

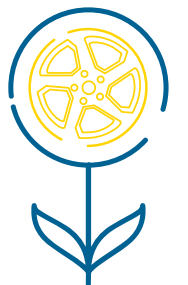
Autohellas



SUSTAINABILITY
REPORT | 2022
2023

Autohellas

SUSTAINABILITY | 2022
REPORT | 2023



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Letter from Management

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

In the context of operating responsibly in the car rental sector in Greece and abroad, and holding a significant share of the Greek market in the import, distribution, and trade of cars, we continue to support the European action framework for climate neutrality and the United Nations' Sustainable Development Goals, aiming to reduce our environmental footprint.

Both 2022 and 2023 were consecutive record-breaking years for the Group's financial performance, as in 2023 consolidated Turnover exceeded €1 billion, while consolidated earnings before tax surpassed €100 million in both years. These two years were pivotal for Autohellas Group's overall operations, due to both organic growth and acquisitions since it expanded its operations in the international car rentals sector as well as in the car import and distribution sector in Greece.

Specifically, in October 2022, the Group expanded its international activity by acquiring 89.56% (including 4.24% own shares) of "HR Aluguer de Automóveis," the franchisee of Hertz International in Portugal. This acquisition made HR Aluguer de Automóveis the largest subsidiary of Autohellas abroad. Additionally, in May 2023, Autohellas Group expanded its brand portfolio for which it holds exclusive import and distribution rights by jointly acquiring with Samelet Motors the company "FCA GREECE SMSA.", which was later renamed "ITALIAN MOTION SMSA" and is the exclusive importer and general distributor of the Abarth, Alfa Romeo, Fiat, Fiat Professional, and Jeep brands in the Greek market.

The Group's strong financial performance and growth drive us to continually assess our priorities, uphold our commitments, and monitor our environmental and societal footprint.

This year, we have taken significant steps in this direction by enhancing Autohellas Group's non-financial information, expanding its scope across all Group activities.

Moreover, with the aim of further contributing to climate change mitigation through the green transition, Autohellas signed loan agreements within the framework of the National Recovery and Resilience Plan "Greece 2.0" for the implementation of its "green" investment plan, with a total budget of €300 million.

After all, our commitment remains to reduce environmental impacts, promote social responsibility, and create long-term value for all our stakeholders. Fundamental priorities continue to be the high quality of our services, care for our people and society, reduction of our environmental footprint, and sound corporate governance.

We are working towards the continuous and sustainable development of Autohellas Group's activities and maximizing the value we create.

We constantly monitor our performance and by leveraging our strategic advantages we aim to lead Autohellas Group responsibly towards a sustainable future for all.

Antonia Dimitrakopoulou
CFO Autohellas

Autohellas Group

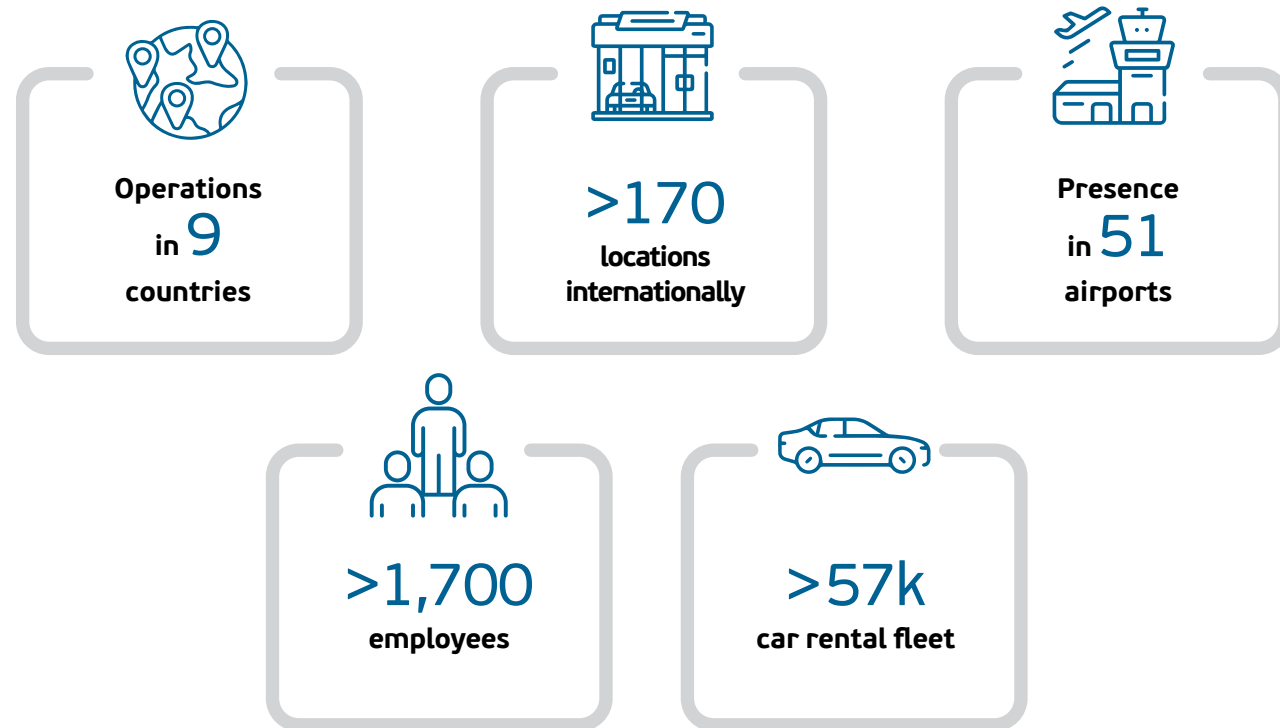
The Autohellas Group has been on a successful path for over 50 years, focusing on providing high-quality services and ensuring its continuous growth with respect for society and the environment.



Autohellas Group

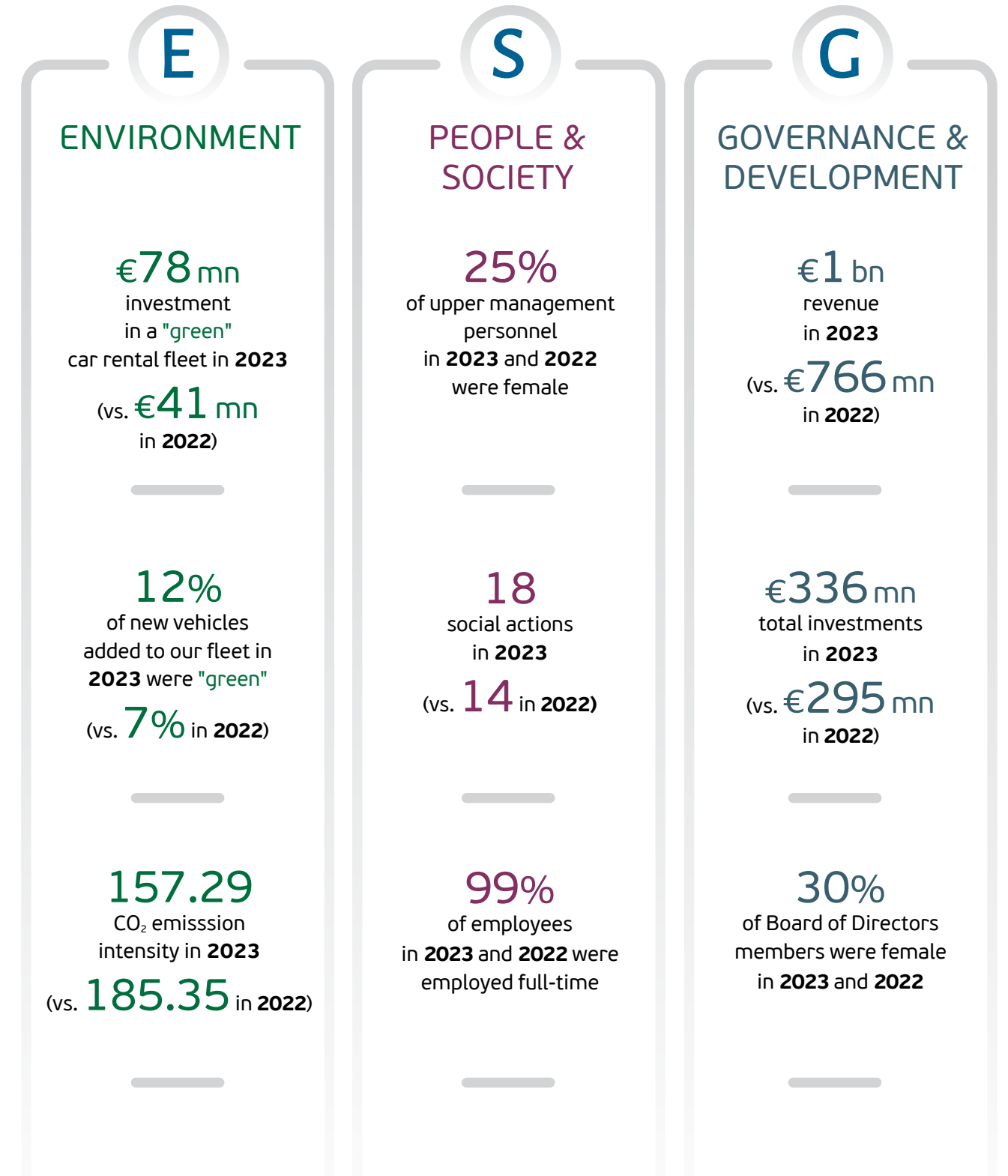
Autohellas Group has a dynamic presence in the highly competitive and evolving automotive sector for over half a century. Today, it is the largest Greek Group in automotive services and trade, based on its financial figures and the size of the car rental fleet it manages, and has a dynamic presence and activities in a total of 9 countries: **Greece, Portugal, Bulgaria, Cyprus, Romania, Serbia, Montenegro, Croatia, and Ukraine.**

The Autohellas Group maintains more than 170 branches that support its operations, with a focus on its workforce, which now exceeds 1,700 employees in Greece and abroad.



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

2022 and 2023 at a glance



Operating sectors

Car rentals in Greece and abroad

Autohellas 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 that support its car rental operations, 51 of which are located at airports.

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

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

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



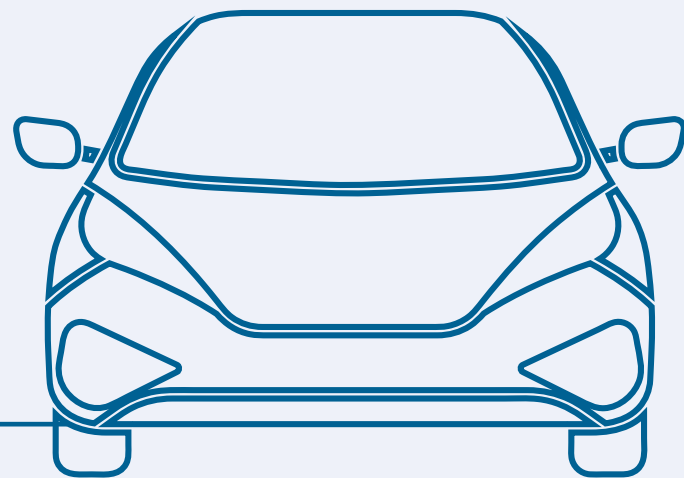
Import and trade of cars and spare parts in Greece

In addition to its car rental activity, Autohellas Group engages in the import, distribution, and trade of cars and spare parts, as well as providing after-sales services.

► Import and distribution of new cars

The Group holds a significant share in the import and trade of new cars in Greece, maintaining exclusive rights for the import and distribution of Hyundai, Kia, SEAT, and Cupra cars.

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



- Trade of new and used cars
- After-sales services
- Import and sale 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 vehicles.

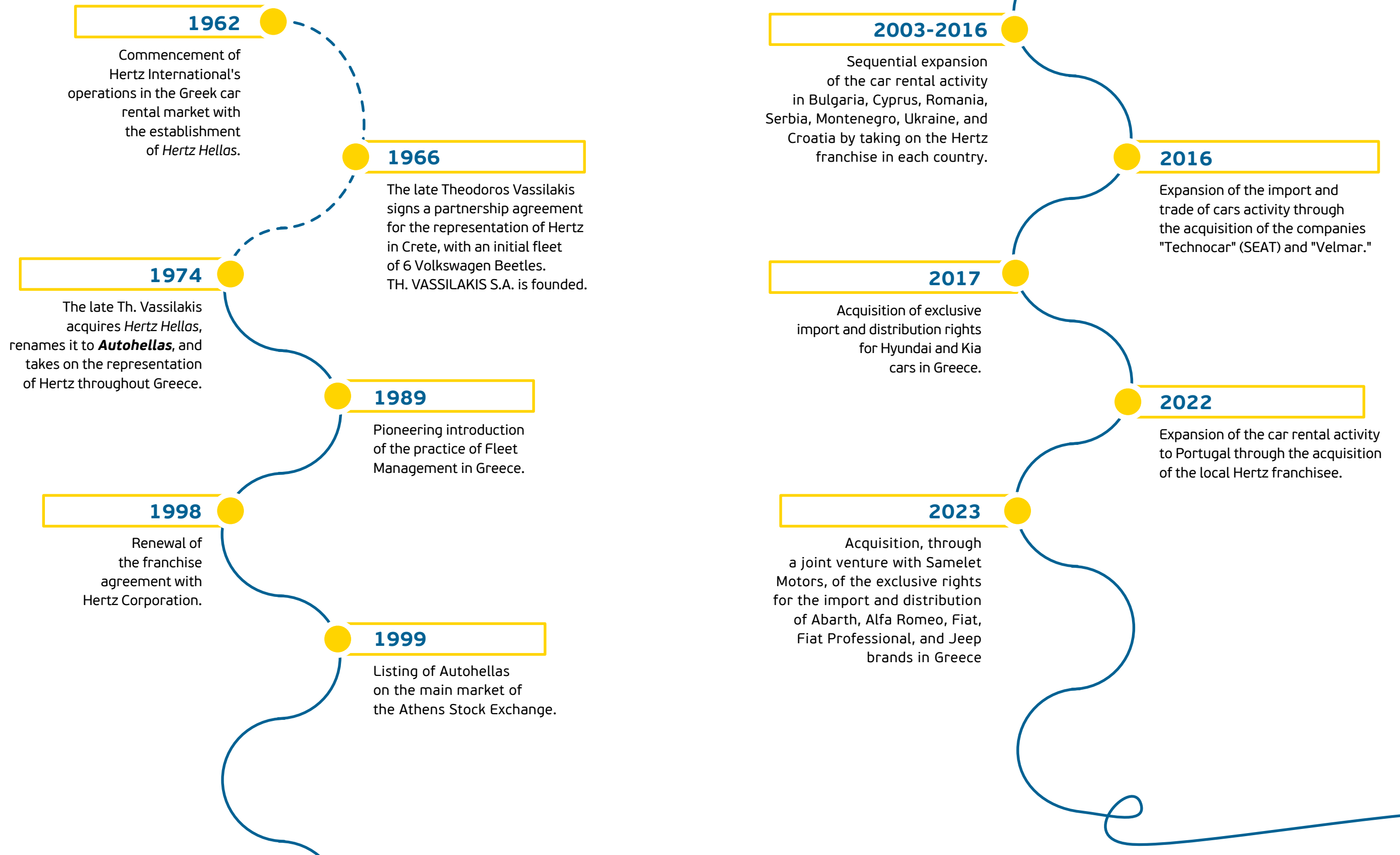
Additionally, through the Velmar network, Autohellas Group has a strong presence in the wholesale and retail market for used cars in Greece.

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

The Group maintains a network of over 30 branches and service points that support its import and trade of cars and spare parts activities.



Our history



Values and strategic priorities

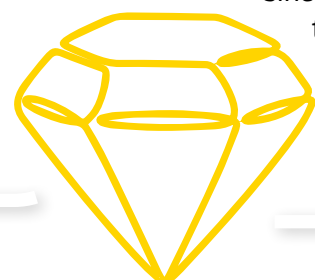
Our values reflect the philosophy of the Autohellas Group, embody the character of the organization and accompany it throughout its long history. They had, have, and will continue to have a decisive role in realizing our vision both in Greece and abroad.

