

ESG Report 2022



GOODY'S | everest
GROUP OF COMPANIES

Shaping
a sustainable
foodservice
ecosystem

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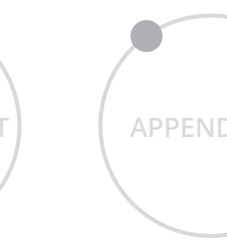
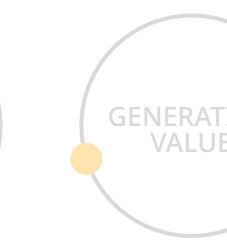
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Message by the Board of Directors



For the GOODY'S | everest Group, 2022 was a year of dynamic growth in all areas of its operation. A milestone in terms of ESG, was the formulation and outline of the overall strategy, designed to reflect the GOODY'S | everest aspirations and provide long-term added value for the Group, its stakeholders and society at large.

The Group's business model and long-standing priorities are considered in the ESG Strategy, which in turn helps define the vision and strategic pillars of action, making ambitious but realistic commitments on behalf of the entire organization.

The substantial overhaul of our Group's approach to ESG is underscored by the introduction of a new governance model and a mechanism for monitoring the implementation of our ESG Strategy. More specifically, the new Corporate Affairs & Sustainability Division undertakes the coordination of the newly established ESG Committee, which is tasked with the integration and implementation of the ESG Strategy into the organization's business model.

One of the first actions of the Committee was to launch the double materiality procedure with the aim of identifying, understanding and evaluating the true impact of the Group on the environment, society and the economy, as well as recording the potential risks and opportunities of these areas. The first step of this process was implemented in the framework of the 2022 ESG performance mapping and is presented in the Report.

As part of our efforts to reinforce our Group's corporate governance framework in 2022, we also updated and introduced a number of policies responding to ESG concerns. It is worth noting that the Hellenic Catering and Olympic Catering companies certified their Information Security Management and Business Continuity Management Systems according to ISO 27001 and ISO 22301, respectively. Furthermore, both companies were certified according to ISO 37001 against bribery and corruption.

Through our participation in the UN Global Compact, the most prominent global voluntary initiative for corporate sustainability, we affirm in practice our resolve to incorporate the ESG Strategy, as well as the 10 Principles of the Global Compact for human rights, working conditions, environmental protection and combating corruption, in the Group's operations, thereby contributing to the UN's 17 Sustainable Development Goals (SDGs) through specific actions and initiatives.

This Report captures in detail the ways in which our Group demonstrates its adherence to the principles of sustainable development through actions, initiatives and partnerships that create value for people and stakeholders. The performance, priorities and prospects that we have identified in the context of our strategic planning are recorded, for an even more dynamic trajectory, aiming for a socially and environmentally responsible financial growth, always with respect for the environment, our people and society.



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

ESG performance and priorities: Summary



SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Environment		
Adaptation and mitigation of climate change impacts	<ul style="list-style-type: none"> • Certification with ISO 14001:2015 environmental management system in production units • Update of the Group's Environmental Policy 	<ul style="list-style-type: none"> • Calculation of the total carbon footprint based on the methodology of the GHG Protocol Standard (direct and indirect (Scope 1 & 2) and indirect greenhouse gas emissions (Scope 3)) by the value chain of the Group's activities • Declaration of participation in and commitment to the international Science Based Targets initiative (SBTi) according to the new SBTi Net-Zero standard • Finalization of a specific action plan to reduce the carbon footprint of the Group's operation
Energy management	<ul style="list-style-type: none"> • Implementation of a certified Energy Management System at the Hellenic Catering facilities (ISO 50001: 2018) • 17.5% and 18.5% reduction in electrical energy intensity at Hellenic Catering and Olympic Catering, respectively 	<ul style="list-style-type: none"> • Installation of energy management and monitoring/ measurement systems (e.g. Building Management Systems) at the stores • Use of compensation capacitors to improve the reactive power with the goal of reducing unnecessary electrical energy consumption in the stores • Completion of solar panel installation on the roofs of the Hellenic Catering facilities in Pallini
Air, water and soil pollution	<ul style="list-style-type: none"> • 37,887 m³ less methane in the atmosphere through the coffee recycling program 	<ul style="list-style-type: none"> • Olympic Catering and Hellenic Catering: Reduction of nitrogen oxide (NOx) and sulfur oxide (SOx) emissions



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SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Environment		
Air, water and soil pollution	<ul style="list-style-type: none"> Carbon footprint improvement by 5.5 tn of CO₂e through the use of improved cleaning products 782 tons of nitrogen oxide (NOx) by Hellenic Catering and 71 tons by Olympic Catering Hellenic Catering: 153 tons of sulfur oxide (SOx) 	
Water management	<ul style="list-style-type: none"> 12.5% reduction in water consumption compared to 2021 Hellenic Catering: 5% reduction in water consumption per ton of products and goods compared to the 2021 equivalent Implementation of responsible and rational water management systems in production units and stores (such as installation of foot-operated/ smart water taps in stores, reverse osmosis water treatment, use of defrosting tank that recirculates water) Washing machine with water recycling function 	<ul style="list-style-type: none"> Investments in water conservation actions and rational water resource management
Food waste and waste from facilities	<ul style="list-style-type: none"> >111 tons of coffee grounds recycled Partnership with the Harokopio University to record food waste in each of the Group's chains 	<ul style="list-style-type: none"> Further support and expansion of the initiative/action on coffee grounds recycling and utilization Investigating options for collecting and recycling the cardboard boxes used for store supply purposes

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SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Environment		
Food waste and waste from facilities	<ul style="list-style-type: none"> Integrated management of all hazardous waste from Hellenic Catering (4.95 tons) and Olympic Catering (0.71 tons), with the aim of reducing landfill waste Establishment of Waste Management Policy 	
Packaging	<ul style="list-style-type: none"> Expanding the use of "Browncolor" paper (recyclable, biodegradable, FSC® certified) Testing new materials to replace existing packaging containing plastic 	<ul style="list-style-type: none"> Implementation of the commitment to reduce plastic in GBH packaging by 85% by 2024 vs 2019 Exploration of the possibility to reduce plastic in the packaging of the other brands and production companies of the Group
Society		
Health and safety	<ul style="list-style-type: none"> Implementation of a certified Management System for Health and Safety at work (ISO 45001: 2018) Creation of an Employee Health & Safety Policy Zero work-related fatal accidents >3,800 employees participated in health and safety seminars >7,800 total hours of health and safety training 	<ul style="list-style-type: none"> Ongoing health and safety trainings Maintaining zero work-related fatal accidents



SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Society		
Diversity, equality and inclusion	<ul style="list-style-type: none"> 755 total hours of training on topics related to diversity and inclusion Employee Satisfaction Survey with 87% participation rate 49% female employees in the Group Creation of Equal Opportunity, Diversity and Inclusion Policy 	<ul style="list-style-type: none"> Creation of an integrated training and webinar program to raise employee awareness and eliminate unconscious biases
Training and development	<ul style="list-style-type: none"> 8% increase in the total number of participants in educational programs compared to 2021 17.76 hours of training on average 	<ul style="list-style-type: none"> Increase of employee participation in training programs Increase in total training hours
Human Rights	<ul style="list-style-type: none"> Establishment of Human Rights Policy Active support of actions and initiatives by our brands (e.g. the Goody's Burger House sponsored Pride 2022, for the 2nd year in a row) No incidents related to human rights violations, discrimination, unfair treatment of employees and forced or child labor 	<ul style="list-style-type: none"> Maintaining our commitment to zero tolerance for human rights violations



SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Society		
Social contribution	<ul style="list-style-type: none"> Establishment of a Corporate Social Responsibility (CSR) Policy ~2,500 employees working in franchise stores Support of a total of 38 actions and events hosted by organizations, with the participation of more than 6,800 people 21 years of the ArGOODaki program that supports children in need 261 hours volunteered by the company's employees implementing actions with a high social value 	<ul style="list-style-type: none"> Networking of stores with NGO BOROUME to combat food insecurity Further strengthening of the Group's corporate volunteerism and increasing in the total hours of employee participation in social activities
Product labelling and communication with consumers	<ul style="list-style-type: none"> Establishment of Policy for the Promotion of Sustainable Consumption Gradual introduction in our chain stores of continuous customer satisfaction measurement using the Net Promoter Score (NPS) methodology The GOODY'S everest Group becomes the first Greek food-service company to join the Greek Pledge, an initiative of the association of the Federation of Hellenic Food Industries (FHFI) for the advertising of food products to children 	<ul style="list-style-type: none"> Publication of nutritional information for the entire range of products of the Group's main chains Expansion of the continuous customer satisfaction measurement based on the Net Promoter Score (NPS) methodology
Product quality and safety	<ul style="list-style-type: none"> Updating of a Food Safety and Quality Policy 	<ul style="list-style-type: none"> Maintaining the implementation of certified quality assurance and safety systems, in accordance with international standards in all production units



SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Society		
<p>Product quality and safety</p>	<ul style="list-style-type: none"> • Certification with ISO 9001: 2015 for Quality Management System • Certification with ISO 22000: 2018 for Food Safety Management Systems • Certification of Hellenic Catering with the internationally recognized food safety system IFS FOOD (higher level score) • Certification with ISO 22005: 2007 for the traceability management system in both Olympic Catering and Hellenic Catering • Olympic Catering – Hellenic Catering: Acquisition of the Halal Certificate, a Quality Certification Based on Religious Requirements of Islamic Law 	
<p>Opportunities in nutrition and health</p>	<ul style="list-style-type: none"> • Existing product concepts were renewed and 384 new products and raw materials were introduced, always with the aim of maintaining the variety of options to cover all customer preferences 	<ul style="list-style-type: none"> • Collaboration with external bodies, the R&D department and the scientific community to incorporate cutting-edge trends and technological advancement and enhance the variety of product options (for example, the Vegan burger project with the NSRF). • Continuous enhancement of variety of options in all Group brands for the effective coverage of all consumers dietary preferences (e.g. vegetarian, vegan, low fat, sugar free)



SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Governance		
Privacy and data security	<ul style="list-style-type: none"> Establishment of Information Security Policy No complaints or reports regarding violations of personal data were detected, nor any leakage, theft, or loss of data Olympic Catering and Hellenic Catering: Implementation of an ISO 27001-certified Information Security system Olympic Catering and Hellenic Catering: Implementation of an ISO 22301-certified Business Continuity management system 	<ul style="list-style-type: none"> Maintaining certified systems in place to ensure the protection of personal data and cyber security, in accordance with ISO 27001 Maintaining Business Continuity according to ISO 22301 in both production units, part of which is data privacy and security Preparation of a GDPR Audit by the partner company in matters of security and personal data Update of the Group's Activities Records by the collaborating company on personal data, with the aim of fully recording activities that involve personal data processing and their evaluation. Staff training on business continuity issues at a general level Strengthening of the data security and protection
Code of conduct	<ul style="list-style-type: none"> Update of the Vivartia Code of Conduct No confirmed incident of violation of the Code of Conduct and no related financial encumbrance No confirmed incidents of non-compliance with regulations and the legislation (on financial, environmental, work & social issues) 	<ul style="list-style-type: none"> Maintenance/update of a holistic risk register that covers a wide range of business, financial, operational, IT, ethical-regulatory compliance and environmental issues, as well as unforeseen events and external threats Completion of the Food-service Group's Code of Business Ethics



SUSTAINABLE DEVELOPMENT ISSUE	OUR PERFORMANCE IN 2022	OUR PRIORITIES FOR 2023
Governance		
Bribery and corruption	<ul style="list-style-type: none"> Olympic Catering and Hellenic Catering: Certification with ISO 37001: 2016 regarding the management system against bribery 100% of the members of the management and supervisors have been fully informed and trained on the Group's anti-corruption policy Assessment of risks related to corruption No confirmed incidents of corruption and bribery No legal action for anti-competitive behaviour and violations of antitrust and monopoly laws 	<ul style="list-style-type: none"> Maintaining zero incidents of bribery and corruption Training staff on anti-bribery and anti-corruption issues at a broad level Issuance of a new directive for industrial units to strengthen anti-corruption practices in bid evaluation matters (already announced) Update of the Supplier Code of Conduct and the corresponding questionnaire that will be shared among all Group's partners
Animal welfare	<ul style="list-style-type: none"> Use of 100% eggs from free-range hens 	<ul style="list-style-type: none"> Maintaining the use of eggs from free-range hens at a rate of 100% 0% detection of antibiotics and growth factors in beef 50% of soy protein used in plant-based food products comes from Regenerative Agriculture
Sustainable supply chain	<ul style="list-style-type: none"> 63% of the Group's total expenses concern domestic suppliers 	<ul style="list-style-type: none"> Establishment of Sustainable Procurement Framework Update of the Supplier Code of Conduct Increasing supplier awareness through training programs and provision of supporting material Integration of ESG criteria into the evaluation process of key suppliers



GOODY'S | everest Group

GRI 2-1 | GRI 2-6

Our Group at a glance

- 50 YEARS: More than 50 years of presence
- 2,142 employees
- 100% Vivartia Group of companies
- 1,188 suppliers
- 2 production units in Sindos and Spata
- 1 Logistics Center in Pallini
- >560 points of sale, of which 15 abroad
- 10 countries of Group presence (Greece, Albania, Bulgaria, Cyprus, Egypt, North Macedonia, Hungary, Kuwait, Armenia, Great Britain)
- 5 dynamic chains and a variety of unique food-service concepts

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 offer high quality, innovative & competitive products and 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
- Creativity & innovation
- Meritocracy & fairness
- Respect & kindness
- Passion & teamwork
- Trust & honesty
- Life & work balance



GRI 2-1 | GRI 2-6

Activities, products and services



Development and operation of leading foodservice chains with a long history in the Greek market and an extensive footprint.

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

ANY CONCEPT | ANY LOCATION | ANY OCCASION

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

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

Innovative e-commerce platform which offers high quality food at affordable prices at home or at work with only three clicks!



GRI 2-1 | GRI 2-6

Business model and value chain

Inputs: Our power

- Natural Capital**
 - Use of FSC® paper in packaging
 - Cooperation with Harokopio University for the monitoring of food waste
- Financial Capital**
 - €232,248,237 revenue
 - €4,286,026 total investments
- Manufactured Capital**
 - 2 production units in Sindos and Spata
 - 1 Logistics Center in Pallini
- Intellectual Capital**
 - Digital transformation solutions
 - Procedures and policies
- Human Capital**
 - 2,142 employees in the Group, of which 1,041 are women
 - 72,729 man-hours of training
- Social Capital**
 - >260 hours in volunteering actions
 - 38 actions and events organized by institutions

Value creation

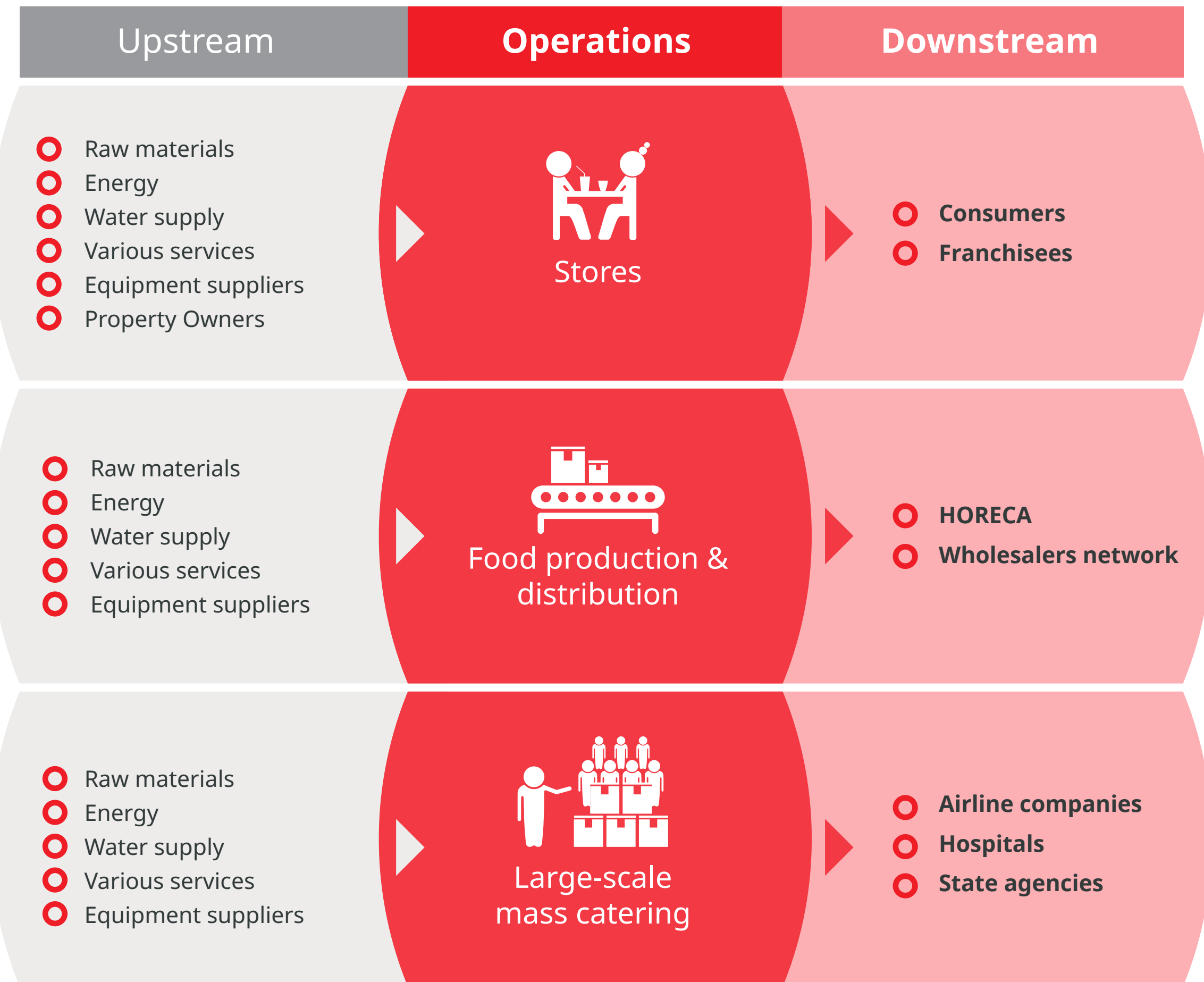


Outputs: Our contribution

- Natural Capital**
 - 154 tons of coffee residues recycled to date
 - 55,500 m³ less methane in the atmosphere
- Financial Capital**
 - €54,705,519 employee remuneration and benefits
 - €14,957,327 payments to state institutions
- Manufactured Capital**
 - 10 countries of Group presence
 - 5 dynamic chains
 - Thousands of customers daily
- Intellectual Capital**
 - Innovative order routing system delivery ("Routing")
 - 378 certifications across the network
- Human Capital**
 - Employee Satisfaction Survey with a participation rate of 87%
 - 8% increase in the number of workers trained
- Social Capital**
 - 15 children's wishes were granted through Make A Wish
 - 2,500 benefiting employees in franchise
 - ArGOODaki supported children of border regions

GRI 2-1 GRI 2-6

Our Group's Value Chain



Awards and distinctions

During 2022, the Group's brands received numerous distinctions in major events. Specifically:



INTERNATIONAL BUSINESS AWARDS

One of the greatest distinctions of the year was the one received by the Everest reward program, called the Blue Club, during the **International Loyalty Awards 2022**. The committee singled out the program for the creativity and functionality behind its design, as well as the innovative gamification mechanisms incorporated into its user-friendly design, fully meeting customer expectations.

The everest Bite Club won in two categories:

- **Best Customer Experience**
- **Regional Loyalty Champions of the Year - Central and Eastern Europe**



IAB HELLAS-MIX AWARDS

We won a total of five (5) awards at the most prestigious digital marketing event, four (4) for the **Goody's Burger House "Perfect Corner"** campaign and one (1) for the everest **"Bite Club"** campaign.



COFFEE BUSINESS AWARDS

Three (3) awards in total for the **everest & Flocafe Espresso Room brands:**

- **Gold/ everest - Top ESG Coffee Chain**
- **Gold/ Flocafe Espresso Room - Top Coffee Chain Design**
- **Silver/ everest - Top National Coffee Chain**



LOYALTY AWARDS

Goody's Burger House and everest received a total of six (6) awards, with the most important one being the 'Loyalty Brand of the Year' award for the **Goody's Burger House All Star Club** loyalty program.



GRI 2-28



RESPONSIBLE BUSINESS AWARDS

Just **Go Zero Coffee**, the circular economy program for the full recycling and reuse of coffee grounds implemented by everest and Polygreen, was presented with a Silver award in the Zero Waste category.



RETAIL BUSINESS AWARDS

The Group received two (2) Silver awards in the Retail Stores– Food-service category for the **Flocafe Espresso Room** at the Ellinikon Experience Center and a Bronze award in the Omni Retailers category for the **Goody's Burger House** brand.



FRANCHISE BUSINESS AWARDS

Goody's Burger House, the brand that introduced the franchise concept to the Greek market, received the "Customer Oriented Franchise" award, while everest and its new innovative products signed by chef Vassilis Kallidis, were proclaimed as "Most Innovative Concept".



ENVIRONMENTAL AWARDS

Everest, along with Polygreen and the **Just Go Zero Coffee** program that gives a second life to coffee grounds, received a Bronze award in the **"Recycling - Waste Reuse"** category.



ESTIA AWARDS

Our **Goody's Burger House, everest, Forky and Kuzina** brands stood out in several categories. In total, we won twelve (12) awards, including **three (3) GOLD** awards, while the Group as a whole received the **GRAND AWARD** of the event.



ERMIS AWARDS

Goody's Burger House and ArGOODaki were awarded for the **"The relay race"** Digital Media campaign.

Participation in bodies and associations

The bodies and associations in which the Group is a member are:



SDE
(Hellenic Advertisers Association)



Alliance for the Reduction of Food Waste

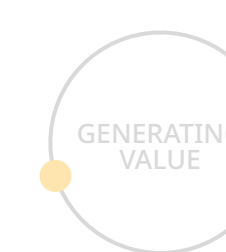
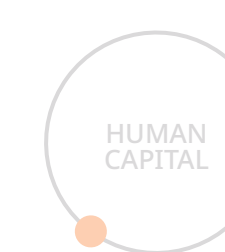


ACCII
(Athens Chamber of Commerce and Industry)

EPOES



Hellenic Association of Organized Food Service Enterprises



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Financial Performance

Below we present the key information of our financial performance for 2022 compared to the corresponding financial figures of 2021.

VAT and other withheld taxes

	2021	2022
VAT payments	4,323,005	8,979,303
FMY & Emergency Solidarity Contribution payments	2,713,617	8,979,303
Other withheld taxes	2,088,428	2,286,670
Total	9,125,050	14,644,242
Grants / subsidies (Greek Public Employment Service grants not included)	4,935,665	216,189

Direct and indirect economic value of the GOODY'S I everest Group (€)

	2021	2022		2021	2022
Direct economic value generated: Revenue ¹	161,730,888	232,248,237	Payments to providers of funds	3,672,993	3,136,200
Operating cost ²	102,408,234	154,048,578	Equity	52,408,892	52,697,331
Wages and employee benefits ³	44,803,201	54,705,519	Payroll payments (gross earnings)	34,668,959	42,530,888
Payments to providers of capital	3,672,993	3,136,200	Payments for employee insurance (employer's contributions and private insurance)	7,265,242	8,048,900
Payments to state bodies ⁴	229,176	313,085	Other employee benefits (benefits & compensations)	2,869,000	4,125,730
Donations and investments at community level ⁵	50,000	20,000	Social Investments	-	-
Direct economic value distributed	151,111,122	212,203,381	Total investments	8,802,814	4,286,026
Payments for taxes - direct	229,176	313,085	Total assets	280,498,537	277,293,462
Total payments to state agencies	9,354,225	14,957,327			

¹ Includes revenue from sales, ancillary activities, rents, dividends and interest.

² Includes selling, administrative and distribution costs. Employee wages and benefits and depreciation are not included.

³ Not included in operating costs.

⁴ Does not include VAT, taxes withheld and other taxes.

⁵ Not included in operating costs.

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Corporate governance



BOARD OF DIRECTORS

The board is responsible for formulating the corporate strategy with the objective of maximizing the organization's value, implementing sound governance principles, monitoring its actions, as well as ensuring the fair and equitable treatment and protection of the rights and interests of shareholders. The Board of Directors of the **GOODY'S | everest Group** consists of eight members – one of whom is a woman – who are not defined as executive or non-executive. Their term is set until 15/11/2025. The members of the Board of Directors hold key positions in the company's organizational structure and have the necessary experience and expertise to handle critical matters that could have an impact on the organization. Furthermore, it is worth mentioning that the Chair of the highest governing body is not a senior executive of the organizational structure of **GOODY'S | everest**.



EXECUTIVE COMMITTEE

The Executive Committee's role is the continuous supervision of all operations of the Companies and the Vivartia Group, as well as monitoring the progress of the financial figures and the goals set by the Group, on the basis of which the budgets of the Group's companies are prepared in order to implement the Strategic Plan.



AUDIT COMMITTEE

The Audit Committee continuously support the Board of Directors and is in constant communication with the Internal Audit Departments of the Companies. The aim is to ensure the quality of the internal audit and risk management system. At the same time, it oversees the preparation of the financial statements while also selecting and evaluating the performance and independence of the External Auditors.

