

Our footprint
for a sustainable
world

Goldair Handling

CORPORATE RESPONSIBILITY
& SUSTAINABLE DEVELOPMENT REPORT 2018

WE SUPPORT





Progressive Thinking
Innovation
Hard Work

CONTENTS

Message from the CEO 2018 6

1

GOLDAIR HANDLING: AN OVERVIEW 8

1.1	Vision, Mission and Our Values - How we operate	12
1.2	Areas of activity	14
1.3	Goldair Handling Services	16
1.4	Strategic priorities and Business Model	18
1.5	The implementation of our strategy	20
1.6	ground.net Alliance	22
1.7	Customer-oriented philosophy	22
1.8	Customer and passenger personal data protection	26
1.9	Assurance of quality of service	28
1.10	Responsible supply chain	30
1.11	Membership in associations and organisations	33

2

GOLDAIR HANDLING BULGARIA 34

2.1	Categories of services offered by Goldair Handling Bulgaria	36
2.2	Membership in associations	37
2.3	Corporate Governance	37
2.4	Monitoring of Corporate Performance	37
2.5	Financial information	38
2.6	Sustainable Development at Goldair Handling Bulgaria	38

5

OUR PEOPLE 70

5.1	Promotion of employment	72
5.2	Training and development of employees	78
5.3	Evaluation and recognition	80
5.4	Open communication and additional benefits	82

6

HEALTH AND SAFETY 84

6.1	Occupational Health and Safety management	86
6.2	Cargo and mail handling	88
6.3	Ground support equipment management	89
6.4	Security programme against acts of unlawful interference	90
6.5	Emergency Response Plan - ERP	91
6.6	Promotion of a Health and Safety culture	92
6.7	Participation in Health and Safety conferences and events	94

3

CORPORATE GOVERNANCE

3.1	Corporate Governance and organisational structure	44
3.2	Management committees	45
3.3	Internal audit	48
3.4	Effective risk management	49
3.5	Transparency and conflict management	50

4

RESPONSIBLE OPERATION AND DEVELOPMENT

4.1	Sustainable Development Management	54
4.2	Goldair Handling's contribution to Sustainable Development Goals (SDGs)	55
4.3	Goldair Handling's stakeholders	58
4.4	Materiality analysis	63
4.5	Goals achieved in 2018 and targets for 2019	68

7

ENVIRONMENTAL RESPONSIBILITY

7.1	Management of environmental issues	99
7.2	Lifelong learning on environmental awareness	100
7.3	Environmental performance	101
7.4	Environmental investments	103
7.5	Environmental actions	104

8

GOLDAIR HANDLING'S SOCIAL CONTRIBUTION

8.1	Support of vulnerable social groups	109
8.2	Employee volunteerism	110
8.3	Event for employees' children	111
8.4	Actions to support Society	111
8.5	Sports	112

REPORT INFORMATION

	About the Report	114
	Table of Compliance with the Greek Sustainability Code	117
	GRI Content Index	119
	Independent Limited Assurance Report to Goldair Aviation Handling S.A.	133
	Report evaluation form	135



"We consider sustainability, innovation and extroversion as key elements to consistent growth. We are operating based on best practice models, setting our strategic priorities and strengthening our social solidarity and environmental awareness actions".

Message from the CEO

With the aim of responding substantially to global challenges, we remain dedicated to the Principles of Sustainable Development, **and we are pleased to present the 3rd Goldair Handling Corporate Responsibility & Sustainable Development Report.**

The Report is in accordance with the **Global Reporting Initiative (GRI) Standards** and all contents have been validated by an independent external body.

In 2018, we restated the Company's vision based on our business operation and expansion to new countries. Recognising the value of the UN Sustainable Development Goals (SDGs), we focused on and worked towards 11 goals, making every effort to achieve them.

Goldair Handling's steady growth, which continued in 2018, can be attributed to the good performance of Greek tourism, new operations and services, as well as strategic partnerships and alliances.

Greek tourism, in 2018, saw yet another record-setting year for airport traffic growth, where Goldair Handling served over 160,000 flights – a record number in the 20th year of its operation. The increasing number in flights had significant benefits for passenger and ramp handling services, where we made new investments in ground equipment, and for cargo and mail handling, inaugurating the refurbished facilities of our cargo department.

At the same time, persisting in our efforts to further expand our services, we participated, jointly with our Swiss partners AAS, in a tender to provide Passengers with Reduced Mobility (PRM) services at the Zurich airport, which, among others, significantly raises our Company's profile in the international market. Moreover, in line with our corporate policy on provision of quality services to our valuable customers, we have upgraded our lounge facility in Heraklion Crete, and have introduced "Our Gold Services" to passengers looking for comfort and luxury before their flight.

Maintaining our longstanding collaboration with our customers, we achieved to renew our contracts expiring in 2018, while proceeding with a strategic partnership in India. Last, we established our subsidiaries, Goldair Handling Croatia and Goldair Handling Serbia, with the aim of expanding our regional presence.

We consider sustainability, innovation and extroversion as key elements to consistent growth. We are operating based on best practice models, setting our strategic priorities and strengthening our social solidarity and environmental awareness actions.

Making our mark on a sustainable world – as attested to by the visuals in this year's report – we are stressing that sustainable development is the key to an enterprise's long-term success, therefore, we will continue to work with our stakeholders to this end.

Dimitris Papamichail
Chief Executive Officer





Goldair Handling: An Overview

Goldair Handling is the first private ground handling services company in the Greek market, operating since 1999 and providing passengers, aircraft, cargo and mail services.

It is a member of the Goldair Group, which was founded by Dimitrios Golemis in 1955 and consolidated through many years of ongoing development.





160,724
flights
internationally



5,000
employees



Presence at
31
airports
in 5 countries

37.8
million
passengers





The Group expanded its activities in Central and Eastern European countries through an unprecedented move on the part of its founder, to exclusive representation of airline companies in Greece, foreseeing the important role of air transport on a global level.

Greece (GR)

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

Bulgaria (BG)

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

Cyprus (CY)

- Larnaca (LCA)
- Paphos (PFO)

Croatia (HR)

- Zagreb (ZAG)
- Dubrovnik (DBV)
- Split (SPU)

Serbia (RS)

- Belgrade (BEG)



Certified Handling Provider

1.1

Vision, Mission and Our Values - How we operate

Vision

Our vision is to remain the leading and preferred ground handling services Company, not only in Greece but also in the international network in which the Company operates, providing consistent value for customers, shareholders and employees.





Our Values - How we operate

With Consistency

I am consistent in my actions and obligations.

With Team Spirit

I am an integral part of the team.

With Immediacy/Adaptability

I respond immediately and efficiently to challenges.

With Respect

I respect everyone's opinion and work.

Mission

Our mission is to focus constantly on providing high quality ground handling services and innovative solutions, offering added value to our customers and ensuring immediate, safe and reliable operations.

1.2

Areas of activity

Goldair Handling is one of the top ground handling services companies in Greece and Southeast Europe. As a responsible company, Goldair Handling aims at business excellence and, in this context, applies international and European standards, as well as best practices, striking a balance between financial robustness and the growth of its employees, environmental protection and social contribution.

More information on Goldair Handling can be found on the Company website: <http://www.goldair-handling.com>

Ground Handling Services

In 2018, Goldair Handling continued to grow steadily both in Greece and abroad, providing services to over 160 thousand flights and achieving a 10% increase in the total number of its human resources compared to 2017, leading the Company to be hailed as one of the top employers in Greece.

Cargo Handling Services

Goldair Handling has 3 Cargo Stations at 'El. Venizelos' airport in Athens, 'Makedonia' airport in Thessaloniki and 'N. Kazantzakis' airport in Heraklion. The Company also handles cargo and mail, in accordance with the National Civil Aviation Security Regulation, at 18 outstation airports.

More information on the Cargo Stations and their certifications can be found on page 88

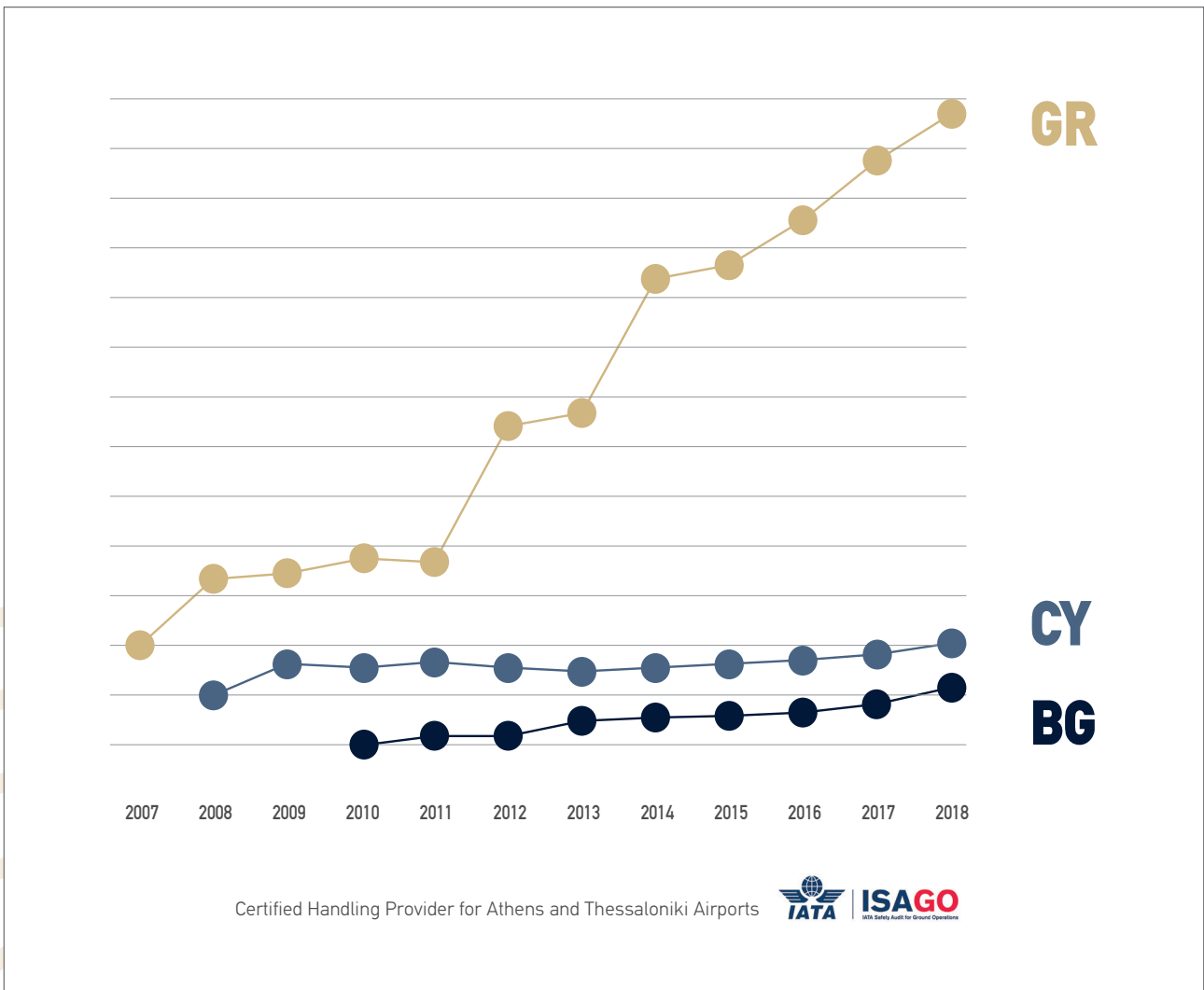
Consulting Services

At the same time, in the context of its extroversion, Goldair Handling has developed new partnerships in the field of providing consulting services and know-how to companies entering the sector of ground handling services in emerging markets and, specifically, in Ethiopia and Oman.

More information regarding the alliance on page 22



FLIGHT MANAGEMENT 2007-2018



1.3

Goldair Handling Services

Goldair Handling cooperates with the largest airlines internationally and provides the following services in each area of activity:

Ground Handling Services: Management functions and supervision, Passenger handling, Baggage handling, Ramp handling, Aircraft services, Flight operations, Surface transport, Services for passengers with reduced mobility (PRM), **Our Gold Services, Cargo and Mail Handling:** Cargo and Mail Handling, **Consulting Services.**

More specifically, the Company's services include:



Management functions and supervision

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



Passenger handling

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



Baggage handling

Baggage handling services include the entire process of baggage handling in the sorting belts. These services are mainly related to the screening and preparation of baggage ahead of departure, loading and unloading from the aircraft, and transport from the screening room to the sorting room.



Ramp handling

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



Aircraft services

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



Flight operations

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



Surface transport

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



Services for passengers with reduced mobility

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



Cargo and Mail handling

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

In 2018, the necessary preparation procedures for CEIV Pharma certification by IATA on the handling of pharmaceutical products began at the Athens Cargo Station.

In this context, new refrigeration chambers were installed to ensure more effective handling of pharmaceutical cargo.



Our Gold Services

In recent years, Goldair Handling has strategically invested in the airports of Athens, Heraklion Crete, and Mykonos, creating Lounges and offering high-quality services. In 2018, the Company invested in the creation of a new Lounge at the 'N. Kazantzakis' airport in Heraklion, Crete.



Consulting services

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

1.4

Strategic priorities and Business Model

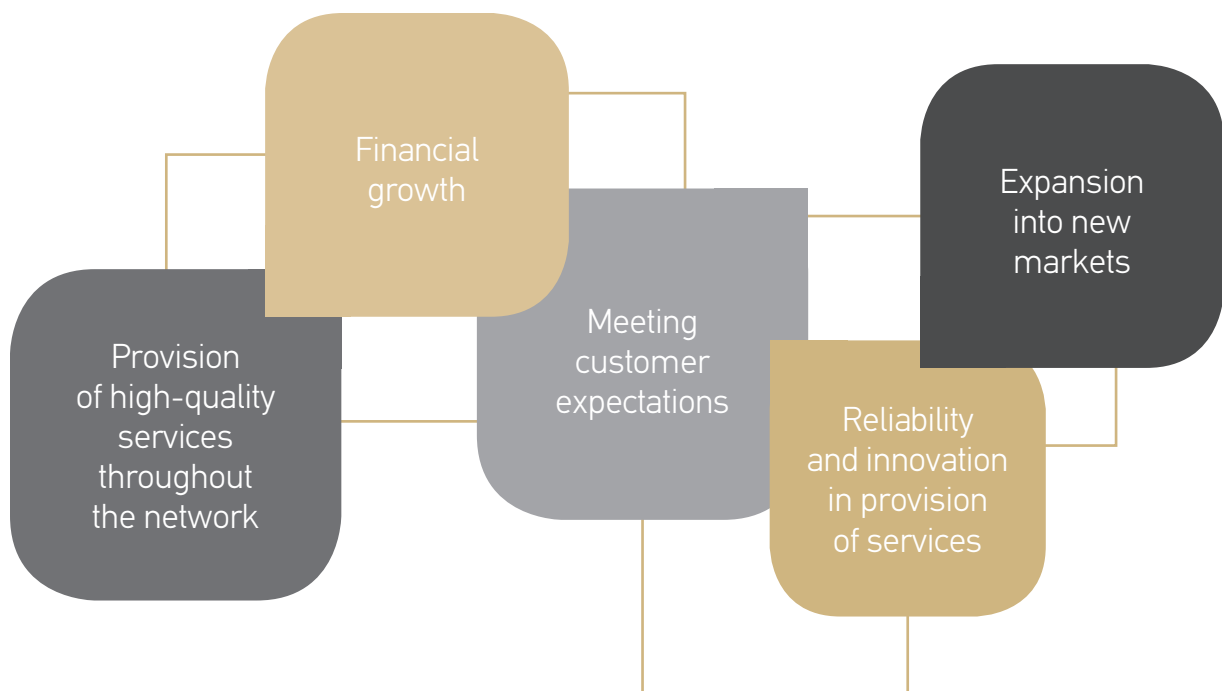
In order to provide all corporate services in a safe and high-quality manner, Goldair Handling integrates important factors into its business strategy, including meeting customer needs, maintaining and developing its competitive advantages, and charting a course for growth in the domestic and international markets. Through the above, the Company aims at creating added value for all stakeholders, while at the same time pursuing responsible corporate growth and development.

All the above factors are important components of the business model of Goldair Handling.

The strategic priorities of Goldair Handling

Combined with the application of the business model, the Company's operation is based on progressive thinking, innovative action and hard work. These values serve as the basis for setting the Company's strategic priorities, which bring it closer to achieving its corporate vision.

A top priority is the continuous improvement of the services provided by Goldair Handling through the constant growth of its human resources and the optimisation of its procedures and systems. Another important strategic priority for the Company is launching its operations in an additional international market by 2020.

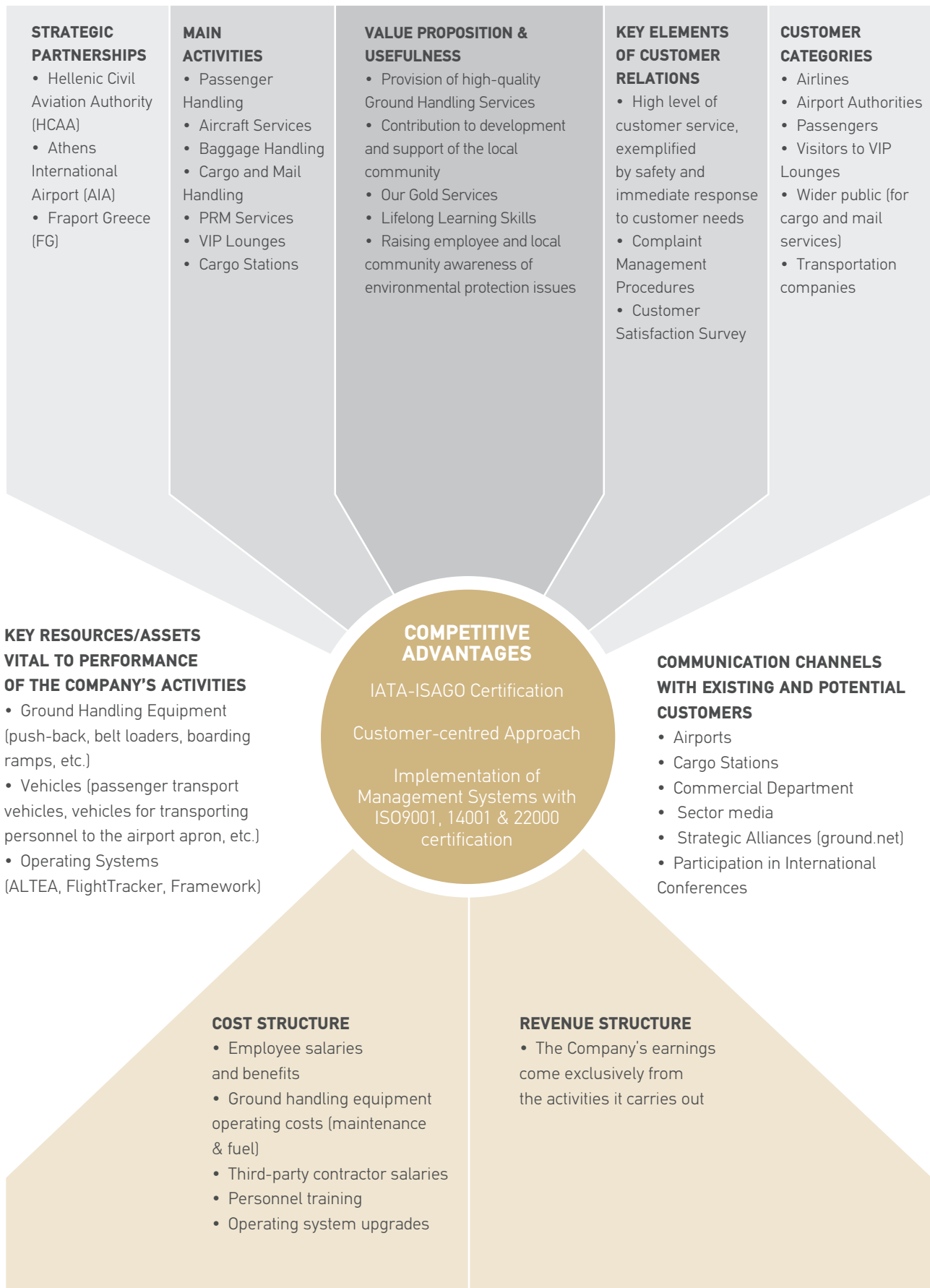


“We do not rest on our laurels. We try to fortify our Company and remain ever-ready to face new challenges. We believe that the current investments and the ones to come in the near future in Greece will lead us to new levels of providing high quality services and to further growth”.

Dimitrios Papamichail, Chief Executive Officer of Goldair Handling, Fortune Greece

BUSINESS MODEL

Goldair Handling



1.5

The implementation of our strategy

All the above - from the vision and values of Goldair Handling to the provision of high-quality services and strategic priorities, due to the scale of and cooperation between the departments - are implemented through the invaluable contribution of all the departments of the Company. The management and operational departments plan and guide the effective implementation of the strategy of Goldair Handling, which is based on continuous improvement and aims at business excellence.

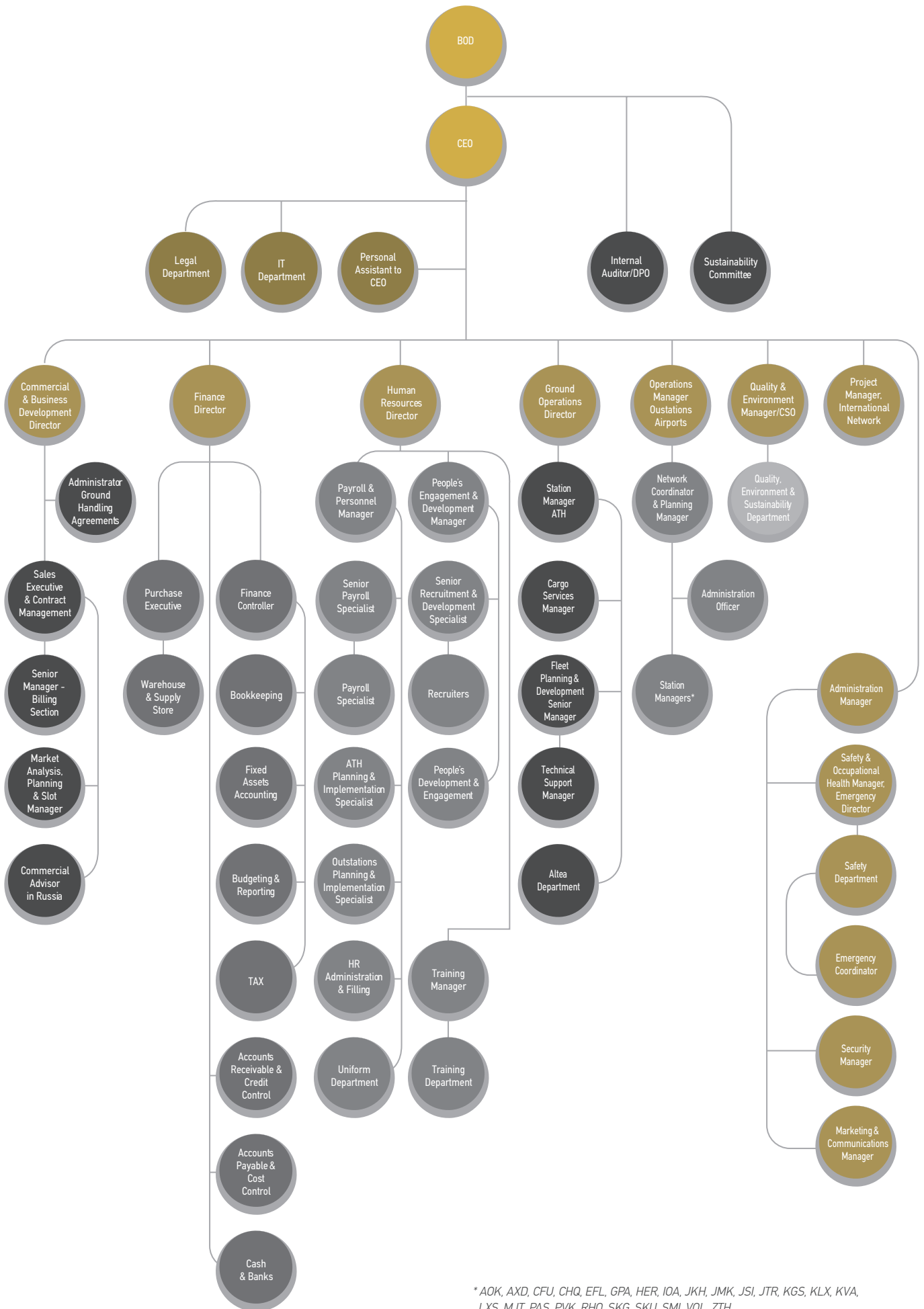
The Chief Executive Officer of the Company and Senior Management Members make up the Management Team, tasked with drawing up the strategy of Goldair Handling, as well as implementing and updating the Company's targets.

Additional information concerning the CVs of the Management Team of Goldair Handling can be found on the Company website: www.goldair-handling.com.

The Ground Operations and Ground Operations Outstations Airports departments are responsible for ensuring the seamless provision of ground handling services and the operations of Goldair Handling. The main duties of these two departments are the following:

- Ensuring that operations at outstation airports meet the requirements set by Goldair Handling for the safety and quality of the services provided, the health and safety of employees, legal requirements, Company policies, as well as the requirements of customer - airlines.
- Ensuring compliance with all legal requirements and provisions concerning issues of Safety and/or Quality in relation to ground handling services.
- Planning, developing and implementing the Company strategy for operational management, aiming at achieving the Company's operational goals and contractual obligations within the budgets and schedules agreed upon.
- Operating as a hub for internal communication and coordination on issues relating to human resources, supplies and maintenance, as well as commercial issues.
- Communicating with stakeholder groups (customer-airlines, airport authorities and bodies, regional authorities, etc.) on operational issues.





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

1.6

ground.net Alliance

The expansion of Goldair Handling to new markets renders it a desirable associate for the search and development of new partnerships, aiming at the exchange of know-how. In this context, in 2013, Goldair Handling and AeroGround, the ground handling subsidiary of Munich Airport, took the initiative to create the ground.net alliance, an institution of major strategic importance for the provision of high-quality ground handling services in Europe.

Three additional ground handling services companies – Airline Assistance Switzerland (AAS), Aviator (Scandinavia), and GH Italia – have joined the alliance, expanding the network coverage to more than 67 airports in 11 countries. The ground.net alliance enables the member companies to offer aircraft services, joint actions in sales, marketing, exchange of know-how, education, best practices, etc. through a wider network.

More information on the ground.net alliance can be found on the website www.ground.net.com

1.7

Customer-oriented philosophy

Goldair Handling has the training and know-how, as it partners with many of the largest airlines internationally, offering a wide spectrum of ground handling services. Goldair Handling's main customers include airlines that carry out commercial flights, general aviation, cargo and mail transport.

Continuous communication with customer – airlines and passengers through the Company's communication channels as well as the provision of high quality services tailored to their needs and capacity are the main characteristics of Goldair Handling's strategic approach to the management and service of its customers.

A characteristic feature of Goldair Handling's customer-oriented philosophy is its commitment to continuous improvement of the services provided in order to reliably serve existing customers and attract new partnerships. This commitment is reflected in the Company's Quality Policy and every aspect of its day-to-day operations.

Excerpt from the Quality Policy

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

The Company's management always invests in quality by providing the necessary resources and recognising that their insistence on the provision of qualitative services characterises the Company's diversification from its competitors.

Goldair Handling always aims to offer services that comply with the relative laws, regulations, standards and with the continuously increasing market needs.

The Company takes into consideration the expectations and responds effectively to the needs of its customer – airlines through communication. Goldair Handling also receives feedback related to its services from passengers, through printed forms found at 'El. Venizelos' Athens International Airport and from all its stakeholders through e-mail and social media.



Responsible communication

For Goldair Handling, responsible communication and marketing practices not only serve as a tool for developing a relationship of trust with all its stakeholders, but also contribute to the responsible promotion of its services. In this context, the Company applies a Marketing and Communications Policy, aiming to promote transparent and sound advertising and communication.

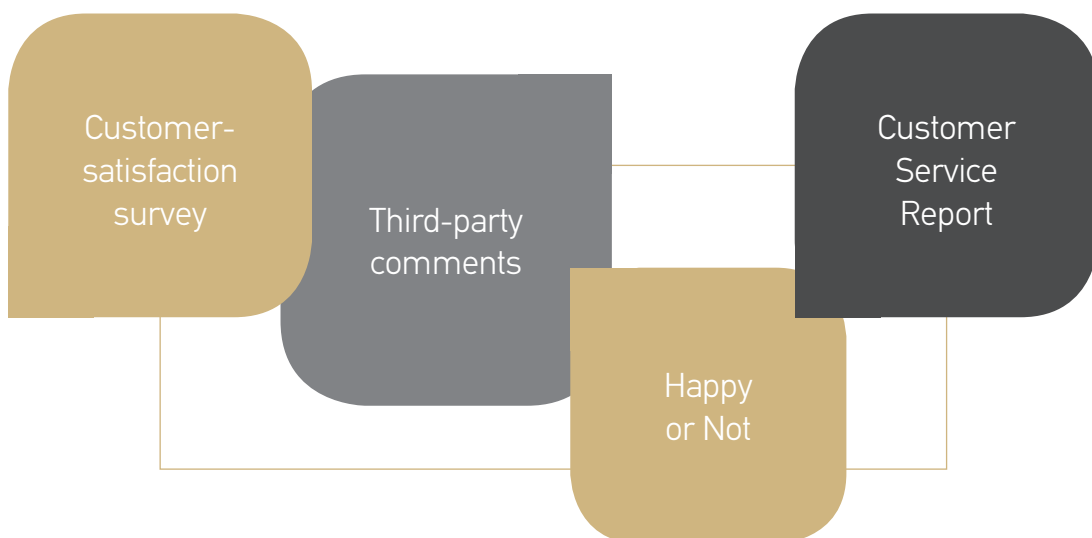
Excerpt from the Marketing and Communications Policy

The Company’s philosophy with regard to marketing takes into account the interests of the local communities in which it operates, believing that responsible marketing represents an element of commitment with regard to the economic, environmental, and social impact of its operations, since it enables it to boost the confidence of society and adapt its services to the needs of its customers. Goldair Handling is committed to responsible Marketing services in all areas in which it is active and for all methods of advertising.

Goldair Handling’s Marketing Programme, including advertising, promotional activities and sponsorships, takes into account the applicable laws on communication, standards and, in particular, the Greek Code of Advertising and Communication, which it adheres to and implements in developing every related programme.

Goldair Handling has created four different communication channels through which customer – airlines, passengers and all bodies cooperating with the Company can directly submit their comments. The feedback Goldair Handling has received through these channels is an invaluable tool for further improvement in the services provided.

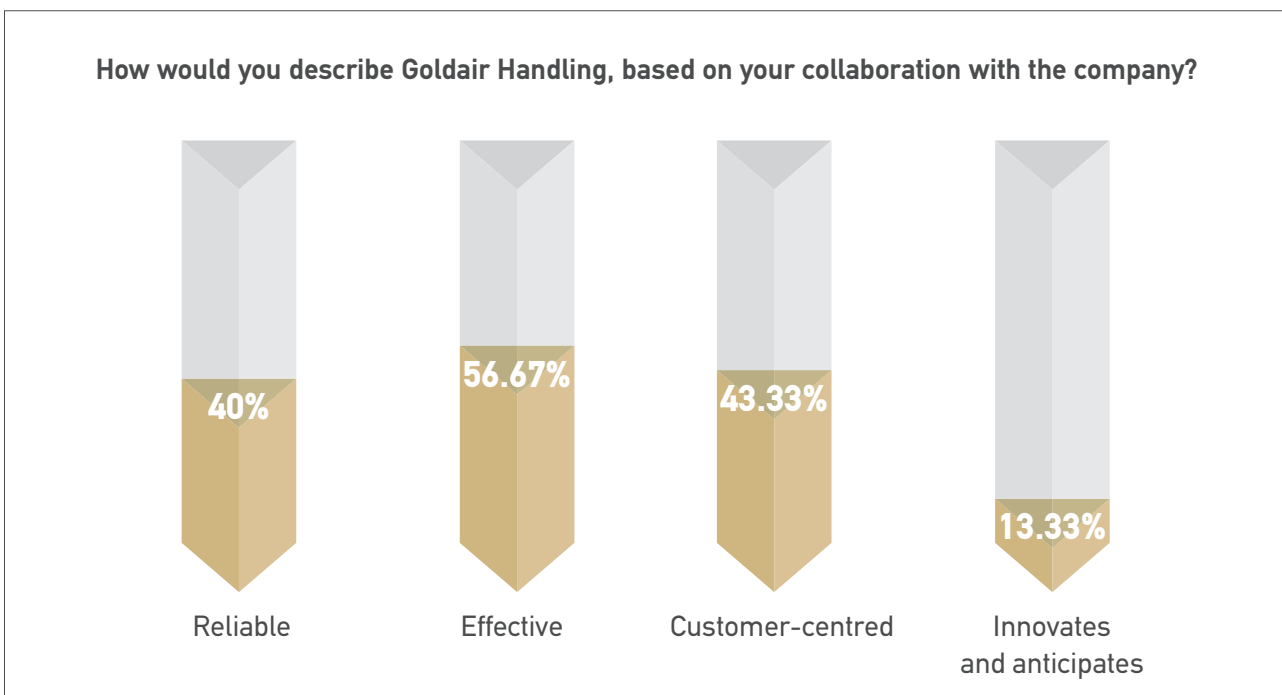
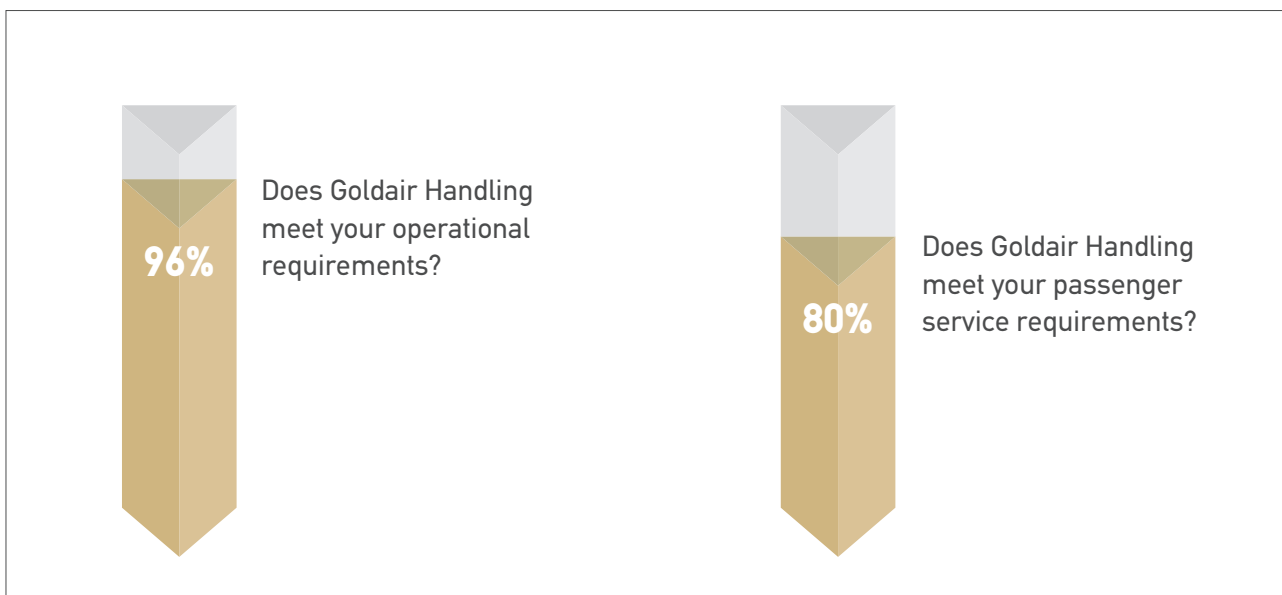
CUSTOMER SATISFACTION - COMMITMENT TO EXCELLENCE



Customer Service Application: Goldair Handling has developed the Customer Service Application, aiming to directly record and monitor comments. Through the Customer Service Application, the Company's Quality Department manages and analyses all the data emerging in relation to customer service on a monthly basis. The Department then prepares the Customer Service Report, which is immediately forwarded to all the departments involved for information purposes and further investigation of the comments.

