

GOLDAIR CARGO S.A. ANNUAL SUSTAINABILITY REPORT 2024

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Goldair Cargo, founded in 1987, succeeded through steady and considered steps, to become a synonym of high quality services in the field of international freight forwarding and logistics.

Nowadays, the company maintains more than 135.000 sq.m of covered warehouses, offering full range logistics services and handles over 42.500.000 pickings annually, distributing them throughout Greece and neighbor countries.

Goldair Cargo, pioneer in the field of international forwarding, carries a pan European freight distribution network for 48 cities with daily and weekly departures, for dry as well as controlled temperature cargo.

The company has also developed exclusive co-operations with market leading forwarding networks, covering through air and sea, any transport need, from and to all around the world.

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. About our company

Goldair Cargo S.A. occupies more than 300 employees, out of which 53 % are women and 47% are men. Equality is obvious also in managerial positions, as in the Board of Directors, 33,3% of them are women.

During the years of its operation, this company has given the chance to a great number of employees to develop their skills and career by following trainings and workshops. From 2016, the employees of the company followed approximately 25 workshops on a variety of subjects such as Health & Safety, HACCP, ISO 9001, E-commerce etc.

In 2023 the company has taken out a group life/health insurance policy for all staff, in which they have the option to include family members at a very low cost. Also in 2023 the company has appointed a Receiving and Monitoring Officer (RMO).

2. Business ethics

Goldair Cargo S.A., operates with sensitivity and sense of duty, always striving to be a productive and responsible corporate member of the community.

In the Business Ethics Policy there is a number of principles serve as priorities for Goldair Cargo operations. Those include

1. **Prioritizing customer satisfaction**, the company is constantly enhancing the quality of its services and strictly adheres to all governing laws and regulations.
2. To foster the **development of the communities** in which it operates, the business engages in strategic partnerships. Potential risks are researched, evaluated, and managed proactively, ensuring the smooth continuation of the organization's operations.
3. **Upholding high standards of business ethics**, the company has a zero-tolerance policy for bribery, non-compliance, and the disclosure of sensitive business information. To ensure transparency, an annual report is released.
4. **Committed to safeguarding customer data**, the organization has achieved ISO 27001 certification, an international standard for information security management.
5. **Prioritizing the well-being of its employees**, the company invests in modern tools and methods to create optimal working conditions and fosters a positive work environment through innovative work practices, fair treatment, respect, and trust.
6. **Ensuring the health and safety** of its employees is a top priority.

Goldair Cargo Sa aligns its operations with the following environmental management and societal integration principles:

1. **Environmental Stewardship**: The organization strives to minimize its environmental footprint by reducing energy consumption and efficiently managing all waste streams.
2. **Carbon Emissions Monitoring and Reduction**: Goldair monitors carbon emissions and implements energy-efficient practices to drive emission reductions.

3. **Stakeholder Engagement:** The organization engages in open dialogue with stakeholders, acknowledging their expectations for a sustainable future.
4. **ISO 14001 Certification:** To demonstrate its commitment to environmental stewardship, Goldair is certified to the international standard ISO 14001.
5. **Process Efficiency and Partner Education:** The organization seeks to reduce carbon dioxide emissions from its processes and educates partners about the importance of minimizing emissions during product transportation.

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 10 “Reduced inequalities”
- SDG 11 “Sustainable cities and communities”
- SDG 12 “Responsible consumption and production”
- SDG 13 “Climate action”

4. Policies



Goldair Cargo S.A. has developed a list of policies to become more transparent and up to date with the on-going national and international obligations. Through these policies, the company also corresponds to several SDGs. 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

All policies are reviewed every second year and are available on the website.

