

We love
dough

ESG REPORT
2023




ARABATZIS[®]
HELLENIC DOUGH



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ESG Highlights 2023



Environment

1,159 MWh

of the total energy consumption comes from renewable energy sources

> 65%

of the packaging materials are sourced from renewable sources

1,270.6 tn

of food waste designated for biogas production

33,563 MWh

total energy consumption

143,197 tn CO₂e

as the total carbon footprint (Scope 1, Scope 2, Scope 3)

Zero

incidents of non-compliance with environmental laws and regulations



Society

550,000

portions of food distributed to support efforts in combating food insecurity

762

employees in the Company

56%

women employees in the Company

482,048 €

total investments in Health & Safety

95,000 €

allocated to social investments

Zero

incidents of Human Rights violations or abuses



Governance

Zero

incidents of corruption

Zero

incidents of discrimination

Zero

incidents of privacy breaches or personal data loss

Zero

legal actions related to anti-competitive behavior and violations of antitrust and monopoly laws

With the abbreviation ESG we refer to Environmental, Social and Governance topics.



Message from the Board of Directors

GRI 2-22



With a sense of responsibility and pride, we present our second Annual Sustainability Report, which outlines our strategy, actions, and performance in the areas of social responsibility, environmental stewardship, and financial results. Over the past 50 years, Arabatzis - Hellenic Dough has developed a business model centered on sustainable development and corporate responsibility and continues to uphold its dedication to this mission.

In 2023, the company once again achieved significant performance, further strengthening its already substantial presence in both domestic and international markets, with a footprint presence in 42 countries. Exports continued their impressive growth trajectory with double-digit increases compared to the same period last year, driven by existing partnerships and products as well as new customers. This positive performance consistently contributes to the growth of the frozen dough products market, significantly promotes Greek products in international markets, and supports the development of the Greek economy.

Over the past year, the company has undertaken significant social and environmental responsibility initiatives, reinforcing its commitment to sustainability. Arabatzis - Hellenic Dough has continued to enhance its investment strategy, focusing on gradually reducing its environmental footprint by lowering direct greenhouse gas emissions. Key actions included upgrading technological equipment and information systems, integrating robotics into additional stages of the production process, automating procedures, establishing a new branch with modern storage facilities in Rhodes, and optimizing the use of solar panels. Furthermore, the company set clear objectives for using renewable packaging materials and reducing and repurposing food waste and production residues, contributing to the reduction of environmental pollutants.

As part of its commitment to creating value for society, the company further strengthened its free food donation program, significantly supporting vulnerable social groups facing food insecurity by donating approximately 70 tons of frozen dough products (around 550,000 food portions).

This initiative was carried out in collaboration with official entities such as food banks, social organizations, and charitable institutions. Additionally, the company provided financial support to social initiatives of a philanthropic nature, focusing on children.

Our top priority this year has been the well-being of our employees and the creation of an inclusive work environment. This involved conducting training seminars on safety and hygiene, as well as implementing initiatives aimed at enhancing their health and wellness.

From the inception of our company to the present day, all of us at Arabatzis - Hellenic Dough work systematically and with dedication to create products that reflect our values. We are committed to continuing this journey with even greater enthusiasm, unwavering adherence to our values, and a relentless pursuit of excellence, innovation, and sustainable growth.

On behalf of the Board of Directors

Michail Arabatzis
Chief Executive Officer (CEO)



Company Overview

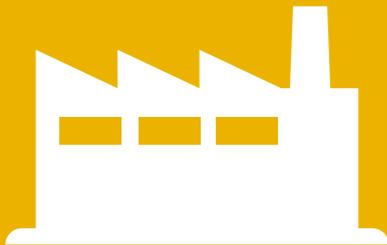
GRI 2-1 | GRI 2-6

Arabatzis - Hellenic Dough is the leading company in frozen dough products in Greece and ranks among the largest in Europe. For more than 5 decades, our operations have been driven by innovation, exceptional quality and sustainable development, with a deep respect for the environment and humanity. We are dedicated to creating high value-added, innovative products that capture the essence of authentic Greek flavors, using premium raw materials. Our commitment to preserving Greek culinary tradition is reflected in our products, which embody the wisdom of Greek dietary practices, passed down through generations and shared globally.

We create innovative products inspired by traditional Greek cuisine, tailored to modern dietary habits.

3

production facilities



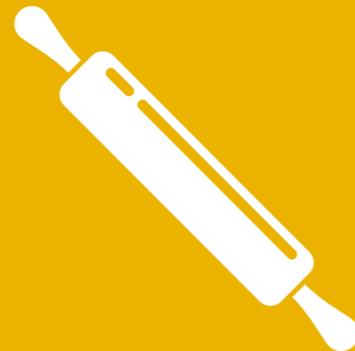
762

employees



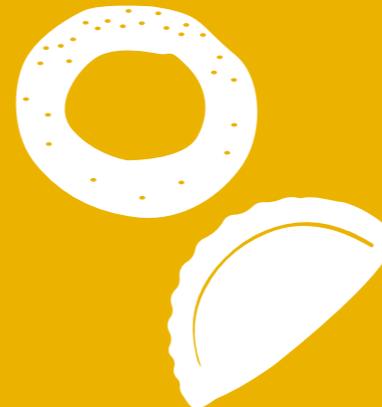
31

production lines



723

different products



42

markets



4

branches (Athens, Patras, Ioannina, Rhodes)





Areas of Operation, Products, and Services





Key milestones

GRI 2-1 | GRI 2-6 | GRI 2-23

1974

Michail Arabatzis begins the production of the first dough products, marking the beginning of the "art of baking".

1987
1993



The company establishes the **first** lamination production line in Greece for croissants and puff pastry dough products. Simultaneously, the company enters the retail market.

2007
2015



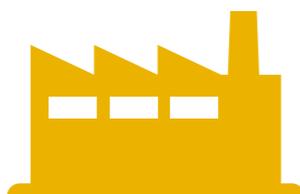
The company's **second production plant** becomes operational, and new production lines for pizza and filo dough are inaugurated.



2023

Arabatzis - Hellenic Dough consistently offers its products, driving the growth of the domestic market over time and significantly contributing to the promotion of Greek products in international markets.

1980
1985



In 1980, the company makes its first investment in a production line and establishes "**Makedoniki Sfoliata**". In 1984, the first factory opens, while 1985 marks the production of the first retail packaged croissant in Greece.

2001

The company **Michail Arabatzis S.A.** is officially established and launches a new production plant in the Industrial Area of Thessaloniki - Sindos.

2017
2021



The company's infrastructure expands with the establishment of a new factory, which includes **six new production lines**.





Our vision and philosophy

GRI 2-1 | GRI 2-6



Our vision & mission

"**Our vision** is to become one of the leading companies in frozen dough products globally. **Our mission** is to offer products that safeguard & pass on the Greek nutritional tradition to future generations, while inspiring consumers worldwide to embrace the wisdom of Greek cuisine."

Our philosophy

- Innovative, high-quality products that showcase Greek flavors and premium local ingredients, which are convenient and time saving.
- Strategic market expansion to enhance the company's value and position, and to enter new product categories.
- Exceptional customer service with consistency and reliability, building trust and strong relationships.



Our Global Market Footprint: Product Portfolio

GRI 2-1 | GRI 2-6

Our company, having firmly established itself in the frozen dough sector, operates extensively in both the Food Service and Retail market sectors. Our success is driven by our extensive sales network and the production of innovative, high-quality products. From the procurement of raw materials to the final consumption, our production process ensures

optimal quality through comprehensive quality, safety, and hygiene systems. Additionally, our achievements are the combined outcome of advanced expertise, investment in innovation, and cutting-edge technology.

In the retail market, we offer a wide range of products that cater to diverse preferences and tastes, including:

- Filo Dough
- Homemade Pies
- Chorefti Pies
- Filo Twist Pies
- Thessaloniki Bougatsa Pie
- Homemade Mini Bites
- Mini Shortcrust Pastry Pies
- Sousamini
- Rollini
- Mini Puff Pastry Pies
- Mini Filo Twist Pies
- Peinirli
- Croissants
- Pizza
- Individual Pies



*Note: The company MICHAEL ARABATZIS SA is responsible for the strategic planning and production of products under the trade name "Chrysi Zymi" ("Golden Dough"). Sales and distribution are carried out by BARBA STATHIS SA.



In the Food Service sector, we offer the following product categories:

- Country Pies
- Filo Rolls
- Twirled Pies
- Handcrafted Pies
- Puff Pastry Pies
- Thessaloniki Bougatsa Pie
- Mini Country Pies
- Mini Pies
- Brioche Pies
- Croissants
- Par-baked Croissants
- Filled Croissants
- Shortcrust Pies
- Thessaloniki koulouri
- Donuts
- Pretzel
- Puff Pastry Sheets
- Pizza





Our Global Footprint

International presence in 42 countries

GRI 2-1 | GRI 2-6

Our domestic strength is emphasized by our strategic alliances with prominent distribution channels, such as well-known supermarket chains.

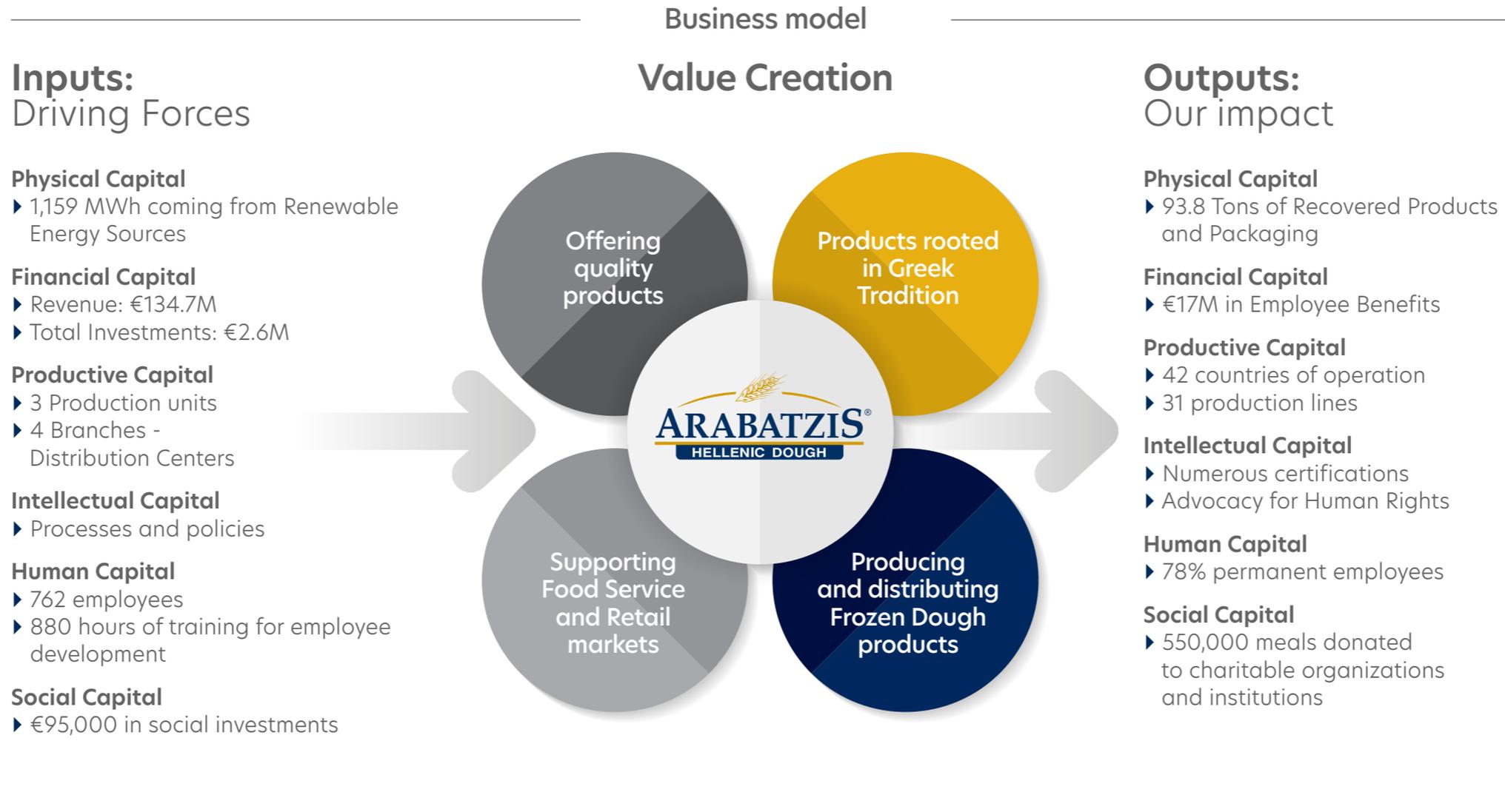
At the same time, our international footprint expands across 42 countries, demonstrating the outcome of the global strategy adopted over the years.





The Company's **business model** and **value chain**

GRI 2-1 | GRI 2-6





GRI 2-1 | GRI 2-6

The Value Chain of Arabatzis - Hellenic Dough

Upstream	Operations	Downstream
Raw Material Suppliers	 Dough Products	Factory - Production / Retailers & B2B Customers / Exports
Suppliers of Packaging Materials / Cardboard Boxes / Secondary Materials	 Packaging Materials / Cardboard Boxes / Secondary Materials	Factory / Production
Food Companies	 Commodities	Retail & Food Service Customers
Construction Companies / Machinery Suppliers / Energy Providers	 Infrastructure & Machinery	Factory / Warehouses / Branches
Laboratories / Certification Bodies / Security Companies / Technical Companies / Factory Services / Cleaning Services Companies	 Services	Factory / Warehouses
Transportation Companies	 Logistics / Transportation	Inbound & Outbound Logistics / Distribution
Research Companies / Advertising Agencies / Media Agencies	 Research / Communication / Advertising	Consumers / Retail & Food Service Customers / Exports
Suppliers of Software / Hardware / IT Services	 IT Services	Factory / Warehouses / Users



Key Achievements for 2023

GRI 2-1 | GRI 2-6

Arabatzis - Hellenic Dough has established a prominent position in the frozen goods market by consistently providing products of high quality, hence earning consumers' trust. The company actively engages in well-known evaluations and product competitions to showcase its best practices and highlight relevant disclosures to both consumers and investors.

In 2023, Arabatzis - Hellenic Dough received significant distinctions:

- **"True Leader"** award at a special ceremony held by ICAP CRIF in 2023.
- **"Company of the Year 2023"** award at the Frozen Foods Awards 2023.
- **"Product of the Year 2023"** award for two distinct product lines that stand out for their innovation and quality: the new Vegan Rollini & Mini Shortcrust Pastry Pies series.
- **Gold award** at the Frozen Foods Awards 2023 for the product of "Chryssi Zymi Pizza baked on stone".
- **Gold award** at the Frozen Foods Awards 2023 for the best services and solutions in Automation Systems.
- **Gold award** at the Frozen Foods Awards 2023 for the best practices in Transportation and Logistics.
- **Gold award** at the Super Market Awards 2023 for the Marketing and Communication of the "Prepare with pride" campaign.

Additionally, our company was honored with a **Silver award** at the Super Market Awards 2023 for the Vegan Product line, a **Silver award** at the Frozen Foods Awards 2023 for the product of "Chryssi Zymi Rollini" made with carob flour, mizithra cheese and honey, as well as a **Silver distinction** at the Super Market Awards 2023 for the "Prepare with pride" advertising campaign. These awards confirm the company's commitment for excellence and continuous improvement of the products offered.





Collaboration with organizations and associations

GRI 2-28

Arabatzis - Hellenic Dough supports both domestic and international initiatives aimed at exchanging expertise and best practices. Through our network of collaborations, we promote corporate responsibility and the sharing of knowledge and optimal practices. We are members of the following organizations:

 Hellenic Federation of Enterprises	 FEDERATION OF INDUSTRIES OF GREECE	 Association of Businesses of the Industrial Area of Thessaloniki (SEVIPETH)
 Supplier Ethical Data Exchange		
 One world. Many lives. Our choice.	 Roundtable on Sustainable Palm Oil	

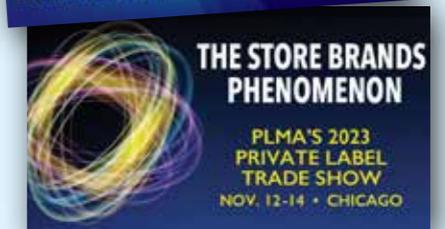




Participation in exhibitions and events

Arabatzis - Hellenic Dough participated once again in the largest domestic and international industry exhibitions. Specifically, in 2023, the company was present in the following exhibitions:

- **Artoza:** A trade exhibition focusing on the bakery sector
- **Food Expo:** The largest Food and Beverage exhibition in Southeastern Europe
- **PLMA Chicago & PLMA Amsterdam:** The international exhibitions of the Private Label Manufacturers Association
- **Anuga:** Leading exhibition in the Food and Beverage industry
- **Xenia:** The leading trade forum for the Tourism Industry





Our Strategy for Sustainable Development





Our ESG Strategy

GRI 2-22

The business model of Arabatzis - Hellenic Dough is built around the concepts of sustainable development and corporate responsibility. Specifically, the company invests in improving its corporate performance with guiding principle the accomplishment of the 17 United Nations Sustainable Development Goals, as well as the creation of added value for all stakeholders. In this context, in 2023, Arabatzis -

Hellenic Dough formulated its ESG Strategy with a focus on environmental and social responsibility. To serve this purpose, the company has established four strategic pillars of sustainable development, focusing on supporting employees, reducing its environmental footprint, investing in sustainable innovation and contributing to society.

