



## GOLDAIR CARGO S.A. ANNUAL SUSTAINABILITY REPORT

Goldair Cargo S.A., member of Goldair Group, founded in 1987, always ahead of its time in innovative solutions, succeeded through steady and considered steps, to become a strong group, synonymous with high quality services in the field of international forwarding and logistics.

Within that framework, the company acts based on the fundamental values that determine both its development planning, as well as its day-to-day operations, aiming to offer:

- High level provision of services with a customer-oriented approach
- Immediate response, consistency, reliability
- Solid collaborations
- Flexibility
- Expertise
- Provision of added value services
- Strong network in 5 continents





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## 1. Business ethics

At Goldair Cargo S.A., we 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. Those are

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.

## 2. Policies

Goldair Cargo S.A. has developed a list of policies in order to become more transparent and up to date with the on-going national and international obligations. The policies already in place are the following:

- Human Rights & Child Protection Policy
- Environmental Policy
- Energy & Greenhouse Gas Emissions Management Policy
- Business Ethics Policy
- Anti-discrimination & Anti-harassment Actions
- Sustainable Procurement Policy
- Whistleblower Procedure

### 3. Sustainability Reporting Framework - SDGs

The Sustainable Development Goals are a set of 17 goals adopted by all UN member states in 2015, as part of the 2030 Agenda for Sustainable Development. We are using this initiative in order to communicate our progress towards sustainable development.

The SDGs are the following and our business is focused on all three pillars of economic, social and environmental aspects.

