

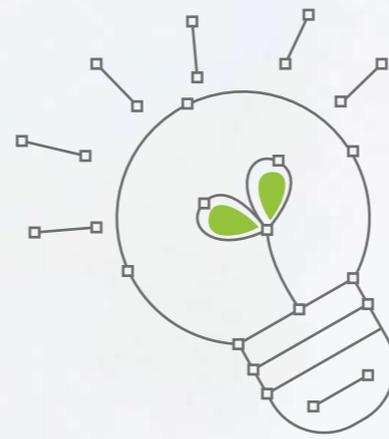
**ESG**  
**Report**  
2021



Together, we design the future

## «Always maintaining the outmost respect to people and the planet...»

we aim to offer high quality and innovative products and services that meet our customers' needs, to inspire our people through investing on their continuous development, and to support the overall social prosperity through actions and initiatives that contribute to a sustainable planet.



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# ESG performance summary and key priorities

The following summary outlines the Group's 2021 performance on environmental, social and governance (ESG\*) issues. Furthermore, it highlights our goals for the new year, solidifying our standing commitment to sustainable development and the value creation for all stakeholders involved.



Pillar	Sustainable Development Issue	Our performance for 2021	Our priorities for 2022
E	<b>Climate change and greenhouse gas Emissions (GHG)</b>	<ul style="list-style-type: none"> <li>Hellenic Catering: Reduction of nitrogen oxide (NOx) emissions by 12%</li> <li>Removal of 8,700 m<sup>3</sup> of methane from the atmosphere through the coffee recycling program</li> </ul>	<ul style="list-style-type: none"> <li>Carbon footprint calculation of all Group activities in collaboration with an external partner (Scope 1, 2 &amp; 3)</li> <li>Exploration of alternative Renewable Energy Sources (net metering, PPA &amp; VPPA) at the Vivartia group level</li> <li>Installation of solar panels at the Schimatari Motorist Service Station</li> </ul>
	<b>Waste management &amp; circular economy</b>	<ul style="list-style-type: none"> <li>Hellenic Catering and Olympic Catering successfully recycled 45% and 51% of their total waste respectively</li> <li>Launch of the Just Go Zero Coffee circular economy Program                             <ul style="list-style-type: none"> <li>recycling of 25 tons of used coffee grounds produced by everest &amp; FLOCAFE Espresso Room stores</li> <li>upcycling initiative: creation of "Cophee Board", a new-to-the-world, innovative, fully sustainable material in a collaboration with "Phee"</li> </ul> </li> <li>Participation in "The Green City" program designed by the Region of Attica (campaign for raising public awareness on recycling)</li> </ul>	<ul style="list-style-type: none"> <li>Participation in sector and partner actions/initiatives targeting the improvement of waste management practices                             <ul style="list-style-type: none"> <li>biowaste management</li> <li>design of DRS (Deposit Return System)</li> </ul> </li> <li>Further reinforcement and expansion of the Just Go Zero Coffee circular economy program</li> <li>Further support of The Green City program</li> </ul>
	<b>Sustainable packaging</b>	<ul style="list-style-type: none"> <li>Goody's Burger House has fully transitioned to paper packaging using the fully recyclable and biodegradable "Browncolor" paper</li> <li>Subsidization of the reusable cup initiative for the 3rd consecutive year (the project aims at the reduction of the volume of single-use packaging at everest)</li> </ul>	<ul style="list-style-type: none"> <li>Re-examination of all Goody's Burger House packaging to further reduce the use of plastic</li> <li>Further investment in the promotion of reusable cups at everest</li> </ul>
	<b>Zero food waste</b>	<ul style="list-style-type: none"> <li>Active participation in the formulation of food waste management policies for the food-service sector, in view of the consultation on the national waste management legislation</li> </ul>	<ul style="list-style-type: none"> <li>Collaboration with the Harokopio University of Athens for identifying a methodology to record the volume of food waste among the Group's different chains</li> <li>Contribution to the establishment of national quantitative goals for the reduction of food waste, through our participation in the "Alliance for the Reduction of Food Waste"</li> </ul>

\* With the abbreviation ESG we refer to: Environment, Social and Governance issues

\*\* PPA: Power Purchase Agreement

VPPA: Virtual Power Purchase Agreement



Pillar	Sustainable Development Issue	Our performance for 2021	Our priorities for 2022
S	<b>Relations with local communities</b>	<ul style="list-style-type: none"> <li>The Goody's Burger House "ArGOODaki" initiative supported four (4) associations around Greece, offering specialized equipment for children and young people with physical and mental disabilities who take part in sports</li> <li>Donation of 6000kg of food to susceptible social groups</li> <li>Discount for the unemployed in all brands of the Group (12th consecutive year)</li> <li>Support of startup business "PHEE" through the Just Go Zero Coffee program</li> <li>Support of youth entrepreneurship organizations and related actions and events</li> </ul>	<ul style="list-style-type: none"> <li>Initiatives that aim to support children and susceptible groups in need and reinforce youth entrepreneurship</li> <li>Volunteer activities</li> </ul>
	<b>Generating value for partners and consumers</b>	<ul style="list-style-type: none"> <li>Launch of the original "everest exclusive" concept at the Golden Hall shopping mall</li> <li>Introduction of five (5) new concepts at the upgraded Fraport regional Greek airports</li> </ul>	<ul style="list-style-type: none"> <li>Redesign of the everest brand</li> <li>Reinforcement of customer experience</li> <li>Improvement of the organization's internal operation through digitization</li> <li>Certification with ISO 22301 Business Continuity System for the production units</li> </ul>
	<b>Employment policies and good practices</b>	<ul style="list-style-type: none"> <li>Employee privilege card offering discounts to all Group brands</li> </ul>	<ul style="list-style-type: none"> <li>Employee engagement survey</li> <li>Voluntary actions for the reinforcement of work satisfaction and loyalty</li> </ul>
	<b>Equality, Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>Support of Athens Pride 2021 by Goody's Burger House</li> </ul>	<ul style="list-style-type: none"> <li>Seminar on Diversity and Inclusion with the participation of executives from all chain stores</li> <li>Support of Athens Pride 2022 by Goody's Burger House</li> </ul>
	<b>Human rights</b>	<ul style="list-style-type: none"> <li>Vivartia signs the Diversity Charter</li> </ul>	<ul style="list-style-type: none"> <li>Announcement of Policy on Violence and Harassment in the Workplace and Policy for the Management of Internal Complaints of Violence and Harassment</li> </ul>
G	<b>Cybersecurity and data protection</b>	<ul style="list-style-type: none"> <li>Update of Group Operations Archive - including all activities and operations relating to personal data - with the support of an external consultant</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of employee training on Cybersecurity issues</li> <li>Certification with ISO 27001 for Information Security and Cybersecurity</li> </ul>
	<b>Ethics and anti-corruption practices</b>	<ul style="list-style-type: none"> <li>Redesign and adjustment by the Internal Audit Department of the areas of control and the planning process to the new operational conditions that were created by the health crisis</li> </ul>	<ul style="list-style-type: none"> <li>Launch of process for acquiring ISO 37001 Anti-bribery for the Group's production companies (Hellenic Catering &amp; Olympic Catering)</li> <li>Update of the Vivartia Group Code of Conduct</li> </ul>



message from  
the management team

In 2021, for yet another year, the **GOODY'S | everest Group** continued its dynamic trajectory, fulfilling its commitment to creating significant value for all stakeholders and the community.

Driven by its vision, mission and values, the Group continued to meet the demands and needs of its customers, providing innovative and high quality products and services.

A leader in the food-service sector, the **GOODY'S | everest Group** assumes its share of responsibility towards its people, the national economy, the Greek society and the environment, incorporating the principles of sustainable development in its strategic planning and engaging in a transparent and responsible operation.

During 2021, our Group was able to capitalize on the benefits from its quick reflexes at the onset of the pandemic. The Group's ability to adjust to unprecedented circumstances, was evident in the rapid incorporation of digital innovation, which ensured the continuation of its operation. A prime example is the upgrade of the delivery services offered by our major chains, which helped us secure a significant part of our profits during a particularly challenging period for the entire food-service sector.

We recognize that our people are an important part of our capital and one of our main competitive advantages. The pandemic brought forward the critical issue of employee health and safety, which for us, has always been a key priority. We continued to upgrade our relevant policies, always adopting the highest standards in order to eliminate work-related accidents.

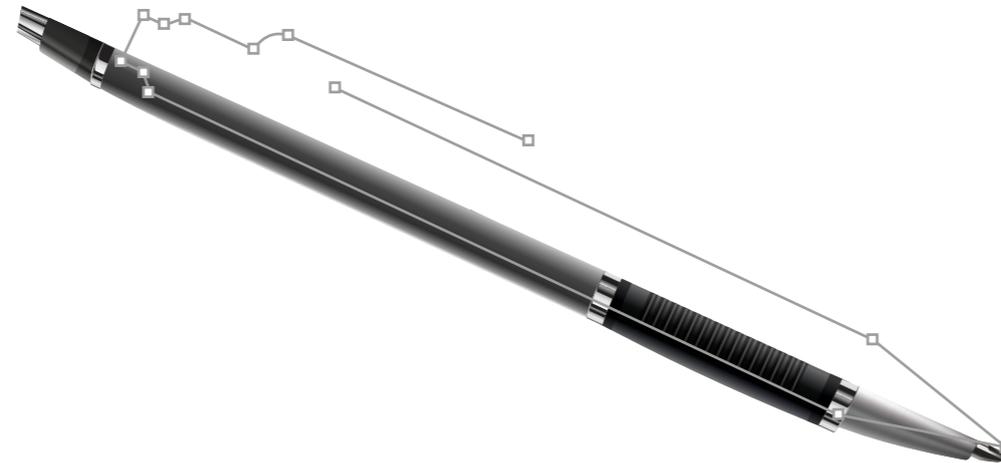
In 2021, we also proceeded to reinforce our training curriculum, offering a total of 6,875 hours of specific training on the subjects of health and safety.

It is worth mentioning that in 2021, we reached a total of 67,421 hours of training. The subject areas are designed to cover the entire spectrum of our operations, ensuring the systematic training of our human resources, thus enabling them to reach their optimum performance within an increasingly competitive employment market.

At the same time, our commitment to promote diversity, equality and inclusion -both within our company and in society at large- was also expressed through the strategic choice of GOODY'S BURGER HOUSE to become a gold sponsor of Athens Pride 2021. We are extremely proud of the fact that during 2021, there were no complaints against the Group for violations of human rights or incidents of discrimination of our general employment practices.

This ESG Report - former Corporate Responsibility Report - reflects the way in which our initiatives, actions, governance, performance and perspectives contribute to sustainable development issues and create value for our people and all other stakeholders.

Despite the unprecedented challenges emerging in the international landscape, at **GOODY'S | everest Group**, we are confident for our future. Our goal is to continue to generate value, by investing in innovative and high quality products and services, with the contribution of our people, and a clear focus on sustainable development that will benefit the environment, society and the economy. In the following year, we aim to create a long-term and sustainable strategy through a holistic approach encompassing our activities, with the ultimate objective to encourage a socially and environmentally responsible economic growth with respect for the natural environment, our people and society.



Ath. Papanikolaou  
Chief Executive Officer  
Vivartia Group



A. Tsoukalis  
Chief Executive Officer  
GOODY'S | everest Group



# about this report

# the ESG report

of the **GOODY'S | everest Group**, which represents the food-service branch of the **Vivartia Group** (henceforth the "**Group**"), is published every year to record all Corporate Responsibility and Sustainable Development actions of the Group. This is the sixth consecutive Sustainability Report covering the period from 01/01/2021 to 31/12/2021.

The previous Report for the period from 01/01/2020 to 31/12/2020, was the fifth Sustainability Report and was published in December of 2021.

The data in the Report refer to the "**GOODY'S | everest**" Group, its subsidiaries and the activity of its stores\*. More specifically, it covers the Group's offices and its subsidiaries' offices, its production units in Athens and Thessaloniki, as well as its facilities and stores in Attica, Thessaloniki, Crete, Larissa, Mykonos, Paros, Peloponnese, Volos, Lamia, Pieria, Boeotia, Arcadia, Ioannina, Corfu, Rhodes and Aitolokarnania.

## Key principles for the preparation of the Report

The Report has been prepared "**In accordance\_Core**" with Global Reporting Initiative (**GRI Standards**) Guidelines and the **AA1000AP (2018) Standard**.

\* Regarding the report's indicators (environment and human resources), data are depicted only for the Group's privately owned stores and not for the franchise stores.

The internationally recognized reporting standards of the Sustainability Accounting Standards Board (SASB) and Morgan Stanley Capital International (MSCI) have also been taken into account. Let it be noted that by recognizing the importance of the "2030 Agenda", this Report also highlights our commitment to incorporate the **17 United Nations Sustainable Development Goals** in our operations and programs to help assure a **sustainable future** for **society** and **the planet**. Last but not least, the Group, by becoming a signatory to the United Nations Global Compact (UNGC), is committed to the UNGC's Ten Principles on Human Rights, Labour, Environment and Anti-corruption.

The purpose of this Report is to provide valid and complete information to all of our stakeholders on the quantitative and qualitative figures relating to the Group's performance in the management and achievement of its Environment, Social and Governance (ESG) goals. There are no material restatements or changes in this report compared to the company's previous report published in 2021 covering the period from 01/01/2020 to 31/12/2020.

Moreover, the content of the report is based on identifying and prioritizing the sustainability issues relating to the Group's activities and on achieving its strategic goals that emerged through the official Materiality Process in line with GRI STANDARDS: [GRI 102-40] through [GRI 102-47].

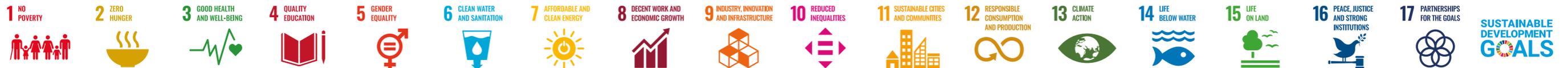
The Corporate Responsibility and Sustainable Development team's efforts were of critical importance in preparing this Report, as it consists of executives from all involved departments and divisions of the Group. The main task of the team is to gather the required corporate responsibility and sustainable development information of the Group.

The Report is subject to external assurance by an independent body, **TÜV HELLAS (TÜV NORD) SA**, in order to confirm that the Report has been developed "**In accordance\_Core**" with the Sustainability Reporting Guidelines of the GRI Universal Standards, the coverage of specific disclosures (indicators) by the GRI Topic Standards, and the alignment with the **AA1000AP (2018) Standard** which is assured with the **AA1000AS v3**.

Your opinions regarding our ongoing progress on ESG issues and on improving the content of the Report, are valuable to us.

Therefore, for more information, comments and any questions or further clarifications, **please contact us at:**

**GOODY'S | everest Foodservice Group**  
Athens International Airport,  
Building 14B, GR 19019  
Tel: +30 210 3541600  
**email: estiasis@vivartia.com**



1.



our Group  
at a glance

# about us

## our vision

"Creating value through innovation in the food-service sector and offering high quality and safe food for all, while leveraging our size in order to contribute to the common good".



## our mission

To produce and sell high quality, innovative & competitive products and to offer high level services in the food-service sector.



Drawing on our long presence in the Greek food-service sector, we commit to pursue innovation and growth through environmental and social responsibility, generating value for our people, our customers, our shareholders and society.

To intensify our efforts in addressing climate change, by investing in innovative and sustainable solutions in our industry, aiming to transition to a greener economy and behavior.



# our values

- Mutual support
- Trust & honesty
- Life & work balance
- Creativity & innovation
- Passion & teamwork
- Meritocracy & fairness
- Respect & kindness

# The GOODY'S | everest Group at a glance



More than 50 years of presence



2,758 employees



100% owned by Vivartia Group of Companies



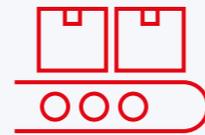
1,245 suppliers



10 countries



5 dynamic chains and numerous unique food-service concepts



2 production plants in Sindos and Spata



1 Logistics Center in Pallini



579 points of sale, 15 of them abroad



300,000 consumers served daily

## Our business model and the generation of value

The Group has developed a business model that incorporates important aspects of its operation, such as critical partnerships, core resources, distribution channels for products and services and customer categories. All the foregoing, combined with the cost and revenue structure, constitute the source of the Group's competitive advantages that contribute to the generation of value through its operations.

### KEY PARTNERS

- Certification & inspection bodies
- Governmental & regulatory agencies



### KEY ACTIVITIES

- Foodservice POS
- Food production and distribution
- Contract catering

### KEY RESOURCES

- Well-recognized brands
- Production units
- Specialized & highly trained staff

### GENERATED VALUE

- Production of high quality food
- High quality services that enhance customer experience
- Innovative new concept & product development



### CUSTOMER RELATIONS

- Stores
- Websites/apps
- Social media
- Call centers
- Sales force (B2B)

### CHANNELS

- Stores (including malls and entertainment venues)
- Travel locations (motorist service stations, vessels, airports)
- Foodservice Solutions (food trucks, etc.)
- E-commerce
- HO.RE.CA. & S/Ms
- Wholesalers

### CUSTOMER CATEGORIES

- Consumers
- Franchisees
- B2B (contract catering & HO.RE.CA. S/Ms)



### COST STRUCTURE

- Store maintenance & renovation
- Production plant maintenance
- Food cost
- Employee payroll and benefits

### REVENUES STREAMS

- **Primary revenue stream:**
  - POS sales
- **Secondary revenues:**
  - Franchise fees
  - B2B Sales
  - Supplier revenues

GRI 102-2

# 1.1.

## activities, products and services



The Group leverages on its expertise and resources to operate within a wide scope of food-related sectors.



Development and operation of leading foodservice chains with a long history in the Greek market, an extensive footprint in major cities & the travel network, and an international outlook.



Wide portfolio of unique foodservice concepts that can be adjusted for high-street, travel or destination markets, such as malls and amusement parks.



Foodservice Solutions: Development of innovative specialized formats for any brand of the wide Group portfolio to address all possible needs.



Two production plants specialized in the production and distribution of ready-made meals and meat products, large-scale contract catering projects, hospital and in-flight catering.



Three-click innovative e-commerce platform, offering high quality food at affordable prices at home or at work.

