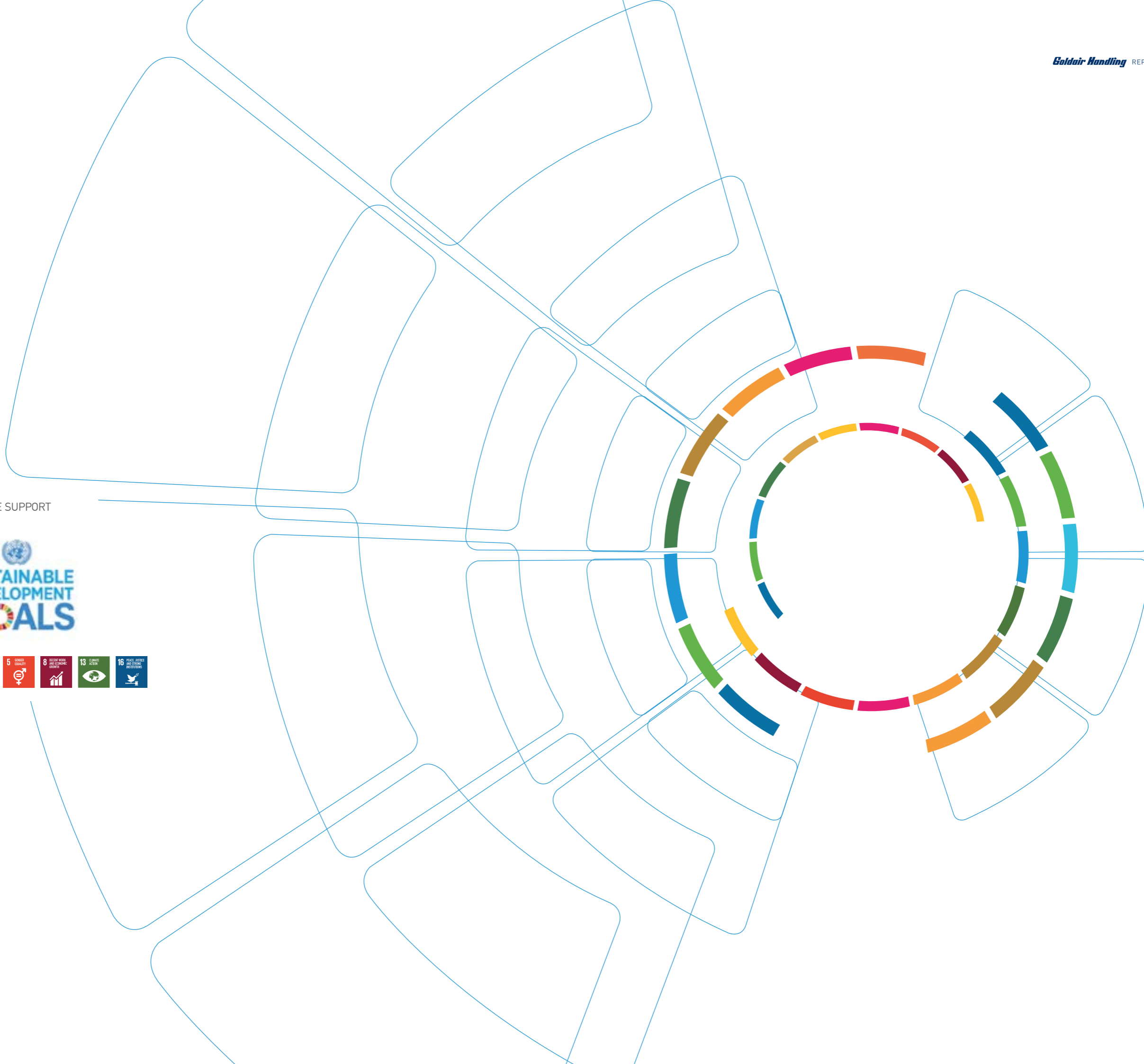


# Goldair Handling

CORPORATE RESPONSIBILITY &  
SUSTAINABLE DEVELOPMENT REPORT 2017



WE SUPPORT





PROGRESSIVE THINKING

INNOVATION

HARD WORK

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## Message from the CEO

We are very pleased to present the 2nd Goldair Handling Corporate Social Responsibility and Sustainable Development Report.

Goldair Handling is one of 8,000 companies in 160 countries that is taking a strategic approach, as this Report shows, to the 17 Sustainable Development Goals (SDGs), recognising that these goals are an expression of contemporary global challenges.

We are committed to working towards Sustainable Development, and this commitment is reflected on our internal procedures and policies, the actions we implement, and the goals we set. In this context, we have adopted and recently signed the ten principles of the UN Global Compact.

By adopting the Sustainable Development Goals (SDGs), we are making a commitment to humanity, to a world with (1) No Poverty, (2) Zero Hunger, and (5) Gender Equality. A world with (8) Decent Work and Economic Growth, and (4) Quality Education; a world of (16) Peace, Justice and Strong Institutions, where we take (13) Climate Action. A world that, through the Sustainable Development Principles, will provide for the needs of current and future generations.

In the framework of our commitments, in 2017 Goldair Handling invested €4 million in ground handling equipment and machinery, while providing the number of jobs it provides by 21.2%, employing 3,473 workers and thus contributing to the reduction of unemployment and the smooth operation of the airports where it operates.

In 2017, Goldair Handling also increased the number of flights it served by 6%, reaching 120,000; it increased its market share, mainly at regional airports, strengthened its international profile in the two countries where it is active and via the European ground.net alliance, of which it is a founding member. And finally, it contributed to smooth management transitions at 14 newly privatized regional airports.

Goldair Handling's goals for 2018 are to expand its market share by serving more flights of existing and/or new clients, operating a new VIP Lounge at the Heraklion International Airport in Crete, and establishing a presence in another country on the Balkan peninsula.

Sustainable Development is a value and expresses the identity, strategy and day-to-day operation of Goldair Handling. This value adds to the sustainable development of the economies and societies where we are active.

**Dimitris Papamichail, CEO**

DEVELOPMENT IN NEW MARKETS BY 2020

2020

GRI Standards

1.943

NEW HIRES IN 2017

31

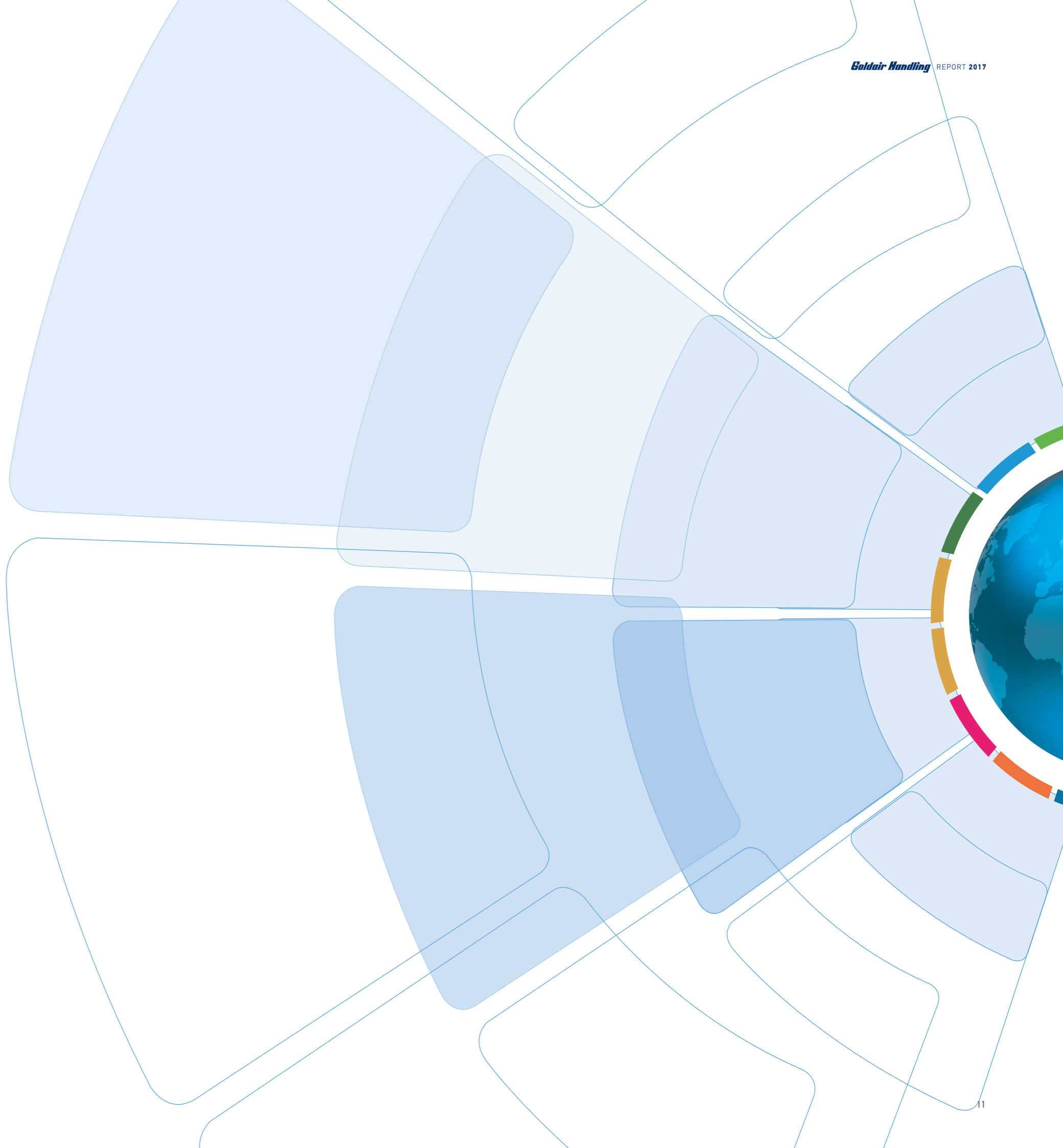
PRESENCE AT

AIRPORTS

# 1

## COMPANY PROFILE

Goldair Handling is constantly developing, having as a basis its vision, its values, the high quality of services provided, as well as its experienced and competent people.



## 1.1. At a glance

Goldair Handling is one of the top ground handling services companies in Southeast Europe.



### Greece

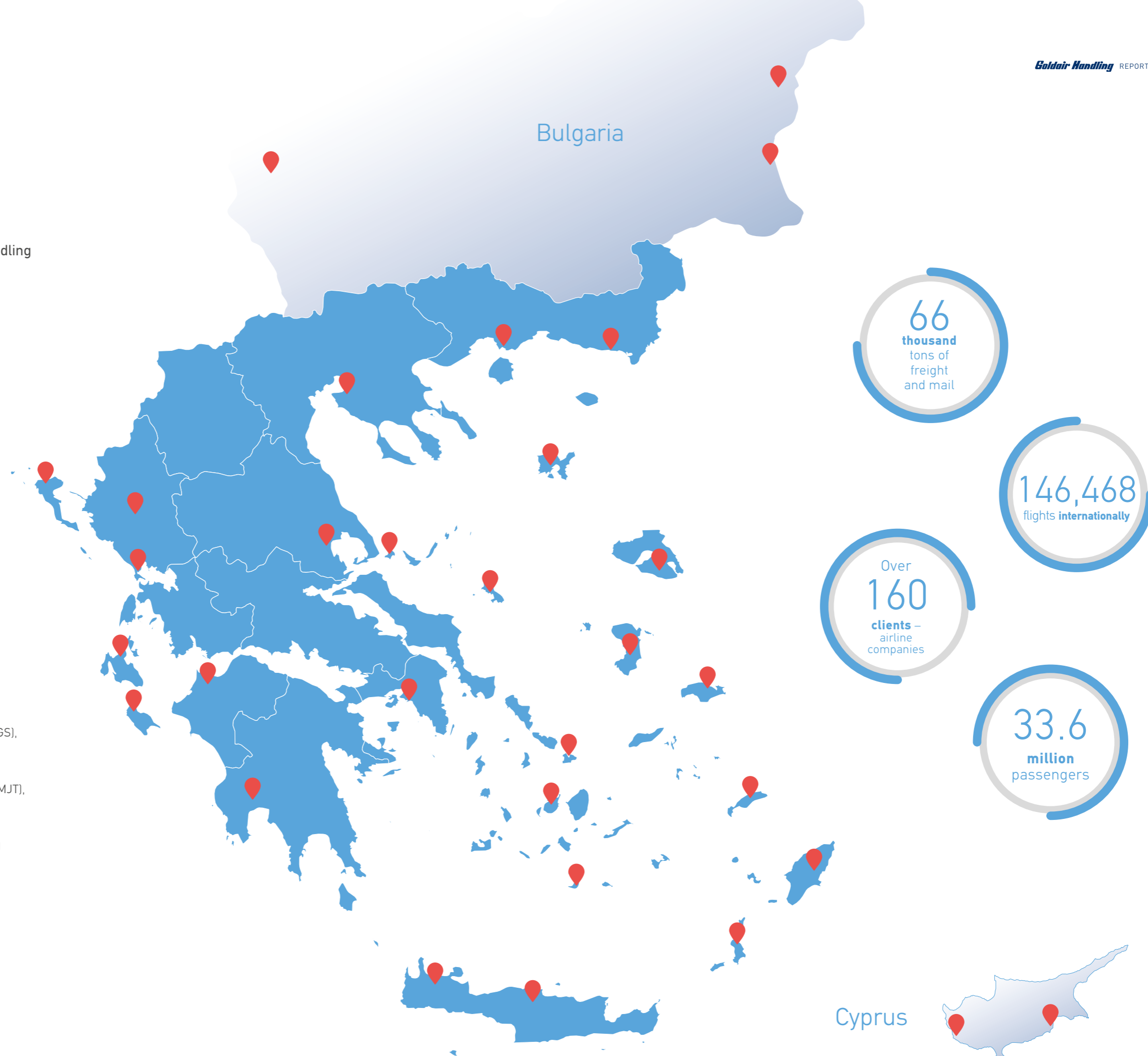
Athens (ATH), Thessaloniki (SKG), Corfu (CFU), Heraklion (HER), Rhodes (RHO), Chania (CHQ), Kos (KGS), Zakynthos (ZTH), Santorini (JTR), Mykonos (JMK), Kefalonia (EFL), Aktion/Preveza (PVK), Skiathos (JSI), Kalamata (KLX), Chios (JKH), Samos (SMI), Mytilene (MJT), Kavala (KVA), Karpathos (AOK), Araxos (GPA), Alexandroupoli (AXD), Limnos (LXS), Nea Anchialos/Volos (VOL), Ioannina (IOA), Skyros (SKU), Paros (PAS)

### Bulgaria

Sofia (SOF), Burgas (BOJ), Varna (VAR)

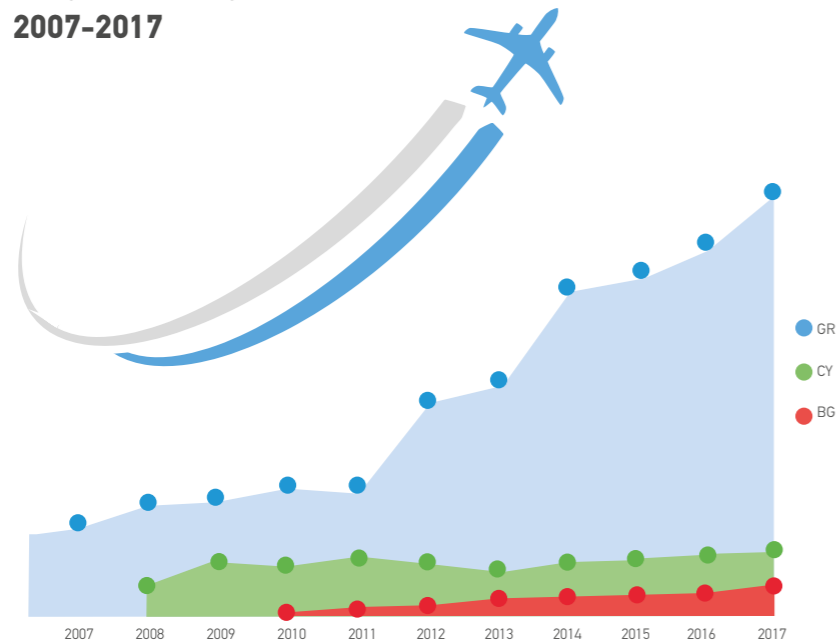
### Cyprus

Larnaca (LCA), Paphos (PFO)





**FLIGHT MANAGEMENT  
2007-2017**



Certified services provider for the airports of Athens and Thessaloniki

## 1.2. The Goldair Handling Company

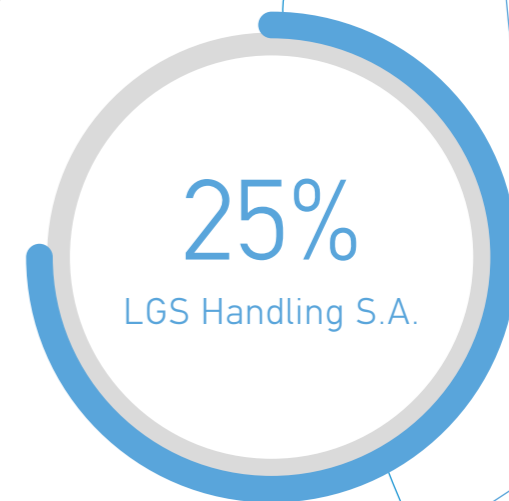
Goldair Handling (full corporate name: 'Goldair Aviation Handling S.A.'), was founded in 1992 and was the first private ground handling company to operate in the Greek market. It is a member of the Goldair Group, which was founded by Dimitrios Golemis in 1955 and consolidated through many years of ongoing development.

As a Group, it entered the markets of Central and Eastern European countries, and later expanded, through an unprecedented move on the part of its founder, to exclusively represent airline companies in Greece, having foreseen the important role of air transport on a global level.

Goldair Handling launched its activities in Greece in 1999 and in 2008 turned its attention to markets abroad, participating in the Louis Goldair Services (LGS) joint venture and, in 2010, founding its subsidiary Goldair Handling Bulgaria and launching its activities in Bulgaria.

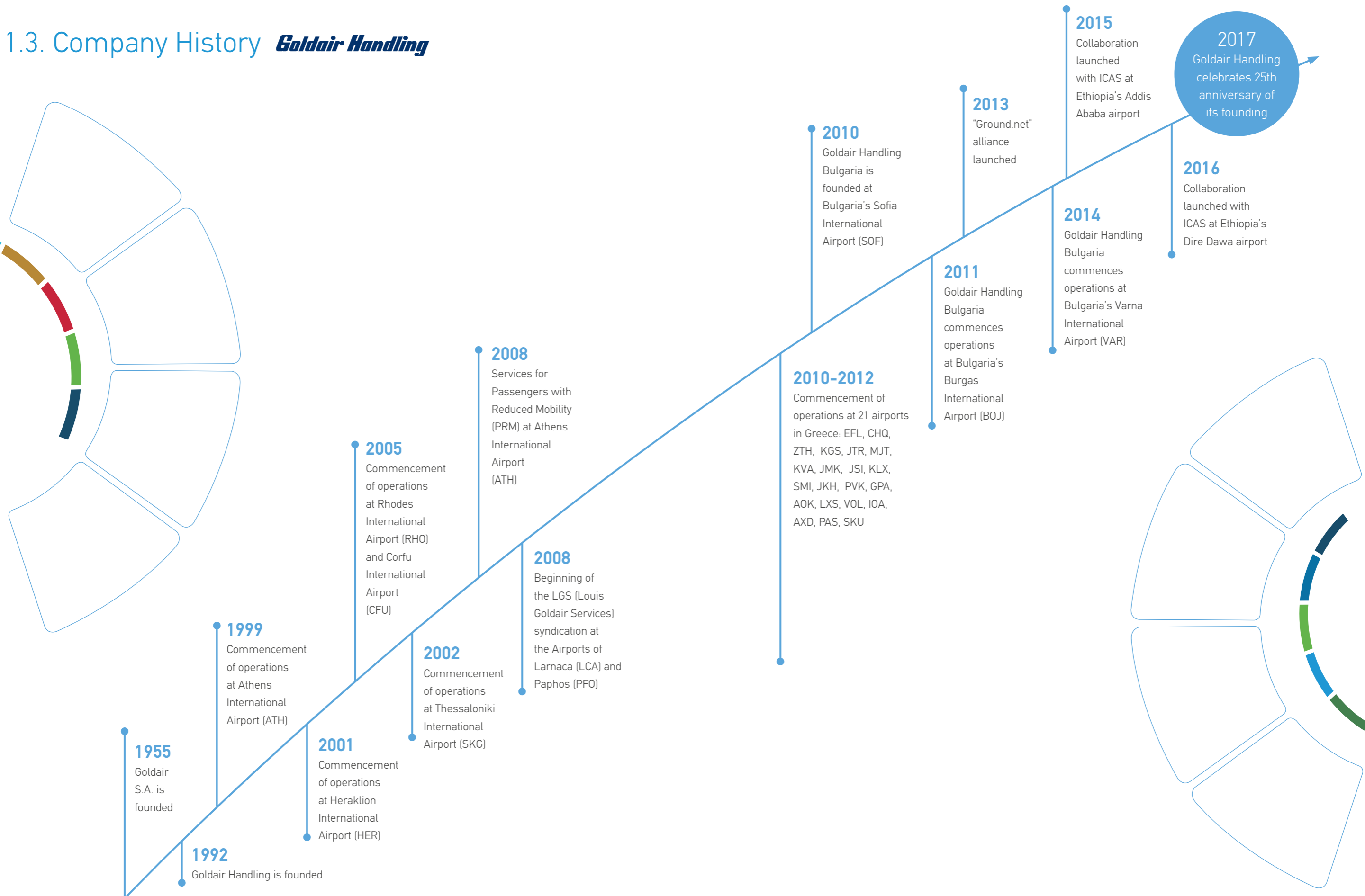
### 2017 MILESTONES

In 2017 Goldair Handling celebrated 25 successful years in the Greek market. The Company is constantly developing the firm foundations of its vision and values, the high-quality services it provides, and its experienced and capable personnel. In 2017 the Company achieved positive growth rates, expanding its turnover. In tandem, it invested extensively in equipment to better serve its airline company clients. Over the course of the year, Goldair Handling effectively served over 145,000 flights, significantly increasing the number of jobs it provides in Athens and at regional airports.





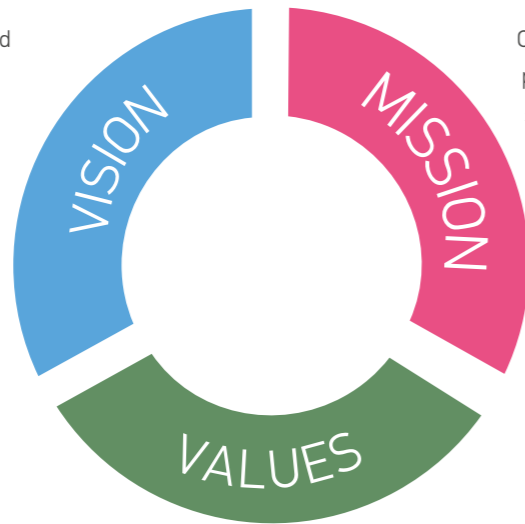
## 1.3. Company History *Goldair Handling*



## 1.4. Vision, mission and values

Goldair Handling's vision, mission and core values are its guides in creating value for its stakeholders, who have been successfully integrated into every aspect of the Company's day-to-day operations and are a guide to ongoing development.

Our vision is to remain the leading and preferred ground handling services company, not only in Greece but also in the wider region of Southeastern Europe, reliably providing value to our clients, shareholders, and employees.



Our mission is to continuously focus on providing high-quality ground handling services and innovative solutions, thus providing added value to our clients and ensuring immediate, safe, and reliable ground operations.

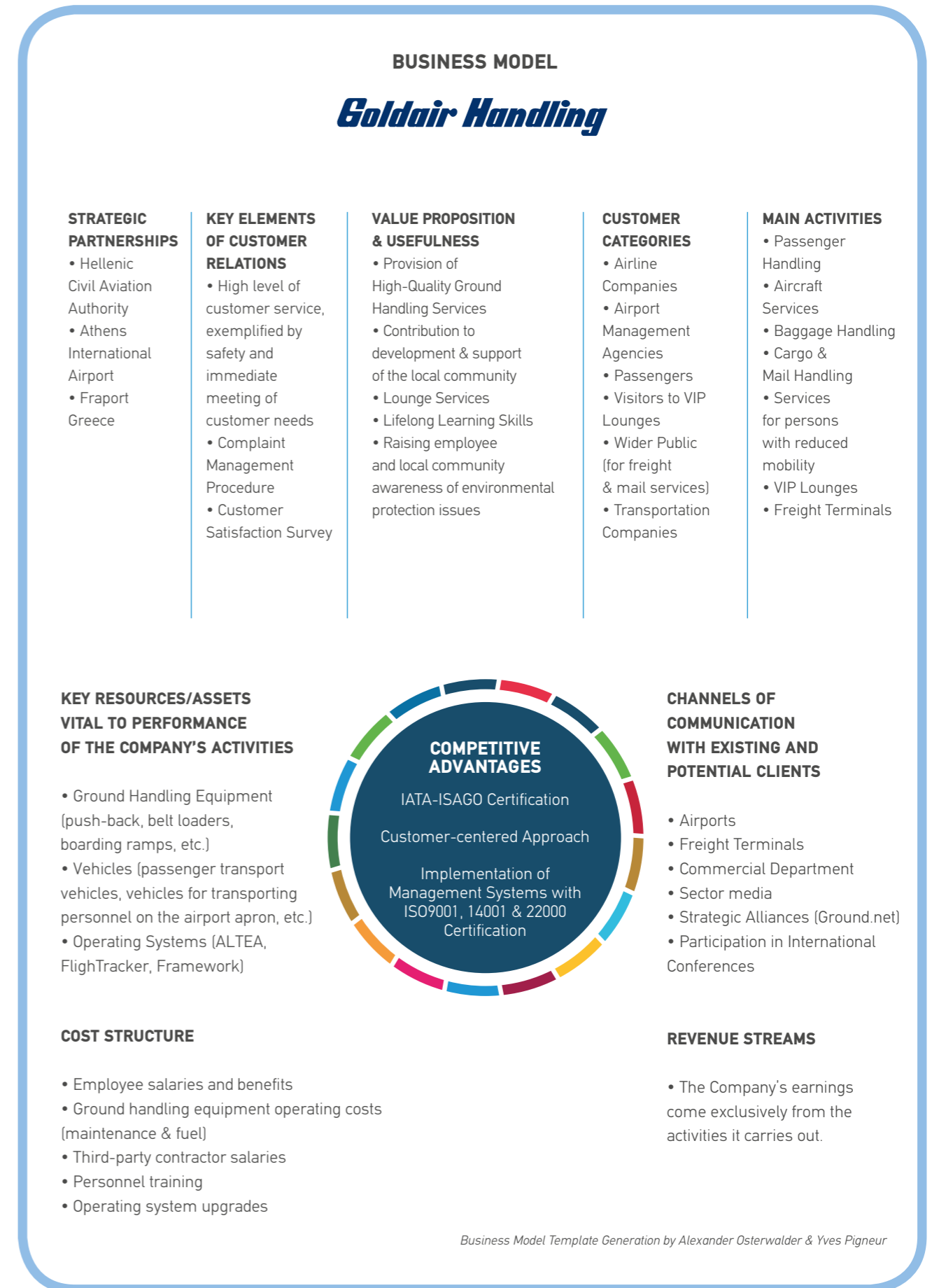
- Continuous effort towards personal and professional development of employees
  - Team spirit and cooperation
  - Commitment to achieving goals
- Dedication to customer satisfaction
- Continued improvement and growth
- Flexibility in providing and developing effective solutions that meet the specific needs of clients and the demands of the market
- Provision of high-quality services throughout the entire range of business activity



## 1.5. Business model and strategic priorities

With the aim of creating added value for its stakeholders, Goldair Handling ensures the provision of safe and high-quality ground handling services while at the same time pursuing responsible corporate growth and development. The Company has integrated important factors into its business strategy, including meeting client needs, maintaining and developing its competitive advantages, and charting a course for growth in the domestic and international markets.

The business model that the Company implements sets out the factors that are taken into account in order to pursue improved corporate performance and responsible growth that benefit all stakeholders.



## The Company's strategic priorities



- ✔ Provision of high-level services throughout the airports' network
- ✔ Financial growth
- ✔ Meeting client expectations
- ✔ Reliability and innovation in provision of services
- ✔ Expansion into new markets

### 1.6. Membership in associations and organisations

Membership in associations and organisations for the purpose of exchanging know-how, experience and best practices is a priority for Goldair Handling, as the sector in which it is active is constantly evolving.

In this context, in September 2013 Goldair Handling and the German firm AeroGround, the ground handling subsidiary of Munich Airport, created 'ground.net', an alliance of major strategic importance for the provision of high-quality ground handling services in Europe.