GOODY'S | everest has also established the following committees:



Prevention of Violence and Harassment Committee



Personal Data Compliance Committee



Anti-bribery and Anti-corruption Investigation and Management Committee



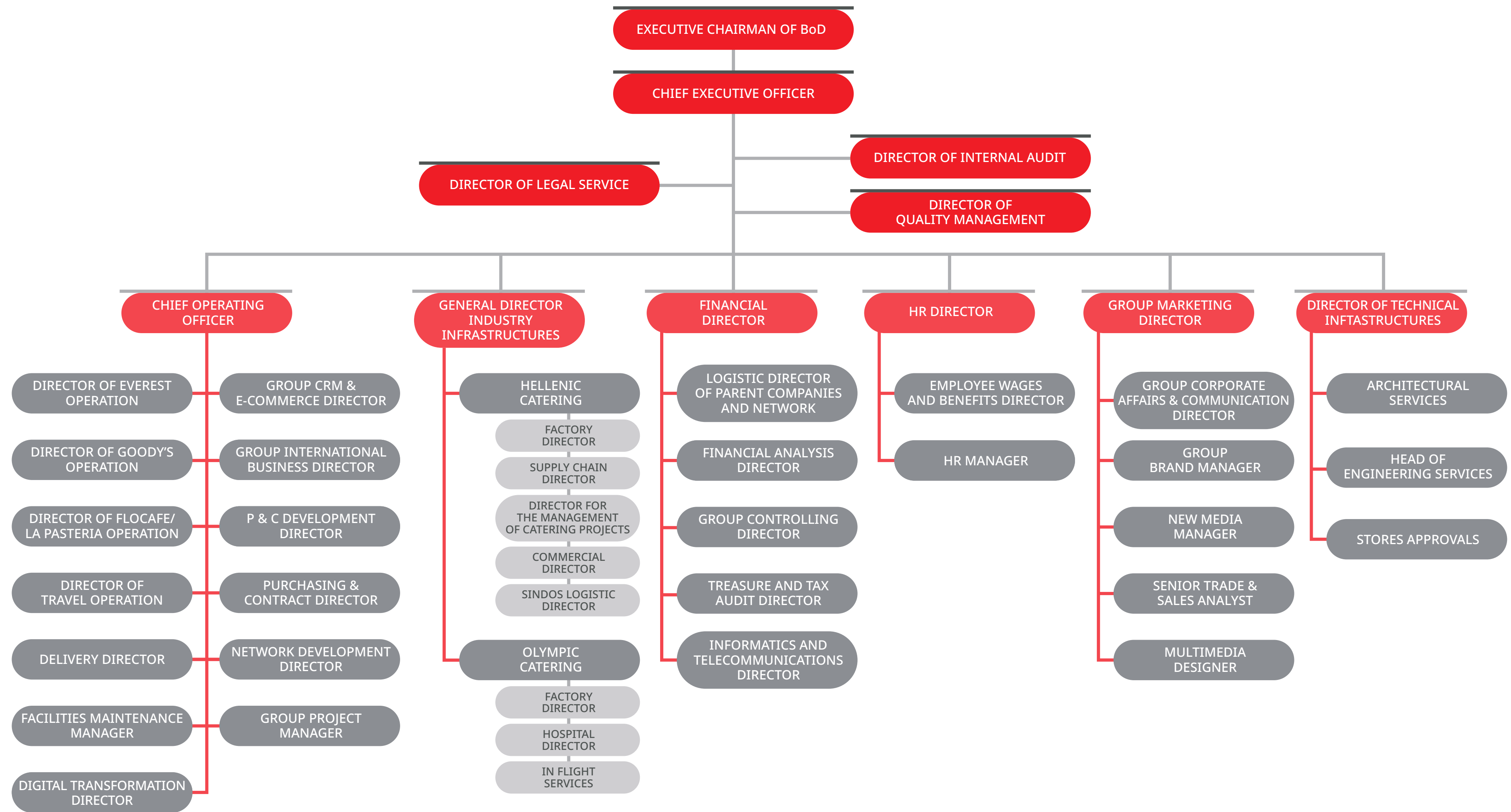
Business Continuity Incident Response Committee



ESG Committee

Appointment of Board of Directors

The members of the Board of Directors are elected by the General Assembly. Prospective members are selected based on criteria such as knowledge, skills and experience. In addition, criteria such as diversity, independence as well as skills related to the management of issues that may have an impact on the organization are considered.



Compensation Policy and Remuneration Determination Process

The remuneration determination processes aim to attract and retain capable executive leaders who can provide substantial prospects and lead our Group to absolute levels of success. The management, after taking into consideration the remuneration surveys and other benefits, compares them to the existing remuneration and benefits structure within the Group and makes adjustments where it deems necessary.

Annual total compensation ratio

	2022
ANNUAL TOTAL REMUNERATION OF THE HIGHEST PAID INDIVIDUAL IN THE ORGANIZATION	243,172
AVERAGE ANNUAL TOTAL REMUNERATION FOR ALL EMPLOYEES OF THE ORGANIZATION, EXCLUDING THE HIGHEST PAID INDIVIDUAL	21,187
ANNUAL TOTAL COMPENSATION RATIO	1,148%
PERCENTAGE INCREASE IN ANNUAL TOTAL REMUNERATION FOR THE HIGHEST PAID INDIVIDUAL	0
AVERAGE PERCENTAGE INCREASE IN ANNUAL TOTAL REMUNERATION FOR ALL EMPLOYEES OF THE ORGANIZATION, EXCLUDING THE HIGHEST PAID INDIVIDUAL	0.10%
CHANGE OF ANNUAL TOTAL REMUNERATION RATIO	0%

The role of the highest governing body is to set the corporate strategy, **develop, approve and update the organization's purpose, value or mission**, as well as the statements, strategies, policies and objectives related to sustainable development.





Sustainable development

GRI 2-22

Group ESG Strategy

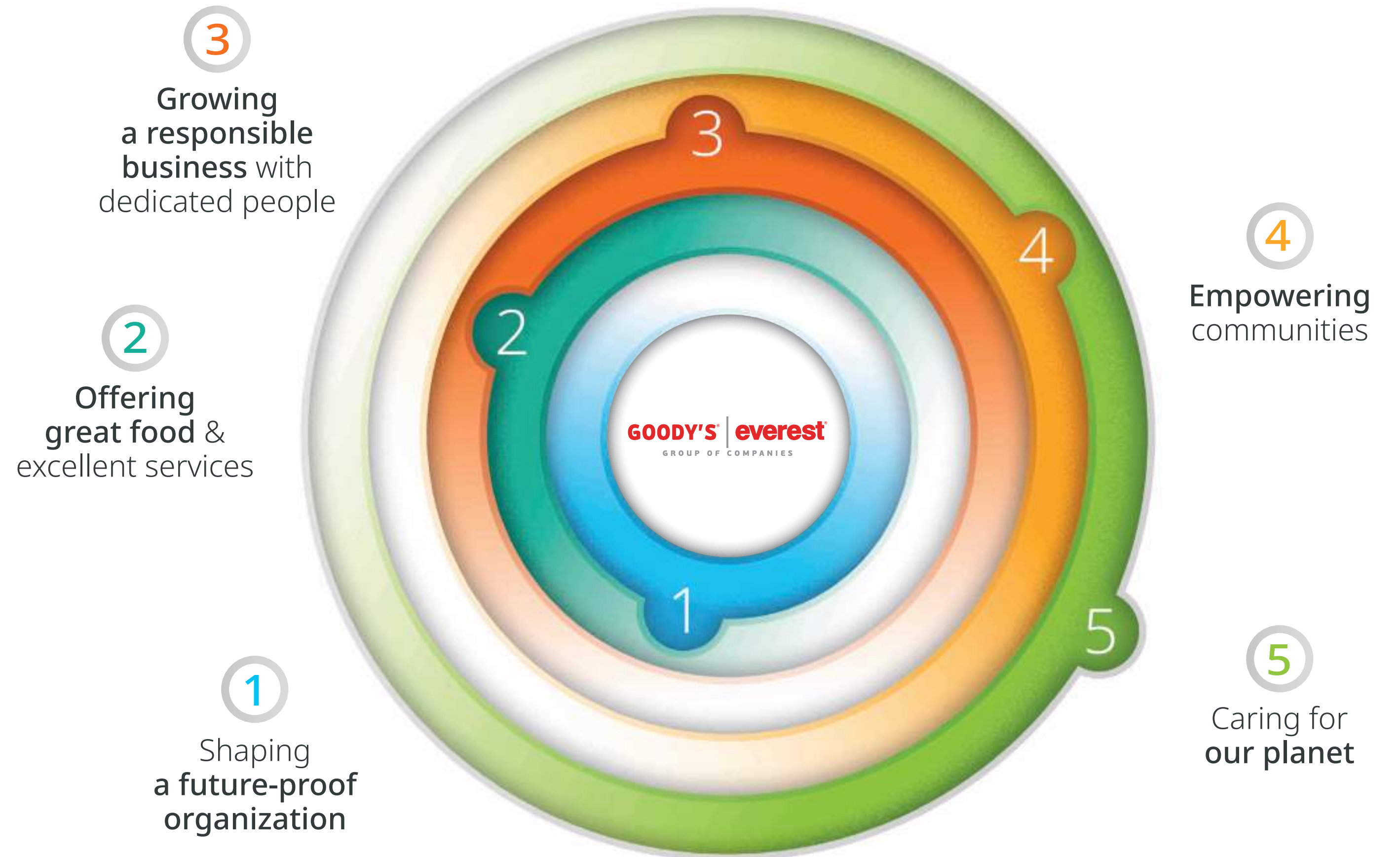
In 2022, we developed our Environment, Society and Governance (ESG) strategy to create value aligned with environmental and social needs and challenges, ensuring that we meet the requirements of our stakeholders, including shareholders, employees, partners, etc.

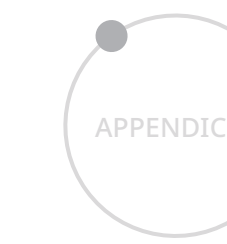
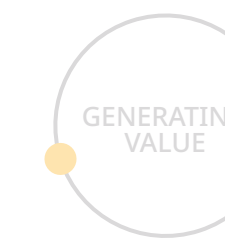
The ESG Strategy consists of a combination of actions designed to adopt practices and ensure performance in environmental, social and governance issues.

The Group's ESG Strategy was formulated considering the current state, market trends, the current and upcoming regulatory framework, as well as the capabilities and requirements of stakeholders of our Group.

The GOODY'S | everest ESG transformation plan is based on five (5) areas aiming to shape the Group as a leader in sustainability issues.

5 strategic ESG priorities





GRI 2-12 GRI 2-13 GRI 2-14 GRI 2-17
GRI 2-18 GRI 2-25

Governance model for sustainable development

The formulation of the ESG Strategy in 2022, involved mapping out the roles and developing a governance model, ensuring the overview and integration of ESG issues in corporate governance.

Through this formulation we will ensure that ESG is integrated in the way we conduct our business and achieve our commitments.

A Committee is positioned at the core of our model, which is responsible to integrate the ESG Strategy into the business and operating model of the Organization. Moreover, the Committee will review the progress and performance of the ESG targets, approve the framework and disclosures related to environment, society and governance issues, oversee the organization's impact and promote the collective knowledge of the members of the Board of Directors.

In addition, the governance model includes our ESG partners, i.e. the relevant departments responsible for implementing our sustainability strategy.

For the proper operation and effective integration of ESG issues in corporate governance, a member of the Board of Directors will have an active role in the operation of the ESG Committee. Finally, it is worth noting that progress on ESG issues, including the effective management of the Group's impact, will be considered in the performance evaluations of the Board of Directors.



GRI 3-1 | GRI 3-2

Double materiality analysis

As a Group that holds a leading position in the Greek market, regarding sustainability issues, we recognize the impacts that our business activity has on the environment, society and the economy, as well as the risks and opportunities that emerge for the Group itself.

A double materiality analysis was conducted for the first time this year, in full alignment with the requirements of the 2021 **Global Reporting Initiative (GRI) Standards** and of the **European Sustainability Reporting Standards (ESRS)**.



GRI 2-29

Communication with stakeholders

STAKEHOLDER GROUPS	COMMUNICATION METHOD	FREQUENCY OF COMMUNICATION	STAKEHOLDER ISSUES	OUR RESPONSE
Shareholders	<ul style="list-style-type: none"> ● General meetings (ordinary and extraordinary) ● Annual report of results ● Announcements of Group Companies on website ● Company meetings 	Monthly	<ul style="list-style-type: none"> ● Development, profitability and sustainability of the Group ● Sound corporate governance ● Future performance ● Dividend yield ● Transparency in information and business practices ● Transparency in relations with stakeholders ● Systematic risk management ● Rationalization of costs ● Expansion into new markets 	<ul style="list-style-type: none"> ● Disclosure of annual consolidated and corporate financial statements ● Implementation and compliance with "Vivartia Code of Conduct"
Employees	<ul style="list-style-type: none"> ● Meetings between Senior Management and employees ● Evaluation and performance system ● Inter-departmental meetings ● Employee satisfaction surveys ● Complaint boxes 	Daily	<ul style="list-style-type: none"> ● Remuneration ● Benefits ● Development and progress ● Equal employment opportunities ● Working conditions ● Recognition, training, professional and personal development ● Achievement of personal and team goals ● Time management ● Health and safety ● Participation in voluntary activities 	<ul style="list-style-type: none"> ● Implementation of a certified Health and Safety Management at work System (ISO 45001) ● Establishment of an evaluation system ● Provision of additional benefits packages ● Open-door policy implementation



STAKEHOLDER GROUPS	COMMUNICATION METHOD	FREQUENCY OF COMMUNICATION	STAKEHOLDER ISSUES	OUR RESPONSE
<p>Partners - Franchisees</p>	<ul style="list-style-type: none"> ● Store development department ● Regular meetings with representatives of the Group's companies ● Franchisors' association ● Companies' websites ● Franchisors' reports ● Conferences and events ● Franchise conferences ● Advertising and publicity to attract new franchisees 	<p>Daily</p>	<ul style="list-style-type: none"> ● Trust, reliability and long-term cooperation ● Return of investment ● Profitability and sustainability of stores ● Maintaining and enhancing the value of the brand in which they invest ● Reputation and image ● Competition ● Prices and sales increase ● Consumer expectations and perceptions ● Company profits and depreciation ● Improving cooperation in general and financial results in particular ● Continuous reporting, training and exchange of information ● Ongoing cooperation support with all Group departments ● Market share growth ● Amount of Group investments 	<ul style="list-style-type: none"> ● Every store chain has an operating and product manual regarding operation and product specifications ● Staff training for all positions ● Frequent renewal of the product catalogue in accordance with market trends and needs ● Cooperation with selected and certified suppliers ● Provision of consulting support and guidance to the stores



STAKEHOLDER GROUPS	COMMUNICATION METHOD	FREQUENCY OF COMMUNICATION	STAKEHOLDER ISSUES	OUR RESPONSE
<p>Customers</p> <p>B2B Customers</p>	<ul style="list-style-type: none"> ● Personal contact through the Group's sales teams and continuous support aiming at market development ● Meetings ● Correspondence ● Exhibitions ● Presentations and promotional material ● Promotional activities ● Annual partner evaluations ● Participation in partner events 	<p>Daily</p>	<ul style="list-style-type: none"> ● Quality of raw materials and end product ● Safe and innovative products ● Production standards and labelling ● Commercial and pricing policy ● Payment methods ● Timely delivery of products ● Promotional activities, benefits and discounts ● Prompt service ● Complaint management ● Information campaigns ● Frequent press releases, communication and reports regarding new products or services launched by the Group's companies ● Responsible marketing ● Credits ● Stocks and return policies ● Availability and development of new products 	<ul style="list-style-type: none"> ● Quality control of raw materials and products ● Implementation of a quality assurance system ● Sound stock management aiming at timely delivery ● Development of new products



STAKEHOLDER GROUPS	COMMUNICATION METHOD	FREQUENCY OF COMMUNICATION	STAKEHOLDER ISSUES	OUR RESPONSE
<ul style="list-style-type: none"> Customers End consumers 	<ul style="list-style-type: none"> ● Official websites of Group companies ● Social Media ● Mobile apps ● Personal contact with store staff ● Inquiry and complaint system ● Market research ● Promotions ● Advertising material and price lists 	<p>Daily</p>	<ul style="list-style-type: none"> ● Quality and safety of Raw materials and final products ● Promotions and discounts ● Public health regulations ● Consistent quality of products and services across all our stores ● Value for money ● Prompt service and response to any complaints and inquires about the products ● Sending information leaflets ● Corporate responsibility ● Innovative products and services ● Store staff behavior 	<ul style="list-style-type: none"> ● Quality control of raw materials and products ● Implementation of a quality assurance system ● Department for inquiries and complaints ● Continuous training of store staff ● Development of new products ● Store renovation ● Compliance with GDPR ● Development of innovative services ● Development of innovative brands ● Discounted prices and promotions on consumer products



STAKEHOLDER GROUPS	COMMUNICATION METHOD	FREQUENCY OF COMMUNICATION	STAKEHOLDER ISSUES	OUR RESPONSE
<p>Suppliers</p>	<ul style="list-style-type: none"> ● Group Procurement Department ● Regular meetings and communication ● Accounting Department responsible for financial issues ● Invoicing systems ● Annual evaluation of suppliers' performance ● Participation in exhibitions ● Site visits and evaluations ● Promotion platforms ● Presentations and research on new products ● Monthly dispatch of a commodities table for the constant update of raw material prices ● Legislative provisions and updates in cases of changes in materials, etc. 	<p>Daily</p>	<ul style="list-style-type: none"> ● Maintenance and expansion of cooperation ● Quality of raw materials ● Timely payment and payment methods ● Respect of agreements (quality of materials, quantities, price, deliveries) ● Compliance with specifications - labeling ● Compliance with industry standards ● Customer reliability and profile ● Growth and expansions ● Cooperation terms ● Fair and objective evaluation of suppliers ● Pricing and credit policy ● Support of local suppliers ● Contract quantity forecasts ● Demand for long-term contracts where possible ● Annual evaluations and inclusion in the list of approved partners ● Compliance with the contract terms during to the pandemic 	<ul style="list-style-type: none"> ● Code of Conduct governing the procurement of goods and services ● Supplier evaluation process

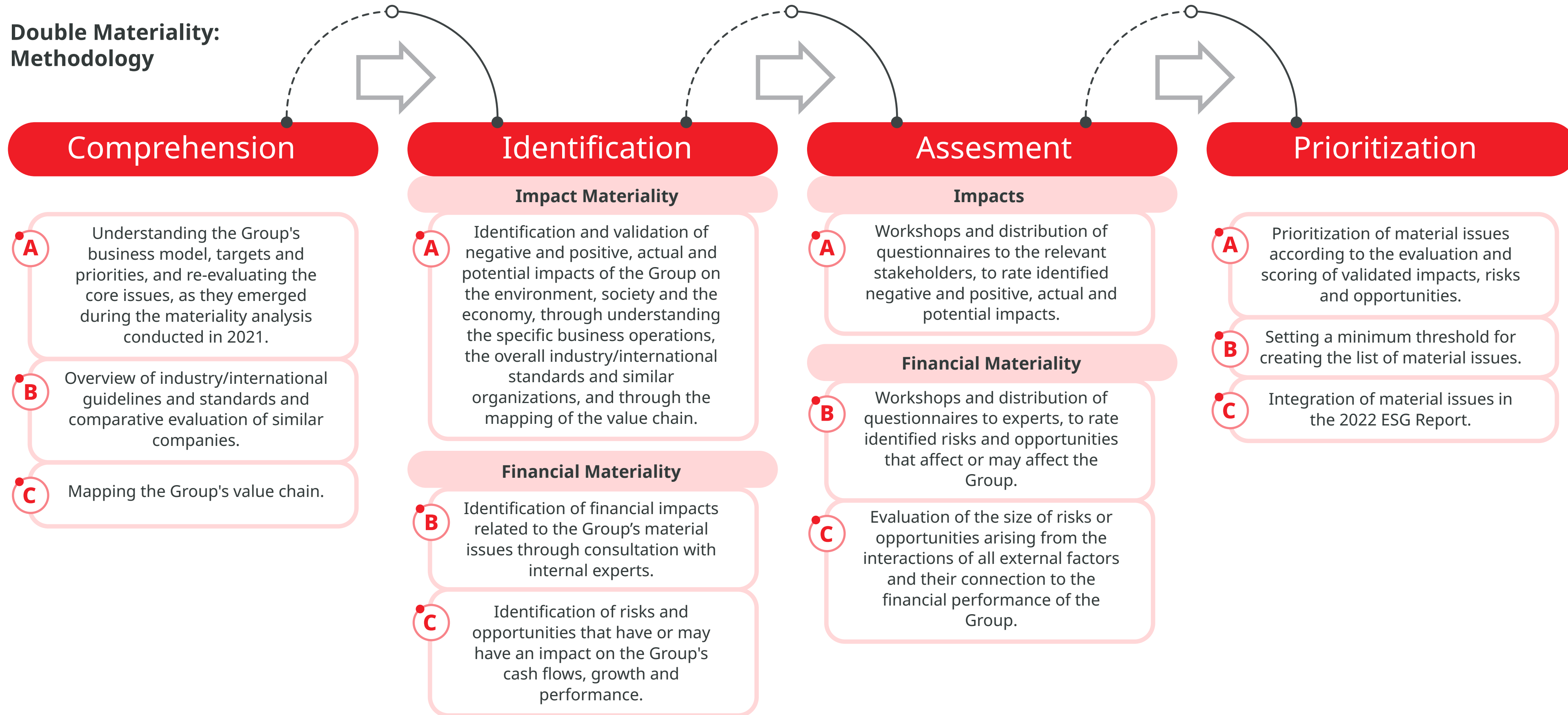


STAKEHOLDER GROUPS	COMMUNICATION METHOD	FREQUENCY OF COMMUNICATION	STAKEHOLDER ISSUES	OUR RESPONSE
<p>State - Regulatory authorities</p>	<ul style="list-style-type: none"> ● Legal department ● Digital economy ● Public services and authorities ● Associations and chambers ● Inspections and audits ● Participation in consultation committees ● Events ● Collective bodies ● Organization's website ● Media 	<p>Monthly</p>	<ul style="list-style-type: none"> ● Respect for legislation requirements ● Compliance with the legislation European legislation and ISO system standards ● Respect of legitimacy ● Taxation ● Environmental issues ● Employment and social issues ● Health and Insurance issues ● Profitability ● Management of legislative and regulatory requirements ● Transparency and development ● Good corporate practices ● Management of changes ● Employment offer 	<ul style="list-style-type: none"> ● Full compliance with legislation
<p>Civil Society <i>(NGOs, foundations, universities, etc.)</i></p>	<ul style="list-style-type: none"> ● Communication with local authorities ● Customer service ● Communication via marketing activities ● Market research ● Official website ● Social media ● Mass Media ● Personal contact with employees ● Contact with store staff ● Communication with the request and complaint management teams of the Group's companies 	<p>Daily</p>	<ul style="list-style-type: none"> ● Support of employment through recruitment and creation of job opportunities ● Transparency ● Responsibility and honesty ● Social and environmental awareness ● Food donations ● Support and funding of activities and sponsorships ● Direct contact and continuous cooperation 	<ul style="list-style-type: none"> ● Job creation ● Support of susceptible social groups ● Voluntary activities of employees ● Sponsorships



STAKEHOLDER GROUPS	COMMUNICATION METHOD	FREQUENCY OF COMMUNICATION	STAKEHOLDER ISSUES	OUR RESPONSE
Civil Society <i>(NGOs, foundations, universities, etc.)</i>	<ul style="list-style-type: none"> ● Voluntary activities ● Cultural events ● Press releases ● Letters ● Invitations to the Group's Management and executives to participate in events 			
Media	<ul style="list-style-type: none"> ● Press conferences ● Press releases ● Publications and press communications ● Meetings with media representatives 	Daily	<ul style="list-style-type: none"> ● Ensuring correct and timely information ● Sharing of information regarding Group's products ● Access to important information 	<ul style="list-style-type: none"> ● Brands & corporate websites ● Sustainability Report
Banks / Investors	<ul style="list-style-type: none"> ● Meetings with Group representatives ● Correspondence 	--	<ul style="list-style-type: none"> ● Sustainability ● Liquidity ● Strategic planning 	<ul style="list-style-type: none"> ● Disclosure of annual consolidated and separate financial statements

Double Materiality: Methodology



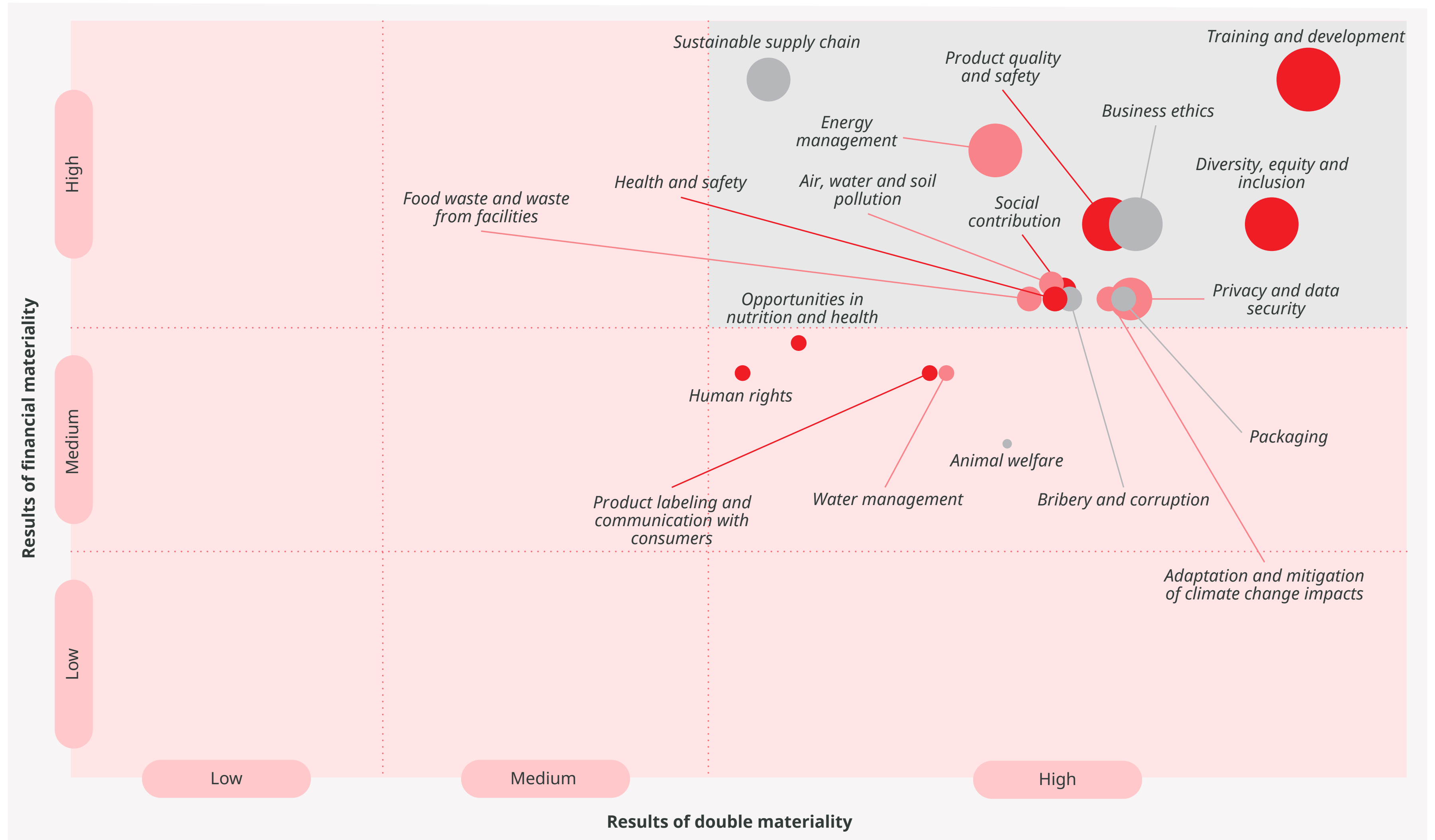
Valuation criteria on impacts, opportunities and risks

Impacts, opportunities and risks are evaluated, considering specific parameters.