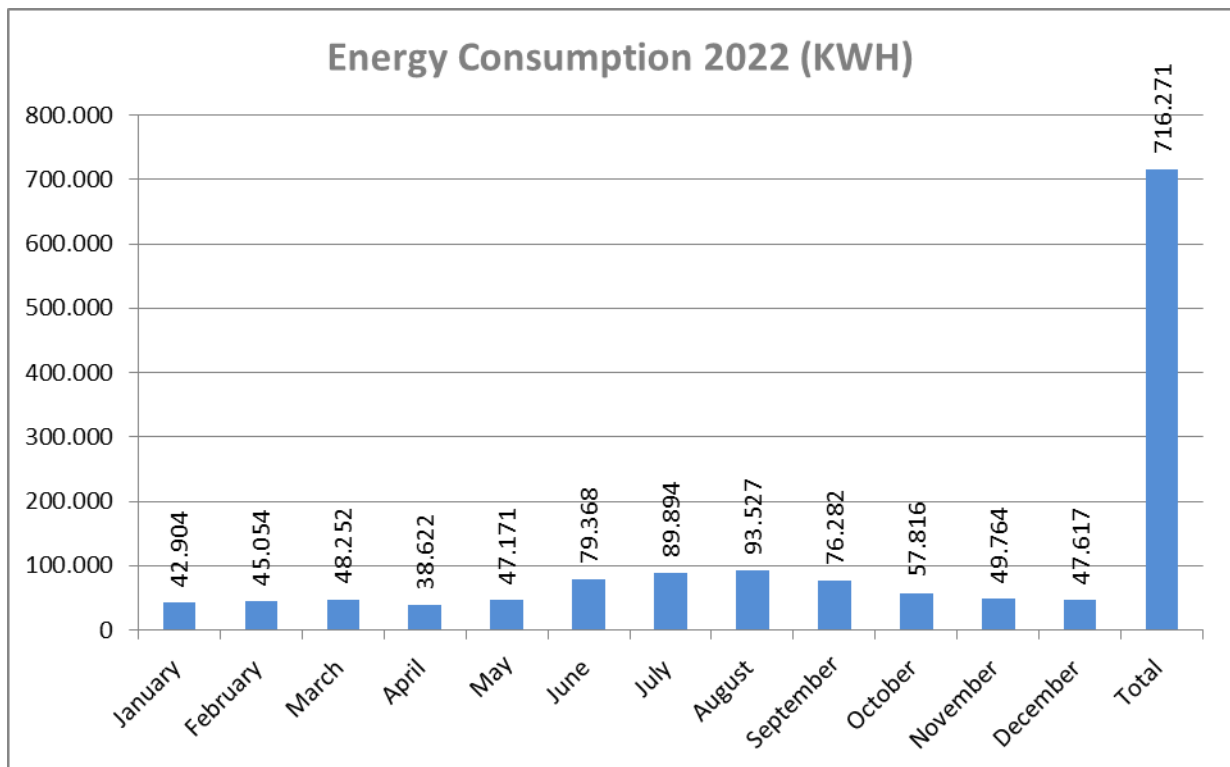
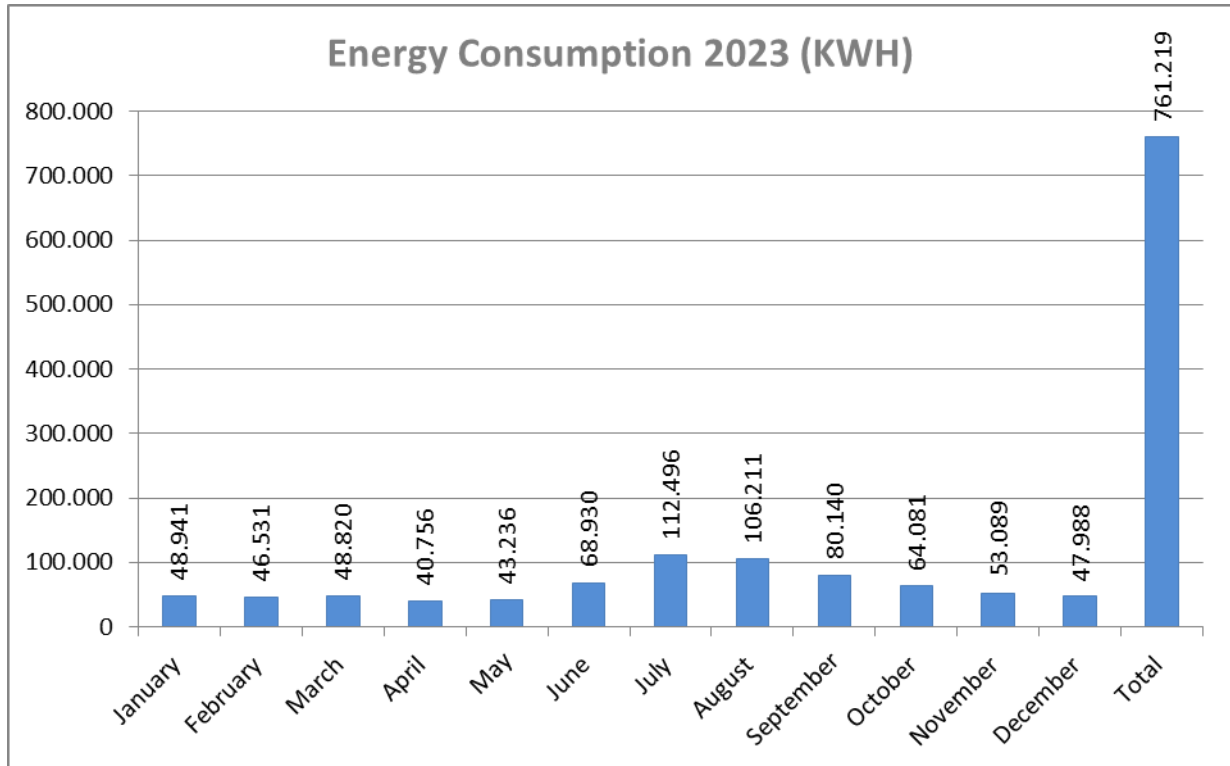
5. Energy management

