge and sharing information. Through collegiality and teamwork, we work towards optimal professional performance and continuous personal development.

For the effective implementation of our strategy, we have set clear priorities, based on continuous improvement and business excellence. Strategic priorities generate corporate goals, for the achievement of which all of us at Autohellas Group work seamlessly. Taking into account the challenges of the broader business environment, we have set the following priorities:

- Providing high quality services that meet the needs and requirements of our customers.
- Maintaining a modern work environment with a focus on the safety, satisfaction, and support of employees, to help them achieve their goals and develop both professionally and personally.
- Operating responsibly, to further reduce our environmental footprint.
- Supporting socially and financially the country and the local communities in which we operate, through the continuous development of our business activities.
- Strengthening the contribution to vulnerable social groups.



# The business model of Autohellas Group



## MAIN PARTNERSHIPS

- Business partners and customers
- Suppliers



## PRINCIPAL ACTIVITIES

- Short- and long-term car rentals in Greece and abroad
- Import and trade of cars and spare parts



## VALUE PROPOSITION

Autohellas Group operates a vehicle fleet of over 46,000 vehicles, and has over 140 service points. The Group offers comprehensive and innovative solutions that meet the needs of every customer. It is constantly innovating by utilizing new technologies and introducing new services.



## KEY RESOURCES

- Own fleet of vehicles and related equipment
- Highly qualified staff
- Proprietary facilities, garages and body-shops



## COST STRUCTURE

- |  |                                   |
|--|-----------------------------------|
| • Fleet upgrades                           | • Equipment operating costs       |
| • Remuneration and other employee benefits | • Fleet retention and maintenance |
|  | • Staff trainings                 |

With the aim of providing high quality services, we integrate into our business strategy important factors, such as, responding to the needs of our customers, maintaining and enhancing our competitive advantages, as well as determining the resources for growth in the international and the domestic markets. We aim to create added value for all our stakeholders, while at the same time pursuing responsible business growth and development.



## ADVANTAGES

- Immediate and continuous customer service
- Continuous investments in facilities and equipment
- Continuous fleet upgrade with hybrid and electric cars



## MAIN ELEMENTS OF RELATIONSHIP WITH CUSTOMERS

- High level of customer service with quality and immediate response to requirements
- Customer satisfaction surveys



## CUSTOMER CATEGORIES

- Individuals
- Companies and businesses
- Public institutions



## COMMUNICATION CHANNELS WITH EXISTING & POTENTIAL CUSTOMERS

- |   |   |
|---|---|
| • Autohellas Group companies            | • Participation in conferences/ exhibitions |
| • Autohellas Group companies' websites  | • Advertising campaigns                     |
| • Commercial department                 | • Mass media                                |
| • Industry-specific communication media | • Social media                              |



## REVENUE STRUCTURE

The revenues of Autohellas Group derive from its business activities.

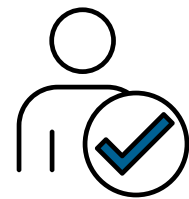


# Focus on quality

We aim to provide high quality products and services, always through the prism of ethical and responsible activity, while at the same time remaining committed to our customers and to providing them with continuous support.



Emphasis on operational excellence



Customer focus



High level of support



Responsible activity

We offer our customers high-quality services at all stages of a car rental, starting from selection, to reservation, to customer service at the stations, during the use of the car, until its return. We reward our customers through the “Hertz Gold Plus Rewards” and “Fly and Drive” programs in collaboration with Aegean Airlines and Olympic Air, as well as through the Bonus program in collaboration with Alpha Bank.

A special mention should be made to our online services which provide technologically advanced options for customers, helping them save time while booking a car or while making an appointment for maintenance or repair at one of our garages.

## Communicating and assessing customer and driver satisfaction

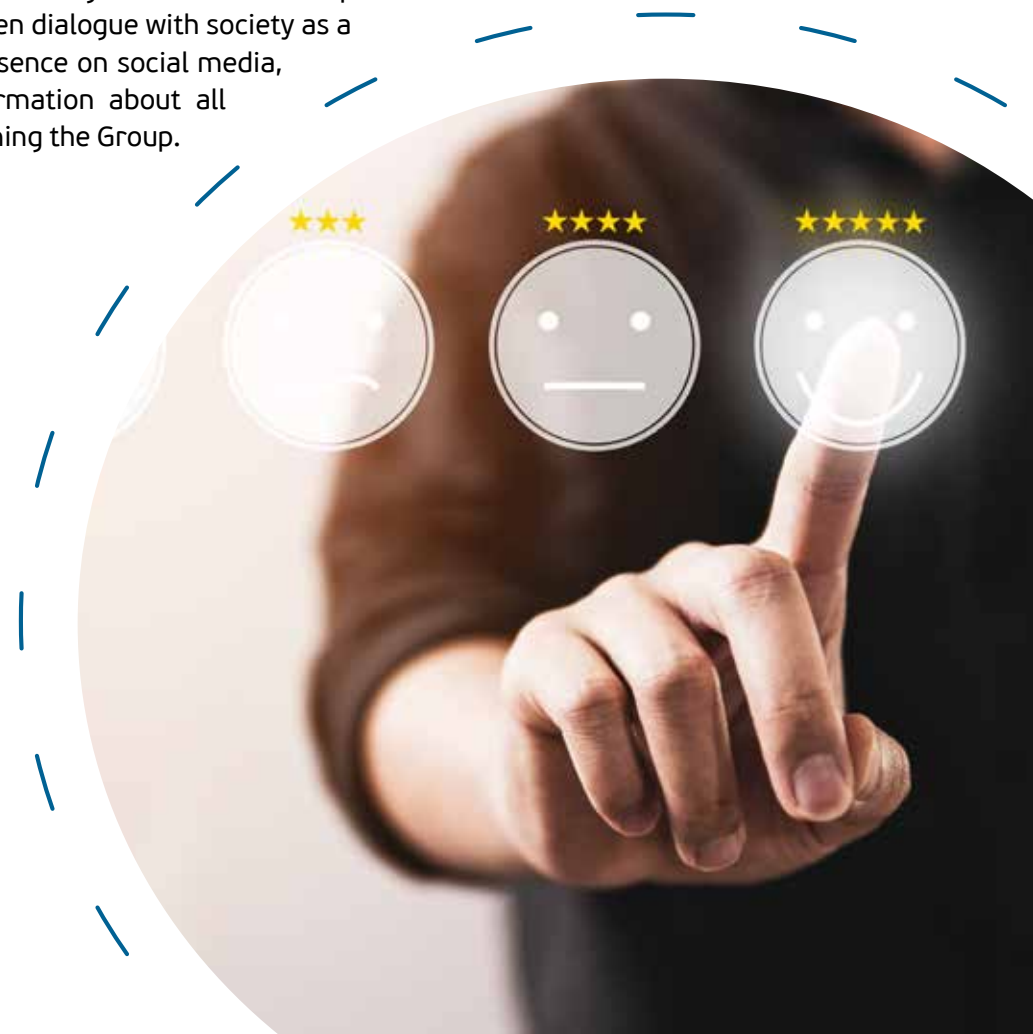
We constantly seek to maximize the satisfaction of our customers, maintaining constant communication with them to systematically collect their opinion and any comments or complaints. Indicative methods we apply are:

- **The maintenance of specialized customer service centers** for the companies of Autohellas Group, with the aim of better, more direct, and more efficient customer service.
- **The conduct of customer satisfaction surveys** for the customers of Autohellas Group companies, with a different implementation framework for each company. Autotechnica Hellas conducts a customer satisfaction survey on a monthly basis, in collaboration with ICAP, one of the largest business

information groups. The survey examines and records the evaluation and satisfaction of customers, comments, and complaints, as well as points for improvement, and is concluded with the delivery of a monthly report by ICAP to the Company.

- **The mystery shopper survey** one of the most reliable methods for drawing conclusions about the level of quality of the Group's services and products. The purpose of the research is to better and more effectively evaluate the services provided and to identify areas for improvement.
- **The Net Promoter Score (NPS) application**, through which customer satisfaction is assessed on a monthly basis.
- **The digital channels of direct communication** with customers, such as the company e-mail or the communication form, which is available on the company's website.
- **The handling of feedback and complaints through Hertz e-commerce** and the forwarding of important feedback internally.
- **The Hertz leasing driver satisfaction survey**, which mainly concerns the drivers' experiences in the company's garages and body shops and is conducted on a six-monthly basis. In order to ensure the free and honest expression of survey participants' feedback, the results are collected anonymously, and the survey is conducted by an independent certified survey company.

In addition, through the Customer Service Department, customers can contact us daily, either by phone or through the online contact form on our website. Our company call center operates 24 hours a day, 7 days a week, and can handle bookings and customer requests at any time. Finally, we have an open dialogue with society as a whole through our dynamic presence on social media, responding and providing information about all developments and news concerning the Group.



# Supply chain

We ensure the development and maintenance of a responsible supply chain, which is consistent with the organization's principles and values. We choose our partners basing on high quality of services and products, promptness of service, price and credit offer.

## Upgrade of Hyundai's official dealer network

Aiming at continuous improvement, we focused on the development and implementation of a holistic approach to the quality upgrade of the operations of the Group's official dealer network. This approach was based on the following practices:

- Recording, measurement, and evaluation of all customer contact points, in the context of services and visits to dealers' premises
- Integrating the customer's opinion into the corporate approach and further emphasizing the objectivity of evaluations
- Creating a customer database for efficient and informed strategic decision-making
- Rewarding the performance of traders, aiming at the evolutionary course of their business

The implementation of the above objectives was carried out through five main actions



1 Online customer satisfaction survey

2 Mystery Shopper survey

3 Program for quality implementation of factory operating standards

4 Continuous trainings of executives

5 Digital system to manage interactions with customers (CRM)

# Awards and recognitions

Awards for our efforts in all areas of our activities are important to us as they demonstrate our commitment to continuous improvement.

## e-Evolution Awards 2020



The exceptional capabilities and thoroughness of the company's new website were confirmed through the recognition of hertz.gr by Autohellas Hertz, at the e-Evolution Awards, as the leader in the "Best in Travel & Tourism" category by winning the silver award and the recognition of excellence at every level. An award, which came as a result of the successful and continuous upward business activity of Autohellas Hertz, which was based on specific objective and measurable criteria.

## Impact BITE Awards 2020



We won a SILVER award at the Impact BITE Awards 2020 which recognize and reward the value of IT projects and technology. Specifically, the company received distinction in the "Tourism" category for the digital ecosystem of hertz.gr. With rich content and an easy-to-navigate menu, the Autohellas-Hertz website provides instant information about the company's fleet and services, with expanded service options, real-time updates on new offers and access to long-term leasing services with LeaSaver programs © & LeaseFlex©.

## ICAP's True Leader Awards 2021



For the 7th year, Autohellas Hertz is among the True Leaders of Greece, according to ICAP's "True Leaders 2020" list. The company emerged as a leading business in the car leasing and rental industry. This award is of special importance as it reflects the successful business activity, but also the adaptability shown by Autohellas in a year of upheavals and unprecedented conditions. The company managed to maintain significant profitability while focusing on the further development of its digital services. At the same time, it continued to invest in electrification, strengthening its electric fleet with the ultimate goal of a better environmental footprint.

# Partnerships and participations

We actively participate in important national networks and industry bodies, with the aim of developing beneficial partnerships, exchanging know-how, good practices, as well as monitoring new methods and trends in the market.







# Our strategy for sustainable development

Sustainable development is a driving force for our business activity and a compass for our business course and action.



## “Our contribution to the UN Sustainable Development Goals”





# Pillars of sustainable development

We develop our business activity according to our mission and values, while recognizing that the principles of sustainable development are a constituent element of our responsible course and continuous evolution. We recognize that our operation has direct and indirect economic, social and environmental impact on stakeholders, as well as on the broader economy, society and the natural environment. We are, therefore, committed to acting as a responsible social and business partner and to integrate goals and actions into our strategy to maximize our offering in all matters.

The areas of sustainable development we focus on are:

- High quality and innovation of services
- Good governance and economic sustainability
- Care for our people
- Protection of the natural environment
- Social progress and prosperity

## High quality and innovation of services




The continuous development and innovation of the services provided are strategic priorities for us. We ensure the high quality of our services through the creation of innovative solutions and practices to serve our customers and stakeholders, closely monitoring international trends and developments.

## Good governance and economic sustainability

We apply the principles of good corporate governance and manage our activities in an organized and coordinated manner, always with corporate responsibility in mind. We operate transparently and in line with Greek legislation and international practices, while, based on the policies and procedures we have adopted, we ensure maximum benefit for all our stakeholder groups. We pursue profitability and business growth while promoting value creation for all.



## Care for our people



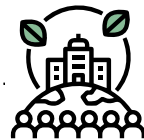
We recognize that the success and upward business trajectory of Autohellas Group is largely based on the efficiency and willingness of our people. In this context, we develop and maintain a safe and meritocratic working environment and invest in our human resources through continuous training and development of their skills. We promote open communication, respect and solidarity among employees, while fostering a spirit of trust and cooperation among our people.

## Protection of the natural environment

Our main concern is to continuously reduce the environmental footprint of our activities. Building a resilient ecosystem for future generations is our top priority, thus we take appropriate actions and initiatives to enhance environmental sustainability as well as to raise awareness among stakeholders in relation to emerging environmental issues.



## Social progress and prosperity



We have a deep sense of social responsibility and contribution at Autohellas Group, always aiming at social progress and prosperity. We strive in every way to be close to the local community and to listen to its needs, through open communication with local authorities and Non-Governmental Organizations. We develop actions and implement sponsorship programs that contribute to social cohesion, while at the same time promoting employment and job creation.

# The Corporate Responsibility team and the coordination of sustainable development issues

Proper and effective management of sustainable development issues is a priority for us. For this reason, we have established a specialized Corporate Responsibility team, which is made up of executives from the Company's main functions and departments. In this way, the efficient flow of information is achieved, and communication between individual departments is optimized. The team is responsible for the effective management and coordination of all sustainable development issues, as well as for the implementation of actions and initiatives in the context of the responsible operations of the Company.





Its contribution is essential to the accumulation and the processing of data and information for the compilation of the annual Sustainable Development Report, while its main tasks also include:






- The development and implementation of the annual action plan for each pillar of Sustainable Development of Autohellas Group.
- The support of internal communication actions to strengthen the Sustainable Development strategy.
- The development and implementation of corporate responsibility programs.
- The management and update of the policies related to the pillars of Sustainable Development, and the strategic priorities of Autohellas Group.



## Communication with stakeholders

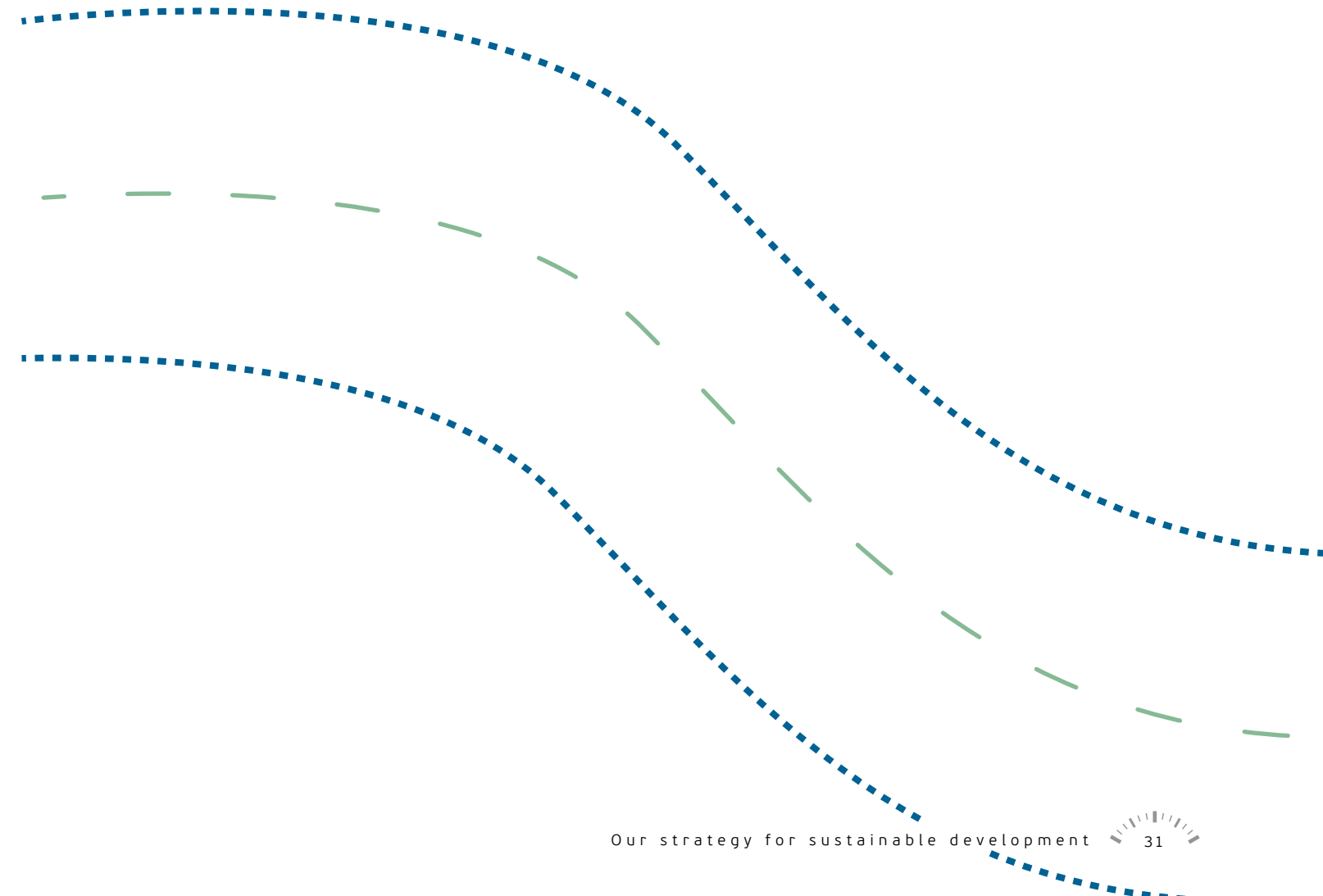
Systematic and two-way communication with stakeholders is a key factor in the planning, successful implementation and evaluation of our actions and programmes. We consider groups that directly or indirectly affect or are affected by our operations to be stakeholders. These groups belong either to Autohellas's internal environment (shareholders, employees) or to the external environment (investors, B2B customers, B2C customers, dealers, suppliers, state/authorities, local community, financial institutions, media).

