

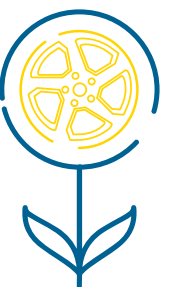
# *Autohellas*



SUSTAINABILITY  
REPORT | 2022  
2023

***Autohellas***

SUSTAINABILITY  
REPORT | 2022  
2023



# Contents

	<b>Letter from Management</b>	<b>04</b>		<b>Our People</b>	<b>51</b>
<b>1</b>	<b>Autohellas Group</b>	<b>07</b>	<b>4</b>	Our people at a glance	52
	Autohellas Group	08		Operating framework	53
	2022 and 2023 at a glance	09		Human Resources Profile	54
	Operating Sectors	10		Attracting and retaining human resources	58
	Our history	14		Employee training and development	60
	Values and strategic priorities	16		Communication with the employees	61
	Focus on quality	19		Student intrernships	62
	Framework for communication with our customers	20		Additional benefits	64
	Supply chain	21		Occupational health and safety	66
	Partnerships and participations	21			
<b>2</b>	<b>Our approach to Sustainable Development</b>	<b>23</b>	<b>5</b>	<b>Social contribution</b>	<b>73</b>
	Pillars of sustainable development	24		Our actions at a glance	74
	Value creation	26		Context of social actions	75
	Communication with stakeholders	28		Support to vulnerable social groups	76
	Material issues assessment	32		Contribution to health organisations	78
	Our contribution to the Sustainable Development Goals	34		Preservation of education and culture	78
	Sustainable Development team	35		Additional actions	79
	Our goals for the future	36			
<b>3</b>	<b>Environmental responsibility</b>	<b>41</b>	<b>6</b>	<b>Corporate governance and development</b>	<b>81</b>
	Our environmental performance at a glance	42		Financial performance	82
	Our approach	43		Corporate Governance structure	84
	Rental fleet	44		Risk management	92
	Greenhouse gas emissions	46		Management of transparency and corruption	94
	Promoting a circular economy	49		Privacy and data security	95
				Business model	96
				<b>Appendices</b>	<b>99</b>

# Letter from Management

The Autohellas Group Sustainability Report, with reference years in 2022 and 2023, highlights our commitment to sustainable practices and our progress towards achieving our goals.

In light of our responsible activity by offering car rental services in Greece and abroad and holding a significant share of the Greek market in the import, distribution and marketing of cars in Greece, we continue to support the European climate action framework neutrality and the United Nations' global Sustainable Development Goals to reduce our environmental footprint.

Both 2022 and 2023 were consecutive record years for the Group's financial performance, since in 2023 consolidated Turnover exceeded €1 billion, while consolidated pre-tax profits exceeded €100 million in both years. These 2 years were important for the whole of the Autohellas Group's activities due to organic growth as well as acquisitions, since it expanded its activities so much in the car rental sector abroad as well as in the car import and distribution sector in Greece.

Specifically, in October 2022, the Group expanded its activity abroad by acquiring 89.56% (including 4.24% of own shares) of "HR Aluguer de Automóveis", which is the franchisee of Hertz International in Portugal. Completion of the acquisition makes HR Aluguer de Automóveis the largest subsidiary of Autohellas abroad. In addition, in May 2023, Autohellas Group expanded the portfolio of brands for which it retains the exclusive right to import and distribute, after jointly acquiring with Samelet Motors the company "FCA GREECE MAE", which was later renamed to "ITALIAN MOTION MAE" and is the exclusive importer and general distributor of the Abarth, Alfa Romeo, Fiat, Fiat Professional and Jeep brands in the Greek market.

The strong financial performance and the growth of the Group's activities push us more strongly towards the continuous evaluation of our priorities, the observance of our commitments and the monitoring of our footprint on the environment and society.

This year, we have taken important steps in this direction, enriching it non-financial information of the Autohellas Group by expanding the scope of non-financial reporting to the whole of the Group's activities.

In addition, with the aim of further contributing to the mitigation of climate change through the green transition, Autohellas proceeded to sign loan agreements within the framework of the National Recovery and Resilience Plan "Greece 2.0", for the implementation of the "green" investment plan of the overall budget €300 million.

After all, it is our commitment to reduce environmental impact, promote social responsibility and create long-term value for all our stakeholders. Of course, the high quality of our services, caring for our people and society, reducing our environmental footprint and sound corporate governance remain fundamental priorities.

We work with the aim of continuous and sustainable development of the Autohellas Group's activities and maximizing the value we create.

We constantly monitor our performance and by leveraging our strategic advantages we look forward to leading the Autohellas Group in a responsible manner towards a sustainable future for all.

**Antonia Dimitrakopoulou**  
*CFO Autohellas*

# Autohellas Group

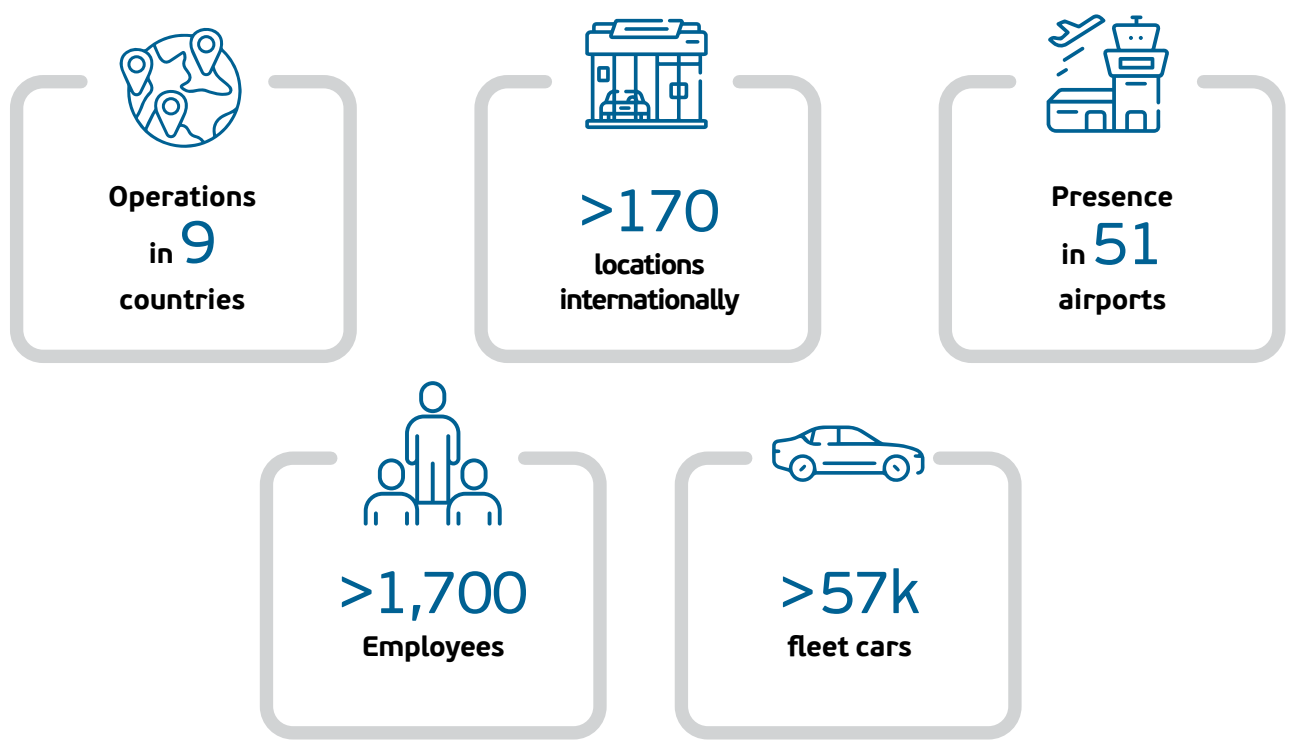
Autohellas Group has followed a successful path for more than 50 years focusing on the provision of high-level services, and ensures its continuous development with respect for society and the environment.



# Autohellas Group

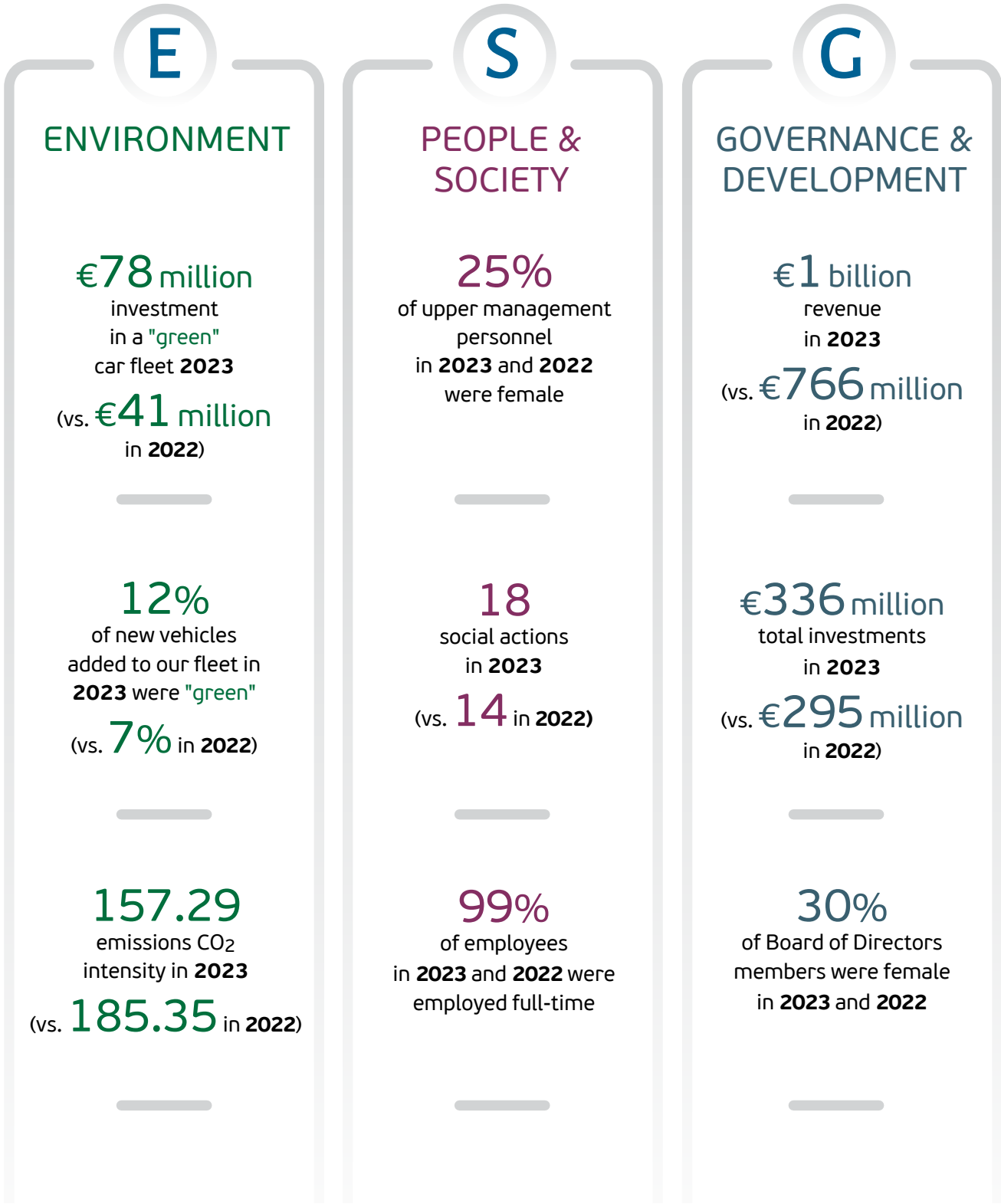
Autohellas Group has half a century of dynamic presence in the highly competitive and evolving automotive field. Today it is the largest Greek Group in services and car sales, based on the financial sizes and the fleet of vehicles it manages, and has a dynamic presence and activity in a total of 9 countries: **Greece, Portugal, Bulgaria, Cyprus, Romania, Serbia, Montenegro, Croatia and Ukraine.**

Autohellas Group maintains more than 170 branches that cover its activities, having at the heart of its operation its human resources, which now exceed 1,700 people in Greece and abroad.



 This Report includes data for the entire Autohellas Group, with reference years in **2022** and **2023**.

# 2022 and 2023 at a glance



# Operating sectors

## Car rentals in Greece and abroad

Group is one of the largest franchisees of Hertz International, with exclusive rights to use the Hertz brand in Greece, through the parent company Autohellas, and abroad through subsidiaries in Portugal, Bulgaria, Cyprus, Romania, Serbia, Montenegro, Croatia and Ukraine.

The Group maintains a network of more than 140 branches and service points covering the car rental business, of which 51 are in airports.

- ▶ Short-term renting (Rent a Car)
- ▶ Long-term leasing and fleet management
- ▶ Sales of used fleet

In October 2022, the Autohellas Group expanded its activity to abroad after starting to operate in Portugal, acquiring it 90% of "HR Aluguer de Automóveis", which has been the franchisee since 1998 (franchisee) of Hertz International in Portugal.

The completion of the acquisition makes HR Aluguer de Automóveis the largest subsidiary of Autohellas abroad.





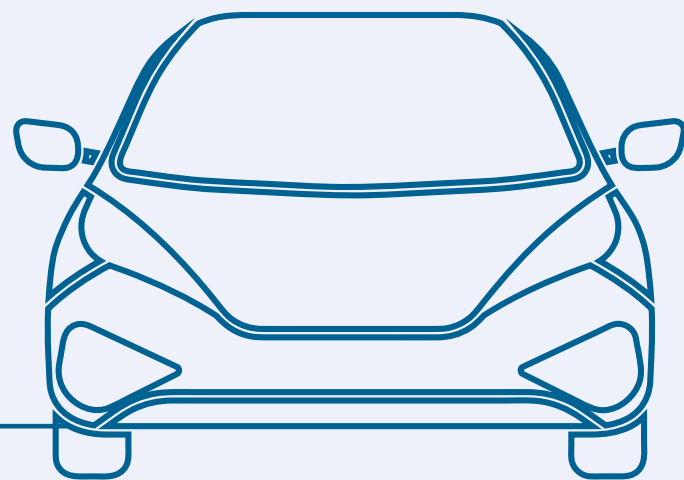
## Import and trade of cars and spare parts in Greece

In addition to the activity in car rentals, the Autohellas Group is active in the import, distribution and trading of cars and spare parts, as well as in the provision of after-sales services.

### ► Import and distribution of new cars

The Group holds a significant share in the import and marketing of new cars in Greece, maintaining the exclusive rights to import and distribute Hyundai, Kia, SEAT, and Cupra cars.

In addition, in May 2023, Autohellas Group expanded its portfolio by jointly acquiring with Samelet Motors the company "FCA GREECE SA.A.". FCA Greece, which was later renamed "ITALIAN MOTION SINGLE MEMBER SOCIETE ANONYME", is the exclusive importer and general distributor of the Abarth, Alfa Romeo, Fiat, Fiat Professional and Jeep brands in the Greek market.



- New and used car trade
- After-sales services
- Imports and sales of spare parts

At the same time, through the Velmar network, the Group operates as an official distributor and authorized repairer of FORD, OPEL, VOLVO, HYUNDAI, KIA, SEAT, CUPRA, ALFA ROMEO, JEEP, FIAT, FIAT PROFESSIONAL, ABARTH, LANCIA, BMW, BMW MOTORRAD, MINI and SAAB.

Also through the Velmar network, the Autohellas Group has a dynamic presence in the wholesale and retail market of used cars in Greece.

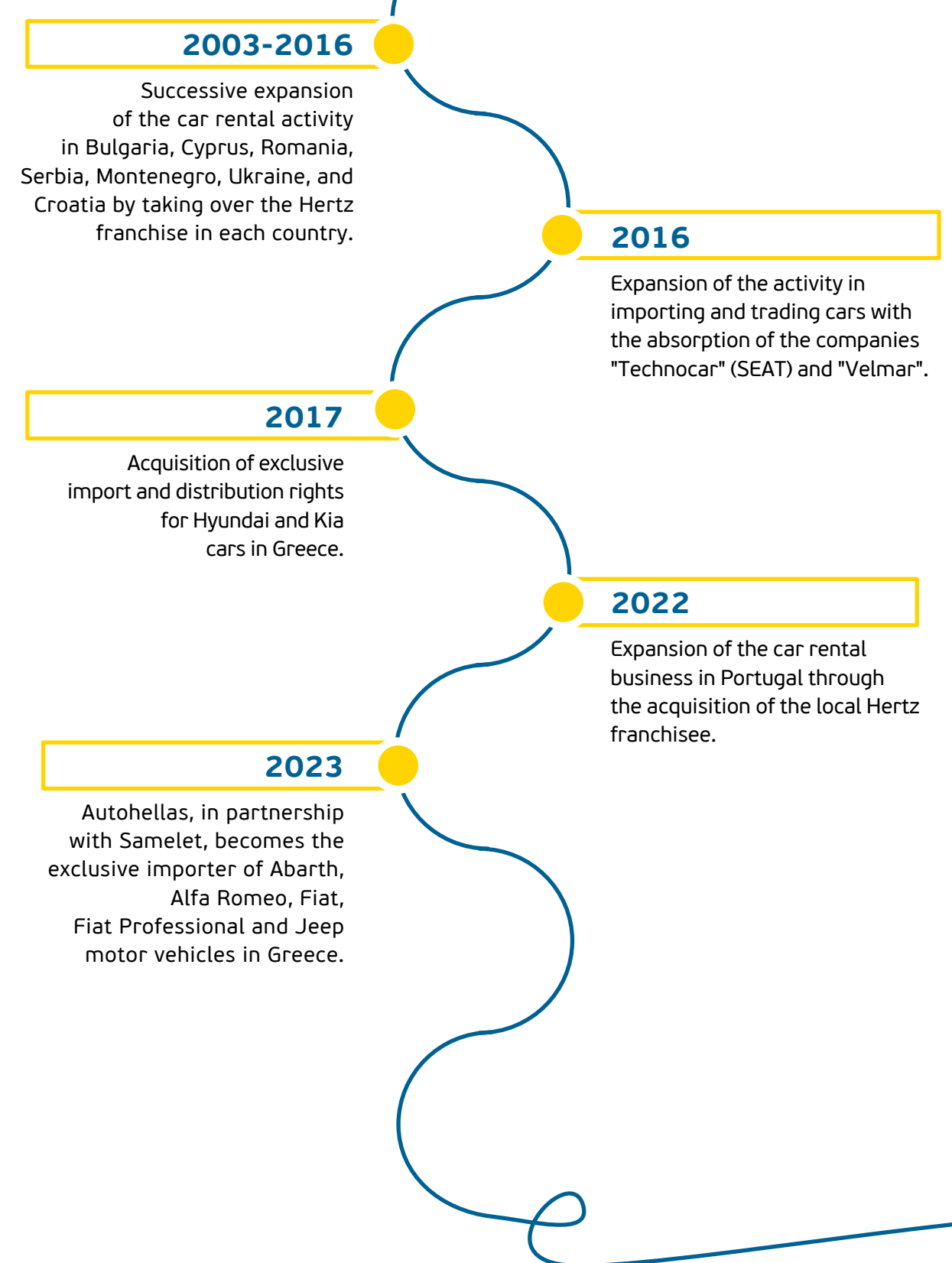
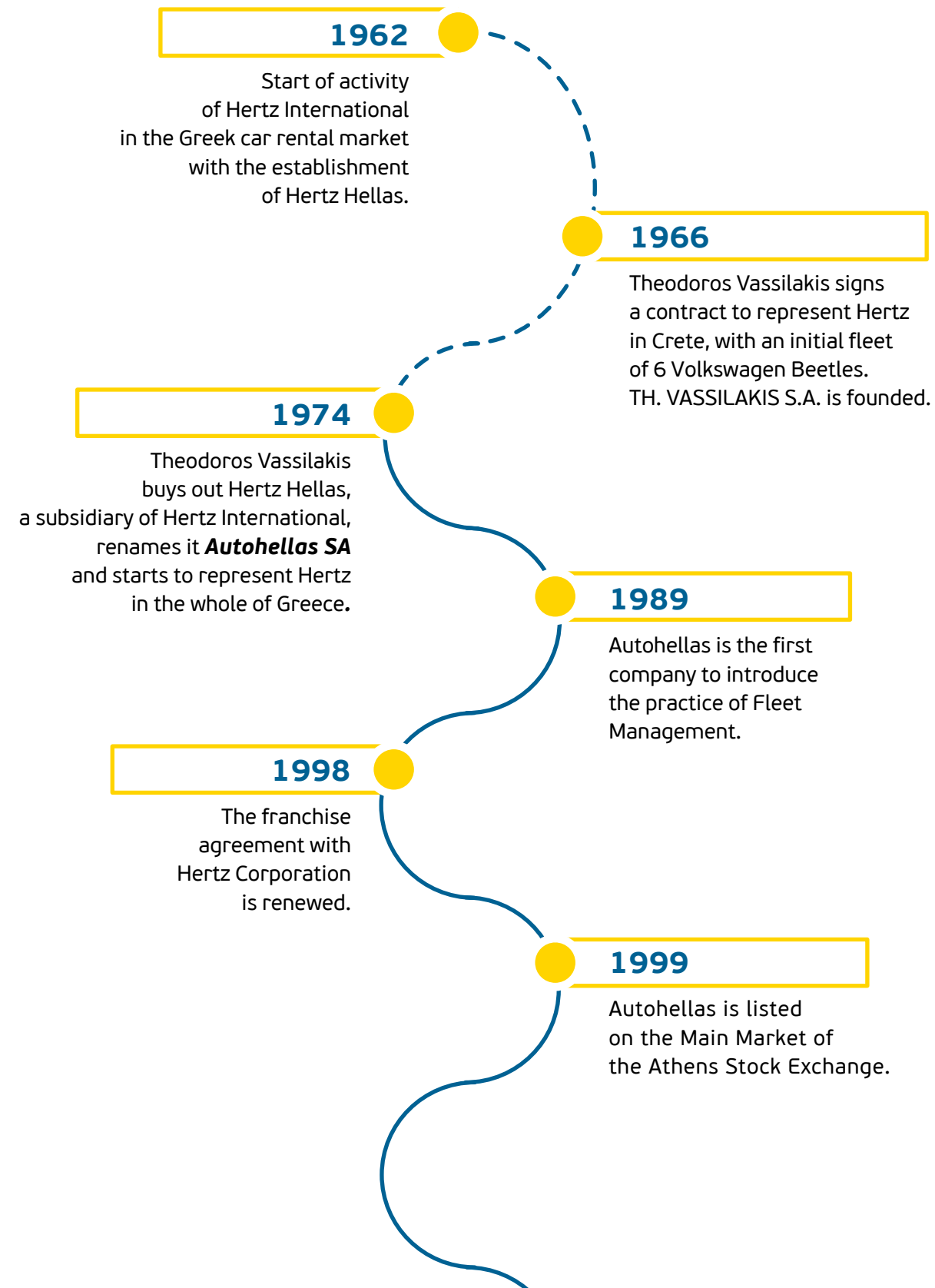
Finally, through Eltrekka, the Group's activity extends to the import and distribution of aftermarket car parts in Greece, representing the largest manufacturers worldwide.