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:

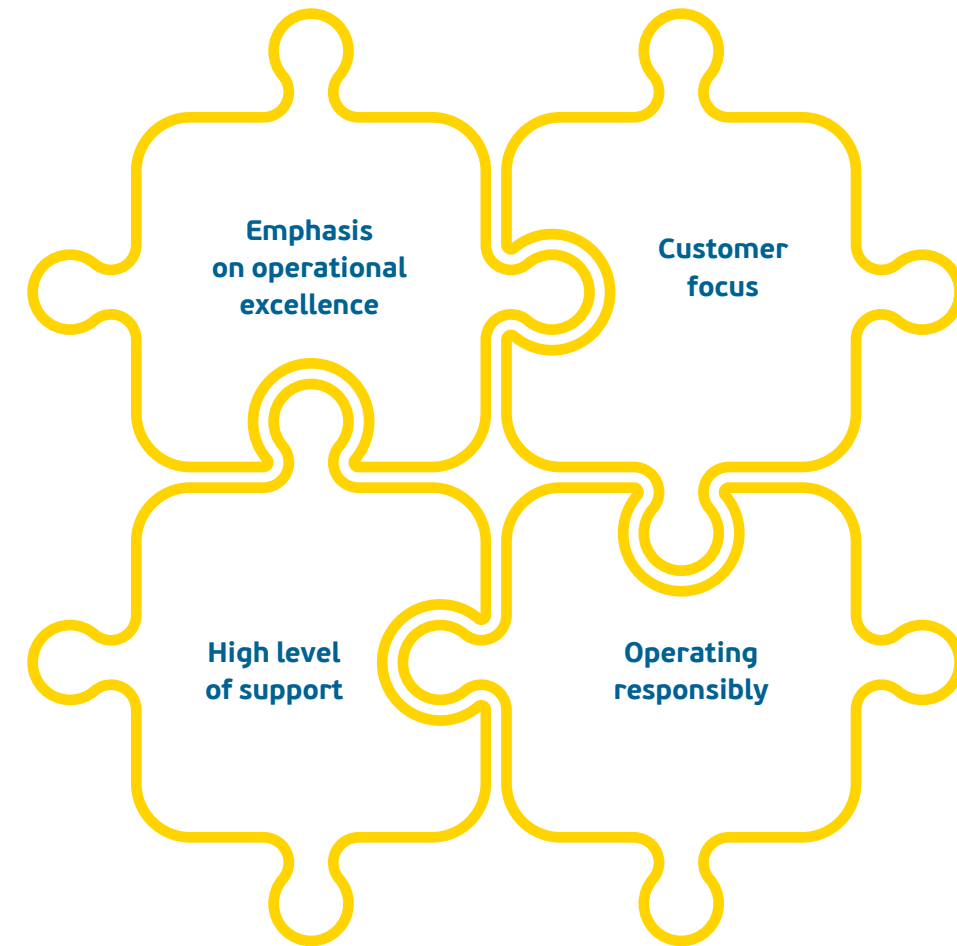
- ▶ Providing high quality services that meet the needs and expectations of our customers.
- ▶ Maintaining a modern working environment focused on the safety and support of employees, enabling them to achieve their goals and develop both professionally and personally.
- ▶ Operating in an environmentally responsible manner, aiming for the continuous reduction of our carbon footprint.
- ▶ Strengthening our contribution to society through initiatives supporting vulnerable groups, and promoting health, culture, and education.
- ▶ Implementing best practices in corporate governance.





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 the car rental process, from selection, reservation, service at the stations, use of the car, until its return. We reward our customers through the Hertz Gold Plus Rewards program, the Fly & Drive program in collaboration with AEGEAN and Olympic Air, as well as through the Bonus program in partnership with Alpha Bank.

Additionally, our online services provide technologically advanced features for customers, allowing them to save time when booking a car and scheduling appointments for maintenance or repairs at one of our privately owned service centers.

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>Customer Service Department</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>Customer Satisfaction Surveys</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 as points for improvement, while is concluded with the delivery of a monthly report by ICAP to the Company.</p>	<p>Specialized Customer Service Centers</p> <p>Through the specialized customer service centers for Autohellas companies it is achieved the best, most direct and efficient customer service.</p>
<p>Mystery shopper survey</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>Digital Communication Channels</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>Net Promoter Score (NPS)</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>E-commerce</p> <p>Through Hertz's e-commerce we promote internally important feedback from our customers.</p>

Supply chain

Responsibility is one of the core principles of our operations, embraced by both our employees and our partners. We select our partners based on the provision of high-quality services and products, prompt customer service, pricing, and credit offers, ensuring the development and maintenance of a responsible supply chain.

Our main suppliers are automotive manufacturers that have already adopted initiatives to promote sustainability in their business practices. This means that not only do we benefit from collaborating with reliable suppliers, but we are also part of 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 foreign is evaluated and calculated for each country separately.*

Partnerships and participations

We actively participate in important national networks and industry bodies focused on 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 with our mission and values in mind, while also recognizing that the principles of sustainable development are an integral part of our responsible course and continuous growth."

We are committed to acting as a responsible social and business partner, integrating goals and actions into our strategy to maximize our contribution across all pillars of sustainable development.

"Our contribution to the UN Sustainable Development Goals"



Pillars of sustainable development

We develop our business activity with our mission and values in mind, while also recognizing that the principles of sustainable development are an integral part of our responsible path and continuous growth. We acknowledge that our operations create direct and indirect economic, social, and environmental impacts on stakeholders, as well as on the broader economy, society, and the natural environment. Therefore, we are committed to acting as a responsible social and business partner, integrating goals and actions into our strategy to maximize our contribution across all pillars.

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



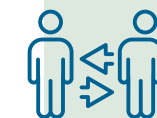
We recognize that the success and upward business trajectory of Autohellas Group is largely based on the efficiency and willingness of our people. In this context, we develop and maintain a safe and meritocratic working environment and invest in our human resources through continuous training and development 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

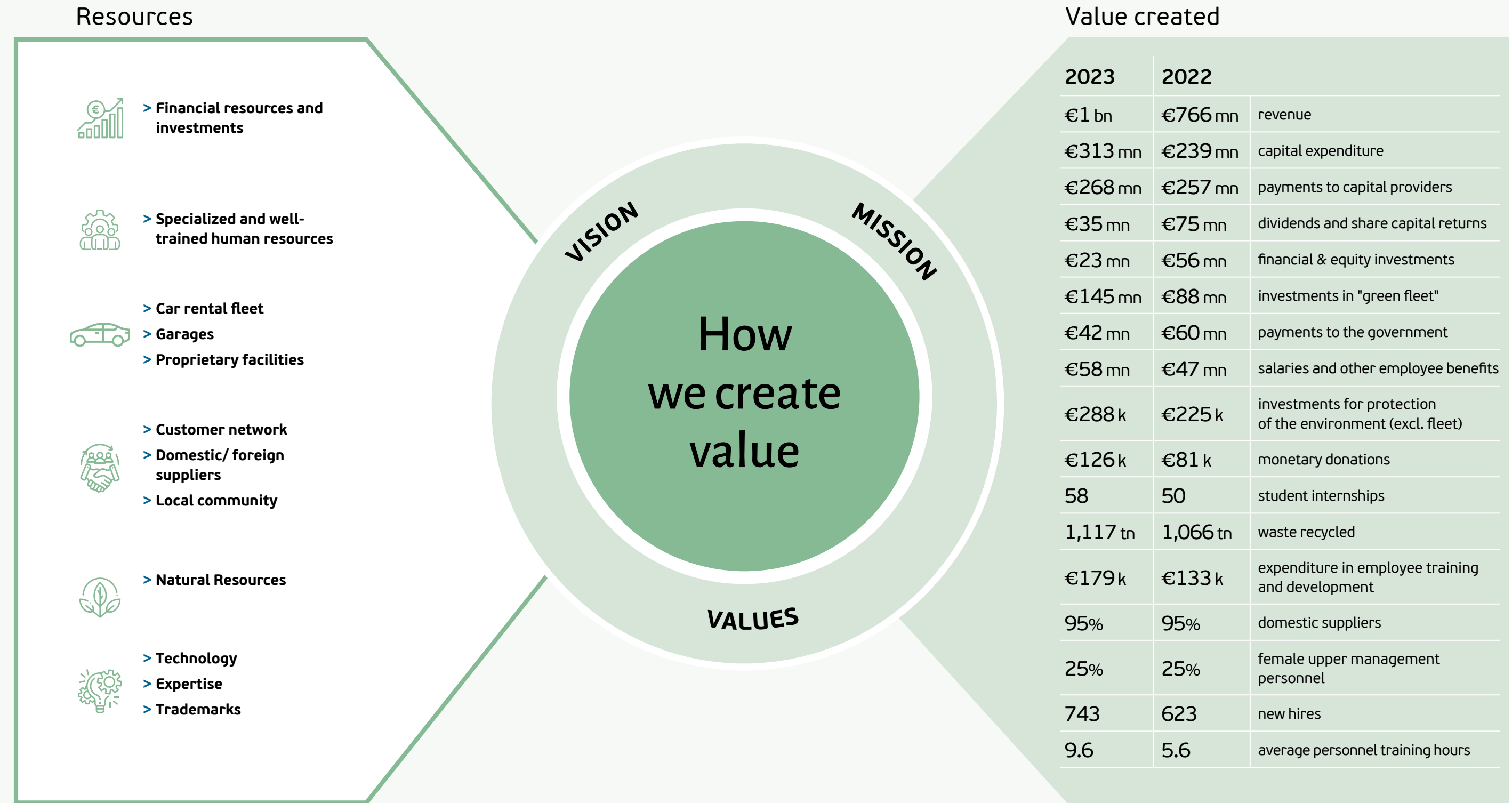


We strive in every way to be close to the local community and to listen to its needs, through open communication with local authorities and Non-Governmental Organizations. We develop actions and implement sponsorship programs that contribute to social cohesion, while at the same time promoting employment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

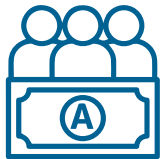





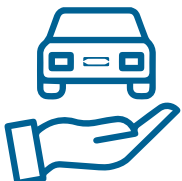
Communication with stakeholders





With the aim of the continuous improvement and development of 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, addressing with the different expectations and requirements of each group with particular care.



Stakeholders are individuals from both the internal and external environments of the Group that positively or negatively influence and are influenced by its operations, directly or indirectly.

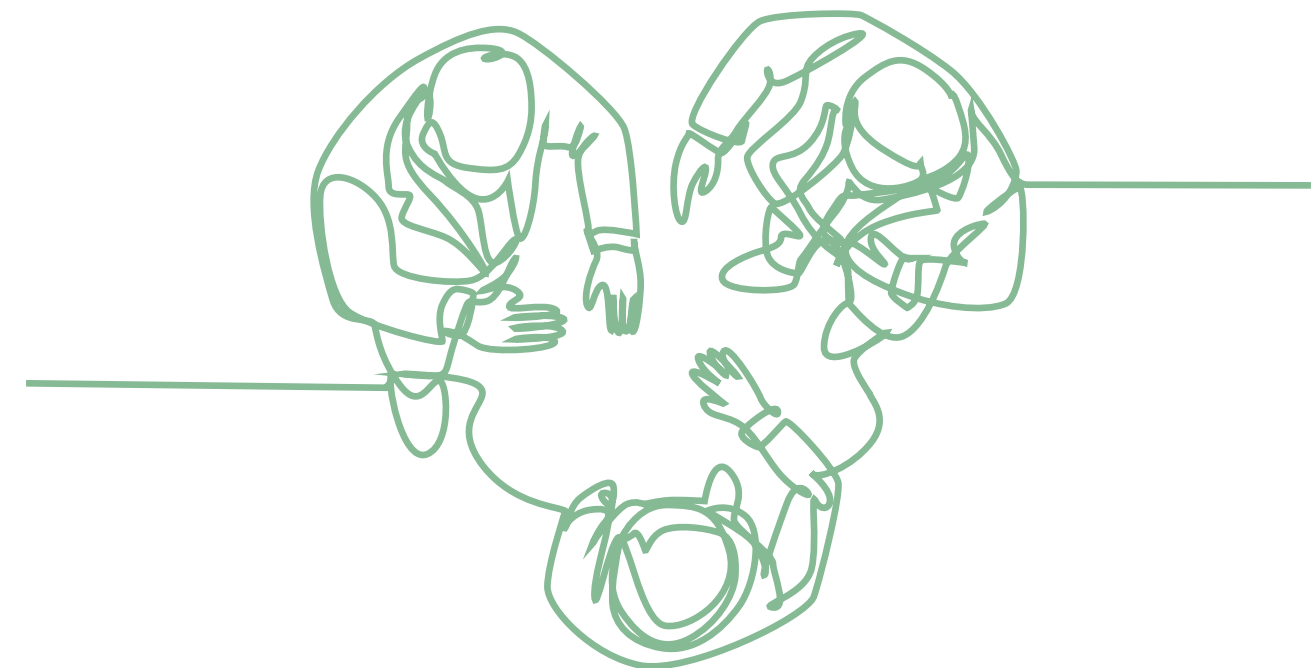
The Group's stakeholders are as follows:

	Communication channels	Main topics of Interest
SHAREHOLDERS 	<ul style="list-style-type: none"> • Annual General Meeting • Shareholder services and corporate announcements department • Press releases, announcements • Presentations of financial results • Annual financial report • Corporate website 	<ul style="list-style-type: none"> • Growth and profitability • Maintenance of reputation • Sustainable development and compliance with market operating rules • Good corporate governance and business ethics • Transparency in relationships with stakeholders • Proper risk management
Frequency of communication: Monthly and whenever deemed necessary		
INVESTORS 	<ul style="list-style-type: none"> • Press releases, announcements • Investor relations department • Presentations of financial results • Annual financial report • Corporate website 	<ul style="list-style-type: none"> • Growth and profitability • Maintaining reputation and enhancing competitiveness • Sustainable development • Good corporate governance and business ethics • Proper risk management • Strong social and environmental performance
Frequency of communication: Quarterly and whenever deemed necessary		

	Communication channels	Main topics of Interest
EMPLOYEES 	<ul style="list-style-type: none"> • Notification via the Group's website • Continuous communication between Management & Human Resources on internal operational issues • Notification via e-mail and newsletters • Training programmes and events 	<ul style="list-style-type: none"> • Preserving Jobs • Fair remuneration & evaluations • Health and Safety at work • Growth and development opportunities • Communication with Management • Transparency, open dialogue and updating
Frequency of communication: Daily		
B2B CUSTOMERS 	<ul style="list-style-type: none"> • Customer service department • Annual satisfaction surveys • Salesperson visits and meetings • Social Media • E-mail 	<ul style="list-style-type: none"> • Provision of cars and services of the highest standard on a consistent basis • Competitive prices • Reliability • Innovation and technology • Flexibility • Privacy/Data protection
Frequency of communication: Daily		
B2C CUSTOMERS 	<ul style="list-style-type: none"> • Customer service department • Annual satisfaction surveys • E-mail • Press releases • Workshops and briefings with customer groups • Social Media 	<ul style="list-style-type: none"> • Quality and reliability of services provided • Service innovation • Transparency, information, service, and equal treatment • Competitive prices • Personal data protection
Frequency of communication: Daily		

	Communication channels	Main topics of Interest
DEALERS 	<ul style="list-style-type: none"> • Personal contact with specialised personnel of Autohellas Group • Telephone and electronic communication on a regular basis • Announcements, newsletters • Social Media 	<ul style="list-style-type: none"> • Maintaining long-term partnership • Ensuring sustainability • Improved terms of cooperation • Responsible notification and service
	Frequency of communication: Daily	
SUPPLIERS 	<ul style="list-style-type: none"> • E-mail • Regular communication via the procurement departments of Autohellas Group companies • Meetings • Social Media 	<ul style="list-style-type: none"> • Stable, mutual and beneficial partnership • Open and direct communication with Autohellas Group • Timely payments • Complaint resolution and flexibility
	Frequency of communication: Daily	
LOCAL COMMUNITY 	<ul style="list-style-type: none"> • Electronic and telephone communication with local organisations • Press Releases • Participation in activities of local organisations and associations 	<ul style="list-style-type: none"> • Social initiatives and participation in local events (sponsorships and donations) • Employment opportunities • Support of local suppliers • Notification regarding Autohellas Group actions
	Frequency of communication: Whenever deemed necessary	
STATE/AUTHORITIES 	<ul style="list-style-type: none"> • Regular electronic and telephone communication • Participation in workshops and conferences 	<ul style="list-style-type: none"> • Transparency and ongoing updating • Legal and regulatory compliance
	Frequency of communication: Whenever deemed necessary	

