

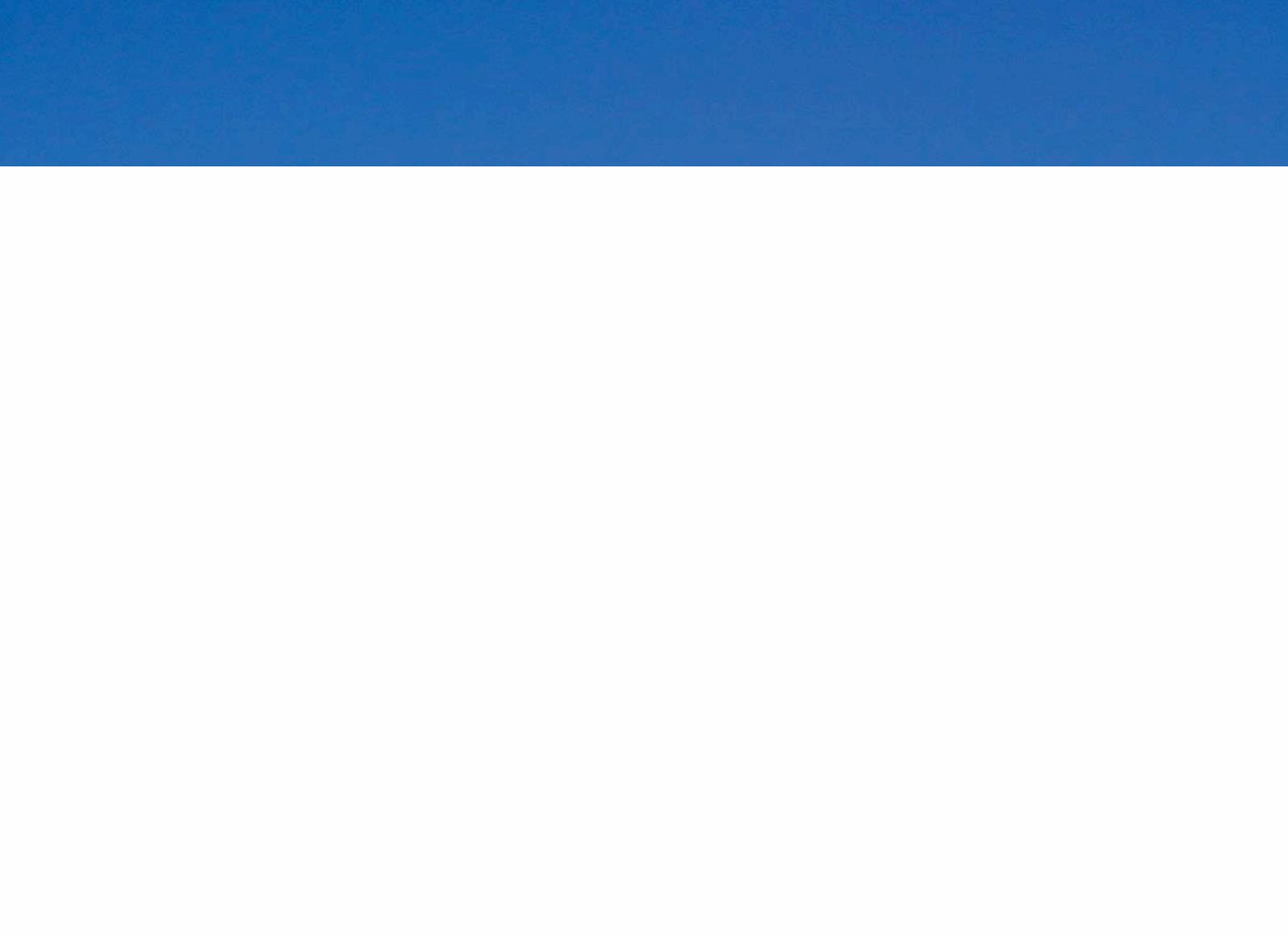
with **you** as our destination



Corporate Responsibility Report

2015





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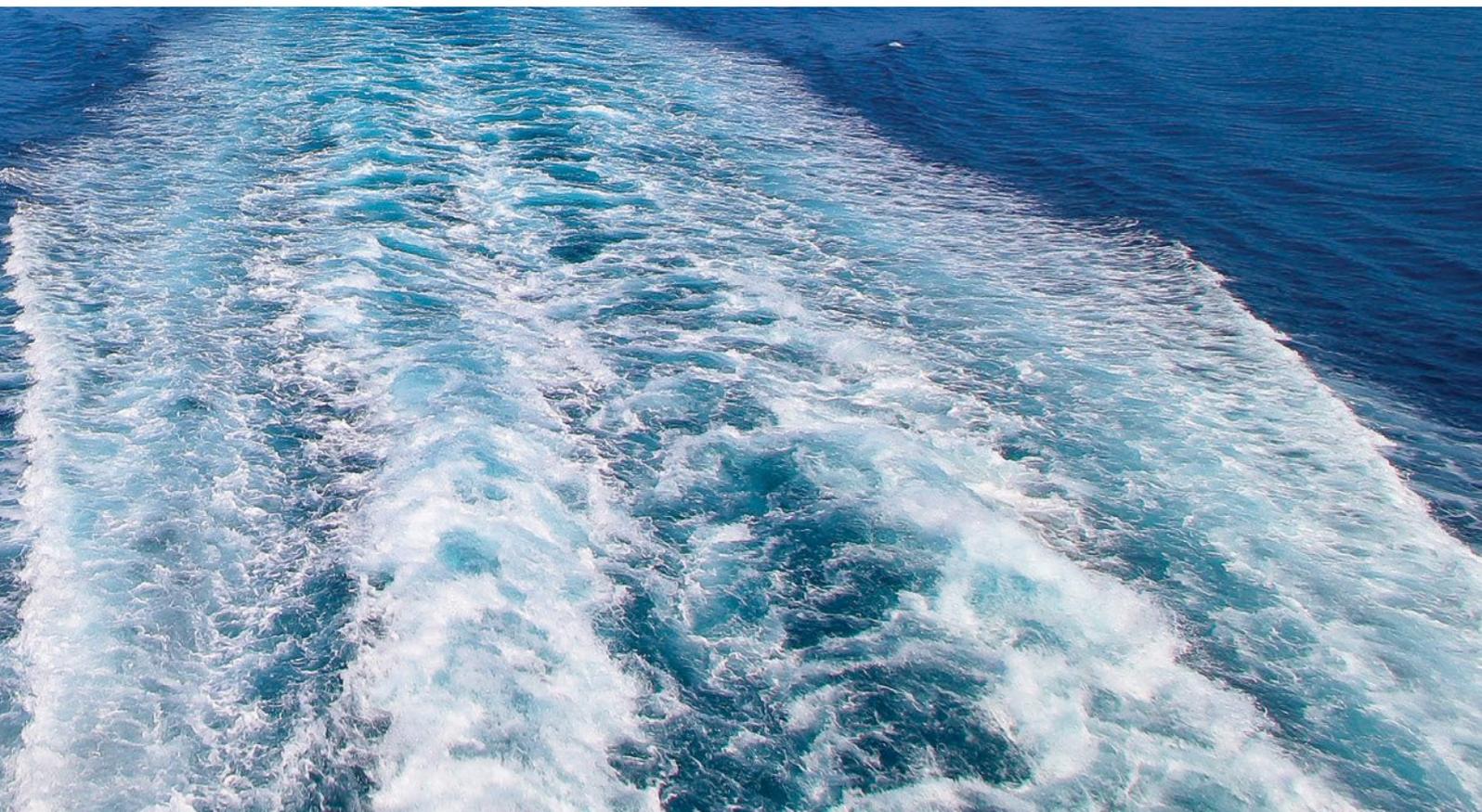
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I. MESSAGE FROM THE CEO





Dear Readers,

As the economic situation in Greece continues to remain unfavorable and challenging, we witnessed a decrease in the number of passengers and vehicles transported from the country's ports compared to 2014, despite an increase in the number of tourists within 2015.

Nevertheless, at Attica Group we continue our steady pace and strive to develop our industry and the domestic economy. Our success as a constantly developing organization is directly related to our approach to operate responsibly, following our principle to create value not only for our shareholders, but for all our Stakeholders as well. For this reason, we respond to our commitments in five areas of Corporate Responsibility: Management, Society, Employees, Passengers and Environment.

Regarding **MANAGEMENT**, we commit to adopt responsible policies and practices in our operations and to harmoniously cooperate with our Stakeholders, in order to create mutual long-term value. Indicative of this commitment, is the fact that we have communicated relevant Codes of Conduct to all our employees.

Regarding **PASSENGERS**, we commit to safeguard the health and safety of our passengers and offer them the best possible travel experience, in order to meet their needs and expectations during their journey. Responding to our indisputable obligation to ensure our passengers' health and safety, we were subject to 87 inspections from local authorities onboard our vessels, for food hygiene and safety.

Regarding **ENVIRONMENT**, we commit to integrate sustainable development in our operations and apply environmentally friendlier business practices, in order to reduce, where feasible, our environmental impact. Within this context, we invested approximately €4.3 million for programs related to environmental protection.

Regarding **SOCIETY**, we commit to combine our business success with our country's and partners' development, as well as support local communities affected by our operations, in order to contribute to improving the quality of life and prosperity of our society in general. Aligned with our priority to extensively contribute to society, we increased the total value of our societal support activities by 30.3%.

Regarding **EMPLOYEES**, we commit to cultivate a workplace focused on respect, equality, safety and merit, as well as offer training opportunities to our employees, in order to facilitate their personal and professional development. For this reason, we employ 100% of our employees with full time employment contracts.

The 2015 Corporate Responsibility Report, which has been developed according to the Global Reporting Initiative's G4 Guidelines, displays our philosophy, our priorities and our achievements related to Corporate Responsibility. However, we recognize that there are areas for improvement, since there are further issues we need to focus, in order to fully meet the needs and requirements of all our Stakeholders. As a closing remark, I would like to thank everyone who contributed to achieving our business objectives, within a challenging year for everyone, while at the same time following consistently our Principles.

Have a pleasant reading,

Spyridon Paschalis
Chief Executive Officer Attica Group

II. OVERVIEW

ATTICA GROUP



20 years of continuous presence in our Seas



We operate **13** modern vessels



MANAGEMENT



We have communicated a Code of Conduct to **100%** of our employees



No bribery incidents related to our employees occurred



No violation cases concerning our Codes of Conduct occurred



We informed **100%** of our employees on our anti-corruption policies and procedures



We informed **7** Management Executives on legislative competition issues



We increased by **88.5%** the number of GRI indicators and by **60.8%** the number of quantitative indicators we make reference to within the Report

SOCIETY



We distributed over **€58.7** million to employees (for salaries, benefits and insurance payments), **€56.2** million for taxes (including VAT), **€15.6** million to agents (for commissions), **€117.3** million to suppliers (for purchases of goods and services) and **€1.1** million for investments



We trained **83** employees of our sales network, for a total duration of **1,744** training hours



We increased the total value of our societal support activities by **30.3%**



We allocated **100%** of sponsorships and donations to local communities



We collected **256** blood units through our voluntary blood donation programs in the last three years



We welcomed **617** young people from schools and universities visiting our facilities



We supported the development of **118** students in Merchant Navy's officer academies



The percentage of procurement expenditure to local suppliers reached **71.2%**



We increased the percentage of purchases from rural suppliers by **9.7%**

EMPLOYEES



We employ **100%** of our employees with full time employment contracts



100% of employees in Director/Manager positions are of local nationality



We conducted internal trainings on Health and Safety issues to **100%** of marine employees



The entry level wage of office and marine employees is higher than the minimum wage by **28%** and **21%** respectively



82.8% of our employees received their annual leave, as initially planned



We increased training hours by **40.4%**



PASSENGERS



We conducted internal trainings on passenger safety procedures to **100%** of marine employees



The overall performance of our vessels in the Domestic and Adriatic Sea lines increased by **5%** and **4%** respectively



We were subject to **87** inspections from local authorities for food hygiene and safety



We dispatched **2,262** notifications to serve passengers with particular requirements to our vessels, out of which **257** for passengers with reduced mobility and **21** for passengers with sensitivity to allergens



We increased the members in our loyalty and reward program by **18.9%**

ENVIRONMENT



We reduced our total carbon dioxide emissions by **2.5%** (equal to **18,309** tonnes of CO₂), compared to 2014



We produced **41,760** KWh of electricity from renewable energy sources



We reduced the total quantity of refrigerant materials used by **34.8%**



We informed **4.3** million passengers on Corporate Responsibility issues, such as environmental protection



We used **39%** recycled paper for printing and copying at our offices and vessels



We reduced the paper used for commercial purposes by **20.5%**



We transported from Islands free-of-charge over **179** tonnes of materials for recycling

III. ATTICA GROUP

The leader in passenger and freight units maritime transportation in the Eastern Mediterranean Sea

WE ARE

20 
years of presence
in our seas

800,000 
vehicles annually

1.2 
million miles annually
[55 times around the Earth]

4 
million passengers annually

13 
modern vessels in our fleet

1,296 
employees

WE OFFER

We serve over 40 destinations in Greece and abroad (on the Greece – Italy routes), through our Superfast Ferries and Blue Star Ferries brands, which are known for their high level of service.



WE FOLLOW PRINCIPLES



PRINCIPLES

Honest, fair and transparent transactions.

Quality and competence in the provision of services.

Business growth and operation driven by healthy competition.

Meritocracy to issues regarding employee recruitment and selection of business partners and suppliers.

Respect for the environment and increased environmental awareness.

Full compliance with Greek, European and international laws and regulations pertaining to our business activities.

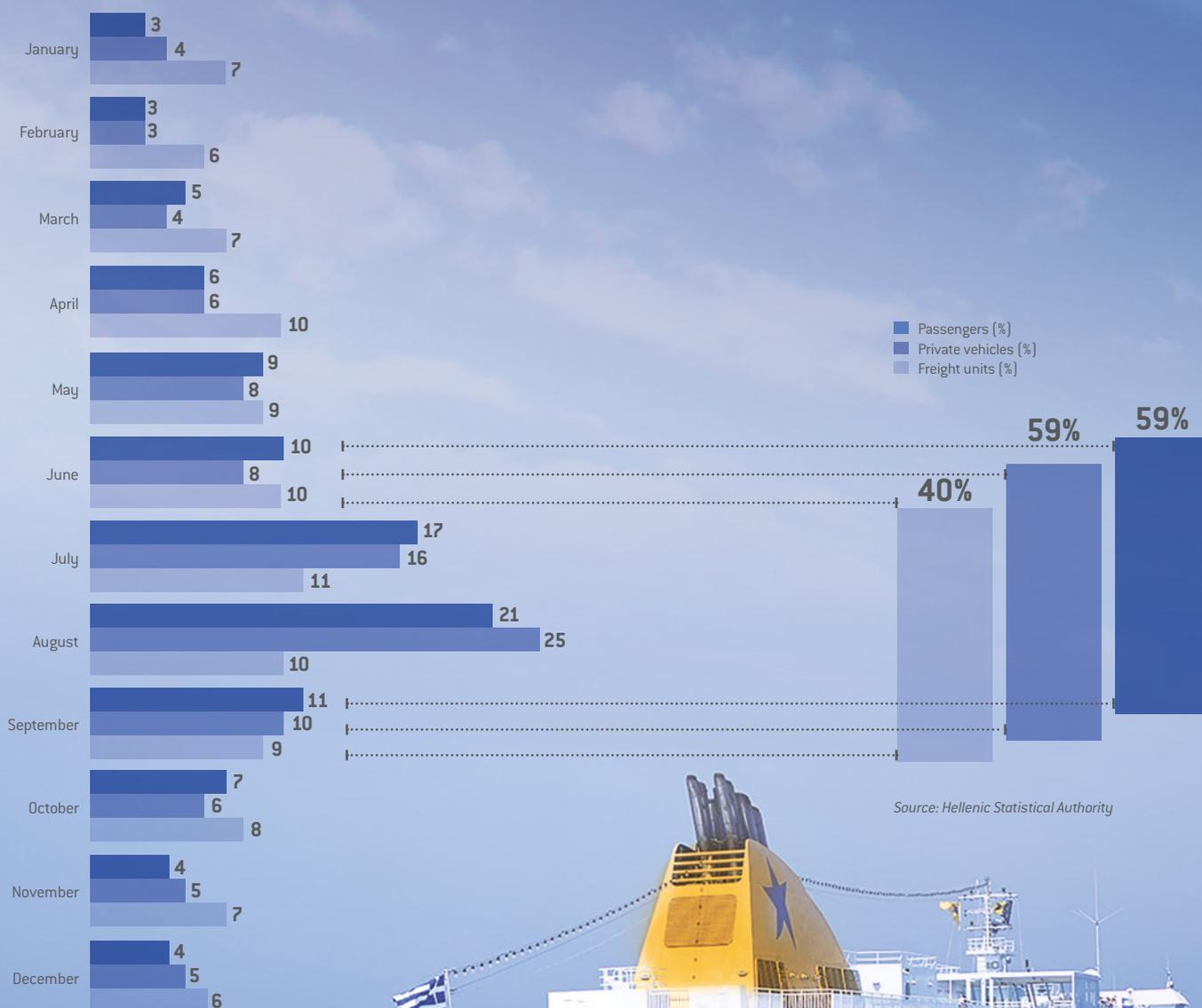
1. The Passenger Shipping Industry

About the Industry

Passenger shipping is one of the most important industries in the Greek economy, as the country's island formation requires the use of passenger and car-passenger vessels to connect islands with the mainland, as well as to connect Greece with Italy.

The industry demonstrates intense seasonality regarding transportation of passengers and private vehicles, as there is higher transportation volume during July to September and reduced transportation volume during November to February. On the other hand, there is lower seasonality regarding transportation of freight units, as their transportation volume is equally distributed throughout the year. However, despite the intense seasonality and the reduced transportation volume of passengers and private vehicles during the winter season, the domestic lines maintain adequate and consistent shipping services throughout the year, in cooperation with local authorities and the relevant Ministry.

Seasonality of passengers and vehicles transportation



Source: Hellenic Statistical Authority



2. About Attica Group

Who we are

Our Group is active in the passenger shipping industry and operates on the Cyclades, Dodecanese, North-East Aegean islands and Crete domestic routes and on the Greece – Italy routes, through our subsidiaries and commercial brands Blue Star Ferries and Superfast Ferries respectively. The Group is listed on the Athens Stock Exchange, is a member of the international investment holding company Marfin Investment Group (MIG) and its offices are located in Athens.

Shareholder structure

Shareholder	Share
MIG Shipping S.A.	77.8%
Marfin Investment Group	11.6%
Other Shareholders	10.6%

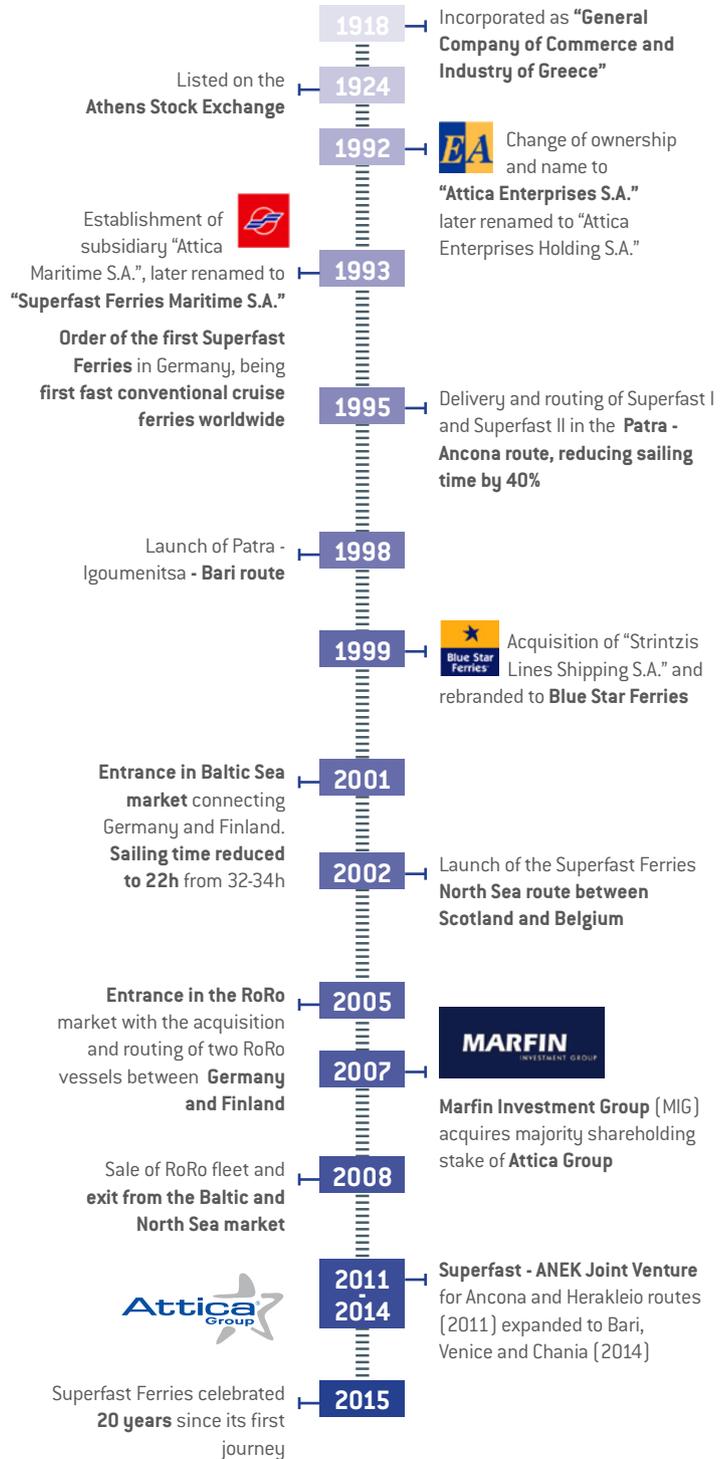
Data refer to 31/12/2015.



SUPERFAST

20 years of continuous presence
in our Seas

Our history



Superfast Ferries celebrated 20 years since its first journey, in a special event onboard SUPERFAST XII for our Group's employees, marking an important milestone for 2015. Since SUPERFAST I's first departure from Patra to Ancona in 1995, Superfast Ferries has transported over 12,000,000 passengers, 2,500,000 private vehicles and 2,500,000 freight units in Adriatic, Baltic and Northern Sea. The company's future objectives are to expand its operations to new destinations, build new vessels and continuously offer high quality services.

Our fleet

Our fleet consists of 13 car-passenger (ro-pax) vessels (9 Blue Star vessels and 4 Superfast vessels), all registered in the Greek ship registry, out of which 12 are privately-owned, while one is operated with a long-term charter contract. Specifically for the Crete and Adriatic Sea routes, our vessels jointly operate with ANEK LINES's vessels, within the context of the 'ANEK S.A. - SUPERFAST ENDEKA (HELLAS) INC. & Co. Joint Venture'.