The Group maintains a network of more than 30 branches and service points that cover the activity of importing and trading cars and spare parts.





# Our history



# Values and strategic priorities

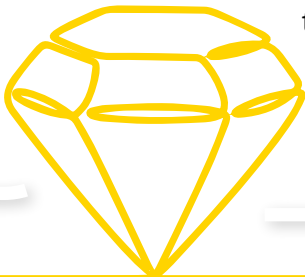
Our values reflect the philosophy of the Autohellas Group, capture the character of the organization and accompany it throughout its long history. They had, have and will continue to have a decisive role in the realization of our vision both in Greece and abroad.

## 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.

The continuous improvement, the expansion of our activities and the response of the Autohellas Group to a changing business environment are achieved through the establishment and achievement of strong corporate goals, which derive from the Group's strategic priorities.

Specifically, 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.

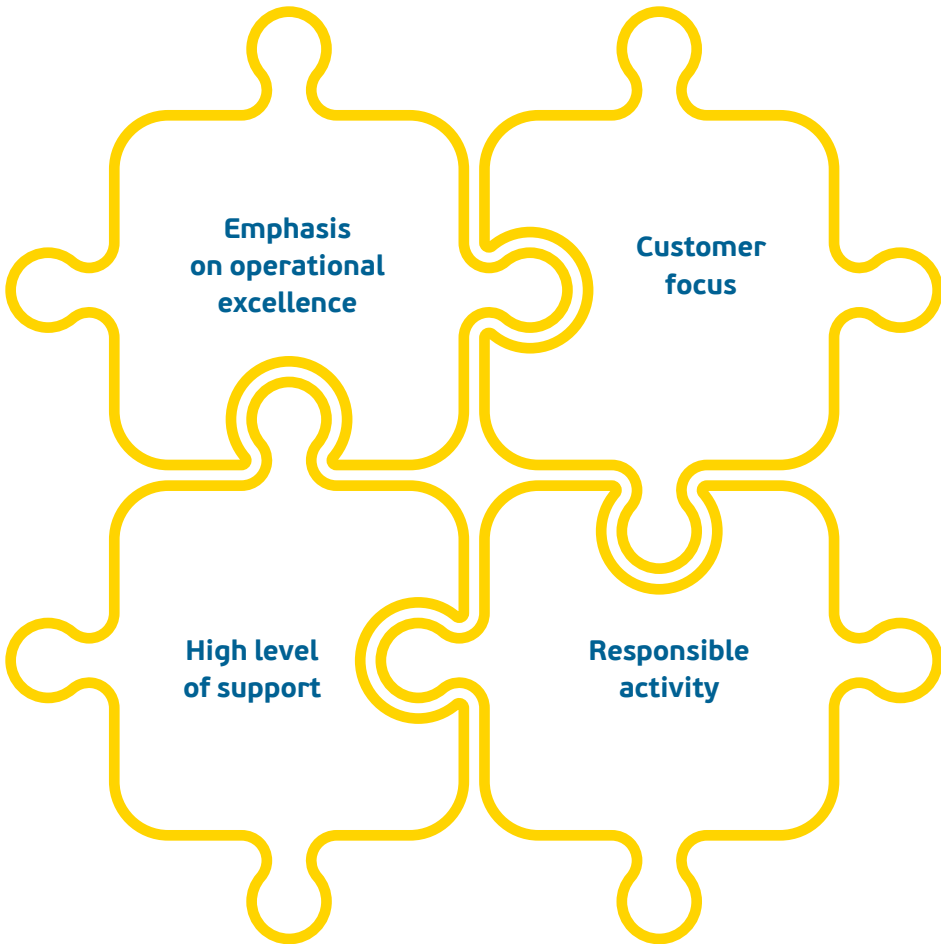






# Focus on quality

Responsible entrepreneurship and value creation for all stakeholders are directly linked to the excellent quality of our services and fleet. In this direction, we place special emphasis on operational excellence and the satisfaction of our customers, ensuring full support throughout the duration of a car rental.



We offer our customers high-quality services at all stages of car rental, from selection, reservation, service at the stations, use of the car, until its return. We reward our customers through the Hertz Gold Plus Rewards, Fly & Drive programs in collaboration with AEGEAN 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 provide technologically advanced features for customers to save time when reserving a car and making an appointment for maintenance or repair at one of our privately owned workshops.

# Framework for communication with our customers

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

Contact	Evaluation	Feedback
<p><b>Customer Service Department</b></p> <p>With the aim of providing immediate service to our customers, we operate a department that is available 24 hours a day, 7 days a week in order to manage customer requests and reservations at any time. Communication can be by phone or electronically via the contact form.</p>	<p><b>Customer Satisfaction Surveys</b></p> <p>A customer satisfaction survey of Autohellas companies is carried out, 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 customer evaluation and satisfaction, comments and complaints, as well and points for improvement, while is concluded with the delivery of a monthly report by ICAP to the Company.</p>	<p><b>Specialized Customer Service Centers</b></p> <p>Through the specialized customer service centers for Autohellas companies it is achieved the best, most direct and efficient customer service.</p>
<p><b>Mystery shopper survey</b></p> <p>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.</p>	<p><b>Digital Communication Channels</b></p> <p>We leverage digital communication channels to engage with customers and society. We have developed a dynamic presence on social media, while through the company email and contact form we maintain direct contact with our customers.</p>	<p><b>Net Promoter Score (NPS)</b></p> <p>Through the Net Promoter Score (NPS) evaluation form we investigate on a monthly basis the needs of our customers and maintain direct contact with our customers.</p> <p><b>E-commerce</b></p> <p>Through Hertz's e-commerce we promote internally important feedback from our customers.</p>

# Supply chain

Responsibility is one of the basic principles of our operation, which is embraced by both our employees and our partners. We select our partners based on the provision of high quality products and services, immediacy of service, price and credit offer, ensuring the development and maintenance of a responsible supply chain.

Our main suppliers are car manufacturers, which have already adopted actions to promote sustainability in their business activities. This means that, not only do we enjoy the benefits of working with reliable suppliers, but we are also in a value chain that complies with ESG (Environmental, Social, Governance) criteria, thus promoting sustainability and social responsibility.

95% of the Group's active suppliers were domestic\* in 2022 and 2023

*\*As the Group operates in a total of 9 countries, the categorization of a supplier as domestic or non-domestic is evaluated and calculated for each country separately.*

# Partnerships and participations

We actively participate in important national networks and industry bodies that deal with strengthening entrepreneurship and competitiveness, promoting business innovation, as well as supporting and promoting important sectors of the Greek economy.







# Our approach to Sustainable Development

We develop our business activity based on our mission and values, recognizing at the same time that the principles of sustainable development are a component of our responsible course and continuous evolution.

We are committed to acting as a responsible social and business partner and to integrate in our strategy goals and actions to maximize our offer in all axes of sustainable development.

"Our contribution to the UN Sustainable Development Goals"

<b>1</b> NO POVERTY 	<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>4</b> QUALITY EDUCATION 	<b>7</b> AFFORDABLE AND CLEAN ENERGY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 
<b>10</b> REDUCED INEQUALITIES 	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 	<b>13</b> CLIMATE ACTION 	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	<b>17</b> PARTNERSHIPS FOR THE 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.



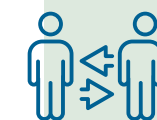
## Care for our people

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

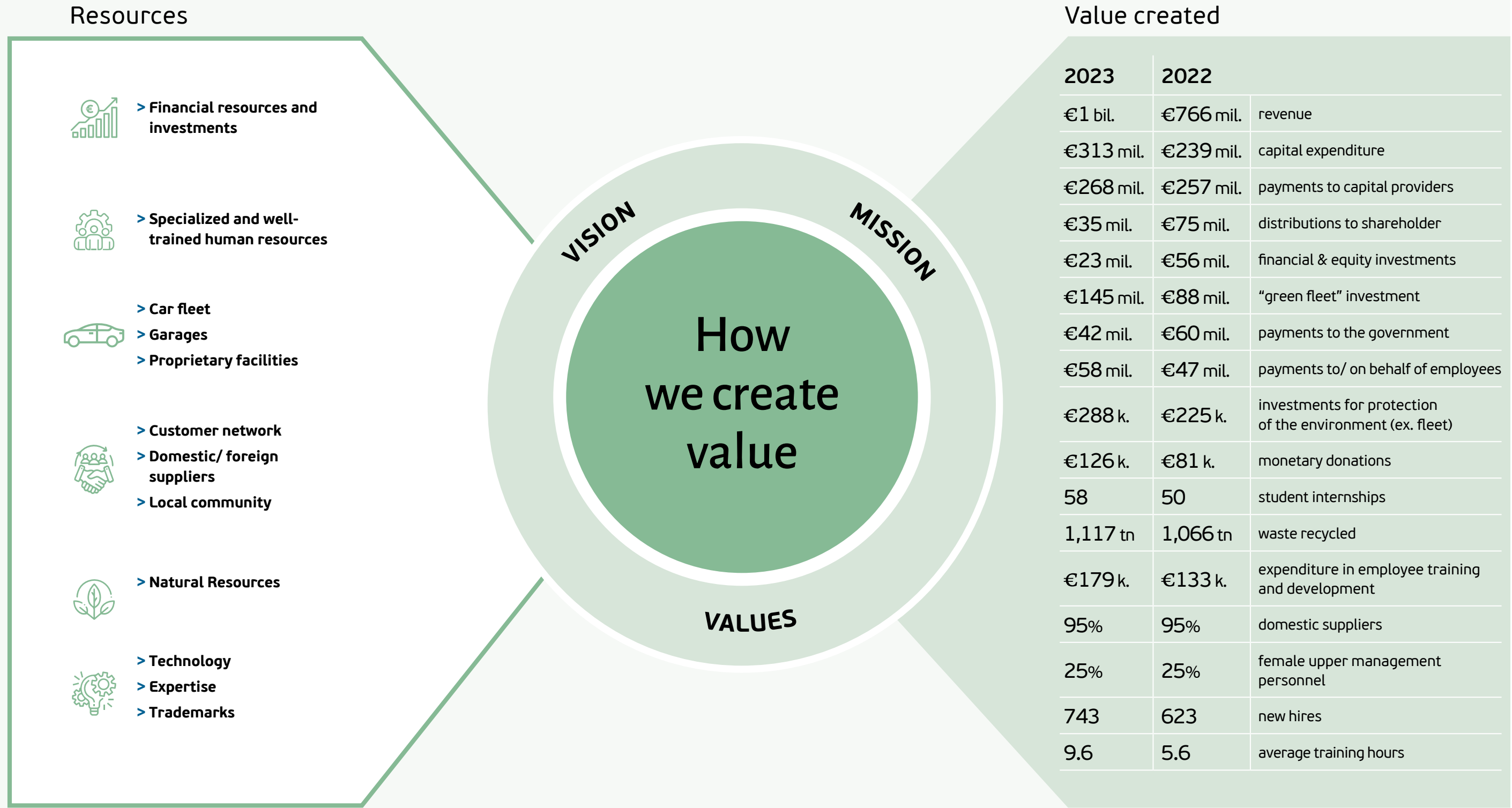
We strive in every way to be close to the local community and to listen to its needs, through open communication with local authorities and Non-Governmental Organizations. We develop actions and implement sponsorship programs that contribute to social cohesion, while at the same time promoting employment and job creation.



# Value creation

At Autohellas Group we leverage our tangible and intangible resources in order to create added value for all stakeholders while ensuring our continuous growth.

We operate guided by our values and strategic goals, in order to contribute to the economic development of the countries in which we operate, the well-being of society and the protection of the environment.



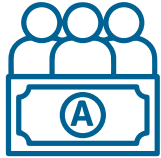






# Communication with stakeholders





With the aim of the continuous improvement and development of the Autohellas Group, the creation of relationships of mutual trust and the maintenance of long-term and reliable partnerships, we pursue open and two-way communication with our stakeholders, dealing with the different expectations and requirements of each group with particular attention.



Stakeholders are understood to mean the groups of the internal and external environment of the Group which influence and are directly or indirectly affected positively or negatively by its operation.

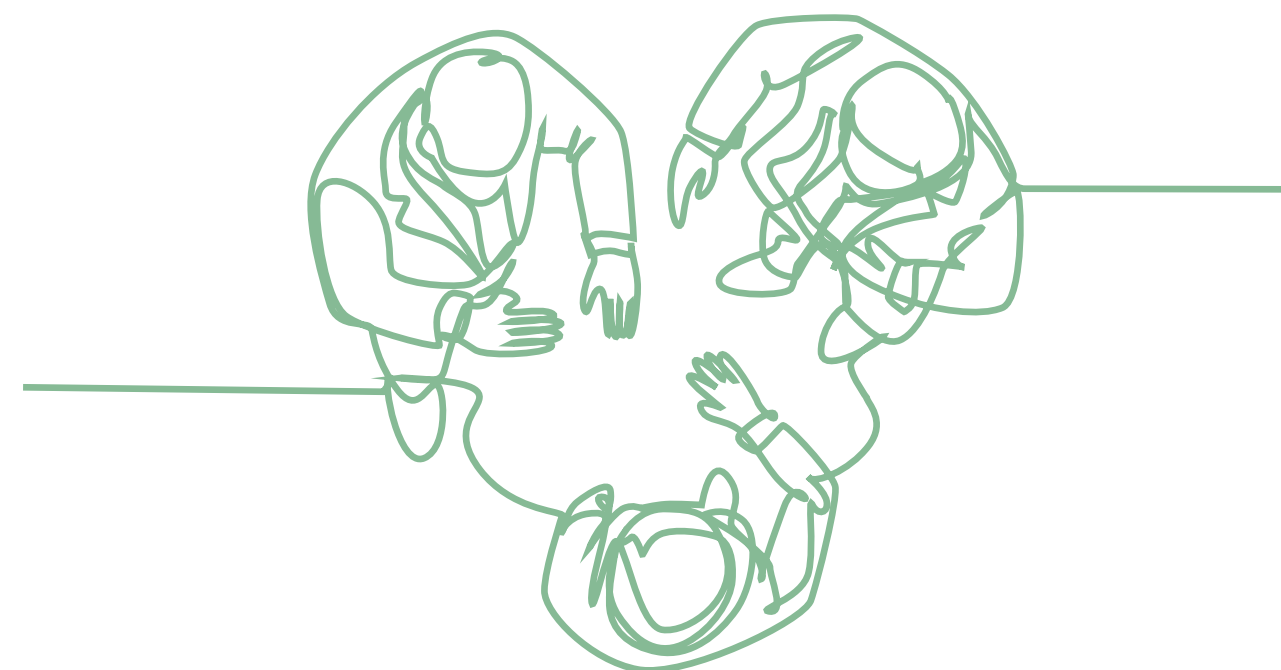
The Group's stakeholders are as follows:

	Communication channels	Main topics of Interest
<b>SHAREHOLDERS</b>  	<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>
	Frequency of communication: Monthly and whenever deemed necessary	
<b>INVESTORS</b>  	<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>
	Frequency of communication: Quarterly and whenever deemed necessary	

	Communication channels	Main topics of Interest
<b>EMPLOYEES</b>  	<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>
	Frequency of communication: Daily	
<b>B2B CUSTOMERS</b>  	<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>
	Frequency of communication: Daily	
<b>B2C CUSTOMERS</b>  	<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>
	Frequency of communication: Daily	

Communication channels		Main topics of Interest
<b>DEALERS</b> 	<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>
	Frequency of communication: Daily	
<b>SUPPLIERS</b> 	<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>
	Frequency of communication: Daily	
<b>LOCAL COMMUNITY</b> 	<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>
	Frequency of communication: Whenever deemed necessary	
<b>STATE/AUTHORITIES</b> 	<ul style="list-style-type: none"> <li>• Regular electronic and telephone 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>
	Frequency of communication: Whenever deemed necessary	

Communication channels		Main topics of Interest
<b>FINANCIAL INSTITUTIONS</b> 	<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>
	Frequency of communication: Monthly and whenever deemed necessary	
<b>MEDIA</b> 	<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>
	Frequency of communication: Whenever deemed necessary	



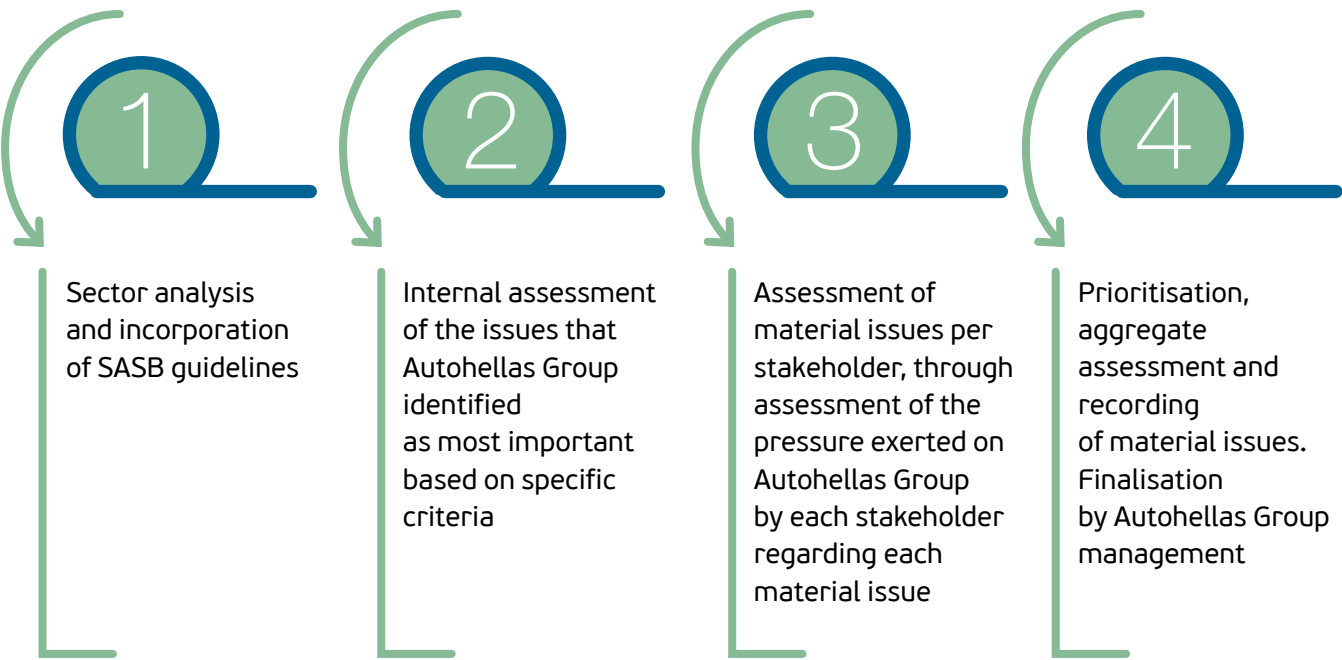
# Material issues assessment

In 2021, we carried out a materiality analysis in order to identify the essential issues per axis of Sustainable Development, as well as the relevant points for improvement. The process of evaluating and prioritizing the issues was based on the guidelines of the GRI Standards, as well as the sectoral categorization and evaluation of the Sustainability Accounting Standards Board (SASB).