Our ESG vision:

"At Arabatzis - Hellenic Dough, we envision a world where businesses are a force for positive change, where sustainability is the cornerstone of our operations, where we empower and uplift our communities and people, and where ethical governance guides every decision made. We strive to create long lasting value for our stakeholders, the environment, the society, and the generations to come."





Strategic Priorities



We are building a resilient and responsible organization

We act responsibly and with full transparency, fostering the development and well-being of our people, while implementing practices that enhance our resilience.



We are committed to a sustainable and "green" future

We are moving towards a society where business prosperity and progress aligns with environmental care.



We invest in sustainable innovation with a focus on taste and quality

We invest in research and development to create innovative products that combine balanced nutrition, taste, and quality with environmental responsibility.

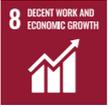


We maximize the value we offer to society

We drive value creation towards sustainable and social initiatives, by supporting local communities and taking into consideration the expectations and needs of our social partners.



Detailed presentation of the contribution of Arabatzis - Hellenic Dough towards the achievement of the United Nations Sustainable Development Goals (SDGs)

Sustainable Development Strategy Pillar of Arabatzis - Hellenic Dough	UN Sustainable Development Goals (SDGs) related to the activities of Arabatzis - Hellenic Dough	The contribution of Arabatzis - Hellenic Dough	Indicative actions 2023	Priorities 2024
We are building a resilient and responsible organization		<p>Arabatzis - Hellenic Dough is committed to creating a working environment that prioritizes health and safety, actively engaging employees through comprehensive training programs and informative sessions.</p>	<p>In 2023, we recorded an increase in employee training hours, reaching 880 hours compared to 173 hours in 2022.</p>	<ul style="list-style-type: none"> • Further increase of health and safety training hours. • Maintenance of zero work-related fatalities. • Obtained the Occupational Health and Safety Management certification (ISO 45001:2018).
		<p>At Arabatzis - Hellenic Dough, the acceptance of diversity and the promotion of equality and inclusion are integral, foundational values of our company.</p>	<p>In 2023, the company recorded zero incidents of human rights violations or discrimination.</p>	<ul style="list-style-type: none"> • Maintenance of zero incidents of human rights violations or discrimination. • Development of educational programs (e.g., workshops and seminars) on human rights, inclusion, and open communication with the employees.
		<p>Arabatzis - Hellenic Dough strives to create a working environment that promotes both the economic growth and the sustainability of the company. In this context, we show zero tolerance for any form of child and forced labor.</p>	<p>In 2023, the company established a Human Rights Policy that includes the principles of equality, non-discrimination, forbiddance of forced and child labor, anti-corruption measures, and the right to associate.</p>	<ul style="list-style-type: none"> • Increase of formal and informal channels to communicate with the employees and establish a framework through which employees can express their desires, needs, and complaints. • To achieve >50% employee participation in the Arabatzis - Hellenic Dough's satisfaction survey.
		<p>Arabatzis - Hellenic Dough aims to ensure responsible sourcing and evaluate its suppliers based on ESG criteria.</p>	<p>In 2023, we increased payments to domestic suppliers by 25%.</p>	<ul style="list-style-type: none"> • Creation of a Sustainable Procurement Framework. • Integration of ESG criteria into the evaluation process of the company's critical suppliers. • Training of suppliers and the company's Procurement Department on ESG topics.
		<p>Arabatzis - Hellenic Dough participates in international organizations to ensure a work environment where respect for human rights prevails.</p>	<p>For yet another year, in 2023, the company signed the "Diversity Charter" for Greek Businesses, staying true to our commitment for a working environment free from all forms of discrimination.</p>	<p>Development of a comprehensive training program for the company's employees and suppliers aimed at understanding and embracing diversity, as well as addressing stereotypes and prejudices.</p>
		<p>Arabatzis - Hellenic Dough seeks global partnerships that promote its sustainable development and support the accomplishment of its strategic goals.</p>	<p>In 2023, Arabatzis - Hellenic Dough formulated its ESG Strategy with key pillars the environmental and social responsibility.</p>	<p>Participation of the company in the United Nations Global Compact (UNGC), enhancing its commitment to sustainable development and responsible business operations.</p>



Detailed presentation of the contribution of Arabatzis - Hellenic Dough towards the achievement of the United Nations Sustainable Development Goals (SDGs)

Sustainable Development Strategy Pillar of Arabatzis - Hellenic Dough	UN Sustainable Development Goals (SDGs) related to the activities of Arabatzis - Hellenic Dough	The contribution of Arabatzis - Hellenic Dough	Indicative actions 2023	Priorities 2024
We are committed to a sustainable and "green" future		Arabatzis - Hellenic Dough sets defined targets regarding the percentage of renewable packaging materials it uses.	In 2023, over 65% of packaging materials were sourced from renewable materials.	Continuous research of new technologies and processes to replace non-recyclable packaging materials.
		Arabatzis - Hellenic Dough sets strategic goals aimed at reducing its carbon and environmental footprint.	In 2023, we achieved a reduction in greenhouse gas emissions of 15% for Scope 1 and 8% for Scope 2 (market-based).	<ul style="list-style-type: none"> • Development of a plan to replace old vehicles with those of more modern technology. • To obtain an Environmental Management System Certificate (ISO 14001:2015).
		Arabatzis - Hellenic Dough aims to reduce waste and residues resulting from its production activities.	During the reporting year, 139.2 tons of food waste were utilized for biogas production.	<ul style="list-style-type: none"> • Participation in the Food Saving Alliance Greece. • Utilization of a larger volume of food waste for biogas production through third-party entities.
		The company prioritizes collaboration with international bodies and organizations to achieve the goals derived from its strategy.	The company holds the internationally recognized RSPO certification and has been participating in the EcoVadis assessment since 2021.	<ul style="list-style-type: none"> • Achievement of Silver Rating in the EcoVadis assessment. • Development of the Supplier Code of Conduct, with all suppliers signing the agreement.
We invest in sustainable innovation with a focus on taste and quality		Arabatzis - Hellenic Dough understands the needs and preferences of consumers and continuously evolves its product portfolio to cover a wide range of dietary choices.	In 2023, the Vegan line was enriched with two innovative products: Mini Rolls with Plant-Based Mince and Mini Rolls with Cheese Flavor, as well as new sweet options such as individual rolls with cream and fruit.	<ul style="list-style-type: none"> • Analysis of the company's existing products and study of their nutritional profiles. • Development and provision of new product options that cater various dietary needs and preferences (e.g. vegetarian, vegan, gluten-free).
		Arabatzis - Hellenic Dough sets specific goals regarding the sourcing of the raw materials it uses.	In 2023, 15.2% of the eggs used came from free-range hens.	<ul style="list-style-type: none"> • Search for new certified suppliers of free-range eggs and sustainable palm oil. • Examine other sustainable sourcing parameters (e.g., 100% sustainable cocoa).



Detailed presentation of the contribution of Arabatzis - Hellenic Dough towards the achievement of the United Nations Sustainable Development Goals (SDGs)

Sustainable Development Strategy Pillar of Arabatzis - Hellenic Dough	UN Sustainable Development Goals (SDGs) related to the activities of Arabatzis - Hellenic Dough	The contribution of Arabatzis - Hellenic Dough	Indicative actions 2023	Priorities 2024
We maximize the value we offer to society		Arabatzis - Hellenic Dough expands its social contribution programs, continuously enhancing its volunteer activities.	In 2023, €151,538 were donated to social contribution initiatives.	<ul style="list-style-type: none"> • Increase employee awareness through briefings and trainings on Arabatzis - Hellenic Dough volunteer initiatives. • Explore new partnerships with organizations and Non - Governmental Organizations (NGOs) aimed at achieving social actions.
		Arabatzis - Hellenic Dough actively contributes to ensuring access to food for all socially vulnerable groups, under the auspices of charitable organizations.	In 2023, as part of our free food distribution initiative, our company provided 70 tons of frozen dough products, equivalent to over 550,000 meals, supporting the fight against food insecurity.	<ul style="list-style-type: none"> • Strengthen further existing partnerships with social organizations and develop new ones to increase food distribution to vulnerable groups. • Collaborate with the scientific community and external entities to promote initiatives aimed at reducing food waste.
		Arabatzis - Hellenic Dough ensures the education and training of its employees and partners, particularly on issues related to the company's sustainable development.	In 2023, 275 employees were trained, and the training hours increased to over 880.	<ul style="list-style-type: none"> • Increase employee participation in training programs. • Increase the total training hours for both men and women in the company.

ESG Governance

In 2023, our company established an ESG Committee to enhance the sustainability and responsible business practices of Arabatzis - Hellenic Dough. The Committee's responsibilities include integrating environmental, social, and governance criteria into our strategic decisions, ensuring the long-term prosperity of the company and

creating value for society and our stakeholders. The Committee meets regularly and consists of experts' members of Arabatzis - Hellenic Dough. The Strategy and Transformation Officer reports to the CEO and coordinates the management of sustainability issues.



Stakeholder Engagement

GRI 2-22

Stakeholders of the company are defined as all groups that influence or are influenced, directly or indirectly, positively or negatively, by the business activities of Arabatzis - Hellenic Dough. The company systematically evaluates the existing or potential impacts of its business operations through continuous dialogue with its stakeholders. This approach enables the company to promptly address and resolve serious social and environmental issues, while simultaneously strengthening the relationship of trust between Arabatzis - Hellenic Dough and its stakeholders.

At Arabatzis - Hellenic Dough, our primary goal is to establish relationships of mutual respect and meaningful collaboration with our stakeholders.

The stakeholder groups we recognize are summarized as follows:





Stakeholder groups	Communication channels & frequency	Expectations	Our response
 <p>Shareholders</p>	<p>Regularly:</p> <ul style="list-style-type: none"> • General Assembly within the legally prescribed time limits provided by law • Press releases, announcements • Financial Report • Annual Sustainability Report 	<ul style="list-style-type: none"> • Sustainable growth, profitability, and continuous improvement of the company's performance and development • Streamlined corporate governance • Transparency and integrity • Strategic planning and effective risk management • Rationalization of expenses • Expansion into new markets 	<ul style="list-style-type: none"> • Publication of annual, audited and consolidated corporate financial statements • Implementation and adherence to the Basic ETI (Ethical Trade Initiative) Code
 <p>Employees</p>	<p>On a daily basis:</p> <ul style="list-style-type: none"> • Meetings with management or inter-departmental meetings • Online internal network • Communication channels - complaint boxes • Evaluation 	<ul style="list-style-type: none"> • Remuneration and additional benefits • Equal opportunities • Recognition and professional development • Employee retention • Occupational Health & Safety • Safe and protected working environment • Training 	<ul style="list-style-type: none"> • Implementation of a flexible two-way communication system • Provision of additional benefits • Implementation of Health and Safety policy • Implementation and adherence to the Basic ETI (Ethical Trade Initiative) Code
 <p>Consumers</p>	<p>On a daily basis:</p> <ul style="list-style-type: none"> • Official company website • Social media • Request and complaint management system: <ul style="list-style-type: none"> a) Customer Service Department, b) By phone, c) Online • Marketing campaigns • Market research • Promotional activities • Advertising materials 	<ul style="list-style-type: none"> • Product quality and safety • Nutritional value of products • Information on new products • Promotional activities and discounts • Corporate responsibility • Immediate response to any complaints/requests and inquiries about products • Creative suggestions for product use (e.g., recipes, etc.) 	<ul style="list-style-type: none"> • Implementation of a quality assurance system • Certified processes in the production and packaging of all products • Request and complaint management department • Investments in research and development of new products • Highlighting the quality characteristics and nutritional value of products • Compliance with the GDPR regulation
 <p>Retail Customers</p>	<p>On a daily basis:</p> <ul style="list-style-type: none"> • Commercial management in person or by email and/or telephone • Logistics department • Visits to customer premises 	<ul style="list-style-type: none"> • Product quality • Commercial and pricing policy • Before and after-sales service • Timely delivery of products • Benefits and discounts • Prompt service • Complaint resolution • Product distribution 	<ul style="list-style-type: none"> • Quality control of raw materials and products • Implementation of a quality assurance system • Proper inventory management for timely delivery • Development of new products



Stakeholder groups	Communication channels & frequency	Expectations	Our response
 <p>B2B Customers</p>	<p>On a daily basis:</p> <ul style="list-style-type: none"> • Personal contact through the sales team and support from the Group's company representatives for market development • Online and telephone contact • Exhibitions • Presentations and printed materials • Promotional activities 	<ul style="list-style-type: none"> • Quality of raw materials and end products • Safe and innovative products • Production standards and labels • Commercial and pricing policy • Payment methods • Timely delivery of products • Promotional activities, benefits, and discounts • Prompt service • Complaint management 	<ul style="list-style-type: none"> • Quality control of raw materials and products • Implementation of a quality assurance system • Proper inventory management for timely delivery • Development of new products
 <p>Suppliers and Partners</p>	<p>Regularly:</p> <ul style="list-style-type: none"> • Communication with executive management and inter-company departments and divisions • Visits to suppliers' facilities • Annual evaluation based on specific criteria • Participation in international and industry exhibitions 	<ul style="list-style-type: none"> • Development and expansion of the company • Quality of raw materials and final product • Clear terms of collaboration • Objective evaluation of suppliers • Support of local suppliers • Development of mutually beneficial and trust-based relationships • Transparency and integrity • Adherence to the agreed terms (material quality, quantities, prices, deliveries) • Compliance with specifications - labeling • Conformance with standards • Reliability and customer profile • Pricing and credit policy 	<ul style="list-style-type: none"> • Suppliers' evaluation process • Collaboration with local suppliers
 <p>State & Regulatory Authorities</p>	<p>Regularly:</p> <ul style="list-style-type: none"> • Through specific Departments, including: <ul style="list-style-type: none"> - Executive Management - Legal Affairs - Quality Assurance Department - Financial Department • Membership in Associations and Chambers 	<ul style="list-style-type: none"> • Compliance with regulations and legislative requirements • Taxation and tax refund • Environmental issues • Labour and social issues • Occupational Health & Safety 	<ul style="list-style-type: none"> • Full compliance with legislation resulting in zero incidents of non-compliance with laws and regulations related to operations, discrimination, corruption, safety, product labeling, and environmental management • Publication of annual consolidated and corporate financial statements • Implementation and adherence to the Basic ETI (Ethical Trade Initiative) Code



Stakeholder groups	Communication channels & frequency	Expectations	Our response
 <p>Press & Media</p>	<p>When required:</p> <ul style="list-style-type: none"> • Press Conferences • Press Releases • Publications • Announcements • Meeting with media representatives 	<ul style="list-style-type: none"> • Ensuring accurate and timely information • Providing information about the company's products • Responsible operation of the company in relation to the environment and people 	<ul style="list-style-type: none"> • Corporate website • Annual Sustainability Report • Consumer awareness campaigns • Press Releases
 <p>Local Community</p>	<p>Regularly:</p> <ul style="list-style-type: none"> • Continuous communication with company executives • Support of local community events 	<ul style="list-style-type: none"> • Supporting employment by recruiting from local communities • Purchasing products and services from local community suppliers, when possible • Support local community initiatives • Environmental protection 	<ul style="list-style-type: none"> • Recruitment from the local community • Selection of local suppliers, when possible • Long-term support for the community in which the company operates
 <p>Society - Non-profit Organizations - NGOs</p>	<p>When required:</p> <ul style="list-style-type: none"> • Corporate website • Mass Media • Annual Sustainability Report • Direct Communication if necessary 	<ul style="list-style-type: none"> • Free distribution of food • Support for initiatives and sponsorships • Direct contact and collaboration 	<ul style="list-style-type: none"> • New job offerings • Support of vulnerable social groups • Sponsorship support
 <p>Banks - Creditors - Investors</p>	<p>When required:</p> <ul style="list-style-type: none"> • Meetings with company representatives • Press releases, announcements • Annual Sustainability Report • Financial Report 	<ul style="list-style-type: none"> • Sustainability • Financial performance • Liquidity • Strategic planning • Transparency and integrity • Effective risk management 	<ul style="list-style-type: none"> • Publication of annual, audited and consolidated corporate financial statements • Quarterly financial results update



Double Materiality Analysis: Methodology

GRI 3-1 | GRI 3-2

As a company with a strong presence both domestically and internationally, we acknowledge the impact of our business activities on the environment, society, and the economy. We also recognize the associated risks and opportunities for Arabatzis - Hellenic Dough, identified through our inaugural Double Materiality

Analysis, conducted for the second consecutive year. This analysis is fully compliant with the Global Reporting Initiative (GRI) 2021 Standards and the European Sustainability Reporting Standards (ESRS).