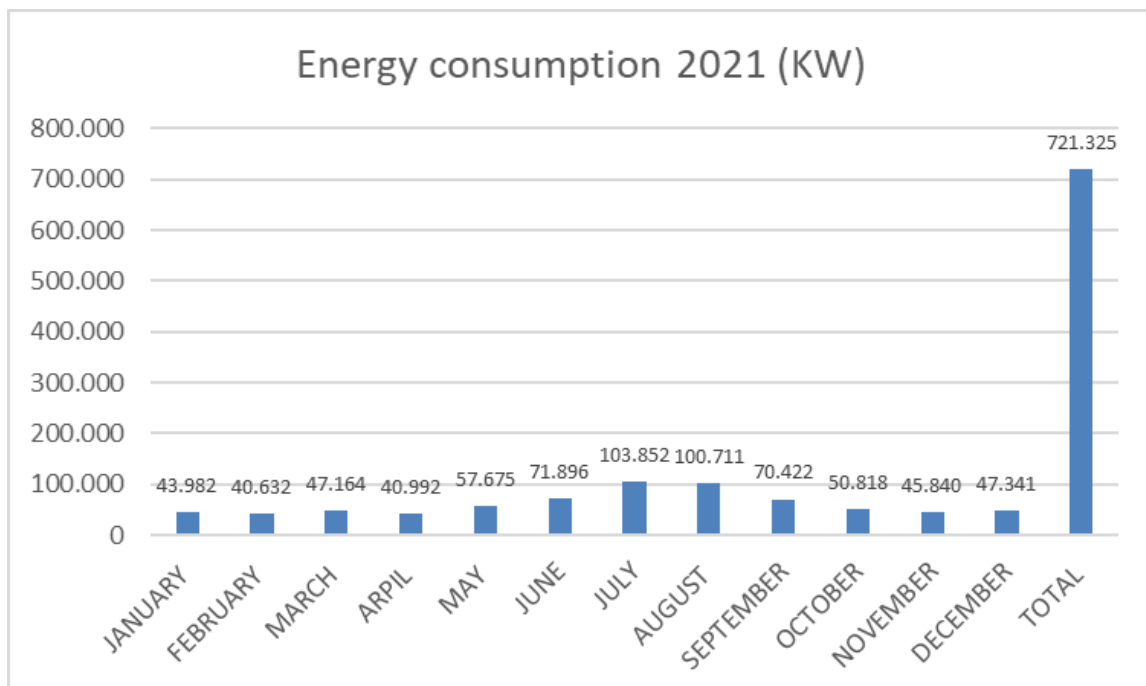
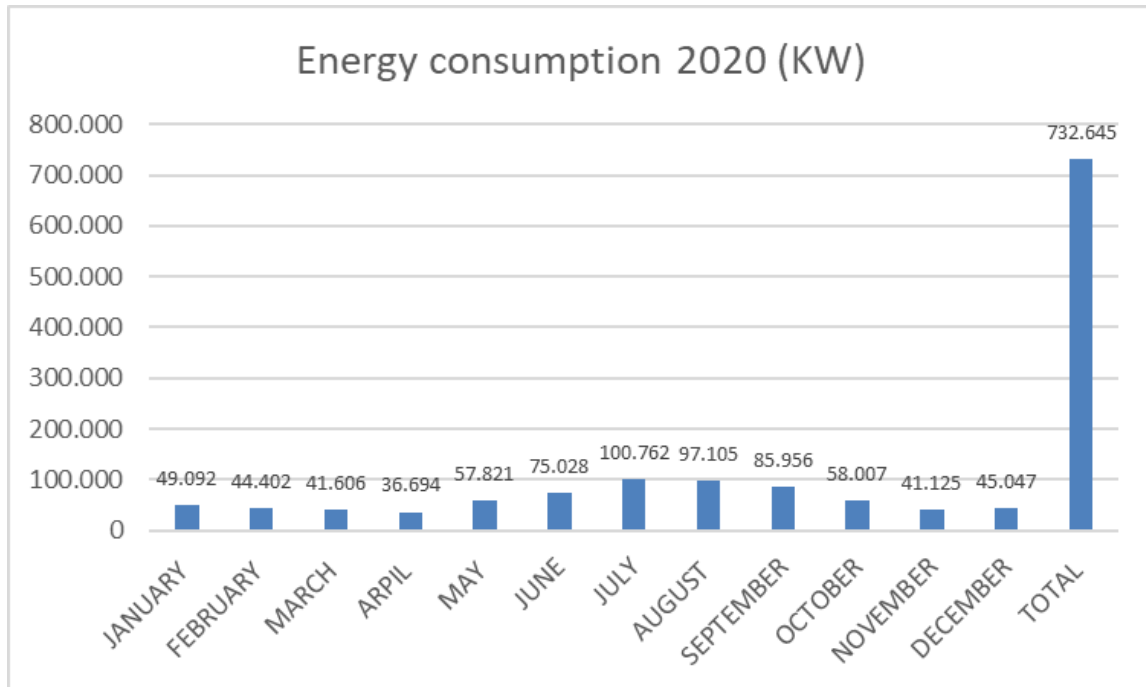