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



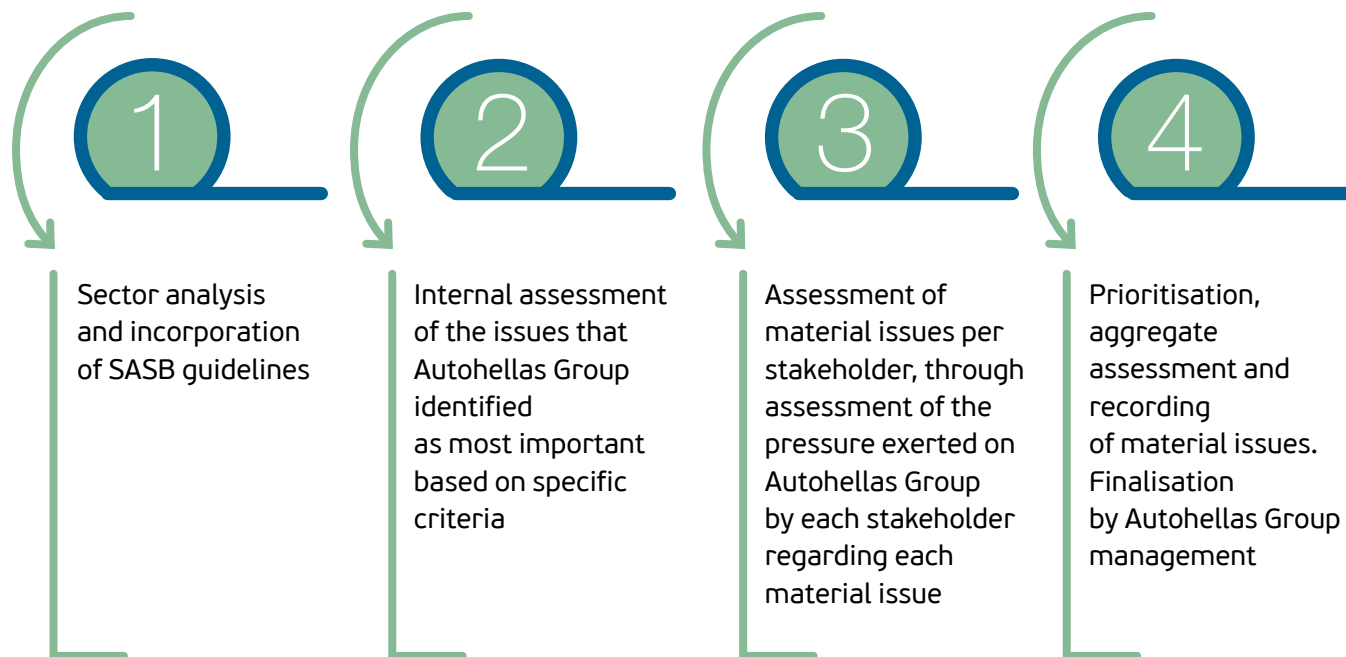
Materiality assessment

In 2021, we conducted a materiality analysis to identify the material issues within each pillar of Sustainable Development, as well as related areas for improvement. The process of assessing and prioritizing the issues was based on the guidelines of the GRI Standards, as well as the sectoral categorization and assessment from the Sustainability Accounting Standards Board (SASB).

The purpose of the assessment is to identify and document the strengths, weaknesses, and opportunities related to each pillar of Sustainable Development for Autohellas Group, as well as the potential risks for each of its business sectors. At the same time, the materiality assessment contributes to determining the Group's issues that relate to achieving long-term strategic goals, assessing and monitoring the performance of the Group's companies in terms of sustainability, and identifying specific issues that may have a significant impact on stakeholder groups.

This process ranked the material issues basing on their impact on Autohellas Group's activities in relation to the degree of importance assigned by the stakeholders. At the same time, the ranking incorporated the prioritization and expectations of stakeholders concerning these issues.

The stages of materiality analysis applied were as follows:



In 2022 and 2023, the material issues were updated by 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"> Innovative services and partnerships Responsible marketing Quality of services User/customer safety Customer satisfaction 	
GOOD GOVERNANCE AND ECONOMIC VIABILITY	<ul style="list-style-type: none"> Corporate governance and compliance Ethics and Integrity Privacy and data security 	
CARE FOR EMPLOYEES	<ul style="list-style-type: none"> Labour relations and employment Direct communication between employees and management Employee development and training Employee Health and Safety Protection of human rights Diversity & equal opportunities 	
PROTECTION OF THE NATURAL ENVIRONMENT	<ul style="list-style-type: none"> Waste, energy and water management Environmentally friendly fleet (investments in electric vehicles) Raising customer/user awareness 	
SOCIAL PROGRESS AND PROSPERITY	<ul style="list-style-type: none"> Social support actions and volunteerism 	
EXTERNAL FACTORS	<ul style="list-style-type: none"> Geopolitical instability 	

Sustainable Development team

The proper and effective management of sustainable development issues is a priority for us. For this reason, a Sustainability team has been established, consisting of executives from the core functions and departments of Autohellas Group. This ensures an effective flow of information and optimizes communication between the various departments. The team is responsible for the effective management and coordination of all sustainable development issues, as well as for implementing actions and initiatives within the framework of the Group's responsible operations:

- > Development and implementation of the annual action plan for each pillar of Sustainable Development.
- > Support of internal communication actions to enhance 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 car rental fleet and continuously renewing it with more efficient vehicles with lower CO ₂ 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 ongoing

●○○ 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	In progress
	Social support actions and volunteerism	Reinforcement of corporate social responsibility actions	●○○	Partially achieved - in progress	
		Creation of a blood bank through the organization of voluntary blood donation	●○○	New goal	Achieved and ongoing
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 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 Taxonomy Regulation is a key part of the European Commission's action plan for redirecting capital flows towards a more sustainable economy by setting the following 6 environmental objectives:

- | | | | | | |
|--|--|---|---|---|--|
| 1.
Climate change mitigation | 2.
Climate change adaptation | 3.
Sustainable use and protection of water and marine resources | 4.
Transition to a circular economy | 5.
Pollution prevention and control | 6.
Protection and restoration of biodiversity and ecosystems |
|--|--|---|---|---|--|

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

To determine the eligibility for the taxonomy of the economic activities from which the Group generates revenue, all companies within the Group have been taken into account. The categorization of activities was implemented based on the Taxonomy criteria for economic activities that substantially contribute to one of the six key environmental objectives and do not negatively impact the other five, while also meeting minimum requirements (EU 2020/852, Article 3).

Within the framework of the above provisions of the European Taxonomy System, the Group has identified as eligible for taxonomy purposes the activity referred to as "6.5 Transport by motorbikes, passenger cars and light commercial vehicles," which falls under the economic activity sector "6 Transport."

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

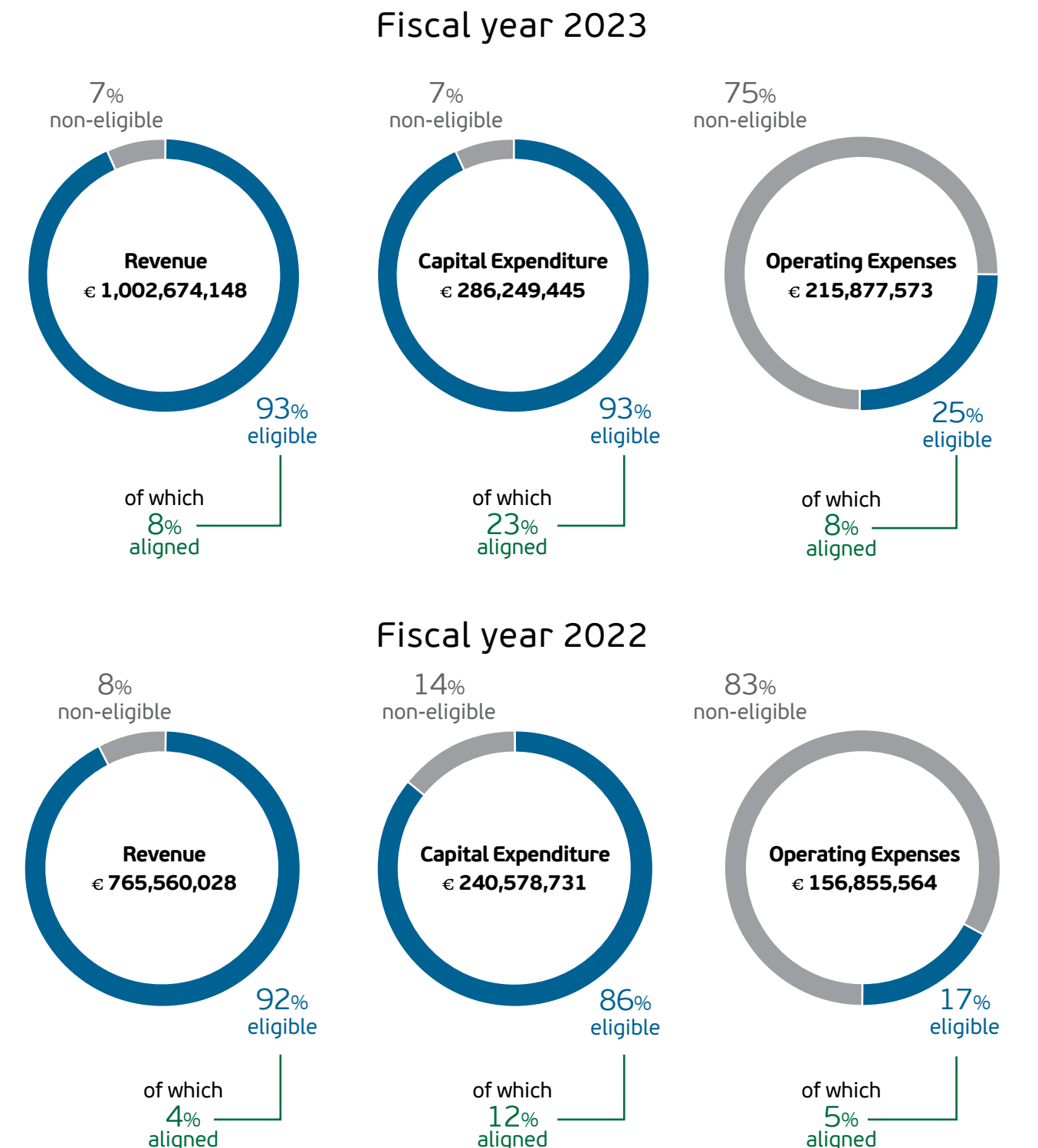
According to the new regulatory acts, the company has reviewed the new provisions and found that no economic activities related to the Group's operations are included.

Identification of the Company's economic activities that are aligned based on EU Taxonomy requirements.

Each activity within this specific category must contribute to one or more environmental objectives. To determine which economically eligible activities are aligned with the taxonomy, a review was conducted based on the Technical Screening Criteria (TSC). This assessment resulted in the incorporation of activities related to zero or low-emission vehicles, specifically those with emissions of less than 50g CO₂/km.

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

The following graphs present the percentage of revenue, capital expenditures, and operating expenses of the Group related to the economic activities eligible for the taxonomy based on the requirements of Article 8 of the Taxonomy Regulation and Article 10 (2) of Article 8 of the 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.

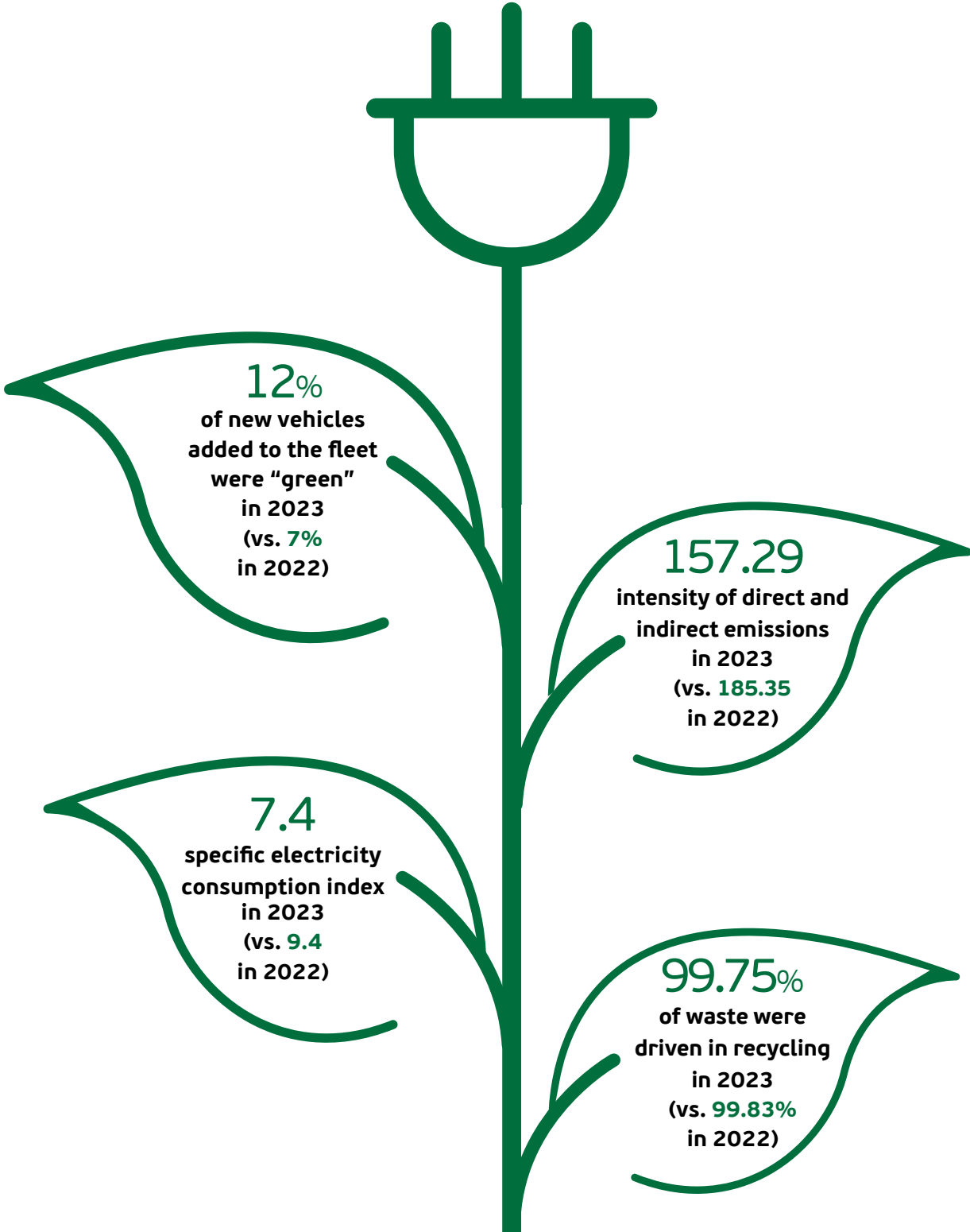


"Our contribution to the UN Sustainable Development Goals"

- 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

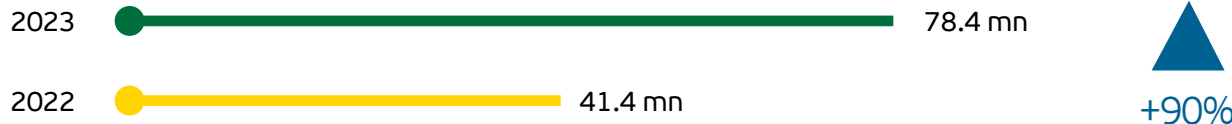
The transition to a climate-neutral economy with net-zero greenhouse gas emissions by 2050 is becoming a priority for societies and businesses worldwide, as it is a fundamental pillar of the European Union's action plan. Among other things, particular emphasis is placed on the "green" transition and the benefits of sustainable mobility 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 are focused on the following areas:

- > Energy savings in our facilities, both through responsible electricity usage and through the energy upgrading of our premises.
- > Renewal of our car rental fleet with cars of new technology and reduced emissions
- > Creation of an increasingly large "green" car rental fleet, 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 expenditure for 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 a key priority for us.