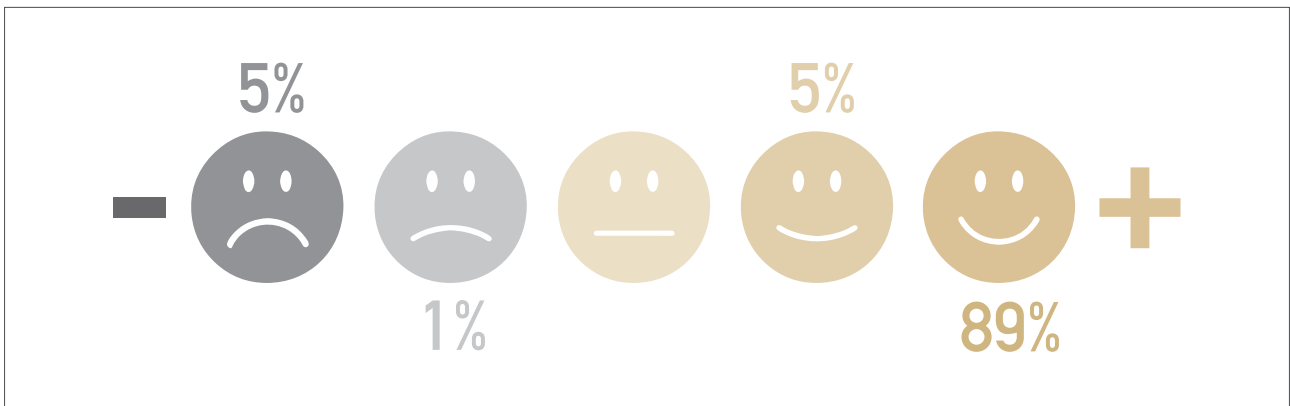
Customer satisfaction survey: The satisfaction survey is conducted annually and aims to gauge the satisfaction of Goldair Handling's customer - airlines. The most recent survey was conducted between 6/2/2019 and 31/3/2019 and concerned the evaluation of the services provided over the course of 2018. The e-questionnaire used was revised, aiming to better record the needs of the Company's customers. In total, 46 customer - airlines in Greece were surveyed, 50% of whom responded.

SATISFACTION SURVEY RESULTS (IN %)*



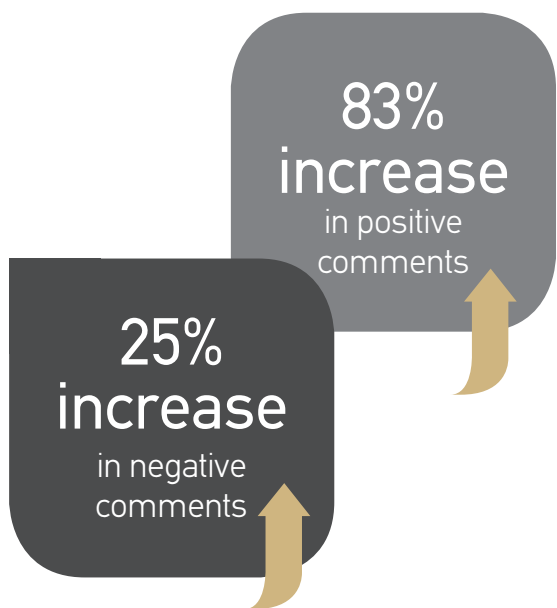
*Results extrapolated on the basis of 50% of the responses to the e-questionnaire at the airports managed by the Company in Greece.

Customer-passenger satisfaction survey "Happy or Not": Additionally, Goldair Handling installed the "Happy or Not" electronic platform in its CIP Lounges to gauge the satisfaction of its passengers with the services they received during their stay at the airports of Athens, Heraklion and Mykonos. Goldair Handling received 17,758 responses in total, of which 15,872 (89%) were 'Very pleased'.



Third-party comments: The Company also receives comments on the quality of its services from third parties, such as the companies managing the airports where it carries out its activities.

In 2018, the Company received 181 comments from passengers, of which 120 pertained to Goldair Handling's customer - airlines. The comments were evaluated and communicated directly to the customer - airline the comments concerned. The remaining 61 comments pertained to issues directly attributed to Goldair Handling, which in turn took immediate action to resolve the issues in question, where this was deemed necessary.



During 2018, the Company received a total of 242 positive comments on the courtesy of its staff, the speed with which flights are serviced, and the quality of the services it provides.

1.8

Customer and passenger personal data protection

The personal data managed by the Company (customer - airlines and passengers) during the provision of ground handling services are utilised exclusively to provide services for airlines and passengers, and for internal analysis, in absolute compliance with EU regulation 2016/679 (GDPR). During 2018, a Data Protection Officer (DPO) was appointed within the Company, while the Policy and Regulation on Protection of Personal Data entered into effect, underscoring the commitment to their protection.

Excerpt from the Data Protection Policy

Goldair Handling attaches great importance to the protection of personal data and is committed to conducting its business in accordance with all applicable Data Protection Laws and Regulations, such as EU 2016/679 General Data Protection Regulation (GDPR).

The aim of Goldair Handling is to process the personal data lawfully, fairly and in a transparent manner in relation to individuals. Moreover, the data are being handled in a way that ensures appropriate security, using suitable technical and organisational measures, in regard to data minimisation, accuracy, archiving, removal, etc.

The Company's Management recognises and respects the data subject rights as presented in this Policy:

- 1. Right of information/update*
- 2. Right of access*
- 3. Right to rectification*
- 4. Right to erasure*
- 5. Right to restriction of processing*
- 6. Right to data portability*
- 7. Right to object*
- 8. Rights against automated individual decision-making and profiling*
- 9. Right of withdrawal of consent*

In the event of a breach of security leading to the unlawful or unauthorised disclosure of, or access to, personal data, the Company ensures the prompt assessment of the risk to people's rights and freedoms and appropriate report of this breach to the relevant Authority.

Goldair Handling commits to act with responsibility towards individuals and their personal data by adapting or creating corporate procedures in accordance with the applicable laws and regulations. Moreover, the Company commits to provide training and support for employees who handle personal data, so that they can act confidently and consistently.

This Policy applies to all Goldair Handling personnel and stakeholders, such as customers, subcontractors, suppliers, etc.

5

Data Protection Committee

2019

4

Development of GDPR Policy and Regulation on Protection of Personal Data

GDPR MILESTONES

During 2018, Goldair Handling did not receive any complaints or reports related to the violation of the privacy of its customers or the violation of the privacy of its customer - airlines' passengers.

3

Beginning of Action Plan Implementation

2

Data Mapping and analysis of Data Protection Impact Assessment

1

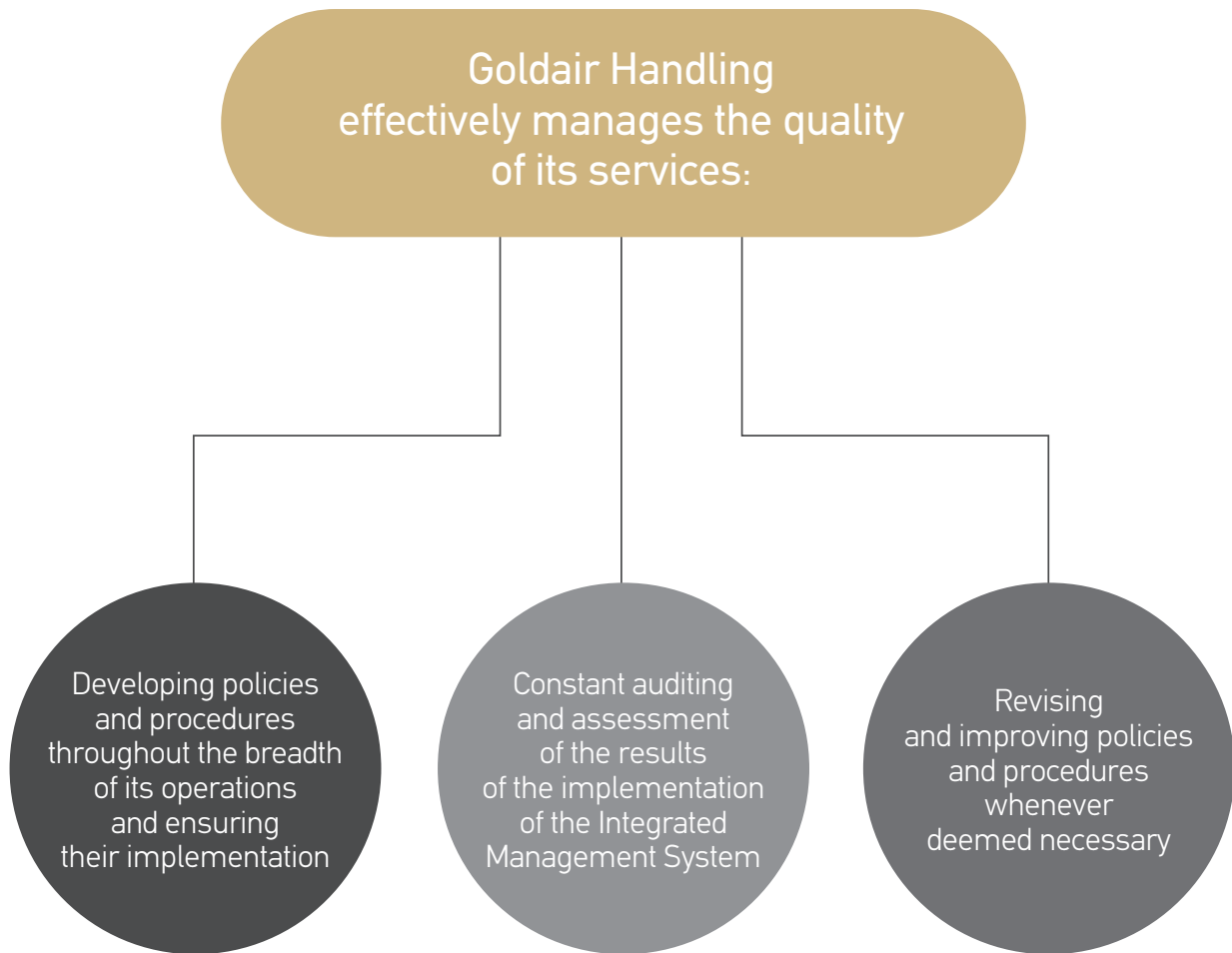
DPO appointed

2018

1.9

Assurance of quality of service

The sector in which Goldair Handling is active is characterised by high technology and quality requirements, as well as fierce competition. Therefore, the Company's application of certified management systems satisfying the requirements of international standards is a significant factor for maintaining its competitive advantage and for its momentum and continued growth.



Integrated Management System

Through the Integrated Management System, the Company continuously monitors the flow of the services it provides and effectively responds to any problems that might arise, taking corrective actions immediately. All employees also undergo relevant training on all individual topics of the Integrated Management System.

Fully aligned with the principle of prevention, the Company implemented scheduled internal inspections, checking the operation of the Integrated Management System. In this context, Goldair Handling developed the AuditUp application, aiming at the electronic monitoring of internal audits, the monitoring of non-compliance and the dispatch of notifications pertaining to inspections.

During 2018, a total of 44 internal inspections were carried out throughout the Company's operational and administrative units. In addition to internal audits, during 2018, Goldair Handling underwent 170 external audits by airlines, airport authorities and auditing firms, thus strengthening the continuous monitoring and evaluation of the Integrated Management System.

Moreover, as a result of the monitoring of the Integrated Management System, the Company issued 3 new corporate manuals and carried out 28 revisions to existing manuals.

Certifications

ISO 9001:2015, ISO 14001:2015, ISO 22000:2005

Goldair Handling adopts and certifies an Integrated Quality, Environmental, and Food Safety Management System for “the provision of Ground Handling Services for Aircraft, Passengers, Freight and Mail”, in accordance with the standards EN ISO 9001:2015, EN ISO 14001:2015, and EN ISO 22000:2005. Through these certifications, the Company undertakes to comply with all the procedures defined by the Quality, Environmental and Food Safety standards.

IATA-ISAGO

In 2009, Goldair Handling became the first Greek ground handling company to obtain international certification IATA-ISAGO (IATA Safety Audit for Ground Operations Program) for the services it provides. The aim of the certification is the improvement of operational safety in ground services and the reduction of damage to aircraft and ground service equipment.

Regulated Agent

Goldair Handling has developed strict procedures and is certified as a Regulated Agent for the 3 Cargo Stations and the 18 outstation airports where it handles cargo and mail, in accordance with the National Civil Aviation Security Regulation. This certification is granted by the Hellenic Civil Aviation Authority (HCAA), once it has approved the Company’s Security Programme for each area where cargo and mail handling is conducted, and is required for the transport of cargo on aircraft carrying out flights within the territory of the European Union.

More information related to investments on the part of the Company in Cargo Stations for 2018 under “6.2 Cargo Station Security” in Chapter “6 Health and Safety Management”.

AEOF: Authorised Economic Operator (AEO) - Full Certificate

Goldair Handling holds an Authorised Economic Operator (AEO) - Full (AEOF) Certificate. Companies holding this certification are reliable business partners in the international supply chain and are entitled to specific benefits, depending on the type of certificate they hold. The main advantages of this certificate involve the reduction of administrative costs, simplification of customs procedures, acceleration of cargo and mail flows, improvement and strengthening of customers’ trust and, consequently, increased efficiency and competitiveness.

Known Supplier of Airport Supplies Security Programme

During 2018, Goldair Handling was certified for the Athens International Airport as a Known Supplier of Airport Supplies, complying with the security measures defined by the Airport and the applicable legislation.

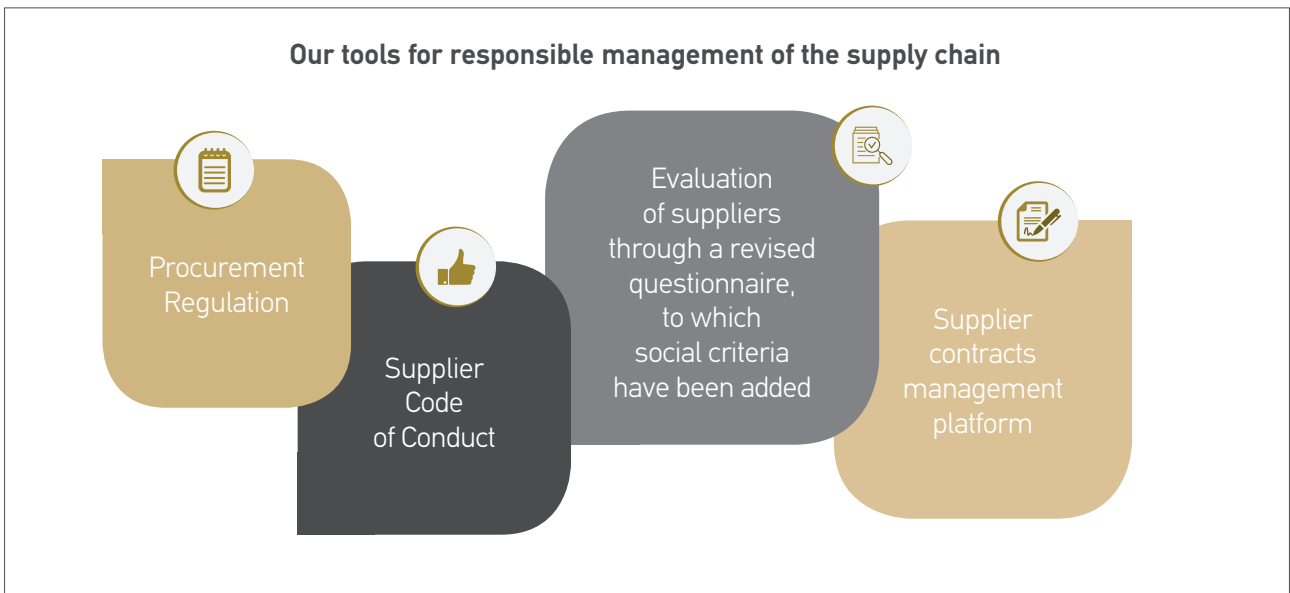


1.10

Responsible supply chain

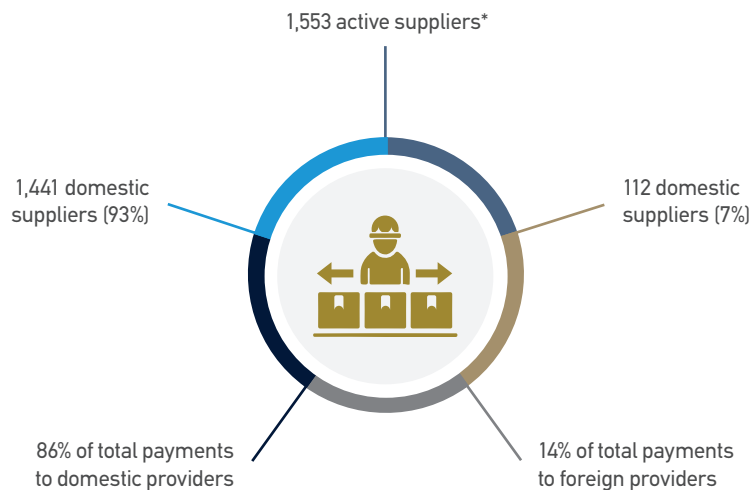
The Company's priority is, to create relationships of trust and mutually beneficial relations with the suppliers it cooperates with and, to support the economic growth and prosperity of the regions where it operates. In this context, Goldair Handling prioritises regional suppliers, providing effective support to smaller markets near the 26 airports where it is active.

The Company's tools for the responsible management of the supply chain and all related issues are the Procurement Regulation, which is communicated to all interested departments of Goldair Handling and revised on an annual basis, and the Supplier Code of Conduct, which was completed in 2018. The Code of Conduct is communicated to suppliers with whom the Company partners and aims at ensuring smooth cooperation. Furthermore, in order to guarantee sound management of the supply chain, the Company evaluates its suppliers through a revised e-questionnaire and has created an electronic database for contract management.

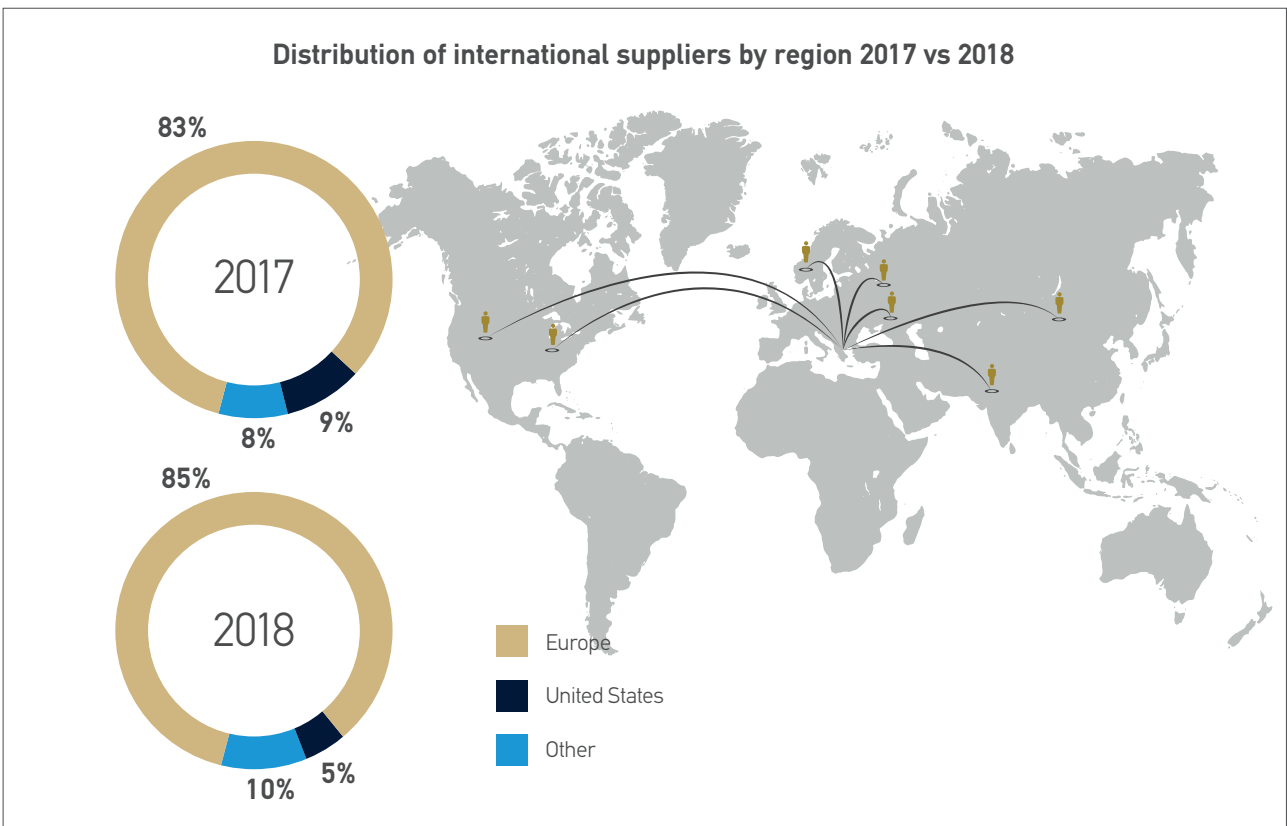
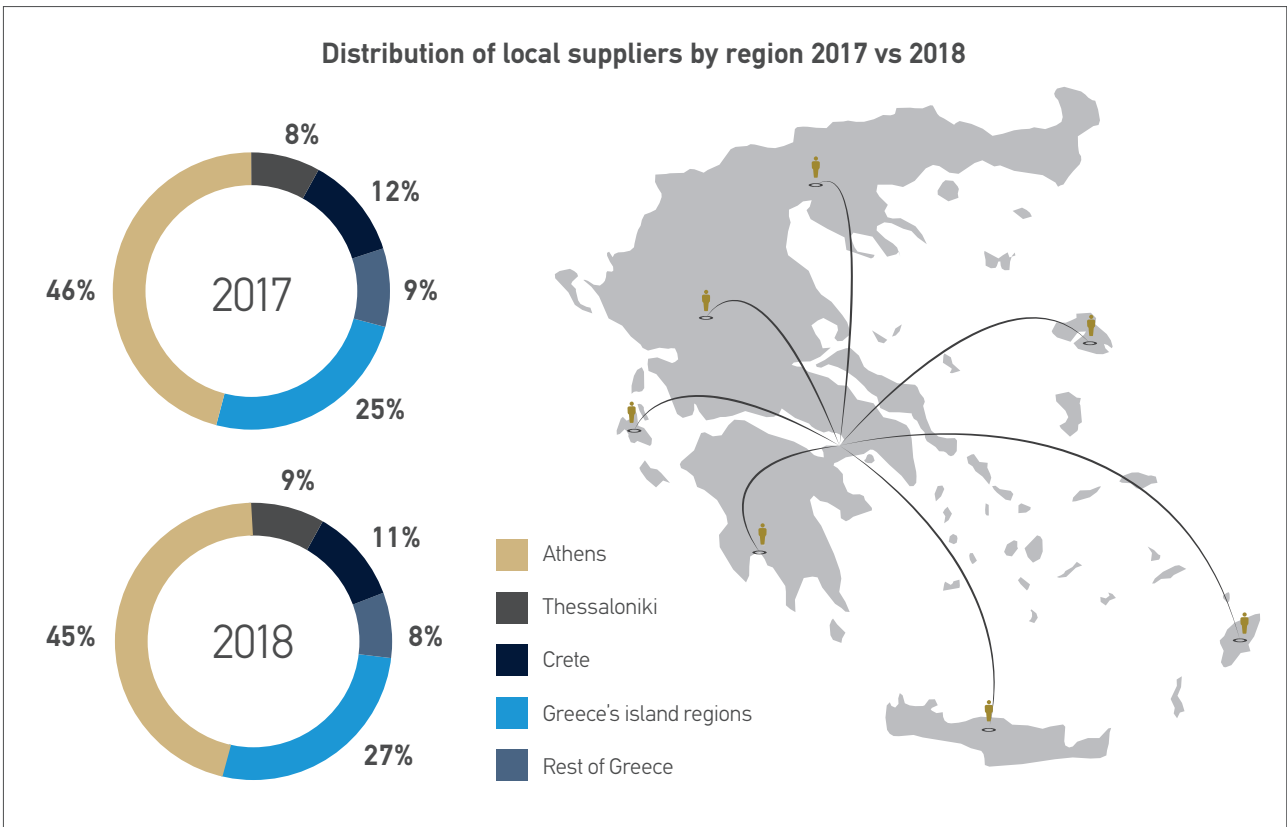


The Company's suppliers in 2018

During 2018, the Company partnered with 1,553 suppliers, both from Greece and abroad. By mainly supporting the regions near the airports where it is active, the Company partners with suppliers from local communities, who account for 93% of all suppliers.



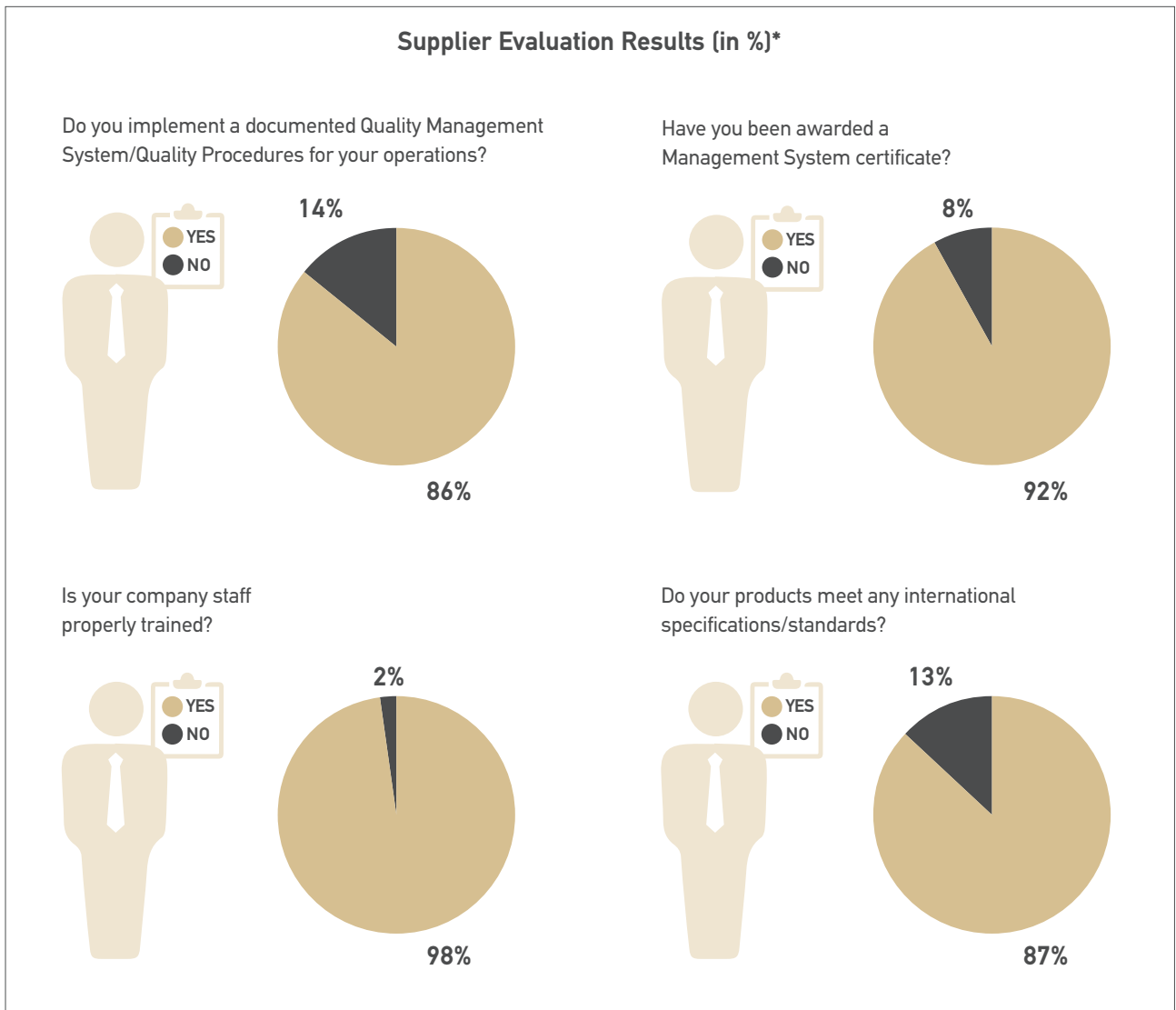
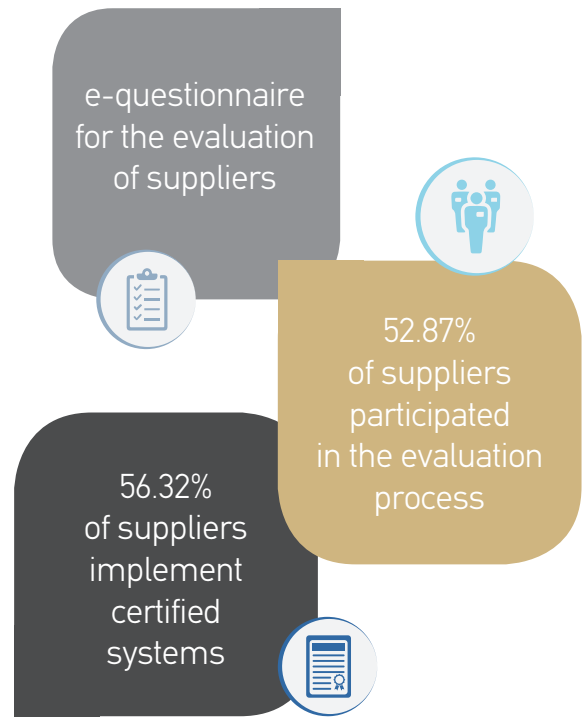
*Active suppliers are those that the Company had transaction within 2018.



Evaluation of suppliers

The suppliers who work with the Company are evaluated on the basis of economic, qualitative and environmental criteria, as well as criteria that concern the health and safety of their employees. In this context, new suppliers, at the beginning of their cooperation with the Company, have to provide all necessary certifications for confirmation and review. The supplier evaluation procedure, as well as consideration of supplier disqualification, is described in the Company's Procurement procedure.

Being an environmentally responsible company, Goldair Handling emphasises on the environmental evaluation of suppliers, with a view to further motivating its suppliers and to improving their environmental performance. In this context, the Company's Environmental Policy is sent to active suppliers, along with an environmental self-assessment questionnaire, in order to identify the potential impact of their operations on the environment. The questionnaire also covers actions and programmes implemented by the Company's suppliers regarding environmental management, such as energy conservation, proper waste management, recycling of products and packaging, as well as staff environmental awareness training. During 2018, this questionnaire was revised, and the distribution of an e-questionnaire was launched. On the basis of this e-questionnaire, a total of 87 suppliers with whom transactions took place during the year were evaluated; 46 of them filled out our e-questionnaire, while 52 sent a signed copy of the Supplier Code of Conduct to the Company.




1.11





Membership in associations and organisations

With a view to achieving constructive cooperation on issues of sectoral or broader business interest and to promoting issues of sustainability and exchanging views on such issues, Goldair Handling actively participates in a number of professional organisations, associations and institutions.