The purpose of the evaluation is to identify and record the advantages, weaknesses and opportunities related to each axis of Sustainable Development of the Autohellas Group, as well as the potential risks for each sector of its activity. At the same time, the evaluation of the essential issues contributes to the identification of the Group's issues related to the achievement of long-term strategic goals, to the evaluation and monitoring of the performance of the Group's companies regarding sustainable development issues, as well as to the recognition of individual issues that may have significant impact on stakeholder groups.

This process ranked the material issues according to their impact on the Autohellas Group's activity in relation to the degree of importance assigned by the interested parties. At the same time, the ranking incorporated the prioritization and expectations of the interested parties regarding these issues.

The stages of materiality analysis applied were as follows:



In 2022 and 2023, the essential issues were updated by the Senior Management. The results of the assessment are presented in the following materiality map:



- High quality and innovation of services
  - Good governance and economic viability
  - Care for employees
- Protection of the natural environment
  - Social progress and prosperity
  - External factors

## Material issues

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

# 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>	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>
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>	<div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>
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>	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>10 REDUCED INEQUALITIES</div>
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>	<div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div>11 SUSTAINABLE CITIES AND COMMUNITIES</div> <div>13 CLIMATE ACTION</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>
SOCIAL PROGRESS AND PROSPERITY	<ul style="list-style-type: none"> <li>Social support actions and volunteerism</li> </ul>	<div>1 NO POVERTY</div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>11 SUSTAINABLE CITIES AND COMMUNITIES</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>

# Sustainable Development team

Proper and effective management of sustainable development issues is a priority for us. For this reason, a Sustainable Development team has been established, which is made up of executives from the main functions and departments of the Autohellas Group. 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 within the Group's responsible operation.

- > Development and implementation of the annual action plan for each pillar of Sustainable Development.
- > Support of internal communication actions to strengthen the Sustainable Development strategy.
- > Development and implementation of corporate responsibility programs.
- > Management and updating of policies related to the pillars of Sustainable Development, and strategic priorities.





# Our goals for the future

ESG	Material issues	Goal	Time Horizon	Status 2022	Status 2023
E	Environmentally friendly fleet	Optimizing our vehicle fleet and continuously renewing it with more efficient vehicles with lower CO <sub>2</sub> emissions	●●○	Partially achieved - in progress	
	Waste, energy and water management	Upgrade of recycling programme at our facilities	●●○	Partially achieved - in progress	
		Raising personnel awareness of environmental issues through participation in actions relating to the Environment	●●○	Timeline revision - in progress	
		Gradual reduction of the specific energy consumption in the facilities	●●●	New goal	In progress
S	Labour relations and employment	Qualitative analysis of job characteristics within the Group	●●○	In progress	
	Employee development and training	Improvement of employee training programme	●○○	Achieved	-
	Employee Health and Safety	Participation of employees in certified CPR training seminar	●○○	Not achieved - in progress	Achieved and continues

●○○ Short-term ●●○ Medium-term ●●● Long-term

ESG	Material issues	Goal	Time Horizon	Status 2022	Status 2023
S	Innovative services and partnerships	Innovative services and partnerships	●●○	Timeline revision - in progress	
	Diversity & equal opportunities	Training seminar "unconscious bias" in the context of activities to support diversity & inclusion	●●○	New goal	Continues
	Social support actions and volunteerism	Reinforcement of corporate social responsibility actions	●○○	Partially achieved - continues	
		Creation of a blood bank through the organization of voluntary blood donation	●○○	New goal	Achieved and continues
G	Corporate governance and compliance	Organisation of a training programme for all employees regarding compliance with the policies and procedures of good Corporate Governance	●○○	Partially achieved - in progress	
		Use of a management platform for the meetings of the Board of Directors and its Committees	●●○	New goal	In progress
	Direct communication between employees and management	Training seminar on the proper use of the whistleblowing platform	●●○	New goal	In progress

●○○ Short-term ●●○ Medium-term ●●● Long-term

# European Taxonomy

This section includes the necessary information and disclosures about the Group’s operations, in accordance with the requirements of the Taxonomy Regulation. These disclosures are provided for the purposes of the simplified reporting requirements in accordance with Article 10(2) of Article 8 Delegated Act (Delegated Regulation (EU) 2021/2178).

Regulation (EU) 2020/852 on EU Classification entered into force in the summer of 2021, with sustainability disclosure criteria and requirements, promoting equal competition and legal certainty for all companies operating within the EU. The Classification Regulation is a key part of the European Commission's action plan for redirecting capital flows towards a more sustainable economy with the following 6 environmental objectives:

1.	2.	3.	4.	5.	6.
Climate change mitigation	Climate change adaptation	Sustainable use and protection of water and marine resources	Circular economy transition	Pollution prevention and control	Protection and restoration of biodiversity and ecosystems

### Identification of the Company’s economic activities that are eligible based on EU Taxonomy requirements.

In order to determine eligibility to classify the economic activities from which the Group has income, all Group companies have been taken into account. The classification of activities was established based on the Taxonomy criteria for economic activities that contribute substantially to one of the six main environmental objectives and do not adversely affect the other five, while at the same time meeting the minimum requirements. (EU 2020/852, article 3).

Within the framework of the above provisions of the European Classification System (EU Taxonomy), the Group has identified as an activity eligible for classification the activity referred to as ‘6.5 Transport with motorcycles, passenger cars, and light commercial vehicles’ of the ‘Transport’ economic activity sector.

On 27 June 2023, the European Commission adopted two new Regulatory Acts related to Ecological Classification, namely the Regulatory Act (EU) 2023/2485: Includes new activities for environmental objectives 1 and 2 and Regulatory Act (EU) 2023/2486: Includes new activities for environmental objectives 3 to 6.

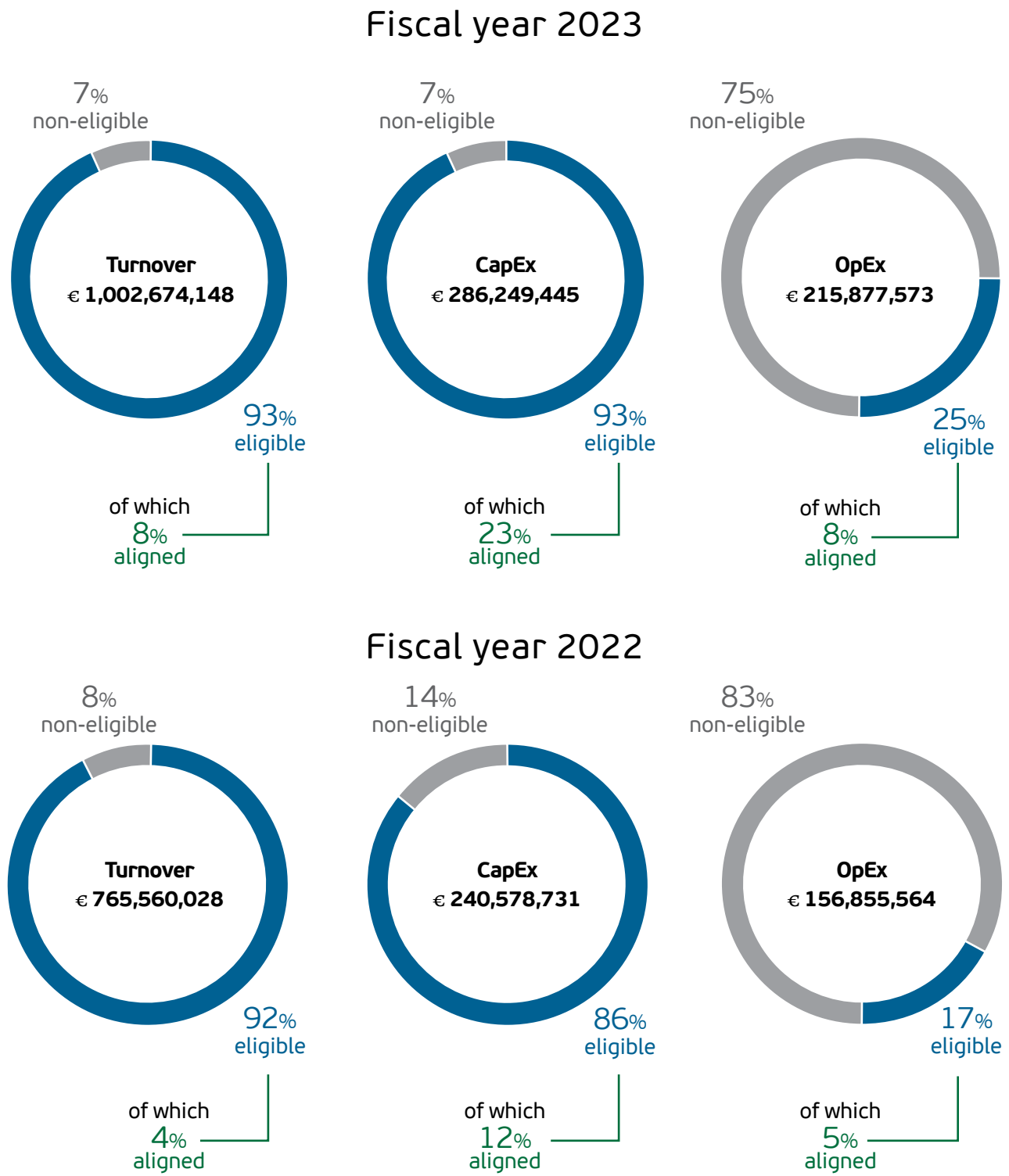
In accordance with the new regulatory acts, the company has examined the new provisions and finds that financial activities related to the Group's activities are not included.

### Identification of the Company's economic activities aligned with EU Taxonomy requirements.

Each activity in this category must contribute to one or more environmental objectives. In order to ascertain which of the economically eligible activities are aligned with the taxonomy, a check was carried out based on the Technical Inspection Criteria (TSC), which revealed the incorporation of the activities related to zero- or low-emission vehicles, and specifically less than 50g CO<sub>2</sub>/km.

As no activities related to natural gas and nuclear energy were recognized for the Group (activities 4.26-4.31), the specific standards introduced by the Supplementary Delegated Act regarding activities in certain energy sectors are not used.

The below charts presents the share of the Group’s turnover, capital expenditure (Capex) and operating expenditures (Opex) for the reporting period 2021, which are associated with Taxonomy-eligible economic activities, in accordance with Art. 8 Taxonomy Regulation and Art. 10 (2) of the Art. 8 Delegated Act.



# Environmental responsibility

Driven by sustainable development and with the primary goal of limiting climate change, we make every effort to reduce our environmental footprint, while systematically investing in practices and technologies that lead to "green" transition and contribute to the reduction of atmospheric emissions resulting from our activities.



"Our contribution to the UN Sustainable Development Goals"

7

AFFORDABLE AND CLEAN ENERGY

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

11

SUSTAINABLE CITIES AND COMMUNITIES

13

CLIMATE ACTION

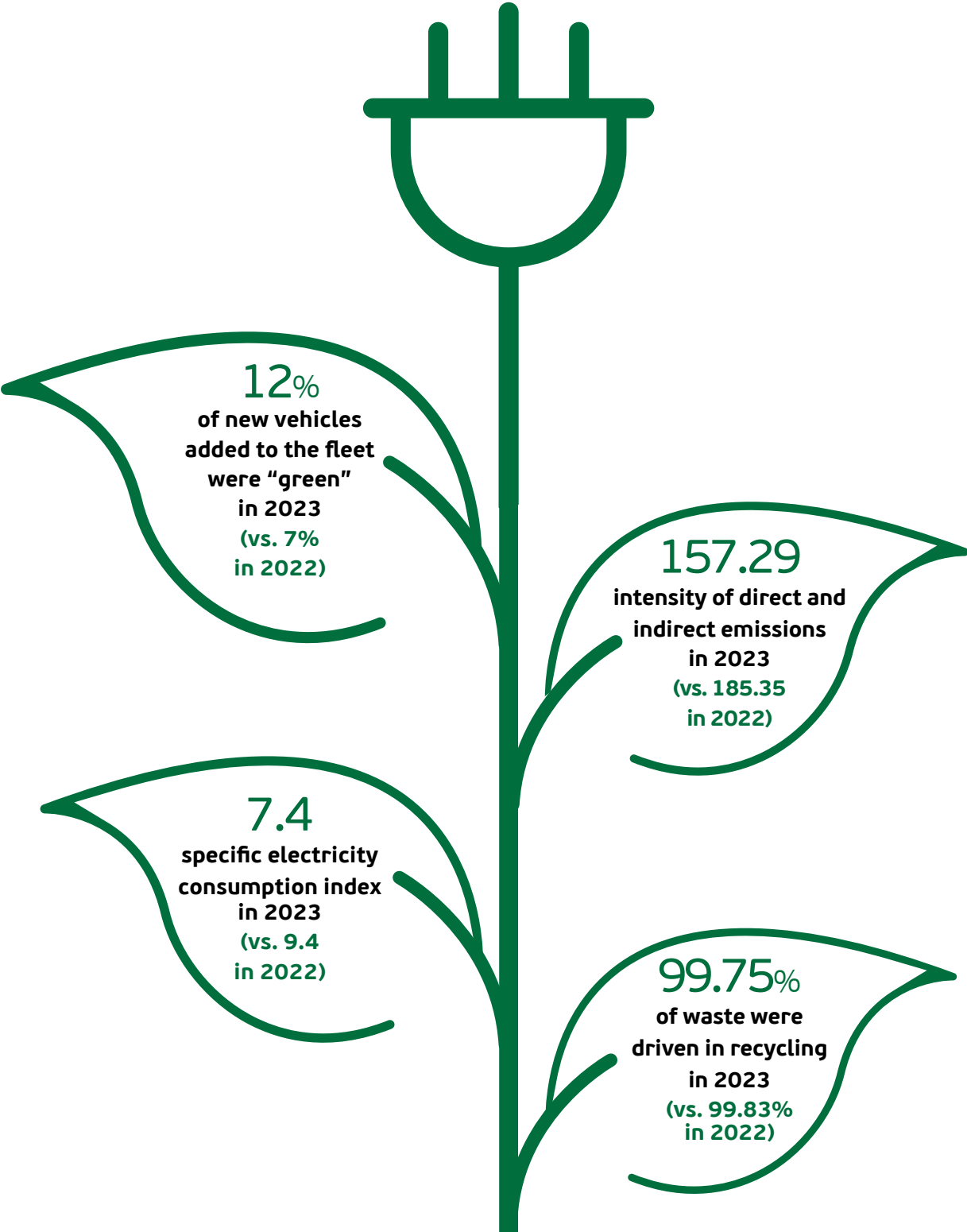
17

PARTNERSHIPS FOR THE GOALS





# Our environmental performance at a glance



# Our approach

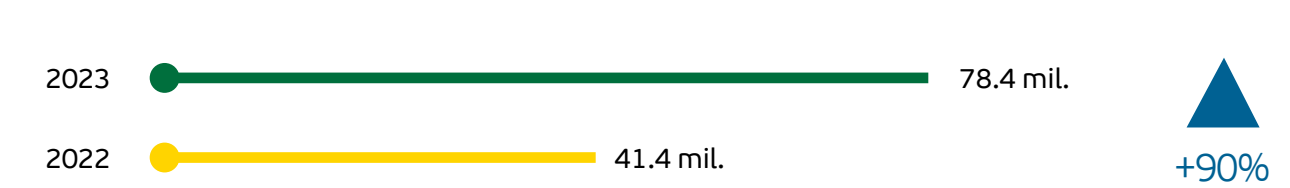
The transition to a climate-neutral economy with zero greenhouse emissions by 2050 is becoming a priority for societies and businesses worldwide, as it is a fundamental axis of the action plan for the European Union. Among other things, special emphasis is placed on the "green" transition and the benefits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


Driven by Sustainable Development and with the primary objective of addressing climate change, we make efforts to reduce our environmental footprint, while systematically investing in practices and technologies that lead to the "green" transition" and contribute to the reduction of atmospheric emissions.

In this context, our actions to reduce our environmental footprint move along the following axes:

- > Saving energy in our facilities, both through the responsible use of electricity and through energy upgrading of our facilities
- > Renewal of our vehicle fleet with cars of new technology and reduced emissions
- > Creation of an increasingly large "green" fleet of vehicles, such as PHEVs (plug-in hybrid electric vehicles) and BEVs (battery-electric vehicles)
- > Waste management through properly licensed contractors
- > Informing and raising awareness of employees around the implementation of best practices for energy consumption

In this direction, Autohellas Group's spending on environmental protection in 2023 increased by 90% compared to 2022.





Our main concern is to continuously reduce the environmental footprint of our activities. Building a resilient ecosystem for future generations is our top priority.