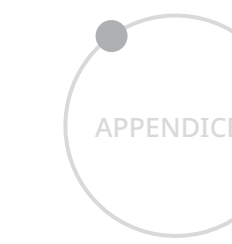
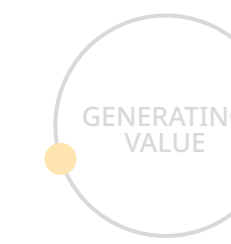
- Impacts rating**
Positive impacts (actual and potential) evaluation criteria:
- Scale
 - Scope
 - Likelihood
- Negative impacts (actual and potential) evaluation criteria:**
- Scale
 - Scope
 - Irremediable character
 - Likelihood
- Opportunities and risks rating**
- Magnitude of positive and negative financial impacts
 - Likelihood for opportunities and risks arising

Results of double materiality

- SOCIAL
- ENVIRONMENTAL
- GOVERNANCE



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



IMPACT MATERIALITY

ESG PILLARS	RANKING OF SUSTAINABLE DEVELOPMENT ISSUES
Material issues	
Environment	<ul style="list-style-type: none"> ● Adaptation and mitigation of climate change impacts ● Packaging ● Air, water and soil pollution ● Food waste and waste from facilities
Society	<ul style="list-style-type: none"> ● Training and development ● Diversity, equity and inclusion ● Product quality and safety ● Social contribution ● Health and safety
Governance	<ul style="list-style-type: none"> ● Business ethics ● Privacy and data security ● Bribery and corruption ● Animal welfare
Other topics	
Environment	<ul style="list-style-type: none"> ● Water Management ● Energy Management
Society	<ul style="list-style-type: none"> ● Product labeling and communication with consumers ● Opportunities in nutrition and health ● Human Rights
Governance	<ul style="list-style-type: none"> ● Sustainable supply chain

FINANCIAL MATERIALITY

ESG PILLARS	RANKING OF SUSTAINABLE DEVELOPMENT ISSUES
Material issues	
Environment	<ul style="list-style-type: none"> ● Energy management ● Adaptation and mitigation of climate change impacts ● Packaging ● Food waste and waste from facilities
Society	<ul style="list-style-type: none"> ● Training and development ● Diversity, equity and inclusion ● Product quality and safety ● Social contribution ● Health and safety ● Opportunities in nutrition and health ● Human Rights
Governance	<ul style="list-style-type: none"> ● Sustainable supply chain ● Business ethics ● Privacy and data security ● Bribery and corruption
Other topics	
Environment	<ul style="list-style-type: none"> ● Air, water and soil pollution ● Water management
Society	<ul style="list-style-type: none"> ● Product labeling and communication with consumers
Governance	<ul style="list-style-type: none"> ● Animal welfare

DOUBLE MATERIALITY

ESG PILLARS	RANKING OF SUSTAINABLE DEVELOPMENT ISSUES
Material issues	
Environment	<ul style="list-style-type: none"> ● Energy management ● Adaptation and mitigation of climate change impacts ● Packaging ● Food waste and waste from facilities ● Air, water and soil pollution
Society	<ul style="list-style-type: none"> ● Training and development ● Diversity, equity and inclusion ● Product quality and safety ● Social contribution ● Health and safety
Governance	<ul style="list-style-type: none"> ● Sustainable supply chain ● Business ethics ● Privacy and data security ● Bribery and corruption
Other topics	
Environment	<ul style="list-style-type: none"> ● Water management
Society	<ul style="list-style-type: none"> ● Opportunities in nutrition and health ● Product labeling and communication with consumers ● Human Rights
Governance	<ul style="list-style-type: none"> ● Animal Welfare



1

Shaping a future-proof organization

- GRI 2-6
- GRI 2-15
- GRI 2-16
- GRI 2-25
- GRI 2-26
- GRI 2-27
- GRI 204-1
- GRI 205-2
- GRI 205-3
- GRI 206-1
- GRI 418-1

Alignment with the Principles of the UN Global Compact

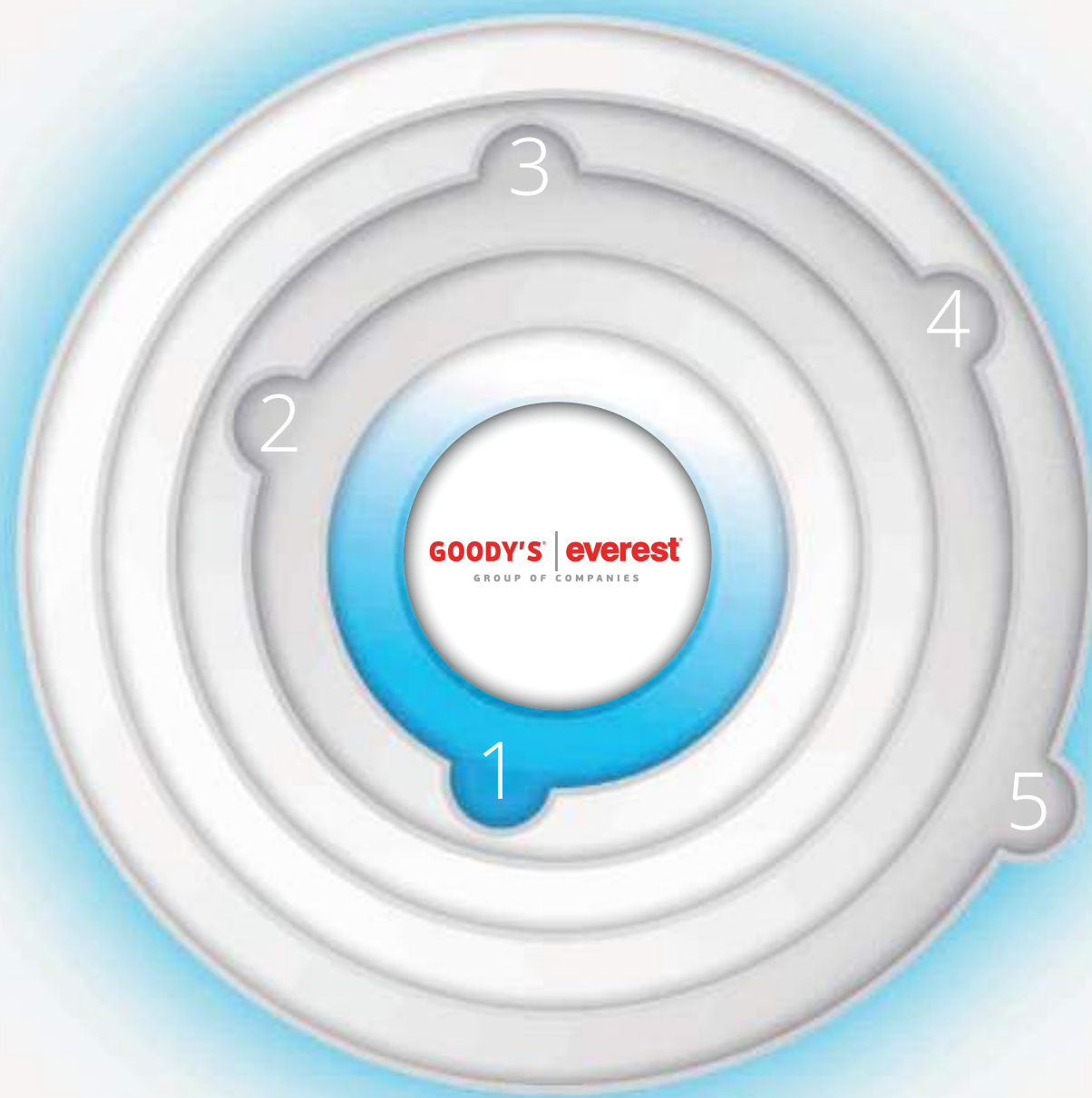
- PRINCIPLE 1
- PRINCIPLE 2
- PRINCIPLE 10

Alignment with the UN Sustainable Development Goals

- 8 DECENT WORK AND ECONOMIC GROWTH
- 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
- 17 PARTNERSHIPS FOR THE GOALS

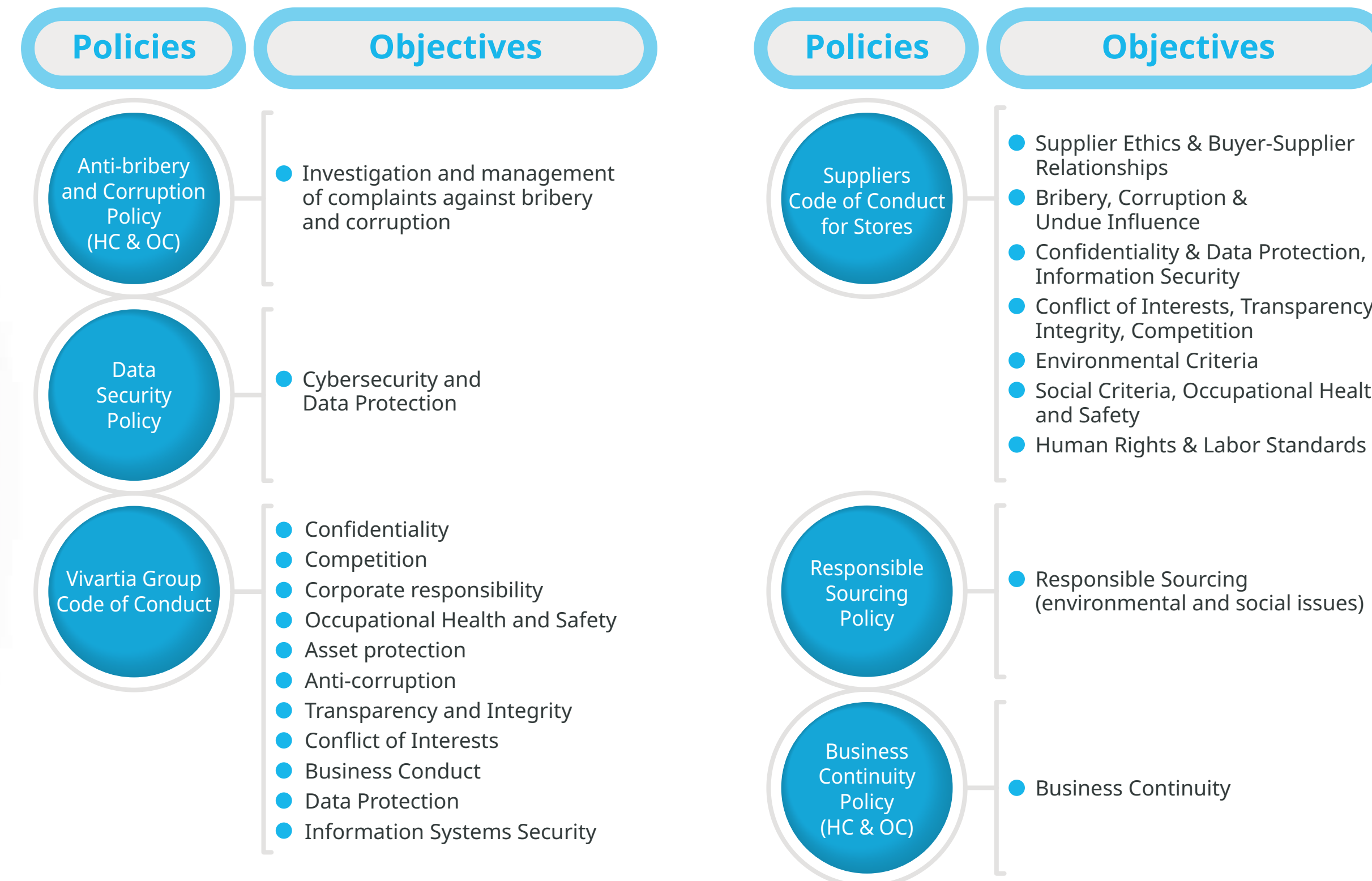
1

Shaping a future-proof organization



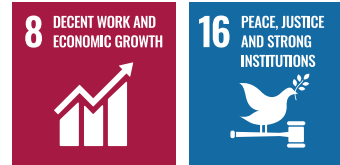
The **GOODY'S | everest Group's** management and operation are based on a structured corporate governance system that ensures the proper operation and effectiveness of the institutional framework while fostering a healthy cooperation with the Group's partners and stakeholders.

Transparency, regulatory compliance and practices that promote business ethics are at the heart of the Group's culture and characterize the entire scope of our business activities.



Corporate Governance principles provide the guidelines for achieving corporate goals, ensure the implementation of monitoring and assessment for potential risks and guarantee the transparency of effective control in the exercise of management, satisfying all the legitimate interests of our stakeholders.

GRI 2-15 | GRI 2-16 | GRI 2-23 | GRI 2-24 | GRI 2-26 | GRI 2-27 | GRI 205-2 | GRI 205-3 | GRI 206-1



We implement anti-corruption practices

The **GOODY'S | everest Group**, along with its subsidiary companies, follows best practices against bribery and corruption and take preventive measures to mitigate conflicts of interest. In conjunction with established policies, procedures and regulations, the **GOODY'S | everest Group** abides by the Vivartia Code of Conduct, which describes the collective responsibilities and highlights the expected behavior from all our employees and partners.

In addition to the Code of Conduct of the Vivartia Group, the Group also has a Supplier Code of Conduct, the key elements of which include addressing corruption and bribery.

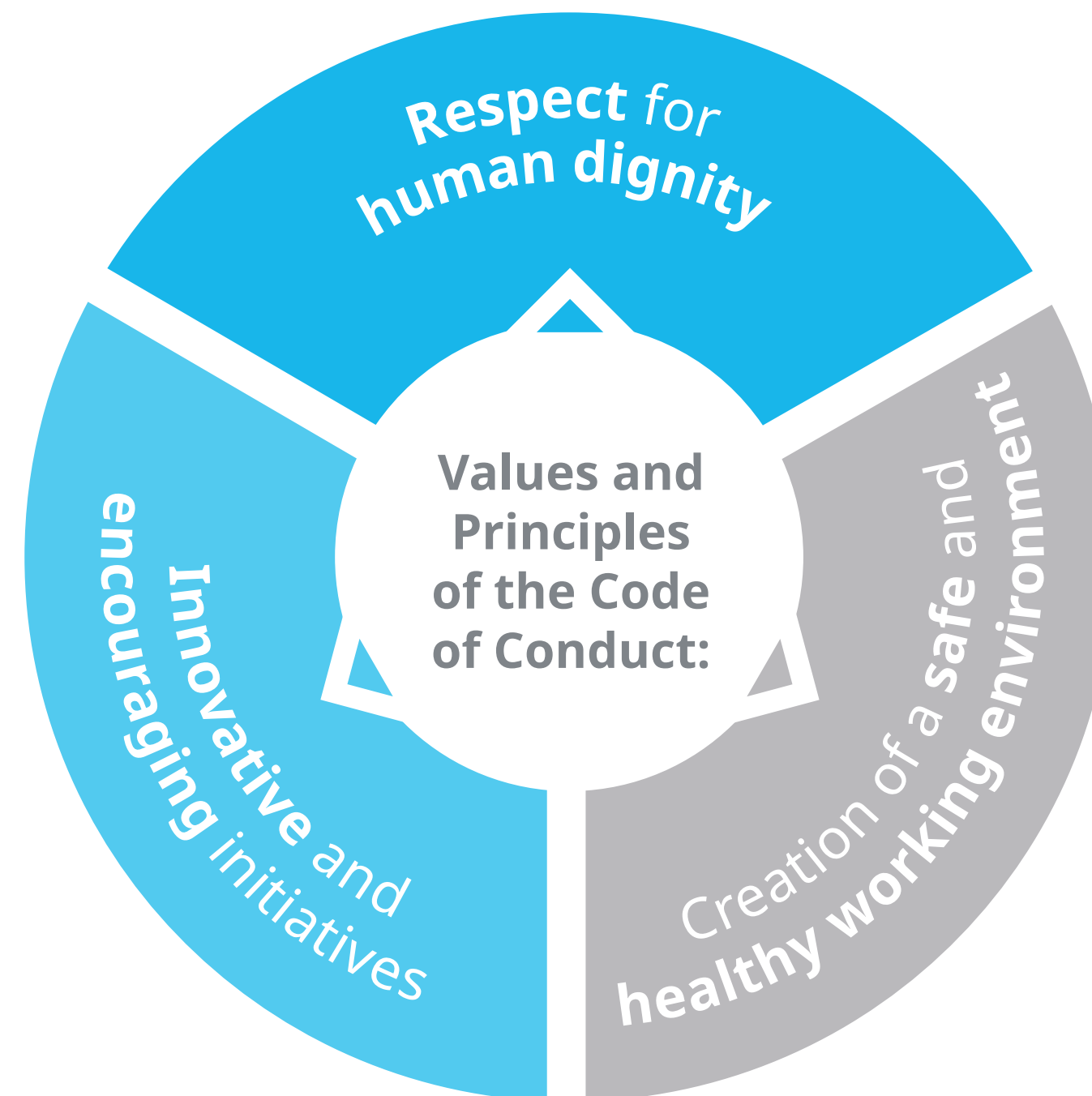
The **GOODY'S | everest Group** regularly informs its partners about the provisions and commitments arising from the Code of Conduct to ensure they are in full alignment with the values and principles of the Group.

Both Olympic Catering and Hellenic Catering have relevant policies in place and have been certified according to the international ISO 37001 certificate against bribery and corruption.

Employee Code of Conduct

The **GOODY'S | everest Group** adheres to the Vivartia Group Code of Conduct and is committed to legal and ethical practices in compliance with applicable national and international regulations.

The Human Resources Department is responsible to monitor that the code of conduct is properly applied, is in continuous communication with the employees to immediately resolve potential complaints, manages proposals regarding the improved implementation of the Code's practices and prevent conflicts of interest.



Internal audit and risk management

In compliance with the established security measures of the Group, the Internal Audit Department carries out regular and unscheduled audits every year and presents their results to the Vivartia Group Audit Committee every three months.

To avoid exposure of the Group to risks, management identifies, assesses and prioritizes potential business and operational risks through the preparation of a comprehensive Risk Assessment

The GOODY'S and Everest Financial Report 2022 contains further information on business risks.

Managing transparency and corruption issues

The Code of Conduct lays down rules and guidelines regarding the acceptance of business gifts and the prevention of any bribery and corruption by our Group's employees. Transactions with suppliers are conducted in accordance with the Code of Conduct for Suppliers and Partners.

100%

of members of management and supervisors have been appropriately informed and trained on the Group's anti-corruption policy.

0 confirmed cases of corruption.

0 legal cases for anti-competitive behavior and violations of the antitrust and monopoly legislation.

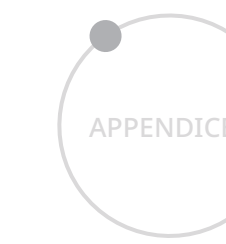
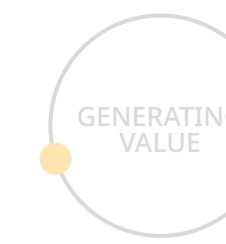
Avoidance of conflict of interest

Recognizing the negative consequences that may arise from conflicts of interest, the Group aims to prevent and avoid such incidents in order to maintain relationships based on trust between all stakeholders.

Conflict of interest issues include the rules and barriers to the recruitment and employment of relatives, issues regarding the exercise of parallel business activities, as well as the framework for managing confidential information.

In 2022, there were no confirmed incidents which led to the dismissal or disciplinary action against employees for corruption, no incident related to corruption that resulted in the termination or non-renewal of any collaboration with partners or any public legal case related to corruption against the Group or its employees.





Management of internal complaints

The Group, through its related policies and procedures, has established committees that manage any internal complaints or/and reports addressing concerns of non-compliance that are notified to the Board of Directors on a case-by-case basis. These committees consist of members who possess the appropriate knowledge and skills. Moreover, it is explicitly stated that complaints/reports are handled with complete confidentiality and transparency, with no fear of retaliation.

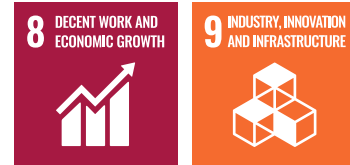
Our employees are encouraged to submit their complaints either anonymously or with their identity disclosed, through the appropriate channels (phone call, email or mail) to specific individuals within the organization, or in the complaint boxes located on company premises. The Internal Audit Department reviews the company's procedures and policies for effectiveness based on a planned audit program at various levels of the Group.

When a complaint is identified or submitted, the collection, processing and forwarding of the complaint to the proper departments is ensured, where it is evaluated, reviewed and resolved by taking all appropriate corrective actions in collaboration with the departments involved.

During 2021 and 2022, no incident of non-compliance with laws and regulations was recorded and no relevant fine was imposed on the Group. There were also no incidents of non-compliance with laws/regulations in the social and economic sector and no fines or non-monetary penalties were imposed.



GRI 418-1



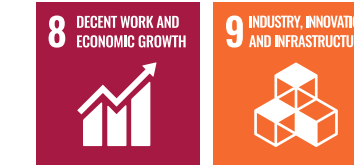
We recognize the importance of protecting personal data and cyber security

Our Group strengthens security and protects human rights by following all the guidelines and practices related to the protection of personal data, in accordance with the General Data Protection Regulation (25/5/2018).

In 2022, the Group received no complaints or reports related to any breach of personal data, nor was there any data leak, theft or loss of customer data.

The Compliance Committee, which collaborates with an external partner specializing in personal data issues, is responsible for the coordination and supervision of all Group actions. The Committee reports to the Board of Directors, consists of specialized professionals of the Group and operates according to specific Rules of Operation.

We have policies in place and implement an ISO 22301-certified Business Continuity Management System as well as an Information Security Management System based on ISO 27001 at Olympic Catering and Hellenic Catering.