INTERNATIONAL INSTITUTIONS

 <p>United Nations Global Compact</p>	<p>United Nations Global Compact</p>
	<p>IATA (International Air Transport Association)</p>
	<p>ASA (Airport Services Association)</p>
	<p>IGHC (International Ground Handling Council)</p>
	<p>IATA (International Air Transport Association)</p>

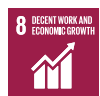
NATIONAL INSTITUTIONS

	<p>Athens Chamber of Commerce and Industry (ACCI)</p>
	<p>Greek Tourism Confederation (SETE)</p>
	<p>Association of Chief Executive Officers (EASE)</p>
	<p>Global Sustain</p>
	<p>CEO Clubs (Chief Executive Officers Clubs)</p>



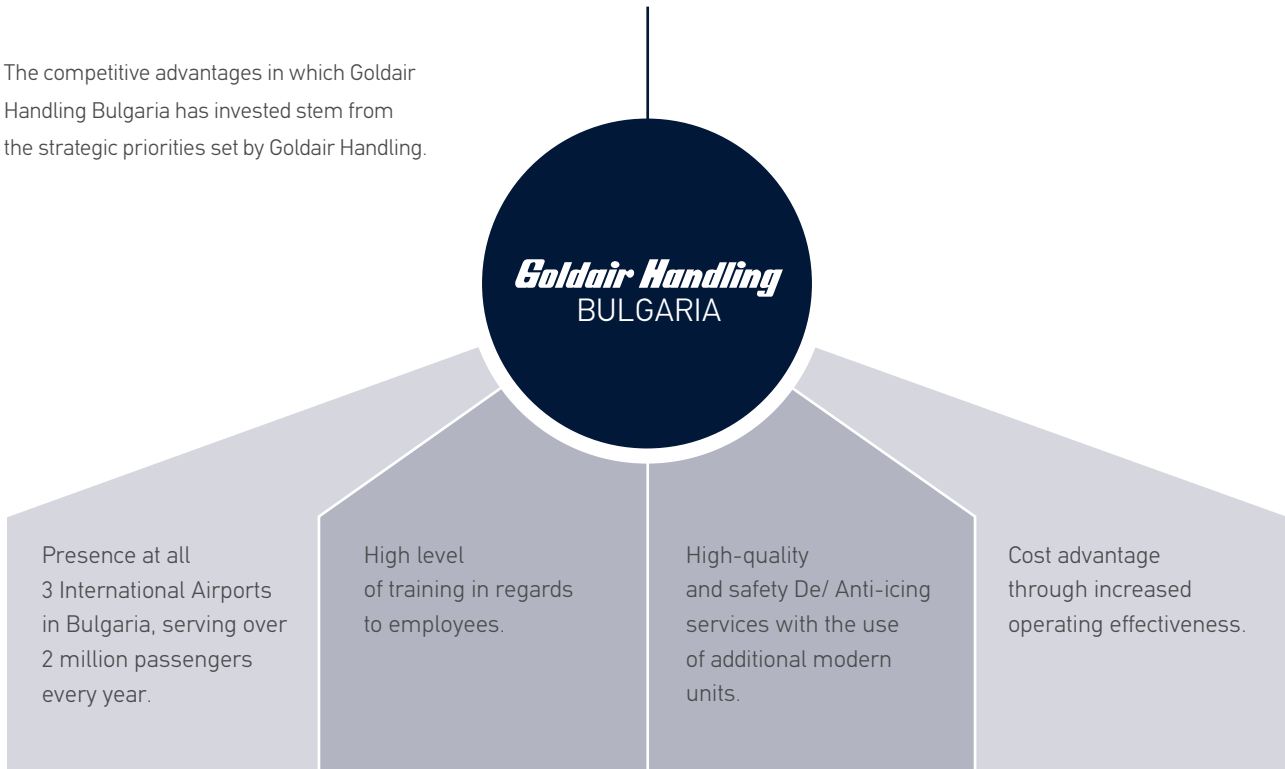
Goldair Handling Bulgaria

Goldair Handling Bulgaria Ltd was founded in 2010 and is a 99.99% owned subsidiary of Goldair Handling. The Company operates at three airports in Bulgaria - Sofia, Burgas and Varna - providing high-quality ground handling services.



Goldair Handling

The competitive advantages in which Goldair Handling Bulgaria has invested stem from the strategic priorities set by Goldair Handling.



2.1

Categories of services offered by Goldair Handling Bulgaria



Ramp Handling



Passenger Handling



Baggage Handling



Management Functions and Supervision



Aircraft Services



Flight Operations



Surface Transport

Detailed information on the description of services under "1.3. Goldair Handling Services", p. 16.

2.2

Membership in Associations



Burgas Chamber of Commerce and Industry



Hellenic Business Council in Bulgaria

2.3

Corporate Governance

Goldair Handling Bulgaria is continuously working to improve its performance and strengthen its competitive advantage. The Company has adopted sound Corporate Governance practices to safeguard the shareholders' interests, compliance with the applicable legislation and the regulatory framework in force, as well as its operations. By following the practices of Goldair Handling, its parent company, Goldair Handling Bulgaria has incorporated practices for responsible business operations, which serve as the basis for addressing the challenges of modern entrepreneurship.

To this end, the Board of Directors of Goldair Handling Bulgaria, as the supreme Corporate Governance body, is charged with setting and achieving the Company's strategic goals. The Board of Directors consists of the following members:

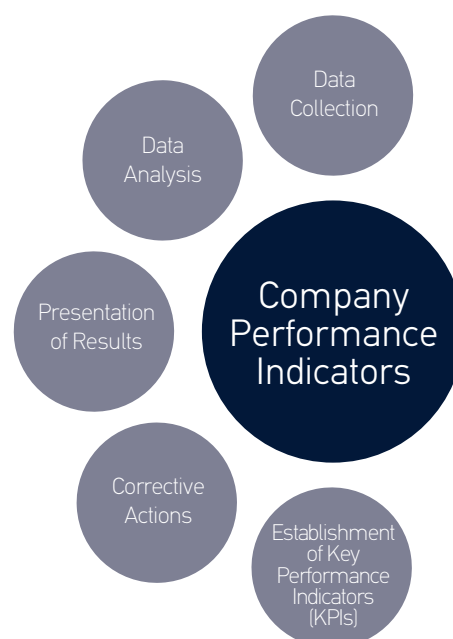
- Kalinko - Kallinikos Kallinikos, Director & Shareholder
- Dimitrios Papamichail, Director
- Andreas Fotakis, Director
- Anastasios Basdekis, Director

The Board of Directors of Goldair Handling Bulgaria is responsible for taking measures to prevent and/or address cases of conflict of interest and for implementing the values and principles of the Company.

2.4

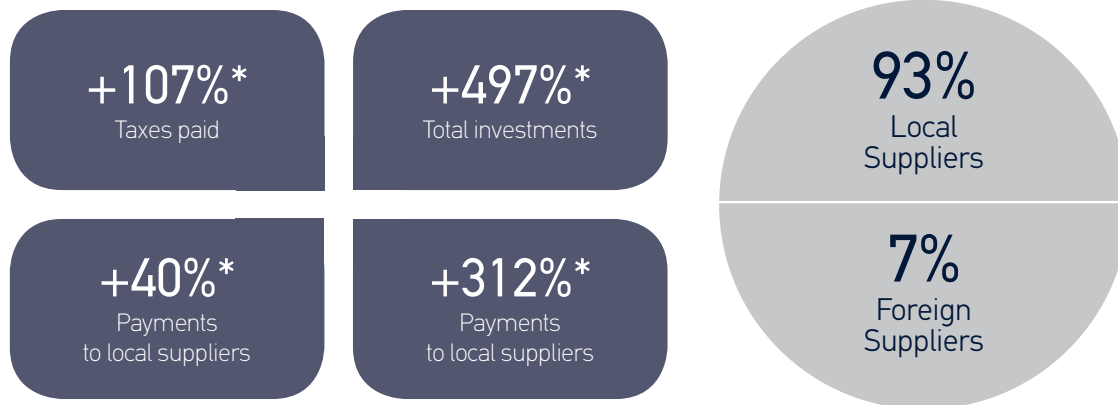
Monitoring of Corporate Performance

Aiming at recording the Company's performance in regard to strategic development and operational performance, Goldair Handling Bulgaria established Key Performance Indicators (KPIs) in order to ensure continuous and proper monitoring of the Company's performance. In this context, the Management of Goldair Handling Bulgaria scheduled monthly meetings to assess the Company's performance.



2.5

Financial Information



*Compared to 2017

2.6

Sustainable Development at Goldair Handling Bulgaria

Goldair Handling Bulgaria places the philosophy of sustainable development at the heart of its activities, acting responsibly in every aspect of its business operations. Following the directions of Goldair Handling S.A., its parent company, Goldair Handling Bulgaria focuses on building relationships of trust with customer - airlines, with passengers and with its employees, on protecting the environment and on reducing its environmental footprint.

Relationship with Customers

Focusing on providing high-quality services to its customers and continuously improving the services it offers, Goldair Handling Bulgaria has strengthened its communication channels with its customers. In this light, the Company developed and conducted a customer satisfaction survey in order to listen to its customers' needs and focus on improving the services it provides. The questionnaire was sent to 26 customer - airlines, and the participation percentage came to 23.07%.

Apart from the customer satisfaction survey, Goldair Handling Bulgaria also handles any comments it receives pertaining to the services it provides via the "Customer Service" application which has been developed on the corporate platform "Compass". During 2018, Goldair Handling Bulgaria received 17 comments, of which 7 came from customer - airlines and 10 from customer - passengers. Apart from comments, Goldair Handling Bulgaria also

received "thank you" letters from customer - airlines regarding the provision of high-quality ground handling services.

Distinctions and Awards

Continuously striving to improve the services it provides and achieve growth for its human resources, Goldair Handling Bulgaria has been acknowledged by its stakeholders as a valuable partner. This acknowledgement is underscored by the distinctions and awards the Company has received from its partners.



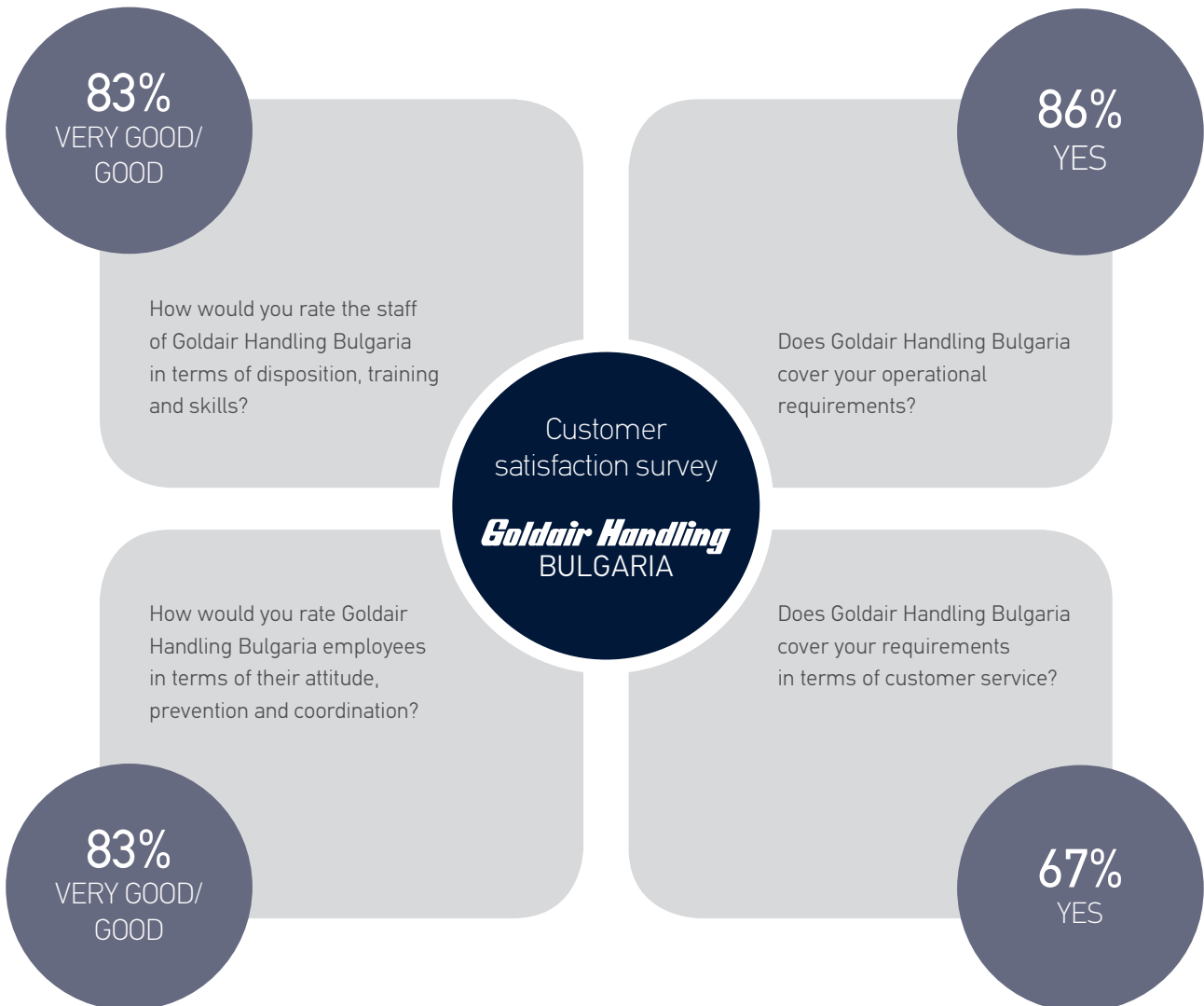
Easy Jet – Hands Free Procedure Champion

Protection of Personal Data

The personal data managed by Goldair Handling Bulgaria are utilised exclusively to provide efficient service for airlines and passengers and for internal analysis.

The Company takes into consideration and conforms with European

Union regulation 2016/679 on the Protection of Personal Data. The processing of passengers' personal data is carried out via secure applications that belong to either the customer- airline or to Goldair Handling.



55% increase in the number of employees, while 68% of staff contracts are permanent



Easy Jet UK Home Office – Approved gate check status in recognition of high standards of document checking, training, diligence and excellent cooperation with the Home Office

Human Resources

As Goldair Handling Bulgaria employees are the key to the Company's success, every effort is made to maintain a meritocratic and safe work environment. In the context of the robust corporate culture of Goldair Handling, the Management communicates with employees through monthly departmental meetings, e-mail, the corporate platform, as well as corporate events.

GOLDAIR HANDLING BULGARIA PERSONNEL DATA

By gender

	2017	2018
Men	213	353
Women	150	210

By region

	2017	2018
Sofia	143	295
Burgas	214	242
Varna	6	26

By employment contract

	2017			2018		
	Men	Women	Total	Men	Women	Total
Permanent	84	70	154	207	146	353
Fixed term	129	80	209	146	64	210
Total	213	150	363	353	210	563

	2017			2018		
	Men	Women	Total	Men	Women	Total
Full time	211	147	358	347	198	545
Part time	6	4	10	2	12	18
Total	217	151	368	353	210	563

By age

2017	<30	31-50	51+
Men	98	81	34
Women	69	69	12
Total	167	150	46

2018	<30	31-50	51+
Men	178	133	42
Women	109	84	17
Total	287	217	59

Hierarchy	2017			2018		
	Men	Women	Total	Men	Women	Total
Area Manager	-	-	-	1	-	1
Airport Operations Manager	-	-	-	1	-	1
Station Managers	-	-	-	-	2	2
Administrative staff and supervisors	3	6	9	48	61	109
Workforce	23	13	36	304	147	451
Total	26	19	45	354	210	564

Training

Goldair Handling Bulgaria has acknowledged that the education and growth of its people enhances their professional competence and personal skills, and enables them to meet successfully all types of challenges at their workplace. In this context, various training programmes are implemented at the Company, encouraging all employees to participate.

Goldair Handling Bulgaria employees, depending on their specialisation, in full compliance with international standards, and before being assigned operational duties, attend an initial training programme that includes, but is not limited to, the following topics:

**During 2018, 443 employees
were trained**

Passenger
service

Dangerous
Goods
Regulation
(DGR)

Familiarisation
with the use
of equipment

Awareness
raising
on disability
and equality

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

Additionally, 'On the job training' has been established at Goldair Handling Bulgaria as a practical training method involving guidance by a co-worker.

More information on the on the job training programme in section 5, "Our People", p 70, subsection 5.2, "Training", page 78.

Ensuring health and safety in the workplace

Goldair Handling Bulgaria takes care to provide a safe work environment characterised by compliance with rules on health and safety, and continuous training. To accurately monitor all issues related to Health and Safety, the Company has appointed a Health and Safety Coordinator for the three airports in Bulgaria who reports to the Health and Safety Director in Greece, and a specific incident-management procedure is implemented. Additionally, an Occupational Risk Assessment (ORA) is implemented every two years, the findings of which serve as a basis, where deemed necessary, to revise the safety procedures and take corrective actions.

At every airport where the Company offers its services, 2 boxes have been installed for the anonymous suggestions of employees.

During 2018, the Company's Safety Management System (SMS) and Safety Policy were revised, as provided by Goldair Handling in Greece.

The Company implements ongoing specialisation and job-specific training for all of its employees to ensure that they receive training in the safe use of equipment and personal protective equipment before they take up their duties.

Additionally, during 2018, the Company implemented Health and Safety investments worth approximately €85,000 concerning the procurement/renewal of Personal Protective Equipment (PPE), the operation of the Health and Safety Department, as well as consulting services.

It should be noted that no accidents involving Goldair Handling Bulgaria employees occurred during 2018.

More information in chapter "6. Health and Safety Management" on page 86.

Employee Participation

The employees of Goldair Handling Bulgaria are vitally important for the Company's development policy and business excellence. In this context, they are actively involved in the promotion of improvement proposals.

The process of approval of improvement proposals involves, initially, the submission of the proposals to the departments involved and, subsequently, meetings with the members of the relevant Departments in order for a decision on whether to implement them or not to be made.

During 2018, 100% of the improvement proposals submitted were approved by the Company's Management.

Emergency Response Plan (ERP)

Recognising the importance of providing high-quality ground handling services, Goldair Handling Bulgaria has developed a mechanism for dealing with emergencies. In collaboration with the airline companies and other organisations at the airports where it operates, the Company participates in emergency exercises for incident/ accident involving aircraft.

During 2018, 3 emergency exercises were carried out throughout the network of Goldair Handling Bulgaria, in cooperation with customer - airlines.

Environmental Awareness

The Company's environmental responsibility is demonstrated through the environmental programmes it implements with regard to energy and fuel consumption, as well as through recycling programmes. The Company conforms with the applicable legislation and regulations, and adopts practices based on the principle of prevention in order to continuously reduce its environmental footprint.

In this context, during 2018 the Company successfully handled 6 incidents of leaks at the airports where it operates.

During 2018, 38 seminars were held specifically on work safety and were attended by 431 employees. The total hours of training on health and safety matters came to 2,586.





Corporate Governance

Goldair Handling has acknowledged that responsible corporate growth is the mean of addressing the challenges of modern entrepreneurship. In this context, and given that the Company operates in a particularly competitive environment, its operation is based on a robust financial structure, transparent operation and respect towards all stakeholders. The Company's goal is the adoption of sound Corporate Governance practices by the Management and the continuous improvement of financial results by strengthening its competitive advantage.



3.1 Corporate Governance and organisational structure

Aiming at safeguarding the interests of shareholders, at conforming with the applicable legislation and the Regulatory Framework, as well as adopting responsible operation practices throughout the spectrum of its activities, Goldair Handling is structured on the basis of corporate policies, procedures and systems.

In the broader context of sound Corporate Governance and with a view to transparency and responsibility in the decision-making process, Goldair Handling ensures the timely provision of valid information to its shareholders and all stakeholders via:

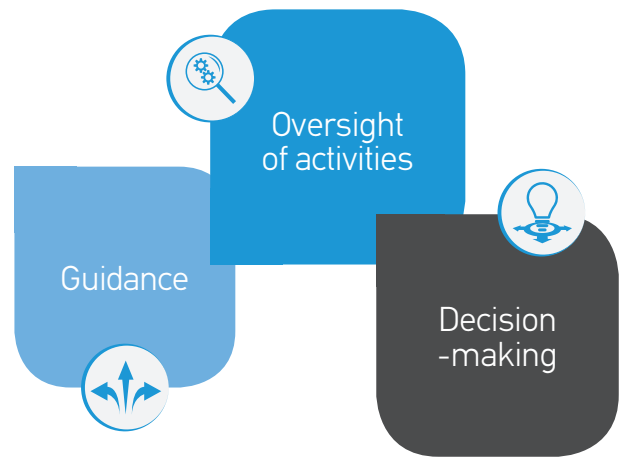
- The Management and committees.
- The effective internal audit system.
- The risk management system.
- The safeguards for promoting transparency and addressing cases of conflict of interest.

The Board of Directors and the Management Team

The Board of Directors is the supreme governing body of the Company, charged with directing and supervising its activities, aiming at achieving its strategic goals. It convenes once per month and is competent for drawing up the strategy and making decisions concerning the operation of Goldair Handling. It is briefed by the competent Committees and the Management Team on major issues, including the performance of key Health and Safety, Environment and Human Resources indicators. The members of the Board of Directors are elected by the General Meeting of the shareholders of the Company; the Board is composed of the following Members:

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

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



The Management Team

The Management Team consists of executives with extensive experience in their field. Among its other duties, the Management Team is charged with organising and supervising the day-to-day operation of the Company and with identifying and managing risks at the initial level. Additionally, the Management Team ensures compliance with laws and regulations in every area of activity. More specifically, each member of the Management Team of Goldair Handling is tasked with limiting, prioritising and managing risks related to the activities of the Department they are responsible for, and ensuring compliance with the provisions of laws, regulations and the best practices adopted.

As a result of all the actions taken at the administrative level and the efforts made by all Goldair Handling employees, no sanctions were imposed on the Company in 2018 for non-compliance with the applicable Environmental Legislation.

Additional information concerning the CVs of the Management Team of Goldair Handling can be found on the Company's website: www.goldair-handling.com



3.2

Management committees

Aiming at further safeguarding its activities and avoiding related risks, Goldair Handling has established committees consisting of both executives and employees. Combined with the application of policies and procedures, these committees actively support the organisational structure of the Company.

Extended Management Committee

The Management Team meets on a weekly basis with the participation of an extended management group, aiming at cross-departmental provision of information and decision-making regarding both management and operational issues.

Sustainability Committee and Core Team

The Sustainability Committee meets regularly and informs the Board of Directors, presenting to the annual General Shareholders' Meeting the overall performance of the Company with regard to sustainable development issues, as well as the following year's targeting. The Committee is essentially ultimately responsible for strategic planning, monitoring of performance, targeting, and ensuring the necessary investments for sustainable development issues.

Responsibilities of the Sustainability Committee:

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

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



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

Responsibilities of the Core Team:

- Collects and analyses data on sustainable development and corporate social responsibility from all Company departments.
- Coordinates and monitors the implementation of actions and programmes for sustainable development.
- Follows the stages of attainment of goals and takes corrective measures where this is deemed necessary.
- Monitors developments in the field of corporate social responsibility at national and international levels.
- Submits proposals for actions and initiatives for sustainability, with a view to their inclusion in the Company's sustainable development strategy.
- Prepares and publishes Goldair Handling's Corporate Social Responsibility & Sustainable Development Report.

Quality, Environment and HACCP Committee

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

Athens Airport: Quality, Environment & HACCP Committee

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

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

Outstation airports: Quality & Environment Committee

- Station Manager
- Station Environmental Coordinator
- Section Supervisors

The review of the outstation airports is performed on two levels. The results are communicated — initially at the local level — to the Company's Board of Directors through the Management Review performed at the Athens Station.

Health and Safety Committees

The Company has established two more committees, in accordance with the International Civil Aviation Organization (ICAO) requirements, concerning the proper management of Health and Safety issues.

Safety Review Board (SRB)

Description

The Safety Review Board (SRB) concerns all airports where Goldair Handling is operating. At the Athens airport, it comprises senior Management executives who are responsible for Health and Safety management in their area of responsibility, and meets once a month - except for August - under the CEO.

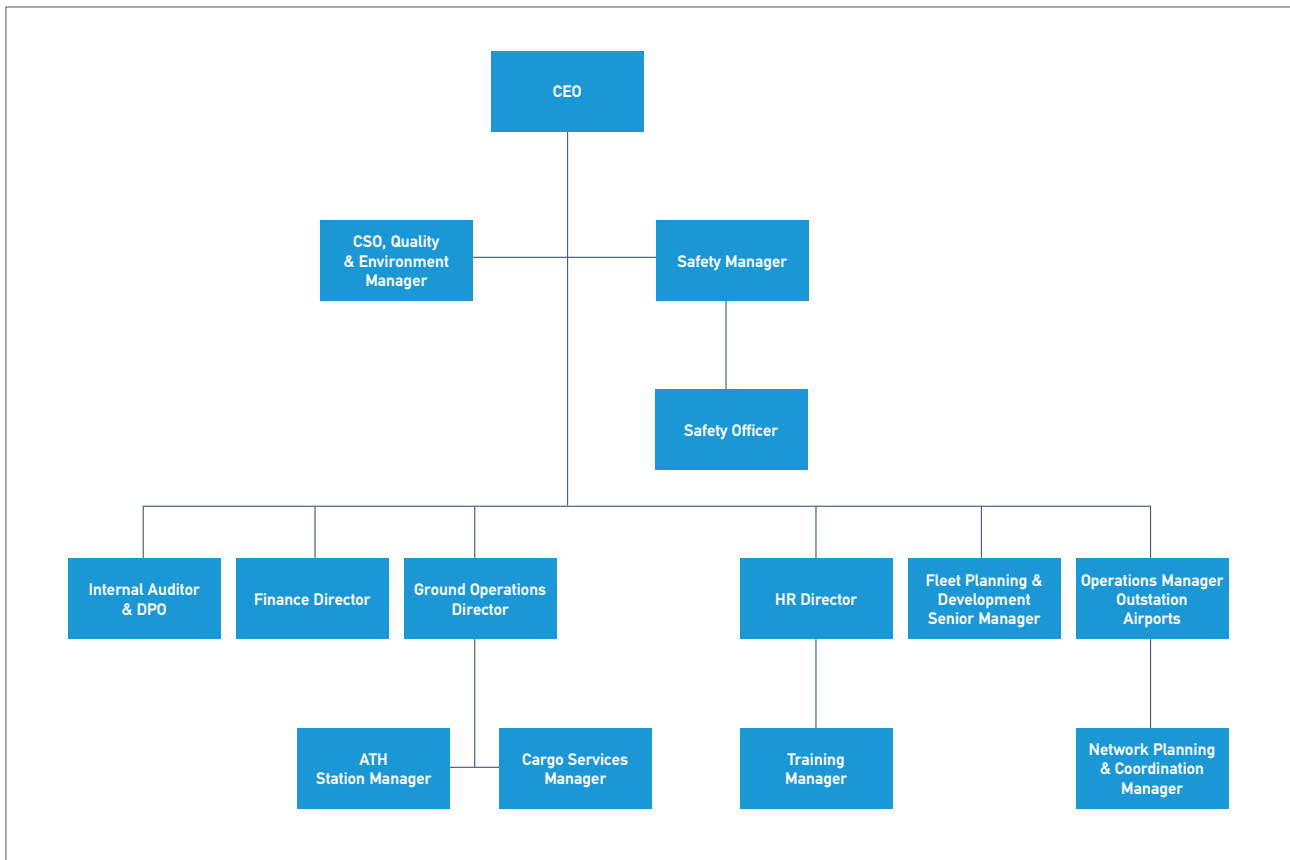
At outstation airports, the Board meets once every quarter, and the minutes of the meetings are sent to the Health and Safety Director.

Responsibilities

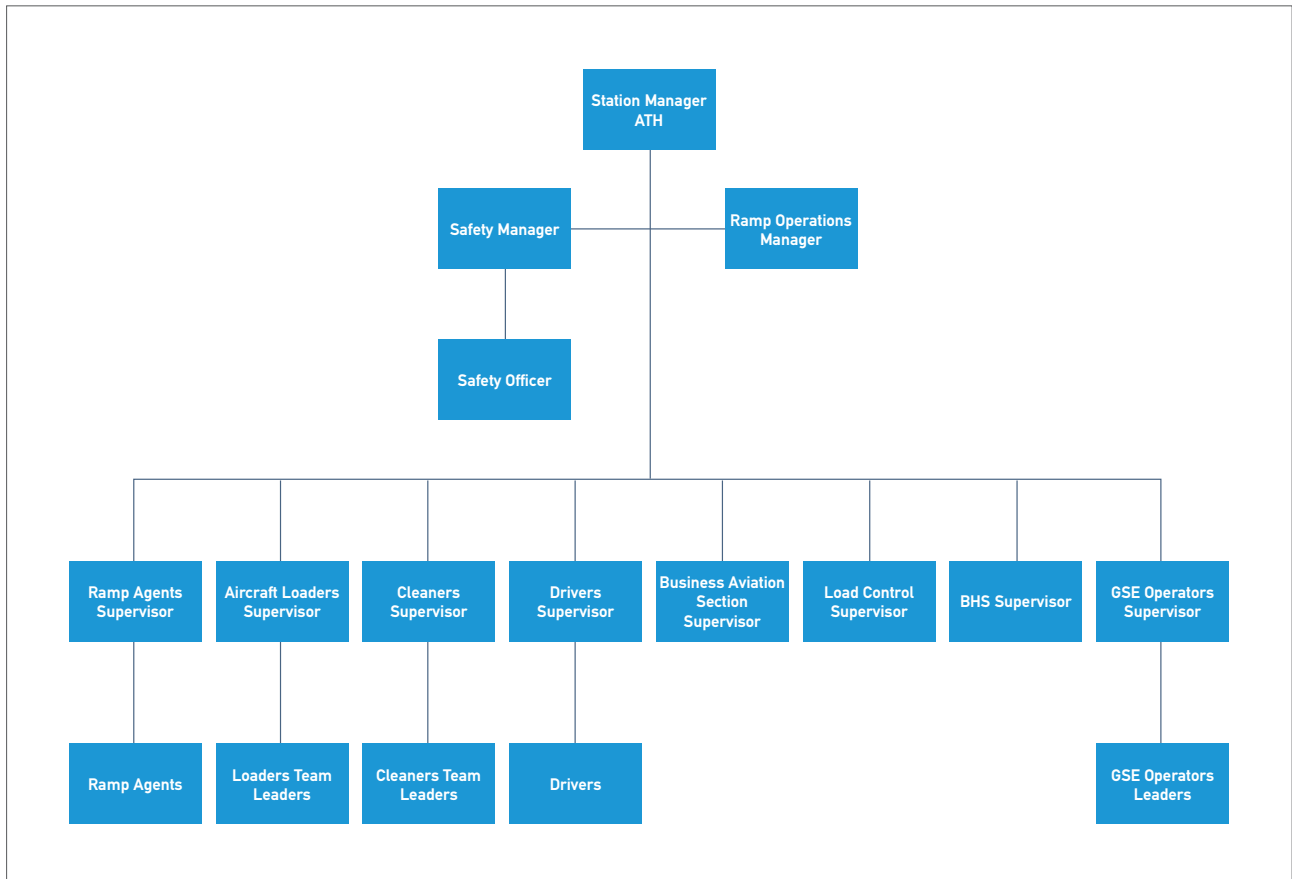
The Safety Review Board:

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

SAFETY REVIEW BOARD (SRB)



GROUND SAFETY ACTION GROUP (GSAG)



Ground Safety Action Group (GSAG)

Description

The Ground Safety Action Group is responsible for the implementation of safety procedures at the Athens Airport and reports to the Safety Review Board. The Group meets on a weekly basis and is directed by the Ramp Operation Managers. All Directors and the Supervisor of ramp departments participate in this committee. The Health and Safety Director of the Company in Athens coordinates all actions, and minutes are kept.

Responsibilities

The Ground Safety Action Group:

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

Data Protection Committee

During 2018, the Company established a Committee on personal data protection, aiming at the more effective organisation and monitoring of the Company's conformity with the provisions of the General Data Protection Regulation (GDPR). The Coordinator of this Committee is the Vice-President of the BoD of the Company and its members are the Internal Auditor & DATA Protection Officer (DPO), the CSO, Quality and Environment Manager, the Information Technology Manager, the Legal Advisor and an Executive from the Quality and Environment Department. The Committee monitors the Company's conformity with the requirements of the Regulation and advises Management on personal data protection issues. The Personal Data Protection Council convenes regularly, as well as in the event of a personal data breach, in order to handle crises and recommend measures and actions to the Board of Directors. Furthermore, when deemed necessary, the Committee recommends improvements or corrective actions.

3.3

Internal audit

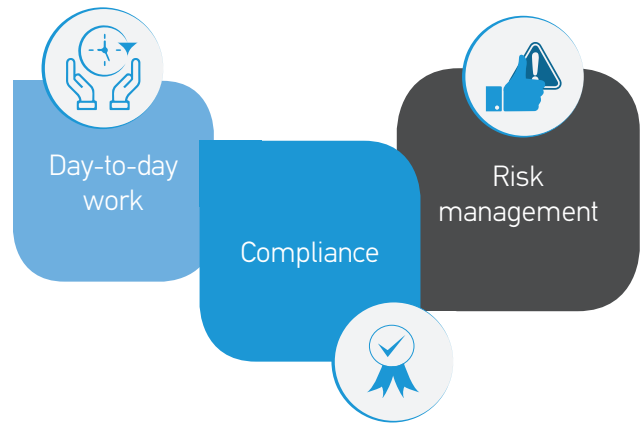
The Internal Audit Department of Goldair Handling provides independent, objective assurance aiming at the effective control of all activities and operations of the Company in order to ensure its smooth and efficient operation.

The Internal Audit Department carries out actions with a view to achieving the qualitative and quantitative goals of the Company, as well as its development strategy. The scope of the Internal Audit Department's work includes assessing the adequacy of all the procedures and policies followed, identifying and addressing the main risks, and providing assurance and consulting services designed to add value and improve the Company's procedures and operations in general.

The Internal Audit Unit is also charged with monitoring procedures that allow employees to report potential violations of the Company's Code of Conduct and Transparency Policy confidentially.

The Internal Audit Department always discharges its duties in compliance with the applicable legislation and the International

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



3.4

Effective risk management

The Company places great emphasis on the effective monitoring and management of risks that might arise and threaten the stability of its activities and the continuity of its operations. In this context, the Company has taken actions for the effective recording, analysis and avoidance of risks. The risk management methodology used consists of identifying, recording, monitoring and assessing financial and non-financial risks in all Company activities and facilities.

Non-financial risks

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

Food safety

With respect to Food Safety issues, the Company applies and holds certification under ISO 22000:2005. In the framework of this system, the Company has recognised potential threats and takes the measures necessary in order to ensure the quality of the services it provides. For this purpose, the Company has implemented the 'HACCP Study - Hazard Analysis of Critical Control Points' process, whereby risks are identified and assessed and critical control points are identified in order to ensure more effective food management.

Quality Management

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

Environmental Management

In the framework of the Environmental Management System that the Company applies under ISO 14001:2015, an 'Actions to address threats and utilise opportunities concerning the Environment' process has been implemented, and an Environmental Impact Assessment is conducted for each station of the network, as described in the 'Identification of Environmental Aspects and Environmental Impact Assessment' process of the Integrated Management System.

Additionally, through the Risk Assessment carried out for the entirety of its network, Goldair Handling acknowledges the importance of recording and analysing threats that arise during the execution of relevant work. Based on the analysis that has taken place, the actions necessary to avoid risks are planned and implemented, while their efficacy is periodically inspected

3.5

Transparency and conflict management

Enhancing transparency is an important issue in the global business community, as it is integrally linked to the concept of trust between investors, customers, employees and society at large. Goldair Handling is committed to defending transparency through the way it operates and, in the context of sound corporate governance it has developed a Transparency Policy in addition to its other Policies. Through the aforementioned Policy and the practices and procedures adopted by Goldair Handling, there is zero tolerance for any issues relating to corruption, bribery and extortion. The Company places particular emphasis on actively and proactively addressing such issues, and has established a framework for avoiding conflict of interest in both the Internal Workplace Regulations and the Employee Code of Conduct.