GRI 102-4

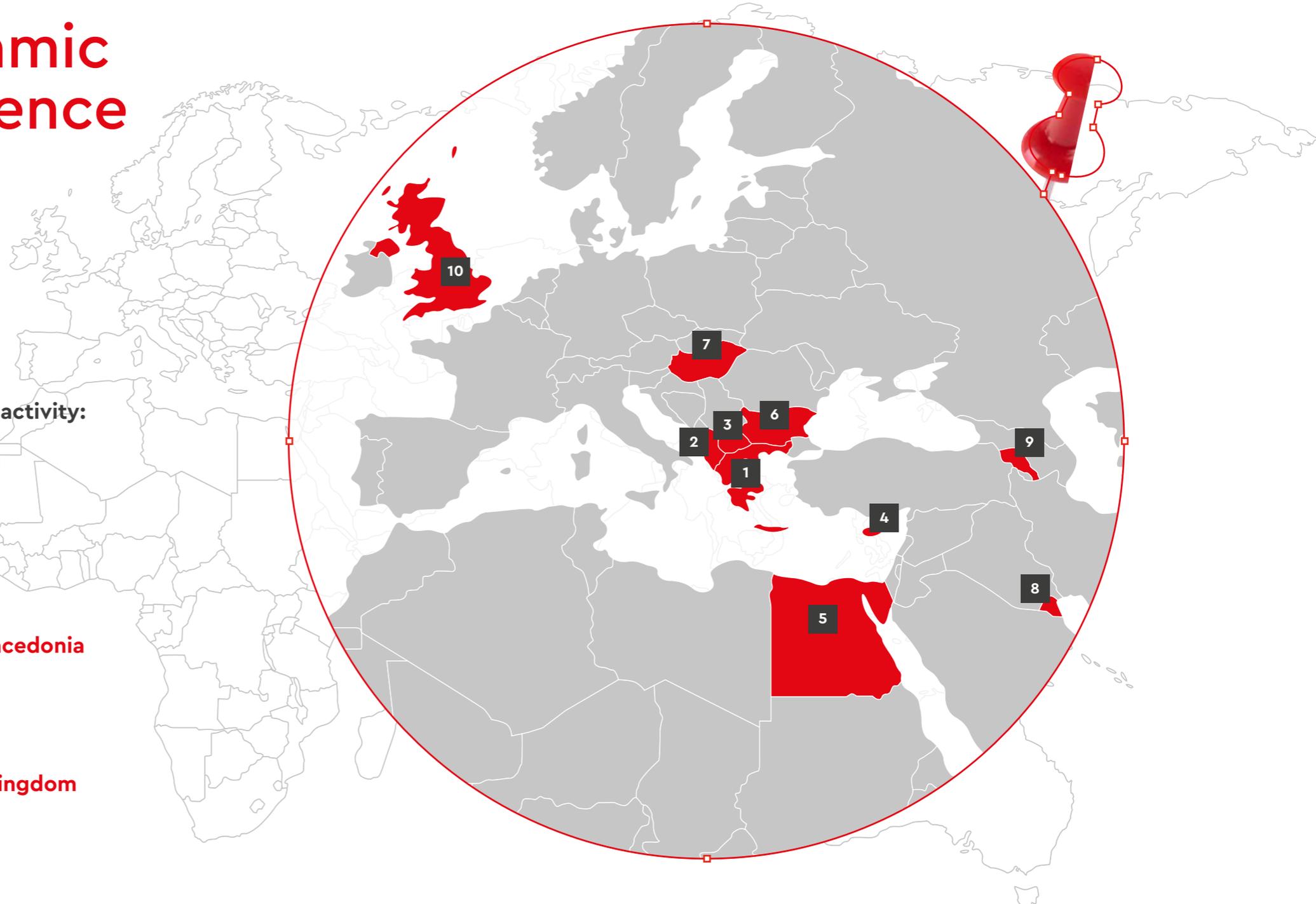
GRI 102-6

# 1.2.

## dynamic presence

Countries of activity:

- 1 Greece
- 2 Albania
- 3 Bulgaria
- 4 Cyprus
- 5 Egypt
- 6 North Macedonia
- 7 Hungary
- 8 Kuwait
- 9 Armenia
- 10 United Kingdom



GRI 102-7

1.3.

## financial overview

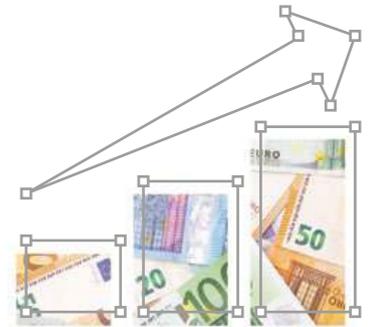
Below you can see the key figures of our 2021 financial performance, compared to the respective data of 2020:

### Direct and indirect financial value of the GOODY'S | everest Group (€)

2020

2021

Direct economic value generated: Revenues <sup>1</sup>	125,096,596	161,730,888
Operating cost <sup>2</sup>	82,183,169	102,408,234
Employee remuneration and benefits <sup>3</sup>	39,824,305	44,803,201
Payments to providers of capital	5,885,548	3,672,993
Payments to state bodies <sup>4</sup>	643,146	229,176
Donations and investments at community level <sup>5</sup>	230,900	50,000
Direct economic value distributed	128,767,069	151,163,603
<b>Payment of VAT &amp; other withholding taxes</b>		
Payment of VAT	5,947,259	4,323,005
Payment of payroll tax (FMY)	1,798,981	2,713,617
Payment of other taxes	372,788	2,088,428
<b>Total</b>	<b>8,119,028</b>	<b>9,125,050</b>



1. Revenues from sales, accessory activities, rent, dividends and interest are included.
2. Cost of sales, administration expenses and selling & distribution expenses are included. Payroll cost and Depreciation & Amortization are not included.
3. Not included in operating cost.
4. VAT, withholding taxes and other taxes are not included.
5. Not included in operating cost.

# 2.



our approach  
to sustainable  
development

GRI 102-11

At GOODY'S | everest, we have incorporated sustainability into our business model and corporate culture, making it an integral component of our operation.

The Group designs its business strategy guided by its vision, mission and values. It aims at providing high quality, safe products, and at the same time it is committed to the constant improvement of its overall performance, in order to generate value for the society, the environment, its employees and shareholders. The Group's strategic priorities are based on the **precautionary principle**, aiming to identify and manage the environmental, social and economic issues that are affected by the Group's operations.



# 2.1.

## strategic priorities

The Group has chosen the path of responsible development, increasingly adopting the principles of sustainability in its decision-making processes and operation. In this context, it has identified **six main strategic priority pillars**.



Attracting recruits who have the know-how and share our vision for leadership and innovation

1

Assurance of health and safety at the workplace and protection of human rights

2

Innovation in products and services offered

3

Technology-enabled improvement of consumer experience

4

Focus on the quality and safety of our products

5

Adoption of good practices for the protection of the environment

6



GRI 102-12 GRI 102-13

# 2.2.

## cooperation, participation and recognition

### Partnerships and Memberships in bodies and associations

As an active member of the Greek business community, we participate in a number of domestic and international bodies and associations, in order to stay abreast of industry developments, to reinforce our network of partnerships and to improve our performance on sustainability issues.

This enables us to take an active part in the public dialogue regarding policies relating to our activities, also giving us the opportunity to share the best practices we implement in all areas.

### EPOES



Hellenic Association of Organized Food Services Companies



Alliance for the Reduction of Food Waste



Σύνδεσμος Διαφημιζομένων Ελλάδος  
Hellenic Advertisers Association

### SDE

(The Hellenic Advertisers Association)



ΕΤΑΙΡΙΑ ΑΝΩΤΑΤΩΝ ΣΤΕΛΕΧΩΝ ΕΠΙΧΕΙΡΗΣΕΩΝ  
ASSOCIATION OF CHIEF EXECUTIVE OFFICERS

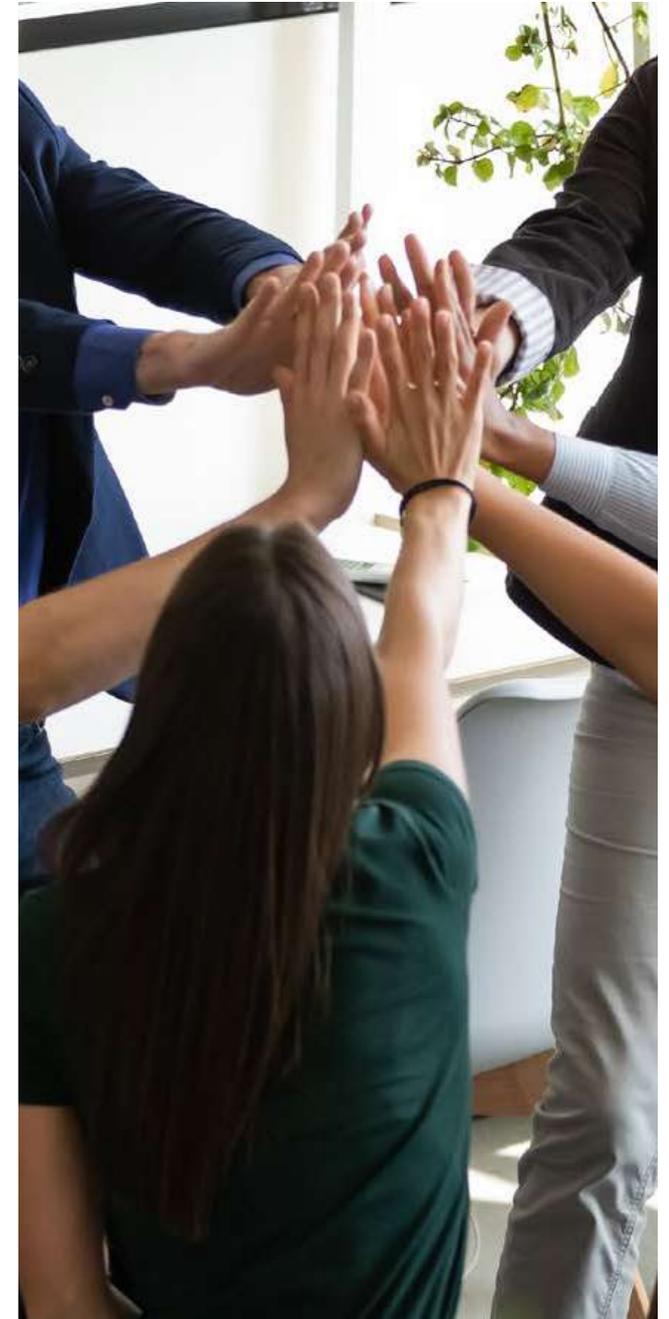
### EASE

(The Senior Business Executives Association)



### ACCI

(The Athens Chamber of Commerce and Industry)



### Awards and distinctions



#### Female Entrepreneurship Awards 2021

Katerina Papageorgiou, Chief Operating Officer of the Vivartia Foodservice Group, won a **gold award in the customer service and design innovation category.**

The **"Female Entrepreneurship Awards"** aim at rewarding women who hold leadership positions in modern businesses, and who, through their practices and performance, contribute in shaping the Greek business landscape.



#### Superbrands 2021-2022

For yet another year, **everest was chosen as one of the Leading Brands in Greece** by the Superbrands global organization.



#### Content Marketing Awards 2021

**GOODY'S BURGER HOUSE** received a gold award for the brand's **TikTok** content.

**everest** received a gold award for its initiative to convey to the **medical and nursing staff** of the country, the public's feelings of gratitude and recognition for their significant contribution during the pandemic lockdown period.



#### Retail Business Awards 2021

**everest** received awards in the categories **"Omni Retailer-Foodservice"**, **"Best Retailers' Mobile Apps"** and **"Retail Loyalty rewards-cards-programs"**.

**GOODY'S BURGER HOUSE** received awards in the **"CSR Retail Strategy"** category for **ArGOODaki**.



#### Franchise Business Awards 2021

**GOODY'S BURGER HOUSE** received the **"Best Marketing Campaign"** award.

**everest** received the **"Best Online Strategy"** award.





**Estia Awards 2021**

For the second year in a row, **everest** won the Grand Award as **"Best Business of the Year"** and another **four distinctions in an equal number of categories** for a series of achievements, such as the **"everest exclusive"** concept, the **"Bite Club"** loyalty program and the food delivery service via online platforms.

**GOODY'S BURGER HOUSE** received a total of **eight awards** for its innovative products, social contribution, use of technology and social media presence. It was also awarded for the **"All Star Club"** loyalty program and the food delivery service via online platforms.

**La Pasteria** stood out in the **"Service"** category for consistently maintaining a high level of service, both inside the store as well as through its delivery service.



**Coffee Business Awards 2021**

**everest** received a gold award in the **"Top Coffee Chain Brand"** category for its overall presence in the coffee market, as well as the **"Top Coffee Chain Design"** category for the new concept "everest exclusive".



**Mobile Excellence Awards 2022**

The **GOODY'S BURGER HOUSE mobile app** won **two awards** in the **"User Experience"** category and in the strategy and implementation sector of **"Omnichannel integration"**.



**Loyalty Awards 2021**

The **All Star Club of GOODY'S BURGER HOUSE** won the gold award in the **"Best Use of CRM"** category and platinum award in the category **"Best Use of Brand Advocates"**. It also stood out in categories **"Best in e-commerce"**, **"Best Use of Gamification & Best Promo Campaign"** for the "Playstation 5" campaign.

The **everest Bite Club** won a total of **five awards in respective categories**. Specifically, it came in second at the significant **"Most Innovative Initiative"** category, which rewards the most innovative initiatives across markets. It also won awards in the categories: **"Best Use of Rewards & Incentives"**, **"Best in Omnichannel & Best Use of Business Analytics"**.



**e-evolution Awards 2022**

**GOODY'S BURGER HOUSE** received a total of **eight awards** in respective categories of the e-evolution Awards 2022, the event which awards the best practices in e-commerce and business. Specifically, the GOODY'S site & app were awarded in the **"Innovation"**, **"Design aesthetics and functionality"** and **"Customer Experience"** categories.



GRI 102-40 GRI 102-42 GRI 102-43 GRI 102-44

# 2.3.

## dialogue with our stakeholders

The **efficient cooperation, interaction and sharing of opinions and ideas** with our stakeholders through an ongoing dialogue, is an integral part of our path towards a **sustainable future**.

This open and honest communication with the stakeholders contributes to a relationship of mutual trust, while facilitating the further understanding of the effects of the Group's activities, enabling us to ensure that our goals and actions consistently meet their expectations.

We define stakeholders as the natural or legal persons who may affect and/or be significantly affected by the activities of the **GOODY'S | everest Group**, or those who may affect our ability to implement our business strategy and fulfill our goals.



Shareholders



Employees



Partners - Franchisees



Customers



Suppliers



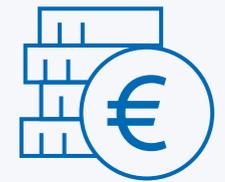
Government / Regulatory authorities



Civil Society (NGOs, foundations, universities, etc.)



Media



Banks / Investors

The Group uses a variety of methods of collaboration and channels of communication with stakeholders, aiming to identify and record their main needs and expectations, as they emerge through our daily operation.



Stakeholder groups	Communication method	Frequency of communication	Stakeholder issues	Our response
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>General meetings (ordinary and extraordinary)</li> <li>Annual report of results</li> <li>Announcements of Group Companies on website</li> <li>Company meetings</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Development, profitability and sustainability of the Group</li> <li>Sound corporate governance</li> <li>Future performance</li> <li>Dividend yield</li> <li>Transparency in information and business practices</li> <li>Transparency in relations with stakeholders</li> <li>Systematic risk management</li> <li>Rationalization of costs</li> <li>Expansion into new markets</li> </ul>	<ul style="list-style-type: none"> <li>Disclosure of annual consolidated and separate financial statements</li> <li>Implementation and compliance with the "Vivartia Code of Conduct"</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Meetings between Senior Management and employees</li> <li>Evaluation and performance system</li> <li>Inter-departmental meetings</li> <li>Employee satisfaction surveys</li> <li>Complaint boxes</li> </ul>	Daily	<ul style="list-style-type: none"> <li>Remuneration</li> <li>Benefits</li> <li>Development and progress</li> <li>Equal employment opportunities</li> <li>Working conditions</li> <li>Recognition, training, professional and personal development</li> <li>Achievement of personal and team goals</li> <li>Time management</li> <li>Health and safety</li> <li>Participation in voluntary activities</li> <li>Assuring a safe and protected environment during the period of the pandemic</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of a certified Health and Safety Management System at work (ISO 45001)</li> <li>Implementation of an evaluation system</li> <li>Provision of additional benefits package</li> <li>Implementation of open doors practice</li> </ul>



Stakeholder groups	Communication method	Frequency of communication	Stakeholder issues	Our response
<p><b>Partners - Franchisees</b></p>	<ul style="list-style-type: none"> <li>■ Network development Department</li> <li>■ Regular meetings with representatives of the Group's companies</li> <li>■ Franchisors' association</li> <li>■ Corporate website</li> <li>■ Franchisors' reports</li> <li>■ Conferences and events</li> <li>■ Franchise conferences</li> <li>■ Advertising and publicity to attract new franchisees</li> </ul>	<p>Daily</p>	<ul style="list-style-type: none"> <li>■ Trust, reliability and long-term cooperation</li> <li>■ Return of investment</li> <li>■ Profitability and sustainability of stores</li> <li>■ Maintaining and enhancing the value of the brand in which they invest</li> <li>■ Reputation and image</li> <li>■ Competition</li> <li>■ Prices and sales increase</li> <li>■ Consumer expectations and perceptions</li> <li>■ Company profits and depreciation</li> <li>■ Improving cooperation in general and financial results in particular</li> <li>■ Constant reporting, training and exchange of information</li> <li>■ Ongoing cooperation support by all Group departments</li> <li>■ Market share growth</li> <li>■ Amount of Group investments</li> <li>■ Support in understanding and implementing protective measures against COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>■ Every store chain has a specific manual regarding operation and product specifications</li> <li>■ Staff training for all positions</li> <li>■ Frequent renewal of the product catalogue according to market trends and needs</li> <li>■ Cooperation with selected and certified suppliers</li> <li>■ Provision of consulting support and guidance to the stores</li> </ul>





Stakeholder groups	Communication method	Frequency of communication	Stakeholder issues	Our response
<p><b>Customers</b></p> <p>B2B Customers</p>	<ul style="list-style-type: none"> <li>Personal contact and support through the sales teams</li> <li>Meetings</li> <li>Correspondence</li> <li>Trade shows</li> <li>Presentations and promotional material</li> <li>Promotional activities</li> <li>Annual partner evaluations</li> <li>Participations in partner events</li> </ul>	Daily	<ul style="list-style-type: none"> <li>Quality of raw materials and end products</li> <li>Safe and innovative products</li> <li>Production standards and labelling</li> <li>Commercial and pricing policy</li> <li>Payment methods</li> <li>Timely delivery of products</li> <li>Promotional activities, benefits and discounts</li> <li>Prompt service</li> <li>Complaint management</li> <li>Information campaigns</li> <li>Frequent press releases, communication and reports regarding new products or services</li> <li>Responsible marketing</li> <li>Credit</li> <li>Stock and return policies</li> <li>Availability and development of new products</li> <li>Compliance with all necessary protective measures against COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>Quality control of raw materials and products</li> <li>Implementation of a quality assurance system</li> <li>Sound stock management aiming at timely delivery</li> <li>Development of new products</li> </ul>

