

# CORPORATE SOCIAL RESPONSIBILITY REPORT 2014

*with **you** as our destination* 



**Attica**  
Group 

 **SUPERFAST FERRIES**

 **Blue Star Ferries**



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## CEO'S ADDRESS



### CEO's Address [G4-1]



Despite the adverse economic conditions that prevail in our country during the last years and the continuous deterioration of liquidity conditions with direct impact on consumption levels and even more on domestic tourism growth, in Attica Group we remained focused on providing high quality services and operating within the framework of our values of credibility, punctuality, technical capacity, quality, flexibility and innovation.

In 2014, we managed to return to profitability, after five consecutive financial years of negative results, during which all ferry companies suffered heavy losses. By managing to restructure our operational model, we addressed successfully the complex challenges and intense competition which prevail in the passenger shipping industry. The factors which played a key part in this are the increased turnover and the reduction in operating costs and administrative expenses, without any lowering of the high standard of service which is synonymous with the Blue Star and Superfast vessels. In particular, in 2014 the Group's vessels carried 4.13 million passengers (2013: 3.76 million), 537.65 thousand private vehicles (2013: 503.42 thousand) and 263.96 thousand freight units (2013: 258.82 thousand).

In line with our strategy for sustainable development, in 2014 our Group concluded a comprehensive agreement with the entirety of the Group's lenders for the full and long-term refinancing of its existing loans, and the agreement with funds managed by Fortress Investment Group. The long-term refinancing of the Group's bank loans on conditions that enable us to look forward with optimism, constitutes a great success and an indisputable token of support by the investment and banking community to our Group's potential. Attica is the only Greek passenger shipping company which has managed to attract one of the largest investment funds internationally, a fact that constitutes a vote of trust to the Group's prospects.

Furthermore, aiming to provide integrated services, in 2014 we enlarged our cooperation with ANEK S.A. with regards to the

Joint Venture "Anek S.A. – Superfast Endeka (Hellas) Inc" for the joint service of vessels of the two companies in Adriatic Sea and in the domestic routes of Crete. The enhancement of this successful cooperation enabled us to provide, during difficult times, high-quality transport services for passengers and business travelers, with consistency and continuity, and is expected to create even greater synergies and new prospects for both Joint Venture partners.

Finally, in November 2014 the sale of our RoPax vessel Blue Star Ithaki to the Government of Canada was concluded, resulting in Euro 4 million of net profit for our Group.

Through the years, our strategy has been steadily focused on maintaining practices that promote "Fair Entrepreneurship" in passenger shipping. In doing so, we have responded decisively, adopting a long-term perspective, to all our Customers' requirements, and to all needs in connection with the development of our Employees, our multifaceted contribution to Society and the protection of the Environment.

A reference point for Attica Group are its people, who, driven by Greek seamanship and hospitality, are working with passion at sea and on land and are the Group's very soul and the strong voice of its vision. On our part, we encourage and constantly support their career development and growth, in a safe working environment that is based on mutual trust and respect, ensuring and helping them access opportunities for constant training, which promotes the Group's long-term sustainability. Operating with increased responsibility towards the society and the local communities, Attica Group supports them in all their activities and initiatives, from culture and education to sports and health, contributing in this way to the improvement of the daily life of local residents in Greek islands. In this line, we continued for the 6th consecutive year, to great success, the "Sun Protection" preventive medicine programme; we organised first aid training courses for the first time in the islands of Tilos and Amorgos; we supported the "Agoni Grammi Gonimi" programme for the 8th consecutive year; and we responded to numerous requests from cultural societies, sports clubs, charities and public benefit Foundations, the Church etc.

Respect for the environment is an integral part of the Group's corporate culture. All our Superfast and Blue Star vessels operate in accordance with the International Safety Management (ISM) Code and apply all the provisions of European and Greek laws on the protection of the marine environment. Our sensitization to environmental issues is demonstrated in practice, as Attica Group is the first Greek passenger shipping company that was certified for its Environmental Management System (ISO 14001) and it has also incorporated a series of environmental programs for climate rescue.

In particular, seeking to develop energy-efficient solutions, in 2014 we installed on a pilot basis, in collaboration with ECO MARINE POWER (EMP) and Japan-based KEI SYSTEM, a photovoltaic unit onboard our vessel, Blue Star Delos. The unit supplies electricity that is used to cover various needs onboard the vessel, thus reducing the use of the vessel's power generators, as well as fuel consumption and air emissions. We aim to expand this application and take advantage of the benefits offered by solar technology, such as zero pollution, silent engine operation and minimal maintenance costs. Additionally, we are committed to be fully prepared to implement policies enabling control of air emissions on the basis of measurable results, as well as to manage more effectively all waste streams.

With regards to our Corporate Governance, we paid particular attention to the promotion of Transparency in our sphere of influence and took an active part in the Global Compact initiative, signing onto the "Call for Action", an appeal to governments to address corruption and bribery. In addition, we have set specific targets for 2015, such as the development of a Code of Business Ethics for our supply chain actors and the application of self-assessment tools in our business units in connection with Transparency and Human Rights issues. We should point out here that Attica Group is the only Greek passenger shipping company participating, from as early as 2008, in the UN Global Compact initiative. It is also the only passenger shipping company that actively participates in the Ministry of Development's consultation on the establishment of a "National Action Plan for CSR".

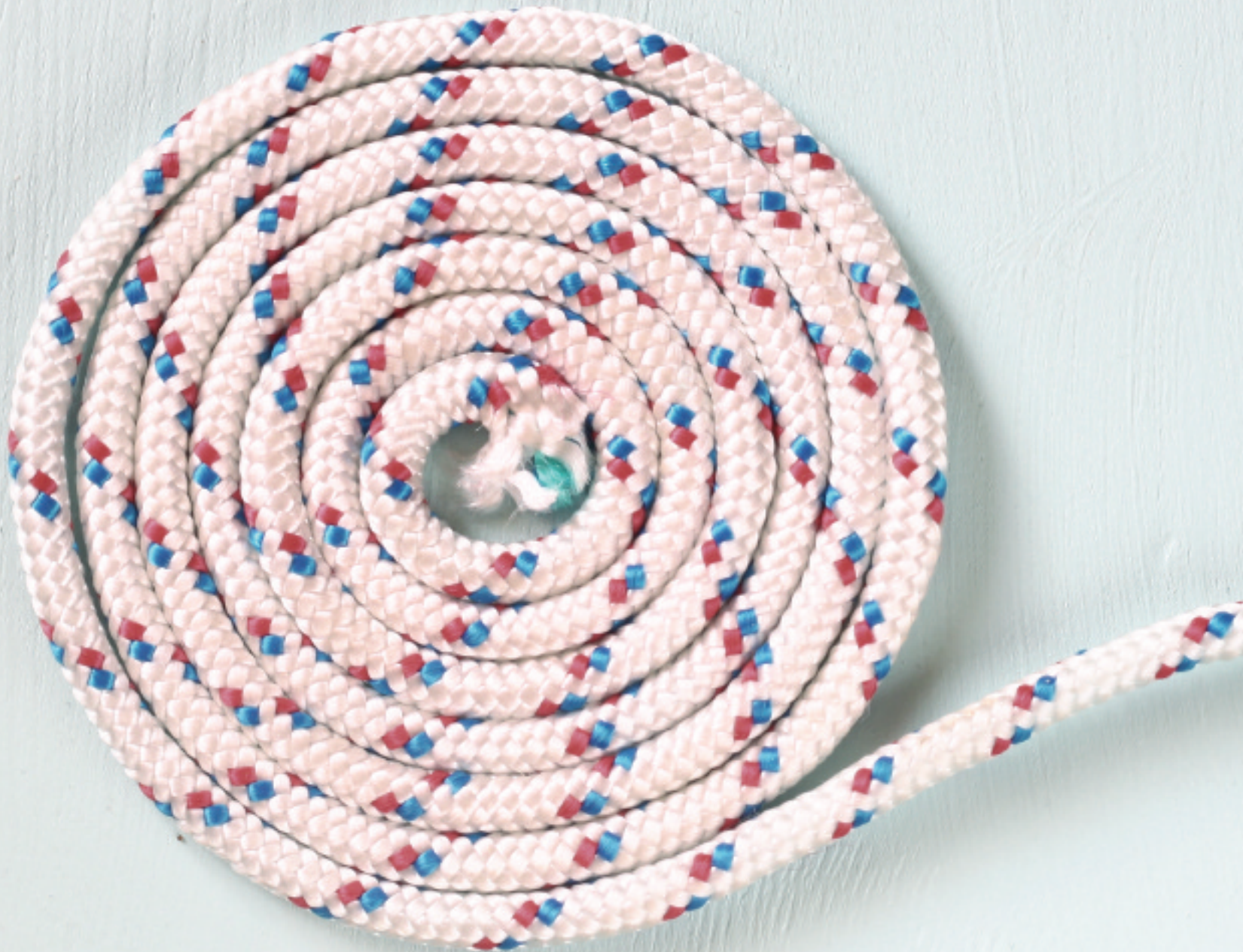
There is no doubt that, the Corporate Social Responsibility Report is an administration and management tool of crucial significance. In this context, today we attempt to become more systematically involved in CSR policies and actions, so as to meet international standards and be ready for the statutory obligations to come. So in 2014 we applied for the first time the process of Mapping the Environmental and Social issues most strongly affected by our business operation, in our internal as well as in our external environment. Furthermore we applied the materiality analysis process of the issues that concern our responsible and sustainable development, with the active engagement of our Stakeholders.

In the same line, with our 6th consecutive annual Corporate Social Responsibility Report - prepared for the first time in accordance with the G4 Guidelines of the Global Reporting Initiative - we wish to present, in an objective and transparent manner, our actions, results and commitments for the next financial year.

For all of us in Attica Group, our priority is to explore and develop opportunities, in the Greek as well as in the international market, which will enable us first and foremost to ensure that the Group will be profitable, in the interests of its shareholders, its employees and the Greek national economy. Profitability depends on entrepreneurship, development, quality, the economy, mitigating risks, building a solid reputation, "making the difference", standing out from the competition. Our voluntary initiatives and practices, which drive and complement our Group's responsible operation, will enable us to continue to lead developments in the decades to come.

Spiros Ch. Paschalis  
Chief Executive Officer





## ATTICA GROUP CSR REPORT PROFILE



The present publication is a first attempt by ATTICA HOLDINGS S.A. ("Attica Group") to highlight in a more comprehensive manner the Group's performance in the social, environmental and governance domains, in line with the Principles on report content definition under the GRI Sustainability Reporting Guidelines, as well as under the Social Responsibility Principles of the ISO 26000 International Standard and the UN Global Compact.

The Corporate Social Responsibility (CSR) Report for 2014 was prepared by an in-house working group established for this purpose, under the guidance of the Company's CSR Team and the Group's external associate, MEDA COMMUNICATION SOCIAL MANAGEMENT AND DEVELOPMENT S.A., an independent consulting company specialising in Corporate Social Responsibility and Sustainable Development. This working group was composed of executives from various Group Divisions and was fully engaged during the entire project in gathering, cross-checking and mapping specific information.

The changes introduced with the present Report compared to the Group's latest CSR Report, which was issued in May 2014 and covered the financial year 2013, are the following: (a) The implementation of the materiality analysis process, (b) the effort for a more substantial approach to the GRI G4 indicators; and (c) the setting of targets for 2015 on issues for which the Group identified new challenges to be met in order to respond to its Stakeholders' expectations. In addition, where the Report's reconfigured structure allows, the present Report includes information on progress achieved. [G4-23, G4-29]

The CSR Report of Attica Group covers the financial year 2014 (01.01.2014 to 31.12.2014) and is the 5th consecutive annual CSR Report published by the Group and the very first one to be prepared in line with the **"In accordance" - Core** option, under the **GRI G4** Sustainability Reporting Guidelines. [G4-28, G4-30] With regard to external assurance, the Group undertakes to examine the possibility of assigning to an independent third party the verification of the contents of its future CSR Reports. [G4-33]

To facilitate Stakeholder access, the CSR Report will be available on the Group's websites (www.attica-group.com, www.bluestarferries.com, www.superfast.com) in the Greek and English language. In addition, the Report includes a custom evaluation form, for interested parties to submit comments and views. For more details and clarifications regarding the Report's contents, please contact the Attica Group CSR Team [G4-31]

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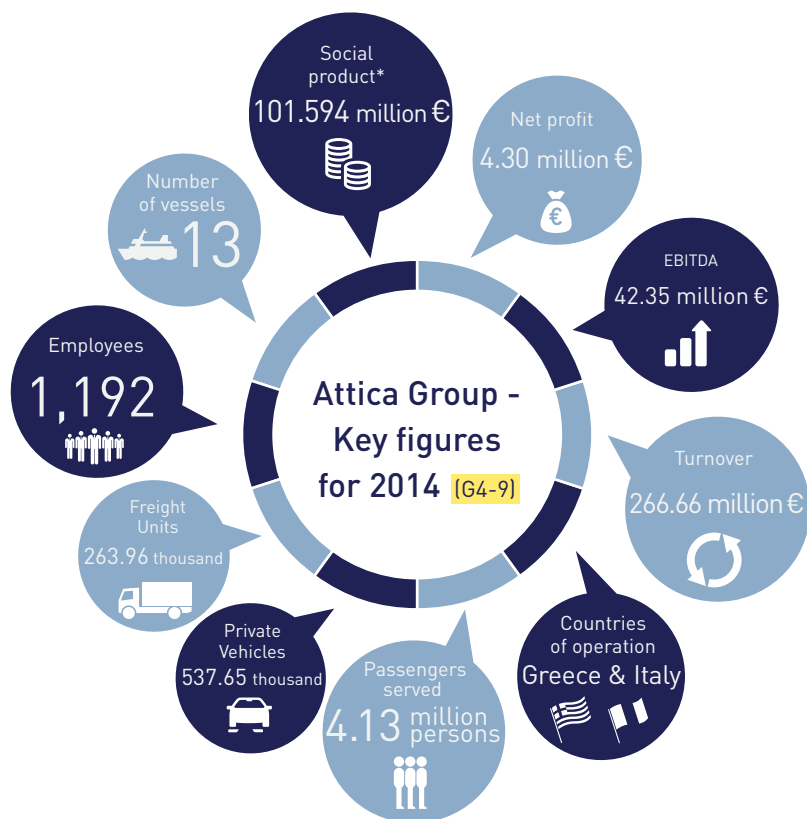


# ATTICA GROUP BUSINESS PROFILE

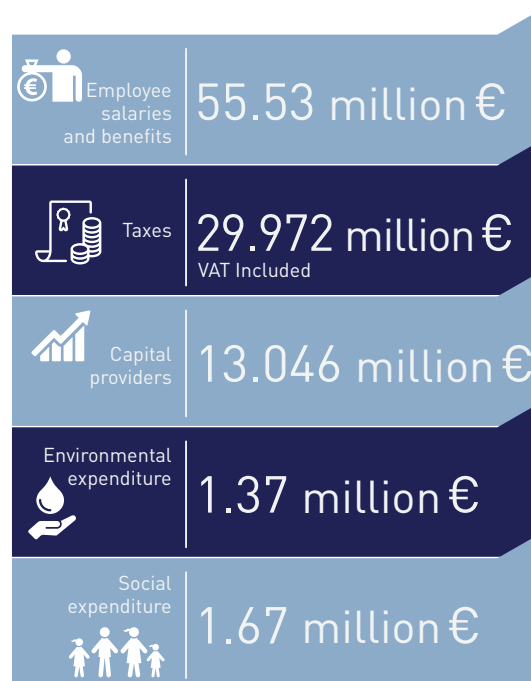


## 1. Business Activity

ATTICA HOLDINGS S.A. (hereafter "Attica Group") is a Marfin Investment Group subsidiary and the parent company of shipping companies Blue Star Ferries and Superfast Ferries. [G4-3] The Group is active in the passenger shipping industry, operating on the Greece-Italy routes and on the Cyclades, Dodecanese, NE Aegean and Crete domestic routes. Our activities involve the transport of passengers, private vehicles and freight units. [G4-4, G4-6] The Group's head offices are located at 123-125 Syngrou Avenue and 3 Torva Street, 117 45 Athens, Greece. [G4-5]



### \*SOCIAL PRODUCT



The shares of ATTICA HOLDINGS S.A. are listed on the Athens Exchange and are controlled by MARFIN INVESTMENT GROUP HOLDINGS S.A. [G4-7]

Shareholders	%
MARFIN INVESTMENT GROUP	89.38
Other Shareholders	10.62
<b>Total</b>	<b>100</b>

Our fleet consists of 13 ro-pax (car & passenger) vessels under Company ownership, which are registered in the Greek ship registry and operate throughout the year. In 2014, our Group affirmed its dynamic presence in Greek Coastal Shipping with nine (9) Blue Star vessels, as well as in the international Adriatic Sea Lines with four (4) Superfast vessels. (G4-8)

ATTICA GROUP FLEET - 2014	GREEK COASTAL SHIPPING	ADRIATIC SEA
Blue Star 1	•	
Blue Star 2	•	
Blue Star Ithaki (until 07.11.2014)	•	
Blue Star Paros	•	
Blue Star Naxos	•	
Blue Star Delos	•	
Blue Star Patmos	•	
Blue Horizon	•	
Diagoras	•	
Superfast XI		•
Superfast XII		•
Superfast I		•
Superfast II		•



In particular, Attica Group operated in the Piraeus-Cyclades routes with four (4) vessels, in the Piraeus-Dodecanese routes with three (3) vessels, in the Piraeus-Heraklion route with one (1) vessel and in the Piraeus - NE Aegean Islands route with one (1) vessel. In addition, services to the Cyclades were also operated from the port of Rafina (during the summer months only).