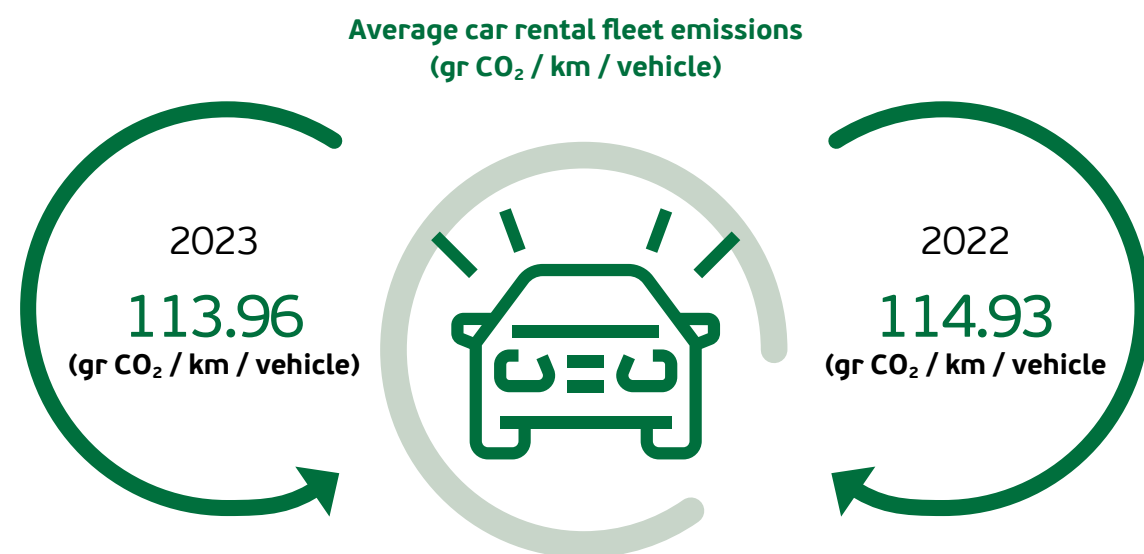
Car rental fleet

Autohellas Group systematically invests in renewing its car rental fleet with new technology cars and implements a strategy to integrate more electric and low-emission vehicles. In this context, it is increasingly offering cars with zero or low carbon emissions in the markets in which it operates, through investments in PHEV (plug-in hybrid electric vehicles) and BEV (battery-electric vehicles) technologies.

The Group's fleet mainly consists of latest model vehicles, meeting the highest standards for CO₂ emissions control. Additionally, the Group pays special attention to the proactive maintenance of its vehicles, conducted by technical staff who have completed relevant specialized training.

Our fleet emissions

The Group systematically monitors the consumption and emissions produced by its fleet (part of direct emissions - Scope 1) and aims for comprehensive and detailed recording, analysis, and mapping of its emissions, with the goal of further reducing emissions and promoting actions and investments in the electrification of its vehicles.



Note: The car rental fleet of Autohellas Group is defined as the total number of vehicles available for short-term and long-term rentals within the context of its car rental activities 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 million for the next five years for the purchase of zero and low-emission vehicles, as well as the creation of the necessary supporting and charging infrastructure in its network, Autohellas entered into two co-financing agreements with two commercial banks, with the participation of the Recovery and Resilience Fund (RRF), with the aim to accelerate the integration of "green" vehicles into its fleet. These agreements will help mitigate the impacts of the significant increase in interest rates, at least concerning the financing of electric vehicles, which to date have had a considerably higher purchase price compared to conventional vehicles.



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

The plan envisions the gradual replacement of the Group's existing fleet with new electric and hybrid vehicles that meet emissions standards of up to 50 gr CO₂/km. This not only accelerates the effort to integrate "green" vehicles into the fleet and develop a network for charging electric cars at its facilities but also aims to bring citizens closer to a new, more environmentally friendly technology.

The investment is fully aligned with the pillar of green transition, aims to promote the green economy, and contributes to environmental protection, through lower pollutants emitted by new vehicles, with a reduction of over 80% compared to the cars they will replace.

Customer information practices

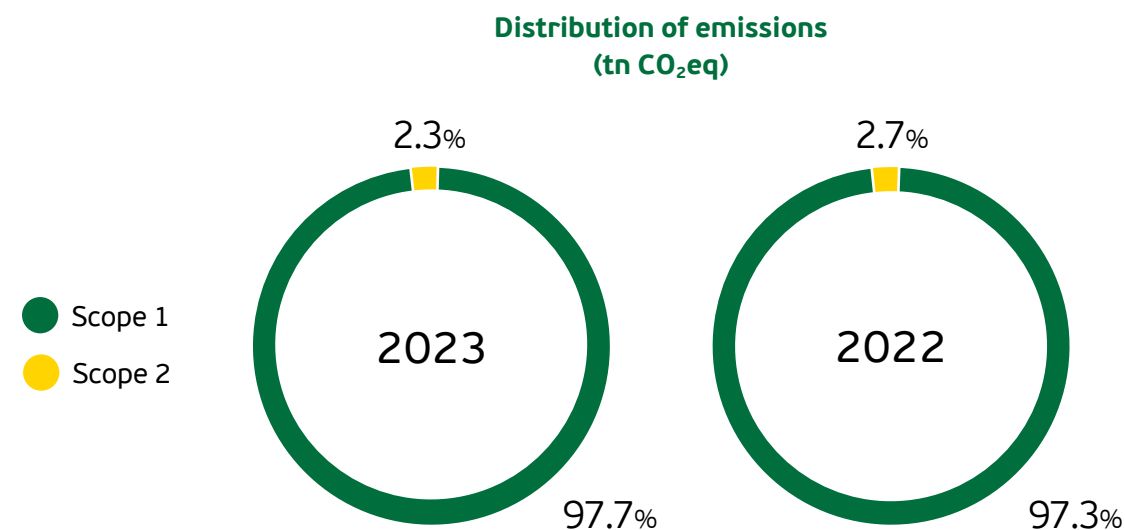
Additionally, we support the "green" future of mobility in every way possible, and in this context, we ensure that we inform our customers about the benefits of electric driving, for a more sustainable environment, encouraging them to explore the unique driving experience of electric vehicles.

Greenhouse gas emissions

Reducing carbon dioxide emissions and contributing to the mitigation of climate change impacts is a longstanding goal for us. We record the CO₂ emissions from our activities on an annual basis and continuously monitor our performance to implement the necessary emission reduction measures.

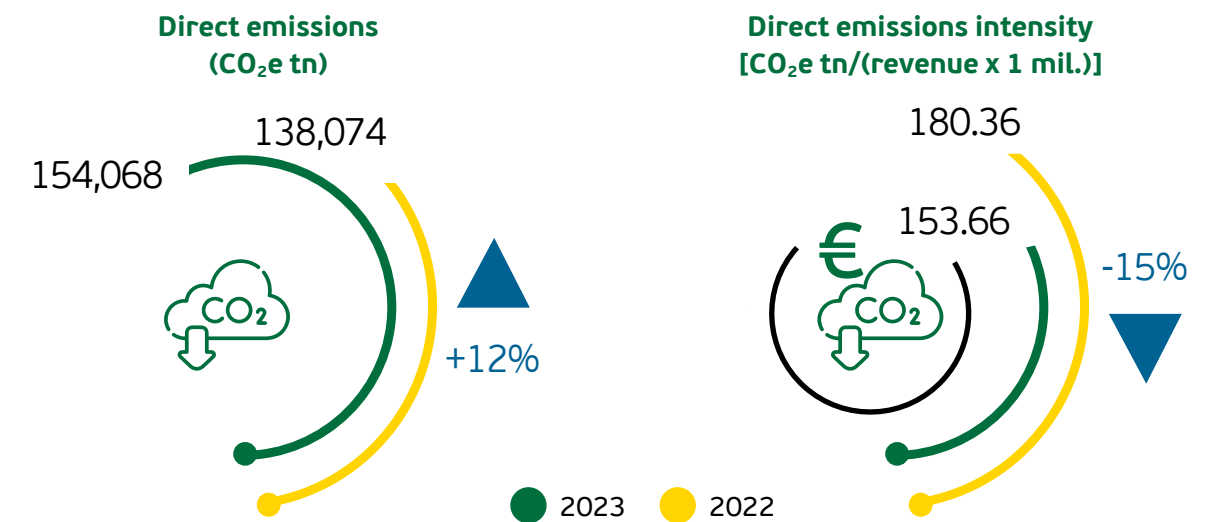
The direct (Scope 1) and indirect (Scope 2) emissions resulting from the activities of Autohellas Group relate to the consumption of:

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



Direct CO₂ emissions (Scope 1)

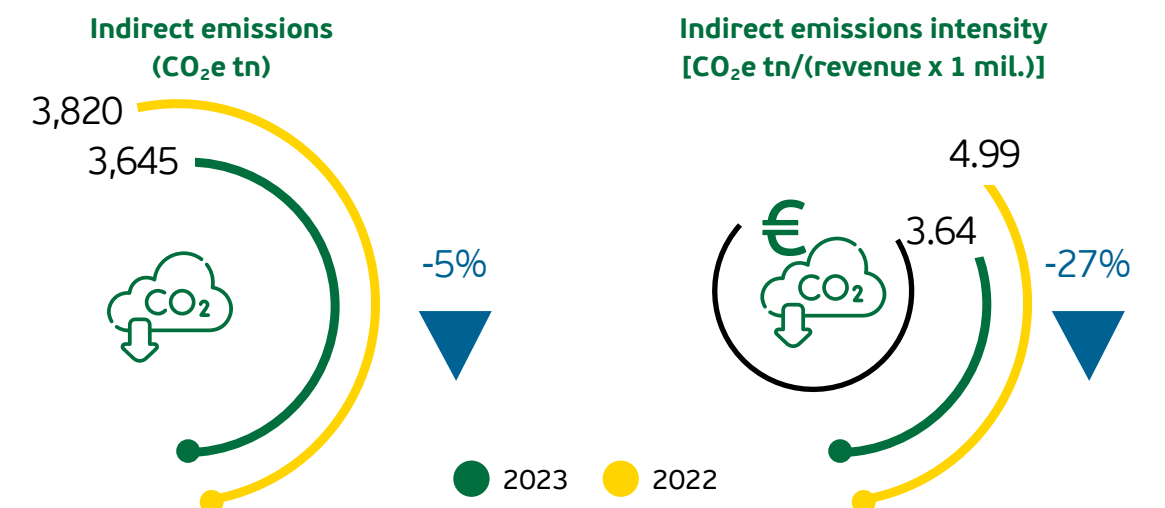
The fuel of the Group's short-term and long-term car rental fleet is the main source of carbon dioxide emissions in this category. Direct emissions also include emissions from the fuel consumption of company vehicles serving the Group's activities, as well as oil and natural gas for heating the building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



It is worth noting that despite the increase in direct emissions, which is due to the growth of 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 in terms of CO₂ emissions/km.

Indirect CO₂ emissions (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 largely due to the energy upgrading of the Group's building facilities.

Our people

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

We work systematically to provide a pleasant and safe working environment that promotes equal opportunities, with the aim of developing, growing, and retaining our workforce, as well as attracting new talent.



"Our contribution to the UN Sustainable Development Goals"

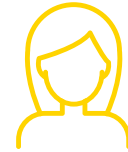
4 QUALITY EDUCATION 	5 GENDER EQUALITY 	8 DECENT WORK AND ECONOMIC GROWTH 	10 REDUCED INEQUALITIES
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Our people at a glance



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 fundamental principles, operating framework, and corporate culture that govern us are reflected in the Code of Conduct we have adopted, which is based on international best practices and high standards of corporate responsibility. The values, principles, and standards of ethical behavior outlined in the Code of Conduct form the foundation of the policies and procedures that the Group's employees must be aware of and apply.

Additionally, the Group's Code of Conduct is addressed to the members of the Board of Directors, as well as to all other relevant stakeholders, 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.

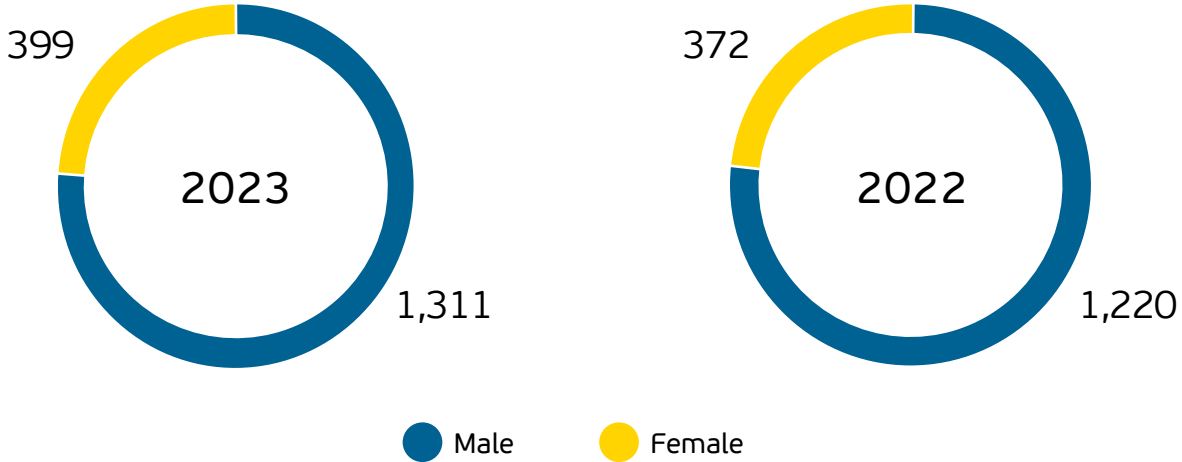
Respect for human rights and diversity, and providing equal opportunities

At Autohellas Group, we respect internationally recognized human and labor rights and protect our employees and partners from any violation of these rights. According to the Autohellas Group's Code of Conduct and Human Rights Policy, any form of discrimination or violation of our employees' rights is not accepted. Furthermore, an integral part of our culture is the principle of equal treatment of employees and the provision of merit-based remuneration, regardless of racial or ethnic origin, religious or political beliefs, age, sexual orientation, physical ability, or gender.

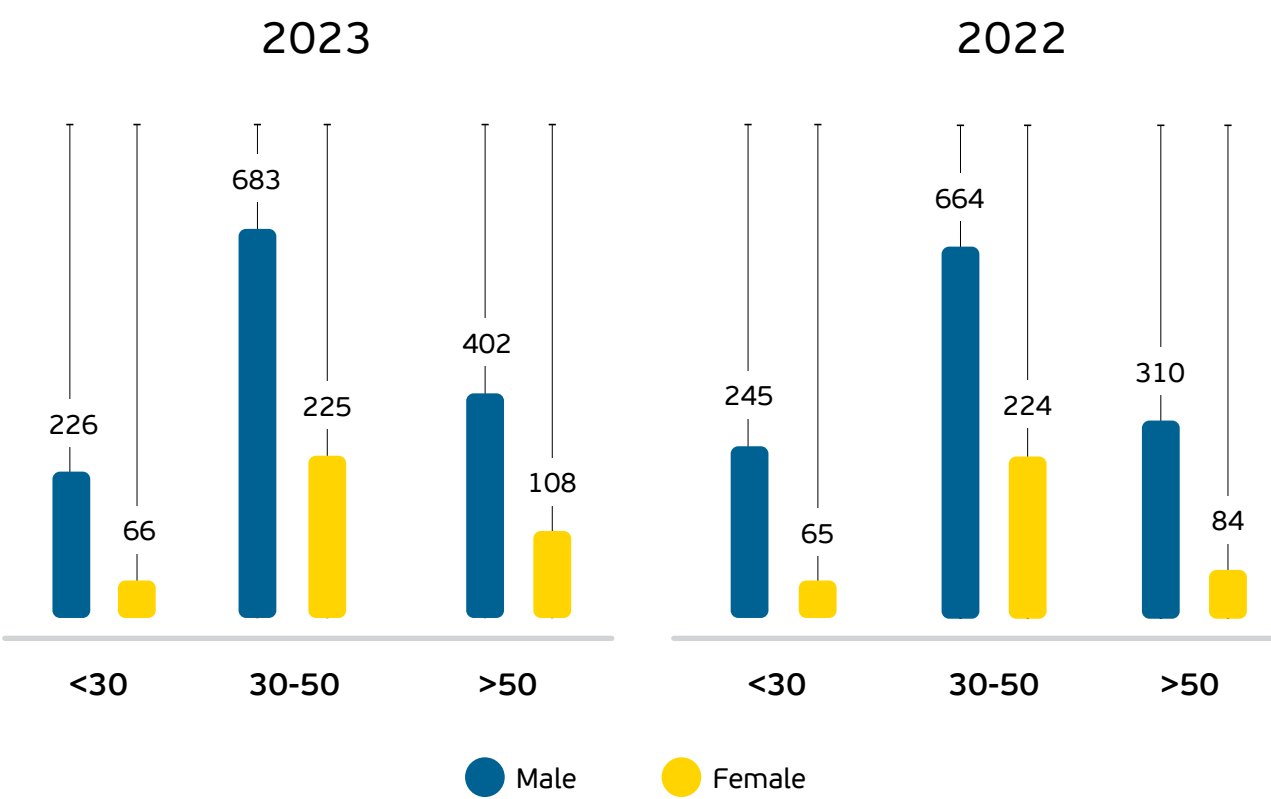
Providing equal opportunities and promoting diversity are fundamental for Autohellas Group in creating an inclusive, open, and diverse work environment. Recognizing that its workforce is made up of individuals with different personalities and lifestyles, the Group actively supports all its employees as a whole, while offering equal opportunities for development and growth.