We operate 13 modern vessels

Transportation volume

	2013	2014	2015	Difference 2015-2014
Passengers (million)	3.76	4.13	4.5	+9%
Private vehicles (thousand)	503.42	537.65	576.76	+7.3%
Freight units (thousand)	258.82	263.96	270.39	+2.4%



The way we operate

We utilize products and services from our suppliers, both for the operation of our offices (materials, equipment, services and know-how), as well as for our vessels (fuels, materials and equipment).

Passengers purchase travel services (tickets for passengers, private vehicles and freight units) through our extensive sales network, which includes:

- The corporate websites www.bluestarferries.com and www.superfast.com, as well as mobile applications.
- 34 Premium Sales Agents.
- Port agents at every port of departure.
- Central reservation system linked to International Reservations Networks (such as FORTH CRS and START), which offers direct integrated services to more than 20,000 travel agencies around the world.
- The members of the International Union of Railways (UIC) for maritime transportation of passengers from trains (200 members from 92 countries in 5 continents).

At the same time, we closely collaborate with port authorities and the local communities in the departure and arrival ports of our vessels.



Our Sales Network

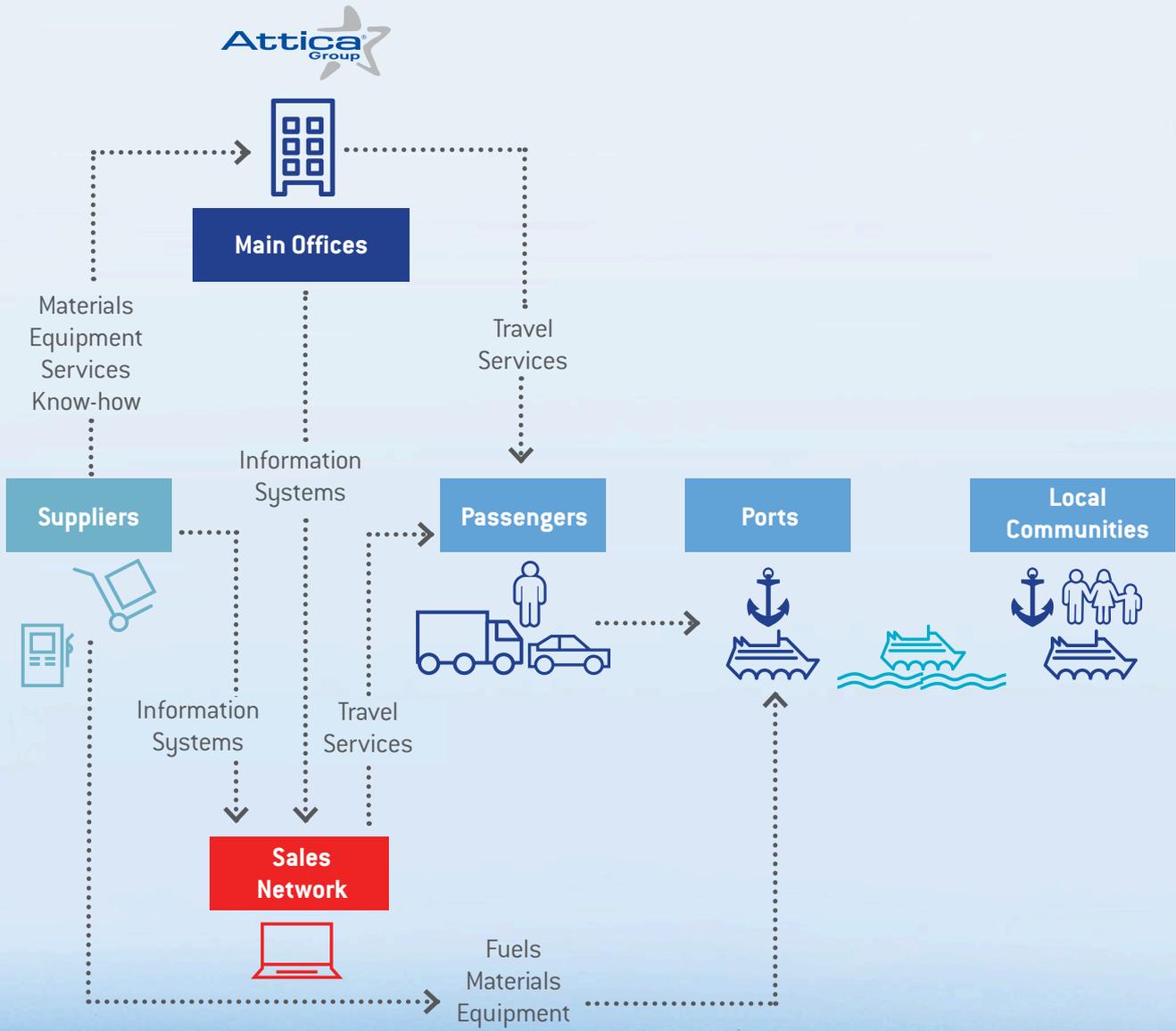


In order to provide our services in 2015, we used:

- 10 vessels in the Domestic lines, out of which four vessels in the Piraeus-Cyclades routes, three vessels in the Piraeus-Dodecanese routes, two vessels in the Piraeus - Crete routes and one vessel in the Piraeus - N.E. Aegean islands route.
- During the summer months, we also provided transportation services to Cyclades from the port of Rafina.
- 3 vessels in the Adriatic Sea lines (Patra-Igoumenitsa - Ancona and Patra-Igoumenitsa - Bari, with an intermediary approach in the port of Corfu during the summer months).



Our Value Chain



IV. MANAGEMENT

Incorporate Responsibility into our daily Management practices

WE ARE



5 pillars of Corporate Responsibility



11 Stakeholder groups



“Core” level Report, according to GRI G4 Guidelines



24 quantitative objectives in the Report



66 GRI indicators in the Report

WE COMMIT TO

“ Adopt responsible policies and practices in our operations and to harmoniously cooperate with our Stakeholders, in order to create mutual long-term value. ”

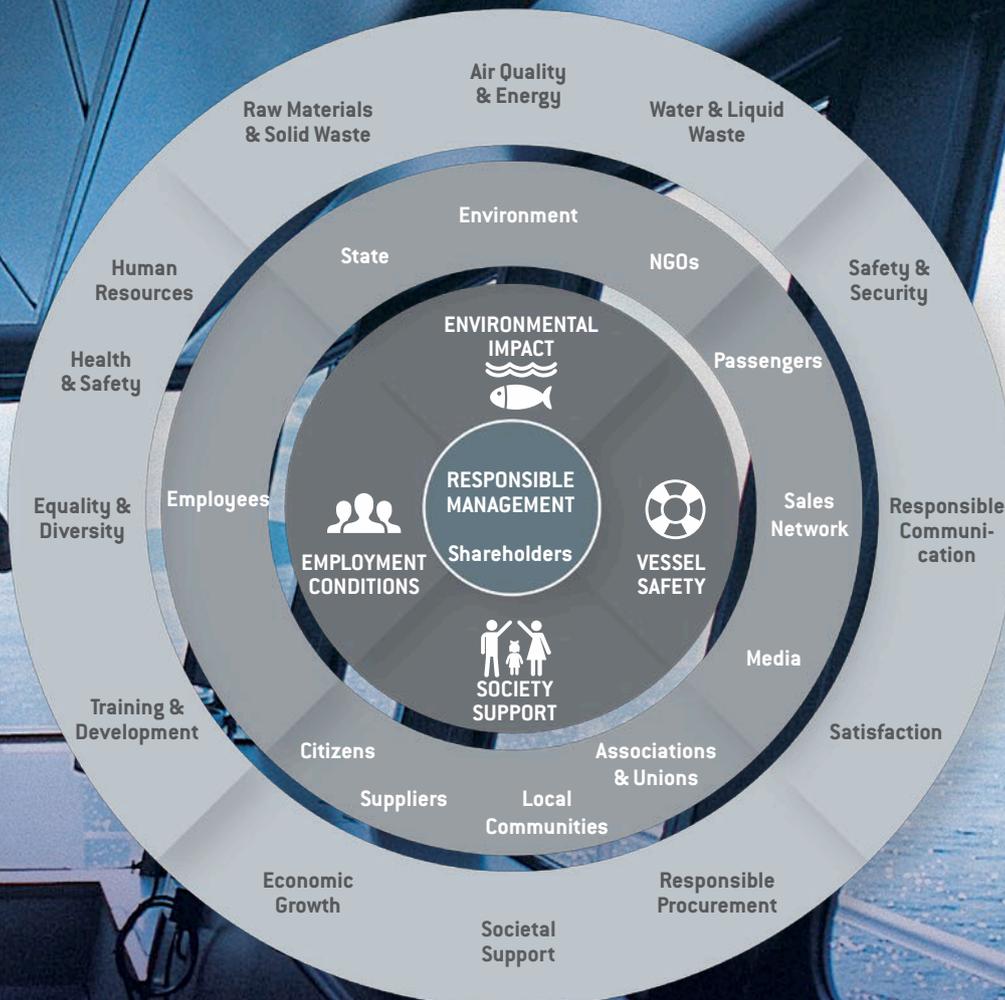
WE FOLLOW

Principles of the United Nations' Global Compact



PRINCIPLE 10 Work against all forms of corruption, including extortion and bribery

WE FOCUS



WE ACHIEVED



We have communicated a Code of Conduct to 100% of our employees.



No bribery incidents related to our employees occurred.



No violation cases concerning our Codes of Conduct occurred.



We informed 100% of our employees on our anti-corruption policies and procedures.



We informed 7 Management Executives on legislative competition issues.



We increased by 88.5% the number of GRI indicators and by 60.8% the number of quantitative indicators we make reference to within the Report.

1. Corporate Governance

We operate based on Corporate Governance practices

We have defined our corporate governance practices within our Corporate Governance Code, which is aligned with the Hellenic Federation of Enterprises' Corporate Governance Code for Listed Companies, the relevant provisions of Greek legislation, as well as the general corporate governance principles applied by European Union countries.



Corporate Governance Code

According to our Internal Regulation Code, the Corporate Governance Department (whose Director reports directly to the Board of Directors) is responsible to adhere to, update and implement the Corporate Governance Code, according to the provisions of the legislation in force.

According to our Corporate Governance Code, the Board of Directors (BoD) is responsible to decide on all strategic aspects, manage corporate affairs and approve the Group's long-term strategic and operational objectives.

Board of Directors

Name	Role	Executive Member	Independent Member
Kyriakos Mageiras	President	✓	✗
Michael Sakellis	Vice-President	✗	✗
Spyridon Paschalis	Chief Executive Officer (CEO)	✓	✗
Hercules Simitsidellis	Member	✓	✗
George Efstratiadis	Member	✗	✗
Emmanouil Xanthakis	Member	✗	✓
Alexandros Edipidis	Member	✗	✓

* Data as of 29/06/2016.

- The Board of Directors consists between three to nine members, who are elected by the General Meeting of shareholders for two years.
- BoD members elect the President, Vice-President and Chief Executive Officer, as well as the Authorized Director, if deemed necessary.
- Responsibilities of the President and the Chief Executive Officer are separate.
- At the moment, there are no processes for consultation between Stakeholders and the BoD on sustainability issues.
- The BoD is responsible for the Chief Executive Officer's performance evaluation, who evaluates managers' performance on an annual basis. Evaluation criteria include achievement of their objectives, their contribution to cultivate an excellent workplace and their personal characteristics.
- Remuneration for executive members is associated with the corporate strategy and achievement of pursued objectives, while remuneration for non-executive members is associated with their employment time and responsibilities, without being directly associated with business performance, in order to encourage freedom of opinion regarding taking increased business risks.

- If requested by shareholders representing 1/20 of the share capital, the BoD discloses remuneration and any benefits paid in the last two years to each BoD member or managers at the General Meeting of shareholders, unless there is substantial reasoning for non-disclosure, which is recorded in the proceedings (Law 2190/1920, article 39, paragraph 4).
- The BoD is supported by the **Audit Committee**, which is elected by the General Meeting of shareholders and consists of two independent non-executive members and one executive member. The Committee oversees compliance with legislation and regulatory requirements, ensures the transparency of corporate operations and evaluates the effectiveness of internal control and risk management systems.



Dependency Relationships for BoD Members

According to our Corporate Governance Code, we consider that a dependency relationship exists for candidate and actual BoD members, when the member:

- Maintains business or other professional relationship with the Group or an affiliated company, which affects its business activity.
- Is BoD President or manager within the Group or (besides the above) executive BoD member in an affiliated company, or with any kind of employment or paid relationship.
- Is up to second-degree relative or spouse of an executive BoD member or a manager or a shareholder who holds the majority share capital of the Group or an affiliated company.



Conflicts of Interests

As described within our Corporate Governance Code, BoD members and any other person with delegated BoD responsibilities are prohibited to pursue personal interests which conflict with business interests. In case such personal interests exist, they shall inform other members for actual or potential conflict of interests with the Group's or any affiliated company's interests while performing their duties. In any case, the General Meeting of shareholders is responsible to approve any action of BoD members and managers on their behalf or on behalf of third parties or participate as equal partners in companies which pursue objectives similar to those pursued by our Group.

We apply Principles and Codes of Conduct

Code of Ethics & Professional Conduct: We have communicated our Code of Ethics & Professional Conduct to all office employees, who have signed for its receive and acceptance. The Code is also part of the introductory material provided to new hired employees and outlines the principles and rules which govern all our business activities on the following topics:

- Confidentiality - Privacy.
- Professional Behavior: Behavior towards customers, Behavior among colleagues.
- Professional Appearance.
- Conflict of interests.
- Corruption - Bribery.
- Engaging with Other Work Activities.
- Processes for Meritocracy.
- Transparency of Activities.
- Respect for Property and Provided Resources.
- Group Representation in Media - Publications - Public Views.
- Information Security - Insider Information.
- Report of Illegal Activities and Violations.
- Corporate Social Responsibility.

All employees with permanent and temporary employment contracts are obliged to follow the Code of Ethics & Professional Conduct, while non-compliance with its principles is considered as an occupational misconduct and may lead to termination of employment or even legal sanctions. It must be noted that:

- All employees can seek advice or guidance on the principles of the Code of Ethics & Professional Conduct from the Human Resources Department or their Director, in case they consider that there might be a conflict of interest. No such cases have been reported within 2015.
- We prohibit any manager-employee personal relationship within the same Department. Instead, we recommend that related employees are employed in different Departments.

Code of Conduct: We have communicated a Code of Conduct to all marine employees, which outlines main rules of professional behavior towards colleagues and customers.



We have communicated a Code of Conduct to 100% of our employees



Accepting Gifts

According to the Code of Ethics & Professional Conduct, employees and first-degree relatives are strictly prohibited to directly or indirectly engage in any kind of bribery (such as giving or receiving any gift, financial incentive, loan, commission, reward or other incentive) towards or from any person, as an incentive to conduct their tasks and responsibilities in a non-appropriate manner.

- All employees are obliged to report any received gift of high value to the Human Resources Department.
- In case of confirmed bribery incident, we immediately terminate the employment relationship.



No bribery incidents related to our employees occurred



Reporting Violations

Any employee who becomes aware of any violation of the Code of Ethics & Professional Conduct, such as fraud, theft or any other illegal activity, should report the incident to his/her manager who informs the Human Resources Department or the Internal Audit Department, in cases of fraud or expected financial losses. At the same time, marine employees can report potential violations through the established procedure for submitting complaints. It must be noted that all employees can contact the competent authorities directly for any violations, instead of going through the formal corporate procedures. At the moment, there is no provision for employees to anonymously report violation cases concerning our Codes of Conduct, since all reports have to be submitted by name.



No violation cases concerning our Codes of Conduct occurred

We apply internal control and risk management systems

Internal Control: We apply an effective internal control system, in order to comply with the legislative requirements and provide reliable financial information. The Board of Directors monitors, assesses and ensures the adequacy of the internal control system (including financial statements), which includes:

- The Audit Committee.
- The Internal Audit Department, which reports directly to the BoD and is supervised by the Audit Committee. The Department operates as an independent body and audits functions and procedures, in order to ensure our effective and efficient operation, as well as monitor the Internal Regulation Code's implementation and enforcement.
- The Internal Regulation Code, which is aligned with the legal provisions regarding Corporate Responsibility (Law 3016/GG 110-17/05/2002, Law 3693/GG 174-25/08/2008 and Law 3873/GG 150-06/09/2010) and defines:
 - Divisions' structure, their responsibilities and the relationship with the Group's management.
 - Responsibilities of BoD members.
 - Recruitment and performance evaluation process for managers.
 - Monitoring of transactions from BoD members, managers and persons with insider information.
 - Public disclosure of significant transactions.
 - Principles for transactions between affiliated companies.



Stock Trading Monitoring Procedure

According to provisions of Law 3340/10-05-2005 (article 12) and Decision 3/347-12/07/2005 of the Hellenic Capital Market Commission, we have compiled a list of people with access to privileged information, which is provided to the Commission upon request. Within the context of transparency in our transactions, we inform each person in the list for the obligations defined by legislation, as well as potential sanctions in case of information misuse.

Risk Management: We follow a comprehensive approach to categorize potential risks related to financial, social and environmental issues, according to their probability of occurrence and the impact on our operations. Within this context, we update the Risk Registry at least once a year, while the Board of Directors assesses these risks and approves necessary actions to address them. Through this approach, we have identified the following main risks and uncertainties that can potentially affect our financial results:

- Continuous recession of the Greek economy and the reduction in the available income.
- Fluctuation of fuel prices.
- Intense competition in domestic and abroad shipping lines.
- Seasonality of operations due to tourism.
- Need to maintain sufficient liquidity.
- Restrictions imposed by capital controls.

We contribute to anti-corruption

Within the context of our efforts to combat and eradicate corruption, we have accepted and signed the UN Global Compact's 'Call for Action' initiative and commit to implement policies and practices to effectively tackle corruption and bribery incidents. It must be noted that within 2015:

- We made no donations to political parties in Greece.
- There were no corruption incidents or pending lawsuits related to corruption or relevant sanctions imposed by respective authorities.
- There were no legal accusations of corruption filed or pending accusations of corruption or fines imposed.



We informed 100% of our employees on our anti-corruption policies and procedures



Assessment of Operations and Activities

During 2015, we assessed our operations according to the Transparency International's anti-corruption principles and the United Nations' Global Compact principles, in order to identify strengths and weaknesses and set priorities. Throughout the assessment, we examined:

- Corruption issues related to our anti-corruption policies and procedures, as well as certain areas of high risk for corruption and bribery incidents.
- Human Rights issues in offices and vessels, which included:
 - Health and Safety.
 - Work hours, Salaries and Leaves.
 - Fair Treatment.
 - Impacts on Society.
 - Product / Service Stewardship.
 - Forced Labor.
 - Child Labor.
 - Discrimination.



We follow fair competition rules

We are committed to comply with the applicable international and national legislation, follow fair competition rules and do not adopt practices which violate them. Within this context:

- We do not make negative comments about our competitors publicly.
- We do not enter new markets and customer segments as a result of concluded agreements with competitors.
- We do not adhere to cartel agreements for price fixing or market sharing.
- We do not allow our employees to discuss future plans that are not publicly known or salary issues, as well comment about our vessels or competitors.
- We conduct ad-hoc briefings on legislative competition issues for our Management Executives.

Within 2015:

- There was one complaint filed to the Hellenic Competition Commission for anti-competitive behavior on behalf of one Group company from an applicant ticket sale agent, who did not received the respective sale license. The complaint is currently pending and is expected to be rejected as unfounded.
- There were no relevant fines or other sanctions imposed by the respective authorities.



We informed 7 Management Executives on legislative competition issues



We comply with legislation

As our main goal is to comply with the regulatory and legal framework we operate within, we closely monitor the provisions related to our activities. It must be noted that within 2015, there were no significant fines (over €20,000) or other sanctions imposed by respective authorities.

2. Corporate Responsibility



Responsible Company

According to the results of 133 telephone interviews between November-December 2015, **89.3%** of local authority members and **97%** of employees believe we are more responsible as a company, compared to other companies in the passenger shipping industry.

Corporate Responsibility

Our approach to Corporate Responsibility aims to align our business operations with the needs of society and the environment. Therefore, we design and implement initiatives to prevent potential negative impacts due to our operations and respond to opportunities through interaction with our Stakeholders.



We utilize appropriate organizational structures

To manage topics related to our responsible operation, we have created an organizational structure, as described in the figure below. This organizational structure is also used to collect data, which are used internally to evaluate our performance, and Stakeholders to do the same.

Managing Corporate Responsibility



- At Board level, the Chief Executive Officer has the overall responsibility for Corporate Responsibility issues, including principles, policies and objectives.
- At Management level, the Corporate Responsibility Team is responsible to coordinate our overall Corporate Responsibility strategy. The Team consists of executives from the Legal & Corporate Affairs Department, the Sales & Marketing Department, the Human Resources Department and the Marine Operations & Technical Department and cooperates with other Departments, in order to diffuse practices related to responsible operation.



Global Compact Principles

Our commitment to the 10 Principles of the United Nations' Global Compact is associated with our belief that we should contribute to address current social and environmental challenges. Therefore, we have included their acknowledgement and acceptance to our Code of Ethics & Professional Conduct, in order to further integrate them in the way we operate.



'European Enterprise Manifesto 2020'

In 2015, we signed the European Enterprise Manifesto 2020, part of the joint initiative 'Enterprise 2020' of the Hellenic Network for Corporate Social Responsibility (CSR Hellas), the European Business Network for Corporate Social Responsibility (CSR Europe) and 42 CSR Networks across Europe. The Manifesto promotes cooperation and initiatives in three strategic areas:

- Enhance employability and social inclusion.
- Promote new sustainable production and consumption methods, as well as improve living conditions.
- Increase transparency and respect for human rights.



Corporate Responsibility Review

Within 2015, we reviewed our performance in four areas of Corporate Responsibility (society, labor practices and human rights, marketplace, environment), in order to:

- Identify and record policies, actions and results in main Corporate Responsibility issues.
- Identify strengths and weaknesses.
- Determine main areas to further focus on.

As a result, we assessed our performance related to policies, actions and results as moderate, good and fair respectively, and we also determined our strategic focus on Corporate Responsibility issues, which include:

- Comprehensively manage Corporate Responsibility issues.
- Retain and develop our human resources.
- Reduce our environmental impact.
- Responsibly manage our suppliers.
- Promote transparency and protect human rights.

We operate based on Management Systems

We use the following certified Management Systems for our business operations, in order to respond to long-term challenges:

- International Safety Management (ISM) Code.
- ISO 9001 Quality Management System.
- ISO 14001 Environmental Management System.
- ISO 22000 Food Safety Management System (contractors).
- HACCP Food Hygiene and Safety Management System (contractors).
- SAP Enterprise Resource Planning (ERP).

We are members in national and international organizations

We are members in the following institutions and organizations:

- INTERFERRY.
- High Level Ferry Group of the ECSA (European Community Shipowners' Associations).
- Greek Shipowners Association for Passenger Ships (SEEN). The Vice-President of BoD and the Chief Executive Officer are President of BoD and Vice-President of International Routes in the BoD of SEEN.
- Hellenic Chamber of Shipping (HCS). The Vice-President of BoD and the Chief Executive Officer are BoD Members of HCS.
- Greek Tourism Confederation (SETE).
- Hellenic Network for Corporate Social Responsibility (CSR Hellas).
- Hellenic Marine Environment Protection Association (HELMEPA).
- Travel Technology Initiative.
- Sustainable Mobility Group of the International Union of Railways (UIC).
- EURAIL Group GIE.
- United Nations' Global Compact.