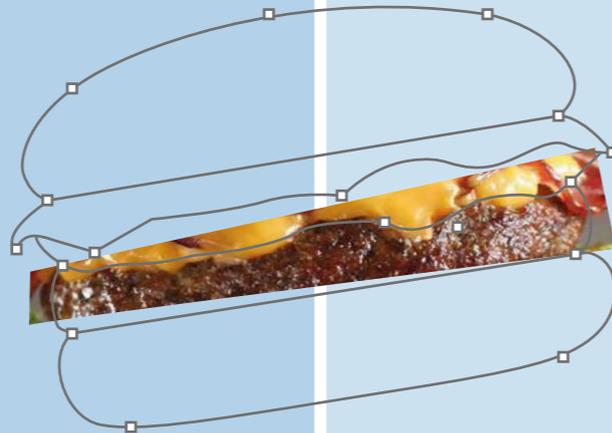
**RE-USE**

**NO EXCUSE!**





Stakeholder groups	Communication method	Frequency of communication	Stakeholder issues	Our response
<p><b>Customers</b></p> <p>End consumers</p>	<ul style="list-style-type: none"> <li>■ Official websites</li> <li>■ Social Media</li> <li>■ Mobile apps</li> <li>■ Personal contact with store staff</li> <li>■ Inquiry and complaint system</li> <li>■ Market research</li> <li>■ Promotions</li> <li>■ Advertising material and price lists</li> </ul>	Daily	<ul style="list-style-type: none"> <li>■ Quality and safety of ingredients and final products</li> <li>■ Promotions and discounts</li> <li>■ Hygiene standards</li> <li>■ Consistent quality of products and services across all stores</li> <li>■ Value for money</li> <li>■ Prompt service and response to any complaints and inquiries about the products</li> <li>■ Corporate responsibility</li> <li>■ Innovative products and services</li> <li>■ Store staff behavior</li> </ul>	<ul style="list-style-type: none"> <li>■ Quality control of raw materials and products</li> <li>■ Implementation of a quality assurance system</li> <li>■ Department for inquiries and complaints</li> <li>■ Continuous training of store staff</li> <li>■ Development of new products</li> <li>■ Store renovation</li> <li>■ Compliance with GDPR</li> <li>■ Development of innovative services</li> <li>■ Development of innovative brands</li> <li>■ Product promotional offers and deals</li> </ul>





Stakeholder groups	Communication method	Frequency of communication	Stakeholder issues	Our response
<p><b>Suppliers</b></p>	<ul style="list-style-type: none"> <li>■ Group Procurement Department</li> <li>■ Regular meetings and communication</li> <li>■ Contact with Accounting Department (financial issues)</li> <li>■ Invoicing systems</li> <li>■ Annual evaluation of supplier performance</li> <li>■ Trade shows</li> <li>■ Site visits and evaluations</li> <li>■ Offer platforms</li> <li>■ Presentations and research on new products</li> <li>■ Monthly dispatch of a commodities table for the constant update of raw material prices</li> <li>■ Legislative provisions and updates in cases of changes in materials, etc.</li> </ul>	<p>Daily</p>	<ul style="list-style-type: none"> <li>■ Establishment and expansion of cooperation</li> <li>■ Quality of raw materials</li> <li>■ Timely payment and payment methods</li> <li>■ Respect of agreements (quality of materials, quantities, price, deliveries)</li> <li>■ Compliance with specifications - labeling</li> <li>■ Compliance with industry standards</li> <li>■ Customer reliability and profile</li> <li>■ Growth and expansions</li> <li>■ Cooperation terms</li> <li>■ Fair and objective evaluation of suppliers</li> <li>■ Pricing and credit policy</li> <li>■ Support of local suppliers</li> <li>■ Contract quantity forecasts</li> <li>■ Demand for long-term contracts where possible</li> <li>■ Annual evaluations and inclusion in the list of approved partners</li> <li>■ Compliance with the terms of the contracts during the pandemic</li> </ul>	<ul style="list-style-type: none"> <li>■ Code of Conduct governing the procurement of goods and services</li> <li>■ Supplier evaluation process</li> </ul>



Stakeholder groups	Communication method	Frequency of communication	Stakeholder issues	Our response
<b>State - Regulatory authorities</b>	<ul style="list-style-type: none"> <li>Legal department</li> <li>Digital economy</li> <li>Public services and authorities</li> <li>Associations and chambers</li> <li>Inspections</li> <li>Participation in consultation committees</li> <li>Events</li> <li>Collective bodies</li> <li>Organization's website</li> <li>Media</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Compliance with the national &amp; European legislation and ISO systems standards</li> <li>Respect of legitimacy</li> <li>Taxation</li> <li>Environmental issues</li> <li>Employment and social issues</li> <li>Occupational health and Insurance issues</li> <li>Profitability</li> <li>Management of legislative and regulatory requirements</li> <li>Transparency and development</li> <li>Good corporate practices</li> <li>Change management</li> <li>Offer of employment</li> <li>Compliance with the legislative requirements regarding the measures for the pandemic</li> </ul>	<ul style="list-style-type: none"> <li>Strict compliance with legislation</li> </ul>
<b>Civil Society (NGOs, foundations, universities, etc.)</b>	<ul style="list-style-type: none"> <li>Communication with local authorities</li> <li>Customer service</li> <li>Communication via marketing activities</li> <li>Market research</li> <li>Official websites</li> <li>Social media</li> <li>Media</li> <li>Personal contact through employees</li> <li>Sponsorships</li> <li>Contact with store staff</li> </ul>	Daily	<ul style="list-style-type: none"> <li>Support of employment through recruitment and creation of jobs</li> <li>Transparency</li> <li>Responsibility and honesty</li> <li>Social and environmental awareness</li> <li>Food donations</li> </ul>	<ul style="list-style-type: none"> <li>Job creation</li> <li>Support of susceptible social groups</li> <li>Voluntary activities of employees</li> <li>Sponsorships</li> </ul>



Stakeholder groups	Communication method	Frequency of communication	Stakeholder issues	Our response
<b>Civil Society (NGOs, foundations, universities, etc.)</b>	<ul style="list-style-type: none"> <li>Communication through the inquiry and complaints teams of the Group Companies</li> <li>Voluntary activities</li> <li>Cultural events</li> <li>Press releases</li> <li>Letters</li> <li>Invitations to the Group's Management and executives to participate in events</li> </ul>	Daily	<ul style="list-style-type: none"> <li>Support and funding of activities and sponsorships</li> <li>Direct contact and ongoing cooperation</li> <li>Implementation of actions to address the COVID-19 pandemic</li> </ul>	
<b>Media</b>	<ul style="list-style-type: none"> <li>Press conferences</li> <li>Press releases</li> <li>Publications and press communications</li> <li>Meetings with media representatives</li> </ul>	Daily	<ul style="list-style-type: none"> <li>Ensuring correct and timely briefings</li> <li>Sharing of information regarding the Group's products</li> <li>Access to important information</li> <li>Implementation of actions to address the COVID-19 pandemic</li> </ul>	<ul style="list-style-type: none"> <li>Brand &amp; corporate websites</li> <li>Sustainability Report</li> </ul>
<b>Banks / Investors</b>	<ul style="list-style-type: none"> <li>Meetings with Group representatives</li> <li>Correspondence</li> </ul>		<ul style="list-style-type: none"> <li>Sustainability</li> <li>Liquidity</li> <li>Strategic planning</li> </ul>	<ul style="list-style-type: none"> <li>Disclosure of annual consolidated and separate financial statements</li> </ul>

GRI 102-46 GRI 102-47

# 2.4.

## key sustainability issues

In the context of the GRI Standards for sustainability reporting, and taking into consideration the principles of Materiality, Completeness, Stakeholder Engagement and the Sustainable Development framework in which we operate, we conducted a materiality analysis, aiming to prioritize the issues through which we can have a greater impact and contribution to sustainable development.

The Materiality process is a powerful and instrumental tool in formulating our strategic priorities, as well as the actions and programs we implement to support sustainable development.

More specifically, we identified 21 issues related to our business at Group level, through which we can create economic, social and environmental impact. We then conducted an online survey to request from our stakeholders to prioritize these issues based on the following **criteria**:

### A.

**The importance of these issues** for our internal and external stakeholders and their decisions.

### B.

**The importance of the impact** these issues have on the Group's sustainable development.



The following table (materiality matrix) presents the results of the survey.

This matrix shows the materiality of ESG issues, ranking them across three levels, depending on their materiality:

**1 Material issues:**

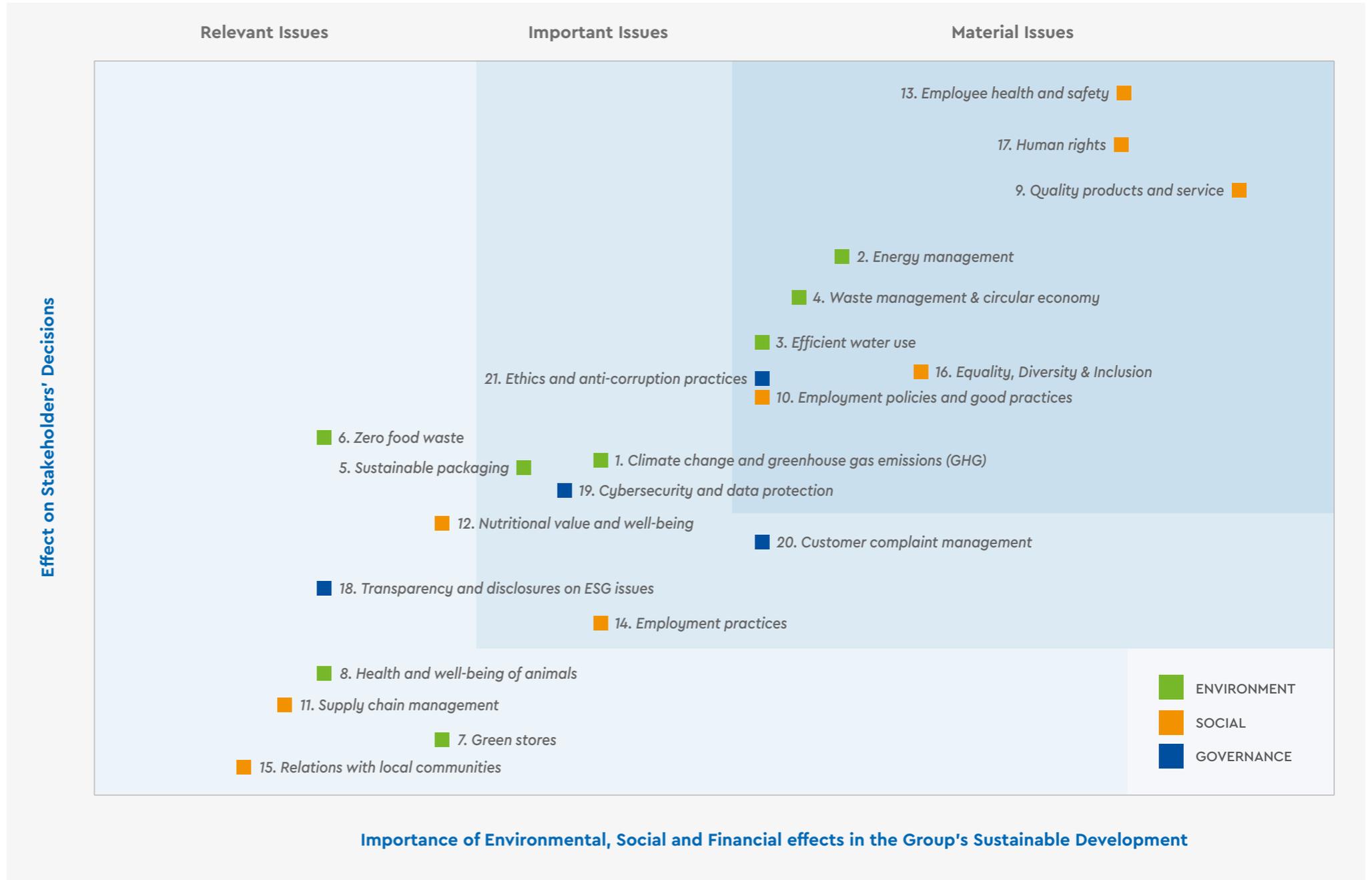
issues defined as critical both by internal and external stakeholders. These issues are considered of great importance for our sustainable development

**2 Important issues:**

issues defined as significant for our sustainable development

**3 Relevant issues:**

issues considered relevant to our business operation





# Material issues

## Material Issues

Employee health and safety

Quality products and services

Human rights

Energy management

Equality, Diversity & Inclusion

Waste management & circular economy

Efficient water use

Ethics and anti-corruption practices

Employment policies and good practices

## UN Sustainable Development Goals

SDG 3: Good health and well-being  
SDG 8: Decent work and economic growth

SDG 9: Industry, innovation and infrastructure  
SDG 10: Reduced inequalities  
SDG 12: Responsible consumption and production

SDG 5: Gender equality  
SDG 10: Reduced inequalities  
SDG 16: Peace, justice and strong institutions

SDG 7: Affordable and clean energy  
SDG 12: Responsible consumption and production  
SDG 13: Climate action

SDG 5: Gender equality  
SDG 10: Reduced inequalities  
SDG 16: Peace, justice and strong institutions

SDG 12: Responsible consumption and production  
SDG 15: Life on land

SDG 6: Clean water and sanitation  
SDG 12: Responsible consumption and production

SDG 16: Peace, justice and strong institutions  
SDG 17: Partnerships for the goals

SDG 4: Quality education  
SDG 8: Decent work and economic growth



# 3.



## our environmental footprint



**GOODY'S | everest Group** actions are governed by a sense of responsibility and respect for the environment.

The reduction of our environmental footprint serves as a compass for our operation and our responsibility towards a sustainable planet. We continue to monitor our performance, seeking solutions for those key issues which our stakeholders have identified as material.

From responsible energy management to efficient water use and food waste reduction through to the application of circular economy practices, we commit to contribute in addressing climate change and to leave behind a sustainable planet for future generations.

### Policies and investments in the protection of the environment

**GOODY'S | everest** implements and constantly improves its Environmental Policy through which it sets specific goals in order to:



Reduce the consumption of natural resources and energy.



Prevent environmental pollution by designing its operations using the criteria of minimization, reuse and recycling of production materials and perishables.



Recycle, reuse and ensure safe storage, transport and disposal of solid waste/by-products.



Control the gas emissions and the liquid waste produced.

Moreover, the Group's production units, as well as some of its stores, implement an ISO 14001-certified Environmental Management System.

### Responsibilities of the executive responsible for Environmental Management



*Raising awareness among employees and training on environmental issues.*



*Implementation of internal audits.*



*Monitoring and implementation of the Environmental Management System.*



*Communication with customers and suppliers regarding environmental issues.*



*Communication with the Environmental Management System certification body.*



**We actively demonstrate our commitment to reduce our environmental footprint**, by investing in specific measures and actions for the protection of the environment. To this end, in 2021 we invested a total of €109,000, an additional 43% compared to the expenditure of 2020, which stood at €76,234.

During 2021, there were no financial encumbrances (fines and/or pecuniary sanctions) from incidents of non-compliance with the environmental laws and regulations.

**Note that the 2021 & 2020 environmental indicators are not necessarily indicative, since they are affected by the ever changing circumstances caused by the pandemic.**

GRI 302-1 GRI 302-3 GRI 302-4 GRI 302-5

# 3.1.

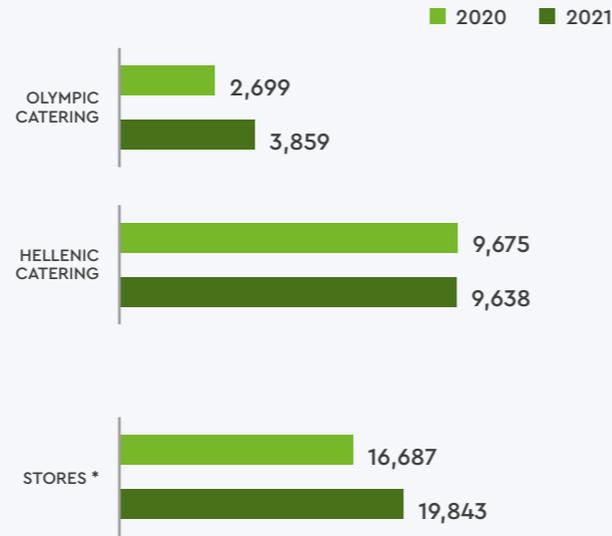
## energy management



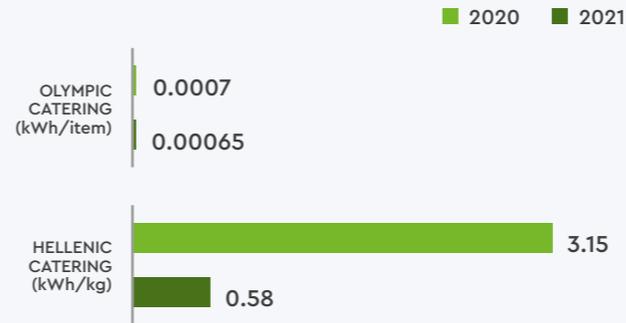
The rational use of energy is essential to our operation, therefore we are committed to constantly improving our performance in this area through targeted interventions (e.g. improvement of heating systems, replacement with energy efficient lightbulbs, etc.).

The 2021 electricity consumption indicators of the **GOODY'S | everest Group** are presented in detail below, in comparison with the 2020 figures.

Group electricity consumption (MWh)



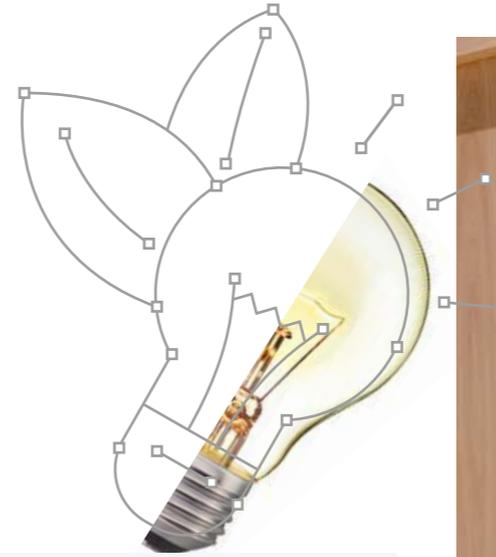
Group special electricity consumption



\* 2020 figures include 120 stores. 2021 figures were recorded as part of the Group carbon footprint calculation project. Therefore, the calculation is based on the Group's footprint as defined by the Accounting & Reporting Principles of the GHG Protocol. In this respect, 2021 consumption corresponds to 84 facilities and store auxiliary spaces for which data is available. Important note: facilities are accounted for as a whole entity and not separate areas. For example, a Motorist Service Station is recorded as a single facility.