All impacts, opportunities and risks are evaluated based on specific parameters.

Scoring impacts

- ▶ Criteria for evaluating positive (actual and potential) impacts:
 - Scale
 - Scope
 - Likelihood, in case of positive potential impacts
- ▶ Criteria for evaluating negative (actual and potential) impacts:
 - Scale
 - Scope
 - Irremediable character
 - Likelihood, in case of negative potential impacts

Scoring opportunities and risks

- ▶ Magnitude of positive and negative economic incidents
- ▶ Probability of opportunities and risks



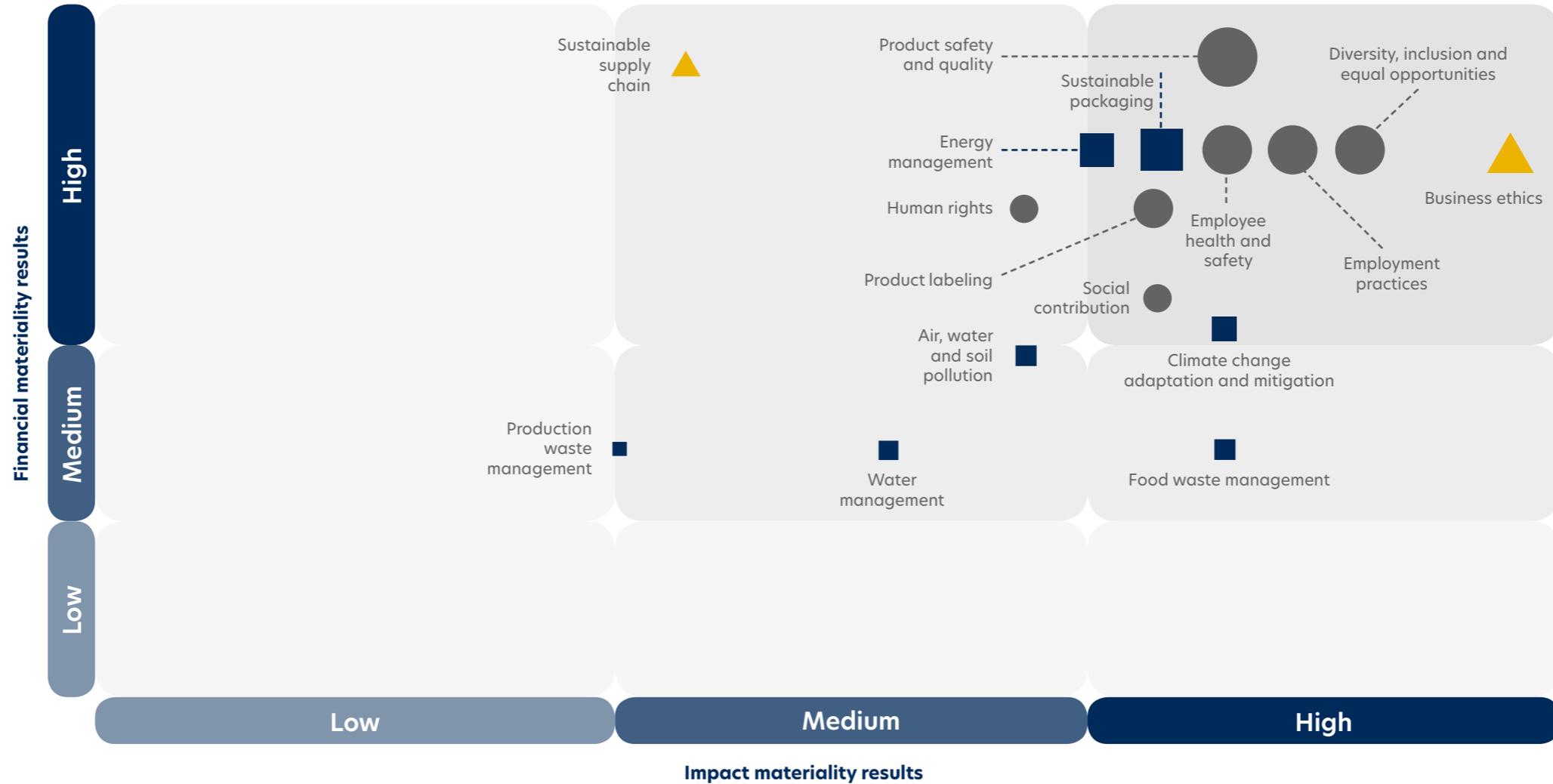
Double Materiality: Identification of material issues

GRI 3-1 | GRI 3-2



The double materiality methodology, as described above, was used to determine the material topics for the reporting period of 2022. Regarding the process of determining the material topics for 2023, the ESG Committee conducted an internal assessment to ascertain whether the topics identified as material for 2022 remain equally significant in the current reporting period (2023) and whether they align with the broader ESG ecosystem and current trends. The evaluators considered the fact that there were no significant changes in the business operating model, organizational structure, or major incidents or changes in the broader supply chain affecting human rights. Consequently, the ESG Committee concluded that the recognized material topics for 2022 remain equally material and are presented as such in the formulation of the Sustainability Report for 2023.

Additionally, it is noted that the above process is compatible with the new European regulatory framework Corporate Sustainability Reporting Directive (CSRD), as well as the guidelines of the European Financial Reporting Advisory Group (EFRAG) and the Global Reporting Initiative (GRI 3: Material Topics 2021). It is emphasized that regarding the upcoming regulations related to the publication of Sustainability Reports, the company is adopting a preparatory approach to ensure sufficient adaptation time for potential changes that may arise. This approach ensures effective response to regulatory developments and optimal management of potential risks and opportunities.



Note: The size of each figure corresponds to the total score of the double materiality. Larger shapes indicate greater importance for stakeholders.

● Social ▲ Governance ■ Environment



Double Materiality: Ranking of material issues

GRI 3-1 | GRI 3-2

ESG Pillars	Ranking of Sustainable Development Issues based on Impact Materiality	Ranking of Sustainable Development Issues based on Financial Materiality	Ranking of Sustainable Development Issues based on Double Materiality
	Material Issues	Material Issues	Material Issues
Environment	Sustainable packaging	Energy management	Sustainable packaging
	Climate change adaptation and mitigation	Sustainable packaging	Energy management
	Food waste management		Climate change adaptation and mitigation
	Energy management		
Social	Employment practices	Product safety and quality	Product safety and quality
	Diversity, inclusion and equal opportunities	Employment practices	Employment practices
	Employee health and safety	Diversity, inclusion and equal opportunities	Diversity, inclusion and equal opportunities
	Product safety and quality	Employee health and safety	Employee health and safety
	Social contribution	Product labeling	Product labeling
	Product labeling	Human rights	Social contribution
Governance	Business ethics	Social contribution	Business ethics
		Business ethics	Sustainable supply chain
	Other issues	Other issues	Other issues
Environment	Air, water and soil pollution	Climate change adaption and mitigation	Food waste management
	Water management	Air, water and soil pollution	Air, water and soil pollution
	Production waste management	Food waste management	Production waste management
Social		Water management	Water management
		Production waste management	
Governance	Human rights		
	Sustainable supply chain		



We are building a **resilient** and **responsible** organization

"We act responsibly and with complete transparency, fostering the development and well-being of our people, and implementing practices that enhance our resilience."

Sustainable Development Goals (SDGs)





Occupational Health & Safety

GRI 401-2 | GRI 401-3 | GRI 403-1 | GRI 403-2 | GRI 403-3
GRI 403-4 | GRI 403-5 | GRI 403-6 | GRI 403-7 | GRI 403-9
GRI 403-10



At Arabatzis - Hellenic Dough, our priority is to offer a working environment that provides the best possible conditions for our employees. The development and enhancement of a culture that places Health and Safety is at the core of our business operations.

In 2023, the company granted a total of 1,932 days of parental leave to both male and female employees. Specifically, 1,804 days were utilized by women, and 128 days by men.

Our company provides the following benefits to all employees, regardless of contract type:

- ▶ Private medical insurance
- ▶ Gift cards for Easter and Christmas
- ▶ Free transportation to and from the company's facilities via company-leased buses

The health and safety of our people is paramount for the company. Therefore, we conduct Occupational Risk Assessments (ORA) for each production facility in collaboration with specialized external consultants. The ORAs are reviewed whenever there is a major change of electromechanical equipment, an expansion is carried out, or new relevant legislation is published. Based on the ORAs, Safety Technicians, Supervising Engineers, and Occupational Physicians are appointed with the responsibility of identifying and managing potential risks that may arise for safety.

Emphasis is placed, for 2023 too, on accident prevention through the training of our employees, who are fully informed about the emergency action plan and warning signs. The ORAs include detailed instructions on the proper use of facilities and equipment, while environmental factor

measurements are conducted to identify potential risks and implement appropriate corrective measures. Shift supervisors and department heads are responsible for conducting workplace inspections to enhance risk prevention measures. Additionally, they are responsible for the complete recording of any workplace accidents using standard checklists, which can also be completed by Safety Technicians three times a week. The above actions are carried out under the responsibility of each project and facility manager.

In 2023, Arabatzis - Hellenic Dough invested a total of €482,048 in health & safety measures for its personnel.

In 2023, the company granted a total of 1,932 days of parental leave to both male and female employees

Amount (€) invested in measures	2023	2022
Personal Protective Equipment	90,541	96,105
Fire safety (maintenance / upgrade of fire protection equipment)	24,773	3,543
Medical services and health monitoring	11,835	70,521
Safety upgrade projects	56,292	31,690
Facility cleaning projects	107,124	53,988
Staff insurance premiums	191,481	165,995
Total	482,048	421,843



increase in the value of investments in Health & Safety measures compared to 2022





Arabatzis - Hellenic Dough strictly adheres to Health & Safety regulations, maintaining low levels of illnesses and injuries across all its facilities.

Work related injuries	2023		2022	
	Employees	Workers who are not employees and whose work is controlled by the organization	Employees	Workers who are not employees and whose work is controlled by the organization
Number of working hours	1,828,800	7,200	1,828,800	7,200
Number of fatalities due to work-related accidents	0	0	0	0
Fatality Rate (FR) due to work-related accidents	0	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0	0
High-Consequence Injury Rate (HCIR)	0	0	0	0
Number of recordable work-related injuries	4	0	3	0
Total Recordable Injury Rate (TRIR)*	0.44	0	0.33	0
Number of Lost Time Injuries (≥ 3 days)	3	0	3	0
Lost Time Injury Rate (LTIR)*	0.33	0	0.33	0
Total days lost in the workplace due to occupational injury or illness	202	0	106	0

* All indicators have been calculated based on 200,000 working hours.

Our company provides medical examinations and recommendations from the Occupational Physician in accordance with the domestic legislation and covers all employees with private health insurance. In the event of an accident, the employee is immediately transferred to an affiliated private clinic. The recorded injuries pertain to musculoskeletal disorders.



Training in Occupational Health and Safety

GRI 403-4 | GRI 403-5 | GRI 403-6

As in previous years, in 2023 the company invested in training seminars for its workforce on Health and Safety topics. Training needs are determined based on legal requirements, the specific needs of each job position, and the participation of employees in relevant groups (e.g. fire safety). The design of the training programs is carried out by the Human Resources department in collaboration with the Heads of the respective departments and external partners. The seminars are conducted in person, in Greek, and within the agreed working hours by the Safety Technician, while frequent communication and connects between Management, Safety Technicians, and the workforce is facilitated. Additionally, informational material is distributed and posted on the company's bulletin boards to address current health issues.

In 2023, we offered **97.5** hours of training seminars on Health and Safety topics.

Health and Safety Seminars	2023
Number of seminars	6
Employee participations	194
Total training hours	97.5

The training of our people primarily focuses on educating new hires to understand and adopt the Health and Safety practices implemented by our company. Additionally, the training is conducted based on the level of risk, job position, and grade.

Employee representation on the Health and Safety Council	2023	2022
Number of employees participating in the Health and Safety Council	3	3
Percentage of employees participating in the Health and Safety Council	0.39%	0.39%
Total number of employees	762	763

Risk prevention and mitigation mechanisms

GRI 403-7

At Arabatzis - Hellenic Dough, caring for the safety of our employees is a fundamental pillar of our strategy. Through prevention, the company focuses on identifying and assessing potential threats before they transform into problems. The Plant Management and Quality Assurance Departments ensure the proper and safe operations of the company's production activities by providing Personal Protective Equipment (PPE).

The ORAs cover all production units of Arabatzis - Hellenic Dough. Additionally, the company takes special measures by installing seats in specific positions in the production area, allowing employees to take short breaks to rest or perform their duties while seated. Furthermore, employees alternate positions cyclically during their shifts to prevent musculoskeletal strain from repetitive movements.

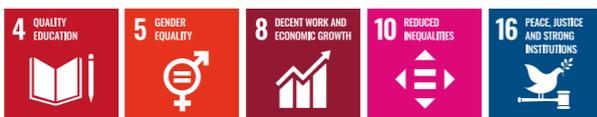
Finally, Arabatzis - Hellenic Dough recognizes the challenges faced by employees in the modern working environment and ensures their mental wellbeing and health. For this reason, the company conducts additional ORAs for Psychosocial Risks in the workplace, which include assessments, and preventive or remedial measures related to work stress, burnout syndrome, inappropriate behavior, discrimination, violence and harassment, sexual and gender-based harassment, psychological violence, and undesirable behaviors.

At Arabatzis - Hellenic Dough, we promote a safe and healthy working environment that supports the psychological well - being of our employees.



Enhancing diversity, equity and inclusion

GRI 2-7 | GRI 2-8 | GRI 2-23 | GRI 2-24 | GRI 2-30 | GRI 401-1 | GRI 401-2 | GRI 401-3 | GRI 405-1 | GRI 406-1



Our people are at the core of our company's Sustainable Development, and we ensure they are treated with dignity and respect. Our workforce is composed of diverse individuals, each with their own personalities and goals.

Our company respects the diversity of its workforce, promoting mutual respect and equal treatment. The selection of our people is based on meritocratic processes, free from stereotypes and discrimination based on gender, age, religious and political beliefs, nationality, sexual orientation, or any personal characteristic.

Since 2022, with the signing of the 'Diversity Charter' for Greek Businesses, we have maintained our commitment to a working environment free from all forms of discrimination.

We adhere to the commitments of the Base Code of the Ethical Trading Initiative (ETI), according to which:

- ▶ "Work is the result of free choice"
- ▶ "Participation in unions and the right to collective bargaining is respected"
- ▶ "Working conditions are safe and in accordance with health rules"
- ▶ "No child labor is used"
- ▶ "Salaries are paid and allow a decent living"
- ▶ "The working hours are not excessive"
- ▶ "Any discrimination is prohibited"
- ▶ "Regular employment is provided" and
- ▶ "Any cruel or inhuman treatment is prohibited"

Our company shows zero tolerance towards any violation of Human Rights, ensuring a fair and safe working environment. It fosters relationships of trust and respect among all its employees. In compliance with the values of the UN Human Rights Convention and the UN Declaration on the Rights of the Child, it has formulated the Human Rights Policy, which includes the principles of equality, non-discrimination, protection against harassment, prohibition of forced and child labor, combating corruption, and the right to 'freedom of association'. At Arabatzis - Hellenic Dough, we take responsibility for the development, management, and retention of our human resources. We promote a work environment free from discrimination, offering equal opportunities with respect for Human Rights.

"Arabatzis - Hellenic Dough adopts and implements ethical standards that ensure respect for Human Rights across all its operations. Through its Human Rights policy, the company seeks to ensure that all its activities and partnerships reflect these ethical standards and contribute to creating a fairer world."

Excerpt from the company's Human Rights policy

0

In 2023, the company recorded zero incidents of human rights violations or discrimination



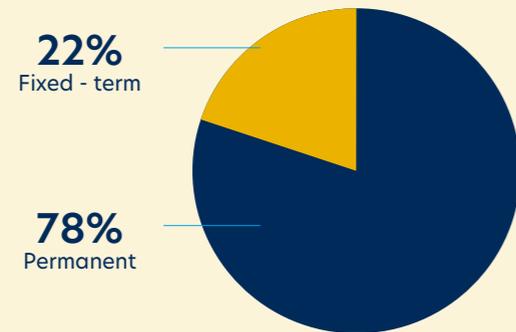


Our people

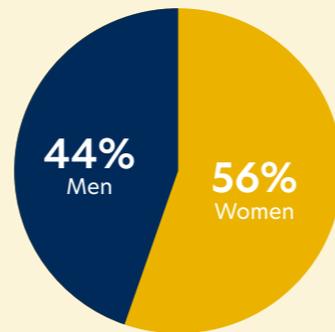
GRI 2-7 | GRI 2-8 | GRI 2-30 | GRI 401-1 | GRI 405-1

More information regarding the distribution of employees by gender and region can be found in Appendix 1 of this Report.