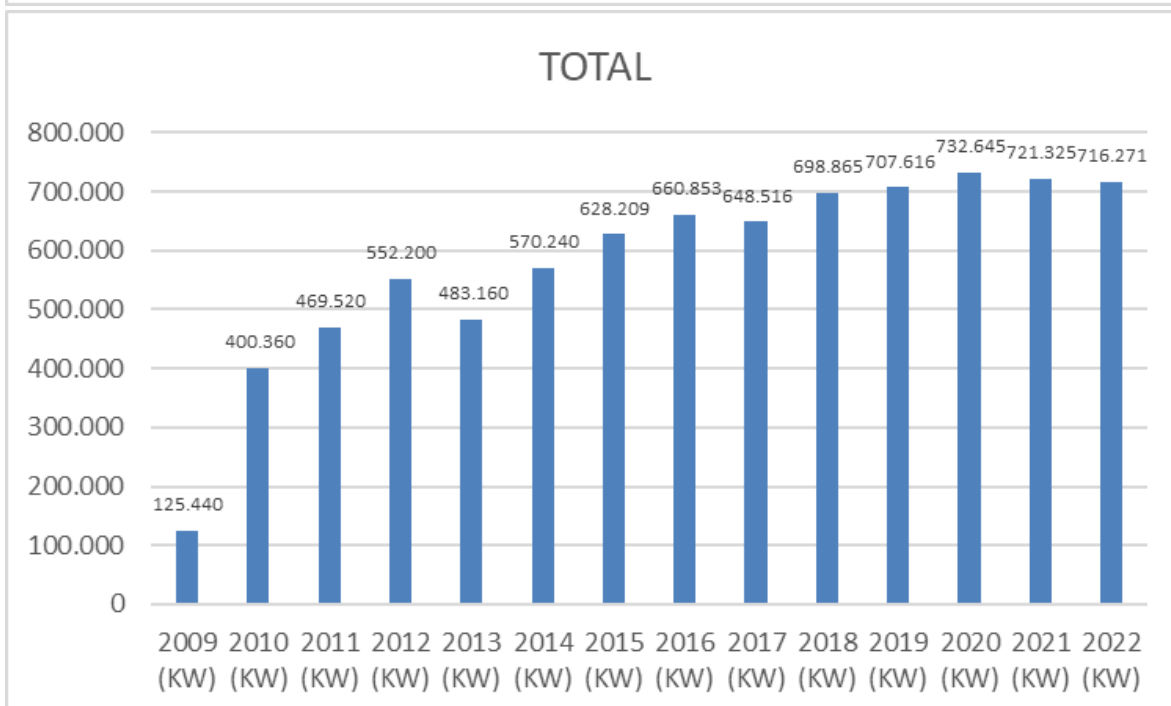
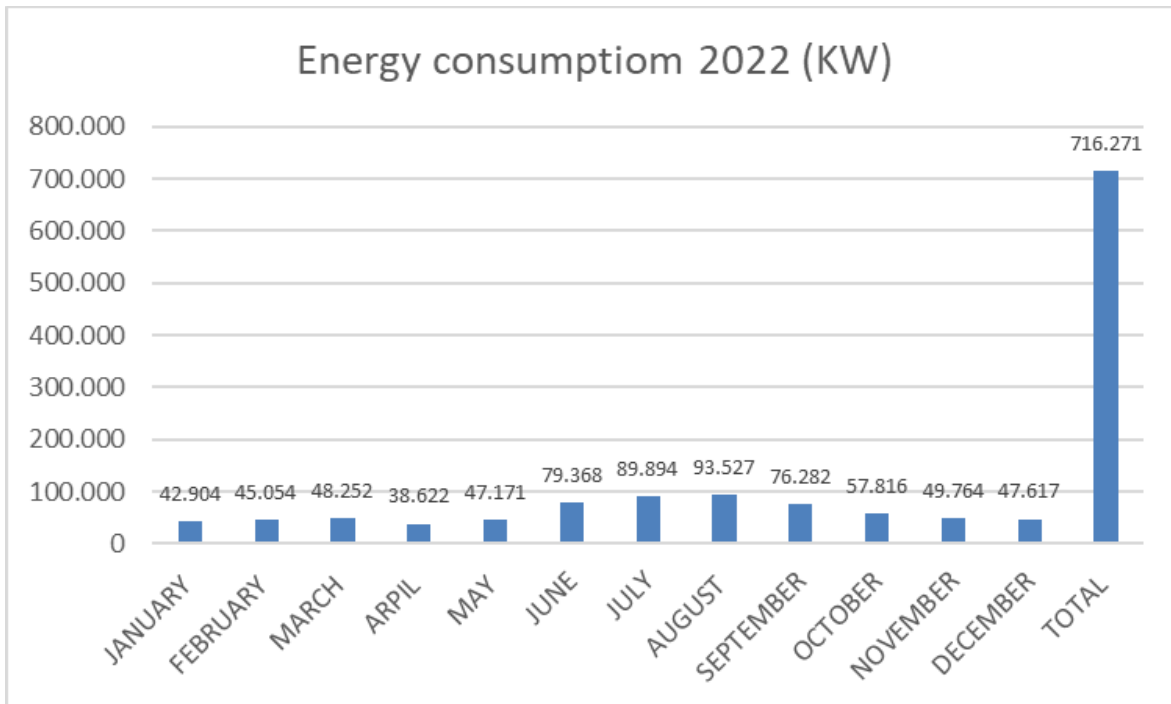
More precisely, Goldair Cargo S.A. has taken measures in order to be take part in:

- SDG 3 “Good health and well-being”
- SDG 5 “Gender equality”
- SDG 7 “Affordable and clean energy”
- SDG 8 “Decent work and economic growth”
- SDG 9 “Industry, innovation and infrastructure”
- SDG 10 “Reduced inequalities”
- SDG 11 “Sustainable cities and communities”
- SDG 12 “Responsible consumption and production”
- SDG 13 “Climate action”

## 4. Energy monitoring

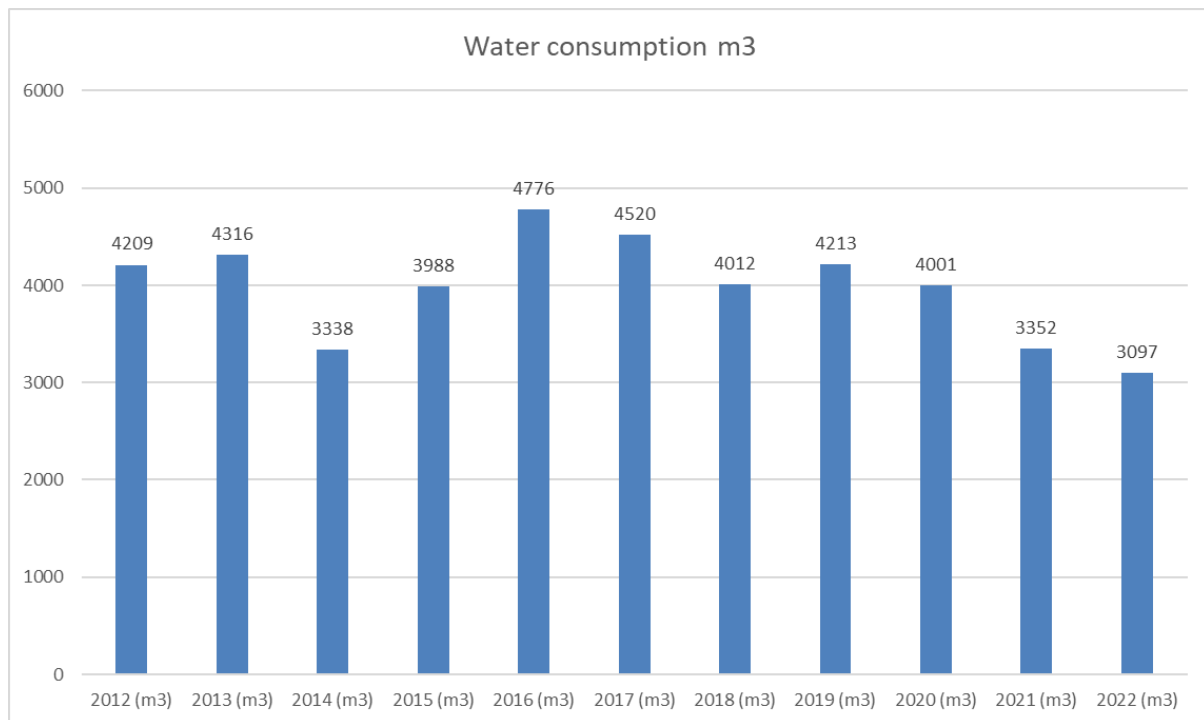
Goldair Cargo S.A. monitors energy consumption since the beginning of its operations. Monthly reports are kept. During the last three years energy consumption remains very stable around 700 MW per year. Energy consumption has been reduced by 0.7% compared to 2021 actual consumption.