*The fluctuations in electricity and fuel consumption in the Group's production units, especially the special consumption indicator, are attributed to the extraordinary conditions created by the pandemic, namely the 2020 lockdown.*

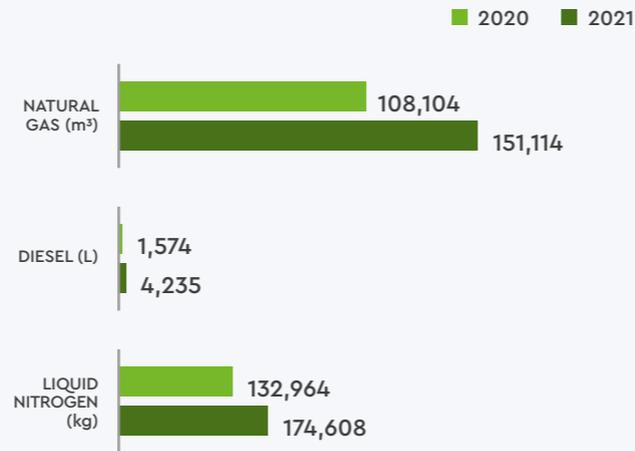




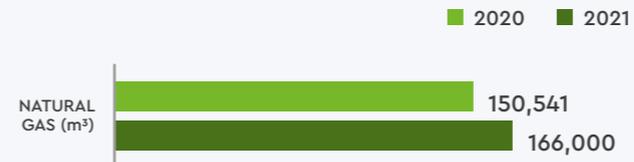
Hellenic Catering fuel consumption



Olympic Catering fuel consumption



Fuel consumption - Stores



GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5 GRI 305-7

# 3.2.

## climate change and greenhouse gas emissions (GHG)

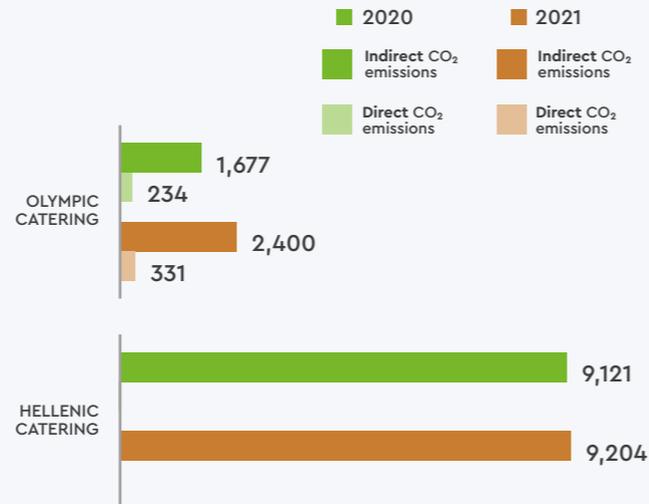


We acknowledge our responsibility and impact when it comes to climate change, therefore, we have engaged in an effort to record our emissions.

Using 2021 as a reference year, the Group is in the process of recording the carbon footprint of its overall activity, in order to set specific reduction targets.

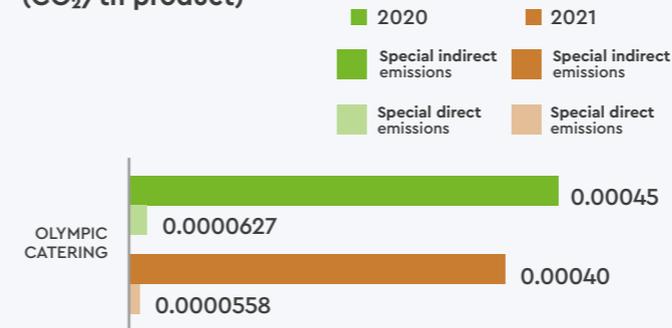
*This process includes an overall revision of the recording framework for our stores, which may lead to a change in the indicators recorded in this report.*

### CO<sub>2</sub> emissions (tn)

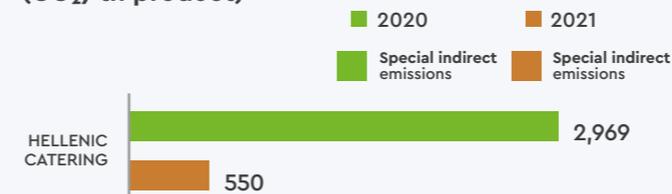


*Like electricity and fuel consumption, fluctuations in the emissions of production units, especially the special emissions indicator, are attributed to the extraordinary conditions created by the pandemic, namely the 2020 lockdown.*

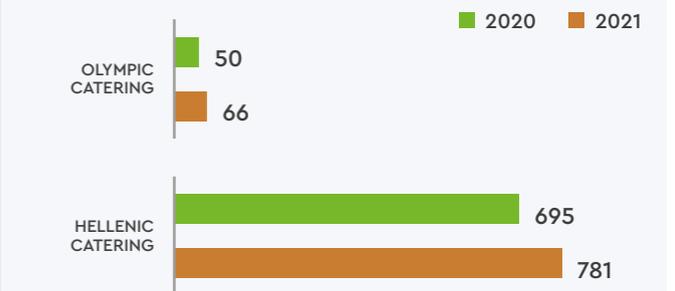
### Special emissions of Olympic Catering (CO<sub>2</sub>/tn product)



### Special emissions of Hellenic Catering (CO<sub>2</sub>/tn product)



### NO<sub>x</sub> (tn) indirect emissions



GRI 303-5

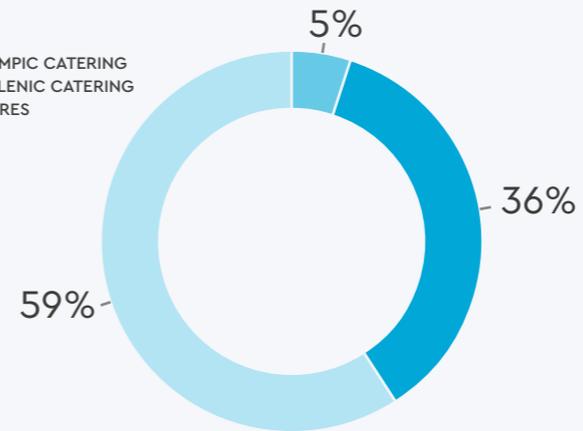
# 3.3.

## efficient water use



We acknowledge the importance of water as a natural resource and we therefore try to manage water resources in a more efficient manner. During 2021, the total consumption of water was 253,085m<sup>3</sup>, with a 5% drop in consumption in stores.

Group water consumption (m<sup>3</sup>)



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

# 3.4.

## waste management & circular economy



As a member of the "Alliance for the Reduction of Food Waste", we cooperate with government agencies to facilitate the creation of a sound bio-waste management system, in line with the relevant EU directives.

**We design measures and policies according to the waste hierarchy that is described in the Greek as well as EU legislation, and we have set the following priorities:**

- Reducing waste production through prevention
- Recycling and reuse of materials, expanding their life cycle thus creating added value

Wherever recycling is not possible within our production operations, the Group cooperates with licensed subcontractors for the collection, transport, disposal/use of the waste.

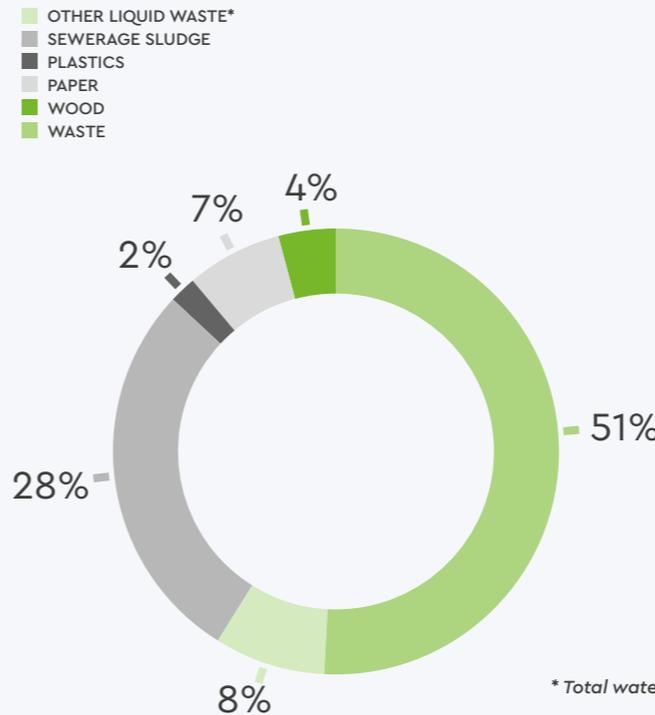
Solid waste is collected in appropriate bins per category and is disposed in a controlled manner, always using one of the following specific alternative methods:



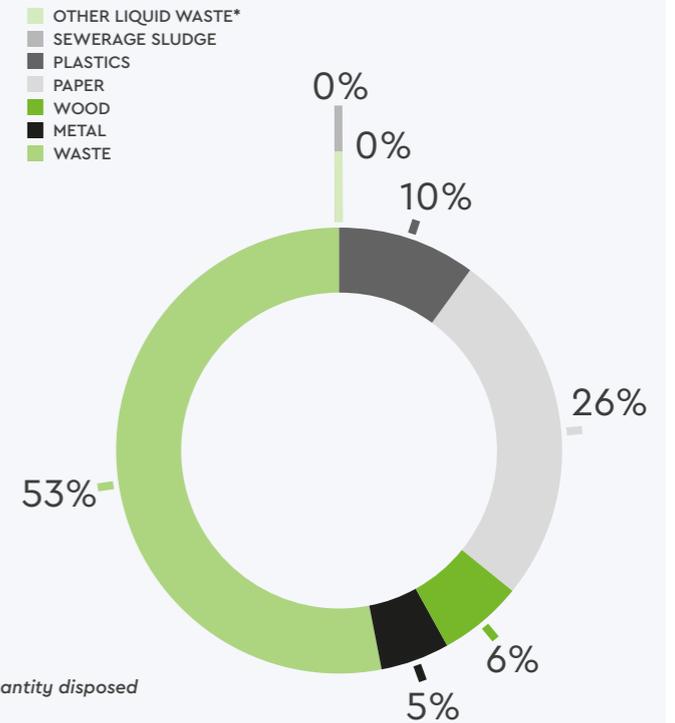
### Non-hazardous waste management

The non-hazardous waste categories are presented in more detail below:

Percentage of waste produced by Hellenic Catering



Percentage of waste produced by Olympic Catering



\* Total water quantity disposed

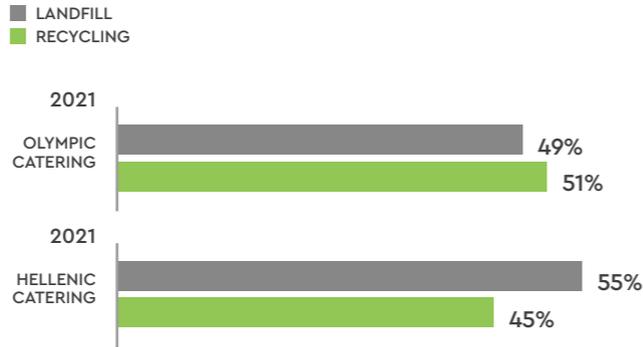


The Group has adopted the circular economy principles, prioritizing waste management aiming at Reducing, Reusing and Recycling.

The stores recycle 100% of their used cooking oils. More specifically, 197 and 146 tons of cooking oil were recycled respectively in 2020 and 2021. The Group's stores recycle materials in accordance with the available infrastructure of their local municipality. A noteworthy initiative is the introduction of a pilot organic waste composting system at the Atalanti Motorist Service Station, in the end of 2021. This pilot is organized in cooperation with concession holder "Nea Odos", with a goal of expanding to other Motorist Service Stations in the future.

The recycling percentage for Hellenic Catering and Olympic Catering reached 45% and 51% respectively of the total volume of produced waste.

Waste management method



Hazardous waste management

Hellenic Catering handled a total of 1,805 kg of hazardous waste in 2021, recording a 25% decrease compared to 2020.

Hazardous waste management

HAZARDOUS WASTE CATEGORIES	HELLENIC CATERING	
	2020	2021
USED MINERAL OILS (KG)	963	
ACID-LEAD BATTERIES (KG)		170
ELECTRICAL - ELECTRONIC EQUIPMENT (KG)	1,453	1,635
<b>TOTAL (KG)</b>	<b>2,416</b>	<b>1,805</b>

HAZARDOUS WASTE CATEGORIES	OLYMPIC CATERING	
	2020	2021
COOKING OIL (KG)		220
PAINT AND VARNISH WASTE (KG)		327
MAINTENANCE WASTE (KG)	160	36
USE HOUSEHOLD BATTERIES (KG)	25	
ELECTRONIC WASTE (KG)	250	5,070
FLUORESCENT LAMPS (KG)	20	60
GAS FUEL IN TANKS (KG)	245	
<b>TOTAL (KG)</b>	<b>700</b>	<b>5,713</b>

# JUST GO ZERO COFFEE

by polygreen circular economy solutions

WITH everest

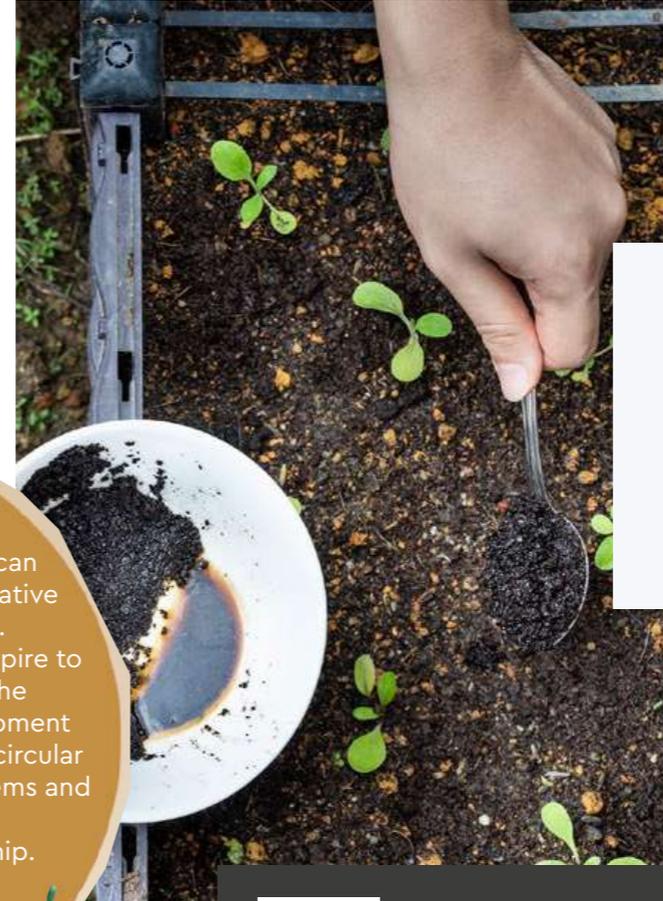
With the goal of promoting the principles of circular economy across the food-service sector, **everest** joined forces with Polygreen, a specialized company providing integrated circular economy solutions. Together, they launched the innovative "Just Go Zero Coffee" initiative, aimed at recycling used coffee grounds.

Used coffee grounds are collected from the everest stores and taken to Polygreen's processing facilities in the Attica region, where they are converted to fertilizer (compost). This is then distributed for use by local farmers.

We aspire to channel used coffee grounds to research teams and startups around Greece,...

...so that they can discover alternative upcycling uses. This way we aspire to contribute to the further development of sustainable circular economy systems and to foster youth entrepreneurship.

Today, a part of the used coffee ground quantity is used by the startup company Phee to create a new-to-the-world product, "Cophee Board" that is used to construct the reusable cup display stands that are placed in stores.



From the launch of the program in mid-October 2021 till the end of the year, we managed to collect

**25** tons of used coffee grounds, thus removing **8,700m<sup>3</sup>** of methane from the atmosphere.

## «THE GREEN CITY»



The Group is committed to raising awareness regarding environmental protection among its customers.

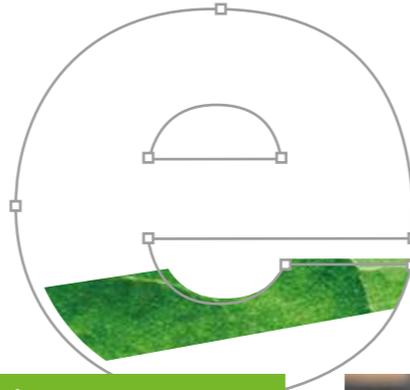
In this context, everest participates in "THE GREEN CITY", an innovative recycling program implemented by the Attica Region and the Special Inter-Collective Association of the Prefecture of Attica (EDSNA), offering citizens the opportunity to win discounts whenever they recycle.

Furthermore, our store staff informs and motivates our customers to participate in this effort, by making small changes in their everyday habits.

GRI 301-1

# 3.5.

## sustainable packaging



We consistently strive to recycle our packaging and reduce the use of plastic, in order to contribute to a more efficient economy and a better use of natural resources.

Our brand **everest** invests systematically in the effort to reduce its overall volume of disposable packaging. The strategy behind the reduction of the chain's environmental footprint **includes**:

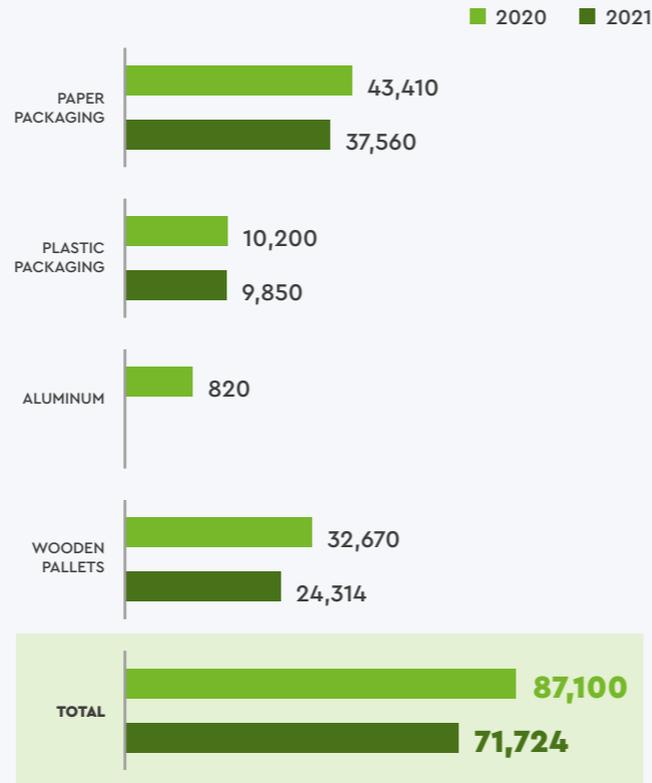
- 1 Offer of incentives...**  
encouraging customers to increase the use of reusable packaging
- 2 Constant research...**  
on new packaging materials
- 3 Ongoing interventions...**  
to improve the overall management of recyclable materials



As part of its continuous effort to improve packaging, **GOODY'S BURGER HOUSE** has replaced its packaging using the new "**Browncolor**" paper. The new packaging is fully recyclable and biodegradable with FSC certification, which means that it is made of wood that is solely cultivated for this purpose. This material is also lighter, resulting in the reduction of the quantity of fuel that is required for its transport.