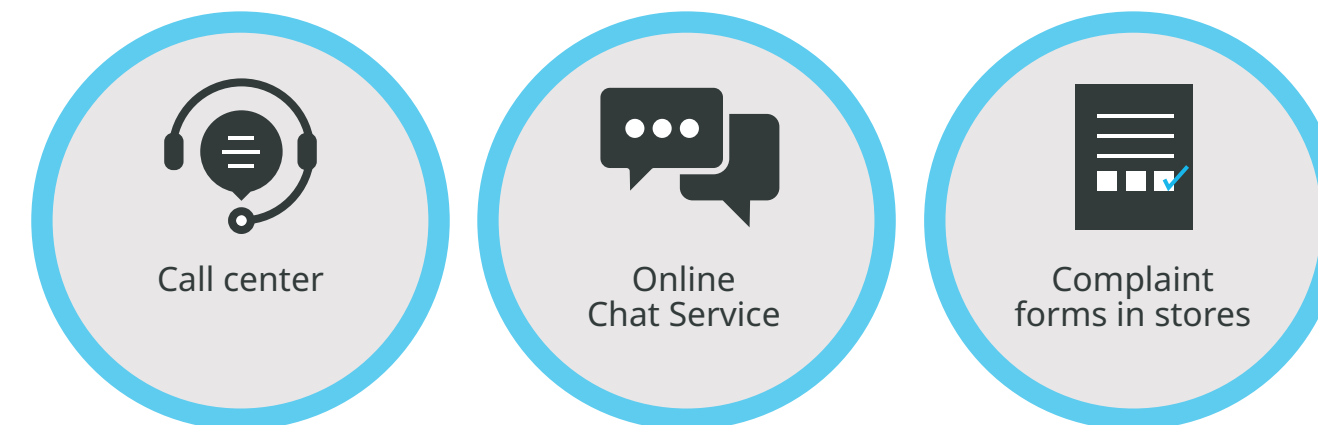


Customer complaints management mechanism

Channels of communication with our customers

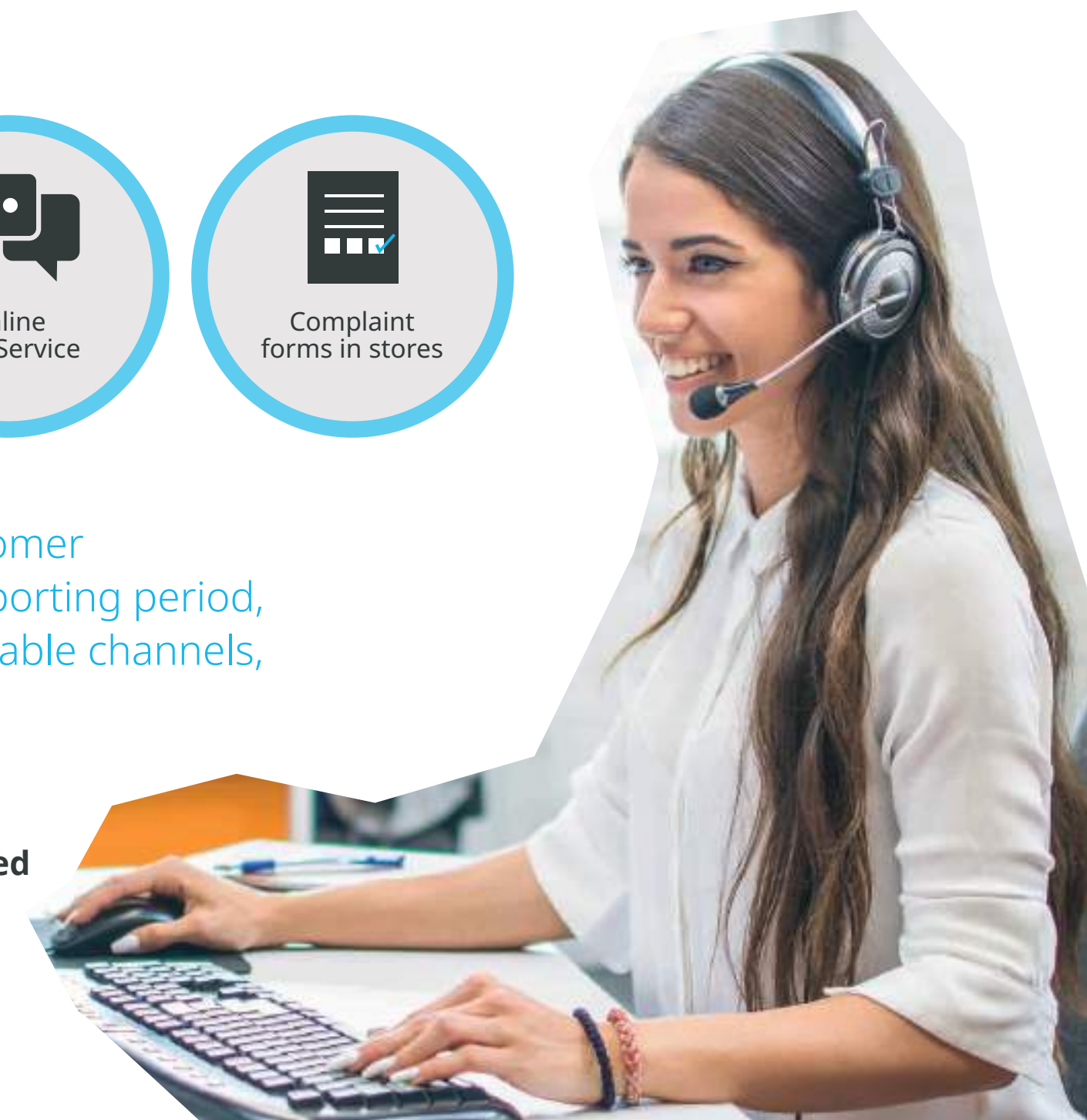
We create value for our customers and ensure the fulfillment of their needs by offering value-added products and services. In order to reinforce honest relationships with our customers, we maintain an open line of communication for suggestions and comments, as well as for the timely resolution of potential complaints across all our business activities.

Our Group provides:



The total number of customer complaints during the reporting period, for all brands and all available channels, was 18,133, i.e.

0.05%
of total orders which exceeded 36 million.





We create sustainable supply chains

Our goal is to put in place a sustainable supply chain that will mitigate social and environmental risks and at the same time serve as a guide for values and success at a business and social level, ensuring the supply of raw materials, products and services in a more responsible and sustainable way.

The main suppliers of the GOODY'S | everest Group are evaluated annually ensuring their compliance with European regulations, the relevant legislation and the quality criteria that have been set and integrated into our procedures. Furthermore, the Group considers the implementation of due diligence practices with its suppliers, regarding selected ethical issues.


Evaluation criteria for prospective suppliers





- Existence of a documented and/or certified Environmental Management System according to the ISO 14001 standard
- Recommendations
- History of long-term cooperation with the supplier / subcontractor
- Certified Health and Safety Management System at work (ISO 45001)
- Inspection of supplier premises
- Certified Quality Management Systems (ISO 9001)
- Annual score based on criteria and weighting factors for each department participating in the evaluation
- Reliability of supplier in the market
- Certified Food Safety and Management System (ISO 22000)

As part of our ESG Strategy, we have already launched the process of enhancing our supplier evaluation system, with the aim of assessing their performance on environmental, social and governance issues. The assessment will be carried out through questionnaires that include specific questions about sustainable development as well as key performance indicators (KPIs) related to our defined ESG objectives.

It is worth noting that in our Group **we ensure the supply of sustainable raw materials:**

- 

100%
eggs from free range hens
- 

0%
detection of antibiotics and growth factors in beef
- 

50%
soy protein used in plant-based nutrition products from Regenerative Agriculture

Separation of Suppliers into Domestic, Local & International

FOR HELLENIC CATERING

Local:

suppliers in the headquarters of the factory (Thessaloniki)

Domestic:

suppliers beyond Thessaloniki

International:

suppliers in other countries

FOR STORES SUPPLIERS

Local:

suppliers who deliver only to a specific county-region

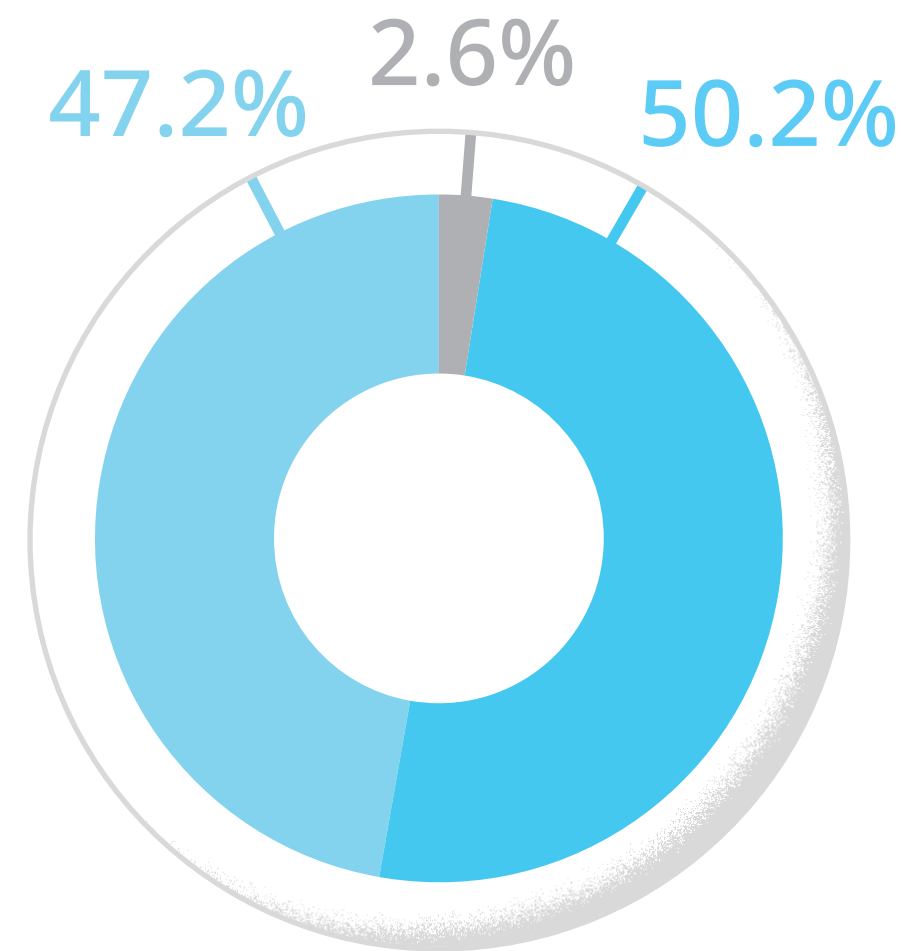
Domestic:

suppliers who deliver around Greece



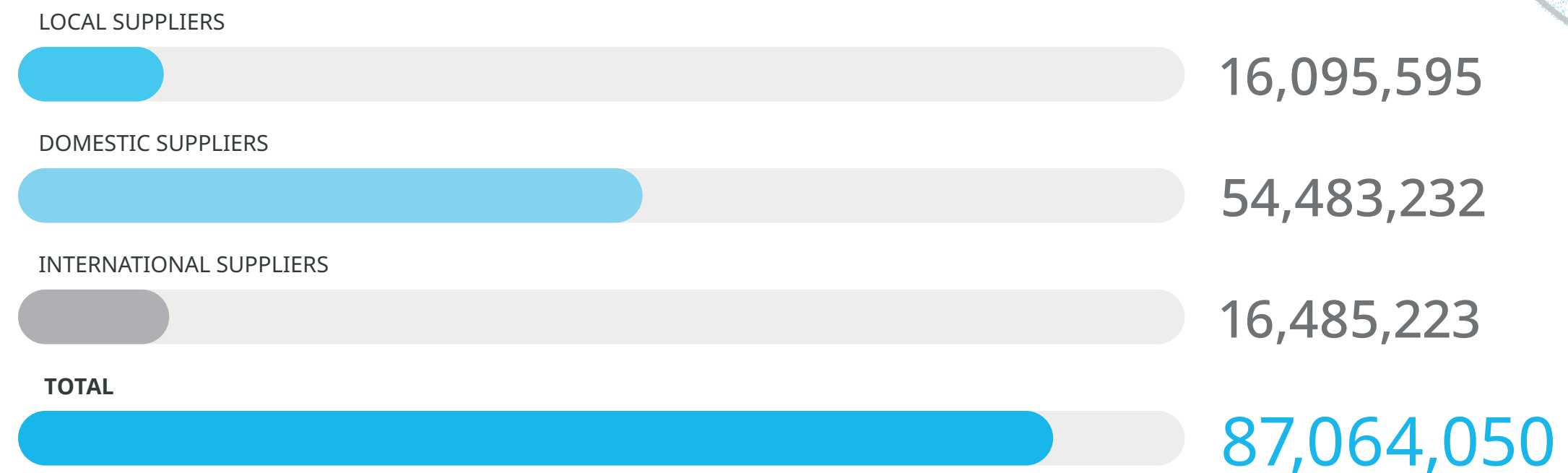
Breakdown of the number of Group's suppliers by category

- LOCAL SUPPLIERS
- DOMESTIC SUPPLIERS
- INTERNATIONAL SUPPLIERS



81%
of the total purchases relate to domestic and local suppliers

Allocation of total value to suppliers (€)





2

Offering great food and excellent services

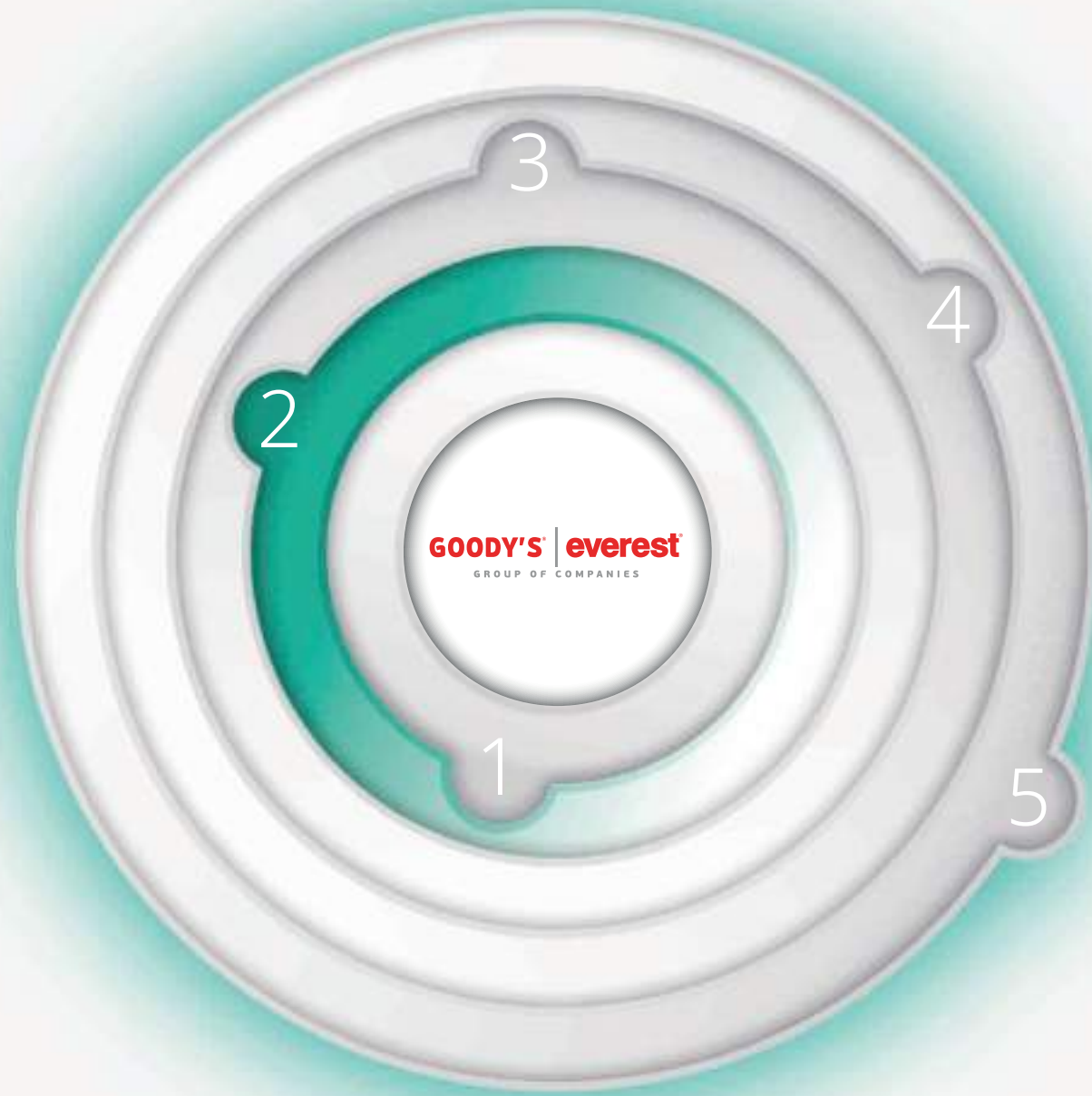
GRI 2-27 GRI 416-2 GRI 417-1 GRI 417-2
FP5

Alignment with the UN Sustainable Development Goals



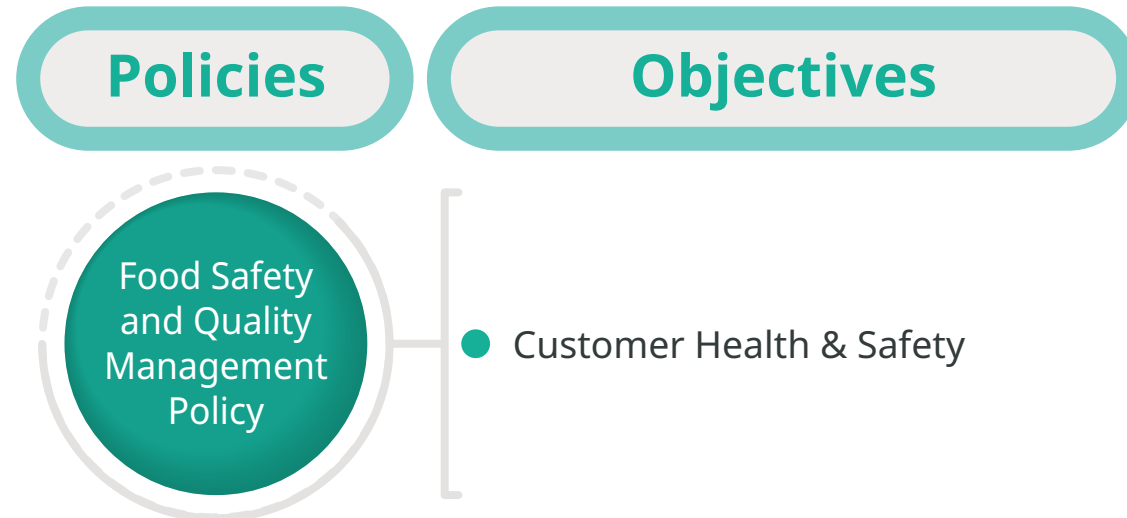
2

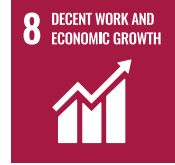
Offering great food and excellent services



Providing great food and innovative, high-quality services are fundamental to our business model and a key pillar of our ESG Strategy. **Our aim is to offer a wide variety of tasty and safe products to ensure that all our customers' nutritional needs are met.** In addition, we continuously improve and enhance our services through the use of technology.

During 2022, we updated our Food Safety and Quality Policy.





Creating value for partners and consumers

Innovation in brands and products

Innovation is an integral part of the Group's philosophy and extends to the entire scope of its activity.

Rebranding of the historic **everest** brand through logo redesign and a re-vamping of store image.



Upgrade of the **Flocafe Espresso Room** concept through new POS at the Ellinikon Experience Park and the River West Mall.



Creation of two new stores of the successful **Bonheur** concept inside two BLUE STAR FERRIES ships of the ATTICA GROUP.



Renewal of existing products and introduction of **384 new products and raw materials** – the launch of the new "Bao Buns" category in the Goody's Burger House menu was particularly successful.



Launch of the pilot operation of the dark kitchen concept "**Urban La Pasteria**".



Use of technology to upgrade services



Our priority remains to ensure the fastest and as contactless as possible transaction with the customer, adding value to every purchase."

Customer satisfaction is a priority for us.

For this reason, in addition to the traditional research tools that we use for the measurement and evaluation of customer satisfaction, in 2022 we introduced to our stores a continuous measurement through the Net Promoter Score (NPS) methodology.

This methodology allows us to collect useful, real-time feedback about the overall experience but also regarding individual parameters – such as customer service – in order to design and implement targeted improvement actions and effective incentive programs for our store employees.

Note: The NPS evaluates the relationship between a company/brand and its customers. The methodology is based on an index, which records the percentage of customers who are willing to recommend the products or services of the company they use, to other potential customers.

We leverage technology to upgrade our consumer experience through an increasing number of **innovative services** that facilitate the operation of our stores.

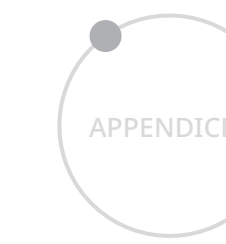
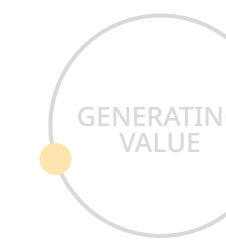


We are constantly upgrading our **digital touchpoints**. Our digital sales channels are becoming more interactive and efficient, through the integration of smart promotion and service techniques. A typical example is the pioneer service **"everest on the road"**, which allows for online ordering and curbside pickup. At Goody's Burger House, we have integrated the new **Digital Kiosk e-shop** and the new **"Dine In"** service that allows in-store ordering through a mobile phone.

In order to enhance the delivery service, **in 2022 we launched the Routing service, an innovative order routing system**, through which users can track the location of the driver delivering their order in real time.

Through this our stores are improving their delivery service by using their operational resources more efficiently. This is achieved through a set of functionalities, such as automatically assigning orders to drivers based on time and distance proximity, use of smart algorithms, color coding of late orders and on-map order visualization. Finally, this service enables the company to monitor the flow of orders and the operation of the entire network and identify problems based on performance reporting data per driver and store, in order to take real-time corrective actions.

Finally, we are investing in further **enhancing the loyalty programs of our brands**, which allow us to further improve the consumer experience by enriching it with entertainment elements and personalized communication, thus adding value to every interaction with us.



Support of partners-franchisees

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 involves:

- Quality Controls and Inspections.
- Guidance regarding the operation of the store and suggestions for corrective actions.
- Support in accounting and legal matters.
- Continuous and timely information on industry related issues.
- Support during the stage of store design.
- Support during the staffing process and provision of ongoing training to store employees.
- Access to a large network of approved partners and suppliers, that guarantees high quality and the best possible prices of products and raw materials.
- Support in the planning and implementation of local store activations and promotions.





Quality of products and services

Our Group prioritizes the production and distribution of high-quality products, meeting all the needs of our consumers and customers.

We thus apply rigorous standards, procedures and practices to assure the quality and safety of our products.



ISO 9001:	Quality Management System
ISO 22000:	Food Safety Management System
IFS:	International Food Safety System (higher level score) (Hellenic Catering)
ISO 22005:	Traceability Management System (Olympic Catering – Hellenic Catering)
Halal Certificate:	Quality Certification based on Religious Requirements of the Islamic Law (Olympic Catering – Hellenic Catering)



We participate in research and innovation programs in collaboration with state universities.

In 2022, we participated in the "Development of innovative meat analogs" program using alternative sources of plant-based proteins and innovative technologies, in collaboration with the Department of Chemical Engineering of the NTUA, the Department of Biology of the University of Ioannina and the Department of Nutrition and Dietetics at Harokopio University.

378 certifications of management systems in 2022

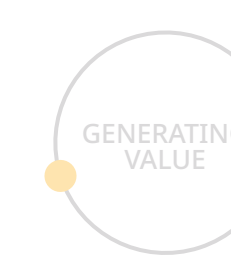
1,000+ internal inspections annually by a team of experienced scientists

2 fully equipped laboratories which conduct chemical and microbiological analyses on a daily basis

Continuous theoretical, practical and e-learning training for the personnel of production units

55,000+ laboratory tests annually to verify hygiene and cleanliness standards (microbiological, chemical, DNA tests, allergen tests)

No confirmed incidents of non-compliance with product hygiene and safety regulations resulting in fines or penalties, non-compliance with regulations leading to warnings or non-compliance with voluntary codes



GRI 417-1 GRI 417-2



Responsible communication of products and services

Our Group has set responsible and transparent communication with consumers and customers as a fundamental principle, always adhering to the applicable legislative and regulatory framework that has been established regarding communication and advertising.

To ensure that our printed and electronic communication is suitable, a thorough check is conducted to ensure full compliance with applicable legislation prior to publication.

Greek Pledge for advertising food products to children

The GOODY'S | everest Group is the first Greek food-service company to participate in the Greek Pledge Initiative.

The Greek Pledge is **a framework of common voluntary actions and commitments by businesses in the food sector, to improve the way food and drinks are advertised to children under 13 years of age.** It aims at addressing childhood obesity and promoting a healthy diet from an early age.

The Greek Pledge was created within the framework of the corresponding EU Pledge and is an initiative of the Federation of Hellenic Food Industries, with the support of the Hellenic Advertisers Association.