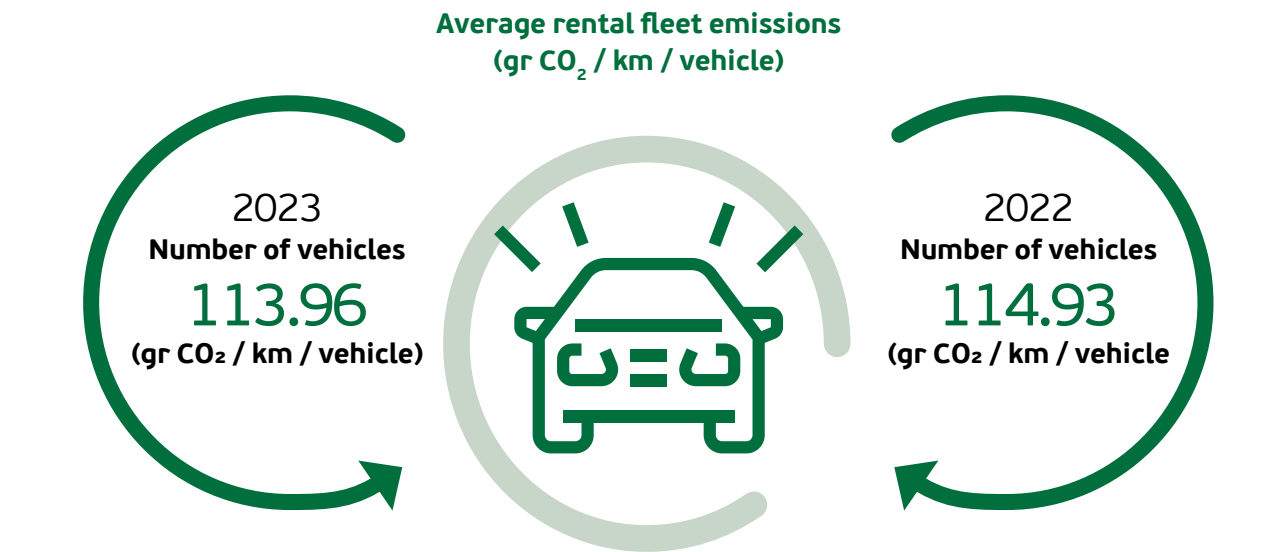
# Rental fleet

The Autohellas Group is systematically investing in the renewal of its vehicle fleet with new technology cars, and is implementing a strategy to integrate more electric and low-emission vehicles. In this context, it has in the markets it operates more and more vehicles with zero or low carbon emissions, through investments in PHEV (plug-in hybrid electric vehicles) and BEV (battery-electric vehicles) technologies.

The Group's fleet consists mainly of late model vehicles, with the highest CO<sub>2</sub> emission control standards. Also, the Group pays special attention to the preventive maintenance of its vehicles, by technical staff who have completed relevant specialized training.

## Our fleet emissions

The Group systematically monitors the consumptions and produced emissions of its fleet (part of the direct emissions - Scope 1) and aims at the overall and detailed recording, analysis and recording of its emissions, with the aim of further reducing emissions and promoting actions and investments electrification of training vehicles.



**Note:** The vehicle fleet of the Autohellas Group is defined as the set of vehicles available for short-term and long-term rentals as part of the Car Rental activity in Greece and abroad.

## We invest in the "green" transition

With the aim of further contributing to the mitigation of climate change through the green transition, within December 2022, Autohellas proceeded to sign loan agreements within the framework of the National Recovery and Resilience Plan "Greece 2.0".

Specifically, in 2022 and 2023, including in its strategic planning an investment plan of €300 mil. for the next five years for the purchase of zero- and low-emission cars as well as the creation of the necessary support and charging infrastructure in its network, Autohellas proceeded to conclude two co-financing contracts from two commercial banks and with the participation of the Recovery and Resilience Fund (RRF), with the aim of accelerating the effort to include "green" cars in its fleet. These contracts will help it limit to some extent the effects of the significant increase in interest rates, at least in terms of the financing of electric cars, which to date have a much higher purchase price than conventional ones.



90% increase  
of investments in new  
"green" fleet vehicles in 2023,  
compared to 2022

The plan envisages the gradual replacement of the Group's existing fleet with new, electric and hybrid cars, with emission standards of up to 50 gr CO<sub>2</sub>/km, contributing in this way not only to accelerating the effort to integrate "green" cars into the fleet and development of an electric car charging network at its facilities not only to bring citizens closer to a new, more environmentally friendly technology.

The investment is entirely part of the pillar of the green transition, aims at the development of the green economy and contributes to the protection of the environment, through the emission of lower pollutants that characterize the new vehicles, in a percentage of more than 80% compared to the cars that are going to be replaced.

## Customer information practices

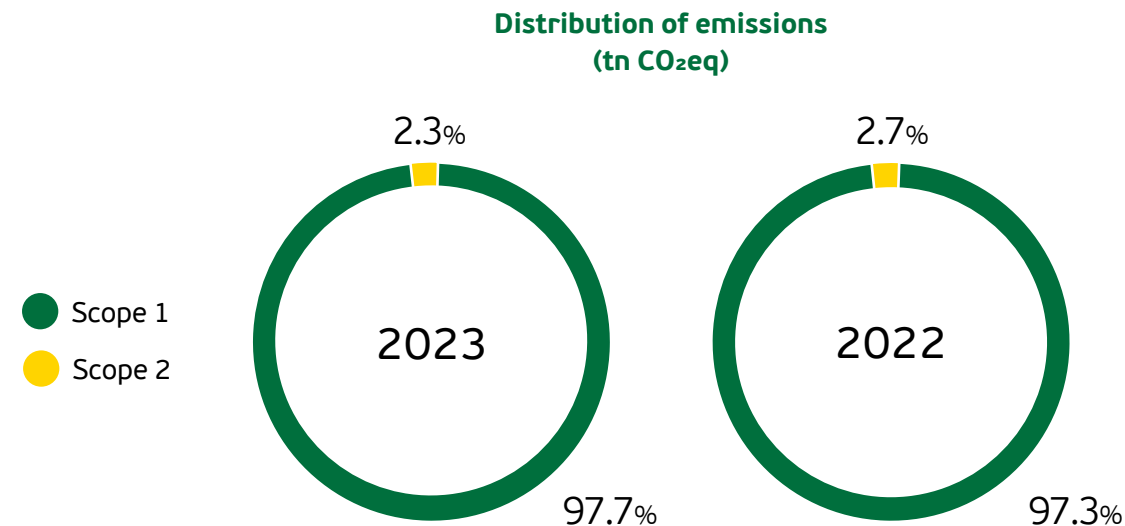
We support the "green future" of automotives in every way and in this context we make sure to inform our customers about the benefits of electric mobility, for a more sustainable environment. We encourage them to discover the unique driving behaviour of electric vehicles.

# 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 CO<sub>2</sub> emissions of our fleet on an annual basis and continuously monitor our performance in order to implement the necessary measures to reduce emissions.

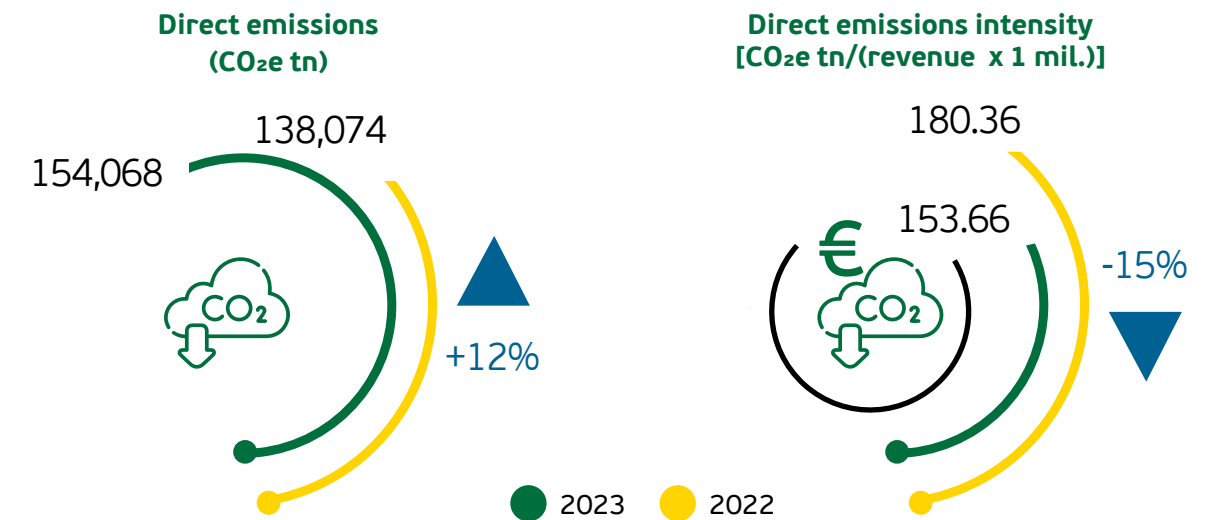
The direct (Scope 1) and indirect (Scope 2) emissions resulting from the activities of the Autohellas Group concern consumption:

- > Fuel for the rental fleet
- > Fuel for company vehicles for own use
- > Oil and natural gas for heating in the facilities
- > Electricity in the facilities



## Direct emissions CO<sub>2</sub> (Scope 1)

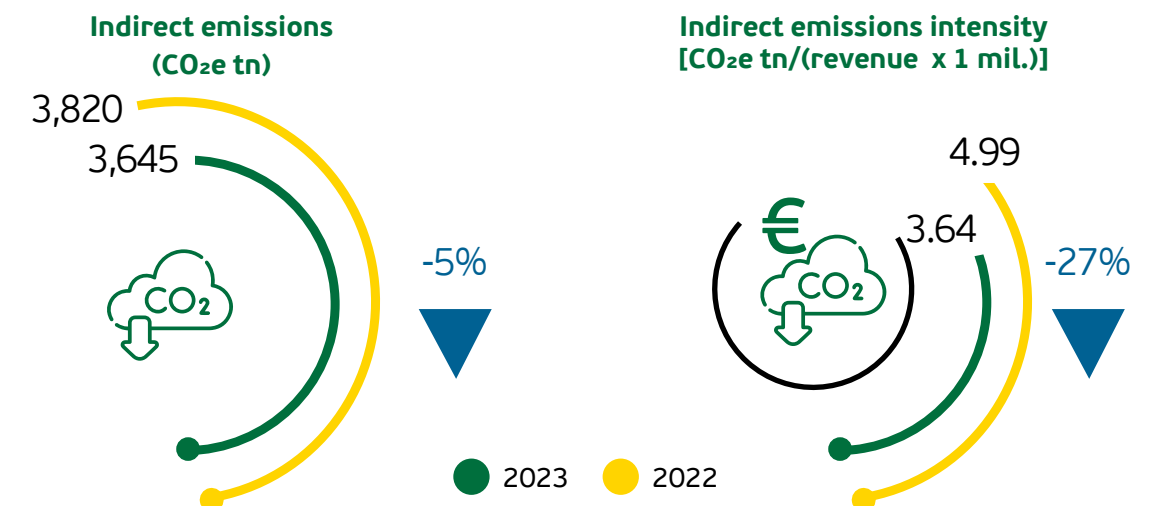
The fuel of the Group's short-term and long-term rental fleet is the main source of carbon dioxide emissions in this category. Direct emissions also include emissions from the fuel consumption of company vehicles serving the Group's activities, as well as oil and natural gas for heating the building facilities.



It is worth noting that despite the increase in direct emissions, which is due to the increase in the rental fleet as well as the acquisition of the new subsidiary in Portugal in the last quarter of 2022, the emission intensity showed a decrease mainly due to the improvement of the fleet mix at the of CO<sub>2</sub> emissions/km.

## Indirect emissions CO<sub>2</sub> (Scope 2)

The consumption of electricity in the Group's building facilities is the source of carbon dioxide emissions in this category.



The reduction observed in indirect carbon dioxide emissions is due to a significant extent to the energy upgrading of the Group's building facilities.





# Promoting a circular economy

## Recycling of vehicles

We apply a specialized 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.

In 2022, 1,068 tons of waste were produced, of which 560 tons were hazardous waste and 508 tons non-hazardous. 99.81% of hazardous waste was recycled, while 99.84% of non-hazardous waste was recycled.

In 2023, 1,288 tons of waste were produced, of which 775 tons were hazardous waste and 513 tons non-hazardous. 99.76% of hazardous waste was recycled, while 99.73% of non-hazardous waste.

Waste generated		
Amounts in Tons (tn)	2023	2022
Hazardous waste	775	560
Non-hazardous waste	513	508
<b>Total</b>	<b>1,288</b>	<b>1,068</b>

# Our people

Our people are at the heart of our operation and are the core of Autohellas Group's success.

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"

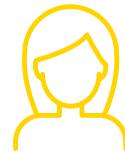
4 QUALITY EDUCATION 	5 GENDER EQUALITY 	8 DECENT WORK AND ECONOMIC GROWTH 	10 REDUCED INEQUALITIES 
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# Our people at a glance



**1,710**  
employees in 2023  
vs. **1,592** in 2022



**23%**  
female employees  
in 2023 and 2022



**25%**  
of upper management  
personnel were female  
in 2023 and 2022



**747**  
new hires  
in 2023  
vs. **623** in 2022



**99%**  
of employees were employed  
employed full-time  
in 2023 and 2022



**58**  
internships  
in 2023  
vs. **50** in 2022



**1,221**  
employees trained  
in 2023  
vs. **502** in 2022



**3.6**  
Injury Rate (IR)  
in 2023  
vs. **3.7** in 2022

# Operating framework

## Code of Conduct

The basic principles, operating framework and corporate culture that govern us are reflected in the Code of Ethics that we have adopted, which is based on best international practices and high standards of corporate responsibility. The values, principles and standards of ethical behavior mentioned in the Code of Ethics form the basis of the policies and procedures, which the employees of the Group must know and apply.

In addition, the Group's Code of Ethics is addressed to the members of the Board of Directors, but also to all its other interested parties, such as 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 human rights and diversity, and providing equal opportunities

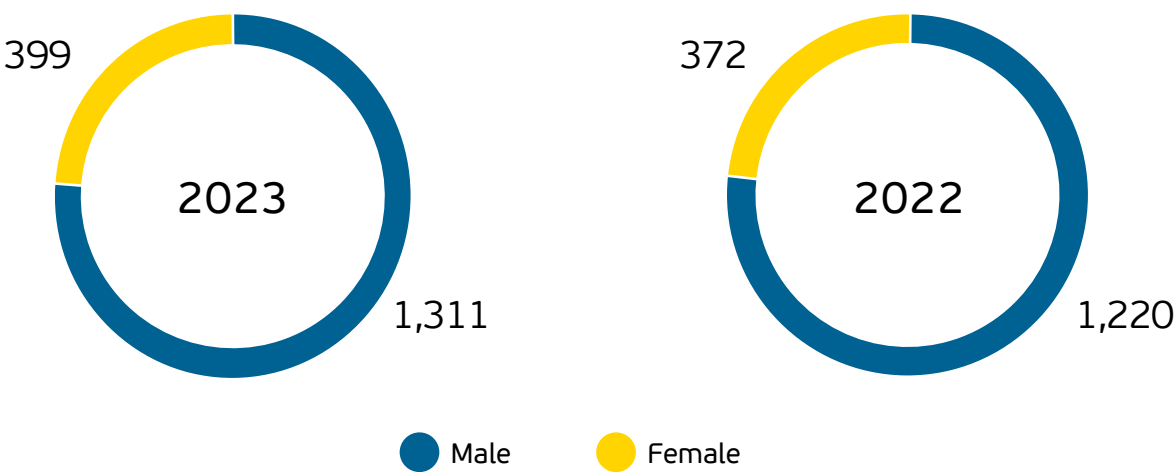
At Autohellas Group we respect internationally recognized human and labor rights and protect our employees and partners from any violation of them. Based on the Code of Ethics of the Autohellas Group, as well as the Human Rights Policy, no form of discrimination or violation of the rights of our employees is accepted. In addition, an integral part of our culture is the principle of equal treatment of employees and the provision of merit-based pay and remuneration, regardless of race or national origin, religious or political beliefs, age, sexual preference, physical ability or gender.

The provision of equal opportunities and the defense of diversity are for the Autohellas Group the basis for creating an inclusive, open and diverse working environment. As the Group has recognized that its human resources are staffed by people with different personalities and lifestyles, it actively supports all employees, while offering equal opportunities for development and growth.

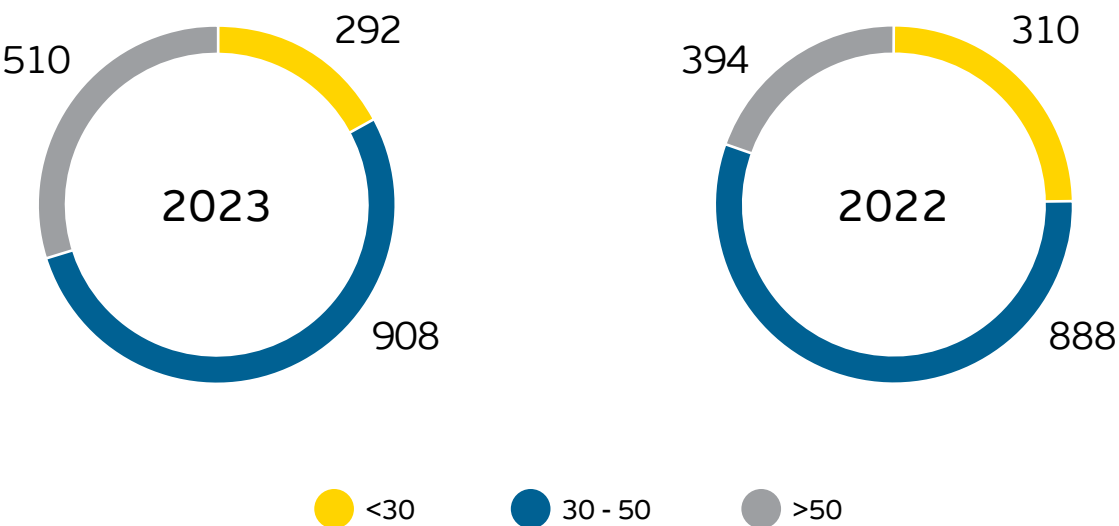


# Human Resources Profile

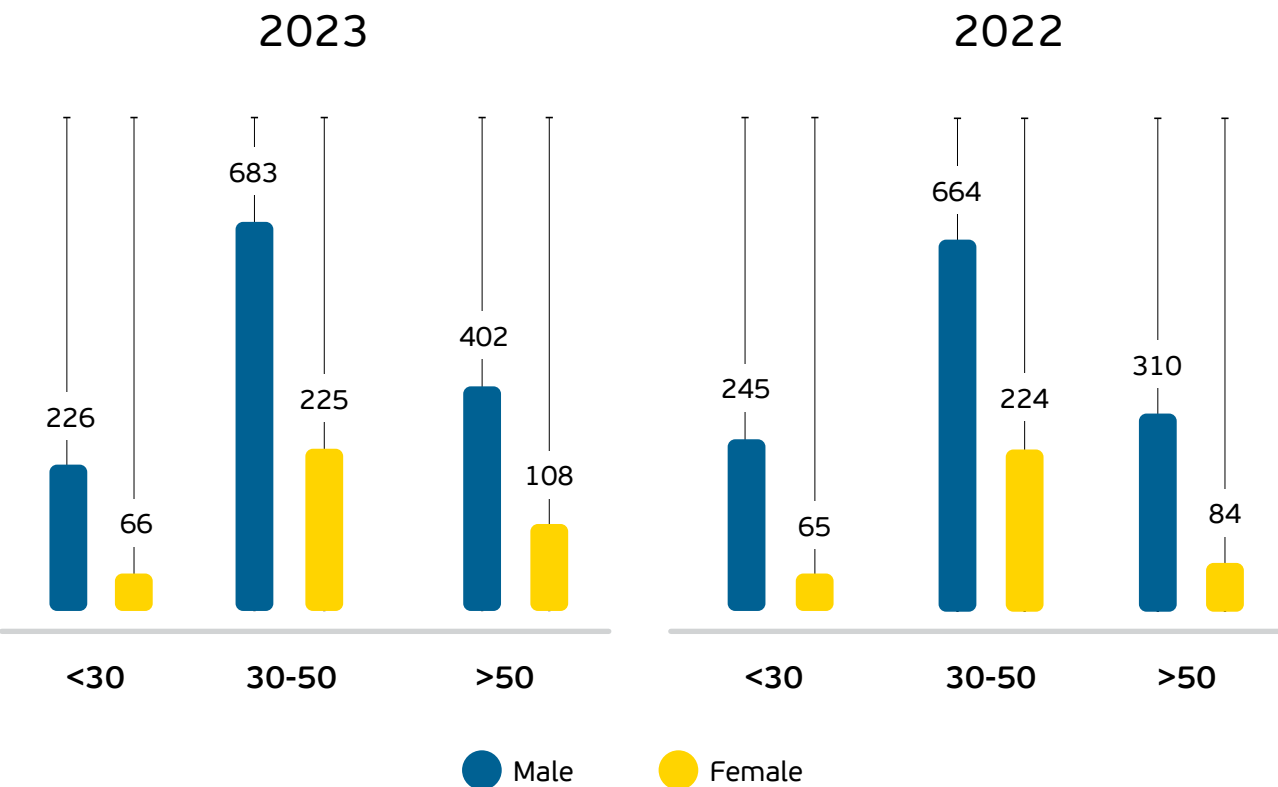
Distribution of human resources by gender