Our primary concern is to establish relations of mutual trust and constructive cooperation with stakeholder groups, and we pay special attention to the different expectations and demands of each group. The table below presents in detail both the channels of communication with each group and the main issues of concern to each group, as recorded to date:

Stakeholders	Communication channels	Main topics of Interest
 <b>SHAREHOLDERS</b> Frequency of communication: Monthly and whenever deemed necessary	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Shareholder services and corporate announcements department</li> <li>• Press releases, announcements</li> <li>• Presentations of financial results</li> <li>• Annual financial report</li> <li>• Corporate website</li> </ul>	<ul style="list-style-type: none"> <li>• Growth and profitability</li> <li>• Maintenance of reputation</li> <li>• Sustainable development and compliance with market operating rules</li> <li>• Good corporate governance and business ethics</li> <li>• Transparency in relationships with stakeholders</li> <li>• Proper risk management</li> </ul>
 <b>INVESTORS</b> Frequency of communication: Quarterly and whenever deemed necessary	<ul style="list-style-type: none"> <li>• Press releases, announcements</li> <li>• Investor relations department</li> <li>• Presentations of financial results</li> <li>• Annual financial report</li> <li>• Corporate website</li> </ul>	<ul style="list-style-type: none"> <li>• Growth and profitability</li> <li>• Maintaining reputation and enhancing competitiveness</li> <li>• Sustainable development</li> <li>• Good corporate governance and business ethics</li> <li>• Proper risk management</li> <li>• Strong social and environmental performance</li> </ul>
 <b>EMPLOYEES</b> Frequency of communication: Daily	<ul style="list-style-type: none"> <li>• Notification via the Group's website</li> <li>• Continuous communication between Management &amp; Human Resources on internal operational issues</li> <li>• Notification via e-mail and newsletters</li> <li>• Training programmes and events</li> </ul>	<ul style="list-style-type: none"> <li>• Preserving Jobs</li> <li>• Fair remuneration &amp; evaluations</li> <li>• Health and Safety at work</li> <li>• Growth and development opportunities</li> <li>• Communication with Management</li> <li>• Transparency, open dialogue and updating</li> </ul>
 <b>B2B CUSTOMERS</b> Frequency of communication: Daily	<ul style="list-style-type: none"> <li>• Customer service department</li> <li>• Annual satisfaction surveys</li> <li>• Salesperson visits and meetings</li> <li>• Social Media</li> <li>• E-mail</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of cars and services of the highest standard on a consistent basis</li> <li>• Competitive prices</li> <li>• Reliability</li> <li>• Innovation and technology</li> <li>• Flexibility</li> <li>• Privacy/Data protection</li> </ul>

Stakeholders	Communication channels	Main topics of Interest
 <b>B2C CUSTOMERS</b> Frequency of communication: Daily	<ul style="list-style-type: none"> <li>• Customer service department</li> <li>• Annual satisfaction surveys</li> <li>• E-mail</li> <li>• Press releases</li> <li>• Workshops and briefings with customer groups</li> <li>• Social Media</li> </ul>	<ul style="list-style-type: none"> <li>• Quality and reliability of services provided</li> <li>• Service innovation</li> <li>• Transparency, information, service, and equal treatment</li> <li>• Competitive prices</li> <li>• Personal data protection</li> </ul>
 <b>DEALERS</b> Frequency of communication: Daily	<ul style="list-style-type: none"> <li>• Personal contact with specialised personnel of Autohellas Group</li> <li>• Telephone and electronic communication on a regular basis</li> <li>• Announcements, newsletters</li> <li>• Social Media</li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining long-term partnership</li> <li>• Ensuring sustainability</li> <li>• Improved terms of cooperation</li> <li>• Responsible notification and service</li> </ul>
 <b>SUPPLIERS</b> Frequency of communication: Daily	<ul style="list-style-type: none"> <li>• E-mail</li> <li>• Regular communication via the procurement departments of Autohellas Group companies</li> <li>• Meetings</li> <li>• Social Media</li> </ul>	<ul style="list-style-type: none"> <li>• Stable, mutual and beneficial partnership</li> <li>• Open and direct communication with Autohellas Group</li> <li>• Timely payments</li> <li>• Complaint resolution and flexibility</li> </ul>
 <b>LOCAL COMMUNITY</b> Frequency of communication: Whenever deemed necessary	<ul style="list-style-type: none"> <li>• Electronic and telephone communication with local organisations</li> <li>• Press Releases</li> <li>• Participation in activities of local organisations and associations</li> </ul>	<ul style="list-style-type: none"> <li>• Social initiatives and participation in local events (sponsorships and donations)</li> <li>• Employment opportunities</li> <li>• Support of local suppliers</li> <li>• Notification regarding Autohellas Group actions</li> </ul>
 <b>STATE/AUTHORITIES</b> Frequency of communication: Whenever deemed necessary	<ul style="list-style-type: none"> <li>• Regular electronic, telephone and personal communication</li> <li>• Participation in workshops and conferences</li> </ul>	<ul style="list-style-type: none"> <li>• Transparency and ongoing updating</li> <li>• Legal and regulatory compliance</li> </ul>

Stakeholders	Communication channels	Main topics of Interest
 <b>FINANCIAL INSTITUTIONS</b> Frequency of communication: Monthly and whenever deemed necessary	<ul style="list-style-type: none"> <li>• Electronic and telephone communication</li> <li>• Periodic meetings</li> <li>• Press releases, announcements</li> <li>• Annual financial report</li> <li>• Corporate website</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and reliable information</li> <li>• Financial performance of Autohellas Group</li> <li>• Proper risk management</li> <li>• Timely payments</li> <li>• Group transparency and sustainability</li> <li>• Environmental, Social and Governance (ESG) issues</li> </ul>
 <b>MEDIA</b> Frequency of communication: Whenever deemed necessary	<ul style="list-style-type: none"> <li>• Electronic and telephone communication</li> <li>• Press releases, announcements</li> <li>• Corporate website</li> <li>• Notification, communication and promotion of CSR actions</li> </ul>	<ul style="list-style-type: none"> <li>• Direct communication/ response from Group</li> <li>• Timely and reliable information on Autohellas Group's actions</li> <li>• Support for local community</li> </ul>





# Materiality assessment

In the context of preparing this Report, we have analysed and identified the material issues relating to Autohellas Group's activities, per Sustainable Development axis. The assessment and prioritisation process was based on the GRI Standards guidelines and the Sustainability Accounting Standards Board (SASB) sectoral categorisation and assessment.

The process of assessing and prioritising the issues incorporates stakeholder expectations. This procedure classified the material issues according to their impact on the Autohellas Group's activities, in relation to the degree of importance attributed to them by stakeholders. The materiality analysis was carried out in the following steps:

1<sup>st</sup>  
step

Sector analysis and incorporation  
of SASB guidelines

2<sup>nd</sup>  
step

Internal assessment of the issues  
that Autohellas Group identified  
as most important based  
on specific criteria

3<sup>rd</sup>  
step

Assessment of material issues  
per stakeholder, through  
assessment of the pressure  
exerted on Autohellas Group  
by each stakeholder regarding  
each material issue

4<sup>th</sup>  
step

Prioritisation, aggregate  
assessment and recording  
of material issues. Finalisation  
by Autohellas Group  
management



## The importance of the process for determining and assessing material issues

- The materiality analysis process contributes significantly to:
- the recognition of the strengths, weaknesses and opportunities related to each Sustainable Development sector of Autohellas Group;
  - the identification of issues linked to long-term corporate strategic goals and the alignment with those goals;
  - the recording and assessment of the potential risks pertaining to each sector of the Group's operations;
  - the evaluation and reassessment of the performance of the Group's companies, with regard to issues of corporate responsibility and sustainable development;
  - the recognition of individual issues that may have a significant impact on Autohellas Group's stakeholders.

## Materiality Map of Autohellas Group



### Material issues

- |  |  |
|--|--|
| 1 Employee Health and Safety                                       | 11 Covid-19 pandemic                                     |
| 2 Ethics and integrity   | 12 Labour relations and employment                       |
| 3 User/customer safety   | 13 Geopolitical instability                              |
| 4 Privacy and data security  | 14 Diversity & equal opportunities                       |
| 5 Protection of human rights                                       | 15 Responsible marketing                                 |
| 6 Quality of services  | 16 Direct communication between employees and management |
| 7 Corporate governance and compliance                              | 17 Employee development and training                     |
| 8 Customer satisfaction  | 18 Waste, energy and water management                    |
| 9 Environmentally friendly fleet (investment in electric vehicles) | 19 Social support actions and volunteerism               |
| 10 Innovative services and partnerships                            | 20 Raising customer/user awareness                       |

## Our contribution to the Sustainable Development Goals

The UN 2030 Agenda was approved in 2015 and is the new global framework for responsible operations. It sets 17 Sustainable Development Goals (SDGs) for achieving global sustainable development by 2030. The SDGs are a set of goals that create implementation commitments for all countries, combining the economic, social and environmental dimensions. We have aligned our strategic priorities and operations with the UN 2030 agenda, as expressed through the Sustainable Development Goals (SDGs). We are actively involved in achieving the Goals, both through the initiatives we implement and through the goals we set.

Sector / pillar	Material Issues	Sustainable Development Goals
High quality and innovation of services	<ul style="list-style-type: none"> <li>Innovative services and partnerships</li> <li>Responsible marketing</li> <li>Quality of services</li> <li>User/customer safety</li> <li>Customer satisfaction</li> </ul>	
Good governance and economic viability	<ul style="list-style-type: none"> <li>Corporate governance and compliance</li> <li>Ethics and Integrity</li> <li>Privacy and data security</li> </ul>	
Care for employees	<ul style="list-style-type: none"> <li>Labour relations and employment</li> <li>Direct communication between employees and management</li> <li>Employee development and training</li> <li>Employee Health and Safety</li> <li>Protection of human rights</li> <li>Diversity &amp; equal opportunities</li> </ul>	
Protection of the natural environment	<ul style="list-style-type: none"> <li>Waste, energy and water management</li> <li>Environmentally friendly fleet (investments in electric vehicles)</li> <li>Raising customer/user awareness</li> </ul>	
Social progress and prosperity	<ul style="list-style-type: none"> <li>Social support actions and volunteerism</li> </ul>	
External factors	<ul style="list-style-type: none"> <li>Covid-19 pandemic</li> <li>Geopolitical instability</li> </ul>	

# Value creation for stakeholders

Through our activities, we seek to create and distribute value to both the economy and society. In this context, we explore new ways to maximise value by taking actions to bolster the labour market, support domestic suppliers, and continuously upgrade our services. Within the last two years, Autohellas Group has created value of €932 million in total for its stakeholders

**€932 mil.**

total economic value created over the past two years by Autohellas for all its stakeholders

More specifically, the breakdown of the value created by Autohellas Group for the two years 2020 - 2021 is illustrated below:

## Economic value created per stakeholder group

Amounts in 000 euros	2021	2020	Stakeholders
Employee salaries and other benefits	44,973	35,923	Employees, local community
Payments to capital providers	278,872	159,139	Financial institutions
Dividends & capital returns	11,088	11,184	Shareholders & Investors
Total investments	228,786	156,728	Customers & Suppliers
Actions for local communities	513	10	Local community
Direct taxes paid	3,811	983	State/authorities
<b>Total economic value</b>	<b>568,042</b>	<b>363,967</b>	

# Our goals for the future

Area	Goal	Timeline
Environment	Optimisation of our fleet and constant replenishment with more efficient lower-emitting vehicles	2022-2025
	Upgrade of recycling programme at our facilities	2022
	Raising personnel awareness of environmental issues through participation in actions relating to the Environment	2022-2023
Human resources	Qualitative analysis of job characteristics within the Group	2022-2024
	Improvement of employee training programme	2022
Health & safety	Participation of employees in certified CPR training seminars	2022
Social contribution	Enhancement of CSR actions	2022
	Evaluation of suppliers according to ESG criteria	2022-2023
Corporate governance and development	Organisation of a training programme for all employees regarding compliance with the policies and procedures of good Corporate Governance	2022





# Our environmental approach

Protecting the natural environment is a top priority for Autohellas Group. Through the practices and actions we implement, we aim to actively contribute to saving energy and minimising air pollution, as well as increasing recycling actions. In the same context, our strategic priority is the promotion of e-mobility and continuous investments in more environmentally friendly vehicles, maintaining the competitiveness of our fleet.



## “Our contribution to the UN Sustainable Development Goals”



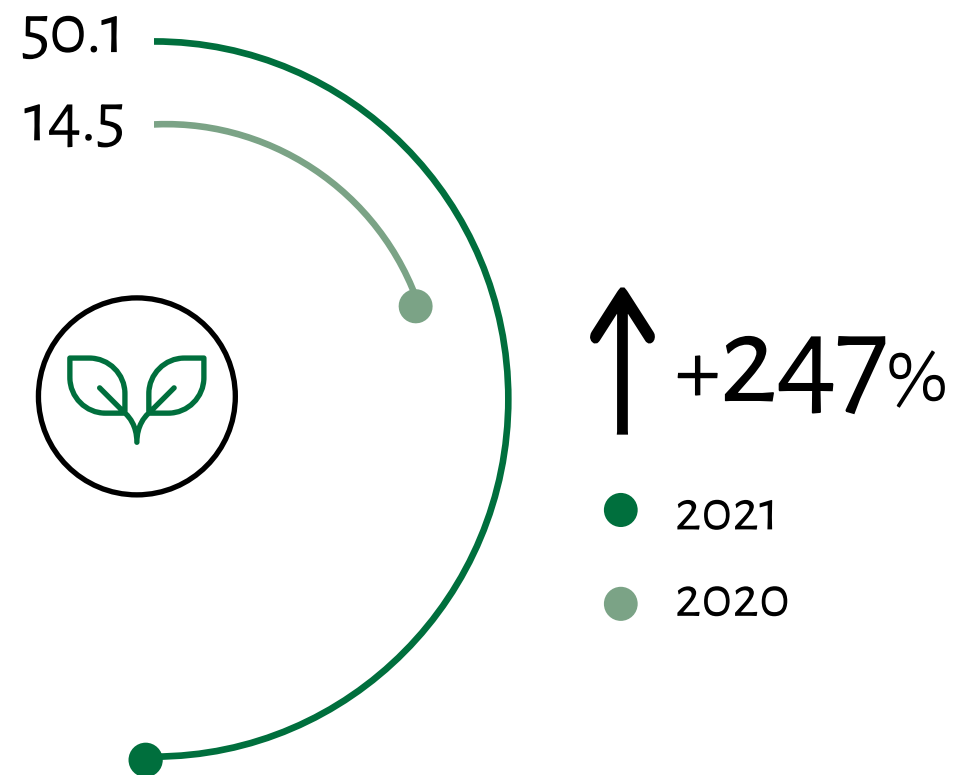


As responsible environmental management for us is inextricably linked to the sustainable development of Autohellas Group, we take all the necessary measures to reduce the environmental impact resulting from our activities, as well as our facilities. We act proactively and implement actions with the aim of continually improving our overall environmental performance, actively contributing to:

- Minimising the emissions of our activities and fleet,
- Saving energy in our facilities, and
- Proper waste management from our facilities.

In this context, we consistently invest in protecting the environment by renewing our fleet with technologically advanced and less-emitting automobiles and by assigning waste management to licensed contractors. In 2021, total investments amounted to 50.1 million EUR, showing an increase of 247% compared to 2020.

Total investments in environmental protection (in million euros)



Additionally, we invest in the training of our employees on issues related to waste management and the implementation of best practices for energy consumption in our facilities.





# Contributing to sustainable mobility



Advances in technology and electromobility encourage the promotion of sustainable means of transport within the urban fabric and enhance the awareness of citizens to use alternative means of transport. Sustainable urban mobility, in addition to improving the quality of everyday life, creates accessible cities for all, and contributes to the reduction of pollution produced by travel.

## Promotion of micro-mobility

In this context, the new trend of “micro-mobility”, is a sustainable solution for covering distances in urban centres through of use of lightweight personal electric vehicles. The aim is to decongest the urban fabric and reduce air pollution. In Europe, over 30% of journeys made by car cover distances of less than 3 km and 50% cover distances of less than 5 km.

Micro-mobility vehicles, i.e. lightweight personal electric vehicles, are an ideal solution for covering these distances, and emit up to 90% less CO<sub>2</sub> / km than a car. At the same time, they are a solution to most of the challenges facing modern cities, such as air quality, noise pollution, congestion, lack of green spaces, and disruption of physical and mental health.

Recognising the advantages of micro-mobility for these routes, we support the effort and activities of the newly founded startup company “Kineo” to promote sustainable and “green” travel in the city, with electric bicycles and scooters.

Kineo offers flexible options for ownership of these vehicles to individuals and businesses, while also providing all the services they need to adopt micro-mobility, such as technical support or security.

By reducing the financial and psychological cost of acquiring an electric vehicle, it allows a large range of citizens to gain access to a personal vehicle and by extension basic freedom of mobility, accelerating the transition to a more sustainable transport mix. In addition to hundreds of users in more than 20 Greek cities, Kineo has also achieved important partnerships with some of the largest companies in Greece, for both the needs of their fleet and product development, thus becoming very soon one of the main catalysts of the domestic ecosystem.



Kineo, during the first year of its operation, managed to save **103.5 tons of CO<sub>2</sub>** from trips where the use of a car was replaced by an electric bicycle or scooter, as more than **70%** of users of the service used their vehicles for their daily mobility needs. At the same time, it generated a net gain of **€435k** to the Greek economy since the use of these vehicles, in addition to the environment, improves public health and is less burdensome on the roads and the rest of the infrastructure.