Three additional ground handling services companies – Airline Assistance Switzerland (AAS), Aviator (Scandinavia), and GH Italia – have joined the alliance, expanding the network coverage to more than 70 airports in 11 countries. The 'ground.net' alliance enables the member companies to offer airline handling services through a wider network and develop joint actions. The members of the 'ground.net' alliance enjoy multiple benefits from this collaboration, as do their airline clients. These benefits include:



In addition to its membership in 'ground.net', Goldair Handling is a member of the following national and international associations:



#### INTERNATIONAL INSTITUTIONS

United Nations Global Compact



IATA (International Air Transport Association)



ASA (Airport Services Association)



IGHC (International Ground Handling Council)



IACA (International Air Carrier Association)



#### NATIONAL INSTITUTIONS

Athens Chamber of Commerce and Industry (ACCII)



Greek Tourism Confederation (SETE)



Association of Chief Executive Officers (EASE)



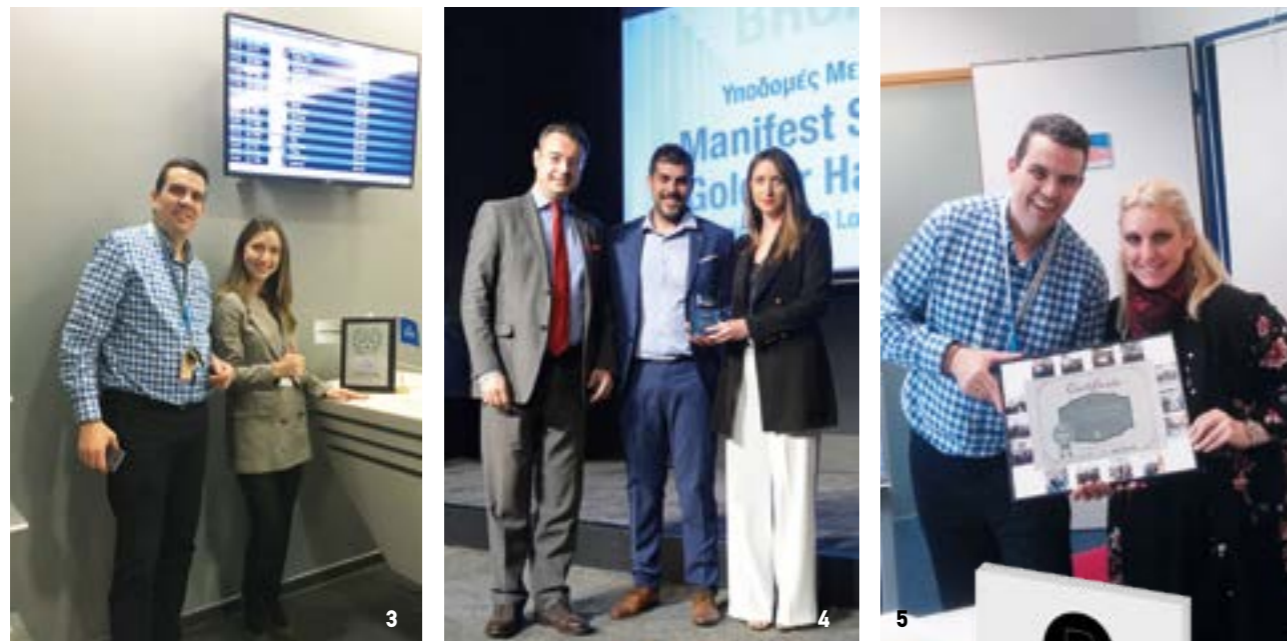
Global Sustain



CEO Clubs (Chief Executive Officers Clubs)

## 1.7. Distinctions and Awards

The distinctions and awards received by the Company in 2017 recognise Goldair Handling's contribution to the growth of the domestic market and the excellent service it provides for its customers. The most important distinctions and awards of 2017 include:



- 1. TRUE LEADERS BY ICAP GROUP** Goldair Handling ranks: - 27th among the 500 companies with the largest number of employees - 198th among the 500 most profitable companies in Greece. The Company also has a B1 ICAP Credit Score
- 2. 'GREEK BUSINESS CHAMPIONS' AWARD** This award was presented to the Company at the 'PROTAGONISTS OF THE GREEK ECONOMY' event
- 3. TRIPADVISOR** has rewarded KLM with the Travelers Choice Award for Best European Airline 2017 (Goldair Handling Lounge, Athens Station)

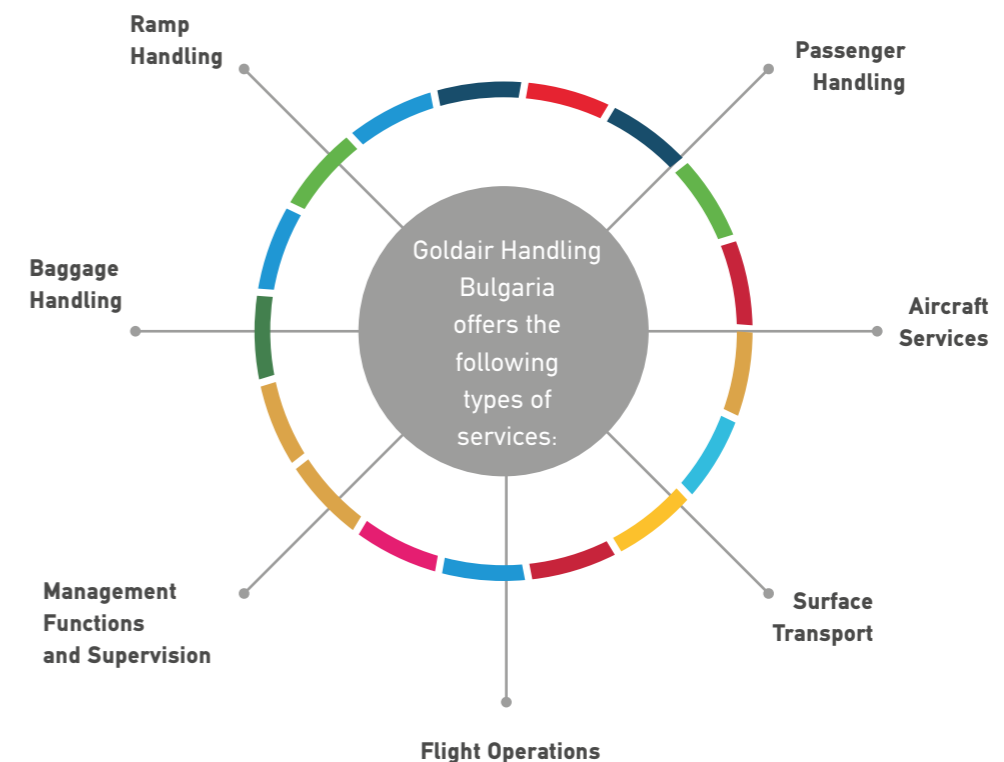
- 4. FACILITIES MANAGEMENT AWARD** In the Transportation Infrastructure category, for Project Lounge @Extra Schengen (collaboration with Manifest)
- 5. AIR FRANCE SILVER AWARD GO4GOLD** East Med 1st in Europe Athens Station
- 6. "BRANDS WITH HISTORY" AWARD** Awarded to Goldair Group S.A. by the Ecali Club

## 1.8. Our subsidiary Goldair Handling Bulgaria Ltd

Goldair Handling Bulgaria Ltd is a subsidiary company of Goldair Handling (99.9%). The Company was founded in 2010 and it operates at three airports in Bulgaria – Sofia, Burgas and Varna – providing high-quality ground handling services. Goldair Handling Bulgaria Ltd's revenue in 2017 stood at €5,167,825, a 9.6% increase over 2016, making the Company one of the leading ground handling services companies in Bulgaria.

KEY FINANCIAL FIGURES (IN EURO)	2016	2017
Taxes paid	2,900	2,900
Total investments-Fixed assets, improvements to buildings	168,400	256,000
Payments to domestic providers (including VAT)	2,526,200	3,000,000
Payments to foreign suppliers	162,600	309,000
<b>Total</b>	<b>2,860,100</b>	<b>3,573,300</b>

Goldair Handling has focused on modernizing the company's equipment in Bulgaria over a five-year period, on development and continuous training of its personnel, and on extensive transfer of know-how, laying the ground for the provision of improved ground handling services.





**RECOGNISING SUSTAINABLE DEVELOPMENT**

At Goldair Handling Bulgaria, sustainable development is at the heart of its activities. Following the example of Goldair Handling Greece, the Company focuses on respect for clients, passengers and personnel recognising the importance of protecting the environment and aiming for sustainable operations.

**RELATIONSHIP WITH CLIENTS**

Goldair Handling focuses on providing quality services for its clients in all of the countries where it is active. To this end, any comments or complaints that may be received are managed via the digital 'Compass' platform (Intranet Platform). Once they have been entered into the platform, they are categorised while all electronic correspondence is stored accordingly. Additionally, all personal data managed by Goldair Handling Bulgaria are used exclusively for the purposes of customer and passenger

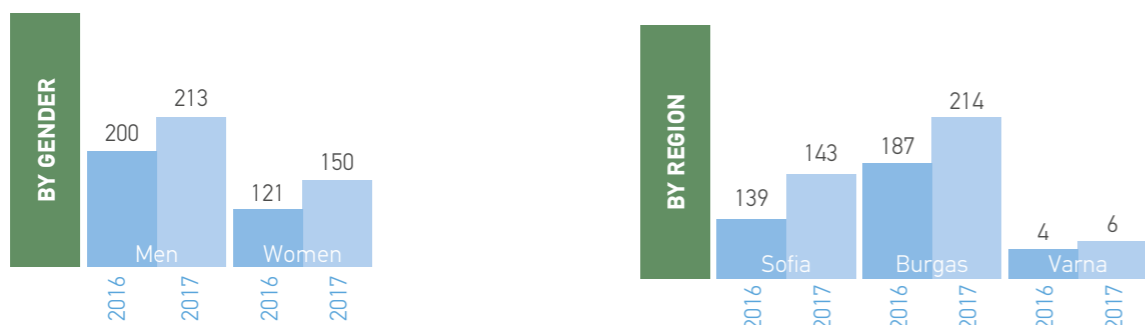
service and to carry out internal analyses, in accordance with the provisions of the new European Union regulation 2016/679 (General Data Protection Regulation-GDPR).

Passengers' personal data are processed securely through applications that either belong to airlines/clients of the Company or have been developed by Goldair Handling itself. Finally, Goldair Handling Bulgaria implements Goldair Handling's Marketing and Communication Policy, aiming to promote transparent and sound advertising and communication.

**INVESTING IN OUR PEOPLE**

Goldair Handling Bulgaria employees are the key to the company's development; every effort is made to maintain a meritocratic and safe work environment at all facilities.

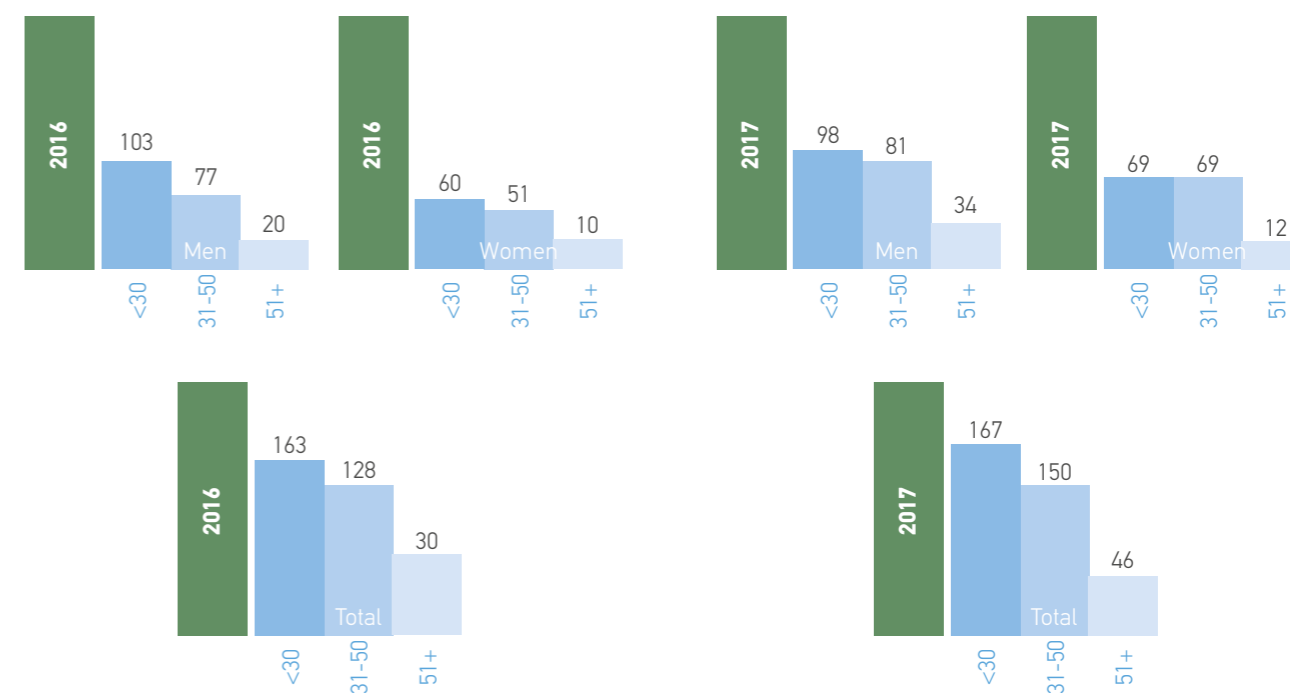
**GOLDAIR HANDLING BULGARIA PERSONNEL DATA**



BY EMPLOYMENT CONTRACT	2016			2017		
	Men	Women	Total	Men	Women	Total
Permanent	79	55	134	84	70	154
Temporary	122	65	187	129	80	209
<b>Total</b>	<b>201</b>	<b>120</b>	<b>321</b>	<b>213</b>	<b>150</b>	<b>363</b>

BY EMPLOYMENT TYPE	2016			2017		
	Men	Women	Total	Men	Women	Total
Full time	201	115	316	211	147	358
Part time	8	4	12	6	4	10
<b>Total</b>	<b>209</b>	<b>119</b>	<b>328</b>	<b>217</b>	<b>151</b>	<b>368</b>

**EMPLOYEES' AGE DISTRIBUTION**



Other key principles of the Company are continuous training and development of all personnel. In this context, a variety of training programmes are implemented, encouraging employees to participate, depending on their area of specialisation. Goldair Handling believes in training and developing its people with the aim of enhancing their professional competences and personal skills, and enabling them to successfully meet all types of challenges at their workplace.

Nevertheless, beyond the technical aspects of training, the ultimate goal of training is personal development that will

enable our people to adopt new attitudes and behaviours as part of a new culture leading to enhanced overall performance.

Continuous improvement of employees' skills and competences, through the implementation of the principles of lifelong learning, is a top priority for Goldair Handling Bulgaria.

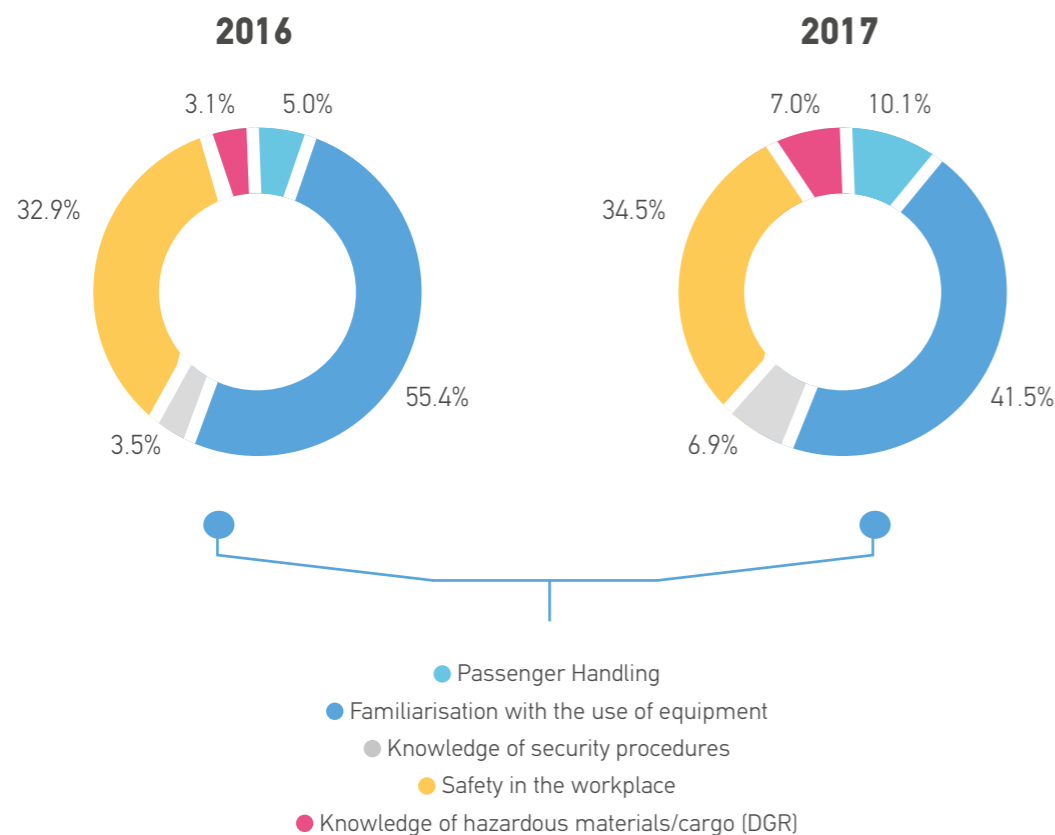
In full compliance with international standards, employees – depending on their type of work and specialisation, and before being assigned operational duties – attend an initial training programme that involves the following topics:



- ✔ Passenger service: Among other things, this topic sets out the practical ways in which high-quality and consistent client/passenger service is implemented.
- ✔ Knowledge of hazardous materials/cargo: This topic refers to the procedures followed for safe air transport of hazardous materials.
- ✔ Familiarisation with the use of equipment: This concerns the use of all types of ground and non ground services equipment, and the software interfaces used to serve flights.
- ✔ Raise of awareness of disability and equality: The aim of this topic is to help personnel understand the problems that persons with reduced mobility face on a daily basis.

In addition to initial training and in accordance with the above requirements above, employees attend recurrent training, when and where necessary, at least once every three years.

### TRAINING HOURS BY SUBJECT (%)



“ During 2017, 260 in-house and 2 outsourced seminars were held. ”

Additionally, 'On-the-job training' has been established at Goldair Handling Bulgaria and implemented during in 2018. This programme is a practical form of training under the guidance of an on-the-job trainer.

More information on the on-the-job training programme in section 6, "Our People", subsection 6.2. "Training" page 78.

“ During 2017, 84,711 training hours were conducted for 364 employees. ”

### DETAILED TRAINING DATA

2016 EMPLOYEE CATEGORY	Total hours of training			Average hours of training per employee by employee category		
	Men	Women	Total	Men	Women	Total
Management	48.00	0.00	48.00	24.00	0	24.00
Office employees	2,265.30	3,007.00	5,272.30	41.19	36.23	41.19
Workers	8,510.00	474.00	8,984.00	80.28	16.93	80.28
Operators	2,462.00	0.00	2,462.00	57.26	0	57.26
<b>Total</b>	<b>13,285.30</b>	<b>3,481.00</b>	<b>16,766.30</b>	<b>64.49</b>	<b>31.36</b>	<b>64.49</b>

2017 EMPLOYEE CATEGORY	Total hours of training			Average hours of training per employee by employee category		
	Men	Women	Total	Men	Women	Total
Management	54.00	0.00	54.00	54.00	0	54.00
Office employees	4,037.30	5,182.30	63,495.15	53.12	49.83	53.12
Workers	16,343.00	649.00	16,992.00	160.23	21.63	160.23
Operators	4,038.00	132.00	4,170.00	82.41	66.00	82.41
<b>Total</b>	<b>24,472.30</b>	<b>5,963.30</b>	<b>84,711.15</b>	<b>275.73</b>	<b>43.85</b>	<b>275.73</b>

“ Total of training hours in 2017 increased by about 133% over total training hours in 2016. ”

### ENSURING HEALTH AND SAFETY IN THE WORKPLACE

Goldair Handling Bulgaria ensures a safe work environment characterised by the compliance with rules on health and safety, and continuous training. To accurately monitor all issues related to Health and Safety, it has appointed a Health and Safety coordinator for all three airports in Bulgaria. The coordinator reports to the Health and Safety Director in Greece, and a specific incident-management procedure is

implemented. The Company provides ongoing specialisation and job-specific training for all of its employees to ensure that they receive training in the safe use of equipment and personal protective equipment before they take up their duties. In 2017, three seminars were held specifically on work safety, attended by 190 employees at the three airports in Bulgaria.

More information in chapter 5 "Health and Safety Management" on page 60.

### EMERGENCY RESPONSE PLAN (ERP)

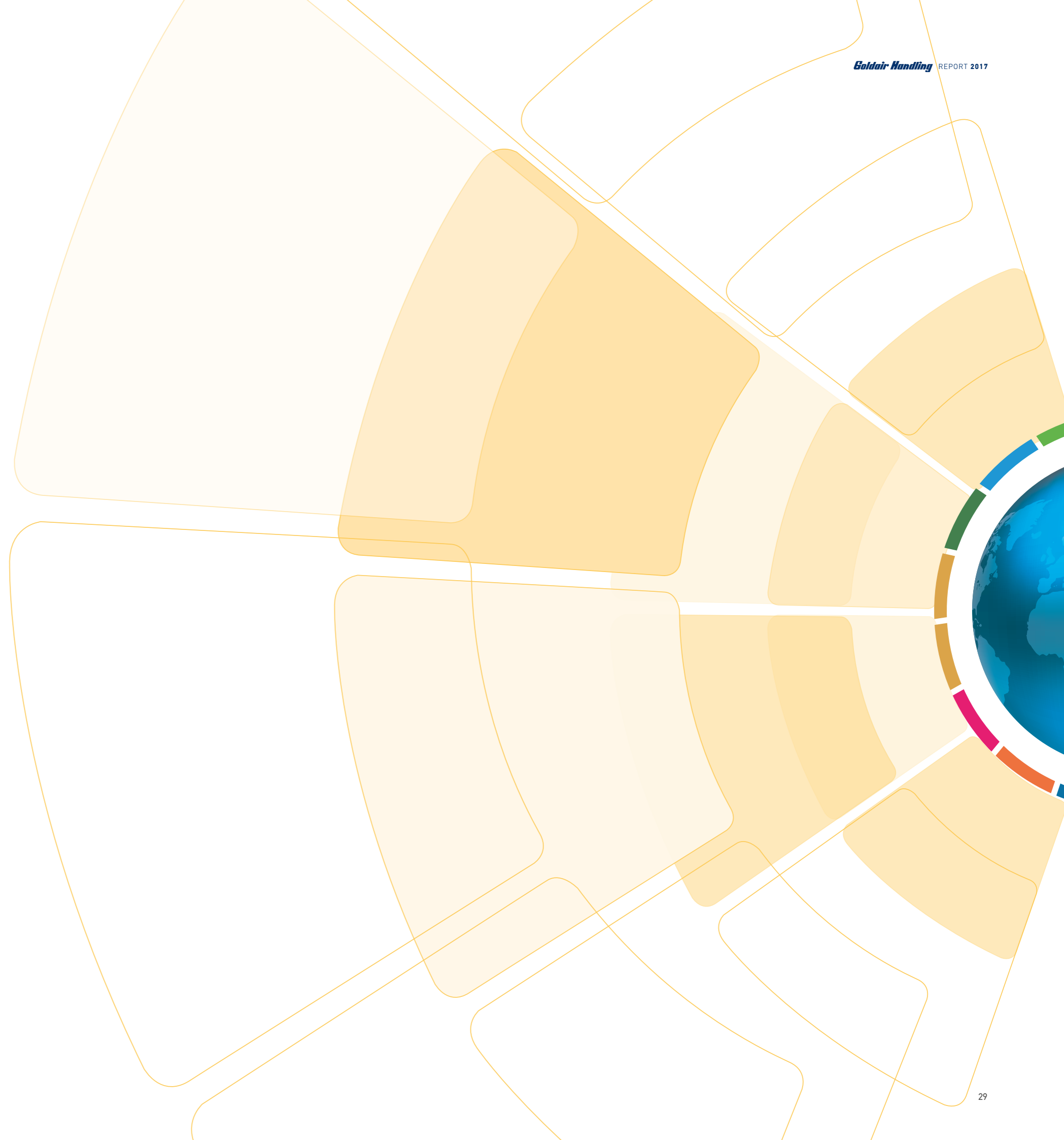
Recognising the importance of providing high-quality ground handling services, Goldair Handling Bulgaria has developed a mechanism for dealing with emergencies. In this context, the Company, in collaboration with the airline companies

and other airport organisations, participates in emergency exercises for dealing with incidents involving aircraft. In 2017, Goldair Handling Bulgaria took part in 3 emergency exercises (1 in Sofia and 2 in Burgas).

# 2

## QUALITY OF SERVICES AND RESPONSIBILITY IN OPERATIONS

Goldair Handling is one of the leading companies in Southeast Europe providing ground handling services for passengers, aircraft, cargo and freight.





## 2.1. Our services

Goldair Handling partners with many of the largest airlines internationally and, thanks to its proper training and know-how, provides the following services:



- ✔ Management functions and supervision
- ✔ Passenger handling
- ✔ Baggage handling
- ✔ Ramp handling
- ✔ Aircraft services
- ✔ Flight operations
- ✔ Surface transport
- ✔ Services for passengers with reduced mobility
- ✔ Consulting services
- ✔ Lounge and VIP services
- ✔ Freight and mail handling



### MORE SPECIFICALLY, THE COMPANY'S SERVICES INCLUDE:

#### MANAGEMENT FUNCTIONS AND SUPERVISION

Management functions and supervision include representation services and contact with regional authorities or any other person, payments carried out on behalf of the user and provision of spaces to their representatives, supervision of loading, marketing and telecommunications, processing, storage, use and management of loading units, every other supervisory service prior to, during, and following the flight, as well as every other management service requested by the airlines.

#### PASSENGER HANDLING

Passenger handling services include passenger handling during departure, arrival, transit or connection. These mainly include check-in, inspection of travel documents, baggage check in and transport up to the airport baggage sorting system.

#### BAGGAGE HANDLING

Baggage handling services include the entire process of baggage handling in the sorting room. They are mainly related

to the screening and preparation of baggage ahead of departure, loading and unloading from the aircraft, and transport from the screening room to the sorting room.

#### RAMP HANDLING

Ramp handling services mainly pertain to the handling of aircraft, including: marshalling of aircraft during arrival and departure, servicing of parked aircraft, organising communication with aircraft, and loading and unloading of aircraft. Ramp handling services also include transport of the crew, passengers, and baggage between the aircraft and the terminal, handling during engine start, push back of the aircraft during departure as well as arrival. The implementation of the necessary measures, the transfer, loading, and unloading of food and beverages from aircraft are also included.

#### AIRCRAFT SERVICES

Aircraft services include: interior and exterior cleaning of aircraft, maintenance of sanitary areas, provision of water, air-conditioning and heating of the cabin, removal of snow and de-icing of the aircraft.

#### FLIGHT OPERATIONS

Flight operations include: preparation of the flight at the airport of departure, or at any other location, in-flight service, which potentially includes an in-flight change of course, services after the flight.

#### SURFACE TRANSPORT

Surface transport services include the transport of passengers, crew, baggage, cargo and mail between the various terminals of the same airport, except for any transport between the aircraft and any other spot within the boundaries of the same airport. It also includes any special transport requested by the airline.

#### SERVICES FOR PASSENGERS WITH REDUCED MOBILITY

These services pertain to various arrangements implemented by Goldair Handling in order to improve the travel experience of passengers with reduced mobility. These passengers may request assistance at specific locations at each airport in order to travel from a specified location to the check-in counter, to go through ticket and baggage control, and to board the aircraft once they have completed customs and security procedures. They may also seek assistance in boarding and disembarking from the aircraft, with ambulifts, wheelchairs, or other necessary aid, as applicable, to get to their seat, to stow and recover their baggage inside the aircraft. Once they have arrived at their destination, they can travel from the baggage claim area to a specified location, board their connecting flights and, if the need arises, be transported to the restrooms.

#### CONSULTING SERVICES

Goldair Handling has developed consulting services to convey know-how to emerging ground service markets through its specialised staff. A typical example is the successful partnership with the company ICAS, which is active at the Addis Ababa and Dire Dawa airports in Ethiopia.

#### LOUNGE AND VIP SERVICES

In recent years, Goldair Handling has strategically invested in the airports of Athens, Heraklion, Crete and Mykonos, creating Lounges and offering high-quality services. The Company maintains "Your Mykonian Luxury Lounge," the only passenger lounge at the Mykonos airport, the "Evropi" Lounge at N. Kazantzakis Airport in Heraklion, Crete, and the Goldair Handling Lounge in the Intra Schengen area of "El. Venizelos" Athens International Airport.

In 2017, the company created its new Lounge in the Extra Schengen area of "El. Venizelos" Athens International Airport.

#### FREIGHT AND MAIL HANDLING

Freight and mail handling services are mainly related to the day-to-day handling of freight and mail, preparation of the required documents, customs procedures, etc. The Company operates a Cargo Station at Athens Airport and at two additional airports, in Thessaloniki and Heraklion, Crete, providing cargo and mail services on a 24/7 basis.





## Regulated Agent

Based on the National Civil Aviation Security Regulation, the application of specific security standards, procedures, and practices is required for preventing and handling unlawful actions against civil aviation. In this context, Goldair Handling has developed strict procedures and is certified as a Regulated Agent for the 3 Cargo and Freight Stations and the 18 regional airports where it handles cargo and freight. This certification is

granted by the Hellenic Civil Aviation Authority (HCAA) once it has approved the Company's Security Programme for each of its areas where cargo and freight handling is conducted. This certification is required for the transport of cargo on aircraft carrying out flights within the territory of the European Union. More specifically, to obtain this certification, the following is required:

- ✔ Staff trained in security procedures
- ✔ A facilities surveillance system
- ✔ 100% security monitoring of cargo through approved methods (such as X-ray, Explosive Tracing Device, Dogs, etc.)
- ✔ Controlled and accredited access to the cargo management and storage area
- ✔ Inspection of consigners' information
- ✔ The provision of accompanying security information for each consignment

More information related to the Company's investments in Cargo and Freight Stations for 2017, can be found under 5.2 "Cargo Terminal Security" in Chapter 5 "Health and Safety Management", page 64.

## 2.2. Assurance of Quality of Service

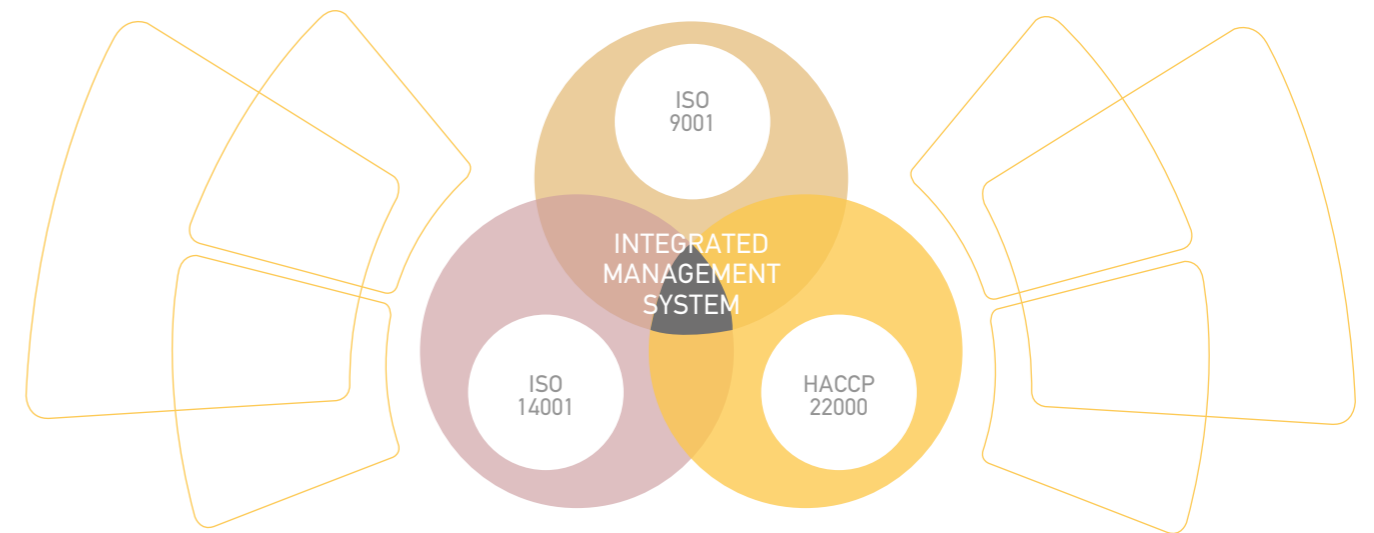
Goldair Handling is committed to the quality of services provided to its clients, in order to meet their needs and expectations, with continued growth and improvement as its guide. This commitment is reflected in the revised Quality Assurance Policy, as follows.



### EXTRACT FROM THE COMPANY'S QUALITY POLICY

Goldair Handling operates with a view to ensuring the necessary conditions and requirements in order to provide high quality services, to continuously improve and evolve, to fully satisfy its clients and to strengthen its status. The company meets all challenges and successfully advances in the demanding environment of ground handling services.

The company's management always invests in quality by providing the necessary resources and recognising that their insistence on the provision of qualitative services characterises the Company's diversification from its competitors. Goldair Handling always aims to offer services that comply with the respective laws, regulations, standards and the continuously increasing market needs.



The Company ensures that it is fully harmonised with the international and Greek standards for the services it provides. In this context, it adopts and implements an Integrated Quality, Environmental, and Food Safety Management System for "the provision of Ground Handling Services for Aircraft, Passengers, Freight and Mail," which is certified in accordance with the following standards, EN ISO 9001: 2015, EN ISO 14001:2015, and EN ISO 22000:2005, and undertakes to comply with all the procedures laid down in the Quality, Environmental and Food Safety standards.

Through the Integrated Management System (IMS), the company also ensures proper and adequate training of workers, monitoring of the flow of the services it provides, as well as effective response to possible complaints on the part of its clients.

More specifically, the services provided by the Company at the Athens airport and at the regional airports are certified in accordance with the following standards:

<b>ISO 9001 Quality Management System</b>	Athens Airport, however, the integrated quality management system in accordance with ISO 9001 is applied throughout the Company's entire network.
<b>ISO 14001 Environmental Management System</b>	Athens Airport and all regional airports
<b>ISO 22000 Food Safety Standard</b>	Athens and Thessaloniki Cargo terminals as well as the VIP lounge in the intra Schengen area at the Athens airport.

It should be noted that in 2009, Goldair Handling became the first Greek ground handling company to obtain international certification IATA-ISAGO (IATA Safety Audit for Ground Operations Program) for the services provided. The aim of this certification

is the improvement of operational safety in ground services, the reduction of damage to aircraft and ground equipment, and the continuous improvement of the efficiency and adequacy of the ground handling services provider.