Our efforts are recognized

We consider the recognition of our efforts related to Corporate Responsibility as an important moral award, which also highlights our commitment to continue our relevant practices and initiatives. In 2015, we were proud to receive:



The 'True Leader' award in ICAP Group's 'True Leaders 2015' as the leading company in the passenger shipping industry and among the business groups with the highest number of employees.



The Silver Award in **Energy Mastering Awards 2015** in the 'Energy Efficiency Management – Public Transportation' category, for our 'Blue Star Ferries Innovative Renewable Energy Sources' project, which featured the pilot installing and operating a photovoltaic panel unit onboard Blue Star Delos.



A double distinction in Ethos Media S.A.'s Apps Awards 2015, receiving:

- The Gold Award in the 'Best Tourism and Travel app' category for the 'Blue Star Bookings' mobile applications, which informs users for all scheduled routes and ticket prices of Blue Star Ferries and allows them to book and purchase their tickets online.
- The Silver Award in the 'Best Tourism and Travel app' category for the 'Blue Star Islands' mobile applications, which provides users with useful information and photographs of Greek islands and enables them to network and chat with other users.

3. Materiality and Stakeholders

We identify Material Topics

We have created the following Corporate Responsibility Framework, as a result of an internal analysis and interaction with our Stakeholders, in order to systematically organize and manage Corporate Responsibility issues.



In each one of the areas of Corporate Responsibility, we focus on Material Topics, identified through a respective Materiality Analysis, during which:

- We identified potential topics, based on the industry's regulatory framework, current global conditions and practices and future trends, developing a pool of over 90 topics to be considered.
- We analyzed the associated risk for each topic, based on:
 - Their potential impact (for our Stakeholders).
 - Their probability of occurrence.
- We utilized our Stakeholders' expectations as far as our responsible operation is concerned, by taking into consideration their input from relevant surveys we conducted.
- We combined the associated risk and Stakeholders' expectations for each topic.

The Materiality Analysis was approved by the Corporate Responsibility Team and the Chief Executive Officer, who also approved the current Report. Through this Analysis, we have identified the following Material Topics for 2015 (all Topics that were not deemed Material are not referenced in detail):

Corporate Responsibility Materiality Analysis



We interact with Stakeholders

The way we operate, as well as decisions, affect a wide range of people, groups and organizations, who comprise our Stakeholders. The following table describes our Stakeholder groups, which influence or are influenced by our operations, the methods we apply to continuously communicate and interact with them, the main topics raised by them, as well as the sections within our Report, where we respond to these topics.

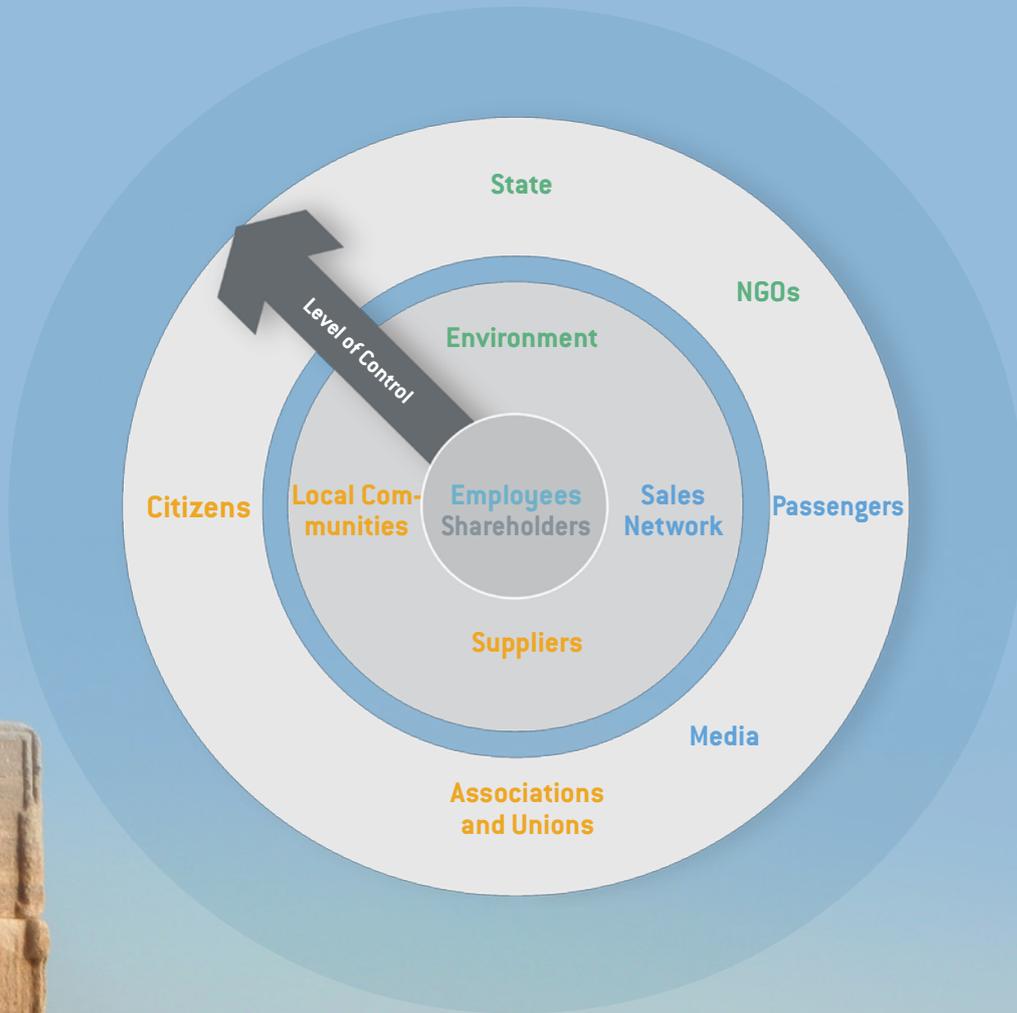
Within 2015, we identified our Stakeholders' expectations related to our responsible operation, mainly through surveys that included:

- A Greek Domestic Lines Survey, with personal interviews to 2,300 passengers (in the Domestic and Adriatic Sea lines) and 200 professional drivers (in the Adriatic Sea lines) between May-September 2015.
- A Quantitative Corporate Responsibility Survey, with telephone interviews to 133 employees and 57 local authority members between November-December 2015.
- A Qualitative Corporate Responsibility Survey, with 29 individual interviews to employees, local authority members and passengers between November-December 2015.

Stakeholder Engagement

Stakeholder	Methods of interaction through continuous activities	Main issues of interest (reference in Report)
DIRECT		
EMPLOYEES	<ul style="list-style-type: none"> ■ Qualitative and Quantitative Corporate Responsibility Survey (annually) ■ Events / Meetings ■ Training ■ Performance Appraisal ■ Negotiations with Employee Unions 	<ul style="list-style-type: none"> ■ Job Security (VI-1) ■ Training & Development (VI-4) ■ Vessel Health & Safety (VI-2) ■ Vessel Work Conditions (VI-1-4) ■ Equality & Fairness (VI-3) ■ Office Work Conditions (VI-1-4) ■ Employee Training In Human Rights (VI-4, V-2)
SHAREHOLDERS	<ul style="list-style-type: none"> ■ General Meeting of Shareholders ■ Websites ■ Meetings 	<ul style="list-style-type: none"> ■ Vessel Safety (VII-1) ■ Community Impact (V-2) ■ Corporate Responsibility (IV-2) ■ Accident Impact (V-2, VII-1) ■ Corporate Governance (IV-1)
PASSENGERS	<ul style="list-style-type: none"> ■ Qualitative Corporate Responsibility Survey (annually) ■ Greek Domestic Lines Survey (annually) ■ Customer Services and Loyalty Division ■ Websites ■ Satisfaction / Complaints Questionnaires ■ Social media ■ Information leaflets 	<ul style="list-style-type: none"> ■ Vessel Safety (VII-1) ■ Products & Services Quality (VII-1) ■ Products & Services Health & Safety (VII-1) ■ Products & Services Affordability (VII-3) ■ Responsible Communication & Sales (VII-2) ■ Passenger Satisfaction (VII-3) ■ Accident Impact (V-2, VII-1)
SALES NETWORK	<ul style="list-style-type: none"> ■ Events / Meetings ■ Information systems ■ Travel agents' online portal ■ Websites 	<ul style="list-style-type: none"> ■ Vessel Safety (VII-1) ■ Products & Services Quality (VII-1) ■ Responsible Communication & Sales (VII-2) ■ Passenger Satisfaction (VII-3)
SUPPLIERS	<ul style="list-style-type: none"> ■ Supplier evaluation ■ Meetings ■ Contracts 	<ul style="list-style-type: none"> ■ Responsible Buying (V-3) ■ Local Buying (V-3)
INDIRECT		
STATE (e.g. Ministries, Local Authorities, Public Services, Port Authorities)	<ul style="list-style-type: none"> ■ Discussion with representatives at local and national level ■ Meetings / Presentations ■ Participation in organizations and associations ■ Vessel inspections ■ Formal communication 	<ul style="list-style-type: none"> ■ Vessel Safety (VII-1) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ Accident Impact (V-2, VII-1) ■ Corporate Governance (IV-1)
ASSOCIATIONS & UNIONS (e.g. Industry Associations, Hoteliers' Associations)	<ul style="list-style-type: none"> ■ Participation in associations ■ Meetings / Presentations ■ Discussion with representatives at local and national level ■ Formal communication 	<ul style="list-style-type: none"> ■ Vessel Safety (VII-1) ■ Products & Services Quality (VII-1) ■ Products & Services Affordability (VII-3)

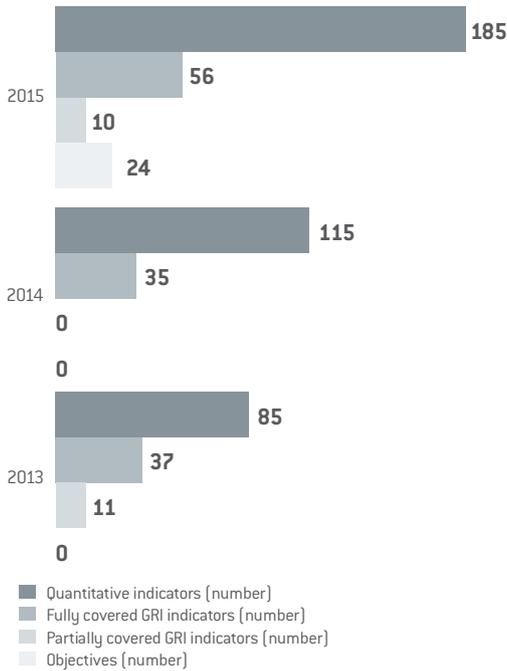
Stakeholder	Methods of interaction through continuous activities	Main issues of interest (reference in Report)
INDIRECT		
LOCAL COMMUNITIES (e.g. islands)	<ul style="list-style-type: none"> ■ Qualitative and Quantitative Corporate Responsibility Survey (annually) ■ Meetings / Presentations ■ Local events and programs 	<ul style="list-style-type: none"> ■ Community Impact (V-2) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ CO₂ Emissions (VIII-1) ■ Effluent Handling (VIII-3) ■ Waste Handling (VIII-2) ■ Hazardous Waste (VIII-3) ■ SO₂, NO_x and PM Emissions (VIII-1) ■ Noise Pollution and Air Quality (VIII-1) ■ Environmental Grievances (VIII-1) ■ Environmental Compliance (VIII-1) ■ Accident Impact (V-2, VII-1) ■ Donation & Sponsoring (V-2) ■ Corporate Volunteering (V-2)
CITIZENS	<ul style="list-style-type: none"> ■ Websites ■ Social media 	<ul style="list-style-type: none"> ■ Vessel Safety (VII-1) ■ Products & Services Quality (VII-1) ■ Energy Use (VIII-1) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ CO₂ Emissions (VIII-1) ■ Material Consumption (VIII-2) ■ Products & Services Affordability (VII-3) ■ Responsible Communication & Sales (VII-2) ■ Accident Impact (V-2, VII-1)
NON-GOVERNMENTAL ORGANIZATIONS (NGOs)	<ul style="list-style-type: none"> ■ Collaborations ■ Meetings / Presentations 	<ul style="list-style-type: none"> ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ Effluent Handling (VIII-3) ■ Waste Handling (VIII-2) ■ Water Consumption (VIII-3) ■ Sea Biodiversity (VIII-3) ■ Land Biodiversity & Land Use (VIII-3) ■ Noise Pollution and Air Quality (VIII-1) ■ Refrigerants Use (ODP) (VIII-1) ■ Environmental Grievances (VIII-1) ■ Environmental Compliance (VIII-1) ■ Vessel Health & Safety (VI-2) ■ Accident Impact (V-2, VII-1) ■ Vessel Work Conditions (VI-1-4) ■ Equality & Fairness (VI-3) ■ Office Work Conditions (VI-1-4)
MEDIA	<ul style="list-style-type: none"> ■ Press releases ■ Press conferences ■ Websites 	<ul style="list-style-type: none"> ■ Vessel Safety (VII-1) ■ Products & Services Quality (VII-1) ■ Community Impact (V-2) ■ Sea Pollution (VIII-2, 3) ■ Fuel Spills & Leakages (VIII-3) ■ Products & Services Affordability (VII-3) ■ Responsible Communication & Sales (VII-2) ■ Accident Impact (V-2, VII-1) ■ Donation & Sponsoring (V-2)



We focus on quantitative data and results

We focus to continuously include and publish more quantitative indicators and objectives, in order to respond to our Stakeholders' requirement for greater transparency and their need to be able to evaluate our performance.

Quantitative data within the Corporate Responsibility Report



We increased by 88.5% the number of GRI indicators and by 60.8% the number of quantitative indicators we make reference to within the Report

4. Objectives 2016

 We aim	 By
To restructure the Group's Management and Organizational structure.	2016
To create a Quality Assurance and Environment Department.	2016
To train the Corporate Responsibility Team in Report development.	2016
To conduct a Stakeholder Engagement process on issues related to Corporate Responsibility.	2017
To include Corporate Responsibility Team's responsibilities within its members' formal job descriptions.	2017
To conduct trainings or briefings related to the Code of Ethics & Professional Conduct.	2017

V. SOCIETY

We support prosperity of Society

WE ARE

€277.6 
million turnover

88% 
economic value
distributed

€2.1 
million social contribution

84,764 
free and discount tickets

82 
blood units from volunteer
blood donators

WE COMMIT TO

“ Combine our business success with our country's and partners' development, as well as support local communities affected by our operations, in order to contribute to improving the quality of life and prosperity of our society in general. ”

WE FOLLOW

Principles of the United Nations' Global Compact



PRINCIPLE
1
Support and respect protection of internationally proclaimed human rights

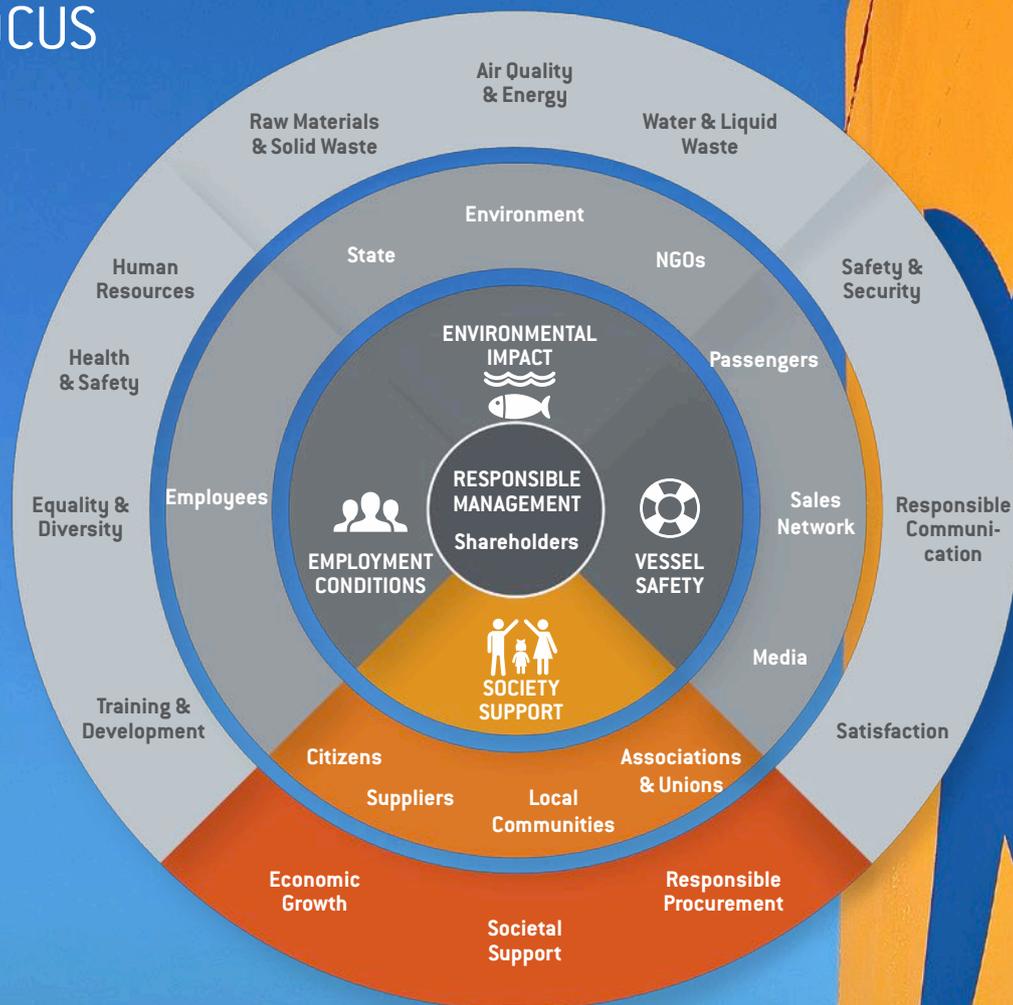
PRINCIPLE
2
Ensure not to be complicit in human rights abuses

PRINCIPLE
4
Eliminate all forms of forced and compulsory labour

PRINCIPLE
5
Abolish effectively child labour

PRINCIPLE
8
Promote greater environmental responsibility

WE FOCUS



WE ACHIEVED



We distributed over €58.7 million to employees (for salaries, benefits and insurance payments), €56.2 million for taxes (including VAT), €15.6 million to agents (for commissions), €117.3 million to suppliers (for purchases of goods and services) and €1.1 million for investments.



We trained 83 employees of our sales network, for a total duration of 1,744 training hours.



We increased the total value of our societal support activities by 30.3%.



We allocated 100% of sponsorships and donations to local communities.



We collected 256 blood units through our voluntary blood donation programs in the last three years.



We welcomed 617 young people from schools and universities visiting our facilities.



We supported the development of 118 students in Merchant Navy's officer academies.



The percentage of procurement expenditure to local suppliers reached 71.2%.



We increased the percentage of purchases from rural suppliers by 9.7%.

1. Economic Growth

We achieve financial results

With over 90 years presence in Greece, we achieve positive financial results, which are indicatively presented below for the years 2013-2015 (additional financial information can be found in our Annual Financial Reports at www.attica-group.com).

Financial results

	2013	2014	2015
Turnover (total sales with VAT) (million €)	260.16	266.66	277.63
Operating costs (million €)	NR	193.6	174.09
Earnings before interest, taxes, depreciation and amortization (EBITDA) (million €)	27.15	42.35	80.7
Profits after taxes (million €)	(10.13)	4.27	33.18
Corporate taxes (thousand €)	54	148	69
Total taxes (including VAT and port taxes) (million €)	45.46	48.35	56.21
Payments to suppliers (million €)	148.13	145.63	117.38
Cost of employees (including salaries, benefits and insurance payments) (million €)	58.09	55.53	58.7
Commissions to agents (million €)	18.33	16.09	15.67
Investments (million €)	0.42	37.73	1.15
Economic value distributed (%)	100	98.4	88.05
Economic value retained (%)	0	1.6	11.95

NR: Not reported

The improved 2015 financial results can primarily be attributed to reduced operating costs, as a result of:

- Efficient management of vessel routes, which improved transportation volume per route and resulted in significant fuel savings.
- Reduced fuel prices.
- Efforts to reduce operating expenses.

It must be noted that during 2015, the total financial compensation received from the Greek State and financial support from the European Union amounted to €16.47 million, due to:

- Public service contracts awarded, as Blue Star Ferries participated in open public tenders by the Ministry of Shipping and Island Policy to operate shipping routes which connect remote islands with the mainland.
- Contribution of Blue Star Ferries in refugee related programs operated by the Hellenic Republic.
- Our Group's participation in programs funded by the European Union.

We contribute to economic growth

Our business operations ensure we return significant economic value back to our Stakeholders, mostly through purchases (towards our suppliers), commissions (towards our agents), salaries, benefits and insurance payments (towards our employees), taxes (towards the State) and investments.

Economic value distribution



*The amount refers to gross salaries, benefits and insurance payments.

**The amount refers to total taxes, including VAT.



We distributed over €58.7 million to employees (for salaries, benefits and insurance payments), €56.2 million for taxes (including VAT), €15.6 million to agents (for commissions), €117.3 million to suppliers (for purchases of goods and services) and €1.1 million for investments

We help our sales network develop

The current challenging economic situation in the local market makes every effort to create direct and indirect job positions particularly important. Therefore, we contribute to our network's commercial success by developing their employees' skills, through:

- Training on issues, such as:
 - Customer management.
 - Familiarization with new features of existing reservation programs.
 - Familiarization with new reservation programs.
- Presentations-briefings for new products and services.



We trained 83 employees of our sales network, for a total duration of 1,744 training hours

2. Society Support



Societal Support Activities

According to a survey conducted to 36 local authority members, providing free and discount tickets is the Group's most widely known societal support activity, especially regarding sport events and teams (39%), support of local communities (33%) and cultural events (22%).

We support society

Within the context of our wide societal contribution, we supported over 50 charitable and non-charitable organizations in 2015, focusing on local communities of islands we serve, through:

- Provision of discount and free tickets.
- Donations to charitable organizations through collection boxes in our vessels.
- Programs and initiatives to improve the life of residents in islands.
- Monetary sponsorships and donations.

It is estimated that during 2015, we offered over €56,000 to various social groups and sport associations, out of which over €22,000 to charitable organizations, with the following indicative examples:

- The Holy Diocese of Chios-Psara-Oinousses.
- Sport Associations, such as Kolossos Rhodes BC and Kalloni FC.
- The educational and cultural programme 'Agoni Grammi Gonimi'.