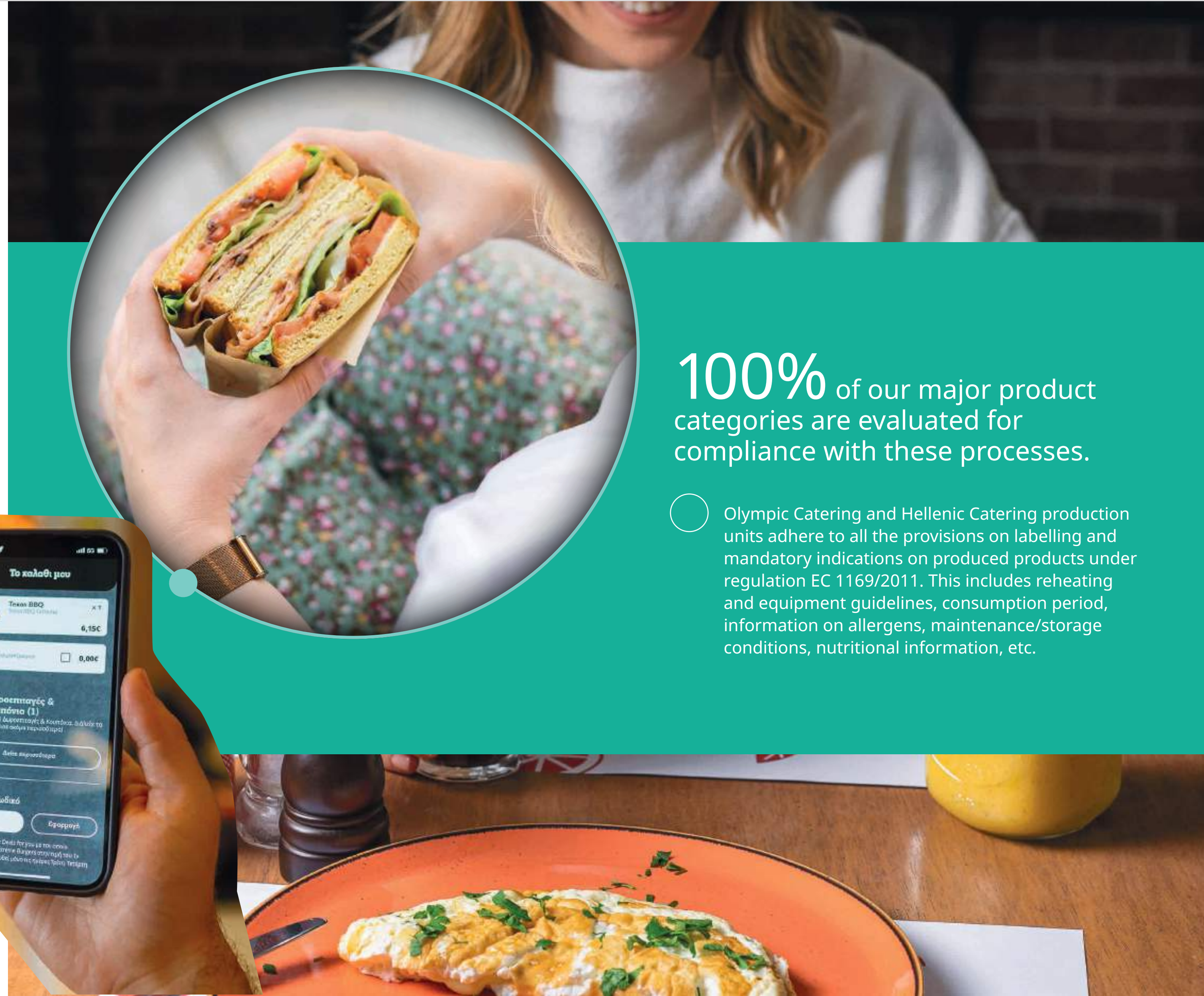
GRI 2-27

We address responsibly all issues of increased consumer interest in our products and services, as well as the proper understanding of nutrition within a healthy and active lifestyle.

“ For yet another year, **no incidents of non-compliance with regulations regarding product information and labeling**, which could result in fines or penalties, non-compliance with regulations leading to warnings, or non-compliance with voluntary codes were reported.”

With the aim of properly informing consumers, the Group requires the provision of information regarding allergens for all its products.

This information is provided both through brand websites as well as through store employees, who maintain updated information regarding product allergens.



100% of our major product categories are evaluated for compliance with these processes.

Olympic Catering and Hellenic Catering production units adhere to all the provisions on labelling and mandatory indications on produced products under regulation EC 1169/2011. This includes reheating and equipment guidelines, consumption period, information on allergens, maintenance/storage conditions, nutritional information, etc.



3

Growing a responsible business with dedicated people

- GRI 2-4 GRI 2-7 GRI 2-8 GRI 2-23
- GRI 2-24 GRI 2-30 GRI 401-1 GRI 401-2
- GRI 401-3 GRI 403-1 GRI 403-2 GRI 403-4
- GRI 403-5 GRI 403-6 GRI 403-9 GRI 403-10
- GRI 404-1 GRI 404-2 GRI 404-3 GRI 405-1
- GRI 405-2 GRI 406-1

Alignment with the Principles of the UN Global Compact

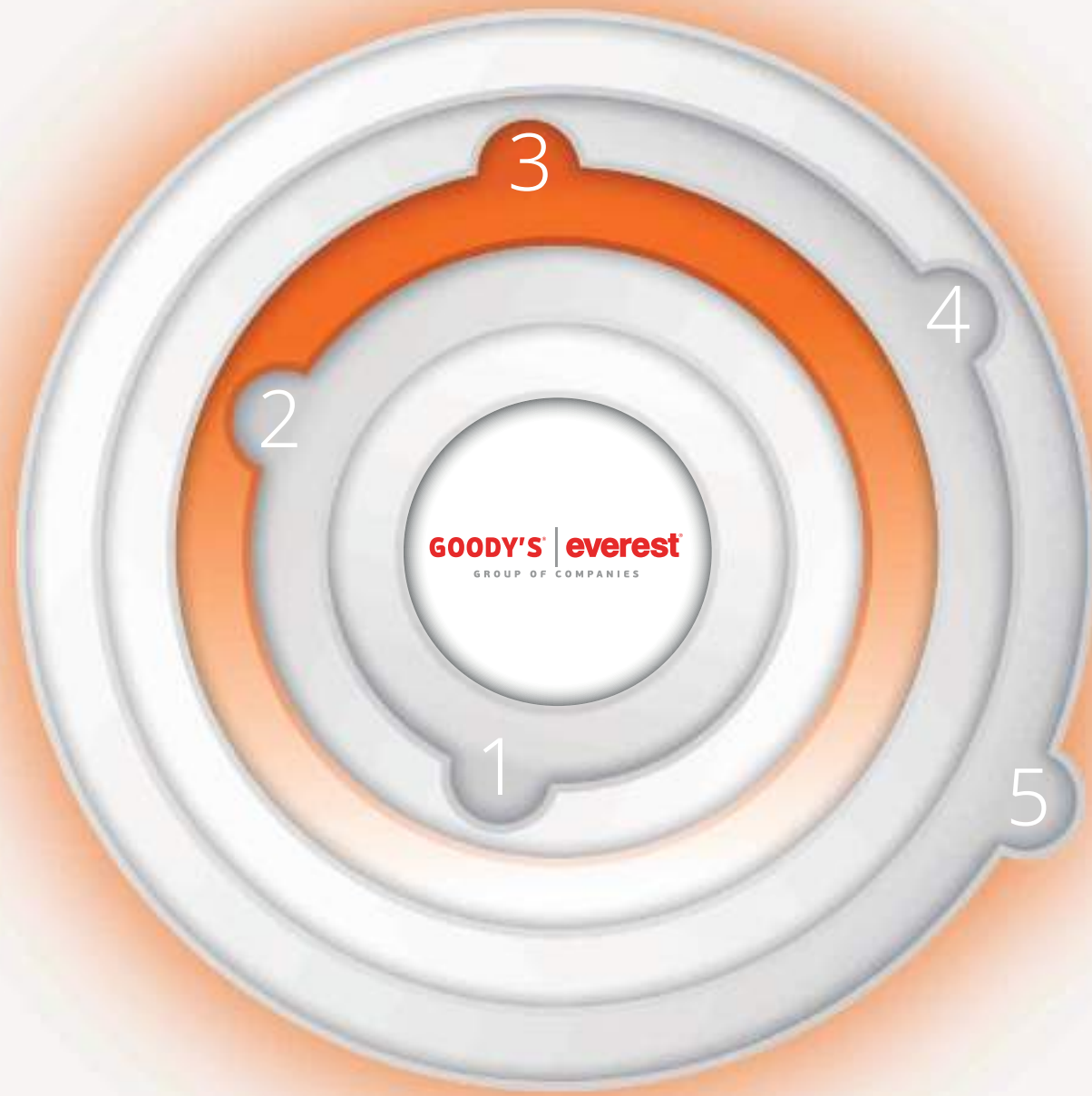
- PRINCIPLE 1
- PRINCIPLE 2
- PRINCIPLE 3
- PRINCIPLE 4
- PRINCIPLE 5
- PRINCIPLE 6

Alignment with the UN Sustainable Development Goals



3

Growing a responsible business with dedicated people



At **Goody's | everest Group**, we recognize that our people are at the core of our success and development. Aiming at the continuous improvement of our workplace, during 2022, we updated all our relevant policies according to acclaimed best practices.

" We strive to provide a safe and inclusive working environment where all employees have equal opportunities for advancement and skill development. "



GRI 403-1 | GRI 403-2 | GRI 403-4 | GRI 403-5 | GRI 403-9 | GRI 403-10



Health, safety and well-being of our employees

At **GOODY'S | everest**, the health and safety of our people is a top priority across our scope of operations and for the entire value chain.

We ensure a safe, accident-free environment, recognizing that our people's ability to perform their tasks depends on their physical and mental health and safety.

We have established a Health and Safety Policy, that is complemented by the implementation of an ISO 45001-certified Health and Safety Management System at work. Additionally, Hellenic Catering and Olympic Catering have been ISO 39001-certified for road traffic safety (RTS) management.

We conduct a Job Hazard Analysis (JHA) for all activities within our Group to ensure proper prevention and evaluation of work-related risks. We have appointed, as needed, Technical Safety and Occupational Health Physicians, to ensure the correct implementation of measures and our workforce is adequately trained. Additionally, we carry out regular internal inspections, we perform reviews documenting the results and objectives of key performance indicators (KPIs), while decisions are taken to improve our measures.

The managers and supervisors of each department or store oversee the application of procedures and preventive measures, propose improvements and record potential accidents in the workplace. The Group regularly conducts readiness exercises and personnel training based on the Emergency Situations Procedure. In any case of a risk incident or accident, the Safety Officer and relevant authorities complete a detailed report with the aim of taking improvement measures.

Representation of employees in the Health and Safety Board

	2021	2022
NUMBER OF EMPLOYEES PARTICIPATING IN THE HEALTH AND SAFETY BOARD	7	5
PERCENTAGE OF EMPLOYEES PARTICIPATING IN THE HEALTH AND SAFETY BOARD	1.79%	0.77%
TOTAL EMPLOYEES	392	649

Employee representatives, Group management and the Safety Officer carry out an annual review and consultation of Olympic Catering's Occupational Health & Safety Management Systems, and minutes of these meetings are recorded. Hellenic Catering has established a Health and Safety Committee.

Training on Health and Safety

In 2022, more than 3,800 employees participated in Health and Safety workshops in our stores, headquarters and Olympic Catering, undergoing more than 7,800 hours of overall training.

Seminars on Health and Safety

	2021	2022
EMPLOYEE PARTICIPATION	4,242	3,849
TOTAL TRAINING HOURS	6,875	7,868
NUMBER OF SEMINARS	20	22

Training Subjects

1 General safety regulations, emergency procedures, safety signage, explanation of chemical symbols, chemical substance label marking, prohibition signage, fire protection rules, fire extinguisher signage, prohibition rules, evacuation rules, rescue signage, personal protective equipment, duty regulations, warning signage.

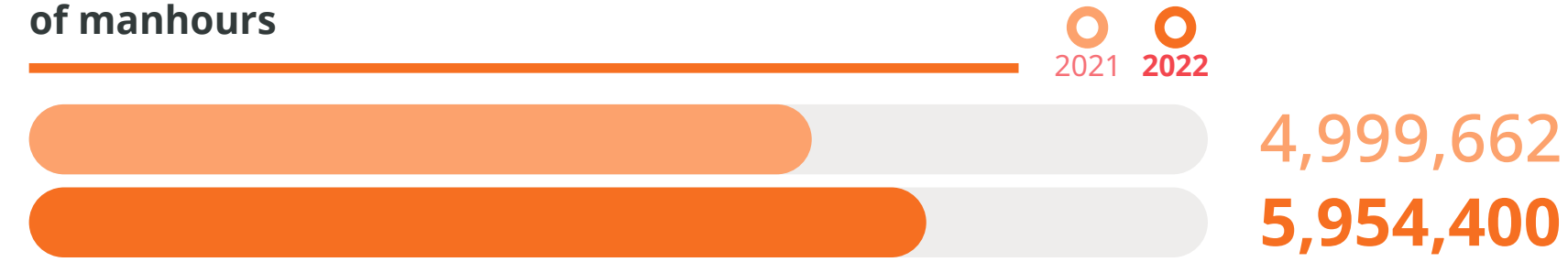
2 First aid teams.

3 Building evacuation practice.

4 Covid-19 Manual.

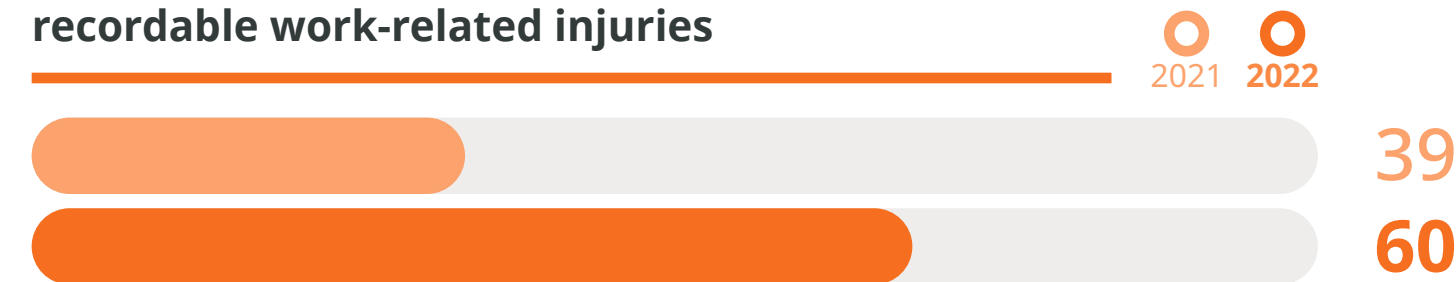
5 Handling forklift vehicles and driving instructions on the airport runway.

Number of manhours



In recent years, our Group has managed to maintain low levels of work-related injuries. In 2022, we recorded 60 work-related injuries and two (2) serious injuries, while no incidents of occupational disease or death were recorded, both among Group and contractor employees.

Number of recordable work-related injuries



Specifically, we recorded 19 traffic accidents during order delivery, 11 accidents from falling or slipping, 7 involving fractures, 7 injuries and 16 other accidents.

**This refers to Group employees, since no injuries in contractors were recorded for 2022 or 2021.*



GRI 2-4

Health and Safety Indicators*

	2021	2022
NUMBER OF MANHOURS	4,999,662	5,954,400
NUMBER OF DEATHS DUE TO WORKPLACE ACCIDENTS	0	0
PERCENTAGE OF DEATHS DUE TO WORKPLACE ACCIDENTS (FR)	0%	0%
NUMBER OF HIGH-CONSEQUENCE WORK-RELATED INJURIES (EXCLUDING DEATH)	0	2
HIGH-CONSEQUENCE WORK-RELATED INJURIES RATE	0%	0.07
NUMBER OF RECORDABLE WORK-RELATED INJURIES	39	60
TOTAL RECORDABLE INCIDENT RATE (TRIR)	1.56	2.02
LOST TIME INJURY ≥ 3 DAYS	42	55
LOST TIME INCIDENT RATE**	1.68	1.85
AR INDICATOR FOR THE COMPANY***	0.02%	0.06%
DAYS OF ABSENCE DUE TO WORKPLACE ACCIDENT / INJURY	-	1,193

Note: All percentages are calculated based on 200,000 hours of work.

* The indicators refer to the company's employees.

** Restatement of information: the 2021 value has been changed, due to readjustment of the calculation method.

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

Equipment maintenance and personal protective equipment

The Group's Facilities Support Division is responsible to monitor and plan the maintenance of production equipment and premises. Our Group provides all appropriate Personal Protective Equipment (PPE), a fully equipped medical clinic and a trained first aid team.

Moreover, we have established specific procedures in order to:

- Prevent and mitigate any environmental impacts that may be associated with leaks, fire incidents, etc.
- Determine the probability of occurrence of accidents and emergency situations.
- Define and regularly revise all emergency preparedness and response plans.









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


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

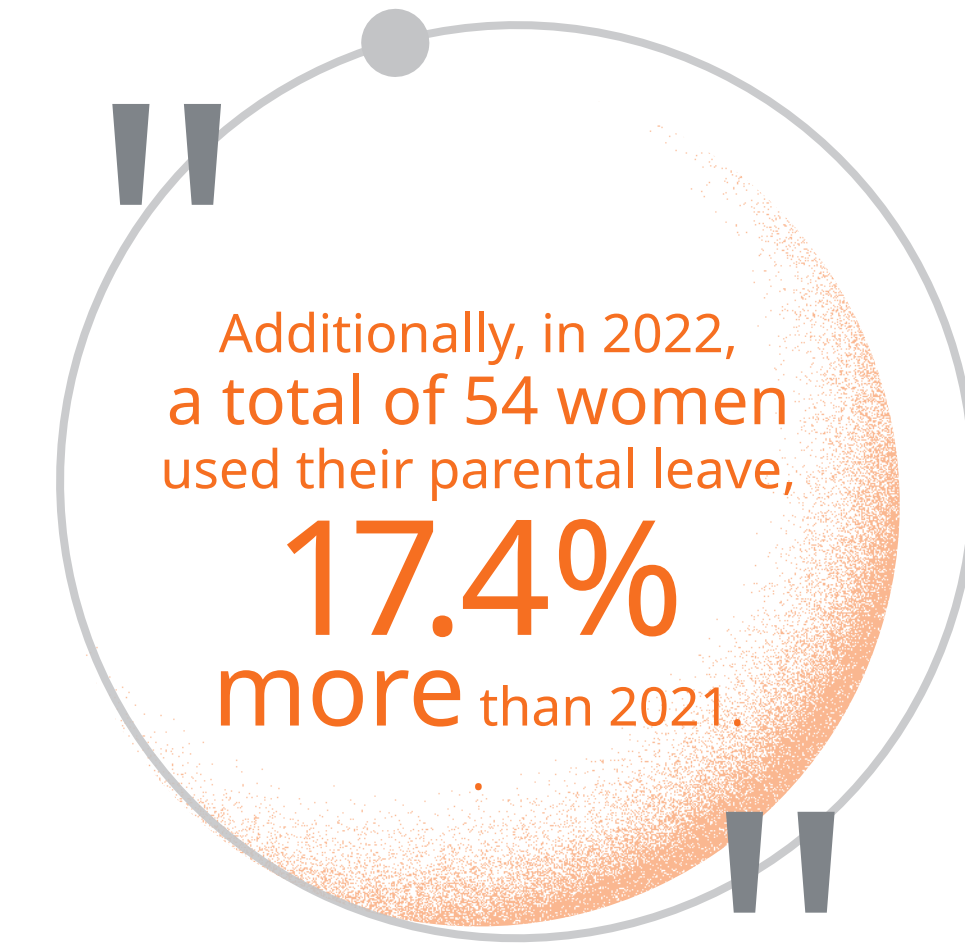
GRI 401-2 | GRI 401-3 | GRI 403-6

Well-being of employees

Our Group implements initiatives aimed at the well-being of all employees, regardless of whether they are full-time, temporary or part-time employees. More specifically, we provide:

-  Up to 50% financing of post-graduate studies
-  Additional life insurance for 28% of all employees in 2022
-  Additional insurance covering medical and hospital treatment for 23% of total employees in 2022
-  Group insurance
-  Public transport cards
-  Parental leaves, as laid down by law
-  Christmas presents for the children of employees
-  Psychosocial support program for approximately 320 employees of central management and their family members

 E-pass or OASA card for employees working at the Central Offices at Eleftherios Venizelos International Airport




 Additionally, in 2022, a total of 54 women used their parental leave, **17.4% more** than 2021.

It is worth noting that 30% of employees are covered by social benefits, such as wedding gifts, childbirth gifts, financial support for employees with health problems, etc.

In 2022 we conducted an employee satisfaction survey with **87%** participation.

Communication between employees and management

The Group's management seeks to maintain an open line of communication with employees through the following channels:

-  Notice boards
-  email
-  Anonymous grievance mechanism

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



Our investment in equality, diversity & inclusion

At GOODY'S | everest Group we condemn all forms of bullying and stand for the uniqueness and freedom of each individual.

We are committed to contributing to the achievement of UN's Sustainable Development Goals related to the reduction of inequalities and gender equality. We demonstrate zero tolerance of discrimination based on gender, nationality, religion, age or education.

We believe that an inclusive workplace is fundamental in nurturing a human-centric culture. In 2021, Vivartia Group and its subsidiaries signed the "Diversity Charter" declaring our commitment to foster an inclusive and respectful workplace for all employees.

In 2022 we conducted **755 hours** of training on topics related to diversity, inclusion and human rights.

Goody's Burger House has always supported diversity, and since 2021 is an official sponsor of Pride.



2% of our employees belong to minority groups, such as people with disabilities and single-parent families.

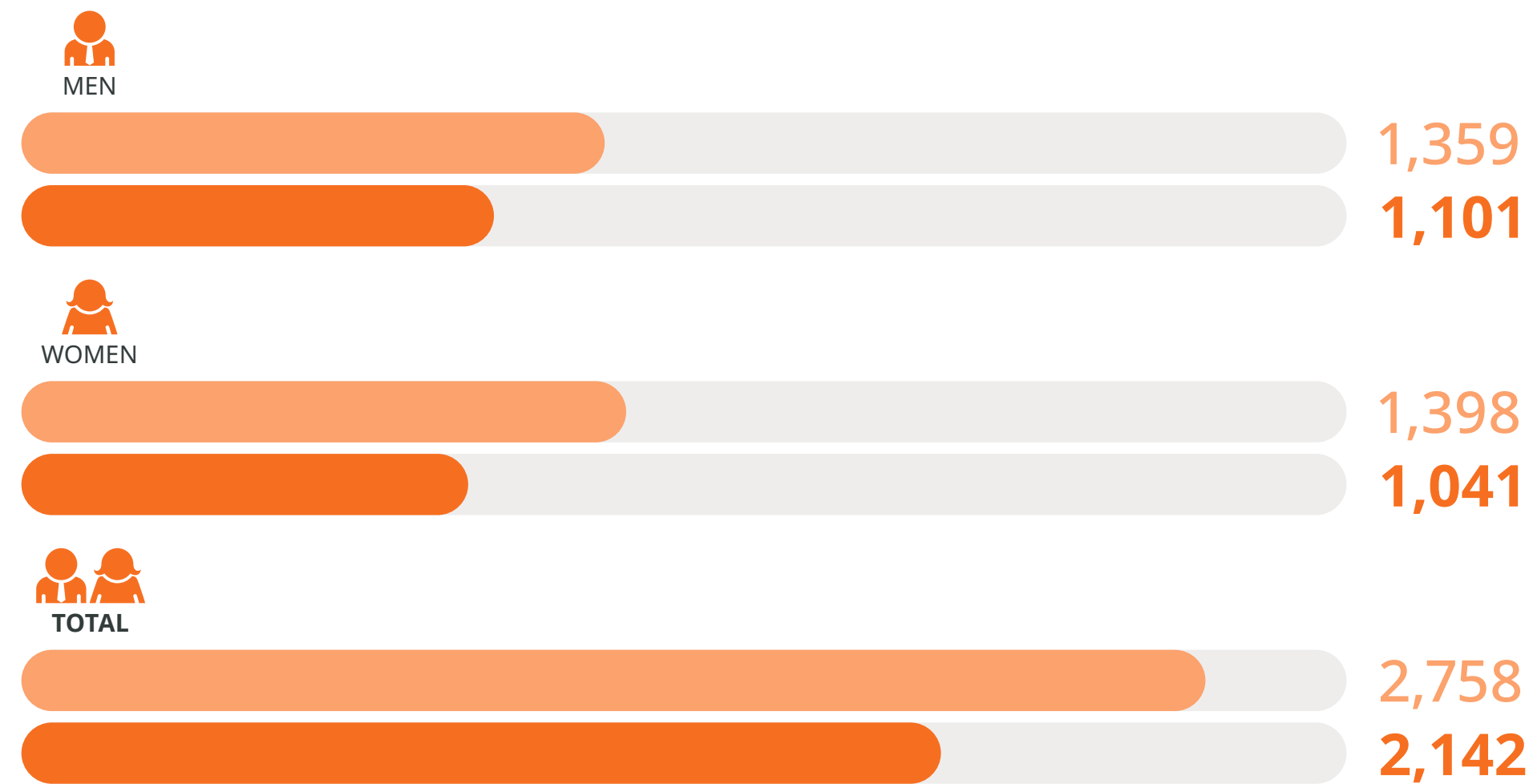
Human resources information

In 2022, our Group transferred a large number of owned stores to franchisees. As a result, the total number of employees directly employed by the Group has decreased compared to 2021.