Profile of human resources

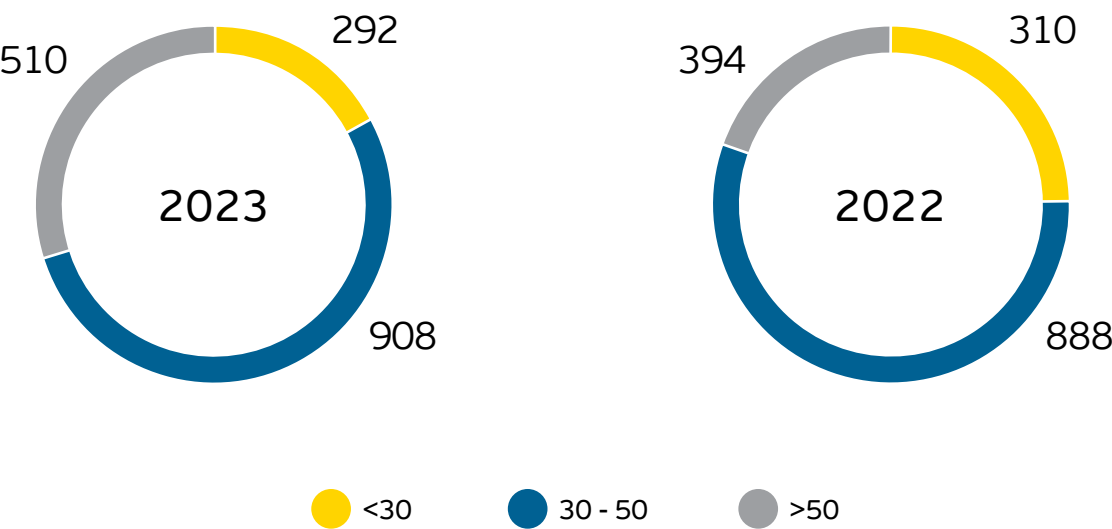
Distribution of human resources by gender

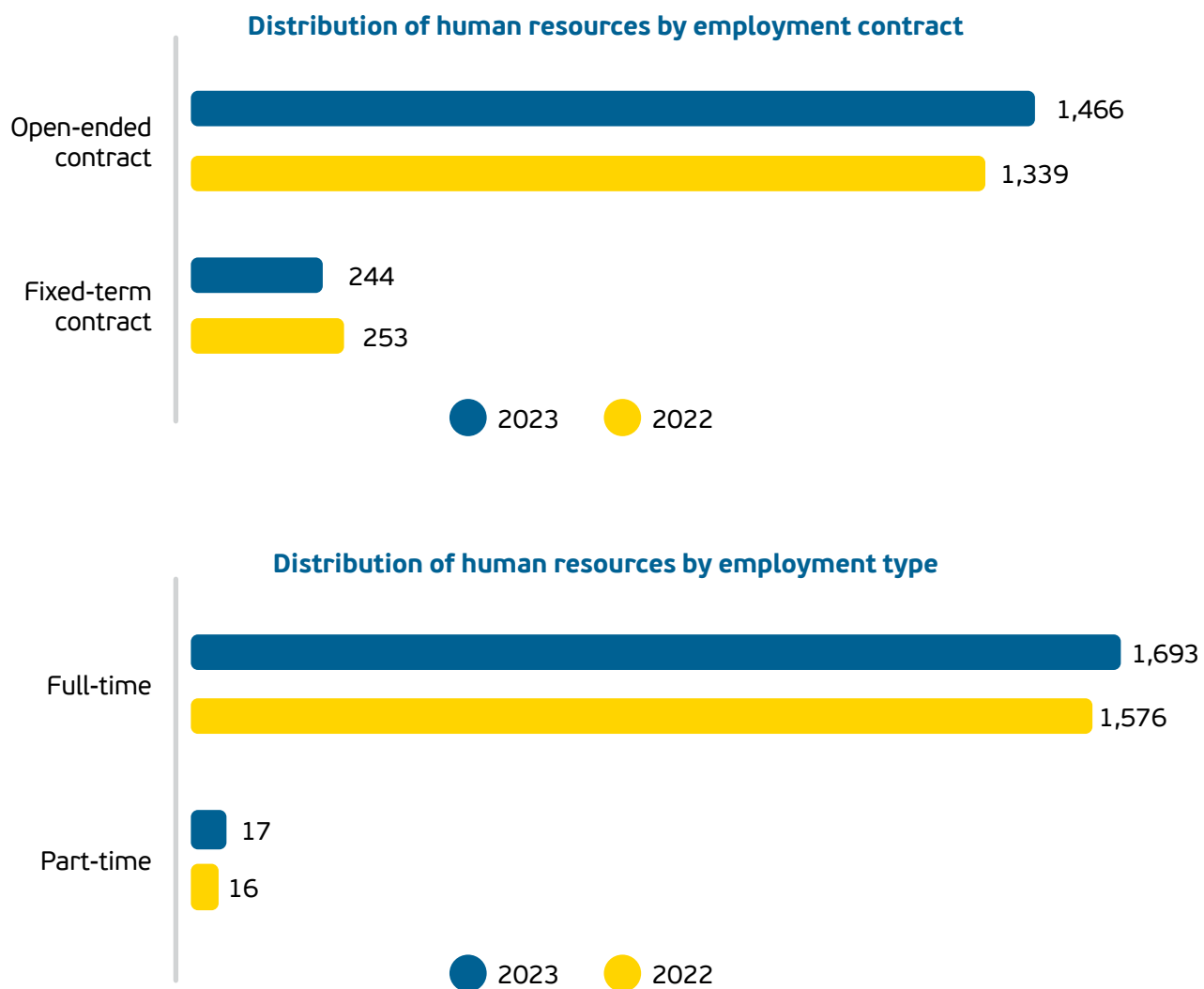
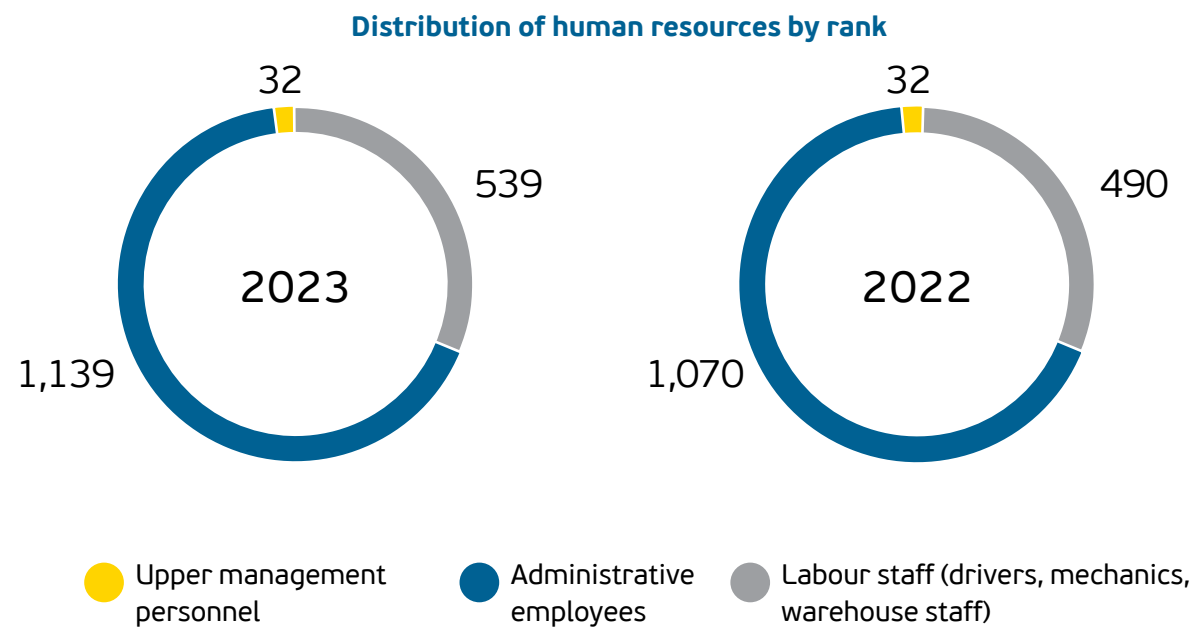


Distribution of human resources by age group and gender



Distribution of human resources by age group





Geographical distribution of human resources

Year	Employees in Greece or
2023	1,231
2022	1,151

employees in Greece
or

2023	72%
2022	72%

of the total workforce



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

Attracting and retaining employees

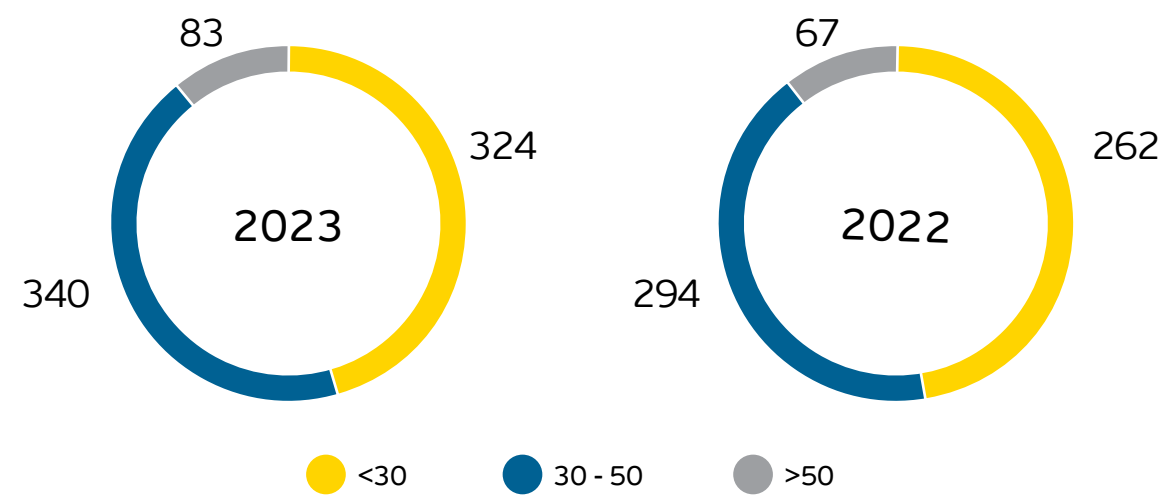
We place special emphasis on attracting well-trained and educated employees with high-level professional and personal characteristics, who will embrace the values, strategy, and culture of Autohellas Group. The strategy we follow for staffing within the Group is governed by a specific process based on meritocratic criteria, aimed at attracting and retaining individuals with a creative and team-oriented spirit, integrity and respect, a passion for cars and new technologies, and a genuine interest in customer service.

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

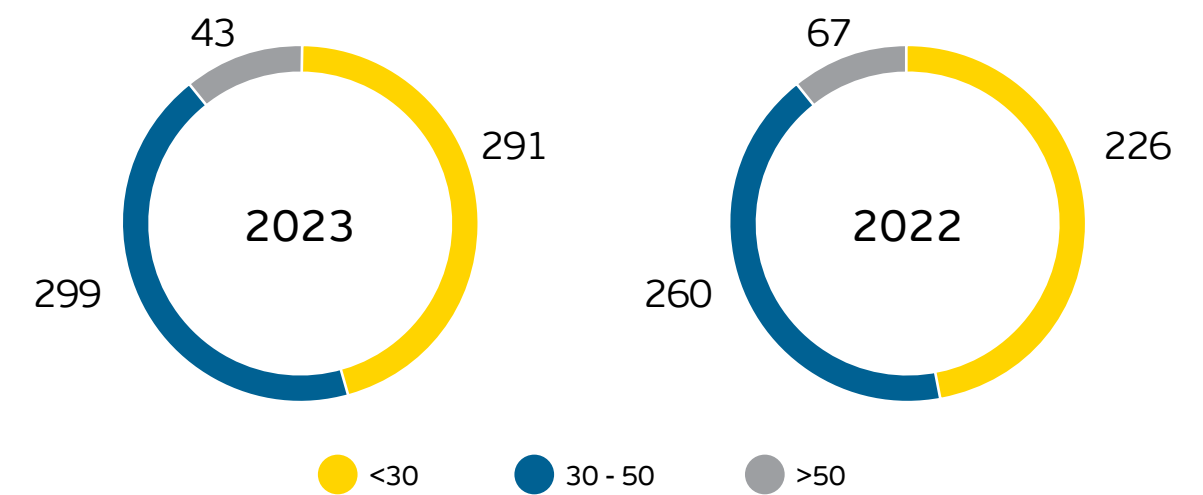


At the same time, the retention of employees is a priority for the Group, as it contributes to the creation of stable relationships of trust and the smooth operation of the departments.

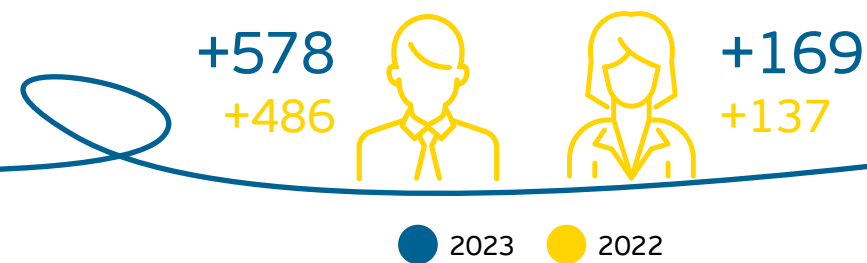
Total new hires by age group



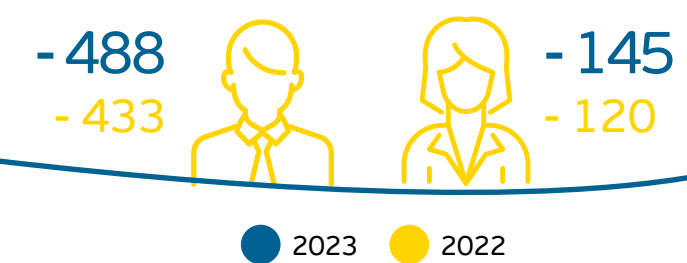
Total employee turnover by age group



Total hires by gender



Total employee turnover by gender



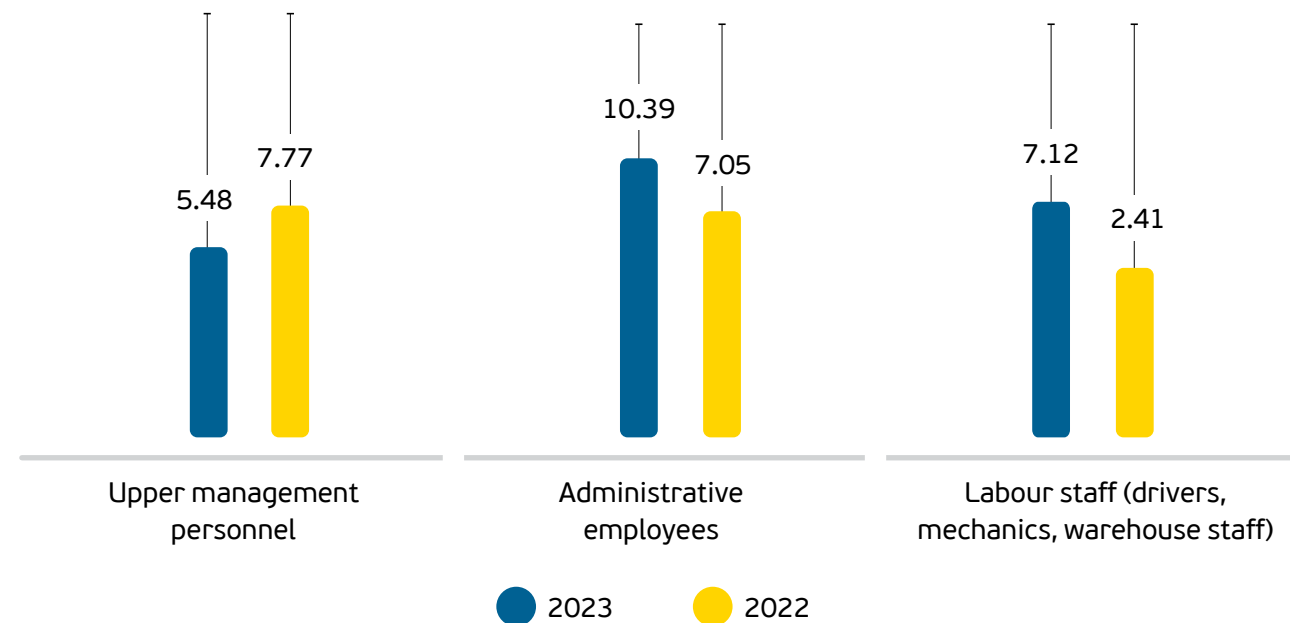
Employee training and development

Our long-standing 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 tailored 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.