Excerpt from the Transparency Policy

Goldair Handling is committed to defending transparency through the way it operates. More specifically, the Company is committed to showing zero tolerance in its relations with its customers, suppliers, State and public bodies, and employees to instances of:

- corruption*
- bribery*
- extortion*

The Company's commitment is not merely limited to the avoidance of such behaviours, but extends to actively and proactively addressing them through internal audit procedures and corresponding policies. The Company's goal is to completely eradicate such behaviours in anyone representing the Company and in any of the suppliers, who make up its supply chain, the ultimate goal being to aid the growth and improvement of the local economy and society in each country where it carries out its activities





Responsible operation and development

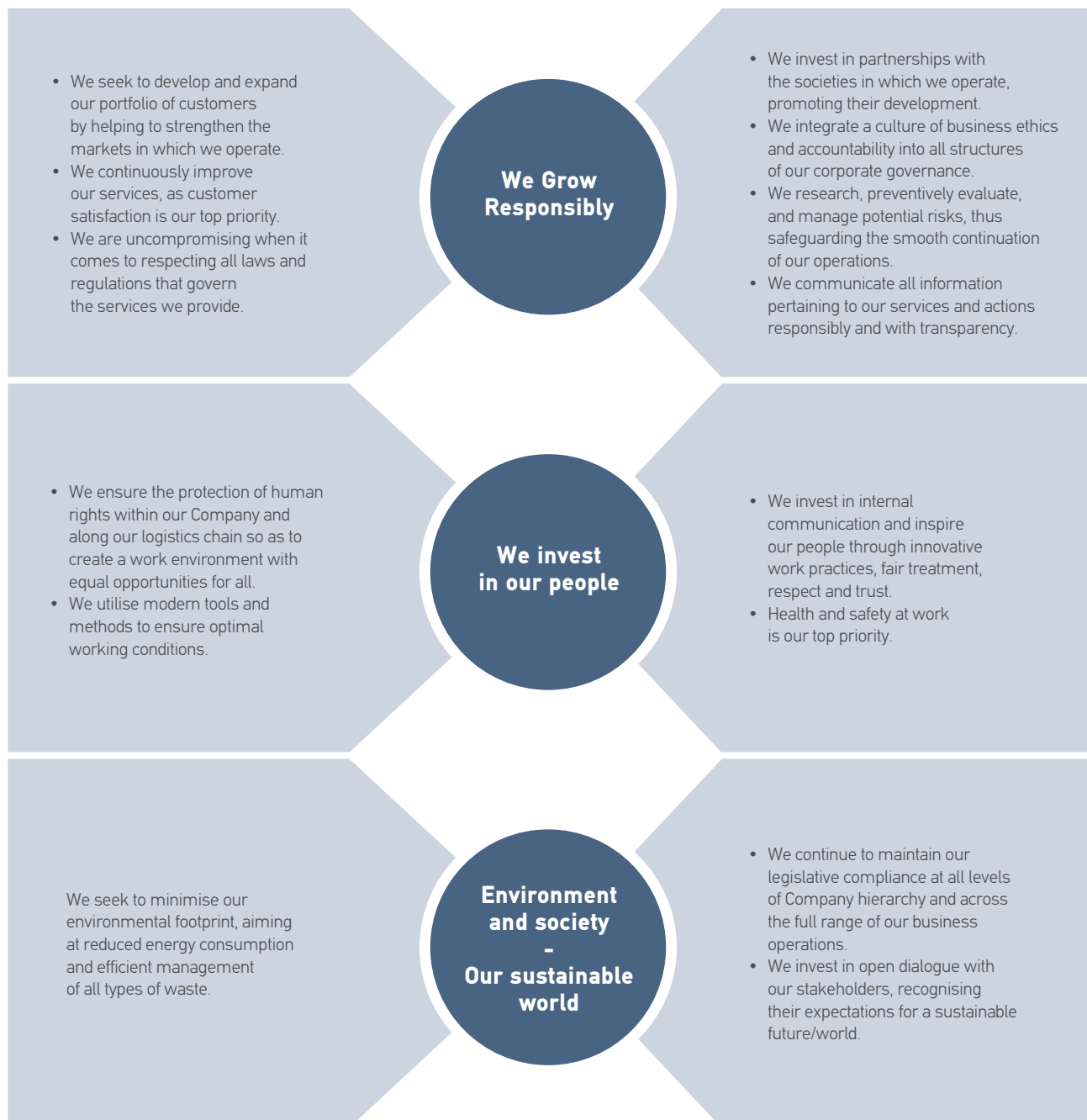
Goldair Handling recognises that business excellence is inextricably linked to its responsible operation. More specifically, the Company has incorporated the principles of Sustainable Development into its development strategy, thus promoting responsible behaviour and operation in all business activities.



4.1

Sustainable Development Management

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



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

More information on the Sustainable Development Committee and the Core Team and their competencies in the chapter titled "Corporate Governance" on page 42.







4.2

Goldair Handling's contribution to Sustainable Development Goals (SDGs)

In the context of integrated management of Sustainable Development issues, Goldair Handling has recognised the significance and value of the Sustainable Development Goals and focuses on those which are most relevant to its operations. To this end, the Company has linked its contribution to the targets of each Goal and makes every effort for their achievement.

Sustainable Development Goal	Target	The Company's contribution	Sustainable Development Pillar
	<ul style="list-style-type: none"> By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day. By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions. 	<p>The responsibility of Goldair Handling is directly linked to the implementation of actions aiming at aiding vulnerable social groups.</p> <p>The Company endeavours to contribute towards achieving Goal 1 by supporting structures and NGOs that help our fellow citizens in need and aim at reducing poverty in our country.</p> <p><i>More information in sections "2.6 Sustainable Development at Goldair Handling Bulgaria" and "8. Goldair Handling's social contribution".</i></p>	
	<ul style="list-style-type: none"> By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy. By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development. By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship. 	<p>Goldair Handling offers a work environment affording opportunities not just for ongoing education, but for growth of employees and development of their skills.</p> <p>By implementing diverse training programmes in every aspect of its activities, the Company incorporates the values of education and lifelong learning in its day-to-day operations.</p> <p><i>More information in sections "2.6 Sustainable Development at Goldair Handling Bulgaria", "5. Our people" and "7. Environmental responsibility".</i></p>	 
	<ul style="list-style-type: none"> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life. 	<p>The Company affords equal opportunities to all employees, regardless of rank, and there is no discrimination on the basis of gender or any other criterion. The Company also ensures equal pay for employees holding the same posts. Goldair Handling also supports maternity and the Company continues to employ new mothers.</p> <p><i>More information in sections "2.6 Sustainable Development at Goldair Handling Bulgaria" and "5. Our people".</i></p>	

Sustainable Development Goal	Target	The Company's contribution	Sustainable Development Pillar
	<ul style="list-style-type: none"> By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally. 	<p>In order to achieve goal 6, Goldair Handling controls, monitors and improves, where necessary, its network at all airports where it operates, aiming at proper use of water and, consequently, reduction of its water footprint. The Company also ensures the proper management of its waste.</p> <p><i>More information in section "7. Environmental responsibility".</i></p>	
	<ul style="list-style-type: none"> Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro-, small- and medium-sized enterprises, including through access to financial services. By 2030, achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value. By 2020, substantially reduce the proportion of youth not in employment, education or training. Protect labour rights and promote safe and secure working environments for all employees, including migrant employees, in particular women migrants, and those in precarious employment. 	<p>Providing an excellent work environment, with opportunities for ongoing education and growth, acknowledging the dedication and contribution of employees, is a key priority for the Company. Working towards achieving Goal 8, the Company is one of the top employers in Greece; in 2018 alone, it created 1,927 new jobs in all the regions in which it operates. It should be noted that during the summer months, due to seasonality, the Company's staff numbered approximately 3,500 employees.</p> <p>Furthermore, through the procedures and actions it implements, the Company incorporates the value of safe work in all aspects of its activities. Based on the Company's Safety Policy, protecting the health and safety of its employees is a top priority.</p> <p><i>More information in sections "2.6 Sustainable Development at Goldair Handling Bulgaria" and "5. Our people" and "6. Health and Safety"</i></p>	
	<ul style="list-style-type: none"> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status. 	<p>The Company makes every effort to support Goal 10 by offering equal employment opportunities to all.</p> <p><i>More information in sections "2.6 Sustainable Development at Goldair Handling Bulgaria", "5. Our people" and "8. Goldair Handling's social contribution".</i></p>	
	<ul style="list-style-type: none"> Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning. 	<p>The Company operates at 25 outstation airports in Greece and 3 in Bulgaria. The policies and procedures of Goldair Handling apply in every region, and responsible behaviour and operation is the standard throughout the organisation, contributing to the achievement of Goal 11 concerning the creation of links and partnerships at the local level.</p> <p><i>More information in sections "1. Goldair Handling: An Overview", "2. Goldair Handling Bulgaria" and "7. Environmental responsibility".</i></p>	
	<ul style="list-style-type: none"> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle. 	<p>The Company's commitment to sustainable development is reflected in its internal procedures and policies, as well as in the actions, corporate objectives set, and evaluation of Company results.</p> <p>The overall framework of Goldair Handling's responsible activities is reflected in the Corporate Responsibility and Sustainable Development Report, published on an annual basis.</p>	

Sustainable Development Goal	Target	The Company's contribution	Sustainable Development Pillar
	<ul style="list-style-type: none"> Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning. 	<p>The Company aims at saving energy and reducing its environmental footprint, at increasing recycling actions, and at promoting proper water use. This commitment is reflected in both the Company's Environmental Policy and the ISO 14001:2015 certified environmental management system applied.</p> <p><i>More information in sections "2.6 Sustainable Development at Goldair Handling Bulgaria" and "7. Environmental responsibility".</i></p>	
	<ul style="list-style-type: none"> By 2030, combat desertification, restore degraded land and soil, including land affected by desertification, drought and floods, and strive to achieve a land degradation-neutral world. 	<p>Goldair Handling contributes to Goal 15 via the Green Team and the voluntary actions it implemented throughout Greece and near the airports where it operates. The main objective of the Green Team is the restoration of beaches and forests, as well as the removal of waste from them.</p> <p><i>More information in section "7. Environmental responsibility".</i></p>	
	<ul style="list-style-type: none"> Substantially reduce corruption and bribery in all their forms. Develop effective, accountable and transparent institutions at all levels. Ensure responsive, inclusive, participatory and representative decision-making at all levels. 	<p>Goldair Handling places particular emphasis on the principles of sound corporate governance, the ultimate goal being transparency in management and independence in the exercise of management and control. Through the risk management and internal audit system, the organisational structure of the Company contributed to the achievement of both short- and long-term goals. Measures are also taken to avoid cases of conflict of interest and to manage transparency and corruption issues effectively.</p> <p><i>More information in section "2.3 Corporate Governance" and "3. Corporate Governance"</i></p>	



4.3

Goldair Handling's stakeholders

Dialogue and exchange of views with stakeholders are important tools for Goldair Handling, enabling the Company to identify issues that are important to each group and incorporate them into its strategic plan for the management of sustainable development issues.

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

Goldair Handling has identified its internal and external stakeholders, taking into account their sector, region, and size. Internal stakeholders are those who have frequent direct contact and act within the environment of the Company, whereas external stakeholders are those with whom the Company has an indirect relationship/contact and who act in the Company's external environment. Specifically:



Framework of communication with stakeholders

The main element of the process for identifying the needs and expectations of the stakeholders is the systematic dialogue fostered by the Company. Through the communication channels it has established, the Company records and identifies all the important issues that concern them, aiming at responding to them in the best manner possible. A detailed presentation of Goldair Handling's response to the various issues and its corporate social responsibility actions is listed in the individual chapters of this Corporate Responsibility and Sustainable Development Report.

The framework of communication between the Company and its stakeholders, their expectations and the main issues that concern them, as well as the way the Company responds to these issues are presented below in detail.

FREQUENCY OF COMMUNICATION:

1=ON AN ANNUAL BASIS, 2=PERIODICALLY, 3=REGULARLY, 4=CONTINUOUSLY OR ON A PERMANENT BASIS

GROUPS OF STAKEHOLDERS AND CONTEXT OF INTERACTION		
 <p>Shareholders</p> <ul style="list-style-type: none"> • Invest the necessary funds and expect a return • Are paid dividends • Determine the Company's budget and strategy • Decide on the expansion or restriction of the Company's operations (products, stations, etc.). 	<p>Key issues</p> <ul style="list-style-type: none"> • High quality of services provided • Maintaining a good reputation • Reliability and transparency • Character and integrity • Company growth, profitability, and sustainability • Expansion into new markets • Proper corporate governance, risk management, and an active role in decision-making • Dividend yield • Transparency in relations with stakeholders 	<p>Communication channels</p> <ul style="list-style-type: none"> • Meetings on a monthly basis, telephone and electronic communication (4) • Annual General Shareholders' Meeting (2) • Annual Sustainable Development Report (1)
<p>How the Company responds</p>		
<ul style="list-style-type: none"> • Publication of results, announcements and financial statements, with sufficient information provided to shareholders • Publication of an annual Corporate Social Responsibility and Sustainable Development Report <p><i>Details are included in sections: "2.3 Corporate Governance" and "3. Corporate Governance".</i></p>		
 <p>Employees and trade union</p> <ul style="list-style-type: none"> • Offer their labour and knowledge • Are paid salaries • Receive additional benefits • Are provided with equal opportunities for professional advancement and personal development 	<p>Key issues</p> <ul style="list-style-type: none"> • Recognition, equal opportunities, and equal treatment • Workplace health and safety • Education, development of personal skills and advancement • Information related to the Company's development and progress • Stable working environment • Transparent and merit-based system for internal promotion 	<p>Communication channels</p> <ul style="list-style-type: none"> • Middle management meetings with the Management team each quarter and via Skype with headquarters, twice per month (3) • Human Resources Department (4) • Annual assessment of staff (1) • Employee satisfaction survey every two years (2) • Telephone and electronic communication (3) • Information via mobile text messages - SMS (3) • Communication via Social Media (3) • Corporate events (2-4 events per year at various levels) (2) • Weekly presence of a member of the personnel office at an airport office for direct service (3) • Implementation of the regional station inspection programme for proper compliance with the procedures and contact with employees (1) • Intranet (4)

GROUPS OF STAKEHOLDERS AND CONTEXT OF INTERACTION

GROUPS OF STAKEHOLDERS AND CONTEXT OF INTERACTION		
	<p>How the Company responds</p> <p><i>The Company's overall organisational and response framework on Human Resources issues is included in sections: "2.6 Sustainable Development at Goldair Handling Bulgaria" and "5. Our people".</i></p>	
 <p>Customers</p> <ul style="list-style-type: none"> • Purchase Company services • Determine the size of the Company's operational task • Rely on the Company to maintain their reputation and the level of service offered to their individual customers • Supervise, through periodic inspections, compliance with the agreed mechanisms and safety procedures 	<p>Key issues</p> <ul style="list-style-type: none"> • High quality of services and innovation • Reliability and character • Satisfaction and safety • Immediate response to incidents • Responsible communication and advertising • Compliance with the laws and regulations of the market • Immediacy of service • Resolution of complaints 	<p>Communication channels</p> <ul style="list-style-type: none"> • Corporate website (2) • Telephone and electronic communication with the Commercial Department and other Company departments (4) • Annual customer satisfaction survey (1) • Meetings and events (3) • Participation in fairs (2) • Presentations and printed material (2) • Communication via Social Media (2)
	<p>How the Company responds</p> <ul style="list-style-type: none"> • IATA - ISAGO certified service provider • ISO 9001 Quality Management System • ISO 14001 Environmental Management System • Application of ISO 22000 Food Safety Standard <p><i>Details are included in sections: "1. Goldair Handling: An Overview" and "2. Goldair Handling Bulgaria".</i></p>	
 <p>Passengers</p> <ul style="list-style-type: none"> • Receive direct services from the Company (Lounges) • The volume of the travelling public determines the size of the operational task • The satisfaction of the travelling public affects the Company's relationship with the airline 	<p>Key issues</p> <ul style="list-style-type: none"> • Safety and service • Immediate response to requests and complaints • Protection of personal data • Responsible Advertising 	<p>Communication channels</p> <ul style="list-style-type: none"> • Corporate website (4) • Press releases and advertising (3) • Procedure for managing complaints (4) • Communication via Social Media (4)
	<p>How the Company responds</p> <ul style="list-style-type: none"> • IATA - ISAGO certified service provider • ISO 9001 Quality Management System • ISO 14001 Environmental Management System • Application of ISO 22000 Food Safety Standard <p><i>Details are included in sections: "1. Goldair Handling: An Overview" and "2. Goldair Handling Bulgaria".</i></p>	

GROUPS OF STAKEHOLDERS AND CONTEXT OF INTERACTION

 <p>Suppliers</p> <ul style="list-style-type: none"> • Provide materials and services for the day-to-day operation of the Company • Are paid for the products and services they supply 	<p>Key issues</p> <ul style="list-style-type: none"> • Transparency and reliability • Compliance with the laws and regulations of the market • Information related to the services of the Company 	<p>Communication channels</p> <ul style="list-style-type: none"> • Telephone and electronic communication (4) • Procurement Department (3) • Meetings (2) • Company web page (2) • Communication via Social Media (4)
<p>How the Company responds</p>		
<ul style="list-style-type: none"> • Regulation of Procurements <p><i>Details are included in section: "1. Goldair Handling: An Overview".</i></p>		
 <p>The State and regulatory authorities</p> <ul style="list-style-type: none"> • Collect taxes and levies • Outline the legislative and regulatory framework for Company activity 	<p>Key issues</p> <ul style="list-style-type: none"> • Compliance with the requirements of legislation • Transparency and reliability 	<p>Communication channels</p> <ul style="list-style-type: none"> • Telephone and electronic communication - when required (3) • Meetings (2)
<p>How the Company responds</p>		
<ul style="list-style-type: none"> • Full compliance with legislation <p><i>Details are included in sections: "1. Goldair Handling: An Overview", "2. Goldair Handling Bulgaria" and "3. Corporate Governance".</i></p>		
 <p>Local communities and NGOs</p> <ul style="list-style-type: none"> • Relationships of mutual benefit, trust, and respect • Returning a portion of the Company's added value to society • Recognition of the Company's contribution 	<p>Key issues</p> <ul style="list-style-type: none"> • Corporate volunteerism • Promoting and supporting their social work • Cooperation and information 	<p>Communication channels</p> <ul style="list-style-type: none"> • Partnership in joint actions (2) • Corporate website (4) • Advertising and press releases (2) • Events and meetings (2) • Communication via Social Media (4)
<p>How the Company responds</p>		
<ul style="list-style-type: none"> • Job creation • Support of vulnerable social groups • Voluntary employee actions <p><i>Details are included in section: "8. Goldair Handling's Social Contribution".</i></p>		

GROUPS OF STAKEHOLDERS AND CONTEXT OF INTERACTION

 <p>Institutional bodies</p> <ul style="list-style-type: none"> • Determine the Company's framework of operation • Supervise compliance with procedures and regulations • Provide the Company's operating license • Certification bodies monitor compliance with ISO system standards (management systems) 	<p>Key issues</p> <ul style="list-style-type: none"> • Transparency and information • Participation in initiatives and actions 	<p>Communication channels</p> <ul style="list-style-type: none"> • Meetings and events (2) • Telephone and electronic communication (3) • Communication via Social Media (4)
How the Company responds		
<p>Audits by bodies on compliance with the ISO 9001, ISO 14001 & ISO 22000 systems.</p> <p><i>Details are included in section: "1. Goldair Handling: An Overview".</i></p>		
 <p>External Partners</p> <ul style="list-style-type: none"> • Cooperate with the Company as they provide services that Goldair Handling does not offer through its own means 	<p>Key issues</p> <ul style="list-style-type: none"> • Information related to the services and activities of the Company • Reliability and consistency 	<p>Communication channels</p> <ul style="list-style-type: none"> • Telephone and electronic communication - when required (4) • Advertising (2) • Corporate website (4) • Events (2) • Communication via Social Media (4)
How the Company responds		
<p><i>Details are included in sections: "1. Goldair Handling: An Overview", "2. Goldair Handling Bulgaria" and "7. Environmental Responsibility".</i></p>		
 <p>Financial institutions</p> <ul style="list-style-type: none"> • Provide financial tools that are essential to the operation of the Company • Receive the required capital provision remuneration 	<p>Key issues</p> <ul style="list-style-type: none"> • Reliability, integrity, and transparency • Updating on Company performance • Consistency with the obligations of the Company • Risk Management and Company Growth 	<p>Communication channels</p> <ul style="list-style-type: none"> • Telephone and electronic communication (4) • Meetings (3)
How the Company responds		
<p><i>Details are listed in section "3. Corporate Governance".</i></p>		

Goldair Handling responds to its stakeholders' needs and creates value through all its business and social actions. The "added value" of Goldair Handling - the Company's social product - contributes to both the country's broader economic development and the more specific support of all groups of stakeholders.

The Company is one of the largest employers in the country, offering and maintaining numerous jobs, both seasonal and permanent. Goldair Handling also procures products and services from domestic suppliers, demonstrating its support for domestic production and activities in practice. More specifically, the added value created by Goldair Handling over the last two years (2017-2018) includes the following:

During 2018, the Company's social product grew by about 15% compared to 2017.

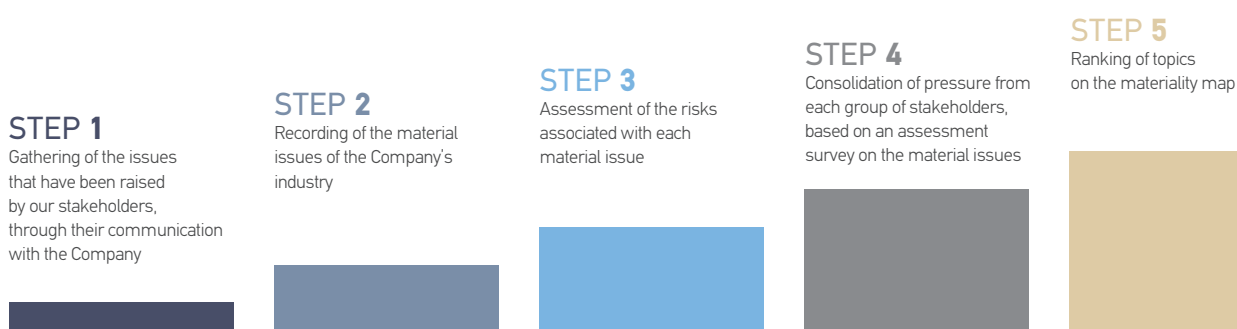
SOCIAL PRODUCT (in euros)	2017	2018
Worker wages and benefits	45,139,504	51,187,979
Taxes paid	23,447,172	28,569,590
Purchases by domestic suppliers (incl. VAT)	23,240,529	24,851,715
Purchases from external suppliers	2,619,414	4,055,172
TOTAL	94,446,619	108,664,456

4.4 Materiality analysis

Applying the GRI Standards, Goldair Handling focuses on identifying the most fundamental sustainable development issues related to and affecting both the Company's operation and its stakeholders. These issues, which emerge from the materiality analysis process, cover a range of topics and are incorporated in both the Corporate Responsibility and Sustainable Development Report and the annual corporate action plan of Goldair Handling.

During the evaluation process, those issues which could lead to a wide range of changes in Goldair Handling's performance were taken into account as key topics/issues.

The process of defining material topics (materiality analysis)



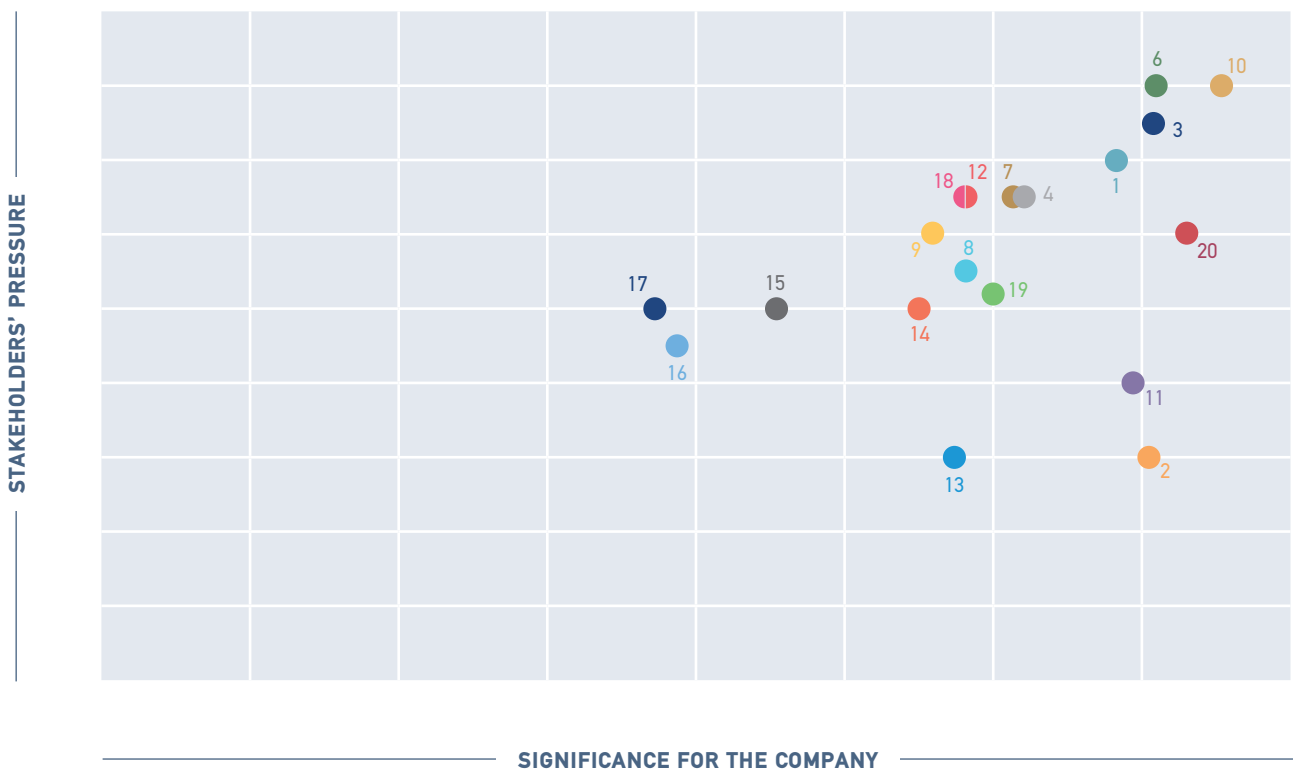
The process of evaluating and prioritising material topics contributes to:

- Recognising strengths, weaknesses, and opportunities.
- Recording and assessing risks related to the pillars of the Company strategy.
- Evaluating performance in order to take actions for improvement.

By recognising its material topics and acting on them, Goldair Handling aims at increasing its competitive advantage and producing value for its stakeholders.

In 2019 an exercise was carried out to confirm the material issues that had emerged in the past. In this context, an assessment of existing material issues regarding their impact on the Company was carried out. This exercise resulted in the ratification of the majority of existing issues and the emergence of the theme 'Environmental protection and awareness'. The Company's executives from both Greece and Bulgaria participated in the evaluation.

MATERIALITY MAP OF GOLDAIR HANDLING













a/a	GOLDAIR HANDLING MATERIAL ISSUES 2018
1	Economic performance
2	Expansion into new markets and strengthening current market presence/Business development
3	Transparency and anti-corruption
4	Business Continuity (BCM)
5	Customer service and customer satisfaction (corporate customers and passengers)
6	Passenger's Health and Safety
7	Customer and Passenger Privacy
8	Responsible supply management
9	Company's response to high tourism
10	Employee Health and Safety

a/a	
11	Training and education
12	Employment
13	Labour/ Management Relations
14	Diversity and equal opportunities
15	Dialogue with stakeholders
16	Marketing communication
17	Development of social actions and volunteerism
18	Environmental and socio-economic compliance
19	Environmental protection and awareness
20	Energy consumption and saving



LINK BETWEEN THE MATERIAL ISSUES AND STAKEHOLDER GROUPS

MATERIAL ISSUES GOLDAIR HANDLING	 Share-holders  Employees and trade union  Customers  Passengers  Suppliers  The State and regulatory authorities  Local communities and NGOs  Institutional bodies  External partners  Financial institutions									
	Share-holders	Employees and trade union	Customers	Passengers	Suppliers	The State and regulatory authorities	Local communities and NGOs	Institutional bodies	External partners	Financial institutions
Economic Performance	●	■	■	■	■	■	■	■	■	■
Expansion into new markets and strengthening current market presence/Business development	●	■	■	■	■	■	■	■	■	■
Transparency and Anti-Corruption	●	■	■	■	■	■	■	■	■	■
Business Continuity - BCM	●	■	■	■	■	■	■	■	■	■
Customer service and customer satisfaction (corporate customers and passengers)	●	■	■	■	■	■	■	■	■	■
Passenger Health and Safety	●	■	■	■	■	■	■	■	■	■
Customer and passenger privacy	●	■	■	■	■	■	■	■	■	■
Responsible supply management	●	■	■	■	■	■	■	■	■	■
Company's response to high tourism activity	●	■	■	■	■	■	■	■	■	■
Employee Health and Safety	●	■	■	■	■	■	■	■	■	■
Training and education	●	■	■	■	■	■	■	■	■	■
Employment	●	■	■	■	■	■	■	■	■	■
Labour-Management relations	●	■	■	■	■	■	■	■	■	■
Diversity and equal opportunities	●	■	■	■	■	■	■	■	■	■
Dialogue with stakeholders	●	■	■	■	■	■	■	■	■	■
Marketing Communication	●	■	■	■	■	■	■	■	■	■
Development of social actions and volunteerism	●	■	■	■	■	■	■	■	■	■
Environmental and socio-economic compliance	●	■	■	■	■	■	■	■	■	■
Environmental protection and awareness-raising	●	■	■	■	■	■	■	■	■	■
Energy consumption and saving	●	■	■	■	■	■	■	■	■	■

 Inside & outside corporate boundaries
  Inside corporate boundaries
  Outside corporate boundaries

Link between material issues and Sustainable Development Goals

In this year's Corporate Responsibility and Sustainable Development Report, the Company linked the material topics it has recognised to the Sustainable Development Goals (SDGs), in order to take more targeted actions on each topic.

This link serves the comprehensive recognition of the points of the Sustainable Development Goals (SDGs) to which the Company can make a positive contribution through the programmes, investments and actions it implements, and also covers its material issues.

SUSTAINABLE DEVELOPMENT GOALS (SDGs)

MATERIAL ISSUES GOLDAIR HANDLING	SUSTAINABLE DEVELOPMENT GOALS (SDGs)										
	1 NO POVERTY	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Economic Performance											
Expansion into new markets and strengthening current market presence/Business development											
Transparency and Anti-Corruption											
Business Continuity - BCM											
Customer service and customer satisfaction (corporate customers and passengers)											
Passenger Health and Safety											
Customer and passenger privacy											
Responsible supply management											
Company's response to high tourism activity											
Employee Health and Safety											
Training and Education											
Employment											
Labour-Management relations											
Diversity and equal opportunities											
Dialogue with stakeholders											
Marketing Communication											
Development of social actions and volunteerism											
Environmental and socio-economic compliance											
Environmental protection and awareness-raising											

4.5

Goals achieved in 2018 and targets for 2019

Goldair Handling monitors and gauges performance in all areas of activity, having prioritised continuous improvement and contributing to the needs and expectations of its stakeholders. In this context, the Company sets specific goals and, by implementing them, covers the material topics it has already recognised.

Goals	Year of completion	Phase of implementation 2018
Corporate Governance & Risk Management		
Creation of a Corporate Governance Code	2020	
Establishment of a Corporate Governance Committee	2020	
Creation of an integrated risk management and business continuity system	2020	
Market		
Development of procedures aiming at compliance with the General Data Protection Regulation (GDPR)	2018	Achieved
Revision and development of an e-questionnaire for the evaluation of suppliers and the evaluation of major suppliers on the basis of the new criteria	2018	Achieved
Investment in the construction of new refrigeration chambers at the Athens Cargo Station	2019	
Investment in the expansion and full renovation of the office facilities at the Thessaloniki Cargo Station	2019	
Human Resources		
Staffing of Safety Department at Rhodes and Heraklion airports	2019	
Promotion of the Corporate Health & Safety Culture through participation in the Health & Safety Awards 2019	2019	
Creation of the internal campaign "Safety First: Zero Aircraft Damage"	2019	
Environment		
Translation of the Environmental Management System Manual into English	2019	
Creation of the e-learning programme "Environmental Awareness" to support training on topics of environmental management	2019	







Our people

The people of Goldair Handling are the driving force for the achievement of its strategic goals, as well as its success and development. The Company maintains an excellent work environment by providing opportunities for education, continuous growth, benefits and open dialogue.




All the above were recorded as important advantages in the annual employee satisfaction survey for 2017-2018, answered by almost 51% of all staff members. This survey is conducted every two years and is used to draw useful conclusions and pinpoint areas in need of improvement in the work environment.

Goldair Handling through the eyes of its people


97%

of employees say they want to stay with Goldair Handling




Christina Mantziou
Recruiter

Being a member of Goldair Handling means that you are given the opportunity to add value to your Company which is continuously developing. The alignment between personal and corporate goals contributes to the development and implementation of new ideas.



Giota Mystridou
Deputy Station Manager
Thessaloniki Airport

From part-time c/i agent, 20 years later, to Station Manager at Thessaloniki Airport. If you work hard and stay focused on your goals, you move forward and develop. This is my professional story in the Goldair Handling family.



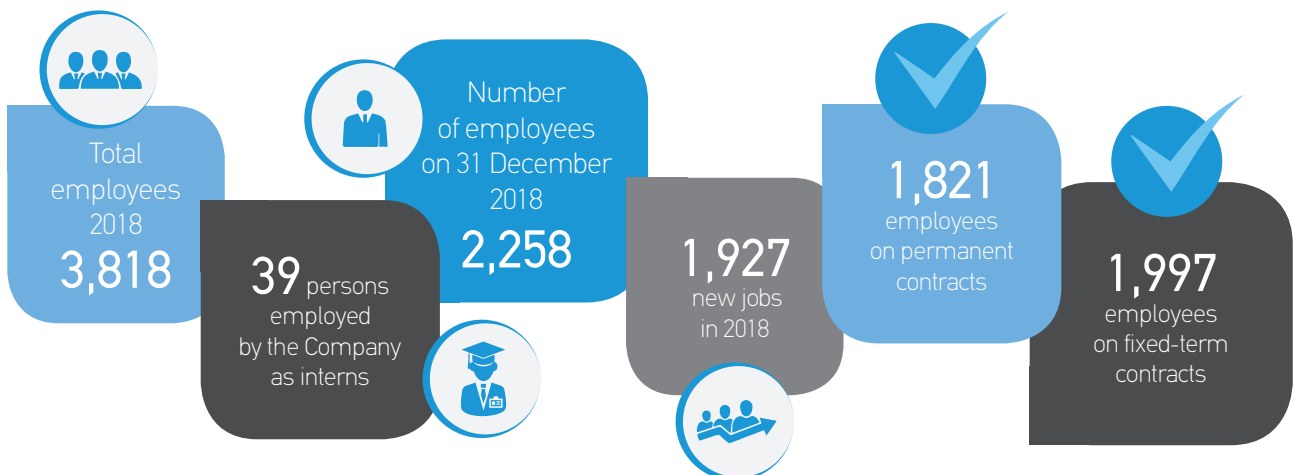
Georgia Christidi
Personal Assistant to the CEO

As a member of Goldair Handling, I am afforded the chance to work for a Company with values. Respect, trust, a friendly work environment, transparency and teamwork are my inspiration to offer more, to try harder and to further develop my skills while building a promising career.