In 2022, 61.5% of our employees (1,318 people) worked in Attica and 38.5% (824 people) worked in other regions of Greece.

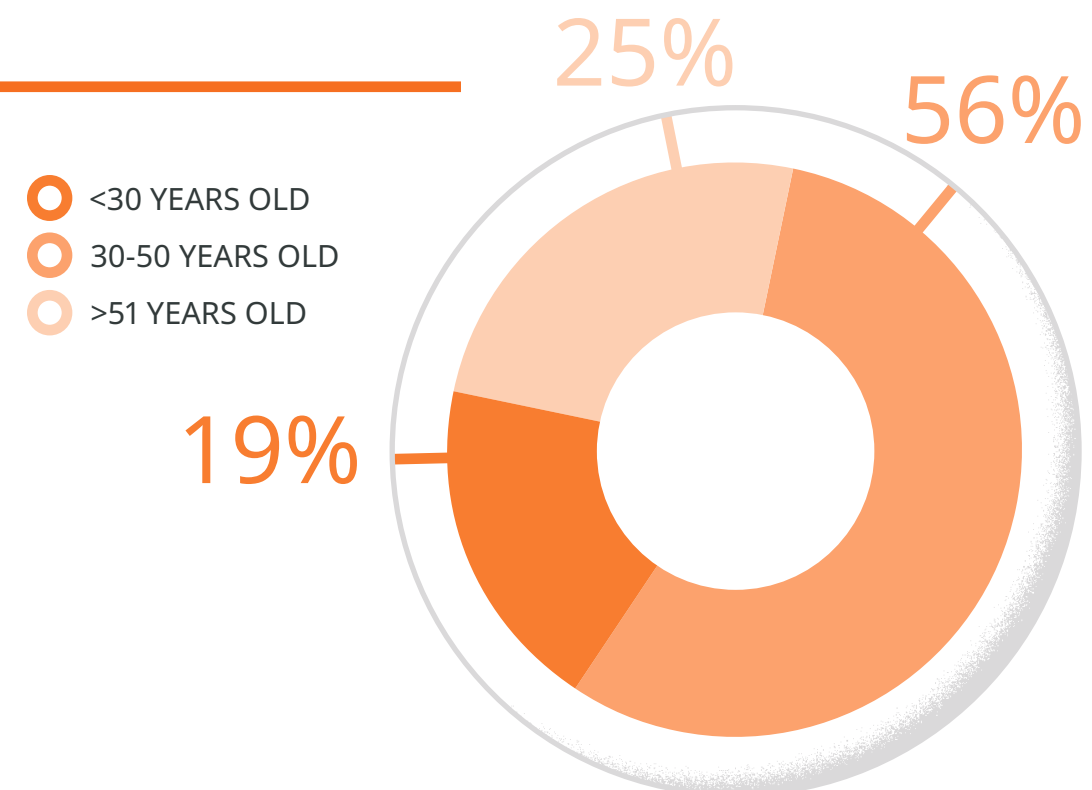
Find out more information about the distribution of employees by gender and region in Appendix 1.

Group workforce distribution

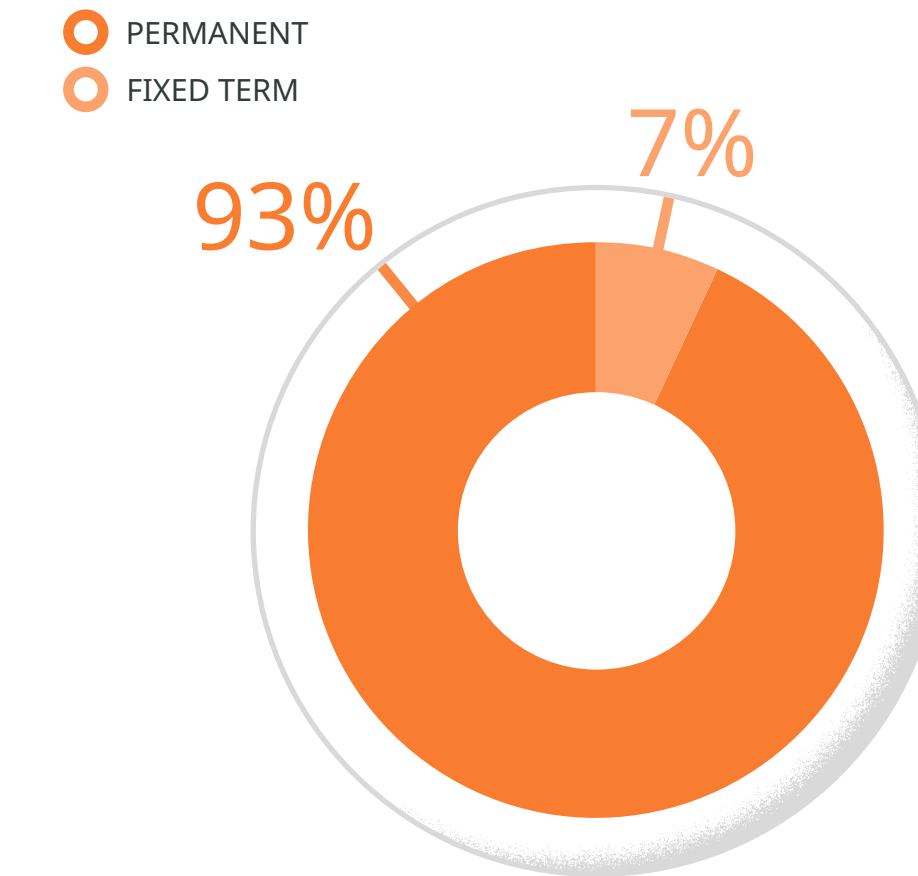


Group workforce age distribution

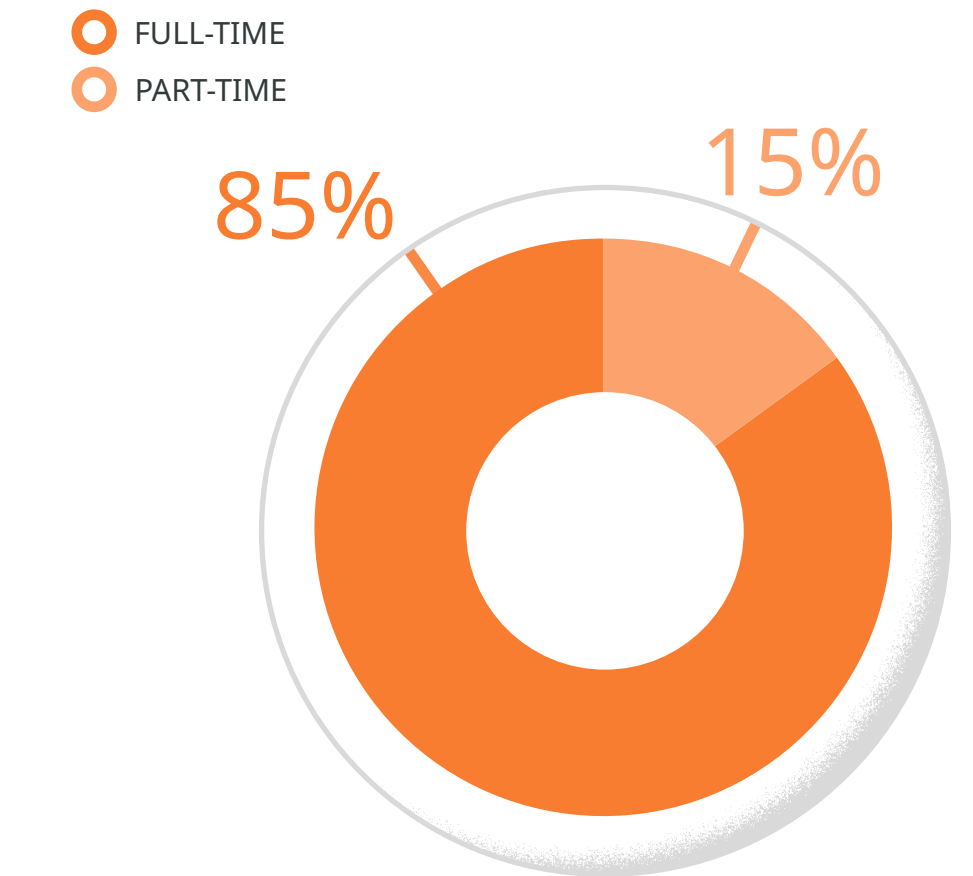
In terms of employee age distribution, the majority of our employees are between 30 and 50 years old.



Workforce distribution per type of employment contract



Workforce distribution per type of work



In 2022, a total of **2,142** employees, were employed by the Group, with the percentage of women reaching 49%, nearly identical to 2021.



Workforce distribution in governing bodies (BoD Goody's S.A.)

	<30	30-50	>50
MEN	0	3	4
WOMEN	0	1	0
TOTAL	0	4	4

In 2022, we recorded 1,336 new hires (29% increase compared to 2021), with women accounting for 591 of them, while there were 809 departures (1% decrease compared to 2021) with a departure rate of 37.8%.

Find out more information regarding the distribution of new hires and departures by age and region in Appendix 1.

Workforce distribution per position / level and gender

	Men	Women	Total
GENERAL DIRECTORS	6	5	11
DIRECTORS / DEPARTMENT HEADS	74	20	94
OFFICE STAFF	69	88	157
OTHER EMPLOYEES, SUPERVISORS AND LABOR STAFF	952	928	1,880

Ratio of basic salary and earnings of women to men

	Men	Women	Ratio
GENERAL DIRECTORS	11,395	7,437	0.7
DIRECTORS / HEADS OF DEPARTMENTS	2,702	2,533	0.9
ADMINISTRATIVE OFFICERS	1,472	1,374	0.9
OTHER EMPLOYEES, SUPERVISORS AND STAFF	43	38	0.9

Find out more information regarding the distribution of employees by age and hierarchical level in Appendix 1.



GRI 2-23 | GRI 2-24 | GRI 406-1



Respect for human rights

At GOODY'S | everest we support and encourage respect for human rights across our scope of operation also through the incorporation of relevant policies and practices into our governance structure, as described in our Code of Conduct.

Key principles and values included in the Code of Conduct related to **human rights**:

-  Respect of dignity and the honor of all people, by following a meritocratic approach for the selection and development of our employees and partners.
-  Encouragement of initiatives and innovations within a flexible environment characterized by cooperation and trust.
-  Maintenance of a healthy and safe work environment.

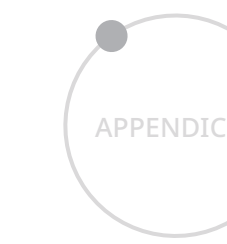
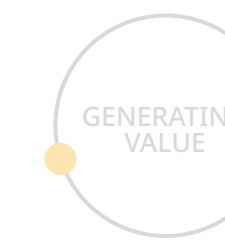
In 2022, the Group has developed a Human Rights Policy in accordance with the principles of the United Nations Global Compact and the 17 Sustainable Development Goals. Our policy includes issues such as the health and safety of employees, professional development, working conditions, child labour, equal opportunities and freedom of collective bargaining.

In 2022, no incident related to human rights violations, discriminations, unfair treatment of employees or forced or child labour was reported.

Our Human Rights Policy aims at raising awareness and ensuring that all employees, suppliers and partners are committed to the protection and respect of human rights through the entire scope of our business activities.

The policy applies to all our employees and has been communicated through internal communication channels. In addition, relevant briefings and trainings on human rights issues are carried out, ensuring the alignment of our entire workforce and partners with the values described in our Policy.





GRI 2-30

"Diversity & Inclusion" Workshop with 151 participations

Subjects:

- 1 What is Diversity?
- 2 How important is Diversity in our daily lives and in our workplace.
- 3 The different types of Diversity.
- 4 How positive are we towards Diversity?
- 5 Uncovering our biases.
- 6 **Discrimination:** How can we identify Discrimination when it manifests itself?
- 7 Inclusion, the benefits of this necessary element for every business.
- 8 The characteristics of Inclusive leaders.
- 9 **Communication:** What should I pay attention to when I communicate / expressions that demonstrate that I am open to diversity.
- 10 My commitment to my people & my customers in terms of Diversity & Inclusion.

Collective bargaining agreements

A seven-member union has been established at Olympic Catering to manage the formation of a Collective Business Bargaining Agreement. The Board of Directors consists of the Chairman, the Vice Chairman, the General Secretary, the Treasurer and three (3) additional members.

In 2022, 210 (9.8%) employees were covered by collective bargaining agreements, while 1,932 employees (90.2%), were covered by collective labor agreements of the National General Collective Agreement (NGCA).



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



Our contribution to employee development and training

Our Group provides training programs to enhance the professional development of its workforce and the employees of partner stores (franchise).

Number of trained employees

	2021			2022		
	Men	Women	Total	Men	Women	Total
MANAGERS	133	136	269	121	90	211
SUPERVISORS	188	210	398	261	238	499
EMPLOYEES	776	812	1,588	78	290	368
FOREMEN AND FACTORY STAFF	747	775	1,522	1,461	1,557	3,018
TOTAL	1,844	1,933	3,777	1,921	2,175	4,096

Total training hours

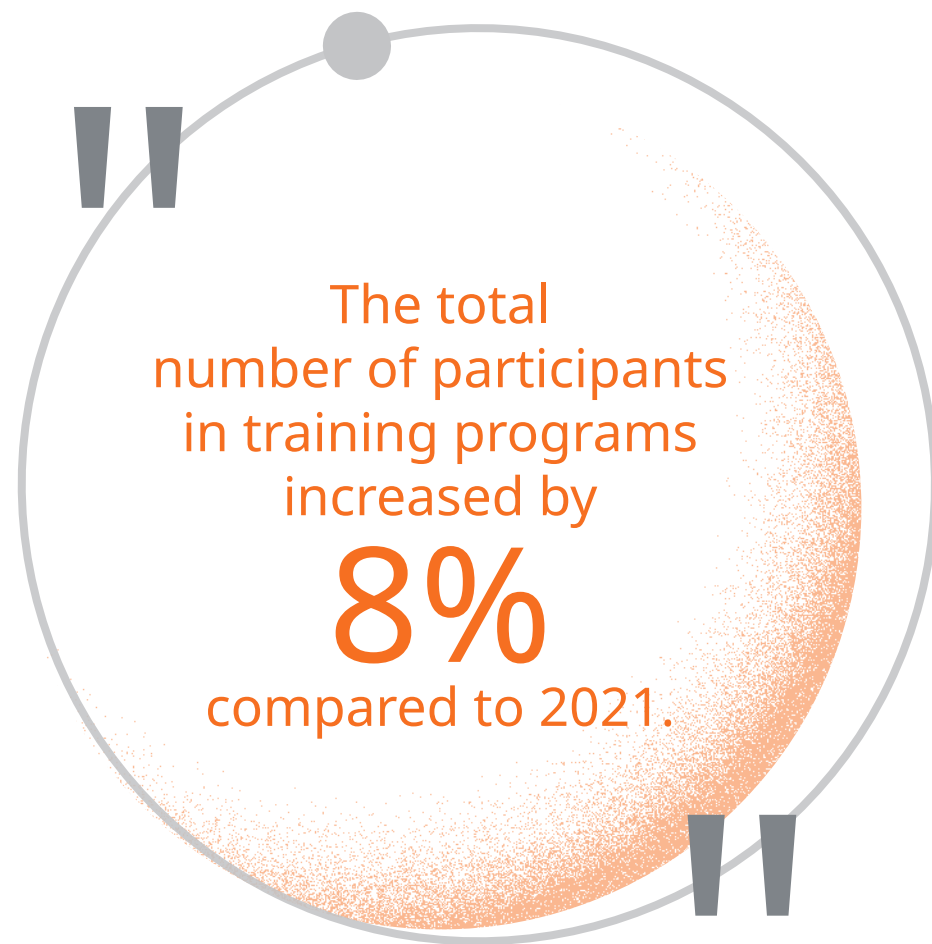
	2021			2022		
	Men	Women	Total	Men	Women	Total
MANAGERS	2,294	2,286	4,580	3,627	2,666	6,293
SUPERVISORS	2,488	2,910	5,398	6,546	5,954	12,500
EMPLOYEES	10,857	10,050	20,907	1,807	6,581	8,388
FOREMEN AND FACTORY STAFF	17,972	18,564	36,536	23,182	22,366	45,548
TOTAL	33,611	33,810	67,421	35,162	37,567	72,729



Most of the training hours for 2022 were related to quality assurance and store operation, with a total of 7,983 participants.

Average of training hours

	2021			2022		
	Men	Women	Total	Men	Women	Total
MANAGERS	17.25	16.81	34.06	29.98	29.62	59.60
SUPERVISORS	13.23	13.86	27.09	25.08	25.02	50.10
EMPLOYEES	13.99	12.38	26.37	23.17	22.69	45.86
FOREMEN AND FACTORY STAFF	24.06	23.95	48.01	15.87	14.36	30.23
TOTAL	18.23	17.49	17.85	18.30	17.27	17.76



Employee development programs

SUBJECT	2021	
	NUMBER OF EMPLOYEES TRAINED	TOTAL TRAINING HOURS
MANAGERIAL SKILLS & SELF-DEVELOPMENT	94	937
FINANCIAL ISSUES / QUALITY ASSURANCE / STORE OPERATIONS	3,994	30,641
PRODUCTION / SUPPLIES / TECHNICAL MAINTENANCE	739	816
MARKETING / SALES / CUSTOMER SERVICE	39	156
2022		
MANAGERIAL / FINANCE / MARKETING / PERSONAL DEVELOPMENT	303	1,943
QUALITY ASSURANCE / STORE OPERATIONS	6,981	67,321
INDUSTRY / HEALTH & SAFETY IN THE WORKPLACE	356	1,486
SALES / CUSTOMER SERVICE	343	1,988

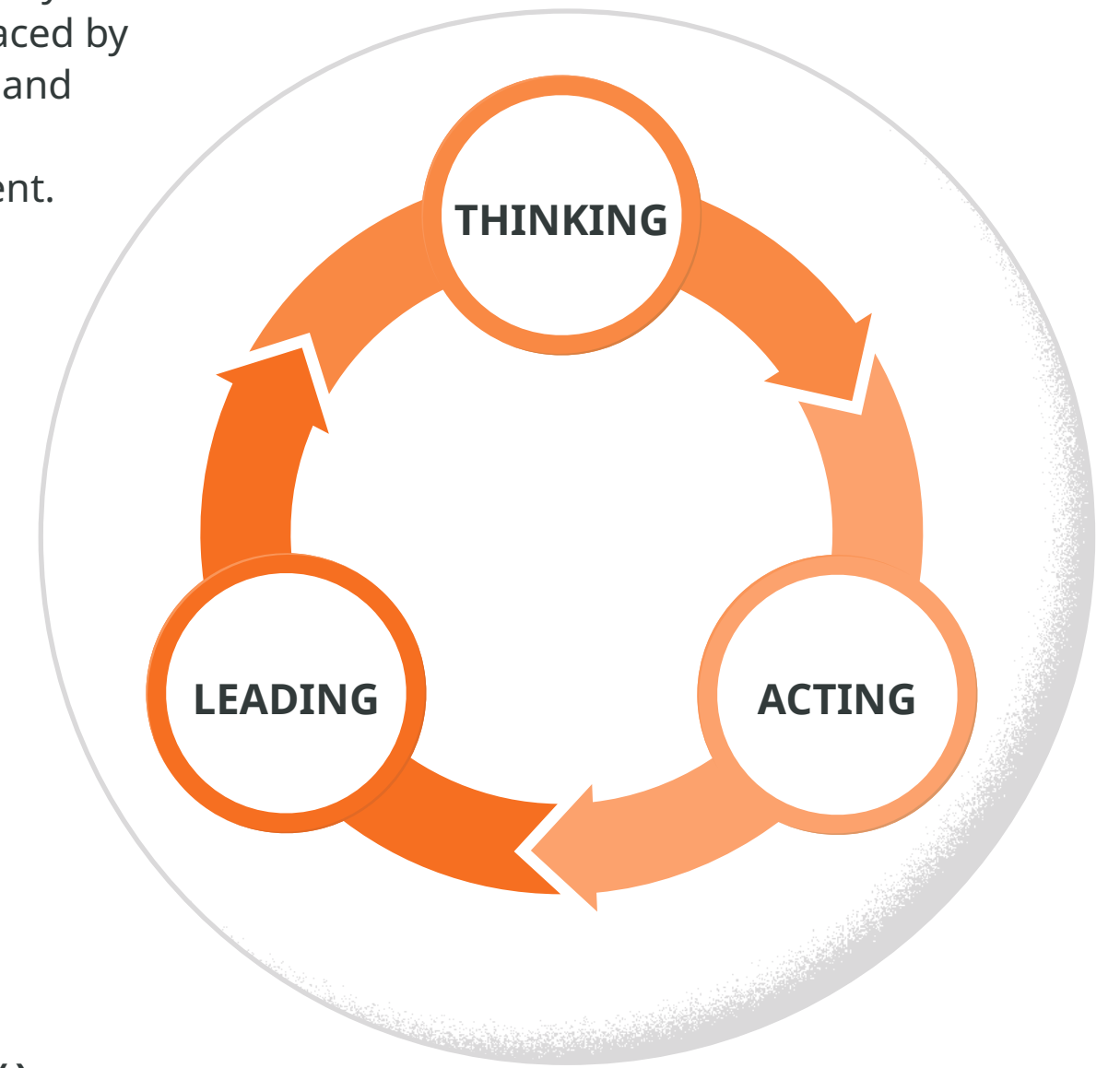
Employee performance and development evaluation system

The Group's evaluation system is designed to facilitate the successful delivery of our personal and corporate goals through development, progress and skills enhancement.

In particular, through the evaluation system, our Group

- Guides employees to set personal goals in alignment with the overall Group objectives.
- Evaluates each employee, depending on the achievement of their goals.
- Rewards employees in a meritocratic manner, depending on their performance evaluation.
- Develops employee skills through extensive education and training programs.

The purpose of the evaluation system is to identify the challenges faced by employees, while supporting and guiding their continuous development and advancement.



Percentage of employees (%) evaluated for their performance*

	Men	Women	Total
GENERAL MANAGERS	4	5	9
MANAGERS / SUPERVISORS	61	19	80
HEADQUARTER EMPLOYEES	58	74	132
OTHER EMPLOYEES, FOREMEN AND FACTORY STAFF	640	682	1,322
TOTAL	763	780	1,543
PERCENTAGE	49.44%	50.56%	

* Applies to the employees of offices, privately owned stores and the 2 production units.



4 Empowering communities

GRI 201-1 GRI 413-1

Alignment with the Principles of the UN Global Compact

PRINCIPLE 1

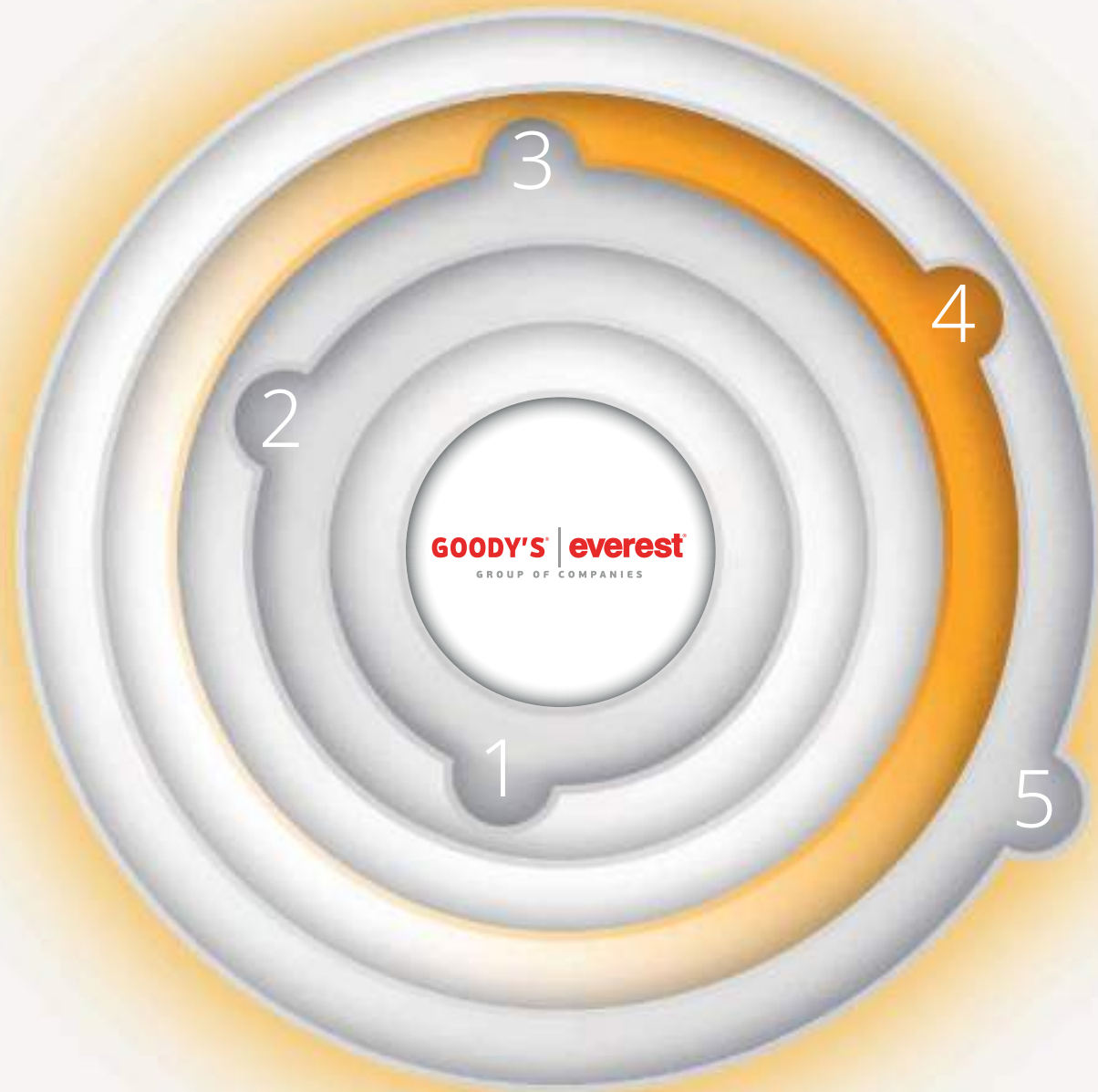
PRINCIPLE 2

Alignment with the UN Sustainable Development Goals



4

Empowering communities



At **GOODY'S | everest Group** we recognize our responsibility and seek to create added value for society through specific actions and initiatives.