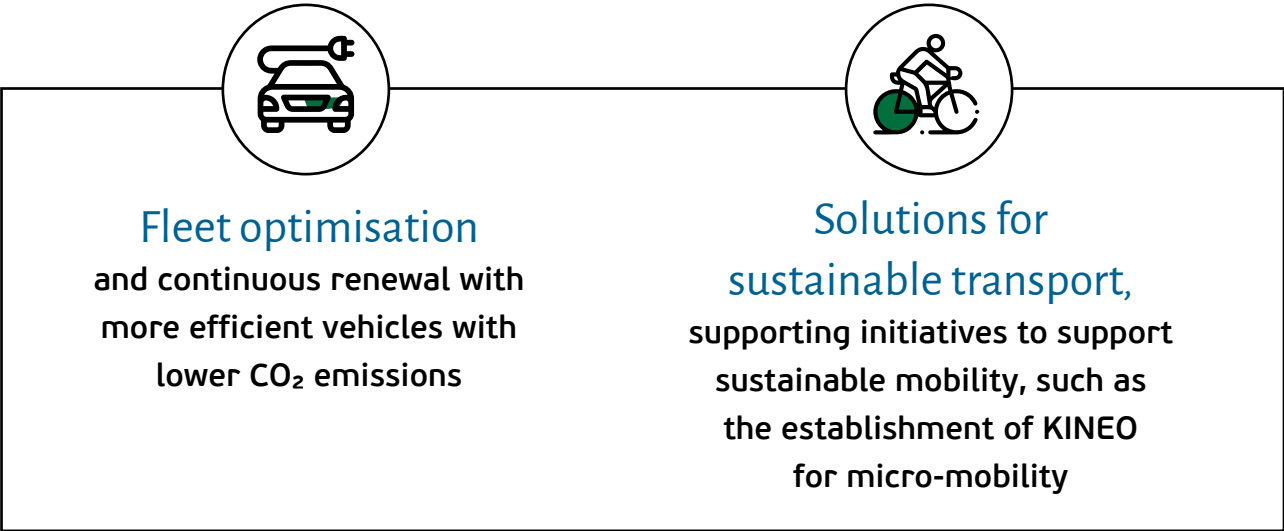
# Green fleet

The transition to a climate-neutral economy with zero greenhouse gas emissions by 2050 is becoming a priority of societies and businesses worldwide, as it is a fundamental axis of the European Union’s action plan. Among other things, special emphasis is placed on the “green” transition and the benefits of sustainable mobility for the environment.

It is worth noting that Autohellas Group systematically invests in the renewal of its fleet and in this context, we have already started to implement our strategy for the integration of electric and plug-in hybrid - low emitting and therefore more environmentally friendly vehicles. In this context, we have already begun to gradually market vehicles with zero carbon emissions, through investments in PHEV (plug-in hybrid electric vehicles) and BEV (battery-electric vehicles).

In total, our fleet during 2021 comprised more than 2,800 hybrid and electric cars

At Autohellas Group we are one step ahead and are constantly reducing our environmental footprint by supporting new, ecological models of mobility. We are committed in this direction, through:



It is worth mentioning that our fleet consists mainly of technologically new models of vehicles, with the highest CO<sub>2</sub> emission control standards. We also place special emphasis on the preventive maintenance of our vehicles, implementing specialised training for the technicians of Autohellas Group.

### Customer information practices

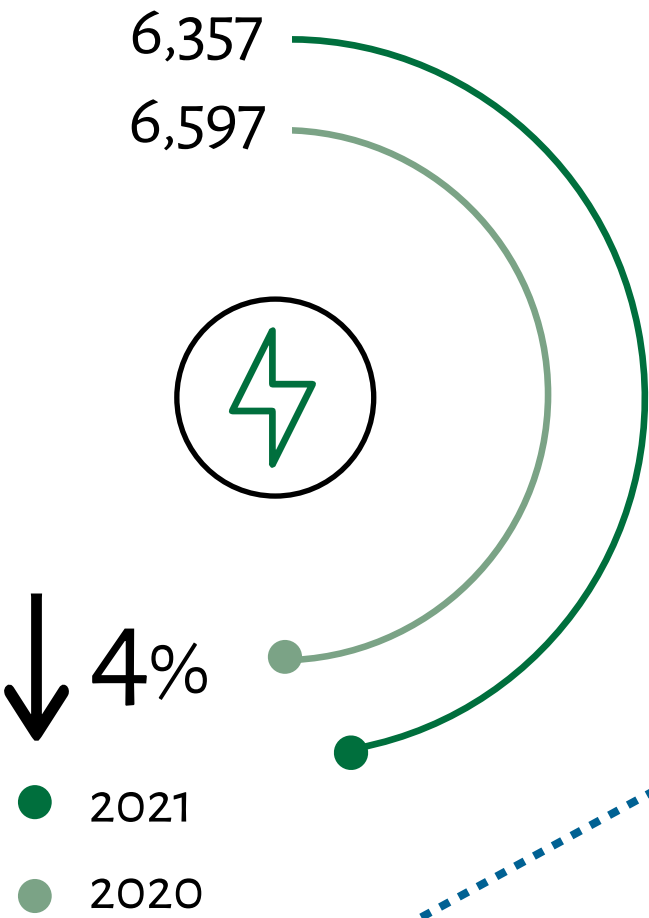
We support the “green future” of automotives in every way and in this context we make sure to inform our customers about the benefits of electric mobility, for a more sustainable environment. We encourage them to discover the unique driving behaviour of electric vehicles.

# Environmental performance

The continuous effort to reduce our environmental footprint, as well as the upgrade of our environmental protection measures taken, are depicted below.

## Electricity consumption

Total Electricity consumption (MWh)



Greenhouse gas emissions

Reducing carbon dioxide emissions and contributing to limiting the effects of climate change is a continuous goal for us. We record the CO2 emissions of our fleet on an annual basis and continuously monitor our performance in order to implement the necessary measures to reduce emissions. The direct and indirect emissions resulting from the activities of Autohellas concern consumption of:

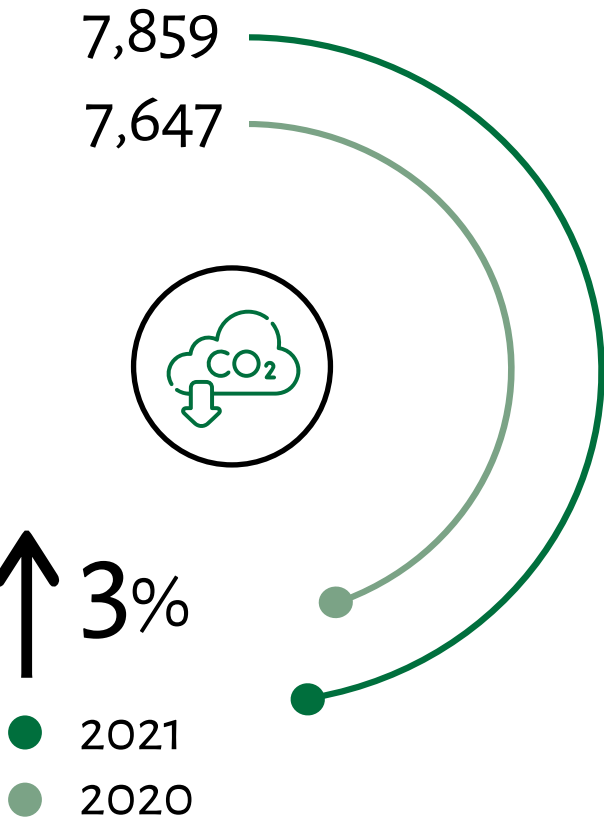
- Electricity
- Oil and natural gas for heating

Number of vehicles\*

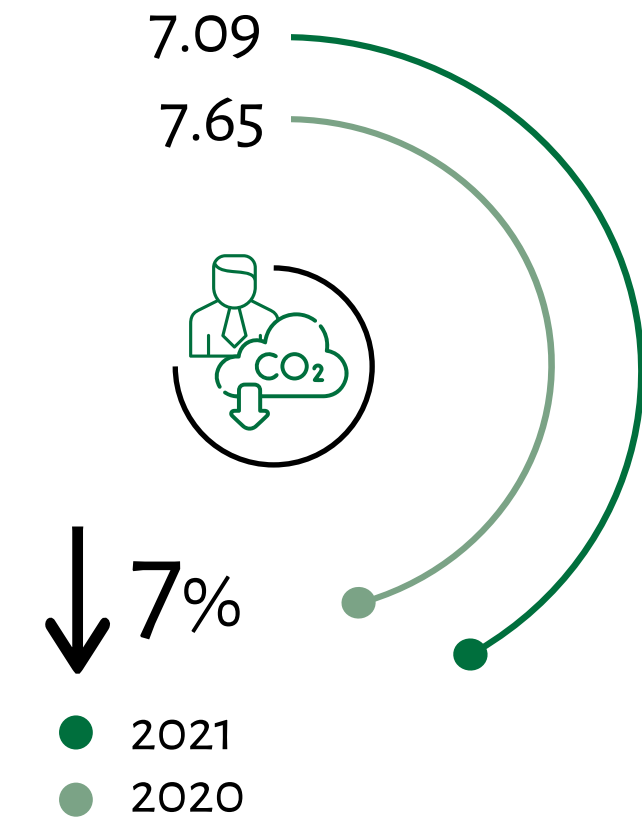


\* Sum of CO<sub>2</sub>-emitting rental fleet for short- and long-term leasing in Greece

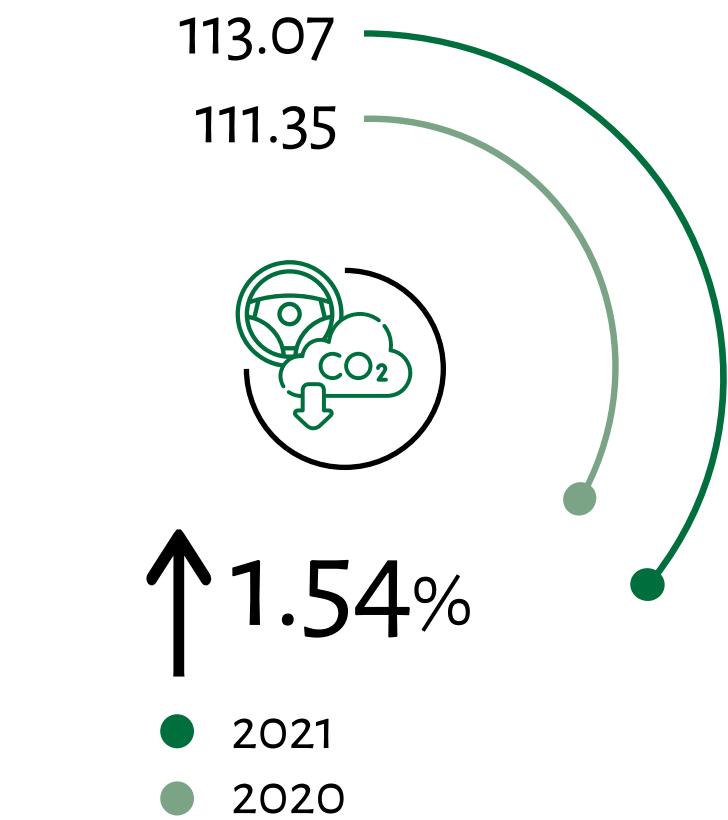
Direct and indirect emissions  
(tn CO<sub>2</sub>)



Special direct and indirect emissions  
(tn CO<sub>2</sub> / employee)

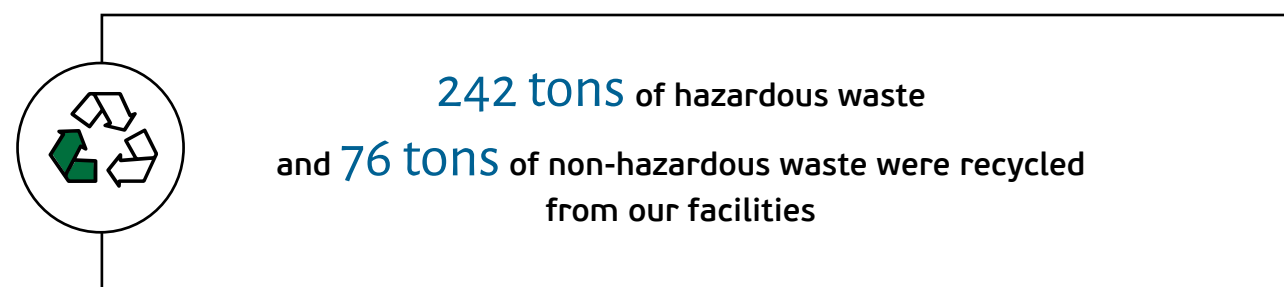


Average fleet emissions  
(gr CO<sub>2</sub> / km / vehicle)



# Promoting a circular economy

Proud for our performance



## Recycling of vehicles

We apply a specialised process, based on which we recycle the largest percentage of an automobile's components. After environmentally hazardous components such as the tires, battery and catalytic converter are removed, their fluids such as brake fluids, air conditioning fluids, coolants and engine oils are also removed. This process recovers useful component parts, as well as mechanical, electrical and electronic parts. Finally, the vehicle frame is directed towards crushing and shredding, so that its metal parts can be sent for recycling.

## Waste management

We take care of the correct collection and utilisation of the waste resulting from our activities, applying proper management and disposal practices and undertaking additional initiatives to educate and raise awareness among employees about these practices.

Regarding the solid waste resulting from our operation, it is collected and separated into hazardous (such as conventional batteries, car batteries, engine oils, tires, electrical and electronic equipment, ink cartridges) and non-hazardous solid waste (paper, plastic), for the management of which we cooperate exclusively with licensed companies. Autohellas Group also applies recycling procedures to the quantities of tires, batteries and parts produced in its garages.

Additionally, in order to properly manage liquid waste and with the goal of zero surface water runoff, we strictly comply with the legislation in car wash facilities. Where possible, we undertake additional actions.

## Waste per category

Hazardous waste (tn)	2021	2020
Oil filters	7.83	9.31
Solid waste contaminated with oils and lubricants	3.40	3.23
Empty packaging with residues of hazardous substances	0.34	1.14
Paint thinners	2.62	1.96
Antifreeze fluids	-	0.35
Brake fluids	0.34	0.12
Used oils	175.90	182.29
Batteries	51.51	53.88
<b>Total</b>	<b>241.94</b>	<b>252.28</b>
Non-hazardous waste (tn)	2021	2020
Paper	3.27	0.27
Metals	73.21	43.00
<b>Total</b>	<b>76.48</b>	<b>43.27</b>

# Environmental indicators

## Our performance

Performance indicators	2021	2020
<b>Consumption indicators</b>		
energy consumption (MWh)	6,357	6,597
emissions CO <sub>2</sub> (tn)	7,859	7,647
water consumption (m <sup>3</sup> )	36,418	44,239
<b>Waste management indicators (tn)</b>		
hazardous waste	241.94	252.28
non-hazardous waste	76.48	43.27



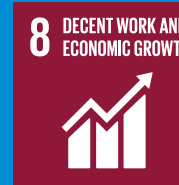


# Our people

Our people are at the core of our operations and are key to achieving our business goals. We work systematically to provide a work environment that promotes equal opportunities, training and human resource development while also attracting new talent.



## “Our contribution to the UN Sustainable Development Goals”



# Our human resources



**Our human resources are without a doubt one of the competitive advantages of Autohellas Group, playing an important role in its development and growth. In this context, we take care to maintain an excellent work environment for all our employees, driven by our values and principles as expressed in the Code of Conduct.**

## Building strong labour relations – Code of Conduct

Our core principles, operating framework and corporate culture are reflected in our Code of Conduct, which is based on best international practices and high standards of corporate responsibility. The values, principles and standards of ethical behaviour set out in the Code of Conduct form the basis of the policies and procedures that Group employees must know and apply. Moreover, the Group's Code of Conduct is addressed to the members of the Board of Directors, as well as to all stakeholders, including customers, suppliers, and external partners.

The main topics of the Code of Conduct pertain to issues related to:

- confidentiality and privacy, as well as the obligations of each employee concerning the safeguarding of information,
- professional conduct,
- avoidance of conflict of interest,
- corruption and bribery,
- transparency of activities,
- protection of Group assets,
- reporting of illegal activities and breaches of the Group's regulations and policies.

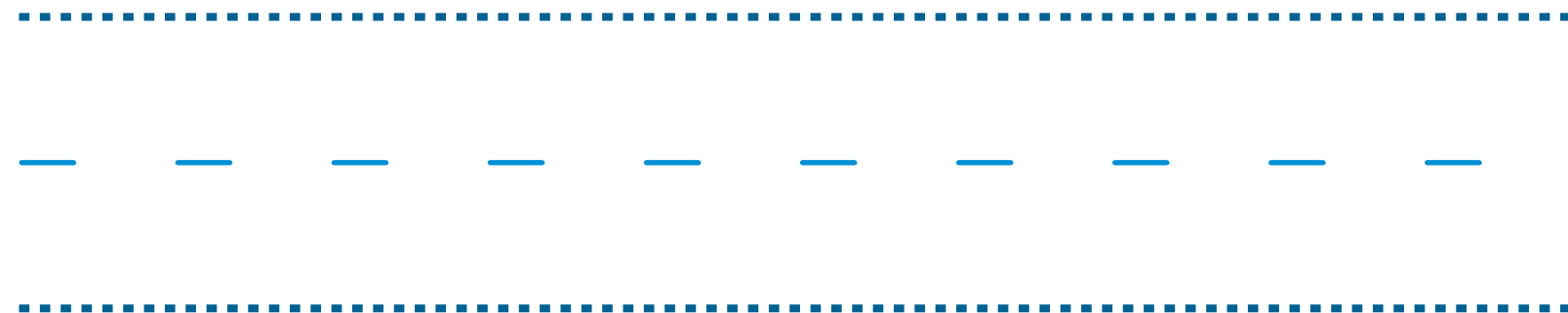
The main goal of the Code of Conduct is to build and promote relations of mutual respect and cooperation between the Group's employees and other partners. At the same time, it is an important tool for creating and maintaining a merit-based work environment.