Average training hours per rank



In 2023, a total of **15,851** training hours were conducted across 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 comprehensive 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 recognizing their contributions to the positive results of Autohellas Group. Within the framework of a meritocratic work environment, the evaluation of employees is conducted by the respective department supervisors based on established goals. We have prioritized the development of a comprehensive evaluation system, fully aligned with our strategy and vision, aiming to enhance communication between evaluator and evaluatee, optimize the goal-setting process, and identify 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 approach at any time for any issue they may have, we implement an open-door policy that encourages direct communication. Furthermore, we utilize email communication, and daily meetings for department staff have been established.



Student internships

We actively support young students by providing internship opportunities within the companies of Autohellas Group, as well as technical training opportunities. In this context, we collaborate with public and private educational institutions, through which communication with interested candidates for internships is facilitated.

Through internships, we provide students with the opportunity to gain work experience and practical skills in a real work environment, allowing them to start their careers with a strong foundation.

In 2022 and 2023, a total of 108 individuals carried out their internships at Autohellas Group, in collaboration with major universities and educational institutions.



58
people in 2023
and **50**
people in 2022

carried out
their internships in
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
- ▶ Agricultural University of Athens
- ▶ Deree
- ▶ IEK Akmi
- ▶ IEK Delta 360°
- ▶ IEK Alfa
- ▶ DIEK Agiou Dimitriou
- ▶ Public Employment Service

Drive your career forward

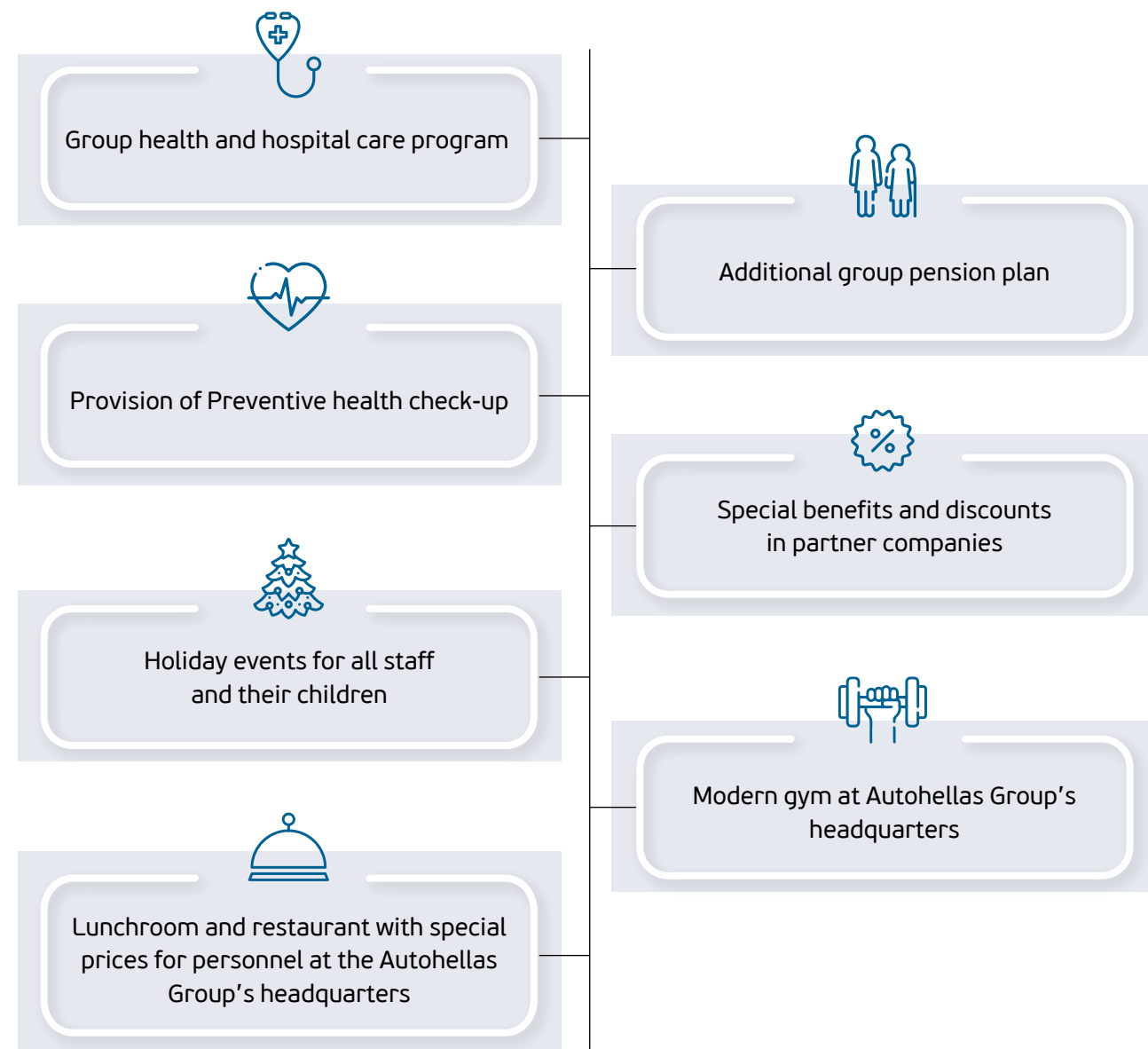


Autohellas

Additional benefits

Aiming to promote employee well-being and reward them while addressing their daily needs, we offer a comprehensive additional benefit plan beyond that mandated by current legislation. The additional benefits provided by Autohellas Group to its employees serve as incentives that reflect the modern and dynamic philosophy of management, which seeks to continuously expand and improve these benefits.

The following additional benefits are offered to Autohellas Group employees:



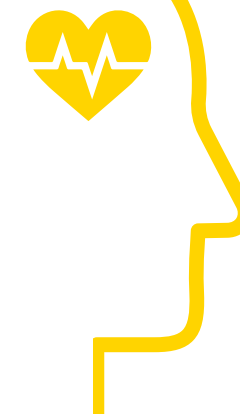
Autohellas Volunteer Blood Donors Association

With a sense of social responsibility towards its people and the community, Autohellas Group established the Autohellas Volunteer Blood Donors Association within the National Blood Donation Center system in 2023, aiming to raise employee awareness about the importance of blood donation. The first blood donation took place at the Group's headquarters in Kifisia.



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.

Its goal is to prevent, promote, protect, and support employees so that the workplace contributes positively to individuals' mental health. The counseling services are personalized, free of charge, and offered without any notification or involvement from the Group.

Occupational health and safety

Our approach

Ensuring appropriate working conditions and adhering to health and safety rules for the protection of our people and partners are longstanding priorities for us. This commitment is expressed through Autohellas Group's Health and Safety Policy, under which we have adopted a proactive approach in conducting our activities, taking into account all aspects of safe work practices.

Aiming to strengthen our commitment to a safe environment, we provide the necessary personal protective equipment to employees in positions where it is required. Through relevant training seminars, we strive to foster a culture of prevention regarding health and safety at work. Additionally, as part of our coordinated effort to eliminate risks in the workplace, we conduct regular inspections to promptly identify factors that may cause accidents or render working conditions unsafe.

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 the proper implementation of health and safety practices, we collaborate with external providers. For each facility of Autohellas Group, a Safety Technician and an Occupational Physician have been appointed.

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 workspaces
- ▶ Updating emergency response procedures
- ▶ Investigating accidents and implementing all necessary measures to prevent similar events.


The Health and Safety officers of Autohellas Group regularly participate in informational conferences on Health & Safety at Work, and subsequently conduct relevant updates and training for the staff.

Documentation and assessment of risk and safety

At Autohellas Group, effective documentation, monitoring, and management of health and safety issues are carried out through personal interviews with employees by the Safety Technician and the Occupational Physician. The implementation of this mechanism makes the documentation of events and incidents more direct and effective and, combined with regular inspections, minimizes the risk of incidents (near misses, damage, or accidents).

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 emergencies such as earthquakes, fires, and floods.

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.

Incident and Accident Management Process

At Autohellas Group, we have established and implement a specific process for managing and responding to hazardous incidents and accidents, regardless of their severity. In the event of an incident, we take immediate necessary measures, and an investigation is conducted to determine the causes that led to it. This way, we ensure accurate identification and definitive resolution of the risks that may lead to an accident, while improving our performance at the same time. Additionally, in implementing this process, all necessary corrective actions to restore the factors that led to each incident are designed.

In detail, the process 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 training sessions and updates is a top priority for Autohellas Group. We establish and reevaluate the training plan annually, taking into account the individual training needs of the staff while also considering our overall annual performance in Health and Safety matters.

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 execution of work tasks.

All employees are also trained in emergency response, following specific instructions regarding building evacuation, the use of firefighting equipment, and first aid provision.

In 2023, an evacuation drill was conducted at the headquarters of the Group in Kifisia. The drill was supervised by the Safety Technician of the facility. The evacuation was coordinated by trained Safety Team Leaders from each 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) x10⁶

Lost Time Incidents Severity Rate (LTISR): (number of days of absence from work / man-hours worked x10⁶

Absenteeism Rate (AR): (number of days of absence from work due to any inability / man-days of work) %

Social contribution

With the aim of enhancing social welfare and creating added value for all stakeholders through targeted initiatives and actions, we focus on supporting vulnerable groups and creating equal opportunities for all.



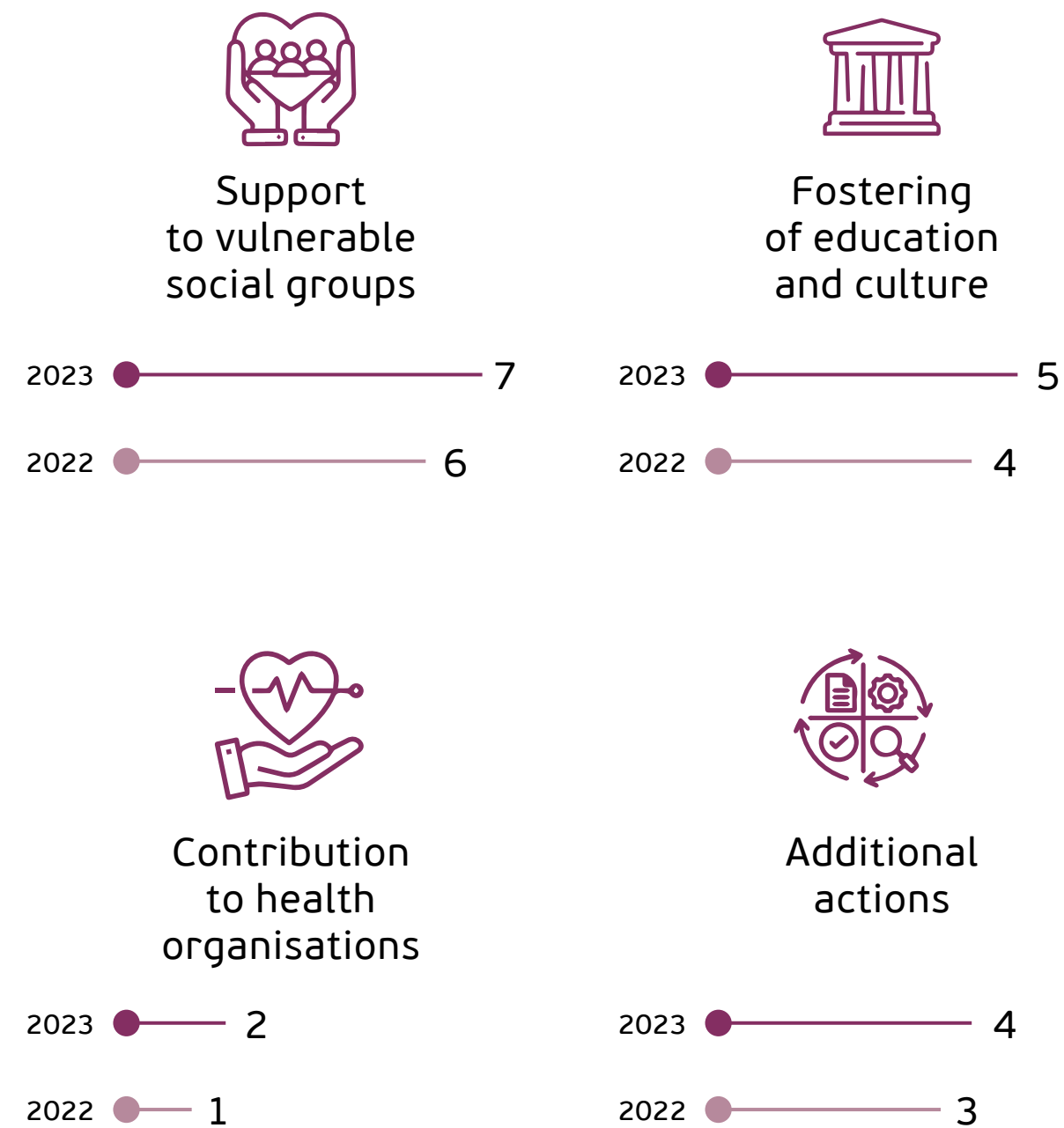
"Our contribution to the UN Sustainable Development Goals"



Our actions at a glance

Autohellas Group implements its activities along four main pillars, addressing a wide range of social needs.

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



Context of social actions

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

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



Over **€200k** was allocated in 2022 and 2023 combined for the implementation of social actions and initiatives.

Support to vulnerable social groups

Supporting vulnerable social groups is a longstanding value for us at Autohellas Group, as we strive to stand by our fellow humans who are experiencing conditions of social exclusion, marginalization, and poverty. In this context, we have practically strengthened the efforts of bodies, NGOs, and charitable institutions 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 Herodotus Atticus.

Additionally, in 2023, Autohellas supported "Together for Children" by participating in the "Adoption of a Job Position" program, which allows individuals, companies, and foundations to cover the salary cost of a job position on an annual basis. In this context, Autohellas "adopted" the position of a Social Worker.

"Together for Children" is an association of non-profit organizations and foundations that have been working since 1996 for the well-being of children, young people, and families facing poverty, disability, abuse, and illness. The association and its members provide services to over 30,000 children in Greece annually.



"The Smile of the Child"

Social contribution and awareness regarding important social issues are not limited to within the Group but are also extended to our customers through the implementation of social awareness actions that we organize. In 2022, during the Christmas season, Autohellas Group donated €10 to "The Smile of the Child" for every car rental.

Additionally, a Bazaar was held on the premises of the Group to support the work of the Organization through the purchase of Christmas products, while employees had the opportunity to donate toys for the creative engagement of children hospitalized in children's hospitals.



"Eliza"

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



"Oloi mazi boroume" ("Together we can")

Additionally, in 2022, Autohellas Group supported the "Oloi Mazi Boroume" initiative and collected pharmaceutical and medical supplies at its facilities for humanitarian aid to Ukraine.



ΕΛΠΙΔΑ
ΣΥΛΛΟΓΟΣ ΦΙΛΩΝ ΠΑΙΔΙΩΝ ΜΕ ΚΑΡΚΙΝΟ
ELPIDA
ASSOCIATION OF FRIENDS
OF CHILDREN WITH CANCER

"ELPIDA - Friends of Children with Cancer Association"

In 2023, we supported the work of "ELPIDA - Friends of Children with Cancer Association" by donating €10 from every car rental during the festive season and 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 Individuals with Intellectual Disabilities "Oi Agioi Anargyroi."
- ▶ "Friends of the Child"
- ▶ "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.

During 2022, we supported the Oncology Center for Medical Biological Education and Research (OKIBEE) to continue its research and clinical work.

That same year, in the spirit of raising awareness and informing about breast cancer in Greece, we participated for the first time in the Greece Race for the Cure, a symbolic road race/walk organized in the past 14 years by the Hellenic Association of Women with Breast Cancer "Alma Zois."



ΟΓΚΟΛΟΓΙΚΟ ΚΕΝΤΡΟ
ΙΑΤΡΟΒΙΟΛΟΓΙΚΗΣ
ΕΚΠΑΙΔΕΥΣΗΣ ΚΑΙ ΕΡΕΥΝΑΣ



ASSOCIATION OF WOMEN
WITH BREAST CANCER
"ALMA ZOIS" THESSALONIKI

Fostering 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, as part of our support for culture, in 2023 and 2022, we contributed to the public legal entity of Culture and Sports "Dimitrios Vikelas" for the organization of the cultural events of the Municipality of Kifisia, known as "Menandrea."