All packaging bears the FSC® logo with a short message informing consumers that the timber used for the packaging complies with sustainable forest management, thus contributing to raising public awareness.

**Hellenic Catering packaging materials (in kg)**



**Olympic Catering packaging materials (in kg)**



# 3.6.

## zero food waste

1 NO POVERTY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



One of the greatest challenges facing the food-service sector globally, is that of food waste.

The **GOODY'S | everest Group** philosophy deeply embeds the principle of zero food waste, a fact reflected in the operation and the fundamental procedures followed by all POS. What's more, such procedures are in full accordance with the high quality standards of all products offered by the Group.

For example, most **GOODY'S BURGER HOUSE** products are made **"to order"**, not in advance. Apart from ensuring their high quality and excellent taste, this also contributes to the reduction of food waste created by raw materials and final products.

Furthermore, in order to ensure a further reduction of food waste, **we engage in a constant effort to optimize the packaging, portioning and standardization of raw materials, in close cooperation with our suppliers.**



**T**he entire supply chain actively works towards decreasing food losses, constantly exploring the way the food waste can be managed, even through potentially beneficial alternative applications.

The **Group** is a member of the **"Alliance for the Reduction of Food Waste"**, taking

active part in public consultations with all the stakeholders –government agencies, private companies, the civil society– presenting its own proposals to incorporate the relevant European directives into the Greek Legislation, in order to create an effective system for quantifying and monitoring bio waste.

# 4.



value generation and social contribution

GRI 201-1

GRI 203-2

At the GOODY'S | everest Group, we actively support the community and the generation of social value. Acknowledging our responsibility to society and the environment, we are constantly engaging in an effort to identify issues focusing on initiatives we can support.



# 4.1.

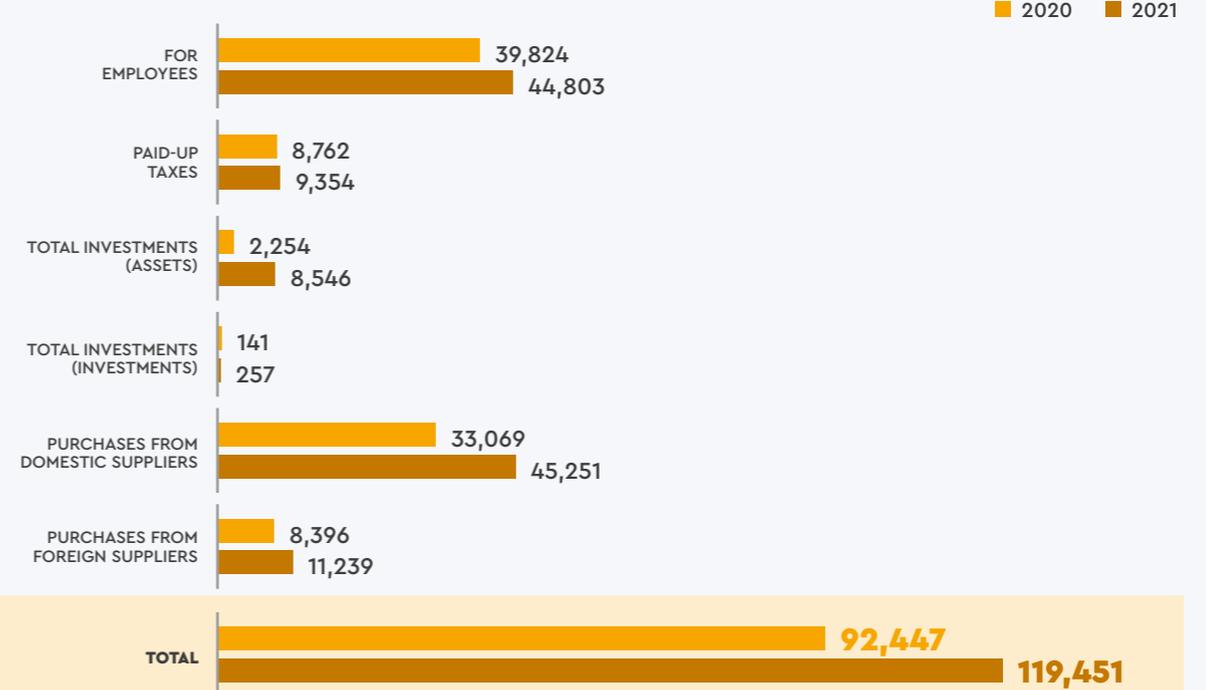
## social and financial value

The value that our Group generates for society, includes the jobs and benefits provided to employees, the support of local suppliers and entrepreneurship, the contribution to public revenues and national resources, and the overall investment which reinforces our social economic footprint.

# ~2,500

employees of the franchise stores and their families benefit from the activity of our brands.

Social product (in "000" €)



GRI 413-1

# 4.2.

## social contribution

We focus on initiatives that support children in need and susceptible groups, as well as youth entrepreneurship.

### Brand initiatives



# 20 YEARS OF CONTRIBUTION

(2001-2021), dedicated to the support of children and young people, enabling their access to education, nutrition and medical care.



The 2021 campaign supported four institutions around Greece: The dedicated sports clubs to children with special needs "Ionas" in Athens, "Aetoi" in Thessaloniki and "Pyrros" in Ioannina and the Non-Profit Organization "KIFAMEA" in Chania, donating equipment for children and young people with physical or mental disabilities who want to take part in sports.



Miltos Tentoglou, Olympic long jump gold medalist, and Antonis Tsapatakis, Paralympic swimming bronze medalist, took part in the campaign with the slogan "The baton is passed on to you to spread the love everywhere".



Despite restrictions in the operation of restaurants due to the pandemic, La Pasteria participated for the 13th consecutive year, in the "Make A Wish Hellas" program, fulfilling the wishes of 9 children with illnesses that are threatening to their life.

### Support of susceptible social groups

#### Discount for the unemployed

The Group continues to actively support the unemployed for the 12th consecutive year, offering them a **10% discount** to its stores. This special discount falls under OAED's (Unemployment Agency) initiative for the holders of an unemployment card.

#### Food donations

**More than 6,000kg of food** were donated to the Food Bank and to the Social Groceries of the Municipalities of Athens and Thessaloniki, to meet the needs of the most vulnerable groups of the population.

### Employee volunteerism

#### Blood drive

Two blood drives were organized within the year, in cooperation with the Hospital of Nikaia. A total of 69 employees participated, helping more than 33 people who needed blood transfusions.

#### Basketaki" amateur championship

For the 7th consecutive year, our **"Golden Steak Warriors"** team, supported by its great sponsor, **GOODY'S BURGER HOUSE**, participates and stars in the basketball championship.



## Investing in entrepreneurship and the new generation

The support of entrepreneurship is a component of various initiatives undertaken by the Group's brands. For instance, everest supports the startup company PHEE as part of the circular economy project related to the recycling of used coffee grounds.

Every year, the Group's brands support a series of activities and events that aim to support youth entrepreneurship. **The following events were supported in 2021:**



Erasmus Student Network (ESN)



AIESEC Ελλάδα

AIESEC Greece maintains a physical presence in more than 7 University sites around Greece and it is constantly expanding. It has more than 300 active members and more than 2,000 participations of young people in leadership-building programs and events in the past two years.



TEDx



Student Association for International Affairs (SAFIA)

everest supported the **24th Pan-hellenic Youth Parliament**, titled **"Redefining the value of Freedom"** and the **Academic Seminar "2021: The beginning of a decade of new crises?"**. FLOCAFE Espresso Room also supported the Ordinary General Meeting and the annual elections event of the Association.

SAFIA - Student Association For...

Ένα μεγάλο ευχαριστώ στα **FLOCAFE Espresso Room** για την ευγενική αυτή χορηγία!

#safia20\_21 #safiafamily



ThinkBiz



In 2021, the Group supported independent events of the **student associations of the University of Piraeus** and of the **Institute of Electrical and Electronic Engineers of the NTUA**.

# 4.3.

## generating value for partners and consumers

8 DECENT WORK AND ECONOMIC GROWTH



Innovation is an integral part of the Group's philosophy, which extends across the scope of its business.

It drives the development of both chains as well as production units, with a great number of people being involved in the development processes for new products and new concepts.

### Innovative brands

#### 1 "everest exclusive"

at Golden Hall.



everest exclusive

#### 2 Five new concepts

at Fraport's upgraded airports: El Pelicano, Caldera, Bonheur, Fabrica, Seed n' Nuts.



El Pelicano



Bonheur

#### 3 The portfolio of brands operating within the Motorist Service Areas

was enriched with Forno Luca and Grain de Blé, two concepts that until recently were present solely at airport premises.

## Innovative products



Besides the constant need to upgrade the menus for existing brands, the design of new concepts called for the development of new product categories, like sushi.

The major innovation of **"everest exclusive"** is the development of a new dough which is allowed to mature for 48 hours. This unique dough is the basis for a variety of savory and sweet creations, starting from various bread recipes used for hot and cold sandwiches and a variety of pizza, peinirli and stuffed croissant recipes that are stone-baked in the oven. The menu also includes a variety of original sandwich recipes, like the duck and wasabi sandwich, as well as several vegan and vegetarian options. Also, there is a range of more "healthy" products such as salads, yogurt with various toppings, cereal bars and smoothies.

### Customer engagement digital

The Group emphasizes on customer satisfaction, in an effort to generate a higher value compared to its competitors, with an aim to build long-term relationships based on trust.

Technology has played a key part in the development of the Group's brands, reinforcing loyalty and enhancing the overall customer experience. Their key priority is to provide faster and contactless transactions, while adding value to every purchase. A prime example is the innovative **"everest on the road"** service, which makes it possible for customers to order online and receive their orders at their car window.

The two major chains of the Group have updated their sites & apps, also upgrading the overall online ordering experience. What's more, the two innovative and award-winning loyalty programs, **"All Star Club"** for **GOODY'S BURGER HOUSE** and **"Bite Club"** for **everest**, are constantly expanding their loyal customer base.



## Support for partners-franchisees

We ensure the offer of **continuous support** to the entrepreneurs we cooperate with.

By choosing to invest in a store of one of the Group's chains, entrepreneurs enjoy the support of a large company that stands by them from the very first step, throughout the duration of our partnership.

### This support includes:

- Consulting services during the initial stages of store design by an experienced team of professionals.
- Extensive network of approved partners/suppliers ensuring high quality and optimal prices in products and raw materials.
- Systematic monitoring of store operation, consulting and suggestions for improvement.
- Monitoring of product quality through regular inspections.
- Support in staff recruitment and systematic training.
- Support in IT, accounting and legal issues.
- Regular updates on current issues affecting the sector.
- Support in planning and implementation of local marketing and promotion initiatives.



GRI 416-1 GRI 416-2 FP5

# 4.4.

## high quality of products and services

2 ZERO HUNGER 

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 

12 RESPONSIBLE CONSUMPTION AND PRODUCTION 

The offer of high-quality products that meet the needs of our customers and consumers, is a long-term commitment for the **GOODY'S | everest Group**. To this end, we implement and comply with quality assurance and safety systems, standards and practices. The Group's production units, covering a total of 47,800 square meters, have been certified for their management systems, under the **following standards**:

- ISO 9001: Quality Management System
- ISO 14001: Environmental Management System
- ISO 45001: Health and Safety Management System
- ISO 22000: Food Safety Management System
- IFS: International Food Safety System (higher level score) (Hellenic Catering)
- ISO 39001: Road Safety Management System - Requirement with User Instructions
- ISO 22005: Traceability Management System
- Halal Certificate: Quality Certification based on the Religious Requirements of Islamic Law



In 2021, within the framework of the corresponding European initiative, supported by the European Commission, the Group's Quality Assurance Director was invited to participate in the four-member Food Safety Coordination Group of the Greek Technological Platform "**Food for Life**", which was set up following an initiative organized by SEVT (Federation of Hellenic Greek Food Industries).



**368 management systems certifications**

**1,000+ internal audits per year**, performed by a team of experienced scientists

**2 fully equipped laboratories.** A great number of chemical and microbiological tests performed daily

**Constant theoretical and on the job training** on health & safety issues as well as HACCP regulations for all store and production

**55,000+ laboratory tests** performed annually for the verification of safety compliance (microbiological, chemical, meat DNA tests)

GRI 417-1

GRI 417-2

GRI 417-3

# 4.5.

## responsible marketing of products and services

A fundamental principle of the Group is the responsible and open communication with consumers and customers, always in line with the laws and regulations that apply to marketing and advertising.

All communication material is reviewed before publication, to ensure full compliance with the applicable laws.

The Group responsibly addresses issues that are related to the increased interest of consumers on the disclosure of information about its products and services, taking into consideration their need to understand more about the importance of proper nutrition, as part of a healthy and active lifestyle.

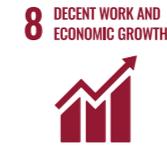


It is noted that during 2021 there were **no incidents of non-compliance with legal, regulatory or best-practice requirements** in relation to the promotion of products and services, the marketing practices or the advertising campaigns aired by the Group.

GRI 102-9

# 4.6.

## supply chain management



Within the context of our corporate responsibility, we place a great importance to the proper management of our supply chain.

We recognize that a sustainable supply chain does not only reduce social and environmental risk, but it can also define our guiding principles leading to overall success, both on a business as well as a social contribution level.

The Group's suppliers are evaluated on an annual basis, to ensure their compliance with the European regulation, the relevant legislation and the quality criteria set by the Group.

**Candidate suppliers are evaluated based on the following criteria:**

- Existence of a documented and/or certified Environmental Management System, in accordance with the ISO 14001 standard or the EMAS Regulation

- Existence of certified ISO 9001 Quality Management Systems

- History of long-term cooperation with the supplier/subcontractor

- Inspection of supplier premises

- Annual score based on criteria and weighting factors for each department involved in the evaluation

- Supplier credibility in the market

- References

- Existence of certified Occupational Health and Safety Management System in accordance with ISO 45001

- Existence of certified Occupational and Safety Management System in accordance with the ISO Standards ISO 22000

# 5.



our human  
capital

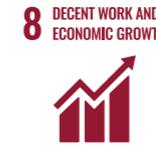
The Group recognizes that its people are **the driving force** behind its sustainable operation. For this reason, it focuses its efforts on creating a healthy, safe and fair working environment for all.

We place a great emphasis on the ongoing education and training as well as the fair evaluation of our people, also ensuring the provision of additional benefits.

Our goal is to nurture a working environment that is based on relationships of trust. We provide the appropriate resources and advancement incentives to our employees, recognizing the value of their contribution to a seamless operation and the realization of the Group's vision.

# 5.1.

## equality, diversity & inclusion



The signing of the **"Diversity Charter"** by the Vivartia Group and its subsidiaries in 2021, signals our commitment to a working environment characterized by dignity and mutual respect, throughout the entire value chain. We constantly strive to provide equal opportunities for development to all employees, without discrimination due to gender, nationality, religion, age or educational level.

We want our commitment to equality and diversity to contribute towards the achievement of the UN Sustainable Development Goals related to the reduction of inequalities and gender equality.

We support every employee's right to decent work, fostering a culture of inclusion and participation that provides people with the opportunity to thrive.

In addition to taking a clear position in favor of fair treatment and freedom of expression and against bullying, **GOODY'S BURGER HOUSE** also invests in the communication of issues related to inclusion

and diversity, through the support of awareness campaigns and actions. In 2021, the brand took a step further in supporting the Athens Pride as a Gold Sponsor.

**3%** of our employees belong to minority groups and/or vulnerable workers (disabled people, single-parent families).

**27%** of women are in top executive positions.

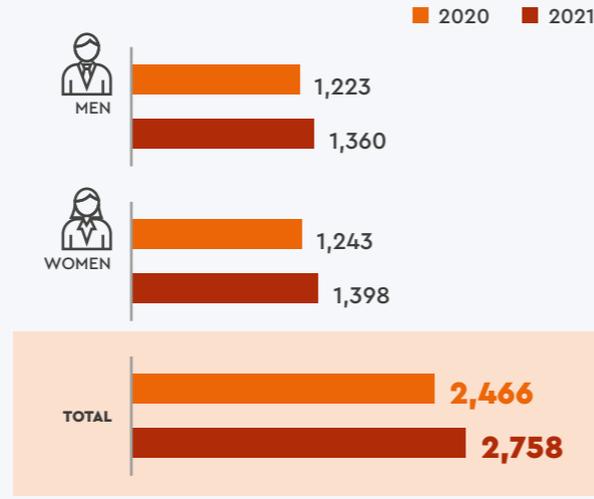


In 2021, our total headcount reached **2,758**

72% of our employees (1,991) were located in Attica, with a total of 767 employees residing in the rest of Greece (27.8%).

Women account for 51% of our total workforce.