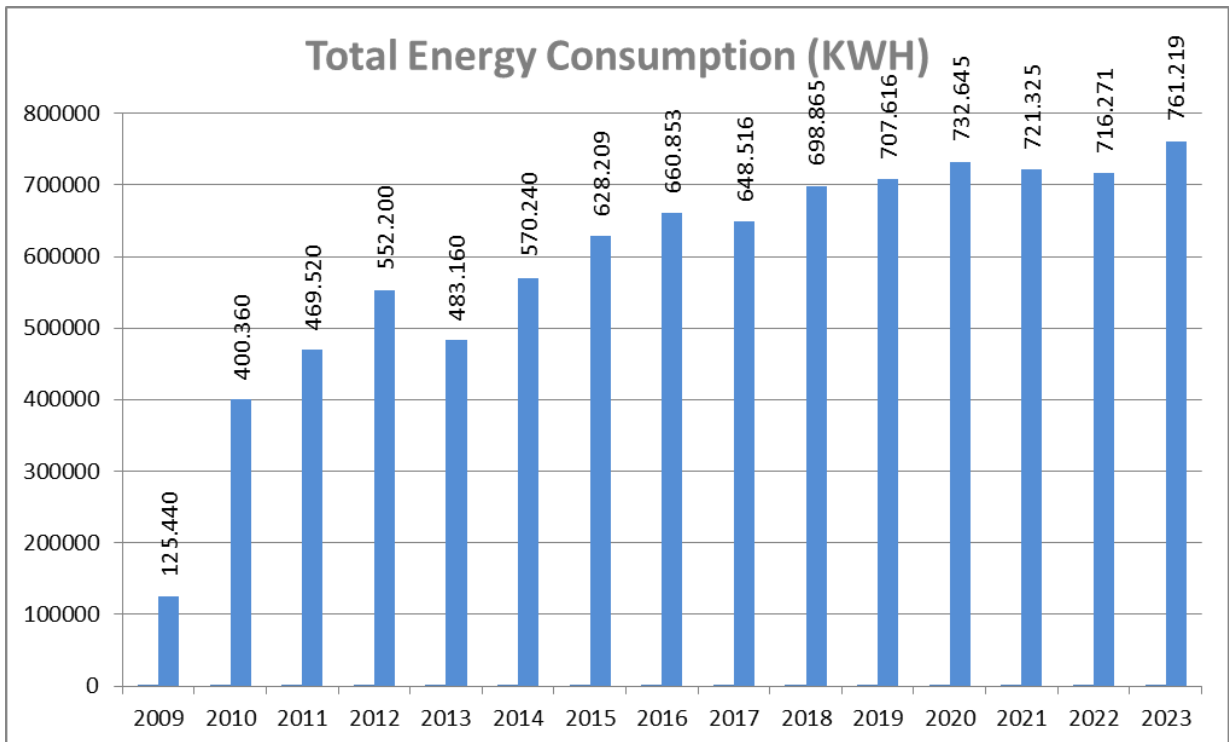
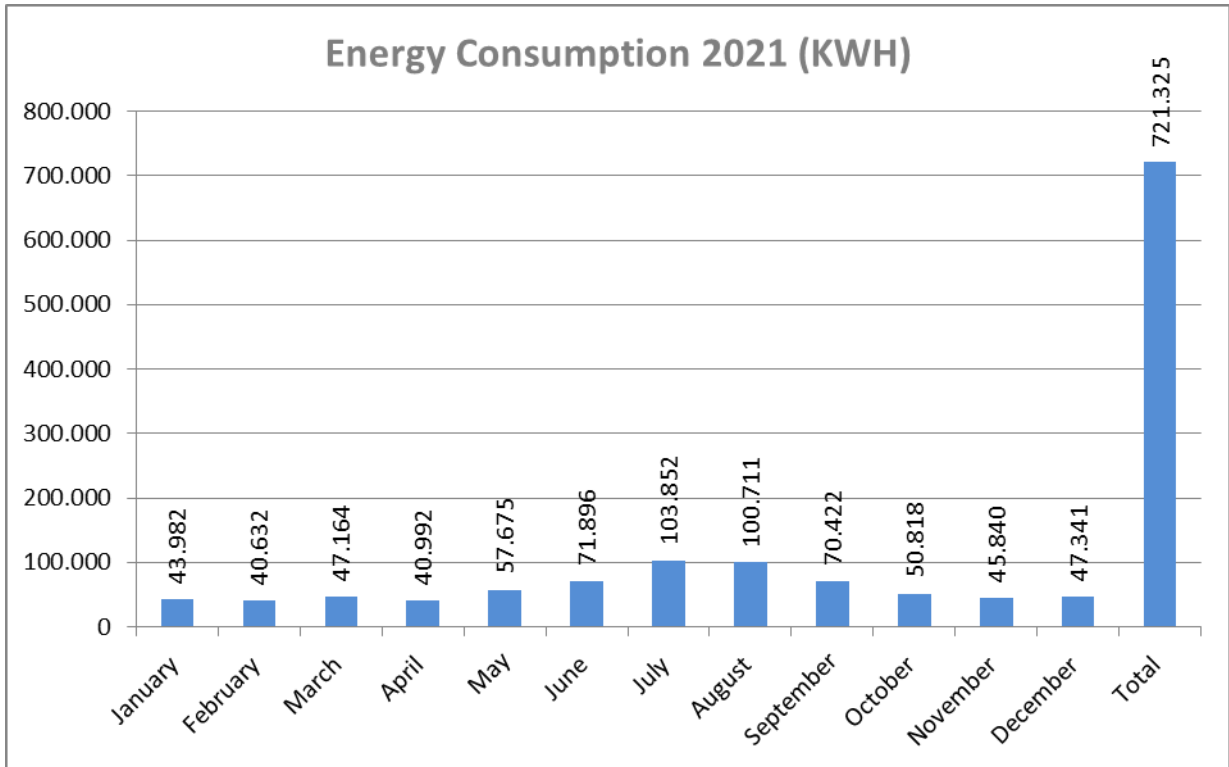