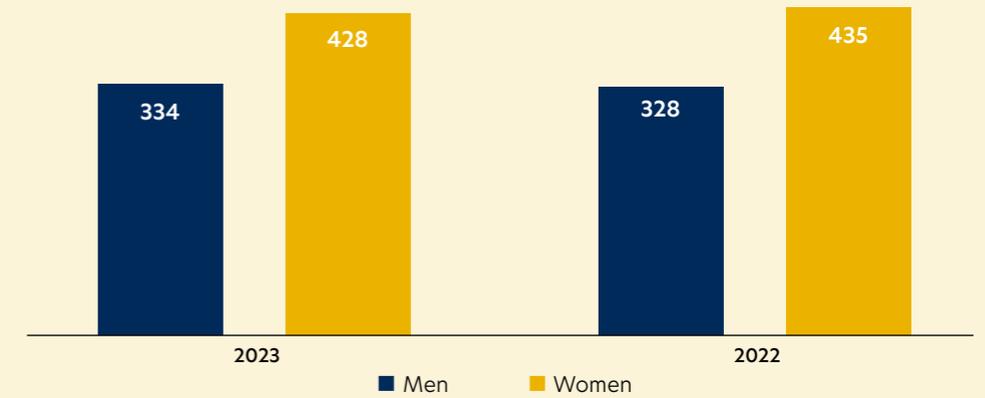
Distribution of Human Resources as per employment contract



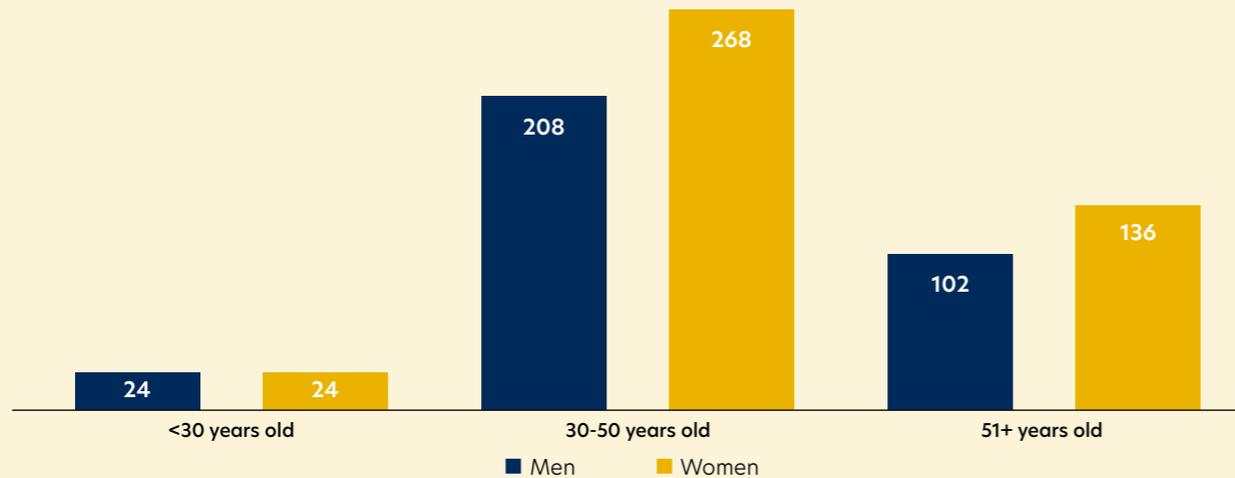
Distribution of Human Resources by gender



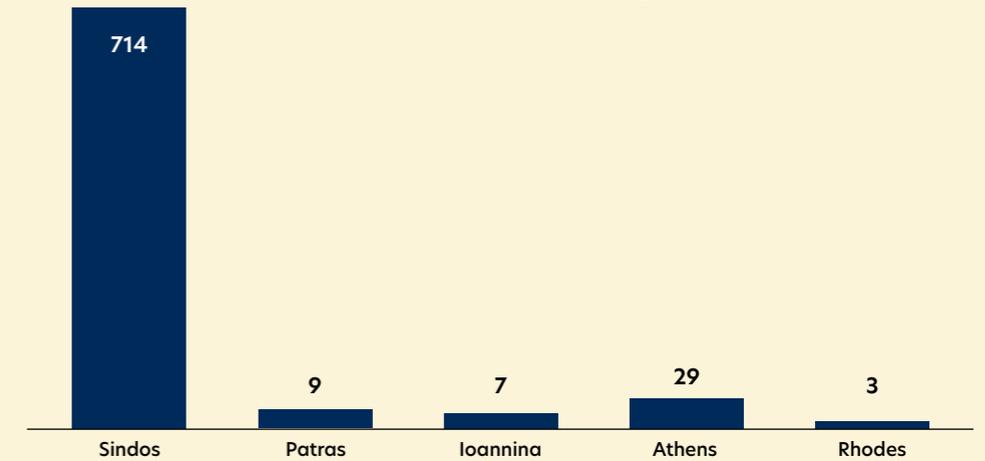
Composition of Human Resources



Age distribution of Human Resources by gender



Distribution of Human Resources by location





For yet another year, our entire staff consists exclusively of full-time employees.

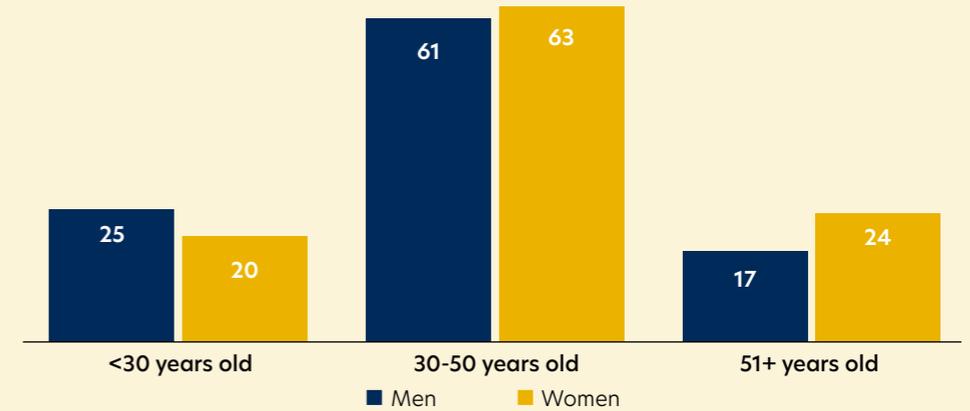
At Arabatzis - Hellenic Dough, our people are our most significant competitive advantage. In 2023, 100% of our employees were covered by the National General Collective Labor Agreement. Additionally, in 2023, the highest governing body consisted of 11 members, of whom 3 were women and 8 were men, highlighting the company's commitment to enhancing gender participation and equality in managerial positions.

During the reporting period, 45 individuals under the age of 30 were hired, 124 individuals between the ages of 30 and 50, and 41 individuals over the age of 51.

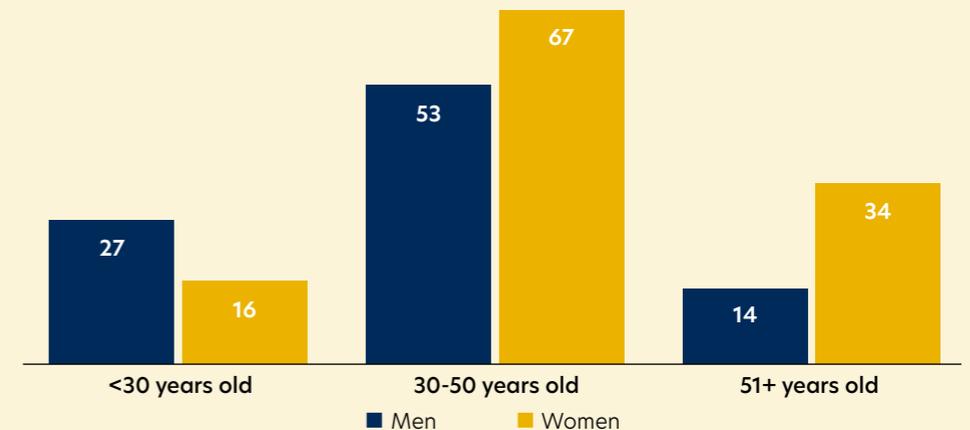
In 2023, there was an increase in the number of permanent employees in the company, indicating the trust we place in our workforce.

More information regarding the distribution of employees by gender and region can be found in Appendix 1 of this Report.

Distribution of recruitment by gender



Age distribution of departures





Employee training and development

GRI 404-1 | GRI 404-2 | GRI 404-3

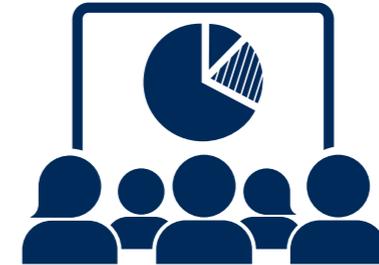
At Arabatzis - Hellenic Dough, employee training is a cornerstone of our operations, primarily focused on fostering sustainable growth through the enhancement of our employees' skills and capabilities. Our ongoing investment in the professional development of our workforce cultivates an environment of trust and long-term collaboration.

In 2023, 275 employees received training, with the total training time exceeding 880 hours. This increase reflects our commitment to the professional development of our workforce.

In 2023, we recorded an increase in employee training hours, reaching 880 compared to 173 hours in 2022.



increase in employee training hours was recorded compared to 2022.



Employee training data									
Position / Hierarchical Level	Number of employees trained			Total training hours			Average training hours per employee category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Directors	7	2	9	161	7	168	20.13	2.33	15.27
Department Heads	0	0	0	0	0	0	0	0	0
Office employees	21	6	27	232	58	290	7.48	5.27	6.90
Foremen and Manual workers	82	157	239	196	226	422.5	0.67	0.55	0.60
Total	110	165	275	589	291	880.5	1.76	0.67	1.15

More information about employee skill enhancement programs and the employees who received evaluations can be found in Appendix 1 of this Report.



Effective Communication in the workplace

GRI 2-26

Effective communication with employees is a cornerstone of success at Arabatzis - Hellenic Dough, fostering mutual understanding and trust. This communication helps employees clearly grasp the company's strategies, goals, and vision. Moreover, regular and open dialogue encourages employees to share their ideas and suggestions, boosting creativity and collaboration across departments.

To protect our employees, we have established the "Against Violence and Harassment" policy, ensuring timely communication on related issues.

All complaints and incidents are documented in writing using the special incident report form for violence and harassment by the company's Designated Contact Person (Liaison), who provides a copy to the employee's supervisor/manager and the Human Resources Department. The Designated Contact Person informs the affected individual that, at any stage of the process followed within the company, they may also file a complaint with the relevant administrative authorities (Labor Inspection Office and Public Advocate) as well as judicial authorities, at their discretion. Each report is carefully examined and kept confidential to the extent possible. The results of the investigation are communicated to both the complainant and the accused within three weeks from the date of the complaint submission.

"Arabatzis - Hellenic Dough has a zero-tolerance policy towards any form of violence or harassment in the workplace. Any employee who witnesses or experiences violence or harassment should immediately move to a safe location and report it to the company's Designated Contact Person (Liaison)."

Excerpt from the company's Violence and Harassment Policy





We are committed to a sustainable and "green" future

"We are progressing towards a society where business success and environmental stewardship go hand in hand."

Sustainable Development Goals (SDGs)





Efficient Energy Management

GRI 2-23 | GRI 2-24 | GRI 201-2 | GRI 305-1 | GRI 305-2 | GRI 305-3 | GRI 305-4 | 305-7 | GRI 302-1 | GRI 302-3



"Arabatzis - Hellenic Dough operates with respect for the environment, aiming to address the challenges of climate change and prioritizing the company's contribution to achieving the United Nations Sustainable Development Goals (SDGs). The company integrates a series of goals into its corporate operations with the primary criterion of improving its environmental performance. It is committed to complying with legal requirements and existing environmental standards, establishing a framework for systematic evaluation of all environmental aspects of its activities."

Excerpt from the company's Energy Management and Greenhouse Gas Policy

Our company maintains full compliance with environmental laws and regulations, with no violations or fines for yet another year. This demonstrates our commitment to sustainable development and environmental responsibility.

Climate Change

GRI 201-2 | GRI 305-1 | GRI 305-2 | GRI 305-3 | GRI 305-4 | 305-7

Arabatzis - Hellenic Dough is committed to contributing significantly to the European goal of transitioning to a climate-neutral economy by 2050. The company proactively addresses both the risks and opportunities presented by climate change and adapts effectively to its impacts. Prevention and precaution are central to the company's strategy, aimed at identifying and managing potential risks. Environmental considerations are seamlessly integrated into the business model. Regular reviews of environmental objectives and the transparent reporting of achievements enhance our accountability and build trust with stakeholders.

In 2023, our supply chain faced numerous challenges, including the incident at the Suez Canal, which prompted us to seek alternative routes for transporting our goods and products. Through collaboration with alternative suppliers within Europe, we managed

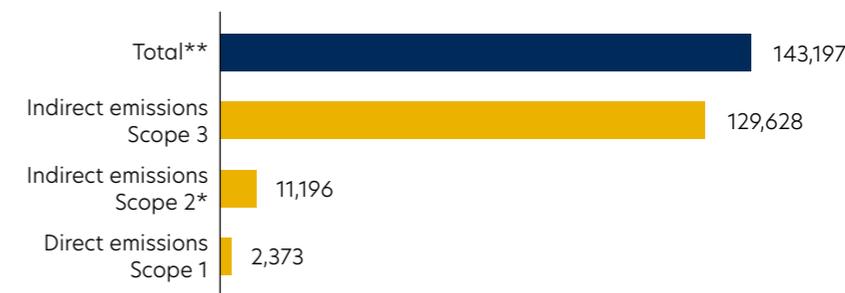
to ensure the continuity of our business operations. Simultaneously, the company had to address the issue of rising olive oil prices, which were exacerbated by prolonged droughts in Mediterranean countries, affecting our markets and supplies throughout 2023.

In 2023, we measured our carbon footprint for the second consecutive year, closely monitoring both direct and indirect greenhouse gas (GHG) emissions, as well as their respective categories.

The greenhouse gas emission intensity for 2023 amounted to 0.24 tnCO₂e/tn.

Simultaneously, in 2023, we calculated nitrogen oxides (NOx) emissions, which amounted to 2.09 tons.

CO₂ emissions for 2023 (tn CO₂e)



* Scope 2 - Location-based (tn CO₂): 5,667, Scope 2 - Market-based (tn CO₂): 11,196.

** For the calculation of total CO₂ emissions, we considered the market-based Scope 2 emissions.

*** For the greenhouse gas emission intensity, Scope 1 and Scope 2 (market-based) emissions were considered.

The calculation of greenhouse gas emissions follows the guidelines of the GHG Protocol, developed by the partnership between the World Resources Institute and the World Business Council for Sustainable Development.



Energy Consumption

GRI 302-1 | GRI 302-3

At Arabatzis - Hellenic Dough, we closely monitor our energy consumption and take the necessary measures and initiatives to reduce both electrical and thermal energy.

Performance of Photovoltaic Panels

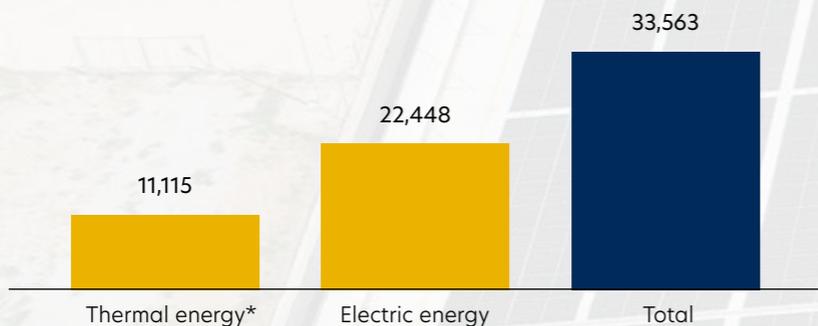
2023 marked the first year of full operation for Arabatzis - Hellenic Dough's photovoltaic panels. As a result, energy consumption from renewable sources increased sixfold compared to the previous year. Specifically, consumption rose to 1,159 MWh from just 181,37 MWh, reaffirming our commitment to a more sustainable approach to energy production.