## Respect for the individual, diversity, and equal opportunities

Our work culture is based on, among other things, respect for and protection of diversity. For us, social and ethnic background, political and religious beliefs, age, sexual orientation, physical ability, and gender are not criteria for recruiting and evaluating employees. All employees, regardless of age and gender, are actively supported by Autohellas Group and are offered equal opportunities for growth and development

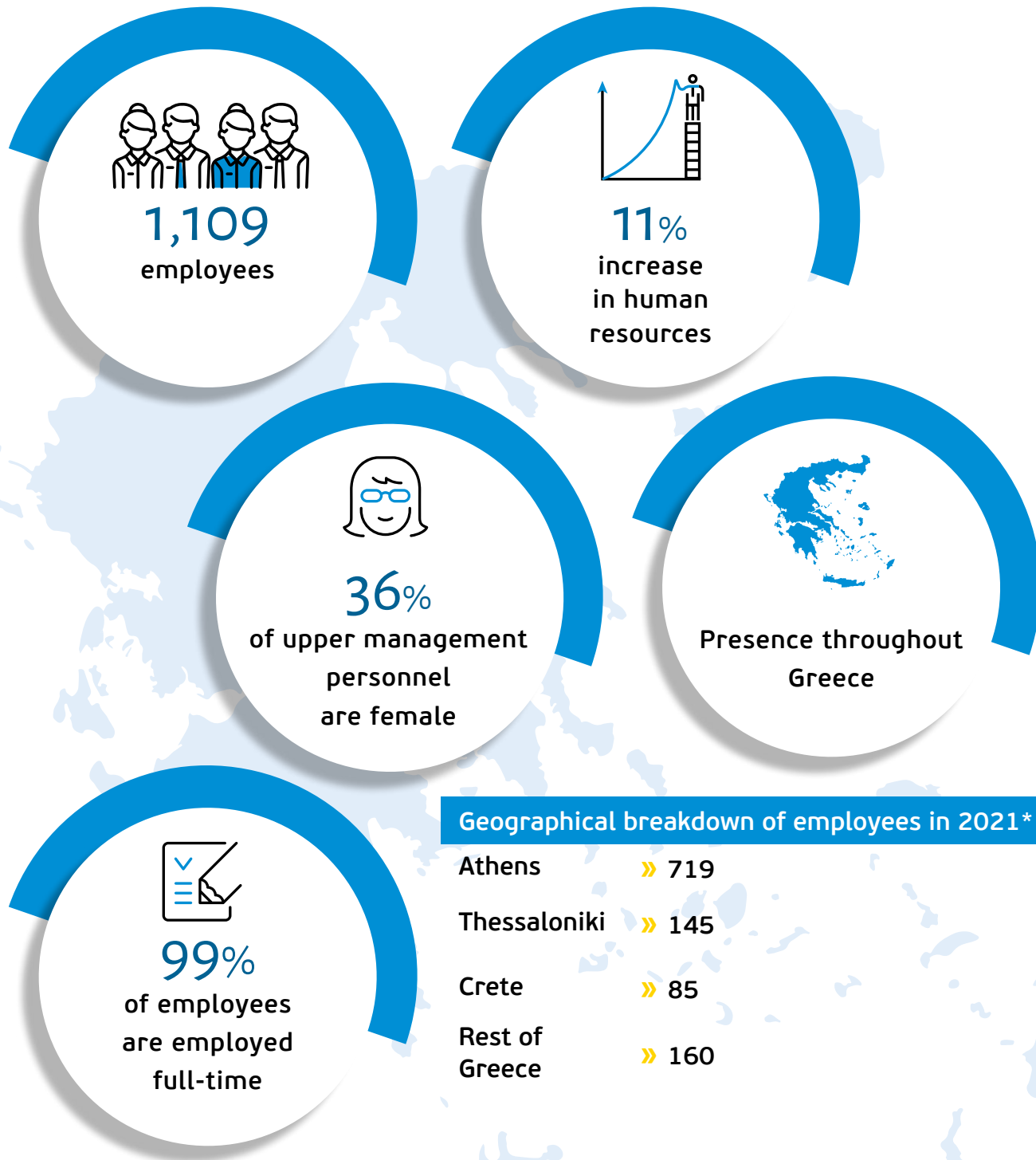
## Human rights

We respect internationally protected human rights, and in this context we tolerate no incidents of discrimination or forced labour or any form of harassment or violation of the rights of our employees or our partners. Equal pay for equal work or work of equal value, regardless of gender, is also an integral part of our culture.



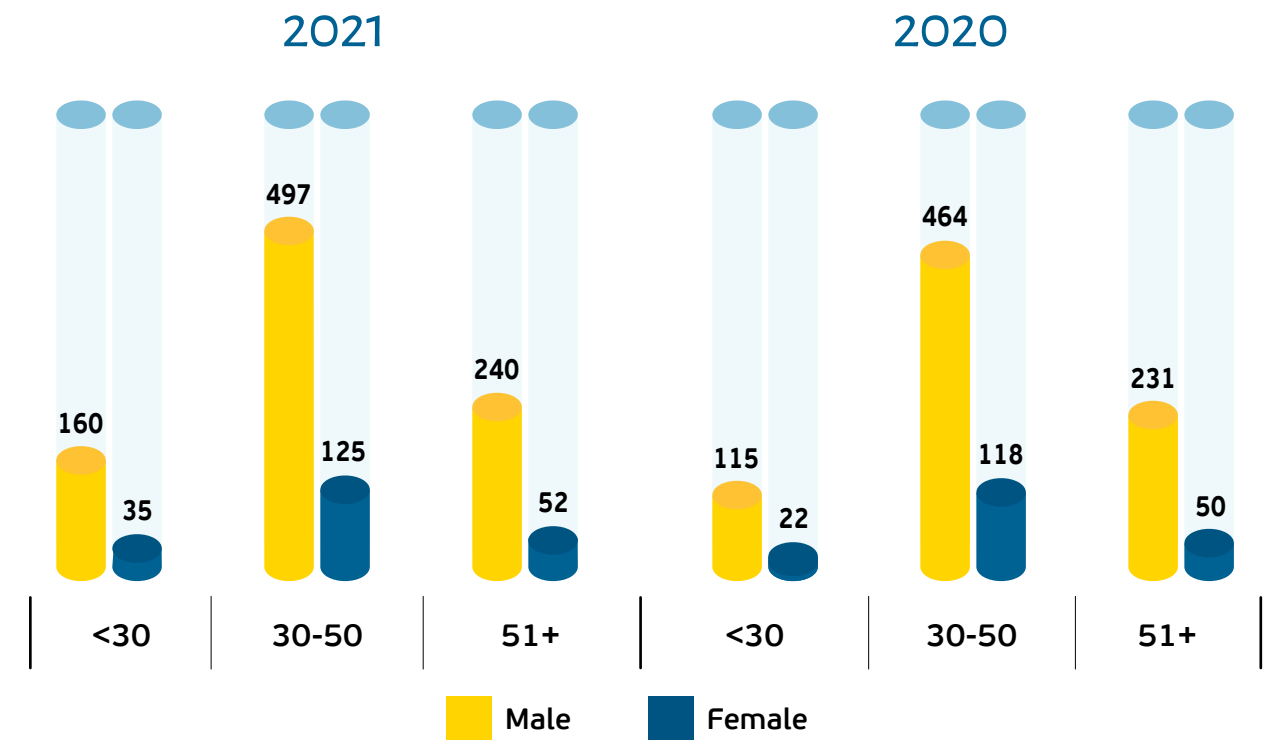
# Our people at a glance

Autohellas Group employed 1,109 people in Greece as at 31.12.2021.

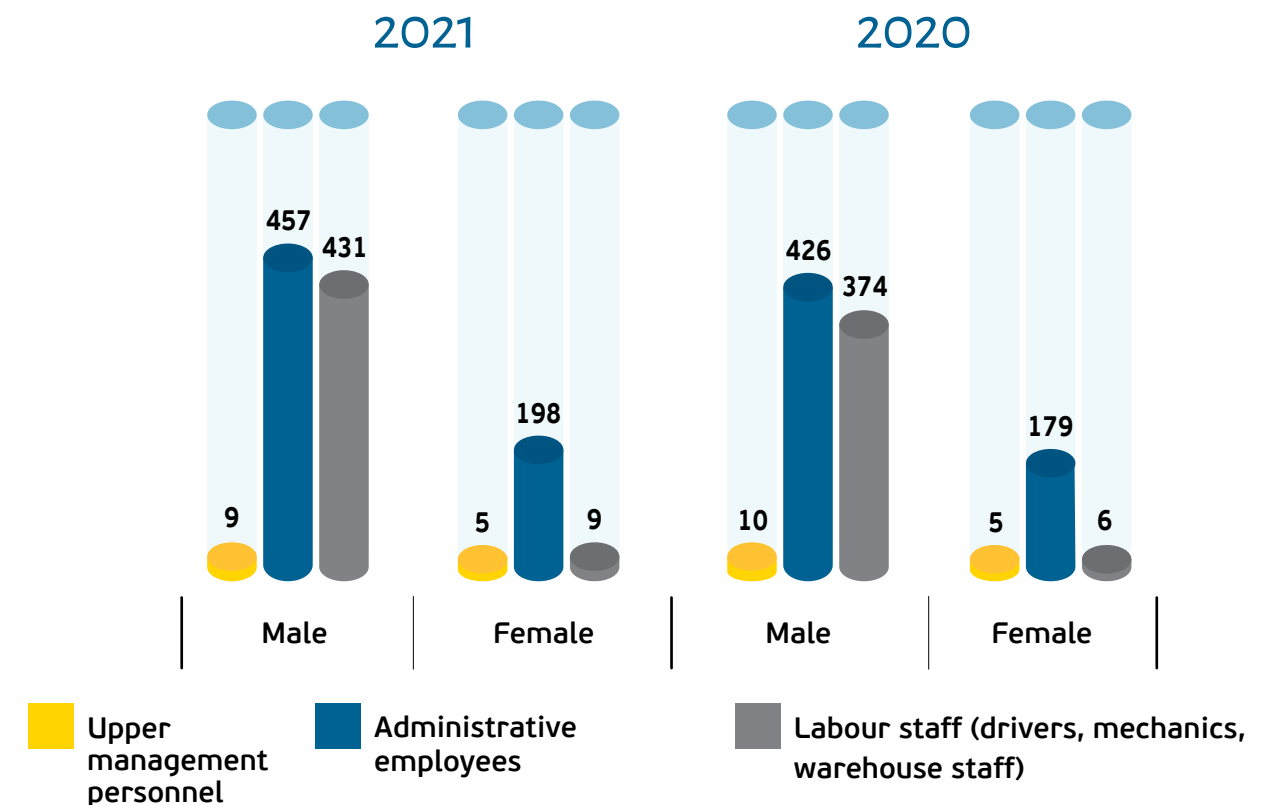


\* the table sets out the areas of Greece where the largest number of Group employees is concentrated

Distribution of human resources by age-group and gender

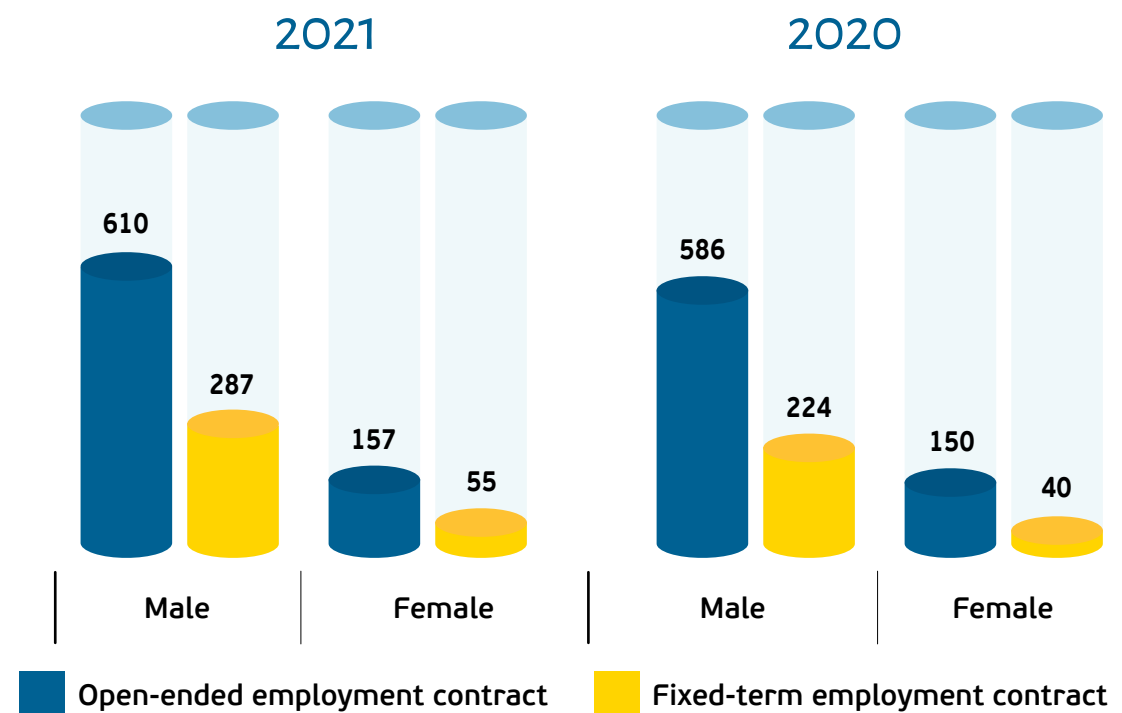


Distribution of human resources by rank and gender





Distribution of human resources by employment contract and gender



## Attracting and retaining human resources

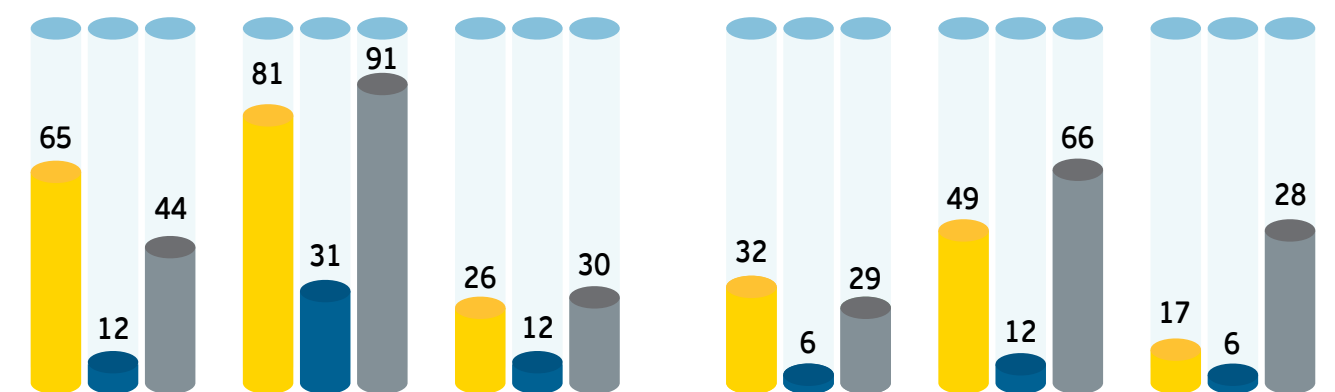
We put special emphasis on recruiting highly trained and educated candidates with high professional and personal standards that embrace the values, strategy and culture of Autohellas Group. The Group's recruiting strategy is governed by a specific merit-based process and is designed to attract and retain people with creative and team spirits, integrity and respect, passion for cars and new technologies, and genuine interest in customer service.

We intend to be seen as an employer of choice for both prospective and current employees.]

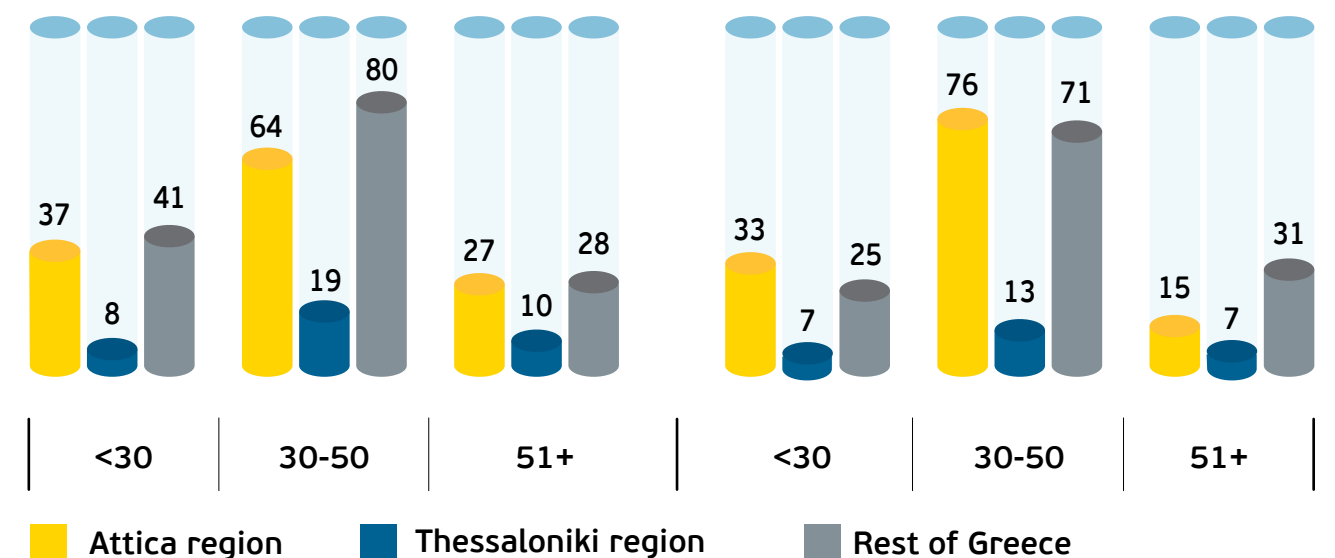
2021

2020

New hires by age and geographical location



Employee turnover by age and geographical location



# Training and development of employees

## Training of employees

Our longstanding goal is to provide appropriate training and development opportunities for our people in order to enhance their knowledge, skills and talents. The trainings we carry out are adapted to the roles and needs of our employees and the requirements of the positions they fill.