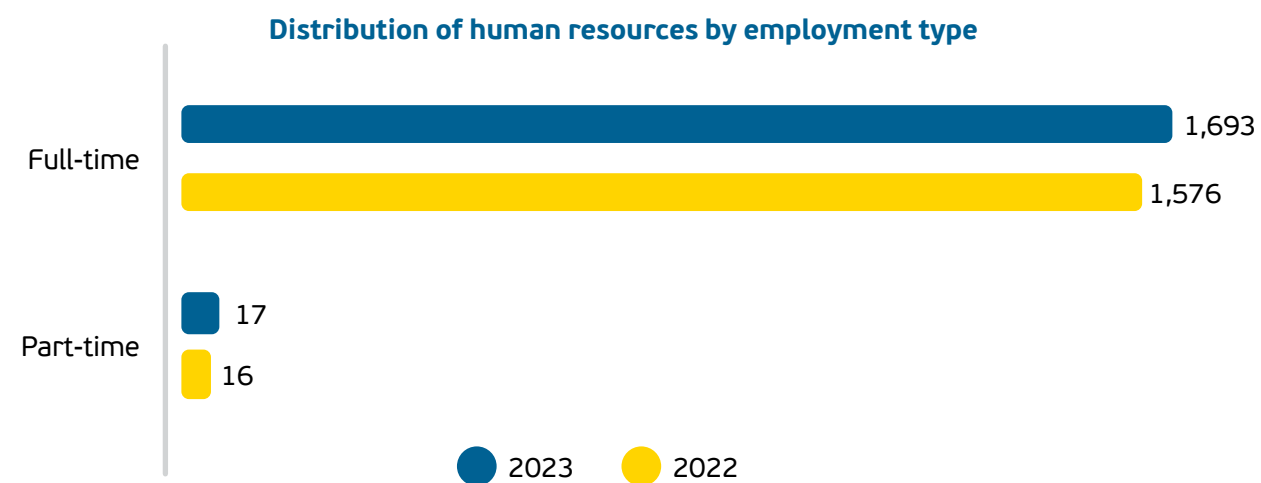
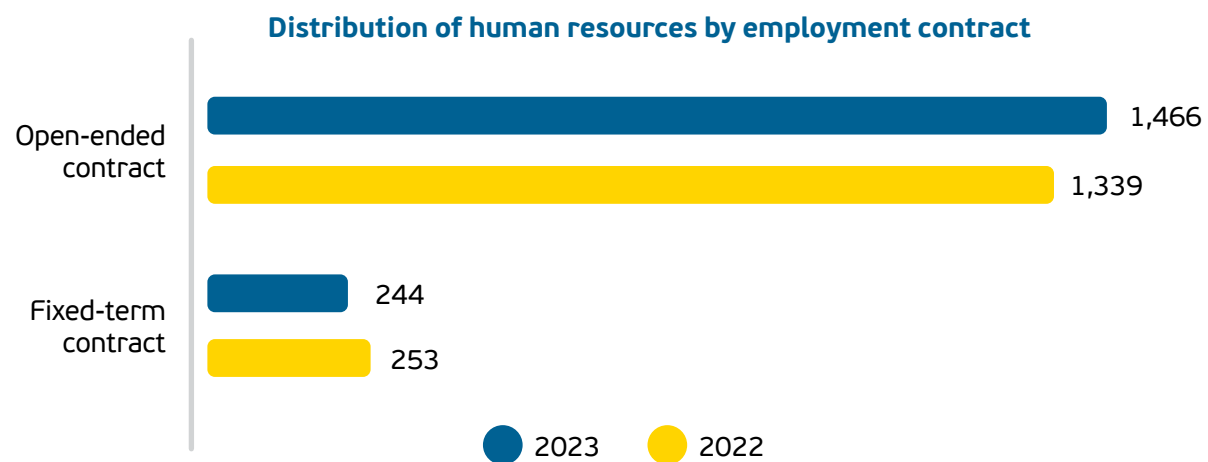
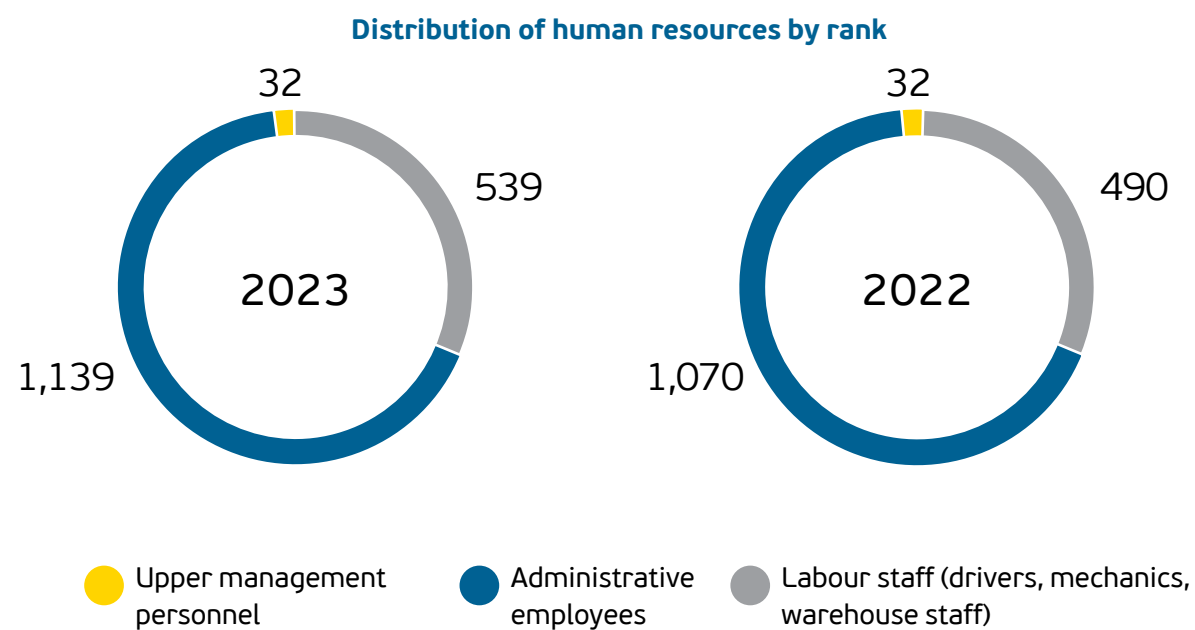
Distribution of human resources by age group



Distribution of human resources by age group and gender







### Geographical distribution of human resources

2023  
1,231

2022  
1,151

employees in Greece  
or

72%

72%

the total human resources



**28%** of the Group's workforce is located abroad, namely in Portugal, Bulgaria, Cyprus, Romania, Serbia, Montenegro, and Croatia.

# Attracting and retaining human resources

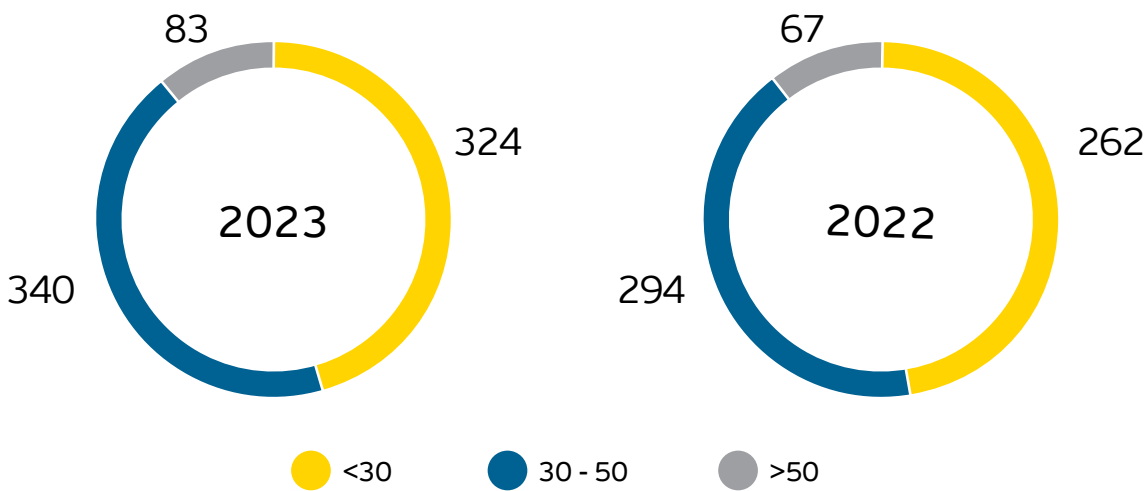
We put special emphasis on recruiting highly trained and educated candidates with high professional and personal standards that embrace the values, strategy and culture of Autohellas Group. The Group’s recruiting strategy is governed by a specific merit-based process and is designed to attract and retain 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.

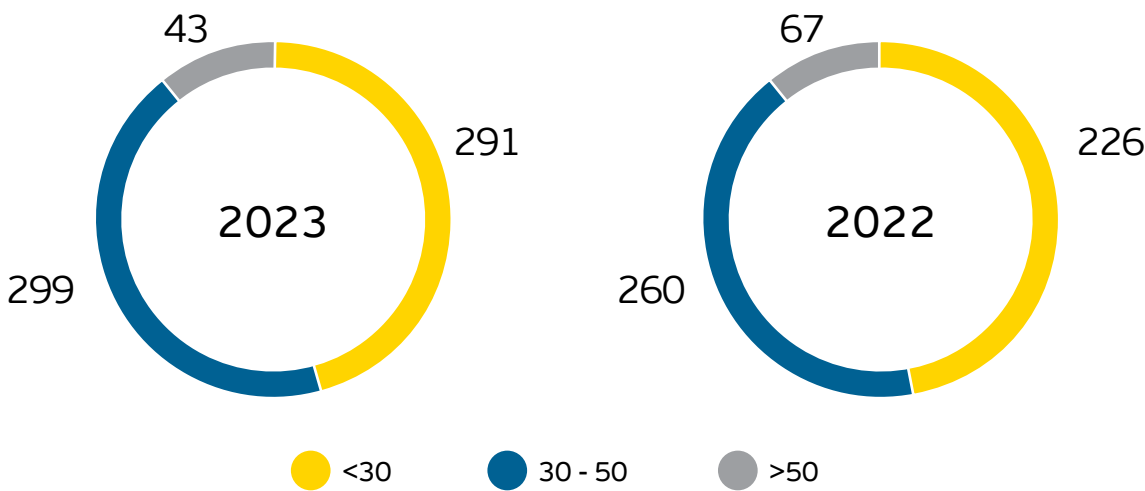


At the same time, the retention of employees is a priority for the Group, as it contributes to the creation of stable relationships of trust and the smooth operation of the departments.

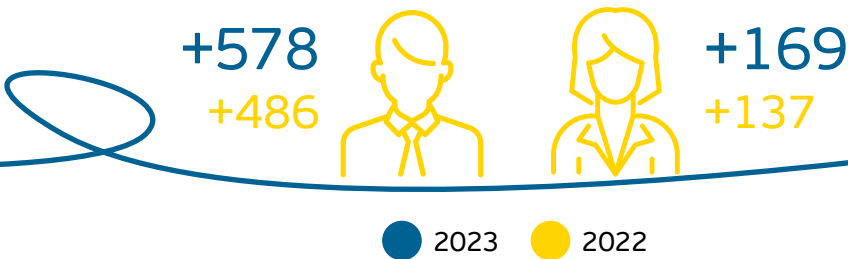
Total new hires by age group



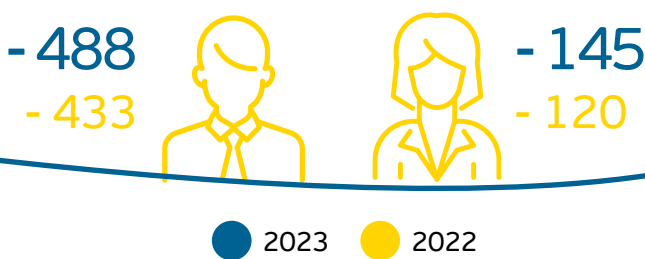
Total employee turnover by age group



Total hires by gender



Tota employee turnover by gender

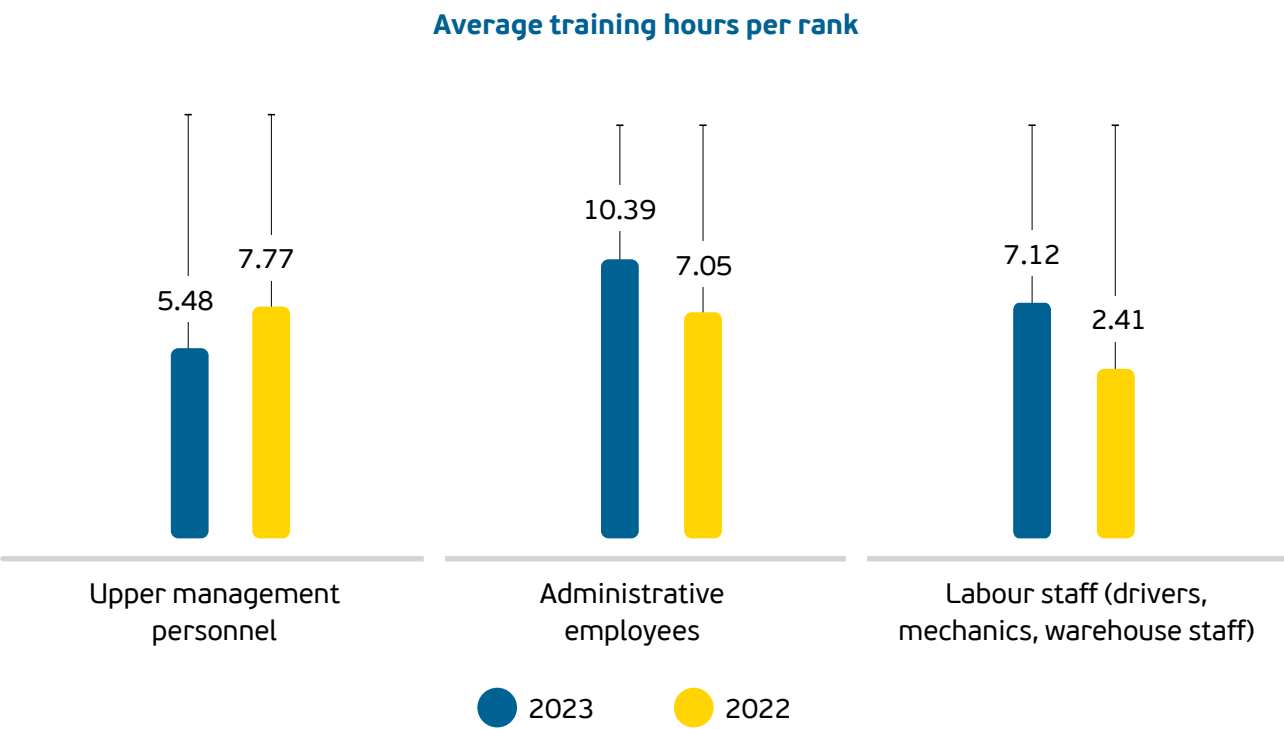


# Employee training and development

Our perennial goal is to provide the appropriate training and development opportunities for our people to enhance their knowledge, skills and talents. The trainings we implement are adapted to the role and needs of the employee, as well as the requirements of the job position he/she holds.

## Training of employees

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.



During 2023 a total of **15,851** were carried out training hours at all hierarchical levels, compared to **8,970** in 2022.

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.

## 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.

## Communication with the employees

Communication with our employees is the basis for establishing relationships of trust and ensuring the smooth operation of the Autohellas Group. We make sure to inform them in a timely, adequate and clear manner about company issues, thus contributing to the creation of a culture of open communication and constructive dialogue. In this direction, we have established channels, which encourage employees to express their opinions, concerns and ideas.

In addition to the human resources department, which employees can turn to at any time for any issue, we have an open-door policy, encouraging direct communication. In addition, we use electronic mail, while daily meetings of the department staff have been instituted.



# Student internships

We support young students in practice by providing internship opportunities at Autohellas Group companies, as well as technical training opportunities. In this context, we cooperate with public and private educational institutions, through which communication with interested candidates for internships takes place.

Through internships, we give students the opportunity to gain seniority and practical experience in a real work environment, kick-starting their careers.