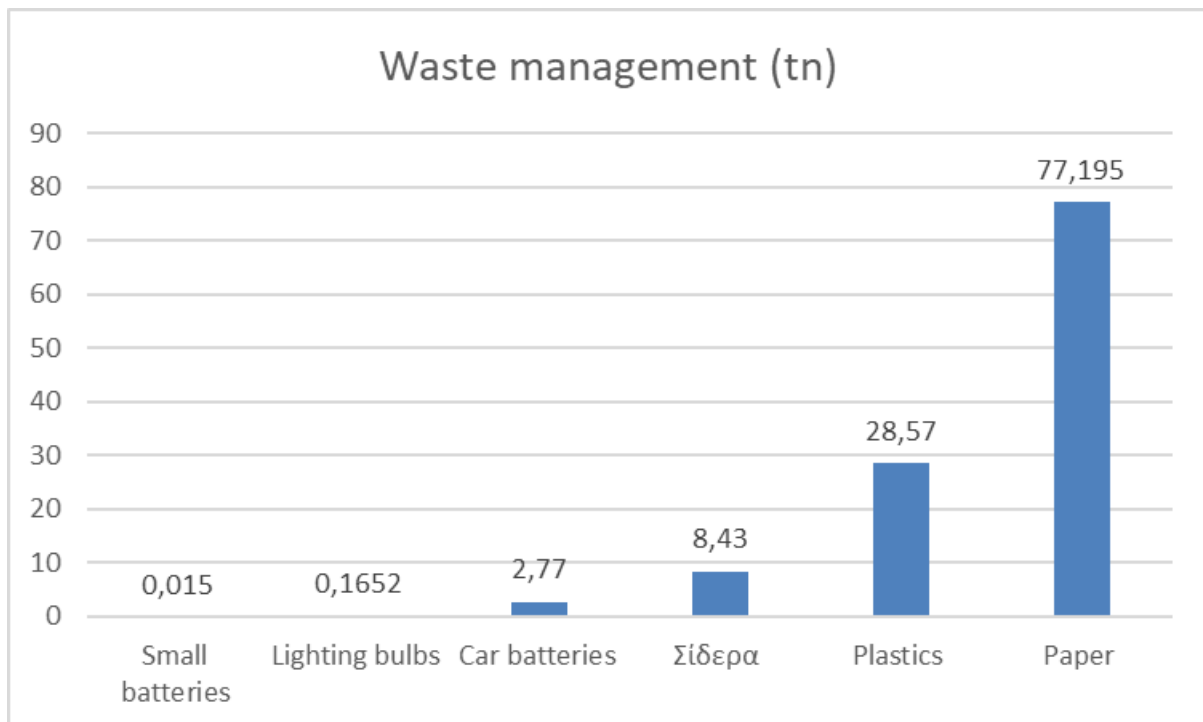
## 5. Water monitoring

The company has been monitoring water consumption since 2012. Water consumption in 2022 has been reduced by 7,6% compared to 2021. All these records are kept and projected on monthly water monitoring reports in order to provide clarity and transparency.



## 6. Waste monitoring

Goldair Cargo S.A. manages all generated waste that is produced during its operation. For this purpose, it has set up special areas for waste management, while through licensed contractors it manages the packaging waste produced. Yearly, more than 100 tons of waste is managed by these contractors. All waste generated is recorded and declared on the special platform of the Ministry of Environment.



## 7. Managing Carbon

Goldair Cargo S.A. is committed to carbon management and its reduction. From 2023 it will start recording Scope I and Scope II carbon emissions.

## 8. Trainings

Training in Goldair Cargo S.A. is continuous. A variety of trainings that include important incentives for environmental management subjects are yearly organized.



# Goldair cargo s.a.

## 9. Certifications

The company is certified with a list of International Standards:

- ISO 9001:2015 – Quality Management System
- ISO 14001:2015 – Environmental Management System
- ISO 22001:2018 – Food Safety Management System
- ISO 13485:2016 – Quality Management System for Medical Devices
- Certificate for the Good Practice for Distribution of Medical Devices according to MD 1348
- Certificate for the Guidelines on Good Distribution Practice of Medicinal Products for Human Use – GDP

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)