Goldair Cargo S.A. has been monitoring energy consumption since the inception of its operations. Monthly reports are kept and presented. During the past three years, energy consumption has remained relatively steady at around 700 MW per year. However, in 2023, there was an increase of 6% compared to the actual consumption in 2022, attributed to expanded operations.

Despite the growth in energy consumption, Goldair Cargo S.A. is committed to promoting energy efficiency. The company has implemented various measures such as utilizing natural lighting in storage areas, deploying LED lighting in offices, and employing energy-efficient machinery. These efforts align with several Sustainable Development Goals (SDGs): SDG 12 (Target 12.2: Sustainable Management and Use of Natural Resources), SDG 13 (Target 13.2: Integrate Climate Change Measures into Policy and Planning), and SDG 7 ("Affordable and Clean Energy").

For 2024 the targets on energy management is to reduce energy consumption by 2%





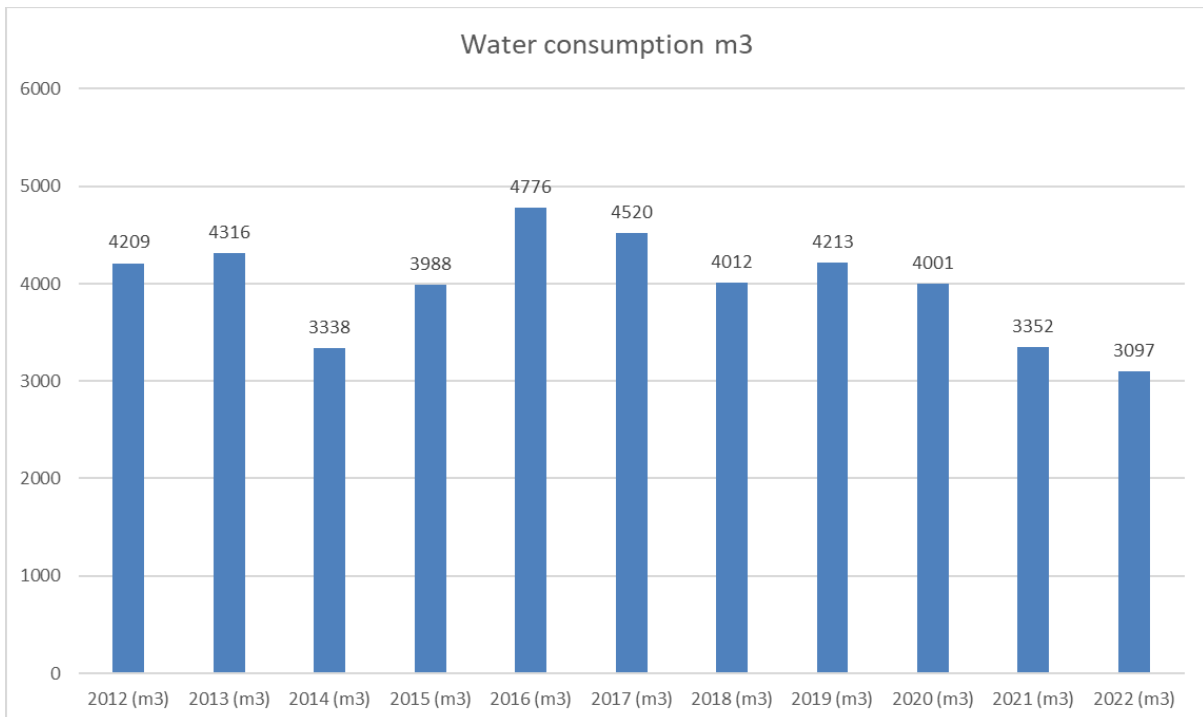


6. Water management

Since 2012, the company has kept track of its water usage. Compared to 2022, water consumption in 2023 increased by 20% due to expanded operations. All the data is put together into monthly water monitoring reports to ensure openness and clarity.

Despite the increased consumption, the company has taken steps to conserve water, such as training employees and minimizing water-intensive processes.

In line with the United Nations Sustainable Development Goals, Goldair Cargo S.A. contributes to Goal 12 (Target 12.2: Sustainable management and use of natural resources) and Goal 11 "Sustainable cities and communities." The goal for water management in 2024 is to cut consumption by 5%.