In 2022 and 2023, a total of 108 people completed their internships at the Autohellas Group, in collaboration with major universities and educational institutions:



58 people in 2023  
and 50 people in 2022  
did their internship  
to the Autohellas Group

- ▶ Athens University of Economics and Business
- ▶ University of Piraeus
- ▶ Panteion University
- ▶ University of West Attica
- ▶ International Hellenic University
- ▶ University of Crete
- ▶ University of Thessaly
- ▶ University of the Peloponnese
- ▶ Agricukturak University of Athens
- ▶ Deree
- ▶ IEK Akmi
- ▶ IEK Delta 360°
- ▶ IEK Alfa
- ▶ DIEK Agiou Dimitriou
- ▶ Public Employment Service

# Drive your career forward

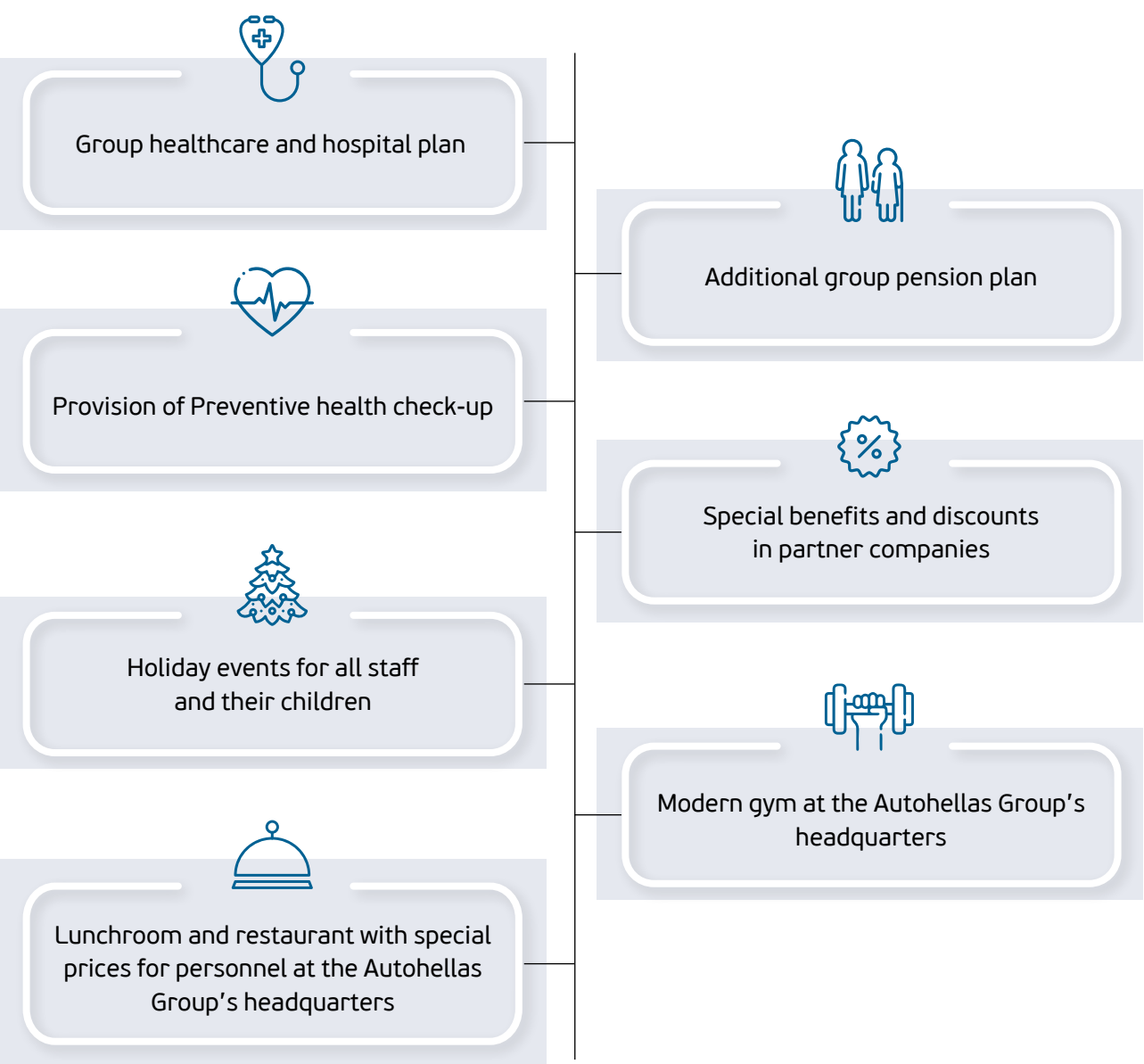


# *Autohellas*

# 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:




## Autohellas Association of Voluntary Blood Donors

The Autohellas Group with a sense of social responsibility towards its people and society as a whole, proceeded in 2023 to create the Autohellas Volunteer Blood Donors Association in the system of the National Blood Donation Center, with the aim of raising awareness among employees about the importance of donating blood. The first blood donation took place at the Group's central facilities in Kifissia.



## Caring for the mental health of our people



In the context of World Mental Health Day 2023, recognizing its importance as an integral part of our Health and in order to support our workers in this field, we announced the start of our collaboration with "Thalpos".

"Thalpos" is a non-profit, non-governmental organization established in 2005 with an active role in mental health intervention and awareness and management of social care programs.

The goal is the prevention, promotion, protection and support of employees, so that the workplace contributes protectively to the mental health of the individual. Consulting services are personalized, free of charge and offered without any information or involvement of the Group.



# Occupational health and safety

## 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 provision of instructions and advice on the measures to be taken to prevent occupational accidents and to ensure the physical and mental health of employees,
- the collection of data on any accidents and incidents, near misses as well as employee illnesses,
- the creation and monitoring of a specific training plan for employees, regarding prevention and health and safety at work.

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.


Autohellas Group's Health and Safety officers take part on a regular basis in information conferences on Health & Safety at work, and then carry out related briefings and trainings for the staff.

# Safety and risk assessment

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).

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 2022 and 2023, 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.
- ▶ Investigation into the causes of the event.
- ▶ Gathering information about the circumstances of the event from witnesses or the person directly involved, where possible.
- ▶ 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 (<https://www.hli.gov.gr/>).
- ▶ 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).





## Health and safety training

Conducting trainings and updates is a key priority for the Autohellas Group. We define and re-evaluate the training plan annually, taking into account the individual training needs of staff and at the same time our overall annual Health and Safety performance.

Employee training and education are fundamental to the effective management of health and safety issues, as they reinforce the culture of safe work behavior among employees. In this context, we implement trainings designed according to the needs of the employees, the recommendations from the inspections of the Technical and Medical working groups, as well as international and national developments and modern practices.

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.

All employees are also trained in dealing with emergency situations, following specific instructions regarding the evacuation of buildings, the use of fire-fighting equipment and the provision of first aid. In 2023, an evacuation exercise was carried out at the Group's central building facilities in Kifissia. The exercise was carried out under the supervision of the installation's Security Technician. The evacuation was coordinated by the Security Team Leaders trained by department.

In addition, during 2023 Autohellas implemented First Aid and Cardiopulmonary Resuscitation (CPR) training seminars.

	2023	2022
Number of accidents	21	13
Injury Rate (IR)	3.6	3.7
Lost Time Incidents Severity Rate (LTISR)	107.9	121.2
Employee Absenteeism (AR)	2.1%	2.2%

*Injury Rate (IR): (number of incidents resulting in absence from work / man-hours worked) x10<sup>6</sup>*  
*Lost Time Incidents Severity Rate (LTISR): (number of days of absence from work / man-hours worked x10<sup>6</sup>*  
*Absenteeism Rate (AR): (number of days of absence from work due to any inability / man-days of work) %*

# Social contribution

Aimed at enhancing social well-being and creating added value for all stakeholders through targeted initiatives and actions, we focus on supporting vulnerable groups and creating equal opportunities for all.



"Our contribution to the UN Sustainable Development Goals"

<div>1</div> <div>NO POVERTY</div> <div></div>	<div>3</div> <div>GOOD HEALTH AND WELL-BEING</div> <div></div>	<div>4</div> <div>QUALITY EDUCATION</div> <div></div>	<div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> <div></div>	<div>11</div> <div>SUSTAINABLE CITIES AND COMMUNITIES</div> <div></div>
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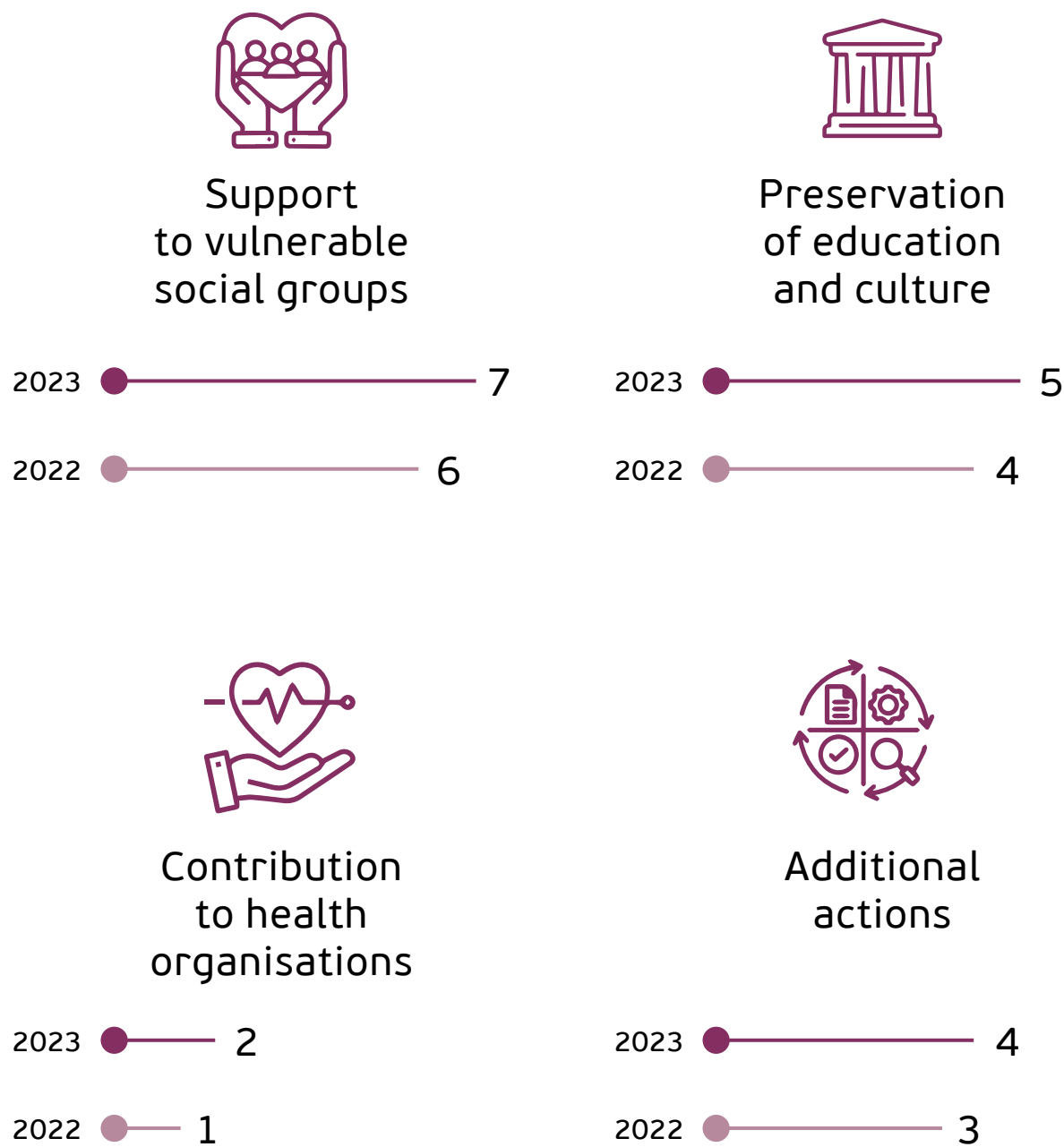




# Our actions at a glance

The Autohellas Group implements its actions in four main axes, covering a wide range of social needs.

The number of our actions for 2022 and for 2023 per category is presented as follows:



# Context of social actions

At Autohellas Group, we recognize that our role and responsibility extend beyond our business activities, therefore we seek to respond directly and effectively to social needs, ensuring the sustainable development of the local communities in which we operate.

During the year, we further strengthened the framework of corporate social responsibility actions, through effective communication with local communities, greatly increasing our investments in related initiatives. In this direction, we have increased spending on social actions sixfold, in order to support as many people as we can.



More than **€200k** were distributed in 2022 and 2023 cumulatively for the fulfilment of social actions and initiatives

# Support to vulnerable social groups

Support for vulnerable social groups is a timeless value for us at Autohellas Group, as we seek to be on the side of our fellow human beings who experience conditions of social exclusion, marginalization and poverty. In this direction, we have practically strengthened the efforts of agencies, NGOs and charitable organizations that support vulnerable social groups.



## "Together for Children"

With the aim of strengthening the work of the Organization and supporting children and families in need, Autohellas Group in 2022 was one of the sponsors of the "Together for Children" charity concert, held at the Odeon of Herodos Atticus.

In addition, in 2023, Autohellas supported "Together for Children" by participating in the "Adopt a Job" program, which gives individuals, companies, and foundations the opportunity to take over the salary costs of a job on an annual basis. In this context, Autohellas "adopted" the position of social worker.

"Together for Children" is an Association of non-profit associations and foundations, working, since 1996, for the well-being of children, youth and families facing poverty, disability, abuse and illness. The Union and its members offer services to more than 30,000 children in Greece annually.



## "The Smile of the Child"

The social contribution and awareness of important social issues is not limited within the Group, but also spreads to our customers through the implementation of social awareness actions that we organize. In 2022, during the Christmas period, the Autohellas Group offered to "The Smile of the Child" €10 for each car rental.

In addition, a Bazaar was held at the Group premises in order to strengthen the work of the Organization through the purchase of Christmas products, while the employees had the opportunity to offer games for the creative employment of the children hospitalized in the Children's hospitals.



## "Eliza"

In 2023, we strengthened the mission of the "Eliza" association to create a strong, supportive network around child and family protection.



## "Together we can"

In addition, in 2022 the Autohellas Group supported the "Together we can" initiative and collected at its facilities pharmaceutical and health materials for sending humanitarian aid to Ukraine.



## "ELPIDA - Association of Friends of Children with Cancer"

In 2023, we strengthened the work of the "ELPIDA - Association of Friends of Children with Cancer" by donating €10 from each car rental for the duration of the festive period to the association and by organizing a Bazaar at the Group's headquarters.

Additionally, during 2022 and 2023 we made donations to various other organizations, including:

- UNHCR, aiming to support people affected by the war in Ukraine
- Association of Parents & Guardians of Mentally Retarded People "Agioti Anargyri"
- "Friends of the Child"
- Society for the Protection of Spastics / "Open Door Cerebral Palsy Greece"



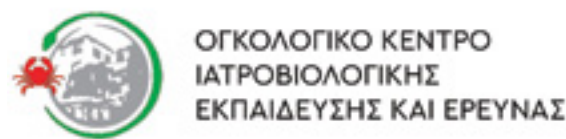


# Contribution to health organisations

With the aim of protecting health, promoting research, informing and raising awareness about health issues, we have supported health structures and research institutions through donations.

In the same year, in the spirit of awareness and information about breast cancer in Greece, we participated for the first time in the Greece Race for the Cure, a symbolic race/walk, which has been organized for 14 years by the Hellenic Association of Women with Breast Cancer "Alma Zois".

During 2022, we strengthened the Oncology Center for Medical Biology Education and Research, to continue its research and clinical work.



# Preservation of education and culture

The Autohellas Group practically highlights the importance of education and culture by supporting a series of related initiatives and programs through donations.

Specifically, in the context of supporting culture, in 2023 and 2022, we supported the "Dimitrios Vikelas" -legal entity under public law- for Culture and Sports for the organization of the cultural events of the Municipality of Kifissia "Menandrea".

Also, in 2023 we participated in an event to financially support the work and mission of the Benaki Museum, while in 2022 we supported the music production company "Melodiko Karavi" for the release of a collector's box.



In addition, with the aim of promoting knowledge and supporting education, in 2022 Autohellas participated in the scholarship program of the College of Athens by creating a scholarship "Theodoros Vassilakis", which continued in 2023.



Finally, in 2023 we strengthened the actions of the Athens Center for Entrepreneurship and Innovation (ACEin) of the Athens University of Economics and Business to hold the ThinkBiz Academy, which is a two-day multi-conference on entrepreneurship with the aim of bridging the gap between the university and the labor market, and spreading entrepreneurship to young people.



## Integration of young people into the labor market

In the context of the defense of education, but also of the subsequent integration of young people into the labor market, we seek to strengthen actions that promote the connection of academic institutions with the labor market and the professional rehabilitation of young people.

In 2022 we participated in the Career Days of the University of Piraeus, and in 2023 in the Career Days of the Athens University of Economics and Business, in order to contribute to the smooth integration of new graduates into the labor market.

In addition, we participated in the Career Days organized by kariera.gr in Technopolis of the Municipality of Athens, getting to know many young candidates up close.

We also had the pleasure of participating in the "Job Festival 2022", organized by skywalker.gr, in Athens and Thessaloniki.

Finally, we participated in 2022 and 2023 as assessors in the Live Assessment Center for the 9th and 10th cycle respectively of "Project Future", organized by Piraeus Bank in collaboration with ReGeneration, strengthening the professional rehabilitation of new graduates in the labor market.

## Additional actions

In addition to the corporate responsibility actions that are included in the context of the above axes, we undertake initiatives aimed at strengthening non-profit associations and various local bodies, supporting the new generation, but also raising the awareness of Autohellas Group customers regarding social issues.

# Corporate governance and development

In a constantly evolving business environment, effective corporate governance is a key component of sustainable development



"Our contribution to the UN Sustainable Development Goals"

16

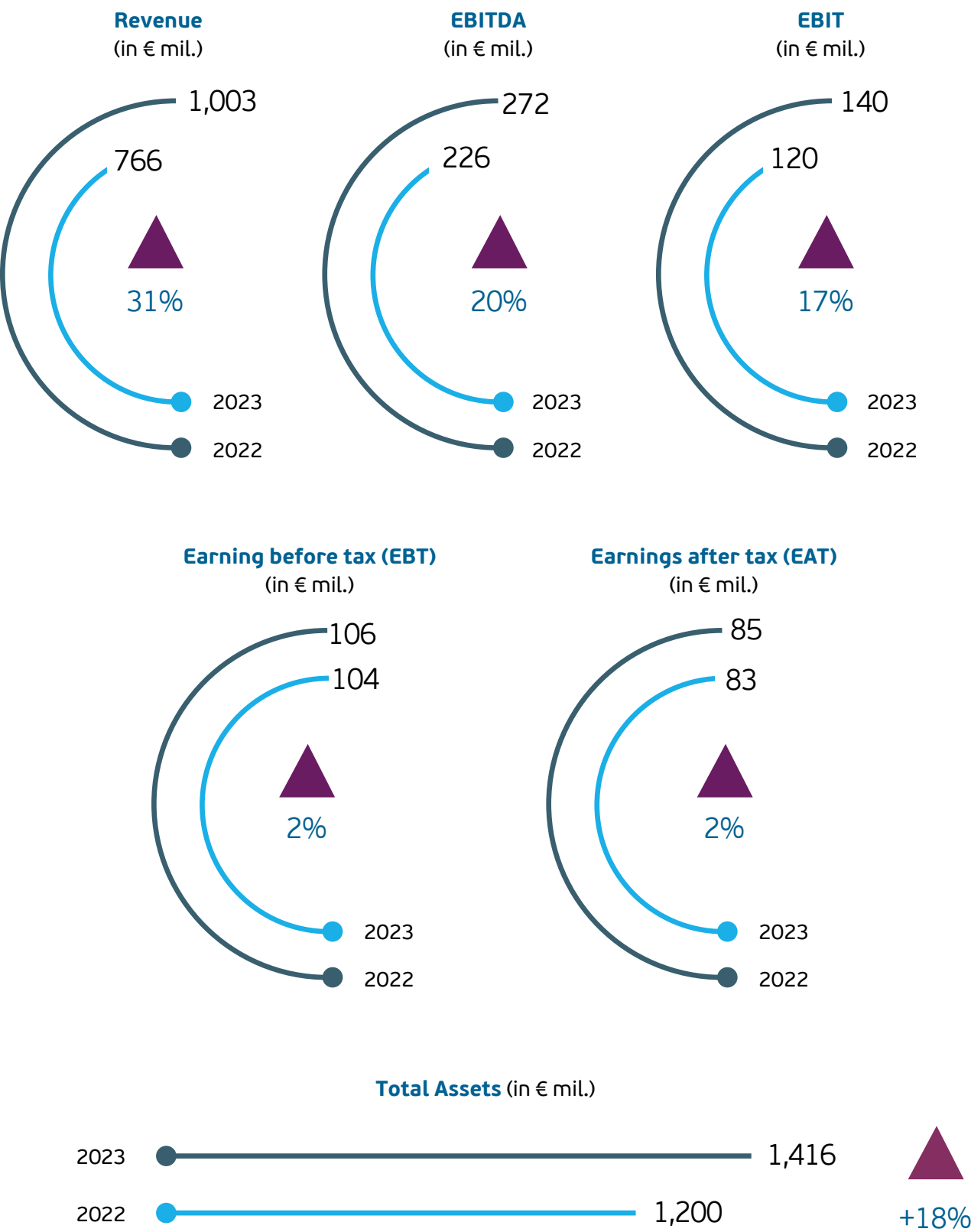
PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS

17

PARTNERSHIPS  
FOR THE GOALS



# Financial performance



In both 2022 and 2023, the Autohellas Group continued its upward trajectory, achieving consecutive all-time highs in both years, both at the level of consolidated turnover and at the level of profitability.