Installation of LED Lamps



As part of our company's energy-saving efforts, we have expanded the replacement of conventional incandescent bulbs with environmentally friendly LED technology lamps. By reducing energy consumption, we have managed to lower not only our financial costs but also our carbon dioxide emissions.

Electricity Consumption for 2023 (MWh)



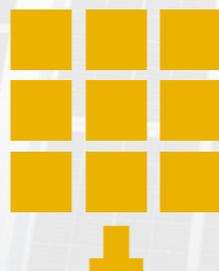
* Thermal energy was calculated based on the consumption of fuels from non-renewable sources (diesel)

For 2023, the company's total energy consumption was 33,563 MWh (120,827 GJ), and the energy intensity amounted to 2.13 GJ/tn.

It is worth noting that the company consumed

1,159 MWh

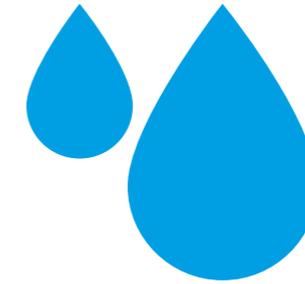
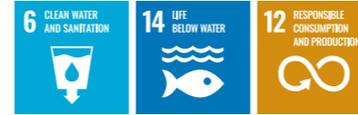
which came from Renewable Energy Sources





Water Consumption

GRI 303-1 | GRI 303-2 | GRI 303-3 | GRI 303-4 | GRI 303-5 | SASB FB-PF-140a.2 | SASB FB-PF-140a.3



Sustainable Water Management

GRI 303-1 | GRI 303-2 | GRI 303-3 | GRI 303-4 | GRI 303-5

At Arabatzis - Hellenic Dough, we place great emphasis on responsible management of water resources through efficient water usage and the implementation of rational management measures aiming at reducing inefficient use. Our commitment to sustainable water practices ensures that we minimize waste and contribute positively to environmental conservation.

The company's operations are supplied with water from the EYATH (Thessaloniki Water Supply & Sewerage Co S.A.) water network, ensuring a stable and uninterrupted water supply for production processes. Water is used for mixing flour in the dough mixers, along with other ingredients such as butter, margarine, oil, yeast, and milk, to produce the dough. A small percentage of the water ends up in the sewage system. The liquid waste from the facility mainly comes from cleaning machinery and equipment, production areas, and liquids generated during the unpacking and defrosting of raw materials.

(Biochemical Oxygen Demand), COD (Chemical Oxygen Demand), and pH. Specifically, the standards set by the EYATH for water discharge quality are:

- ▶ BOD < 350
- ▶ COD < 1,000
- ▶ pH = 6.8 - 7.2

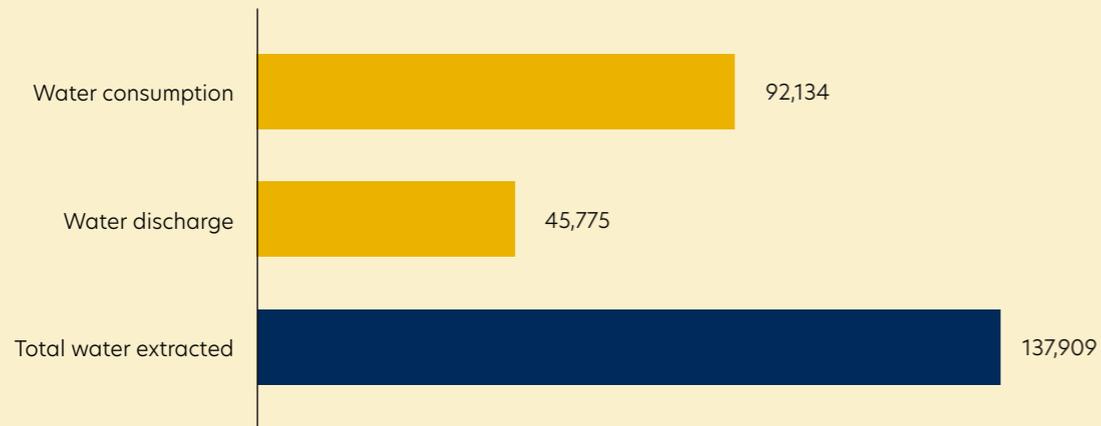
We continuously invest in innovative technologies aiming for more efficient water consumption management, such as installing more efficient washing equipment in our factories. The goal of this initiative is the optimal utilization of natural resources, ensuring effective cleaning of utensils and garments on production lines with reduced water consumption.

At the same time, we ensure minimal extraction of water resources by adopting practices focused on water reuse. For example, we use water that has already been heated during the production process from 18°C to 35°C without additional energy consumption. This approach allows us to reduce operational water consumption from 20% to 5%.

The company is authorized to dispose liquid waste, with the treatment facility comprising systems such as a static screen, self-cleaning rotary screen, balancing tank, DAF tank, bacterial selection tank, aeration and sedimentation tanks, as well as drying beds. The proper functioning of these systems ensures that the effluent quality meets the standards set by EYATH.

The water meets the specifications of VIPETH (Industrial Area of Thessaloniki) in terms of BOD

Water extraction, discharge, and consumption for 2023 (m³)





Risks and Challenges in **Water Resource** Management

SASB FB-PF-140a.2 | SASB FB-PF-140a.3

Our company fully complies with relevant laws and regulations for proper water management, implementing a monitoring and recording system for incidents of non-compliance concerning both the quantity and quality of water.

For another consecutive year in 2023, the company recorded zero incidents of non-compliance, confirming the effectiveness of its procedures.

Water supply to the facilities is provided through the EYATH network, and water management is conducted in a rational and efficient manner. In the event of a water supply interruption due to a network failure, production line delays may occur. To mitigate this risk, a fire-fighting tank is used as a temporary water source until the water supply is restored, thus ensuring continuous production operation without interruptions.



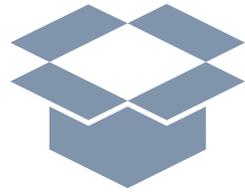


Circular Economy

GRI 301-1 | GRI 301-2 | GRI 301-3



Our company invests in environmental protection by selecting eco-friendly materials and making systematic efforts to develop innovative practices. Specifically, Arabatzis - Hellenic Dough uses packaging that, with proper management, has no negative impact on the environment. The materials used are divided into renewable and non-renewable, as presented below.



In 2023, over

> **65%**

of packaging materials were sourced from renewable materials

Renewable packaging materials (tn)



Non-renewable materials used in 2023 (tn)





Sustainable Packaging

SASB FB-PF-410a.1 | SASB FB-PF-410a.2

Our company follows European best practices, including the provisions of the Green Deal, as well as the 12th UN Sustainable Development Goal to ensure sustainable consumption and production patterns.

In 2023, at Arabatzis - Hellenic Dough, we continued our practical efforts to transition to more sustainable packaging, aiming to reduce the use of materials and plastics throughout the product life cycle. This includes reducing the dimensions and weight of packaging, removing the cardboard base from pizzas, and gradually replacing non-recyclable materials with recyclable ones, such as the gradual reduction of stretch film with pre-stretched film.

Additionally, the company chose eco-friendly biodegradable calendars to be distributed next year, which are made exclusively from natural materials and renewable energy sources, reinforcing our commitment to sustainability at every aspect of our operations.





Waste Management & Zero Food Waste

GRI 306-1 | GRI 306-2 | GRI 306-3 | GRI 306-4 | GRI 306-5

Arabatzis – Hellenic Dough, with sustainable development and its ESG strategy, as a compass, operates by minimizing the negative impacts derived from waste generated from its activities. The company incorporates into its processes the evaluation of the types of waste it produces, the implementation of recycling and reuse methods, and the collaboration with experts to educate employees.

In 2023, the company installed recycling bins and battery disposal bins at its facilities, promoting recycling and responsible waste management.

In 2023, Arabatzis – Hellenic Dough produced a total of 4,969 tons of waste, all of which were non-hazardous. Moreover, 65% originated from general waste, while 35% came from other waste categories.

During the reporting period, the company delivered 1,270 tons of food waste to licensed partners, aiming to produce biogas for internal use, thus contributing to the reduction of food waste.

Waste for 2023 (tn)	
Non-hazardous waste	
Plastic	10.29
Metals	84.21
Paper	280.63
General waste (Mixed Packaging)	3,189.36
Old dough	133.72
Biological sludge	1,270.61





Biodiversity and Ecosystem Protection

GRI 304-2

Caring for nature is essential to ensure the well-being of people and our planet. Biodiversity forms the foundation of life, providing us with clean air, water, and food, which are vital for our survival. It helps nature withstand and adapt to environmental changes, safeguarding our future.

We live in an era where climate change and environmental challenges dramatically affect nature. One of the most significant issues is the gradual loss of biodiversity, with over 25% of plant and animal species at risk. At Arabatzis - Hellenic Dough, we are committed to reducing our environmental footprint, by protecting and enhancing biodiversity in the areas where we operate, while also striving to reverse any negative impact on the natural environment.

Our planet is home to us all.





We invest in **sustainable innovation** with a focus on **taste** and **quality**

"We invest in research and development to create innovative products that combine balanced nutrition, taste, and quality with environmental responsibility."

Sustainable Development Goals (SDGs)





Product Quality & Safety practices

GRI 416-1 | GRI 416-2 | SASB FB-PF-250a.2 | SASB FB-PF-250a.3 | SASB FB-PF-250a.4



At Arabatzis - Hellenic Dough, we create and offer our products with a primary focus on quality and consumer safety. Our main product categories include:

-  **Filo sheets**
-  **Pies and mini pies**
-  **Pizza**
-  **Croissants**
-  **Koulouri Thessaloniki**

Our company conducts rigorous daily inspections according to established specifications for the ingredients used, ensuring that the highest standards are met. We monitor the content of salt, sugar, hydrogenated fats, preservatives, colorants, allergens, foreign bodies, as well as the microbiological characteristics of the products. Additionally, packaging materials undergo detailed checks during production, storage, and distribution.

Our company continuously invests in modern equipment, ensuring compliance with all safety and hygiene regulations. The Quality Control Department systematically oversees the production process, implementing the Hazard Analysis and Critical Control Point (HACCP) system to guarantee the safety and satisfaction of our consumers.

Continuous internal communication between employees and the Quality Assurance Department remains critical for proper quality management. Our internal communication policies promote open and two-way communication between management, employees, and the Food Safety Team, while the management of non-conformities ensures timely correction of any issues.

Our commitment to high quality is demonstrated by the numerous certifications we hold. Specifically, we implement Quality Management Systems certified with **ISO 9001:2015**, while the safety of our products is confirmed by **ISO 22000:2018**. Additionally, we maintain high performance with IFS Food Version 7, where we achieved an excellent score of 96.51%, placing us among the companies with the highest product quality rates in the industry.

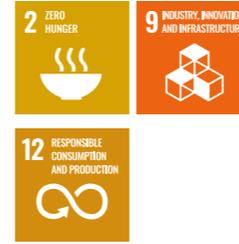
Furthermore, our commitment to sustainable development is confirmed by our participation in the **RSPO** program for sustainable palm oil and our certification with the **BRCGS Global Standard for Food Safety Issue 8**. Additionally, our compliance with **FDA (U.S. Food and Drug Administration)** specifications ensures that our products meet the highest safety standards according to U.S. federal law.

In 2023, for yet another year, there were no product recalls.



Nutritional Value

SASB FB-PF-260a.1 | SASB FB-PF-260a.2



Arabatzis - Hellenic Dough is committed to designing, developing and evolving products of high nutritional value.

Respecting customer preferences, we offer products that meet Vegan, Halal, and Kosher standards. In 2023, the Vegan range was enriched with two innovative products: Mini Rolls with Plant-Based Mince and Mini Rolls with Cheese Flavor. We also added in our portfolio a Carb flour Mini Roll with Mizithra cheese, as well as new sweet options such as individual Rolls with Cream and Fruit (strawberry, apricot, raspberry). Moreover, new production processes were implemented, such as the stone-baked pizza base of Chryssi Zymi.

Our products are designed to offer high nutritional value. Many of them are rich in proteins and fibers, while having low sugar content. None of our products contain hydrogenated fats or oils. Additionally, most of our products do not contain preservatives or colorants, thus providing healthier options for our consumers.

We adopt advanced production methods, such as the stone-baking process for the pizza base of Chryssi Zymi, demonstrating our commitment to innovation, taste, and quality.

Respecting diverse dietary needs, we have developed products suitable for Vegan, Halal, and Kosher diets. Specifically, in 2023, we expanded our range of vegan products, responding to the modern dietary trends.





Product Labeling



GRI 417-1 | GRI 417-2 | GRI 417-3 | SASB FB-PF-270a.1 | SASB FB-PF-270a.2 | SASB FB-PF-270a.3 | SASB FB-PF-270a.4

The company ensures that the packaging of its products fully complies with the provisions of European regulations related to labeling practices, as well as the respective regulations of the international markets to which they are exported, such as Canada, the USA, Israel, and others. Following the guidelines of the respective product labeling legislation, the company includes all necessary information on its product packaging related to:

- the origin of the main ingredients where required by law
- detailed ingredient listing
- the percentage of ingredients included in the product name or distinctly mentioned on the front of the packaging
- safe usage of the product
- product availability
- nutritional information
- usage instructions
- storage instructions
- quality certification
- weight
- recycling icons for packaging
- any other information required by law

In 2023, there were no incidents of non-compliance, fines, or warnings related to labeling and marketing communication. The company did not incur any financial losses due to related sanctions.





Sustainable supply chain and raw materials

GRI 204-1 | SASB FB-PF-250a.2 | SASB FB-PF 440a.1 | SASB FB-PF-440a.2



Our company, through the creation of strategic partnerships with key suppliers, aims to fully meet its needs and ensure the highest possible quality of final products. Through a process of continuous communication and mutual support, we strive to develop long-term relationships and improve our production processes. At the same time, we prioritize strengthening local and domestic suppliers, actively supporting the local market and significantly contributing to the strengthening of the domestic economy.

Our company applies strict evaluation criteria, set in 2022, for our direct and indirect suppliers to ensure the excellent quality of our materials and products. Arabatzis - Hellenic Dough remains dedicated to defending fundamental rights, such as freedom of association and collective bargaining, preventing child labor, and combating all forms of forced labor. Our commitment to ethical practices enhances our credibility and confirms our position as leaders in sustainable development.

Our direct suppliers constitute 63% of the company's total suppliers. This percentage corresponds to 93.1% of the raw materials we use in our products, and 44

direct suppliers we collaborate with are GFSI certified. Our indirect suppliers make up 37% of our suppliers, which corresponds to 6.9% of the total raw materials we procure. Among them, 3 are GFSI certified.

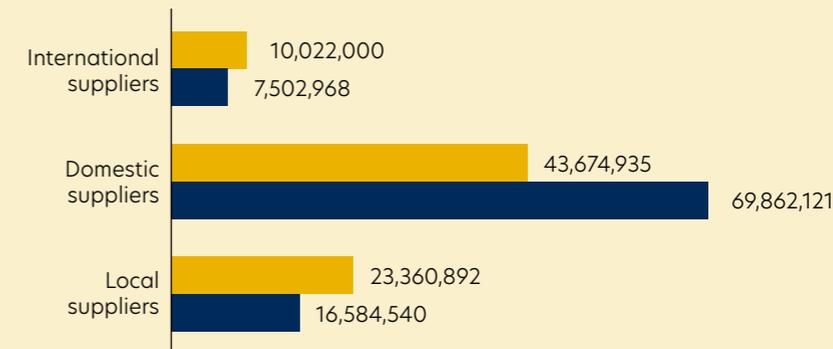
93.1% of our raw materials come from (direct) suppliers certified by the Global Food Safety Initiative (GFSI).

The company holds the internationally recognized RSPO certification.

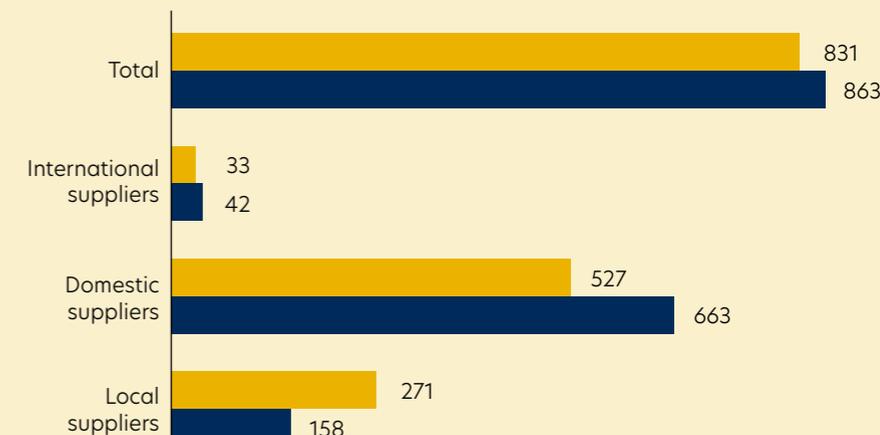
In 2023, we used 198.59 tons of Mass Balance certified Palm Oil, accounting for 7.73% of the total, 2013.16 tons of Segregated certified Palm Oil, which amounts to 78.38% of the total, and 356.58 tons of Non-certified Palm Oil, representing 13.88% of the total.