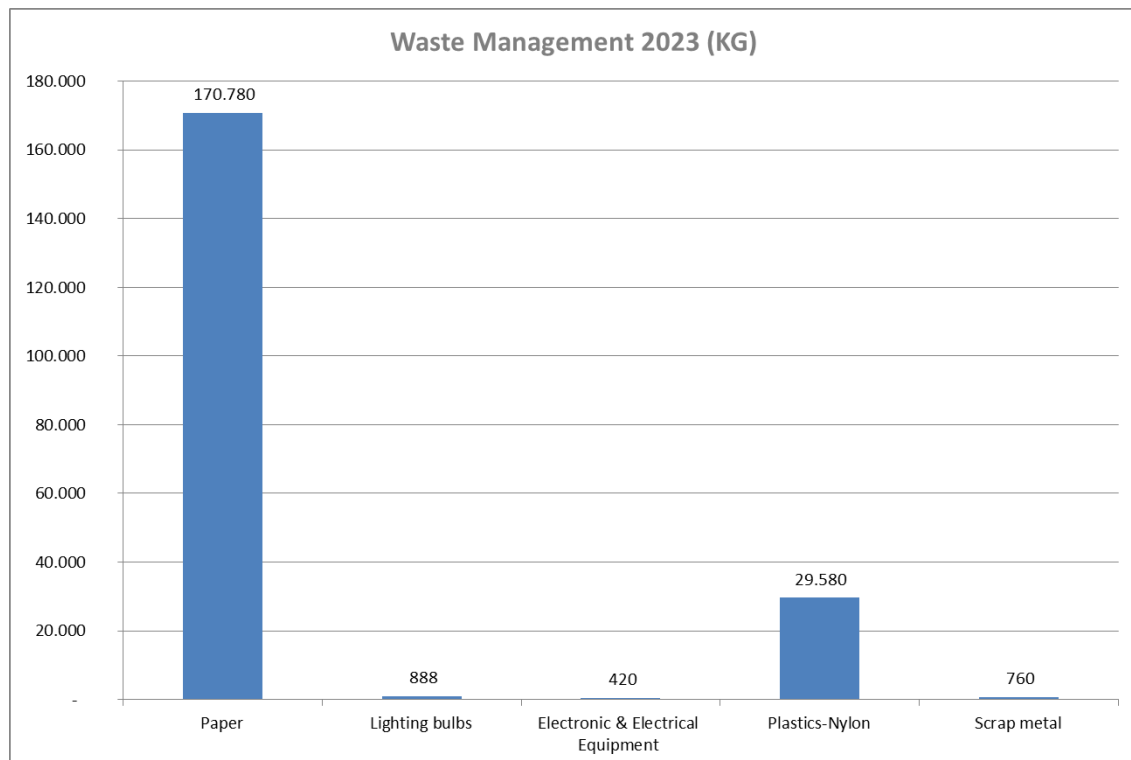


7. Waste management

To ensure sustainable waste management practices, Goldair Cargo S.A. allocates designated areas for waste handling and collaborates with licensed contractors to manage packaging waste. Approximately 200 tons of waste are handled annually through these partnerships. All generated waste is meticulously recorded and reported on the dedicated platform of the Ministry of Environment.

Through these efforts, Goldair Cargo S.A. actively contributes to the United Nations Sustainable Development Goals (SDGs), particularly in the following areas:

1. Target 12.2: Sustainable management and use of natural resources
2. Target 12.4: Responsible management of chemicals and waste
3. Target 12.5: Substantially reduce waste generation.
4. Target 12.6: Encourage companies to adopt sustainable practices and sustainability reporting.