In the Adriatic Sea lines and, more specifically, in the Patras-Igoumenitsa-Ancona and Patras-Igoumenitsa-Bari routes, which also included calls to the port of Corfu during the summer months, the Group operated with four (4) vessels. (G4-8)

In the Crete and Adriatic Sea routes, our Group's vessels operate jointly with ANEK LINES vessels, in the framework of the "ANEK S.A. - SUPERFAST ENDEKA (HELLAS) INC. & Co. Joint Venture".

Attica Group operates in strict compliance with the international, European and national legislation and is an active member of organisations and associations that shape the regulatory framework which governs its operation, with the aim of promoting the principles of safety and environmental protection. For the Group, adherence to the regulations in force is the minimum, and to this end, whenever feasible, the Group implements policies which are over and above its statutory obligations aiming at the provision of high-quality services, always taking into account the needs of all its Stakeholders. Applying this principle, the Group and its vessels are certified not only in accordance with the International Safety Management (ISM) Code, but also with the ISO 9001 and ISO 14001 International Standards on Quality Assurance and Environmental Management which do not constitute statutory obligations. Attica Group, either through the Group's parent company ATTICA HOLDINGS S.A. or its subsidiaries (Blue Star Ferries and Superfast Ferries) - participates on a voluntary basis in the following associations and organisations: **[G4-16]**

The Association of Passenger Shipping Companies, since 1992

The Hellenic Chamber of Shipping (compulsory membership), since 1993

The High Level Ferry Group of the European Community Shipowners' Associations (ECSA), since 2003

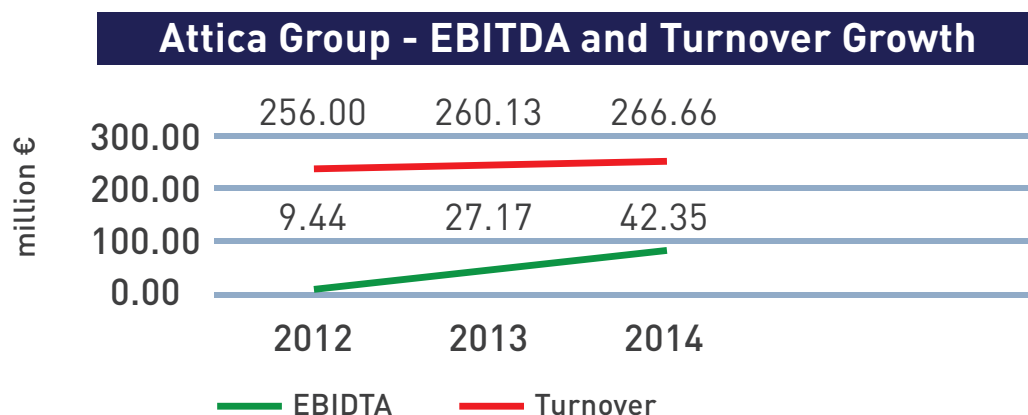
The INTERFERRY, since 2003

The Association of Greek Tourism Enterprises (SETE), since 2005

## 2. Economic Performance **[G4-1]**

The Group's turnover for 2014 stood at Euro 266.66 million, an increase of 2.5% from Euro 260.16 million in 2013. A 64.5% of turnover was generated on Domestic routes (Greek coastal shipping) and 35.5% on Adriatic sea routes. Earnings before interest, taxes, investing and financial results, depreciation and amortisation (EBITDA) grew to Euro 42.35 million, from Euro 27.15 million in 2013. The Group reported Euro 4.27 million of after-tax profit for 2014, against Euro 10.13 million of after-tax loss in 2013.

The factors which played a key part in helping bring the Group back to profitability for the first time since 2008 were the increase in turnover, the reduction in operating costs and especially fuel costs, as well as the reduction in distribution expenses and sales commissions. The reduction in operating costs was driven, for yet another year, by the Management's proactive scheduling of vessels' sailings, which resulted in improved traffic volumes per sailing, in combination with the maximisation of fuel savings, while maintaining the high quality of services always offered by the Blue Star and Superfast vessels.



In 2014, the Group's traffic volumes grew in all revenue categories, increased by 9.8% in passengers, 6.8% in private vehicles and 2.0% in freight units. In particular, in 2014 the Group's vessels carried 4.13 million passengers (2013: 3.76 million), 537.65 thousand private vehicles (2013: 503.42 thousand) and 263.96 thousand freight units (2013: 258.82 thousand). Annual sailings increased by 4.9% compared to 2013.

The substantial improvement of our economic performance for 2014 is the result of the Group's collective effort, to achieve continuous growth, ensure the constant improvement of the services offered and secure stable relations of trust with customers and business partners, in the framework of our Corporate Social Responsibility.

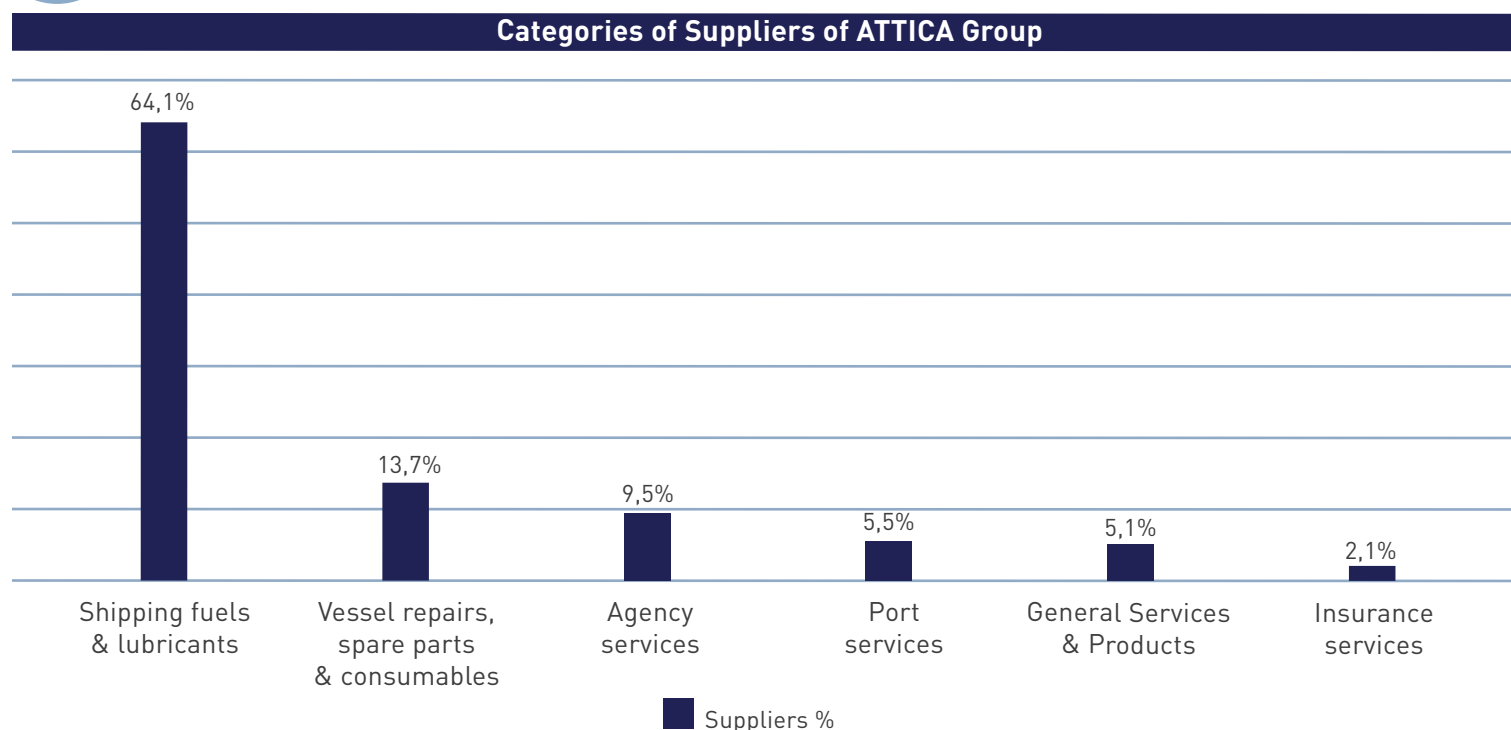
ATTICA GROUP - ECONOMIC VALUE TABLE [G4-EC1]	
Turnover	266,660,309.3€
Total (economic value created)	266,660,309.3€
Operating costs	193,608,937.5€
Employee salaries and benefits	55,534,627.2 €
Income tax and other taxes	29,771,882.54 €
Capital providers	13,046,352.3 €
Total (economic value distributed)	262,390,043.7 €
Economic value distributed	98.4%
Economic value retained	1.6%

STATE SUBSIDIES [G4-EC4]	
Subsidies from the Manpower Employment Organisation (OAED) and the Ministry of Economy, Infrastructure, Maritime & Tourism (YNA)	4,692€
Investment, research and technology subsidies and other relevant types of subsidies	26,440€
<b>Total</b>	<b>31,132€</b>

### 3. Supply Chain [G4-12, G4-EC9]

2,100 suppliers

In 2014, our Group's supply chain included a total of 2,100 suppliers, 116 of which are considered as major suppliers of the Group in terms of their turnover. Our daily contact with them ensures both the mutual understanding as well as their prompt response to our requirements for high-quality products and services.



The suppliers we work with are based in Greece and abroad. Our Greece based suppliers cover various geographic regions of the country, while most of those based abroad are established in Cyprus. In 2014, outlays to Greek suppliers accounted for 28.3% of the Group's total purchases expenditure.

For the next year, the Group has set as a target the development and promotion of a Code of Ethics for Suppliers and Contractors. This Code will be fully aligned with the Group's core principles and values and will ensure that all our business partners acknowledge, accept and undertake specific commitments towards the Group on issues concerning labour practices, as well as on issues that the Group strongly defends in connection to the protection of the environment and in support of local communities.

# ATTICA GROUP AND CORPORATE SOCIAL RESPONSIBILITY



## 1. Our Approach [G4-1]

The Group's Corporate Social Responsibility stems from its core principles as well as from its self-commitment to standards and multi-stakeholder initiatives in the domains of corporate social responsibility and sustainability (Global Compact, GRI).

### ATTICA Group - Core Principles [G4-56]

1. Honest, fair and transparent transactions.
2. Quality and competence in the provision of services.
3. Business growth and operation driven by the principles of healthy competition.
4. Meritocratic approach to issues regarding personnel recruitment and the selection of business partners and suppliers.
5. Respect for the environment and increased awareness of environmental issues.
6. Full compliance with all Greek, European and international rules and regulations pertaining to our business activities.

For Attica Group, 2014 was quite a productive year in terms of our progress with regard to Corporate Social Responsibility.

More specifically, relevant activities comprised the following:

1. Mapping of the extent to which CSR is applied across the Group, by exploring - at the level of policies, actions and results - the CSR issues which concern the Group. The purpose of this mapping was to identify our strengths and weaknesses, so that we can proceed to determine the strategic directions for the development of CSR. Participation in the CSR mapping project included representatives from all Group Divisions, under the direction of the CSR Team. In parallel, the project provided opportunities for systematic dialogue and for expanding the understanding of the Group's policies, actions and performance with regard to social, environmental and economic issues. [G4-43]
2. Commitment by the Group to revise the CSR strategy applied so far, in the light of the results of the CSR Mapping project in 2015.
3. Implementation of actions and programmes in response to our Stakeholders' needs.
4. Implementation, for the first time, of the Materiality Analysis process.
5. Publication of the Group's Corporate Social Responsibility Report following its approval by the Chief Executive Officer (CEO). [G4-48]
6. Participation in the consultation organised by the General Secretariat for Commerce on the National Action Plan for CSR.
7. Endorsement by the Group and signing onto the "Call for Action" initiative of the Global Compact against corruption and bribery.

## CSR Team

Our Group's progress with regard to CSR and sustainable development is achieved with the contribution of the Group's CSR Team, which enjoys operating flexibility within the Group and reports directly to the CEO. The key concern of the CSR Team is to develop, apply and evaluate the overall CSR strategy of our Group in terms of policies, targets, actions and results in connection with important environmental, social and ethical issues - both within the Group and in relation to its external environment.

The CSR Team is composed of executives from four (4) Divisions (Human Resources, Marine Operations, Legal & Corporate Affairs, and Domestic & International Lines Sales and Marketing) and is tasked with coordinating the promotion of CSR to the Group's Divisions and with encouraging the latter's participation in related programmes and actions that the Group undertakes. Furthermore, the completion of specific projects, such as the preparation of the Group's annual CSR Report, the CSR Mapping project and the engagement of the Group's Stakeholders, is made possible with the support that the CSR Team receives from all Group Divisions. [\[G4 - 36\]](#)

## Attica Group - CSR Mapping

PROCEDURES FOLLOWED BY THE GROUP	OBJECTIVES	METHODS
<ol style="list-style-type: none"> <li>Briefing of Divisions by the Group CEO.</li> <li>Meetings of the CSR Team with the Group Divisions concerning the activities of the Group in the following areas: Environment, Labour Practices &amp; Human Rights, Market, Society.</li> <li>Communication with the Group CSR Team for updates on the progress made in the collection of the relevant data and for clarifications on them.</li> <li>Data analysis and assessment with respect to three key aspects: Policies - actions - results.</li> <li>Development of strategic positions or additions to / expansion of existing policies and actions, and definition of Key Performance Indicators (KPIs) at the level of results, in areas where weaknesses were identified.</li> </ol>	<ul style="list-style-type: none"> <li>Dissemination of information on the project and understanding of the Group's goals.</li> <li>Identification of needs.</li> </ul>	<ul style="list-style-type: none"> <li>Discussion.</li> <li>Q&amp;A session.</li> <li>Distribution and explanation of the material (in digital form) used to collect the mapping data.</li> <li>Data collection.</li> <li>Analysis of results.</li> </ul>

## Results Achieved Through The Csr Mapping Project: [\[G4-43\]](#)

- Formulation or specification of 25 policies or strategic positions under all four (4) CSR action lines.
- Formulation of or additions to the section on systematic actions in 20 areas under all four (4) CSR action lines.
- Formulation of or additions to the section on results, providing concrete Key Performance Indicators (KPIs) in 24 areas under all four (4) CSR action lines.
- The Group has now in place for the first time a concrete corpus of material which the CSR Team can renew, expand and use, according to the needs of the Group's parent company and its subsidiaries, throughout the year.