In 2017, there were no incidents of non-compliance with regulations or laws relating to either the Company's services or the effects of these services on the health and safety of the public it serves.

## 2.3. Mutually beneficial relations with clients

Goldair Handling's main clients include airlines that carry out commercial flights, general aviation and freight transport. A characteristic feature of Goldair Handling's customer oriented philosophy is continuous improvement of the services provided in order to reliably serve existing clients and attract new partnerships.

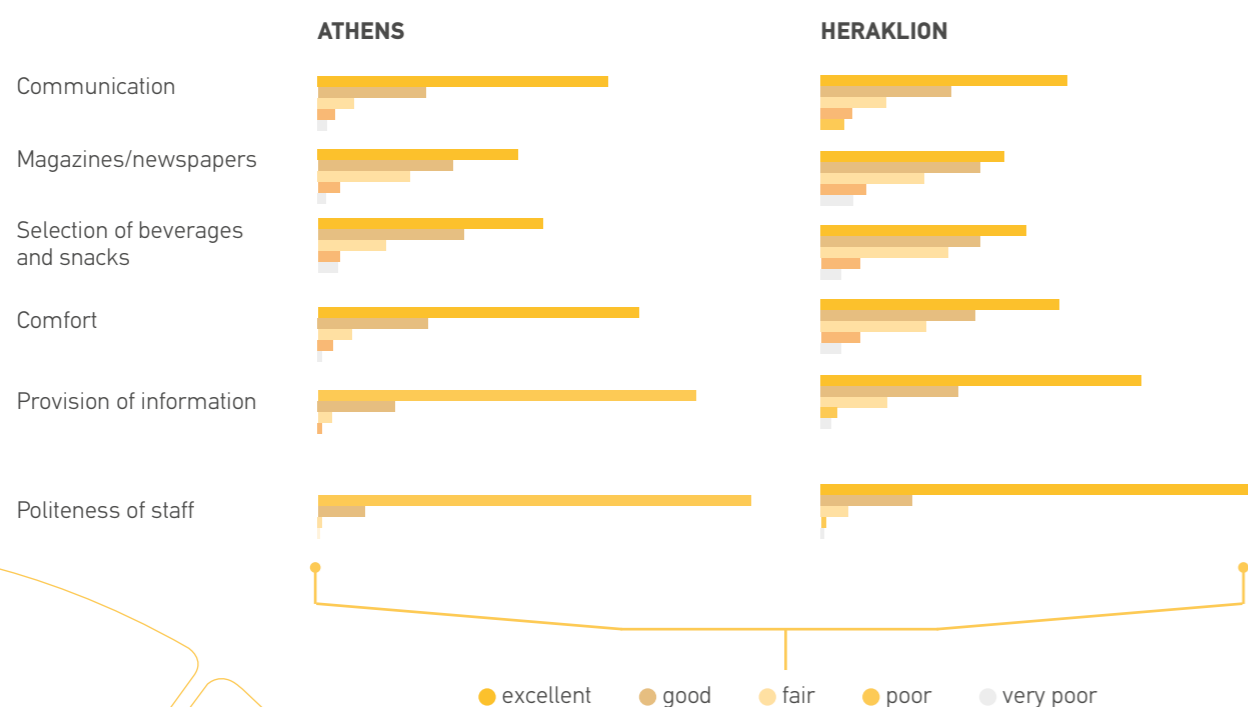
In this regard, the Company seeks to communicate regularly with its clients to better respond to their needs and expectations. At Goldair Handling, this procedure is applied in order to gauge customer satisfaction and to identify new needs and demands on their part.

### SATISFACTION SURVEYS

The satisfaction survey conducted during the period 22/1/2018-11/4/2018 pertained to gauging satisfaction on the part of the Company's clients related to the services provided over the course of 2017. In total, 54 airlines were surveyed, and 30 responded (55.55%).

In addition, Goldair Handling conducted a survey on passenger satisfaction with our services in general and the service they receive while in the VIP lounges and at the Athens and Heraklion, Crete airports. The survey was conducted on 91,755 passengers and 976 questionnaires were collected, the results of which are set out in the charts below:

### VIP LOUNGE SURVEY RESULTS VIP LOUNGE SURVEY RESULTS



### DISTINCTION FOR SERVICES PROVIDED

Goldair Handling very often receives positive feedback from numerous partners related to the services it provides, from its clients - airlines and the passengers of the airlines it services. In 2017, the company received a total of 131 positive comments through "thank you" letters and messages via social media. The positive comments pertained to the professionalism and politeness of the staff, the speedy service of flights, as well as the quality services provided by the various departments of the Company across the entire range of its activities.

### COMPLAINT MANAGEMENT

Any comment received by the Company from a client, passenger, or partner which may be linked to a request, proposal or potential complaint, is considered an opportunity for improvement. All comments and complaints received are managed through the electronic platform "Compass." Once they have been recorded, they are sorted based on type, and the accompanying correspondence, in electronic form and hard copy, is stored in order for the Company to proceed with the relevant analysis of the results.

During the course of 2017, a total of 163 complaints from customers and partners regarding the entire Goldair Handling network were directly recorded by the Company. In addition, "El. Venizelos" Athens International Airport, after processing the passenger comments and observations it receives through printed forms, e-mail, and social networking media,

sends to Goldair Handling all comments related to the services it provides to its clients - airlines. Over the course of 2017, the Company received, through these channels, 156 passenger comments - complaints, which were analysed on a monthly basis and forwarded to the departments directly involved for further investigation. Of these, 70% were associated with complaints related to airlines - clients of Goldair Handling. In every case, where it is deemed necessary, Goldair Handling directly informs the airline to which the passenger comment-complaint pertain regarding any irregularities and/or errors on the part of employees at regional stations. The remaining 30% pertained to issues that can be directly attributed to Goldair Handling, which took immediate action to resolve the issues in question.

### CUSTOMER PRIVACY

During the provision of ground-handling services, Goldair Handling manages and processes the personal data of clients - airlines as well as airline passengers. The personal data managed by the Company are utilised exclusively to provide efficient services to airlines and passengers, and for internal analysis and related reports, taking into account the provisions of the new EU regulation 2016/679 (GDPR). The processing of passengers' personal data is always carried out via secure applications that either belong to the airline-client of the Company or have been developed by Goldair Handling.

It should be mentioned that throughout 2017, Goldair Handling did not receive any complaints related to the violation of its clients' privacy or that of its clients' passengers.

## 2.4. Responsible communication

Goldair Handling recognises that responsible communication and marketing practices are a tool for developing a relationship of trust with all associates and contribute to the responsible promotion of the Company's services to all its stakeholders.

“ Goldair Handling ensures responsible marketing services in all areas where it is active and for all methods of advertising. ”

To this end, the company implements a Marketing and Communications Policy through which it is committed to promoting transparent and appropriate marketing.

## Marketing and Communications Policy

The company has incorporated responsibility and the principles of sustainable development into its culture and into the manner in which it operates and grows. In this context, it recognises that responsible Marketing is vital to the responsible management of the economic, environmental and social impact of its operations, while cultivating a relationship of trust between society and Goldair Handling. At Goldair Handling, there has been a Marketing and Communications Department in operation since 2014, with the aim of effectively promoting the Company's services to all groups of interested parties. Through the adoption of this policy, the Company pursues appropriate advertising and responsible promotion of its services. More specifically, it places great emphasis on ensuring that the communication material of Goldair Handling is legitimate, proper, fair, honest, corresponds to reality, and respects the rights and diversity of human beings with regard to age, gender and race.

The Company's philosophy with regard to Marketing takes into account the interests of the local communities in which it operates, believing that responsible Marketing

represents an element of commitment with regard to the economic, environmental, and social impact of its operations, as well as enabling it to boost the confidence of society and adapt its services to the needs of its clients.

Goldair Handling is committed to responsible Marketing services in all areas in which it is active and for all methods of advertising. Goldair Handling's Marketing Program, including advertising, promotional activities and sponsorships, takes into account the applicable laws on communication, standards and, in particular, the Greek Code of Advertising and Communication, which it adheres to and implements in developing every related programme.

Goldair Handling seeks:

- ☑ To develop and offer innovative products and services, with a view to meeting the needs of its clients in the best way possible.
- ☑ To communicate simply and clearly, with a view to having its messages comprehended by all consumers.

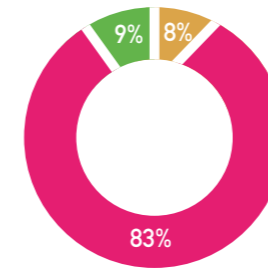
## 2.5. Trust relationships with suppliers

Goldair Handling recognises that cooperating suppliers are important partners for achieving its business objectives, as they significantly contribute to responsible entrepreneurship. The development, maintenance, and evaluation of the Company's supply chain, using financial, environmental and social criteria, is a prime consideration for Goldair Handling.

In this context, the Company's main aim is to create a relationship of trust and long-term cooperation with its suppliers and to support the economic growth and prosperity of the regions in which it operates. By prioritising local suppliers, the Company supports the smaller markets around the 26 airports in which it operates.

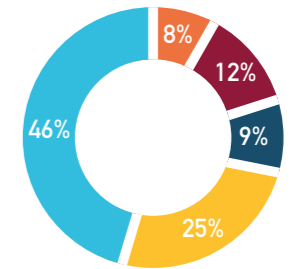
### THE COMPANY'S SUPPLIERS IN 2017

Distribution of international suppliers per region



INTERNATIONAL	
Europe	●
United States	●
Other	●
DOMESTIC	
Athens	●
Other Suppliers at Greece's island regions	●
Crete	●
Other	●
Thessaloniki	●

Distribution of local suppliers



It should be noted that, over the course of 2017, the Company allocated 89.9% of its total purchasing budget to suppliers based in Greece.

In order to ensure smooth collaboration and promote the principles of reliability and integrity in Goldair Handling's dealings with its suppliers, a Procurement Procedure is implemented, along with a procedure for assigning and executing procurements. The object of this Procedure is to convey the Company's policy related to procurements and to establish procedures to be followed for the procurement of supplies, materials, and services. The Procedure describes the criteria and the selection process for suppliers, the relevant expenditure, as well as the method of evaluating tenders. The Procedure is sent to all interested departments of Goldair Handling and updated on an annual basis.

#### EVALUATION OF SUPPLIERS

Goldair Handling evaluates its suppliers on the basis of qualitative, environmental criteria, as well as issues related to the health and safety of workers. In this context, suppliers, at the start of their cooperation with the Company, provide the relevant certifications for confirmation and review.

The supplier evaluation procedure, as well as consideration of supplier disqualification, is described in the Company's Procurement procedure.

More specifically, Goldair Handling places particular emphasis on the environmental evaluation of suppliers, with a view to further raising the awareness of its suppliers with regard to their environmental responsibility. To this end, the Company's Environmental Policy is sent to active suppliers, along with an environmental self-assessment questionnaire, in order to identify the potential impact of their operations on the environment. The questionnaire also covers actions and programmes implemented by the Company's suppliers regarding responsible environmental management, including energy conservation, proper waste management, recycling of products and packaging, and staff training in environmental matters.

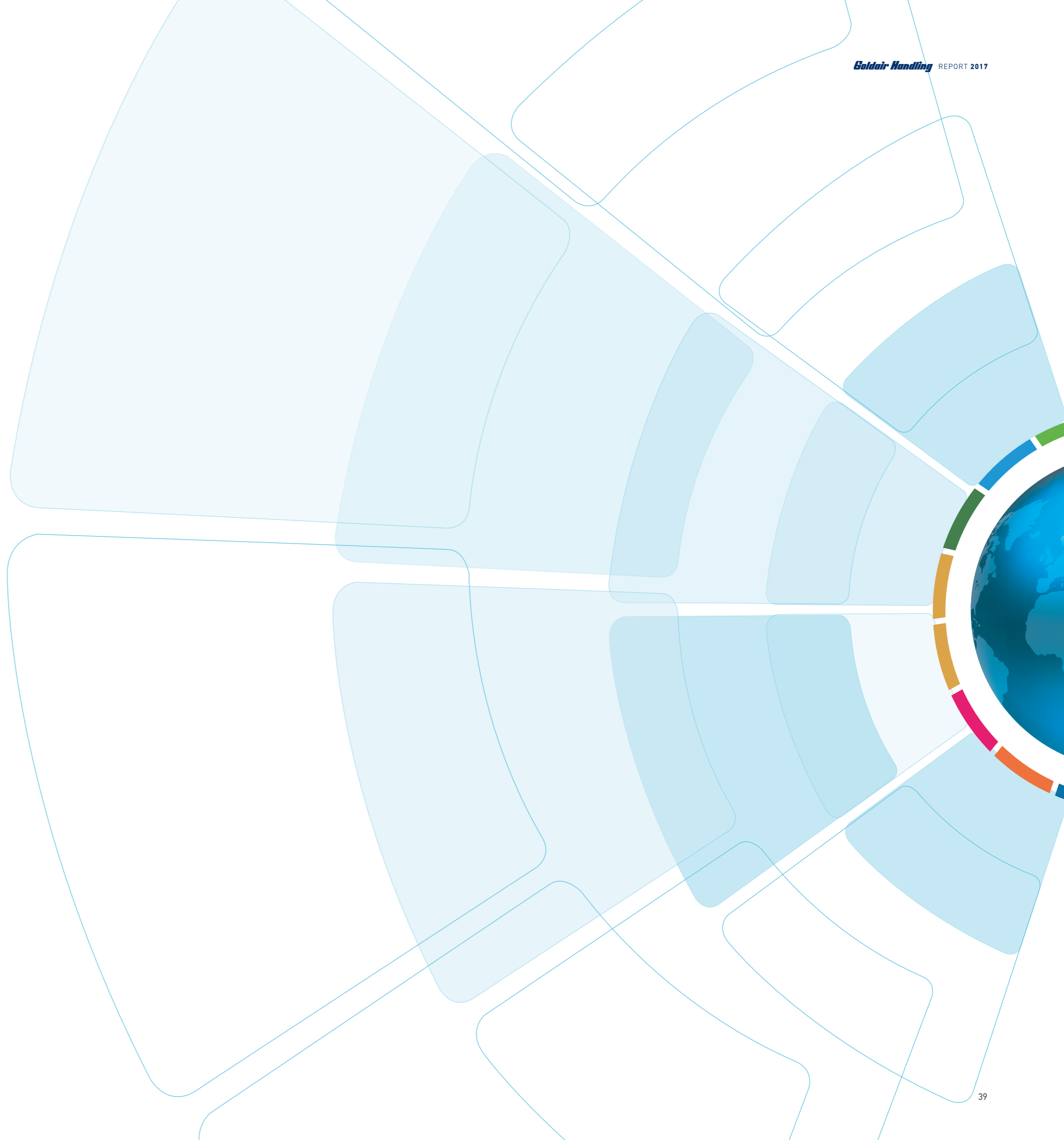
It should be noted that Goldair Handling plans to revise the supplier assessment questionnaire in order to incorporate social criteria and employment practice criteria. The revised questionnaire is on the final stage of implementation.



# 3

## CORPORATE SOCIAL RESPONSIBILITY AT GOLDAIR HANDLING

Our main priority is to operate responsibly in all our business activities. Recognising that business excellence is inextricably linked with responsible operation, Goldair Handling has incorporated the principles of sustainable development into its general development strategy.



## 3.1. Sustainable Development Policy and Axes

The Company's commitment to sustainable development is fully reflected on its internal procedures and policies, as well as in actions being developed, objectives set, and evaluation of results on an annual basis. The Sustainable Development policy that has been adopted by Goldair Handling clearly outlines the Company's position and the main courses of action with regard to issues of responsible operation.



### WE GROW RESPONSIBLY

- ✔ We seek to develop and expand our portfolio of customers by helping to strengthen the markets in which we operate.
- ✔ We continuously improve our services, as customer satisfaction is our top priority.
- ✔ We are uncompromising when it comes to respecting all laws and regulations that govern the services we provide.
- ✔ We invest in partnerships with the societies in which we operate, promoting their development.
- ✔ We integrate a culture of business ethics and accountability into all structures of our corporate governance.
- ✔ We research, preventively evaluate, and manage potential risks, thus safeguarding the smooth continuation of our operations.
- ✔ We communicate all information pertaining to our services and actions responsibly and with transparency.



### WE INVEST IN OUR PEOPLE

- ✔ We ensure the protection of human rights within our Company and along our logistics chain so as to create a working environment with equal opportunities for all.
- ✔ We utilise modern tools and methods to ensure optimal working conditions.
- ✔ We invest in internal communication and inspire our people through innovative working practices, fair treatment, respect and trust.
- ✔ Health and safety at work tops our list of priorities.



### ENVIRONMENT AND SOCIETY - OUR SUSTAINABLE WORLD

- ✔ We seek to minimise our environmental impact, aiming at reduced energy consumption and the efficient management of all types of waste.
- ✔ We continue to observe our legislative compliance at all levels of Company hierarchy and across the full range of our business activities.
- ✔ We invest in open dialogue with our stakeholders, recognising their expectations for a sustainable future/world.

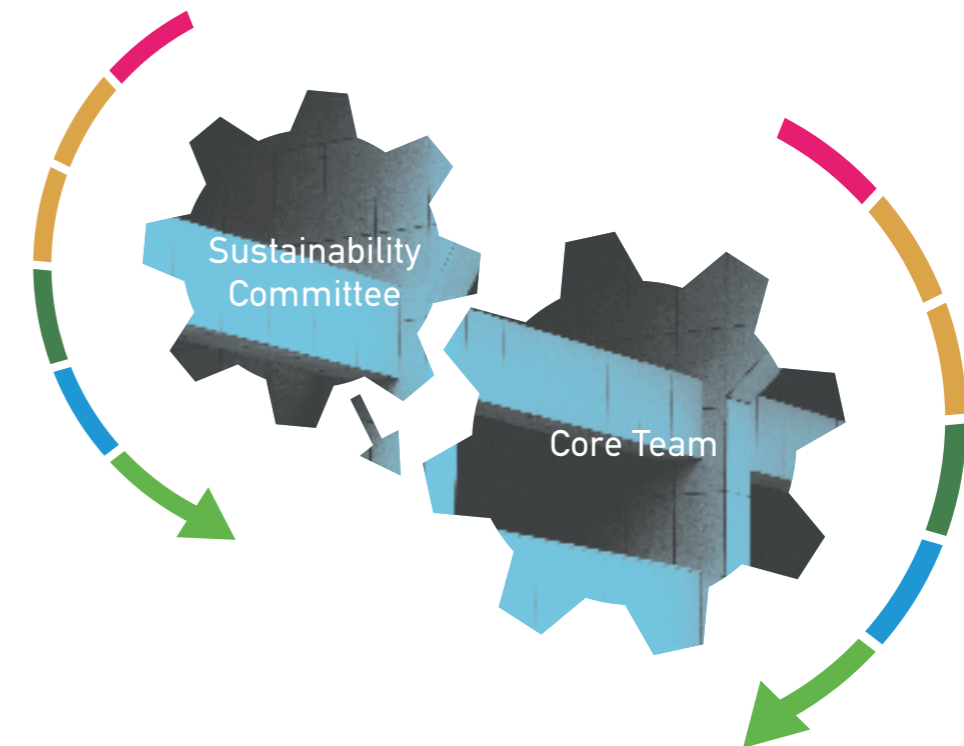
To develop its business responsibility, Goldair Handling actively participates in sectoral organisations, professional organisations, chambers of commerce and corporate networks. Furthermore, it seeks to take part in the major international and national organisations for sustainable development, and to strengthen dialogue with its stakeholders through these. In this context, it has adopted and recently

signed the 10 Principles of the UN Global Compact, affirming its commitment to defend human rights, protect the environment, promote transparency, and combat corruption. The UN Global Compact is an initiative that pertains to companies wishing to voluntarily comply with ten principles related to human rights, labour rights, environmental protection, and the fight against corruption.



## 3.2. Organisational structure for Sustainable Development

In order to ensure integrated management and monitor the Company's performance in sustainable development issues, Goldair Handling has established a specific organisational structure that is based on the recommendations of the Sustainability Committee and the Core Team which reports to said Committee.



The Sustainability Committee meets twice per year and informs the Board of Directors, presenting at the annual General Shareholders' Meeting the overall performance of the Company with regard to sustainable development issues, as well as the following year's targeting with

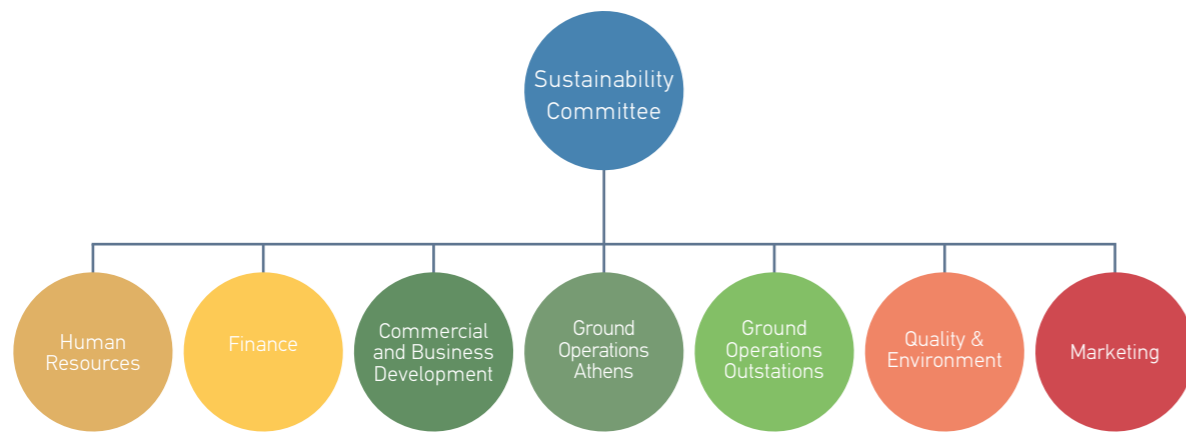
regard to related issues. Essentially, the Committee is ultimately responsible for strategic planning, monitoring of performance, targeting, and ensuring the necessary investments for sustainable development issues.

### RESPONSIBILITIES OF THE SUSTAINABILITY COMMITTEE



- ✔ Responsible for developing the Sustainable Development Strategy
- ✔ Responsible for engaging stakeholders and ensuring dialogue with them
- ✔ Contributes to defining Goldair Handling's sustainable development goals
- ✔ Plans the programmes and actions required to achieve the above goals
- ✔ Helps prepare the Company's Corporate Social Responsibility and Sustainable Development Report.

Goldair Handling's Sustainability Committee consists of the Vice Chairman of the Board of Directors, the CEO, and seven officials from the following departments of the Company:



The Core Team is composed of officials from all departments of the Company and reports to the Sustainability Committee. With a view to successfully implementing Goldair Handling's sustainable development strategy, this group regularly updates the Sustainability Committee on its progress with regard to the goals and actions on these issues. The Team is complemented by individual subgroups from each Company department, which it directs and coordinates through regular meetings.

### RESPONSIBILITIES OF THE CORE TEAM



- ✔ Collects and analyses data on sustainable development and corporate social responsibility from all Company departments
- ✔ Coordinates and monitors the implementation of actions and programmes for sustainable development
- ✔ Follows the stages of attainment of goals and takes corrective measures where this is deemed necessary
- ✔ Monitors developments in the field of corporate social responsibility at a national and international level
- ✔ Proposes actions and initiatives for sustainability, with a view to their inclusion in the Company's sustainable development strategy
- ✔ Is responsible for creating and publishing Goldair Handling's Sustainable Development Report

## 3.3. Goldair Handling's contribution to the UN Sustainable Development Goals

In September 2015, the UN General Assembly agreed on sustainable development through the declaration of 17 Sustainable Development Goals (SDGs), with the objective of achieving them by 2030. The goals and the specific targets, which amount to 169 in total, seek to end poverty, recognised the planet, and ensure prosperity for all.

Goldair Handling has recognised the significance and value of the sustainable development goals and focuses on those which are most relevant to its operations and to which it can contribute the most in terms of their achievement. More specifically, the Company can contribute to the achievement of the following Goals:



The Company, through its actions in support of local communities and NGOs that aim at reducing poverty in the two countries, contributes dynamically to the achievement of this Sustainable Development Goal in Greece and Bulgaria.



The economic crisis in Greece has resulted in major social problems in our country. The Company, through its social activation, seeks to contribute to the eradication of the phenomena of hunger that have arisen in recent years, in both urban and rural areas.



Goldair Handling recognises the importance of investing in the education and development of its people, with the goal of strengthening their professional and personal skills.



The Company emphasises equal opportunities for workers, and particularly strengthening the employment of women. It supports maternity and continues to employ new mothers.



The Company cultivates responsibility, ensuring the welfare of its workers. It implements actions and programmes that contribute to the achievement of the Sustainable Development Goal of Employment.



The Company makes an effort to reduce its environmental footprint and takes action to reduce emissions, actively contributing to the fight against climate change.



The values for sustainable development with a sound financial structure, with justice, transparency and respect for the people and the broader environment in which the Company operates, always constitute the basis for facing the challenges of modern entrepreneurship.



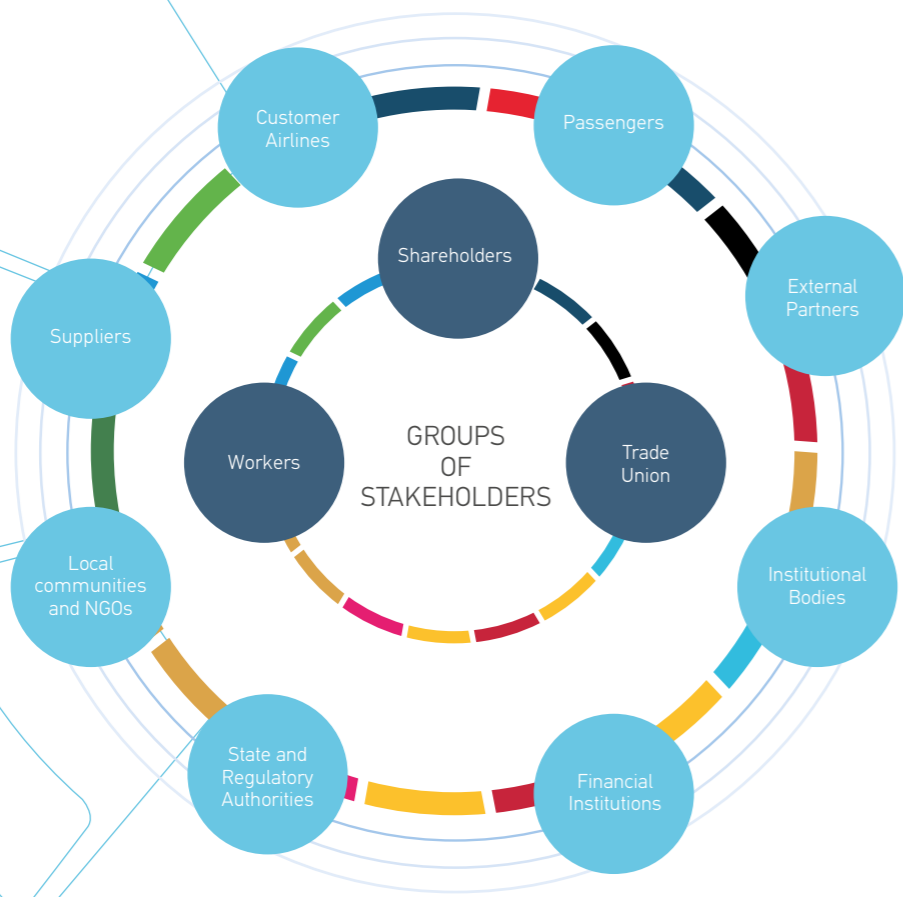
### 3.4. Goldair Handling's Stakeholders

Communication and cooperation with stakeholders is particularly important to Goldair Handling. The dialogue and exchange of views with the stakeholders constitute an essential element of and prerequisite for the strategic management of the Company's Sustainable Development issues.

Stakeholders are defined as groups consisting of natural or legal persons directly or indirectly impacted by or impacting the operation of the Company.

In order to determine and prioritise the groups of stakeholders with whom the company is affiliated and with whom it communicates on a regular basis, a specific procedure was implemented in the form of a workshop. Goldair Handling has identified its internal and external stakeholders, taking into account their sector, region, and size. Internal stakeholders are those who have frequent direct contact and act within the environment of the Company, whereas external stakeholders are those with whom the company has an indirect relationship/contact and who act in the Company's external environment. More specifically:

- Internal stakeholders: shareholders, workers' unions.
- External stakeholders: clients (airlines), clients (travelling public), suppliers, regulatory authorities, local communities/NGOs, institutional bodies, external contractors, financial institutions.



### DIALOGUE WITH STAKEHOLDERS

The process of identifying the needs and expectations of the stakeholders includes a regular dialogue through the communication channels we have established for each group. This procedure allows us to reach useful conclusions on the issues facing each group and permits systematisation of the Company's actions, creating an appropriate plan to successfully meet their requirements and expectations. The expectations and the main issues that concern Goldair Handling's stakeholders are presented below as they have been recorded through Company-stakeholders communication. The following table also illustrates Goldair Handling's response to them.