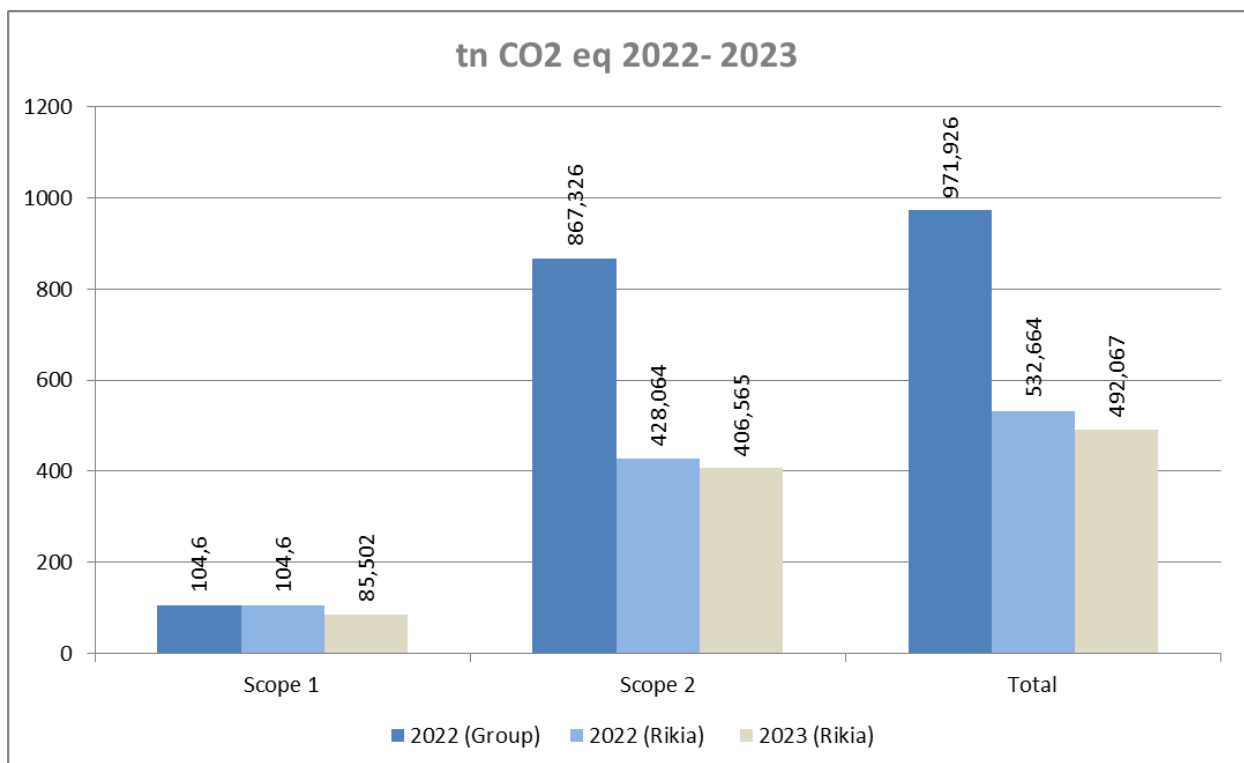


8. Managing Carbon

With the growing emphasis on sustainability, carbon management is becoming essential for businesses. It not only helps reduce greenhouse gas emissions and mitigate climate-related risks but also aligns with investor expectations, brand reputation, cost savings, and future-proofing strategies.

Carbon management involves measuring and managing direct emissions (Scope 1) and indirect emissions from purchased electricity and heat (Scope 2). The Greek climate law mandates companies to measure and verify their Scope 1 and Scope 2 emissions, ensuring compliance and transparency in emissions reporting. Actions to reduce energy will benefit carbon reduction contributing to the SDG 13 “Climate action” and Target 13.2: Integrate climate change measures into policy and planning.

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	2022 (Group)	2022 (Rikia)	2023 (Rikia)
Scope 1	104,600	104,600	85,502
Scope 2	867,326	428,064	406,565
Total	971,926	532,664	492,067





9. Trainings

Training in Goldair Cargo S.A. is continuous. A variety of trainings that include important incentives for environmental management subjects are yearly organized. Through its operation, the company has contributed in SDG 8 “Decent work and economic growth”, SDG 11 “Sustainable cities and communities”, SDG 12 “Responsible consumption and production” and SDG 3 “Good health and well-being”.

The 2023 trainings are presented in the following table.

Subject	Time period	Institution/ Trainer
Triple Your Performance and Reduce Your Stress	January	PROJECT YOU