It should be mentioned here that Attica Group is a voluntary and active member of a significant number of institutional bodies and authorities, both in Greece and abroad, through which it seeks to promote the role of Corporate Social Responsibility in the economy and society. [\[G4-15\]](#)

**ATTICA  
GROUP**

Since 1995, Travel Technology Initiative

Since 1995, Hellenic Marine Environment Protection Association (HELMEPA)

Since 2008, UN Global Compact

Since 2010, Sustainable Mobility Group - International Union of Railways (UIC)

Since 2013, Hellenic Network for CSR

## 2. Materiality analysis of sustainability issues (G4-1)

In 2014, for the first time based on the methodology of the GRI G4 Sustainability Reporting Guidelines, the Group determined the social, environmental, economic and governance-related issues of priority, together with their impact and corresponding boundaries, taking also into consideration their combined significance for the Group and for its Stakeholders.

The process for identifying the materiality issues helped pinpoint the issues for which the Group's impact is considered to be of particular significance in all business activity areas of its subsidiaries and for which the Group undertakes to monitor on an ongoing basis.

The steps taken by the Group for the identification of the materiality issues were the following: (G4-18)

**Step 1.** | The sustainability issues were identified through internal procedures - meetings between top executives and the CSR Team. Account was also taken of the issues raised by Stakeholders through the Group's Stakeholder Engagement (dialogue) networks, as these have been presented in previous CSR Reports.

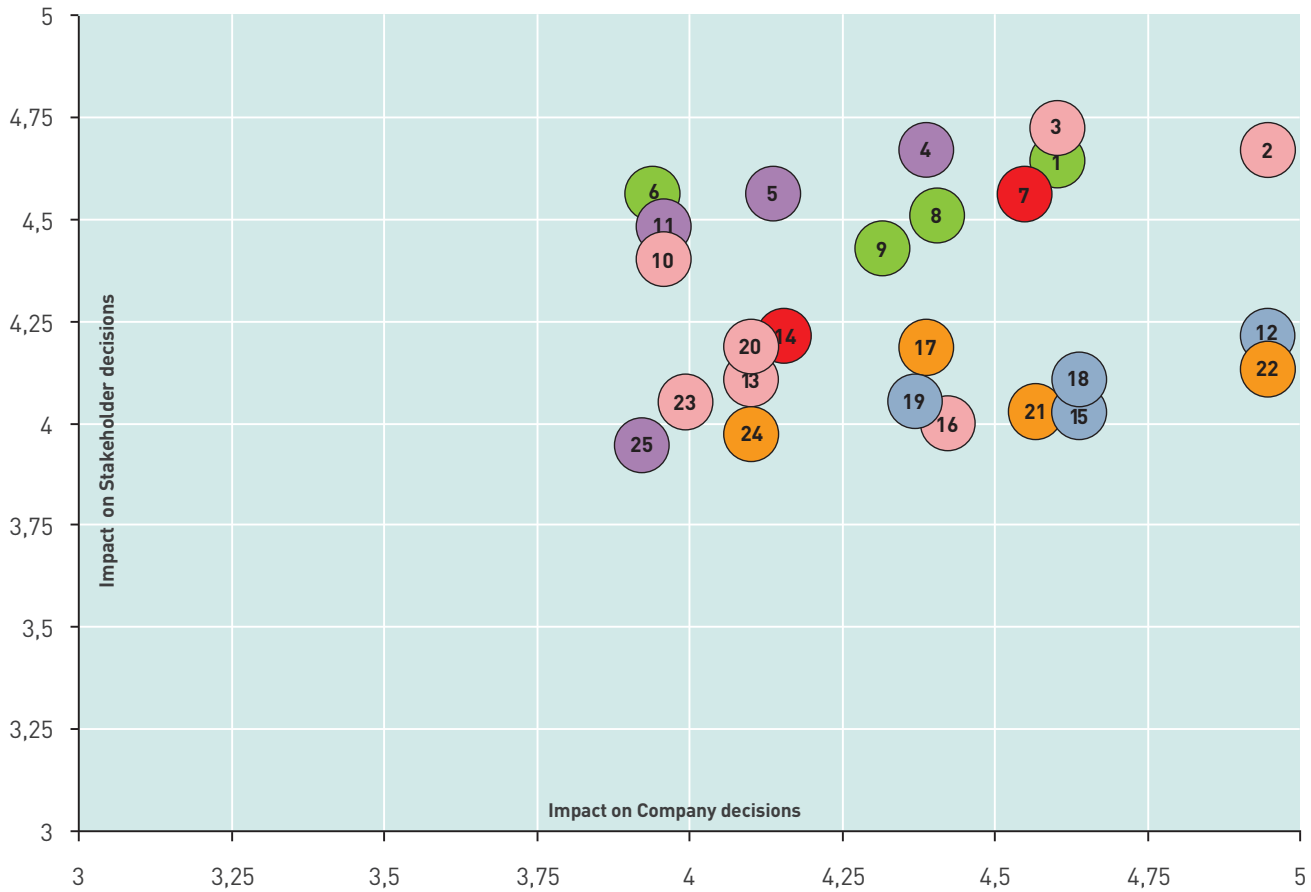
**Step 2.** | A thorough examination was carried out of all related aspects, at the level of corporate values and principles and of the Code of Professional Conduct and Ethics, as well as at the level of national and international regulations affecting the Group's compliance requirements. In identifying these issues, particular attention was also paid to the indicators laid down in the GRI. Sustainability Reporting Guidelines and to the principles of the UN Global Compact.

**Step 3.** | The issues identified as a result of the above, which come under the areas of Environment, Labour Practices, Market, Human Rights, Society, and Economic Performance-Governance, were further examined by the Group for determining their impact and assessing their significance, using the criteria of the Materiality Principle.

**Step 4.** | In parallel, custom questionnaires were also developed, on the same issues, for each Stakeholder group, so that Stakeholders could rate the significance of each issue in terms of its impact on their relation with the Group and its subsidiaries. The questionnaires were e-mailed to the majority of the Group's Stakeholders. In the particular case of passengers, collection of the completed questionnaires was made possible with the assistance of the responsible services on board the Group's vessels. As a result, a total of 214 completed questionnaires were returned.

**Step 5.** | Finally, the process was completed with the merging of the results from the two procedures described above (for the Group and for its Stakeholders), through which the synthesis of the views expressed and the final classification of the specific issues were obtained. The completeness of the issues is ensured by the fact that the specific issues identified are accompanied by detailed and clear descriptions of the Group's economic, environmental and social impacts, providing Stakeholders with the opportunity to rate our performance in 2014.

## Table of Materiality Issues and Boundaries [G4-20, G4-21]



- 1 Prevention of sea pollution ■
  - 2 Safe management and safety of vessels – Protection of passenger Health & Safety ■
  - 3 Customer service and satisfaction ■
  - 4 Occupational Health and Safety ■
  - 5 Employee education and training ■
  - 6 Responsible management of solid & liquid waste ■
  - 7 Actions to combat Child Labour ■
  - 8 Responsible management of water consumption ■
  - 9 Responsible management of energy consumption ■
  - 10 Protection of passengers personal data & property ■
  - 11 Employee satisfaction ■
  - 12 Strategy & business investments ■
  - 13 Compliance with rules and regulations governing the provision and use of the Group's products and services ■
  - 14 Actions to promote diversity & equal opportunities ■
  - 15 Corporate governance ■
  - 16 Establishment of conditions that do not give rise to anti-competitive behaviour ■
  - 17 Transparency ■
  - 18 Economic performance ■
  - 19 Approach to CSR management & development ■
  - 20 Responsible communication and marketing ■
  - 21 Stakeholder Engagement ■
  - 22 Compliance ■
  - 23 Certifications of processes, products or services ■
  - 24 Support of local communities ■
  - 25 Compliance of the Company's key suppliers & business partners with labour-related criteria ■
- Boundaries within the Group

■ Boundaries outside the Group



**MATERIALITY ISSUES**

[G4-19]

**IMPACT OF MATERIALITY ISSUES****ENVIRONMENT**

**1**  
**Prevention of sea pollution**

- (a) Direct impact on the Group's Compliance regarding environmental issues,
- (b) Reduction of environmental footprint,
- (c) Building a positive opinion of the Group among its Stakeholders,
- (d) Strengthening investor interest,
- (e) Enhancing health promotion in local communities,
- (d) Raising environmental awareness among employees and passengers.

**6**  
**Responsible management of solid and liquid waste**

- (a) Reduction of environmental footprint,
- (b) Reduction of the Group's operating costs,
- (c) Raising environmental awareness among employees,
- (d) Building a positive opinion of the Group among its Stakeholders,
- (e) Strengthening investor interest,
- (f) Enhancing health promotion in local communities.

**8**  
**Responsible management of water consumption**

- (a) Conservation of natural resources,
- (b) Reduction of environmental footprint,
- (c) Raising environmental awareness among employees,
- (d) Reduction of the Group's operating costs,
- (e) Research into potential new practices / investments to this end,
- (f) Strengthening investor interest,
- (g) Building a positive opinion of the Group.

**9**  
**Responsible management of energy consumption**

- (a) Conservation of natural resources,
- (b) Reduction of environmental footprint,
- (c) Raising environmental awareness among employees,
- (d) Reduction of the Group's operating costs,
- (e) Research into potential new practices / investments to this end,
- (f) Strengthening investor interest.

**MARKET**

**2**  
**Safe management and safety of vessels - Protection of passenger Health & Safety**

- (a) Necessary precondition for the Group's smooth and problem-free operation,
- (b) Establishment of high-calibre Group profile based on credibility, safety and consistency.

**3**  
**Customer Service & Satisfaction**

- (a) Expansion of market shares,
- (b) Competitive advantage,
- (c) Economic benefit,
- (d) Retaining and strengthening customer loyalty,
- (e) Enhancing corporate reputation,
- (f) Attracting new customers.

**10**  
**Protection of passengers personal data and property**

- (a) Full compliance with national and international legislation, fulfilment of legal obligations,
- (b) Strengthening and ensuring the Group's responsible operation,
- (c) Economic impact,
- (d) Strengthening the Group's relations of trust and credibility with the competent authorities.

**13**  
**Compliance with the regulations governing the provision and use of the Group's products and services**

## MATERIALITY ISSUES

[G4-19]

## IMPACT OF MATERIALITY ISSUES

### MARKET

**16**  
Establishment of conditions that do not give rise to anti-competitive behaviour

- (a) Ensuring responsible conduct in all business transactions of the Group,
- (b) Responsible conduct towards Shareholders and investors,
- (c) Relations with the competition,
- (d) Economic impact.

**20**  
Responsible Communication & Marketing

Corporate reputation, credibility, customer loyalty.

**23**  
Certification of processes, products and services

- (a) Orderly internal operation of the Group,
- (b) Enhancement of the services offered.

### LABOUR PRACTICES

**4**  
Health & Safety at the workplace

- (a) Direct impact on the Group's Compliance (at the national and international level),
- (b) Maintenance of employee Health and Safety,
- (c) Increase of employee productivity,
- (d) Minimisation of burden to the State Welfare and Social Security Structures.

**5**  
Employee Education & Training

- (a) Direct impact on employee advancement and on the development of employee skills and capabilities,
- (b) Provision of high-quality services,
- (c) Support of new investment initiatives,
- (d) Maintenance of competitive advantage,
- (e) Building a reputation as a good employer.

**11**  
Employee satisfaction

- (a) Direct impact on the development of employee trust and loyalty to the Group,
- (b) Provision of high-quality services,
- (c) Maintenance of competitive advantage,
- (d) Building a reputation as a good employer.

**25**  
Compliance of the Company's key suppliers and business partners with labour-related criteria

Improvement of the Group's ability to establish efficient and effective relations with its supply chain actors.

### HUMAN RIGHTS

**7**  
Actions to combat Child Labour

Management of risk from potential non-compliance of suppliers.

## MATERIALITY ISSUES

[G4-19]

## IMPACT OF MATERIALITY ISSUES

### ECONOMIC PERFORMANCE & GOVERNANCE PRACTICES

12

#### Strategy & Business investments

- (a) Strengthening of the Group's credibility,
- (b) Maintenance of reputation and image,
- (c) Transparency in relations with Employees and Shareholders,
- (d) Recognition and acceptance by Stakeholders,
- (e) Transparency in relations with Stakeholders.

15

#### Corporate Governance

- (a) Strengthening of the Group's credibility,
- (b) Maintenance of reputation and image,
- (c) Recognition and acceptance,
- (d) Transparency in relations with Employees and Shareholders,
- (e) Transparency in relations with Stakeholders.

18

#### Economic Performance

- (a) Increase of the Group's profitability,
- (b) New investments, new activities (products-services) towards sustainable development,
- (c) Achievement of stock market objectives,
- (d) Return on investments,
- (e) Increase of share price,
- (f) Expansion of market share,
- (g) Development of the market.

19

#### Approach to CSR management and development

- (e) Establishment of a coordinating body,
- (b) Systematic monitoring of the Group's performance in all areas,
- (c) More effective actions which benefit the Group as well as its Stakeholders.

### SOCIETY

17

#### Transparency

- (a) Responsible Company operation,
- (b) Credibility towards the Group's Stakeholders.

21

#### Stakeholder Engagement

- (a) Prevention of risks (financial, social and environmental) from the Group's activity,
- (b) Development of relations of trust and credibility with Stakeholders.

22

#### Compliance

- (a) Responsible operation of the Group,
- (b) Mitigation of financial risk,
- (c) Credibility towards the Group's Stakeholders.

24

#### Support of Local Communities

- (a) Economic impact on the Group,
- (b) Implementation and strengthening of the Group's social policy,
- (c) Maintenance of reputation and image,
- (d) Contribution to local employment and development,
- (e) Contribution to economic growth at the local and national level.

### 3. Relations with Stakeholders

Recognising that its decisions and activities may affect to a greater or lesser extend a number of its Stakeholder groups, the Group has identified the following categories of key Stakeholder groups: **Employees, Passengers, Sales Network - Port Agents, Suppliers, State & Regulatory Authorities, Local Communities, Non-Governmental Organisations (NGOs), Media, Shareholders.** [\[G4-24\]](#)

The approach that we adopted in order to identify the specific Stakeholder groups is related to the Group's internal and external environment, as well as to the extent that the Group affects them and is affected by them. [\[G4-25\]](#) The Group's relations with its Stakeholders are based on trust and credibility. This is also the result of the constant interaction, on a daily basis, with most of our Stakeholder groups, which allows us to strengthen the dialogue and to create conditions enabling the exchange of views.