**FREQUENCY OF COMMUNICATION: 1=ON AN ANNUAL BASIS, 2=PERIODICALLY, 3=REGULARLY, 4=CONTINUOUSLY OR ON A PERMANENT BASIS**

GROUPS OF STAKEHOLDERS AND INTERACTION FRAMEWORK		
<p><b>Shareholders</b></p> <ul style="list-style-type: none"> <li>• Invest the necessary funds and expect a return</li> <li>• Are paid dividends</li> <li>• Determine the Company's budget and strategy</li> <li>• Decide on the expansion or restriction of the Company's operations (products, stations, etc.).</li> </ul>	<p><b>Key issues</b></p> <ul style="list-style-type: none"> <li>• High quality of services provided</li> <li>• Maintaining a good reputation</li> <li>• Reliability and transparency</li> <li>• Character and integrity</li> <li>• Company growth, profitability, and sustainability</li> <li>• Expansion into new markets</li> <li>• Proper corporate governance, risk management, and an active role in decision-making</li> <li>• Dividend yield</li> <li>• Transparency in relations with stakeholders</li> </ul>	<p><b>Communication channels</b></p> <ul style="list-style-type: none"> <li>• Meetings on a monthly basis, telephone and electronic communication (4)</li> <li>• Annual General Shareholders' Meeting (2)</li> <li>• Annual Sustainable Development Report (1)</li> </ul>
<p><b>How the Company responds</b></p> <ul style="list-style-type: none"> <li>• Publication of results, announcements and financial statements, with sufficient information provided to shareholders.</li> <li>• Publication of an annual Corporate Social Responsibility and Sustainable Development Report. Details are included in section: "4. Financial results and corporate governance".</li> </ul>		
<p><b>Workers and trade union</b></p> <ul style="list-style-type: none"> <li>• Offer their labour and knowledge</li> <li>• Are paid salaries</li> <li>• Receive additional benefits</li> <li>• Are provided with equal opportunities for professional advancement and personal development</li> </ul>	<p><b>Key issues</b></p> <ul style="list-style-type: none"> <li>• Recognition, equal opportunities, and equal treatment</li> <li>• Workplace health and safety</li> <li>• Education, development of personal skills, and advancement</li> <li>• Information related to the Company's development and progress</li> <li>• Stable working environment</li> <li>• Transparent and merit-based system for internal promotion</li> </ul>	<p><b>Communication channels</b></p> <ul style="list-style-type: none"> <li>• Middle management meetings with the Management team each quarter and via Skype with Headquarters twice per month (3)</li> <li>• Human Resources Department (4)</li> <li>• Annual assessment of staff (1)</li> <li>• Employee satisfaction survey - every two years (2)</li> <li>• Telephone and electronic communication (3)</li> <li>• Information via mobile text messages - SMS (3)</li> <li>• Communication via Social Media (3)</li> <li>• Corporate events (2-4 events per year at various levels) (2)</li> <li>• Weekly presence of a member of the personnel office at an airport office for direct service (3)</li> <li>• Implementation of the regional station inspection programme for proper compliance with the procedures and contact with workers (1)</li> <li>• Intranet (4)</li> </ul>

**GROUPS OF STAKEHOLDERS AND INTERACTION FRAMEWORK**

<b>How the Company responds</b>		
Overall, the Company's organisational and response framework on Human Resources issues is included in sections: 6. "Our people" page 72 and 7. "Health and Safety Management" page 60.		
<b>Customer Airlines</b> <ul style="list-style-type: none"> <li>• Purchase Company services</li> <li>• Determine the size of the Company's operational task</li> <li>• Rely on the Company to maintain their reputation and the level of service offered to their individual clients</li> <li>• Supervise, through periodic inspections, compliance with the agreed upon mechanisms and safety procedures</li> </ul>	<b>Key issues</b> <ul style="list-style-type: none"> <li>• High quality of services and innovation</li> <li>• Reliability and character</li> <li>• Satisfaction and safety</li> <li>• Immediate response to incidents</li> <li>• Responsible communication and advertising</li> <li>• Compliance with the laws and regulations of the market</li> <li>• Immediacy of service</li> <li>• Resolution of complaints</li> </ul>	<b>Communication channels</b> <ul style="list-style-type: none"> <li>• Corporate website (2)</li> <li>• Telephone and electronic communication with the Commercial department and other Company departments (4)</li> <li>• Annual customer satisfaction survey (1)</li> <li>• Meetings and events (3)</li> <li>• Participation in fairs (2)</li> <li>• Presentations and printed material (2)</li> <li>• Communication via Social Media (2)</li> </ul>
	<b>How the Company responds</b>	
<ul style="list-style-type: none"> <li>• IATA - ISAGO certified service provider</li> <li>• ISO 9001 Quality Management System</li> <li>• ISO 14001 Environmental Management System</li> <li>• ISO 22000 Food Safety System</li> </ul> <p>Details are included in section: "2. Quality of services and responsibility in operations".</p>		
<b>Passengers</b> <ul style="list-style-type: none"> <li>• Receive direct services from the Company (Lounges)</li> <li>• The volume of the travelling public determines the size of the operational task</li> <li>• The satisfaction of the travelling public affects the Company's relationship with the airline</li> </ul>	<b>Key issues</b> <ul style="list-style-type: none"> <li>• Safety and service</li> <li>• Immediate response to requests and complaints</li> <li>• Protection of personal data</li> <li>• Responsible advertising</li> </ul>	<b>Communication channels</b> <ul style="list-style-type: none"> <li>• Corporate website (4)</li> <li>• Press releases and advertising (3)</li> <li>• Procedure for managing complaints (4)</li> <li>• Communication via Social Media (4)</li> </ul>
	<b>How the Company responds</b>	
<ul style="list-style-type: none"> <li>• IATA - ISAGO certified service provider</li> <li>• ISO 9001 Quality Management System</li> <li>• ISO 14001 Environmental Management System</li> <li>• ISO 22000 Food Safety System</li> </ul> <p>Details are included in section: "2. Quality of services and responsibility in operations".</p>		



<b>Suppliers</b> <ul style="list-style-type: none"> <li>• Provide materials and services for the day-to-day operation of the Company</li> <li>• Are paid for the products and services they supply</li> </ul>	<b>Key issues</b> <ul style="list-style-type: none"> <li>• Transparency and reliability</li> <li>• Compliance with the laws and regulations of the market</li> <li>• Information related to the services of the company</li> </ul>	<b>Communication channels</b> <ul style="list-style-type: none"> <li>• Telephone and electronic communication (4)</li> <li>• Procurement department (3)</li> <li>• Meetings (2)</li> <li>• Company web page (2)</li> <li>• Communication via Social Media (4)</li> </ul>
	<b>How the Company responds</b>	
<ul style="list-style-type: none"> <li>• Regulation of Procurements</li> </ul> <p>Details are listed in section "2. Quality of services and responsibility in operations".</p>		
<b>The State and regulatory authorities</b> <ul style="list-style-type: none"> <li>• Collect taxes and levies</li> <li>• Outline the legislative and regulatory framework for Company activity</li> </ul>	<b>Key issues</b> <ul style="list-style-type: none"> <li>• Compliance with the requirements of legislation</li> <li>• Transparency and reliability</li> </ul>	<b>Communication channels</b> <ul style="list-style-type: none"> <li>• Telephone and electronic communication - when required (3)</li> <li>• Meetings (2)</li> </ul>
	<b>How the Company responds</b>	
<ul style="list-style-type: none"> <li>• Full compliance with legislation</li> </ul> <p>Details are set out in sections "2. Quality of services and responsibility in operations" and "4. Financial results and corporate governance".</p>		
<b>Local communities and NGOs</b> <ul style="list-style-type: none"> <li>• Relationships of mutual benefit, trust, and respect</li> <li>• Returning a portion of the Company's added value to society</li> <li>• Recognition of the Company's contribution</li> </ul>	<b>Key issues</b> <ul style="list-style-type: none"> <li>• Corporate volunteerism</li> <li>• Promoting and supporting their social work</li> <li>• Cooperation and information</li> </ul>	<b>Communication channels</b> <ul style="list-style-type: none"> <li>• Partnership in joint actions (2)</li> <li>• Corporate website (4)</li> <li>• Advertising and press releases (2)</li> <li>• Events and meetings (2)</li> <li>• Communication via Social Media (4)</li> </ul>
	<b>How the Company responds</b>	
<ul style="list-style-type: none"> <li>• Job creation</li> <li>• Support of vulnerable social groups</li> <li>• Voluntary actions by employees</li> </ul> <p>Details are included in section: "8. Goldair Handling's social contribution".</p>		

<p><b>Institutional bodies</b></p> <ul style="list-style-type: none"> <li>• Determine the Company's framework of operation</li> <li>• Supervise compliance with procedures and regulations</li> <li>• Provide the Company's operating license</li> <li>• Certification bodies monitor compliance with ISO system standards (management systems)</li> </ul>	<p><b>Key issues</b></p> <ul style="list-style-type: none"> <li>• Transparency and information</li> <li>• Participation in initiatives and actions</li> </ul>	<p><b>Communication channels</b></p> <ul style="list-style-type: none"> <li>• Meetings and events (2)</li> <li>• Telephone and electronic communication (3)</li> <li>• Communication via Social Media (4)</li> </ul>
<p><b>How the Company responds</b></p>		
<p>Institutional audits to check for compliance with ISO systems (management systems)                  Details are included in section: "2. Quality of services and responsibility in operations".</p>		
<p><b>External Partners</b></p> <ul style="list-style-type: none"> <li>• Cooperate with the Company as they provide services that Goldair Handling does not offer through its own means.</li> </ul>	<p><b>Key issues</b></p> <ul style="list-style-type: none"> <li>• Information related to the services and activities of the company</li> <li>• Reliability and consistency</li> </ul>	<p><b>Communication channels</b></p> <ul style="list-style-type: none"> <li>• Telephone and electronic communication - when required, (4)</li> <li>• Advertising (2)</li> <li>• Corporate website (4)</li> <li>• Events (2)</li> <li>• Communication via Social Media (4)</li> </ul>
<p><b>How the Company responds</b></p>		
<p>Details are included in sections:                  1. "The Company at a glance" p. 10,                  2. "Quality of service and accountability" p. 26,                  5. "Environmental responsibility" p. 86</p>		
<p><b>Financial institutions</b></p> <ul style="list-style-type: none"> <li>• Provide financial tools that are essential to the operation of the Company</li> <li>• Receive the required capital provision remuneration</li> </ul>	<p><b>Key issues</b></p> <ul style="list-style-type: none"> <li>• Reliability, integrity, and transparency</li> <li>• Updating on company performance</li> <li>• Consistency with the obligations of the company</li> <li>• Risk Management and Company Growth</li> </ul>	<p><b>Communication channels</b></p> <ul style="list-style-type: none"> <li>• Telephone and electronic communication (4)</li> <li>• Meetings (3)</li> </ul>
<p><b>How the Company responds</b></p>		
<p>Details are included in section: "4. Financial results and corporate governance" p. 52.</p>		

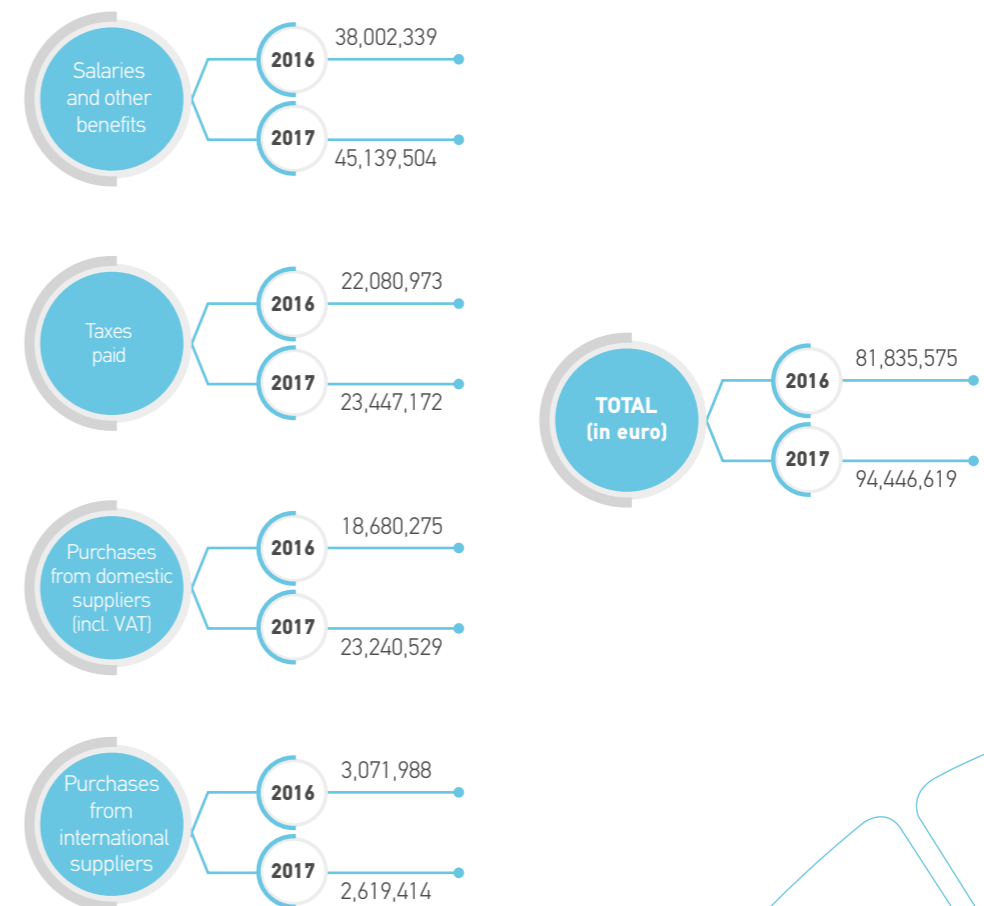
The close cooperation and dialogue with the stakeholders enables the Company to identify key issues that concern each group. Goldair Handling records these issues and plans its actions with a view to optimum response and continued improvement in the individual areas. A detailed presentation of Goldair Handling's response to the various issues and its corporate social responsibility actions is included in the individual chapters of this Sustainable Development Report.

**CREATION OF ADDED VALUE FOR STAKEHOLDERS**

Through corporate and social actions, Goldair Handling aims to create added value. This added value - the Company's social product - contributes to both the country's broader economic development and the specific support to all groups of stakeholders. By making significant investments, the Company supports a large number of jobs for seasonal and permanent employees, and contributes to the improvement of the country's financial indicators. More specifically, the added value created by Goldair Handling over the last two years (2016-2017) includes the following:

It is our objective, through our actions and our business, to create added value for all our stakeholders.

**SOCIAL PRODUCT (in euro)**



### 3.5. Identifying material issues

The issues within Goldair Handling's sphere of interest related to corporate social responsibility and sustainable development are diverse, covering a range of thematic units. However, Goldair Handling, in applying the GRI standards, focuses on identifying the most fundamental sustainable development issues related to its operation.

By concentrating on these issues and outlining them, the company:

- ✔ Identifies issues related to long-term strategic goals.
- ✔ Identifies, records, and assesses risks related to the pillars of its strategy.
- ✔ Recognises strengths, weaknesses, and opportunities.
- ✔ Accepts and manages change.
- ✔ Evaluates its performance at regular intervals and takes actions for improvement.

In 2017, a review was performed on the prioritisation of material Company issues, and new material issues were highlighted through a materiality analysis workshop. During the course of this workshop, the Sustainable Development Team, having gathered the key issues for each pivotal aspect of Sustainable Development, took into account additional issues and specific characteristics of the sector in which the Company is active. During the evaluation process, those issues which could lead to a wide range of changes in Goldair Handling's performance were taken into account as key topics/issues.

In addition, the pressure exerted by the stakeholders on every key issue was incorporated into the process, which is based on the results of the survey carried out in 2016 by means of a questionnaire assessing key issues.

#### THE PROCESS OF DEFINING KEY-MATERIAL ISSUES (MATERIALITY ANALYSIS)



The results of the aforementioned process for defining key issues are illustrated in a diagram with two axes (**materiality map**):

- The horizontal axis (x) pertains to the pressure exerted by the stakeholders, in relation to the specific issues
- The vertical axis (y) pertains to the impact of critical issues on the operation of the Company



SN	SUBSTANTIAL ISSUES FOR GOLDAIR HANDLING	STAKEHOLDERS' GROUP	WITHIN/OUTSIDE BOUNDARIES
1	Customer service and customer satisfaction (corporate customers and passengers)	Customer airlines, passengers	within & outside
2	Socio-economic and environmental compliance	Shareholders, State & Regulatory Bodies, Institutional Bodies, Financial Institutions	within & outside
3	Economic Performance	Shareholders, workers and Trade Union, suppliers	within & outside
4	Employee Health and Safety	Shareholders, workers and Trade Union, customer airlines	within & outside
5	Passenger Health and Safety	Customer Airlines, passengers, shareholders	within & outside
6	Expansion into new markets and strengthening current market presence/Business development	Shareholders, workers and Trade Union, customer airlines	within
7	Employment	Shareholders, Workers & Trade Union, customer airlines	within
8	Customer and passenger privacy	Shareholders, customer airlines, passengers	within & outside
9	Tourism activity	Shareholders, workers & Trade Union, customer airlines, passengers	external factor
10	Financial environment in the country where the company is based	Shareholders, workers and Trade Union, customer airlines, passengers, suppliers, State and Regulatory Bodies, Local communities and NGOs, Institutional Bodies, Financial Institutions	external factor
11	Transparency and Anti-Corruption	Shareholders, customer airlines, suppliers, State & regulatory bodies, Institutional Bodies	within & outside
12	Business continuity management - BCM (instead of risk management)	Shareholders, workers & Trade Union, customer airlines, State & regulatory bodies, Institutional Bodies	within
13	Procurement Practices	Shareholders, suppliers	within
14	Energy & emissions	Local Communities & NGOs	within
15	Diversity and equal opportunities	Workers & Trade Union, Local Communities and NGOs	within
16	Dialogue with stakeholders	Shareholders, workers and Trade Union, customer airlines, passengers, suppliers, Local Communities & NGOs, Financial Institutions	within
17	Training and education	Shareholders, workers & Trade Union, customer airlines	within
18	Labour-Management relations	Shareholders, workers & Trade Union	within
19	Development of social actions & volunteerism	Shareholders, workers & Trade Union, Local Communities & NGOs	within & outside
20	Marketing Communication	Customer airlines, passengers	within

### 3.6. Targeting

Goldair Handling monitors and gauges performance in all aspects of Corporate Social Responsibility on an annual basis and sets specific goals, with a view to continuing improvement at all levels and meeting the expectations of its stakeholders.

Recognition of the value of the Sustainable Development Goals led Goldair Handling to revise its action plan and the goals it has set for further improvement in each aspect of Corporate Social Responsibility. The revised targeting is directly linked with the 17 Sustainable Development Goals and includes the following:

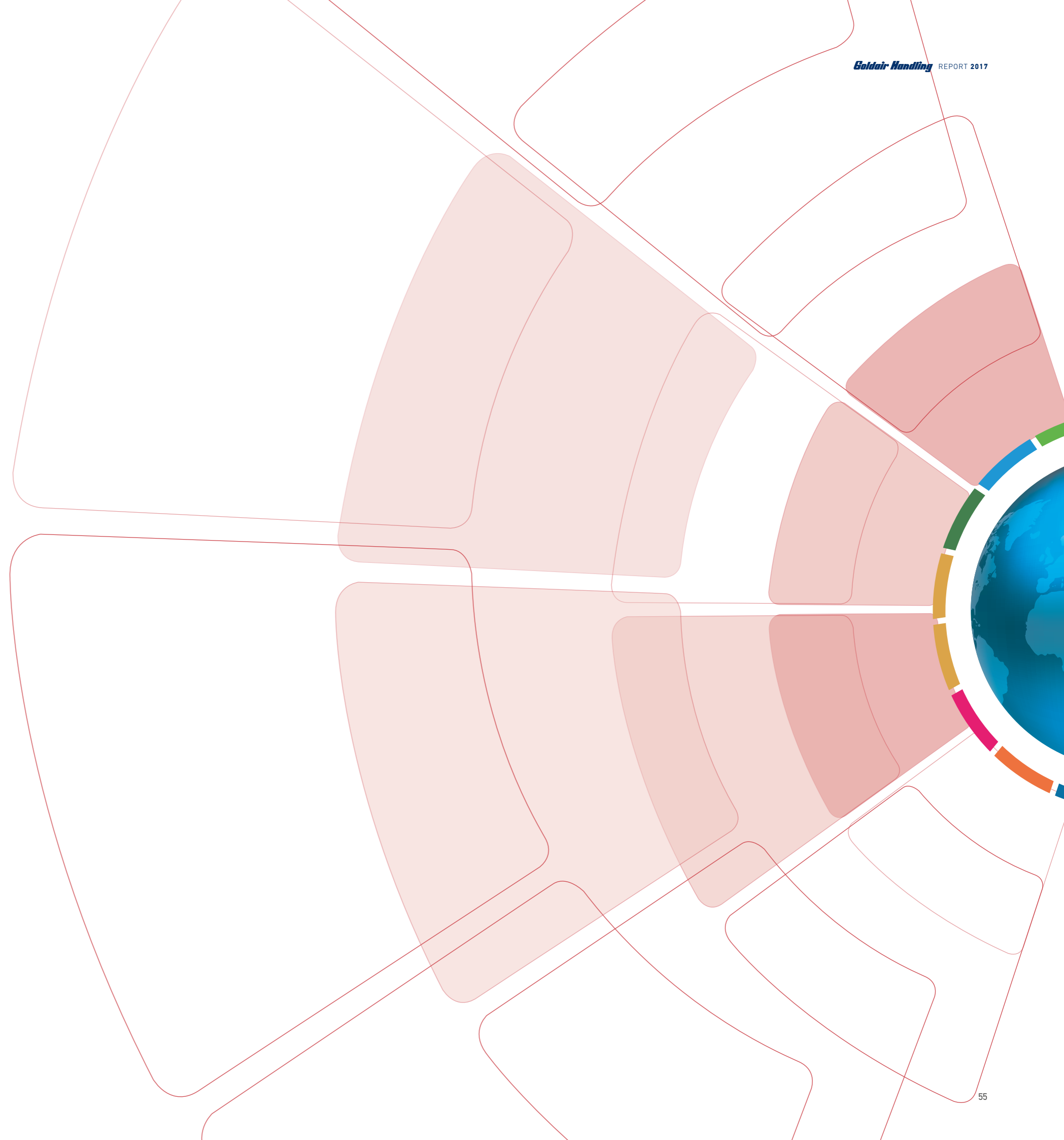
2017-2018 GOALS	Year of completion	Phase of implementation	Relevant SDGs
<b>Area: Corporate Governance &amp; Risk Management</b>			
Creation of a Corporate Governance Code	2020		
Creation of a Corporate Governance Committee	2020		
Implementation of an instrument or other mechanism to facilitate the implementation of sustainable development principles and practices	2017	Completed	
Increase investment for sustainable development by 10%	2017	Completed	
Creation of an integrated risk management and business continuity system	2020	Completed	
<b>Area: Market Presence</b>			
Achieve 65% customer satisfaction and a 50% participation rate in customer satisfaction surveys	2017	Completed	
Create a procedure for the protection of clients' personal data	2018		
Create a Communication and Responsible Marketing Policy	2017	Completed	
Add social criteria to the supplier assessment questionnaire	2017	Completed	
Assessment of a specific number of large suppliers on the basis of the new assessment questionnaire for suppliers	2018		
<b>Area: Human Resources</b>			
1. a. Create a code of conduct for workers	2017	Completed, to be implemented in 2018	
1. b. Update human resources with regard to the new Code of Conduct	2017	Completed, to be implemented in 2018	
Create a training programme for sustainable development and integrate it into employee training	2017	Completed	
Maintain a low accident rate for each employee	2017	Completed	
Achieve a participation rate/employee response of 50% in the employee satisfaction survey			



# 4

## FINANCIAL RESULTS AND CORPORATE GOVERNANCE

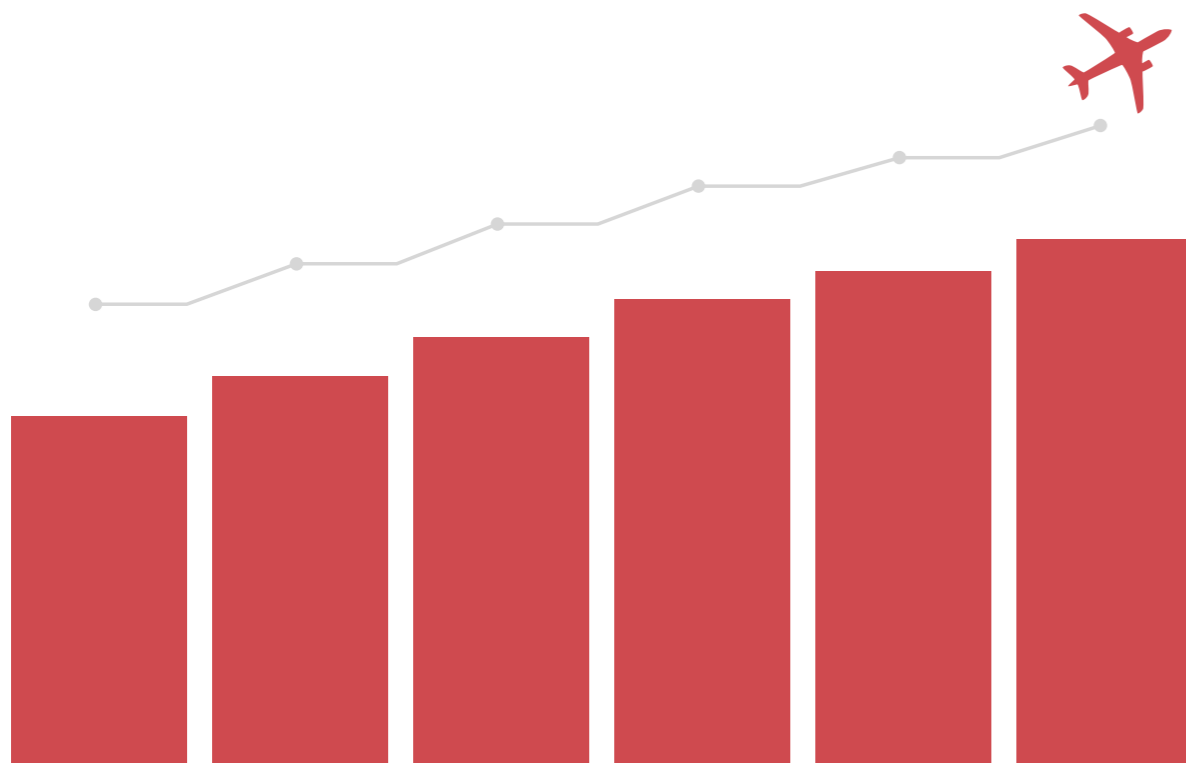
Goldair Handling endeavours to continuously improve its results by enhancing its competitive advantage and adopting sound Corporate Governance practices. The values of Goldair Handling as regards sustainable development with a robust financial structure, transparency and respect towards people and the broader environment in which the Company carries out its activities perennially serve as the basis for addressing the challenges of modern entrepreneurship.



## 4.1. Financial analysis

Since its incorporation, Goldair Handling has been taking steady steps towards growth and, as a result, has become synonymous with high-level service provision in the ground handling industry, not only in Greece but throughout Europe. Based on its economic performance and robustness, the

Company aims at further growth through its extroversion. At the same time, it adheres to its investment plan, ensuring the optimisation of its economic performance through modern cost-cutting methods. In 2017, the Company continued to grow steadily while boosting its investment programme.



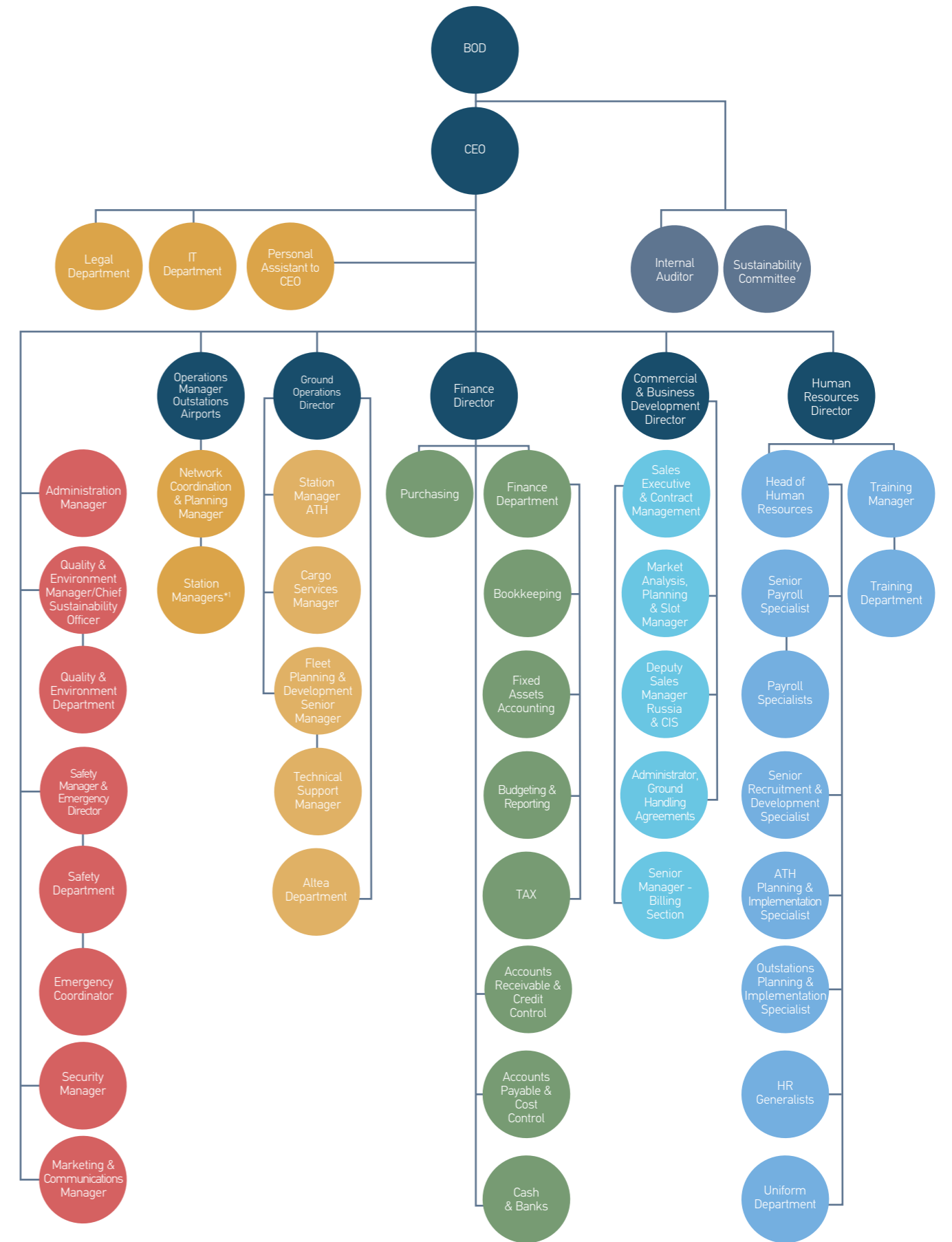
## 4.2. Corporate Governance

Goldair Handling has adopted and applies a corporate governance model that aims at safeguarding the interests of shareholders, remaining fully compliant with the applicable legislation and the Regulatory Framework, as well as incorporating responsible operation practices at the Company.

### ORGANISATIONAL STRUCTURE

Goldair Handling has developed an appropriate organisational

structure which sets specific limits of responsibilities and required competencies per job position. At the same time, Policies and Procedures have been put in place in order to further enhance the Company's culture and set the necessary grounds for the best possible everyday business operation. As a result, the Company's Corporate Governance model is characterised by clearly defined roles and competencies of administrative bodies and by transparent and responsible decision-making.



\*1 (AOK,AXD,CFU,CHQ,EFL,GPA,HER,I0A,JKH,JMK,JSI,JTR,KGS, KLX,KVA,LXS,MJT,PAS,PVK,RHO,SKG,SKU,SMI,VOL,ZTH)



**Board of Directors**

- Guidance
- Oversight of activities
- Decision-making

The Board of Directors is the supreme governing body of the Company and is charged with directing and supervising its activities, aiming at achieving its strategic goals. It convenes once per month and is competent for drawing up the strategy and making decisions concerning the operation of the Company. It is briefed by the Management Team on major issues and the performance of key Health and Safety, Environment and Human Resources indicators and by the respective Committees when needed.

The members of the Board of Directors are elected at the General Meeting of the shareholders of the Company. The Board is composed of the following Directors:

1. Stylianos Golemis, Chairman of the Board
2. Kallinikos Kalinko Kallinikos, Executive Vice-President
3. Glykeria Tsernou, Member
4. Alexandros Furlas, Vice-President
5. Dimitrios Papamichail, Chief Executive Officer
6. Dimitrios Katsilas, Member
7. Garyfallia Pelekanou, Member

The Board of Directors operates as required by law and the Articles of Association of the Company, and is responsible for preventing and/or addressing cases of conflict of interest and for formulating, disseminating and implementing the key values and principles of the Company.

**Management Team**

- Day-to-day work
- Risk Management
- Compliance

The Management Team consists of executives with extensive experience in their field and is charged with organising and supervising the day-to-day operation of the Company. The Management Team is the first level of risk identification and management, and ensures compliance with laws and regulations in every area of activity.

At Goldair Handling, every member of the Management Team is tasked with identifying, prioritising and managing risks related to the activities of the unit they are responsible for and ensuring compliance with the provisions of laws, regulations and the best practices adopted. As a result of all the actions taken at the administrative level and the efforts made by all Goldair Handling employees, no sanctions were imposed in 2017 on the Company for non-compliance with the applicable Environmental Legislation.

Additional information concerning the CVs of the Management Team of Goldair Handling can be found on the Company's website: [www.goldair-handling.gr](http://www.goldair-handling.gr).

**Internal Audit Unit**

- Audit and advisory services
- Assessment of the efficacy of processes

The Internal Audit unit of Goldair Handling provides independent, objective assurance and consulting services designed to improve and add value to the Company's procedures and operations.

In this context, the Internal Audit unit aids the Board of Directors in the discharge of its duties, and adopts a systematic, sensible approach to the assessment and improvement of the efficacy of the Company's risk management, internal audit and compliance processes.

## 4.3. Risk Management

Recognising the need to record and analyse potential threats that could affect its operations, Goldair Handling has taken actions in order to effectively avoid such threats. The Company places great emphasis on the effective monitoring and management of risks that might arise and threaten the stability and continuity of its operations. The risk management methodology used consists of identifying, recording, monitoring and assessing financial and non-financial risks in all Company activities and facilities.