We conduct a variety of training activities, including seminars, conference attendance, and other certifications. Training activities are designed according to the needs of individual departments, contributing in this way to meeting the needs of each employee more effectively. The Human Resources Department is responsible for the implementation and development of the necessary training, ensuring the provision of continuous training on an annual basis, as well as on a case-by-case basis.



Orientation of new colleagues is also included in the training and development processes. In this context, the directors of each department carry out a thorough presentation of the duties that new colleagues are going to undertake and all the information necessary for their smooth integration into the new work environment. Moreover, during the orientation, new hires are introduced to the Code of Conduct and the Group's values and principles.

During 2021, hours dedicated to training were limited due to protective measures against the SARS-CoV-2 virus. A total of 351 hours of training took place in 5 different subject areas, covering all personnel ranks.

Average training hours by gender and rank

Average hours per rank	2021			2020		
	Male	Female	Total	Male	Female	Total
Upper management personnel	0.00	4.80	1.71	0.00	4.60	1.53
Administrative employees	1.82	1.57	1.74	1.33	2.31	1.62
Labour staff (drivers, mechanics, warehouse staff)	1.06	0.22	1.04	0.29	1.00	0.30

## Internship opportunities

We actively support university students by providing internship opportunities at the companies of Autohellas Group, as well as technical training opportunities. In this context, we have strategically selected and collaborate with public and private educational organisations to ensure full capitalisation on the capabilities of the next generation, with our main concern being their further development. During 2021, we gave 25 young people the opportunity to work with us and enrich their knowledge and experience.

## Performance evaluation

Employee evaluation is an important tool for their further development and for recognition of their contribution to the positive results of Autohellas Group. In the context of a merit-based work environment, evaluation of human resources is carried out by each department manager based on the targets that have been set.

We have prioritised the development of a comprehensive evaluation system, fully aligned with our strategy and vision, designed to ensure more direct communication between evaluator and evaluatee, optimization of the goal-setting process, and identification of training needs.

# Additional benefits

With the aim of rewarding employees and promoting their prosperity while meeting their daily needs, we offer a comprehensive additional benefit plan, beyond that provided for by the applicable law. Autohellas Group’s additional employee benefits are incentives that reflect the management’s modern and dynamic philosophy, which pursues the continuous expansion and improvement of these benefits.

The following additional benefits are offered to Autohellas Group employees:

- Group healthcare and hospital plan
- Special benefits and discounts on Group services
- Holiday events for all staff and their children
- Christmas food vouchers for all labour staff
- Modern gym at the Group’s headquarters
- Additional group pension plan
- Lunchroom and restaurant with special prices for personnel at the Group’s headquarters

Additionally, in order to strengthen and reward the productivity of personnel in specific departments, we have created specialized schemes for productivity bonuses, which are distributed annually.

# Communication with our people

We attach great importance to internal communication, not just for disseminating our corporate culture, but also for cultivating relationships of trust between employees of all ranks. Open dialogue and direct notification are key components of this communication. We continuously implement actions through which employees are informed accurately and in a timely manner about policies, procedures and changes, while encouraging dialogue. In the context of our “open door policy,” the most important channels of communication are:



Furthermore, employees are encouraged to communicate at any time with the Human Resources Department regarding issues that concern them.





# Our approach to the Covid-19 Pandemic

The coronavirus (Covid-19) pandemic is one of the greatest challenges the global community has faced in recent years. Since the beginning of the pandemic and under these unprecedented circumstances we have taken a number of actions to ensure the unhindered and smooth operation of Autohellas Group, and to provide our employees with a safe work environment. Safeguarding the health of our entire workforce is an important part of the Group's strategy, and as a result our actions are fully in line with the requirements and guidelines of the National Public Health Organization. At Group level, a comprehensive framework of actions was implemented, aiming at immediate and effective response to the pandemic at all our facilities.



## Preventive Covid-19 tests

To protect employees and identify infections promptly, we schedule Covid-19 tests. During 2021, we carried out 7,600 tests.

## Provision of medical supplies

To combat the spread of the virus more effectively, we immediately procured all the necessary preventive and protective equipment, such as special laser thermometers and sanitary materials (antiseptics, surgical masks), making them available at all areas of the Group's facilities.



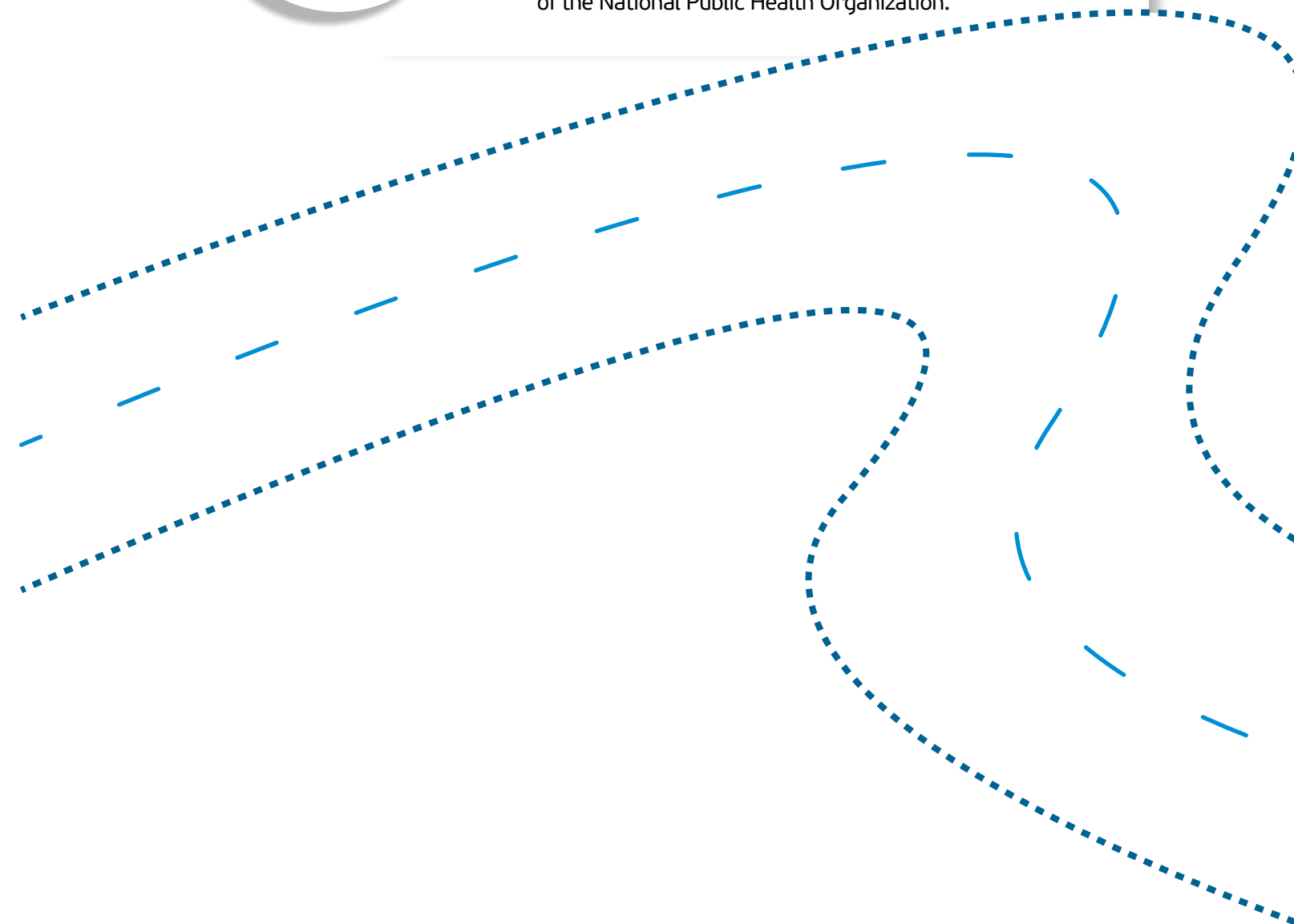
## Remote work

We have made computers and hardware available to our employees to enhance work from home and reduce the risk of the virus spreading in workspaces.



## Constant updates

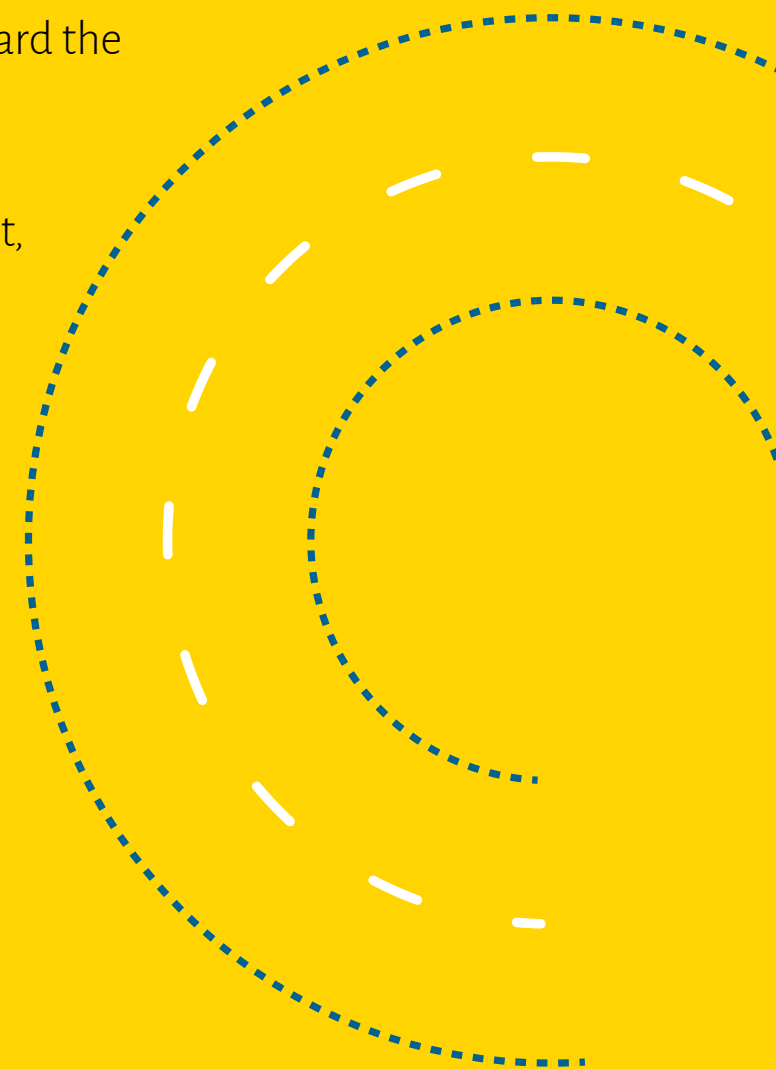
During the pandemic, we provided employees with ongoing updates regarding how the virus is transmitted and the measures for prevention, protection and personal hygiene, always in accordance with the instructions and announcements of the National Public Health Organization.



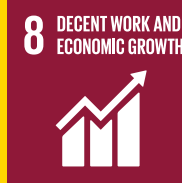


# Occupational health and safety

Our key business priority is to safeguard the health and safety of both our people and our partners. With the aim of maintaining a safe work environment, we apply the precautionary principle and provide all the necessary personal protective equipment.



## “Our contribution to the UN Sustainable Development Goals”





# Our approach

Ensuring proper working conditions and complying with health and safety rules to protect our people have always been priorities for us. This commitment is manifested through Autohellas Group's Health and Safety Policy, based on which we have adopted a preventive approach to conducting our activities, while taking all safe work issues into consideration.

As we strive to solidify our commitment to create a safe environment, we provide the necessary personal protective equipment to employees in positions that require it, while also holding training seminars to help shape a preventive occupational health and safety culture. In addition, as part of a coordinated effort to eliminate hazards in work areas, we conduct regular inspections to ensure timely identification of factors that could cause an accident or create unsafe working conditions.

Through ongoing awareness-raising, employees abide by safety rules and promptly notify the Safety Technician team and department heads of any incidents or factors that increase occupational risks.



## Health and safety officers

To ensure proper application of health and safety practices, we work with an outside provider and have appointed the Safety Technician Supervisor and head physician of the Occupational Health Doctors.

The main duties of these officers are to monitor and ensure full compliance with current law on health and safety-related issues.

Specifically, they are responsible for:



The procedures followed by health and safety officers are:

- Monitoring and application of laws on health and safety
- Implementing best practices relative to health and safety issues
- Assessing occupational risk
- Informing management and department heads of serious related issues
- Training and information of employees on related issues
- Medical monitoring of employees and counselling on related issues
- Regular inspection of work stations and areas
- Updating emergency response procedures
- Investigating accidents and implementing all necessary measures to prevent similar events.

In 2021, the Group's Health and Safety officers took part in international conferences on the impact of the pandemic on mental health and on occupational health & safety. They then briefed personnel on the issues raised during the two conferences.



# Health and Safety Management

At the Autohellas Group, effective documentation, monitoring and management of health and safety issues is achieved through personal interviews with employees, conducted by the Safety Technician and the Occupational Health Physician. The use of this particular mechanism helps to more directly and effectively document incidents and events and, combined with periodic inspections, it helps to minimise the risk of causing an event (near-miss accident, causing damage or an accident).

## Safety and risk assessment

In 2020, we carried out an Occupational Risk Assessment Study (ORAS), which is updated according to changing conditions, to effectively assess all potential health and safety risks and implement more accident-prevention initiatives. The ORAS is accompanied by safe work guidelines which help employees in scheduling and safely performing tasks, while it also includes an Emergency Response Plan for emergent situations such as an earthquake, fire or flood.

Specifically, the guidelines include useful information about:

- Electrical, mechanical and auxiliary equipment
- Materials used to operate machinery and potential implications for employee health
- Buildings and facilities
- Means of access
- Special operations
- The general environment, such as temperature, noise, lighting, ventilation
- Various factors that can increase stress at work..

In 2021, there was no need to update the ORAS, as no significant occupational health and safety events were recorded.

## Event and accident management procedure

At the Autohellas Group, we have instituted and implement a specific procedure for managing and responding to hazardous incidents and accidents, regardless of severity. We promptly take the necessary measures in response to an event and investigate the causes that led to it. In this way, we ensure the accurate identification and definitive response to risks that could lead to accidents while improving our performance at the same time. In addition, in implementing this procedure, all corrective actions needed to rectify the factors that led to each incident are formulated. In detail, the procedure includes:

- Notification by the facility or department head of the Human Resources Department, the Safety Technician and Occupational Health Physician about the incident.
- A visit to the area or department where the event took place by the Safety Technician or the Occupational Health Physician.
- Gathering information about the circumstances of the event from witnesses or the person directly involved, where possible.
- Investigation into the causes of the event.
- Design of measures to prevent similar events and implementing them at all Autohellas Group facilities.
- Reporting the accident on the Labour Inspectorate's online platform (sepenet).
- Medical examination of the injured person when they return to work.
- Employee retraining (if needed) on safety issues or implementing new safety measures.
- Revision of the ORAS (if required).



# Informing employees



Conducting trainings and updating personnel is an important priority for the Autohellas Group. We set and re-evaluate the schedule of trainings each year, taking account of the individual needs for training and our overall annual performance relative to Health and Safety issues.

## Health and safety training

Employee education and training are fundamental to effective health and safety management, as such activities foster a culture of safe work behaviour amongst employees. As part of these efforts, we conduct trainings designed to meet the needs of employees, based on recommendations resulting from inspections by safety technicians and occupational physician teams and on international and national developments and the latest trends.

Each new hire is initially briefed by the department or facility head and then by the Safety Technician and Occupational Health Physician on safe workplace behaviour, occupational risk prevention and safe work performance.

In 2021, particular emphasis was placed on conducting trainings and briefing on the direct, timely and effective prevention and response to the spread of the Covid-19 pandemic in the workplace, as required by health protocols.

All employees are trained in emergency response, following specific instructions on:

- Building evacuation
- First aid provision
- Use of fire extinguishing equipment



## Health and safety actions

In 2021, an informational seminar was held at the Group's facilities on road safety, where ways and practices to prevent road accidents were presented and discussed, along with the importance of defensive driving.

# Health and safety indicators

## Our performance

	2021	2020
Lost Time Incidents (LTI)	3	4
Lost Time Incidents Severity Rate (LTISR)	96.5	403.4
Lost Time Injury Frequency Rate (LTIFR)	4.1	7.3
Employee Absenteeism Rate (AR)	2.1%	1.7%

Lost Time Incident Rate (LTIR): (number of incidents resulting in absence from full-time work / man-hours worked) x106  
LTISR (Lost Time Incidents Severity Rate) (number of days of absence from work due to an accident / man-hours worked) x106  
Absenteeism Rate (AR): (number of days of absence from work due to any inability / man-days of work) %







## Our contribution to society

Guided by a sense of responsibility and a desire to create value for society, we invest in a number of actions and initiatives that support social development and prosperity, safeguard health and promote education and culture through four pillars of action.