5.1 Promotion of employment

The main activity of Goldair Handling is directly linked to airlines, the number of flights and the number of passengers served, therefore the number of its employees is seasonal, particularly during the summer months due to increased tourism activity. The Company creates new jobs annually both in Athens and at outstation airports, depending on the needs that arise. Taking the seasonality of services offered into consideration, during 2018, the Company employed a total of 3,818 staff. It should be noted that all Goldair Handling employees are covered, at a minimum, by fees set forth either in the National

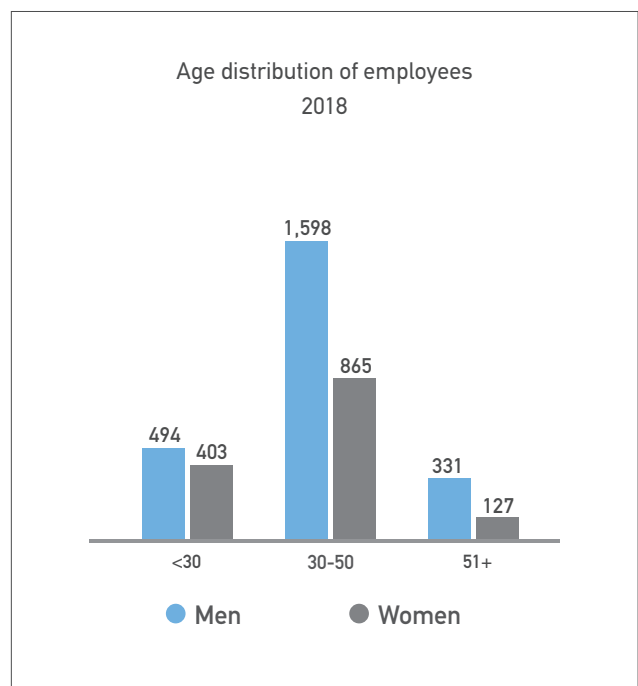
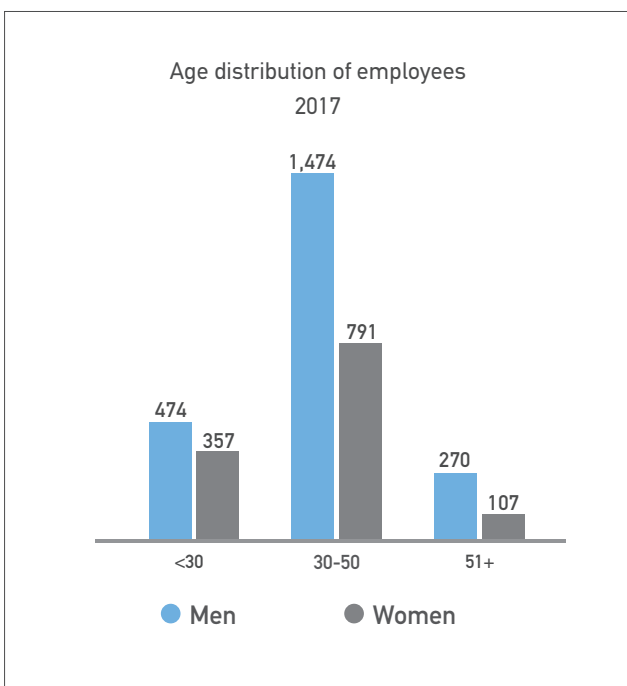
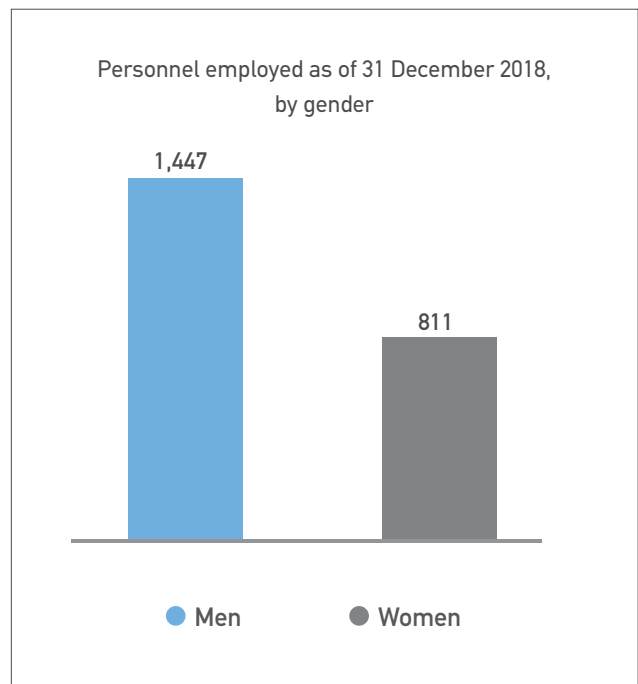
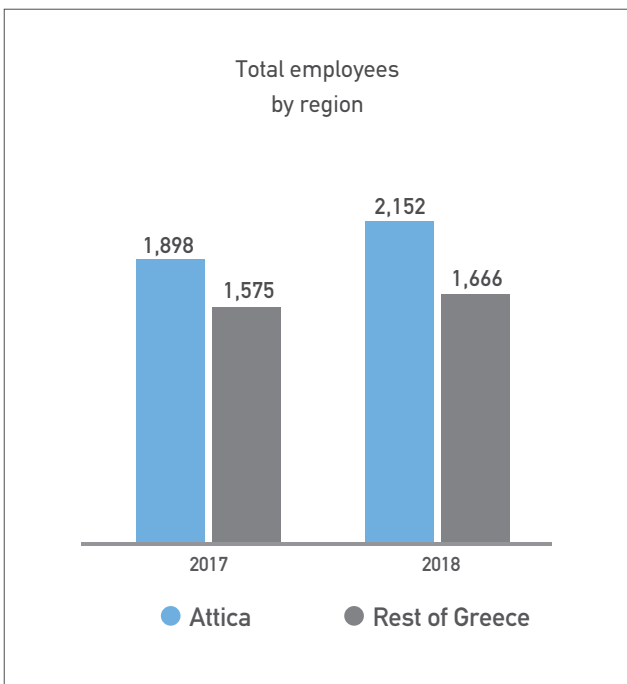
General Collective Agreement or the Corporate Collective Agreement. As regards hiring from the local communities, Goldair Handling ensures the staffing of all posts, including station managers of its regional stations, by employees from each area where it operates, so as to support the local labour market and economy. Of the total number of 1,927 hirings that took place during 2018, 1,165 (60%) concerned hirings at the outstation airports where the Company operates, while 762 (40%) concerned the region of Attica, where Goldair Handling has its headquarters.



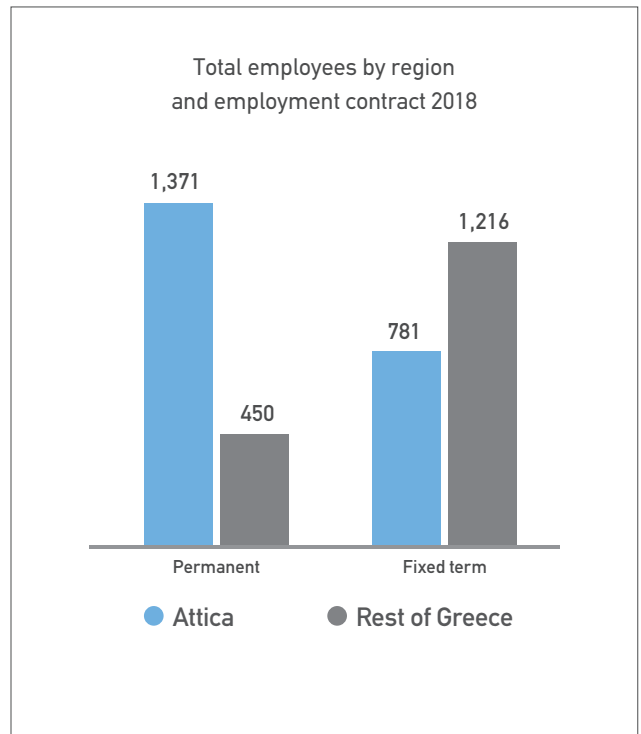
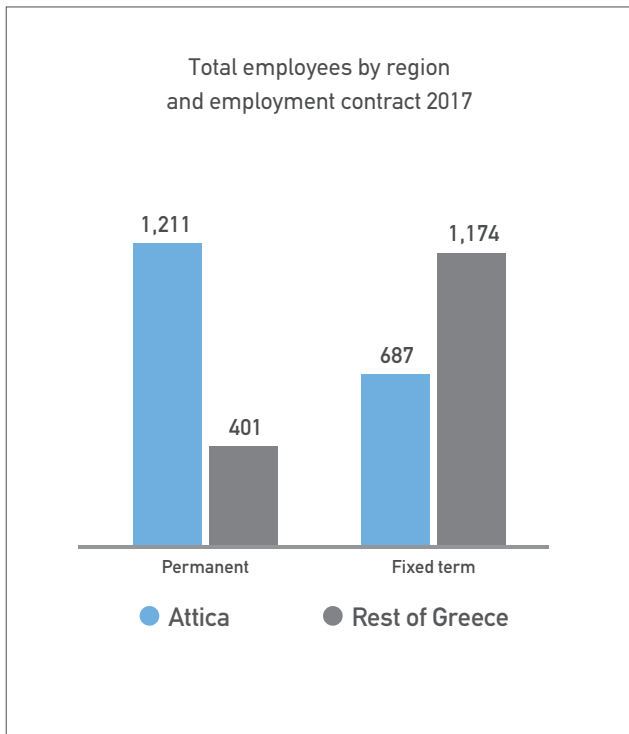
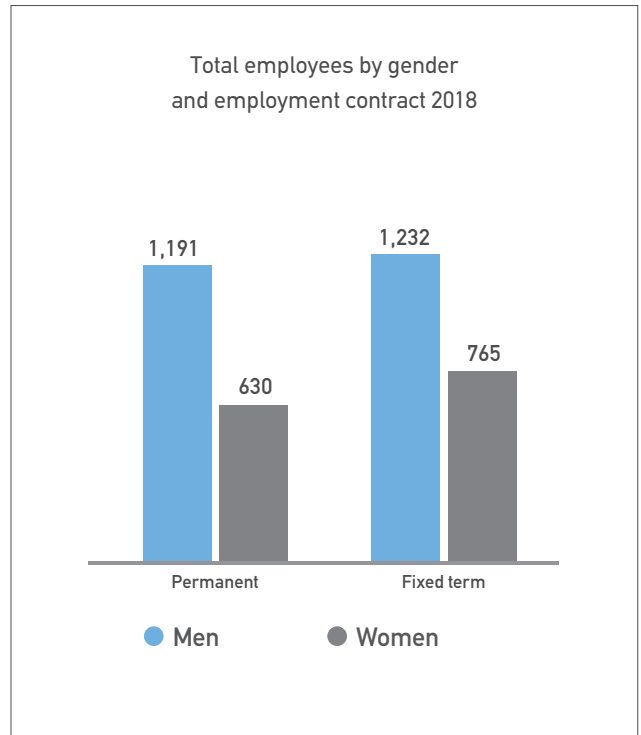
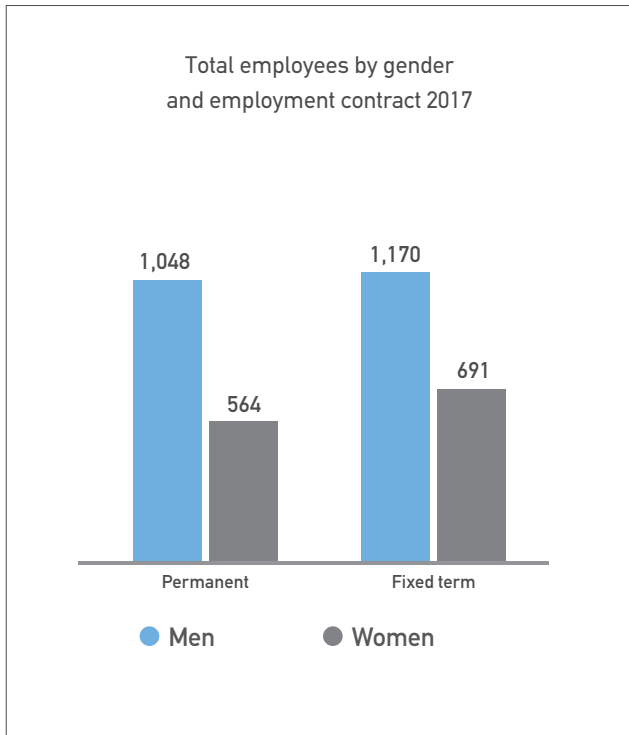
The station managers at 16 out of the 25 regional airports where Goldair Handling operates mainly hail from the local communities.

90%
of employees would recommend the Company as a good employer

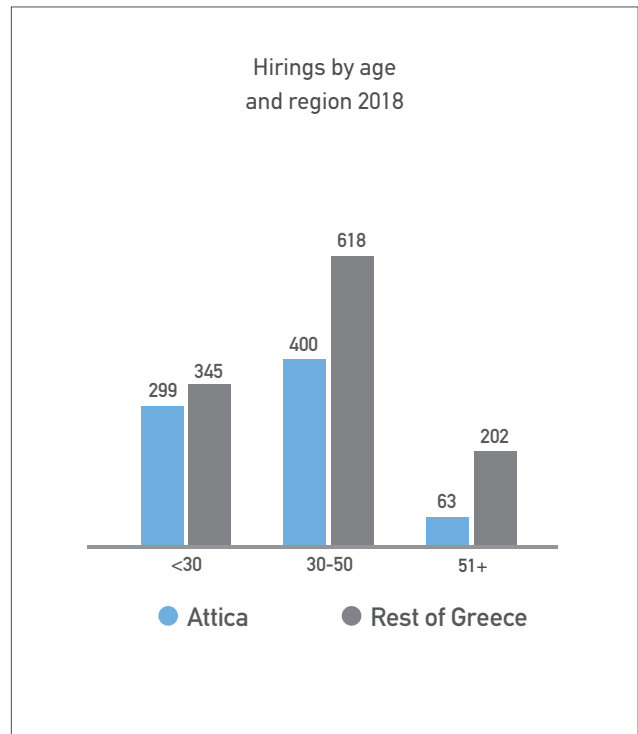
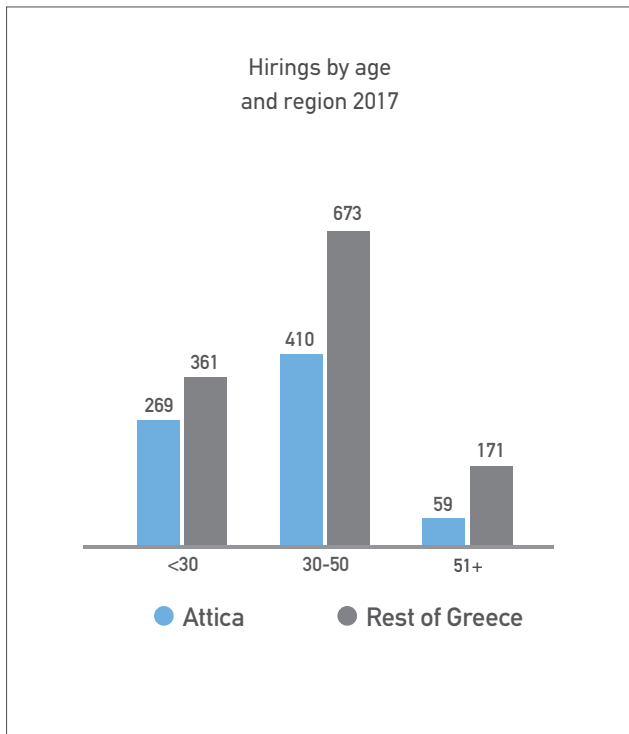
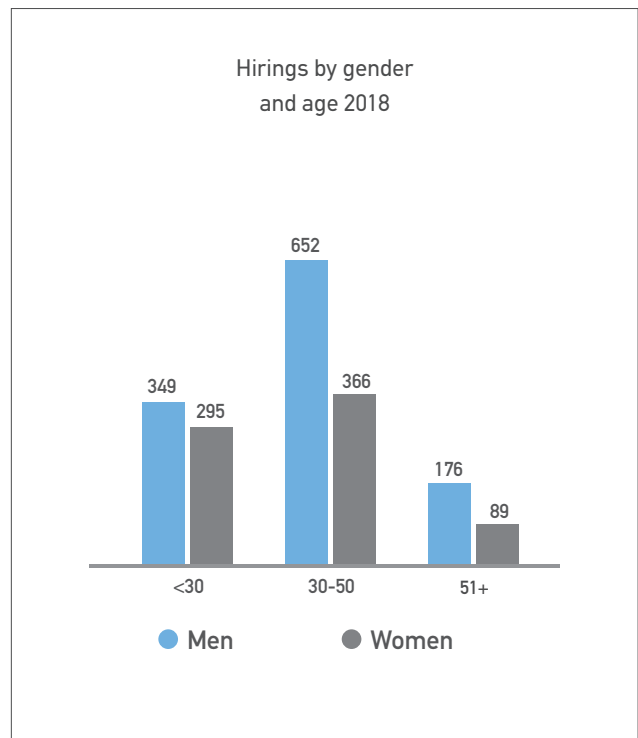
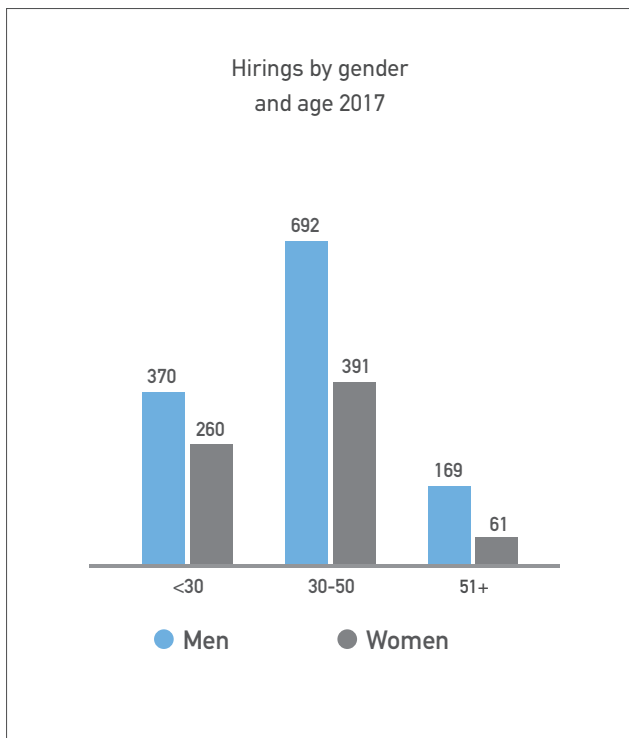
KEY HUMAN RESOURCES INFORMATION



KEY HUMAN RESOURCES INFORMATION

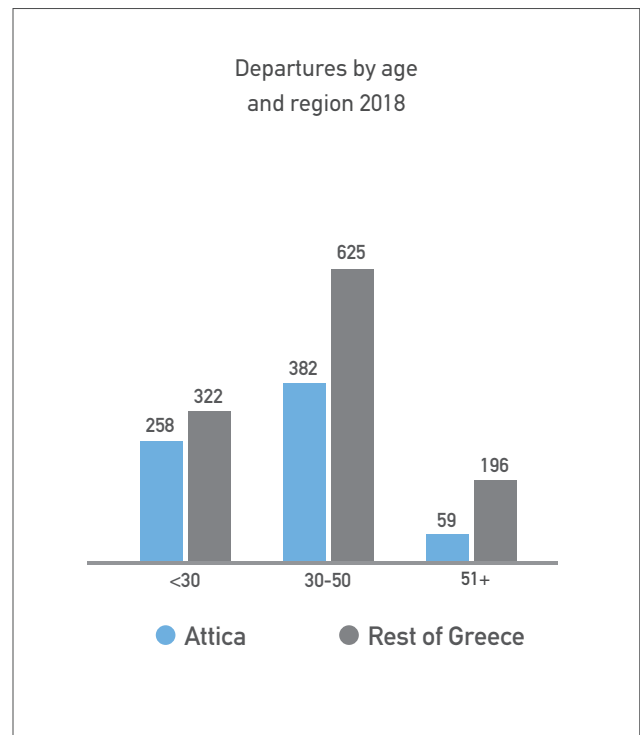
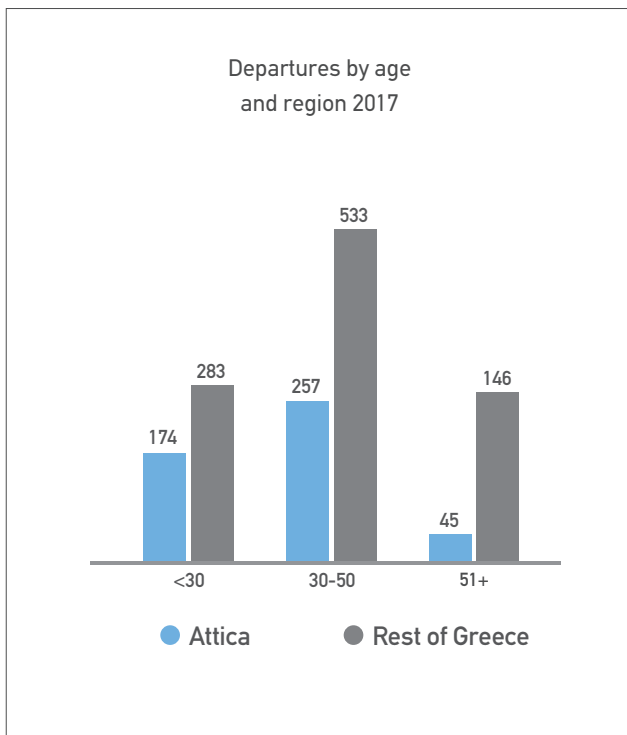
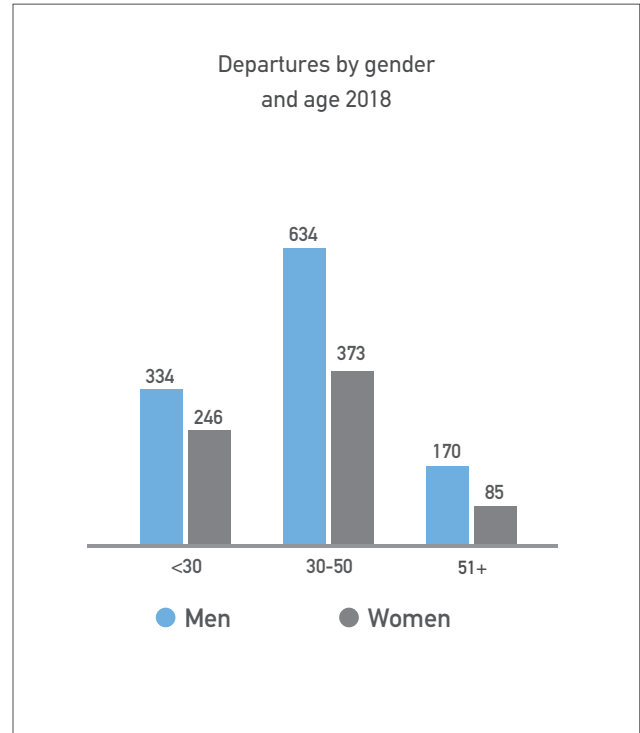
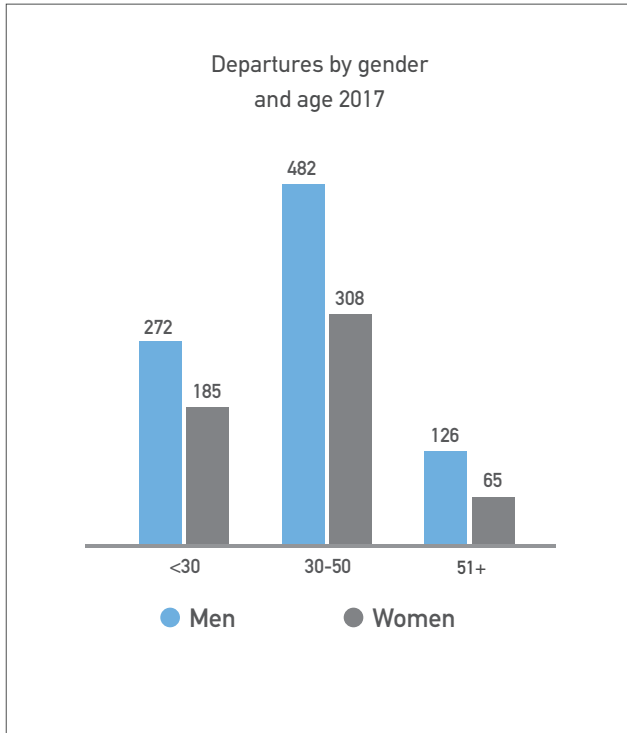


HIRINGS



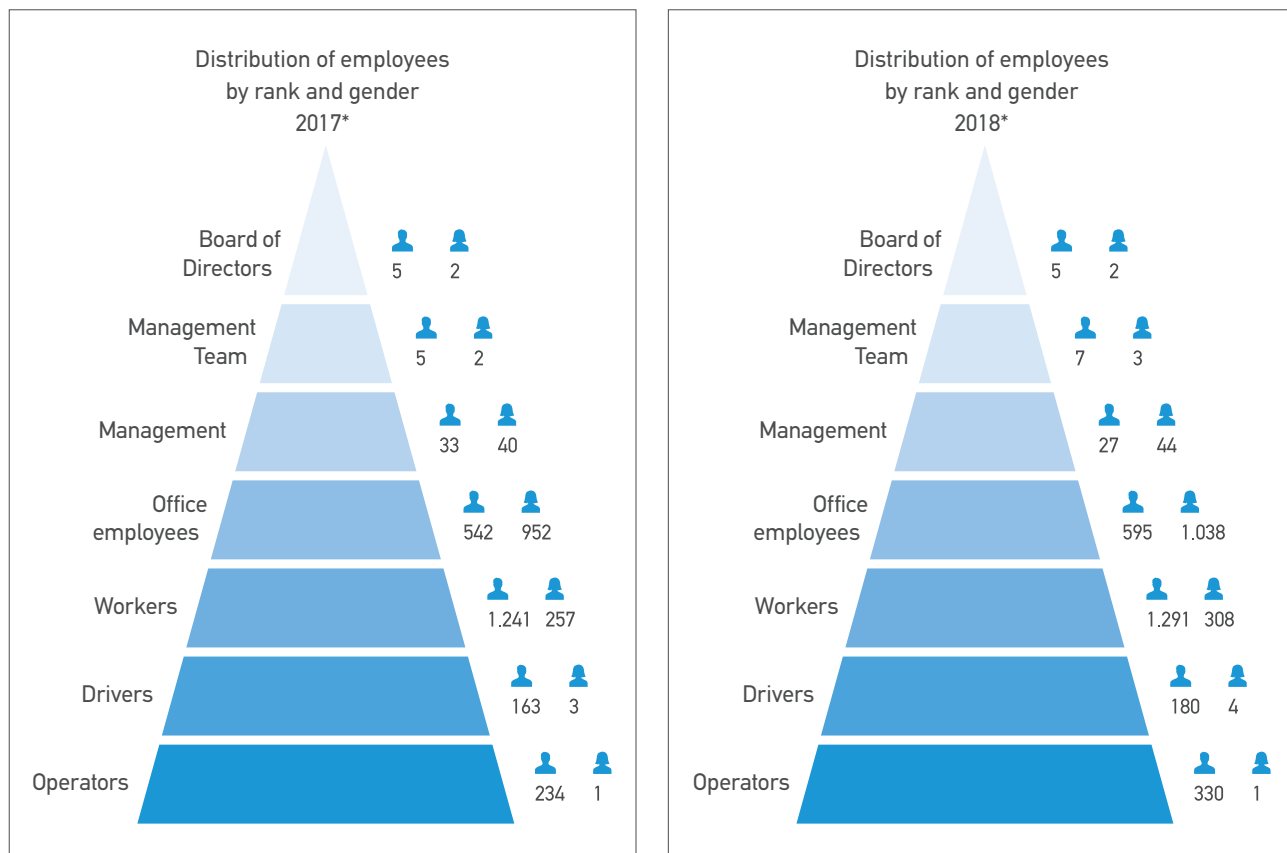
DEPARTURES

Of the total number of 1,842 departures that took place during 2018, 1,331 (72.3%) concerned the expiry of contracts due to the seasonality of airport activity and operational needs (73% for outstations and 27% for the region of Attica).



Equal opportunities and diversity

The Company cultivates an environment of respect and decency, where the equal treatment of all employees, irrespective of gender, racial origin, religion or any other type of discrimination is non-negotiable. Goldair Handling is also opposed to child labour and any form of forced labour. During 2018, no incidents of discrimination took place within the Company.



*BoD and Management Team members are not included in employees total number. Moreover, 2 BoD members are also included in the Management Team.



For the 4th consecutive year, Goldair Handling was included in the business edition of the ICAP Group titled "Leading Employers in Greece". More specifically, it was ranked 25th among the top 500 employers for 2017 (in 2016 it was ranked 27th).

During 2018, the Company increased the number of its workforce by 7%, which came to 3,500 employees during the summer months (high seasonality due to tourism activity). This number of employees makes Goldair Handling one of the largest employers in the country.

The excellent work environment is maintained through the adoption and implementation of the Employee Code of Conduct, the Internal Workplace Regulations, as well as the corporate principles, which are followed by all employees and serve as a basis for the smooth operation of the Company.

5.2

Training and development of employees

76%
of employees say they are satisfied with the level of theoretical training they receive

The education and development of its people is a key priority for Goldair Handling, as the continuous improvement of their professional and personal skills helps them meet successfully all types of challenges at the workplace and in society.

Apart from the technical training required for the safe performance of the employees' duties, education aims at their development and growth as professionals. Most topics relating to the Company's area of activity are covered through the e-learning educational system that successfully supports training needs at stations.

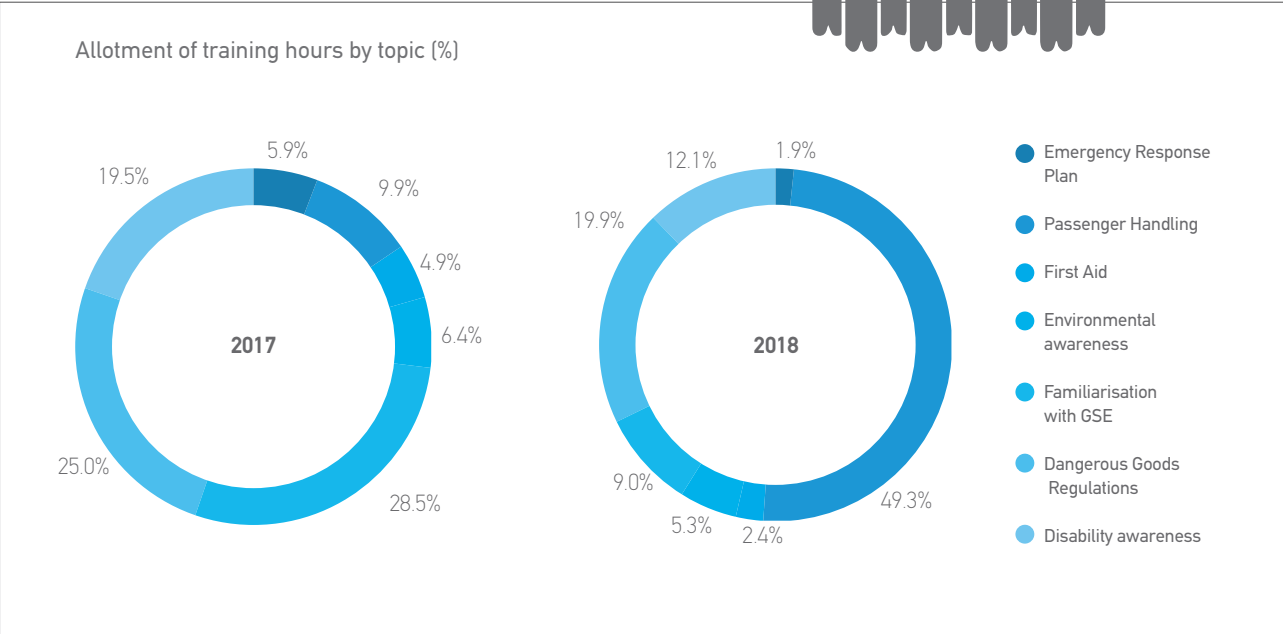
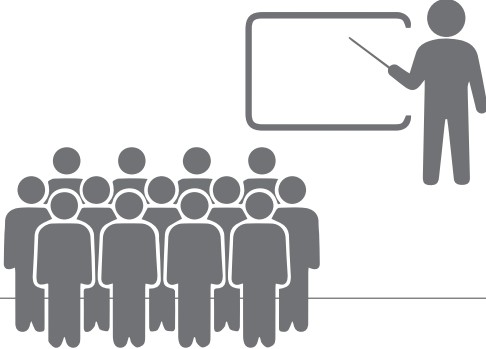
Under the provisions of Article 22 of the Basic Ground Handling Regulation (BKEE), as well as international standards, employees

providing ground handling services, depending on their type of work and specialisation, must receive special training before being assigned duties. More specifically, the employees of Goldair Handling attend an introductory training programme that includes, but is not limited to, seminars on passenger service, emergency response plan, dangerous goods regulation (DGR), familiarisation with equipment, environmental awareness, first aid, as well as disability awareness.

In addition to initial training, employees attend recurrent training at least once every two years.

During 2018, 1,657 in-house seminars and 218 outsourced seminars were held.

78%
of employees say they are satisfied with the level of practical training they receive



During 2018, the Company updated 6 training programmes.