In this context, the implementation of Corporate Social Responsibility (CSR) actions is an integral part of the overall strategy to improve the positive impact of our business, while improving the competitiveness of the Group and its brands. In 2022 we updated our Policy for the Promotion of Sustainable Consumption, raising awareness among consumers about practices that promote more responsible consumption habits.

Key action pillars for the promotion of sustainable consumption

- 1 Voluntary commitment
- 2 Responsible marketing
- 3 Dialogue and collaboration with key stakeholders
- 4 Incentives for the promotion of sustainable consumption
- 5 Information and awareness-raising of stakeholders



Strategic pillars of the Group's and its brands social contribution

1

Support of children and youth by facilitating access to education, proper nutrition and medical care.



2

Support of susceptible social groups.



3

Support of youth entrepreneurship.



GRI 201-1



Social product footprint

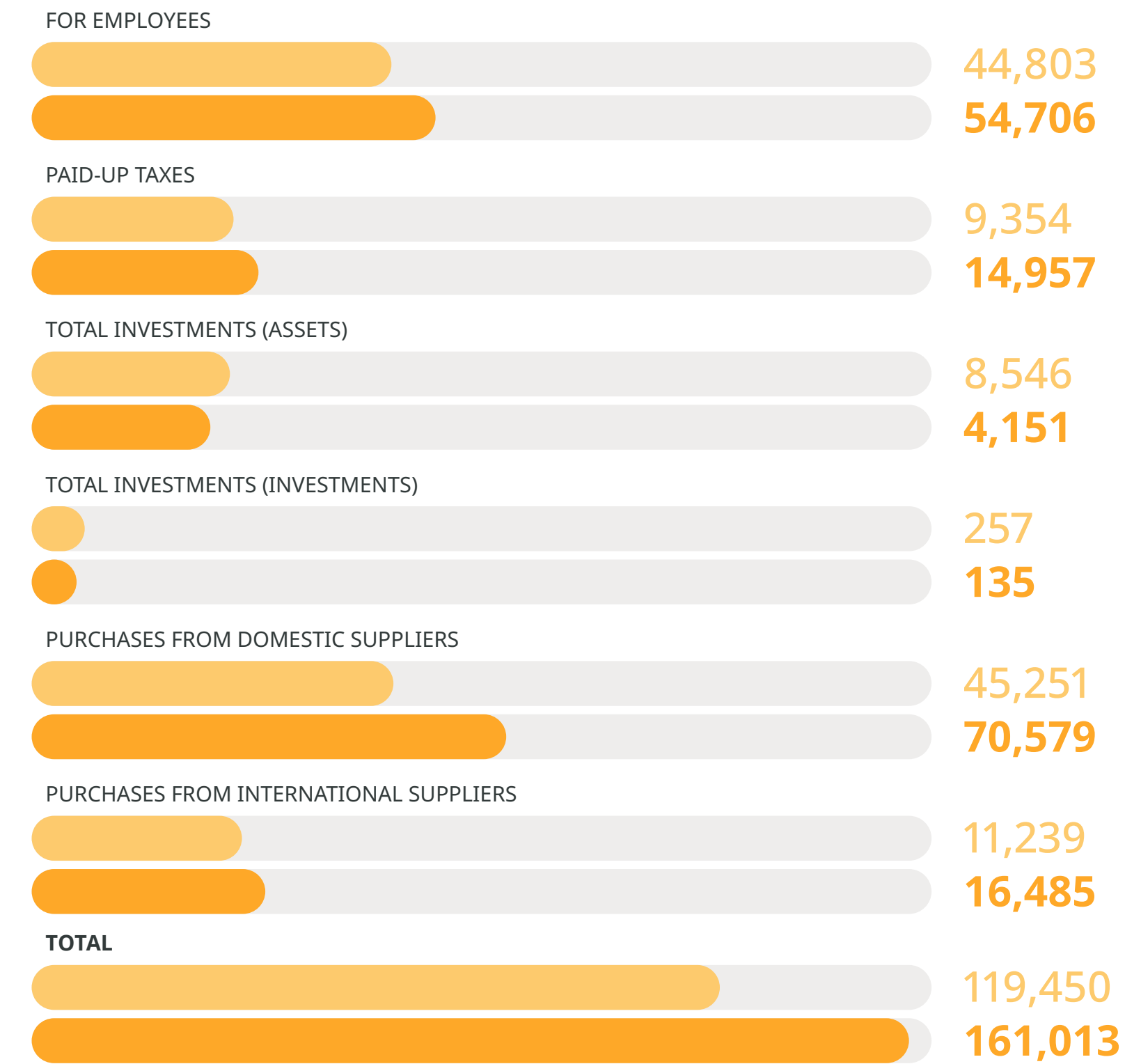
Our Group creates social value through employment positions, benefits for our employees as well as support of entrepreneurship and domestic suppliers.

Additionally, it strengthens its socio-economic footprint by contributing to public revenues, national resources and by carrying out investments.

~2,500 franchise employees and their families benefit from the activity of our brands.

Social product (in "000" €)

2021 2022



GRI 413-1



Social contribution initiatives

Through the Group's brands, we seek to strengthen the social structures of the country and the wider society through actions and initiatives that support children and susceptible social groups, while at the same time supporting youth entrepreneurship.

Initiatives by our brands



For the fifteenth consecutive year, we supported **MAKE-A-WISH** Greece, by hosting **15** children wishes at La Pasteria.

In 2022, ArGOODaki supported children who are facing health problems in remote areas of Greece, through the "Open Arms Hug" society. Specifically, it provided "Open Arms Hug" society with the necessary medical and technological equipment for the treatment and care of children in remote areas, who are hospitalized due to health problems, equipping both the mobile preventive medical unit titled "We Support Life", as well as the 3rd Pediatric University Clinic of the Ippokratio Hospital of Thessaloniki.



Support of susceptible social groups

DISCOUNT FOR THE UNEMPLOYED

For the thirteenth consecutive year, our Group is offering practical support to the unemployed with a 10% discount every time they visit any store. This discount falls under our initiative to offer special prices to unemployment card holders.

Employee volunteerism

BLOOD DONATION

In 2022, in collaboration with the Nikaia Hospital, we organized three (3) blood drives with 89 volunteer donors contributing and managed to collect **34 vials of blood. The collected blood was used to assist 25 of our colleagues.**

In 2022, we recorded **260** hours and **140** participations of employees in volunteer activities."

VOLUNTEER ACTIVITIES

In 2022 we organized two volunteer activities for our employees. The first one involved the cleaning and care of reforested areas on Mount Hymettus in cooperation with ethelon and under the guidance of the volunteer group "Let's do it Greece", with the participation of **24 volunteers.** The second action included the planting of 200 trees, under the guidance of "Let's do it Greece", with the help of **19 volunteers.**



METADRASI

For the first time, we welcomed the NGO METAdrasi to our training center. Through their 'Stepping Stone' program, METAdrasi aims to provide employment support to refugees and immigrants. A group of 8 beneficiaries of the program attended a professional barista training seminar by the Head Barista of our Group, Stavros Lambrinidis. After completing the seminar, the participants passed an exam and received a barista certification from the Specialty Coffee Association.

"BASKETAKI" AMATEUR CHAMPIONSHIP

For the eighth consecutive year, our Group's team "Golden Steak Warriors" competed and excelled at the basketball championship with the support of **Goody's Burger House.**



Investing in the new generation and entrepreneurship

In 2022, the Group through its brands, supported **38** actions and events with the participation of more than 6,800 people.

Our Group supports the following events:



TEDx AUTH
x = independently organized TED event

TEDX

The Group supports a number of local events organized by student communities of the Greek Universities such as the Aristotle University of Thessaloniki, the National Technical University of Athens, the Panteion University and the University of West Attica.



GREEK NEW SPACE SOCIETY- NASA SPACE APPS CHALLENGE

The Greek New Space Society, which aims to familiarize young people with the subject of New Space, in collaboration with NASA, organizes the NASA Space Apps Challenge, a hackathon held in more than 320 locations around the world. Participants compete in challenges defined by NASA experts, aiming to solve the most innovative issues in both space and on Earth.



ERASMUS STUDENT NETWORK

ESN is the largest voluntary organization in Europe with more than 15,000 student volunteers. Its goal is to facilitate the adjustment of visiting students in Greece, as well as to assist students in our universities who wish to participate in one of the Erasmus+ programs.



SAFIA (STUDENT ASSOCIATION FOR INTERNATIONAL AFFAIRS)

Through the everest chain, we supported the 25th Panhellenic Youth Parliament on the subject "The need to adapt to a changing reality" and the Academic Seminar entitled "2022: Current trends in global and European politics". Also, Flocafe Espresso Room supported the Ordinary General Meeting and the annual Elections of the Organization.



AIESEC

AIESEC Greece has a physical presence in more than 7 Universities all over Greece and is constantly expanding and counts more than 300 active members and more than 2,000 youth participations in programs and events supported by **GOODY'S | everest Group** for the last 3 years.



In addition, in 2022, the Group through its brands supported independent events of the student associations of the Aristotle University of Thessaloniki and the IEEE (Institute of Electrical and Electronic Engineering) of the NTUA.



THINKBIZ

The first Entrepreneurship Student Association in Greece that bridges the gap between the university and business ecosystems. The aim of its actions is to "unlock" each student's entrepreneurial potential and skills through interactive experiences.





We actively participate in efforts to reduce food waste

Food waste is a major ethical and economic issue that burdens the environment, leading to the depletion of the already limited natural resources.

Fighting food waste brings a triple win: it saves food for consumption, supports the agricultural sector, businesses and consumers to save money and reduces the environmental impact of food production and consumption.

At **Goody's | everest Group** we recognize the challenge faced by the global foodservice industry in terms of avoiding food waste, and we adopt practices that actively contribute towards this goal.

According to the European Commission, it is estimated that around 60 million tons of food waste is generated every year in the European Union (EU), at a cost of around €132 billion per year.

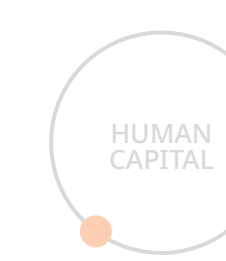
Food waste has a major environmental impact, accounting for around 16% of the gas emissions emitted by the European food sector, putting unnecessary strain on finite natural resources.

"The principles of food waste avoidance are embedded in the philosophy of **GOODY'S | everest Group** and are reflected in the fundamental operating procedures of its stores. Besides, they are perfectly aligned with the culture of high product quality that characterizes the Group."

We collaborate with the scientific community and other interested parties in order to improve the performance of our Group and the foodservice industry in general. More specifically:

-  In cooperation with our suppliers, we strive to continuously improve the packaging, portioning and standardization of the raw materials we use.
-  We have strict procedures for the proper handling of raw materials and finished products, such as recording of expiring dates and promote self-consumption to avoid waste.
-  We train store staff on the use of raw materials, proper product management and proper equipment operation.

Note: The data referred to in the above text were retrieved from the European Commission's website in June 2023 https://food.ec.europa.eu/safety/food-waste_en



HAROKOPIO UNIVERSITY



CASE STUDY

In 2022, we initiated our collaboration with a research team from Harokopio University in the field of **food waste monitoring.**

This team is participating in the "**LIFE-IP CEI-Greece**" EU project for the implementation of Circular Economy in Greece, with a main objective of monitoring the amount of food waste at all stages of the supply chain in Greece and developing preventive actions. Through this project, the Group will be able to develop a methodology for assessing and monitoring food waste, which will be available for all foodservice businesses in Greece through the publications of the Harokopio University.

This way we are fulfilling our commitments to disseminate the principles of sustainable consumption beyond the narrow limits of our own activity, and at the same time we are constantly expanding the process of monitoring and training our partners in **sound food waste management practices.**

We participate in the " Alliance for the Reduction of Food Waste "



The "**Alliance for the Reduction of Food Waste**" is a collective effort based on a voluntary agreement of cooperation between all stakeholders to coordinate their actions across the entire supply chain.

The aim of the Alliance is to promote and disseminate good practices, raise awareness and education on the prevention and reduction of food waste, develop synergies between stakeholders and interested parties, and contribute to public policy making.

We are actively contributing to the achievement of Sustainable Development Goal (SDG) 12.3 which aims to **halve food waste per capita by 2030** and reducing food loss in both production and supply chains.



5

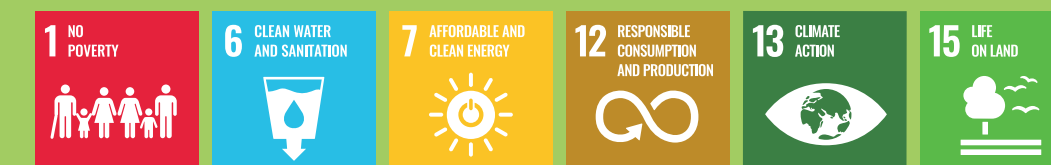
Caring for our planet

- GRI 2-27
- GRI 301-1
- GRI 302-1
- GRI 302-3
- GRI 302-4
- GRI 303-1
- GRI 303-2
- GRI 303-3
- GRI 303-4
- GRI 303-5
- GRI 304-2
- GRI 305-1
- GRI 305-2
- GRI 305-3
- GRI 305-4
- GRI 305-5
- GRI 305-7
- GRI 306-1
- GRI 306-2
- GRI 306-3
- GRI 306-4
- GRI 306-5

Alignment with the Principles of the UN Global Compact

- PRINCIPLE 7
- PRINCIPLE 8
- PRINCIPLE 9

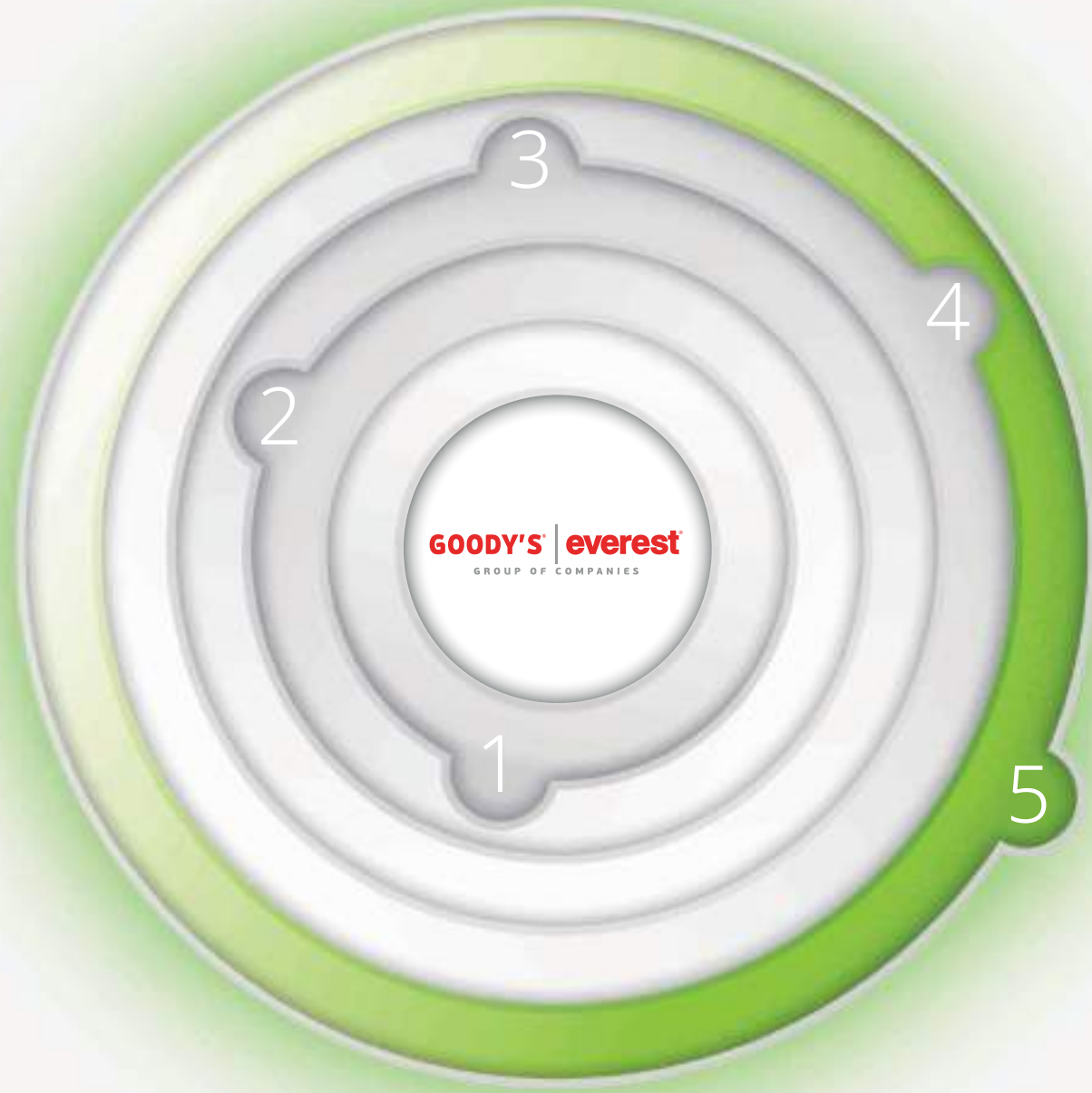
Alignment with the UN Sustainable Development Goals



GRI 2-27

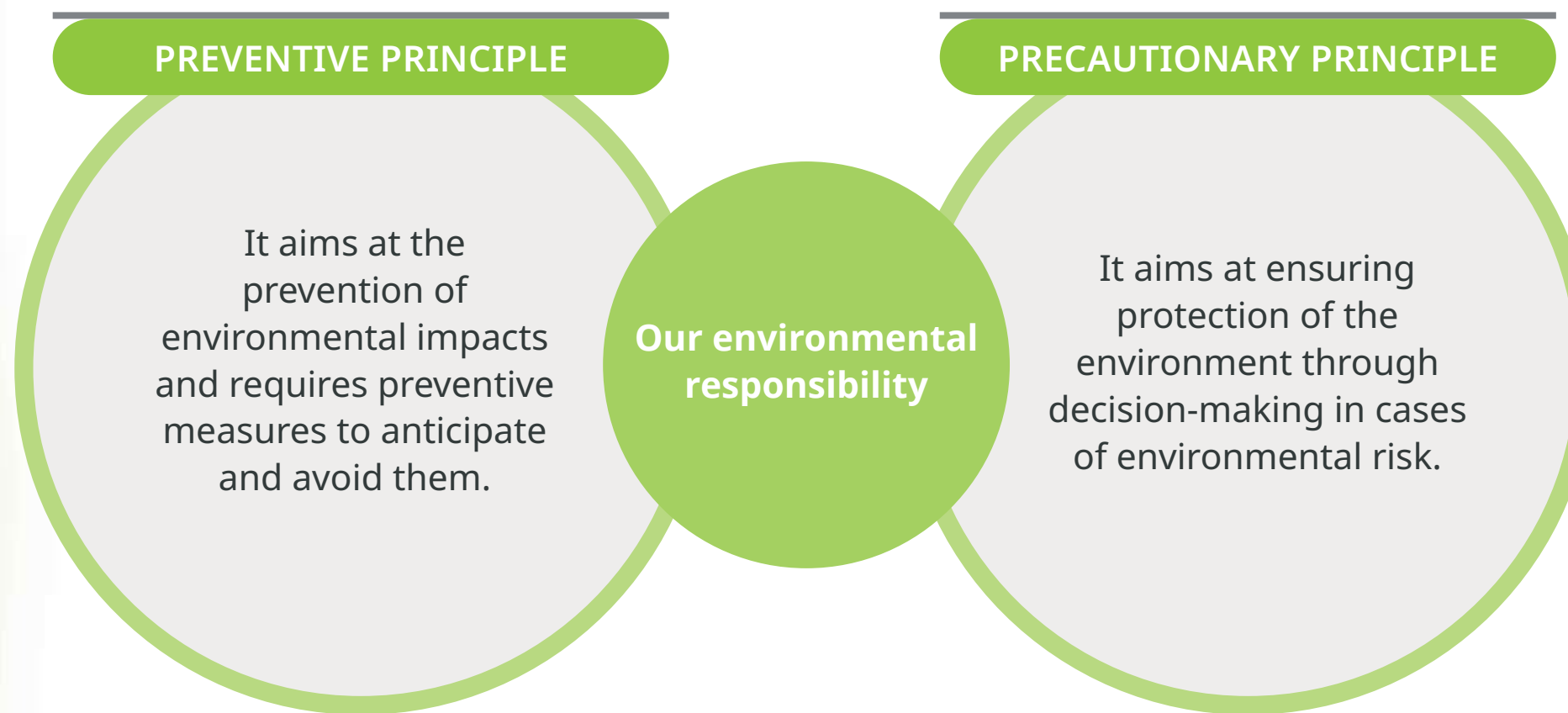
5

Caring for our planet



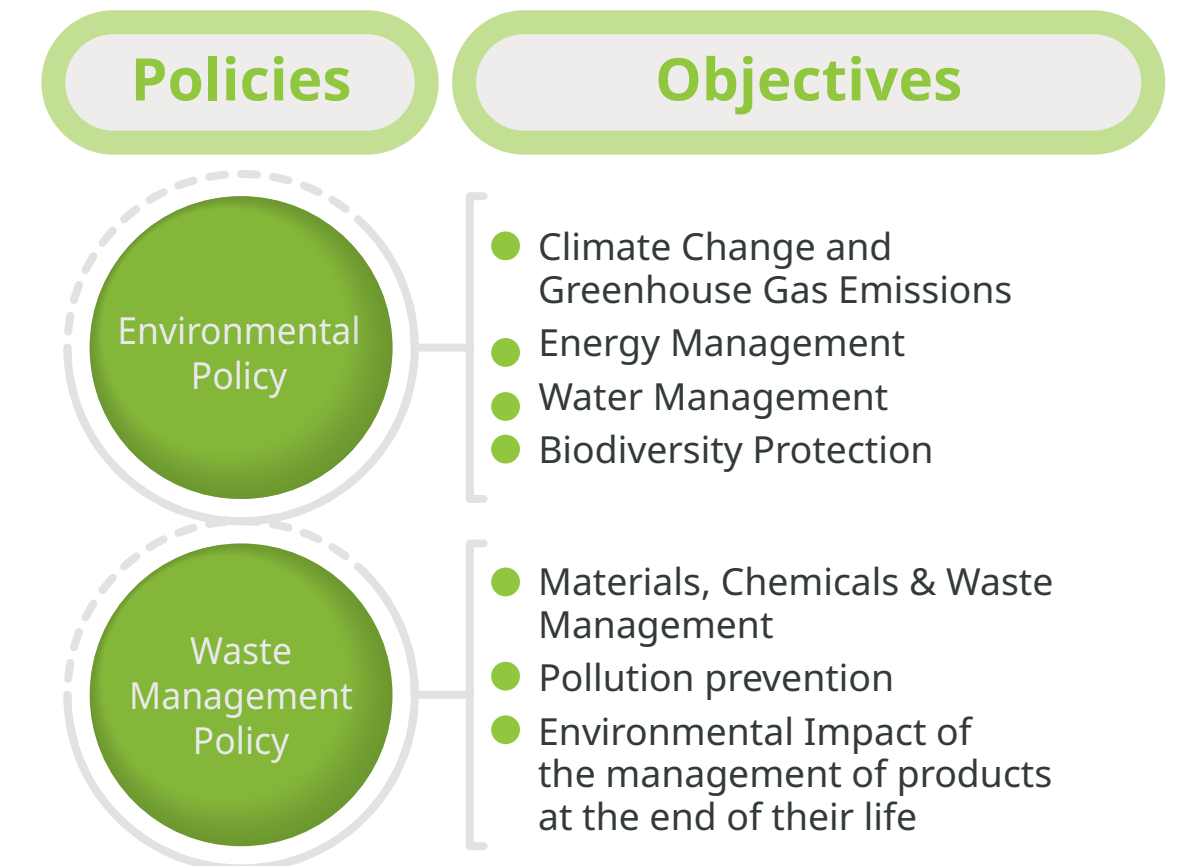
We recognize that taking systematic measures to mitigate the environmental impacts of our activities is a prerequisite for ensuring our long-term growth. For this reason, care for the environment is a key pillar of our sustainable development strategy.