Social contribution

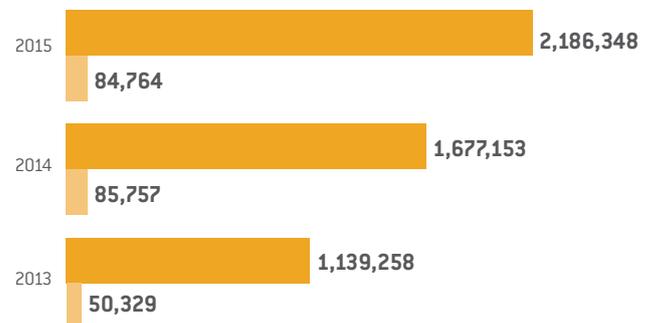
	2013	2014	2015
Value of discount and free tickets (€)	1,109,258	1,599,431	2,115,612
Value of donations from passengers to charitable organizations through collection boxes in vessels (€)	NR	4,641	3,634
Value of implemented programs and initiatives (€)	NR	15,446	11,000
Value of sponsorships and donations (€)	30,000	57,635	56,102

NR: Not reported

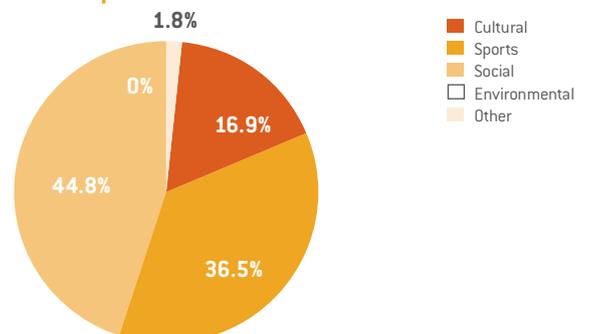


We increased the total value of our societal support activities by 30.3%

Society support



Sponsorships and donations





Provision of Discount or Free Tickets

We offer discount or free tickets to various NGOs, associations, local authorities and communities, in order for them to attend sport, cultural or educational activities outside their islands or local activities and events. Indicative examples include:

- The Naxos Festival 'Aion'.
- The Paros Summer School, organized by the University of the Aegean.
- The Patmos International Film Festival 2015.
- The Syros International Aegean Festival 2015.
- The 2nd Child and Puppet Theatre Festival in Crete.
- The European Music Day.
- The Hermes cup 2015 tournament for academies in Syros.
- The activities of Syros Anima Festival.
- The Rhodes Marathon.
- The 27th Meeting of the Aegean Amateur Theatrical Groups.

It is estimated that during 2015, we offered approximately 84,764 discount and free tickets for sport, cultural and educational activities and additionally benefitted thousands of citizens who participated or attended those events and activities.



First Aid Training Courses

In collaboration with the Volunteer Crisis Rescue Team (EDOK), we organize First Aid Training Courses for residents in local islands, in order to:

- Provide First Aid assistance in cases of injuries.
- Respond to emergency situations.
- Create local rescue teams composed of permanent local residents.

Following the first training courses to 120 people in Tilos and Amorgos in 2014, we organized training courses in Paros and Santorini within 2015, with the participation of 197 people.



Donations to Charitable Organizations

As part of our contribution to sensitive and underprivileged social groups, we support various charitable organizations which:

- Are committed to support children, especially children with disabilities.
- Have limited resources.

Therefore, we place collection boxes at the Reception desks onboard our vessels with the name of the supported organization indicated, in order to collect donations from passengers. Each month, we gather these donations and deposit them into the organization's bank account.

Within this context, we supported the following charitable organizations in 2015:

- Smile of the Child.
- Amnesty International.
- Lions Club Rhodes, to support hospitals and Health Centers in small islands.

Furthermore, we collaborate with the 2 Blue Tomatoes company to sell t-shirts in vessel shops, which feature unique and original printed stamps which promote local traditional foods and recipes. The total value of 187 units sold in vessel shops reached €3,647 and 2 Blue Tomatoes offered part of their revenues to the non-profit organization 'Desmos' (<http://desmos.gr>), to support the organization to create sustainable solidarity networks and cultivate social and humanitarian responsibility.



'Agoni Grammi Gonimi'

To ensure participation of small island residents in educational and cultural events, we supported the 'Agoni Grammi Gonimi' programme for the 9th consecutive year, which is the largest educational and cultural program of remote Aegean islands. The programme featured approximately 10 creative workshops (such as Robotics, Pottery, Puppet Theatre, Jewelry, Kung Fu, Guitar, Piano and Violin) in Patmos, Iraklia, Leipsoi, Koufonisi, Amorgos and Schinoussa, with the participation of approximately 228 children and 56 adults.

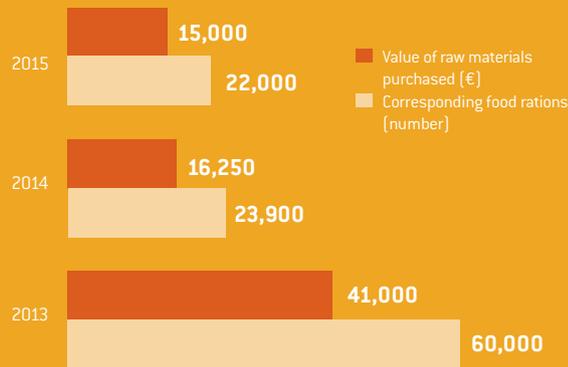




Support to Underprivileged Social Groups

An important aspect of our social contribution is our collaboration with NGOs, specialized authorities and organizations to support various social groups in need. Since September 2012, we support the Holy Diocese of Chios-Psara-Oinousses, to provide meals to sensitive social groups, by purchasing required raw materials for food rations.

Provision of meals to underprivileged citizens



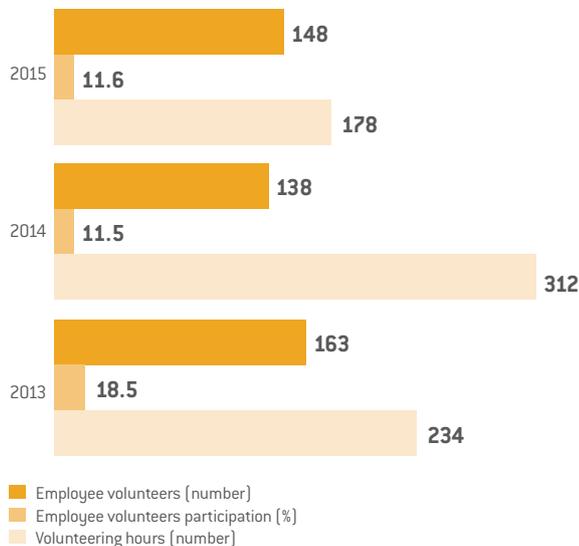
We allocated 100% of sponsorships and donations to local communities

At the same time, we actively participated in efforts to assist refugees, as Blue Star Ferries chartered a vessel to the Greek government and transported over 61,000 refugees from the Eastern Aegean islands to the mainland within 2015.

We cultivate the importance of volunteer contribution

We believe that it is our responsibility to cultivate the importance of volunteer contribution to our employees, in order to integrate the concept of responsibility in their behavior.

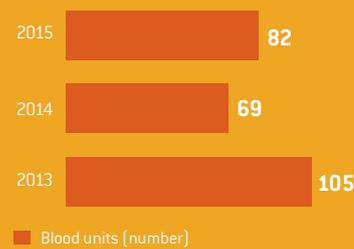
Employee participation in Societal Support Activities



'Blood Ties'

Since 2009, we implement a voluntary blood donation program called 'Blood Ties', in order to respond to needs of remote Greek island residents and to personal emergencies of our employees and their families. Within 2015, we implemented two voluntary blood donation programs at our offices and vessels, in cooperation with the 'G. Gennimatas' General Hospital, and gathered in total 82 blood units, all of which were utilized for our employees' needs.

Voluntary blood donation



We collected 256 blood units through our voluntary blood donation programs in the last three years

We support professional growth of young people

We focus on educational contribution and supporting professional growth of young people, as we:

- Welcome students from schools and universities, in order to inform them about career prospects in the shipping industry and employment opportunities in the passenger shipping industry, as well as promote their environmental awareness.
- Participate in student internship programs of the Merchant Navy's officer academies (for Engine and Deck cadets), who are required to successfully complete a one-year internship onboard a vessel prior to their graduation, in order to familiarize themselves with their future tasks.
- Implement internship programs for university students and graduates, in order to acquire professional experience and develop skills and competencies which advance their personal and professional development.
- Participate in employment programs for unemployed young people organized by the Manpower Employment Organization (OAED), in order to train them and acquire professional experience, as well as fill potential job openings.



We welcomed 617 young people from schools and universities visiting our facilities



We supported the development of 118 students in Merchant Navy's officer academies



We care for the impact of our operations

To transform our commitment towards society into practice, we ensure that our operations do not have significant actual or potential negative impacts on local communities. For this reason:

- We strive to minimize the potential impacts on local communities, through practices such as maintaining reduced speeds within ports and complying with legislation regarding port emissions, as well as monitor and assess our security system.
- We conduct security risk assessments when deemed necessary, which include human rights violation risk by security employees.
- We outline tasks related to security in job descriptions.
- We design and implement corrective actions in cases of potential negative impacts due to our operations, through regular trainings to marine employees on procedures such as the Emergency Plan, which includes measures to deal with negative impacts (e.g. pollution).

- We have developed a 'Crisis Communication Plan', in order to ensure seamless information flow during emergencies and responsible communication to interested parties, beyond what is already specified within the ISM crisis and emergencies management Code.

It must be noted that, within 2015:

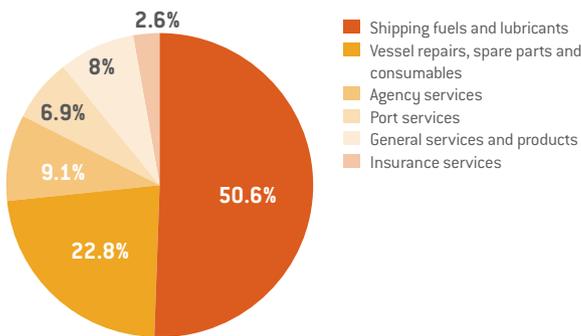
- Only minor accidents occurred within our vessels, except for one incident of damages in SUPERFAST II's cargo, due to extreme weather conditions.
- We did not receive any complaints regarding impact on society.
- No relevant significant fines (over €20,000) were imposed.

3. Responsible Procurement

We give priority to local suppliers

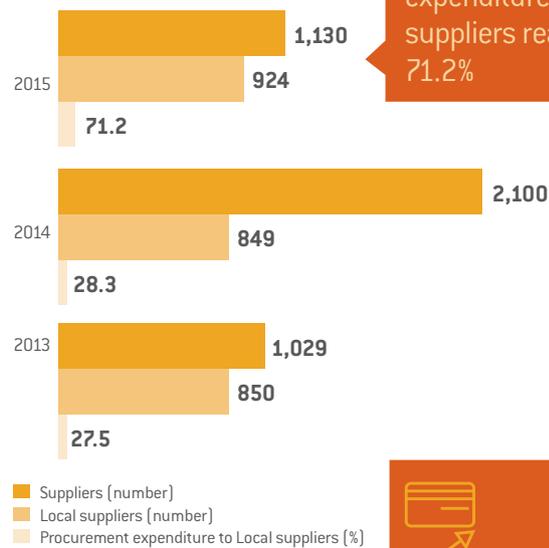
Our suppliers are over 1,130 throughout Greece and abroad, with 74.3% of them being local suppliers. Based on their turnover, we consider 108 of them as major suppliers, out of which 85 are local suppliers.

Supplier categories



In order to support local market development, we conducted 74.3% of total purchases through local suppliers, while the percentage of procurement expenditure to local suppliers reached 71.2% in 2015, compared to 28.3% in 2014.

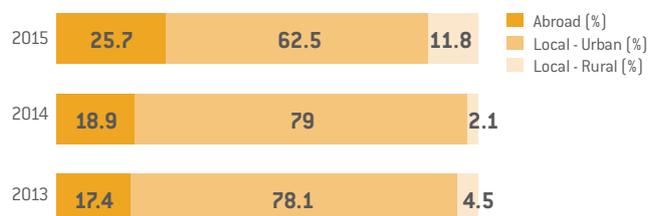
Purchases and suppliers



The percentage of procurement expenditure to local suppliers reached 71.2%

We increased the percentage of purchases from rural suppliers by 9.7%

Allocation of purchases per region



Indicating our commitment to meet our contractual obligations regarding payments to suppliers, in 2015:

- The average supplier payment time remained at 120 days, as in 2014.
- 100% of payments were made according to the terms in our contractual agreements.

We responsibly select our suppliers

As our suppliers play an integral part of our operations and impact our activities, we fully acknowledge our moral obligation to positively influence our supply chain and monitor our suppliers' responsible operation.

For this reason, a Quality Assurance & Environment Questionnaire is sent to suppliers, which documents and assesses issues, such as:

- Food safety assurance, from production to consumption (use of ISO 22000).
- Development and implementation of a quality management system (use of ISO 9001).
- Processes to identify and manage environmental impacts (ISO 14001).
- Processes to manage defective and returned products.
- Processes to purchase raw materials.

So far, we have not identified any significant actual or potential negative environmental, labor practices and human rights impacts or impacts on society throughout our supply chain. Furthermore, we evaluate our suppliers performance with an annual spending of over €10,000 at least once a year.

The performance evaluation process utilizes specific criteria in four areas, based on which we approve our suppliers:

- Quality.
- Cost.
- Availability.
- Service - Support - Adaptability.

It must be noted that:

- For each tender we require at least three offers, except for direct selection cases, either because they exactly match our technical specifications or only one unique supplier exists.
- Prior to our collaboration we assess the performance of new suppliers, according to available and applicable criteria. Within 2015, we initiated collaboration with 307 new suppliers.
- We utilize all above criteria for exclusive representatives of manufacturing companies, although we do not discontinue our collaboration, since there is no option to substitute.
- We inform suppliers with low scores they need to improve their performance, in order to continue our collaboration, as they will otherwise be rejected.
- We immediately re-evaluate a supplier's performance and proceed with necessary actions in case a supplier provides unsuitable or dangerous products, demonstrates unethical behavior or does not fulfill our cooperation agreement.
- We select suppliers for materials or services among approved suppliers, based on the performance evaluation conducted. It must be noted that we send product samples to a certified laboratory two to three times per year, in case we cannot determine whether product specifications match the ones agreed with the supplier, in order to analyze and verify their specifications.



Responsible Vessel Buying

Our main goal is to collaborate with renowned and modern shipyards to buy and build new vessels, following the most recent and highest safety regulations, without however ignoring potential future safety regulations, which may affect their operation. At the same time, we focus on vessels' energy efficiency and strive to implement innovative technologies.

Regarding vessel buying:

- Our respective divisions conduct thorough assessments of features and aspects.
- Our representatives conduct onboard inspections and we seek assistance from external authorities (such as consultants and classification societies), if deemed necessary.

4. Objectives 2016

 We aim	 By
To establish a single Procurement Process.	2016
To develop a Policy for our Contractors' Suppliers.	2016
To develop a Code of Conduct for Suppliers, including selection criteria to become a supplier.	2017

VI. EMPLOYEES

We establish positive Employment Conditions

WE ARE

1,296 
employees

12.6% 
women

100% 
of employees with full time
employment contracts

1,240 
training hours

100% 
of employees subject
to additional benefits

WE COMMIT TO

“ Cultivate a workplace focused on respect, equality, safety and merit, as well as offer training opportunities to our employees, in order to facilitate their personal and professional development. ”

WE FOLLOW

Principles of the United Nations' Global Compact



PRINCIPLE

1

Support and respect protection of internationally proclaimed human rights

PRINCIPLE

2

Ensure not to be complicit in human rights abuses

PRINCIPLE

3

Recognize freedom of association and right to collective bargaining

PRINCIPLE

4

Eliminate all forms of forced and compulsory labour

PRINCIPLE

5

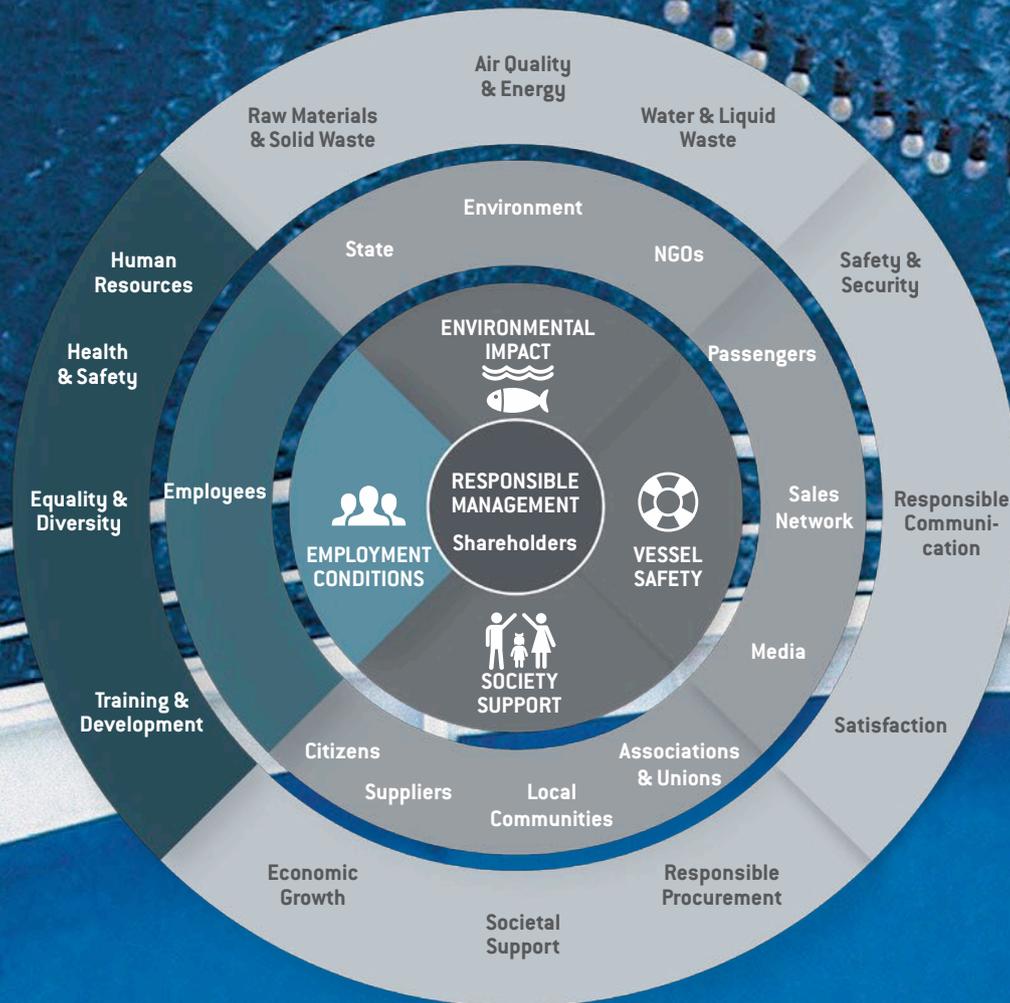
Abolish effectively child labour

PRINCIPLE

6

Eliminate discrimination in respect to employment and occupation

WE FOCUS



WE ACHIEVED



We employ 100% of our employees with full time employment contracts.



We conducted internal trainings on Health and Safety issues to 100% of marine employees.



82.8% of our employees received their annual leave, as initially planned.



100% of employees in Director/ Manager positions are of local nationality.



The entry level wage of office and marine employees is higher than the minimum wage by 28% and 21% respectively.



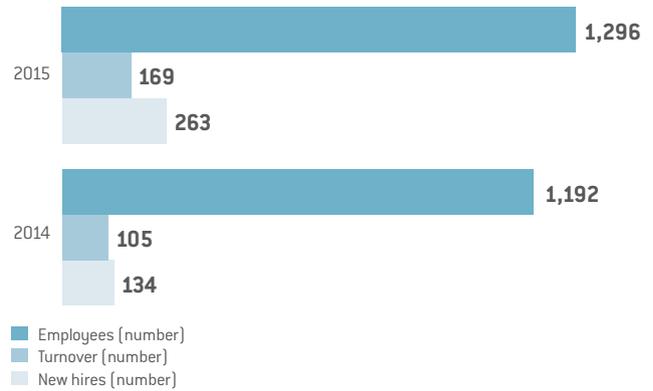
We increased training hours by 40.4%.

1. Human Resources

We sustain job positions

Our business success is directly associated to our employees, therefore our main goal is to create job positions and career opportunities, as well as lessen unemployment. Our business activity supports hundreds of indirect job positions throughout our value chain and the passenger shipping industry in general. It must be noted there are seasonal variations in employment numbers onboard our vessels, as the number of marine employees during spring and summer months was higher by 16.2% compared to the autumn and winter months (1,115 employees compared to 959).

Human Resources



Human Resources

Employment Type	Permanent	Temporary	Full time	Part time	
Employees (number)	1,078	218 [16.8%] [207 marine employees] [20 women]	1,296	0	
Gender	Female	Male			
Employees (number)	164	1,132			
Age	<30	30-50	>50		
Employees (number)	158	961	177		
Categories	Nationalities	Disabilities	Foreigners		
Number	2	0	5		
Education Level	Public School – High School	Academic Education	Postgraduate Education		
Employees (number)	920	344	32		
New Hires	Female	Male	<30	30-50	>50
Employees (number)	22	241	114	130	19
Permanent Turnover	Female	Male	<30	30-50	>50
Employees (number)	21	148	84	72	13
Permanent Turnover	Permanent Resignations	Permanent Redundancies	Other		
Turnover reason (%)	89.9	7.7	2.4		
Employment Tenure	<5 years	5-10 years	>10 years		
Employees (%)	19.4	48.9	31.7		
Working Place	Offices	Vessels			
Employees (number)	181	1,115			
Hierarchy	Chief Executive Officer / Top Management	Directors/Managers	Employees	Total	
Employees (number)	21	87	1,188	1,296	

*Data for vessels refer to 31/08/2015.



It must be noted that:

- The average age of office and marine employees is 42 and 37 years respectively.
- The average employment tenure for office and marine employees is 13 and 9 years respectively, and the employment onboard our vessels for marine employees is 8 months.
- The permanent turnover rate of office employees was 6% (out of which 5.5% redundancies and 0.5% resignations) and 4% for marine employees (out of which 1% redundancies and 3% resignations).
- The permanent turnover rate of marine employees prior to completing 12 months of employment was 3%, without any respective office employees.
- The permanent turnover rate of female office employees compared to male office employees is lower by 20%.
- The majority of our employees are from Attica and the percentage of marine employees from local islands is 16.6%.
- The number of freelance professionals working within the Group during 2015 was 2.



2. Health and Safety

We ensure Health and Safety onboard our vessels

Our main commitment is to create a safe work environment for our marine employees. Therefore, we:

- Comply with applicable laws and relevant Health and Safety regulations, as described in the ISM Code and the Maritime Labour Convention (MLC).
- Have established Quality, Safety and Hygiene Committees in all vessels, which consist of all managers and represent all marine employees. The Committees discuss Health and Safety issues and notify the Group regarding their findings.