*Detailed data and information on the identification and management of financial risks can be found in the relevant section of the Annual Management Report of the Board of Directors of the Company.*

### NON-FINANCIAL RISKS

By applying systems under the ISO 9001:2015, ISO 14001:2015 and ISO 22000:2005 Standards, the Company carries out a non-financial risk analysis in order to address potential threats. More specifically, the following are implemented:



#### QUALITY MANAGEMENT

In the framework of its Quality Management System, the Company has developed a Process named 'Process Analysis and Improvement - Risk Analysis / Assessment and Evaluation of Quality-Related Threats and Opportunities' presenting the manner in which the Company records and analyses potential threats and opportunities for the entire range of its activities, as well as the precautions taken to avoid these threats.

#### ENVIRONMENTAL MANAGEMENT

In the framework of the Environmental Management System under ISO 14001:2015 it applies, Goldair Handling has developed the process named 'Actions to address threats and utilise opportunities concerning the Environment'. It conducts an Environmental Impact Assessment for each station of its network, as described in the 'Identification of Environmental Aspects and Environmental Impact Assessment' process of the Integrated Management System.



#### FOOD SAFETY

With respect to Food Safety issues, the Company holds certification under ISO 22000:2005, whereby it can recognise potential threats and take the measures necessary in order to ensure the quality of the services it provides. For this reason, the Company has developed a process named 'HACCP Study - Hazard Analysis of Critical Control Points', where risks are identified and assessed and so are critical control points in order to ensure more effective food management.

Additionally, recognising the importance of Safety throughout the range of its activities, Goldair Handling has proceeded, in cooperation with a specialised associate, with recording and analysing the threats arising during the performance of work through the Risk Assessment carried out for the entirety of the Company's network. Subsequently, based on the analysis that has taken place, the actions necessary to avoid risks are taken and their efficacy is periodically inspected.

## 4.4. Transparency and Conflict of Interest

The Company has implemented a set of Policies and Procedures that aim to address issues relating to Corporate Governance. In the above context, a Transparency Policy has been put into effect. Through the above mentioned Policy adopted by Goldair Handling, it has been set clear to all stakeholders that there is zero tolerance for any issues relating to corruption, bribery and extortion. In addition, the Company has set rules in order to tackle the issue of potential conflict of interest.



### EXTRACT FROM THE 'TRANSPARENCY POLICY'

Goldair Handling is committed to defending transparency through the way it operates. More specifically, the company is committed to showing zero tolerance to instances of corruption, bribery and extortion in its relations with its clients, suppliers, State and public bodies, and employees. The Company's commitment is not limited merely to the avoidance of such behaviours, but extends to actively and proactively addressing them through internal audit procedures and corresponding policies.

Enhancing transparency is a prevalent issue in the global business community, as it is integrally linked to the concept of trust between investors, clients, employees and societies in general. The Sustainable Development of our Company is based, among other things, on combating such behaviours in order to be able to ensure that all our behaviours are governed by Ethics and Integrity.

#### GIFTS - DONATIONS

Company Executives may not offer or accept gifts, as these could be construed as an attempt to influence them or secure preferential treatment.

#### PROHIBITION OF BRIBERY - CORRUPTION

Company Executives are expressly prohibited from engaging in any act of bribery and corruption. More specifically, they are prohibited from providing or offering any object of value or any other advantage to any individual in exchange for a consideration from that or any other individual. Bribery may be monetary or in kind.

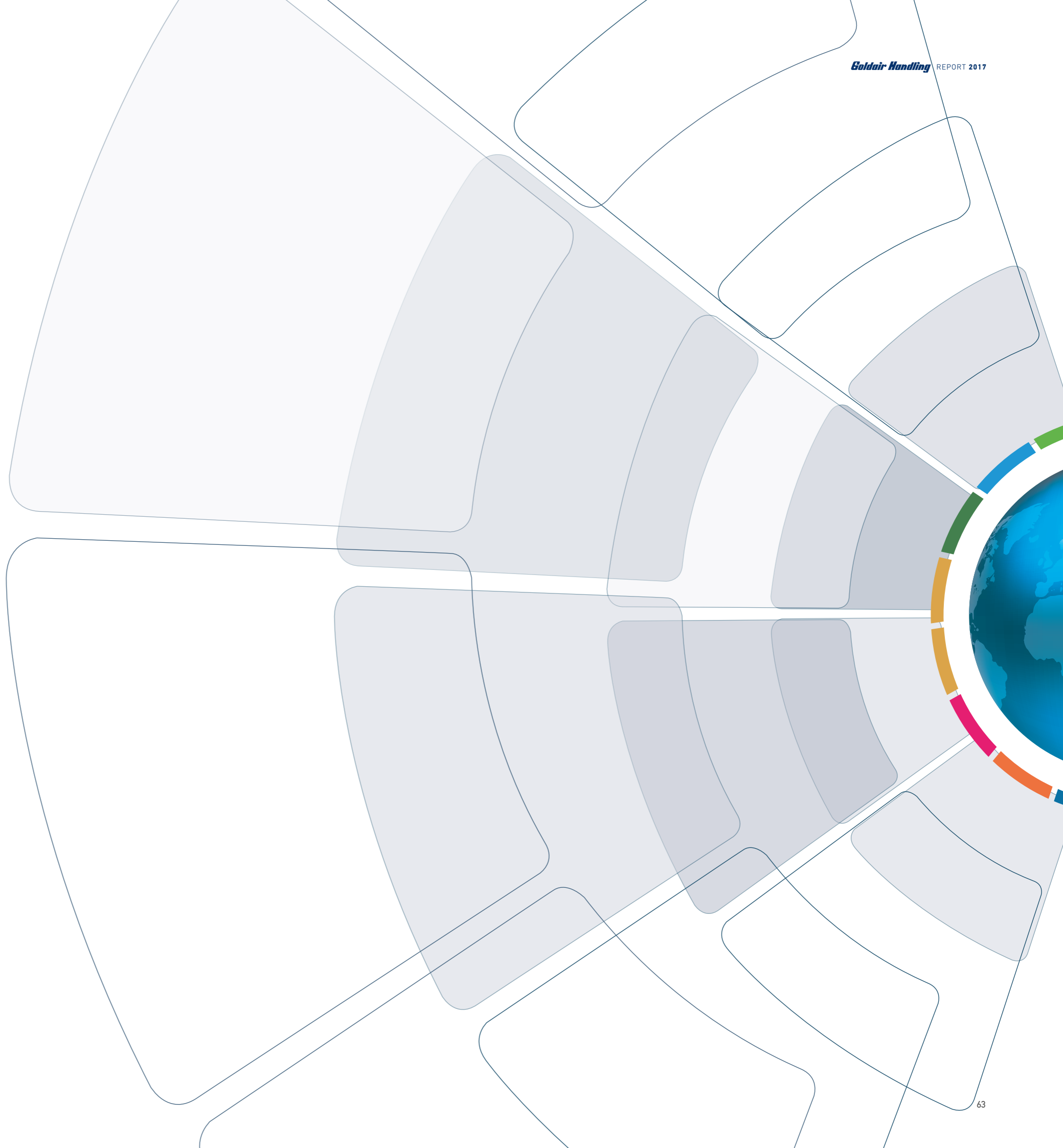
#### CONFLICT OF INTEREST

Employees are obligated to notify the Management of the Company, in writing and in advance, of any potential conflict of interest they may be aware of between their own private or other interests or those of their family members and the interests of the Company.

# 5

## HEALTH AND SAFETY MANAGEMENT

Goldair Handling has set as a priority to maintain a high-level work environment, which protects the health and safety of employees.



Goldair Handling, recognising the importance of safety in providing high-quality services, ensures a working environment where all Health and Safety rules are upheld to the benefit of all personnel. In this context, the Company strives for continuous improvement of its procedures and through the Safety Policy it implements, its commitments, among others, include:

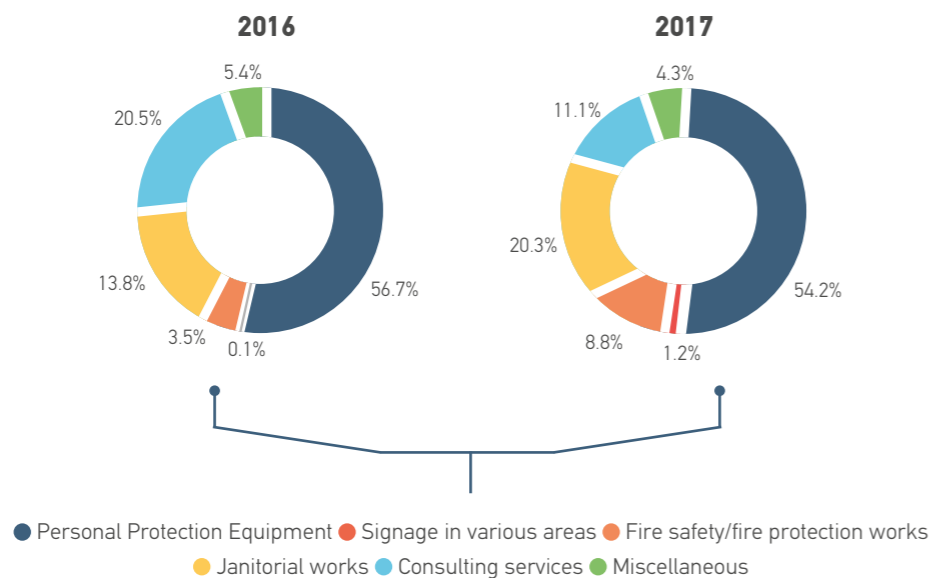


**EXTRACT FROM THE COMPANY'S SAFETY POLICY**

- ✔ Provide appropriate resources – human and financial – to support the implementation and management of safety
- ✔ Ensure that the management of safety is a primary responsibility of all managers and employees
- ✔ Clearly define, for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our SMS
- ✔ Establish and operate hazard identification and risk management processes, including a safety reporting system – mandatory and voluntary - in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities, to achieve continuous improvement in our safety performance
- ✔ Minimise the possibilities of an injury, due to an accident, not only for company employees but for any third parties, e.g. clients
- ✔ Ensure that no action will be taken against any employee who discloses a safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, gross negligence or a deliberate or willful disregard of regulations or procedures – "Just Culture"
- ✔ Comply with and, wherever possible, exceed, legislative and regulatory requirements and standards and adopt the best industry practices on safety
- ✔ Ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are allocated only tasks commensurate with their skills
- ✔ Ensure that the facilities, equipment and services provided by external suppliers or contractors meet the safety performance standards and requirements of our organisation
- ✔ Establish and measure our safety performance against realistic safety performance indicators and safety performance targets
- ✔ Constantly improve our safety performance through continuous monitoring and measurement, regular review and adjustment of safety objectives and targets, and diligent achievement of these, and
- ✔ Preserve our good reputation that might be disturbed by unprofessional employee actions

Goldair Handling also makes a number of investments every year related to the promotion of health and safety across the full spectrum of its operations.

**INVESTMENT IN HEALTH AND SAFETY (%)**



**5.1. Equipment safety maintenance**

Goldair Handling is committed to developing, implementing, maintaining and constantly improving the procedures related to the safety of the equipment.



**EQUIPMENT**

The Company makes sure that the transport vehicles, machinery and other equipment for the performance of each task are always adequate and appropriate, meeting the necessary specifications of their manufacturer and the technical characteristics of IATA's Airport Handling Manual (AHM). It is worth noting that the maintenance of all vehicles and equipment is carried out by the Ground Support Equipment department of Goldair Handling.



**MAINTENANCE LOGS**

As regards the maintenance logs of the Company's ground handling vehicles and equipment, a specially designed IT system is used. This system records and monitors the maintenance schedules, including all information related to them (frequency, adequacy and suitability of maintenance, etc.).



**SAFETY-RELATED TRAINING OF EMPLOYEES**

The Goldair Handling personnel is suitably trained in and informed about not only all matters relating to the job and duties of each employee, but first and foremost, about safety matters. All employees attend training on fire safety, First Aid, Hazardous Materials as well as training on safety on the airport ramp, in accordance with the requirements of the Main Ground Handling Regulation, as well as those of IATA (International Air Transport Association). All Company employees, in line with the Management's commitment, contribute towards achieving a high level of safety, by establishing and monitoring measurable and realistic safety indicators.

“The Company has a risk identification mechanism in place, including the safety report system, with the purpose of eliminating dangerous incidents that may emerge from the services provided and continuously improving the safety system.”

## 5.2. Cargo Terminal Safety

Goldair Handling offers high-quality cargo and mail services to airlines-customers under contracts, and to consumers, through its Cargo Terminals. The Athens Cargo Terminal, with the largest volume of cargo and mail going through it is a well-guarded 6000 m2 facility, designed for the quick unloading of any type and size of cargo using state-of-the-art equipment, directly serving both agencies and private costumers.

### TRAINING OF CARGO TERMINAL EMPLOYEES

There are 140 employees at the Athens Cargo Terminal, which have been trained according to the Goldair Handling safety programme, as well as the new e-learning course designed especially for the Cargo department. The e-learning course is based on the revised and detailed Cargo Handling Manual for corporate procedures, and has been divided into 3 categories: Import, Export and Warehouse, in order to be adequately linked to operational needs.

The security personnel of the Cargo Terminal, which in 2017 was increased by 20%, is receiving continuous training and is certified by the Civil Aviation Authority in security checks.

### INVESTMENTS IN THE SAFETY OF CARGO TERMINAL FACILITIES

A series of structural changes were made in 2017 at the Athens Cargo Terminal at infrastructure level, aiming at improving safety and ergonomics in its main areas. Specifically, the following changes were made:

- ✔ Change to the arrangement of storage shelves, aiming at improving ergonomics and increasing their capacity by 25%.
- ✔ Change of light bulbs and addition of light fixtures to achieve 100% LED technology lighting, which is more environmentally friendly, 60% brighter and fully compatible with the Company's health and safety regulations - its operation is also 20% more economical than the prior equipment's.

- ✔ Purchase of 6 new electric forklifts, of all categories, which are more environmentally friendly, to increase productivity in the storage area and reduce manual labour.
- ✔ Installation of new, more environmentally friendly (VRV technology) A/C units in the cargo handling offices, which achieve better performance, create a comfortable working environment and consume less power (A+).
- ✔ Reconstruction of the storage area floor, benefiting the smooth operation of the equipment and reducing its wear and tear, while also providing a safer and brighter working environment, without any obstacles (floor damage).
- ✔ Extension of truck service ramps by 30% aiming to increase productivity and ergonomics.
- ✔ Reinforcement of fire-fighting points for greater safety and faster response to a potential fire.
- ✔ Replacement with new digital surveillance system, and widening of the video angles to enhance security.

The cargo handling and customer service offices were also designed anew, in a larger space (by 70%). Along the same lines, a new rest and lunch area was created for the employees at the Terminal Station.

In addition to these changes, a safe building evacuation handbook was compiled and the employees were trained on it. The cargo handling manual was also redesigned, and workers received relevant training.

The following were implemented at the Thessaloniki and Heraklion, Crete Cargo Terminals:

Thessaloniki	Heraklion, Crete
Replacement of the forklift's internal combustion motor with an electrical one, which is more environmentally friendly and better for the workers' health (less noise and air pollution).	Renovation of offices aiming to maximise safety, the ergonomics for workers and customers and to increase productivity.
Training of personnel in new operational procedures.	Replacement of the A/C with new, more environmentally friendly units, with higher performance and lower energy consumption (A), while providing a comfortable working environment.
Replacement of 50% of half the office A/C with new, more environmentally friendly units, with higher performance and lower energy consumption (A+), while providing a comfortable working environment.	Training of personnel in new operational procedures. Installation of new digital surveillance system to improve security.

## 5.3. Care for Occupational Health and Safety

The company takes care to provide a safe work environment characterised by compliance with the rules on health and safety.

### OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT (OHSMS) AT GOLDAIR HANDLING

To properly monitor all Health and Safety-related matters, the effective function of the Occupational Health and Safety System, and to ultimately eliminate any kind of incident or accident, the Company has appointed a Health and Safety Director for the airport of Athens, whereas each Airport Director is responsible for the regional airports, in cooperation with the Local Health and Safety Director. In this context, the Company has also established two committees, according to the International Civil Aviation Organization (ICAO) requirements.

### SAFETY REVIEW BOARD (SRB)

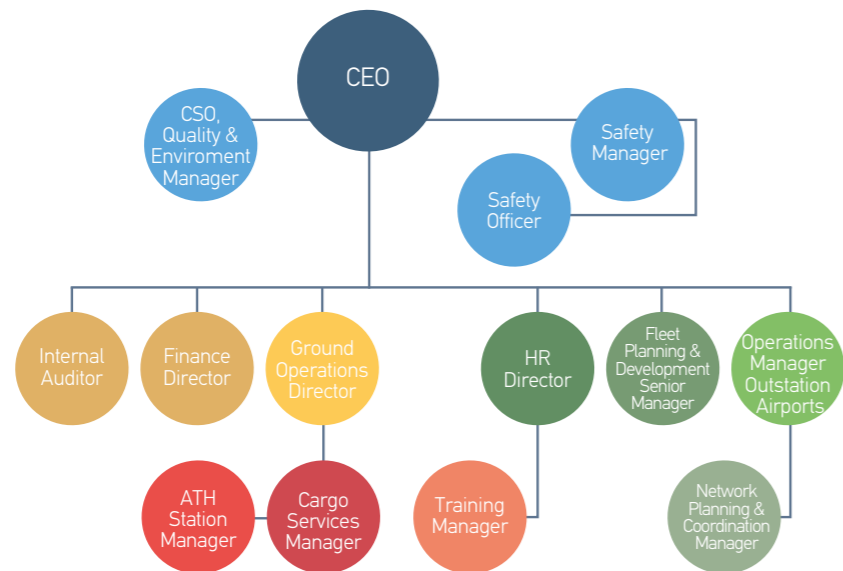
The Safety Review Board (SRB) concerns all airports where Goldair Handling is operating. It meets in Athens once per month - except for August - under the CEO, with Senior Management executives as its members, who are responsible for Health and Safety management in their area of responsibility. In regional airports, the Board meets once every quarter, and the minutes of the meetings are sent to the Health and Safety Director.





**THE RESPONSIBILITIES OF THE SAFETY REVIEW BOARD ARE LISTED BELOW:**

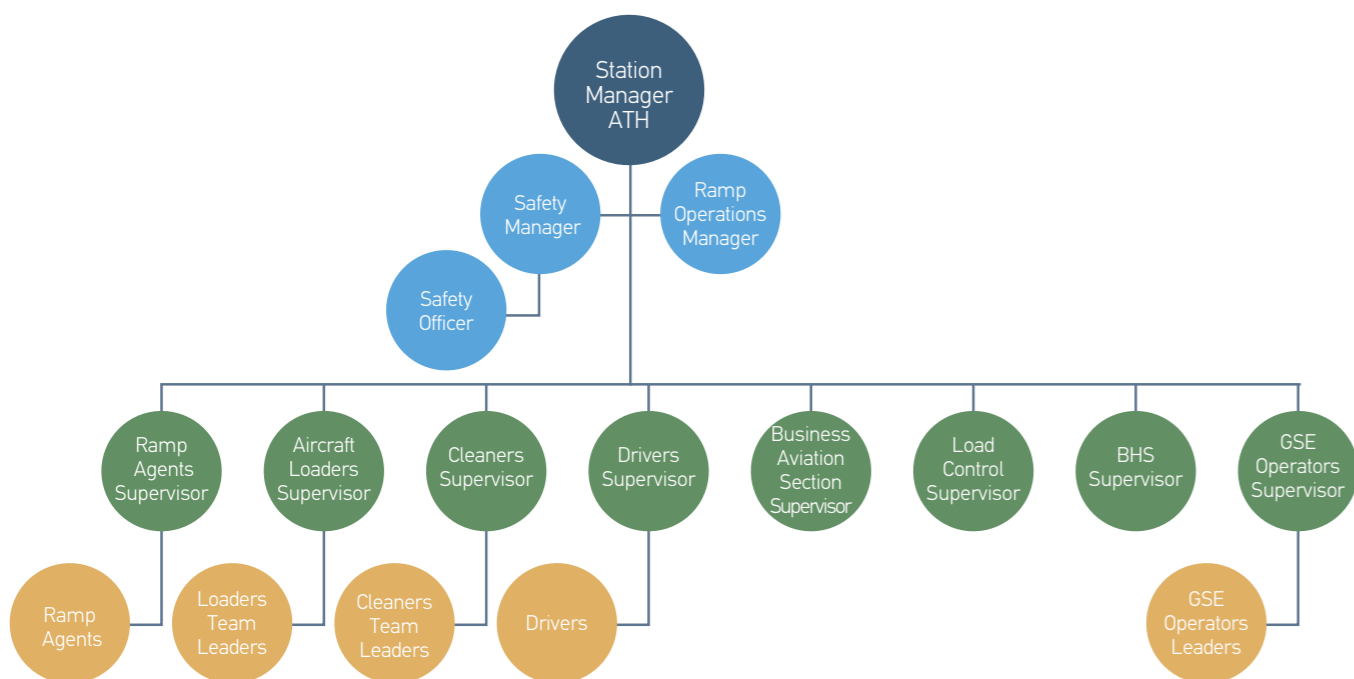
- ✔ It is responsible for monitoring the proper implementation of the Health and Safety procedures of the Company.
- ✔ Reviews and evaluates the results of the Health and Safety indicators.
- ✔ Examines the circumstances of any accidents that occur in the workplace.
- ✔ Communicates Health and Safety matters requiring special attention to Senior Management.



**GROUND SAFETY ACTION GROUP (GSAG)**

The Ground Safety Action Group committee is responsible for the implementation of safety procedures at the Athens Airport and it reports to the Safety Review Board. It meets 2 times

per year and is headed by the Station Manager of Athens. All Directors and Supervisors of ramp departments participate in this committee, the Health and Safety Director of the company in Athens coordinates all actions, and minutes are kept.



**THE GROUP'S RESPONSIBILITIES INCLUDE:**

- ✔ It is a source of advice, support and know-how.
- ✔ It analyses incidents and takes corrective actions.
- ✔ It takes the suggestions of the SRB into consideration.
- ✔ It assists in identifying potential risks at the workplace.
- ✔ It submits proposals regarding Health and Safety matters.

**INCIDENT MANAGEMENT PROCEDURE**

The Company follows a specific incident management procedure, since it is highly important to record them, making possible the timely identification of specific points or areas that require improvement. The main steps of the procedure are illustrated below:



The system that is used by the Company to monitor and report incidents and/or accidents in all facilities is the "flightracker".

“It should be noted that in the facilities of Goldair Handling at the "El. Venizelos" Athens International Airport, 4 boxes have been installed for the anonymous proposals / suggestions of workers regarding Health and Safety subjects.”

## 5.4. Promotion of a Health and Safety culture

Goldair Handling unfailingly ensures the promotion of not only health itself and the safe working conditions of its employees in all its facilities and spectrum of operations, but also promotion of a safety culture and the exchange of advice and opinions.

### CONTINUOUS TRAINING

In this context, the Company provides ongoing training to all employees, in all positions, to keep them up to date and highly trained in handling any difficulty and resolving any problem that may arise.

All employees receive specialisation and job-specific training in the safe use of equipment and personal protective equipment before they take up their duties.

Moreover, the Health and Safety department of the Company regularly issues Safety Bulletins and Ground Safety Alerts, informing employees about the safety measures that must be observed, with the incidents / accidents that occurred, and a description of the safety procedures. Five Safety Bulletins, eight Ground Safety Alerts, three Safety Notices and two Safety News were issued in 2017.

More specifically:

- ✔ Safety Bulletins are issued on a regular basis, as a reminder of a procedure or to update personnel on new procedures.
- ✔ Ground Safety Alerts are issued after incidents, in order to keep the entire personnel informed in all the airports where the Company operates, disclosing the causes of the incident and reminding the correct incident management procedure.
- ✔ Safety Notices are issued when employees must be informed about any new safety-related investments (e.g. in equipment).
- ✔ Safety News is communicated to all of the Company's personnel and refers to statistical analyses, accidents or incidents that took place abroad, actions or participations of the Safety Department in events and finally, subjects that reinforce the safety and incident reporting culture.

### F.O.D. CAMPAIGN

The Health and Safety department of Goldair Handling, in the context of Safety Awareness and Safety Promotion, organises an F.O.D. campaign twice per year in Athens (collection of waste from the airport ramp) and also takes part in the similar campaign organised by the Athens International Airport once per month. The campaign is accompanied by a briefing to employees about the immediate identification and proper collection of foreign objects (such as pieces of plastic, wood, etc.), which may be found on the airplane runways. Throughout the duration of the campaign, any objects found on the airport ramp are collected in special packaging.

Moreover, campaigns are organised at the Company in relation to:

- ✔ Equipment inspection with regard to preventing damage to aircraft.
- ✔ Not giving priority to aircraft.
- ✔ External inspection of aircraft upon arrival and before take-off, for any damages.

In the context of the systematic training of the employees, an airplane simulator has been installed at the Athens station, used for the training on the operation of lifting equipment and of the ramp workers, in the proper placement of the supplies in the aircraft.

### MONITORING HEALTH AND SAFETY INDICATORS

Goldair Handling has established specific Safety Performance Indicators (SPIs) with the purpose of recording and effectively monitoring safety incidents, in order to act preventively to the benefit of the workers and to eliminate any incidents. It records and monitors on a monthly basis any incidents and accidents which may occur in all the facilities where it provides its services, throughout the spectrum of its operations.





Below are presented the airports where any incident occurred to a Goldair Handling employee, followed by the results of the SPIs for 2017.

Number of incidents (LTIs) of employees 2017				Results of SPIs 2017			
Airport	Men	Women	Total		Men	Women	Total
Athens	39	7	46	Lost Time Injury Frequency Rate (LTIFR)	16.1	6.6	12.7
Thessaloniki	5	1	6	Number of calendar days of absence from work due to accident	952	140	1,092
Kalamata	1	-	1	Severity Rate	312.2	84.1	231.7
Paros	1	-	1	Number of calendar days of absence from work due to any inability of the employees	1,933	840	2,773
Rhodes	2	2	4	Absenteeism Rate	0.46%	0.36%	0.42%
Samos	1	-	1				
Chania	-	1	1				

**LTIFR Rate:** (number of incidents / manhours) \*10<sup>6</sup>

**SR Rate:** (Number of calendar days of absence from work due to accident/ manhours) \*10<sup>6</sup>

**AR Rate:** Number of calendar days of absence from work due to any inability other than accidents and illness / manhours (%)

### OTHER ACTIONS

Goldair Handling issued in 2017 procedures relating to fatigue at work "Fatigue Management in ground handling services" in two languages (Greek and English). The specific procedures aim to raise the awareness of workers regarding the causes of fatigue, such as sleep disorders and working

in shifts, in order to promptly inform their Supervisor thus promoting safe work. A noise study was also carried out at the Company, at the two baggage sorting areas of the Athens Airport to assess noise levels.

FATIGUE MANAGEMENT



NOISE EXPOSURE



AWARENESS



## 5.5. Participation in Health and Safety conferences and events

Goldair Handling takes part in conferences and events on Health and Safety, presenting the particularities of the airport and ground handling services facilities. With these participations, the Company, represented by its Health and Safety Director, promotes its actions in this area, while also staying up-to-date regarding the developments in its industry. More specifically, in 2017 the Company took part in the following conferences:

☑ Aviation Safety Day organised by the Athens International Airport, which included awards to 14 employees of Goldair Handling.

☑ An event organised by GEP, during the National Customer Service Week, in which the Company's Health and Safety Director participated as a speaker.

☑ The 6th consecutive "Ground Damage Stakeholders Conference", in which the Company's Health and Safety Manager participated yet again.

It should be noted that the Company's Health and Safety Director participates in the IATA Airside Safety Group as an active member, in order to exchange know-how and study the developments of the industry with the aim of taking strategic decisions related to Health and Safety in the aviation industry on a global level.

## 5.6. Emergency Response Plan-ERP

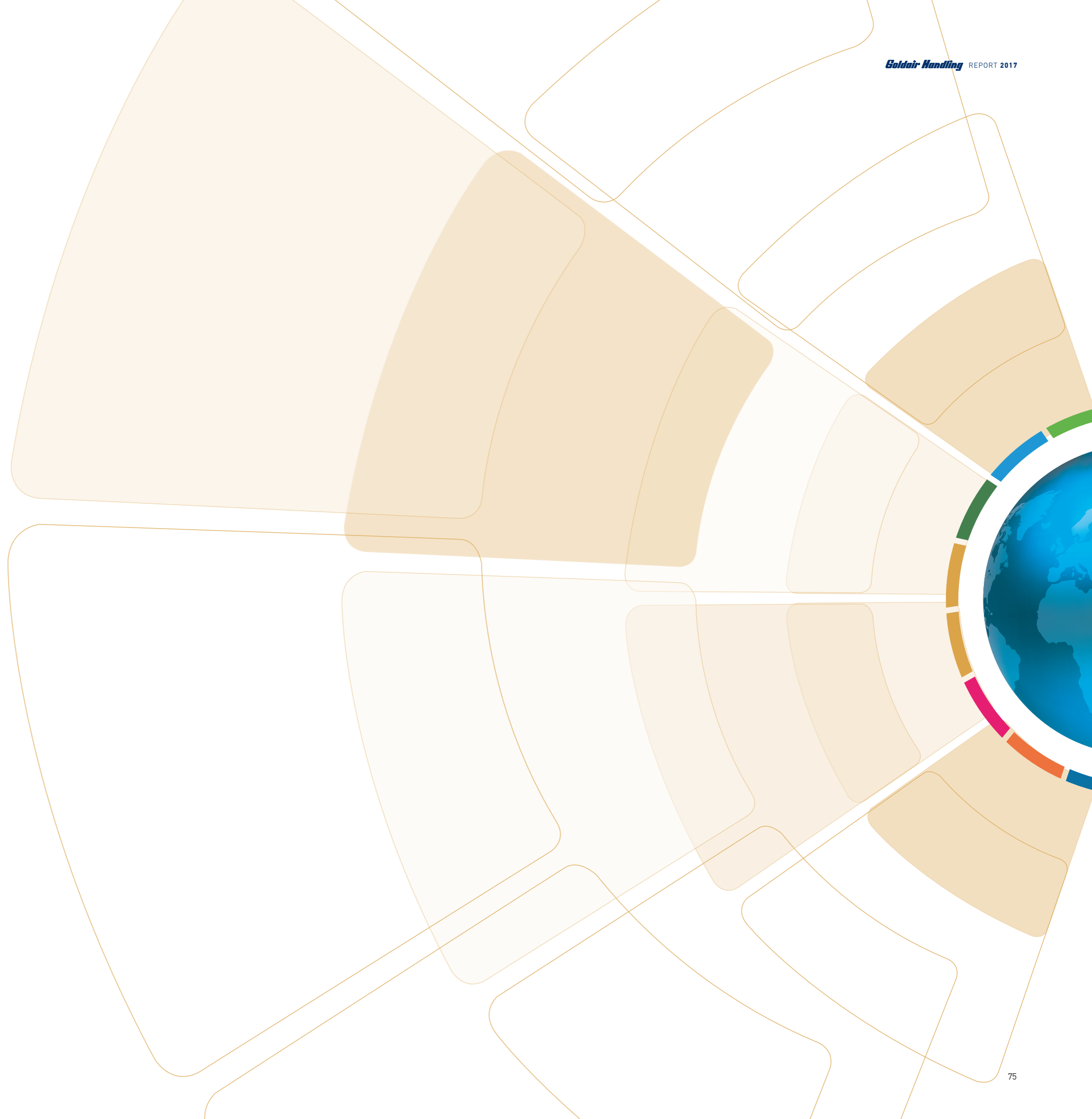


Goldair Handling's Emergency Response Plan is based on international (IATA, ICAO) and national (HCAA, AIA, Fraport) regulations and standards and includes a series of procedures that must be followed immediately by our stations' ground staff, in case of an incident or accident involving aircraft on ground or en route or any other emergency incident (fire, extreme weather phenomena, bomb threat, etc.). Through the ERP implementation, the Company aims at coordinating all actions mentioned in the manual, on behalf of our customers/airlines. All employees in a position of responsibility in all airports are trained in emergency response plan issues and procedures, so as to be able to handle any case in the most effective manner. Finally, Goldair Handling, in collaboration with the airline companies and other airport organisations, participates in emergency exercises and drills on an annual basis.

# 6

## OUR PEOPLE

Our people are without doubt one of the competitive advantages of Goldair Handling, playing a fundamental role in its success and growth in all areas.