In 2023, we also participated in an event to financially support the work and mission of the Benaki Museum. Additionally, in 2022, we supported the music production company "Melodiko Karavi" for the release of a collectible box set.



ΜΟΥΣΕΙΟ ΜΠΕΝΑΚΗ
BENAKI MUSEUM



ΔΗΜΟΣ ΚΗΦΙΣΙΑΣ



μελωδικό καράβι
ΜΟΥΣΙΚΕΣ ΠΑΡΑΤΟΞΕΣ

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



ΚΟΛΛΕΓΙΟ ΑΘΗΝΩΝ
Ελληνο-Αμερικανικό Εκπαιδευτικό Ίδρυμα
Νηπιαγωγείο • Δημοτικό • Γυμνάσιο • Λύκειο
ΚΟΛΛΕΓΙΟ ΑΘΗΝΩΝ • ΚΟΛΛΕΓΙΟ ΨΥΧΟΓΥ • ΝΗΠΙΑΓΩΓΕΙΟ Ι.Μ. ΚΑΡΡΑΖ

Finally, in 2023, we supported the activities of the Athens Center for Entrepreneurship and Innovation (ACEin) of the Athens University of Economics and Business for the organization of the ThinkBiz Academy, a two-day entrepreneurship conference aimed at bridging the gap between university and the job market, and promoting entrepreneurship among young people.



ATHENS CENTER FOR
ENTREPRENEURSHIP
AND INNOVATION



ATHENS UNIVERSITY
OF ECONOMICS
AND BUSINESS

Integration of young people into the labor market

In the context of promoting education and the subsequent integration of young people into the labor market, we aim to support initiatives that enhance the connection between academic institutions and the job market, as well as the professional development of young individuals.

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 integration of new graduates in the labor market.

Additional actions

In addition to our corporate responsibility actions in the context of the aforementioned pillars, we undertake initiatives aimed at aiding non-profit organizations and various local bodies, supporting the younger generation, and raising awareness among Autohellas customers about social issues.

Corporate governance and development

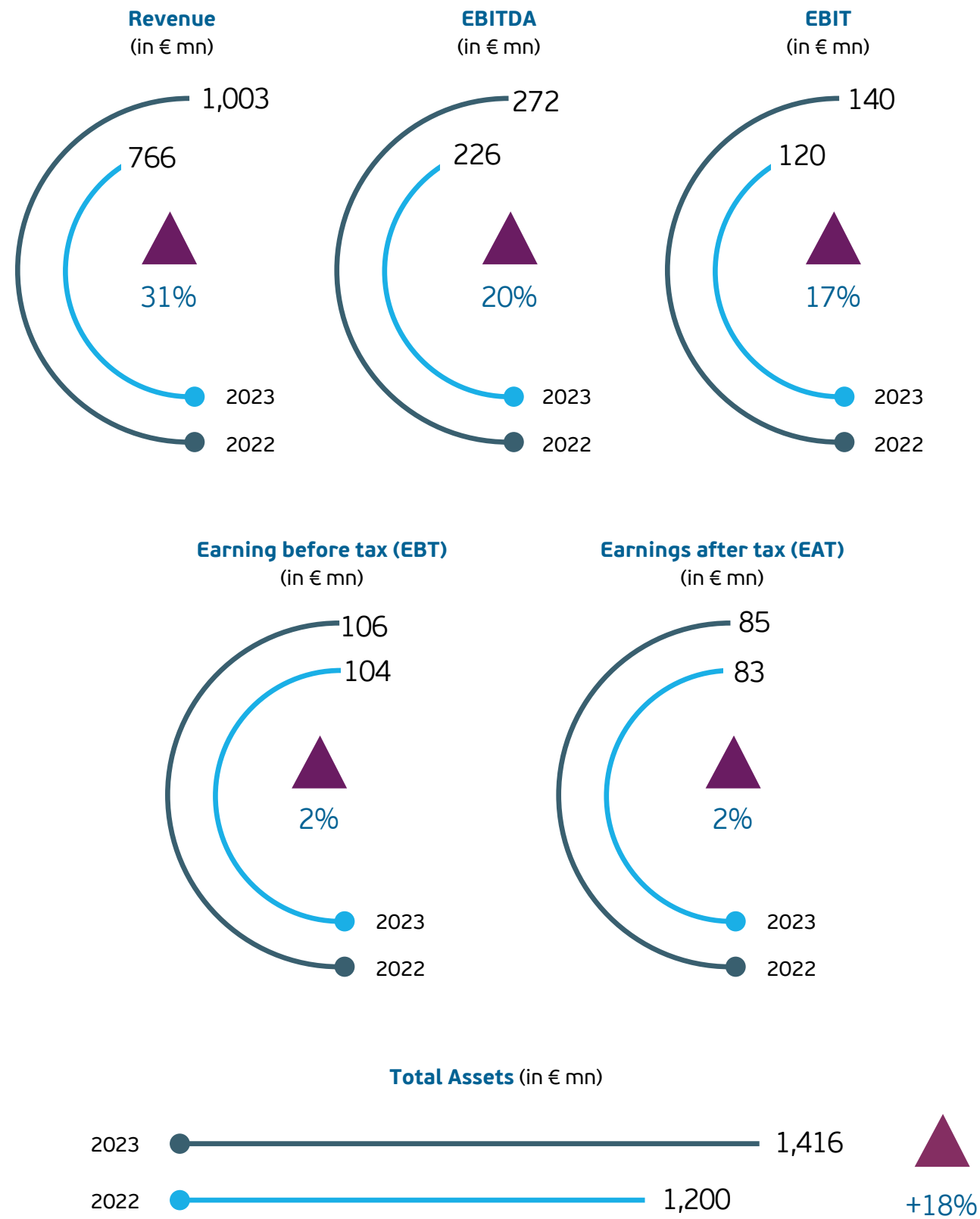
In a constantly evolving business environment, effective corporate governance is a key component of sustainable development



"Our contribution to the UN Sustainable Development Goals"



Financial performance



Both in 2022 and 2023, the Autohellas Group continued its upward trajectory, achieving consecutive historic highs in both consolidated revenue and profitability during both years.

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

At the same time, the other non-tourism-related activities were strengthened despite the ongoing delays in the car and spare parts supply chain. In particular, there was a significant increase in the sale of cars and spare parts activity in Greece, both in terms of car import/distribution and in retail sales of cars and spare parts. The Group's growth far exceeded the single-digit increase in registrations, expanding its market share. High profitability was also significantly supported by the sale of used fleet cars at high prices, which largely followed the price trends of new cars.

Finally, the completion during Q4 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 in the car rental sector. The completion of the acquisition makes HR Aluguer de Automóveis the largest subsidiary of Autohellas outside of Greece.

In **2023**, the car rental market as well as the car trade market showed growth compared to the previous year. A significant factor contributing to this growth was the normalization of the supply chain in the procurement of new cars, which positively impacted the sales volumes in both car rentals and car trade.

The short-term rental sector in Greece was positively influenced by the increased inbound tourism flows, but combined with the increased supply of cars, it faced price pressures. In the long-term rental sector, 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 significantly contributed to the Group's revenue, positively impacting the overall increase in operating profitability.

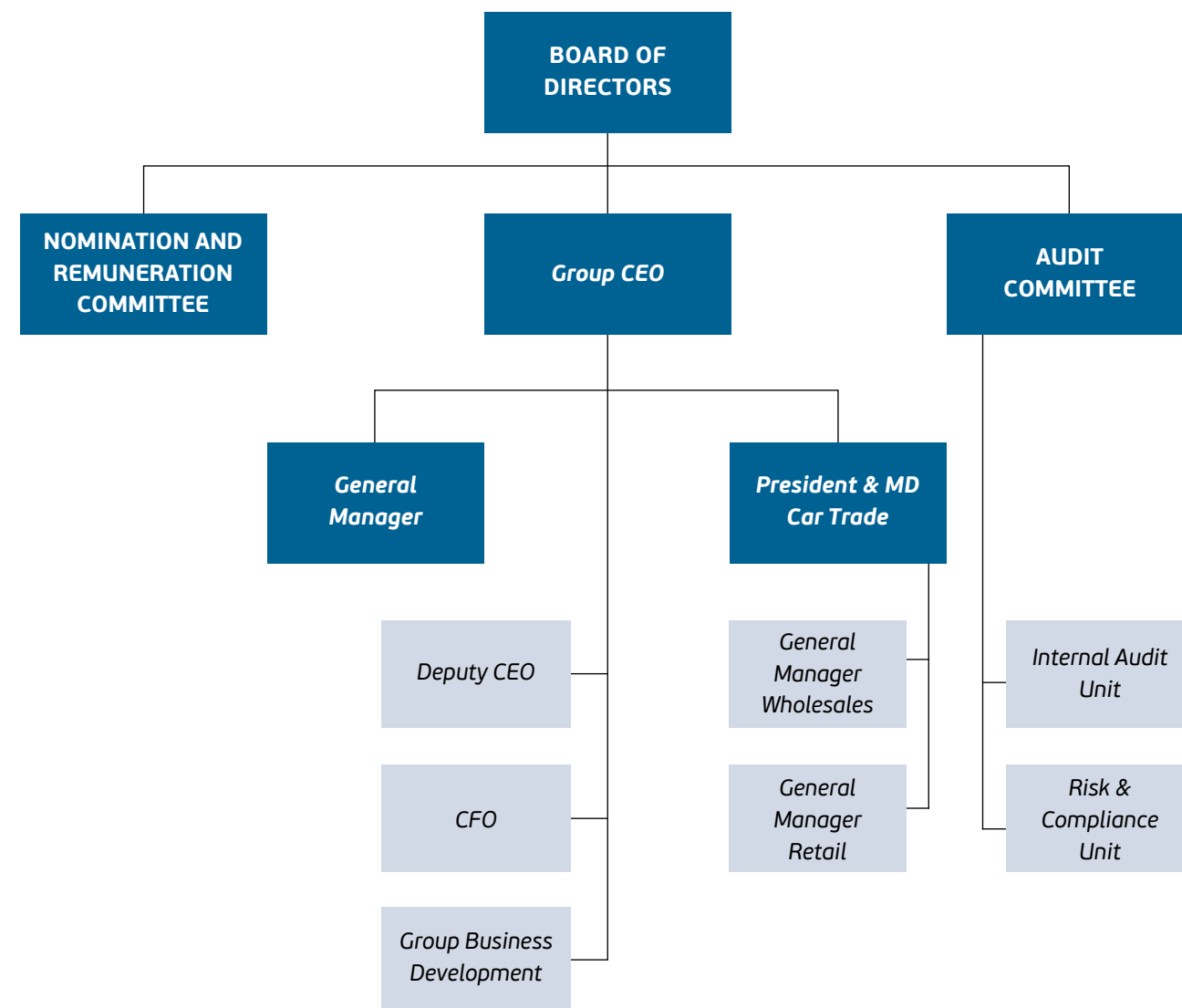
Additionally, in May 2023, Autohellas Group expanded its portfolio by acquiring jointly with Samelet Motors the company "FCA GREECE SMSA". FCA Greece, which was subsequently renamed "ITALIAN MOTION SMSA", is the exclusive importer and general distributor of the Abarth, Alfa Romeo, Fiat, Fiat Professional, and Jeep brands in the Greek market.

The car trade activity in Greece saw a significant increase in the import/distribution segment, with the cumulative market share of Autohellas Group held by Hyundai, KIA, SEAT/CUPRA, FIAT, JEEP, and ALFA ROMEO reaching 25% in retail sales, 17% in corporate sales, and 20% in total registrations of new cars in the country.

Corporate Governance structure

Organizational chart of Autohellas Group

The corporate governance model of the Group, combined with its well-structured organization, contributes to effective management as well as the achievement of both short-term and long-term goals, while simultaneously enhancing its competitive advantages. The organizational structure as at 31 December 2023 is presented in the following chart:



Corporate Governance Principles

The benchmark for our operation is the implementation of corporate governance principles and policies, as dictated by Greek legislation, international best practices, and the corporate conduct framework of listed companies on the Athens Stock Exchange. Our ongoing goal is to operate responsibly based on these principles, while also reinforcing transparency and independence within the corporate governance and control framework.

In addition to the provisions of the regulatory and legislative framework governing our operations, we have voluntarily decided to implement the Greek Corporate Governance Code, which was issued in July 2021 by the Hellenic Corporate Governance Council.

General Meeting

The General Meeting of the Company's shareholders is the highest governing body and decides on every corporate matter, with its decisions binding all shareholders. The General Meeting of shareholders is convened by the Board of Directors and meets at regular intervals or, when necessary, in extraordinary sessions to decide on the approval of the annual financial statements and, among other things, to approve the election of auditors.



Board of Directors

The Board of Directors is the highest executive body that, acting collectively, manages Autohellas (the parent company of the Group) and oversees all its activities. The members of the Board of Directors, who are elected by the General Meeting, represent the Company and make decisions on all matters concerning it, promoting the corporate objectives and the goals of Autohellas Group.

The mission of the Board of Directors is to ensure the viability and smooth operation of the Group, the proper and lawful management of its assets, the protection of the value of the shareholders' investment, the promotion of corporate interests, and the enhancement of long-term economic value. Additionally, the Board of Directors is responsible for the comprehensive and effective oversight of the Group's activities and operates according to the applicable regulations governing its operations, the internal operating rules, applicable legislation, and the company's charter.

Composition of the Board of Directors*	
Emmanouela Vasilaki	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 BoD
members are
female

60%
of the BoD
members are
non-executive

40%
of the BoD
members are
non-executive and
independent

Evaluation of the Board of Directors

The Board of Directors has established a procedure for evaluating its members to ensure the effective functioning of the Board and the fulfillment of its role. The members of the Board of Directors are evaluated annually:

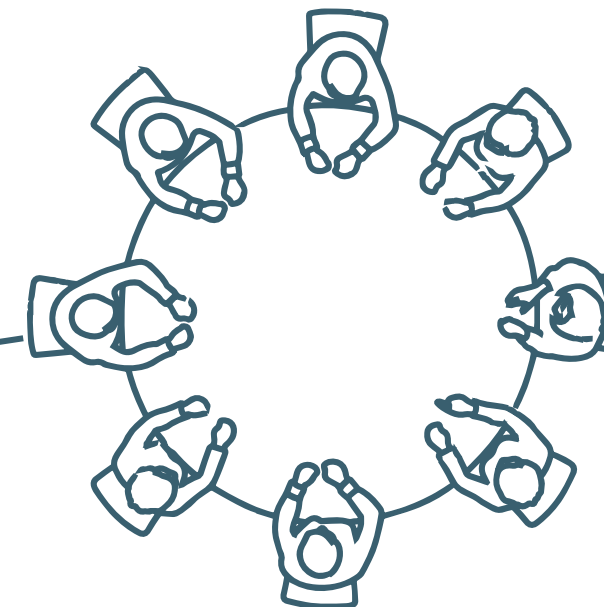


- on a collective basis, taking into account the composition, diversity and effective cooperation of the members of the Board of Directors on the fulfillment of their duties and



- on an individual basis, concerning the assessment of each member's contribution to the successful operation of the Board, taking into account the member's role, participation in committees, undertaking of special responsibilities/projects, the time dedicated, behavior, as well as the utilization of their knowledge and experience.

At the same time, within the framework of the evaluation of the Committees of the Board, the contribution of the members in supporting the Board of Directors is assessed and evaluated. The individuals responsible for organizing the evaluation of the Committees of the Board of Directors are their Chairpersons. Detailed information on the Board's evaluation is included both in the annual financial statements and in the Company's Charter of Operations.



Remuneration of the Board of Directors

The remuneration of the members of the Board of Directors, as well as any compensations, are determined in accordance with the law governing the operation of the Company and the applicable remuneration policy for the Board members, as approved and/or amended by the General Meeting of the Company's shareholders. The policy covers all Board members, the General Manager, and the Deputy General Manager, aiming to align the interests of the Board members with the long-term interests, business strategy, and sustainability of the Company. Detailed information about the Board's remuneration is included in the annual financial statements, the Remuneration Policy, and the Company's Charter of Operations.

Training of the Board of Directors

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 current legislation and the Greek Corporate Governance Code. According to the Policy, training sessions are regular, target specific needs, and form part of the annual training plan approved by the Board. In addition, extraordinary training sessions may be conducted throughout the year due to unforeseen events, such as changes in legislation, the provision of new services, internal audit findings, etc.