Payments by supplier category (€)



Number of suppliers



■ 2022 ■ 2023

* The geographical definition of 'local' refers to the Prefecture of Thessaloniki, while domestic suppliers correspond to the rest of Greece.

In 2023, we increased payments to domestic suppliers by **59%** compared to 2022, actively supporting Greek suppliers

15.2% of the eggs we use come from free-range hens



We maximize the value we **offer** to society

"We direct value creation towards sustainable and social initiatives, supporting local communities and taking into consideration the expectations and needs of our social partners."

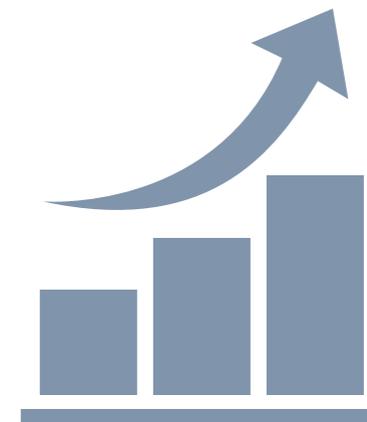
Sustainable Development Goals (SDGs)





Key economic indicators and results

GRI 2-6 | GRI 201-1 | GRI 201-4



Financial data of Arabatzis - Hellenic Dough ¹	2023	2022
Direct economic value generated: Revenue	134,701	120,060
Operating cost	102,168	94,663
Wages and employee benefits	16,980	15,065
Payments to providers of capital	7,500	5,000
Payments to state agencies	2,752	3,730 ²
Donations and investments at community level	54	48
Donations and investments at community level - other investments	41	32
Direct economic value distributed	129,495	118,539 ²
Payments for taxes - direct	2,406	1,147
Total payments to state agencies (total of direct and indirect taxes paid)	1,018	941
Payments to providers of funds (e.g., interest on bank loans)	1,785	824
Equity	37,435	25,780
Payroll payments (gross wages of employees)	10,513	9,192
Payments for employee insurance (employer's contributions and private insurance)	4,681	4,139
Other employee benefits	674	884
Social investments	95	81
Total investments	2,555	4,434
Total assets	48,924	48,787
Economic value distributed	26,266	21,062
Economic value retained	108,435	98,998
Financial assistance received from the state: Tax reductions / Tax exemptions	251	251

1. Amounts are in thousands of Euros.
 2. The data for 2022 has been recalculated and is presented in the charts.



Social Product



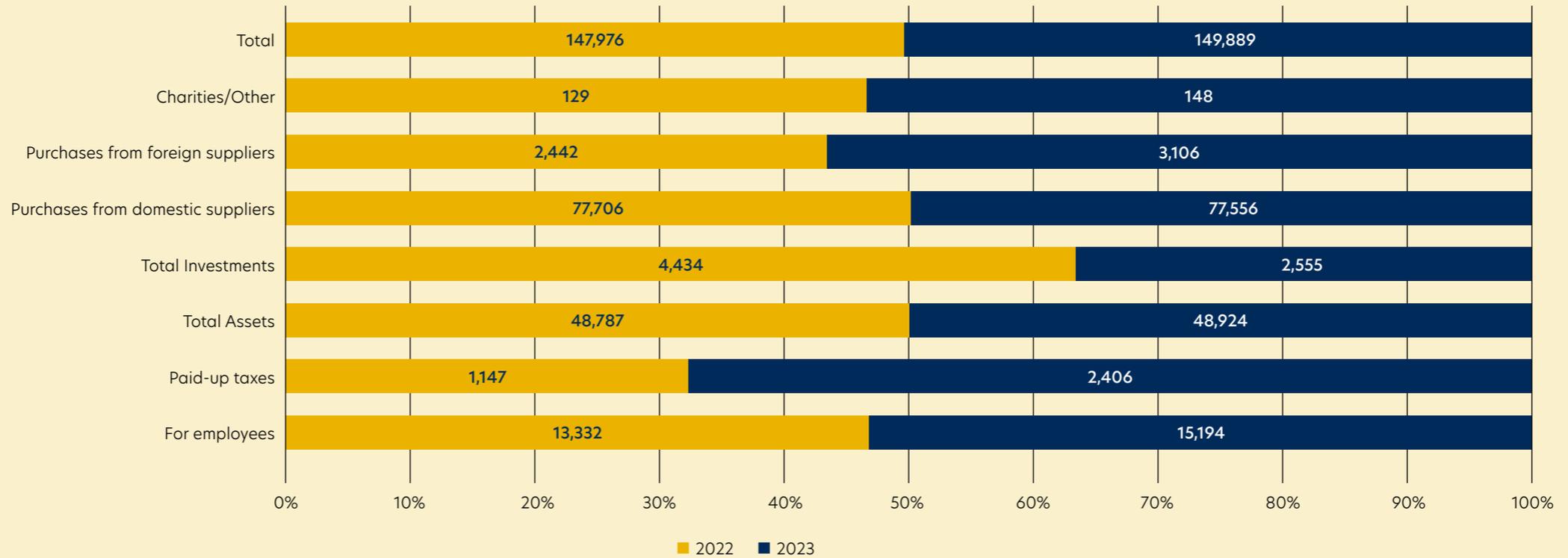
GRI 201-1

Arabatzis - Hellenic Dough actively supports the local economy by strengthening domestic suppliers, entrepreneurship, and innovation, further enhancing our regional presence. Our social investments amounted to €95,000. At the same time, it creates significant social value through the employment of individuals from the local community and the benefits provided to its employees.

↑17%

Arabatzis - Hellenic Dough increased its donations by 17% compared to 2022.

Social product (in "000" €)





Contribution to the Local Community

GRI 413-1



Our growth is deeply intertwined with the development of the society in which we operate.

At Arabatzis - Hellenic Dough, we remain committed to supporting local communities. We pledge to respond with sensitivity, cultivate trustful relationships, and strengthen the communities in which we operate. Through our business activities, we strive for sustainable development and the empowerment of the local society, while simultaneously enhancing the local market with high-quality products.

In 2023, as part of our food donation program, our company provided 70 tons of frozen dough products, equivalent to over 550,000 meals, supporting the fight against food insecurity. The increase compared to last year demonstrates our ongoing commitment and our role as a responsible corporate citizen.





Food Donation: Long-term collaboration with Social Organizations and Associations

Arabatzis - Hellenic Dough accelerated its food donation program and contributed to the efforts of charitable organizations through partnerships and social action initiatives, such as:

- ▶ sending essential items to the affected people in Thessaly.
- ▶ nationwide coverage of all needs for pastry and dough products for the children of "Ark of the World" according to WHO guidelines and the specially designed nutrition program by Harokopio University.
- ▶ providing breakfast to underprivileged children attending schools in the Thessaloniki region through the General Philoptochos Fund of the Holy Metropolis of Kalamaria.
- ▶ supporting Foundations through the "Boroume" program.
- ▶ supporting children and families through the actions and programs of "Together for Children".
- ▶ providing food for large families.
- ▶ supporting "The Smile of the Child" through the printed corporate Christmas card.
- ▶ supporting "Doctors Without Borders" through the electronic greeting card.



Food distribution program to Large Families and shipment of products to Thessaly.



Financial Support: Sponsorships of Charitable Activities

As part of our social responsibility program, Arabatzis - Hellenic Dough financially supported social initiatives and sponsored charitable activities in 2023. Specifically, financial support was provided to:

- ▶ sponsorship of the initiative by the association TOGETHER - LIVING EQUALLY WITH SOLIDARITY to support the Pediatric Oncology Department of AHEPA hospital in Thessaloniki.
- ▶ sponsorship of the Aegean Team, which supports remote islands through the provision of medical care.
- ▶ sponsorship of social initiatives with a charitable character such as Boom Village and Kids Festival.
- ▶ the Thessaloniki Food Bank, whose role is to collect and manage food in a rational manner, channeling it to vulnerable social groups.

Cultural Heritage: Local Community Initiatives

The company supported local community initiatives and contributed as a sponsor:

- ▶ for cultural initiatives in the Sindos-Delta Municipality area, where the company is headquartered.
- ▶ supporting the local community with sponsorships to the Sindos Shopkeepers Association and the Malgara Cultural Association.
- ▶ supporting cultural events for children in the local community.
- ▶ creating a corporate team of 108 people and participating in the Thessaloniki Night Half Marathon.





Corporate Governance

Sustainable Development Goals (SDGs)





Governance Model

GRI 2-9 | GRI 2-10 | GRI 2-11 | GRI 2-12 | GRI 2-13 | GRI 2-14 | GRI 2-16 | GRI 2-17 | GRI 2-18 | GRI 2-19 | GRI 2-20 | GRI 2-26



Structure and Composition of Governance

GRI 2-9 | GRI 2-13 | GRI 2-17 | GRI 2-25

Our company's governance structure is led by a Board of Directors, elected by the General Assembly of shareholders on June 30, 2020, for a five-year term. The Board, consisting of seven members, was reconstituted on August 1, 2022, with the minutes granting representation and signature rights to the designated individuals.

Our company is in the process of establishing Committees responsible for decision-making and overseeing the management of the organization's impacts on the economy, the environment, and people. In some cases, Heads of departments and divisions have been appointed to manage these impacts. Additionally, the responsible individuals are tasked with designing and implementing measures to mitigate or eliminate identified negative impacts across the company's entire business operations.

Supervisors report to Management, either in writing or verbally, on the implemented procedures and the results of impact management. Decisionmaking regarding the organization's impact management is done collectively by the Board of Directors, following recommendations from the responsible members of the Board and external partners. It is worth noting that the company aims to continuously improve the skills and knowledge of the Board members for the effective performance of their duties.

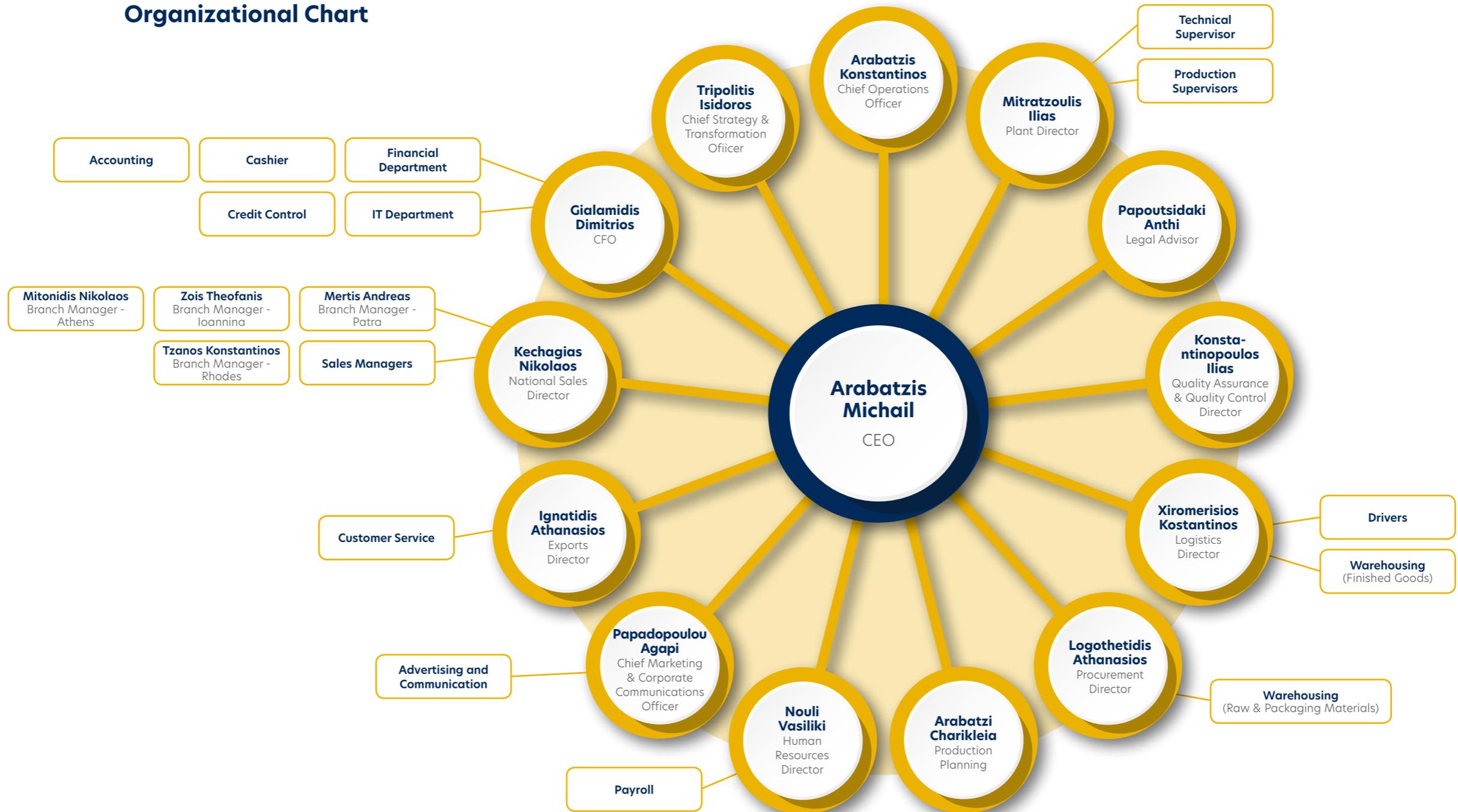
Arabatzis - Hellenic Dough is not listed on the Athens Stock Exchange; therefore, all members are executive, as stipulated by law, the articles of association, and the minutes of the formation and reconstitution of the Board. We operate responsibly, and for this reason, the Board includes members proposed by shareholders who are either shareholders themselves or individuals recommended based on their capabilities and the trust placed in them. Regarding underrepresented groups, there are no criteria in the articles of association. The Board of Directors includes individuals who hold managerial positions within the company, either under an employment contract or by assignment from the Board.

Additionally, the members of the Board have both criminal and civil liabilities for their actions concerning the company's interests, compliance with the law and the articles of association, among other things. To safeguard the company's interests, loans from the company to its founders, general managers, and their close relatives, as well as the provision of credits or guarantees to them or on their behalf to third parties, are prohibited and void without special permission granted by a decision of the Board of Directors or the General Assembly.





Organizational Chart





Appointment and selection of the highest governing body

GRI 2-10 | GRI 2-11

The members of the Board of Directors are elected by the General Assembly of shareholders through voting and by absolute majority, with a five-year term that can be extended until the election of the new Board of Directors by the Regular General Assembly convened within the year of their departure. However, the term cannot be extended beyond six (6) years. Any individual can participate in the Board of Directors, provided they have full legal capacity and are not prohibited from participating by law. Legal entities can also participate through their respective legal representatives.

Most of the Board members are proposed for election by the majority shareholder, and the minority of the Board members by the minority shareholder. Directors, whether shareholders or non-shareholders, are always re-electable and freely revocable.

In case of resignation, death, or other reasons, the remaining directors appoint a temporary replacement for the remainder of the term of the director being replaced. The appointment is subject to publicity and approval at the next regular or extraordinary General Assembly of the company's shareholders.

Additionally, the Board of Directors may delegate the exercise of all its powers and duties or part thereof, as well as the representation of the company, to the Chairman, the Vice-Chairman, the CEO, or even to simple members of the Board, as well as to non-members, except in cases where collective action is required according to the company's articles of association and the law. It is worth noting that the Chairman of the company's Board of Directors is not a senior executive of the company.

Role of the highest governance body in overseeing impact management

GRI 2-12

The role of the Board of Directors in the development, approval, and updating of the company's purpose, values, or mission, as well as the statements, strategies, policies, and goals related to Sustainable Development, is executive, strategic, supervisory, and decisive.

The work is carried out in direct collaboration with both senior executives and staff whose duties intersect with these issues, and it is also approved, co-decided, or supported by the company's shareholders.

The Board of Directors has the authority to approve the strategy and goals set by the company. Additionally, the business plan and the budget, along with the accompanying major capital expenditures, acquisitions, and disposals, require the approval of the Board, sometimes with an increased quorum or majority. The jurisdiction of the Board allows its members to select individuals to whom they will delegate representation powers and management responsibilities for compliance with the law in the company's relevant activities.