- Do not include Health and Safety issues in our employment contracts, since respective issues are covered by national or industry collective agreements and international hygiene, accommodation and safety agreements, which have been incorporated in the relevant national legislation.
- Require marine employees to hold competency certificates in training areas regarding vessel safety, rescue equipment, firefighting and first aid, prior to their employment onboard our vessels, in accordance with the respective legislation. At the same time, we encourage them to regularly renew their certificates, in order to continuously adjust to the relevant legal requirements.
- Continuously train our marine employees on Health, Hygiene and Safety issues and response to emergency situations.
- Provide the necessary personal protective equipment to all marine employees and monitor its proper use.
- Ensure proper employment conditions, such as temperature, ventilation, lighting and sanitation.
- Record and monitor accidents and Health and Safety incidents, in order to take corrective actions and eliminate respective risks.
- Replace immediately injured and sick marine employees with other employees to cover their position onboard.
- Record and investigate vessel accidents with no injuries, in order to improve our Health and Safety procedures. No such accidents have occurred within 2015.

We ensure Health and Safety in offices

Besides creating a safe work environment for marine employees, we are also committed to ensure Health and Safety for our office employees. Within this context, we have:

- Developed a comprehensive Security Measures Plan for offices.
- Created an Safety & Security Division, which is responsible to properly implement security measures.
- Communicated specific instructions via e-mail for emergency situations, such as:
 - Fire. - Sabotage.
 - Earthquake. - Arson.
 - Bomb threat. - First Aid.
 - Robbery. - Heat wave.
 - Hostage situation. - Flood.
- Communicated instructions for emergency situations and preventive protection measures. Within this context, we trained 8 employees from the Hygiene and Safety Division on emergency situations.
- Defined and communicated office evacuation plan with predetermined assembly points, in order to safely evacuate office employees, visitors and external collaborators.
- Defined Floor Leader and Safety & Security Team, which consists of the Safety & Security Manager, the Security Shift on duty and the Reception's desk security shift on duty, as well as Evacuation Officer, who receives updated alphabetic employee lists for each floor on a monthly basis.

- Conducted office evacuation exercises every six months.
- Installed loudspeaker system to signal evacuation in emergency situations.
- Ensured that emergency exits are clear of obstructions and are clearly marked.
- Installed anti-slip membranes in staircases.
- Established favorable employment conditions to support susceptible employee groups, such as pregnant employees (to whom we provide parking space in our main offices) and employees working in night shifts (for whom we ensure additional security measures).

The following table summarizes our overall Health and Safety performance. It must be noted that there are no employees with high incidence or risk of disease associated with their work and there were only minor accidents with minor injuries involving our employees, except for one accident of serious employee injury onboard Superfast I, for which legal action is still pending.

Although no employee fatal accidents occurred within 2015, we regret to inform that there was one employee loss due to natural causes onboard Blue Star 2, while being docked in Piraeus port.



We conducted internal trainings on Health and Safety issues to 100% of marine employees

Health and Safety

	2014	2015
Employees' fatal accidents (number)	0	0
Collaborators' fatal accidents (number)	NR	0
Accidents (number)	17	20
Men	16	19
Women	1	1
Accidents with absence <3 days (number)	NR	0
Accidents with absence >3 days (number)	NR	20
Absence from work due to accidents (hours)	NR	0
Injury Rate (rate)*	1.4	1.28
Men	1.39	1.4
Women	1.66	0.5
Lost Days Rate due to injuries or occupational diseases (rate)**	71.53	65.6
Men	70.83	71.3
Women	85	25.9
Absenteeism Rate due to injuries and occupational diseases (rate)***	715.34	633.73
Men	708.33	700.19
Women	850	226.06

*Injury Rate (IR): Number of injuries x 200,000 work hours / Total work hours.

** Lost Days Rate due to injuries or occupational diseases (LDR): Total work days lost x 200,000 work hours / Total work hours.

*** Absenteeism Rate due to injuries and occupational diseases (AR): Total absent work days x 200,000 work hours / Total work days.

NR: Not reported

3. Equality and Diversity

We commit to meritocracy

Our commitment towards meritocracy follows the principle to treat all our employees equally, which enables their professional development to depend solely on their performance and skills. We do not allow any kind of discrimination due to race, gender, color, origin, age, religion, participation in employee unions, disability, sexual orientation, political beliefs, pregnancy or marital status regarding any work aspect (e.g. salaries). Furthermore, we do not allow any comments among employees for all issues above, in order to prevent any form of harassment (e.g. sexual).

As a result of our focus on the equal treatment of women:

- The percentage of women in Director/Manager positions is 2.3% (11% for office employees), without any women in Top Management positions onboard our vessels, and the percentage of women in overall workforce is 12.6%.
- The percentage of female office employees with temporary employment contracts compared to male office employees is lower by 27.3%.
- The percentage of female office employees participating in performance appraisal compared to male office employees is higher by 20%.

It must be noted that no complaints or grievances regarding labor practices were filed and no discrimination incidents occurred within 2015.

We do not tolerate child, forced and compulsory labor

We respect the internationally recognized principles of human rights, as described within the UN Universal Declaration of Human Rights and the ten Principles of the UN Global Compact we have signed. At the same time, we are certified and audited for human rights issues according to the Maritime Labour Convention's respective principles. Based on these principles, we are committed not to:

- Employ any person below the legal age work limit (as defined by the Greek legislation).
- Encourage or tolerate any forced and compulsory labor in any of our premises.
- Employ any person through organizations or agencies involved in trafficking or other forms of forced labor.

In 2015:

- There were no significant investment agreements and contracts with clauses on human rights.
- There were no complaints or grievances regarding human rights violation.

We respect the right of employees to participate in employee unions and strikes

Although there is no employee union within our Group, we respect the right of employees to freedom of association and participate in employee unions, while no operations in which the respective rights may be at significant risk have been identified. It must be noted that:



- Approximately 95% of marine employees participate in the Panhellenic Seamen's Federation (PNO) and in employee unions related to their specialization. Also, one office employee is an elected member of the Panhellenic Federation of Shipping and Tourism Employees (PASENT).
- 100% of employees are covered by individual agreements, based on national or industry collective agreements.
- The minimum notice period regarding operational changes for marine employees is 3 days, with a minimum notice period of 24 hours for Domestic lines and 7 days for Adriatic Sea lines included in employment agreements. We follow, as a minimum, the relevant regulatory requirements regarding operational changes for office employees.
- 100% of our marine employees participated in four strikes and lock-outs within 2015, due to strikes organized by the Panhellenic Seamen's Federation (PNO), with the time lost due to strikes being 7 mandays.

We ensure confidentiality of personal data

We respect the right of employees to safeguard their personal data, as personal data security is a fundamental factor towards privacy protection. Indicating our commitment to implement a wide range of technical and organizational measures:

- We comply with the provisions and requirements of Law 2472/1997 regarding 'Protection of individuals from Processing of Personal Data'.
- We have authorized the use of specific surveillance systems to monitor crucial access areas to our offices (such as staircases, outside perimeter, central cashier and parking garage), which include CCTV system with cameras and security cards to monitor access to areas such as servers and UPS. We do not monitor any work areas or collect any personal data under any circumstances, and we only allow employees from the Hygiene and Security Division to access the surveillance footage.
- We require written consent on behalf of employees, in case we disclose personal data to any person with preferential relationship (such as doctors or lawyers).
- We do not withhold personal documents (such as identification cards, passports or any other personal papers), without which employees cannot resign from their position.

As a result of our practices we did not receive any formal employee complaints in 2015 regarding privacy issues or personal data security.



We offer competitive salaries

We strive to maintain our employee salaries and wages above the legal minimum salary and attract highly-skilled workforce, despite the recession of the Greek economy. At the same time, we compensate all employees within the agreed time period and we do not deduct salaries due to disciplinary offenses or other deductions except those stipulated by law.

It must be noted that in 2015:

- The minimum salary was in all cases higher than the legal basic salary, as defined by local legislation.
- The average salary for male office employees, Directors/Managers and Top Management positions compared to female office employees is higher by 49.3%, 8% and 11% respectively.
- The ratio of annual total compensation for our highest-paid individual to the median of annual total compensation for all office employees (excluding the highest-paid individual) is 15%.
- There was no increase in the annual total compensation for our highest-paid individual, while the median of percentage increase in annual total compensation for all office employees is 1%.

 The entry level wage of office and marine employees is higher than the minimum wage by 28% and 21% respectively

We offer additional benefits

Besides legally regulated benefits, we offer a number of voluntary benefits to all employees, regardless of their employment type or employment tenure. All our employees and collaborators' employees working on behalf of our Group are covered by health insurance, for which we spent €114,300 in 2015.

Additional benefits

	Marine Employees	Office Employees
Expanded life insurance to all employees, their spouses and their children		✓
Coverage against disability/incapacitation		✓
Postgraduate program support		✓
Christmas cheques for every child up to 14 years old		✓
Annual Christmas festive event		✓
Provision of free passenger and private vehicle tickets and meals onboard our vessels (upon availability)	✓	✓
Discount for passenger and private vehicle tickets for first-degree relatives (upon availability)	✓	✓
Discount for certain items from vessel shops	✓	✓

We handle work-life balance

We believe we have an obligation to support our employees and maintain work-life balance, especially considering the continuous increase of time pressure. Therefore:

- We ensure that all employees receive their entitled leaves (such as paid leaves and sick leaves), according to the provisions of the applicable Labor Law. At the same time, we provide paid leaves to temporary or part time employees according to their employment time, proportionate to the entitled leaves of full time employees.
- We record and monitor work hours for all marine employees.
- We review our payment system and bonuses, in order to ensure that all paid fees allow decent livelihood, without the need to resort in overtime work.
- We compensate overtime work and do not force employees to work overtime, under the threat of salary reduction, dismissal or any other sanction.

As a result, in 2015:

- 100% of marine employees worked at least once beyond the typical work hours and there was no overtime work on behalf of our office employees.
- The average overtime work for marine employees was 2 hours.
- All 3 women who received their maternity leave, returned and continued their work within our Group.
- 10 female employees were granted reduced working hours due to raising a child.

 82.8% of our employees received their annual leave, as initially planned

We transparently inform our employees

Regardless of their employment type, we inform all new hired office employees about:

- Our organizational structure and culture.
- Our Code of Ethics & Professional Conduct.
- Our Internal Regulation Code.
- The Emergency Situations Response Plan for offices.
- The terms and conditions of the Group Insurance program.
- Main work issues and procedures, such as leaves and absences, training, communication and performance appraisal.

Furthermore, it must be noted that:

- Our employment contracts include documents which describe the way we expect employees to behave (e.g. corporate manuals).
- Prior to their employment, all employees receive their employment contracts.

As a result, all employees have been informed at least once regarding Corporate Responsibility issues and we conducted 4 internal communication activities regarding Corporate Responsibility issues to all employees in 2015, compared to 6 in 2014.

4. Training and Development

We develop our employees

Internal Advancements: Our priority is to support our employees' development and cover job openings from existing employees. As a result of this policy, the percentage of permanent job openings in offices and vessels covered by internal candidates reached 1% and 5% respectively within 2015.

Job Rotation: We have established a job rotation program for office employees, in order to keep them motivated and offer the opportunity to acquire additional knowledge and experience, with 2 job rotations taking place within 2015.

Job Descriptions: In our attempt to ensure individual and organizational effectiveness, as well as maximize employee satisfaction, we record in written job descriptions and responsibilities for all employees. As a result, a detailed job description is available for 60% and 100% of marine and office employees respectively.

We train our employees

Training Programmes: To design our annual Training Plan, we consider:

- Identified training needs.
- Responsibilities and requirements for every job position.
- Changes in the shipping industry (e.g. legal framework).

We deliver a wide range of training programmes for our marine and office employees each year. In 2015, we conducted programmes and seminars in the following main areas:

- Marine employees:
 - Safe work practices onboard our vessels.
 - Marine Environmental Awareness.
 - Vessel functions risk management.
 - Navigation certification (ECDIS).
 - Educational film library.
- Office employees:
 - Shipping.
 - Finance.
 - Labor/Insurance issues.
 - Management issues (e.g. human resources).
 - Customer service.
 - Safety.

The following table summarizes the results of our training practices and overall performance. It must be noted that data for marine employees do not include internal trainings conducted onboard our vessels, but only marine employees who renewed or received new competency certificates, in order to be eligible for employment onboard our vessels. Within 2015:

- We conducted 40 training programmes with the participation of 393 employees.
- Total duration of training programmes was 1,240 hours, compared to 883 hours in 2014.
- We conducted training programmes on Corporate Responsibility issues, with the participation of 4%, 2% and 1% of office employees, Directors/Managers and Top Management executives respectively.
- Total cost of training programmes was €56,822, compared to €45,852 in 2014.

Employee training

Averages	2013	2014	2015
Office employees			
Training per employee (hours)	2.5	3.3	5.5
Training per male employee (hours)	NR	3.9	8.1
Training per female employee (hours)	NR	2.8	3.2
Training per employee in management positions (hours)	NR	3	9
Training per employee in administrative positions (hours)	NR	3.4	10.8
Marine employees*			
Training per employee (hours)	NR	0.2	1.4
Training per male employee (hours)	NR	0.2	1.2
Training per female employee (hours)	NR	NR	0.2
Training per employee in management positions (hours)	NR	1.3	0.9
Training per employee in administrative positions (hours)	NR	NR	1.5

*Average training hours for marine employees refer only to the renewal of their competency certificates in training areas and do not include internal trainings conducted on vessels.
NR: Not reported



 We increased training hours by 40.4%

We appraise our employees

We implement a three-phase Performance Appraisal System for our office and marine employees, in order to identify their strengths and areas for improvement and improve their overall performance:



The Performance Appraisal System consists of 5 main areas:

1. Performance Criteria.

- Personal Objectives.

- Performance Standards (one of which is Compliance with Procedures).

- Attributes (Common Attributes and Team Leading Position Attributes).

2. Appraisal Summary.

3. Employee Professional Requirements.

4. Training and Development Activities.

5. Comments.

It must be noted that in 2015, we assessed 53% of our office employees, compared to 69% in 2014 (with managers being assessed reaching 60%, compared to 53% in 2014), as well as 100% of our marine employees.

5. Objectives 2016

 We aim	 By
To conduct performance appraisal for 100% of office employees.	2016
To conduct an Employee Satisfaction Survey.	2016
To train 600 marine employees on Management issues.	2016
To include Corporate Responsibility in the information material of new hired employees.	2017
To train all Managers on Corporate Responsibility.	2017

VII. PASSENGERS

We ensure our Vessel Safety

WE ARE

5,000 
journeys annually

87 
vessel inspections from local authorities
(for food hygiene and safety)

1,096 
questionnaires in vessels

219,700 
total calls to Customer Services
and Loyalty Division

144,697 
members in the Passenger Loyalty
& Reward program SeaSmiles

WE COMMIT TO

“ Safeguard the health and safety of our passengers and offer them the best possible travel experience, in order to meet their needs and expectations during their journey. ”

WE FOLLOW

Principles of the United Nations' Global Compact



PRINCIPLE

7

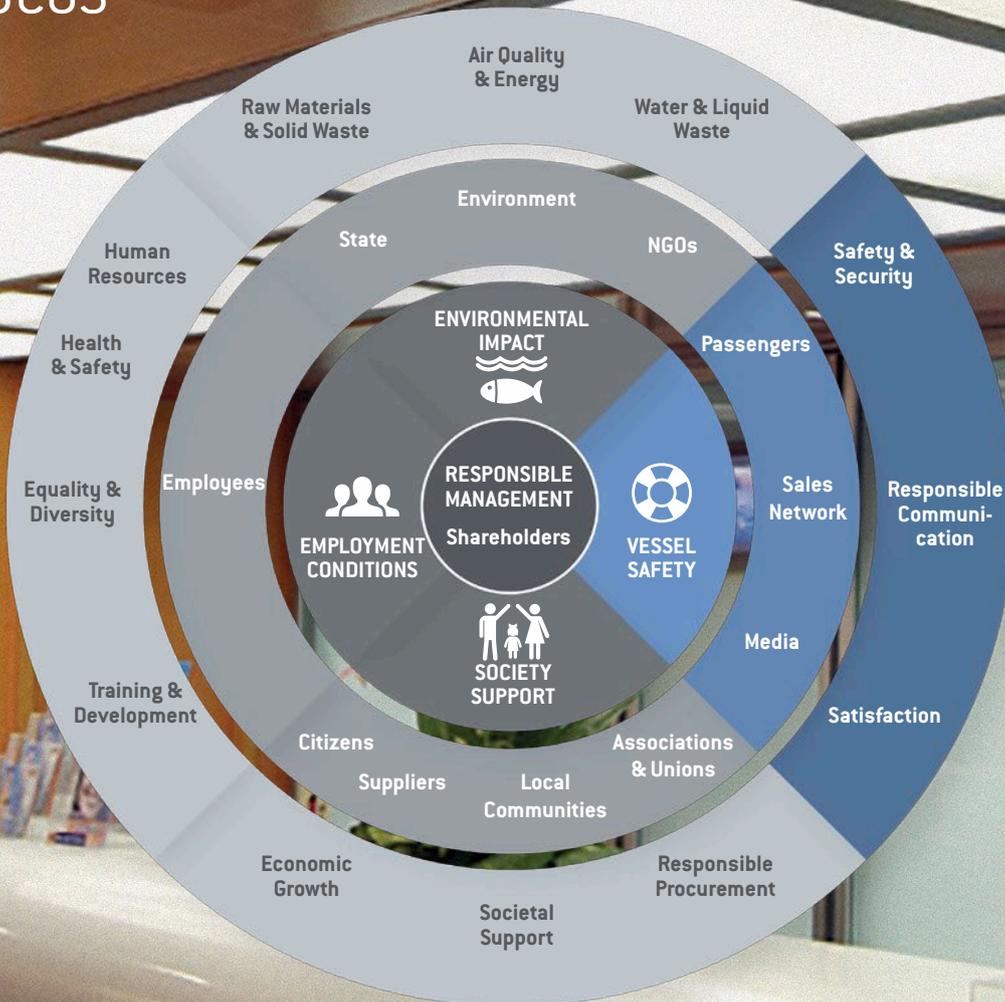
Support a precautionary approach to environmental challenges

PRINCIPLE

8

Promote greater environmental responsibility

WE FOCUS



WE ACHIEVED



We conducted internal trainings on passenger safety procedures to 100% of marine employees.



The overall performance of our vessels in the Domestic and Adriatic Sea lines increased by 5% and 4% respectively.



We were subject to 87 inspections from local authorities for food hygiene and safety.



We increased the members in our loyalty and reward program by 18.9%.



We dispatched 2,262 notifications to serve passengers with particular requirements to our vessels, out of which 257 for passengers with reduced mobility and 21 for passengers with sensitivity to allergens.

1. Safety and Security

We ensure passenger safety onboard our vessels

Responsibility Criteria

According to the results of 29 individual interviews with employees, local authority members and passengers, passenger safety is the **No 1** performance criterion to assess responsibility of companies in the passenger shipping industry.

We consider passenger health and safety onboard our vessels as our indisputable obligation. Therefore, we:

- Comply with international and national safety regulations and classification societies' requirements, who conducted an extensive number of vessel inspections in 2015.
- Have determined maintenance plans for all vessels.
- Have established Safety Committees in all vessels, in order to examine and assess health and safety issues.
- Train our employees on passenger safety procedures.
- Carry out regular maintenance of all rescue equipment.
- Demonstrate use of lifejackets to passengers and display informational videos regarding use of lifejackets, assembly stations and rescue equipment.
- Have placed clear signs with fundamental safety information.
- Have trained marine employees in all our vessels to respond to emergency medical situations and have equipped all our vessels with the necessary medical and pharmaceutical equipment, according to legislation.
- Prohibit transportation of explosives, flammable, combustible and hazardous materials in general, according to legislation.
- Follow ticket reservation arrangements, which are monitored by an Electronic System for the Reservation of Seats and the issuing of passengers' Tickets and vehicles' Transportation Receipts (E.S.R.S.I.T.V.T.R.), in order not to exceed passenger and vehicle capacity onboard our vessels. Within 2015, we were subject to:
 - One writ of summons for a relevant violation in August 2013, for which a fine of €500 was imposed, with the case still being pending.
 - One €400 fine imposed by the Piraeus Central Port Authority for a violation in 2012, and paid in 2015, as we did not file an appeal.



We conducted internal trainings on passenger safety procedures to 100% of marine employees



Emergency Response Team

We have created an Emergency Response Team to guide vessels and communicate with third parties on their behalf (such as the Ministry of Shipping and Marine Policy's Search and Rescue Center, rescue teams, experts and Media), in order for vessels to focus on handling potential emergency situations. The Team consists of:

- The Chief Executive Officer.
- The Marine Operations & Technical Director.
- The Marine Operations Director.
- The Information Technology and Telecommunications Director.
- The Legal Counsel.
- The Marine Personnel Director.

In 2015, the Emergency Response Team met to handle one incident of extreme weather conditions regarding one of our vessels, as well as for internal trainings.



Missing Person Onboard

Each vessel has developed a Missing Person Response Plan (SAA), in order to respond to confirmed cases of disappeared and missing persons. According to this formally established procedure, we inform all passengers regarding an incident and set up a search team to search throughout vessel areas (initially cabins, lounges, decks and WCs and subsequently engine room, crew premises, garages and warehouses). In case the missing person is not found until the port of arrival, port authorities thoroughly check all passengers and search all vehicles during passenger disembarkation. No missing person incident was reported in 2015.

We offer safe products and services

We strive to provide quality and safe products and services to our passengers, in order to ensure our long-term business success. Therefore, we:

- Comply with national legislation regarding products and services provided, as well as our promotion and marketing activities.
- Request that all contractors comply with the requirements of ISO 9001 Quality Management System and ISO 22000 Food Safety Management System, in order to eliminate risks (such as materials or ingredients) that could potentially harm human health.
- Audit our Management Systems (Quality, Environmental and Food Safety Management Systems), as well as the quality of products and services itself.
- Record audit findings and potential corrective actions with specific remediation time plan, which are communicated to all involved parties.
- Are annually audited by ABS (American Bureau of Shipping) for ISO 9001 and ISO 14001 certificates, with respective audits to contractors for their ISO 22000 certificates taking place from their own certification bodies.
- Perform a 'Mystery Passenger' survey in 17 and 19 passenger service categories three times a year onboard our vessels in Domestic and Adriatic Sea lines respectively, in order to ensure effective vessel operation, quality services and prompt response to passenger needs. It must be noted that in 2015, as in 2014, no procedures and practices had to be revised or improved as a result of our 'Mystery Passenger' surveys.



The overall performance of our vessels in the Domestic and Adriatic Sea lines increased by 5% and 4% respectively



As a result in 2015, there were no incidents of products and services non-compliance, during the external audits conducted by the relevant health and market authorities.

Food hygiene and safety: We have defined specific food hygiene and safety procedures, in order to provide high quality products to our passengers. Indicatively, we:

- Comply with the regulatory hygiene and safety requirements.
- Request from food and catering contractors to apply food safety management systems, according to legislation.
- Have the necessary cleaning/sanitation and food storage areas, as well as specific catering areas.
- Provide employees with the necessary clothing during food preparation, such as uniforms and head caps.
- Require the use of disposable gloves to prepare cold kitchen meals (such as sandwiches and salads) and warm kitchen portions and we prohibit use of the same gloves to handle fresh and cooked foodstuffs.
- Require employees to wash their hands before starting and finishing their work, and after waste handling, use of cleaners or chemicals, handling fresh meat, as well as after every contact with a phone, money, fresh foodstuffs or doorknobs.
- Strictly prohibit smoking in food preparation areas.
- On average, audit compliance with our procedures and practices once per month per vessel. These inspections resulted in 37 findings, with 34 corrective actions taken.