In **2022**, the Group, leveraging its strategic advantages and significant investments in fleet and service network in Greece, was able to take advantage of the positive course of tourist demand to the country and significantly improve its performance in short-term car rentals.

At the same time, other non-tourism related activities strengthened despite the ongoing delays in the supply chain of cars and spare parts. In particular, the increase in the activity of trading cars and spare parts in Greece was significant, both at the level Import/Distribution of cars, and at the level of retail sale of cars and spare parts. The Group's growth far exceeded single-digit growth in registrations, expanding market share. The high profitability was also significantly supported by the resale of the used fleet cars at high prices, which followed the development of new car prices to a significant extent.

Finally, the completion during the 4th quarter of the acquisition of 90% of the company "HR Aluguer de Automóveis S.A.", a franchisee of Hertz International in Portugal, during 2022 further strengthened the Group's presence abroad and the figures of the car rentals segment. The completion of the acquisition makes HR Aluguer de Automóveis the largest subsidiary of Autohellas abroad.

In **2023** the car hire market as well as the car trading market showed growth compared to the previous year. An important factor contributing to the growth was the normalization of the supply chain in the supply of new cars which positively affected the sales volumes of both leases and trade-ins.

The short-term rental sector in Greece was positively affected by increased inbound tourism flows but at the same time, the increased supply of cars created pressure on prices. In long-term leases, demand was met by the accumulation of new orders from previous years and activity returned to a growth trajectory. At the same time, the new activity in Portugal contributed significantly to the Group's turnover, positively affecting the overall increase in operating profitability.

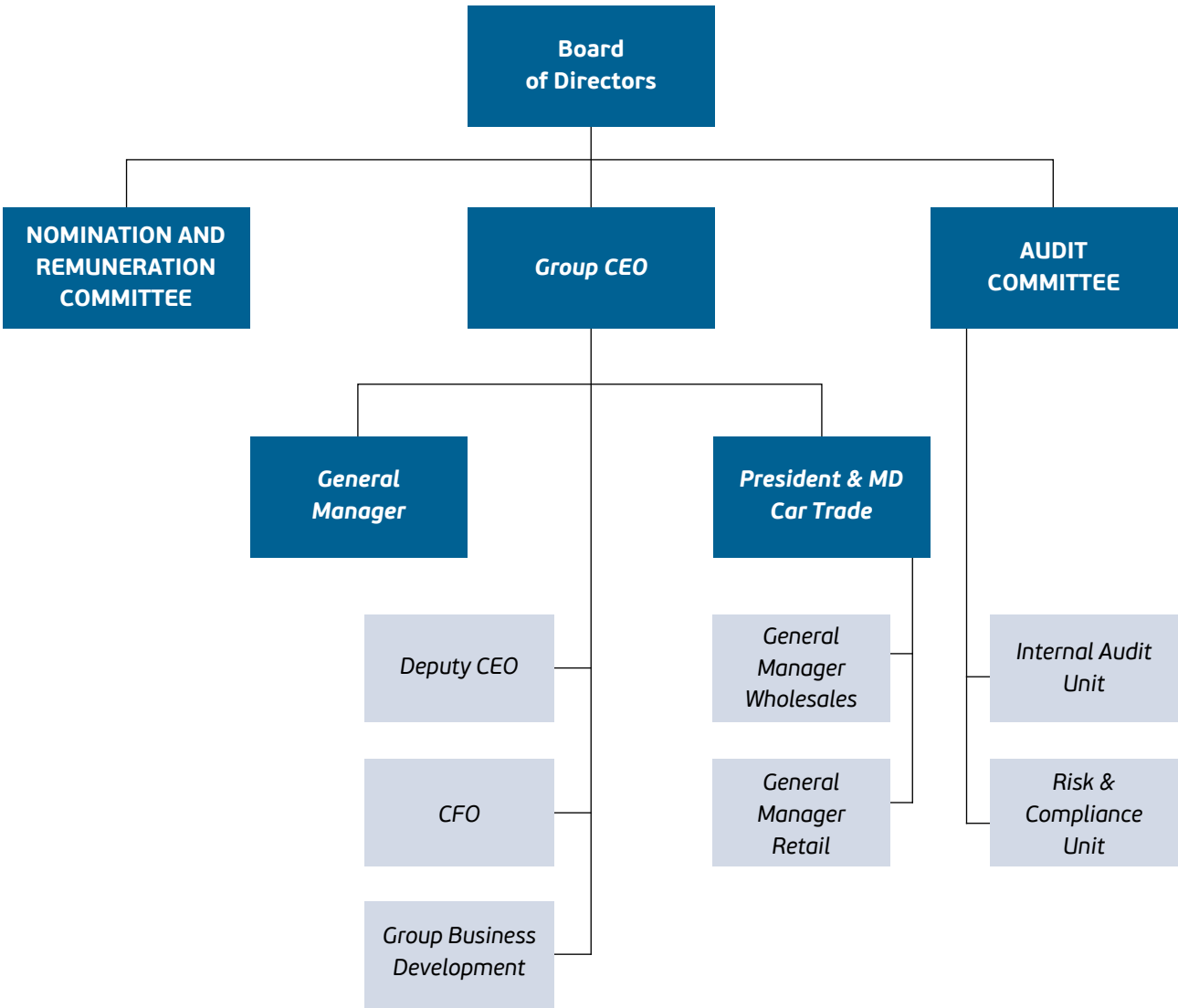
In addition, in May 2023, Autohellas Group expanded its portfolio by jointly acquiring with Samelet Motors Ltd the company " FCA GREECE S.A.A". FCA Greece, which was later renamed "ITALIAN MOTION SINGLE MEMBER SOCIÉTÉ ANONYME", is the exclusive importer and general distributor of the Abarth, Alfa Romeo, Fiat, Fiat Professional and Jeep brands in the Greek market.

Car trading activity in Greece demonstrated a significant growth in the car Import/Distribution segment, with the cumulative market share of the Autohellas Group held by Hyundai, KIA, SEAT/ CUPRA, FIAT, JEEP, ALFA ROMEO standing at 25% in private car sales, 17% in company car sales and 20% in total new car registrations in the country.

# Corporate Governance structure

## Organizational structure of Autohellas Group

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 organizational structure was formed on 31/12/2023 as shown in the following organizational chart:



## 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.

Beyond the provisions of the regulatory and legislative framework that govern our operation, we have voluntarily decided to apply the Hellenic Corporate Governance Code which was issued in July 2021 by the Hellenic Federation of Enterprises (SEV).

## 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 and meets on a regular basis or as an emergency whenever required, in order to decide on the approval of the annual financial statements and, among other things, 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 (the parent company of the Group) and exercises control over all its activities. The members of the Board of Directors are elected by the General Meeting, represent the Company and take decisions on all matters concerning it, to promote the corporate goals and the goals of the Autohellas Group.

The mission of the Board of Directors is to ensure the sustainability and smooth operation of the Group, the proper and legal 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 full and effective control of the Group's activities and operates in accordance with the respective regulation governing its operation, the internal operating regulation, the applicable legislation and the statute.

Composition of the Board of Directors*	
Emmanouela Vasilakis	Chairwoman, Executive Member
Marinos Yannopoulos	Vice-Chairman, Independent Non-Executive Member
Eftichios Vassilakis	Chief Executive Officer, Executive Member
George Vassilakis	Executive Member
Konstantinos Deligiannis	Executive Member
Garyfallia Pelekanou	Non-Executive Member
Konstantinos Sfakakis	Independent Non-Executive Member
Nikolas Goulis	Independent Non-Executive Member
Polyxeni Kazoli	Independent Non-Executive Member
Philippe Marinos Costeletos	Non-Executive Member

\* Reference date 31/12/2023

30% of the Board of Directors members are female

60% of the Board of Directors members are non-executive

40% of the Board of Directors members are non-executive and independent

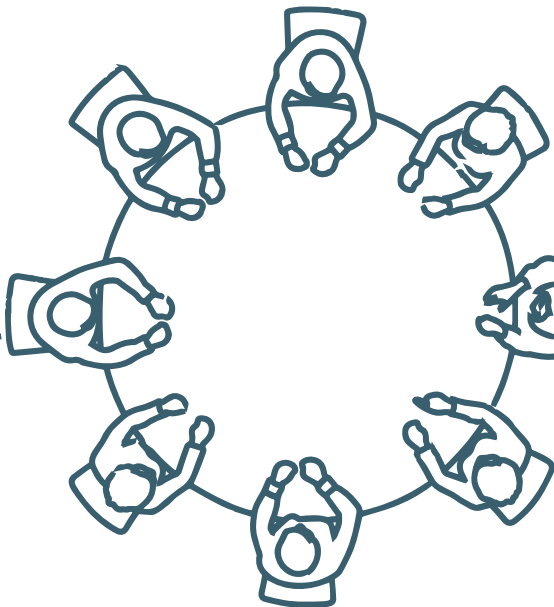
## Evaluation of the Board of Directors

The Board of Directors has established a procedure for the evaluation of the members in order to ensure the effective functioning of the Board of Directors and the fulfillment. The members of the Board of Directors are evaluated annually:



- on a collective basis, taking into account the composition, diversity and effective cooperation of the members of the Board of Directors on the fulfillment of their duties and
- on an individual basis concerning the assessment the contribution of each member to the successful operation of the Board of Directors, taking into account the status of the member (executive, non-executive, independent), participation in committees, the assumption of specific responsibilities / projects, the time devoted, the behavior and the use of the member's knowledge and experience.

In addition, through the evaluation of the effectiveness of the Committees of the BoD, namely the Audit Committee and the Nomination and Remuneration Committee, their contribution to the constructive fulfillment of the support of the Board of Directors is assessed and evaluated. Responsible for organizing the evaluation of the Committees of the Board of Directors are their Presidents. Detailed information on the evaluation of the Board of Directors is included both in the annual financial statements and in the Company's Operating Regulation.



# Remuneration of the Board of Directors

The remuneration of the members of the Board of Directors, as well as their compensation, shall be determined in accordance with the law governing the operation of the Company, and in particular the provisions of Law 4548/2018, as well as in accordance with the applicable remuneration policy for the members of the Board of Directors as approved and / or amended by the General Meeting of the Company's shareholders. The members of the Board of Directors, the General Manager and the Deputy General Manager fall within the scope of the Remuneration Policy. Detailed information on the remuneration of the Board of Directors is included both in the annual financial statements and in the Remuneration Policy, as well as in the Company's Internal Operating Regulations.

## Board of Directors Training

The Company has established and follows a training policy for the Members of the Board of Directors as well as for its other executives, in accordance with the current legislation and the Greek Code of Corporate Governance. Based on the Policy, trainings are regular, targeted at identified needs and are part of the annual training plan approved by the Board. At the same time, extraordinary trainings are carried out which may arise within the year due to extraordinary events, such as a change in legislation, the provision of new services, the results of internal audit, etc.

Detailed information on the training of the members of the Board of Directors is included in the annual financial statements, in the Internal Regulations of the Company as well as in the Training Policy of the members of the Board of Directors.

# Committees of the Board of Directors

The Board of Directors is supported in its action by committees that have been assigned responsibilities for the operation of the Company, as well as the Board of Directors itself. These committees are mainly made up of members of the Board who have been elected for these roles by the Board itself and operate based on the relevant Operating Regulations, while at the same time they are evaluated separately by the Board.

## Audit Committee

The Audit Committee shall be composed of three (3) members, independent in their majority, 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.

Composition of the Audit Committee*	
Konstantinos Sfakakis	Chairman, Independent Non-Executive BoD Member
Marinos Yannopoulos	Member, Independent Non-Executive BoD Member
Eleni Igglezou	Member, Non-Member of the BoD

\* Reference date 31/12/2023

## Candidacy and Remuneration Committee

The Candidacy and Remuneration Committee, is appointed by the Board of Directors of the Company and 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 Candidacy and Remuneration Committee is to assist the Board of Directors in relation to the nomination of the members of the Board of Directors on the one hand and on the other hand with the remuneration issues of its members, as well as of the Company's managers.

Among other things, the Committee is responsible for determining the Company's requirements regarding the size and composition of the Board of Directors.

Proposes relevant changes and/or improvements where it deems necessary, determining the criteria for the nomination of candidates for the Board of Directors, in accordance with the Company's policy on the suitability of the members of the Board of Directors.

The Committee ensures the compliance with the criteria of diversity and adequate gender representation on the Board of Directors, as well as the wider organization and monitoring of th self-evaluation and/or independent 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 Candidacy and Remuneration Committee *	
Marinos Yannopoulos	Chairman, Independent Non-Executive BoD Member
Nikolaos Goulis	Member, Independent Non-Executive BoD Member
Polyxeni Kazoli	Member, Non-Executive BoD Member

\* Reference date 31/12/2023

## Internal Audit System

The Internal Control System ensures the orderly operation and business continuity of the organization. It refers to 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. Within 2023, an evaluation of the Internal Control system of the Company and significant subsidiaries was carried out, for the period 17/7/2021 - 31/12/2022, according to which nothing that could be considered a material weakness was identified.

## 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

The main categories of non-financial risks that could potentially directly or indirectly affect the smooth and orderly operation of our activities mainly concern the health and safety of our people, as well as climate-related issues, and specifically the risks of transition to a economic environment neutral in terms of greenhouse gas emissions.

## Major financial risks

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

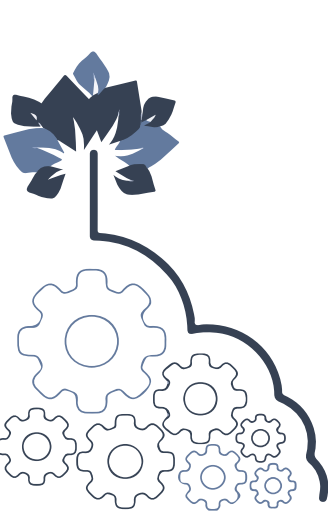
- » Interest rate risk
- » Credit risk
- » Exchange rate risk
- » Market price risk
- » Sales seasonality

## Non-financial risks

The main categories of non-financial risks that could potentially directly or indirectly affect the smooth and orderly operation of our activities mainly concern the health and safety of our people, as well as climate-related issues, and specifically the risks of transition to a economic environment neutral in terms of greenhouse gas emissions.

### Health and safety at work

One of the most important risks associated with social and labour issues is the health and safety of our workers. We implement specific safety management procedures in our facilities and operations, systematically monitoring any occupational hazards.



### Climate Change

- » Transition risks, arising from the transition to a low-carbon economy, related to European and global policy requirements. The Autohellas Group is continuously investing in renewing its fleet with low-emission and more environmentally friendly vehicles, such as electric and hybrid vehicles.
- » Natural hazards, such as natural disasters and severe weather events. In Autohellas Group, we are constantly taking new measures to mitigate these risks.

The following tables analyze the risks associated with climate change, as well as the related opportunities arising from it:

Climate-related risks	Time Horizon	Materiality
<b>Natural hazards / extreme events</b>		
Property damage by flood or fire.	●●●	●
<b>Transition risks</b>		
Faster depreciation of electric vehicles (EV) due to technological advances.	●●●	●
Increase in the cost of cars due to raw material costs, transport costs or geopolitical developments.	○●●	●

Climate-related opportunities	Time Horizon	Materiality
Optimizing energy and resource consumption leading to lower operating costs.	○●●	●
Increase in demand due to customer awareness of sustainable mobility products and services.	●●●	●
Low-emission vehicles* lead to lower fuel costs for customers.	●●●	●
Tax benefits from support measures for low-emission vehicles*.	●●○	●
Reduction of financing costs through the use of new financing, as support measures with more favorable terms.	●●○	●

\* Zero or low emission vehicles, specifically less than 50g CO<sub>2</sub>/km

●○○ Short-term

○●○ Medium-term

○○● Long-term

● Low

● Medium

● High



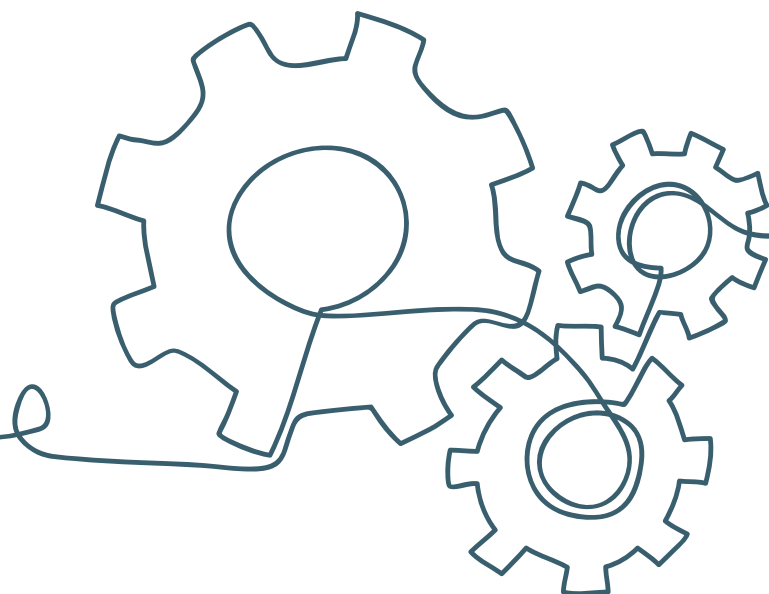
# Management of transparency and corruption

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.

## 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.



# Privacy and data security

In order to ensure the confidentiality, integrity and availability of the Group's IT system assets, we take security measures and practices to protect IT systems, data and resources. In this context, the IT Security Policy is applied, which is available on the Autohellas website at the link: <https://www.autohellas.gr/ependytes/etairiki-diakyvernisi/politikes/>

At the same time, at Autohellas we respect and protect personal data and other confidential information concerning our customers, employees and partners by taking appropriate measures in accordance with the provisions of the General Regulation on the Protection of Personal Data 679/2016 of the EU and the applicable internal law 4624/2019.

The measures applied for the security and access of the information systems, include a clear and adequate separation of duties between employees, protection of corporate assets, security of transactions, protection of personal data, as well as rules of secrecy - confidentiality and general professional behavior.




# Business model

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.



### 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 and sales of used cars



### VALUE PROPOSITION

Autohellas Group operates a vehicle fleet of over 57,000 vehicles, and has over 170 service points (2023).

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
- Remuneration and other employee benefits
- Equipment operating costs

- Fleet retention and maintenance
- Staff trainings




### 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
- Autohellas Group companies' websites
- Commercial department
- Industry-specific communication media

- Participation in conferences/ exhibitions
- Advertising campaigns
- Mass media
- Social media



### REVENUE STRUCTURE

- Short-term renting and long term leasing
- Import and distribution of new cars and spare parts
- Sales of used cars
- After-sales services

# Appendices

About the Report  
 ESG KPIs table  
 AthEx ESG Reporting table  
 GRI table  
 Feedback Form





# About the Report

## Scope and boundaries

This report constitutes the second Sustainability Report of Autohellas Group and includes information for the reference years 2022 and 2023. The purpose of this report is to inform our stakeholders with quantitative and qualitative data regarding the Group's performance in matters of sustainable development and corporate social responsibility. The 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 the Autohellas Group in Greece and abroad, namely in Portugal, Bulgaria, Cyprus, Romania, Serbia, Montenegro, Croatia, and Ukraine.