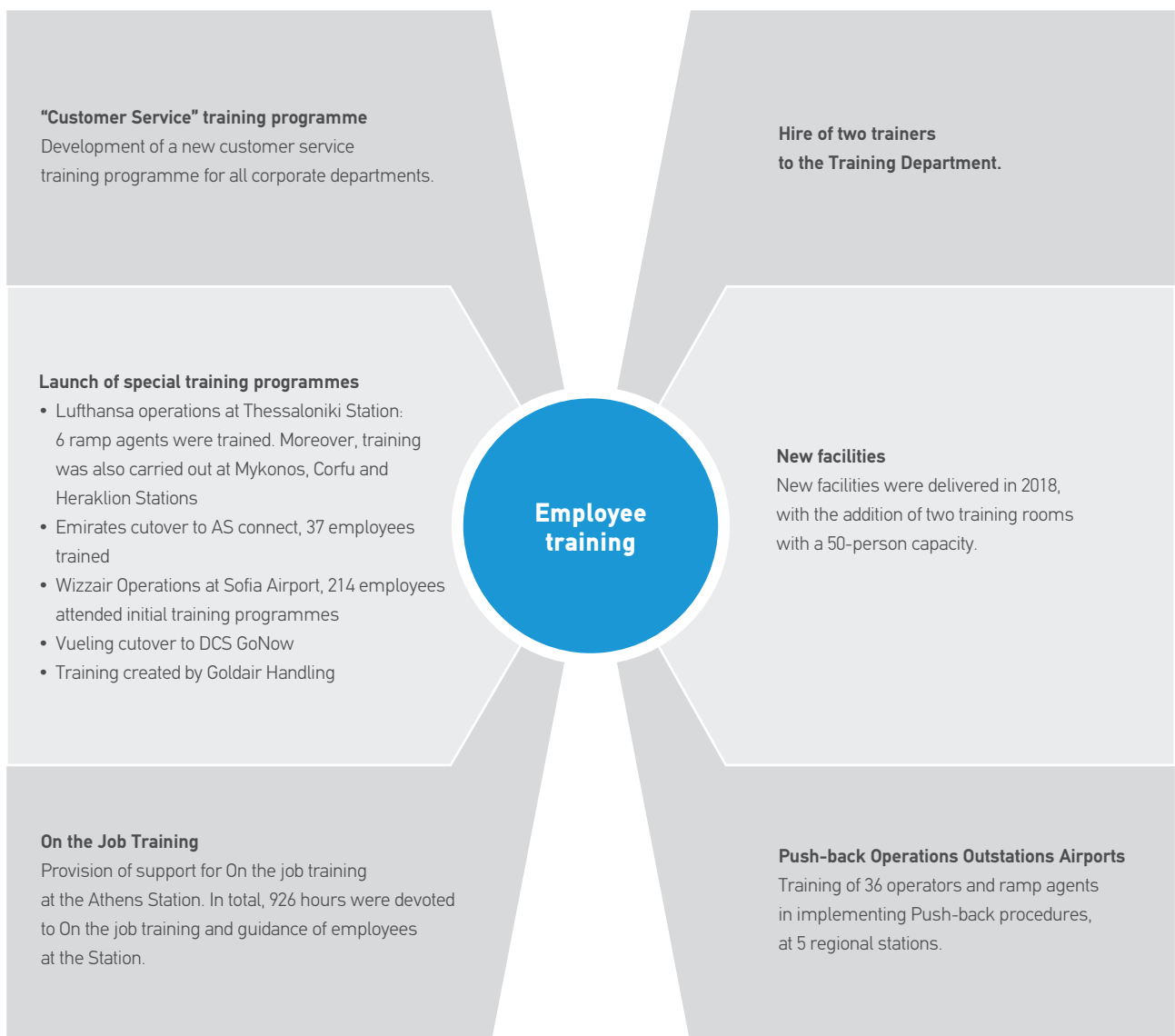
On the job training

Goldair Handling has established the institution of "On the job training", a practical training method in which, after having passed theory exams during the initial hiring process, employees are required to apply the theory in their day-to-day work. During the first days and/or weeks, depending on the post, experience and knowledge of each employee, they undergo practical training under the guidance and supervision of an "on the job trainers", internal trainers with at least 5 years of experience. They are appointed by the training department to guide new colleagues in practice, having undergone relevant training themselves. The internal trainer base at the Athens station was further expanded in 2018 to 24 trainers..

In the context of the systematic training of the employees, an airplane simulator has been installed at the Athens station, used for the training of GSE operators and aircraft loaders, in the proper placement of the ground service equipment in the aircraft.



TRAINING ACTIONS IN 2018



Detailed training data

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

2018 Employee category	Total hours of training			Average hours of training per employee by employee category		
	Men	Women	Total	Men	Women	Total
Management	1,907.30	2,367.30	4,274.60	31.27	26.30	28.31
Office employees	18,318.45	36,085.00	54,403.45	35.30	36.75	36.24
Employees	31,603.45	4,167.00	35,770.45	22.80	14.22	21.30
Drivers	3,380.00	60.00	3,440.00	0.05	0.07	0.05
Operators	8,912.45	0.00	8,912.45	37.61	-	37.61
Total	64,121.65	42,679.30	106,800.95	26.91	31.18	28.47

5.3 Evaluation and recognition

71%
of employees like
the way
the Company
is developing

As a responsible employer, the Company recognises effective work, cooperation and teamwork on a daily basis.

Evaluation

At Goldair Handling, employees who have been working with the Company for at least one year undergo an annual evaluation through the Development and Performance Dialogue process. With this process, the Company aims at honest dialogue between superiors and subordinates as regards areas for improvement of skills and/or behaviour, as well as setting goals for the next year. During the evaluation, one-to-one meetings are held between each employee and the department head and/or the duty officer, who are responsible for the evaluation. During 2018, a total of 1,944 employees were evaluated, accounting for 98% of the staff evaluated. Through the

evaluation process and by employing transparent procedures, the Company enables employees, irrespective of experience, to transfer within the Company, filling new jobs.

- Training of all existing evaluators by an external trainer on the targeting method and technique.
- Training of all new evaluators by an external trainer on the evaluation rules, points of attention, the evaluation method, etc.
- All existing and new evaluators from the Athens Station and the Regional Stations participated in the training.

During 2018, the Company's staff evaluation platform (Performance Appraisal App) was upgraded.

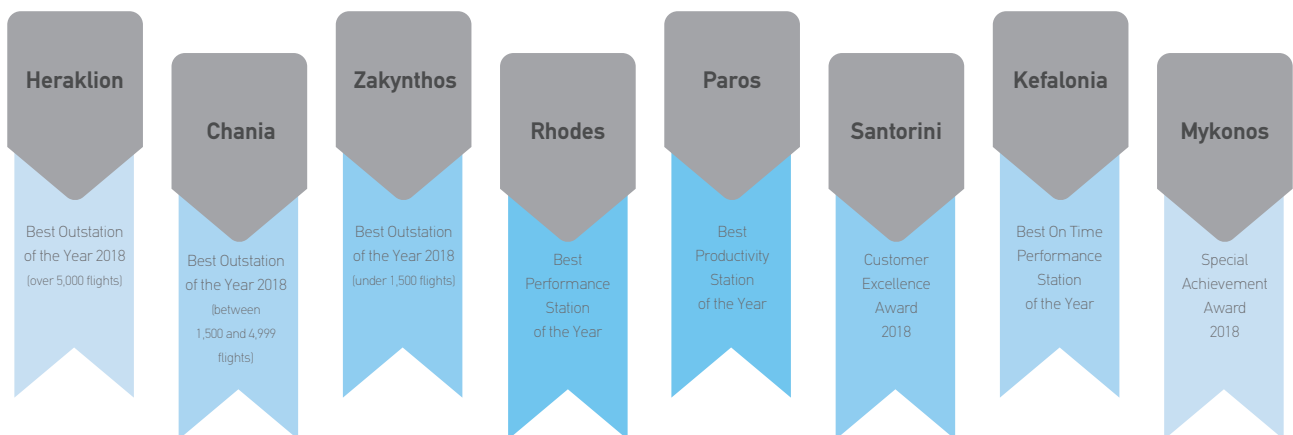
Recognition

The Company recognises the contribution of its employees to issues of corporate behaviour, safety, social responsibility, as well as issues of excellent passenger service, thus bolstering the workplace culture at Goldair Handling.

More specifically, during 2018, 169 Goldair Handling employees received a "thank you" letter, signed by the CEO of the Company, for their excellent handling of demanding situations and appropriate actions during the provision of services under particular conditions. Furthermore, the following awards were presented: Goldair Handling Values Award, Customer Service Excellence Award, Social Responsibility Award and Safety Award.



The Company also presents awards to regional stations and employees on an annual basis, in recognition of their exceptional performance in specific areas:



5.4

Open communication and additional benefits

At Goldair Handling, open, two-way and transparent communication between employees and the Management of the Company, as well as the 'open door' practice, are the key tools for establishing a culture of trust and mutual respect. The Company's communication channels are used not only for expressing new ideas and proposals, but also for identifying areas for further improvement. The internal communication channels include:

87%
of employees say they are informed about the Company's actions

 <p>Operational staff meeting with the Management Team, 3 times a year</p>	 <p>Interactive semi-annual meeting of middle and upper Management</p>	 <p>Annual events for our people and their children</p>	 <p>Biennial satisfaction survey and submission of ideas</p>
 <p>Notification via Intranet (Compass) and Read & Sign app</p>	 <p>Daily communication via e-mail</p>	 <p>Regular communications through messages (SMS)</p>	 <p>Electronic "Conference" platform for written and anonymous submission of employee complaints</p>

Improvement proposals to Management

With a view to improving the 'open door' practice, employees can submit improvement proposals to the Management. During 2018, 33 proposals were submitted, of which 13 were approved, 5 were rejected and 15 are under evaluation.

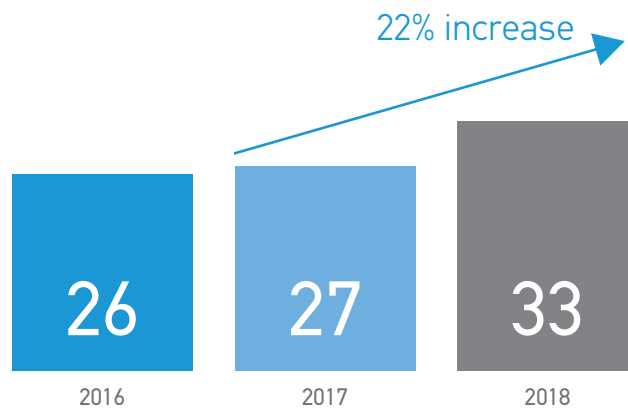
Furthermore, twice a week, a representative of the HR department is present at all departments at Athens airport at specific times in order to be able to speak with everyone in person and to listen to any concerns or questions. In addition to the aforementioned weekly

visit, representatives of the HR department visit their colleagues during as many shifts and at as many sites as possible, in order to speak with as many employees as possible.

Furthermore, in the context of its excellent relationship with the Management, the trade union of the Company employees is able to directly and openly communicate with them, whenever deemed necessary. During the course of 2018, the Management of Goldair Handling met 5 times with representatives of the trade union.

72%
of employees feel they can express their opinions freely

Employee suggestions for improvements



The Company's framework of transparent communication also includes the Employee Complaints Policy, which is communicated to all staff members and includes the ways in which employees can express any complaint.

Excerpt from the Employees' Complaints Policy

These complaints may relate to behaviours and actions related to:

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

Additional benefits

In the aforementioned context of relationships of trust and harmonious communication and collaboration with its people, Goldair Handling aims not only to ensure fair and competitive wages, but also to ensure that its people receive additional benefits.

The Company offers the following additional benefits, beyond those required by law, to all employees, regardless of their position:

- Private insurance for permanent staff members
- Interest-free financial assistance
- Coverage of costs, as applicable, for acquiring professional accreditation
- Additional leave in the event of serious and extended illnesses

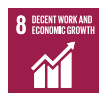
Furthermore, in the context of assisting employees, the Company has prioritised maternity support, in compliance with the applicable legislation. In 2018, the total number of female employees on maternity leave amounted to 34. 9 of them (26%) had received maternity leave since 2017 and returned within 2018, while the remaining 25 (74%) requested the maternity leave in 2018. Of the 25 employees who received maternity leave during 2018, 11 (44%) returned to work within the year, while 14 (56%) are expected to return in 2019. Up to the date of the Report (July 2019), of the 20 employees who returned to work after maternity leave in 2018, those who continue to work for the Company even 12 months after their return are 6 (30%).





Health and Safety

A key pursuit of Goldair Handling is safeguarding the health and safety of its employees for the entire range of its activities. Recognising the importance of providing a safe work environment, the Company ensures unfailing compliance with Safety rules, continuous training of employees, as well as monitoring and upgrading of facilities and equipment. The actions it implements include its contribution to Sustainable Development Goal 8.



All the Company's actions in this context are supported by the Occupational Health and Safety System, the Company's Health and Safety procedures, as well as the Safety Policy, which was revised during 2018.

Excerpt from the Safety Policy

Our commitment is to:

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

6.1 Occupational Health and Safety Management

The Company has established a Safety Department to monitor all issues relating to Health and Safety and to eradicate any incident or accident. The station manager is responsible at each regional airport, in cooperation with the Local Health and Safety Manager. During 2018, independent Health and Safety Departments started to be set up at the outstation airports in order to identify any problems immediately and provide direct information and guidance to employees. These departments started operating at the outstation airports of Thessaloniki and Corfu, always under the supervision of the Corporate Health and Safety Manager.

The proper application of the Health and Safety procedures and the Safety Policy is overseen by the Safety Review Board (SRB) and the Ground Safety Action Group (GSAG), which were set up by the Company according to the International Civil Aviation Organization (ICAO) requirements. The duties of these Boards include monitoring and evaluating the results of the Health and

Safety indicators, supervising all workplaces, taking corrective actions and submitting proposals to Management.

More information on the Health and Safety Boards in chapter "Corporate Governance", page 42

Monitoring Health and Safety indicators

In the context of proper Health and Safety management, the Company has established specific Safety Performance Indicators (SPIs) with the purpose of recording and effectively monitoring safety incidents, acting proactively and taking actions for improvement, as well as preventing the repetition of any incidents. These indicators, which are evaluated on a monthly basis, concern any incidents and accidents (whether of a pathological nature or not) which may occur in all the facilities where the Company provides its services, throughout the spectrum of its operations.

The below tables present selected occupational health & safety indicators

	LTIs		
	Men	Women	Total
2017	49	11	60
2018	39	9	48

	SR		
	Men	Women	Total
2017	312.2	84.1	231.7
2018	209.3	49.2	152.6

	LTIFR		
	Men	Women	Total
2017	16.1	6.7	12.8
2018	11.2	4.7	8.9

	AR		
	Men	Women	Total
2017	0.46%	0.36%	0.42%
2018	0.54%	0.42%	0.50%

LTIs Rate: (Number of incidents)

LTIFR Rate: (Number of incidents / manhours) *10⁶

SR Rate: (Number of calendar days of absence from work due to accident/ manhours) *10⁶

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

In 2018, the LTIFR indicator dropped by about 30%, while the SR indicator dropped by about 50%.

Incident reporting and monitoring

Should an incident or accident occur, the Company implements a specific incident-management procedure in order to record them consistently and identify areas for improvement in a timely manner.

Incidents and/or accidents in all Company facilities are reported and recorded via "flightracker", a specialised system specifically designed to cover Goldair Handling's needs.

INCIDENT MANAGEMENT PROCEDURE



6.2

Cargo and Mail Handling

Goldair Handling offers high-quality cargo and mail-correspondence services to customer - airlines under contracts and to consumers through its three Cargo Stations in Athens, Thessaloniki and Heraklion, Crete. Although the Company does not have privately owned facilities, it ensures the application of the Health and Safety rules and procedures in all areas where it operates.

The Athens Cargo Station, with the largest volume of cargo and mail going through it, is a well-guarded 6,000 m² facility, designed for the quick unloading of any type and size of cargo using state-of-the-art equipment, directly serving both agencies and private costumers.

Evacuation Plans have been prepared and, in case of emergency, will be applied at the Cargo Stations in Athens, Thessaloniki and Heraklion.

Investments in the safety of Cargo Station facilities

During 2018, the following were implemented at the Athens Cargo Station:

- Following the purchase of 6 new electric, environmentally-friendly forklifts of all categories, an order was placed for an additional forklift with a lifting capacity of five and a half tons, aiming at increasing warehouse productivity and decreasing manual labour for employees.
- Floor markings, aiming to maximise safety.

Training of Cargo Station employees

All employees at the Athens Cargo Station are trained according to the Goldair Handling safety programme, as well as the new e-learning course designed especially for the Cargo department.

Furthermore, the security personnel of the Cargo Station receive continuous training and are certified by the Civil Aviation Authority in security checks.

During 2018, following European requirements for upgrading and systematising customs transactions, the 'Goldfreight' cargo management system was implemented at eight regional stations where Goldair Handling handles cargo and mail (Rhodes, Mytilene, Chios, Santorini, Corfu, Chania, Samos, Kos). This is a comprehensive cargo and mail management system, holistically approached and based on automations, aiming at more effective communication between customer - airlines and all Company departments (system to system).

6.3

Ground support equipment management

Goldair Handling invested more than **3,100,000** euros in the requisition of ground services equipment.

Goldair Handling owns a wide range of ground handling equipment, aiming to provide high-quality services to its customers. The Company fleet consists of seventeen different categories of equipment, ensuring that aircraft service requirements are met.

In this light, during 2018, Goldair Handling procured new aircraft push-back towing machinery, investing €289,560 for the outstation airports of Chania, Kos, Mykonos, Zakynthos and Skiathos and €634,800 for the purchase of aircraft de-icing equipment at the Athens airport.

The Company's Ground Support Equipment (GSE) Department is responsible for the management and maintenance of the fleet.

Ground Support Equipment – GSE Department: *The GSE Department of Goldair Handling is responsible for purchasing and maintaining the Company's ground equipment and for examining the selection criteria for supplies on the basis of the AHM (Airport Handling Manual) of IATA. The Department also conducts market surveys and sets a plan for the Company's procurement of new equipment to meet its operational needs and technical characteristics, taking environmental criteria into consideration, where feasible.*

Equipment safety and employee training on its proper use is a priority for Goldair Handling. In this context, the Company makes sure that the transport vehicles, machinery and other equipment for the performance of tasks are always adequate and appropriate. The maintenance and continuous improvement of the vehicles and other equipment is monitored by the GSE Department of Goldair Handling, with the help of an electronic platform (Framework) specifically designed for the organisation's needs.

Furthermore, the GSE Department works closely with the Safety Department of the Company to take measures for the safe performance of tasks and for ensuring business continuity. In the context of continuous improvement, the GSE Department implements on the job training for operators of ground service machinery and ramp agents on the use of existing and new equipment at airports. These specialised employees also undergo further training by both airport management bodies and customer - airlines.

Moreover, as regards maintaining the safety of the Company's equipment:

- All Goldair Handling employees, regardless of their position and rank in the hierarchy, attend training on fire safety, evacuation drills, First Aid and Dangerous Goods, as well as training on safety on the airport ramp, in accordance with the requirements of the Main Ground Handling Regulation, as well as the regulations of IATA (International Air Transport Association).
- As regards the maintenance logs of the Company's ground handling vehicles and equipment, a specially designed IT system is used. This system records and monitors the maintenance schedules, including all information related to them (frequency, adequacy and suitability of maintenance, etc.).

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

6.4

Security Programme against acts of unlawful interference

In addition to the foregoing safety programmes and actions, Goldair Handling has developed and maintains a Security Programme against acts of unlawful interference, in accordance with the requirements of the National Civil Aviation Security Programme, Technical Security Directives 1 & 2, and the Security Programme of each airport. These security procedures reflect the security rules at each airport and comply with the requirements of the security programmes of both civil aviation and airlines. The security programme has been established for:

All employees are familiar with the legislative requirements, regulations, procedures and the content of the programme in question concerning the discharge of their duties. Furthermore, day-to-day tasks and functions are performed in compliance with the law, policies, rules, instructions and procedures of the Company, the National Security Rules of the CAA, as well as the supplementary Technical Directives.



6.5

Emergency Response Plan - ERP

Goldair Handling's Emergency Response Plan is based on international regulations and standards and includes a series of procedures that must be followed immediately in case of an incident involving aircraft or any other emergency incident (fire, extreme weather phenomena, etc.). Through the ERP implementation, the Company aims at the coordination of the required actions by the employees involved in order to address such incidents appropriately.

All employees in a position of responsibility at all airports are trained in emergency response issues so as to be able to handle emergencies in the most effective manner. Finally, Goldair Handling, in collaboration with the airline companies and other airport organisations, participates in emergency exercises and drills to address incidents involving aircraft.

Emergency exercises and drills

The Company regularly implements readiness exercises and drills on addressing emergencies. The emergency exercises and drills are planned and conducted either by the Company itself or in collaboration with external bodies (airport management bodies, Specialist Disaster Management Units [SDMU], etc.).

More specifically, in 2018, the following took place:

- 17 drills on addressing leaks
- 5 drills on addressing aircraft accident
- 3 fire drills
- 2 drills on handling suspicious packages
- 1 earthquake drill
- 1 evacuation drill

During 2018,
9 ERP
 training sessions took place
 with the participation of
110 employees.

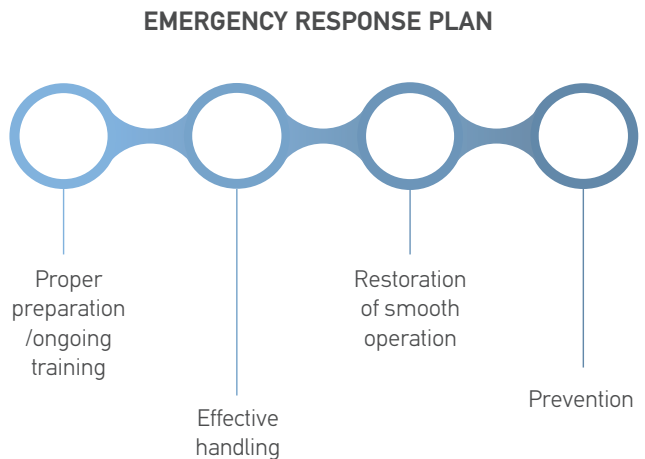
The Company has set up fire safety teams at 20 regional stations. These teams consist of 3 to 11 individuals, depending on the size of the airport.

5
 "table top"
 training seminars

22
 emergency drills by Goldair Handling

7
 drills in collaboration with the airport authorities and emergency services (SDMU)

34
 emergency drills



6.6

Promotion of a Health and Safety culture

Through continuous training and various actions, Goldair Handling ensures the promotion of a safety culture throughout the organisation.

The Company provides training for all employees, depending on their specialisation and position, so that they remain up-to-date and fully trained. All employees receive training in the safe use of equipment and personal protective equipment before they take up their duties.

Training and seminars

- Training for middle management executives on the Company's Safety Management System (SMS). 7 seminars were held, attended by 73 individuals.
- Seminars for employees on passenger service, proper and timely identification and reporting of risks, whether by name or anonymously.
- Familiarisation seminar of newly recruited aircraft loaders with their workplace at Athens airport, focusing mainly on safe driving on the ramp. In this context, the Company prepared and handed out a map with the locations of aircraft parking positions and taxiways, as well as the buildings of Athens International Airport, to all aircraft loaders.
- Special seminar for aircraft loaders on safe ramp driving.
- Participation of Goldair Handling employees in the emergency

exercise organised by Fraport at the airports of Thessaloniki, Rhodes and Chania.

- Educational 'table top' exercise, with the participation of Goldair Handling's employees and airline representatives, aiming at analysing an incident and exchanging views.

Task force groups

During 2018, the Company set up special task force groups on safety issues, led by the Health and Safety Manager, aiming at exchanging views and finding solutions for safety issues. These groups, depending on their department, were attended by front line staff, ramp agents, operators and aircraft loaders. During their meetings, these task force groups analysed safety incidents that occurred in the past (e.g. unsafe removal of the boarding ramp from the aircraft door) and engaged in constructive dialogue to find solutions and formulate proposals to improve safety conditions, even for customer - airlines.



In the context of the exchange of views and open communication, it should be noted that in the facilities of Goldair Handling at “El. Venizelos” Athens International Airport, 6 safety boxes have been placed for the anonymous proposals / suggestions of employees regarding Health and Safety issues.

Awareness-raising campaigns

The awareness-raising campaigns implemented by Goldair Handling aim at educating employees on health and safety issues in order to avoid the repetition of incidents or unsafe actions. More specifically, during 2018, the Company implemented the following campaigns:

- The ‘loading discrepancies’ campaign, implemented at Athens Airport and all outstation airports, involved a presentation, in workshop form, for ramp agents and aircraft loaders on loading errors that occurred during the year.
- A campaign was implemented at Athens airport, in workshop form, on incidents and accidents that occurred during the year. This campaign concerned aircraft loaders and was implemented several times in order to cover 100% of aircraft loaders, depending on their shifts. The presentations included an analysis of the causes of each incident/accident and the actions that could be taken to avoid repeating each incident/accident.
- A campaign was implemented, in workshop form, for GSE operators on damage caused to aircraft during the year and how this could have been avoided.
- A safety performance campaign was implemented at the Thessaloniki airport on any damage to aircraft. The campaign concerns aircraft loaders, ramp agents, as well as station managers, and involved 2 seminars with the participation of 40 individuals.
- Two FOD campaigns were implemented in Athens on the collection of foreign objects from the apron area.
- Participation of shift representatives in the FOD Campaign at Athens International Airport on the last Friday of each month. The campaign is accompanied by a briefing about the immediate identification and proper collection of foreign objects (such as pieces of plastic, wood, etc.), which may be found on the apron area. Throughout the campaign, any objects found on the apron area are collected in special packaging in order to be disposed of safely.

In total, there were 13 campaigns on the avoidance of damage to aircraft, addressed to GSE operators, with the participation of 84 individuals.

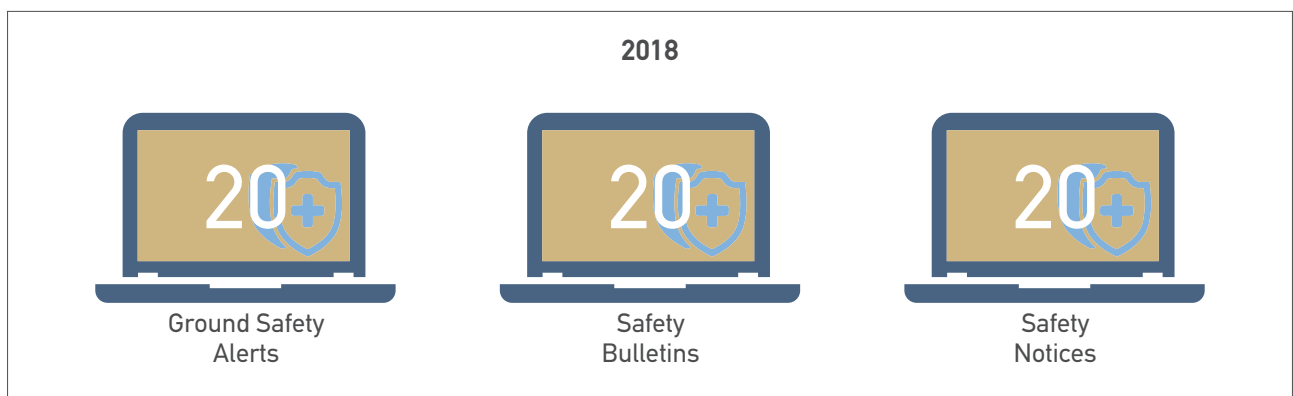
Informational action

The Health and Safety department of the Company regularly issues Safety Bulletins, Ground Safety Alerts and Safety Notices, informing employees about the safety measures that must be observed, about the incidents / accidents that occurred, and a description of the safety procedures.

Goldair Handling has issued a special manual for employees on fatigue

at work titled “Fatigue Management in ground handling services”, aiming at raising the awareness of employees regarding the causes of fatigue, such as sleep disorders and working in shifts, in order to promptly inform their Supervisor.

A noise study was also carried out at the Company, at the two baggage sorting areas of Athens Airport to assess noise levels.



6.7

Participation in Health and Safety conferences and events

Represented by the Health and Safety Manager, Goldair Handling participates in conferences and related events, presenting the particularities of airport facilities and the ground handling services sector. This way, the Company promotes its actions in this area, while also staying up-to-date regarding the trends of its industry. More specifically, during 2018, the Company took part in the following conferences:

- Aviation Safety Day organised by Athens International Airport, which included awards to 5 employees of Goldair Handling.
- The 7th consecutive "Ground Damage Stakeholders Conference", which the Company's Health and Safety Manager attended.

The Corporate Health and Safety Manager also sits on the IATA Airside Safety Group in order to exchange know-how and remain up-to-date on developments in the industry. Moreover, in 2018, the Director participated in two meetings of the Accident Investigation and Flight Safety Committee.

Additionally, in 2018, Company employees filled out a questionnaire for a survey conducted by the University of Amsterdam on safety in the airline sector.

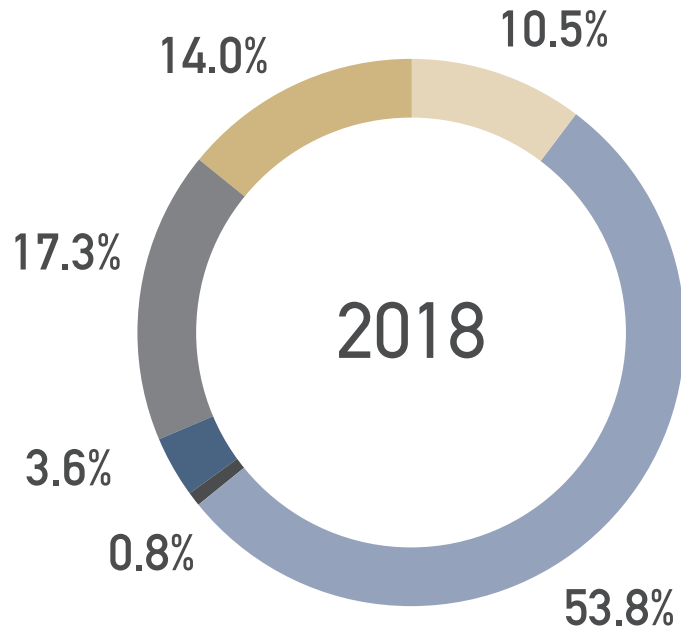
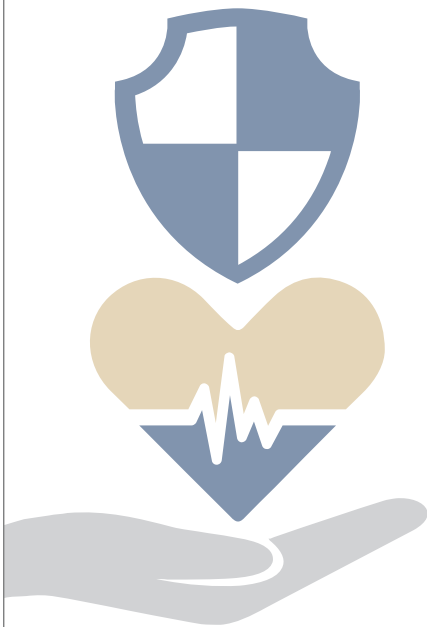
Goldair Handling also participated in the Rigour partnership on the contribution of Human Factors to accidents, incidents or unsafe actions. EASA (the European Union Aviation Safety Agency), airlines, ground handling services companies and the University of Crete also participated in this partnership.

As a result of the above efforts, Goldair Handling was presented with an award in the 'Service Providers, Health & Safety in our Workplace' category at the Health & Safety Awards 2018, organised by Boussias Communications.

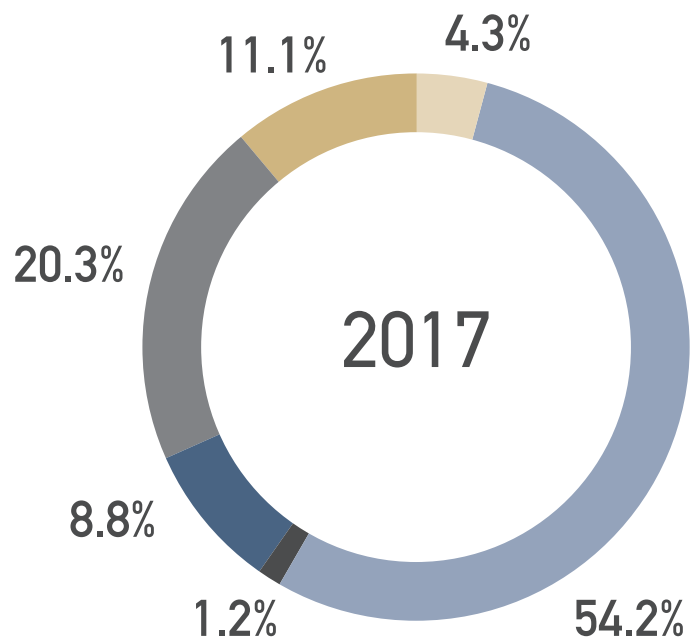
The allocation of investments carried out annually by the Company for the promotion of health and safety across the full spectrum of its operations is presented next.



HEALTH AND SAFETY INVESTMENTS (%)



- Personal Protective Equipment (PPE)
- Space signage
- Fire safety/fire protection works
- Janitorial works
- Consulting services
- Miscellaneous







Environmental responsibility

Goldair Handling aims to continuously reduce its environmental footprint by implementing actions and programmes at all the airports where it operates. The Company's environmental programmes are based on the principle of prevention and involve the recycling of materials, combined with continuously raising the awareness of employees and stakeholders.



Goldair Handling's priority is not limited to complying with the applicable legislation and regulations but extends to the adoption of best practices related to the Company's area of activity and global initiatives, such as the Sustainable Development Goals (SDGs).

To this end, the Company's Environmental Policy reflects the Management's Commitment and the principles according to which Goldair Handling operates. There is also specific reference to Goldair Handling's goals concerning actions related to energy conservation, use of natural resources, minimisation of environmental impact related to waste management, as well as noise and air pollution. The principles governing the Company's policy include the following:



7.1 Management of environmental issues

In 2018, the Environmental Management System Manual was prepared in English.




Aiming at the effective management of all environmental issues and threats, Goldair Handling has adopted and implements an Environmental Management System certified in accordance with the ISO 14001:2015 and includes all the airports where the Company operates. Through its Environmental Management System, the Company focuses on the continuous improvement of services provided, always with respect for the environment and its commitment to sustainable development.

Aiming at compliance with Regulations and the effective development of communication channels with its stakeholders, the Company submits environmental reports to the Airport Authorities on an annual basis.

Strengthening its environmental strategy, during 2018, the Company invested in the creation of environmental applications to record and monitor its environmental performance at all the airports where it operates.

More specifically, the Company uses the 'Compass' corporate platform and customised environmental applications to systematically record and monitor all environmental programmes and the extent of their implementation, waste management, as well as the replenishment and replacement of fire extinguishers.