### “Our contribution to the UN Sustainable Development Goals”

1 NO POVERTY



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



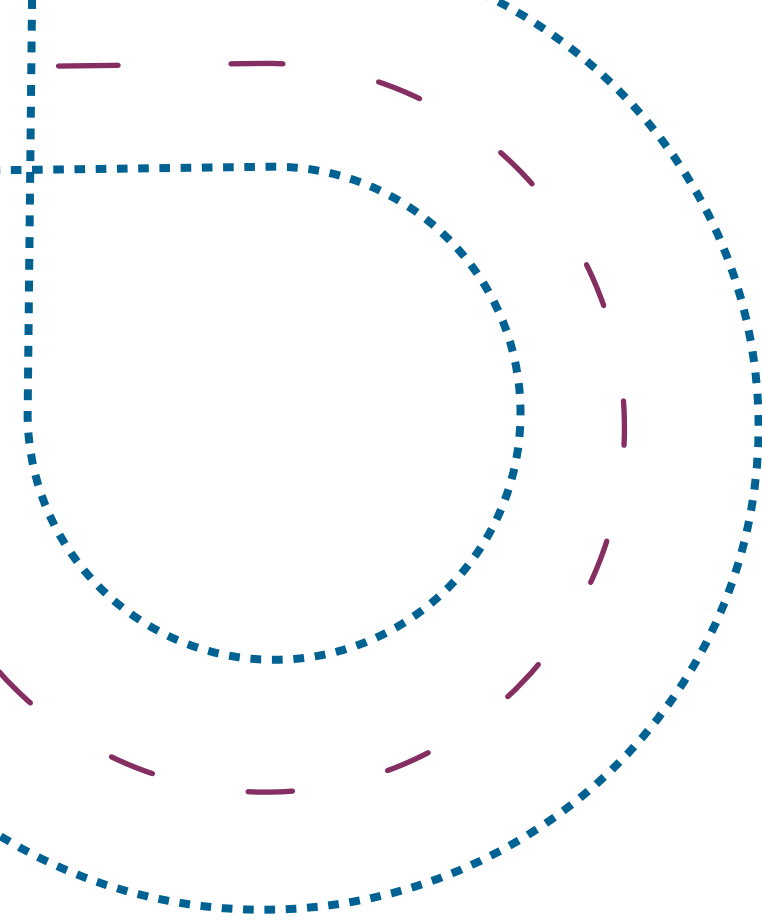
11 SUSTAINABLE CITIES AND COMMUNITIES



17 PARTNERSHIPS FOR THE GOALS







Increasing awareness of societal needs and committing to social contribution concerns every one of us at Autohellas Group.

We continue to consistently support society as a whole, as well as local communities and stakeholders, through targeted actions and in cooperation with non-governmental organisations (NGOs) and local bodies with the aim of improving the standard of living and minimising social exclusion in the communities in which we do business.

Through programmes and actions that make a difference, the initiatives we undertake are linked to the needs of each area and are formulated through an open dialogue with stakeholders.

Our actions are designed along four key axes to cover a broad range of needs:

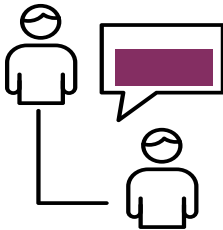


Our areas of action at a glance



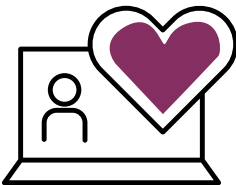
Contribution and support to vulnerable social groups

2021	2020
39%	35%



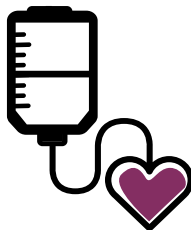
Support for local agencies

2021	2020
18%	6%



Preservation of culture and education

2021	2020
23%	49%



Contribution to health organisations

2021	2020
6%	10%

\* The above scheme does not reflect the financial aid to "Evangelismos" General Hospital as part of our contribution to health organisations, as this was a targeted ad hoc action





## Contribution and support to vulnerable social groups



At Autohellas Group, we develop a number of initiatives to support vulnerable social groups and populations affected by poverty, social discrimination and exclusion from human rights related to healthcare, education and employment. At the same time we take an active interest in restoring a normal social life for persons with disabilities. Some examples of our contribution to society include donations to the “Hara” Center for Special Persons, the “Friends of Third-Age Persons” Association, the “Smile of the Child”, the Corfu Orphanage, the “Friends of the Voula-Penteli Children’s Rehabilitation Centre” (formerly PIKPA), the “Ark of the World”, the “ELPIDA” Association of Friends of Children with Cancer, “SOS Children’s Villages” and the Panagia Kalyviani Convent. Specifically, Autohellas Group has supported “Smile of the Child” since December 2017 to ensure it can respond promptly to its needs.

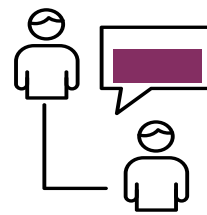


### Actions in support of the organisation

**2018:** During the Christmas season, we organised an action to support the “Smile of the Child” by offering €10,000 to cover a significant portion of the children’s transportation costs throughout the year.

**2020:** We provided 5 vehicles to reinforce the organisation’s existing fleet to meet its growing needs so that those on the front lines can respond immediately and safely to children and families in need.

## Support of local bodies



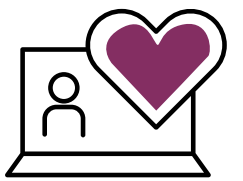
We engage in ongoing dialogue with the local community, participating in and contributing to every collective effort aimed at improving the life of those in need. We pursue open and continuing communication with local agencies and undertake targeted actions in accordance with local needs.

In 2020, we provided 150 vehicles to support the Central Union of Greek Municipalities (KEDE) and the local government to address the everyday problems faced by vulnerable social groups. This action also helped to safeguard the smooth operation of municipalities and to cover the increased transportation needs of their social services throughout the period that emergency measures were in place during the Covid-19 pandemic.

Additionally, we have always assisted the Municipality of Kifissia and the Volunteer Rescue Team. In 2021, we also donated cars to the Hellenic Civil Aviation Authority.



## Preservation of culture and education



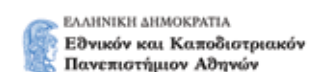
We actively participate in the preservation and promotion of Greece's cultural heritage by financially supporting relevant initiatives and actions. In 2017, our company sponsored the biopic "Nikos Kazantzakis", and we have provided financial support for a number of film productions on Greek history in the past. In the same year, we held additional economic assistance actions for the "Friends of Corfu" association, which focuses on a broad-based contribution to the island's environmental, cultural, economic and social development. In 2021, we also supported the public benefit John F. Costopoulos Foundation, whose aim is to showcase and promote Greek history and culture.

## We actively support the new generation and the right to fair and equal access to education

An important concern for Autohellas Group is the protection of education in Greece and support for fair and equal access to it. To that end, we have provided financial support for the following educational bodies:

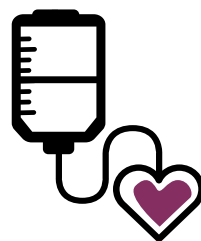
- Nicholas and Dolly Goulandris Foundation
- Association of Friends of the European Cultural Centre of Delphi
- ALBA Graduate Business School
- Secondary Education School Board
- National and Kapodistrian University of Athens

Autohellas Group also offers internships at its offices and facilities.





## Contribution to health organisations



We develop actions either independently or in cooperation with NGOs to support people in need while raising awareness in the local communities and, amongst all, Autohellas Group stakeholders. As part of the effort, over the last two years, we have provided funding to organisations such as the “Floga” Parents’ Association of Children with Cancer, the “Pisti” Association for children with cancer, the Doctors Without Borders, and MDA Hellas.

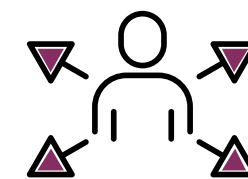
The year 2020 was an unprecedented, difficult year, during which we all faced challenges at various levels due to the Covid-19 pandemic. As health is one of the key pillars of Autohellas Group’s corporate responsibility, the company made a €500,000 donation to “Evangelismos” General Hospital in memory of Theodoros Vassilakis.

The sum was earmarked to fund these actions:

- Renovation and upgrade of the hospital doctor dormitory interior
- Fees for a study to replace and renovate the electrical substations in the Old Building and the ACHEPA and PATERA hospital buildings
- Restoration of hospital heirlooms and the creation of an exhibition space/museum to display them



## Additional actions



### Practical contribution to sports

We recognise the value and significant benefits of being active in sports for people’s physical as well as spiritual and mental health. That is why we actively participate in and support sports activities and initiatives, such as the Kifissia Basketball Association and the Psychiko Basketball Association. We are proud supporters of the Greek Olympic Team, the “Ellada boreis” [You can do it, Greece] programme and the Lighting of the Olympic Flame.



### Raising customer awareness and allocating revenues to social purposes

It is important for us to increase customer awareness of social and environmental issues through the services we offer. We regularly allocate part of the revenues from the Leasing service to NGOs, such as “Smile of the Child” and “SOS Children’s Villages”, as a way of encouraging our customers to also support these vulnerable social groups.





# Corporate governance and development

Setting as a long-term goal the maximisation of the value created by Autohellas Group, for the benefit of all its stakeholders, we have incorporated the best practices of corporate governance into its operations, reinforcing the transparency and the effective administration and management of its companies.



## “Our contribution to the UN Sustainable Development Goals”





# Responsible Governance

## Application of Corporate Governance Principles

The benchmark for our operation is the application of the principles and policies of corporate governance, as dictated by the Greek legislation, international best practices and the framework of corporate behaviour of companies listed on the Athens Stock Exchange. Our constant goal is to act responsibly based on these principles, while also reinforcing transparency and independence in the corporate framework of management and control.

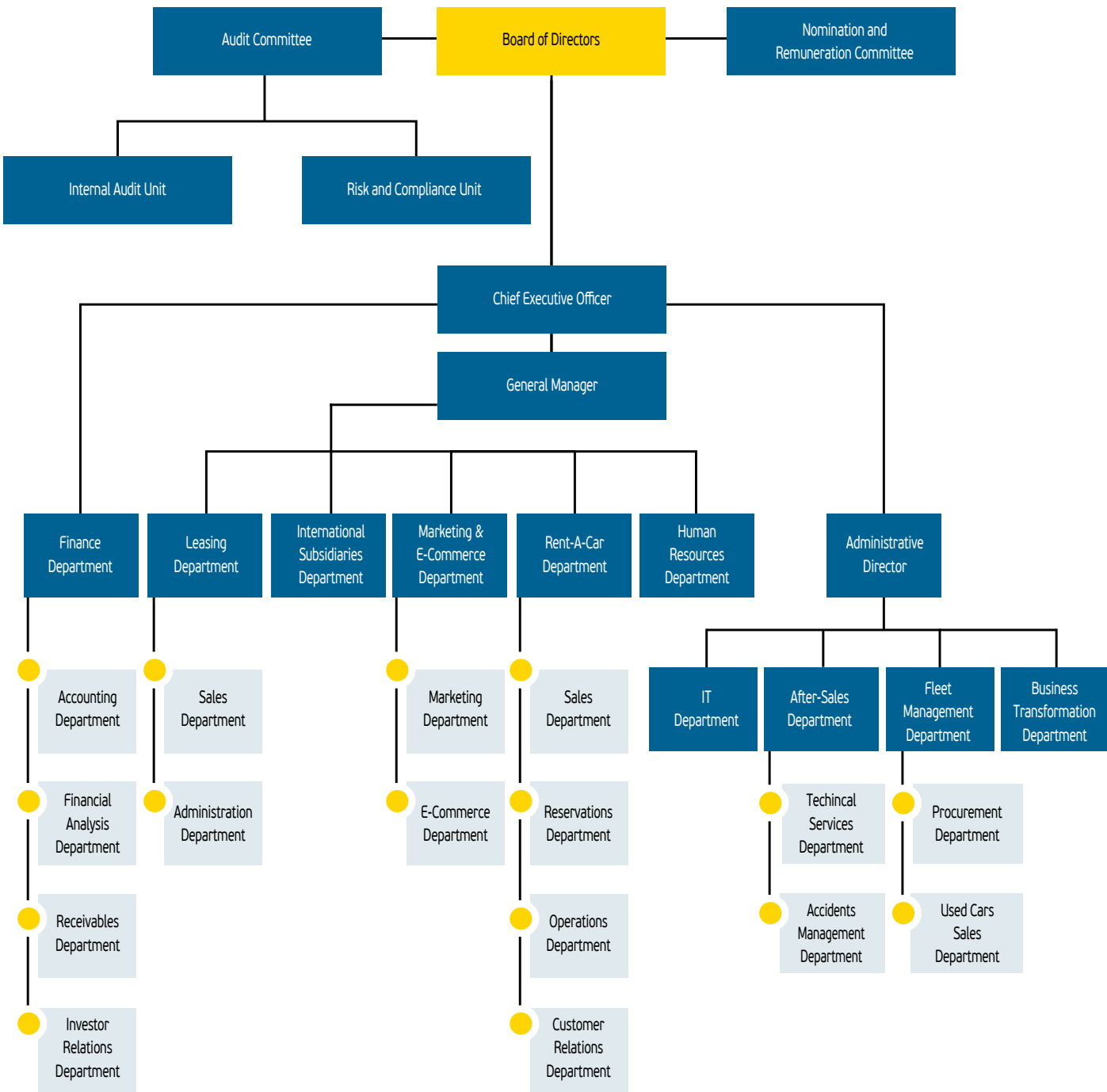
In addition to the implementation of corporate governance principles, we have already adopted the directives of the new legislation (Law 4706/2020 on corporate governance of sociétés anonymes), which entered into force on 17 July 2021. In addition to all the provisions of the regulatory and legislative framework that govern our operation, we also adopt the Hellenic Corporate Governance Code of the Hellenic Federation of Enterprises (SEV).



# Responsibility in management and administration

The corporate governance model that we apply, in combination with the integrated organisational structure of our companies, contributes to efficient management, as well as to the achievement of our short-term and long-term goals, making us more competitive.

The organisational structure is depicted in the following organisational chart:



# General Meeting

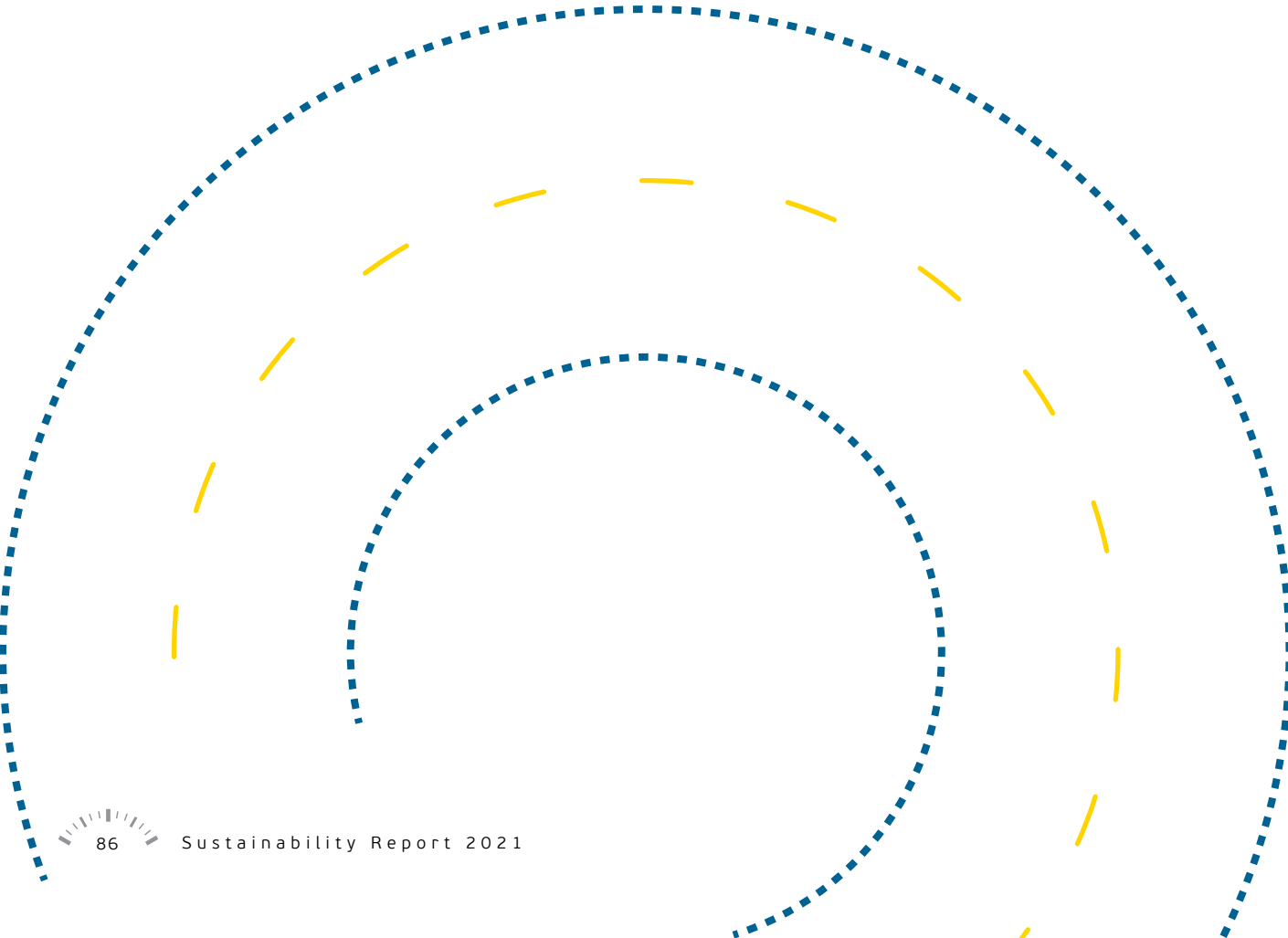
The General Meeting of Shareholders is the highest management body and takes decisions which concern the Group and are binding on all shareholders. The General Meeting of Shareholders is convened by the Board of Directors and meets on a regular basis, in order to decide on the approval of the annual financial statements and on the election of auditors.

# Board of Directors

The Board of Directors is the supreme executive body which, acting collectively, exercises the management of Autohellas S.A. (the parent company of the Group) and exercises control over all its activities. The members of the Board of Directors, who are elected by the General Meeting, represent the Company and take decisions on all matters concerning the company, to promote the corporate goals and the objectives of Autohellas Group.