Our key Stakeholder engagement methods are listed in the table below, together with a summary of the key issues raised during 2014, primarily by Employees, the State and Regulatory Authorities, Local Communities - Local Social Collectivities and NGOs. It should be mentioned here that, based on the results of the Group's CSR Mapping project, the need was identified for introducing a formal consultation process with the Group's Stakeholders, which will provide us with an opportunity to strengthen the Group's position, based on the precautionary principle in connection with social, environmental and governance issues.

In addition, Stakeholder engagement (dialogue) activities for specific Stakeholder groups such as Employees, Local Communities - Local Social Collectivities and NGOs, were carried out in 2014 for the purposes of the present Report.

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <a href="#">[G4-26]</a>	FREQUENCY OF COMMUNICATION <a href="#">[G4-26]</a>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Intra-group briefing via announcements</li> <li>• Organisation of events</li> </ul>	On a regular basis

**Key Issues and Expectations of Employees:** Extension of the employees' group insurance plan to include their children. Recognition-rewarding by the Group of personnel excelling in their work.

**Response by the Group:** The Group granted the request concerning the group insurance plan for employees' children and scheduled the implementation of the extension to begin in January 2015. Concerning the other requests made, the Group undertook to examine these during 2015. [\[G4-27\]](#)

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <a href="#">[G4-26]</a>	FREQUENCY OF COMMUNICATION <a href="#">[G4-26]</a>
<b>Passengers</b>	<ul style="list-style-type: none"> <li>• Questionnaires</li> <li>• Communication with Customer Service</li> <li>• e-Newsletters</li> <li>• Websites of the Group's subsidiaries</li> <li>• Complaint submission forms</li> <li>• Social media</li> </ul>	Daily

**Key Issues and Expectations of Passengers:** Protection of the environment - emphasis on recycling. Maintenance and further improvement of high quality services. Possibility for offering family and early booking packages, and examination of the possibility for price reductions. Especially for the islands of Syros, Naxos and Santorini, a request was made for the Group to support local professional sports clubs.

**Response by the Group:** The Group is looking for ways in which to further develop recycling of its waste. The other issues refer to services that the Group is already providing, such as early booking. In parallel, the Group has taken care to offer family packages and offers, as well as all-year round discounts. Regarding the support of professional sports clubs of the islands, the Group has already granted specific requests and is a sponsor of teams such as those of the Kolossus Rhodes Basketball Club, the Foinikas Syros Volleyball Club, the Panaxiakos Sports Club, the Thira (Santorini) Sports Club, the AEL Kalloni Football Club etc. [\[G4-27\]](#)

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
<b>State &amp; Regulatory Authorities</b> Ministry of Economy, Infrastructure, Maritime and Tourism Piraeus Port Authority Ministry of Labour and Social Solidarity Ministry of Education, Lifelong Learning & Religious Affairs	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> </ul>	Daily  On a regular basis
<p><b>Key Issues and Expectations of the State and of the Regulatory Authorities:</b> Further improvement of maritime transport, which helps the development of tourism and the islands' local economy, affecting directly the islanders' standard of living.</p> <p><b>Response by the Group:</b> In cooperation with the Regulatory Authorities and according to the needs of each island, the Group rescheduled the itineraries of its vessels and added extra approaches in an effort to respond to the needs that arose. In addition, the Group also took the initiative to participate in discussions on port infrastructures and is also taking steps to address issues which caused concerns during the year, such as illegal immigration, the Group's participation in the social tourism programme and the preventive measures taken for protection against the Ebola virus epidemic. <small>(G4-27)</small></p>		

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
<b>Local Communities</b> Municipalities Coast Guard Regional Administrations Trade and Professional Associations Hotel Associations Logistic Companies	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> </ul>	Daily
<p><b>Key Issues and Expectations of Local Communities:</b> Deployment of suitable vessels in islands. Emphasis on marketing services for improved service and satisfaction of the local communities.</p> <p><b>Response by the Group:</b> The Group views positively the above issues as, in order to better respond to needs of local communities and to provide them with a better service, it is working closely and in constant contact with local hotel associations, Municipalities and other organisations. <small>(G4-27)</small></p>		

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
<b>Local Communities-Local Collectivities</b> Educational Community Medical Community Cultural Societies Sports Clubs Local Environmental Organisations	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> <li>• Working meetings</li> </ul>	Daily
<p><b>Key Issues and Expectations of Local Social Collectivities:</b> Need for support regarding the implementation of environmental and social actions (Culture, Health, Education) in locations where the Group operates.</p> <p><b>Response by the Group:</b> The Group responded by providing financial support for specific actions, as well as by offering discount or free tickets to cover transport needs, so as to assist the implementation of actions in the local communities and to provide local young people with access to sport, cultural or educational activities away from their home islands. <small>(G4-27)</small></p>		

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
NGOs	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> <li>• Working meetings</li> <li>• Support requests</li> </ul>	On a regular basis
<p><b>Key Issues and Expectations of NGOs:</b> Need for support regarding the implementation of environmental and social actions (Culture, Health, Education) in locations where the Group operates.</p> <p><b>Response by the Group:</b> The Group responded by providing financial support for specific actions, as well as by offering discount or free tickets to cover the transport needs of the members of various NGOs, so that they could carry out actions in the islands where the Group operates. <small>(G4-27)</small></p>		

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
Sales Network - Port Agents	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> <li>• Working meetings</li> <li>• Annual meetings</li> </ul>	Daily  On a regular basis

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
Suppliers	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> <li>• Working meetings</li> </ul>	Daily

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
Media	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> <li>• Working meetings</li> <li>• Briefings via Press Releases</li> </ul>	On a regular basis

STAKEHOLDER GROUPS	ENGAGEMENT METHODS <small>(G4-26)</small>	FREQUENCY OF COMMUNICATION <small>(G4-26)</small>
Shareholders	<ul style="list-style-type: none"> <li>• Communication by phone or by written/electronic correspondence</li> <li>• Meetings</li> <li>• Annual and Extraordinary Meeting of the Shareholders</li> </ul>	On a regular basis

# CORPORATE GOVERNANCE



The Board of Directors (BoD) is the Group's supreme administration body. It is composed of seven (7) members and is responsible for managing corporate affairs. The BoD decides on all issues in general which concern the Group and is assisted in its work by the Audit Committee. [\[G4-34\]](#)

## Attica Group - Board of Directors [\[G4-38\]](#)

Full name	Capacity
Kyriakos D. Magiras	President / Executive Member
Michael G. Sakellis	Vice-President / Executive Member
Spyridon Ch. Paschalis	Chief Executive Officer (CEO)
Efthymios Th. Bouloutas	Non-Executive Member
Areti G. Souvatzoglou	Non-Executive Member
Markos A. Foros	Independent Non-Executive Member
Alexandros Th. Edipidis	Independent Non-Executive Member

The current BoD was elected at the General Meeting of 26.6.2014 and its term of office expires on the date of the Annual General Meeting to convene by 30.6.2016.

The President of the BoD, who is an Executive Board Member, sets out the Group's vision and strategic goals and promotes the Group's business development initiatives. The President is also responsible, among other things, for ensuring the provision of timely and accurate information to the BoD Members, as well as for the Board's effective communication with all shareholders, in a spirit of fair and equitable treatment of the interests of all shareholders. [\[G4-39\]](#)

The Chief Executive Officer (CEO) is responsible for performing all Company Management and Representation duties. The first and foremost obligation and duty of the CEO is to constantly seek to ensure the Group's viability and enhance its long-term economic value.

The other Executive Members of the BoD are Top Executives of the Group, responsible for organising and managing the day-to-day work in their areas of responsibility, as well as to perform the duties assigned to them by resolutions of the BoD or resulting from instructions issued by the CEO.

The Non-Executive Members of the BoD are persons with professional experience, social status and objective judgement, who do not have executive authority with regard to the management of the Company and the Group.

The Board of Directors may regularly convene the General Meeting of the Shareholders, which is the Group's supreme body and decides on all substantial issues which concern it. Approval by the General Meeting is necessary in cases of conflict of interests, in which Members of the BoD and Management Executives of the Group intend to proceed, either on their own behalf or on that of third parties, to acts coming under one of the corporate objects pursued by the Group or to participate in Groups or Companies pursuing similar objects. [\[G4-41\]](#)

The CEO and the President of the BoD are jointly responsible for revising the values, mission, strategies, policies and targets related to the economic, social and environmental impacts of the Group's activity. In addition, their decisions are supported by the Group's Management Executives, who are responsible for the achievement of the Groups' profitability and growth targets, as well as for preventing business risks. [G4-42]

The Group has established a Risk Register, used to classify and assess risks based on the likelihood of their occurrence and to examine the level of their impact on the activity of the Group and its subsidiaries. The Risk Register is updated at least annually and also takes into account aspects of the current economic juncture which may affect the Group's operational capability. The assessment of risk areas and the advance approval of actions to monitor and deal with risk in connection with economic, social and environmental issues, come under the responsibility of the BoD. [G4-14,G4-46,G4-49]

Finally, the Group's Corporate Governance Division (CGD), which is responsible for the adoption of the principles of Corporate Governance, as these are described in the Corporate Governance Code<sup>1</sup> in accordance with the guidelines of the Hellenic Capital Market Commission, is managing the way in which corporate goals are set and achieved and monitoring systems are adopted, as well as the way in which the transparency and validity of the information communicated is ensured. The Head of the Corporate Governance Division reports directly to the Board of Directors.

1. Available from the Group's website, at [www.attica-group.com](http://www.attica-group.com)



EMPLOYMENT,  
LABOUR PRACTICES  
& HUMAN RIGHTS



## 1. Human Resources [G4-10]

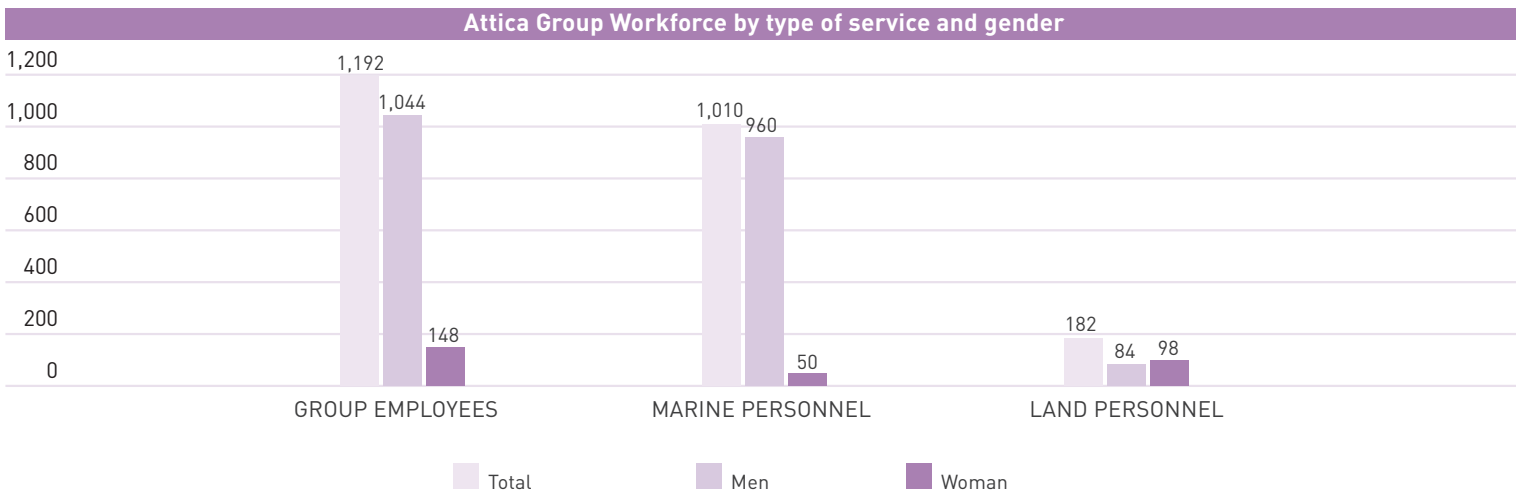
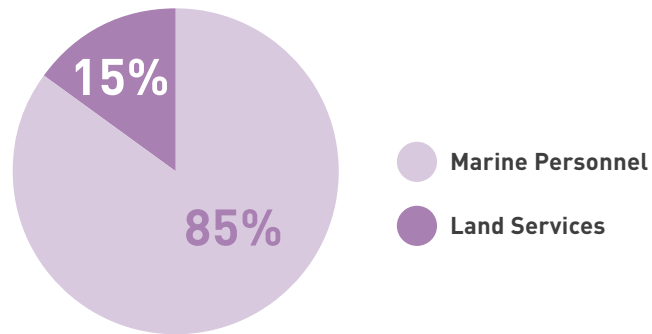
Attica Group is centred on people, recognising that its sustainable development is inseparable from the potential of its personnel.

With the aim of driving the constant development of the skills of our employees on land and onboard our vessels, and with respect for the internationally recognised principles regarding the protection of Human Rights, we seek to secure a fair and safe work environment for all our personnel.

Our Group ensures that the employment practices and the work conditions are Above and Beyond Compliance with existing laws and regulations.

In 2014, the Group employed a total of 1,192 people, of which 1,010 marine personnel and 182 land personnel. The total number of crew members employed at any given time is determined by the legislation and the deployment requirements of our fleet's vessels as a function of the services to be operated.

Attica Group Workforce by type of service



Supervised employees of the Group	Marine personnel	Land personnel	Men	Women
	35	5	26	14

The Group is employing 908 people under contracts of indefinite duration. During 2014, a total of 277 employees worked under fixed-term contracts. Finally, the majority of the Group's employees come from the region of Attica.

Type of employment contracts	Marine personnel	Land personnel
Contracts of indefinite duration	740	168
Fixed-term contracts	270	7
Freelance Professionals	-	2
Internships	-	5

Type of employment contracts in Attica Group, by gender	Men	Women
Contracts of indefinite duration	776	132
Fixed-term contracts	265	12
Freelance Professionals	2	-
Internships	1	4

All Group employees (100%) work under contracts based on collective national or sectoral agreements. (G4-11)

## 2. Employment and benefits

Our human resources are a key driver of the Group's progress and growth. In this context, the divisions of Marine Personnel and Human Resources accordingly have adopted practices for the merit-based selection of the best candidates, in order to ensure that the Group's employees achieve a best fit. The policy followed is derived from the implementation of international standards such as ISO 9001 and is fully aligned with the legislation on labour and the contractual terms applicable under the Collective Agreements in force.

More specifically:

The Marine Personnel Division is responsible for the selection and recruitment of officers and crew as well as all aspects of seagoing personnel administration. In addition, the Division is also responsible for ensuring adherence to the minimum composition of vessel crews imposed by the law and for all related matters, also in accordance with the Greek and international legislation.

The Human Resources Division (HRD) is responsible for the selection and recruitment of land personnel, and has originated and implemented practices designed to leverage people's skills. In particular, to prevent discrimination and promote equality and diversity, the Group gives preference to internal candidates before looking externally to fill vacancies by notifying information to all employees. In the event that no suitable internal candidate exists, recruitment takes place externally from the labour market, ensuring in all cases that candidates will possess the required capabilities and effectiveness, in accordance with our Group's culture and business values.

Candidates must meet the required qualifications specified in the relevant job description regarding the duties and responsibilities of the respective position or, in exceptional cases, as identified and described in the specific vacancy request.

**Recruitment of new employees  
by gender, age group  
and geographic region** [G4-LA1]

**Land personnel**

**Recruitment of new employees - Total**

**12**

Men

6

Women

6

<30 y.o.

10

30-50 y.o.

2

**Region of origin**

Attica

12

**Employee departures by gender,  
age group and geographic  
region** [G4-LA1]

**Land personnel**

**Employee departures - Total**

**7**

Men

2

Women

5

<30 y.o.