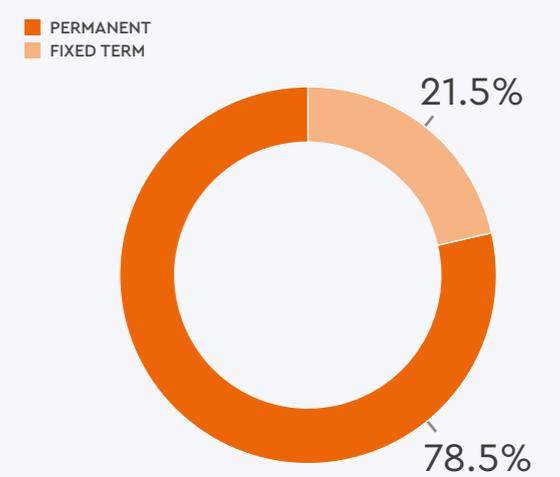
Group workforce distribution



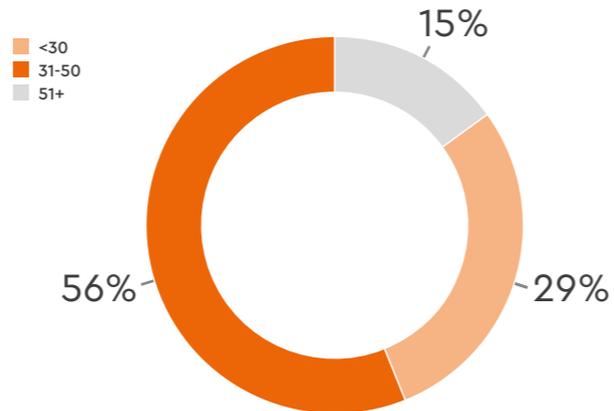
Workforce distribution per position / level and gender

	MEN	WOMEN	TOTAL
BOARD OF DIRECTORS	19	3	22
GENERAL MANAGERS	6	5	11
DIRECTORS / DEPARTMENT HEADS	72	19	91
OFFICE STAFF	76	94	170
OTHER EMPLOYEES, FOREMEN AND FACTORY STAFF	1,206	1,280	2,486

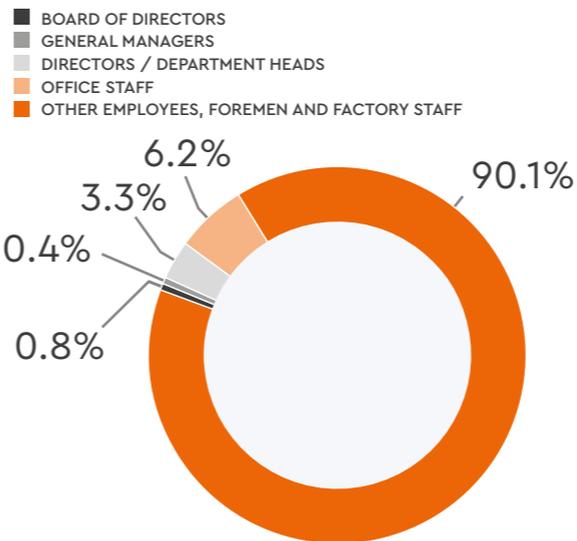
Workforce distribution per type of employment contract



In terms of employee age distribution, the majority belong to the age group between 31 and 50 y.o.



Workforce distribution per position / level



In 2021, the Group made **1,032** new hires (242% vs 2020), while there were 818 resignations.



GRI 406-1

# 5.2.

## human rights



The **GOODY'S | everest Group** supports human rights and the fair treatment of employees, recognizing that people are the key driver behind its operation and sustainable development. Additionally, it implements the **"Code of Conduct"** of the Vivartia Group, which was last revised in 2015.

Some key principles and values that are included in the Code of Conduct and refer to human rights, include:

- We respect the dignity and honor of all people, by following a meritocratic approach in the selection and development of our employees and partners.
- We encourage initiatives and innovation within a flexible environment characterized by cooperation and trust.
- We create and maintain a healthy and safe working environment.



Respect for human and employment rights is the cornerstone of the Group's Code of Conduct. The **GOODY'S | everest Group** encourages and protects diversity, recognizing that its workforce is made up of different people, each with their own individual history and unique personality.

Throughout 2021, no incident of discrimination relating to the violation of human rights and the unfair treatment of employees was reported.

# 5.3.

## health and safety at work

At the **GOODY'S | everest Group**, the health and safety of our people is a top priority across all aspects of our activities and value chain.

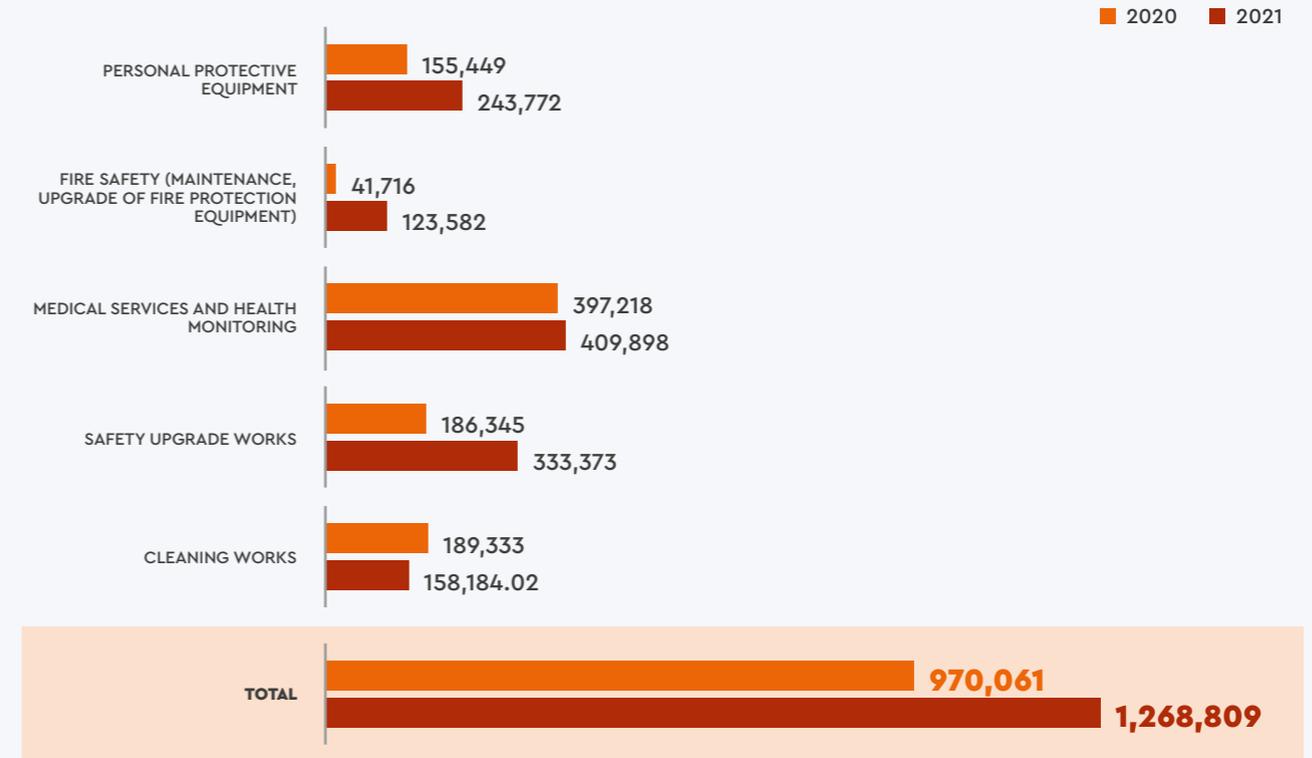
We constantly strive for and maintain a safe and accident-free environment, recognizing that people's ability to perform their duties depends on their physical and mental health and safety.

To this end, we have adopted a specific Health and Safety Policy and we further implement an occupational health and safety management system, certified according to the international standard ISO 45001.

The Group's total expenditure on health and safety in 2021 amounted to €1,268,809, with the largest percentage allocated on the medical services and health monitoring category. There were 4,242 participations of employees in Health and Safety seminars -with a total of 6,875 hours of training- demonstrating an increase compared to the previous year, where 983 employees participated with a total of 1,060 hours of training respectively.



### Health and safety expenditure categories (€)



### Representation of employees in the Health and Safety Board

	2020	2021
NUMBER OF EMPLOYEES PARTICIPATING IN THE HEALTH AND SAFETY BOARD	7	7
PERCENTAGE OF EMPLOYEES PARTICIPATING IN THE HEALTH AND SAFETY BOARD	2.06%	1.79%
<b>TOTAL EMPLOYEES</b>	<b>340</b>	<b>392</b>



In recent years, the Group has managed to maintain low levels of work-related injuries, while no incidents of occupational diseases or deaths have been reported, neither among the Group's employees nor the contractors' employees.

At the same time, the percentage of days of absence\* recorded due to occupational accidents, decreased by 15% during the last year.

### Health and Safety Indicators

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
TOTAL NUMBER OF MANHOURS (COMPANY EMPLOYEES)	1,048,387	1,072,805	2,121,192	1,145,896	1,326,254	2,472,150
TOTAL NUMBER OF MANHOURS (CONTRACTOR EMPLOYEES)	150,274	146,001	296,275	160,623	155,316	315,939
<b>INCIDENTS</b>						
NUMBER OF ACCIDENTS (LTI) - COMPANY EMPLOYEES	16	8	24	20	22	42
LTIFR (FOR COMPANY EMPLOYEES)	15.26	7.46	11.31	20.94	16.59	18.61
NUMBER OF DAYS OF ABSENCE FROM WORK DUE TO ACCIDENT (COMPANY EMPLOYEES)	214	103	317	105	52	157
SEVERITY RATE (FOR COMPANY EMPLOYEES) = LDR ( LOST WORK DAY RATE)	204.12	96.01	149.44	91.63	39.21	63.51
NUMBER OF DAYS OF ABSENCE FROM WORK DUE TO ANY INCAPACITY OF COMPANY EMPLOYEES	2,300	3,050	5,350	1,950	2,890	4,840
AR INDICATOR FOR THE COMPANY	0.02	0.02	1.81%	0.01	0.02	1.53%

\* AR (Absence Rate): Number of days absent from work due to incapacity to work (e.g. illness, absence due to accident) / (total number of employees X average days per worker) x 100.

## Maintenance of personal protective equipment

The needs for maintenance of the equipment and facilities are monitored and implemented by the corresponding Facilities Support Department of each production facility.

The provision of all necessary Personal Protective Equipment (PPE) and the existence of a fully equipped infirmary and a trained first aid team, ensure the health and safety of all employees.

Moreover, the Group has established specific procedures in order to:

determine the probability of occurrence of accidents and emergency situations

prevent and mitigate any environmental impacts that may be associated with leaks, fire incidents, etc.

define and regularly revise all emergency preparedness and response plans

Employment contracts include a wide range of health and safety issues, such as:

- ✓ *Personal Protective Equipment*
- ✓ *Health and safety committees, with the participation of management and employee representatives*
- ✓ *Participation of representatives in health and safety inspections, audits and accident investigations*
- ✓ *Training and education*
- ✓ *Employee grievance mechanism*
- ✓ *Right to refuse to perform unsafe work*
- ✓ *Regular inspections*
- ✓ *Compliance with International Labour Organization conventions*
- ✓ *Arrangements or committees for the resolution of any problems*
- ✓ *Commitment to standards for performance objectives as well as implemented practices*



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

# 5.4.

## education and training

We systematically invest on training and educating our people and the employees at our franchise stores, in a continuous effort to develop their abilities and hone their skills.

The **GOODY'S | everest Group** employees are also trained on a variety of technical and soft skills through the Vivartia Academy.

The total training hours for 2021 have **doubled** compared to 2020, amounting up to

# 67,421

94% of which correspond to internal training hours.

The majority of training hours concern Financial issues, Quality Assurance and Store Operations, with over 8,000 participations recorded for 2021.



### Training manhours

	2020	2021
TOTAL TRAINING HOURS	32,550	67,421
TOTAL PARTICIPANTS	4,866	8,834
EXTERNAL TRAINING HOURS	1,173	3,943
EXTERNAL TRAINING PARTICIPATIONS	177	359
INTERNAL TRAINING HOURS	31,377	63,478
INTERNAL TRAINING PARTICIPATIONS	4,689	8,475

**Stavros Lambrinidis**

World Champion Barista & Head Barista Trainer  
GOODY'S | everest Group of Companies

Number of employees trained

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
DIRECTORS	86	44	130	133	136	269
DEPARTMENT HEADS	119	106	225	188	210	398
EMPLOYEES	726	691	1,417	776	812	1,588
FOREMEN AND FACTORY STAFF	941	76	1,017	747	775	1,522
<b>TOTAL</b>	<b>1,871</b>	<b>917</b>	<b>2,789</b>	<b>1,844</b>	<b>1,933</b>	<b>3,777</b>

Manhours per subject

		2020	2021
MANAGERIAL SKILLS & SELF-DEVELOPMENT	Hours	937	1,943
	Participants	94	89
FINANCIAL ISSUES / QUALITY ASSURANCE / STORE OPERATIONS	Hours	30,641	62,889
	Participants	3,994	8,262
PRODUCTION / SUPPLIES / TECHNICAL MAINTENANCE	Hours	816	589
	Participants	739	213
MARKETING / SALES / CUSTOMER SERVICE	Hours	156	2,000
	Participants	39	270

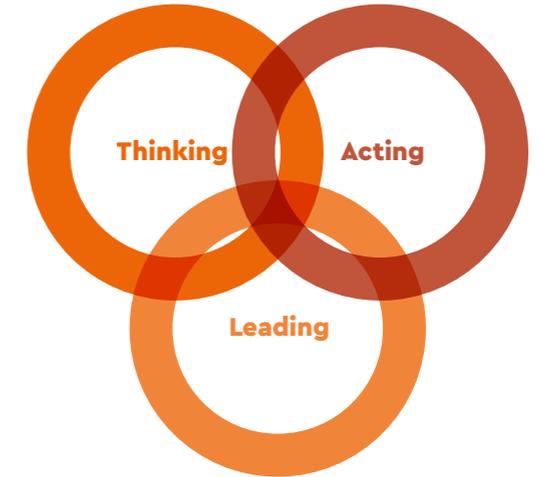
Employee Performance and Development Evaluation System

We implement an annual Evaluation System that is oriented towards the continuous development of our people. It is designed in a manner that facilitates the achievement of their personal goals, always in alignment with the company's goals.

More specifically, it aims at:

- setting personal goals, prioritizing and aligning them with the overall Group goals
- the evaluation of goal achievement and skill development for each employee, in an objective and meritocratic manner
- personal development and reward based on evaluation scores
- continuous skill improvement through training

The purpose of the evaluation system is to identify the challenges faced by employees, while contributing to a process of educated decisions regarding their development plan within the organization.

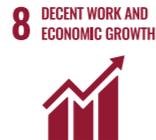


Percentage of employees evaluated for their performance

	MEN	WOMEN	TOTAL
DIRECTORS	0.18	0.22	0.40
DEPARTMENT HEADS	2.94	0.80	3.74
EMPLOYEES	2.85	3.47	6.32
FOREMEN AND FACTORY STAFF	31.79	41.59	73.37
<b>TOTAL</b>			<b>83.84</b>

5.5.

# employment policies and good practices



## Human resources actions and benefits

We always seek meaningful ways of supporting our employees, also demonstrating our gratitude to them for their overall offer.

As in every year:

Due to the special circumstances of 2021 due to Covid19 restrictions, the customary Christmas event for children could not be held. This is organized every year at the Group's headquarters with the participation of more than 70 employee children.

### Benefits

- Up to 50% funding of post-graduate studies
- Additional insurance covering medical and hospital treatment for 22% of total employees in 2021
- Public transport cards
- Christmas presents for employees' children
- Additional life insurance for 28% of total employees in 2021
- Group insurance
- Parental leaves, as laid down by law
- E-pass or OASA card for employees working at the Central Offices at Eleftherios Venizelos International Airport

30%

of employees are covered by social benefits (wedding gift, childbirth gift, financial support for employees with health problems)

## Channels of communication with employees



Notice boards

email

Anonymous grievance mechanism

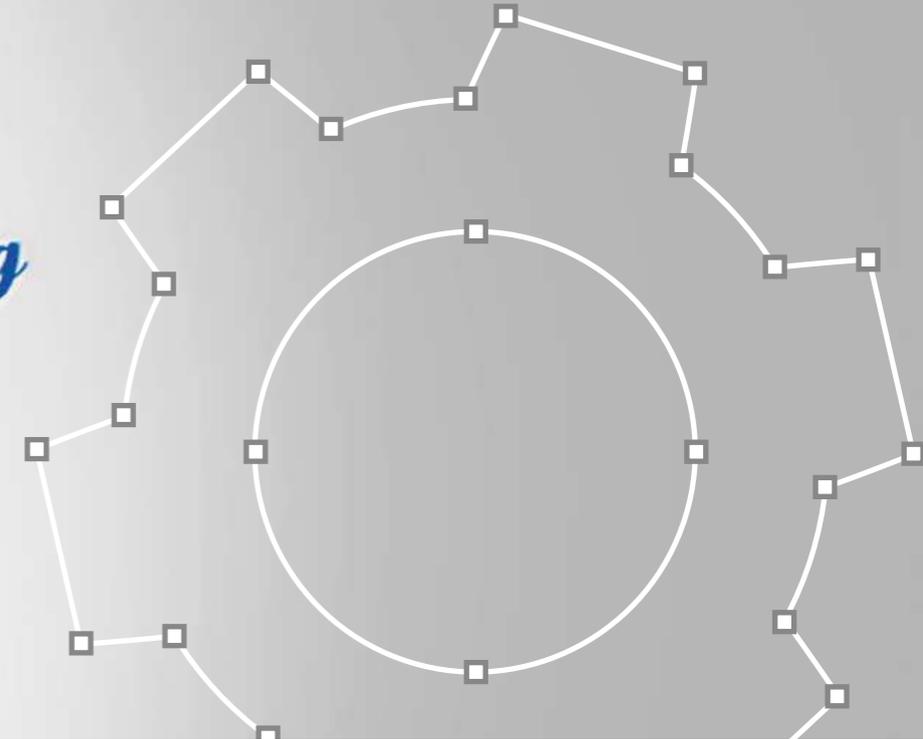
A seven-member union has been established at Olympic Catering Group to manage Olympic Catering's issues, as well as the conclusion of operational collective agreements. The Board of Directors consists of the Chairman, the Vice Chairman, the General Secretary, the Treasurer and three additional members.



A symbolic gift was offered to all women employees in headquarters, to celebrate **Women's Day** on the 8th of March 2021. **1**

We operated a **Privilege Scheme** for all employees, offering discounts in all Group brands. **2**

# 6.



## corporate governance

GRI 102-18 GRI 102-22 GRI 102-26

The **GOODY'S | everest Group** has adopted good management practices that embody a set of values, policies and codes, demonstrating our commitment to responsible entrepreneurship.

The implementation of those high standards of good corporate governance, ensures a framework of responsible operation, management and control, based on business ethics and anti-corruption practices. This contributes to the sound operation of our business and the creation of relationships of trust with all our stakeholders, while also protecting our shareholders' interests. Finally, it also assures our transparency and reliability against the market and the society at large.

Corporate Governance standards facilitate the definition of a clear framework for the achievement of corporate goals, as well as the application of corporate risk monitoring and evaluation systems. Also, they guarantee the transparency of management practices.



### 1 Audit Committee:

**It supports** the auditing role of the Board of Directors, **it ensures the efficiency** of the Internal Audit and Risk Management System, **it monitors and communicates** with the Internal Audit Department, **it supervises the financial reporting process** and, finally, **it selects and evaluates** the performance of External Auditors. It keeps minutes of each meeting, and reports to the Board of Directors.

### 2 Executive committee:

The role of the Executive Committee is **the implementation of strategic plans and the execution of the decisions** made by the Board of Directors, the **constant supervision of all areas** of the Group's operation and the budget, as well as the **close monitoring of the goal achievement progress** and the overall financial performance.