Requirements of Reg. 2017/745 MDR regarding the Medical Devices managed by the company. New version of Procedure D.06 and new Risk Assessment for the management of medical devices	February	NESTOR CONSULTING
Dangerous Goods Regulations	February	HELLENIC AIR TRAINING SERVICES / G. GALAKTIOU
Food Hygiene and Safety Rules. Hellenic Food Safety and Hygiene Guide HFA "For food storage and distribution operations under ambient, refrigeration and freezing conditions.	March	NESTOR CONSULTING
Stress management + Time Management	March	Thanasis Bombis - Senior Facilitator & Coach
International Transport , Incoterms , packaging, procedures - Calculation of transport and sales costs	March	George Stamnos/ HEAD OF NORTHERN EUROPE ROAD TRANSPORT
Customs procedures (Webinar organized by the Hellenic-German Chamber of Commerce + IAPR)	April	M. Limberis / Customs IAPR
Training for new DGSA's	June	Sebastian Scheidler - Dachser Munich
INTRODUCTION TO THE LINER BILL OF LADING & PRACTICAL ISSUES FACED BY SHIPPING COMPANIES	June	International Maritime Union in Greece - George Maronidis_Naval Lawyer
Airside Safety, Humans Factors & SMS	July	Ioannis Zonios
Training Programme for Candidate Advisers for Safe Road Transport of Dangerous Goods	September	D. Koulocheris/ Professor NTUA
REQUIREMENTS OF STANDARD ISO 22000:2018. IMPLEMENTATION OF FOOD SAFETY MANAGEMENT SYSTEM, HACCP STUDY, INTERNAL INSPECTION, FOLLOW-UP OF DOCUMENTS. QUALITY IN PHARMACEUTICAL MANAGEMENT GDP, QUALITY IN MEDICAL DEVICE MANAGEMENT	October	NESTOR CONSULTING

10. 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)

11. CSR Actions

Goldair supports individuals and non-profit organizations in need, including in 2023 humanitarian aid in Syria, assistance to flood victims in Greece and donations to Make-A-Wish Greece.

12. Memberships