4

30-50 y.o.

3

**Region of origin**

Attica

7

**Workforce diversification by administrative level -  
Land personnel only (182 persons)** [G4-LA12]

**Top Management**

**%**

Men

85.7

Women

14.3

30-50 y.o.

28.6

>50 y.o.

71.4

**Management Executives**

**%**

Men

95.0

Women

5.0

30-50 y.o.

50.0

>50 y.o.

50.0

**Administrative Personnel**

**%**

Men

39.4

Women

60.6

<30 y.o.

12.5

30-50 y.o.

76.3

>50 y.o.

11.3

During 2014, no complaints were recorded in the Group involving a violation of labour practices, a result that encourages us to continue on the same path during the next year, with equal dedication. [G4-LA16]

Above and beyond statutory requirements, the Group extends a number of additional benefits to its employees in order to establish the best possible working conditions for its people and to improve the standard of living and their families. The specific benefits are shown in the table below:

Additional benefits granted to Attica Group employees <sup>[G4-LA2]</sup>	Marine personnel	Land personnel
Health and medical care		•
Coverage against disability/incapacitation		•
Refreshments and light meal		•
143 Company phones	•	•
55 parking spaces		•
Support for participating in postgraduate programmes		•
Christmas cheques for the amount of €40 per child, for Group employees' children aged up to 12		•
Organisation of annual Christmas festive event		•
Life insurance		•
Provision of free tickets and meals onboard our vessels, together with discounts of 50% for their first-degree relatives	•	•

### 3. Occupational Health and Safety

The Group has set as its primary goal to ensure that its employees work in an environment that will offer health and safety conditions of a high standard.

To this end, the Group maintains written policies and procedures that meet the needs of both marine and land personnel. In parallel, it also makes available the resources needed for the implementation of related activities. Furthermore, constant efforts are made on an on-going basis to improve the standards and procedures through training and the adoption of new practices and technology.

The Group considers the safety of our employees to be a non-negotiable minimum obligation, as our aim is not to merely meet but to surpass the requirements of the relevant legislation. For this reason, appropriate attention is paid to the human factor, through training sessions, drills, the provision of suitable equipment and materials and the maintenance of all main and auxiliary machinery in perfect working order.

The relevant activities are evaluated at regular intervals, with a significant contribution to the formulation and revision of the Group's Health & Safety policies being made by the Injury Rate (IR<sup>2</sup>). For 2014, this rate stood at 1.21, which is considered a satisfactory performance, as it refers to incidents involving very light injury. In addition, no fatalities or other incidents involving occupational diseases were reported in the Group during the year <sup>[G4-LA6]</sup>. More specifically, 17 incidents of light injury occurred during 2014 for the Group's entire workforce, of which 16 incidents involved men employees and one (1) incident involved one woman employee.

Attica Group - Health & Safety Indicators <sup>[G4-LA6]</sup>	
<b>Injury Rate (IR)</b>	<b>1.21</b>
Men	1.29
Women	0.63
<b>Lost Days Rate (LDR) - Work days lost due to injuries or occupational diseases</b>	<b>62.16</b>
Men	66
Women	32.19
<b>Absenteeism Rate (AR) - Employees' absence from work due to injuries, occupational diseases or other causes rendering them unfit for work</b>	<b>0.46%</b>
Men	0.36%
Women	0.18%

2. The IR indicator refers to the frequency of incidents involving injury per 200,000 hours worked.

In tandem with safety and with equal consistency and responsibility, the Group is paying due attention to health issues and considers as its immediate priority to ensure adherence to the minimum acceptable health standards it has introduced, so that both employees and passengers can enjoy survives of a high quality.

Additionally, voluntary standards and management systems, such as ISO 9001 (Quality), ISO 22000 (Services)- HACCP (Food Safety), MLC 2006 (Maritime Labour Convention), are also applied and certified where this is considered necessary, demonstrating the Group's commitment to continuous improvement. These are audited on the basis of specific written procedures, by the Group's internal competent units as well as by external organisations, with the final users of the services concerned always having the last word.

## 4. Education, Training and Development

Education and training are crucial tools for stimulating employee development and engagement, customer service, and the overall competitiveness of the company. Training needs are determined according to job descriptions, the level of knowledge and skills of personnel, and the Group's strategic goals and objectives. In particular:

For our marine personnel, the responsibility for planning and delivering training programmes rests with the following Divisions, working closely together: (a) Fleet Operations, regarding the Quality and Environmental Management System (QEMS) and the Safe Management System (SMS); and (b) Hotel Operations and Customer Services, regarding catering and accommodation onboard our vessels. Related activities in this context include scheduled class training in specific subjects, drills, training videos, briefings by vessel Masters and the keeping of training records and certificates for vessel crew members.

For land personnel, the Human Resources Division is responsible for the Group's training plan, on the basis of the training policies in place, i.e. the participation of employees in seminars and conferences as well as attendance of postgraduate programmes. The Training & Development Department of the HRD is responsible for identifying the training needs and selecting the appropriate corresponding training organisation, in cooperation with the respective Division. The Department's responsibilities also include the preparation of the annual training plan and budget, the finalisation of the training plan, the keeping of relevant training records, as well as the approval and reporting procedures involving the Company's Management.

In 2014, the training programmes carried out totalled 883 training hours. The key training subjects covered technical issues, sales and management.

Average annual training hours per employee, by gender and employment category <span style="float: right;">[G4-LA9]</span>	
<b>Land services</b>	
Average training hours by employee (Total)	3.3
Average training hours by employee (Men)	3.9
Average training hours by employee (Women)	2.8
Average training hours by employee (Executives)	3
Average training hours by employee (Administrative personnel)	3.4
<b>Marine personnel</b>	
Average training hours by employee (Total)	0.2
Average training hours by employee (Men)	0.2
Average training hours by employee (Executives)	1.3

Training programmes and seminars - Marine personnel <span style="float: right;">[G4-LA10]</span>	Training programmes and seminars - Land services personnel <span style="float: right;">[G4-LA10]</span>
• Safe Work Practices	• Shipping
• Marine Environmental Awareness	• Finance
• Hazard Management of Vessel Operations	• Labour/Insurance
• Electronic Chart Display and Information Systems (ECDIS) - Navigation Certificate	• Management topics (HR, CSR)
	• Customer service
	• Safety / Security

In line with our strategy to maintain a leading role in the shipping industry, create long-term sustainable value for our shareholders and support the development of our employees, the Group is applying a Performance Appraisal System, developed in accordance with skills, competencies, and organizational objectives set by the Human Resources Division. The Performance Appraisal System allows the Group to assess the employees' job performance and productivity in relation to certain pre-established skills, competencies and organizational goals and objectives on a yearly basis.

PERFORMANCE APPRAISAL SYSTEM	
PA Competencies	Stages
• Transparency	• Establishment of individual Performance Plan
• Respect for the Individual	• Performance Management/Mentoring
• Freedom of expression	• Annual Performance Review
• Delegation of responsibilities	
• Meritocracy	
• Team spirit	

It should be mentioned here that the CSR Mapping project identified the need for systematically applying the Performance Appraisal System, together with the need for implementing an Employee Satisfaction Survey. The Group is committed to improve its practices in this respect.

## 5. Human Rights, Diversity and Equal Opportunities

We are committed to the internationally recognised principles regarding the protection of Human Rights, as these are determined in the United Nations' Universal Declaration on Human Rights, of which the Group is a signatory.

In Attica Group, we acknowledge and commit ourselves to the Principles of the UN Global Compact and have incorporated them in our Code of Business Ethics.

In particular, we are committed to recruit only individuals whose age is above the minimum legal age for employment, as per Greek legislation. We are also committed to ensuring that no incident of forced labour occurs in all our facilities.

During 2014, no reports or complaints were lodged involving a violation of Human Rights in our Group, whether concerning discrimination and inequality at the workplace or child and forced labour. We acknowledge, however, that during 2015 we will need to introduce in our business units self-control and self-assessment procedures in connection with Human Rights issues. We will also need to develop and promote to our supply chain actors a Code of Business Ethics for Suppliers and Contractors, in order to ensure that all our business partners acknowledge, adhere to and protect Human Rights and take steps to eliminate discrimination in their workplace.

[G4-HR3, G4-HR5, G4-HR6, G4-HR12]

# SOCIETY



## 1. Compliance [G4-S08]

The Group is fully committed to ensuring its strict compliance with all legal and regulatory requirements and with all national and international legislation governing the shipping industry. The high quality of our services is the result of the fulfilment of all necessary conditions and of our dedication to the proper operation of the Group and its subsidiaries.

During 2014, no substantial fines or non-monetary sanctions were imposed on the Group for non-compliance.

## 2. Ethics - Integrity - Actions to Safeguard Transparency

Fully committed to our principles and values, in Attica Group we continue to win the trust of our business partners and customers and to successfully meet all demanding requirements in order to promote the best quality of our products and services.

To this end, the principles of the Global Compact and the Group's Code of Business Ethics, which is derived from international practices, existing regulatory obligations and internal practices, serve as our reference and guide our employees towards the adoption of a shared professional conduct, while also strengthening our corporate identity vis-a-vis all our Stakeholders. The implementation, updating and highlighting of the corporate values and standards of conduct in the Group's Code comes under the responsibility of the Human Resources Division (HRD), working in close cooperation with the Group's Top Management.

To this end, specific procedures have been adopted, especially for newly-recruited personnel, such as induction training and briefings, drawing on the Group's Manuals and covering the Personnel Work Regulation and the Code of Business Ethics. [G4-56]

The Group recognises the importance of initiatives to combat and eliminate corruption in all business transactions and to safeguard transparency across the entire range of its corporate activities. In this context, in December 2014 we endorsed and signed onto the "Call for Action" initiative of the Global Compact.

Furthermore, a standing commitment of the Group is the fulfilment of all obligations and responsibilities towards its shareholders and the supervisory authorities. To achieve this, there is an Auditing Committee, whose responsibilities include control of the Group's compliance with the laws, provisions, internal operation regulations and Management decisions, as well as the examination of corrective actions in cases of non-compliance. [G4-S03]

Paying appropriate attention to the issues of transparency and combating corruption, at the level of transactions with our business partners as well as at the Group level, we are already focusing on planning and developing additional initiatives. As already mentioned, we have set ourselves as a target for the next year the development and promotion to our supply chain actors of a Code of Business Ethics for Suppliers and Contractors, in line with the principles and values that govern our Group.

During 2014, no incident of corruption was recorded in our Group [G4-S05] and no complaints were made in connection with any negative impact of the Group's activity. In addition, the Group during 2014 was not the subject of any petitions to the Courts for anti-competitive behaviour. [G4-S07,G4-S011] Finally, the Group has made no financial contribution to political parties or related institutions. [G4-S06]

### 3. Support of Local Communities

In addition to caring for the environment, our Group's policy also extends to supporting local communities in connection with a broad range of local activities and initiatives that range from culture and education to sports and health, proving in a very tangible way that, in addition to serving transport and communication, the sea can also bring places, destinations, people, attitudes and ideas closer together. Our Group embraces local communities and contributes to the improvement of the daily life of local residents in Greek islands, with particular emphasis on remote islands.

From the very start, the local communities in which our business activities are based have been at the core of the development of our comprehensive Corporate Social Responsibility programme, which keeps in touch with local needs and responds to them, creating conditions that help enhance the quality of life in the local communities.

In this context, our Group responds regularly to numerous requests for donations or indirect sponsorships to associations located in the Aegean islands. In particular, tradition, culture and sports have for many years been a broad area of social contribution for the Group. Every year, we offer a large number of discount or free tickets to associations, entities, non-profit organisations, unions, festivals etc., assisting them in their efforts to pursue their objectives. The responsibility for the implementation of our Group's social policy rests with the Domestic & International Lines Marketing & Sales Divisions and the corresponding Marketing & Sales Departments.

In the context of its Corporate Social Responsibility, the Group has developed voluntary initiatives aimed at aiding the local communities with which it has developed close ties through the Greek coastal shipping services it operates. In addition, the Group is also collaborating with various Non-Governmental Organisations (NGOs). Finally, the Group's social contribution can be appreciated through the programmes it is involved in, which have direct social and environmental impacts within its sphere of influence.

#### "Sun Protection" preventive medicine programme

From 2008 to this day, under the "Sun Protection" programme, an initiative of the Group in collaboration with the "Melampous" NGO, 2,760 residents in various Greek islands have benefited from free tests of skin moles and have been supplied with information about the prevention of skin cancer. In addition, in order to provide the public with information about the appropriate self-examination methods, the Group has published relevant information leaflets, distributed at our central and port agencies and onboard our domestic line vessels throughout the year.

During 2014, the programme visited the islands of Tinos and Symi, where a total of 349 persons were examined, as shown in the table below. It should be mentioned here that this initiative of the Group was presented with an award, for the second consecutive year, in the category "Support of local communities" of the 2014 Tourism Awards.

	EXAMINED (PERSONS)	PHOTOGRAPHED (PERSONS)	SURGERIES (PERSONS)	SCANNED (PERSONS)	MALIGNANT NEOPLASMS
<b>Tinos 2014</b>	258	116	11	11	5
<b>Symi 2014</b>	91	15	9	3	2
<b>Paros 2013</b>	375	89	33	26	5
<b>Naxos 2013</b>	319	92	23	30	7





## "Life AMMOS" programme

Our Group was one of the first to focus on increasing the awareness of visitors to the Greek islands about the environmental impact of smoking-related litter at the beaches. The purpose of the "Life AMMOS" initiative is to help establish an environmentally responsible attitude, which seeks to achieve multiple and long-term benefits for the local community. To this end and with respect for the protection of the environment, the Group undertakes initiatives towards the prevention and minimization of smoking-related litter at the beaches, by participating in the "Life AMMOS" programme.

During 2014, the "Life AMMOS" programme was implemented, in collaboration with the "Mediterranean-SOS" (MEDSOS) Network, in the following six island destinations of the Blue Star Ferries lines: Paros, Santorini, Lesvos, Chios, Rhodes and Crete. In total, we distributed 15,000 disposable beach ashtrays in various beaches on these islands.

We also distributed 25,200 information leaflets to passengers onboard our vessels and briefed face-to-face 360 passengers. In parallel, we distributed 3,200 information leaflets through our port offices in Piraeus, Rhodes, Paros, Santorini, Chios and Lesvos.

According to the results of country-wide sample surveys conducted in 13 of the 15 beaches over a period of one year, beach pollution appears to have been reduced by 73% overall, with reduction percentages ranging from 18.5% to 90.1% for the individual beaches.

Irrespective of the Group's participation in the "Life AMMOS" Project, our Group has contributed to the dissemination of the message about the need to keep beaches clean since 2007. Since then and up to the end of 2014, the Group has printed and distributed a total of 1,298,500 beach ashtrays. Of these, 173,000 were printed and distributed during 2014.



## "Agoni Grammi Gonimi" programme

For the eighth consecutive year, the Group continues to help the efforts to provide equal access to education and culture for all, through its participation in the "Agoni Grammi Gonimi" programme addressed to children and adults living on small Greek islands.

For 2014, the programme's activities comprised piano, guitar, mosaic, martial arts, dance, theatrical play and pilates training workshops, a small planetarium, educational concerts given by the Athens State Orchestra and Opera nights. In all the islands visited, the programme and its activities were warmly received by schoolchildren and adults alike.