## Report preparation principles

This Sustainability Report has been developed in accordance with the "core option" of the Global Reporting Initiative guidelines (GRI Standards, 2021) 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 of the Group. The process and its results are extensively presented in the section: "Our approach 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, with the exception of energy consumption and related emissions falling within the framework of the National Climate Law 4936/2022. 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.

## Coordination and project team

This Report was prepared by the Company's Corporate Responsibility Team, whose role is detailed in the Chapter "Our approach to Sustainable Development".

## 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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Chief Financial Officer  
adimitrakopoulou@autohellas.gr

**Panos Varvasainitis**

Financial Reporting Supervisor  
pvarvasainitis@autohellas.gr



# ESG KPIs table

Index category	Index description	Mesurement Unit	2023	2022	GRI Standards
Environment					
Investments	Investment in low/zero emission vehicles	€	78,195,553	41,174,410	-
Emissions CO <sub>2</sub>	Direct emissions CO <sub>2</sub> (Scope 1)	tCO <sub>2</sub>	154,068	138,074	305-1
	Specific direct emissions CO <sub>2</sub> (Scope 1)	tn CO <sub>2</sub> / (revenue x 1 mil.)	153.66	180.36	305-4
	Indirect emissions CO <sub>2</sub> (Scope 2)	tCO <sub>2</sub>	3,645.15	3,820.00	305-2
	Specific indirect emissions CO <sub>2</sub> (Scope 2)	tn CO <sub>2</sub> / (revenue x 1 mil.)	3.64	4.99	305-4
	Other indirect CO <sub>2</sub> emissions (Scope 3)	tCO <sub>2</sub>	-	-	305-3
	Specific other indirect CO <sub>2</sub> emissions (Scope 3)	tn CO <sub>2</sub> / (revenue x 1 mil.)	-	-	305-4
Energy	Energy consumption within the organization	MWh	20,280	12,559	302-1
	Electricity consumption	MWh	7,373	7,212	302-1
	Specific electricity consumption	MWh/ (revenue x 1 mil.)	7.4	9.4	302-3
Water	Water consumption	m <sup>3</sup>	79,297	60,354	303-5
Waste management	Waste generated	tn	1,288	1,068	306-2
	Hazardous waste	tn	775	560	306-2
	Non-hazardous waste	tn	513	508	306-2
	Alternative management	tn	1,285	1,066	306-2
	Waste management costs	€	288,464	224,616	-
Society					
Employment	Number of employees	#	1,710	1,592	2-7
	Number of female employees	#	399	372	2-7, 405-1
	Percentage of female employees	%	23%	23%	405-1

Index category	Index description	Mesurement Unit	2023	2022	GRI Standards
Society					
Employment	Percentage of employees under collective- labour agreements	%	100%	100%	2-30
	Number of full-time employees	#	1,693	1,576	2-7
	Number of part-time employees	#	17	16	2-7
	Number of full-time female employees	#	395	368	2-7
	Number of part-time female employees	#	4	4	2-7
	Number of employees under open-ended employment contracts	#	1,466	1,339	2-7
	Number of employees under fixed-term employment contracts	#	239	253	2-7
	Number of female employees under open-ended employment contracts	#	351	324	2-7
	Number of female employees under fixed-term employment contracts	#	45	48	2-7
	Number of employees aged <30	#	292	310	405-1
	Number of employees aged 30-50	#	908	888	405-1
	Number of employees aged >50	#	510	394	405-1
	Number of female employees aged <30	#	66	65	405-1
	Number of female employees aged 30-50	#	225	224	405-1
	Number of female employees aged >50	#	108	84	405-1
	Upper management personnel	#	32	32	405-1
	Administrative employees	#	1,139	1,070	405-1
	Labour staff	#	539	490	405-1
	Upper management personnel - female	#	8	8	405-1
	Administrative employees - female	#	331	305	405-1
	Labour staff - female	#	60	59	405-1
	Percentage of female upper management personnel	%	25%	25%	405-1
	Number of hires	#	747	623	401-1
	Number of female hires	#	169	137	401-1

Index category	Index description	Mesurement Unit	2023	2022	GRI Standards
Society					
Employment	Number of employees hired aged <30	#	324	262	401-1
	Number of employees hired aged 30-50	#	340	294	401-1
	Number of employees hired aged >50	#	83	67	401-1
	Number of female employees hired aged <30	#	72	55	401-1
	Number of female employees hired aged 30-50	#	84	71	401-1
	Number of female employees hired aged >50	#	13	11	401-1
	Employee turnover	#	633	553	401-1
	Female employee turnover	#	145	120	401-1
	Employee turnover rate	%	37%	35%	401-1
	Percentage of voluntary employee turnover	%	19%	19%	401-1
	Percentage of non-voluntary employee turnover	%	2%	3%	401-1
	Employee turnover aged <30	#	291	226	401-1
	Employee turnover aged 30-50	#	299	260	401-1
	Employee turnover aged >50	#	43	67	401-1
	Employee turnover aged <30 - female	#	57	49	401-1
	Employee turnover aged 30-50 - female	#	77	53	401-1
	Employee turnover aged >50 - female	#	11	18	401-1
	Number of internships	#	58	50	404-1
	Gender pay gap	#	9%	8%	405-2
	CEO pay ratio	#	26.84	27.00	2-21
	Labour law violations	#	0	0	205-3
Training & development	Number of employee training hours	#	15,851	8,970	404-1
	Number of female employee training hours	#	5,122	2,172	404-1
	Number of employees trained	#	1,221	502	404-1

Index category	Index description	Mesurement Unit	2023	2022	GRI Standards
Society					
Training & development	Number of female employees trained	#	378	121	404-1
	Number of training hours for upper management personnel	#	176	249	404-1
	Number of training hours for administrative employees	#	11,835	7,543	404-1
	Number of training hours for labour staff	#	3,840	1,179	404-1
	Average training hours per employee	#	9.27	5.63	404-1
	Average training hours of male employees	#	8.18	5.57	404-1
	Average training hours of female employees	#	12.84	5.84	404-1
	Employee training expenditure	€	178,941	132,499	-
	Average training hours for upper management personnel	#	5.48	7.77	404-1
	Average training hours for administrative employees	#	10.39	7.05	404-1
	Average training hours for labour staff	#	7.12	2.41	404-1
Occupational Health and Safety	Number of accidents	#	21	13	403-9
	Injury rate (IR)		3.6	3.7	403-9
	Lost time incidents severity rate (LTISR)		107.9	121.2	403-9
	Employee absenteeism (AR)	%	2.1%	2.2%	403-9
Corporate Governance					
Governance	Percentage of female members in the BoD	%	30%	30%	2-9, 2-10
	Percentage of non-executive BoD members	%	60%	60%	2-9, 2-10, 2-11, 2-15
	Percentage of independent non-executive BoD members	%	40%	40%	2-9, 2-10, 2-15
	Variable pay	%	29%	27%	2-19
	Business ethics violations	#	0	0	205-3, 206-1

# AthEx ESG Reporting table

ESG	ID	Indicator name	Reference in the Report
Environment	C-E1	Scope 1 emissions	p. 46-47, 102
	C-E2	Scope 2 emissions	p. 46, 47, 102
	C-E3	Energy consumption and production	p. 102
	A-E1	Scope 3 emissions	p.102
	A-E2	Climate change risks and opportunities	p. 92, 93
	A-E3	Waste management	p. 49, 102
	A-E4	Effluent discharge	p. 49, 102
	A-E5	Biodiversity sensitive areas	The Group does not own, lease or manage facilities located in or adjacent to protected and/or areas of high biodiversity value.
	SS-E1	Emission strategy	p. 43-45
	SS-E2	Air pollutant emissions	Not disclosed
Society	C-S1	Stakeholder engagement	p. 28-31
	C-S2	Female employees	p. 52, 54, 55, 103
	C-S3	Female employees in management positions	p. 52, 104
	C-S4	Employee turnover	p. 58, 59, 104
	C-S5	Employee training	p. 60, 61, 104
	C-S6	Human rights policy	<a href="https://www.autohellas.gr/en/investors/corporate-governance/policies/">https://www.autohellas.gr/en/investors/corporate-governance/policies/</a>

ESG	ID	Indicator name	Reference in the Report
Society	C-S7	Collective bargaining agreements	p. 103
	C-S8	Supplier assessment	p. 21
	A-S1	Sustainable economic activity	p. 38, 39
	A-S2	Employee training expenditure	p. 104
	A-S3	Gender pay gap	p. 104
	A-S4	CEO pay ratio	p. 105
	SS-S4	Labour law violations	p. 105
Governance	C-G1	Board composition	p. 86, 87, 105
	C-G2	Sustainability oversight	p. 35
	C-G3	Materiality	p. 32-34
	C-G4	Sustainability policy	<a href="https://www.autohellas.gr/en/investors/corporate-governance/policies/">https://www.autohellas.gr/en/investors/corporate-governance/policies/</a>
	C-G5	Business ethics policy	p. 53, 94
	C-G6	Data security policy	p. 95
	A-G1	Business model	p. 96, 97
	A-G2	Business ethics violations	p. 105
	A-G3	ESG targets	p. 36, 37
	A-G4	Variable pay	p. 105
	A-G5	External assurance	p. 101



# GRI table

GRI 1: Organization	
GRI 1: Statement of use	The information provided in this report reflects the activities of the Autohellas Group with reference years 2022 and 2023 and presents the financial, environmental and social performance of the Group. The Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI sector Standard(s)	N/A

GRI 2: General disclosures		
GRI Standards	Disclosure	Page number/Reference
1. Organization and reporting methodology		
2-1	Organizational Details	AUTOHELLAS AND TRADING SOCIETE ANONYME
2-2	Entities included in the organization’s Sustainability Reporting	p. 100
2-3	Reporting period, frequency and contact point	p. 100, 101
2-4	Restatements of information	No significant restatements to prior reports were noted.
2-5	External assurance	-
2. Operations and employees		
2-6	Value Chain and Business Relations	p. 21, 96, 97
2-7	Employment of our Human Capital	p. 50 - 71
2-8	Workers who are not employees	-

GRI 2: General disclosures		
GRI Standards	Disclosure	Page number/Reference
3. Corporate Governance		
2-9	Governance structure and composition	p. 84 - 89
2-10	Nomination and selection of the highest governance body	p. 88, 89
2-11	Chair of the highest governance body	p. 86
2-12	Role of the highest governance body in overseeing management of impacts	p. 85
2-13	Delegation of responsibility for managing impacts	p. 85, 86
2-14	Role of the highest governance body in sustainability reporting	p. 84 - 86
2-15	Conflict of interests	p. 90, 91
2-16	Communication of critical concerns	p. 86 - 91
2-17	Collective knowledge of the highest governance body	p. 85, 86
2-18	Evaluation of the performance of the highest governance body	p. 87
2-19	Remuneration policies	p. 88, 89
2-20	Process to determine remuneration	p. 88, 89
2-21	Annual total compensation ratio	p. 104

GRI 2: General disclosures		
GRI Standards	Disclosure	Page number/Reference
<b>4. Strategy, policies and practices</b>		
2-22	Statement on Sustainable Development Strategy	p. 4, 5
2-23	Policy commitments	<a href="https://www.autohellas.gr/en/investors/corporate-governance/policies/">https://www.autohellas.gr/en/investors/corporate-governance/policies/</a>
2-24	Embedding policy commitments	p. 24, 25, 32 - 34, 90, 91
2-25	Process to remediate negative impacts	p. 90 - 93
2-26	Mechanisms for seeking advice and raising concerns	p. 90, 91
2-27	Compliance with laws and regulations	p. 90, 91
2-28	Membership associations	p. 21
<b>5. Stakeholder engagement</b>		
2-29	Approach to stakeholder engagement	p. 20, 28-31
2-30	Collective bargaining agreements	p. 103

GRI 3: Material issues		
GRI Standards	Disclosure	Page number/Reference
GRI 3: Material Issues 2021	3-1 Process to determine material topics	p. 32
	3-2 List of material topics	p. 33
<b>Employee Health and Safety</b>		
<b>Material issue for:</b> Shareholders, employees, state/authorities		
GRI 3: Material Issues 2021	3-3 Management of Material topics	p. 16, 17, 24, 25, 65 - 71
GRI 403: Occupational Health & Safety	403-1 Occupational health and safety management system	p. 66 - 69
	403-5 Worker training on occupational health and safety	p. 71
Autohellas indicator	Monitoring of our performance in Occupational Health and Safety matters	p. 71, 105

GRI 3: Material issues		
GRI Standards	Disclosure	Page number/Reference
<b>Ethics and integrity</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, state/authorities, media		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 32 - 34, 80 - 97
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	There were no incidents of corruption in the Group during the reporting period - p. 94
<b>User/customer safety</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), state/authorities, media		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 32 - 34, 95 - 97
Autohellas indicator	Prioritizing driver safety	p. 19, 32, 33
<b>Privacy and data security</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, state/authorities, media		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 32 - 34, 95
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no incidents of breaches of customer privacy or data loss during the reporting period - p. 95
<b>Protection of human rights</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), suppliers, state/authorities, media		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 24, 32, 33 25, 53
Autohellas indicator	Respect for internationally protected human rights	p. 53
<b>Quality of services</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers)		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 16, 17, 19, 32, 33
Autohellas indicator	Focus on operational excellence	p. 19

GRI 3: Material issues		
GRI Standards	Disclosure	Page number/Reference
<b>Corporate governance and compliance</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, state/authorities, media		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 16, 17, 21, 25, 26, 32, 33
<b>Autohellas indicator</b>	Risk Management and Regulatory Compliance Unit	p. 90 - 93
<b>Customer satisfaction</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), state/auorities, media		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 32, 33, 96, 97
<b>Autohellas indicator</b>	Customer satisfaction survey	p. 20
<b>Environmentally friendly fleet</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, local communities		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 24, 25, 32, 33, 36, 45
<b>Autohellas indicator</b>	Investments in "green fleet"	p. 38, 39, 43 - 45, 102
<b>Innovative services and partnerships</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), suppliers, media		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 96, 97
<b>Autohellas indicator</b>	Participation in important national networks and industry bodies	p. 21
<b>Labour relations and employment</b>		
<b>Material issue for:</b> Shareholders, employees, state/authorities		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 16, 17, 24, 25, 32 - 34
<b>Autohellas indicator</b>	Building strong labour relationships	p. 53
<b>Geopolitical instability</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, local communities		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 32, 33

GRI 3: Material issues		
GRI Standards	Disclosure	Page number/Reference
<b>Diversity &amp; equal opportunities</b>		
<b>Material issue for:</b> Shareholders, employees, local communities		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 32 - 34, 53 - 55
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	p. 53 - 55, 87, 102 - 105
<b>GRI 406: Non-discrimination</b>	406-1 Incidents of discrimination and corrective actions taken	During the reference period there are no recorded incidents of discrimination - p. 94
<b>High quality and service innovation</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), financial institutions, state/authorities, media		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 19, 32 - 34, 96 - 97
<b>GRI 417: Marketing and labeling</b>	417-2 Incidents of non-compliance concerning product and service information and labeling	During the reporting period, there were no non-compliance findings recorded
<b>Direct communication between employees and management</b>		
<b>Material issue for:</b> Shareholders, employees		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 25, 29, 61
<b>Autohellas indicator</b>	"Open door policy" implementation	p. 61
<b>Employee development and training</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers)		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 16, 17, 24, 25, 32, 33
<b>GRI 401: Employment</b>	401-1 New employee hires and employee turnover	p. 58, 59, 103, 104
<b>GRI 401: Training and education</b>	401-1 Average hours of training per year per employee	p. 60, 104, 105



GRI 3: Material issues		
GRI Standards	Disclosure	Page number/Reference
<b>Waste, energy and water management</b>		
<b>Material issue for:</b> Shareholders, employees, state/authorities, local communities, media		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 4, 5, 16, 17, 24, 25, 32 - 37, 43, 45
<b>GRI 306: Waste 2020</b>	306-3 Waste generated	p. 49, 102
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	p. 102
	302-4 Reduction of energy consumption	p. 36, 43, 44, 45
<b>GRI 305: Emissions 2016</b>	305-1 Direct GHG emissions (Scope 1)	p. 47, 106
	305-2 2 Energy Indirect (Scope 2) GHG emissions	p. 47, 106
<b>GRI 303: Water and effluents 2018</b>	303-5 Water consumption	p. 102
<b>Social support actions and volunteerism</b>		
<b>Material issue for:</b> Shareholders, employees, customers (B2B, B2C, dealers), local communities, state/authorities, media		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 4, 5, 16, 17, 24, 25, 32 - 37, 75
<b>Autohellas indicator</b>	Improving social footprint and employee volunteerism	p. 45, 73 - 79
	Investments in actions that contribute to social welfare	p. 45, 73 - 79
<b>Raising customer/user awareness</b>		
<b>Material issue for:</b> Employees, customers (B2B, B2C, dealers), local communities		
<b>GRI 3: Material Issues 2021</b>	3-3 Management approach for material issues	p. 4, 5, 16, 17, 24, 25, 32 - 34
<b>Autohellas indicator</b>	Part of Leasing revenue to NGOs	p. 76, 77



*Autohellas*





# Feedback Form

Which Autohellas Group stakeholder group do you belong to?

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

Based on the information presented in the Sustainability Report 2022 & 2023, 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 approach to Sustainable Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social contribution	<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
- ☐ 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

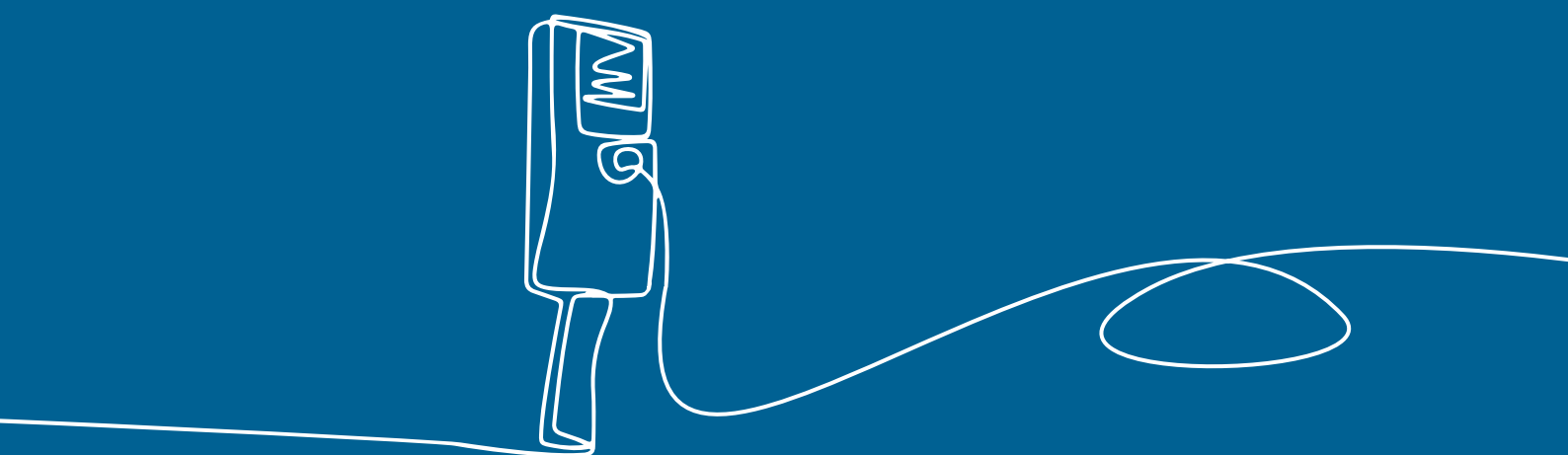
Were there any topics that in your opinion were not adequately covered in this Report;

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

\* Our contact details for forwarding the completed form are listed on page 101 of this Report.







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