The monitoring of management performance and executive compensation aligns with the company's and its shareholders' broader long-term interests, a responsibility that complements the Board's duties. The Board's responsibilities are completed by ensuring the efficiency of internal control systems and risk management systems. The reliability of the company's financial statements and the information disclosed to the public must be systematically monitored, and the Board must confirm that there are no conflicts of interest.

Through the Board of Directors and the relevant executives, the company has adopted policies and established internal procedures for environmental protection, social responsibility, fair treatment of employees, respect for human rights, combating corruption, and bribery. Additionally, the due diligence process is overseen by the highest governing body for all company activities to address existing and potential negative impacts. The monitoring of the implementation of the company's policies and procedures is an equally important responsibility of the Board.

The Board of Directors, either collectively or through the powers and responsibilities delegated to its members or non-members, executives, and employees of the company, conducts periodic annual reviews of the company's procedures and extraordinary reviews when issues arise from the company's activities, failures, the investigation of their implementation, or changes in the regulatory framework.



The role of the highest governance body in submitting Sustainability Reports

GRI 2-14

Our company is in the process of developing procedures for drafting Sustainability Reports in accordance with relevant regulatory provisions.

The company prepares Sustainability Reports, and the internal control procedures are carried out by the company's executives and bodies responsible for monitoring actions and data. Management is responsible for reviewing and approving the information incorporated into the Report, including the organization's material issues, and assesses the adequacy of the company's internal controls and information to enhance the integrity and reliability of the company's Sustainability Report, in collaboration with specialized external scientific partners.



Conflicts of interest

GRI 2-15

The company takes all necessary measures to identify and prevent conflicts of interest and implements procedures to deter and manage them, which are communicated to interested parties through documents. Specifically, directors involved in the company's management in any way, as well as its managers, are prohibited from professionally acting on their own behalf or on behalf of third parties, whether physical or legal entities, in activities that fall within the company's objectives, and from participating as general partners in companies pursuing such objectives, without the General Assembly's permission. Additionally, they must maintain strict confidentiality regarding corporate affairs and the company's confidential data.

Members of the Board are not entitled to vote on matters where there is a conflict of interest between the company and the Board member or people with whom they are personally connected. In such cases, decisions are made by the remaining Board members, and if the inability to vote affects enough members to prevent a quorum, the remaining members, regardless of their number, must convene a General Assembly exclusively to make the specific decision. Employees sign confidentiality agreements, ensuring the non-disclosure of information and personal data.

The company's internal regulations, submitted for approval to the Labor Inspection Body (SEPE) of Central Macedonia, prohibit employees from engaging in other work and explicitly state that engaging in competitive actions against the company, violating the company's secrets, using official information, data, and materials for personal gain or the benefit of a third party, seeking or accepting any compensation, consideration, or favor from a person whose affairs they manage or will manage in the course of their

official duties, violating the principle of impartiality, and any act constituting abuse of power or official trust are disciplinary offenses.

External partners, customers, suppliers, prospective partners with whom negotiations will take place, and individuals managing company matters sign confidentiality agreements, ensuring the non-disclosure of information and personal data.

Accordingly, all Covered Persons are required to promptly notify the company's General Management of any conflict-of-interest situation (actual or potential) they may encounter and seek guidance from Management on how to handle it. Additionally, they must immediately submit a relevant Declaration to the General Management upon the emergence or identification of a conflict-of-interest situation affecting them, which is evaluated in collaboration with the company's legal department, and measures are taken according to the law and the company's articles of association to protect the company's interests.



Evaluation of the performance of the highest governance body

GRI 2-18

The Board of Directors regularly evaluates its effectiveness in fulfilling its duties, as well as that of the executives responsible to manage the organization's impacts on the economy, the environment, and people. Evaluations are also conducted within the framework of implementing measures, performance, and corrective actions, both by the company's senior executives and by its specialized external partners. The Board of Directors submits its recommendations to the General Assembly of shareholders for managing these issues, identifying and addressing major risks, conducting audits, and risk management system checks. The General Assembly of shareholders approves or decides on these matters, as required. The Board ensures continuous and constructive dialogue with the company's shareholders on these issues.

The evaluation of the Board is conducted either through self-assessment, evaluation by the General Assembly of shareholders, or by competent external bodies. Evaluations are conducted regularly and at least four times a year.

Remuneration policies

GRI 2-19 | GRI 2-20

The terms of remuneration and other working conditions for the company's personnel are determined by the individual employment contract, the work regulations, the decisions of the company's management, and the applicable legislative provisions, with the minimum being those defined by labor law. Additionally, unless otherwise specified, the general provisions of labor law apply.

The remuneration of individuals holding managerial positions or positions of trust is determined by the company's competent bodies. The employee receives the agreed remuneration that corresponds to the type of specific service they are assigned to.

All types of personnel remuneration are paid for a period not exceeding one month of work unless otherwise specified in the individual employment contract. The company reserves the right to provide employees with advances or monetary amounts against remuneration and to set the payment dates, in compliance with legal terms.

The employee's claim for remuneration begins on the day they start work and ends with the termination of the employment relationship in any manner.

Notification of critical concerns

GRI 2-16

Critical concerns are communicated to the Board of Directors through reports prepared by the company's responsible executives or specialized external partners, complaint forms submitted by employees in complaint boxes (anonymous communication), frequent written reminders, forms available for suggestions, and the company's policies.

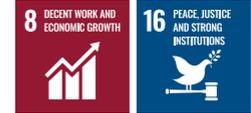
The number and nature of critical concerns vary and cover all company activities, including labor issues, production, sales, financial matters, environmental concerns, partnerships, social issues, etc.





Business Ethics

GRI 206-1 | GRI 2-23 | GRI 2-24



The ethics of our company are intertwined with the values of integrity, transparency, and adherence to the principles set forth by the International Labour Organization (ILO) Convention, the UN Declaration on the Rights of the Child, and the International Declaration of Human Rights. Additionally, the company complies with and promotes the principles of every international convention that supports the defense of human dignity and human rights.

Beyond adhering to international standards, Arabatzis - Hellenic Dough actively seeks to enhance a culture of respect and integrity in all relationships among its people, regardless of position, age, gender, origin, or sexual orientation. Combating all forms of discrimination and racist behavior is a cornerstone of our corporate culture. The continuous evaluation and updating of our policies, based on developments in international legislation and best practices, ensure that the company remains at the forefront of responsible business practices.

In 2023, there were zero incidents of antitrust law violations or anti-competitive practices, and no lawsuits or fines were recorded for non-compliance with the relevant legislation.





Anti-corruption practices

GRI 2-27 | GRI 205-3



In our company, compliance with Greek and European anti-corruption legislation is paramount, recording zero incidents of non-compliance. Our commitment to compliance covers both the environmental and socio-economic aspects of the relevant laws. In 2023, Arabatzis - Hellenic Dough did not face any fines or sanctions related to environmental or social issues and the overall anti-corruption legislation.

In 2023, Arabatzis - Hellenic Dough maintained zero confirmed incidents of corruption and did not face any lawsuits or fines for non-compliance with the relevant legislation.





Privacy practices

GRI 418-1



No breaches of personal data privacy and no incidents of data leakage, theft, or loss for 2023.

Our company strictly adheres to the personal data protection policy, tailored to European and domestic requirements. Arabatzis - Hellenic Dough has publicly disclosed its data protection policy, providing full transparency regarding the rights of data subjects and the company's procedures for protecting the personal data of all parties involved and data subjects.

Regarding the company's websites and social media, our company collects personal data, such as name, email address, and phone number, only when the user chooses to subscribe to the company's informational and promotional messages or when they fill out the contact form we provide, accepting the relevant terms. This data is processed strictly in accordance with our company's Data Protection Policy and relevant legislation, providing the data subject with all the rights stipulated by the Policy and the Law. The use of cookies is

limited to ensuring the proper functioning of the website and is not related to storing users' personal data. Cookies can be controlled and deleted by the user according to the instructions provided in the company's policy. The data protection policy outlines the purposes of data collection (such as direct marketing) and users' rights to withdraw their consent. Additionally, we offer the option to send confidential emails for reporting violations or complaints related to Corporate Social Responsibility, which are reviewed by authorized senior executives of the company.

Our company fully ensures compliance with personal data protection in all areas of its activity through established legal procedures under the supervision of the Data Protection Officer (DPO), ensuring the highest possible level of security required by the General Data Protection Regulation (GDPR).

"For Arabatzis - Hellenic Dough, respect and protection of your personal data is a fundamental value that guides all our actions."





Annexes





Annex 1: About the Sustainability Report

This report constitutes the 2nd Sustainable Development Report of Arabatzis - Hellenic Dough and is posted in a digital form on the company's website. It presents the priorities as well as all corporate actions related to Sustainable Development and promotes our commitment to create long-term value for all stakeholders and society.

Scope

The data of the Report concern the company Arabatzis - Hellenic Dough and specifically, the company's offices, its production units in Thessaloniki and its facilities in Athens, Patras, Ioannina and Rhodes.

Elements of the Report

The objective of the Report is to provide accurate and comprehensive information on the actions, performance, and commitments of Arabatzis - Hellenic Dough on environmental, social and governance issues, through quantitative and qualitative indicators, for the period 01/01/2023 to 31/12/2023. It is worth noting that the company's actions do not include data related to subsidiaries, potential joint ventures, partners, suppliers or other third parties.

Determination of content

This Report has been prepared "in accordance with" the Sustainability Reporting Guidelines of the new GRI Universal Standards 2021 (GRI 1, GRI 2, GRI 3) and GRI Topic Standards, the Accountability Principles Standard (A1000AP 2018), as well as the internationally recognized reporting standards of the Sustainability Accounting Standards Board (SASB). Our company aims to meet the needs and expectations of our stakeholders, as well as to highlight the contribution of Arabatzis - Hellenic Dough to Sustainable Development issues. In addition, the company's actions are linked to the 17 Sustainable Development Goals (SDGs) of the United Nations.

The content of the Report was determined through the analysis of material issues of Sustainable Development during the Double Materiality process and the determination of the impact of Arabatzis - Hellenic Dough. The Report focuses on the most important issues of concern to the stakeholders of Arabatzis - Hellenic Dough that have significant environmental, social, and economic impacts.

Independent external assurance

The Report is subject to external assurance by an independent body, namely TÜV HELLAS (TÜV NORD) SA, to confirm that the Report has been prepared in accordance with the Sustainability Reporting Guidelines of the GRI Universal Standards 2021, the coverage of specific disclosures (indicators) by the GRI Topic Standards, and the compliance with the AA1000AP (2018) standard which is ensured through AA1000AS v.3. The Independent External Audit Report is available on page 83 of this Report.

For further information, possible comments or questions and clarifications regarding the Report, please contact:

Isidoros Tripolitis

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Annex 2: Performance indicators of Arabatzis - Hellenic Dough

Human Resources data

GRI 2-7

Employee breakdown by gender and region						
Sindos	2023			2022		
	Men	Women	Total	Men	Women	Total
Permanent employees	231	315	546	210	273	483
Temporary employees	55	113	168	74	162	236
Non-guaranteed hours employees	0	0	0	0	0	0
Full-time employees	286	428	714	284	435	719
Part-time employees	0	0	0	0	0	0

Employee breakdown by gender and region						
Patra	2023			2022		
	Men	Women	Total	Men	Women	Total
Permanent employees	9	0	9	9	0	9
Temporary employees	0	0	0	0	0	0
Non-guaranteed hours employees	0	0	0	0	0	0
Full-time employees	9	0	9	9	0	9
Part-time employees	0	0	0	0	0	0

Employee breakdown by gender and region						
Ioannina	2023			2022		
	Men	Women	Total	Men	Women	Total
Permanent employees	7	0	7	7	0	7
Temporary employees	0	0	0	0	0	0
Non-guaranteed hours employees	0	0	0	0	0	0
Full-time employees	7	0	7	7	0	7
Part-time employees	0	0	0	0	0	0



Human Resources data

GRI 2-7

Employee breakdown by gender and region						
Athens	2023			2022		
	Men	Women	Total	Men	Women	Total
Permanent employees	27	0	27	28	0	28
Temporary employees	2	0	2	0	0	0
Non-guaranteed hours employees	0	0	0	0	0	0
Full-time employees	29	0	29	28	0	28
Part-time employees	0	0	0	0	0	0

Employee breakdown by gender and region			
Rhodes	2023		
	Men	Women	Total
Permanent employees	2	0	2
Temporary employees	1	0	1
Non-guaranteed hours employees	0	0	0
Full-time employees	3	0	3
Part-time employees	0	0	0

GRI 405-1

Number of employees per category									
Position/Level of Hierarchy	2023								
	Men			Women			Total		
	<30	30-50	51+	<30	30-50	51+	<30	30-50	51+
Directors	0	4	4	0	1	2	0	5	6
Department Heads	0	0	0	0	0	0	0	0	0
Office employees	1	21	9	0	8	3	1	29	12
Foremen and Manual workers	23	183	89	24	259	131	47	442	220
TOTAL	24	208	102	24	268	136	48	476	238



GRI 401-1

Total new hires									
Location	2023								
	<30			30-50			51+		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
SINDOS	25	20	45	57	63	120	17	24	41
PATRA	0	0	0	0	0	0	0	0	0
IOANNINA	0	0	0	0	0	0	0	0	0
ATHENS	0	0	0	2	0	2	0	0	0
RHODES	0	0	0	2	0	2	0	0	0
TOTAL	25	20	45	61	63	124	17	24	41
Total number of employees during the reference period	24	24	48	208	268	476	102	136	238
Percentage of new hires (%)	104%	83%	94%	29%	24%	26%	17%	18%	17%

GRI 401-1

Total turnover									
Location	2023								
	<30			30-50			51+		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
SINDOS	27	16	43	50	67	117	14	34	48
PATRA	0	0	0	0	0	0	0	0	0
IOANNINA	0	0	0	0	0	0	0	0	0
ATHENS	0	0	0	1	0	1	0	0	0
RHODES	0	0	0	2	0	2	0	0	0
TOTAL	27	16	43	53	67	120	14	34	48
Total number of employees during the reference period	24	24	48	208	268	476	102	136	238
Percentage of employee turnover (%)	113%	67%	90%	25%	25%	25%	14%	25%	20%



GRI 405-1

Percentage of people in the governance bodies of the organization			
Gender	2023		
	<30	30-50	51+
Men	0	2	4
Women	0	0	1
Total	0	2	5
Percentage of female	0	0%	20%
Percentage of male	0	100%	80%

GRI 404-2

Programs to upgrade workers' skills and transition support programs				
Program Title	2023			
	Thematic section	Number of participants	Total hours of training	Percentage of hours per theme
Microsoft Excel Advanced Data manipulation	Digital Skills	3	24	3%
Advanced Excel for Business Executives	Digital Skills	6	72	8%
Business english	Communication	2	72	8%
Entersoft - marketing	Digital Skills	7	21	2%
Entersoft - accounting	Digital Skills	5	20	2%
Entersoft - production	Digital Skills	15	42	5%
Entersoft - quality control	Digital Skills	9	36	4%
Entersoft - procurement	Digital Skills	2	4	0%
Entersoft - sales	Digital Skills	8	32	4%
Food Safety	Food Safety	61	305	35%
RFA	Safety	9	18	2%
Supply Chain Manager - Managerial Level	Digital Skills	2	132	15%
Correspondence for sending samples to external laboratories	Food Safety	1	5	1%
Briefing of newly hired Technicians	Health & Safety	1	1	0%
Occupational Health & Safety	Health & Safety	193	96.5	11%



Annex 3: GRI Standards Table 2021



Statement of use: The company Arabatzis - Hellenic Dough has prepared the 2023 Sustainable Development Report in accordance with GRI standards for the period 1/1/2023 to 31/12/2023

Use of GRI 1: GRI 1: Foundation 2021

Applicable GRI Industry Standard: -

GRI standards	Disclosures	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	External assurance
General Disclosures						
GRI 2: General Disclosures 2021	2-1 Organization details	6-16	The gray cell indicates that reasons for omission are not permitted for the disclosure.			✓
	2-2 Entities included in the organization's sustainability reporting	70				✓
	2-3 Reporting period, frequency and contact point	70				✓
	2-4 Restatements of information	70				✓
	2-5 External assurance	70				✓
	2-6 Activities, Value Chain, other business positions	5, 6-16, 55				✓
	2-7 Employees	36, 71-74				✓
	2-8 Workers who are not employees	36-37				✓
	2-9 Governance structure and composition	61				✓
	2-10 Nomination and selection of the highest governing body	61, 63				✓
	2-11 Chair of the highest governance body	61, 63				✓
	2-12 The role of the highest governing body in monitoring impact management	61, 63				✓
	2-13 Delegation of responsibility for managing impacts	61				✓
	2-14 Role of the highest governance body in sustainability reporting	61, 64				✓
	2-15 Conflict of interests	64				✓
	2-16 Communication of critical concerns	61, 65				✓
	2-17 Collective knowledge of the highest governing body	61				✓
	2-18 Evaluation of the performance of the highest governance body	61				✓
	2-19 Remuneration policies					