ISLANDS	SCHOOLCHILDREN*	ADULTS*	VISITS
Iraklia	232	50	7
Halki	30	75	2
Arki	6	25	5
Gavdos	6	60	1
Thirassia	125	90	8
Kastellorizo	19	70	1
Leipsoi	121	75	11
Patmos	399	300	14
Schinoussa	11	80	4

\*The figures given refer to the total number of schoolchildren and adults who attended all activities and events under the programme.

## Support of "LIFE" programme

Faithful to our commitment to supporting innovative actions that help conserve biodiversity, we collaborate for the fourth consecutive year with the Greek Ornithological Society, assisting its work involving the collection of data for the identification of Important Bird and Biodiversity Areas in the marine environment (Marine IBAs).

In particular, all Blue Star Ferries vessels sailing to the Cyclades, the Dodecanese and Crete, have available at their reception desks information material on sea birds, inviting passengers to observe them during their trip, identify them and record their details in a custom form or enter their observations by visiting the following website: [www.ornithologiki.gr/seabirds](http://www.ornithologiki.gr/seabirds). In this way, our passengers expand their knowledge and participate in an active and valuable way in the scientific work of the Hellenic Ornithological Society, which will be used to expand the Natura 2000 network in the marine environment.

During 2014, the Society received 346 electronic entries of sea bird sightings (covering more than 1,000 sea birds of 5 species) & 52 entries of sightings made using the custom form distributed onboard the Group's vessels and from its port agencies.

Finally, the Group offers discount and free tickets for the necessary travels of the programme's experts, who visit the islands in order to observe and record the birds in their natural habitats.



## Blood Ties

Since 2009 the Group has established a blood donation program twice over the year, a valuable collective and voluntary contribution that promotes the spirit of solidarity, in response to requests by residents of remote Greek islands served by the Group's vessels and to personal health emergencies of our employees and their families.

The Group's blood drive, organised in 2014 for the sixth consecutive year, collected 69 blood units donated by volunteers from its personnel. As every year, the blood drive was organised in the months of May and September in collaboration with the "G. Gennimatas" General Hospital and was held in the Group's head offices and onboard its vessels at berth in Piraeus on the date scheduled for the blood drive.

## First Aid Training Courses

In collaboration with the Volunteer Crisis Rescue Team (EDOK), in 2014 the Group launched an initiative to provide local residents in Greek islands with information and training in the administration of first aid in cases of injury and in responding to emergencies. The first training courses were organised in Tilos and Amorgos and were attended by 120 people in total. The ultimate aim of this initiative is to create local rescue teams composed of permanent local residents and to provide them with further specialised training, so that they will be able to deal with emergencies using locally available means.

## ATTICA GROUP - COLLABORATIONS IN 2014

ENTITIES	PROGRAMME
"MELAMPOUS" NGO	"Sun Protection"
Volunteer Crisis Rescue Team (EDOK)	"First Aid"
"G. Gennimatas" Athens General Hospital	"Blood Ties"
Hellenic Ornithological Society	"LIFE"
"Agoni Grammi Gonimi" NGO	"Agoni Grammi Gonimi"
"The Smile of the Child" NGO and "Amnesty International"	Money collection boxes onboard our domestic and international line vessels
Mediterranean SOS (MEDSOS)	"Life-AMMOS"
Holy Metropolis of Chios-Psara-Oinousses	Soup kitchens

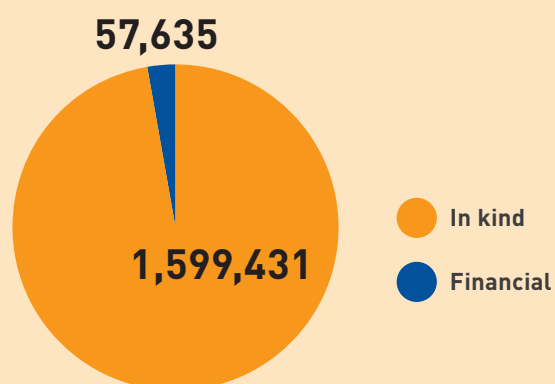
Our Group's expenditure in support of these initiatives during 2014 stood at €1,677,153. (G4-EC7)

## ATTICA GROUP - SOCIAL CONTRIBUTION IN FIGURES

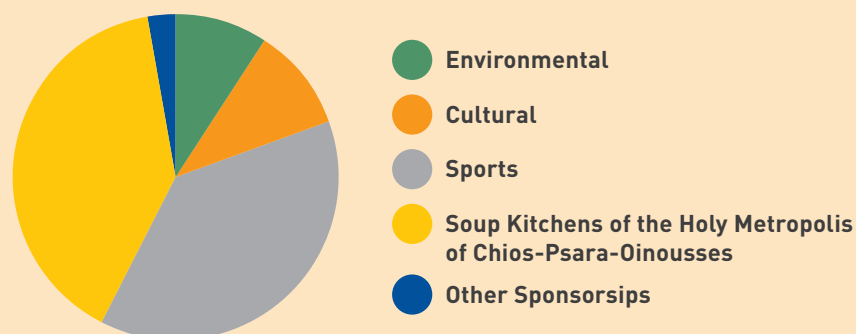
Value of sponsored discount & free tickets - Cyclades, Dodecanese & NE Aegean lines	861,830 €
Value of sponsored discount & free tickets - Crete lines	611,612 €
Value of sponsored discount & free tickets - Greece-Italy lines	125,989 €
Monetary sponsorships & Donations	57,635 €
Receipts from collection boxes reimbursed to the "Amnesty International" and "The Smile of the Child" organisations	4,641 €
Value of implementation of programmes: "Sun Protection" programme & Printing of Beach ashtrays	15,446 €

With the aim of continuing our contribution and investing in the development of the local communities, in 2014 we granted financial and in-kind sponsorships which supported social and sports activities as well as environmental and cultural programmes.

Attica Group - Value of Sponsorships and Donations (in €)



Attica Group - Categories of Financial Sponsorships & Donations





# MARKET



## 1. Safe Management of Vessels, Protection of Passenger Health and Safety, Certifications

The Group places great emphasis on the protection of the health and safety of passengers during their sea travel. With a comprehensive framework of integrated procedures in place, derived from the management systems which the Group is applying (ISM, ISO 9001, ISO 14001, ISO 22000- HACCP, MLC), we create onboard our vessels the conditions required to minimise the potential risks that could affect the safety of passengers and the efficiency of our operation.

Our primary purpose is to create conditions that meet high safety, quality, health and hygiene standards. The Hotel Operations & Customer Services Department and the Fleet Operations Department are responsible for managing, implementing and auditing the relevant policies. Constant efforts are being made to improve the standards and procedures onboard our vessels, through training and adoption of new practices and technology. For the Group, the health and safety of our passengers is a non-negotiable minimum obligation, as our aim is not to merely meet but to surpass the requirements of the relevant legislation.

For this reason, the support of both the human factor through training sessions, drills, technical equipment as well as, keeping all main and auxiliary machinery in perfect working order is proper and effective. Concerning passengers indicatively we mention that a safety video is displayed for their information / familiarisation referring to the vessel's safety procedures, a demonstration regarding the use of life jackets is held and finally visible safety signs are posted. Additionally, in every vessel a Safety Committee is set up, with responsibility to monitor and assess issues concerning the safety and health of passengers, the protection of the environment etc.

Regarding products and especially foodstuffs that are offered to our passengers, the Group's policy is that these should comply fully with the hygiene and safety requirements of the regulations in force. In this respect, the Group requires suppliers and catering contractors operating on its vessels to implement the necessary quality and food safety management systems (ISO 9001 and ISO 22000-HACCP). Furthermore, Masters along with the other Heads of Departments carry out constant inspections of the areas where food is offered for consumption, stored, maintained and prepared, seeking to continuously improve the food hygiene and safety levels.

As far as hotel services are concerned, the Group in full alignment with national and international regulations, ensures daily that high hygiene and safety standards are maintained, with continuous inspections, regular disinfection of public and catering areas, compliance with the clothing management procedures and the procedures concerning the precautions taken to protect passengers from food-related allergens.

Aiming to maximise the satisfaction of our passengers, we are constantly searching for ways in which to provide optimal and innovative services. An example in this respect was the introduction by our Group in the Greek and Adriatic Sea market, for the first time ever, of the "PURE Cabin" category of cabins, in line with leading standards worldwide. This type of cabin provides customers who are particularly sensitive to airborne particles with the ultimate comfort level in accommodation, thanks to its state-of-the-art technology, which purifies the air and the surfaces in the cabin. After a "PURE Cabin" has been used, it is cleaned and purified and a cleaning certificate is issued, showing the corresponding inspection date. [\[G4-PR1\]](#)

The Group attaches particular significance to certify by the relevant official bodies, all procedures it implements regarding all services offered and the products handled onboard the vessels. The renewal of these certifications, which takes place annually or at other

regular intervals, allows us to regularly confirm the correctness of the procedures which guarantee our smooth internal operation and, at the same time, prompts us to keep introducing improvements in order to maintain the high quality of the services and products we offer to our customers.

During 2014, no significant fines, penalties or warnings were imposed to the Group in connection with incidents of non-compliance with regulations and voluntary codes applied and which concern the impacts of its products and services. [G4-PR2]

The only fines imposed to the Group during 2014, in the amount of €2,534.72, concerned 21 cases of delayed departure, by the Port Authorities. It should be mentioned that these delays were caused by our response to requests from passengers and business professionals, while in many cases occurred as a result of the vessels' initiative to provide hospital care for passengers, assist other vessels in their vicinity or respond to other emergencies requiring not only tolerance on our part but also the offer of immediate assistance. [G4-PR9]

## 2. Responsible Communication & Marketing

The relationship of trust between the Group's companies and our customers is the result of the objective information about our products and services, which we provide in a responsible manner, in order to fully cover the needs of those choosing to travel onboard our Blue Star Ferries and Superfast Ferries vessels.

By following the principles of the Hellenic Code of Advertising-Communication Practice of the Communication Control Council, the responsible communication and marketing practices we apply in the Group ensure the validity of the communication material disseminated to the public through leaflets, radio, television and the Internet. The Domestic & International Lines Marketing & Sales Departments, in collaboration with the Group's Legal Department, ensure the control and proper communication of the promotional messages and advertisements for our products and services, seeking to avoid any potentially misleading advertising and/or stereotypes which may constitute an infringement of the personality of our customers, our business partners and/or the competition in general.

One of our key priorities is to provide the public with timely and responsible information about changes to our itineraries and about offers, using all communication channels available (websites of the Group's subsidiaries, radio announcements, Press and information portals, briefing of port agents, briefing of customers by SMS, information newsletters etc.).

In addition, starting with the Blue Star Ferries and Superfast Ferries websites, which are structured in such a way as to also be accessible by people with special needs (vision impairments), the Group aims to facilitate and make possible the provision of information also to this audience.

During 2014 no incidents were recorded involving non-compliance by the Group with the regulations and voluntary codes on marketing communications, including advertising, product promotion and sponsorship. [G4-PR7]

### Διακρίσεις 2014 του Ομίλου ΑΤΤΙCΑ

Gold award in the category "New Fleet" of the Tourism Awards.

"High Performance" award in the "Innovative Passenger Transport Services" category of the Transport & Logistics Awards, for the "Train & Ferry" service.

Silver award in the category "Use of Social Media in Real Life" of the Social Media Awards 2014, for the Facebook contest "Travel fun memories".

Bronze Ermis Award in the category "Ad Placements" of the Ermis Awards 2014, for the "Karavaki" creative content placement.

### 3. Protection of passengers' personal data and property

Operating according to the letter and the spirit of the law, we take care to secure the personal data of our customers. The personal data of passengers, business professionals, visitors to our websites and users of the Group's services in general are kept in a secure database. At the same time, their confidentiality is preserved and they are not communicated to third parties unless this is required by the law and/or the competent Authorities.

During 2014 no complaints were made to the Group for breaches of privacy in connection with the personal data of customers. **[G4-PR8]**

Concerning the protection of passengers' property, passengers onboard our vessels can deliver to the Purser's Department for safekeeping money or valuables whose value does not exceed €500. In all other cases, the Group's companies bear no responsibility for any loss of money or valuables not delivered for safekeeping.

In cases where luggage is lost or damaged, the Hotel Operations & Customer Services Department follows a procedure involving the search for the lost luggage or the investigation of the causes of the damage and, where there are grounds for compensation, the provisions of the law are applied.

#### PIECES OF LUGGAGE LOST/FOUND OR DAMAGED

Adriatic Sea lines	526 pieces
Domestic lines	4,109 pieces

#### COMPENSATIONS PAID BY THE GROUP FOR LUGGAGE AND OTHER DAMAGES

Cost of compensations for luggage	33.739 €
Cost of other compensations	6.544 €
<b>Total</b>	<b>40.282 €</b>

It is pointed out that the corresponding amount for compensations in 2013 stood at €38,384.08 for a total number of 3.76 million passengers served, against 4.13 million passengers served during 2014.

In the event that vehicles sustain a deterioration or other damage for which the Group is responsible during boarding/disembarkation or during the journey, the Damage Report procedure is followed.

#### COMPENSATIONS PAID BY THE GROUP FOR VEHICLE DAMAGES

Cost of compensations for vehicles	33.674,18 €
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It is pointed out that the corresponding amount for compensations in 2013 stood at €42,132.75 and involved 36 incidents, with the total number of vehicles carried standing at 503.48 thousand, against 537.65 thousand vehicles carried during 2014.

## 4. Customer Service & Satisfaction

With the key aim to ensure that the Group's subsidiaries are acknowledged by our customers as responsible companies that maintain high standards of service, we employ a number of communication tools and means which provide us with data for evaluating our performance. To this end, the Group's Customer Services and Loyalty Department is responsible for approving, revising and implementing the following specific procedures:

1. Management of the Customer Services Call Center and e-mails.
2. Option for the customers to communicate in writing with the Group companies, in connection with comments, complaints and other requests.
3. Option for arranging face-to-face meetings with customers.
4. Management of the "Sea Smiles" Loyalty Programme, which provides a range of privileges and offers to its members.
5. Implementation of the "Mystery Passenger" investigative procedure, aimed at ensuring effective operation of our companies, quality services and prompt response to our customers' new needs. This procedure is applied three times per year, onboard domestic and international lines vessels, with the aim of evaluating 19 passenger service sections.

We mailed through the post a total of 660 formal letters by the Group in response to requests, complaints and comments, as follows:

	LETTERS IN RESPONSE TO COMMENTS- COMPLAINTS-REQUESTS	THANK-YOU LETTERS
Adriatic Sea lines	185	43
Domestic lines	348	84
<b>Total</b>	<b>533</b>	<b>127</b>

We also managed the memberships database of the SeaSmiles Loyalty programme, which since its launch and until the end of 2014 numbered 121,650 members. During 2014, we welcomed to the programme 49,757 new members. Finally, in the context of the Mystery Passenger procedure and based on the results for 2014, no revisions or improvements to procedures were considered necessary.

Furthermore, during 2014 we successfully served:

- **1,994 passengers with particular requirements** (728 in the Adriatic Sea lines and 1,266 in the Domestic lines)
- **512 passengers with reduced mobility** (178 in the Adriatic Sea lines and 334 in the Domestic lines)
- **398 passengers sensitive to allergens**

For the Group, the continuous investigation and enhancement of the satisfaction of the people who trust us for their sea travel is a standard business practice. In this context, we provide our customers with opportunities to evaluate us, so that we can improve the level of our services and benefits and identify and respond to their new needs and expectations. [DMA, G4-PR5]

During 2014, we received 1,189 completed evaluation forms regarding the services and benefits offered onboard our vessels, made using the custom comment form available in all the Group's vessels.