The mission of the Board of Directors is to ensure the sustainability and smooth operation of the Group, the correct and lawful management of its assets, the protection of the value of the shareholders' investment, the defense of the corporate interest and the strengthening of its long-term economic value.

In addition, the Board of Directors is responsible for the complete and effective control of the Group's activities and acts in accordance with the provisions of the law and the articles of association. The members of the current Board of Directors, as well as their capacity, are presented in the following table:



## Composition of the Board of Directors \*

<b>Emmanouela Vasilakis</b>	Chairwoman, Executive Member
<b>Marinos Yannopoulos</b>	Vice-Chairman, Independent Non-Executive Member
<b>Eftichios Vassilakis</b>	Chief Executive Officer, Executive Member
<b>George Vassilakis</b>	Executive Member
<b>Dimitris Mangioros</b>	Executive Member
<b>Spyridon Fleggas</b>	Non-Executive Member
<b>Garyfallia Pelekanou</b>	Non-Executive Member
<b>Konstantinos Sfakakis</b>	Independent Non-Executive Member
<b>Nikolaos Goulis</b>	Independent Non-Executive Member
<b>Polyxeni Kazoli</b>	Independent Non-Executive Member

\* Reference date: 31/12/2021

The Board of Directors comprises 30% women, while 50% of the members are aged between 31 and 60 years old.

Regarding the composition of the Board of Directors, as well as the committees, the aim is to enhance diversity, with respect to gender, age as well as the educational and professional background of the members. Our goal is the existence of a plurality of opinions, skills, knowledge and experience, which meet the strategic goals of the organisation.

Finally, it is worth mentioning that we implement a Suitability policy of members of the Board of Directors, which aims at quality staffing, efficient operation and fulfillment of the role of the Board of Directors, based on the overall strategy and medium-term business pursuits of the Company. It includes the principles concerning the selection or replacement of the members of the Board of Directors and the renewal of the term of office of the existing members, the criteria for the assessment of the collective and individual suitability of members of the Board of Directors, and the provision of diversity criteria.



# Committees of the Board of Directors

## Audit Committee

The Audit Committee consists of at least three (3) members who are non-executive members of the Board of Directors and/or members elected by the General Meeting of Shareholders. It operates with the aim of supporting the Board of Directors in the effective fulfillment of its duties related to financial information, the supervision of the internal and regular audit of the Company.

The main tasks of the Audit Committee include, among others, the monitoring of the financial information process and the submission of recommendations or proposals to ensure its integrity, the monitoring of the effectiveness of the internal audit systems, risk management and internal audit of the Company and the monitoring of the mandatory audit of the annual and consolidated financial statements.

The composition of the Audit Committee is depicted below:

## Composition of the Audit Committee

<b>Konstantinos Sfakakis</b>	Chairman, Independent Non-Executive BoD Member
<b>Marinos Yannopoulos</b>	Member, Independent Non-Executive BoD Member
<b>Eleni Igglezou</b>	Member, Non-Member of the BoD

## Nomination and Remuneration Committee

The Nomination and Remuneration Committee is appointed by the Board of Directors. It consists of at least three (3) non-executive members, of which at least two (2) are independent non-executive members. The main responsibility of the Nomination and Remuneration Committee is to assist the Board of Directors in relation to the selection of nominations for the members of the Board of Directors as well as the remuneration issues of its members, as well as the Company's managers.

Among others, the Committee is charged with determining the Company's requirements regarding the size and composition of the Board of Directors. It proposes relevant changes and / or improvements where deemed necessary, the definition of the selection criteria for members of the Board of Directors, in accordance with the Company's suitability policy for the members of the Board of Directors. It is also responsible for meeting the criteria of diversity and adequate representation by gender in the Board of Directors, as well as the wider organisation and monitoring of the self-evaluation process and / or external evaluation of the members of the Board of Directors and the Audit Committee.

The composition of the Nomination and Remuneration Committee is depicted below:

## Composition of the Nomination and Remuneration Committee

<b>Marinos Yannopoulos</b>	Chairman, Independent Non-Executive BoD Member
<b>Nikolaos Goulis</b>	Member, Independent Non-Executive BoD Member
<b>Spyridon Fleggas</b>	Member, Non-Executive BoD Member



# Internal Audit System

The internal control system is the sum of all internal control mechanisms and procedures, including risk management, internal control and regulatory compliance, which pertain to every activity of the Company and contribute to its safe and efficient operation. The internal control system is periodically evaluated based on a specific policy and procedure and under the responsibility of the Board of Directors, so as to further ensure its effectiveness.

## Internal Audit Unit

The Internal Audit Unit aims to monitor and improve the Company's operations and policies regarding its Internal Audit System, while its head is appointed by the Board of Directors, following the proposal of the Audit Committee. The Unit reports administratively to the Managing Director and operationally to the Audit Committee, which is also its supervisory body.

The Internal Audit Unit, among other things, contributes to the achievement of the Company's business goals and objectives, through the systematic approach to the assessment and improvement of the effectiveness of risk management, internal controls, and governance procedures.

## Risk Management and Regulatory Compliance Unit

The Risk Management and Regulatory Compliance Unit is charged with the overview of the process of identifying and assessing risks, managing and responding to them and monitoring their evolution. At the same time, it establishes and implements appropriate and updated policies and procedures, with the aim of the Company's continuous compliance with the current regulatory framework.

The Risk Management and Regulatory Compliance Unit consists of two branches operating as a single unit, which administratively falls under the Managing Director and reports to the Audit Committee.

## Basic responsibilities of the Committee on:

### Risk management

- Identifying, evaluating and reporting the most important risks, as well as finding appropriate methods to minimize them
- The preparation and renewal of the risk and safety register
- Makes recommendations about risk management policies and procedures
- Makes recommendations about the overall risk management strategy
- Submits risk assessment reports and other reports

### Regulatory Compliance

- The establishment of appropriate and up-to-date policies and procedures, in order to achieve in a timely manner the full and continuous compliance of the Company with the applicable legal and regulatory framework and to check the degree of achievement of this purpose
- The continuous monitoring of the Company's compliance with regulatory and legislative requirements
- The review of the legislative and regulatory risk support procedures
- The provision of advice on regulatory issues



# Risk management

As we operate in a business environment influenced by a multitude of financial and non-financial risks, we have developed and implemented procedures for the effective management of such risks. In this context, we identify, determine and manage the risks arising from our activities effectively and in a uniform manner, ensuring that the main risks are recorded and appropriate measures are taken to control or mitigate them.

## Main financial risks

The most important categories of financial risks related to our operation are:

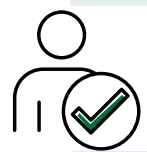
- Foreign exchange risk
- Interest rate risk
- Credit risk
- Price risk
- Seasonality of sales

## Main non-financial risks

The main categories of non-financial risks that could potentially directly or indirectly affect the regular operation of our activities relate mainly to the health and safety of our people, the effects of the Covid-19 pandemic, as well as issues related to climate change and its consequences. More specifically:



**Covid-19 pandemic:** The pandemic had a significant impact on the Group's activities, due to the restrictive measures (lockdown) that were implemented and their effects on the macroeconomic and microeconomic figures. Despite the difficulties we have faced since the outbreak of the Covid-19 pandemic, we have continued our operations in all markets without interruption.



**Health and safety at work:** One of the most important risks associated with social and occupational issues is the health and safety of our employees. We apply specific safety management procedures in our facilities and activities, systematically monitoring any occupational risks.



**Climate change:** It is one of the most important challenges worldwide, not only for business activities, but also for the natural environment and society itself. In addition, businesses today face the risks of transitioning to a low-carbon economy, according to European Union requirements. In this context, we are closely monitoring international trends and remain alert to adopt new measures to mitigate these risks, while continuing to invest in renewing our fleet with electric vehicles.

# Management of transparency and corruption

We are primarily concerned with operating transparently, respecting the code of conduct and ethics, both within the organization and in our transactions with third parties. We are opposed to any form of corruption or bribery. To prevent and combat such incidents, we implement control mechanisms and strict or relevant procedures, while we have established an Anti-Bribery/Bribery and Corruption Policy, as well as an Anti-Money Laundering Policy. These policies have been communicated to all employees.

The measures applied to combat relevant incidents focus on security and access issues associated with information systems, clear and adequate separation of duties among employees, approval limits, absolute transparency during the supplier selection process, protection of corporate assets, security of transactions and protection of personal data.

In the same context, we respect and protect personal data and other confidential information concerning customers, employees and business partners, taking appropriate measures in accordance with the provisions of the General Data Protection Regulation 679/2016 of the EU and the applicable local law 4624/2019. In addition, the privacy policy we apply can be found on our corporate website.

## Whistleblowing policy

Our commitment to the values of integrity, transparency and responsibility is directly linked to the institutionalization of distinct procedures and communication tools, in order to provide the possibility of submitting complaints, observations or other reports. To this end, we have adopted and implement a whistleblowing policy, according to which members of the Board of Directors, employees, customers, suppliers or our partners, can submit named or anonymous reports about illegal behavior, referred to in policy.

This policy sets out the framework within which we receive, assess and investigate all reports. In particular, we have determined multiple means of submitting such reports for the convenience of whistleblowers, those responsible for receipt and investigation of reports, as well as procedures under which employees are encouraged to report such incidents or conduct.

# Financial Performance

2021 started presenting greater dynamic despite the limitations in transportation during the first four months. Activities that are not related to tourism were enhanced by long term and monthly rentals, due to the efficacy of the availability of the fleet used cars as well as to the significant growth in car sales activity both at the level of Import / Distribution of cars, as well as at the level of Retail sale of cars and spare parts in Greece. The enhancement of the Group's economics continued in the first semester of 2021.

The key financial highlights for the Group for the year ended 31 December 2021 are as follows:

- Consolidated turnover in 2021 reached €641.6mil. compared to €491.7mil. in 2020, recording a 30.5% increase.
- In particular, consolidated turnover from car rental in 2021 reached €207.2mil. compared to €165.7mil. in 2020, recording an increase of 25.1%, while the reselling of rented fleet in 2021 reached €60.0mil. compared to €55.8mil. in 2020, recording an increase of 7.6%.
- Consolidated turnover from the Trade of cars, spare parts and services amounted to €374.4mil. compared to €270.2 mil. in 2020, recording a 38.5% increase%.
- In 2021, consolidated Profit before tax amounted to €64.6mil. compared to 24.2mil. in 2020, recording a 167.4% increase, while consolidated profit after tax amounted to 52.4mil. compared to 17.3mil in 2020, recording a 203.4% increase.
- In 2021 Earnings before Tax, financial and investing activities and depreciation (EBITDA) amounted to €178.9mil. compared to €135.3mil. in 2020, recording a 32.2% increase.

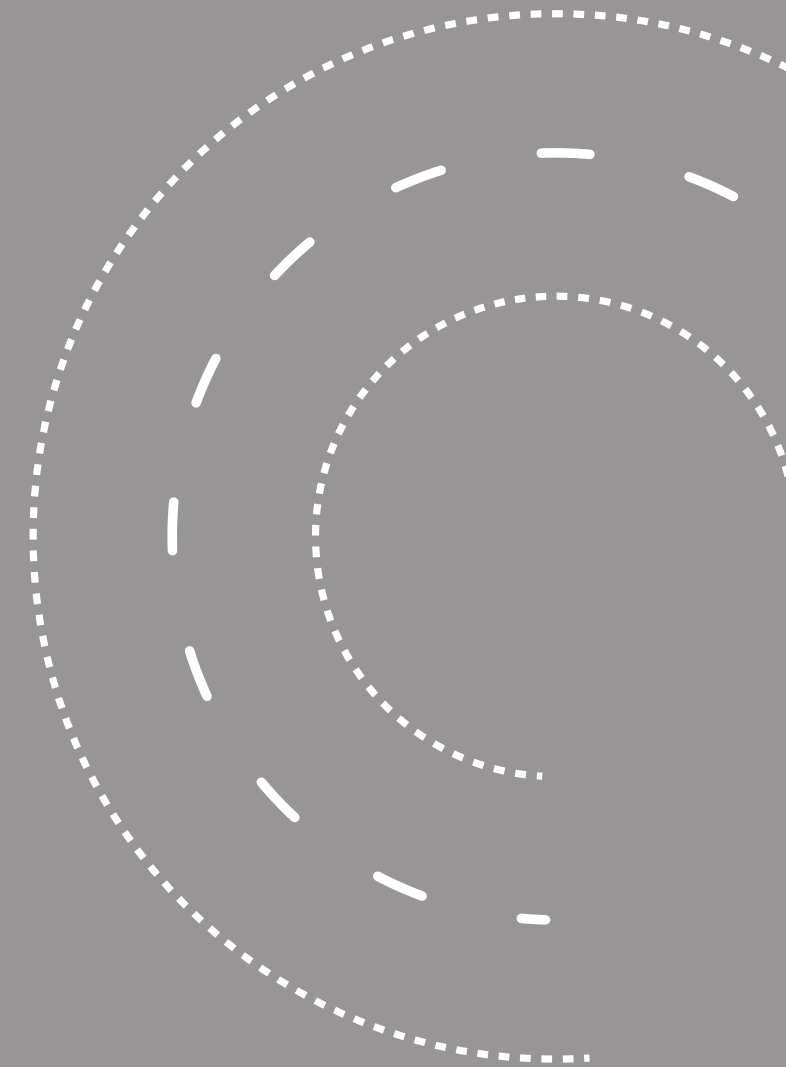
Financial performance data (in thousand euros)	2021	2020
Revenue	641,646	491,719
EBITDA	178,876	135,322
EBIT	84,765	41,634
Earnings before tax (EBT)	64,585	24,153
Earnings after tax (EAT)	52,429	17,283
Payments to capital providers	278,872	159,139
Direct taxed paid	3,811	983
Equity	321,310	274,782
Total investments	228,786	156,728
Total assets	963,861	883,249







# Key ESG performance indicators



# ESG KPIs table

Index name	Disclosure	Measurement unit	2021	2020	GRI Standards
<b>Environment</b>					
Carbon emissions	Direct and indirect CO <sub>2</sub> emissions (Scope 1, 2)	tn CO <sub>2</sub>	7,859	7,647	305-1 305-2
Energy	Electricity	MWh	6,357	6,597	302-1
Waste management	Hazardous waste	tn	241.94	252.28	306-3
	Non-hazardous waste	tn	76.48	43.27	306-3
	Alternative management	tn	318.42	295.55	306-3
	Total waste generated	tn	318.42	295.55	306-3
Water consumption	Water consumption*	m <sup>3</sup>	43,860	45,292	303-5
<b>Social</b>					
Employment	Number of employees	#	1,109	1000	102-8
	Number of female employees	#	212	190	102-8
	Percentage of female employees in the BoD	%	30	25	102-8
	Percentage of female employees in management positions	%	36	33	102-8
	Number of new hires	#	392	245	401-1
	Number of female new hires	#	78	45	401-1
	Employee turnover	#	314	278	401-1
	Percentage of voluntary employee turnover	%	96	-	401-1
	Percentage of non-voluntary employee turnover	%	6	-	401-1
	Female employee turnover	#	66	50	401-1
	Number of employees aged <30	#	195	137	405-1
	Number of employees aged 30-50	#	622	582	405-1
	Number of employees aged >50	#	292	281	405-1
	Number of female employees aged <30	#	35	22	405-1
	Number of female employees aged 30-50	#	125	118	405-1
	Number of female employees aged >50	#	52	50	405-1

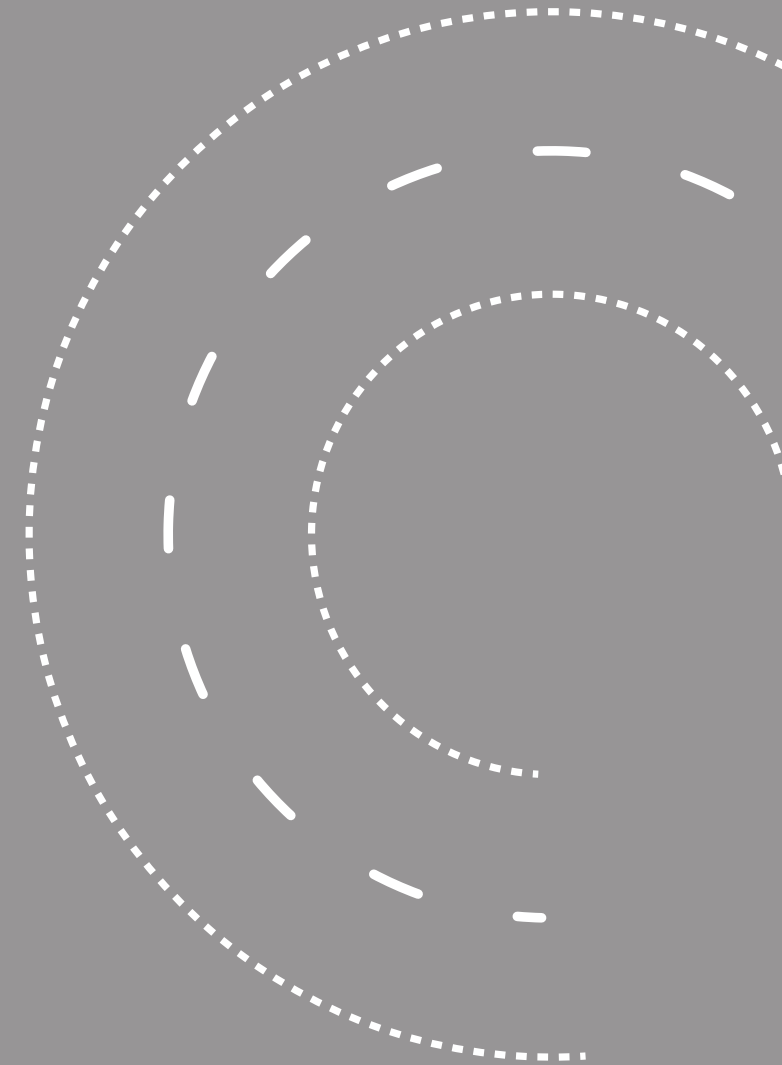
Concerns water consumption by companies Autohellas, Hynudai Hellas, Kia Hellas

Index name	Disclosure	Measurement unit	2021	2020	GRI Standards
Human resources data	Number of full-time employees	#	1093	995	102-8
	Number of part-time employees	#	16	5	102-8
	Number of employees under open-ended employment contracts	#	767	736	102-8
	Number of employees under fixed-term employment contracts	#	342	264	102-8
	Percentage of employees under collective- labour agreements	%	100	-	102-41
	Number of full-time female employees	#	206	186	102-8
	Number of part-time female employees	#	6	4	102-8
	Number of female employees under open-ended employment contracts	#	157	150	102-8
	Number of female employees under fixed-term employment contracts	#	55	40	102-8
Employee training & development	Total employees trained	#	120	84	404-1
	Total female employees trained	#	20	24	404-4
	Total training hours	#	1624	1120	404-1
	Total female training hours	#	336	443	404-1
	Average training hours per employee	#	1.46	1.12	404-1
	Average training hours per female employee	#	1.58	2.33	404-1
	Training investment	€	73,175.35	-	-
	Gender pay gap	%	8	-	-
Occupational health and safety	Lost time injury frequency rate	#	4.1	7.3	403-9
	Lost time incidents severity rate	#	96.46	403.42	403-9
	Lost time incidents	#	3	4	403-9
	High consequence work-related injuries	#	0	0	403-9
	Employee absenteeism rate	%	2.1	1.7	403-9





# About the Report



# About the Report

## Scope and boundaries

This report is Autohellas Group's first Sustainability Report and covers the period from 1/1/2021 to 31/12/2021, with additional information about the year 2020. The purpose of this report is to inform our stakeholders fully and comprehensively, using qualitative and quantitative data, about the sustainable development and corporate social responsibility activities of Autohellas Group. This report highlights how Autohellas Group effectively manages the social, economic, and environmental aspects of its activities, and features significant corporate governance topics. The scope of this report covers the activities of Autohellas Group in Greece.