More specifically, the environmental applications of Goldair Handling are designed for:

		
<p>Through the Environmental Programmes application, Goldair Handling sets and monitors environmental performance indicators (EPIs) for the entirety of its network. Programmes are approved electronically, and the application is linked to waste management in order to be automatically updated on waste quantities.</p>	<p>Through the Waste Management application, the waste handled by the Company at all airports where it operates is electronically recorded.</p> <p>Goldair Handling uses this application to monitor and effectively record the quantities and types of waste in the Company's Network.</p>	<p>Through the Fire Extinguishers Application, Goldair Handling electronically records and monitors fire extinguishers at all airports where it operates.</p> <p>This application enables the Company to check its compliance with the applicable legislation and ensure the functionality of the fire extinguishers under its responsibility.</p>
<p>GreenIT Environmental Programmes Application</p>	<p>WaMa Application Waste Management Applications</p>	<p>FIREx Application Fire Extinguishers Application</p>

Environmental incident management procedure

In the context of the Environmental Management System, Goldair Handling has developed and implements a special procedure for the management and limiting of potential leaks of hazardous materials (oil, fuel, hydraulic system acids, etc.).

The procedure for handling and further management of the

environmental incident sets out all the actions taken to limit and subsequently stop environmental pollution through the timely and correct handling of the incident in question.

During 2018, Goldair Handling used a special powder for handling spills to clean 17 leaks at the airports where it operates, ensuring timely and effective handling of hazardous material leak incidents.

7.2

Lifelong learning on environmental awareness

In the context of the Environmental Management System, Goldair Handling annually implements training programmes for its employees, aiming at informing them and raising their awareness on environmental issues.

The Company has invested in boosting the environmental awareness of its employees through the 'Environmental Awareness Seminar', which is part of the basic training for newly recruited staff and is mandatory for Section Supervisors throughout the Company's entire network on an annual basis.

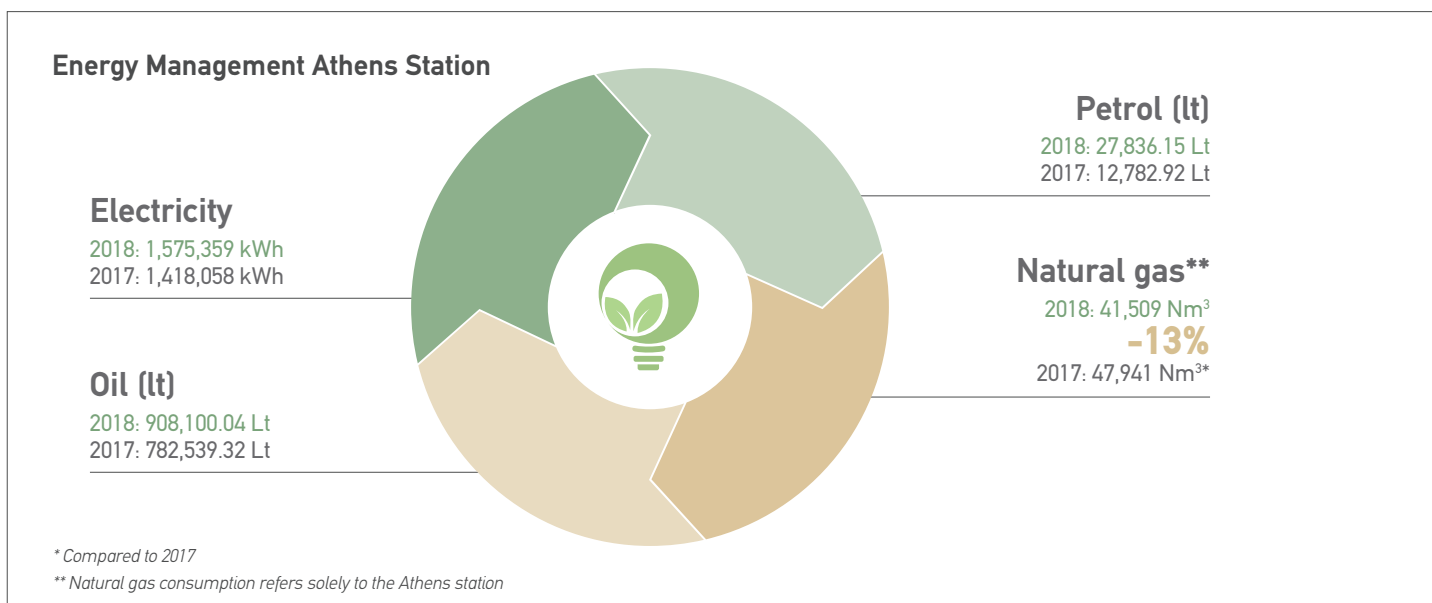
During 2018, Goldair Handling revised the training material, creating a training programme that meets the Company's needs and enhances the environmental awareness of employees through the addition of new sections.

Goldair Handling also aims at raising the environmental awareness of its suppliers. In this context, the Company created an environmental training programme for its subcontractors.

For the first time in 2018, the sanitation services subcontractor at Athens Airport and their Headquarters received environmental training from the Training Department of Goldair Handling, which presented the categories of waste and their proper management, the Company's environmental strategy, as well as the recycling and environmental protection programmes implemented at Goldair Handling. A total of 23 employees attended the 2018 training session, and the Company aims to implement this training on an annual basis.

Strengthening its communication with stakeholders on topics of environmental awareness, Goldair Handling annually communicates its environmental commitment through a corporate environmental responsibility letter sent to a large number of stakeholders aiming to present the Principles governing the Company's Environmental Policy on:

- Compliance with the applicable environmental legislation
- Proper Energy Management
- Implementation of the Environmental Management System for the entire range of activities related to the Company's production process
- Development of systems for measurement, evaluation and continuous improvement of environmental performance
- Adoption of regular environmental audits in regard to operations
- Implementation of lifelong learning and awareness schemes for the staff on environmental issues



7.3 Environmental performance

Goldair Handling aims to minimise the adverse effect on the environment and to conserve natural resources, systematically monitoring and analysing the possible environmental effects that may arise from its business operations. To this end, reduction of energy consumption and responsible waste management are the Company's top environmental priorities in all its operations.

Energy

There is annual monitoring of the Company's energy consumption, and energy performance improvement targets are set.

During 2018, Goldair Handling conducted an Energy Efficiency Audit on the proper energy performance regarding its activities. The energy efficiency audit involves a thorough examination of the energy consumption structure and is based on updated, periodically measured and verifiable operation data on energy consumption.

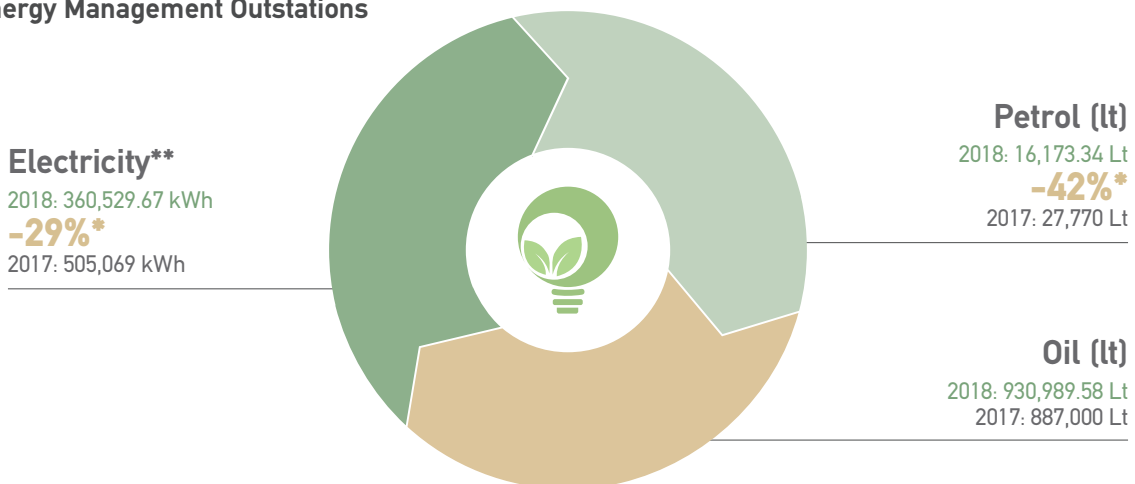
The facilities included in the energy audit cover 90% of the Company's total annual energy consumption and include the airports of Kos, Chania, Rhodes, Heraklion, Thessaloniki and Athens.

The energy efficiency audit report was submitted to the Ministry of Environment and Energy in December 2018, and proposals were submitted for energy conservation measures through the effective monitoring of energy performance indicators (EnPIs).

In all its areas of operation, Goldair Handling uses the Public Power Corporation (PPC S.A.) power grid to cover the electricity needs of its facilities, as well as quantities of oil, petrol and natural gas.

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

Energy Management Outstations



* Compared to 2017

** Electricity data for 2018 were collected from measurements conducted by the Airport Authorities of the Outstation airports, as well as by Goldair Handling.

Waste management

The increase of the rate of recycling solid waste per type, and hence the reduction of the waste produced constitutes a long-standing objective of Goldair Handling. Through actions and cooperation with Airport Authorities and the customer-airlines, the Company aims to adopt best practices to reduce waste and increase the quantity of recyclable materials.

During the course of 2018, in an effort to further reduce the waste produced, the Company focused on monitoring recycling at the Athens station in order to improve it and further increase the percentages of materials handled through recycling, concerning both the facilities and the waste originating from aircraft in-flight.

In the context of the initiative, the staff of Goldair Handling were briefed on in-flight recycling and recycling management at the airport.

Athens Airport*

Non-hazardous materials			
Type	2017	2018	Management method
Urban waste (kg)	136,860	316,413	Disposal to landfills
Paper (kg)	16,010	17,971	Recycling
Plastic (kg)	17,901	22,843	Recycling
Aluminium (kg)	129	84	Recycling
Glass (kg)	2,470	3,343	Recycling
Wood (kg)	59,810	60,509	Recycling
Construction material (kg)	12,540	5,920	Recycling
Animal by-products (kg)	1,525	2,771	Recycling
Metal**	20,598	18,221	Recycling

Hazardous materials			
Type	2017	2018	Management method
Used oil and lubricants (lt)	4,400	5,700	Recycling
Oil filters (kg)	850	226	Recycling
Used workshop batteries (kg)	17,255	14,360	Transport to airport facilities
Used household-type batteries (kg)	27	0	Recycling
Toner (kg)	1	280	Recycling
Tyres (kg)	180	1,260	Recycling
Fluorescent lamps (kg)	35	45	Recycling

* For Athens airport, the quantities of hazardous and non-hazardous materials are provided by Athens International Airport.

** The Company manages quantities of metal for Athens airport and the outstation airports. These quantities concern the recycling of Ground Support Equipment, which is performed centrally at Athens Airport.

Outstation airports*

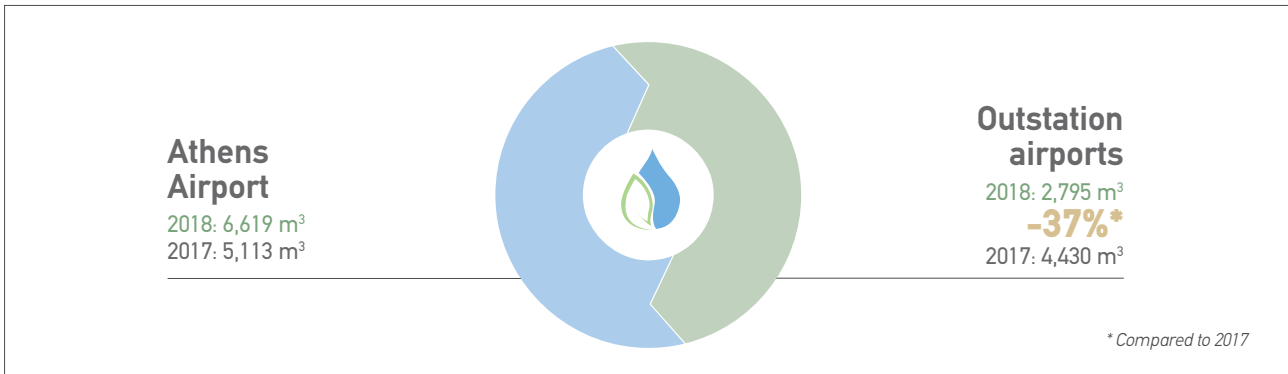
Non-hazardous materials			
Type	2017	2018	Management method
Paper (kg)	59,876	65,757.9	Recycling
Plastic (kg)	1,072	2,329.1	Recycling
Aluminium (kg)	164	184	Recycling

Hazardous materials			
Type	2017	2018	Management method
Used oil and lubricants (lt)	4,087	6,037	Recycling
Oil filters (kg)	-	55	
Used workshop batteries (kg)	7,426	4,534	Transport to airport facilities
Used household-type batteries (kg)	75	35	Recycling
Toner (kg)	449	470.2	Recycling
Tyres (kg)		1,485	Recycling
Fluorescent lamps (kg)	-	208	

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

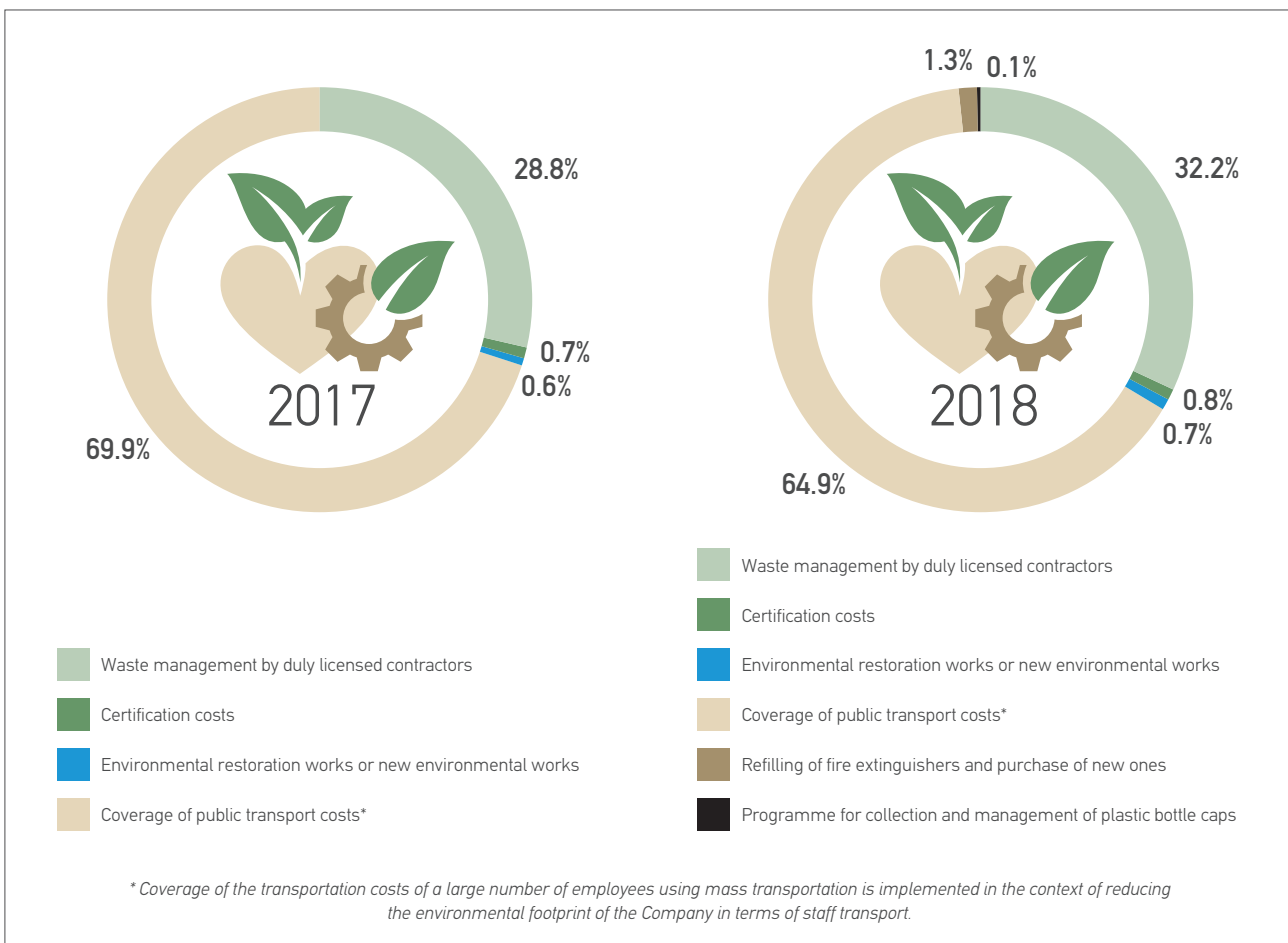
Water management

The Company applies the principle of prevention to all environmental management issues and, therefore, to water consumption. Goldair Handling continuously controls, monitors and improves, where necessary, its network at all airports where it operates, aiming at minimising its water footprint.



7.4 Environmental investments

The Company systematically invests in a number of other environmental actions and improvement measures, as presented below:



In the context of its investments to reduce its environmental footprint, the Company has established a five-year plan on replacing tractors featuring conventional engines with electric tractors. During 2018, 20% of the investment was completed.

7.5 Environmental actions

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



The Company's environmental actions are outlined below:

Beach cleaning:

During 2018, volunteers from the airports of Skyros, Chania, Aktio, Kefalonia, Mytilene, Santorini and Alexandroupoli proceeded with the cleaning of beaches.

Mytilene: In August 2018, the beach in the 'Katia - Kratigou' area was cleaned by employees of the Mytilene station. The voluntary cleaning was a success for yet another year, covering a beach area of over 2km, with a large quantity of waste and abandoned plastic craft collected.

Chania: The cleaning initiative in the municipality of Kissamos was a success, held in the context of the national campaign "Let's Do

It" in which volunteers/employees of Goldair Handling participated. The campaign to clean, beautify and aesthetically upgrade beaches, coasts and public spaces in the municipality of Kissamos was yet another organised voluntary action of the municipality.

Kefalonia: During 2018, Goldair Handling employees participated in three environmental actions. The first action took place along the coastline of Koutavos lagoon, during which approximately 30kg of plastic and 10kg of paper were collected, while the second took place at the Koutavos environmental training park, during which approximately 40kg of plastic and 10kg of paper were collected. Furthermore, the Megali Ammos beach was cleaned.

Forest cleaning:

Volunteers/employees in Ioannina participated in the cleaning of a forest, during which 24kg of waste were collected, of which 6kg were plastic. The plastic waste collected was deposited in recycling bins of the municipality of Ioannina.

Tree planting:

Goldair Handling employees planted fifteen trees in the broader region of Chrysoupoli, in the context of the annual environmental actions of the municipality of Kavala.

Playground cleaning:

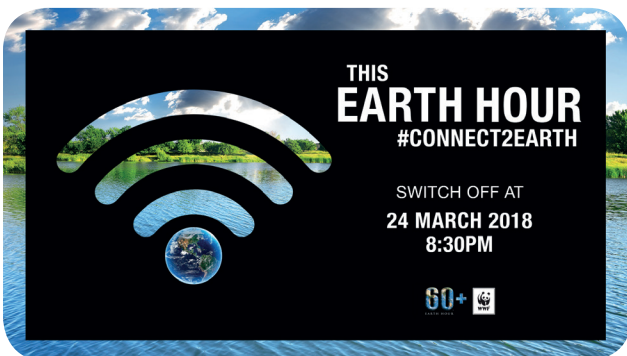
Volunteers/employees at the regional airport of Araxos, in cooperation with representatives of the municipality of Achaia, participated in cleaning and collecting waste at the beach playground in lower Achaia. The action resulted in the collection of 15 bags of waste from the playground and the adjacent beach.



Furthermore, the "Green Team" participated in an action organised by Athens International Airport for World Environment Day.

Participation in Earth Hour:

All it took was participation in Earth Hour for Goldair Handling to send a message against climate change. At the same time, people around the world participated in the action by switching off their lights, thus expressing their contribution to environmental protection.



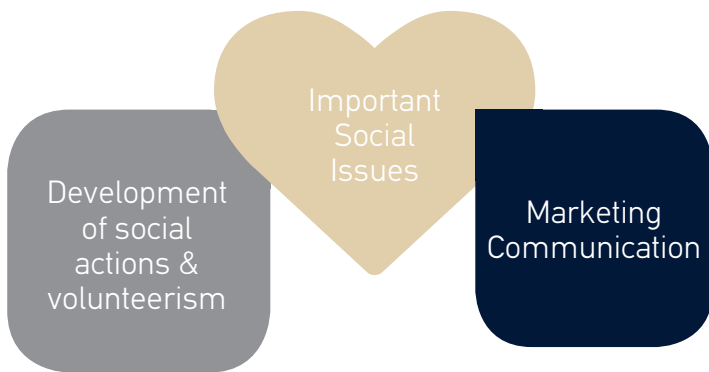


Goldair Handling's social contribution

With a view to supporting vulnerable social groups and protecting the environment, Goldair Handling implements social and environmental actions throughout its network of activities. Through targeted actions, the Company contributes to the Sustainable Development Goals (SDGs).



To this end, the Company encourages all employees to participate in voluntary actions and foster an attitude of volunteerism and solidarity, while adopting an environmentally friendly lifestyle in their work spaces.



In this context, Goldair Handling carries out environmental protection actions, such as beach cleanings and recycling programmes, through the "Green Team" volunteer group, as well as sponsorships to support Non-Profit Organisations (NPOs) and other bodies. More specifically, the actions of Goldair Handling comprise the following contribution pillars:



8.1

Support of vulnerable social groups

Goldair Handling ensures that vulnerable social groups are supported by actively contributing to charities and Non-Profit Organisations (NPOs). Through targeted actions implemented by the Company, employees are provided with the opportunity to participate in a variety of social actions as active citizens.

More specifically, the actions implemented by the Company in order to contribute to the work of social bodies and NPOs include:

Hellenic Red Cross

Goldair Handling carried out a voluntary blood drive donation to support the work of the Hellenic Red Cross.



Plane Pull with the Smile of the Child

For the third consecutive year, Goldair Handling participated in the Plane Pull competition at "El. Venizelos" Athens International Airport, with the support of DHL (Transport Company), in order to support the organisation "The Smile of the Child". In the context of broader cooperation, the Company has provided long-standing support to the needs of "The Smile of the Child".



I collect bottle caps, I make a child smile

Employees at all airports where the Company operates collected approximately 390 kg of bottle caps, thereby contributing to the purchase of a wheelchair.



Food Collection for Dourahani Monastery in Ioannina

On New Year's Eve, all employees at the Ioannina station collected food and delivered it to the Monastery of Dourahani in Ioannina, which hosts orphans and organises soup kitchens for families in need.



To show its respect and solidarity to the victims of the devastating fire that took place in Attica in the summer of 2018, Goldair Handling donated a monetary sum to aid the work of the Hellenic Federation of Enterprises (SEV) and necessities to the Municipality of Nea Makri. Furthermore, the Company supported employees who reside in the areas ravaged by the fire in every possible manner.

8.2

Employee volunteerism

Goldair Handling has developed a strong culture of volunteerism, and the actions implemented during 2018 include:

School painting:

A group of volunteers at the station of Kefalonia participated in painting the 3rd Secondary school of Argostoli.

Visit to Samos Special Education School:

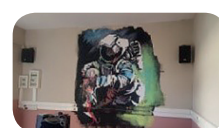
Goldair Handling employees at Samos airport participated in an educational action of the Samos Special Education Primary school. The action was part of a broader educational programme and concerned environmental awareness raising on recyclable materials, focusing on travels to various destinations and simulating the aircraft boarding process. This activity was great fun for the children and was particularly innovative and interesting.

Renovation of the Heraklion Child Protection Department:

Goldair Handling volunteers participated in the renovation of two spaces of the Child Protection Department in Heraklion, Crete. More specifically, 43 volunteers painted the dining room and the hobby room, adding colour and shapes to the children's everyday lives. The Department provides permanent room, board, clothes, medical care, education and career opportunities, where possible, to the children it hosts. At present, it accommodates 27 girls, 4 of whom are university students. It also hosts many children who are foreign, abused, delinquent, intellectually disabled or facing psychological problems.

Voluntary blood donation:

Goldair Handling has created a blood bank called "Positive Energy," to which employees contribute through voluntary donations at the Red Cross Hospital. The Company's blood bank supplies both Goldair Handling employees and their families.



Employee participation in a Sustainable Development Forum:

In recognition of the contribution of employees at outstation airports to Corporate Social Responsibility & Sustainable Development issues, the Company supported their participation in the Corporate Social Responsibility & Sustainable Development Panorama, held in Thessaloniki.

In collaboration with Ethelon and Steps, the Goldair Handling team cooked meals for a good cause!

In collaboration with Ethelon and Steps, the Goldair Handling team cooked meals for a good cause! Our employees lovingly handed out 150 meals to fellow citizens living in poverty in the centre of Athens.

8.3

Event for employees' children

During the Christmas season, the Human Resources Department of Goldair Handling organises an event for the children of its employees, which includes special activities for both parents and children. At the end of the event, Christmas gifts were handed out.

8.4

Actions to support Society

Support for the 'Virtual Enterprise' of the SEN/Junior Achievement Greece

Goldair Handling participated for the first time in the 'Virtual Enterprise' programme of SEN/Junior Achievement Greece, with Mrs Eirini Georgantopoulou, Marketing & Communications Manager, volunteering as a mentor. In cooperation with the 'Nea Genia Ziridis' school, the Virtual Enterprise 'Toho, Having Fun is for Everyone' was set up, offering novel board games for children with special needs to entertain them during a flight or while waiting at an airport. The virtual enterprise was presented with a Social Entrepreneurship award by SEN.

Goldair Handling & Knowl Social Enterprise for Education and Lifelong Learning

The programme was implemented in Greece by the Prince's Trust International Leadership Programme of Prince Charles, in cooperation with the Bodossaki Foundation and Knowl social enterprise for lifelong learning, in cooperation with Goldair Handling.

Furthermore, Goldair Handling was one of the companies that participated in the #Get_Into programme in Greece, and attended the Open Day held on Thursday, 31/05/2018, presenting the Company's activities and performing interviews.

Goldair Handling participated in Career Days for the third consecutive year

Goldair Handling participated in the Career Days organised by Kariera.gr at Technopolis in Gazi, Athens on Saturday, 13 October and Sunday, 14 October. Representatives of the Human Resources department attended the event and spoke with hundreds of candidates.



8.5 Sports

Goldair Handling eagerly supports voluntary and sports actions, as it can actively aid our fellow citizens in need through sports.

The Goldair Handling Running Team participated in the 1st Airport Run in Kefalonia:

The Goldair Handling Running Team participated in the 1st Airport Run organised by Fraport Greece at 'Anna Pollatou' airport in Kefalonia. Our presence contributed to an important social goal, as all the revenues from the race were donated to support the programme 'Oli Mazi Boroume' (We Can Do It Together).

Participation in the 'Trehoume Gia ti Floga' event:

A special event was held on the waterfront of Volos for the 6th consecutive year, with the slogan "Trehoume Gia ti Floga" (Running for FLOGA). The event was organised by 'FLOGA', the Association of Parents of Children with Cancer, and the Directorate of Sports of the Municipal Organisation for Children's Education, Sports and Culture (DOEPAP) - Municipal Regional Theatre (DIPETHE) of Volos, with the support of the Volos Health Runners Club and the Special Forces Club of Magnesia. Two Goldair Handling employees from the Volos regional station participated in the run, supporting the action of 'FLOGA' Association of Parents of Children with Cancer.

Participation in the Skyros Semi-Marathon:

Goldair Handling volunteers participated in the 2018 Skyros Semi-Marathon to show their support in practice.

Goldair Handling football team:

The Company's football team, which participates in the Corporate Champions League every year, was crowned the champion for the 2nd consecutive year (2017-2018).







REPORT INFORMATION

About the Report

Report Profile:

Goldair Handling's 2018 Corporate Social Responsibility and Sustainable Development Report is the third consecutive Company Report, covering the period from 01/01/2018 to 31/12/2018.

In this annual publication, the Company presents the way it responded to various economic, social and environmental challenges, as well as the expectations/requirements of its stakeholders. The Report also contains the policies, procedures, strategy, management approach, targeting and Corporate Social Responsibility and Sustainable Development programmes implemented. The Company discloses its performance in each sustainability pillar, ultimately aiming at open and transparent dialogue with its stakeholders.

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

Goldair Handling's 2018 Corporate Social Responsibility and Sustainable Development Report can be found on the Company website (<http://www.goldair-handling.com>) in the "Social Responsibility" section.

Scope and limits:

There are no restrictions in terms of the scope or limits of the Report that would affect the comparison of year-on-year information. This report contains information pertaining to Goldair Handling's overall operations in Greece and summarised data related to the operations of Goldair Handling Bulgaria, its subsidiary in Bulgaria. Where there are revisions, specific reference is made to the individual sections, tables, or diagrams, and the reasons for revision are specified at the respective points in the text.

Project Team:

The Company's Core Team is charged with collecting and recording all the necessary data and information on Goldair Handling's performance in terms of the Sustainable Development pillars. Its members come from all departments of the Company and its work is coordinated by the Quality and Environment Department.

Methodology:

Goldair Handling's 2018 Corporate Social Responsibility and Sustainable Development Report has been drawn up in accordance with the 2016 GRI Standards of the International Organisation "Global Reporting Initiative" (GRI) at the Core level, in line with the principles determining the content and the quality of the Report set forth in the instructions.

Additionally, in preparing the 2018 Corporate Responsibility and Sustainable Development Report, the Company has been made aware of the provisions of Directive 2013/34/EU, Law 4403/2016 and Circular Ref. No 62784/07-06-2017 of the Ministry of Economy, Development and Tourism on issues concerning the disclosure of non-financial information.



The Report was drawn up with the support and scientific guidance (collection of data, evaluation and authoring) of the company Grant Thornton (www.grantthornton.gr).

Sources of information:

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

External quality assurance:

In order to ensure the accuracy, completeness and reliability of the Report and being fully committed to the objectivity and reliability of its data, the Company assigned the external quality assurance of the data contained in the Report to the independent body KPMG. The conclusions and comments resulting from the external verification procedure are utilised by the Company to improve the quality of the Reports it issues. The 2018 Independent Limited Assurance Report for Goldair Handling can be found on page 133 of this Report.