The Company's goal is to build channels of open communication and substantial relationships with its people, always driven by the following principles which our people believe are crucial to our functioning properly:



At Goldair Handling, the work environment reflects the adoption of a business culture of equal opportunities for growth, continuous education and training, open and honest

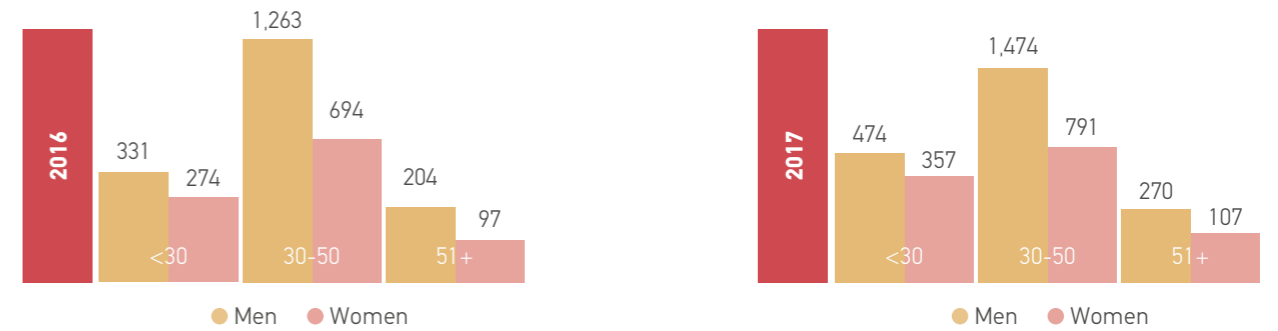
communication, mutual respect and team spirit. Only through the growth of our people can we also evolve.

## 6.1. The human resources of Goldair Handling

On 31/12/2017, the Company employed 2,144 employees at Athens and Greece's regional airports. Taking into consideration the seasonality of the services Goldair Handling offers – which are directly related to tourism – a total of 3,473 persons were employed by the Company throughout the year,

with 1,899 of them permanent and 1,574 seasonal. All of our people receive remuneration at least equal to the minimum wages set out by either the National General Collective Agreement or the Company-level Collective Agreement.

### AGE DISTRIBUTION OF STAFF

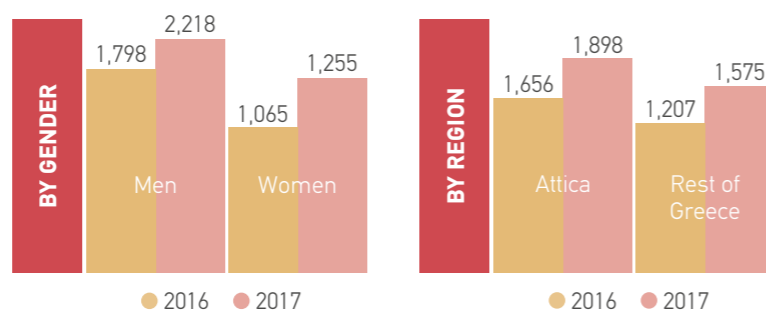
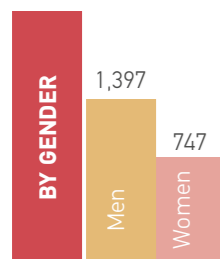


### TOTAL STAFF BY GENDER AND EMPLOYMENT CONTRACT

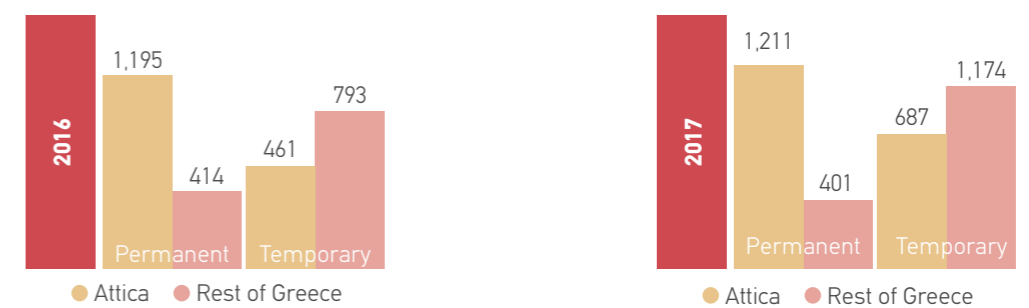


### HUMAN RESOURCES DATA

Total Staff on 31/12/2017



### TOTAL STAFF BY REGION AND EMPLOYMENT CONTRACT

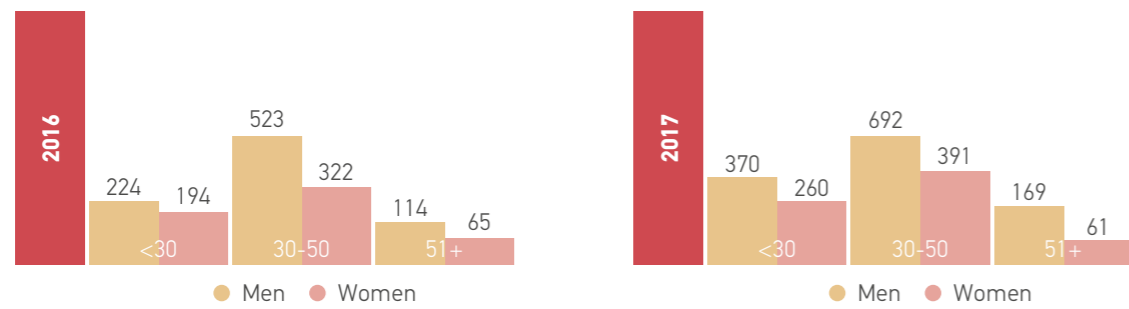




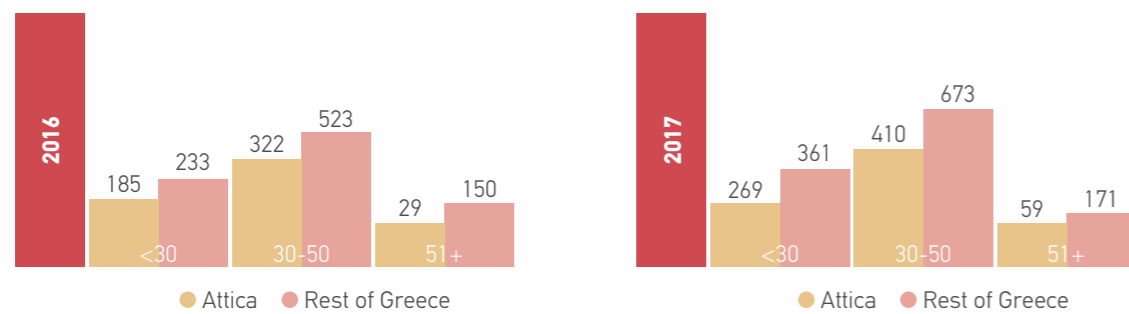
**NEW HIRES**

With the main operation of Goldair Handling being directly linked to the airlines and the number of flights and passengers it serves, the number of its employees is characterised by seasonality, mainly during the summer months when tourism is at its peak. In this context, the Company creates new jobs on an annual basis, both in Athens and at the regional airports, as the need emerges due to seasonality. In 2017 there were 1,943 new jobs created in all areas of Goldair Handling's operations.

**NEW HIRES BY GENDER AND AGE**



**NEW HIRES BY AGE AND REGION**



As regards hires from the local community, Goldair Handling makes sure to fill all positions, including positions of responsibility (station managers) at its regional stations, with employees residing locally, thus supporting the local labour market and economy. Of the total 1,943 recruitments during 2017, 1,205 (62%) were at the regional airports where the Company operates, and 738 (38%) were in the region of Attica, the registered seat of Goldair Handling. Additionally, at 17 of the 25 regional stations where Goldair Handling operates, the station managers come mainly from the local community.

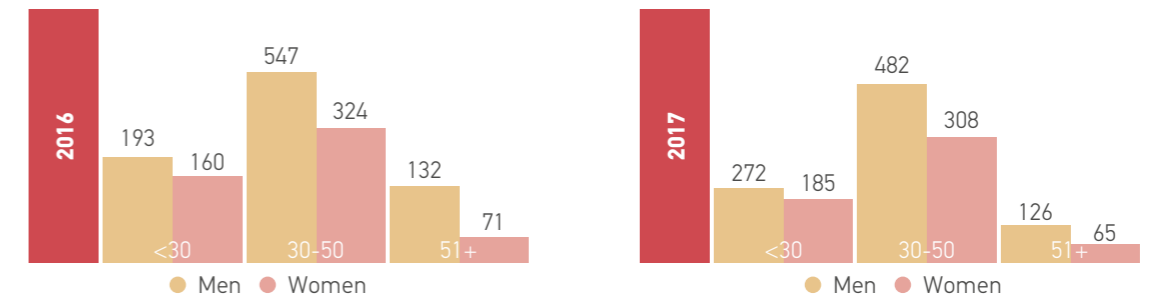
Through its partnerships with Greek educational institutions and schools, Goldair Handling seeks to attract talented young people to do their internships with the Company. It thus gives them the opportunity to become an active part of a real work environment, develop their skills and competences, and acquire valuable knowledge and experience. In 2017, a total of 75 people were employed as interns.



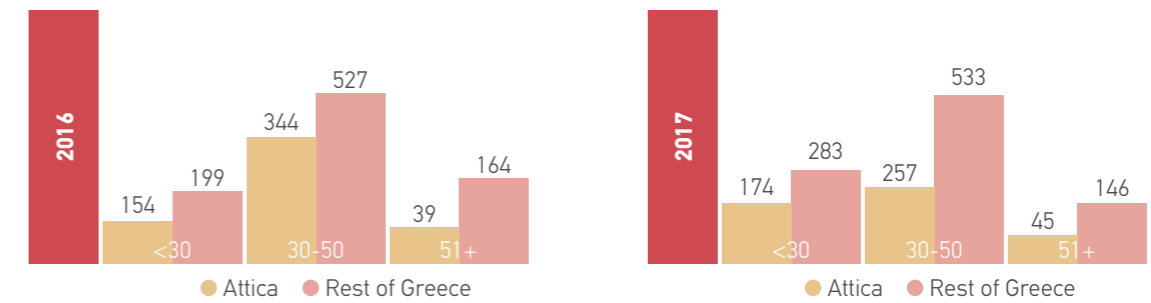
**DEPARTURES**

As regards departures, of the total 1,438 departures during 2017, 962 (67%) concerned the expiry of contracts at the regional stations due to the seasonality in airport traffic, and 476 contract expiries (33%) concerned the region of Attica.

**DEPARTURES BY GENDER AND AGE**



**DEPARTURES BY AGE AND REGION**



**MATERNITY LEAVE**

Goldair Handling views the support of parenthood as a main priority, in full compliance with the laws in force, thus contributing towards improving the work-life balance. In 2017, 36 female employees received maternity leave and 35 (97%) of them returned to work after the end of the leave, whereas 34 (94%) continue to work at the Company even 12 months after they gave birth.

## 6.2. Training

Goldair Handling believes in training and developing its people with the aim of enhancing their professional competences and personal skills, and enabling them to successfully meet all types of challenges at their workplace. Another key priority for the Company is the continuous improvement of the skills and competences of the employees, by implementing the principles of life-long learning.

Yet, beyond the technical aspects of training, the ultimate goal of continuous education is personal development and adoption

of the appropriate behaviours, which contribute to forming a strong corporate culture and improve performance.

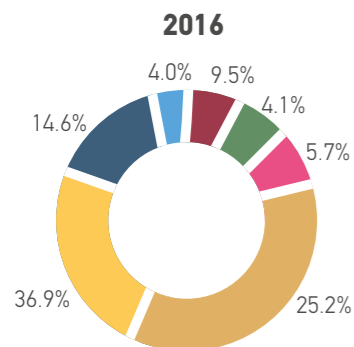
In implementation of the provisions of Article 22 of the Main Ground Handling Regulation which relates to the training of the ground handling operators' personnel, and in full compliance with international standards, employees – depending on their type of work and specialisation, and before being assigned operational duties – attend an initial training programme that includes the following topics, among others:



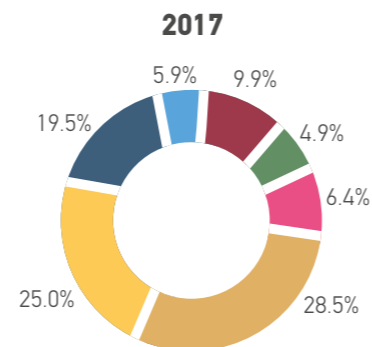
- ✔ Passenger service: Among other things, this topic sets out the practical ways in which high-quality and consistent client/passenger service is implemented.
- ✔ Emergency response: The purpose of this topic is to train the personnel in the procedures relating to preparation for the prompt and effective response to emergencies and the methods used in their management.
- ✔ Knowledge of hazardous materials/cargo and freight. This topic refers to the procedures followed for safe air transport of hazardous materials.
- ✔ Familiarisation with the use of equipment: This concerns the use of all types of ground and non-ground services equipment, and the software interfaces used to serve flights.
- ✔ Environmental awareness: The purpose of this topic is to inform about the impact of human activities on the environment and to contribute towards raising awareness.
- ✔ First aid seminar: This topic focuses on dealing with common injuries and dysfunctions of the human body.
- ✔ Awareness raising on disability and equality: The aim of this topic is to help personnel understand the problems disabled persons face on a daily basis.

In addition to initial training and in accordance with the above requirements, employees attend recurrent training, when and where necessary, at least once every two years.

### TRAINING HOURS BY TOPIC (%)



- Emergency Response Plan (ERP)
- Passenger service
- First-aid workshop
- Environmental awareness
- Familiarisation with use of equipment
- Knowledge of hazardous materials/goods (DGR)
- Awareness-raising and training with regard to special needs and equality issues

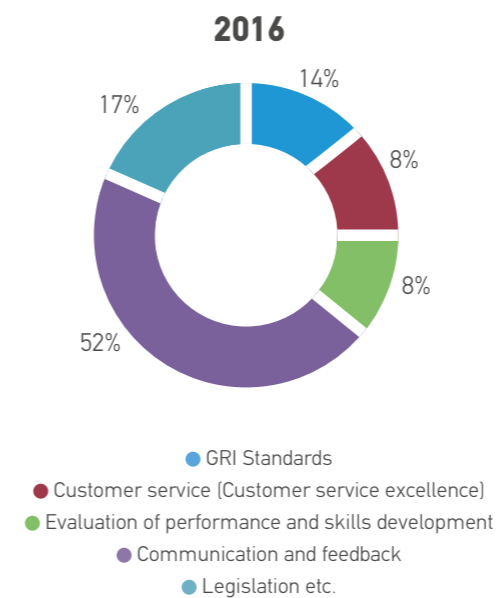


Moreover, in the context of enhancing both professional and personal skills, the Company carried out trainings during 2017 on:



- ✔ Changes to taxation for legal and natural persons
- ✔ Labour Legislation
- ✔ Certified training on the standards for preparing Sustainable Development Reports
- ✔ Evaluation of Performance and Skills Development
- ✔ Communication and Feedback
- ✔ Time Management
- ✔ Project Management
- ✔ Worksheets

### ADDITIONAL TRAINING (%)



“During 2017, 1,496 in-house and 78 outsourced seminars were held.”



Additionally, "On-the-job training" has been established at Goldair Handling, which went into pilot implementation in 2016 in certain stations.

### HOW DOES "ON THE JOB TRAINING" WORK IN PRACTICE?

It is a practical method of training which is based on the following 3 principles:

TRAIN



COOPERATE



PROVIDE GUIDANCE



After employees succeed in the theory tests of the initial recruitment procedure, they are called upon to implement the theory in their day-to-day tasks. During the first days or weeks, depending on the job, prior experience and knowledge of each employee, their training continues, this time on a practical level, with the guidance and supervision of an "on the job trainer". Once the stipulated period elapses and with the positive contribution of the "on the job trainer", the employees are ready to autonomously take on their duties. If an employee does not receive a positive evaluation by the "on the job trainer", he or she will have to repeat the theory training courses from the start. "On the job trainers" are the in-house trainers, who have thorough knowledge of the competences and responsibilities of each position and at least 5 years of experience. They are appointed by the trainings department to offer practical guidance to their new colleagues and they have also gone through similar training themselves. The pool of in-house trainers expanded further within 2017, now counting 22 trainers.

Moreover, several topics relevant to the Company's scope are covered through the e-learning training system, which successfully supports the training needs of the stations. New courses related to Security Awareness, Environmental Awareness and with the ALTEA Flight Management were realised during 2017, and the already existing courses related to hazardous materials were updated. Also, for the first time within the year, an e-learning course was offered for the benefit of the Cargo department, which was based on the revised and detailed Cargo Handling Manual corporate procedures. The course has been divided into 3 categories: Import, Export and Warehouse, in order to meet the company's needs. In addition to the e-learning application, this course may also be taught by an instructor in a class, mainly for the newly-hired employees.

During 2017, 3,288 employees completed a total of 109,802 training hours.

### DETAILED TRAINING DATA

2016 EMPLOYEE HIERARCHICAL LEVEL	Total hours of training			Average hours of training per employee by employee category		
	Men	Women	Total	Men	Women	Total
Management	334.00	196.00	530.00	33.40	65.33	40.77
Office employees	14,984.20	30,997.30	45,981.50	36.73	37.99	37.57
Workers	21,881.20	3,350.00	25,231.20	22.30	15.37	21.04
Drivers	2,595.00	8.00	2,603.00	19.22	8.00	19.14
Operators	6,858.00	0.00	6,858.00	30.08	0.00	30.08
<b>Total</b>	<b>46,652.40</b>	<b>34,551.30</b>	<b>81,204.10</b>	<b>26.48</b>	<b>33.29</b>	<b>29.00</b>



2017 EMPLOYEE HIERARCHICAL LEVEL	Total hours of training			Average hours of training per employee by employee category		
	Men	Women	Total	Men	Women	Total
Management	104.00	3.00	107.00	14.86	3.00	13.38
Office employees	21,040.35	42,454.40	63,495.15	40.86	44.88	43.46
Workers	30,663.35	4,394.00	35,057.35	25.49	18.70	24.38
Drivers	2,987.00	29.00	3,016.00	21.04	9.67	20.80
Operators	8,071.15	55.00	8,126.15	34.35	55.00	34.43
<b>Total</b>	<b>62,866.25</b>	<b>46,935.40</b>	<b>109,802.05</b>	<b>29.91</b>	<b>39.57</b>	<b>33.39</b>

Total training hours in 2017 increased by about 35% over total training hours in 2016.

## 6.3. Evaluation and recognition

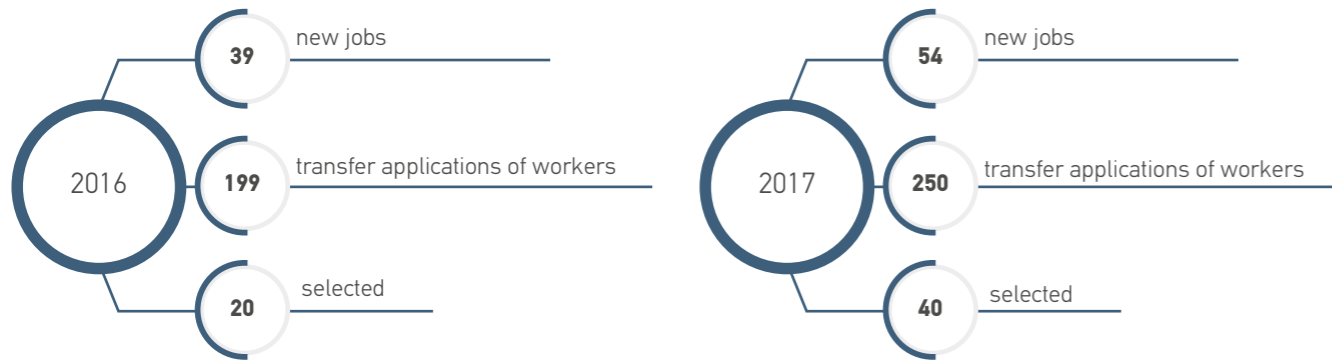
The Company aims to be an attractive and responsible employer, attracting people who are the best fit for our culture, who can share our visions and evolve within the Company by taking on positions with increased responsibility.

### EVALUATION

Aiming at the professional and personal development of all employees, a Growth and Performance Dialogue is carried out annually with our people. The purpose of the Growth and Performance Dialogue is an honest discussion between supervisors and employees, with regard to the areas of improvement either in their skills or behaviour. It also aims at setting out the targets for the next year, which are set jointly with the supervisors, regarding both skills and behaviour.

During the evaluation, meetings are held between the employee and the supervisor of the department or the shift managers responsible for the evaluation. In 2017, 2,072 employees were evaluated, corresponding to 97% of the permanent personnel.

Goldair Handling invests in the growth of its people, and as a rule it covers new job openings with internal transfers of employees, regardless of prior service. Under transparent procedures, anyone interested in the new jobs can submit an application and go through the selection procedure. The selection procedure consists of interviews and evaluations of real case studies.



**RECOGNITION**

Once again this year, the Company rewarded employees who provided or contributed to actions related to the behaviours we want to display, on matters of safety, social responsibility as well as excellence in passenger service, thus reinforcing the work culture of Goldair Handling.

More specifically, in 2017, 131 employees of Goldair Handling received a personal thank-you letter signed by the Company's CEO, on the excellent handling of demanding situations and the soundness of their actions, during the provision of services under special circumstances.

Moreover, awards were given to 14 employees in the following categories:

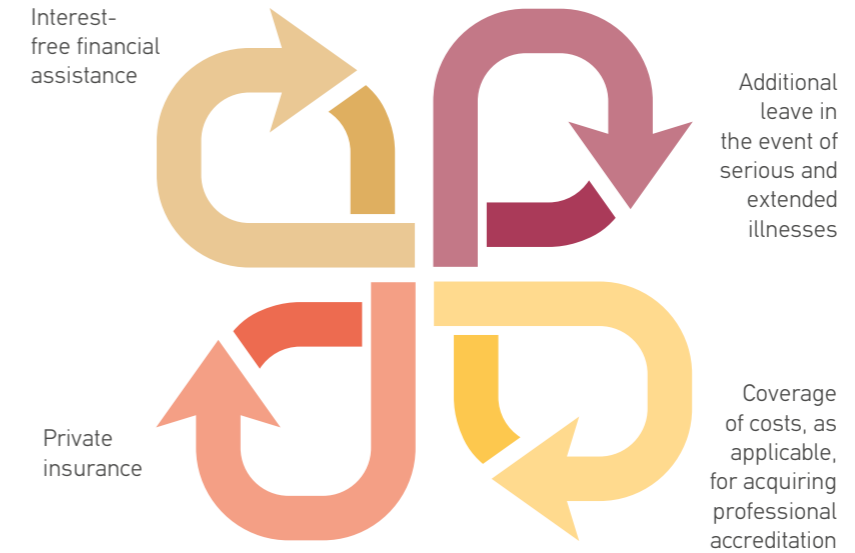
- 1. Goldair Handling Values Award** - Award to the colleagues who have received the most thank-you letters for practices based on the Company's values (Immediacy / Adjustment, Consistency, Team spirit, Respect)
- 2. Customer Service Excellence Award** - Award to colleagues who have received the most thank-you letters for excellence in service
- 3. Social Responsibility Award** - Award to colleagues who have contributed to preventing child trafficking at airports
- 4. Safety Award** - Award to colleagues for practices related to occupational health and safety



**6.4. Additional benefits**

In the context of the relations of trust and harmonious collaboration with its people, Goldair Handling aims not only to ensure fair and competitive wages, but also to ensure that

its people receive additional benefits. The Company offers a set of additional benefits, beyond those required by law, to all employees, regardless of their position. Specifically:



**6.5. Open and two-way communication**

At Goldair Handling we encourage open, two-way, transparent communication between employees and the Company's Management, as it encourages a culture of trust and mutual respect, and helps to identify those areas in need of further improvement. Moreover, the communication channels used in the Company provide the opportunity to express new ideas and proposals, and even complaints that are promptly resolved. Internal communication channels include:

- ☑ **Base meetings with the Management Team, twice per month** One of the most important channels of communication of the Company with our people is the meeting between the Senior Management team with people from the company's base, namely those who come in direct contact with passengers, aircraft and cargo, regardless of experience or past service. This meeting takes place twice per month, with the participation of the Company's regional stations, via teleconference. The matters that interest employees (employment, equipment and

facilities, behaviour and improvement ideas) are discussed extensively while ideas and proposals are exchanged, aiming at the constant improvement of the workplace and the safety of the workers.

- ☑ In 2017, 10 meetings were held with 20 participants. Interactive meeting every 6 months, between Middle and Senior Management
- ☑ Annual events for our people and their children
- ☑ Two-year satisfaction survey and recording of ideas
- ☑ Intranet
- ☑ Daily communication via emails
- ☑ Regular communication via SMS: At Goldair Handling, important matters that concern the employees are communicated via text messages that allow, for the prompt information of all colleagues, particularly those not working in offices. As an indication, in 2017, 70 text messages were sent to 43,877 employees.

To reinforce the open door policy, twice per week, a member of Human Resources visits all departments at the Athens airport, during specific times, to be able to talk to everybody in person and listen to any concerns or questions they may have. Also, in addition to the aforementioned weekly visit, members of Human Resources visit their colleagues in as many shifts and areas as they can, providing the opportunity to as many employees as possible to talk to them, both in Athens and at the regional airports.

It is worth noting that in 2017 a two-year satisfaction survey of our people was launched, in which they can anonymously express their opinions on the company, their relations with their

colleagues and superiors, the means and equipment they are given and the training they receive. Its purpose is to provide a platform for people to express themselves freely, without fear, so we can identify those areas that require improvement.

Moreover, there is an open and two-way dialogue with the Company's labour union, whenever deemed necessary by either side. During 2017, the Management of Goldair Handling met twice with representatives of the labour union, with the participation of 15 employees. We should note here that the Company completed in 2017 its Employee Complaint Policy, which was announced to the entire personnel during the first months of 2018.



#### EXTRACT FROM THE EMPLOYEE COMPLAINT POLICY

These complaints may relate to behaviours and actions related to:

- **Discrimination** - defined as the different treatment of people arising from prejudice or interest.
- **Harassment** - defined as the behaviour that disrupts or annoys, and is characteristically repeated. This behaviour is perceived as annoying or threatening.
- **Bullying** - defined as an aggressive, purposeful act or behaviour manifested by an individual or group of individuals repeatedly which endures over time. It may concern physical or psychological violence.
- **Injustice** - which is defined as an act characterised by lack of justice or an act opposing justice, in relation to a specific person. The injustice burdens or favours someone unfairly compared to somebody else, and violates the principles of meritocracy or equality.

This policy presents all the ways available to the employees to communicate a complaint. It should be noted that the Company provides the employees with the option to submit their complaint in writing and/or anonymously, if they wish to do so, through the "Conference" electronic platform.

## 6.6. Equal opportunities and diversity

Goldair Handling recognises and protects the inalienable right of all human beings to work, ensuring that a strong work culture is in place. An environment of respect and dignity is cultivated at the Company, where the equal treatment of all employees, regardless of gender, racial origin, religion or other type of discrimination, is non-negotiable. The Company also opposes child labour and any type of forced labour.

Moreover, the Company applies the Internal Regulation in which all rules, rights and obligations are described in detail the rules, rights and obligations, the operating procedure of Goldair Handling, as well as the overall philosophy governing the relations of the employees with Management.



There were no incidents of any type of discrimination in 2017 in the Company.



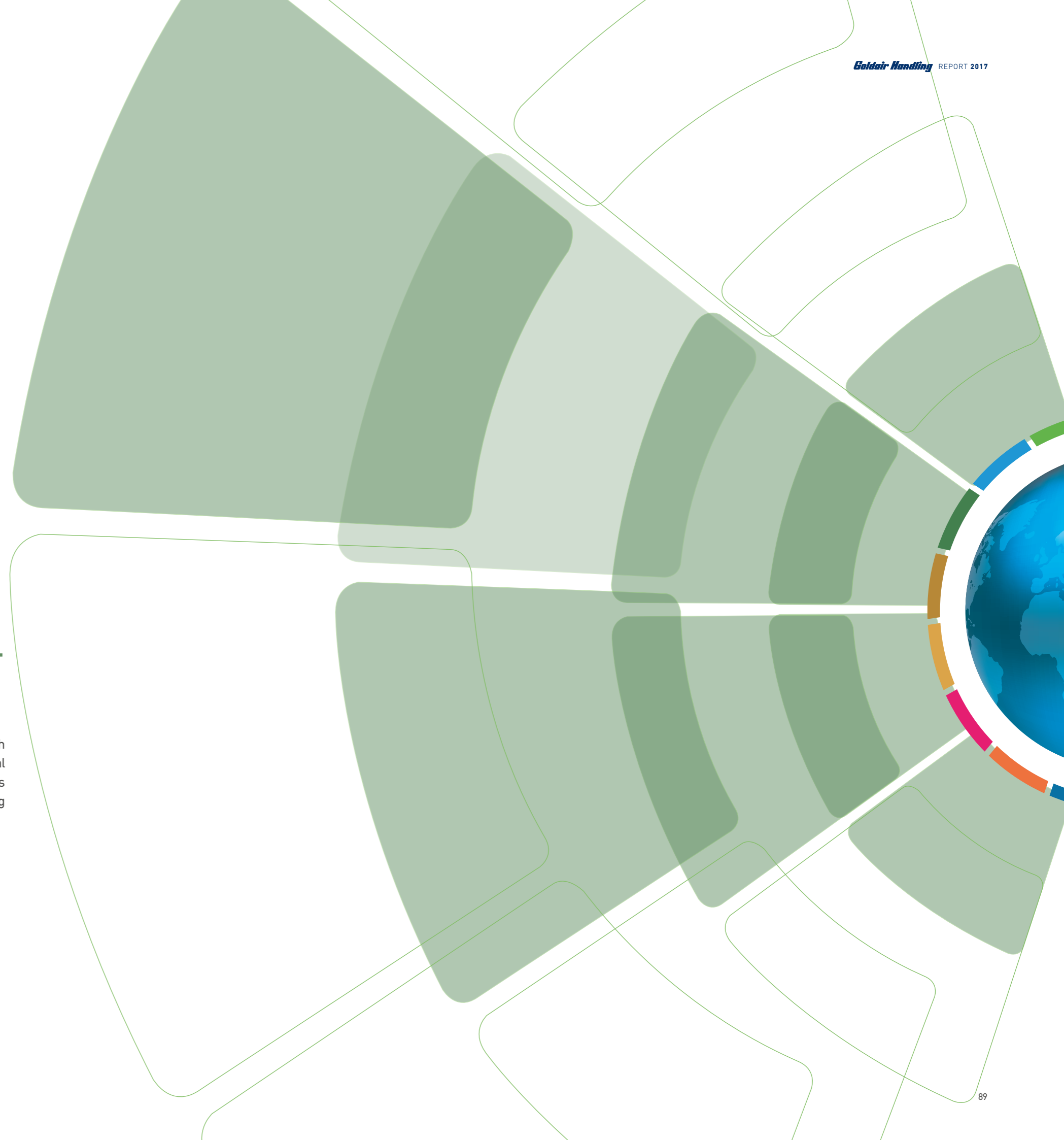
#### TARGETS FOR 2018

- ✔ Creation of 360° evaluation for executives (from Middle towards Senior Management)
- ✔ Creation of recruitment center
- ✔ Creation of Code of Conduct
- ✔ Analysis of employee satisfaction survey that either concerns further improvement of certain areas or preservation of areas that operate more effectively. The results of the survey will serve as the basis for our Strategic planning for 2018 through focus groups, meetings of the Senior Management team with people from all departments and the Company's regional stations, aiming at the better understanding and optimisation of the areas in need of improvement.
- ✔ Strategic replanning of Human Resources, to enhance the growth of our people.
- ✔ Strategic replanning of the training department, to enhance the skills of our people.
- ✔ Creation of specialised training courses on the various areas of passenger ground handling (VIP, people with disabilities).