## Report preparation principles

This Sustainability Report has been developed in accordance with the "core option" of the Global Reporting Initiative guidelines (GRI Standards, 2016) for Sustainability Reporting. Specifically, the following main GRI principles were applied to determine the content:

- The principle of "materiality" in identifying relevant topics
- The principle of "stakeholder inclusiveness" and the response to their needs
- The principle of "sustainability context", as it pertains to the organisation's overall performance
- The principle of "completeness" in the data and boundary-setting for the Report

Additionally, the report has been produced based on the guidance in "the ESG Reporting Guide of the Athens Stock Exchange (AthEx)". This guide includes a series of key indicators which calculate the company's performance and align its activities based on specific criteria. These key performance indicators are used and evaluated by potential investors who aim to focus on sustainable and responsible investments.

With the aim to provide objective information and accurately reflect stakeholder expectations, a Materiality Analysis has been conducted to identify the most important (material) issues. The process and its results are extensively presented in the section: "Our strategy for sustainable development".

To clearly define Autohellas' boundaries and impact on sustainable development, the Company considered the U.N. Sustainable Development Goals (SDGs), and examined the alignment of its material topics with the 17 Goals). The data in this Report have not been externally verified by an independent assurance provider. Nevertheless, Autohellas Group recognizes the importance and added value of external assurance and will consider the possibility for such future action in a future publication.

The 2021 Sustainability Report was compiled with the support and expert guidance of **Grant Thornton** (<http://www.grant-thornton.gr>)

## Coordination and project team

This Report was prepared by the Company's Corporate Responsibility Team, whose members contributed to the gathering of the required information and data, and to researching any developments in the sector.

## Sources of information

The data and information published in this Sustainable Development Report have been collected on the basis of the recording procedures as well as the databases of the relevant management systems implemented by Autohellas Group. In cases in which the data presented was processed or based on assumptions, the way or method of calculation is always reported, in accordance with the Global Reporting Initiative's (GRI) guidance.

## Contact us

We want to ensure two-way communication and open dialogue with all our stakeholders. We encourage you to send us your comments and suggestions regarding our actions and the contents of this Report by completing the Feedback Form at the back of this Report.

Our contact details are as follows:

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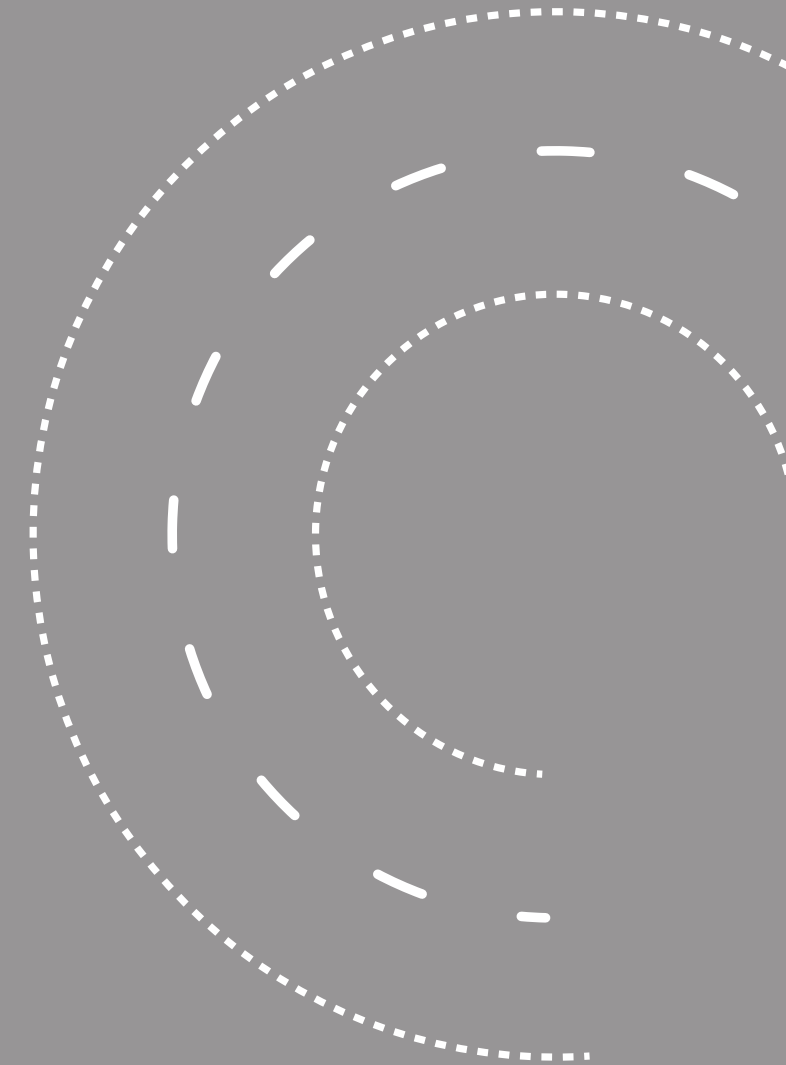
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# Appendices



# AthEx ESG Reporting Table

ESG reporting table - Alignment with the 2022 ESG Reporting Guide of the Athens Stock Exchange

ESG Classification	ID	Metric	Report reference (page number)
Environmental	C-E1	Scope 1 emissions	p. 45-49, 98
	C-E2	Scope 2 emissions	p. 46-47, 49, 98
	C-E3	Energy consumption and production	p. 45, 49, 98
	A-E2	Climate change risks and opportunities	p. 92
	SS-E1	Emission strategy	p. 46-47
	SS-E2	Air pollutant emissions	p. 42-44, 46-47, 49, 98
	SS-E3	Water consumption	p. 49, 98
	SS-E4	Water management	p. 34-35, 49, 98
	A-E3	Waste management	p. 40, 48, 98
Social	C-S1	Stakeholder engagement	p. 28-31
	C-S2	Percentage of female employees	p. 54-55, 99
	C-S3	Percentage of women in managerial positions	p. 54-55, 99
	C-S4	Employee turnover	p. 57, 99
	C-S5	Employee training	p. 58-59, 99
	C-S6	Human Rights policy	<a href="https://www.autohellas.gr/sustainability/people/">https://www.autohellas.gr/sustainability/people/</a>
	C-S7	Collective Bargaining agreements	p. 56, 99
	C-S8	Supplier assessment	p. 37
	A-S1	Sustainable economic activity	p. 18-19
	SS-S4	Labour law violations	No labour law violations during 2021
	SS-S6	Health and safety performance	p. 71, 99
Governance	C-G1	Board composition	p. 86-87
	C-G2	Sustainability oversight	p. 28, 36
	C-G3	Materiality	p. 32-35
	C-G5	Business ethics policy	p. 52-53
	C-G6	Data security policy	p. 93
	A-G1	Business model	p. 18-19
	A-G2	Business ethics violations	No recorded business ethics violations during 2021
	A-G3	ESG targets	p. 37

# GRI table

GRI Standards	Disclosure	Page number and/or URL
<b>GRI 101: Foundation 2016</b>		
<b>GRI 102: General Disclosures 2016 (option "core")</b>		
<b>Organizational profile</b>		
102-1	Name of the organization	Autohellas
102-2	Activities, brands, products, and services	p. 10-11
102-3	Location of headquarters	31, Viltanioti Str., 145 64 Kifisia
102-4	Location of operations	p. 14-15
102-5	Ownership and legal form	p. 84-89
102-6	Markets served	p. 10-11, 14-15
102-7	Scale of the organization	p. 8-9, 10-11, 14-15
102-8	Information on employees and other workers	p. 8-9, 26-37, 51-71
102-9	Supply chain	p. 22-23
102-10	Significant changes to the organization and its supply chain	About the Report (p. 102-103) <i>There were no significant changes in the organisation's size, structure, ownership or supply chain during the reporting period of the Report.</i>
102-11	Precautionary principle or approach	p. 65-71
102-12	External initiatives	p. 22-23
102-13	Membership of associations	p. 22-23
<b>Strategy</b>		
102-14	Statement from senior decision-maker	p. 5
<b>Ethics and integrity</b>		
102-16	Values, principles, standards, and norms of behavior	p. 16-17, 84-93
<b>Governance</b>		
102-18	Governance structure	p. 85



GRI Standards	Disclosure	Page number and/or URL
<b>Stakeholder engagement</b>		
102-40	List of stakeholder groups	p. 28-31
102-41	Collective bargaining agreements	p. 56, 99
102-42	Identifying and selecting stakeholders	p. 28-31
102-43	Approach to stakeholder engagement	p. 28-31
102-44	Key topics and concerns raised	p. 28-31
<b>Reporting practice</b>		
102-45	Entities included in the consolidated financial statements	About the Report (p. 102-103)
102-46	Defining report content and topic Boundaries	p. 102-103
102-47	List of material topics	p. 24
102-48	Restatements of information	About the Report (p. 102-103)
102-49	Changes in reporting	About the Report (p. 102-103)
102-50	Reporting period	1/1/2021 – 31/12/2021
102-51	Date of most recent report	August 2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions	p. 103
102-54	Claims of reporting in accordance with the GRI Standards	About the Report (p. 102-103)
102-55	GRI content index	p. 107-113
102-56	External assurance	-

GRI Standards	Disclosure	Page number and/or URL
<b>Corporate governance and compliance</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, state/authorities, media</b>		
103: Management approach	103-1, 103-2, 103-3	p. 5, 18-19, 32-35, 83-93
Autohellas indicator	Risk Management and Regulatory Compliance Unit	p. 90
<b>Ethics and integrity</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, state/authorities, media</b>		
103: Management approach	103-1, 103-2, 103-3	p. 5, 18-19, 32-35, 83-93
GRI 205: Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	No incident of corruption was noted/ reported during the reporting year (2021)
<b>Privacy and data security</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, state/authorities, media</b>		
103: Management approach	103-1, 103-2, 103-3	p. 5, 18-19, 32-35, 93
GRI 418 Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No incidents of breach of customer privacy and loss of customer data were recorded during the reporting year (2021)
<b>Innovative services and partnerships</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, media</b>		
103: Management approach	103-1, 103-2, 103-3	p. 5, 18-19, 22-23, 26-27, 32-35
Autohellas indicator	Participation in important national networks and industry bodies	p. 22-23

GRI Standards	Disclosure	Page number and/or URL
<b>Quality of services</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers)</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 18-19, 20-21, 26-27, 32-35
<b>Autohellas indicator</b>	Focus on operational excellence	p. 20
<b>Responsible marketing</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), financial institutions, state/authorities, media</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 18-19, 22-23, 32-35
<b>417: Marketing and labeling</b>	417-2 Incidents of non-compliance concerning product and service information and labeling	No incidents of non-compliance concerning product and service information and labeling were recorded during the reporting year (2021)
<b>Customer satisfaction</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), state/authorities, media</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 16-17, 18-19, 20-22, 26-27, 32-35
<b>Autohellas indicator</b>	Customer satisfaction survey	p. 20-22
<b>User/customer safety</b>		
<b>Material issue for: Customers (B2B, B2C, dealers), state/authorities, local communities</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 18-19, 32-35
<b>Autohellas indicator</b>	Prioritizing driver safety	p. 16-17

GRI Standards	Disclosure	Page number and/or URL
<b>Employee health and safety</b>		
<b>Material issue for: Shareholders, employees, state/authorities</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 16-17, 18-19, 22-23, 25-35, 66-71, 92
<b>Autohellas indicator</b>	Monitoring of our performance in Occupational Health and Safety matters	p. 71
<b>GRI 403 Occupational health and safety 2018</b>	403-1 Occupational health and safety management system	p. 68-69
	403-5 Worker training on occupational health and safety	p. 70
<b>Employee development and training</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers)</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 16-17, 18-19, 22-23, 25, 32-35, 58-63
<b>GRI 401: Employment</b>	401-1 New employee hires and employee turnover	p. 57, 99
<b>GRI 404: Training and education</b>	404-1 Average hours of training per year per employee	p. 58-59, 99
<b>Labour relations and employment</b>		
<b>Material issue for: Shareholders, employees, state/authorities</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 16-17, 18-19, 22-23, 32-35, 51-63
<b>Autohellas indicator</b>	Building strong labour relationships	p. 52-53
<b>Protection of human rights</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, state/authorities, media</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 18-19, 32-35, 52-53
<b>Autohellas indicator</b>	Respect for internationally protected human rights	<a href="https://www.autohellas.gr/sustainability/people/">https://www.autohellas.gr/sustainability/people/</a>



GRI Standards	Disclosure	Page number and/or URL
<b>Direct communication between employees and management</b>		
<b>Material issue for: Shareholders, employees</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 18-19, 28-31, 32-35, 61
<b>Autohellas indicator</b>	"Open door policy" implementation	p. 61
<b>Diversity &amp; equal opportunities</b>		
<b>Material issue for: Shareholders, employees</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 16-17, 18-19, 32-35, 52-53
<b>GRI 405 Diversity and equal opportunity</b>	405-1 Diversity of governance bodies and employees	p. 52-53
<b>GRI 406 Non-discrimination</b>	406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination were recorded during the reporting year (2021)
<b>Social support actions and volunteerism</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), local communities, state/authorities, media</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 16-17, 26-37, 73-81
<b>Autohellas indicator</b>	Improving social footprint and employee volunteerism	p. 73-81
	Investments in actions that contribute to social welfare	p. 44-45, 73-81

GRI Standards	Disclosure	Page number and/or URL
<b>Waste, energy and water management</b>		
<b>Material issue for: Shareholders, employees, state/authorities, local communities, media</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 9, 16-17, 25-27, 34-35, 40, 44-45, 48-49, 98
<b>GRI 306: Waste</b>	306-3 Waste generated	p. 9, 40, 48-49, 98
<b>GRI 302: Energy</b>	302-1 Energy consumption within the organization	p. 9, 45, 98
	302-4 Reduction of energy consumption	p. 9, 44
<b>GRI 305: Emissions</b>	305-1 Direct (Scope 1) GHG emissions	p. 46-49, 98
	305-2 Energy indirect (Scope 2) GHG emissions	p. 46-49, 98
<b>GRI 303: Water and effluents</b>	303-5 Reduction of GHG emissions	p. 98
<b>Environmentally friendly fleet (investment in electric vehicles)</b>		
<b>Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, local communities</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 8-9, 18-19, 26-28, 34, 36-37, 44
<b>Autohellas indicator</b>	Investments in «green fleet»	p. 5, 8-9, 36-37, 44
<b>Raising customer/user awareness</b>		
<b>Material issue for: Employees, customers (B2B, B2C, dealers), local communities</b>		
<b>103: Management approach</b>	103-1, 103-2, 103-3	p. 5, 16-17, 26-27, 34-35, 37, 81
<b>Autohellas indicator</b>	Part of Leasing revenue to NGOs	p. 34-35, 81





# Feedback Form

Which Autohellas Group stakeholder group do you belong to?

- ☐ Shareholders ☐ Investors ☐ Employees  
☐ Customers ☐ Suppliers ☐ Local Community  
☐ State and institutional bodies ☐ Financial institutions ☐ Media  
☐ Other: \_\_\_\_\_ (please describe)

Based on the information presented in the Sustainability Report 2021, how would you evaluate the below sections?

Sections of the Report	Exceptional	Adequate	Needs improvement
Autohellas Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our strategy for sustainable development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our environmental approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our contribution to society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate governance and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General – overall view of the Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How easy was it for you to find information about the topics you were interested in?

- ☐ Very easy ☐ Very easy ☐ Somewhat easy ☐ Not at all easy

How would you rate the visual design of the Report?

- ☐ Exceptional ☐ Good ☐ Mediocre ☐ Bad

Did the selection and the presentation of the data in the Report help you form a comprehensive understanding of the operations and activities of Autohellas Group?

- ☐ Yes ☐ No ☐ Needs improvement

Were there any topics that in your opinion were not adequately covered in this Report?

Do you wish to communicate to us any suggestions for improving the annual Sustainability Report?

\* Our contact details for forwarding the completed form are listed on page 103 of this Report.

# ***Autohellas***

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