Detailed information about the training of Board members is included in the annual financial statements, the Company's Charter of Operations, and the Board Members' Training Policy.

Committees of the Board of Directors

The Board of Directors is supported in its activities by committees that have been assigned responsibilities for the operation of the Company as well as the Board itself. These committees are primarily composed of Board members who have been elected for these roles by the Board, and they operate based on relevant Operating Charters. Additionally, they are evaluated separately by the Board.

Audit Committee

The Audit Committee consists of at least three (3) members, the majority of whom are independent, and they are non-executive members of the Board of Directors and/or members elected by the General Meeting of shareholders. Its purpose is to support the Board of Directors in effectively fulfilling its duties regarding financial reporting and overseeing the Company's internal and statutory audits.

The main responsibilities of the Audit Committee include, among others, monitoring the financial reporting process and submitting recommendations or proposals to ensure its integrity, monitoring the effectiveness of the internal control systems, risk management, and the Company's internal audit, as well as overseeing 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 identifying candidates for members of the Board of Directors and in addressing remuneration matters for both the Board members and the Company's executive personnel.

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

It proposes relevant changes and/or improvements where deemed necessary, while also establishing the criteria for selecting candidates for the Board of Directors in accordance with the Company's suitability policy for Board members.

It is also responsible for ensuring the adherence to diversity criteria and adequate gender representation on the Board of Directors, as well as the broader organization and monitoring of the self-evaluation and/or external evaluation process of the Board of Directors members and the Audit Committee.

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, Independent Non-Executive BoD Member

* Reference date 31/12/2023

Internal Control System

The Internal Control System ensures the smooth operation and business continuity of the organization. It encompasses all internal auditing mechanisms and procedures, including risk management, internal auditing, and regulatory compliance, which pertain to every activity of the Company and contribute to its safe and effective operation. The internal control system is periodically evaluated based on specific policies and procedures, under the responsibility of the Board of Directors, to further ensure its effectiveness. In 2023, an evaluation of the Company's Internal Control System and that of its significant subsidiaries was conducted for the period from 17/7/2021 - 31/12/2022, during which no material weaknesses were identified.

Internal Audit Unit

The Internal Audit Unit aims to monitor and improve the operations and policies of the Company regarding its Internal Control System, while its head is appointed by the Board of Directors upon the recommendation of the Audit Committee. The Unit reports administratively to the Chief Executive Officer and functionally to the Audit Committee, which serves as its supervisory body.

The Internal Audit Unit also contributes to the achievement of the Company's business goals and objectives through a systematic approach to assessing and improving the effectiveness of risk management, internal controls, and governance processes.

Risk Management and Regulatory Compliance Unit

The Risk Management and Compliance Unit is responsible for overseeing the process of identifying and assessing risks, managing the Company's response to those risks, and monitoring the evolution of these risks. At the same time, it establishes and implements appropriate and up-to-date policies and procedures to ensure the Company's continuous compliance with the applicable regulatory framework.

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

Basic responsibilities of the Audit Committee on:

Risk management

- » Identifying, evaluating and reporting the most important risks, as well as finding appropriate methods to minimize them
- » Establishing and updating the risk register and safety controls
- » Making recommendations regarding risk management policies and procedures
- » Making recommendations regarding the overall risk management strategy
- » Submitting risk assessment and other reports

Regulatory Compliance

- » Establishing appropriate and up-to-date policies and procedures to ensure the timely and complete compliance of the Company with the applicable legislative and regulatory framework, and monitoring of the degree of achievement of this objective
- » Continuously monitoring the Company's compliance with regulatory and legislative requirements
- » Reviewing the processes supporting legislative and regulatory risk
- » Offering advice on regulatory matters



Risk management

As we operate in a business environment characterized by a multitude of financial and non-financial risks, we have developed and implemented procedures for their effective management. In this context, we identify, assess, and manage the risks arising from our activities in an effective and unified manner, ensuring that the key risks are documented and appropriate control measures or mitigations are taken.

Key financial risks

The main categories of financial risks related to our operations are:

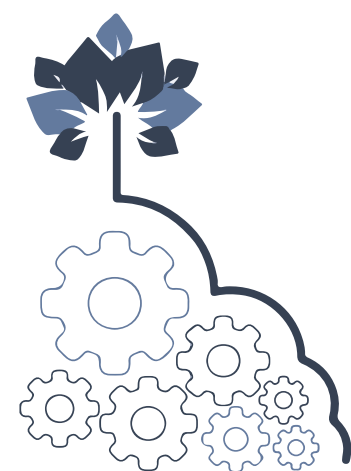
- » Interest rate risk
- » Credit risk
- » Exchange rate risk
- » Price risk
- » Sales seasonality

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, specifically the transition risks to a carbon-neutral economic environment concerning greenhouse gas emissions.

Health and safety of our people

One of the most significant risks related to social and labor issues is the health and safety of our employees. We implement specific safety management procedures at our facilities and operations, systematically monitoring any potential 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 level
Natural hazards / extreme events		
Property damage by flood or fire.	●●●	●
Transition risks		
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 level
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, through support measures with more favorable terms.	●●○	●

* Zero or low emission vehicles, emitting less than 50g CO₂/km

- Short-term
- Medium-term
- Long-term
- Low
- Medium
- High

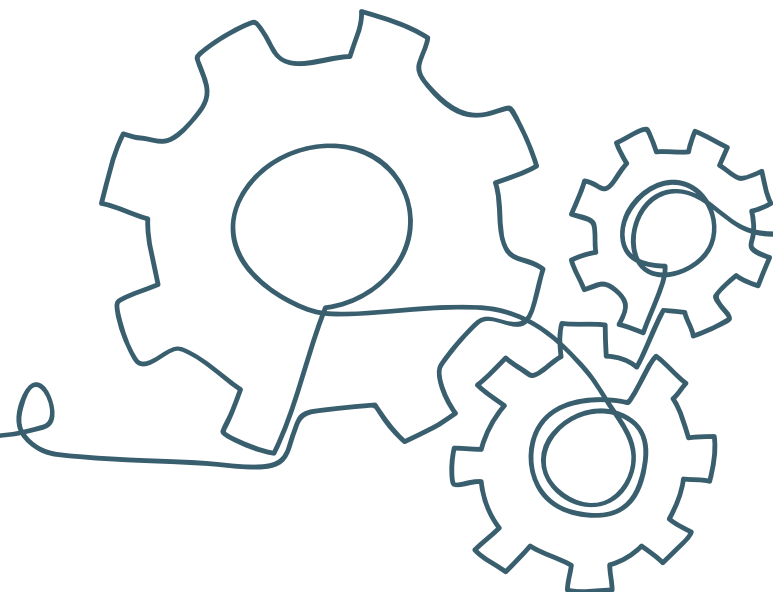
Management of transparency and corruption

With our primary concern being to operate transparently while adhering to codes 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 related incidents, we implement control mechanisms and strict relevant procedures, and we have established an Anti-Bribery and Anti-Corruption Policy, as well as an Anti-Money-Laundering Policy. These policies have been communicated to all employees. The measures implemented to combat related incidents focus on security and access to information systems, clear and adequate segregation of duties among employees, approval limits, absolute transparency in the vendor selection process, protection of corporate assets, transaction security, and the protection of personal data.

Whistleblowing policy

Our commitment to the values of integrity, transparency, and responsibility is directly linked to the establishment of distinct procedures and communication tools that allow for the submission of complaints, observations, or other reports. To achieve this goal, we have adopted and implemented a whistleblowing policy, under which members of the Board of Directors, employees, customers, suppliers, or partners can submit named or anonymous reports regarding misconduct as outlined in the 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


To ensure the confidentiality, integrity, and availability of the Group's assets and IT systems, we implement security measures and practices to protect our systems, data, and IT resources. In this context, we apply an IT Security Policy, which is available on Autohellas' website at the following link: <https://www.autohellas.gr/en/investors/corporate-governance/policies/>

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 Data Protection Regulation (GDPR) 679/2016 of the EU and the applicable domestic law 4624/2019.

The measures implemented for the security and access of information systems include clear and adequate segregation of duties among employees, protection of corporate assets, safeguarding of transactions, protection of personal data, and adherence to confidentiality rules, as well as general professional behavior standards.




Business model




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 manages a car rental fleet of over 57,000 vehicles as of 2023, and operates through more than 170 service points internationally.

Autohellas Group offers comprehensive and innovative solutions tailored to meet the needs of every customer. It constantly innovates by leveraging new technologies and introducing new services.



KEY RESOURCES

- Car rental fleet 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

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



ADVANTAGES

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



MAIN ELEMENTS OF RELATIONSHIP WITH CUSTOMERS

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



CUSTOMER CATEGORIES

- Individuals
- Companies and businesses
- Public institutions



COMMUNICATION CHANNELS WITH EXISTING & POTENTIAL CUSTOMERS

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



REVENUE STRUCTURE

- Short- and long-term car rentals
- Import, distribution, and retail sale of new cars and spare parts
- Sales of used cars
- After-sales services

Appendices



- About the Report
- 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. Through this Report, we aim to provide comprehensive updates to stakeholders with both quantitative and qualitative data regarding the Group's performance on sustainability and corporate social responsibility issues. The Report highlights the actions of Autohellas Group and their impact on society, the environment, and the economy, while also addressing significant corporate governance issues.

The scope of the Report covers all the activities of Autohellas Group in Greece and abroad, namely in Portugal, Bulgaria, Cyprus, Romania, Serbia, Montenegro, Croatia, and Ukraine.

Methodology

The development of the Report was based on the Standard Disclosures from the GRI Standards (2021) for Sustainability Reporting. Specifically, the following key principles of GRI were applied to determine the content:

- ▶ The principle of "materiality and defining significant issues"
- ▶ The principle of "responding to the needs of stakeholders"
- ▶ The principle of "the overall performance framework of the organization in Sustainable Development"
- ▶ The principle of "completeness of the information presented and defining the boundaries of the Report"

Additionally, its preparation was determined by the ESG Information Disclosure Guide of the Athens Stock Exchange. This Guide consists of a series of indicators that measure the Company's performance and adjust its behavior to ensure compliance with the criteria.

These indicators are used and evaluated by potential investors who wish to focus on responsible investments. To provide objective information and a more accurate reflection of stakeholder expectations, a Materiality Analysis was conducted to identify the most significant issues for the Group. The relevant process and its results are presented in detail in the section "Our Approach to Sustainable Development."

To clearly define the boundaries and impacts of Autohellas on sustainable development, the Group took into account the United Nations Sustainable Development Goals (SDGs), examining the alignment of its material issues 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 Sustainability Team, whose role is detailed in the Chapter "Our approach to Sustainable Development".

Sources of information

The data and information published in the Sustainability Report have been collected based on reporting processes applied by Autohellas Group, as well as from databases maintained within the framework of management information systems. In cases where the data presented has been generated through processing or is based on assumptions, the method of calculation is always referenced in accordance with the guidelines of the Global Reporting Initiative (GRI).

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:

Antonia Dimitrakopoulou
Chief Financial Officer
adimitrakopoulou@autohellas.gr

Panos Varvasainitis
Financial Reporting Supervisor
pvarvasainitis@autohellas.gr

KPIs table

Index category	Index description	Measurement Unit	2023	2022	GRI Standards
Environment					
Investments	Investment in low/zero emission vehicles	€	78,195,553	41,174,410	-
Emissions CO ₂	Direct emissions CO ₂ (Scope 1)	tCO ₂	154,068	138,074	305-1
	Specific direct emissions CO ₂ (Scope 1)	tn CO ₂ / (revenue x 1 mil.)	153.66	180.36	305-4
	Indirect emissions CO ₂ (Scope 2)	tCO ₂	3,645.15	3,820.00	305-2
	Specific indirect emissions CO ₂ (Scope 2)	tn CO ₂ / (revenue x 1 mil.)	3.64	4.99	305-4
	Other indirect CO ₂ emissions (Scope 3)	tCO ₂	-	-	305-3
	Specific other indirect CO ₂ emissions (Scope 3)	tn CO ₂ / (revenue x 1 mil.)	-	-	305-4
	Energy	Energy consumption within the organization	MWh	20,280	12,559
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 ³	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	Measurement 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	Measurement 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	Measurement 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	https://www.autohellas.gr/en/investors/corporate-governance/policies/

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
C-G2		Sustainability oversight	p. 35
C-G3		Materiality	p. 32-34
C-G4		Sustainability policy	https://www.autohellas.gr/en/investors/corporate-governance/policies/
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
4. Strategy, policies and practices		
2-22	Statement on Sustainable Development Strategy	p. 4, 5
2-23	Policy commitments	https://www.autohellas.gr/en/investors/corporate-governance/policies/
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
5. Stakeholder engagement		
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
Employee Health and Safety		
Material issue for: 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
Ethics and integrity		
Material issue for: 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
User/customer safety		
Material issue for: 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
Privacy and data security		
Material issue for: 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
Protection of human rights		
Material issue for: 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
Quality of services		
Material issue for: 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
Corporate governance and compliance		
Material issue for: 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. 16, 17, 21, 25, 26, 32, 33
Autohellas indicator	Risk Management and Regulatory Compliance Unit	p. 90 - 93
Customer satisfaction		
Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), state/authorities, media		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 32, 33, 96, 97
Autohellas indicator	Customer satisfaction survey	p. 20
Environmentally friendly fleet		
Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, local communities		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 24, 25, 32, 33, 36, 45
Autohellas indicator	Investments in "green fleet"	p. 38, 39, 43 - 45, 102
Innovative services and partnerships		
Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, media		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 96, 97
Autohellas indicator	Participation in important national networks and industry bodies	p. 21
Labour relations and employment		
Material issue for: Shareholders, employees, state/authorities		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 16, 17, 24, 25, 32 - 34
Autohellas indicator	Building strong labour relationships	p. 53
Geopolitical instability		
Material issue for: Shareholders, employees, customers (B2B, B2C, dealers), suppliers, financial institutions, local communities		
GRI 3: Material Issues 2021	3-3 Management approach for material issues	p. 32, 33

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

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

Autohellas



Feedback Form

Which Autohellas Group stakeholder group do you belong to?

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

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

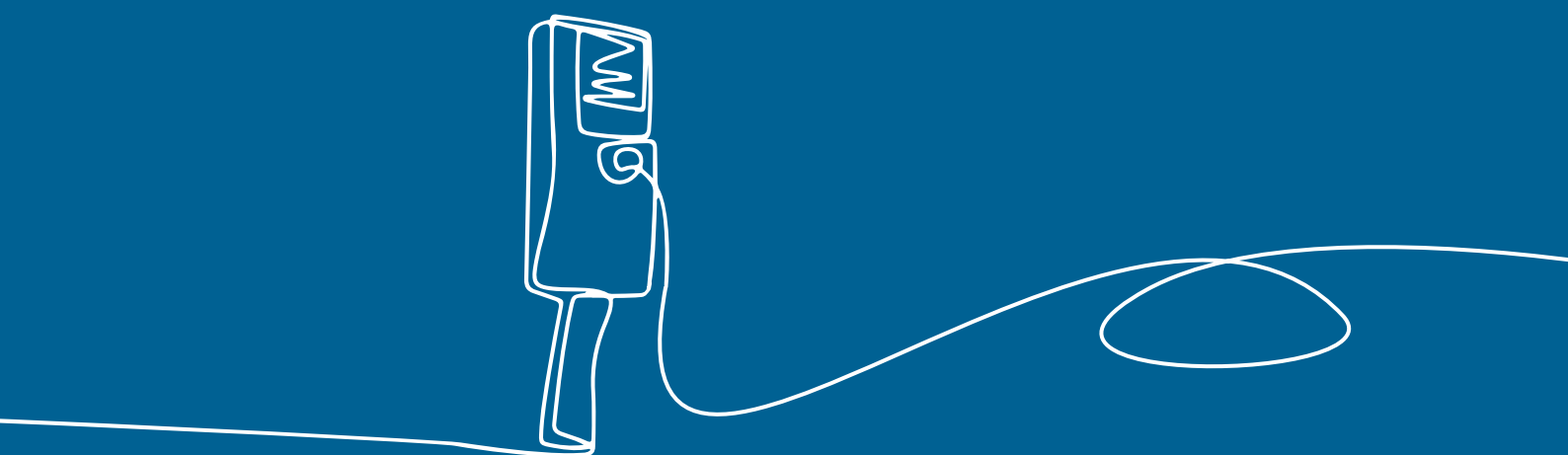
Did the selection and the presentation of the data in the Report help you form a comprehensive understanding of the operations and activities of Autohellas Group?

- 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.*



Autohellas

31, Viltanioti Str., 145 64, Kifisia, Attica

T: +30 210 6264000

E: info@autohellas.gr