Communication with regard to the Report:

Please send any observations or proposals to the following address:

Eirini Papoutsis

Chief Sustainability Officer, Quality & Environment Manager

Athens International Airport, Building 24, 1st floor, 19019, Spata

Telephone: +30 210 354 3850 / Email: e.papoutsis@goldair-handling.gr

Table of Compliance with the Greek Sustainability Code



PILLAR	CRITERIA	REFERENCE TO REPORT SECTIONS
STRATEGY	1. Strategic Analysis & Action	Message from the CEO (p. 6), 1. Goldair Handling: An Overview (p. 8), 1.1 Vision, Mission and Our Values - How we operate (p. 12), 1.2 Areas of Company activity (p. 14), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.6 ground.net Alliance (p. 22), 1.7 Customer-oriented philosophy (p. 22), 1.11 Membership in Associations and Organisations (p. 33), 2. Goldair Handling Bulgaria § 2.2 Membership in Associations (p. 37), 4. Responsible operation and development (p. 52), 4.1 Sustainable Development Management (p. 54), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55)
	2. Materiality	4. Responsible operation and development § 4.4 Materiality analysis (p. 63)
	3. Objectives	4. Responsible operation and development § 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p.55), 4.5 Goals achieved in 2018 and targeting for 2019 (p. 68)
	4. Value Chain Management	1.2 Areas of Company activity (p. 14), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.7 Customer-oriented philosophy (p. 22), 1.10 Responsibility in the supply chain (p. 30), 4. Responsible operation and development § 4.1 Sustainable Development Management (p. 54)
MANAGEMENT PROCEDURE	5. Responsibility	1.4 Business Model and Strategic Priorities (p. 18), 1.7 Customer-oriented philosophy (p. 22), 1.11 Membership in Associations and Organisations (p. 33), 2. Goldair Handling Bulgaria § 2.2 Membership in Associations (p. 37), 3. Corporate Governance § 3.2 Management Committees (p. 45), 4. Responsible operation and development (p. 52), 4.1 Sustainable Development Management (p. 54), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5. Our people (p. 70), 6. Health and Safety (p. 84), 7. Environmental responsibility (p. 96), 8. Goldair Handling's social contribution (p.106)
	6. Rules and Processes	1.1 Vision, Mission and Our Values - How we operate (p. 12), 1.4 Business Model and Strategic Priorities (p. 18), 1.5 The implementation of our strategy (p. 20), 1.8 Customer and passenger personal data protection (p. 26), 1.9 Assurance of Quality of Service (p. 28), 1.10 Responsibility in the supply chain (p. 30), 2. Goldair Handling Bulgaria (p. 34), 6.4 Security Programme against acts of unlawful interference (p. 90), 6.5 Emergency Response Plan - ERP (p. 91), 7.1 Management of environmental matters (p. 99) Quality Assurance Policy, Marketing and communication Policy, Personal Data Protection Policy and Internal Regulation, Code of Conduct, Transparency policy, Sustainable Development Policy, Safety Policy, Employee Complaints Policy, Internal Workplace Regulations, Environmental Policy, Procurement Regulations, Supplier Code of Conduct
	7. Monitoring	1. Goldair Handling: An Overview (p. 8), 1.7 Customer-oriented philosophy (p. 22), 1.10 Responsibility in the supply chain (p. 30), 2. Goldair Handling Bulgaria (p. 34), 5. Our people (p. 70), 6. Health and Safety (p. 84), 7. Environmental responsibility (p. 96), Independent Limited Assurance Report for Goldair Handling S.A. (p. 133)
	8. Incentives and reward systems for Sustainable Development	1.4 Business model and strategic priorities (p. 18), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5.1 Promotion of employment (p. 72)
	9. Stakeholder Engagement	4.3 Goldair Handling's stakeholders (p. 58) § Framework of communication with stakeholders (p. 58)
	10. Product Responsibility and Innovation	1.2 Areas of Company activity (p. 14), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.6 ground.net Alliance (p. 22), 1.7 Customer-oriented philosophy (p. 22) Goldair Handling Bulgaria § 2.1 Categories of Services offered by Goldair Handling Bulgaria (p. 36)

GOLDAIR HANDLING
Table of Compliance with
the Greek Sustainability Code



PILLAR	CRITERIA	REFERENCE TO REPORT SECTIONS
ENVIRONMENT	11. Usage of natural resources	7. Environmental responsibility § 7.3 Environmental Performance (p. 101)
	12. Resource Management	4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 7. Environmental responsibility § 7.1 Management of environmental matters (p. 99), 7.2 Lifelong learning on Environmental Awareness (p. 100), 7.3 Environmental Performance (p. 101), 7.5 Environmental actions (p. 104)
	13. Climate relevant emissions	7. Environmental responsibility § 7.1 Management of environmental matters (p. 99), 7.3 Environmental Performance (p. 101), 7.4 Environmental investments (p. 103)
SOCIETY	14. Employment rights	2. Goldair Handling Bulgaria § 2.6 Sustainable Development at Goldair Handling Bulgaria § Human Resources (p. 39), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5. Our people (p. 70) § 5.1 Promotion of employment (p. 72), 5.4 Open communication and additional benefits (p. 82), 6. Health and Safety (p. 84)
	15. Equal Opportunities	2. Goldair Handling Bulgaria § 2.6 Sustainable Development at Goldair Handling Bulgaria § Human Resources (p. 39) 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5. Our people (p. 70) § 5.1 Promotion of employment (p. 72), 5.2 Training and development of employees (p. 78), 5.3 Evaluation and recognition (p. 80), 5.4 Open communication and additional benefits (p. 82)
	16. Qualifications	2. Goldair Handling Bulgaria § 2.6 Sustainable Development at Goldair Handling Bulgaria § Human Resources (p. 39) 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5. Our people (p. 70) § 5.1 Promotion of employment (p. 72)
	17. Human Rights in the Supply Chain	1.10 Responsibility in the supply chain (p. 30)
	18. Corporate Citizenship	1.10 Responsibility in the supply chain (p. 30), 5. Our people (p. 70) § 5.1 Promotion of employment (p. 72), 7. Environmental responsibility § 7.5 Environmental actions (p. 104), 8. Goldair Handling's social Contribution (p. 106)
	19. Initiatives and Political Influence	1.11 Membership in bodies and organisations (p. 33), 2. Goldair Handling Bulgaria § 2.2 Membership in Associations (p. 37)
	20. Preventing and Combating Corruption	2. Goldair Handling Bulgaria § 2.3 Corporate Governance (p. 37), 3. Corporate Governance (p. 42) § 3.1 Corporate Governance and organisational structure (p. 44), 3.2 Management Committees (p. 45), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49), 3.5 Transparency and Conflict of Interest (p. 50)

GRI

Content Index

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
GRI 101: Foundation 2016				
GRI 102: General Disclosures ("core" option)				
Organisational profile				
102-1	Name of the organisation	Goldair Handling, full-name in English "Goldair Aviation Handling S.A. (Société Anonyme)" 1. Goldair Handling: An Overview (p. 8) http://www.goldair-handling.com/about-us/	-	✓
102-2	Activities, brands, products and services	1. Goldair Handling: An Overview (p. 8), 1.2 Areas of Company activity (p. 14), 1.3 Services of Goldair Handling (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.6 ground.net Alliance (p. 22), 1.9 Assurance of Quality of Service (p. 28), 2. Goldair Handling Bulgaria (p. 34), 2.1 Categories of Services offered by Goldair Handling Bulgaria (p. 36) http://www.goldair-handling.com/our-services/ http://www.goldair-handling.com/network/	-	✓
102-3	Location of the headquarters	Athens International Airport, Building 24, 1st floor, 19019, Spata	-	✓
102-4	Location of operations	1. Goldair Handling: An Overview (p. 8), 1.6 ground.net Alliance (p. 22), 2. Goldair Handling Bulgaria (p. 34), About the Report (p. 116)	-	✓
102-5	Ownership status and legal form	1. Goldair Handling: An Overview (p. 8), 2. Goldair Handling Bulgaria (p. 34), About the Report (p. 116)	-	✓
102-6	Markets served	1. Goldair Handling: An Overview (p. 8), 1.2 Areas of Company activity (p. 14), 1.3 Services Goldair Handling (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.6 ground.net Alliance (p. 22), 2. Goldair Handling Bulgaria (p. 34), 2.1 Categories of Services offered by Goldair Handling Bulgaria (p. 36) http://www.goldair-handling.com/our-services/ http://www.goldair-handling.com/network/ http://www.goldair-handling.com/about-us/OurClients	-	✓
102-7	Scale of the organisation	1. Goldair Handling: An Overview (p. 8), 1.4 Business Model and Strategic Priorities (p. 18), 1.6 ground.net Alliance (p. 22), 2. Goldair Handling Bulgaria (p. 34), 2.5 Financial Information (p. 38) § Goldair Handling Bulgaria personnel data (p. 40), 5.1 Promotion of employment (p. 72) http://www.goldair-handling.com/ http://www.goldair-handling.com/network/	-	✓
102-8	Information about personnel and other employees	1. Goldair Handling: An Overview (p. 8), 2. Goldair Handling Bulgaria (p. 34) § Goldair Handling Bulgaria personnel data (p. 40), 5.1 Promotion of employment (p. 72) The amount of the organisation's work that is executed by subcontractors is very small and concerns security and cleaning services. The Company monitors and records all the relevant data.	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
GRI 101: Foundation 2016				
GRI 102: General Disclosures ("core" option)				
Organisational profile				
102-9	Supply chain	1.10 Responsibility in the supply chain (p. 30)	-	✓
102-10	Significant changes to the organisation and the supply chain	About the Report (p. 116) There were no significant changes in the size, structure, ownership or supply chain of the organisation during the reporting period.	-	✓
102-11	Precautionary principle or approach	1.5 The implementation of our strategy (p. 20), 1.7 Customer-oriented philosophy (p. 22), 1.8 Customer and passenger personal data protection (p. 26), 1.9 Assurance of Quality of Service (p. 28), 1.10 Responsibility in the supply chain (p. 30), 2.4 Monitoring of Company Performance Indicators (p. 37), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38), 3.2 Management Committees (p. 45), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49), 3.5 Transparency and Conflict of Interest (p. 50), 4. Responsible operation and development (p. 52), 4.1 Sustainable Development Management (p. 54), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5.2. Training and development of employees (p. 78), Improvement proposals to Management (p. 82), 6.1 Occupational Health and Safety Management (p. 86), 6.2 Cargo and Mail Handling (p. 88), 6.3 Ground Handling Equipment Management (p. 89), 6.4 Security Programme against acts of unlawful interference (p. 90), 6.5 Emergency Response Plan - ERP (p. 91), 6.6 Promotion of a Health and Safety culture (p. 92), 7.1 Management of environmental matters (p. 99), 7.2 Lifelong learning on Environmental Awareness (p. 100), 7.4 Environmental investments (p. 103)	-	✓
102-12	External initiatives	1.6 ground.net Alliance (p. 22), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55)	-	✓
102-13	Membership of associations	1.11. Membership in bodies and organisations (p. 33)	-	✓
Strategy				
102-14	Statement from senior decision - maker	Message from the CEO (p. 6)	-	✓
Ethics and integrity				
102-16	Values, principles, standards and norms of behaviour	1.1. Vision, Mission and Our Values - How we operate (p. 12) Quality Assurance Policy, Marketing and communication Policy, Personal Data Protection Policy and Internal Regulation, Code of Conduct, Transparency Policy, Sustainable Development Policy, Safety Policy, Employee Complaints Policy, Internal -Workplace Regulations, Environmental Policy, Procurement Regulations, Supplier Code of Conduct http://www.goldair-handling.com/about-us/	-	✓
Governance				
102-18	Governance structure	3. Corporate Governance (p. 42) § 3.1 Corporate Governance and organisational structure (p. 44), 3.2 Management Committees (p. 45)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
GRI 101: Foundation 2016				
GRI 102: General Disclosures ("core" option)				
Stakeholder Engagement				
102-40	List of stakeholder groups	4.3 Goldair Handling's stakeholders (p. 58)	-	✓
102-41	Collective bargaining agreements	5.1 Promotion of employment (p. 72)	-	✓
102-42	Identifying and selecting	4.3 Goldair Handling's stakeholders (p. 58)	-	✓
102-43	Approach to stakeholder engagement	4.3 Goldair Handling's stakeholders (p. 58) § Framework of communication with stakeholders (p. 58)	-	✓
102-44	Key topics and concerns raised	4.3 Goldair Handling's stakeholders (p. 58) § Framework of communication with stakeholders (p. 58)	-	✓
Reporting practice				
102-45	Entities included in the consolidated financial statements	No entities other than Goldair Handling S.A. included in the Financial Statements	-	✓
102-46	Defining report contents and topic Boundaries	About the Report (p. 116)	-	✓
102-47	List of material topics	4.4 Materiality analysis (p. 63)	-	✓
102-48	Restatements of information	About the Report (p. 116)	-	✓
102-49	Changes in reporting	About the Report (p. 116)	-	✓
102-50	Reporting period	01/01/2018 - 31/12/2018	-	✓
102-51	Date of most recent report	01/01/2017 - 31/12/2017	-	✓
102-52	Reporting cycle	Annual	-	✓
102-53	Contact point for questions regarding the report	About the Report (p. 116)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
GRI 101: Foundation 2016				
GRI 102: General Disclosures ("core" option)				
Reporting practice				
102-54	Claims of reporting in accordance with the GRI Standards	About the Report (p. 116) This publication is the third consecutive Corporate Responsibility and Sustainable Development Report by Goldair Handling, as well as the second one to be drawn up in accordance with the guidelines of the GRI Standards 2016 of the international organisation Global Reporting Initiative (GRI) at the Core level.	-	✓
102-55	GRI content index	GRI content index (p. 119)	-	✓
102-56	External assurance	Independent Practitioner's Limited Assurance Report for Goldair Handling S.A. (p. 133)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Customer service and customer satisfaction (corporate customers and passengers)				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p.6), 1.1 Vision, Mission and Our Values - How we operate (p. 12), 1.2 Areas of Company activity (p. 14), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.7 Customer-oriented philosophy (p. 22), 1.8 Customer and passenger personal data protection (p. 26), 2. Goldair Handling Bulgaria (p. 34)	-	
	103-2 The Management Approach and its components	1.4. Business Model and Strategic Priorities (p. 18), 1.7 Customer-oriented philosophy (p. 22), 1.8 Customer and passenger personal data protection (p. 26), 1.9 Assurance of Quality of Service (p. 28), 1.10 Responsibility in the supply Chain (p. 30), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38) § Relationship with Customers (p. 38) § Protection of Personal Data (p. 39)		
	103-3 Evaluation of the Management Approach	1.7 Customer-oriented philosophy (p. 22) § Responsible Communication (p. 23) § Satisfaction survey results (p. 24), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38) § Goldair Handling Bulgaria customer satisfaction survey (p. 39), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58)		
	Goldair Handling Indicator: Customer satisfaction surveys (corporate customers and passengers)	1.7 Customer-oriented philosophy (p. 22) § Responsible Communication (p. 23) § Satisfaction survey results (p. 24), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38) § Goldair Handling Bulgaria customer satisfaction survey (p. 38) § Distinctions and Awards (p. 39)	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Environmental and socio-economic compliance				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p.6), 1.1 Vision, Mission and Our Values - How we operate (p. 12), 1.4. Business model and strategic priorities (p. 18)	-	
	103-2 The Management Approach and its components	2.4 Monitoring of Company Performance Indicators (p. 37), 3. Corporate Governance (p. 42), 3.2 Management Committees (p. 45), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49), 3.5 Transparency and Conflict of Interest (p. 50), Excerpt from the Transparency Policy (p. 50), Excerpt from the Safety Policy (p. 86), Excerpt from the Environmental Policy (p. 98)		
	103-3 Evaluation of the Management Approach	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58)		
GRI 307: Environmental compliance	307-1 Non-compliance with environmental laws and regulations	The Company regularly monitors national and community environmental legislation and complies with all legal and regulatory requirements. During the reporting period of the Report (2018), no complaints were filed and no fines concerning environmental matters were imposed on the Company.	-	
Environmental protection and awareness-raising				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38) § Environmental Awareness (p. 41), 3.2 Management Committees (p. 45) § Quality, Environment and HACCP Committee (p. 46), 3.4 Effective risk management (p. 49), 4.1 Sustainable Development Management (p. 54), 7. Environmental responsibility (p. 96), 7.1 Management of environmental matters (p. 99)	-	✓
	103-2 The Management Approach and its components	7.1 Management of environmental matters (p. 99), 7.2 Lifelong Learning on Environmental Awareness (p. 100)		
	103-3 Evaluation of the Management Approach	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 5.2 Training and development of employees (p. 78), 7.2 Lifelong Learning on Environmental Awareness (p. 100), 7.4 Environmental investments (p. 103)		
	Goldair Handling Indicator: Lifelong Learning on Environmental Awareness	5.2 Training and development of employees (p. 78), 7.2 Lifelong Learning on Environmental Awareness (p. 100), 7.4 Environmental investments (p. 103)		
GRI 306: Effluents and waste	306-2 Waste by type and disposal method	7.3 Environmental performance § Waste management (p. 102)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Economic Performance				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.4 Business Model and Strategic Priorities (p.18), 2.4 Monitoring of Company Performance Indicators (p. 37), 2.5 Financial Information (p. 38), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), § Social Product (p. 63)	-	
	103-2 The Management Approach and its components	2.5 Financial Information (p. 38), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), § Social Product (p. 63)		
	103-3 Evaluation of the Management Approach	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58)		
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	2.5 Financial Information (p. 38), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58) § Social Product (p. 63) More information on the Company's economic performance can be found in the financial statements published: http://www.goldair-handling.com/about-us/FinancialStatements	-	
Employee Health and Safety				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.1 Vision, Mission and Our Values - How we operate (p. 12), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38) § Ensuring health and safety at work (p. 41), 3.2 Management Committees § Health and Safety Committees (p. 46), 4.1 Sustainable Development Management (p. 54), 6. Health and Safety (p. 84)	-	✓
	103-2 The Management Approach and its components	2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38) § Ensuring health and safety at work (p. 41), 3.2 Management Committees § Health and Safety Committees (p. 46), 6.1 Occupational Health and Safety Management (p. 86)		
	103-3 Evaluation of the Management Approach	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 6.2 Cargo and Mail Handling (p. 88), 6.3 Ground Handling Equipment Management (p. 89), 6.4 Security Programme against acts of unlawful interference (p. 90), 6.5 Emergency Response Plan - ERP (p. 91), 6.6 Promotion of a Health and Safety culture (p. 92), 6.7 Participation in Health and Safety conferences and events (p. 94)		
GRI 403 Occupational Health & Safety	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	6.1 Occupational Health and Safety Management § Monitoring of Health and Safety Indicators (p. 86)	-	✓

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Passenger Health and Safety				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	1.1. Vision, Mission and Our Values - How we operate (p. 12), 1.4. Business model and Strategic Priorities (p. 18), 1.7 Customer-oriented philosophy (p. 22), 1.9 Assurance of Quality of Service (p. 28), 4.1 Sustainable Development Management (p. 54)	-	
	103-2 The Management Approach and its components	1.9 Assurance of Quality of Service (p. 28), 2.6 Sustainable Development at Goldair Handling Bulgaria § Relationship with Customers (p. 38), 3.4 Effective risk management (p. 49)		
	103-3 Evaluation of the Management Approach	1.7 Customer-oriented philosophy (p. 22), 1.9 Assurance of Quality of Service (p. 28), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 6.5 Emergency Response Plan - ERP (p. 91)		
GRI 416: Customer Health and Safety	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	During 2018, there was no occurrence of non-compliance with regulations or voluntary codes related to passenger health and safety.	-	
Expansion into new markets and strengthening current market presence/Business development				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.1 Vision, Mission and Our Values - How we operate (p. 12), 1.4. Business Model and Strategic Priorities (p. 18), 1.5 The implementation of our strategy (p. 20)	-	
	103-2 The Management Approach and its components	1.4. Business model and Strategic Priorities (p. 18), 1.5 Implementation of our strategy (p. 20), 4.1 Sustainable Development Management (p. 54)		
	103-3 Evaluation of the Management Approach	1.4 Business model and strategic priorities (p. 18), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58)		
	Goldair Handling Indicator: Expansion into new markets and strengthening of current market presence	1.4 Business Model and Strategic Priorities § The strategic priorities of Goldair Handling (p. 18)	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Employment				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.1 Vision, Mission and Our Values - How we operate (p. 12), 1.4. Business model and strategic priorities (p. 18), 5. Our people (p. 70)	-	✓
	103-2 The Management Approach and its components	4.1 Sustainable Development Management (p. 54), 5. Our people (p. 70)		
	103-3 Evaluation of the Management Approach	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 5. Our people (p. 70) § Goldair through the eyes of its people (p. 72)		
GRI 401: Employment	401-1 Total number of employees and rate of employee turnover (hires, departures)	5.1 Promotion of employment (p. 72)	-	✓
	401-3 Parental leave	5.4 Open communication and additional benefits § Additional benefits (p. 83)	-	✓
Customer and passenger privacy				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.8 Customer and passenger personal data protection (p. 26), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38) § Protection of Personal Data (p. 39)	-	
	103-2 The Management Approach and its components	1.8 Customer and passenger personal data protection (p. 26) § Personal Data Protection Policy and Internal Regulation (p. 26), 2.6 Sustainable Development at Goldair Handling Bulgaria § Protection of Personal Data (p. 39)		
	103-3 Evaluation of the Management Approach	1.8 Customer and passenger personal data protection (p. 26) § Personal Data Protection Policy and Internal Regulation (p. 26), Data Protection Committee (p. 47), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58)		
GRI 418: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, Goldair Handling did not receive any complaints or reports related to the violation of the privacy of its customers or the violation of the privacy of its customers' passengers.	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Transparency and Anti-Corruption				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.4 Business Model and Strategic Priorities (p. 18), 2.3 Corporate Governance (p. 37), 2.4 Monitoring of Company Performance Indicators (p. 37), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38), 3. Corporate Governance (p. 42) § The Board of Directors and the Management Team (p. 44), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49), 3.5 Transparency and Conflict of Interest (p. 50), 4.1 Sustainable Development Management (p. 54)	-	
	103-2 The Management Approach and its components	2.3 Corporate Governance (p. 37), 2.4 Monitoring of Company Performance Indicators (p. 37), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49), 3.5 Transparency and Conflict of Interest (p. 50) § Transparency Policy (p. 50), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55)		
	103-3 Evaluation of the Management Approach	3.5 Transparency and Conflict of Interest (p. 50) § Transparency Policy (p. 50), 4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58)		
GRI 205: Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	During 2018, no cases of corruption were recorded/reported.	-	
Business Continuity - BCM				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.2 Areas of Company activity (p. 14), 1.5 The implementation of our strategy (p. 20), 1.9 Assurance of Quality of Service § Integrated Management System (p. 28), 2.3 Corporate Governance (p. 37), 3. Corporate Governance § 3.1 Corporate Governance and organisational structure (p. 44), 3.2 Management Committees (p. 45), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49)	-	
	103-2 The Management Approach and its components	2.3 Corporate Governance (p. 37), 3. Corporate Governance § 3.1 Corporate Governance and organisational structure (p. 44), 3.2 Management Committees (p. 45), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49)		
	103-3 Evaluation of the Management Approach	3.2 Management Committees (p. 45), 3.3 Internal Audit (p. 48), 3.4 Effective risk management (p. 49)		
	Goldair Handling Indicator: Business Continuity	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 4.5 Goals achieved in 2018 and targeting for 2019 (p. 68) The Company has set itself the goal of creating an integrated risk management and business continuity system by 2020.	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Responsible supply management				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	1.4. Business Model and Strategic Priorities (p. 18), 1.10 Responsibility in the supply chain (p. 30), 4.1.Sustainable Development Management (p. 54)	-	
	103-2 The Management Approach and its components	1.10 Responsibility in the supply chain (p. 30), Procurement Regulations (p. 30), Supplier Code of Conduct (p. 30)		
	103-3 Evaluation of the Management Approach	1.10 Responsibility in the supply chain (p. 30), 4.3. Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58)		
GRI 308: Supplier environmental assessment	308-1 New suppliers who were screened using environmental criteria	1.10 Responsibility in the supply chain § Evaluation of suppliers (p. 31) Goldair Handling sends the Company's Environmental Policy to active suppliers along with an environmental self-assessment questionnaire. The questionnaire also reflects the actions and programmes implemented by the Company's suppliers regarding responsible environmental management, such as energy conservation, proper waste management, recycling of products and packaging, and training of employees in environmental matters.	-	
Energy consumption and saving				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	2.6 Sustainable Development at Goldair Handling Bulgaria § Environmental Awareness (p. 41), 3.2 Management Committees § Quality, Environment and HACCP Committee (p. 46), 4.1 Sustainable Development Management (p. 54), 7. Environmental responsibility (p. 96)	-	
	103-2 The Management Approach and its components	4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 7. Environmental responsibility (p. 96) § Environmental Policy (p. 98), 7.1 Management of environmental matters (p. 99)		
	103-3 Evaluation of the Management Approach	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 7.2 Lifelong Learning on Environmental Awareness (p. 100), 7.3 Environmental Performance (p. 101)		
GRI 302: Energy	302-1 Energy consumption within the organisation	7.3 Environmental Performance § Energy (p. 101) It is noted that biofuels, ethanol and hydrogen are not purchased by Goldair Handling. It should also be mentioned that the Company does not produce or sell energy. The mix of electricity generation from the provider, the Public Power Corporation (PPC), for 2018 included 19.89% renewable energy sources. In particular, the fuel mix for the entire country during 2018, as published by the PPC, was as follows: Lignite: 30.85%, Natural Gas: 31.01%, Hydroelectricity: 6.51%, RES: 19.89%, Interconnections: 11.74%.	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Diversity and equal opportunities				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	2.6 Sustainable Development at Goldair Handling Bulgaria § Human Resources (p. 39), 4.1 Sustainable Development Management (p. 54), 5. Our people (p. 70)	-	
	103-2 The Management Approach and its components	4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5.1 Promotion of employment § Equal Opportunities and Diversity (p. 77)		
	103-3 Evaluation of the Management Approach	4.2 Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 5.1 Promotion of employment § Equal Opportunities and Diversity (p. 77)		
GRI 405: Diversity and equal opportunity	405-1 Diversity of governance bodies and employees	2.3 Corporate Governance (p. 37), 3.1 Corporate Governance and organisational structure § The Board of Directors and the Management Team (p. 44), 5.1 Promotion of employment (p. 72) § Equal Opportunities and Diversity (p. 77)	-	
Dialogue with stakeholders				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 4 Responsible operation and development (p. 52), 8. Goldair Handling's social contribution (p. 106)	-	
	103-2 The Management Approach and its components	3.2 Management Committees § Sustainability Committee and Core Team (p. 45), 4.1 Sustainable Development Management (p. 54), 4.3 Goldair Handling's stakeholders (p. 58)		
	103-3 Evaluation of the Management Approach	3.2 Management Committees § Sustainability Committee and Core Team (p. 45), 4.1 Sustainable Development Management (p. 54), 4.3 Goldair Handling's stakeholders (p. 58)		
	Goldair Handling Indicator: Dialogue with stakeholders	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 8. Goldair Handling's social contribution (p. 106)	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Training and education				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 2.6 Sustainable Development at Goldair Handling Bulgaria § Training of employees (p. 40), 4.1 Sustainable Development Management (p. 54), 5. Our people (p. 70), 6. Health and Safety (p. 84), 7. Environmental responsibility (p. 96)	-	✓
	103-2 The Management Approach and its components	5.2 Training and development of employees (p. 78), 5.3 Evaluation and recognition (p. 80), 6.2 Cargo and Mail Handling (p. 88), 6.3 Ground Handling Equipment Management (p. 89), 6.4 Security Programme against acts of unlawful interference (p. 90), 6.5 Emergency Response Plan-ERP (p. 91), 6.6 Promotion of a Health and Safety culture (p. 92), 7.2 Lifelong Learning on Environmental Awareness (p. 100)		
	103-3 Evaluation of the Management Approach	4.3 Goldair Handling's stakeholders § Framework of communication with stakeholders (p. 58), 5.2 Training and development of employees (p. 78), 5.3 Evaluation and recognition (p. 80), 6.2 Cargo and Mail Handling (p. 88), 6.3 Ground Handling Equipment Management (p. 89), 6.4 Security Programme against acts of unlawful interference (p. 90), 6.5 Emergency Response Plan (p. 91), 6.6 Promotion of a Health and Safety culture (p. 92), 7.2 Lifelong Learning on Environmental Awareness (p. 100)		
GRI 404: Training and education	404-3 Percentage of employees receiving regular performance and career development reviews	5.3 Evaluation and recognition (p. 80)	-	✓
Labour-Management relations				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 2.6 Sustainable Development at Goldair Handling Bulgaria (p. 38), 3.2 Management Committees (p. 45), 4.1 Sustainable Development Management (p. 54), 5. Our people (p. 70)	-	
	103-2 The Management Approach and its components	5.3 Evaluation and recognition § Recognition (p. 81), 5.4 Open communication and additional benefits (p. 82) § Improvement proposals to Management (p. 82)		
	103-3 Evaluation of the Management Approach	5.3 Evaluation and recognition § Recognition (p. 81), 5.4 Open communication and additional benefits (p. 82) § Improvement proposals to Management (p. 82)		
	Goldair Handling Indicator: Development and maintenance of communication channels with employees	5.4 Open communication and additional benefits (p. 82) § Improvement proposals to Management (p. 82)	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Development of social actions & volunteerism				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 4 Responsible operation and development (p. 52), 8. Goldair Handling's social contribution (p. 106)	-	
	103-2 The Management Approach and its components	4.1 Sustainable Development Management (p. 54), 4.2. Goldair Handling's contribution to the Sustainable Development Goals (SDGs) (p. 55), 7.5 Environmental actions (p. 104), 8.1 Support of vulnerable social groups (p. 109), 8.2 Employee volunteerism (p. 110), 8.3 Event for employees' children (p. 111), 8.4 Actions to Support Society (p. 111), 8.5 Sports (p. 112)		
	103-3 Evaluation of the Management Approach	7.5 Environmental actions (p. 104), 8.1 Support of vulnerable social groups (p. 109), 8.2 Employee volunteerism (p. 110), 8.3 Event for employees' children (p. 111), 8.4 Actions to Support Society (p. 111), 8.5 Sports (p. 112)		
	Goldair Handling Indicator: Development of social actions & volunteerism	7.5 Environmental actions (p. 104), 8.1 Support of vulnerable social groups (p. 109), 8.2 Employee volunteerism (p. 110), 8.3 Event for employees' children (p. 111), 8.4 Actions to Support Society (p. 111), 8.5 Sports (p. 112)	-	
Marketing Communication				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.7 Customer-oriented philosophy (p. 22) § Responsible Communication (p. 23), 1.9 Assurance of Quality of Service (p.28), 2.6. Sustainable Development at Goldair Handling Bulgaria (p. 38),	-	
	103-2 The Management Approach and its components	1.7 Customer-oriented philosophy (p. 22) § Responsible Communication (p. 23), 1.9 Assurance of Quality of Service (p. 28)		
	103-3 Evaluation of the Management Approach	1.9 Assurance of Quality of Service (p. 28)		
GRI 417: Marketing and Labelling	417-3 Incidents of non-compliance concerning marketing communications	1.7 Customer-oriented philosophy (p. 22) § Marketing and communication Policy (p. 23) During the reporting period, no incidents of non-compliance with communication and marketing regulations and voluntary codes were recorded at the Company.	-	

GRI Standard	Disclosure	Page number or reference	Omission	External assurance
Material Topics				
Company's response to high tourism activity				
GRI 103: Management Approach	103-1 Explanation of the Material Topic and its Boundary	Message from the CEO (p. 6), 1. Goldair Handling: An Overview (p. 8), 1.2 Areas of Company activity (p. 14), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.5 The implementation of our strategy (p. 20), 1.9 Assurance of Quality of Service (p. 28), 2. Goldair Handling Bulgaria (p. 34)	-	
	103-2 The Management Approach and its components	1. Goldair Handling: An Overview (p. 8), 1.2 Areas of Company activity (p. 14), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.5 The implementation of our strategy (p. 20), 1.9 Assurance of Quality of Service (p. 28), 2. Goldair Handling Bulgaria (p. 34), 4.1 Sustainable Development Management (p. 54)		
	103-3 Evaluation of the Management Approach	1. Goldair Handling: An Overview (p. 8), 1.2 Areas of Company activity (p. 14), 1.3 Goldair Handling Services (p. 16), 1.4 Business Model and Strategic Priorities (p. 18), 1.5 The implementation of our strategy (p. 20), 1.9 Assurance of Quality of Service (p. 28), 4.1. Sustainable Development Management (p. 54)		
	Goldair Handling Indicator: Seamless management of flights, passengers, baggage, cargo and mail	1. Goldair Handling: An Overview (p. 8) § Flight management 2007-2018 (p. 15) http://www.goldair-handling.com/	-	

Independent Limited Assurance Report to Goldair Aviation Handling S.A.

We were engaged by the Board of Directors of Goldair Aviation Handling S.A. (referred to as "the Company" or "Goldair Handling") to provide limited assurance over selected aspects of the Greek version of the sustainability report titled "Corporate Responsibility and Sustainable Development Report 2018" (referred to as "the Report") of the Company for the reporting period 1 January 2018 – 31 December 2018.

Our engagement was designed to provide limited assurance in accordance with ISAE 3000¹ on the following aspects of the Report (hereinafter "assurance scope"):

1 The reliability of the General Disclosures of the Global Reporting Initiative (GRI) Standards for the "Core" option marked with the symbol "✓" in the GRI Content Index table of the Report.

2 The reliability of the following Topic Specific Disclosures as selected by the Company's Management and marked with the symbol "✓" in the GRI Content Index table of the Report:

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

Our work for the above assurance scope concerned the operations and activities of the Company (parent company) in Greece for its entire network within Greece. We have not been engaged to provide assurance over any prior reporting period data or information presented in the Report. In addition, the assurance scope excluded the operations of the Company outside Greece, as well as the information and performance indicators of

subsidiaries or joint ventures of the Company mentioned in the Report.

Management is responsible for the preparation and presentation of the Report in accordance with the Sustainability Reporting Standards of the Global Reporting Initiative (referred to as "GRI") as described in the Report and relevant internal guidelines as well, and the information and assertions contained within it, for determining the Company's objectives in respect to sustainable development performance and reporting, including the identification of stakeholders and material issues; and for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived.

Our responsibility is to carry out a limited assurance engagement and to express a conclusion based on the work performed for the agreed assurance scope, as described above. We conducted our engagement in accordance with ISAE 3000. That Standard requires that we comply with applicable ethical requirements, including independence requirements and that we plan and perform the engagement to obtain limited assurance about whether selected aspects of the Report referring to the period 1 January 2018 – 31 December 2018 are free from material misstatement. KPMG applies ISQC 1² and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA), which is founded

¹International Standard on Assurance Engagements (ISAE) 3000: Assurance Engagements other than Audits or reviews of Historical Financial Information, issued by the International Auditing and Accounting Standards Board.

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

on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

A limited assurance engagement on a sustainability report consists of making inquiries, primarily of persons responsible for the preparation of information presented in the sustainability report, and applying analytical and other evidence gathering procedures, as appropriate. These procedures included:

- Inquiries of Management to gain an understanding of the Company's processes, on a sample basis, for determining the material issues for its key stakeholder groups.
- Interviews with relevant staff at the Company level on a sample basis, concerning sustainability policies for material issues, and the implementation of these across the business.
- Interviews with relevant Company staff responsible for providing information in the Report, during which we also reviewed on a sample basis, systems and/ or processes for information management, internal control and processing of the qualitative and quantitative information, at the Company level. In this context, we tested on a sample basis, the reliability of the underlying text and/ or data references mentioned in the General Disclosures and the Topic Specific Disclosures of our agreed assurance scope.
- Visits to the central offices of the Company in Athens, where we reviewed, on a sample basis, the procedures of developing and managing the content of the Report, as well as the current structure of the Corporate Governance in sustainability issues.
- Comparing the information presented in the Report within our agreed assurance scope to corresponding information in the relevant underlying sources, on a sample basis, to determine whether the relevant information contained in such underlying sources has been included in the Report.
- Reading the information presented in the Report within our agreed assurance scope, to determine on a sample basis, whether it is in line with our overall knowledge of, and experience with, the sustainability performance of the Company.

Where financial information (text and/ or data) subject to the statutory auditor's scope has been utilised within the agreed assurance scope, our work was limited to the reliability check of the transfer of these text/ data from the audited and published

Financial Statements 2018 of Goldair Aviation Handling S.A. to the relevant -within our agreed scope- sections of the Report. To obtain a thorough understanding of the Company's financial results and financial position, the 2018 audited financial statements should be consulted. The scope of our work did not include the review / testing of the operating effectiveness of the information systems used to collect and aggregate data in relation to the agreed assurance scope.

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

Based on the procedures performed, as described above, nothing has come to our attention that causes us to believe that the General Disclosures and the Topic Specific Disclosures marked with the symbol "✓" in the GRI Content Index table of the Report, for the period 1 January 2018 – 31 December 2018, are not fairly stated in all material respects.

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

KPMG Advisors Single Member S.A.



George Raounas

Partner

Athens, 25 July 2019

Report Evaluation Form

By filling out the evaluation form to let us know what you think of the 2018 Corporate Responsibility and Sustainable Development Report, you are actively contributing towards improving our future Reports.

What is your opinion of Goldair Handling's 2018 Corporate Social Responsibility and Sustainable Development Report, taking the following criteria into account?

	Disagree	Probably disagree	Probably agree	Agree	No opinion / do not know / no response
The Report provides an overall picture of Goldair Handling's activities in Sustainable Development areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information included in the Report is comprehensive and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Report covers the information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is your opinion of the sections of the Report?

Please choose accordingly:

(1) Improvement required, (2) Good, (3) Very Good, (4) Excellent

	1	2	3	4
1. How would you rate section "1. Goldair Handling: An Overview"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How would you rate section "2. Goldair Handling Bulgaria"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How would you rate section "3. Corporate Governance"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How would you rate section "4. Responsible operation and development"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How would you rate section "5. Our people"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How would you rate section "6. Health and Safety"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How would you rate section "7. Environmental responsibility"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How would you rate section "8. Goldair Handling's social contribution"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. General - Overall impression of the Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate any issues which were not included in the Report and which you would like to see included in the next edition:

Please provide any additional comments or proposals for the Report:

Solely for statistical purposes,
please indicate to which group of Goldair Handling's stakeholders you belong:

<input type="radio"/> Employee	<input type="radio"/> Supplier – External partner
<input type="radio"/> Shareholder	<input type="radio"/> Media representative
<input type="radio"/> Customer - airline	<input type="radio"/> Representative of a financial institution
<input type="radio"/> Member of the local community	<input type="radio"/> Member of a non-governmental organisation
<input type="radio"/> Representative of a regulatory body / Institutional body	<input type="radio"/> Customer (passenger)
Other: (please fill in)	

Please send the completed evaluation form (by post or e-mail) to the following address:

Eirini Papoutsi, Chief Sustainability Officer, Quality & Environment Manager
Athens International Airport, Building 24, 1st floor, 19004, Spata
Telephone: +30 210 354 3850
Email: E.papoutsi@goldair-handling.gr



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