### 3 Board of Directors:

The Board of Directors is responsible for **developing the corporate strategy**, with the aim of maximizing the Group's value, **the implementation** of good governance principles and **the audit** of reporting. Also, it is responsible for **protecting** the rights and equal treatment of shareholders. The Group's BoD consists of five executive and two non-executive members in a total of 7 members.

GRI 418-1

# 6.1.

## cybersecurity and data protection

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We respect and align with the guidelines and practices for the protection of personal data in accordance with the General Data Protection Regulation (25/5/2018), thus enhancing security and protecting human rights.

In this context, in collaboration with a specialized external partner, we have set up a Compliance Committee assigned with the task of coordinating and supervising all relevant actions of our Group. The Compliance Committee is made up of specialized executives of the Group and operates according to a set of specific regulations and it reports directly to the Board of Directors of the Group.

The Group's Operations Archive that records all activities and operations related to personal data, was updated in 2021 with the assistance of an external partner. No complaint related to the loss of personal data was reported this year.



# 6.2.

## customer complaint management mechanism

8 DECENT WORK AND ECONOMIC GROWTH

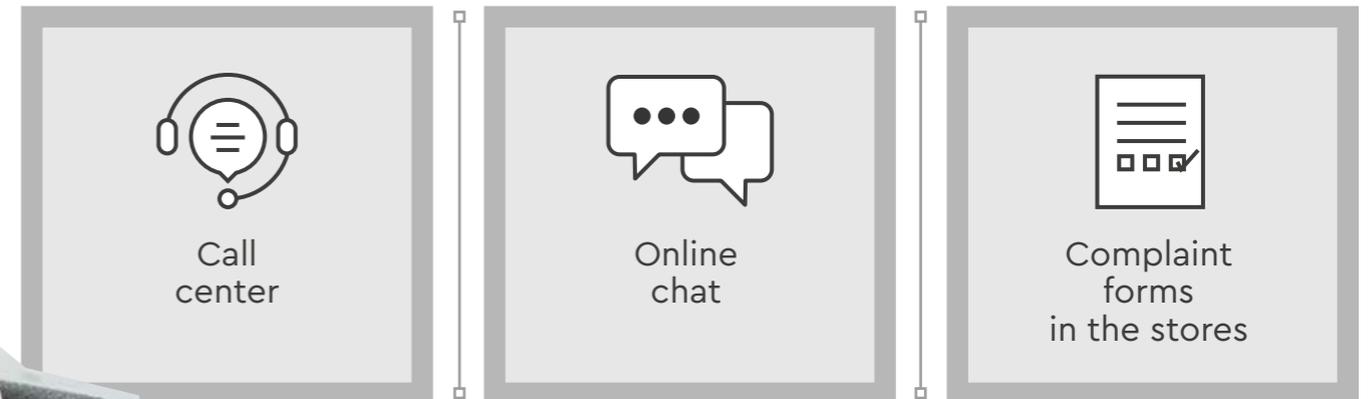


9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



### Communication with customers

Customer suggestions, comments and opinions are important for our operation. For this purpose, we maintain an open line of communication, in order to promptly address any complaints through interventions and corrective actions in all operational areas of the Group.



GRI 102-16 GRI 102-25 GRI 205-3

# 6.3.

## ethics and anti-corruption practices



### Employee Code of Conduct

The **GOODY'S | everest Group** adopts and implements the **Vivartia Group** Code of Conduct, committing to legal and ethical practices in compliance with the applicable national and international law. As mentioned in the Code, its implementation is monitored by the Human Resources Department, which has developed a number of different channels in order to communicate with the employees and handle both official as well as anonymous complaints, recommendations and suggestions for improvement relating to the implementation of its practices and the avoidance of conflict of interest.

### Values and Principles expressed in the Code of Conduct

- Respect for human dignity
- Innovation and encouragement of initiatives
- Creation of a safe and healthy work environment

### Internal audit and risk management

The established safeguards against business risk are inspected by the Internal Audit Department which performs numerous audits every year. The audit results are presented to the Vivartia Group Audit Committee every three months.

During 2020 and in the first 5 months of 2021, the Internal Audit Department adjusted its procedures, schedule and audit areas, in order to accommodate the new operational conditions that emerged from the health crisis.

The Group identifies, evaluates and prioritizes potential business and operating risks at an administrative level through strategies ("**Risk Assessment**"), in order to minimize exposure to them. The 2021 Financial Report of the Group includes further information related to business risk.

### Management of transparency and corruption issues

The "**Code of Conduct**" includes a set of rules and principles designed to regulate the acceptance of business gifts, as well as the avoidance of bribery and corruption incidents by all employees. As far as suppliers are concerned, all their transactions with the Group are governed by the "Code of Conduct for Suppliers and Partners."

### Avoidance of conflict of interest

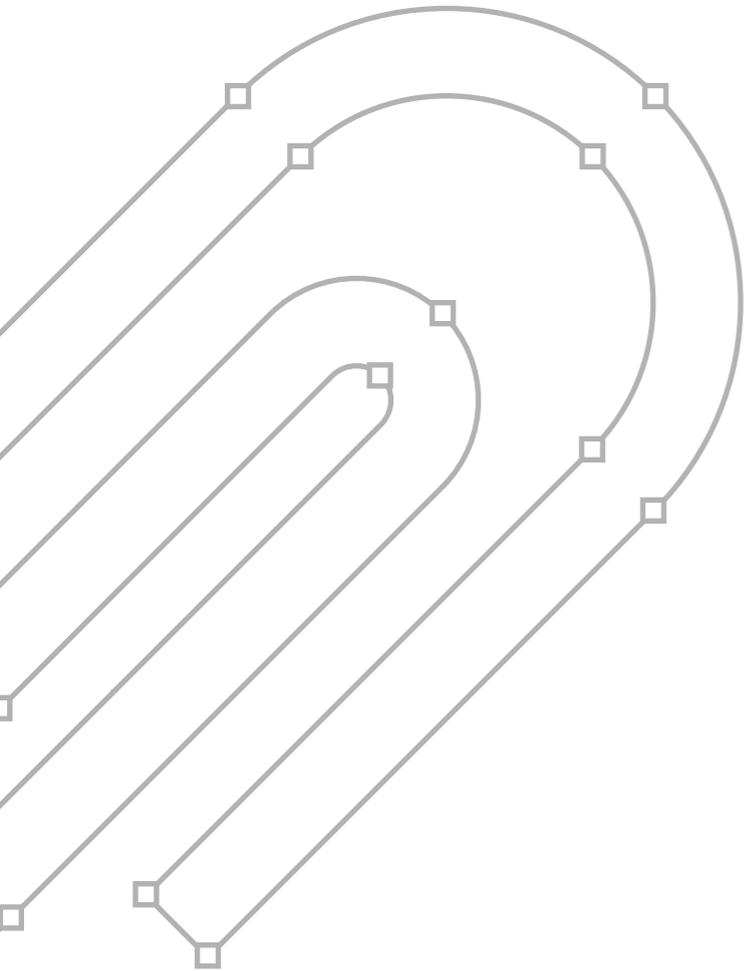
A fundamental principle of the Group is that employees must be free of any conflicts of interest that may affect their judgment, objectivity or trust in the Group. These include parallel activities, regulations and obstacles related to the recruitment and employment of relatives, the Information Security Policy, as well as the framework of handling confidential information.

During 2021, there was no confirmed incident of corruption recorded, no incident that led to removal or disciplinary action against employees because of corruption, no confirmed incident related to corruption that led to the termination or non-renewal of cooperation with a partner or the end of any public legal case related to corruption against the Group or its employees.



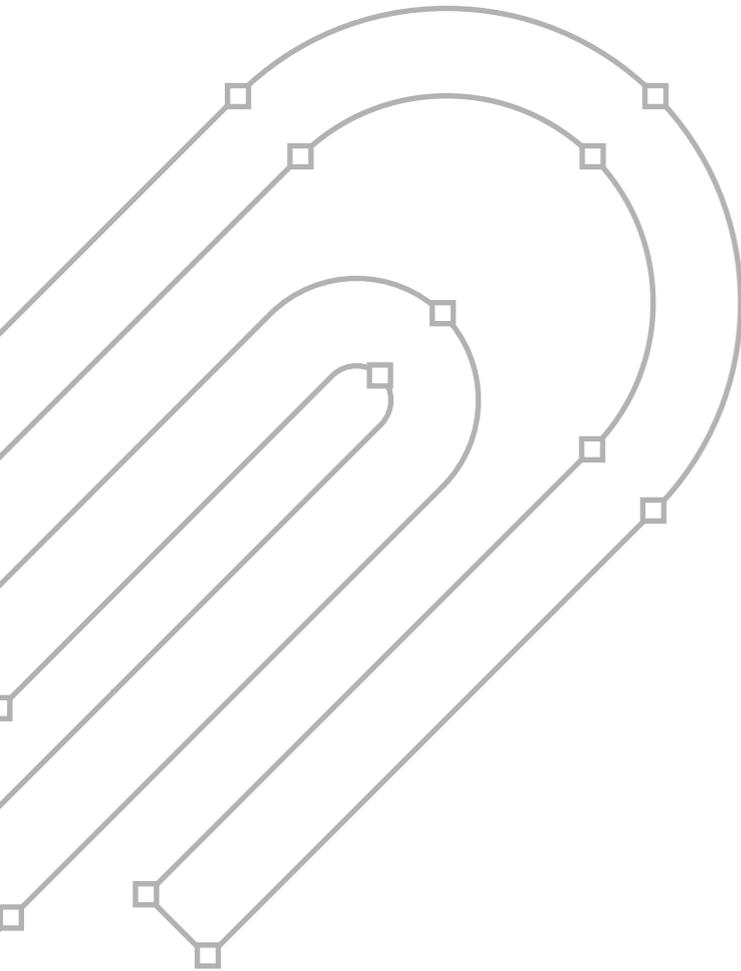
appendix

## GRI content index

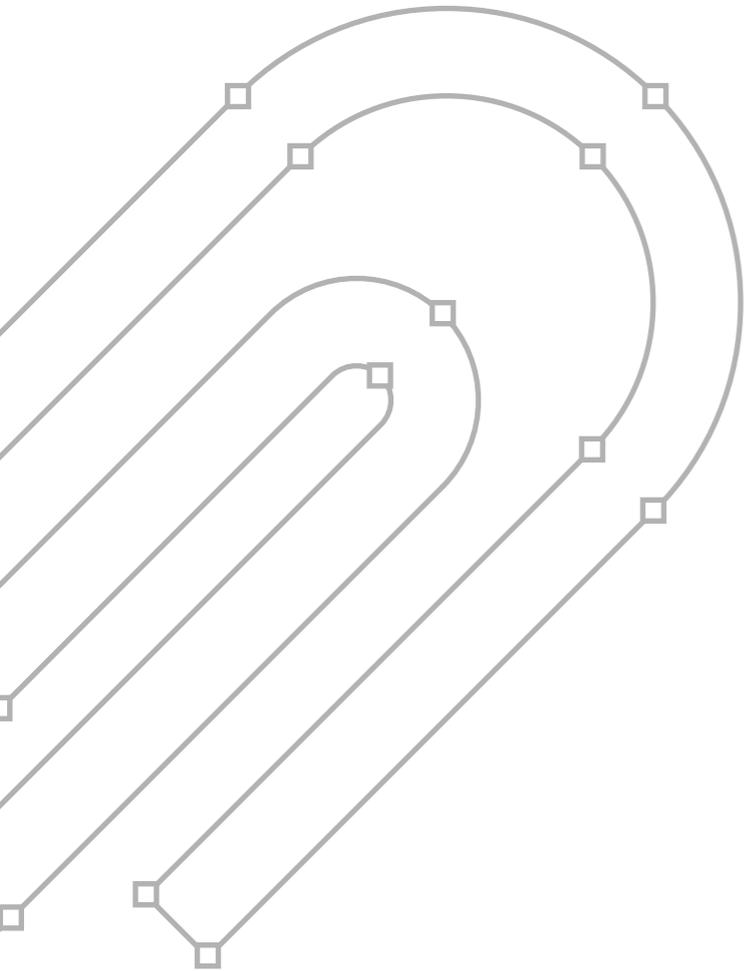


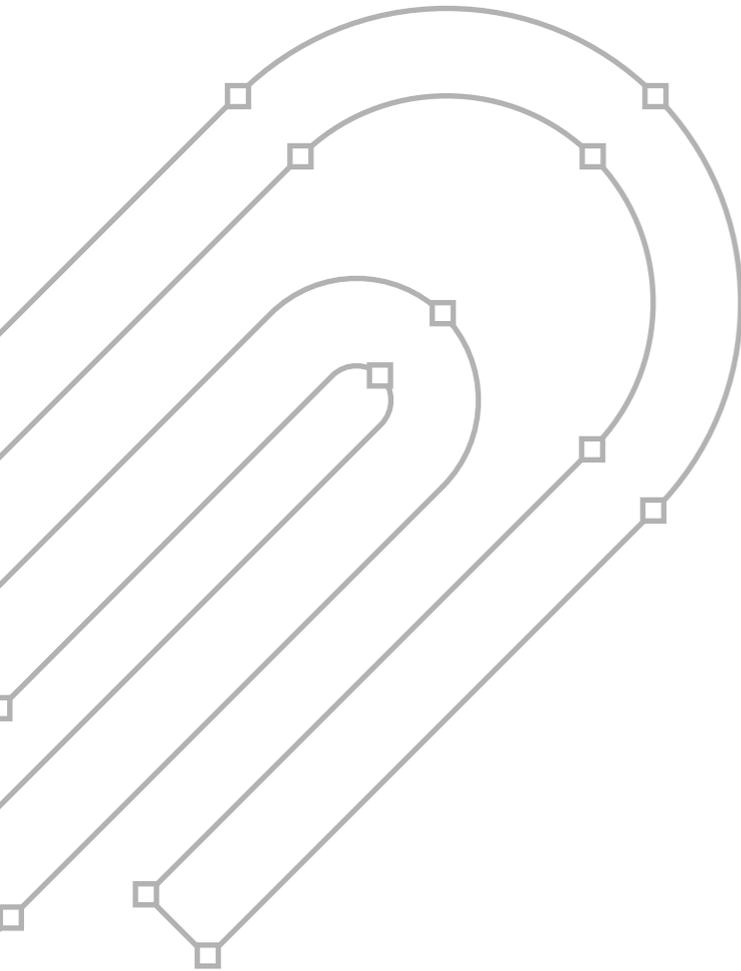
GRI Indicator	Description	Reference
<b>GRI 102</b>	<b>COMPANY PROFILE</b>	
<b>General Disclosures</b>	102-1 Name of the organization	GOODY' S   everest Food-Service Group
	102-2 Activities, brands, products and services	p. 15
	102-3 Location of operations	Athens International Airport Building 14B, Spata GR 19019, Tel: +302103541600
	102-4 Countries where the organization operates	p. 16
	102-5 Ownership and legal form	100% Vivartia Group of Companies
	102-6 Markets served	p. 16
	102-7 Scale of the organization	p. 13, p. 17
	102-8 Information on employees and other workers	p. 58
	102-9 Supply chain	p. 13, p. 56
	102-10 Significant changes to the organization and its supply chain	There were no significant changes during the reporting period of the 2021 Sustainable Development Report
	102-11 Precautionary principle	p. 19
	102-12 External voluntary initiatives for sustainable development in which the Group participates	p. 21-23
	102-13 Membership of associations	p. 21
	<b>STRATEGY</b>	
	102-14 Message from the Management Team	p. 08

GRI Indicator	Description	Reference
GRI 102	<b>ETHICS AND INTEGRITY</b>	
General Disclosures	102-16 Values, principles, standards and norms of behavior	p. 12, p. 70
	<b>GOVERNANCE</b>	
	102-18 Governance structure	p. 68
	102-22 Composition of the highest governance body and its committees	p. 68
	102-25 Conflicts of interest	p. 70
	102-26 Role of highest governance body in setting purpose, values, and strategy	p. 68
	<b>STAKEHOLDER ENGAGEMENT</b>	
	102-40 List of stakeholders	pp. 24
	102-41 Collective bargaining agreements	There are two Collective Business Bargaining Agreements in the Group: 1) 93.3% of the employees are covered by the National Collective Labour Agreement 2) 6.7% of the employees are covered by the Collective Labour Agreement of Olympic Catering
	102-42 Identifying and selecting stakeholders	pp. 25-31
	102-43 Approach to stakeholder engagement	pp. 25-31
	102-44 Key topics and concerns raised by stakeholders	pp. 25-31

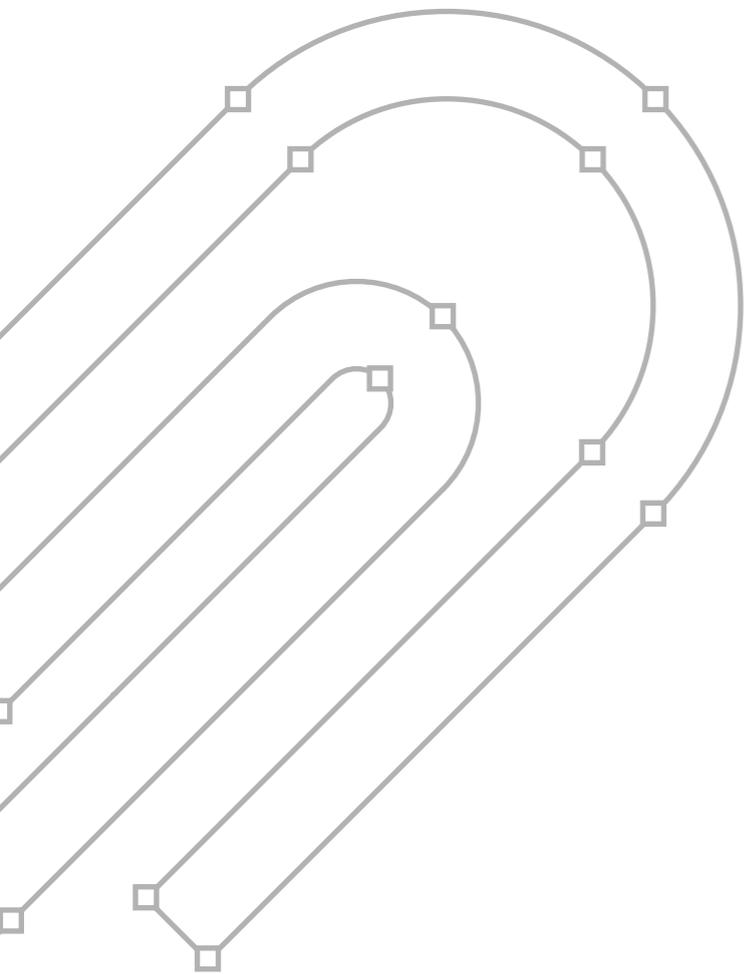


GRI Indicator	Description	Reference
<b>GRI 102</b>	<b>GENERAL DISCLOSURES</b>	
<b>General Disclosures</b>	102-45 List of entities included in the consolidated financial statements	Financial Report of GOODY'S Financial Report of everest
	102-46 Defining report content and boundaries	p. 10, p. 32
	102-47 List of material topics	p. 33
	102-48 Restatements of information	p. 10
	102-49 Changes in reporting	p. 10
	102-50 Reporting period	01/01/2021 – 31/12/2021
	102-51 Date of most recent report	01/01/2020 – 31/12/2020
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions regarding the report	p. 10
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option
	102-55 GRI Content Index	pp. 71-78
	102-56 External assurance	p. 10, pp. 81-83
<b>GRI 201</b>	<b>103 Management approach</b>	
<b>Economic performance</b>	201-1 Direct economic value generated and distributed	p. 48
<b>GRI 203</b>	<b>103 Management approach</b>	
<b>Significant indirect economic impacts</b>	203-2 Examples of significant identified indirect economic impacts of the organization	p. 48