Hotel services hygiene and safety: We focus to provide high quality hotel services onboard our vessels, since passenger satisfaction is directly associated with their safe accommodation. Therefore, we:

- Comply with national and international regulations regarding passenger accommodation.
- Systematically sanitize public and accommodation areas.
- Inspect passenger and crew accommodation areas. Within 2015, the number of findings and corrective actions was 50 and 44 respectively.



Vessel Inspections from Local Authorities

Besides ourselves inspecting our vessels, we are subject to additional scheduled or unscheduled inspections from local authority members. These inspections address our vessels' Hotel Operations & Customer Services Department for health issues or hygiene certificates, either when the vessel is docked or at sea. Upon inspection completion, we proceed with the required corrective actions, according to the results from the draft audit report, which is filed in the vessel's inspection archive. We assess inspection results for each vessel twice a year, in order to:

- Identify repeated comments or cases of non-compliance.
- Assess corrective actions already taken.
- Proceed with further corrective actions, if deemed necessary.



We were subject to 87 inspections from local authorities for food hygiene and safety

'PURE CABIN'

As a result of our commitment to provide improved and innovative services to our passengers, we were the world's first passenger shipping company to introduce the 'PURE CABIN' category in one Adriatic Sea line vessel in 2010. Since 2011, we have expanded its use in three additional vessels in Domestic lines. Approximately 2% of all cabins onboard our vessels are 'PURE CABINS' and 2% of our overall passenger volume travel within such cabins, which are provided at an extra charge. 'PURE CABINS' feature a state-of-the-art air and surface purifying system, in order to offer improved accommodation conditions to passengers sensitive to airborne particles. After each use, 'PURE CABINS' are purified and a cleaning certificate with the corresponding inspection date is issued.



As a result, there were no cases of non-compliance with regulations regarding product and service use or their health and safety impacts within 2015, while no fines from respective authorities were imposed.

We ensure protection of personal items

Indicating our commitment to ensure our passengers' physical safety, protect their personal items and offer a quality travel experience, we:

- Provide safe storage for any property, money and valuables whose value does not exceed €500 within each vessel's Purser Office.
- Record luggage contents with indicative item prices, in case of luggage lost.
- Inform passengers regarding safety of personal items through loudspeaker announcements during their journey.
- Intensify inspections to luggage areas with additional marine employees on routes with increased passenger volume.
- In case of loss, search and deliver personal items or luggage to passengers.
- Compensate passengers in cases marine employees are responsible for damaged or ruined luggage or vehicle during boarding/disembarkation or during the journey.

Passenger compensations

	2014	2015
Lost/found or damaged items (number)	4,635	4,283
Adriatic Sea lines (number)	526	235
Domestic lines (number)	4,109	4,048
Compensations paid for luggage and other damages (€)	40,282	47,259
Compensations paid for luggage (€)	33,739	44,606
Compensations paid for other damages (€)	6,544	2,653
Compensations paid for vehicle damages (€)	33,674	357,587

Total passenger compensation for luggage and vehicles amounted to €404,846 in 2015, significantly increased compared to 2014, as a result of a maritime incident, in which vessel cargo was damaged due to extreme weather conditions.

Passenger Items and Luggage Found

According to a formally established procedure, we keep small and high value items onboard a vessel for 21 and 30 days respectively, in order to protect passengers' personal items which were found and delivered after a journey.

More specifically, we destroy various items after 21 days have elapsed, except for books (which are provided to the crew's library), as well as foodstuffs, medicines and personal hygiene items (which are either immediately destroyed or after 3 days, depending on their kind).

For valuable items, besides travel and personal documents which are kept for 7 days and then handed over to port authorities, after 30 days have elapsed we:

- Deposit monetary amounts to the charitable organization supported by each vessel (see section V-2).
- Offer electrical equipment to charities/donations and our employees or send them for recycling by the Information Technology and Telecommunications Division (in case they are not usable), according to a specific procedure. There was no electrical equipment sent for recycling or offered within 2015.
- Destroy jewellery, according to a specific procedure.

We ensure protection of personal data

We strive to ensure protection of our passengers' personal data, in order to establish solid and concrete trust relationships. Therefore, we:

- Comply with conditions and provisions of Greek and European legislation regarding privacy protection (Law 2472/1997, P.D. 207/1998, P.D. 79/2000 and Law 2819/2000, article 8), as well as decisions issued by the Hellenic Data Protection Authority (Directives 95/46/EC and 97/66/EC).
- Keep personal data collected from passengers, professionals and website visitors in a secure database.
- Do not disclose any information to third parties, unless required by law and/or competent authorities.
- Seek individual consent to process personal data, exclusively for communication, statistical analysis and service improvement purposes.
- Inform customers that incoming calls are recorded, prior to their communication with Customer Services and Loyalty Division representatives.

As a result of our practices, we did not receive any formal complaint in 2015 regarding privacy issues or loss of personal data, while no relevant fines were imposed by respective authorities.

3. Satisfaction

We ensure affordability of our services

Selecting Passenger Shipping Company

According to a survey conducted to 2,300 passengers and 200 professional drivers between May-December 2015, 23% indicated ticket price being the main selection criterion for companies in the passenger shipping industry.

Understanding the unfavorable economic situation for thousands of Greek households, we strive to provide competitive prices for our services, without however compromising their quality. Depending on line and destination, we offer:

- Early booking tickets, with up to 30% discount.
- Family ticket packages, with significant discounts.
- Discounts in tickets for children, teenagers, young people and people above 65 years old.
- Discounts in selected destinations throughout the year.
- Discounts in social tourism programmes.
- Discounts throughout the year (such as Super Economy, Special Economy, Supersaver Economy, Saver Economy, for passengers and private vehicles, for Naval and Coast Guard retirees, for combined Domestic and Adriatic Sea routes, for officers and soldiers).
- Discounts for members registered in our Passenger Loyalty and Reward program.
- Discounts for university students and their families, even before their student pass has been issued.

These practices resulted to a decrease in average ticket prices within 2015, compared to 2014, as indicated in the table below.

Reductions in average ticket prices

	Difference 2015-2014
N.E. Aegean Islands route	
Vehicle ticket prices	-4%
Cyclades routes	
Passenger ticket prices	-2.2%
Vehicle ticket prices	-5.6%
Dodecanese routes	
Passenger ticket prices	-1.6%
Vehicle ticket prices	-9.2%
Patra-Bari route	
Passenger ticket prices	-15.2%

Bluestarino Family Cabin

We have introduced family cabins marked with the Bluestarino children cartoon in all Blue Star vessels, for families with small children who have booked a 4-bed external cabin. Upon availability, Reception desks offer these specially decorated cabins to our child passengers free-of-charge.



We ensure equal treatment of passengers

Equal Treatment

According to our Code of Ethics & Professional Conduct, we require all customers and partners to be treated equally, without any exceptions, and behave with caution and care during our transactions with vulnerable social groups.

We ensure equal treatment of all our passengers, in order to enhance our customer-centric orientation. More specifically, we:

- Do not impose extra charges on cabins for passengers with disabilities.
- Are promptly informed about the number of passengers with disabilities on each route, in order to plan the availability of wheelchairs.
- Check that phone and emergency switches are fully operational before passenger boarding, during cleaning of disability cabins.
- Require that food rations for passengers with sensitivity to allergens are prepared with separate food preparation equipment (such as frying pans, cutting boards, knives).
- Have introduced procedures for clothing management and protection of passengers from allergens.

 We dispatched 2,262 notifications to serve passengers with particular requirements to our vessels, out of which 257 for passengers with reduced mobility and 21 for passengers with sensitivity to allergens

We listen to our passengers

In order to effectively serve our passengers, we have established mechanisms to communicate and receive comments and complaints, which are handled by our Customer Services and Loyalty Division. These mechanisms include:

- A call center and dedicated email address for passengers.
- Written communication from passengers.
- Private meetings with passengers.
- Comments form, complaints form, Pure Cabins questionnaire, a La Carte restaurants questionnaire, which are located in various vessel areas, such as the Reception desk and the bar, regarding quality, variety and service.
- A specific form which is completed by the Reception desk, in case verbal complaints are received or incidents are noted.
- The Complaints form, located in all vessels' restaurants, as required by law.



Utilizing Questionnaires

Passenger questionnaires are forwarded to the vessel's Master, who reviews them for issues which can be solved through his own intervention. Observations are documented in a 'Passenger Observation Report', which is forwarded monthly to our Departments, as well as the catering company within each vessel and is subject to meetings convened by the vessel's Master, monthly during off season and bi-monthly during high season, in order to assess and define further corrective and preventive actions, if deemed necessary.



We monitor our passengers' satisfaction



Satisfaction on Vessels

According to a survey conducted to 2,300 passengers between May-September 2015, the overall satisfaction from our vessels varies between **7.6** and **8.4** (on a 10-point scale). This high satisfaction is associated with our companies' reputation, our employees' politeness, our cabins' quality and our vessels' cleanliness, while identified areas of improvement are ticket prices, bar and restaurant prices, as well as creating a more convenient journey schedule for passengers.



Use of another Company

According to a survey conducted to 2,300 passengers between May-September 2015, **61%** stated they have not used another company operating in the same route, a percentage significantly higher than 37% in the corresponding 2014 survey.

As we believe we should be able to offer reliable and responsible services in all range of business activities, key to our success is improving our passenger services. Our Customer Services and Loyalty Division received 219,700 calls within in 2015, responding to 93.7% of these, compared to 92.2% in 2014.

Passengers service

	2013	2014	2015
Formal letters in response to comments, complaints and requests (number)	834	533	563
Adriatic Sea lines (number)	335	185	117
Domestic lines (number)	499	348	446
Formal thank-you letters (number)	139	127	163
Adriatic Sea lines (number)	52	43	54
Domestic lines (number)	87	84	109
Questionnaires in vessels (number)	1,376	1,189	1,096
Total calls (number)	NR	105,802*	219,700

* Total calls for 2014 refer to May-December 2014.

NR: Not reported



'Improving the Best'

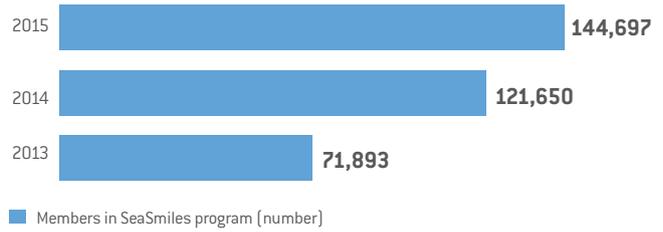
We seek our passengers to experience a polite, hospitable and pleasant journey. Therefore all marine employees receive upon their appointment the 'Improving the Best' guide by the Marine Personnel Division, in order to follow the guide and apply it in their everyday way of working.



SeaSmiles Program

In 2011 we established the Passenger Loyalty and Reward program SeaSmiles, which provides members with exclusive benefits, gifts, special offers, high quality services, within three card levels (Provisional, Silver and Gold). Members collect points for every ticket and product bought from bars, restaurants and vessel stores, which are automatically registered in their personal account and can be redeemed for future journeys, meals and drinks, as well as products branded under the SeaSmiles logo.

SeaSmiles Loyalty & Reward program



We increased the members in our loyalty and reward program by 18.9%

4. Objectives 2016

 We aim	 By
To install a device on all vessels to allow passengers to evaluate the services provided.	2016
To create 92 new accommodation facilities in 6 vessels for pets.	2016
To establish a Customer Relationship Management system (CRM).	2020
To advise customers on the responsible use of our services (e.g. environmental protection), through various means (e.g. communication programs, vessel screens).	2017
To categorize complaints per category (e.g. delays, price of tickets, price discrepancies).	2018



VIII. ENVIRONMENT

We reduce our Environmental Impact

WE ARE

€4.3 
million environmental
investments

9,019,400.8 
GJ energy consumption

41,760 
KWh energy consumption from
renewable energy sources

694,639.7 
tonnes eCO₂

222,713 
m³ water consumption

WE COMMIT TO

“ Integrate sustainable development in our operations and apply environmentally friendlier business practices, in order to reduce, where feasible, our environmental impact. ”

WE FOLLOW

Principles of the United Nations' Global Compact



PRINCIPLE

7

PRINCIPLE

8

PRINCIPLE

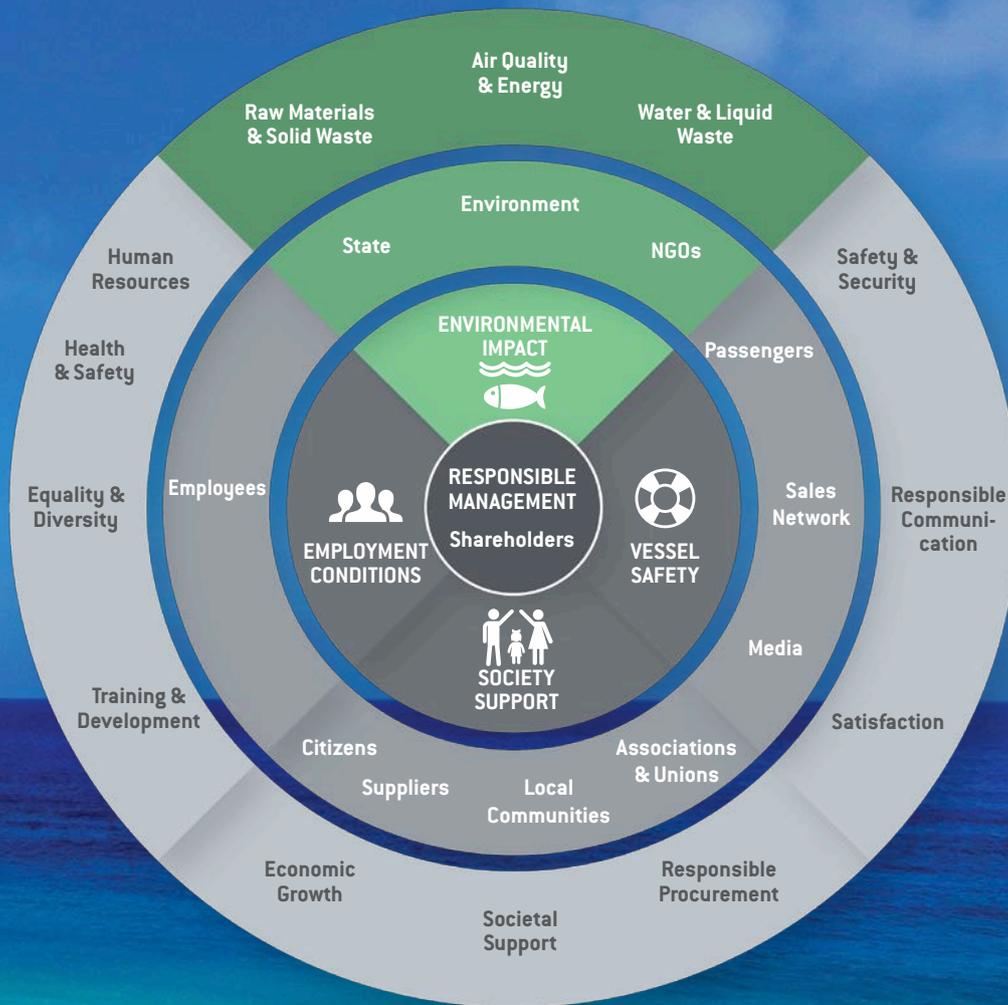
9

Support a precautionary approach to environmental challenges

Promote greater environmental responsibility

Encourage development and diffusion of environmentally friendly technologies

WE FOCUS



WE ACHIEVED



We reduced our total carbon dioxide emissions by 2.5% (equal to 18,309 tonnes of CO₂), compared to 2014.



We produced 41,760 KWh of electricity from renewable energy sources.



We reduced the total quantity of refrigerant materials used by 34.8%.



We informed 4.3 million passengers on Corporate Responsibility issues, such as environmental protection.



We used 39% recycled paper for printing and copying at our offices and vessels.



We reduced the paper used for commercial purposes by 20.5%.



We transported from Islands free-of-charge over 179 tonnes of materials for recycling.

1. Air Quality and Energy

We operate in a systematic way

We are committed to operate responsibly regarding the environment and to minimize the negative environmental impact, which inevitably originates from our operations. Within this context, we:

- Record our environmental performance.
- Implement an Environmental Management System and evaluate our environmental impact annually.
- Have implemented and certified all our vessels according to ISO 14001, becoming the first group in the Greek passenger shipping industry to do so.
- Have certified all our vessels according to the ISM Code, as we are contractually obliged.
- Comply with international regulations and vessel environmental protection conventions, such as MARPOL 73/78, issued by the International Maritime Organisation (IMO).
- Have Energy Efficiency certificates issued for all our vessels.
- Demand an asbestos non-use certificate from our suppliers.
- Have appointed officers with responsibilities on environmental practices on all our vessels.
- Train employees on environmental issues and conduct internal trainings for all marine employees, on issues such as waste management and responsible use of water. Within 2015, we conducted external trainings to 7 office employees on environmental issues, for a total duration of 22 hours.
- Have established a training plan for marine employees on a weekly basis, in order to prevent pollution incidents (e.g. sea pollution) and train them to promptly and effectively respond to such incidents.
- Conduct environmental emergency exercises on vessels, in cooperation with local authorities and participation of office employees.

In 2015 we invested approximately €4.3 million for environmental protection programs (disposal and environmental rehabilitation investments, as well as prevention and environmental management investments), compared to over €1.3 million in 2014.

We comply with Legislation

We aim not only to comply with the environmental legislation and its relevant provisions, but to exceed them where feasible, in order to minimize our environmental impact.

As a result in 2015, we were once again not accused of violating any environmental legislation and no respective significant fines (over €20,000) were imposed, during the scheduled and ad-hoc audits conducted by relevant authorities.



We manage our environmental footprint

In order to identify the sources from which we can reduce our Climate Change impact, we calculate greenhouse gas emissions per energy source used, which include oil (both for shipping fuels and onboard electricity generation) and electricity (for office operations):

We reduced our total carbon dioxide emissions by 2.5% (equal to 18,309 tonnes of CO₂), compared to 2014

Energy and Environmental Footprint

Source	Consumption 2014	Energy Consumption 2014 [GJ]	Environmental Footprint 2014 [tn eCO ₂]	Consumption 2015	Energy Consumption 2015 [GJ]	Environmental Footprint 2015 [tn eCO ₂]
Scope 1						
Oil	226,541.3 tn	9,133,451.1	712,313	219,477 tn	9,016,553	694,049.3
MGO	NR	NR	NR	8,946 tn	384,678	28,627.2
LFO	NR	NR	NR	173,039 tn	7,094,599	545,072.8
HFO	NR	NR	NR	37,492 tn	1,537,172	120,349.3
Scope 2						
Electricity	883,670.2 KWh	3,825.6	636.2	819,932.2 KWh	2,951.8	590.3
Total		9,137,276.7	712,949.2		9,019,400.8	694,639.7

*Data refer to our offices and vessels.

Conversion factors: MGO 3.2 kgr eCO₂/kgr (Source: International Maritime Organization), LFO 3.15 kgr eCO₂/kgr (Source: International Maritime Organization), HFO 3.21 kgr eCO₂/kgr (Source: International Maritime Organization), Electricity 0.72 kgr eCO₂/KWh (Source: IEA - CO₂ Emissions from Fuel Combustion)

NR: Not reported

In order to manage our environmental footprint and achieve efficient energy consumption, we:

- Ensure optimum efficiency level for vessel engines to be used in each journey, in order to both preserve engines and avoid unnecessary fuel consumption.
- Utilize the exhaust gas heat of main engines to heat air circulating in public areas and hot water in sanitary areas.
- Use energy saving light bulbs (LED) onboard vessels, except for security lights.
- Adjust electrical appliances (such as refrigerators and freezers) at optimum use and operation levels, according to both legislation and manuals.
- Deactivate electrical appliances when not in use.
- Regularly clean vessel hulls and propellers.
- Lower or turn down air conditioning in empty cabins.
- Purchase office equipment (such as computers and printers) with 'energy star' specifications.



Installing Photovoltaic Panels

In 2014, we installed a pilot photovoltaic panel unit onboard Blue Star Delos, in order to reduce fossil fuels used to generate electricity and gaseous pollutants in the long-term. During 2015, we continued the unit's pilot operation with encouraging conclusions, as we reduced the use of vessel's power generators for electricity and consequently prevented 30 tonnes of carbon dioxide emissions.



We produced 41,760 KWh of electricity from renewable energy sources



Participation in Programs

We strive to be continuously informed about environmental issues, and therefore participate in European Union research programs (FLAGSHIP), as well as collaborate with internal combustion engine manufacturers (WNSD) in joint research projects to reduce emissions. At the same time, we participate in the European-funded programs Poseidon Med I and Poseidon Med II, which aim to develop environmentally friendlier shipping fuels.

More specifically:

- Poseidon Med I is the first European – Transnational program to establish the legal framework and conditions to use Liquefied Natural Gas (LNG) as a shipping fuel in the Mediterranean and Adriatic Sea. The program features 19 partners from 5 member-States (Greece, Cyprus, Italy, Croatia and Slovenia) and our Group is actively involved to submit pilot projects regarding vessel upgrading and building new vessels.
- Poseidon Med II is a follow-up to 'Poseidon Med I' and 'Archipelago-LNG' programs and is funded by the European Union, with the participation of 26 partners from three member-States (Greece, Italy and Cyprus), in order to utilize LNG in six main European ports (Piraeus, Patra, Heraklion, Venice, Igoumenitsa and Limassol) and LNG station in Revithoussa. The program features studies to introduce and use LNG as a shipping fuel in Southeastern Mediterranean Sea and design LNG supply network and related infrastructure on a broader scale.



POSEIDON
MED
LNG
BUNKERING
PROJECT



POSEIDON
MED II
LNG
BUNKERING
PROJECT

We reduce our impact on the ozone layer

Buildings/Vessels: We require our suppliers not to use refrigerant materials which significantly affect the ozone layer (such as R22) during maintenance activities in offices and vessels, and instead use refrigerants that do not affect the ozone layer (such as CO₂, R 407, R 407C, R 410, R 410A, R 404, R 134a).

Refrigerators/Freezers: In 2015, we installed 48 refrigerators and freezers with environmentally friendlier refrigerant materials. As a result, we continue to use refrigerant materials that do not affect the ozone layer (such as R134a, R404a, R410) in 100% of refrigerators and freezers onboard our vessels.

At the same time, we replenish refrigerant and fire suppressant materials (which inevitably leak) in our offices and vessels with environmentally friendlier refrigerant materials, as their Ozone Depleting Potential (R-11 equivalent) is zero. In 2015, the total quantity of refrigerant materials used was 2,577 kgr, compared to 3,957 kgr in 2014.