# 7

## ENVIRONMENTAL RESPONSIBILITY

Goldair Handling aims at minimizing its environmental impact through the development of responsible actions. The Company's environmental responsibility is demonstrated through the programmes it implements with regard to energy and fuel consumption, as well as through recycling programmes and the promotion of "green procurements."



The Company implements an Environmental Management System which is certified in accordance with the International standard ISO 14001 and includes both the Athens airport and the network of 25 regional airports. Through its Environmental Management System, the Company focuses on the continuous improvement of services provided, always with respect for the environment.

In the context of acknowledging the efforts of Goldair Handling in the effective use of natural resources, as well as in the reduction of its environmental footprint, in December 2017, the Company received the "Environmental Excellence Award" from Athens International Airport.

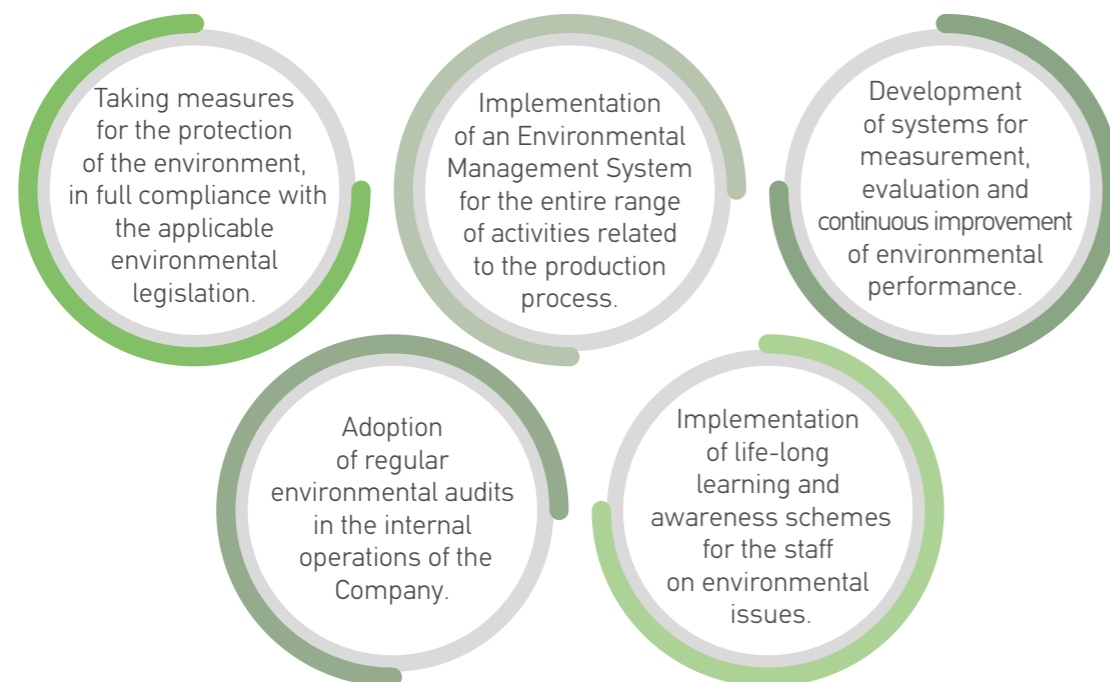
## 7.1. Environmental policy and environmental incident response procedure

Our objective is not limited to complying with the applicable legislation and regulations, but extends to the adoption of the best practices related to given activities. We apply specific procedures and practices, based on the Principle of Prevention, for the protection of the environment.

### ENVIRONMENTAL POLICY

In the Environmental Policy, which was revised in 2017, there is a brief description of the commitments made by the Company's Management and the principles according to which it operates. There is also reference to Goldair Handling's goals concerning

actions related to energy conservation, use of natural resources, minimisation of environmental impact related to waste issues, and noise and air pollution. The principles governing the Company's policy include the following:



### EXTRACT FROM THE COMPANY'S ENVIRONMENTAL POLICY

Goldair Handling recognises the responsibility to contribute to the protection of the environment. Our commitment is not only to fully comply with relative legislation and requirements but also to adopt better practices wherever possible, by taking preventive measures in case of potential risk associated with people, animals and plants' health or with the environment. The primary method to achieve our commitment is to assess and evaluate our environmental impact and to establish, monitor and review on an annual basis the Company's objectives and targets. We take measures, within the frame of our ability, for energy saving, the best possible use of natural resources and for the minimisation of our environmental impact in regard to waste management, noise and air quality by

aiming to exploit the opportunities arising from the efficient management of recyclable materials. For this reason, we participate in recycling programmes and, wherever possible, we use recycled materials. We opt for environmentally friendly supplies from environmentally aware procurers. Our personnel receives relevant training, which includes ecological practices, energy saving, and environmental management and control so as to ensure that they perform their duties in an environmentally responsible way. Furthermore, we promote the collaboration with all competent authorities and any other interested parties in order to contribute to the adoption of measures regarding the continuous improvement of environmental protection.

### ENVIRONMENTAL INCIDENT RESPONSE PROCEDURE

In the context of the Environmental Management System, Goldair Handling has developed and implements a special procedure for the management of potential leaks of hazardous materials (oil, fuel, hydraulic system acids, etc.). The procedure references all required actions for addressing a relevant incident and clearly stipulates that, in case of any

leak (regardless of airport and location), the "Reporting/ Investigation of Accident/ Incident" form must be completed and sent to the Safety & Quality and Environment departments. In 2017, 23 readiness drills with environmental content were carried out in the regional stations where the Company operates.

## 7.2. Quality and Environment Committee

In order to monitor the course of the environmental plans of the Company and the implementation of the System, a specific Quality and Environment Committee has been established. The Committee is responsible for the periodic review of the Integrated Quality, Environment and Food Safety Management System. It meets up to three times per year in order to evaluate the adequacy and effectiveness of the system. Its composition, depending on the station, is as follows:

#### Athens Airport: Quality, HACCP & Environment Committee

- ☑ Chief Executive Officer
- ☑ CSO, Quality & Environment Manager
- ☑ Department Managers and Supervisors
- ☑ Athens Station Manager
- ☑ Process Owners

The results of reviews are always communicated to the Board of Directors of the Company through the Chief Executive Officer.

#### Regional Airports: Quality & Environment Committee

- ☑ Station Manager
- ☑ Station Environmental Management Supervisor
- ☑ Station Department Managers

Review of the regional stations is performed at two levels. Initially at the local level, whose results are communicated to the Company's Board of Directors through the review performed at the Athens station.



## 7.3. Green Team

All of Goldair Handling's people acknowledge that effective environmental protection stems from collective efforts combined with corporate culture.

On the Company's staff own initiative, the "Goldair Handling GREEN TEAM" has been established which organises and volunteers in public awareness actions throughout the year, offering its work to organisations, institutions and municipal authorities. Through the actions implemented, it mainly aims at

the improvement of the natural landscape and the cultivation of ecological consciousness and culture in the local communities in which the Company operates.

More information on the actions implemented by "Goldair Handling GREEN TEAM" in 2017 is available in "7. Goldair Handling's contribution" in the section entitled "Environmental actions" page 98.

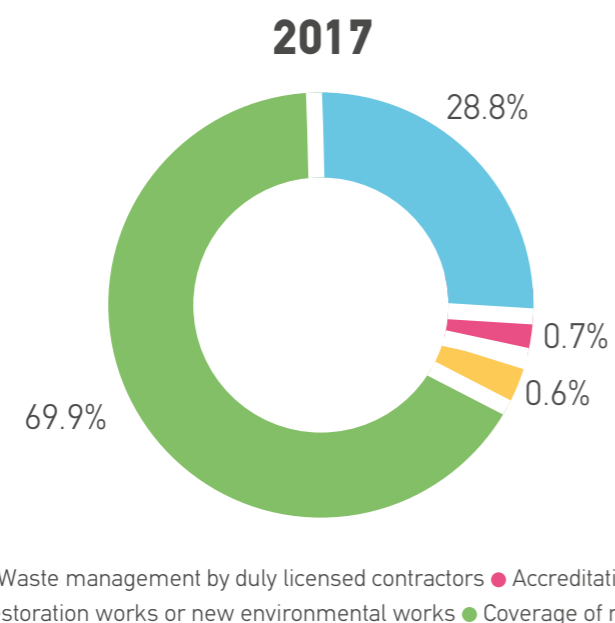
## 7.4. Environmental training and investment

Every year, in the context of the System, programmes which are aimed at both informing the employees and reducing the Company's environmental footprint are implemented. Similar programmes include:

- ✔ The staff training programme
- ✔ The environmental impact identification and management programme
- ✔ The resource exploitation improvement plan
- ✔ The environmental performance monitoring plan

In addition, the Company organizes Environmental Awareness Seminars, for all employees, at all the stations where Goldair Handling operates. The monitoring of these training courses is compulsory for the newly recruited and for the heads of departments, who are required to repeat this training on an annual basis. The Company also systematically invests in a number of other environmental improvements as outlined below:

### ENVIRONMENTAL INVESTMENTS (%)



\*Coverage of the transportation costs of a large number of employees using mass transportation is implemented in the context of reducing the environmental footprint of the Company in terms of staff transport.

## 7.5. Environmental performance

Goldair Handling systematically monitors and analyses the possible environmental effects that may arise from its business operations. Based on the results of the actions implemented annually, it aims at minimising any negative impact on the environment and saving natural resources. In this framework, reduction of energy consumption and responsible management of waste are the top environmental priorities in all the Company's operations.

### WASTE MANAGEMENT

The increase of the rate of recycling solid waste per type, and hence the reduction of the waste produced constitutes a long-standing objective of Goldair Handling. To this end, the Company ensures that most types of waste are recycled. At the same time, clients adopting the best practices employed by the Company in terms of waste management play an important part in this endeavour.



Type	HAZARDOUS MATERIALS QUANTITIES				
	ATHENS AIRPORT*		Management method	REGIONAL AIRPORTS**	
	2016	2017		2016	2017
Used oil and lubricants (lt)	5,710	4,400	Recycling	2,292	4,087
Oil filters (kg)	1,155	850	Recycling	-	-
Used workshop batteries (kg)	6,310	17,255	Transported to the airport facilities	1,310	7,426
Used household-type batteries (kg)	10	27	Recycling	71	75
Toner (kg)	120	1	Recycling	374	449
Tires (kg)	550	180	Recycling	326	402
Fluorescent lamps (kg)	25	35	Recycling	-	-

\* For the Athens airport, the quantities refer to items collected by the Athens International Airport.

\*\* For the regional airports, the information on management method is not available, as management of the quantities reported is performed by the local authorities.



### NON-HAZARDOUS MATERIALS QUANTITIES

Type	ATHENS AIRPORT*		Management	REGIONAL AIRPORTS**	
	2016	2017		2016	2017
Urban waste (kg)	33,536	136,860	Disposal to landfills	-	-
Paper (kg)	27,774	16,010	Recycling	52,027	59,876
Plastics (kg)	11,844	17,901	Recycling	940	1,072
Aluminium (kg)	2,155	129	Recycling	151	164
Glass (kg)	2,079	2,470	Recycling	11	-
Wood (kg)	30,510	59,810	Recycling	-	-
Construction material (kg)	16,850	12,540	Recycling	-	-
Animal by-products (kg)	1,040	1,525	Recycling	-	-

\* For the Athens Airport, the quantities refer to data collected by the Athens International Airport.

\*\* For the regional airports, the information on management method is not available, as management of the quantities reported is performed by the local authorities.

The Company also manages quantities of metal for the Athens airport and all regional airports. These quantities concern the recycling of supplies, which is performed centrally at the Athens Airport. The quantities in 2016 amounted to 7,630 kg, increasing to 20,598 kg in 2017.

#### ENERGY

Efficient energy usage is a major concern of the Company in its effort to save resources and protect the environment. To this end, there is annual monitoring of energy consumption,

and energy performance improvement targets are set. In all its areas of operation, Goldair Handling uses the Public Power Corporation (PPC) power grid to cover the energy consumption of its facilities. In addition, and to a lesser extent, it uses oil, gas and natural gas, as there is no potential for use of energy produced by fuel derived from renewable energy sources.

The energy consumption of the last two-year period, for the Athens and the regional airports, is reported as follows:



### ENERGY CONSUMPTION

	2016	2017
<b>ATHENS AIRPORT</b>		
Electricity (kWh)	1,341,353.00	1,418,058.00
Natural gas (Nm3)*	35,162.00	47,941.00
Gas (lt)	17,808.00	12,782.92
Oil (lt)	805,544.00	782,539.32
<b>REGIONAL AIRPORTS</b>		
Electricity (kWh)	228,433.05	505,069.00
Gas (lt)	45,425.84	27,770.00
Oil (lt)	518,146.44	887,000.00
<b>TOTAL CONSUMPTION</b>		
Electricity (kWh)	1,569,786.05	2,128,058.00
Natural gas (Nm3)	35,162.00	47,941.00
Gas (lt)	63,233.84	40,552.92
Oil (lt)	1,323,690.44	1,669,539.32

\* Natural gas consumption refers solely to the Athens station

For the calculation and metering of energy consumption, the Company considers the power and fuel providers' invoices, as well as the readings of energy counters where possible (the counters are subject to the jurisdiction of the state Airport operator).

#### EMISSIONS

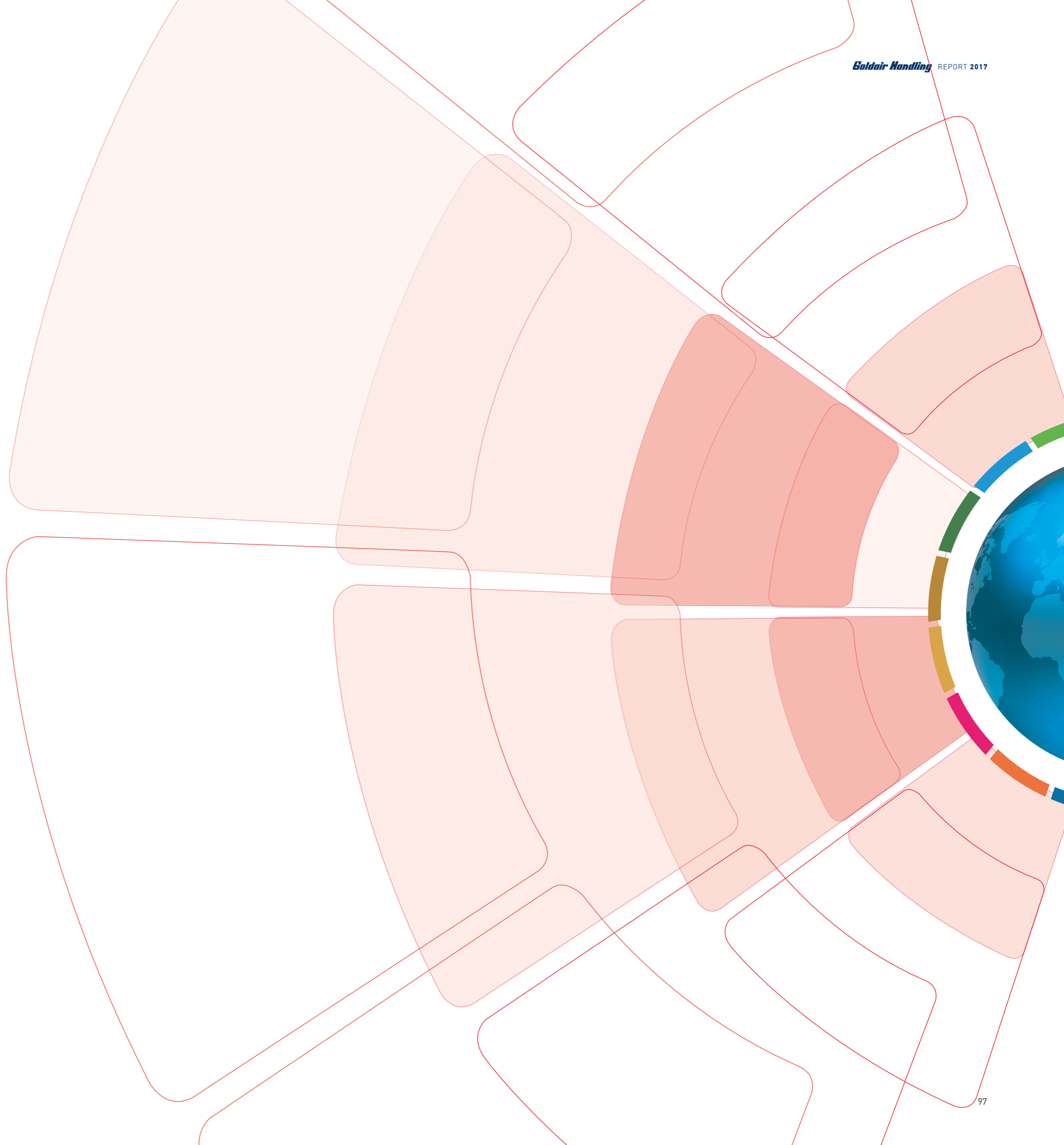
Considering that the impact of climate change affects the natural environment, companies are called upon to take initiatives for the monitoring and reduction of air pollutants, which accelerate the impact of climate change. In this

context, Goldair Handling makes every effort to reduce emissions from its activities at the airports it manages. At the Athens airport, the Company records the emissions from its annual operations, through the Athens International Airport.

# 8

## GOLDAIR HANDLING'S SOCIAL CONTRIBUTION

Goldair Handling has developed an integrated corporate social responsibility program, which covers three main axes: support for vulnerable social groups, volunteering of employees and environmental voluntary actions.




Within the framework of Corporate Social Responsibility, Goldair Handling has made it a priority to support socially vulnerable groups in all the regions in which it operates. Through targeted efforts, it implements actions for the protection of the environment, through beach cleaning and recycling programmes, and sponsorships in support of non-profit and other organisations. Through the Green Team campaign, it encourages all employees to take an active part and to adopt an environmentally friendly lifestyle in their work spaces.


The company also supports educational initiatives such as the robotics group of the 19th Junior High School of Thessaloniki, the "19Robogators". The initiative included supporting the group in its participation in the First Lego League OEC 2017 competition held in Aarhus, Denmark, in which 118 top robotics teams from around the world participated. The Thessaloniki team placed 13th in the competition and is thus among the world's 15 leading robotics teams. The integrated framework of the Company's social contribution is broken down into three separate pillars, as follows:





## 8.1. Support of vulnerable social groups


Goldair Handling ensures that vulnerable social groups are supported by contributing practically to charities and non-profit organisations (NPOs). Through targeted actions implemented by the Company in this regard, employees are provided with the opportunity to participate in a variety of social activities as active citizens. More specifically, listed below are the actions implemented by the Company:


 **HELLENIC RED CROSS** The company ensured the purchase of a wheelchair and received a thank-you letter for its contribution from the Peristeri Regional Office of the Hellenic Red Cross. At the same time, all companies in the Goldair group supported the Hellenic Red Cross homeless shelter.

 **PRAKSIS** Company employees collected and donated clothing to the Homeless Daycare Centre.

 **GIVE HOPE** The company participated in the 'Give Hope' programme, in collaboration with TNT, collecting 20 boxes of necessities (food, clothing, etc.).

 **I COLLECT BOTTLE TOPS, I MAKE A CHILD SMILE** Workers at all airports where the Company operates collected approximately 100 kg of bottle tops, thereby contributing to the purchase of a wheelchair.

 **DOCTORS WITHOUT BORDERS** The companies of the Goldair group supported the mission of Doctors Without Borders, ensuring access to medical care for thousands of people.

 **MAKE A WISH** For the second consecutive year, Goldair Handling supported the Make-a-Wish Foundation (Make-a-Wish Greece) by celebrating World Wish Day on Friday, 28 April. By participating in the Walk for Wishes, the most brilliant stroll through the streets of Athens, the Company sent a message of strength, hope and joy.

In addition, Company employees at the regional airport of Kos organised a 5-kilometre walk/run to collect food for the Kos Nursing Home.

### PLANE PULL WITH 'THE SMILE OF THE CHILD'

For the second year in a row, Goldair Handling participated in the Plane Pull competition at "El. Venizelos" Athens International Airport, with the support of DHL (Transport Company), in order to support the organisation "The Smile of the Child". The Goldair Handling team managed to pull an Airbus A300/600 (weighing 100 tonnes) 20 whole metres and was named the competition's "Most enthusiastic team".



## 8.2. Employee volunteerism

Goldair Handling implements significant social initiatives with the assistance of employees, having developed a strong culture of volunteerism. The company has created a blood bank, "Positive Energy", to which employees contribute through voluntary donations at Red Cross Hospital. The Company's blood bank supplies both Goldair Handling employees and their families.



### INTERNATIONAL VOLUNTEER DAY - KINDNESS REVOLUTION

In collaboration with Ethelon.org, Goldair Handling celebrated International Volunteer Day in Thessaloniki. During the course of International Volunteer Day - Kindness Revolution, 30 Goldair Handling employees put together 250 love packets with necessities and sanitary supplies for our fellow citizens. In addition, they designed greeting cards and attended an interactive workshop held by the civil non-profit organisation "Greek Guide Dogs" on providing safe and effective assistance to the visually impaired.

### CHRISTMAS WITH 'THE SMILE OF THE CHILD'

This Christmas, the Company was hosted at the home of the organisation "The Smile of the Child" in Melissa. With the participation of 40 volunteers/employees of Goldair Handling and the guidance of "The Smile of the Child" staff, the home was decorated for the holidays, traditional Christmas sweets were prepared, and everyone enjoyed their time with the children.

### CONTRIBUTION SQUAD

In addition, during the course of 2017, the Company supported the OPAP Contribution Squad and its Corporate Social Responsibility Initiative. In this context, the group #GoldairHandlingTeam was created, through which the Company was able to collect the sum of 4,500 euros, actively contributing to the renovation of two Paediatric Hospitals, "Agia Sofia" and "Panagiotis and Agglaiia Kyriakou".

### GOLDAIR HANDLING #RUNNINGTEAM

The Goldair Handling #Running Team participated for the 3rd consecutive year in the Athens Marathon, held in November, providing practical support through the spirit of sport for the work of important organisations and associations.

### GOLDAIR HANDLING FOOTBALL TEAM

The Company has a football team that participates in the Corporate Champions League every year. During the 2016 - 2017 season, the Goldair Handling football team, with its excellent performance, was crowned cup winner, also winning the championship.



### VOLUNTEERISM IN KEFALONIA

Goldair Handling employees at the Kefalonia airport volunteered to paint the 3rd Lyceum of Argostoli.



### EVENT FOR THE EMPLOYEES' CHILDREN

During the Christmas season, the Human Resources department of Goldair Handling organises an event for the children of the Company's employees. In 2017, the event took place on 16 December and was attended by 137 employees and 118 children. The line-up for the children's event included a pastry workshop and lots of space for the children, while an entertaining show was organised for the adults.

The children were also photographed with Santa Claus and, at the end of the event, every one of them received wonderful Christmas gifts.

## 8.3. Environmental actions

The Company has established the "Goldair Handling Green Team," which is actively involved in recycling programmes and initiatives for the redevelopment and cleaning of public spaces. The Company's goal is to implement as many environmental actions as possible in the vicinity of the Athens and regional airports.

In 2017, the Company cleaned beaches and green areas at the following airports:

#### 1. ATH (Athens International Airport)

World Environment Day – visit to the SNFCC

#### 2. JTR (Santorini Airport)

The initiative pertained to the collection of trash at the fence surrounding the airport

#### 3. EFL (Kefalonia Airport) Park and beach clean-up

#### 4. RHO (Rhodes Airport) Beach clean-up

#### 5. SKU (Skyros Airport)

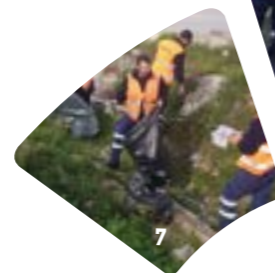
Beach clean-up (Pefko)

#### 6. KVA (Kavala Airport)

Beach clean-up

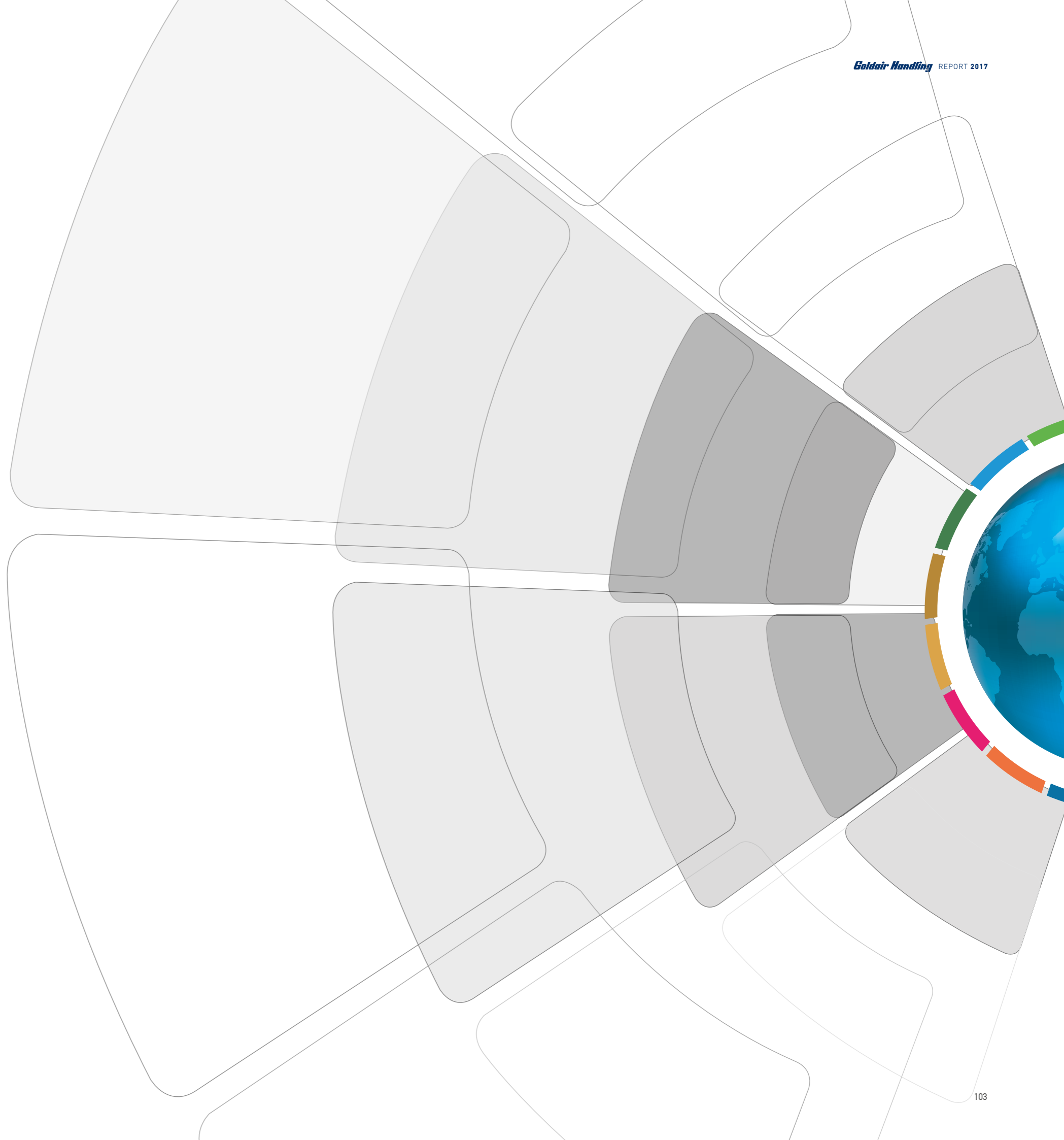
#### 7. CHQ (Chania Airport)

Cleaning of the environs of "I. Daskalogiannis" Airport





# ABOUT THE REPORT



**REPORT PROFILE**

This publication is the second Report by Goldair Handling, as well as the first one to be drawn up in accordance with the GRI Standards of the international organization Global Reporting Initiative (GRI) at the Core level.

The terms "Company" and "Goldair Handling" refer to "Goldair Ground Services Société Anonyme," with the distinctive title Goldair Handling S.A. and the English name Goldair Aviation Handling S.A.

The Report covers the period 01.01.2017 - 31.12.2017, and through its publication the company seeks to provide comprehensive information for its stakeholders on how it is operating and developing in today's environment and how it meets economic, environmental, and social challenges. Moreover, the report includes the policies, strategy, procedures, standing administrative practices, actions, targeting as well as the results achieved by the Company with regard to the Sustainable Development pillars.

Goldair Handling's Report on Corporate Social Responsibility and Sustainable Development is available through the Company's official web page (<http://www.goldair-handling.gr>).

**SCOPE AND LIMITS**

The Report covers a wide range of issues relating to the Company's economic, environmental, and social performance, without any restrictions in terms of the scope of the Report. The information referred to in this Report pertains to Goldair

Handling's overall operations in Greece, while it includes summarised data related to the operations of its subsidiary in Bulgaria (Goldair Handling Bulgaria). Wherever there are revisions, specific reference is made to the individual sections, tables, or diagrams, and the reasons for revision are specified at the respective points in the text.

**PROJECT TEAM**

In order to cover the breadth of issues related to Sustainable Development issues, the Company has put together a "Sustainable Development Team". Its members come from all departments of the Company, and their main task is to collect and record all necessary data and information relevant to the Company's performance with regard to the pillars of Sustainable Development and to make proposals for relevant actions. Goldair Handling's Sustainable Development Team participated in the creation of the 2017 Corporate Social Responsibility and Sustainable Development Report under the coordination of the Quality and Environment Department, on the basis of strategic planning by the Company's Committee on Sustainable Development.

**METHODOLOGY**

Goldair Handling's 2017 Corporate Social Responsibility and Sustainable Development Report has been drawn up in accordance with the 2016 standards of the International Organization "Global Reporting Initiative" (GRI Standards), and the content has been decided upon based on the following principles:



Goldair Handling's Sustainable Development Team carried out a materiality analysis with the aim of determining the essential issues related to Company activities. The results of this process are presented in section "3. Goldair Handling's Corporate Social Responsibility" page 36.

The materiality analysis and the creation of Goldair Handling's 2017 Corporate Social Responsibility and Sustainable Development Report were carried out with the support and guidance of Grant Thornton Greece ([www.grantthornton.gr](http://www.grantthornton.gr)). 

**SOURCES OF INFORMATION**

The quantitative data and the relevant information presented in the Report have been collected on the basis of recording procedures applied by the individual Departments of Goldair Handling, as well as from the databases which are maintained within the framework of implementing the related management systems. At points where data are provided which have resulted following processing or which are based on assumptions, the mode or method of calculation is referred to, in accordance with GRI Standards.

**EXTERNAL QUALITY ASSURANCE**

Recognising the importance of external quality assurance with regard to the Report and wishing to stress its commitment to objectivity and reliability, Goldair Handling assigned the external quality assurance of the content of the Report to the independent body KPMG. The conclusions and comments resulting from the external verification procedure are utilised by the Company to improve the quality of the Reports it issues. The independent quality assurance report on the content of Goldair Handling's 2017 Corporate Social Responsibility and Sustainable Development Report can be found on page 116 of this Report.

**COMMUNICATION WITH REGARD TO THE REPORT**

Your comments and opinion concerning the Company Report are very important and contribute to our effort towards continuous improvement with regard to Sustainable Development and Corporate Social Responsibility issues. To actively contribute to our further development, please send any observations, comments, or the attached contact form to the following address.