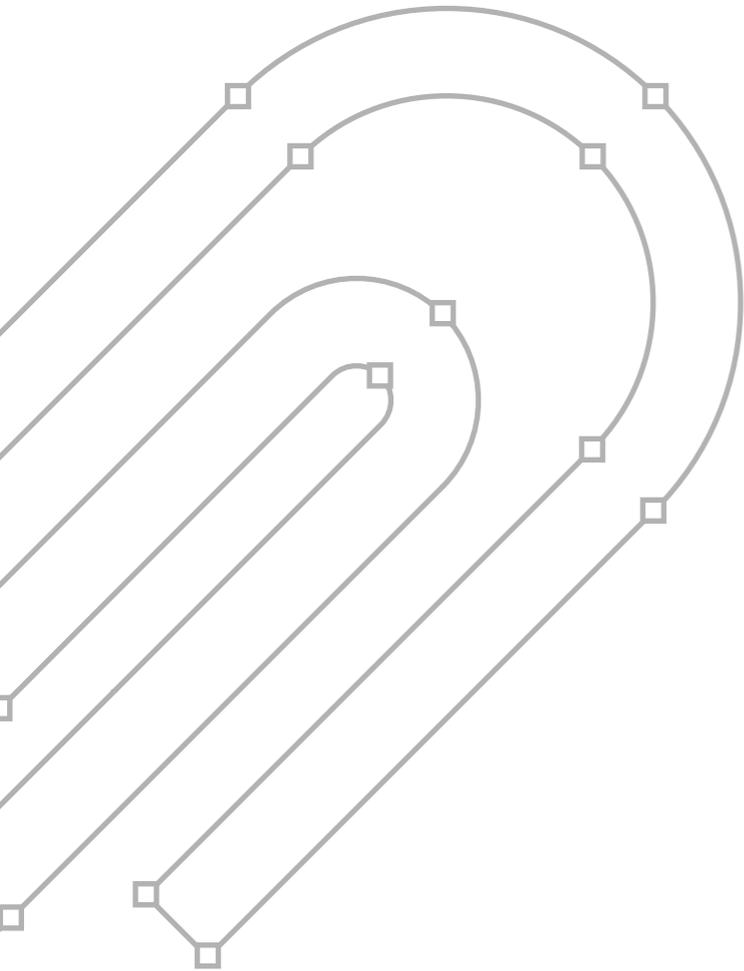


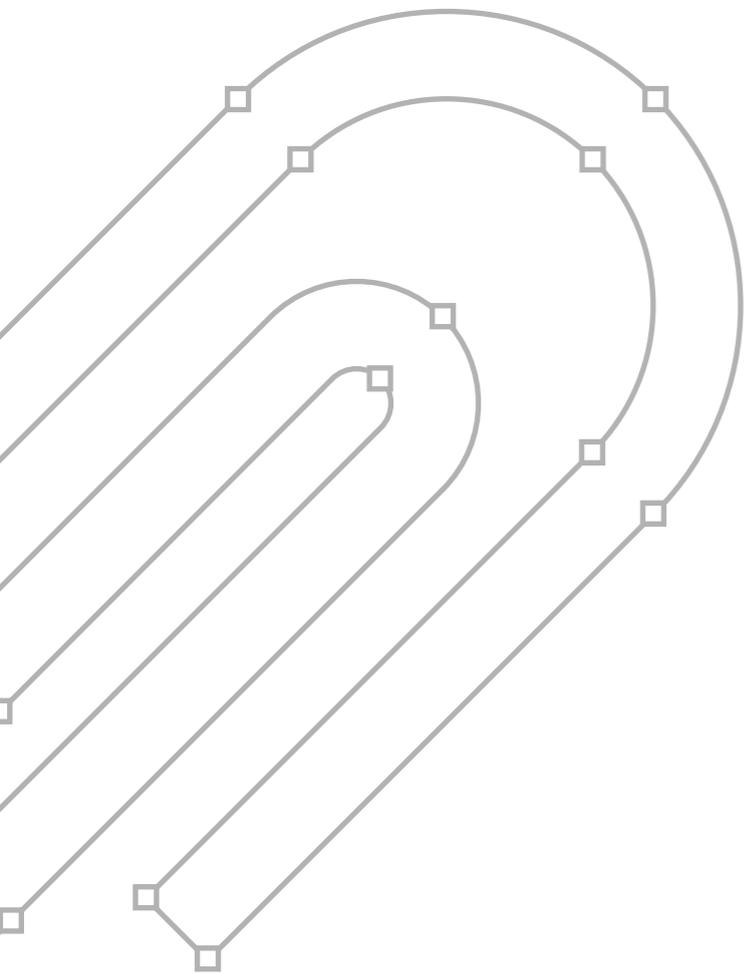
GRI Indicator	Description	Reference
GRI 205	103 Management approach	
Transparency and anti-corruption	205-3 Confirmed incidents of corruption and actions taken	p. 70
GRI 301	103 Management approach	
Packaging and materials	301-1 Materials used (weight or volume)	p. 45
GRI 302	103 Management approach	
Energy	302-1 Energy consumption within the organization	pp. 37-38
	302-3 Energy intensity	pp. 37-38
	302-4 Reduction of energy consumption	pp. 37-38
	302-5 Reduction of energy requirements of products and services	pp. 37-38
GRI 303	103 Management approach	
Water	303-5 Water consumption	p. 40
GRI 305	103 Management approach	
Emissions	305-1 Direct (Scope 1) GHG emissions	p. 39
	305-2 Energy indirect (Scope 2) GHG emissions	p. 39
	305-4 Emissions intensity	p. 39
	305-5 Reduction of GHG emissions	p. 39
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	p. 39



GRI Indicator	Description	Reference
<b>GRI 306</b>	<b>103 Management approach</b>	
<b>Waste Management</b>	306-1 Waste generation and significant waste-related impacts	pp. 41-43
	306-2 Management of significant waste-related impacts	pp. 41-43
	306-3 Waste generated	pp. 41-43
	306-4 Waste diverted from disposal	pp. 41-43
	306-5 Waste directed to disposal	pp. 41-43
<b>GRI 307</b>	<b>103 Management approach</b>	
<b>Environmental Compliance</b>	GRI 307-1 Non-compliance with environmental laws and regulations	p. 36
<b>GRI 401</b>	<b>103 Management approach</b>	
<b>Employment</b>	401-1 New employee hires and employee turnover	p. 59
	401-2 Benefits provided to full time employees that are not provided to temporary or part-time employees	There is no distinction between full-time employees and temporary or part-time employees

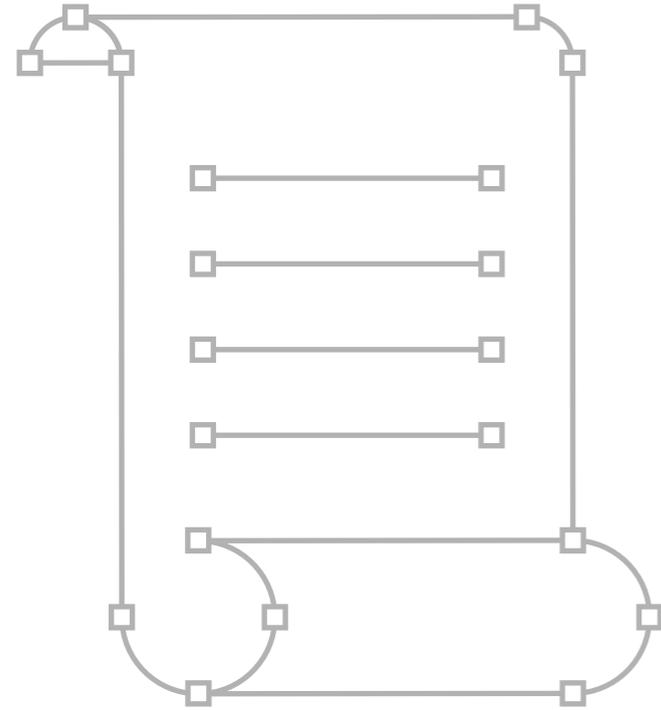
GRI Indicator	Description	Reference
<b>GRI 403</b>	<b>103 Management approach</b>	
<b>Employee health and safety</b>	403-1 Occupational health and safety management system.	pp. 61-63
	403-2 Hazard identification, risk assessment, and incident investigation	pp. 61-63
	403-3 Occupational health services	p. 63
	403-4 Worker participation, consultation and communication on occupational health and safety	p. 61
	403-5 Worker training on occupational health and safety	p. 61
	403-6 Promotion of worker health	pp. 61-63
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pp. 61-63
	403-9 Work-related injuries	p. 62
<b>GRI 404</b>	<b>103 Management approach</b>	
<b>Employee training</b>	404-1 Average hours of training per year per employee	p. 64
	404-2 Programs for upgrading employee skills	p. 64
	404-3 Percentage of employees receiving regular performance and career development reviews	p. 65
<b>GRI 406</b>	<b>103 Management approach</b>	
<b>Non-discrimination</b>	406-1 Total number of discrimination incidents and corrective actions taken	Throughout 2021, no incident of discrimination relating to the violation of human rights and the unfair treatment of employees was reported



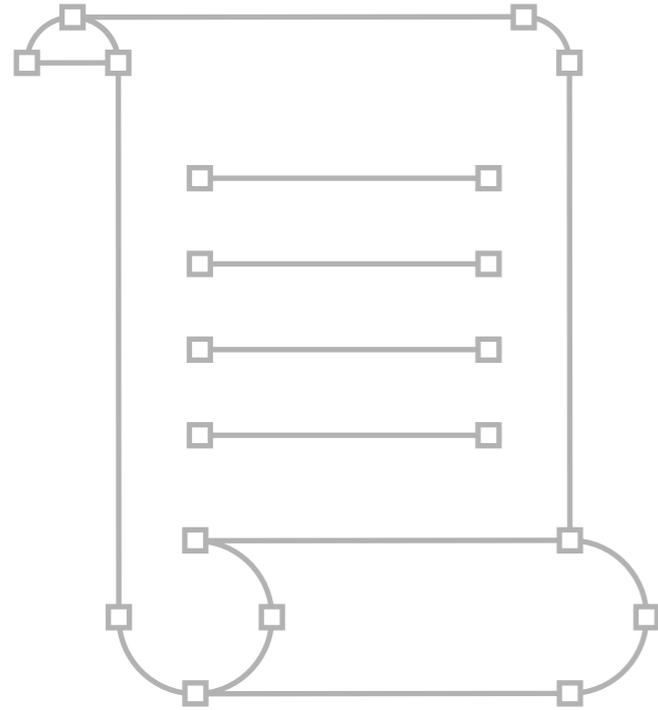


GRI Indicator	Description	Reference
GRI 413	<b>103 Management approach</b>	
<b>Local communities</b>	413-1 Operations with local community engagement, impact assessments and development programs	pp. 49-51
GRI 416	<b>103 Management approach</b>	
<b>Customer health and safety</b>	416-1 Assessment of the health and safety impacts for customers of the Company's products and services	p. 55
	416-2 Incidents of non-compliance concerning the health and safety impacts of the Company's products and services	During 2021 there were no incidents of non-compliance concerning the health and safety impacts of the Group's products and services
GRI 417	<b>103 Management approach</b>	
<b>Responsible Marketing of Products and Labeling</b>	417-1 Requirements for product and service information and labeling	p. 56
	417-2 Incidents of non-compliance concerning product and service information and labeling	p. 56
	417-3 Incidents of non-compliance concerning marketing communications	p. 56
GRI 418	<b>103 Management approach</b>	
<b>Privacy</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 69
<b>Responsible Procurement</b>	<b>103 Management approach</b>	
<b>Generating value for stakeholders</b>	<b>103 Management approach</b>	pp. 52-54
<b>Zero food waste</b>	<b>103 Management approach</b>	p. 46
<b>FP5</b>	Percentage of production in certified facilities	p. 55

## Accountability Principles AA1000AP (2018)



	Reference in the Report	Page reference
<b>Inclusivity</b>	Dialogue with our stakeholders	p. 24
<b>Materiality</b>	Key sustainability issues	pp. 32-34
<b>Responsiveness</b>	ESG performance summary and key priorities	pp. 5-6
	Our Group at a glance	pp. 13-14
	Activities, products and services	p. 15
	Dialogue with our stakeholders	p. 24
	Our environmental footprint	pp. 35-37
	Social and financial value	p. 48
	Social contribution	pp. 49-51
	Generating value for partners and consumers	pp. 52-54
	High quality of products and services	p. 55
	Supply Chain management	p. 56
	Equality, Diversity and Inclusion	pp. 58-59
	Human Rights	p. 60
	Health and safety at work	pp. 61-63
	Education and training	pp. 64-65
	Employment policies and good practices	p. 66
Corporate Governance	pp. 67-70	



Impact	Reference in the Report	Page reference
	ESG performance summary and key priorities	pp. 5-6
	Financial overview	p. 17
	Energy management	pp. 37-38
	Climate change and Greenhouse Gas Emissions (GHG)	p. 39
	Efficient water use	p. 40
	Waste management & circular economy	p. 41
	Social and financial value	p. 48
	High quality of products and services	p. 55
	Responsible marketing of products and services	p. 56
	Equality, Diversity and Inclusion	pp. 58-59
	Health and safety at work	pp. 61-63
	Education and training	pp. 64-65
	Employment policies and good practices	p. 66
	Corporate Governance	pp. 67-70

# independent external assurance report

To: Management of Goody's  
SINGLE MEMBER LLC

## 1 Scope of the External Assurance Project of the Sustainability Report

Goody's SINGLE MEMBER LLC Company (hereinafter referred to as **GOODY'S | everest**) 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 **1/1/2021 - 31/12/2021**.

The scope of the project consists of the following:

**A.** The Application Level Check in accordance with the **GRI Sustainability Reporting Standards (GRI Standards)**, regarding the Sustainability Report of **GOODY'S | everest** for 2021, in order to confirm the company's compliance to the requirements of the GRI Standards for the **"In accordance\_Core"** Level.

**B.** The control of the accuracy of the claims regarding the coverage of specific metrics of the **GRI Standards**, as follows:  
GRI 302-1, GRI 307-1, GRI 401-1, GRI 403-9, GRI 404-1, GRI 404-3, GRI 416-2, GRI 417-2, GRI 418-1.

**C.** The conduction of the coverage level check of the guide **AA1000AP (2018)**, referring to the Accountability Principles as they are stated and analyzed within (Inclusivity, Materiality, Responsiveness & Impact). The level check was held based on the contents of the guide **AA1000AS v3** (Type 2 Assurance-Moderate level).

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of **GOODY'S | everest** for 2021 and it was conducted based on the corresponding correlation table of **GRI Standards** Indicators stated by **GOODY'S | everest** in its Sustainability Report, in order to confirm the Company's compliance to the requirements of the GRI Standards for the **"In accordance\_Core"** Level, 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 Standards (Core Level) B. 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 in order to draw conclusions, the external assurance team of **TÜV HELLAS** conducted the **following (indicative and not restrictive) methodology**:

- Reviewed the procedures followed by **GOODY'S | everest** to identify and determine the material issues in order to include them within the Sustainability Report.
- Interviews were conducted with selected executives of **GOODY'S | everest** having operational role in Sustainability issues in order to understand the current state of sustainability development activities and progress achieved during the period under reference.
- Reviewed the **GOODY'S | everest** consultation approach with their 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 selected metrics (referred in paragraph 1), in connection with the findings of the above steps. Additionally, the methodologies and practices for extracting the results were reviewed and crosschecking was performed on the reliability and quality of the metrics reported in the report.

**These checks consist (not restrictively) of the following:**

- Understanding 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 in order 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 **GOODY'S | everest** in Greece. No visits and interviews in stakeholders of the **GOODY'S | everest** 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 team for Sustainability of **GOODY'S | everest** 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), do 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 to the relevant contract. The project was conducted in such a way so that **TÜV HELLAS** can quote to **GOODY'S | everest** administration the issues mentioned in this report and for no other purpose.

#### 6 Conclusions - Recommendations

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. Accuracy and completeness of data (qualitative and quantitative) related to the Application Level Check and claims accuracy of Total Reporting Indicators related to GRI Standards.**



■ During the external assurance project carried out, nothing came to the attention of **TÜV HELLAS** which would lead to the conclusion that the Sustainability Report of **GOODY'S | everest** does not meet to the requirements of the GRI Standards for the **"In accordance\_Core"** Level, as reflected on the corresponding correlation GRI content index (table with the GRI Standards Indicators).

**B. Control of the accuracy of the claims concerning the metrics from the GRI 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 (selected metrics) of the **GRI Standards** referred in paragraph 1, point B of this report.

**C. Adherence to the AA1000 Accountability 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 the **GOODY'S | everest** 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 the **GOODY'S | everest** 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 the **GOODY'S | everest** 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 ecosystem**

■ We have not realized any issue, which would lead us to believe that the **GOODY'S | everest** 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** Remarks

- The explicit definition of the Sustainability Report's boundaries will contribute to a wider understanding of the issues raised by all of the company's stakeholders.
- The resolution of individual inconsistencies in the ways of extracting the performance metrics of the Sustainability Report will help to achieve a greater degree of the report's disclosures.

### **8** Impartiality and Independence of the External Assurance Team

**TÜV HELLAS** states its impartiality and independence in relation to the project of **GOODY'S | everest** Sustainability Report external assurance.



**TÜV HELLAS** has not undertaken work with **GOODY'S | everest** 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 **GOODY'S | everest**.

Athens, December 23, 2022  
For **TÜV HELLAS (TÜV NORD) SA**

Nestor Pappas  
Product Manager



**AA1000**  
Licensed Report  
000-209/V3-V29C0

# ESG Report

2021



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