Refrigerant materials

Material	Stored 2015 (kgr)	Used 2015 (kgr)
CO ₂	31,772.9	0
R22	0	0
R134	1,230	0
R134A	4,901.2	655
R404	156	0
R404A	1,978	980
R407	225	233
R407A	3	0
R410	90	0
R410A	0	50
R417	172	190
R422	593	469
Other	98	0
Total	41,219.1	2,577

 We reduced the total quantity of refrigerant materials used by 34.8%

We reduce our atmospheric impact

Our air pollutants (except carbon dioxide, which is described above) mainly emanate from vessel engines during their operation. To manage their impact, we:

- Use marine gas oil (MGO) with 0.1% sulphur content when vessels stay within ports for over 2 hours, according to relevant legislation, as well as low sulphur heavy fuel oil (LSHFO) with 1.5% sulphur content when vessels are in European waters.
- Use machinery which comply with the legislative requirements regarding nitrogen oxides (NO_x) and particulate matter (PM) emissions from vessel engines.
- Perform the necessary maintenance activities to ensure proper machinery function, as well as regular internal and external inspections to certify their proper function through relevant certificates (such as the International Air Pollution Certificate).
- Proceed with corrective measures, if deemed necessary.

We monitor noise levels

We strive to reduce noise pollution, since vessel docking and operation can be a potential source of noise. Indicatively, we ensure the use of machinery and mechanical equipment, which comply with the required standards on noise levels.

We sensitize employees and passengers

Employee awareness: We recognize the importance our employees to be aware about the environment, and therefore implement initiatives to adopt environmentally responsible practices within the workplace. Within this context, we have placed designated signs to remind all marine employees to turn off any unnecessary lights.

Passenger awareness: We believe we are morally obliged to raise passenger awareness regarding environmental protection, not only during their journey, but also in their daily activities. Within this context, we:

- Distribute our own climate change brochure to all passengers, which suggests environmentally friendlier practices onboard, at home, as well as during driving.
- Have placed designated signs in all vessel cabins to encourage passengers to turn off lights when not in use.
- Have signed the Declaration on Sustainable mobility & transport, as a full member of the International Union of Railways (UIC).
- Promote alternative and environmentally friendlier forms of transportation and travel, and offer travel packages which combine 'Train and Vessel' transportation for domestic and European destinations.
- Participate in most Eurail & Interail Pass products, as a full member of EURAIL GROUP GIE, and have created our own Eurail/Interail Greek Islands Pass, which offers 6 free train and vessel journeys to holders.
- Display on vessel screens information on how to prevent forest fires, in cooperation with the General Secretariat for Civil Protection (GSCP), an agency within Ministry of Interior.

 We informed 4.3 million passengers on Corporate Responsibility issues, such as environmental protection



2. Raw Materials and Solid Waste

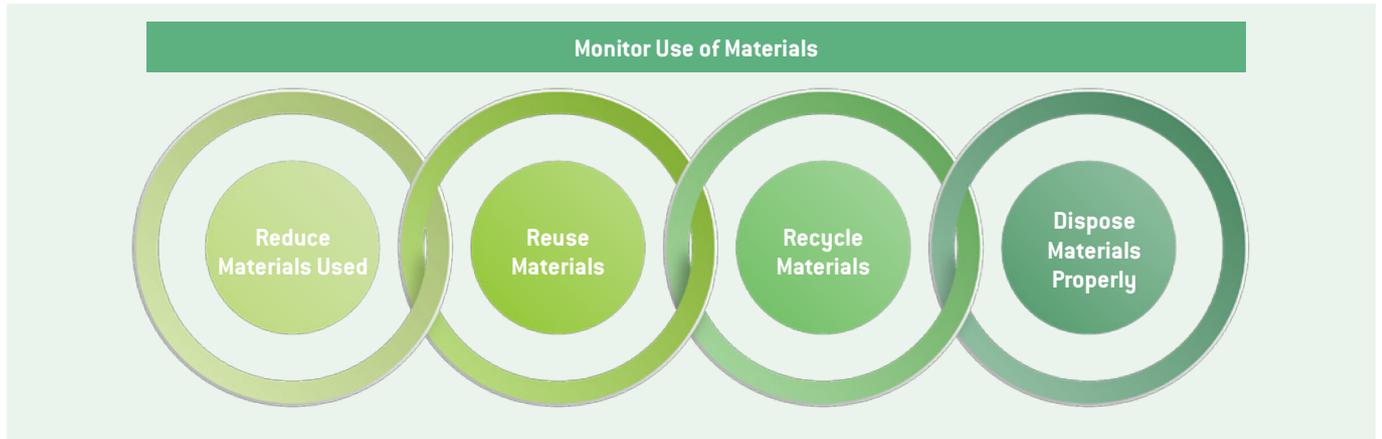
We manage raw materials

We recognize that raw materials are not inexhaustible, but finite, and prioritize the use of natural resources as efficiently as possible. To achieve this, we implement programs to:

- Monitor use of materials.
- Reduce materials used.
- Reuse materials.
- Recycle materials.
- Dispose materials properly.



Reduce impacts from consumption of materials



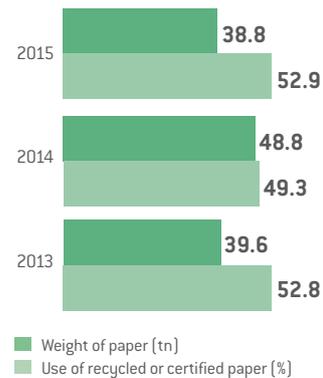
We reduce materials used

We implement initiatives to reduce use of materials, within the context of our efforts for efficient use of natural resources. Indicatively, we:

- Use printers and photocopiers that print on both pages at our offices, out of which 90% is produced from recyclable materials. Furthermore, we used almost 40% recycled paper for printing and copying. Besides using recycled paper, we do not use any other recycled materials.
- Have installed air dryers in WCs of all our vessels, in order to reduce use of paper for hand drying.
- Ensure the efficient use of spare parts and other supplies (such as consumables), in order not to store large quantities.
- Have installed chemical dosimeters onboard our vessels and train marine employees on their proper use, in order to ensure efficient use of chemical substances.
- Avoid disposable materials and products, where possible (such as plastic dishes, cups and cutlery).

We used 39% recycled paper for printing and copying at our offices and vessels

Paper use for commercial purposes



We reduced the paper used for commercial purposes by 20.5%



We reuse materials

We reuse consumables, where possible, as we:

- Return loading pallets back to our suppliers, in order to reuse them.
- Use clean damaged sheets, towels, pillowcases and other fabrics to clean various surfaces and as towels within the engine room.

We recycle materials

Waste associated with our activities is a direct result primarily of our vessel operations, and secondary a result of our office operations (i.e. paper, toners):



Material consumption and recycling

Material	Consumption 2015	Recycled by	Recycling 2014	Recycling 2015
Paper	18,791 kgr	NGO 'Klimaka'	6,800 kgr	7,000 kgr
Cartridges and toners for printers/faxes/photocopying machines	1,736 units (out of which 1,171 were recycled)	Cartridge world	328 units	495 units
Light bulbs	26,500 units	Appliances Recycling S.A.	NR	950 units
Domestic batteries	87 kgr	AFIS	125 kgr	87 kgr
Vessel batteries	8,200 kgr	Battery suppliers	NR	8,200 kgr
IT equipment (computers, printers etc.)	NR	Appliances Recycling S.A.	93 units from offices	84 units from offices 8 m ³ from vessels
Cooking oils	NR	AntiPollution S.A.	41,380 lt	8,235 kgr from vessels 14.4 m ³ from vessels
Lubricants	1,159,019 lt	HEC	NR	275.8 m ³
Medicines and pharmaceuticals	NR	Forwarded to pharmacies	643 units	398 units
Chemical substances	59,718 lt	NR	NR	NR

NR: Not reported

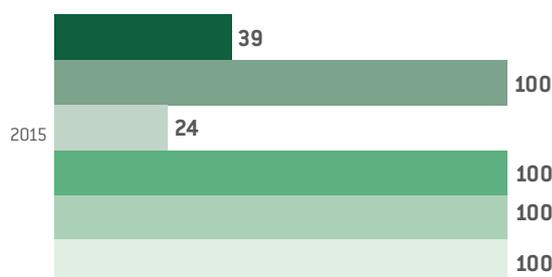
Hazardous materials: The total weight of hazardous waste forwarded in 2015 was 59 m³. All of this waste was forwarded to approved hazardous materials recycling companies, which comply with strict standards regarding environmental protection and apply proper treatment methods.

Various materials: We have placed recycling bins in our offices and vessels to collect and forward for recycling paper, toners, electronic equipment, fluorescent lamps and domestic batteries, as part of our efforts to promote recycling throughout daily activities of employees and passengers.

At the same time, we also collect and forward for recycling used cooking oils from vessels.

Medicines and pharmaceutical materials: We forward expired medicines to pharmacies that have joined the collection program, regardless whether these have been used, including sealed liquid medicines (such as syrups). However, we do not forward pharmaceutical materials such as syringes, mercury thermometers, scalpels and serums.

Materials recycling



- Paper per employee (kgr/office employee)
- Cooking oils (%)
- Lubricants (%)
- Vessel batteries (%)
- Domestic batteries (%)
- Toners and cartridges (%)

Paper Recycling

All collected waste or used paper is forwarded for recycling through the non-profit organization 'Klimaka', which provides medical and psychosocial services to vulnerable social groups, contributes to lessen social exclusion and promotes equal opportunities for people to access public goods. The organization employs homeless people to collect paper, an activity which allows 'Klimaka' to cover part of its expenses.



Sponsoring Recycling Activities

Within the context of our social contribution, we are the main sponsor of:

- The Municipality of Leipsoi in Dodecanese and all South Aegean Region islands in general, in order to transport recyclable materials from islands to the Hellenic Recovery Recycling Corporation (H.E.R.R.Co) in Attica. It must be noted that in 2015, the Municipality of Leipsoi was the second Municipality in per capita collection of recyclable packaging materials, both among South Aegean Region Local Authorities, as well as among all Local Authorities in general. The total quantity of free-of-charge transported materials for recycling through our vessels was 107.1 tonnes.
- The organization OIKO PATMOS, in order to transport recyclable materials collected from recycling activities in the Dodecanese. In 2015, we transported from Dodecanese free-of-charge 72 tonnes of materials for recycling, while in 2014 we transported over 1,500 plastic caps (besides the above materials) and revenues were utilized to deliver a motorized wheelchair to the Rhodes Hope Association. This initiative was repeated in 2015 as well, without however collecting the necessary quantity of plastic caps to purchase a motorized wheelchair.



We transported from Islands free-of-charge over 179 tonnes of materials for recycling

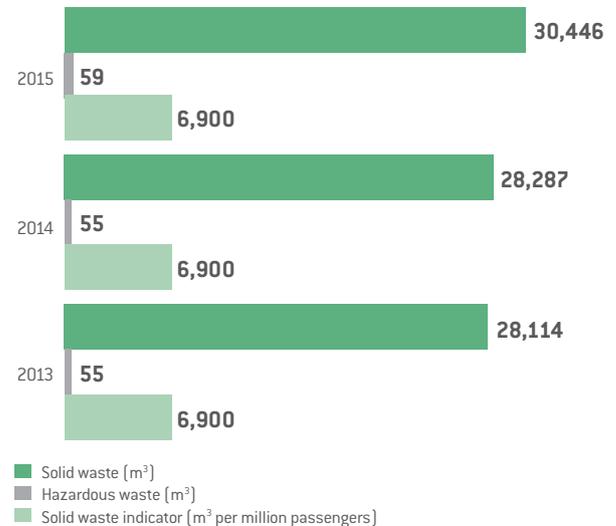


We properly manage solid waste

We recognize our obligation to protect the environment from solid waste and garbage, which mainly emanate from our vessels operations. Therefore, we:

- Train our marine employees on our 'Waste Management Manual', which describes our waste collection procedures and is accessible by all employees.
- Do not allow any hazardous waste and garbage disposal at sea, even if allowed to be disposed at sea by relevant legislation.
- Have placed designated signs to remind passengers and employees not to throw waste overboard.
- Have determined specific collection points for waste generated onboard our vessels.
- Deliver all garbage and solid waste from our vessels to appropriate reception facilities of licensed contractors within ports after each journey, exceeding the relevant legislative requirements.

Solid waste



3. Water and Liquid Waste

Social Contribution Activities

According to a survey conducted to 133 employees, over **75%** of them believe our informative campaign to prevent and reduce smoking-related litter at beaches, is our Group's most important activity.

We monitor water consumption

We aim to contribute to alleviate the water shortage phenomenon in the long-term, being aware of the responsible approach required on this issue. Therefore, we:

- Use extensively seawater onboard vessels after appropriate treatment, for activities such as cooling machines and cleaning decks.
- Perform only absolutely necessary external cleaning and washing activities, in cases of rainfalls or bad weather.
- Have installed photocell-operated water mixers in public WCs onboard Blue Star Delos and Blue Star Patmos.
- Plan and select the minimum number of hydrants to be used during water supply.
- Check water meters before water supply has began and after it has ended and have appointed a vessel Officer to monitor and confirm the actual water supply.
- Use pressure machinery, where possible, and ensure their proper maintenance.
- Ensure proper and regular maintenance of water production equipment and dictate immediate notification of any failures to the Technical Division.
- Have placed designated signs to remind passengers and employees to use water responsibly in accommodation, sanitary and catering areas.
- Train employees to use water more efficiently.
- Ensure that water leakages (such as in pipes, shower heads and flushers) or any other leakages are immediately managed, as well as perform all necessary maintenance activities on vessel systems. No pollution incident and no significant leakage of any material (e.g. oil spill) have occurred within 2015.

Water

	2013	2014	2015
Water consumption (m ³)	122,521	113,663	222,713
Vessels	120,014	111,437	221,463
Offices	2,507	2,226	1,250
Water sources (%)			
Public water supply networks	NR	NR	65.6 (146,583 m ³)
Seawater	NR	NR	34.4 (76,175 m ³)

* Data for 2013 and 2014 do not include seawater consumption in vessels.
NR: Not reported



Drinking Water Quality Assurance

We have established a procedure to supply, manage safely and sample drinking water, in order to ensure the quality of water used and consumed onboard our vessels, according to which we:

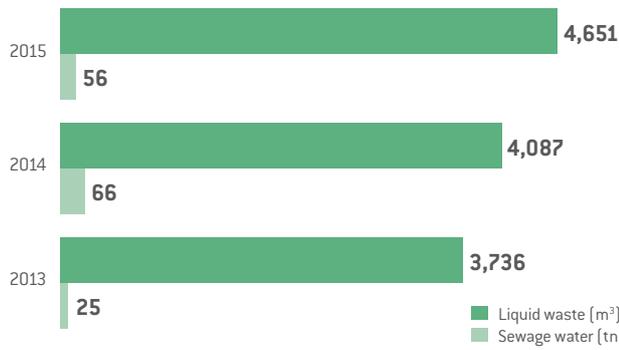
- Use separate water hose to supply water to our vessels, which is solely intended for this purpose and is kept away from any potential sources of contamination.
- Ensure water hose runs for a few minutes prior to connect it to the drinking water supply tank, in order not to introduce stagnant water or external materials, which could potentially pose health risks to the supply tank.
- Regularly clean and sanitize drinking water tanks, exceeding legislative requirements, and ensure continuous chlorination of drinking water.
- Sanitize shower heads, sprinklers in bars and filters in washbasins located in cabins, public areas, bars and kitchen twice a month.
- Collaborate with an external partner to collect drinking water samples.
- Analyze water samples in accredited laboratories, which issue a respective report with results and suggest corrective actions, in case there are any problems.

We manage liquid waste

Being aware that uncontrolled liquid waste disposal at seas can significantly affect the marine environment, we:

- Comply with the International Convention for Prevention of Pollution due to Ships (MARPOL).
- Do not allow sewage water disposal within ports, exceeding the respective legislation.
- Regularly monitor operation of wastewater treatment systems, adhering to ISM procedures.
- Comply with relevant regulations regarding bilge and ballast water management and monitor their implementation, adhering to ISM procedures.
- Deliver all liquid waste from our vessels (lubricants and fuel waste) to licensed contractors within ports.

Liquid waste



* Quantities of sewage water refer to cases where vessels are docked or during maintenance/cleaning activities to the sewage network.

We assess our impact on biodiversity



Biodiversity

As water covers 71% of our planet, preserving the balance of marine ecosystems and the diversity of marine species is crucial for humankind. The intense growth of human activities and the associated environmental pollution have significantly degraded the natural environment within a very short period of time. Consequently, many organisms fail to adapt to these new conditions, with their survival being threatened. According to the United Nations' 'Millennium Ecosystem Assessment' report, the extinction of species due to human intervention occurs 1,000 times faster than it would naturally and 1/4 of the planet's mammals face extinction in the coming years. The situation is even more critical for the marine environment, as it is estimated that 60% of coral reefs will extinct by 2030, due to illegal fishing and pollution.

Marine Biodiversity: We recognize the importance of marine biodiversity and our obligation to reduce the risk of disrupting it. Therefore, we:

- Comply with the International Convention on the Control of Harmful Anti-fouling Systems on Ships.
- Abide to relevant legislation concerning our vessels' speed limits, in order to minimize our impact on beaches and nearby vessels.

- Do not use the toxic substance tributyltin (TBT) in anti-fouling paints for any of our vessels.
- Use exclusively environmentally friendlier cleaning agents during cleaning activities of garages, decks and exterior surfaces in general.
- Promote beach cleaning by producing and distributing beach ashtrays for free through our central agencies and vessels. Since 2007, we have distributed over 1.3 million ashtrays to passengers and citizens.



Coastal and Seafloor Erosion

Waves created by vessels are one of the main reasons of coastal and seafloor erosion, especially in shallow waters, since large and fast vessels cruising along beaches or other coastal areas create large waves directed towards the coastline, subtracting and carrying various sediments, gravel, marine flora and fauna from beaches, as well as the seafloor. Coastal and seafloor erosion affects:

- Stability of various structures in coastal areas, such as buildings, piers and docks.
- Survivability of various marine ecosystems, altering living conditions for many marine organisms.

For this reason, we comply with legislation and adhere to the speed limits defined by the relevant provisions, in order to minimize the respective impact.

Land Biodiversity: We recognize the importance of biodiversity for the ecosystems' balance and we do not conduct any activities within protected areas, as our offices are located in an urban environment, without any adjacent protected areas or areas of high biodiversity value (even outside protected areas).

4. Objectives 2016

 We aim	 By
To relocate to new offices with reduced energy requirements.	2016
To replace 150 advertising signs in our vessels with new LED advertising billboards.	2016
To install a BSM system in our offices for efficient cooling/heating.	2016
To install LED light bulbs in our offices.	2016
To further upgrade the photovoltaic panel unit onboard Blue Star Delos.	2016

IX. SUMMARY

“ This is the 7th Corporate Responsibility Report published by Attica Group. Here in, we present the practices followed and the results achieved, through focusing on topics our Stakeholders are interested in and committing in the long-term towards responsible business operations. ”

1. About this Report

The Principles we follow: The Report follows:

- For structure and content, the guidelines 'Sustainability Reporting Guidelines' (publication G4, 2013) of the Global Reporting Initiative (GRI). The Report is prepared and self-declared to be in accordance with the 'Sustainability Reporting Guidelines' (publication G4, 2013) of the Global Reporting Initiative (GRI), at 'Core' level.
- For principles, the UN's Global Compact.
- For presentation of quantitative data, the EFQM's RADAR Card.

The scope we refer to: The Corporate Responsibility Report:

- Refers to the period 1/1/2015-31/12/2015 (unless indicated otherwise in certain points).
- Addresses all activities of ATTICA HOLDINGS S.A. (Attica Group), namely the provision of maritime transportation services for passengers, private vehicles and freight units in the Eastern Mediterranean Sea.
- Contains, as a norm, quantitative data for the period 2014-2015 for all quantitative indicators.
- Contains data from direct measurement, while cases of estimations are clearly indicated.
- Data presented have been collected internally, in order to be published in this Report.

The limitations we recognize: We recognize limitations in the Report, which we intend to handle in future publications, such as presentation of more quantitative data and objectives.

Your feedback: We welcome your thoughts, comments or proposals through the feedback form at the end of this Report or at the following address:



Corporate Responsibility Team
Attica Group
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The symbols we use: For convenient reading of this Report, please pay attention to the following main symbols, which are widely used:



Good Practice

Indicates examples of good practices implemented.



Policy

Indicates sections from formal corporate Policies.



Did you Know

Indicates information of particular interest.



Issue of Consideration

Indicates issues of public interest and consideration.



Your Opinion

Indicates results from surveys conducted.

Development of Report:

The Report has been developed in cooperation with STREAM Management - www.stream-eu.com



2. Summary Data

Section	2013	2014	2015	Achievements 2015	Objectives 2016
MANAGEMENT					
We commit to adopt responsible policies and practices in our operations and to harmoniously cooperate with our Stakeholders, in order to create mutual long-term value.					
GRI indicators in the Report (number, full + partially)	37 + 11	35+0	56+10	We increased by 88.5% the number of GRI indicators and by 60.8% the number of quantitative indicators we make reference to within the Report.	
Quantitative indicators in the Report (number)	85	115	185		
Objectives in the Report (number)	NR	0	24		<p>Restructure the Group's Management and Organizational structure.</p> <p>Create a Quality Assurance and Environment Department.</p> <p>Train the Corporate Responsibility Team in Report development.</p> <p>Conduct a Stakeholder Engagement process on issues related to Corporate Responsibility (by 2017).</p> <p>Include Corporate Responsibility Team's responsibilities within its members' formal job descriptions (by 2017).</p>
Violation cases concerning Code of Conduct (number)	NR	NR	0	<p>We have communicated a Code of Conduct to 100% of our employees.</p> <p>No bribery incidents related to our employees occurred.</p> <p>No violation cases concerning our Codes of Conduct occurred.</p>	Conduct trainings or briefings related to the Code of Ethics & Professional Conduct (by 2017).
Employees informed on anti-corruption procedures (%)	NR	NR	100	We informed 100% of our employees on our anti-corruption policies and procedures.	
Corruption incidents (number)	NR	0	0		
Management Executives informed on competition issues (number)	NR	NR	7	We informed 7 Management Executives on legislative competition issues.	
Significant fines (number)	NR	0	0		

Section	2013	2014	2015	Achievements 2015	Objectives 2016
SOCIETY					
We commit to combine our business success with our country's and partners' development, as well as support local communities affected by our operations, in order to contribute to improving the quality of life and prosperity of our society in general.					
Turnover (total sales with VAT) (million €)	260.16	266.66	277.63		
Profits after taxes (million €)	(10.13)	4.27	33.18		
Cost of employees (including salaries, benefits and insurance payments) (million €)	58.09	55.53	58.7	We distributed over €58.7 million to employees (for salaries, benefits and insurance payments), €56.2 million for taxes (including VAT), €15.6 million to agents (for commissions), €117.3 million to suppliers (for purchases of goods and services) and €1.1 million for investments.	
Payments to suppliers (million €)	148.13	145.63	117.38		
Economic value distributed (%)	100	98.4	88.05		
Investments (million €)	0.42	37.73	1.15		
Employees of sales network participating in trainings (number)	NR	NR	83	We trained 83 employees of our sales network, for a total duration of 1,744 training hours.	
Social contribution (€)	1,139,258	1,677,153	2,186,348	We increased the total value of our societal support activities by 30.3%. We allocated 100% of sponsorships and donations to local communities. We welcomed 617 young people from schools and universities visiting our facilities. We supported the development of 118 students in Merchant Navy's officer academies.	
Free and discount tickets (number)	50,329	85,757	84,764		
Employee volunteers (number)	163	138	148		
Blood units from voluntary blood donation programs (number)	105	69	82	We collected 256 blood units through our voluntary blood donation programs in the last three years.	