In addition, four (4) satisfaction surveys were carried out at various intervals during 2014, in our Domestic and International lines. More specifically, the following were carried out: [G4-PR5]

1. Passenger satisfaction survey in all domestic and international lines, conducted by personal interviews onboard our vessels (January-March 2014)
2. Domestic lines passenger satisfaction survey focusing on company selection criteria, conducted by phone interviews (14-22 January 2014)
3. Satisfaction survey of associated travel agencies in Greece, conducted using questionnaires sent out by e-mail (20 March to 14 April 2014).
4. Satisfaction survey of professional drivers in the Adriatic Sea international lines / the ports of Igoumenitsa and Patras, conducted by personal interviews (20 March to 16 April 2014).

The findings of the surveys carried out in the Domestic and International lines showed high customer satisfaction rates across the board and a convergence of views on issues such as the feeling of safety conveyed by the Attica Group vessels in connection with sea travel, followed by consistency, cleanliness of public areas and cabins and the friendly behaviour of crew members during customer service. [G4-PR5]

Additionally, areas where needs for further improvement were identified include ticket price, prices in bars and restaurants, frequency of itineraries serving our destinations primarily in the NE Aegean, and further improvements to the services provided in the shops (gift shops and Boutiques) onboard our vessels.

In what in particular regards the image of Blue Star Ferries, which operates services on the Greek coastal shipping routes, the company's key strengths emerged to be the trust and consistency it inspires to passengers and its modern and fast fleet. As for Superfast Ferries, which operates primarily in international lines, the company totally dominates the market in the category "company with the best vessels". [G4-PR5]

Furthermore, our subsidiary Superfast Ferries was given with a satisfaction rating of 8.7 out of a maximum 10 by professional drivers. [G4-PR5]

Finally, the areas identified in our travel agent satisfaction survey in connection with improvements to our business partnership concern mostly financial issues such as fee/commission, credit policy and pricing policy issues. [G4-PR5]



# ENVIRONMENT



## 1. Compliance with Environmental Legislation

Respect for the environment is an integral part of the Group's corporate culture. By acknowledging and assessing the impacts of our operation on the environment and on the local communities, the Group is committed - in the framework of the relevant European and Greek legislation - to its full compliance and takes additional measures and initiatives to minimise these impacts. To this end, the Group ensures that adequate resources (personnel, materials and funds) are made available. (DMA)

Environmental issues of major significance affected by our activities - primarily the operation of our vessels - concern air emissions, discharges to the sea, waste management, use of raw materials and resources, as well as environmental issues concerning the local communities. In this respect, the Group's subsidiaries Blue Star Ferries and Superfast Ferries assess on an annual basis their impact on the environment. This assessment is based on the Environmental Management Systems which we apply and which have been certified in accordance with the ISO 14001 International Standard on Environmental Management, as well as on other management systems such as the International Safety Management (ISM) Code.

Tangible proof of the application of the above management practices are the following certifications, mentioned indicatively: The international and national certifications on the protection of the environment and the prevention of oil, sewage and air pollution, the international antifouling certificate and the five-year certificate for the oil bilge water separator. In addition, the Group now requires its suppliers to provide asbestos-free certificate.

During 2014, no fines or other non-monetary sanctions were imposed on the Group for non-compliance with environmental laws and regulations. (G4-EN29) The Group's total expenditures and investments in connection with the protection of the environment during the same period stood at €1,365,685.

In more detail:

<b>ATTICA GROUP - ENVIRONMENTAL EXPENDITURES DURING 2014 (G4-EN 31)</b>	
<b>Costs for the disposal of liquid and solid waste and environmental rehabilitation (€)</b>	
Solid waste disposal	1,124,637
Liquid waste disposal	96,649
Expenditures for materials/equipment to be used in pollution remediation/management	38,000
Expenditures for internal/external inspections & certificates	32,500
<b>Prevention and environmental management costs (€)</b>	
Expenditures for certifications (ISO 14001, ISO 9001)	6,500
Anti-fouling paints	64,419
Expenditures for training in the protection of the environment	2,980

## 2. Management of Raw and Other Materials

Our Group recognises the significance of the conservation of natural resources and addresses this issue by recording and monitoring the consumption of the raw materials it uses and by taking corrective action, where this is considered necessary. Additionally, we have established and applied procedures to ensure the optimum efficiency in the operation of our vessels' engines, taking also into account the variations in speed during individual itineraries, so as to avoid unnecessary fuel consumption.

The raw materials used by the Group for its activities are primarily fuels and electricity. More specifically, during 2014 we used 226,541.30 MT of oil for the operation of our fleet.

The key materials used in our vessels consisted mainly of lubricants for machinery. The raw and other materials used, by type and supplier origin, are shown in the table below.

RAW AND OTHER MATERIALS <span style="background-color: yellow;">[G4-EN1]</span>		
RAW AND OTHER MATERIALS, BY TYPE AND WEIGHT		SUPPLIER ORIGIN
Fuels - Oil	226,541.30 MT	External supplier
Lubricants	1,283,733 Ltr	External supplier
Freon	3,957 kg	External supplier

## 3. Prevention of Sea Pollution and Protection of Biodiversity

The sea is an inseparable part of our business activity and growth. Consequently, its protection from all forms of pollution is one of our top priorities. Acknowledging that the operation of our vessels may directly or indirectly affect the natural environment, we take steps to ensure that our alignment with the International Convention for the Prevention of Pollution from Ships (MARPOL) serves as the starting point for a number of additional prevention initiatives (DMA), which in 2014 resulted in the total absence of incidents involving spills from our vessels. [G4-EN24]

These initiatives concern the following: [G4-EN12]

- Relevant trainings for vessel crews in dealing with a potential pollution or hazard from fuel or lubricant spills during delivery.**  
 This particular issue is covered by the Shipboard Oil Pollution Emergency Plan (SOPEP), under the International Safety Management (ISM) Code.
- Codification and monitoring of chemicals used.**  
 The Fleet Operations Division has codified all chemicals used by the Bridge and Engine Departments and is monitoring their use. Vessels' garages, decks and external surfaces are cleaned using only environment-friendly cleansers. All chemicals used in our vessels have been selected based on their environment-friendly features.
- Consumption of fuel with a sulphur content below 0.1% in ports, in accordance with the laws in force.**  
 During their stay at port (for more than 2 hours), our vessels use marine gas oil (MGO) with a 0.1% sulphur content, in full compliance with the laws in force.
- Operation of Sewage Treatment Plant System.**  
 The operation of the system is regularly monitored in accordance with the ISM procedures, while the policy of the Group does not permit the discharge of sewage inside ports.
- Avoidance of dumping garbage at sea.**  
 No garbage is dumped at sea. Instead, all garbage produced onboard the vessels are delivered to approved reception facilities. This issue is monitored in accordance with the ISM Code, the Garbage Manual and relevant signage posted for passenger information.

- **Use of TBT-free anti-fouling paints.**

The Group complies fully with the International Convention on the Control of Harmful Anti-Fouling Systems on Ships. The anti-fouling paints used on all our vessels do not contain the toxic substance tributyltin (TBT).

- **Ballast<sup>3</sup> and Discharge of Bilge Water<sup>4</sup>**

The Group adheres to all relevant regulations and monitors their application in accordance with the ISM Code procedures.

## 4. Management of Energy Consumption

A key area that contributes to the efforts to contain Climate Change is the responsible management of electricity. In order to supply energy to its vessels, the Group consumes oil, while for its land services it purchases and consumes electricity. In 2014, the Group's total consumption of energy stood at €9,137,276.68 GJ.

ENERGY CONSUMPTION IN 2014 (GJ) (G4-EN3)	
Energy consumption from non-renewable sources (oil)	9,133,451.08
Energy consumption from renewable sources	0
Consumption of energy purchased (electricity)	3,618.47

In parallel, the Group's efforts for a more efficient use of electricity are focusing on actions such as the following:

- Energy savings on lighting, air conditioning, heating.
- Exploring the possibility to supply vessels with electricity from land during their stay at port, where this service is offered (cold ironing).
- Installation and operation of photovoltaic panels on our Blue Star Delos vessel.
- Relevant signage to remind passengers as well as employees to switch off lights.
- The Group's newly-built Blue Star Delos & Blue Star Patmos vessels have been fitted with economy lamps (LED). The gradual replacement of lamps by LED lamps in all our fleet is already under way.
- Purchase of office equipment (computers, printers) with "energy star" specifications and, where feasible, selection of products made from environment-friendly materials.

### Sonar Panel on Blue Star Delos

With the key objective to develop energy-efficient solutions, in 2014 we installed on a pilot base a photovoltaic unit on our Blue Star Delos vessel. Our aim is to expand this application and take advantage of the benefits offered by solar technology - zero pollution, quiet operation, minimal maintenance costs.

3. The term "ballast" is used to describe all types of weight placed on a vessel to provide stability. In our vessels, the term refers to seawater used to fill special vessel compartments ("ballast tanks").

4. Bilge water: This is a mixture of water, lubricants and fuel, drained into special oil collectors onboard the vessels. Bilge water is produced from the washing of engines as well as by accidental leaks.

## 5. Management of Water Consumption

The Group aims to ensure the rational and responsible consumption of water in the facilities of its buildings on land as well as onboard its vessels. In this framework, we take specific initiatives to conserve water, such as:

- Regular measurements of water consumption.
- Maintenance of systems to avoid leaks.
- Installation of photocell-operated water mixers in public WCs onboard the Blue Star Delos and Blue Star Patmos vessels.
- Training of vessel crews in using water more efficiently.
- Seawater intake for treatment and use onboard the vessel for cooling engines, cleaning decks etc.
- Relevant signage to remind passengers as well as employees on the need to use water responsibly in sanitary areas and restaurants.

In 2014, the Group consumed in total 114,304 m<sup>3</sup> of water from the public water supply utility (Athens Water Supply and Sewerage Company - EYDAP), reduced by 6.17% compared to 2013. [G4-EN8]

WATER CONSUMPTION m <sup>3</sup>	2014	2013
Vessels	111,437	120,014
Land facilities	2,226	2,507
<b>Total</b>	<b>113,663</b>	<b>122,521</b>

## 6. Management of Solid and Liquid Waste

With the aim of minimising waste production, the Group places emphasis on briefing its vessel crews through the "Garbage Management Manual", which describes all waste collection procedures. In addition, it has introduced procedures for the regular inspection, control, recycling and reuse of garbage.

During 2014, we delivered 28,258 m<sup>3</sup> of solid waste from our vessels to the ports' specialised and exclusive licensed contractors. We also delivered for disposal approximately 4,142 m<sup>3</sup> of used liquid waste (lubricant oils and fuel waste - oil). The Group's waste by type, quantity and disposal method is shown in the table below. [G4-EN23, G4-EN24]

TYPE OF WASTE	GROUP FACILITY	QUANTITY	DISPOSAL METHOD
Waste from food operations	Vessels	28.258 m <sup>3</sup>	Mandatory disposal through a licensed contractor
Liquid waste	Vessels	4.142 m <sup>3</sup>	
Cooking oils	Vessels	41.380 lt	
Paper	Offices	6,8 ton	Recycled directly by the Group
Batteries (household type)	Offices and Vessels	125 kg	
Ink cartridges	Offices	328 pcs	
Medicines	Vessels	643 pcs	
Electronic equipment	Offices	93 pcs	

# GRI G4 Content Index

The Corporate Social Responsibility Report of Attica Group for 2014 has been prepared in line with the "In Accordance" - Core option under the GRI G4 Sustainability Reporting Guidelines and describes the Group's performance in the economic, business, environmental and social domains.

## Strategy and Analysis

Indicators	Page number / Link / Direct answer	External Assurance
G4-1	Statement by the Chief Executive Officer (p.p. 4-5)	-
	Attica Group and Corporate Social Responsibility/ 1. Our approach (pp.13-14),	-
	2. Materiality Analysis of Sustainability Issues (pp. 15-19)	-
	Attica Group - Business Profile/ 2. Our approach (pp. 11.-12),	-
	Society (pp. 31-35)	-
	Environment (pp. 43-46)	-

## Organizational Profile

Indicators	Page number / Link / Direct answer	External Assurance
G4-3	Attica Group - Business Profile/ 1. Business Activity (p.9)	-
G4-4	Attica Group - Business Profile/ 1. Business Activity (p.9)	-
G4-5	Attica Group - Business Profile/ 1. Business Activity (p.9)	-
G4-6	Attica Group - Business Profile/ 1. Business Activity (p.9)	-
G4-7	Attica Group - Business Profile/ 1. Business Activity (p.9)	-
G4-8	Attica Group - Business Profile/ 1. Business Activity (p.10)	-
G4-9	Attica Group - Business Profile/ 1. Business Activity (p.9)	-
G4-10	Employment, Labour Practices & Human Rights/ 1. Human Resources (pp. 25-26)	-
G4-11	Employment, Labour Practices & Human Rights/ 1. Human Resources (pp. 26)	-
G4-12	Attica Group - Business Profile/ 3. Supply Chain (p.12)	-
G4-13	Annual Financial Report for the period 01-31.12.14 (pp. 8-9 and p.13)	-
	<a href="http://www.attica-group.com/pdf3/Annual%20Financial%20Report%20for%20the%20period%2001.01-31.12.14.pdf">www.attica-group.com/pdf3/Annual%20Financial%20Report%20for%20the%20period%2001.01-31.12.14.pdf</a>	-
G4-14	Corporate Governance (p.24)	-
G4-15	Attica Group and Corporate Social Responsibility/ 1. Our Approach (p.14)	-
G4-16	Attica Group - Business Profile/ 1. Business Activity (p.11)	-

## Identified Material Aspects and Boundaries

Indicators	Page number / Link / Direct answer	External Assurance
G4-17	Annual Financial Report for the period 01-31.12.14 (p.58)	-
	<a href="http://www.attica-group.com/pdf3/Annual%20Financial%20Report%20for%20the%20period%2001.01-31.12.14.pdf">http://www.attica-group.com/pdf3/Annual%20Financial%20Report%20for%20the%20period%2001.01-31.12.14.pdf</a>	-
G4-18	Attica Group and Corporate Social Responsibility/ 2. Materiality Analysis of Sustainability Issues (p.15)	-
G4-19	Attica Group and Corporate Social Responsibility/ 2. Materiality Analysis of Sustainability Issues (pp. 17-19)	-
G4-20	Attica Group and Corporate Social Responsibility/ 2. Materiality Analysis of Sustainability Issues (p.16)	-
G4-21	Attica Group and Corporate Social Responsibility/ 2. Materiality Analysis of Sustainability Issues (p.16)	-
G4-22	There are no such restatements. The base year for most quantitative indicators is set to 2014, according to the GRI G4 Guidelines.	-
G4-23	Attica Group - CSR Report Profile (p.7)	-

## Stakeholder Engagement

Indicators	Page number / Link / Direct answer	External Assurance
G4-24	Attica Group and Corporate Social Responsibility/ 3. Relations with Stakeholders (p.20)	-
G4-25	Attica Group and Corporate Social Responsibility/ 3. Relations with Stakeholders (p.20)	-
G4-26	Attica Group and Corporate Social Responsibility/ 3. Relations with Stakeholders (pp.20-22)	-
G4-27	Attica Group and Corporate Social Responsibility/ 3. Relations with Stakeholders (pp. 20-22)	-

## Report Profile

Indicators	Page number / Link / Direct answer	External Assurance
G4-28	Attica Group - CSR Report Profile (p.7)	-
G4-29	Attica Group - CSR Report Profile (p.7)	-
G4-30	Attica Group - CSR Report Profile (p.7)	-
G4-31	Attica Group - CSR Report Profile (p.7)	-
G4-32	GRI G4 Content Index (pp 47-54)	-
G4-33	Attica Group - CSR Report Profile (p.7)	-

