

## Business Ethics Policy

Companies are an integral part of society, which is why we, at Goldair Cargo S.A., operate with sensitivity and sense of duty, always striving to be a productive and responsible corporate member of the community. In our Business Ethics Policy we gathered a number of principles that serve as priorities for our operations.

We grow responsibly:

- We continuously improve our services, as customer satisfaction is our top priority;
- We are uncompromising when it comes to respecting all laws and regulations that govern the services we provide;
- We invest in partnerships with the societies in which we operate, promoting their development;
- We research, preventively evaluate and manage potential risks, thus safeguarding the smooth continuation of our operations;
- We ensure business ethics by enforcing zero tolerance for bribery, non-compliance, leakage of business data;
- We provide transparency to our customers by publishing a yearly report;
- We secure our customers' data. For this purpose we are certified with the international standard ISO 27001.

We invest in our people:

- We utilize modern tools and methods to ensure optimal working conditions;
- We invest in internal communication and inspire our people through innovative work, practices, fair treatment, respect and trust;
- Health and safety at work is our top priority.

Environment and society:

- We seek to minimize our environmental footprint, aiming at reduced energy consumption and efficient management of all types of waste;
- We invest in open dialogue with our stakeholders, recognizing their expectations for a sustainable future / world;
- We seek to minimize our environmental impact, aiming to reduce energy consumption and



efficiently manage all types of waste;

- For this purpose we are certified with the international standard ISO 14001;
- We seek to reduce carbon dioxide emissions from our processes while informing our partners about the need to reduce emissions during product transport.

Goldair Cargo S.A., aiming to further communicate issues on corporate responsibility as well as issues of broader business interest, actively participates in a number of professional organizations, associations and institutions:

*IFFAG&L (Association of International Freight Forwarders & Logistics Enterprises of Greece)*

*SEV (Hellenic Federation of Enterprises)*

*SETE (Greek Tourism Confederation)*

*AHK (Greek-German Chamber of Commerce & Industry)*

*ACCI (Athens Chamber of Commerce and Industry)*

*IATA (International Air Transport Association)*

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