Section	2013	2014	2015	Achievements 2015	Objectives 2016
SOCIETY					
Suppliers (number)	1,029	2,100	1,130		<p>Establish a single Procurement Process.</p> <p>Develop a Policy for our Contractors' Suppliers.</p> <p>Develop a Code of Conduct for Suppliers, including selection criteria to become a supplier (by 2017).</p>
Procurement expenditure to local suppliers (%)	27.5	28.3	71.2	The percentage of procurement expenditure to local suppliers reached 71.2%.	
Purchases from rural suppliers (%)	4.5	2.1	11.8	We increased the percentage of purchases from rural suppliers by 9.7%.	
EMPLOYEES					
We commit to cultivate a workplace focused on respect, equality, safety and merit, as well as offer training opportunities to our employees, in order to facilitate their personal and professional development.					
Employees (number, offices + vessels)	176 + 704	182 + 1,010	181 + 1,115	We employ 100% of our employees with full time employment contracts.	<p>Conduct an Employee Satisfaction Survey.</p> <p>Include Corporate Responsibility in the information material of new hired employees (by 2017).</p>
Women in overall workforce (%)	15.5	12.4	12.6		
Women in Director/Manager positions (%)	NR	NR	2.3		
Local employees in Director/Manager positions (%)	NR	NR	100	100% of employees in Director/Manager positions are of local nationality.	
Discrimination incidents (number)	0	0	0		
Difference of entry level wage to minimum wage (% , offices + vessels)	NR	NR	28 + 21	The entry level wage of office and marine employees is higher than the minimum wage by 28% and 21% respectively.	
Training hours (hours)	440	883	1,240	We increased training hours by 40.4%.	<p>Train 600 marine employees on Management issues.</p> <p>Train all Managers on Corporate Responsibility (by 2017).</p>

Section	2013	2014	2015	Achievements 2015	Objectives 2016
EMPLOYEES					
Employees receiving their annual leave, as initially planned [%]	NR	NR	82.8	82.8% of our employees received their annual leave, as initially planned.	
Employees participating in performance appraisal [%, offices + vessels]	NR	NR	53 + 100		Conduct performance appraisal for 100% of office employees.
Marine employees participating in internal trainings on Health and Safety issues [%]	NR	NR	100	We conducted internal trainings on Health and Safety issues to 100% of marine employees.	
Fatal accidents (number, employees)	NR	0	0		
Accidents (number)	NR	17	20		
Accidents with absence >3 days (number)	NR	NR	20		
Injury rate (rate)	NR	1.40	1.28		
PASSENGERS					
We commit to safeguard the health and safety of our passengers and offer them the best possible travel experience, in order to meet their needs and expectations during their journey.					
Marine employees participating in internal trainings on passenger safety procedures [%]	NR	NR	100	We conducted internal trainings on passenger safety procedures to 100% of marine employees.	
Vessels' evaluation within the context of 'Mystery Passenger' [%, Domestic lines + Adriatic Sea lines]	NR	74 + 73	79 + 77	<p>The overall performance of our vessels in the Domestic and Adriatic Sea lines increased by 5% and 4% respectively.</p> <p>We dispatched 2,262 notifications to serve passengers with particular requirements to our vessels, out of which 257 for passengers with reduced mobility and 21 for passengers with sensitivity to allergens.</p>	<p>Advise customers on the responsible use of our services (e.g. environmental protection), through various means (e.g. communication programs, vessel screens) [by 2017].</p> <p>Create 92 new accommodation facilities in 6 vessels for pets.</p>
Inspections from local authorities for food hygiene and safety (number)	NR	NR	87	We were subject to 87 inspections from local authorities for food hygiene and safety.	

Section	2013	2014	2015	Achievements 2015	Objectives 2016
PASSENGERS					
Items lost/found or damaged (number)	NR	4,635	4,283		
Compensations for vehicle damages (€)	NR	33,674	357,587		
Complaints regarding customer privacy (number)	NR	0	0		
Delays in routes (number, cancellations + delays)	NR	NR	0 + 6		
Formal letters in response to comments, complaints and requests (number)	834	533	563		
Formal thank-you letters (number)	139	127	163		
Questionnaires in vessels (number)	1,376	1,189	1,096		Install a device on all vessels to allow passengers to evaluate the services provided.
Total calls to Customer Services and Loyalty Division (number)	NR	105,802	219,700		Establish a Customer Relationship Management system (CRM) (by 2020). Categorize complaints per category (e.g. delays, price discrepancies) (by 2018).
Members in loyalty and reward program (number)	71,893	121,650	144,697	We increased the members in our loyalty and reward program by 18.9%.	
ENVIRONMENT					
We commit to integrate sustainable development in our operations and apply environmentally friendlier business practices, in order to reduce, where feasible, our environmental impact.					
Environmental protection investments (million €)	NR	1.3	4.3	We informed 4.3 million passengers on Corporate Responsibility issues, such as environmental protection.	
Energy consumption (GJ)	NR	9,137,276.7	9,019,400.8		Replace 150 advertising signs in our vessels with new LED advertising billboards. Install a BSM system in our offices for efficient cooling/heating.

Section	2013	2014	2015	Achievements 2015	Objectives 2016
ENVIRONMENT					
Electricity consumption (KWh)	NR	883,670.2	819,932.2		Relocate to new offices with reduced energy requirements. Install LED light bulbs in our offices.
Electricity produced from renewable energy sources (KWh)	NR	NR	41,760	We produced 41,760 KWh of electricity from renewable energy sources.	Further upgrade the photovoltaic panel unit onboard Blue Star Delos.
Total eCO ₂ emissions (tn)	NR	712,949.2	694,639.7	We reduced our total carbon dioxide emissions by 2.5% (equal to 18,309 tonnes of CO ₂), compared to 2014.	
Use of refrigerant materials (kgr)	NR	3,957	2,577	We reduced the total quantity of refrigerant materials used by 34.8%.	
Total ODP of refrigerant materials (number, R-11 equivalent)	NR	NR	0		
Paper used for commercial purposes (tn)	NR	NR	38.8	We reduced the paper used for commercial purposes by 20.5%. We used 39% recycled paper for printing and copying at our offices and vessels.	
Materials from recycling activities, transported for recycling (tn)	NR	NR	179	We transported from Islands free-of-charge over 179 tonnes of materials for recycling.	
Solid waste (m ³)	28,114	28,287	30,446		
Hazardous waste (m ³)	55	55	59		
Total water consumption (m ³)	122,521	113,663	222,713		
Liquid waste (m ³)	3,736	4,087	4,651		

NR = Not Reported

3. Global Compact, Sustainable Development Goals, ISO26000 and GRI Tables

The correspondence between the content of this Report and the Global Compact Principles, the Sustainable Development Goals, the ISO26000 International Guidelines and the Global Reporting Initiative's (GRI G4 version 2013) General and Specific Standard Disclosures is presented in the following tables.

- Coverage of Indicators is characterized as Full (F), Partial (P) or Not Applicable (NA).
- General Standard Disclosures of GRI required for 'Core' application level are indicated in grey background.
- Material Topics of GRI for the Group (based on the Materiality Analysis conducted), are indicated in grey background.
- Boundaries of GRI indicators are indicated on the Table.
- No external assurance has been conducted for the Material Topics.

United Nations' Global Compact Table

Issue	Principle	Report Section	Coverage
Human Rights			
1.	Support and respect protection of internationally proclaimed human rights	V-3, VI-3	F
2.	Ensure not to be complicit in human rights abuses	VI-3	F
Labour Standards			
3.	Recognize freedom of association and right to collective bargaining	VI-3	F
4.	Eliminate all forms of forced and compulsory labour	VI-3	F
5.	Abolish effectively child labour	VI-3	F
6.	Eliminate discrimination in respect to employment and occupation	VI-3	F
Environment			
7.	Support a precautionary approach to environmental challenges	V-3, VIII-1-3	F
8.	Promote greater environmental responsibility	VIII-1-3	F
9.	Encourage development and diffusion of environmentally friendly technologies	VIII-1	F
Corruption			
10.	Work against all forms of corruption, including extortion and bribery	IV-1,2	F

United Nations' Sustainable Development Goals Table

Goal	Principle	Report Section
1.	End poverty in all its forms everywhere	V-1,2, VI-3
2.	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	V-2, VII-1
3.	Ensure healthy lives and promote well-being for all at all ages	V-2, VI-2, VII-1
4.	Ensure inclusive and quality education for all and promote lifelong learning	V-2, VI-4
5.	Achieve gender equality and empower all women and girls	VI-3
6.	Ensure access to water and sanitation for all	VIII-3
7.	Ensure access to affordable, reliable, sustainable and modern energy for all	VIII-1
8.	Promote inclusive and sustainable economic growth, employment and decent work for all	V-1,2, VI-1-3
9.	Build resilient infrastructure, promote sustainable industrialization and foster innovation	V-1,2, VIII-1
10.	Reduce inequality within and among countries	VI-3
11.	Make cities inclusive, safe, resilient and sustainable	V-2
12.	Ensure sustainable consumption and production patterns	V-3, VII-1, VIII-2
13.	Take urgent action to combat climate change and its impacts	VIII-1
14.	Conserve and sustainably use the oceans, seas and marine resources	VIII-2,3
15.	Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss	VIII-3
16.	Promote just, peaceful and inclusive societies	V-2
17.	Revitalize the global partnership for sustainable development	IV-VIII

ISO26000 Table

Aspect	Report Section	Coverage
1. Scope	IX-1	F
2. Definitions	IX-4	F
3. Understanding Social Responsibility	IV-1,2	F
4. Principles of Social Responsibility	IV-2,3	F
5. Recognizing Social Responsibility & Engaging Stakeholders	IV-3	F
6. Guidance on Social Responsibility Core Subjects		
a. Organizational Governance	IV-1	F
b. Human Rights	VI-3	F
c. Labor practices	VI-3	F
d. Environment	V-3, VIII-1-3	F
e. Fair operating practices	IV-1	F
f. Consumer issues	VII-1-3	F
g. Community involvement and development	V-2	F
7. Guidance on Integrating SR throughout the Organization		
a. Enhancing Credibility	IV-VIII	F
b. Communication	IV-1,2, VI-1	F

General Standards Disclosures Table

General Standard Disclosures	Report Section	Coverage/Omission	Boundary
Strategy and Analysis			Group
G4-1	I	F	
G4-2	I, IV-1	P	
Organisational Profile			Group
G4-3	IX-1	F	
G4-4	III-2	F	
G4-5	III-2, IX-1	F	
G4-6	III-2	F	
G4-7	III-2	F	
G4-8	III-2	F	
G4-9	VI-1, III-2, V-1	F	
G4-10	VI-1	F	
G4-11	VI-3	F	
G4-12	III-2	F	
G4-13	III-2	F	
G4-14	V-3, VI-2, VII-1, VIII-1	F	
G4-15	IV-2	F	
G4-16	IV-2	F	
Identified Material Topics and Boundaries			Group, Value Chain
G4-17	V-1, IX-1	F	
G4-18	IV-3, IX-3	F	
G4-19	IV-3, IX-3	F	
G4-20	IV-3, IX-3	F	
G4-21	IV-3, IX-3	F	
G4-22	IX-1	F	
G4-23	IX-1	F	
Stakeholder Engagement			Group
G4-24	IV-3	F	
G4-25	IV-3	F	
G4-26	IV-3	F	
G4-27	IV-3	F	
Report Profile			Group
G4-28	IX-1	F	
G4-29	IX-1	F	
G4-30	IX-1	F	
G4-31	IX-1	F	
G4-32	IX-3	F	
G4-33	IX-1,3	F	

General Standard Disclosures	Report Section	Coverage/Omission	Boundary
Governance			Group
G4-34	IV-1	F	
G4-35	IV-2	P	
G4-36	IV-1	P	
G4-37	IV-1	F	
G4-38	IV-1	F	
G4-39	IV-1	F	
G4-41	IV-1	F	
G4-42	IV-2	P	
G4-43	IV-1,2	P	
G4-44	IV-1	P	
G4-46	IV-1	P	
G4-47	IV-1	F	
G4-48	IV-3	F	
G4-51	IV-1	P	
G4-52	IV-1	P	
G4-54	VI-3	F	
G4-55	VI-3	F	
Ethics and Integrity			Group, Suppliers
G4-56	IV-1,2, VI-2,3, VII-2, VIII-1-3	F	
G4-57	IV-1	P	
G4-58	IV-1	F	

Specific Standards Disclosures Table

DMA and Indicators	Report Section	Coverage/Omission	Boundary of Material Topics
ECONOMIC			Group
Economic Performance			
G4-DMA	V-1	F	
G4-EC1	V-1	F	
G4-EC4	V-1	F	
Market Presence			Group
G4-DMA	VI-1,3	F	
G4-EC5	VI-3	F	
G4-EC6	VI-1	F	
Indirect Economic Impacts			
G4-DMA	V-2	F	
G4-EC8	V-2	F	
Procurement Practices			Group, Suppliers
G4-DMA	V-3	F	
G4-EC9	V-3	F	
ENVIRONMENTAL			Group
Materials			Group
G4-DMA	VIII-2	F	
G4-EN1	VIII-2	F	
G4-EN2	VIII-2	F	
Energy			Group
G4-DMA	VIII-1	F	
G4-EN3	VIII-1	F	
G4-EN4	VIII-1	P	
G4-EN6	VIII-1	P	
Water			Group
G4-DMA	VIII-3	F	
G4-EN8	VIII-3	F	
G4-EN9	VIII-3	F	
Biodiversity			Group
G4-DMA	VIII-3	F	
G4-EN11	VIII-3	F	
G4-EN12	VIII-3	F	
Emissions			Group
G4-DMA	VIII-1	F	
G4-EN15	VIII-1	F	
G4-EN16	VIII-1	P	
G4-EN19	VIII-1	P	
G4-EN20	VIII-1	F	
G4-EN21	VIII-1	P	

DMA and Indicators	Report Section	Coverage/Omission	Boundary of Material Topics
Effluents and Waste			Group
G4-DMA	VIII-3	F	
G4-EN23	VIII-2,3	P	
G4-EN24	VIII-3	F	
G4-EN25	VIII-2	F	
Compliance			Group
G4-DMA	VIII-1	F	
G4-EN29	VIII-1	F	
Overall			Group
G4-DMA	VIII-1	F	
G4-EN31	VIII-1	F	
Supplier Environmental Assessment			
G4-DMA	V-3	F	
G4-EN33	V-3	F	
Environmental Grievance Mechanisms			Group
G4-DMA	VIII-1	F	
G4-EN34	VIII-1	F	
SOCIAL			
LABOR PRACTICES AND DECENT WORK			Group
Employment			Group
G4-DMA	VI-1	F	
G4-LA1	VI-1	F	
G4-LA2	VI-3	F	
G4-LA3	VI-3	F	
Labor/Management Relations			Group
G4-DMA	VI-3	F	
G4-LA4	VI-3	F	
Occupational Health and Safety			Group
G4-DMA	VI-2	F	
G4-LA5	VI-2	F	
G4-LA6	VI-2	F	
G4-LA7	VI-2	F	
G4-LA8	VI-2	F	
Training and Education			Group
G4-DMA	VI-3,4	F	
G4-LA9	VI-4	F	
G4-LA11	VI-3,4	F	

DMA and Indicators	Report Section	Coverage/Omission	Boundary of Material Topics
Diversity and Equal Opportunity			Group
G4-DMA	VI-1,3,4	F	
G4-LA12	VI-1,3,4	F	
Equal Remuneration for Women and Men			Group
G4-DMA	VI-3	F	
G4-LA13	VI-3	F	
Supplier Assessment for Labor Practices			Group, Suppliers
G4-DMA	V-3	F	
G4-LA15	V-3	F	
Labor Practices Grievance Mechanisms			
G4-DMA	VI-3	F	
G4-LA16	VI-3	F	
HUMAN RIGHTS			Group
Investment			Group
G4-DMA	VI-3,4	F	
G4-HR1	VI-3	F	
Non-discrimination			Group
G4-DMA	VI-3	F	
G4-HR3	VI-3	F	
Freedom of Association and Collective Bargaining			
G4-DMA	VI-3	F	
G4-HR4	VI-3	F	
Child Labor			
G4-DMA	VI-3	P	
G4-HR5	VI-3	P	
Forced or Compulsory Labor			
G4-DMA	VI-3	P	
G4-HR6	VI-3	P	
Indigenous Rights			
G4-DMA	-	NA	
G4-HR8	-	NA	

DMA and Indicators	Report Section	Coverage/Omission	Boundary of Material Topics
Supplier Human Rights Assessment			Group, Suppliers
G4-DMA	V-3	F	
G4-HR11	V-3	F	
Human Rights Grievance Mechanisms			
G4-DMA	VI-3	F	
G4-HR12	VI-3	F	
SOCIETY			Group
Local Communities			Group
G4-DMA	V-2	F	
G4-S01	V-2	F	
G4-S02	V-2	F	
Anti-corruption			
G4-DMA	IV-1	F	
G4-S04	IV-1	P	
G4-S05	IV-1	F	
Public Policy			
G4-DMA	IV-1	F	
G4-S06	IV-1	F	
Anti-competitive Behavior			Group
G4-DMA	IV-1	F	
G4-S07	IV-1	F	
Compliance			
G4-DMA	IV-1, VII-1	F	
G4-S08	IV-1, VII-1	F	
Supplier Assessment for Impacts on Society			
G4-DMA	V-3	F	
G4-S010	V-3	F	
Grievance Mechanisms for Impacts on Society			
G4-DMA	V-2	F	
G4-S011	V-2	F	

DMA and Indicators	Report Section	Coverage/ Omission	Boundary of Material Topics
PRODUCT RESPONSIBILITY			Group, Customers, Network
Customer Health and Safety			Group, Customers
G4-DMA	VII-1	F	
G4-PR1	VII-1	P	
G4-PR2	VII-1	F	
Product and Service Labeling			Group, Customers, Network
G4-DMA	VII-2,3	F	
G4-PR3	VII-2	F	
G4-PR4	VII-2	F	
G4-PR5	IV-3, VII-3	F	
Marketing Communications			Group, Customers, Network
G4-DMA	VII-2	F	
G4-PR6	VII-2	F	
G4-PR7	VII-2	F	
Customer Privacy			
G4-DMA	VII-1	F	
G4-PR8	VII-1	F	
Compliance			
G4-DMA	VII-1	F	
G4-PR9	VII-1	F	

4. Glossary

Please pay attention to the following, frequently used terms:

Term	Refers to
'Bilge water'	The mixture of water, lubricants and fuel produced during engine washing as well as by accidental leaks.
'Biodiversity'	The various living organisms in an ecosystem (land, marine and aquatic), as well as the extent of their genetic composition.
'Carbon dioxide', 'CO ₂ '	The gaseous chemical compound derived from the combustion of fossil fuels (oil, gasoline, natural gas, etc.) and organic compounds (wood, plastic, etc.), which contributes to the greenhouse effect.
'Classification societies'	The maritime technical organizations who establish safety regulations for shipbuilding, as well as for the vessels' equipment.
'Corporate Social Responsibility' or 'Corporate Responsibility'	The voluntary commitment of companies to include in their corporate practices economical, social and environmental criteria and activities, which are beyond the legislative requirements and are related to their impact on Stakeholders. The term refers to the current economic growth that does not compromise the ability of future generations to satisfy their own needs.
'Environmental footprint'	The total greenhouse gas emissions that arise directly (e.g. burning of fossil fuels for heating) or indirectly (e.g. by the use of products) from a company.
'equivalent CO ₂ ', 'eCO ₂ '	The measurement unit of all greenhouse gases that contribute to global warming (carbon dioxide-CO ₂ , methane-CH ₄ , nitrous oxide-N ₂ O, fluorinated hydrocarbons-HFCS, perfluorocarbons-PFC's, sulfur hexafluoride-SF ₆), expressed as equivalent carbon dioxide.
'Global Compact'	The United Nations Global Compact, an initiative to encourage companies to align their business operation with 10 universally accepted principles in the areas of human rights, labor, environment and anti-corruption.
'Group', 'we', 'Attica Group'	To ATTICA HOLDINGS S.A. (which this Report addresses).
'IMO'	The International Maritime Organisation, which is a specialized organization to establish measures in order to improve safety of international shipping and prevent environmental pollution from vessels, and is also responsible for legal issues related to liability and indemnify cases of maritime accidents, as well as facilitate international maritime traffic.
'MARPOL'	The Convention of the International Maritime Organization to adopt concrete measures, in order to control and prevent pollution from vessels.
'Passengers'	The people transported with our vessels.
'Report'	The Corporate Responsibility Report 2015.
'VI-3' etc.	The area and section of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term 'VI-3' makes reference to area VI (Employees), section 3 (Equality and Fairness).
'Universal Declaration of Human Rights'	The declaration adopted by the United Nations General Assembly in 1948 with the fundamental rights to which all human beings are inherently entitled.



5. Feedback Form

1. To which Stakeholder group do you belong?

Employees	<input type="checkbox"/>	Shareholders	<input type="checkbox"/>	Passengers	<input type="checkbox"/>	Sales Network	<input type="checkbox"/>
Suppliers	<input type="checkbox"/>	State	<input type="checkbox"/>	Associations and Unions	<input type="checkbox"/>	Local Communities	<input type="checkbox"/>
Citizens	<input type="checkbox"/>	NGOs	<input type="checkbox"/>	Media	<input type="checkbox"/>		
Other	<input type="text"/>						

2. What is your impression, about the following areas of this Report?

Area	Excellent	Good	Neutral	Mediocre	Bad
IV. Management	<input type="checkbox"/>				
V. Society	<input type="checkbox"/>				
VI. Employees	<input type="checkbox"/>				
VII. Passengers	<input type="checkbox"/>				
VIII. Environment	<input type="checkbox"/>				

3. What is your impression, about the following elements of this Report?

Element	Excellent	Good	Neutral	Mediocre	Bad
Sections have the right balance	<input type="checkbox"/>				
Important topics are covered	<input type="checkbox"/>				
Structure supports easy reading	<input type="checkbox"/>				
Texts are comprehensive	<input type="checkbox"/>				
Quantitative elements are complete	<input type="checkbox"/>				
Graphs included are comprehensive	<input type="checkbox"/>				
Layout is attractive/pleasant	<input type="checkbox"/>				

4. Are there any topics, which are not answered (or not adequately covered) in this Report or do you have questions you would like to be answered in our next Report?

5. Are there any other comments/proposals you might have?

Personal Data (optionally):

Name	<input type="text"/>
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Please fill out the form and send it to:

Attica Group, Corporate Responsibility Team
1-7 Lysikratous & Evripidou Street, 17674, Athens
e-mail: csr@attica-group.com

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Development of content and layout: STREAM Management / www.stream-eu.com



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