**Eirini Papoutsi** *Chief Sustainability Officer, Quality & Environment Manager, Athens International Airport, Building 24, 1st floor, 19019, Spata. Telephone: 210 354 3850. E-mail: [E.papoutsi@goldair-handling.gr](mailto:E.papoutsi@goldair-handling.gr)*

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>Organization profile</b>				
102-1	Name of the organization	Goldair Handling, full-name and in English "Goldair Aviation Handling S.A. (Société Anonyme)" 1.1. The Goldair Handling Company (p. 12) <a href="http://www.goldair-handling.gr/en/pages/history">http://www.goldair-handling.gr/en/pages/history</a>	-	✓
102-2	Activities, brands, products and services	1.1. The Company at a Glance (p. 10), 1.2. The Goldair Handling Company (p. 12), 1.5. Business Model and Strategic Priorities (p. 16), 1.8. The Goldair Handling Bulgaria Ltd. subsidiary (p. 21) 2.1. Our services (p. 28) <a href="http://www.goldair-handling.gr/en/pages/our_services/supervision_administration_load_control">http://www.goldair-handling.gr/en/pages/our_services/supervision_administration_load_control</a>	-	✓
102-3	Location of the headquarters	Athens International Airport, Building 24, 1st floor, 19019, Spata	-	✓
102-4	Location of operations	1.1. The Company at a Glance (p. 10), 1.2. The Goldair Handling Company (p. 12), 1.3. Company History (p. 14), 1.8. The Goldair Handling Bulgaria Ltd. subsidiary (p. 21)	-	✓
102-5	Ownership status and legal form	1.2. The Goldair Handling Company (p. 12), 1.3. Company History (p. 14)	-	✓
102-6	Markets served	1.1. The Company at a Glance (p. 10), 1.2. The Goldair Handling Company (p. 12), 1.5. Business Model and Strategic Priorities (p. 16), 1.8. The Goldair Handling Bulgaria Ltd. subsidiary (p. 21), 2.1. Our services (p. 28) <a href="http://www.goldair-handling.gr/en/network/greece">http://www.goldair-handling.gr/en/network/greece</a>	-	✓
102-7	Scale of the organization	1.1. The Company at a Glance (p. 10), 1.2. The Goldair Handling Company (p. 12), 1.5. Business model and strategic priorities (p. 16)	-	✓
102-8	Information on employees and other workers	1.8. The Goldair Handling Bulgaria Ltd. subsidiary § Investing in our people (p. 22), 6.1. The human resources of Goldair Handling (p. 74)  The amount of the organization's work that is executed by subcontractors is very small and concerns security and cleaning services. The Company monitors and records the relevant data.	-	✓
102-9	Supply chain	2.5. Trust relationships with suppliers (p. 34)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>Organization profile</b>				
102-10	Significant changes to the organization and its supply chain	About the Report (p. 102)  There were no significant changes in the size, structure, ownership or supply chain of the organization during the reporting period.	-	✓
102-11	Precautionary principle or approach	2.1. Approved Regulated Agent Certification (p. 30), 2.2. Assurance of Quality of Service (p. 30), 2.4. Responsible Communication (p. 33), 3.2. Organizational Structure for Sustainable Development (p. 39), 3.3. Goldair Handling's contribution to the UN Global Goals for Sustainable Development (p. 41), 4.2. Corporate Governance (p. 54), 4.3. Risk Management (p. 58), 4.4. Transparency and Conflicts of Interest (p. 59), 5. Health and Safety Management (p. 62), 5.1. Maintaining the Safety of Equipment (p. 63), 5.2. Cargo Terminal Security (p. 64), 5.4. Promoting a culture of Health and Safety (p. 68), 5.6. Emergency Response Plan (ERP) (p. 71), 7.1. Environmental policy and environmental incident management process (p. 88), 7.2. Quality and Environment Committee (p. 89), 7.4. Environmental training and investment (p. 90)	-	✓
102-12	External initiatives	1.6. Membership in bodies and organizations § ground.net (p. 18) UN Global Compact, UN Sustainable Development Goals	-	✓
102-13	Membership of associations	1.6. Membership in bodies and organizations § ground.net (p. 18)	-	✓
<b>Strategy</b>				
102-14	Statement from senior decision - maker	Message from the CEO (p. 6)	-	✓
<b>Ethics and integrity</b>				
102-16	Values, principles, standards and norms of behaviour	1.4. Vision, mission and values (p. 16) 2.2. Quality policy (p. 30), 2.4. Marketing and communications Policy (p. 34), 2.5. Procurement Regulations (p. 34), 3.1. Sustainable Development Policy (p. 38), 4.4. Transparency policy (p. 59), 5.3. Safety Policy (p. 65), 6.5. Employee Complaints Policy (p. 84), 6.6. Internal Workplace Regulations (p. 85) 7.1. Environmental Policy (p. 88)	-	✓
<b>Governance</b>				
102-18	Governance structure	4.2. Corporate Governance (p. 54)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>Organization profile</b>				
<b>102-40</b>	List of stakeholder groups	3.4. Goldair Handling's stakeholders (p. 42)	-	✓
<b>102-41</b>	Collective bargaining agreements	6.1. The human resources of Goldair Handling (p. 74)	-	✓
<b>102-42</b>	Identifying and selecting stakeholders	3.4. Goldair Handling's stakeholders (p. 42)	-	✓
<b>102-43</b>	Approach to stakeholder engagement	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43)	-	✓
<b>102-44</b>	Key topics and concerns raised	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43)	-	✓
<b>Reporting practice</b>				
<b>102-45</b>	Entities included in the consolidated financial statements	About the Report (p. 102)	-	✓
<b>102-46</b>	Defining report contents and topic Boundaries	About the Report (p. 102)	-	✓
<b>102-47</b>	List of material topics	3.5. Identifying material issues (p. 48)	-	✓
<b>102-48</b>	Restatements of information	About the Report (p. 102)	-	✓
<b>102-49</b>	Changes in reporting	About the Report (p. 102)	-	✓
<b>102-50</b>	Reporting period	01/01/2017 - 31/12/2017	-	✓
<b>102-51</b>	Date of most recent report	01/01/2016 - 31/12/2016	-	✓
<b>102-52</b>	Reporting cycle	Annual	-	✓
<b>102-53</b>	Contact point for questions regarding the report	Communication regarding the Report (p. 102) <a href="http://www.goldair-handling.gr/en/contact">http://www.goldair-handling.gr/en/contact</a>	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>102-54</b>	Claims of reporting in accordance with the GRI Standards	About the Report (p. 102) This publication is the second Report by Goldair Handling, as well as the first one to be drawn up in accordance with the GRI Standards of the international organization Global Reporting Initiative (GRI) at the Core level.	-	✓
<b>102-55</b>	GRI content index	GRI content index (p. 104)	-	✓
<b>102-56</b>	External assurance	Independent Practitioner's Limited Assurance Report for Goldair Handling S.A. (p. 116)	-	✓
GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>Material Topics</b>				
<b>Customer service and customer satisfaction (corporate customers and passengers)</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.4. Vision, mission and values (p. 16), 1.5. Business model and strategic priorities (p. 16)	-	-
	103-2 The Management Approach and its components	2.1. Our services (p. 28), 2.2. Assurance of Quality of Service (p. 30), 2.3. Mutually beneficial relations with customers (p. 32)		
	103-3 Evaluation of the Management Approach	Satisfaction Surveys (p. 32), Awards for Services Provided (p. 33), Complaint Management (p. 33)		
	Goldair Handling Indicators: Satisfaction Surveys and Complaint Management	2.3. Mutually beneficial relations with customers § Satisfaction Surveys (p. 32), Awards for Services Provided (p. 33), Complaint Management (p. 33)		
<b>Socio-economic and environmental compliance</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.4. Vision, Mission and Values (p. 16), 1.5. Business model and strategic priorities (p. 16)	-	-
	103-2 The management approach and its components	4.2. Corporate Governance (p. 54), 4.4. Transparency and Conflicts of Interest (p. 59), Exerpt from the "Transparency Policy" (p. 62), Safety Policy (p. 62), Environmental Policy (p. 88)		
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43)		
<b>GRI 307: Environmental compliance</b>	307-1 Non-compliance with environmental laws and regulations	The Company regularly monitors national and community environmental legislation and complies with all legal and regulatory requirements. No complaints were submitted in 2017 and no fines were imposed regarding environmental matters.	-	-

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the Material Topic and its Boundary	7. Environmental responsibility (p. 86)	-	✓
	103-2 The management approach and its components	3.1. Sustainable Development Policy and Axes (p. 38), 7.1. Environmental policy and environmental incident management process (p. 88)		
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43), 7.4. Environmental training and investment (p. 90)		
<b>GRI 306: Effluents and Waste</b>	306-2 Waste by type and disposal method	7.5. Environmental performance § Waste management (p. 91)	-	✓
<b>Economic Performance</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	4. Financial results and corporate governance (p. 52)	-	-
	103-2 The management approach and its components	3.4. Creating added value for the stakeholders (p. 47), 4.1. Financial analysis (p. 54)		
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43)		
<b>GRI 201: Economic Performance</b>	201-1 Direct economic value generated and distributed	1.8. The Goldair Handling Bulgaria Ltd. subsidiary § Key Financial milestones of Goldair Handling Bulgaria (p. 21), Creating added value for the Stakeholders (p. 47), 4.1. Financial Analysis (p. 54)	-	-

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>Employee Health and Safety</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	5. Health and Safety Management (p. 60), 5.1. Maintaining the safety of equipment (p. 63), 5.2. Cargo Terminal Security (p. 64), 5.3. Ensuring health and safety at work (p. 65)	-	✓
	103-2 The Management Approach and its components	1.8. The Goldair Handling Bulgaria Ltd. subsidiary § Ensuring health and safety at work (p. 25), 5. Health and Safety Management § Safety Policy (p. 62), 5.1. Maintaining the safety of equipment (p. 63), 5.2. Cargo Terminal Security (p. 64), 5.3. Ensuring health and safety at work (p. 65), 5.4. Promoting a culture of Health and Safety (p. 68)		
	103-3 Evaluation of the Management Approach	5. Health and Safety Management § Health and Safety Investments (p. 62), Investments in the safety of Cargo Terminal facilities (p. 64), Other Actions (p. 70)		
<b>GRI 403 Health and Safety at work</b>	403-2 Hazard identification, risk assessment and incident investigation	5.4. Monitoring of Health and Safety Indicators (p. 70) For the calculation of lost days, counting begins from the day after the accident.	-	✓
<b>Passenger Health and Safety</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the Material Topic and its Boundary	1.4. Vision, Mission and Values (p. 16), 1.5. Business model and strategic priorities (p. 16), 1.6. Membership in bodies and organizations (p. 18), 2. Quality of services and responsibility in operations (p. 26)	-	-
	103-2 The Management Approach and its components	2.2. Assurance of Quality of Service (p. 30), 2.3. Mutually beneficial relations with customers (p. 32), 3.1. Sustainable Development Policy and Axes (p. 38)		
	103-3 Evaluation of the Management Approach	2. Quality of services and responsibility in operations (p. 26), 3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43)		
<b>GRI 416: Customer Health and Safety</b>	416-2 Incidents of non compliance concerning the health and safety impacts of products and services	There was no occurrence of non-compliance with regulations or voluntary codes related to passenger health and safety during the reporting period.	-	-



GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>Expansion into new markets and strengthening current market presence/Business development</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	1.2. The Goldair Handling Company (p. 12), 1.3. Company History (p. 14)		
	103-2 The Management Approach and its components	1.4. Vision, Mission and Values (p. 16), 1.5. Business Model and Strategic Priorities (p. 16), 3.1. Sustainable Development Policy and Axes (p. 38)	-	-
	103-3 Evaluation of the Management Approach	1.5. Business model and strategic priorities (p. 16), 3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43)		
	Goldair Handling Indicator: Expansion into new markets and strengthening of current market presence	1.5. Business Model and Strategic Priorities (p. 16) § The Company's strategic priorities (p. 18)	-	-
<b>Employment</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	3.1. Sustainable Development Policy and Axes (p. 38), 6. Our people (p. 72)		
	103-2 The management approach and its components	6. Our people (p. 72)	-	✓
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43), 6.1. The human resources of Goldair Handling (p. 74)		
<b>GRI 401: Employment</b>	401-1 New employee hires and employee turnover	6.1. The human resources of Goldair Handling § Data on human resources (p. 74)	-	✓
	401-3 Parental Leave	6.1. The human resources of Goldair Handling § Maternity Leave (p. 77)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>Customer and passenger privacy</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	2.3. Mutually beneficial relations with customers (p. 32)		
	103-2 The Management Approach and its components	Customer privacy (p. 33)	-	-
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43), Customer privacy (p. 33)		
<b>GRI 418: Customer privacy</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During 2017, Goldair Handling did not receive any complaints or reports related to the violation of the privacy of its customers or the violation of the privacy of its customers' passengers.	-	-
<b>Transparency and Anti-Corruption</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	3.1. Sustainable Development Policy and Axes (p. 38), 4. Financial results and corporate governance (p. 52)		
	103-2 The Management Approach and its components	3.3. Goldair Handling's contribution to the Global Goals for Sustainable Development (p. 41), 4.4. Transparency and Conflict of Interests § Transparency Policy (p. 59)	-	-
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43), 4.4. Transparency and Conflicts of Interest § Transparency Policy (p. 59)		
<b>GRI 205: Anti-corruption</b>	205-3 Confirmed incidents of corruption and actions taken	During the reference year, no cases of corruption were recorded/reported.	-	-
<b>Business Continuity - BCM</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	4.2. Corporate Governance § Organizational Structure (p. 54), 4.3. Risk Management (p. 58)		
	103-2 The Management Approach and its components	4.2. Corporate Governance § Organizational Structure (p. 54), 4.3. Risk Management (p. 58)	-	-
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's Stakeholders (p. 42) § Communication with stakeholders (p. 43), 4.3. Risk Management (p. 58)		
	Goldair Handling Indicator: Business Continuity	3.6. Targeting (p. 51) The Company has set itself the goal of creating an integrated risk management and business continuity system by 2020.	-	-

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>Procurement Practices</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the Material Topic and its Boundary	1.5. Business Model and Strategic Priorities (p.16), 3.1. Sustainable Development Policy and Axes (p. 38), 2.5. Trust relationships with suppliers (p. 34)	-	-
	103-2 The Management Approach and its components	2.5. Trust relationships with suppliers (p. 34), Procurement regulations and process for the outsourcing and execution of procurements (p. 35)		
	103-3 Evaluation of the Management Approach	2.5. Trust relationships with suppliers § Evaluation of suppliers (p. 35), 3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43)		
<b>GRI 308: Environmental evaluation of suppliers</b>	308-1 New suppliers that were screened using environmental criteria	Goldair Handling places particular emphasis on the environmental assessment of suppliers and sends the Company's Environmental Policy to active suppliers along with an environmental self-assessment questionnaire. The questionnaire also reflects the actions and programmes implemented by the Company's suppliers regarding responsible environmental management, such as energy conservation, proper waste management, recycling of products and packaging, and training of employees in environmental matters.	-	-
<b>Energy and emissions</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	7. Environmental responsibility (p. 86)	-	-
	103-2 The Management Approach and its components	3.1. Sustainable Development Policy and Axes (p. 38), 7.1. Environmental policy and environmental incident management process (p. 88)		
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43), 7.4. Environmental training and investment (p. 90)		

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>GRI 302: Energy</b>	302-1 Energy consumption within the organization	7.5. Environmental Performance § Energy (p. 92) It is noted that biofuels, ethanol and hydrogen are not purchased by Goldair Handling. It should also be mentioned that the Company does not produce or sell energy. The mix of electricity generation from the provider, the Public Power Corporation (PPC), for 2017 included 19.89% renewable energy sources. In particular, the fuel mix for the entire country during 2017, as published by PPC, was as follows: Lignite: 30.85%, Natural Gas: 31.01%, Hydroelectricity: 6.51%, RES: 19.89%, Interconnections: 11.74%.	-	-
	103-1 Explanation of the Material Topic and its Boundary	7. Environmental responsibility (p. 86)	-	-
<b>GRI 103: Management Approach 2017</b>	103-2 The Management Approach and its components	3.1. Sustainable Development Policy and Axes (p. 38), 7.1. Environmental policy and environmental incident management process (p. 88)		
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43), 7.4. Environmental training and investment (p. 90)		
<b>GRI 305: Emissions</b>	305-1 Direct (Scope 1) GHG emissions	7.5. Environmental performance § Emissions (p. 93)	-	-
	305-2 Energy Indirect (Scope 2) GHG emissions	7.5. Environmental performance § Emissions (p. 93)	-	-
<b>Diversity and equal opportunities</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the Material Topic and its Boundary	3.1. Sustainable Development Policy and Axes (p. 38), 6. Our people (p. 72)	-	-
	103-2 The Management Approach and its components	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43), 6. Our people (p. 72)		
	103-3 Evaluation of the Management Approach	6.6. Equal Opportunities and Diversity (p. 85), Internal Workplace Regulations		
<b>GRI 405: Diversity and equal opportunities</b>	405-1 Diversity of governance bodies and employees	6.6. Equal Opportunities and Diversity (p. 85)	-	-

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>Dialogue with stakeholders</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	3.1. Sustainable Development Policy and Axes (p. 38)	-	-
	103-2 The Management Approach and its components	3.1. Sustainable Development Policy and Axes (p. 38)	-	-
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43)	-	-
	Goldair Handling Indicator: Dialogue with stakeholders	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43)	-	-
<b>Training and education</b>				
<b>GRI 103: Management Approach 2017</b>	103-1 Explanation of the Material Topic and its Boundary	6. Our people (p. 72)	-	✓
	103-2 The management approach and its components	3.1. Sustainable Development Policy and Axes (p. 38), 6. Our people (p. 72)	-	✓
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43), 6.2. Education (p. 78), 6.3. Evaluation and recognition (p. 81)	-	✓
<b>GRI 404: Training and education</b>	404-3 Percentage of employees receiving regular performance and career development reviews	6.3. Evaluation and recognition (p. 81)	-	✓
<b>Labour-Management relations</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the Material Topic and its Boundary	6. Our people (p. 72)	-	-
	103-2 The Management Approach and its components	6.5. Open and two-way communication (p. 83), Employee Complaints Policy (p. 84)	-	-
	103-3 Evaluation of the Management Approach	3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43), 6.5. Open and two-way communication (p. 83)	-	-
<b>GRI 402: Labour-Management relations</b>	402-1 Minimum notice period regarding operational changes	3.6. Targeting (p. 51) The minimum period of notice given to employees and their representatives regarding significant operational changes that could affect them substantially will be incorporated into the Code of Conduct for Employees.	-	-

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2017 ("core" option)</b>				
<b>Development of social actions &amp; volunteerism</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the Material Topic and its Boundary	3.1. Sustainable Development Policy and Axes (p. 38), 8. Goldair Handling's social contribution (p. 94)	-	-
	103-2 The Management Approach and its components	3.1. Sustainable Development Policy and Axes (p. 38), 3.3. Goldair Handling's contribution to the UN Global Goals for Sustainable Development. (p. 41), 8. Goldair Handling's social contribution (p. 94)	-	-
	103-3 Evaluation of the Management Approach	3.3. Goldair Handling's contribution to the UN Global Goals for Sustainable Development (p. 41), 3.4. Goldair Handling's stakeholders (p. 42) § Communication with stakeholders (p. 43), 7.3. Green Team (p. 90), 8.1. Support of vulnerable social groups (p. 96), 8.2. Employee volunteerism (p. 97), 8.3. Environmental actions (p. 98)	-	-
	Goldair Handling Indicator: Development of social actions & volunteerism	7.3. Green Team (p. 90), 8.1. Support of vulnerable social groups (p. 96), 8.2. Employee Volunteerism (p. 97), 8.3. Environmental actions (p. 98)	-	-
<b>Marketing Communication</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the Material Topic and its Boundary	2. Quality of services and responsibility in operations (p. 26), 2.2. Assurance of Quality of Service (p. 30), 2.3. Mutually beneficial relations with customers (p. 32)	-	-
	103-2 The Management Approach and its components	2. Quality of services and responsibility in operations (p. 26), 2.2. Assurance of Quality of Service (p. 30), 2.3. Mutually beneficial relations with customers (p. 32), Marketing and Communication Policy (p. 34)	-	-
	103-3 Evaluation of the Management Approach	2.4. Responsible Communication § Marketing and communication Policy (p. 34), 3.4. Goldair Handling's stakeholders (p. 42) § Communication with the stakeholders (p. 43)	-	-
<b>GRI 417: Marketing Communication</b>	417-3 Incidents of non-compliance concerning marketing and communications	2.4. Responsible Communication § Marketing and Communication Policy (p. 34) During 2017, no incidents of non-compliance with communication and marketing regulations and voluntary codes were recorded at the Company.	-	-

# Independent Limited Assurance Report for Goldair Handling S.A.

The Board of Directors of Goldair Aviation Handling S.A. (hereinafter the "Company" or "Goldair Handling" or "Goldair Handling S.A.") engaged KPMG Consultants S.A. to review selected data included in the Company's Greek report titled '2017 Corporate Social Responsibility and Sustainable Development Report' (hereinafter "the Report") for the period between 1 January 2017 and 31 December 2017, in order to carry out the suitable processes for the limited assurance of its content.

Our engagement was designed to provide limited assurance in accordance with ISAE 3000<sup>1</sup> on the following aspects of the Report (hereinafter "scope"):

**1** The reliability (on a sample basis) of the 'General Disclosures' of the 'Core' option of the 'Standards' of the Global Reporting Initiative ('GRI') marked with the symbol 'V' in the 'GRI Table' of the Report.

**2** The reliability (on a sample basis) of the following 'Topic Specific Disclosures' that were selected by the Management of the Company and are marked with the symbol 'V' in the 'GRI Table' of the Report:

- ☑ Environment - Effluents and Waste: Management Approach - hereinafter "MA" - and Disclosure GRI 306-2.
- ☑ Society - Occupational Health and Safety: MA and Disclosure GRI 403-2.
- ☑ Society - Employment: MA and Disclosure GRI 401-1.
- ☑ Society - Employment: MA and Disclosure GRI 401-3.
- ☑ Society - Training and Education: MA and Disclosure 404-3.

Our work for the above assurance scope concerned the operations and activities of the Company (parent company) in Greece for the entirety of its network within the country. We were not engaged to provide assurance concerning any prior reporting period data and or information presented in the Report. Additionally, the assurance scope did not include the Company's activities beyond the borders of Greece or information and performance indicators that concern subsidiaries or joint ventures of the Company included in the Report.

The Management of the Company is responsible for the preparation and presentation of the Report on the basis of the Sustainability Reporting Standards issued by the Global

Reporting Initiative (GRI), as noted in the Report, and the relevant internal directives, for the information and assertions/declarations contained in the Report, for determining the Company's objectives with respect to its sustainable development performance and the publication of related reports, including the identification of stakeholders and material issues and, finally, for establishing and maintaining appropriate systems for monitoring and controlling Company performance from which the information reported derives.

Our responsibility is to carry out limited assurance work and express our conclusions based on the processes conducted for the agreed upon scope, as presented above. We conducted our engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000, which requires that we comply with the appropriate ethical requirements, including independence requirements, and that we plan and perform our engagements in such a manner as to obtain limited assurance on whether selected data of the Report concerning the period between 1 January 2017 and 31 December 2017 are free from material misstatement.

KPMG applies the ISQC1<sup>2</sup> international standards and accordingly maintains an integrated quality control system including documented policies and procedures regarding compliance with ethical requirements, professional standards and the applicable legal and regulatory requirements. We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence, confidentiality and professional behaviour.

A limited assurance engagement on a sustainable development report consists of making inquiries primarily addressed to the persons responsible for the preparation of the information contained in each report and applying analytical and, if deemed necessary, other evidence-gathering procedures. These procedures included:

☑ Inquiries of Management in order to gain an understanding of the Company's processes, on a sample basis, to determine the material issues for its key stakeholder groups.

☑ Interviews with competent Company executives, on a sample basis, concerning sustainable development policies for the handling of material issues and their implementation within the enterprise.

☑ Interviews with competent Company executives responsible for providing the information included in the Report, during which we also reviewed, on a sample basis, systems and/or processes for information management, internal structures for the control and processing of the qualitative and quantitative information contained in the Report, at the Company level. In this context, we tested, on a sample basis, the reliability of the data concerning the references noted in the 'General Disclosures' and the 'Topic Specific Disclosures' of the 'GRI Table' of the Report that fall within the foregoing agreed upon assurance scope.

☑ Visits to the Company's headquarters in Athens, where we reviewed, on a sample basis, the procedures for developing and managing the content of the Report, as well as the current corporate governance structure with respect to sustainable development issues.

☑ Comparing the information presented in the Report within the foregoing agreed upon assurance scope to corresponding information included in existing sources, on a sample basis, to determine whether the relevant information has been included in the Report.

☑ Reviewing the information presented in the Report within foregoing agreed upon assurance scope in order to determine, on a sample basis, whether it is in line with our overall knowledge of and experience obtained with regard to the Company's sustainable development performance.

Where financial information (text and/or data) within the remit of the certified public accountant-auditor's scope was utilised

within the agreed upon assurance scope, our work was limited to checking the reliability of the transfer of these data from the Company's audited and published '2017 Financial Statements' to the sections of the Report relevant to the scope of our work. To obtain a thorough understanding of the Company's financial results and financial position, the 2017 audited financial statements should be consulted. The scope of our work did not include the review/testing of the operating effectiveness of the information systems used to collect and aggregate data included in the Report that concern the foregoing agreed upon assurance scope.

The scope/extent of evidence-gathering procedures performed in a limited assurance engagement is less than that for a reasonable assurance engagement, and therefore a lower level of assurance is provided.

Based on the procedures performed during our review, as described above, nothing has come to our attention that causes us to believe that the 'General Disclosures' and the 'Topic Specific Disclosures' marked with the symbol 'V' in the 'GRI Table' of the Report for the period between 1 January 2017 and 31 December 2017 are not accurately stated in all material respects.

This content assurance report was drafted solely for the Company in accordance with the terms of our engagement. Our work has been undertaken so that we might present to the Company the matters referred to in the content assurance report, and for no other purpose. We do not accept or assume responsibility to anyone other than Goldair Aviation Handling S.A. for our work, for this content assurance report, or for the conclusions we have reached.

KPMG Consultants S.A.

**George Raounas, Partner  
Athens, 10 August 2018**



<sup>1</sup> International Standard on Assurance Engagements (ISAE) 3000: Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB).

<sup>2</sup> International Standard on Quality Control (ISQC 1): Quality Control for Firms that Perform Audits and Reviews of Financial Statements and Other Assurance and Related Services Engagements, issued by the International Auditing and Assurance Standards Board.

## Feedback Form

For Goldair Handling, honest dialogue with its stakeholders plays a key role in the design and development of Sustainable Development Strategy. As we have made the continuous improvement of our performance in the areas of Sustainable Development and Corporate Social Responsibility a priority, we invite you to voice your opinion and impressions with regard to this Report by completing the questionnaire below. The personal data will be used solely by the competent Department and absolute confidentiality will be respected, as stipulated by the law on privacy.

### To which group of Goldair Handling stakeholders do you belong?

- Shareholder
- Supplier
- Employee/trade union member
- Independent contractor
- Client (airline)
- Representative of a financial institution
- Member of local society
- Member of a non-governmental organisation
- Representative of a country/regulatory body
- Client (travelling public)
- Representative or member of an institutional body

Other: (Please complete) \_\_\_\_\_

### What is your impression of each individual unit, as well as overall, of Goldair Handling's 2017 Corporate Social Responsibility and Sustainable Development Report?

Report units	Excellent	Satisfactory	Needs Improvement
1. Company profile			
2. Quality of services and responsibility in operations			
3. Corporate Social Responsibility at Goldair Handling			
4. Financial results and corporate governance			
5. Health and Safety Management			
6. Our people			
7. Environmental responsibility			
8. Goldair Handling's social contribution			
General - Overall impression of the Report			

### With regard to Goldair Handling's 2017 Corporate Social Responsibility and Sustainable Development Report:

How would you rate the balance among the units with regard to their development?

- Excellent
- Good
- Moderate
- Poor

How would you describe the drafting of the text of the Report?

- Excellent
- Good
- Moderate
- Poor

How would you rate the visual presentation of the Report?

- Excellent
- Good
- Moderate
- Poor

Based on this assessment, how would you rate Goldair Handling as a responsible company?

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Is there any information or other data pertaining to the Company which you sought but did not find in the Report? Please indicate:

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Describe the major concerns or issues that you may have identified during the course of your cooperation with the Company and you wish to communicate.

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What measures would you recommend that the Company take in order to respond more effectively to the your needs and concerns?

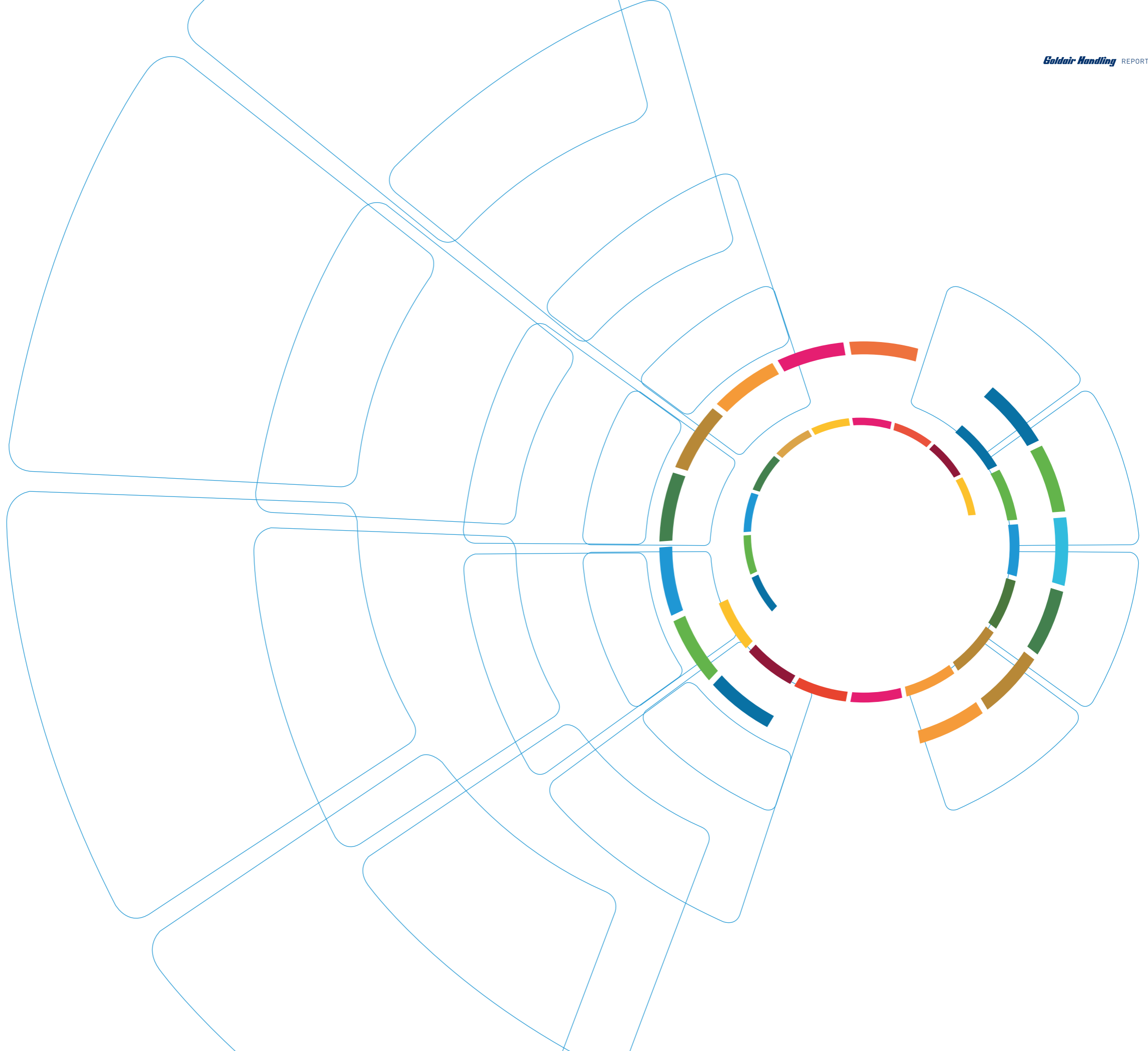
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Please send the completed evaluation form (by post or email) to the following address:  
 Eirini Papoutsis, Chief Sustainability Officer, Quality & Environment Manager  
 Athens International Airport, Building 24, 1st floor, 19019, Spata  
 Telephone: 210 354 3850. E-mail: E.papoutsis@goldair-handling.gr





***Goldair Handling***

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