GRI standards	Disclosures	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	External assurance
General Disclosures						
GRI 2: General Disclosures 2021	2-20 Process to determine remuneration	61, 65				✓
	2-21 Annual total compensation ratio		Yes	Confidentiality Restrictions	The organization aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable law, including aspects related to privacy and data protection.	✓
	2-22 Statement on sustainable development strategy	4, 18				✓
	2-23 Policy commitments	35, 41				✓
	2-24 Embedding policy commitments	34, 41				✓
	2-25 Processes to remediate negative impacts	61				✓
	2-26 Mechanisms for seeking advice and raising concerns	39, 61				✓
	2-27 Compliance with laws and regulations	67				✓
	2-28 Membership associations	15-16				✓
	2-29 Approach to stakeholder engagement	23				✓
2-30 Collective bargaining agreements	37				✓	
Material topics						
GRI 3: Material Issues 2021	3-1 Process to determine material topics	27-30, 70	The gray cell indicates that reasons for omission are not permitted for the disclosure.			✓
	3-2 List of material topics	27-30, 70				✓
Ασφάλεια και ποιότητα προϊόντων						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	50				✓
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	50				✓
Employment practices						
GRI 3: Material Issues 2021	3-3 Management of material topics					



GRI standards	Disclosures	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	External assurance
Employment practices						
GRI 401: Work 2016	401-1 New employee hires and employee turnover	36-37, 73				✓
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	32, 35				
	401-3 Parental permission	32				
GRI 404: Education and training 2016	404-1 Average hours of training per year per employee	38				
	404-2 Programs for upgrading employee skills and transition assistance programs					
	404-3 Percentage of employees receiving regular performance and career development reviews					
Diversity, inclusion, and equal opportunities						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 405: Diversity and equal opportunities 2016	405-1 Diversity of governance bodies and employees	35-37, 72, 74				✓
Business ethics						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 205: Anticorruption 2016	205-3 Confirmed incidents of corruption and actions taken	67				✓
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anticompetitive behavior, anti-trust, and monopoly practices	66				✓
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	68				✓
Worker health and safety						
GRI 3: Material Issues 2021	3-3 Management of material topics					



GRI standards	Disclosures	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	External assurance
Worker health and safety						
GRI 403: Health and Safety 2018	403-1 Occupational health and safety management system	32				
	403-2 Hazard identification, risk assessment, and incident investigation	32				
	403-3 Occupational health services	32				
	403-4 Worker participation, consultation, and communication on occupational health and safety	32, 34				
	403-5 Worker training on occupational health and safety	32, 34				
	403-6 Promotion of worker health	32, 34				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	32, 34				
	403-9 Work-related injuries	32				✓
	403-10 Work-related ill health	32				
	Product labeling					
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 417: Προώθηση και επισήμανση 2016	417-1 Requirements for product and service information and labeling	52				
	417-2 Incidents of non-compliance concerning product and service information and labeling	52				
	417-3 Incidents of non-compliance concerning marketing communications	52				
Sustainable packaging						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 301: Materials 2016	301-1 Materials used by weight or volume	45				
	301-2 Recycled input materials used	45				
	301-3 Reclaimed products and their packaging materials	45				
Energy management						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 302: Ενέργεια 2016	302-1 Energy consumption within the organization	42				✓
	302-3 Energy intensity	42				



GRI standards	Disclosures	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	External assurance
Social contribution						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	53, 57-59				
Human Rights						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 406: Αποφυγή διακρίσεων 2016	406-1 Incidents of discrimination and corrective actions taken	35				✓
Sustainable supply chain						
GRI 3: Material Issues 2021	3-3 Management material topics					
GRI 204: Πρακτικές προμηθευτών 2016	204-1 Proportion of spending on local suppliers	53				
Adaptation and mitigation of climate change impacts						
GRI 3: Material Issues 2021	3-3 Management of material topics					
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	41				✓
	305-2 Energy indirect (Scope 2) GHG emissions	41				✓
	305-3 Other indirect (Scope 3) GHG emissions	41				
	305-4 GHG emissions intensity	41				
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	41				
Waste and food waste management						
Internal pointer	Amount of waste and crop residues managed	47				
Air, water, and soil pollution						
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products, and services on biodiversity	48				



GRI standards	Disclosures	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	External assurance
Water resources management						
GRI 303: Water and Wastewater 2018	303-1 Interactions with water as a shared resource	44				
	303-2 Management of water discharge-related impacts	44				
	303-3 Water withdrawal	44				
	303-4 Water discharge	44				
	303-5 Water consumption	44				
Waste management from production						
GRI 306: Απόβλητα 2020	306-1 Waste generation and significant waste-related impacts	47				
	306-2 Management of significant waste-related impacts	47				
	306-3 Waste generated	47				
	306-4 Waste diverted from disposal	47				
	306-5 Waste directed to disposal	47				
Financial performance						
GRI 201: Financial performance 2016	201-1 Direct economic value generated and distributed	55				
	201-2 Financial implications and other risks and opportunities due to climate change	41, 55				
	201-4 Financial assistance received from government	55				



Annex 4: AA1000AP Standard Table (2018)

Accountability Principles

	Reference to the Report	Page reference
The principle of inclusivity	Communication with stakeholders	23-26
	Double Materiality: Methodology	27
The principle of materiality	Double Materiality: Defining material issues	28
	Double Materiality: Prioritizing material issues	29
	ESG Highlights for 2023	03
The principle of responsiveness	Arabatzis - Hellenic Dough at a glance	05
	Our global footprint: Areas of operation, product portfolio and international presence	11
	Communication with stakeholders	23-26
	Climate change and responsible energy consumption	41-42
	Water resources management	44
	Packaging materials and circular economy	45
	Creating value for society	57-59
	Quality products with a focus on the consumer	50-51
	Sustainable supply chain and raw materials	53
	Diversity, equal opportunities, and human rights	35-37
	Employee development and training	38-74
	Welfare, Health, and safety at work	32-34
	Corporate Governance	61-68
	The principle of impact	ESG Highlights for 2023
Economic overview		55
Climate change and responsible energy consumption		40-42
Water resources management		43
Packaging materials and circular economy		45
Creating value for society		57-59
Quality products with a focus on the consumer		50-51
Diversity, equal opportunities, and human rights		35-37
Welfare, Health, and safety at work		32-24
Employee development and training		38-74
Corporate Governance		61-68



Annex 5: SASB Content Index

Subject	Code	Index	Page of reference
Water management	FB-PF-140a.2	Total water withdrawal and total water consumption	43
	FB-PF-140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	43-44
Packaging Lifecycle Management	FB-PF-410a.1	(1) Total weight of packaging, (2) percentage made from recycled and/or renewable materials, and (3) percentage that is recyclable, reusable, and/or compostable	45
	FB-PF-410a.2	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	46
Food safety	FB-PF-250a.2	Percentage of ingredients sourced from Tier 1 supplier facilities certified to a Global Food Safety Initiative (GFSI) recognized food safety certification program	53
	FB-PF-250a.3	(1) Total number of notices of food safety violation received, (2) percentage corrected	50
	FB-PF-250a.4	(1) Number of recalls issued and (2) total amount of food product recalled	50
Health & Nutrition	FB-PF-260a.1	Revenue from products labeled and/or marketed to promote health and nutrition attributes	51
	FB-PF-260a.2	Discussion of the process to identify and manage products and ingredients related to nutritional and health concerns among consumers	51
Product labeling and marketing	FB-PF-270a.1	Percentage of advertising impressions (1) made on children and (2) made on children promoting products that meet dietary guidelines	52
	FB-PF-270a.2	Revenue from products labeled as (1) containing genetically modified organisms (GMOs) and (2) non-GMO	52
	FB-PF-270a.3	Number of incidents of non-compliance with industry or regulatory labeling and/or marketing codes	52
	FB-PF-270a.4	Total amount of monetary losses as a result of legal proceedings associated with labeling and/or marketing practices	52



Annex 6: Independent external Assurance Report

INDEPENDENT EXTERNAL ASSURANCE REPORT

To: Management of MICHAEL ARABATZIS S.A INDUSTRIAL & COMMERCIAL FOOD COMPANY

1. Scope of the External Assurance project of the Sustainability Report

MICHAEL ARABATZIS S.A INDUSTRIAL & COMMERCIAL FOOD COMPANY (hereinafter referred to as ARABATZIS-HELLENIC DOUGH) has assigned TÜV HELLAS (TÜV NORD) SA (hereinafter referred to as TÜV HELLAS) the limited external assurance of the Sustainable Development Report, which covers the period of 1/1/2023-31/12/2023.

The information in the Sustainability Report concerns the company ARABATZIS-HELLENIC DOUGH and more specifically the headquarters and the production units in Thessaloniki as well as its facilities in Athens, Patra and Ioannina, Greece.

The scope of the project consists of the following:

- A. The external assurance of the information disclosed to confirm that the Sustainability Report of ARABATZIS-HELLENIC DOUGH for 2023 has been prepared "In Accordance" with the GRI Universal Standards 2021.
- B. The provision of external assurance service about the accuracy of the claims mentioned for specific numerical indicators that ARABATZIS-HELLENIC DOUGH reported at the Sustainability Report Chapters, based on the GRI Topic Standards, as follows: GRI 205-3, GRI 206-1, GRI 302-1, GRI 305-1, GRI 305-2, GRI 401-1, GRI 403-9, GRI 405-1, GRI 406-1, GRI 416-2, GRI 418-1.
- C. The control of the adherence to the AA1000 Account Ability Principles (Inclusivity, Materiality, Responsiveness & Impact) against the criteria found in AA1000AP (2018).

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of ARABATZIS-HELLENIC DOUGH for 2023 and it was conducted based on the corresponding correlation table of GRI Standards Indicators stated by ARABATZIS-HELLENIC DOUGH, to confirm that the Sustainability Report has been prepared "In Accordance" with the GRI Universal Standards 2021, as well as the requirements of AA1000AP (2018).

2. Project Criteria

The external assurance was based on the evaluation of conformity with the requirements of the following guiding standards:

- A. GRI Universal Standards 2021
- B. GRI Topic Standards
- C. AA1000AP (2018)

For the evaluation of conformity to the requirements of AA1000AP (2018), the provisions of the guide AA1000 Assurance Standard (AA1000AS v3) were followed. More specifically, the Type 2-Moderate level of external assurance was followed. According to this, the level of conformity to the Accountability Principles, as they are stated within AA1000AP (2018), was checked, while the reliability and quality of sustainability performance information based on basic sampling of limited range, was simultaneously assured.

3. Project methodology

Based on the conformance criteria of paragraph 2 and to draw conclusions, the external assurance team of TÜV HELLAS conducted the following (indicative and not restrictive) methodology:

- Reviewed the coverage of the "In Accordance" with the GRI Universal Standards 2021 requirements, as they are described within the GRI 1: Foundation 2021, GRI 2: General Disclosures 2021, GRI 3: Material Topics 2021.



- ▶ Reviewed the procedures followed by **ARABATZIS-HELLENIC DOUGH** to identify and determine the material issues to include them within the Sustainability Report.
- ▶ Reviewed the analysis of the essential issues of Sustainable Development through the process of Double Materiality analysis and the identification of **ARABATZIS-HELLENIC DOUGH** business impact activity on the environment, society and the economy, as well as the risks and opportunities that arise for the company itself.
- ▶ Interviews were conducted with selected executives of **ARABATZIS-HELLENIC DOUGH** having operational role in Sustainability issues to understand the current state of sustainability development activities and progress achieved during the period under reference.
- ▶ Reviewed the **ARABATZIS-HELLENIC DOUGH** consultation approach with its stakeholders through interviews with executives responsible for communication with the interested parties at company level and review of selected documents.
- ▶ Reviewed the claims mentioned to the Reporting Indicators, based on the **GRI Topic Standards** (referred in paragraph 1, point B) in connection with the findings of the above steps. In addition, the methodologies, and practices for extracting the results were reviewed and crosschecks were performed on the reliability and quality of the indicators reported in the report. These checks (not restrictively) consist of the following:
 - Understanding of the quality management and results collection processes related to the indicators under consideration.
 - Review of the design of processes, systems, and controls for managing reliability and quality of specified information
 - Sampling of management practices and operation control, as well as evidence gathering to sufficiently ensure the completeness and accuracy of the claims.
 - Maintain of the appropriate documentation for all the aforementioned controls.

4. Review limitations

The range of the review was exclusively limited to the activities of company **ARABATZIS-HELLENIC DOUGH** and more specifically the headquarters and the production units in Thessaloniki as well as its facilities in Athens, Patra and Ioannina, Greece. No visits and interviews in stakeholders of **ARABATZIS-HELLENIC DOUGH** have been conducted. In case of any discrepancy in the translation between Greek and English version of the Sustainability Report, the Greek version shall prevail.

5. Responsibilities of the Reporting Organization and Assurance Provider

The ESG Strategy Division of **ARABATZIS-HELLENIC DOUGH** carried out the Sustainability Report, thus, is exclusively responsible for the information and statements contained therein.

The external assurance conducted, as it is defined in the project scope (paragraph 1), does not represent **TÜV HELLAS'** opinion related to the quality of the Sustainability Report and its contents.

The responsibility of **TÜV HELLAS** is to express the independent conclusions on the issues as defined in the project scope and in accordance with the relevant contract. The project was conducted in such a way so that **TÜV HELLAS** can quote to **ARABATZIS-HELLENIC DOUGH** administration the issues mentioned in this report and for no other purpose.

6. Conclusions

Based on the project scope (paragraph 1) and in the context of the external assurance procedure followed by **TÜV HELLAS**, the conclusions are as follows:

A. External assurance of the information disclosed to confirm that the Sustainability Report of **ARABATZIS-HELLENIC DOUGH** for 2022 has been prepared "In Accordance" with the **GRI Universal Standards 2021**.

- During the external assurance project carried out, nothing has come to the attention of **TÜV HELLAS**, which would lead to the conclusion that the Report has not been prepared "In Accordance" with the requirements of the **GRI Universal Standards 2021**, as reflected on the corresponding correlation GRI content index.



B. Control of accuracy of the claims mentioned for the Reporting Indicators that ARABATZIS-HELLENIC DOUGH reported at the Sustainability Report Chapters, based on the GRI Topic Standards

- Nothing has come to the attention of TÜV HELLAS that would lead to the conclusion of the incorrect gathering or transferring of data concerning the claims mentioned to the disclosures (indicators) of the GRI Topic Standards, referred in paragraph 1, point B of this report.

C. Adherence to the AA1000 Account Ability Principles (Inclusivity, Materiality, Responsiveness & Impact) against the criteria found in AA1000AP (2018) Inclusivity: Dialogue on Sustainability Issues with the Stakeholders

- We have not realized any matter that causes us to believe that major stakeholder groups were excluded from consultation processes, or that ARABATZIS-HELLENIC DOUGH has not implemented the principle of Inclusivity in developing its approach to sustainability.

Materiality: Focus on the material issues related to sustainability

- We have not realized any matter that causes us to believe that the material issues' definition approach which was followed by ARABATZIS-HELLENIC DOUGH does not provide a comprehensive and balanced understanding of the material issues.

Responsiveness: Addressing the needs and expectations of stakeholders

- We have not realized any issue, which would lead us to believe that ARABATZIS-HELLENIC DOUGH has not responded timely and adequately, through decisions and actions, to the needs and expectations that emerged from the material issues of sustainable development..

Impact: Impact of company's activities to the broader ecosystems

- We have not realized any issue, which would lead us to believe that the ARABATZIS-HELLENIC DOUGH has not understood and managed the direct and indirect impacts that the material aspects create to the broader ecosystems.

TÜV HELLAS did not realize anything that would lead to the conclusion of incorrect collection or transfer of data (qualitative & quantitative) concerning the allegations made regarding the fulfillment of the requirements of the Accountability Principles, as set out in AA1000AP (2018). Additionally, TÜV HELLAS did not realize anything that would call into question the reliability and quality of the performance indicators related to the Accountability Principles.

7. Impartiality and independence of the external assurance team

TÜV HELLAS states its impartiality and independence in relation to the project of ARABATZIS-HELLENIC DOUGH's Sustainability Report external assurance. TÜV HELLAS has not undertaken work with ARABATZIS-HELLENIC DOUGH and does not have any cooperation with the interested parties that could compromise the independence or impartiality of the findings, conclusions, or recommendations.

TÜV HELLAS was not involved in the preparation of the text and data presented in the Sustainability Report of ARABATZIS-HELLENIC DOUGH.

Athens, November 22, 2024
For TÜV HELLAS (TÜV NORD)

Nestor Paporoupas
Product Manager



AA1000
Licensed Report
000-209/V3-OCSHV




ARABATZIS[®]
HELLENIC DOUGH

ESG REPORT
2023