## Governance

Indicators	Page number / Link / Direct answer	External Assurance
G4-34	Corporate Governance (p.23) Code of Corporate Governance (pp. 7-19) <a href="http://www.attica-group.com/pdf3/CODE_OF_CORPORATE_GOVERNANCE.pdf">www.attica-group.com/pdf3/CODE_OF_CORPORATE_GOVERNANCE.pdf</a>	-
G4-36	Attica Group and Corporate Social Responsibility/ 1. Our Approach (p.14)	-
G4-38	Corporate Governance (p.23)	-
G4-39	Corporate Governance (p.23)	-
G4-41	Corporate Governance (p.23)	-
G4-42	Corporate Governance (p.24)	-
G4-43	Attica Group and Corporate Social Responsibility/ 1. Our Approach (pp.13-14)	-
G4-46	Corporate Governance (p.24)	-
G4-47	The Board of Directors (regular composition)	-
G4-48	Attica Group and Corporate Social Responsibility/ 1. Our Approach (p.13)	-
G4-49	Corporate Governance (p.24)	-

## Ethics and Integrity

Indicators	Page number / Link / Direct answer	External Assurance
G4-56	Attica Group and Corporate Social Responsibility/ 1. Our Approach (p.13) Society/ 2. Ethics - Integrity - Actions to Safeguard Transparency (p.31)	-



## Economic

Material Aspects	DMA & Indicators	Page number / Link / Direct answer	Identified Omissions	External Assurance
Economic Performance	DMA	Attica Group - Business Profile/ 2. Economic Performance (p.11)		
	G4-EC1	Attica Group - Business Profile/ 2. Economic Performance (p.12)	-	-
	G4-EC4	Attica Group - Business Profile/ 2. Economic Performance (p.12)	-	-
Indirect Economic Impacts	DMA	Society/ 3. Support of Local Communities (p.32)		
	G4-EC7	Society/ 3. Support of Local Communities (p.35)	-	-
Procurement Practices	DMA		Due to the Group's adaptation to the GRI-G4 Guidelines for the publication of the CSR Report, this aspect is currently under consideration.	-
	G4-EC9	Attica Group - Business Profile/ 3. Supply Chain (p.12)	-	-

## Environmental

Material Aspects	DMA & Indicators	Page number / Link / Direct answer	Identified Omissions	External Assurance
Materials*	DMA	Environment/ 2. Management of Raw and Other Materials (p.44)	-	-
	G4-EN1	Environment/ 2. Management of Raw and Other Materials (p.44)	-	-
Energy	DMA	Environment/ 4. Management of Energy Consumption (p.45)	-	-
	G4-EN3	Environment/ 4. Management of Energy Consumption (p.45)	-	-
Water	DMA	Environment/ 5. Management of Water Consumption (p.46)	-	-
	G4-EN8	Environment/ 5. Management of Water Consumption (p.46)	-	-

\* Aspects not included in the Materiality Issues table of the present Report.

Biodiversity	DMA	Environment/ 3. Prevention of Sea Pollution and Protection of Biodiversity (p.44)	-	-
	G4-EN12	Environment/ 3. Prevention of Sea Pollution and Protection of Biodiversity (p.44)	-	-
Effluents and Waste	DMA	Environment/ 6. Management of Solid and Liquid Waste (p.46)	-	-
	DMA	Environment/ 3. Prevention of Sea Pollution and Protection of Biodiversity (p.44)	-	-
	G4-EN23	Environment/ 6. Management of Solid and Liquid Waste (p.46)	-	-
Compliance	G4-EN24	Environment/ 6. Management of Solid and Liquid Waste (p.46), 3. Prevention of Sea Pollution and Protection of Biodiversity (p. 44)	-	-
	DMA	Environment/ 1. Compliance with environmental legislation (p.43)	-	-
Overall *	G4-EN29	Environment/ 1. Compliance with environmental legislation (p.43)	-	-
	DMA	Environment/ 1. Compliance with environmental legislation (p.43)	-	-
Overall *	G4-EN31	Environment/ 1. Compliance with environmental legislation (p.43)	-	-
	DMA	Environment/ 1. Compliance with environmental legislation (p.43)	-	-

## Labour Practices and Decent Work

Material Aspects	DMA & Indicators	Page number / Link / Direct answer	Identified Omissions	External Assurance
Employment*	DMA	Employment, Labour Practices & Human Rights/ 2. Employment and benefits (p.26)	-	-
	G4-LA1	Employment, Labour Practices & Human Rights/ 2. Employment and benefits (p.27)	-	-
	G4-LA2	Employment, Labour Practices & Human Rights/ 2. Employment and benefits (p.28)	-	-
Occupational Health and Safety	DMA	Employment, Labour Practices & Human Rights/ 3. Occupational Health and Safety (pp.28-29)	-	-
	G4-LA6	Employment, Labour Practices & Human Rights/ 3. Occupational Health and Safety (p.28)	-	-

\* Aspects not included in the Materiality Issues table of the present Report.

Training and Education	DMA	Employment, Labour Practices & Human Rights/ 4. Education, Training and Development (p.29)	-	-
	G4-LA9	Employment, Labour Practices & Human Rights/ 4. Education, Training and Development (p.29)	-	-
	G4-LA10	Employment, Labour Practices & Human Rights/ 4. Education, Training and Development (p.29)	-	-
Diversity & Equal Opportunities	G4-LA12	Employment, Labour Practices & Human Rights/ 2. Employment and benefits (p.27)	-	-
Labour Practices Grievance Mechanisms*	DMA			Due to the Group's adaptation to the GRI-G4 Guidelines for the publication of the CSR Report, this aspect is currently under consideration.
	G4-LA16	Employment, Labour Practices & Human Rights/ 2. Employment and benefits (p.27)	-	-

## Human Rights

Material Aspects	DMA & Indicators	Page number / Link / Direct answer	Identified Omissions	External Assurance
Non-Discrimination	DMA	Employment, Labour Practices & Human Rights/ 5. Human Rights, Diversity and Equal Opportunities (p.30)	-	-
	G4-HR3	Employment, Labour Practices & Human Rights/ 5. Human Rights, Diversity and Equal Opportunities (p.30)	-	-
Child Labour	DMA	Employment, Labour Practices & Human Rights/ 5. Human Rights, Diversity and Equal Opportunities (p.30)	-	-
	G4-HR5	Employment, Labour Practices & Human Rights/ 5. Human Rights, Diversity and Equal Opportunities (p.30)	-	-

\* Aspects not included in the Materiality Issues table of the present Report.

Forced or Compulsory Labour*	DMA	Employment, Labour Practices & Human Rights/ 5. Human Rights, Diversity and Equal Opportunities (p.30)	-	-
	G4-HR6	Employment, Labour Practices & Human Rights/ 5. Human Rights, Diversity and Equal Opportunities (p.30)	-	-
Human Rights Grievance Mechanisms*	DMA			Due to the Group's adaptation to the GRI-G4 Guidelines for the publication of the CSR Report, this aspect is currently under consideration.
	G4-HR12	Employment, Labour Practices & Human Rights/ 5. Human Rights, Diversity and Equal Opportunities (p.30)	-	-

## Society

Material Aspects	DMA & Indicators	Page number / Link / Direct answer	Identified Omissions	External Assurance
Anti-Corruption	DMA	Society/ 2. Ethics - Integrity - Actions to Safeguard Transparency (p.31)	-	-
	G4-S03	Society/ 2. Ethics - Integrity - Actions to Safeguard Transparency (p.31)	-	-
	G4-S05	Society/ 2. Ethics - Integrity - Actions to Safeguard Transparency (p.31)	-	-
Public Policy*	DMA		This issue is not relevant to the Group's activities.	-
	G4-S06	Society/ 2. Ethics - Integrity - Actions to Safeguard Transparency (p.31)	-	-
Anti-Competitive Behaviour	DMA			Due to the Group's adaptation to the GRI-G4 Guidelines for the publication of the CSR Report, this aspect is currently under consideration.
	G4-S07	Society/ 2. Ethics - Integrity - Actions to Safeguard Transparency (p.31)	-	-

Compliance	DMA	Society/ 1. Compliance (p.31)	-	-
	G4-S08	Society/ 1. Compliance (p.31)	-	-
Grievance Mechanisms for Impacts on Society*	DMA		Due to the Group's adaptation to the GRI-G4 Guidelines for the publication of the CSR Report, this aspect is currently under consideration.	-
	G4-S011	Society/ 2. Ethics - Integrity - Actions to Safeguard Transparency (p.31)	-	-

## Product Responsibility

Material Aspects	DMA & Indicators	Page number/ Link / Direct answer	Identified Omissions	External Assurance
Customer Health and Safety	DMA	Market/ 1. Safe Management of Vessels, Protection of Passenger Health and Safety, Certifications (p.37)	-	-
	G4-PR1	Market/ 1. Safe Management of Vessels, Protection of Passenger Health and Safety, Certifications (p.37)	-	-
	G4-PR2	Market/ 1. Safe Management of Vessels, Protection of Passenger Health and Safety, Certifications (p.38)	-	-
Product and Service Labelling	DMA	Market/ 4. Customer Service & Satisfaction (p.40)	-	-
	G4-PR5	Market/ 4. Customer Service & Satisfaction (pp.40-41)	-	-
Marketing Communications	DMA	Market/ 2. Responsible Communication & Marketing (p.38)	-	-
	G4-PR7	Market/ 2. Responsible Communication & Marketing (p.38)	-	-

\* Aspects not included in the Materiality Issues table of the present Report.

Customer Privacy	DMA	Market/ 3. Protection of Passengers' Personal Data and Property (p.39)	-	-
	G4-PR8	Market/ 3. Protection of Passengers' Personal Data and Property (p.39)	-	-
Compliance	DMA	Market/ 1. Safe Management of Vessels, Protection of Passenger Health and Safety, Certifications (p.37)	-	-
	G4-PR9	Market/ 1. Safe Management of Vessels, Protection of Passenger Health and Safety, Certifications (p.38)	-	-

## UN Global Compact Communication on Progress (COP)

Since June 2008, the Group is committed to the principles of the United Nations Global Compact Initiative, within its sphere of influence. Since then, at the level of the Top Management, we ensure that the Ten Principles of the Global Compact are implemented using good practices. As we do every year, we have included in the present Report the Communication on Progress (COP), in order to inform our Stakeholders of our progress regarding the integration of the Ten Principles in our business sustainability, also disclosing relevant information.

The table below lists the Sections of the present Report which refer to the practices applied by the Group with regard to the Ten Principles of the Global Compact.

THE 10 PRINCIPLES OF THE UN GLOBAL COMPACT	References to the Sections of the CSR Report 2014
<b>1th:</b> Businesses should support and respect the protection of internationally proclaimed human rights.	Section: Employment, Labour Practices & Human Rights - Subsection 5 - Human Rights, Diversity and Equal Opportunities, G4-HR12, (p.30)
<b>2th:</b> Businesses should make sure that they are not complicit in human rights abuses.	Section: Employment, Labour Practices & Human Rights - Subsection 5 - Human Rights, Diversity and Equal Opportunities, (p.30)
<b>3rd:</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Section: Employment, Labour Practices & Human Rights/ 1. - Subsection 1 - Human Resources, G4-11, (p.26)
<b>4th:</b> Businesses should uphold the elimination of all forms of forced and compulsory labour.	Section: Employment, Labour Practices & Human Rights/ 1. - Subsection 5 - Human Rights, Diversity and Equal Opportunities, G4-HR6, (p.30)
<b>5th:</b> Businesses should uphold the effective abolition of child labour.	Section: Employment, Labour Practices & Human Rights/ 1. - Subsection 5 - Human Rights, Diversity and Equal Opportunities, G4-HR5, (p.30)
<b>6th:</b> Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Section: Employment, Labour Practices & Human Rights/ 1. - Subsection 1 - Human Resources, G4-10, (pp.25-26) - Subsection 2 - Employment and Benefits, G4-LA12, (pp.26-28) - Subsection 4 - Education, Training and Development, G4-LA9, (pp.29-30) - Subsection 5 - Human Rights, Diversity and Equal Opportunities, G4-HR3, (p.30)
<b>7th:</b> Businesses should support a precautionary approach to environmental challenges.	Section: Environment - Subsection 1 - Compliance with Environmental legislation, G4-EN31, (p.43) - Subsection 2 - Management of Raw and Other Materials, G4-EN1, (p. 44) - Subsection 4 - Management of Energy Consumption, G4-EN3, (p.45) - Subsection 5 - Management of Water Consumption, G4-EN8, (p.46)

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**THE 10 PRINCIPLES  
OF THE UN GLOBAL COMPACT**

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**References to the Sections  
of the CSR Report 2014**

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**8th:** Businesses should undertake initiatives to promote greater environmental responsibility.

Section: Environment  
- Subsection 1 - Compliance with Environmental legislation, G4-EN29, G4-EN31, (p.43)  
- Subsection 2 - Management of Raw and Other Materials, G4-EN1, (p.44)  
- Subsection 3 - Prevention of Sea Pollution and Protection of Biodiversity, G4-EN24, (p.44-45)  
- Subsection 4 - Management of Energy Consumption, G4-EN3, (p.45)  
- Subsection 5 - Management of Water Consumption, G4-EN8, (p.46)  
- Subsection 6 - Management of Solid and Liquid Waste, G4-EN23, (p.46)

**9th:** Businesses should encourage the development and diffusion of environmentally friendly technologies.

Section: Environment  
Subsection 1 - Compliance with Environmental legislation, G4-EN31, (p.43)  
Subsection 4 - Management of Energy Consumption, (p.45)

**10th:** Businesses should work against corruption in all its forms, including extortion and bribery.

Section: Attica Group and Corporate Social Responsibility  
- Subsection 1 - Our Approach, G4-56, (p.13-14)  
  
Section: Society  
- Subsection 2 - Ethics - Integrity - Actions to Safeguard Transparency, G4-56, G4-S03, G4-S05, G4-S06, (p.31)



# CSR Report Evaluation Form

We would be honoured if you would help us improve our Report, by filling in the following questionnaire:

## 1. Which group of Attica Group Stakeholders do you belong to?

Employees	
Passengers	
Sales Network - Port Agents	
Suppliers	
Local communities	
Non-Governmental Organisations (NGOs)	
Media	
Other.....	

## 2. To what extent do you agree that the Group's CSR Report:

	I fully agree	I rather agree	I rather disagree	I fully disagree
Is understandable				
Contains subjects that I find interesting				
Presents in a clear way the Group's strategy on Corporate Social Responsibility issues				

## 3. Which of the following Sections of the Attica Group CSR Report would you say you found to be satisfactory? (very much / a little / not at all)

Report Sections	Very much	A little	Not at all
Business Profile			
Corporate Social Responsibility			
Corporate Governance			
Employment, Labour Practices & Human Rights			
Society			
Market			
Environment			

## 4. Are there sections to which in your opinion the Group should pay greater attention?

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## 5. Are there any comments and suggestions for improvement which you would like to make?

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Thank you for your time and interest. Please mail this form to Attica Group - CSR Team, 123-125 Syngrou Avenue & 3 Torva Street. 117 45 Athens. Alternatively, you can send it by fax (to 210-8919829) or e-mail it to the following address: [csr@attica-group.com](mailto:csr@attica-group.com)



In the interest of the environment, this report has not been printed.  
It is available as an HTML pdf document on the company' s sites:  
[www.attica-group.com](http://www.attica-group.com), [www.bluestarferries.com](http://www.bluestarferries.com) & [www.superfast.com](http://www.superfast.com)