As of the end of 2021, we are in the process of preparing a detailed plan of emission reduction actions to participate and commit to the **Science Based Targets initiative (SBTi)**. Our philosophy around the management of environmental issues is in line with the Preventive Principle and the Precautionary Principle.



Our production units and a number of our stores implement an Environmental Management System according to ISO 14001. An Energy Management System in line with **ISO 50001** is also applied at the **Hellenic Catering facilities**.

In 2022, we updated our Policies related to the management of multiple environmental issues.



During 2022, there were no fines and/or monetary penalties from incidents of non-compliance with environmental laws and regulations.

GRI 304-2

Our response on Biodiversity

At the GOODY'S | everest Group we recognize that human well-being directly depends on the natural environment.

As a Greek company, we operate in a country with one of the highest levels of biodiversity in Europe, which further reinforces our sense of responsibility for the protection of ecosystems that contribute to the resilience of local communities.

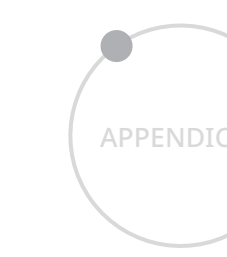
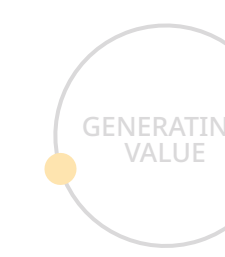


Nature enhances economic value and contributes to growth, increasing our resilience to climate change. **It provides us with resources, as well as services such as climate regulation, pollination and water and air purification.**

In this context, the loss of biodiversity is a major threat to the planet, which is why we believe it is a top priority for all businesses to redefine their relationship with nature.

The first essential step in **this direction is to recognize the need to protect finite natural capital** and the design of a framework of actions aimed at halting the loss of biodiversity and the degradation of the ecosystem services on which we rely on.





GRI 302-1 GRI 302-3 GRI 302-4 GRI 305-1
GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5
GRI 305-7



Our environmental responsibility: tackling climate change and energy management

We are in the process of developing a detailed action plan to mitigate greenhouse gas emissions as we prepare our commitment to the targets of the **SBTi (Science Based Targets Initiative)**. At the same time, we are undertaking a series of interventions aimed at saving energy and reducing emissions.

Actions to save energy and reduce greenhouse gas emissions:

- LED lamps in owned stores & production units.
- Replacement of air conditioning units with more efficient inverter models.
- Recovery system to reduce natural gas consumption.
- Replacement of elevators.
- Replacement of inverter type refrigeration.
- Automatic ventilation of cooling network system.
- Gradual introduction of electric vehicles (e.g., Olympic Catering aircraft service vans).



In 2022, we calculated our carbon footprint for emissions of **Scope 1, Scope 2 and Scope 3.**

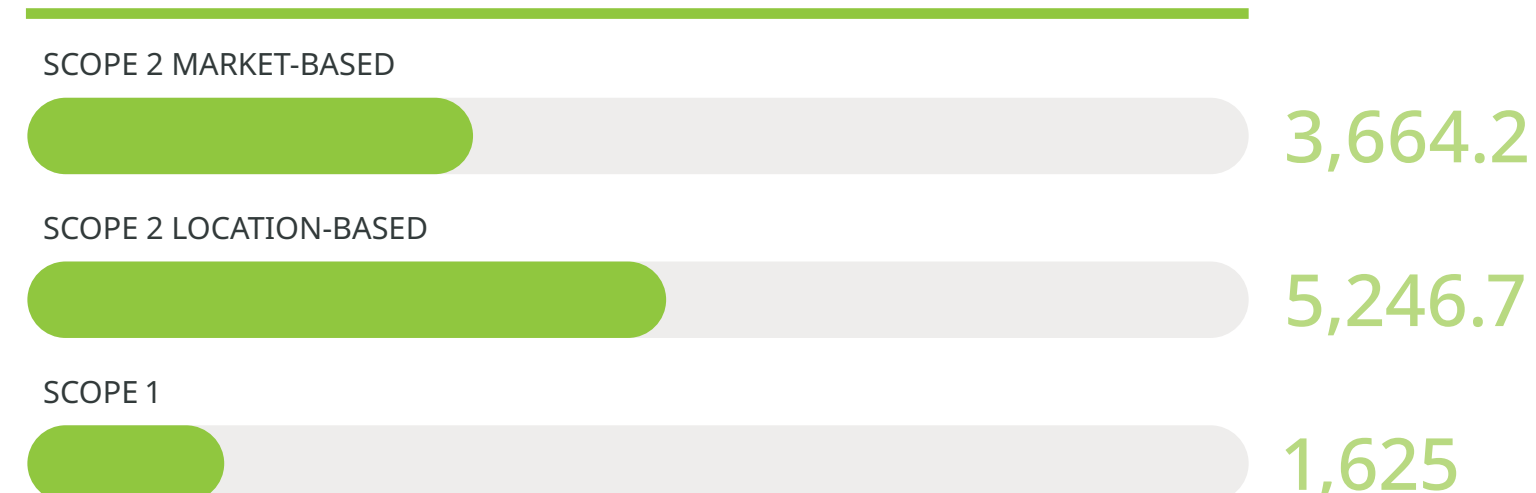
Total carbon footprint of the Group for 2022 (tn CO₂e)



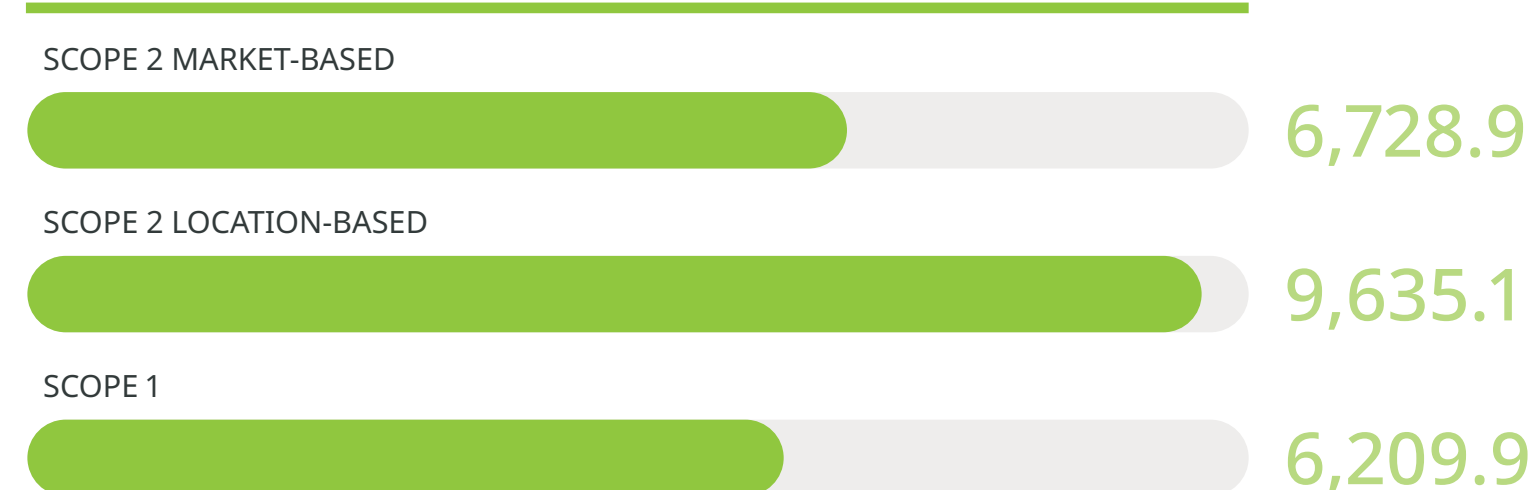
Carbon footprint of Olympic Catering for 2022 (tn CO₂e)



Carbon footprint of Hellenic Catering for 2022 (tn CO₂e)



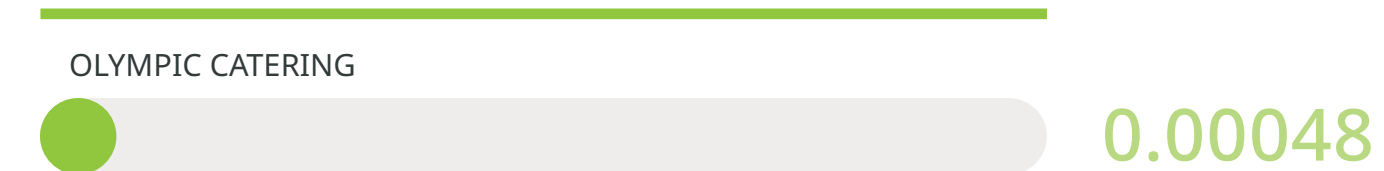
Carbon footprint of stores for 2022 (tn CO₂e)



Greenhouse gas emissions intensity in stores for 2022 (tn CO₂e/m²)



Greenhouse gas emissions intensity in Olympic Catering for 2022 (tn CO₂e/product)



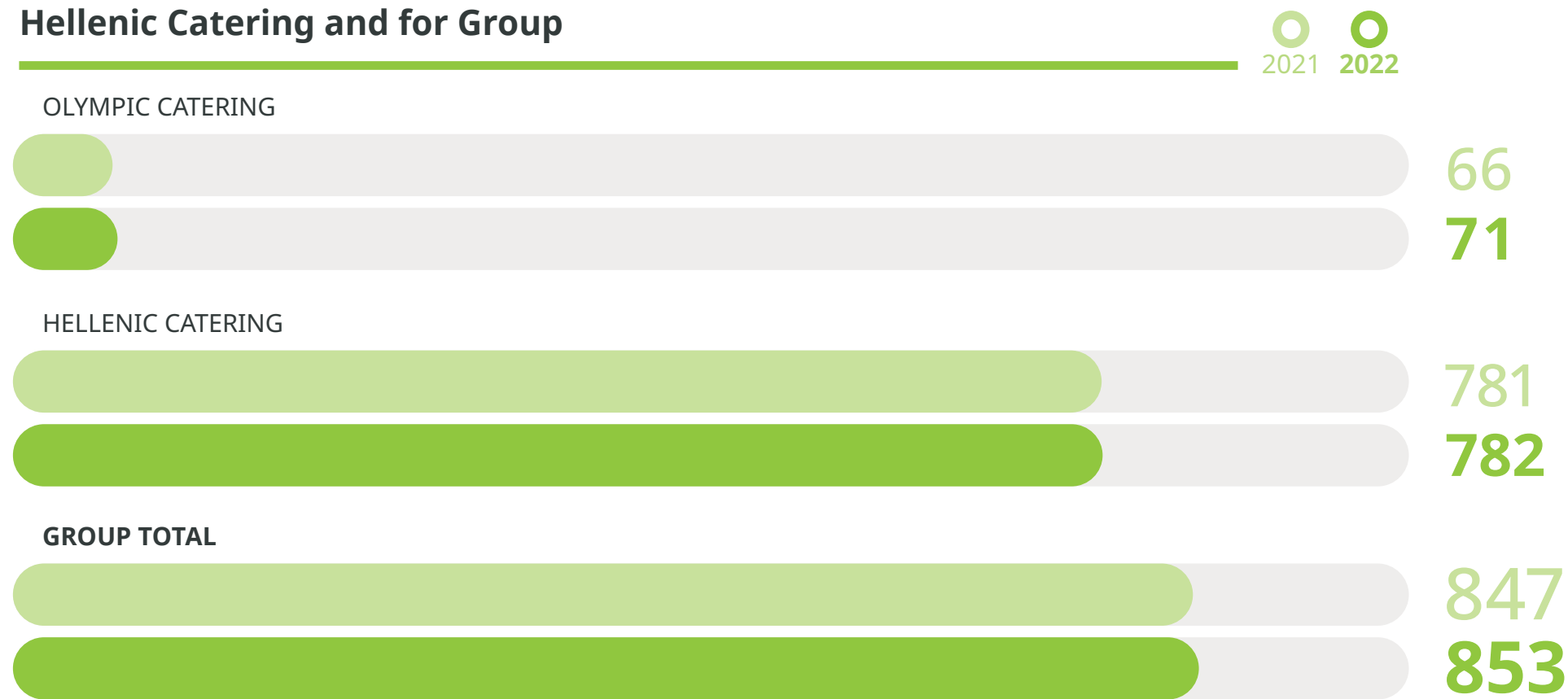
Greenhouse gas emissions intensity in Hellenic Catering for 2022 (tn CO₂e/tn)



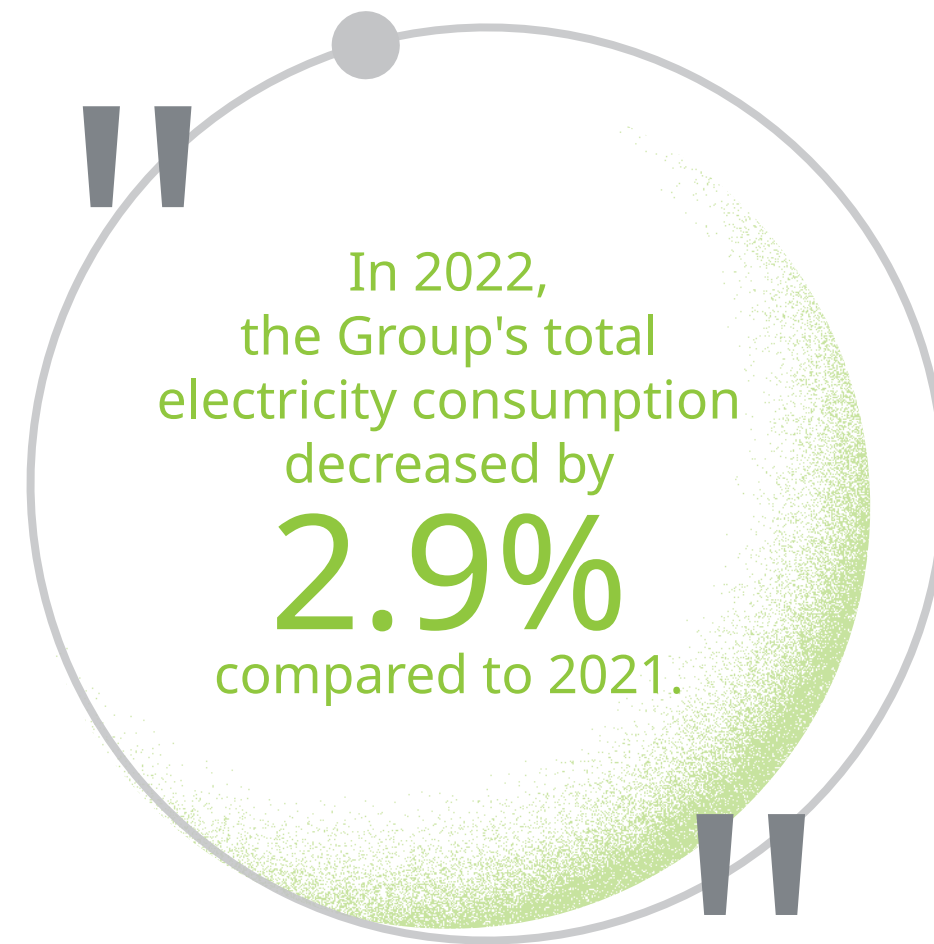
Note: The calculation of greenhouse gas emissions for the year 2022 follows the methodology of the International Standard ISO 14064 and the specifications of the latest available National Greenhouse Gas Inventory Report (NIR).

The Group's nitrogen oxide (NOx) emissions for 2022 were a total of 853 tons, showing a slight increase of 0.71% compared to 2021. Specifically, the tons of nitrogen oxide from Hellenic Catering were 782, and from Olympic Catering 71, increasing by 0.13% and 7.58%, respectively, compared to 2021.

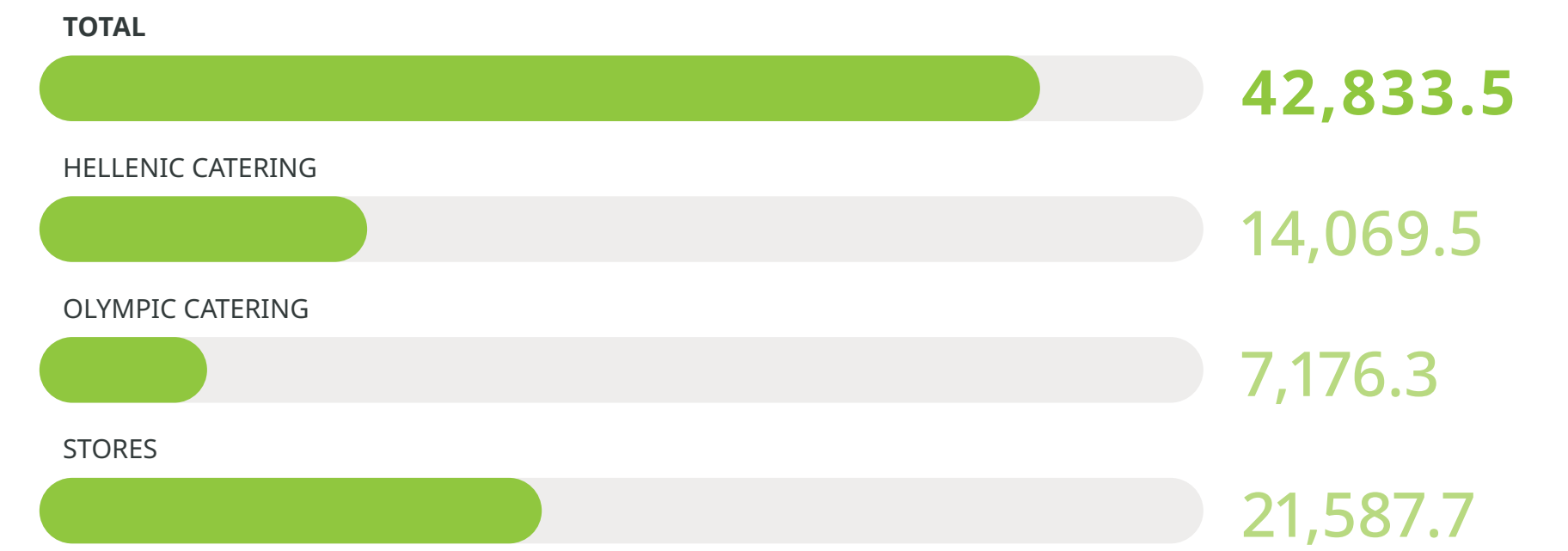
Indirect NOx emissions (tn) for Olympic Catering, Hellenic Catering and for Group



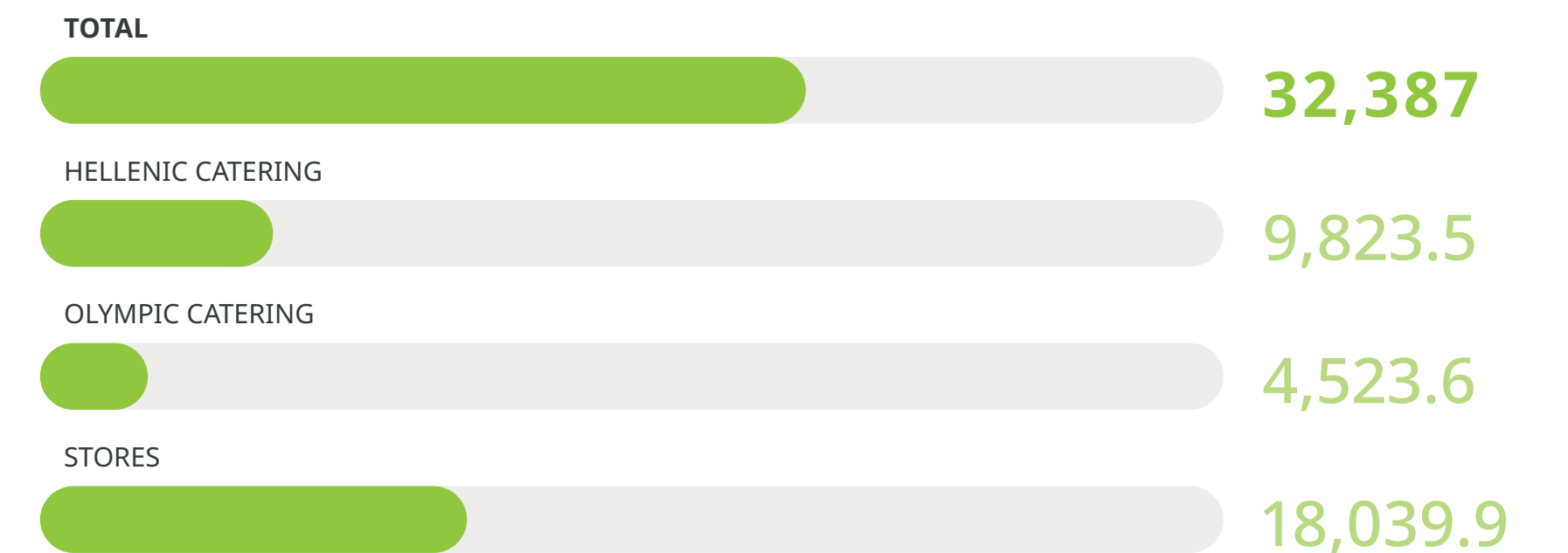
2022 marks the first year in which the Group recorded sulfur oxide (SOx) emissions, which amounted to 153 tons entirely from Hellenic Catering.



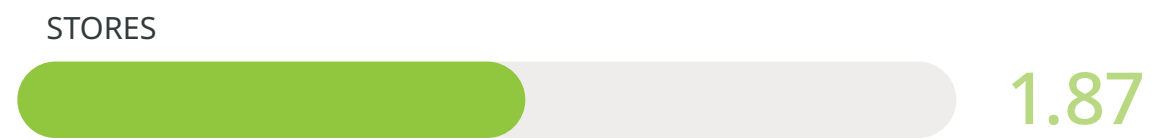
Total energy consumption in Group for 2022 (MWh)



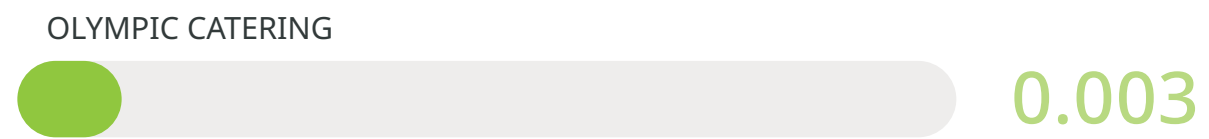
Electric energy consumption in Group for 2022 (MWh)



Energy intensity in stores for 2022 (GJ/m²)



Energy intensity in Olympic Catering for 2022 (GJ/product)



Energy intensity in Hellenic Catering for 2022 (GJ/tn)

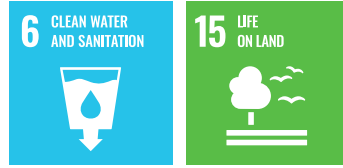


The total energy consumption in the Group for 2022 was **154,200.6 GJ**

In 2022 we achieved a **17.5% and 18.5% reduction** in electrical energy intensity in Hellenic Catering and Olympic Catering respectively.



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



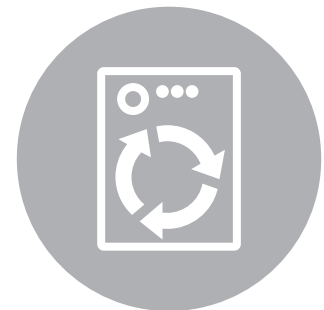
We strive for rational water consumption

We monitor and record water consumption with the aim of continuously improving the use of natural resources, while investing in innovative technologies and equipment.

Actions to reduce water consumption:



Foot-pedal operated water taps in stores.



Washing machines with water recycling function.



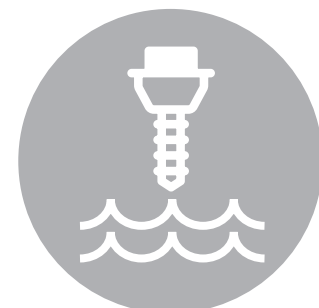
Defrosting tank that recirculates water.



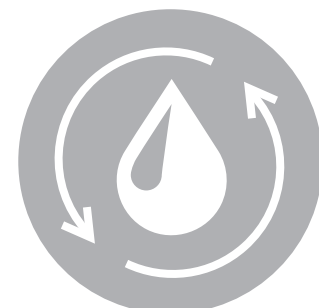
Installation of photocell water taps in bathrooms.



Biological treatment of wastewater.



Borehole water treatment.



Water treatment by reverse osmosis.

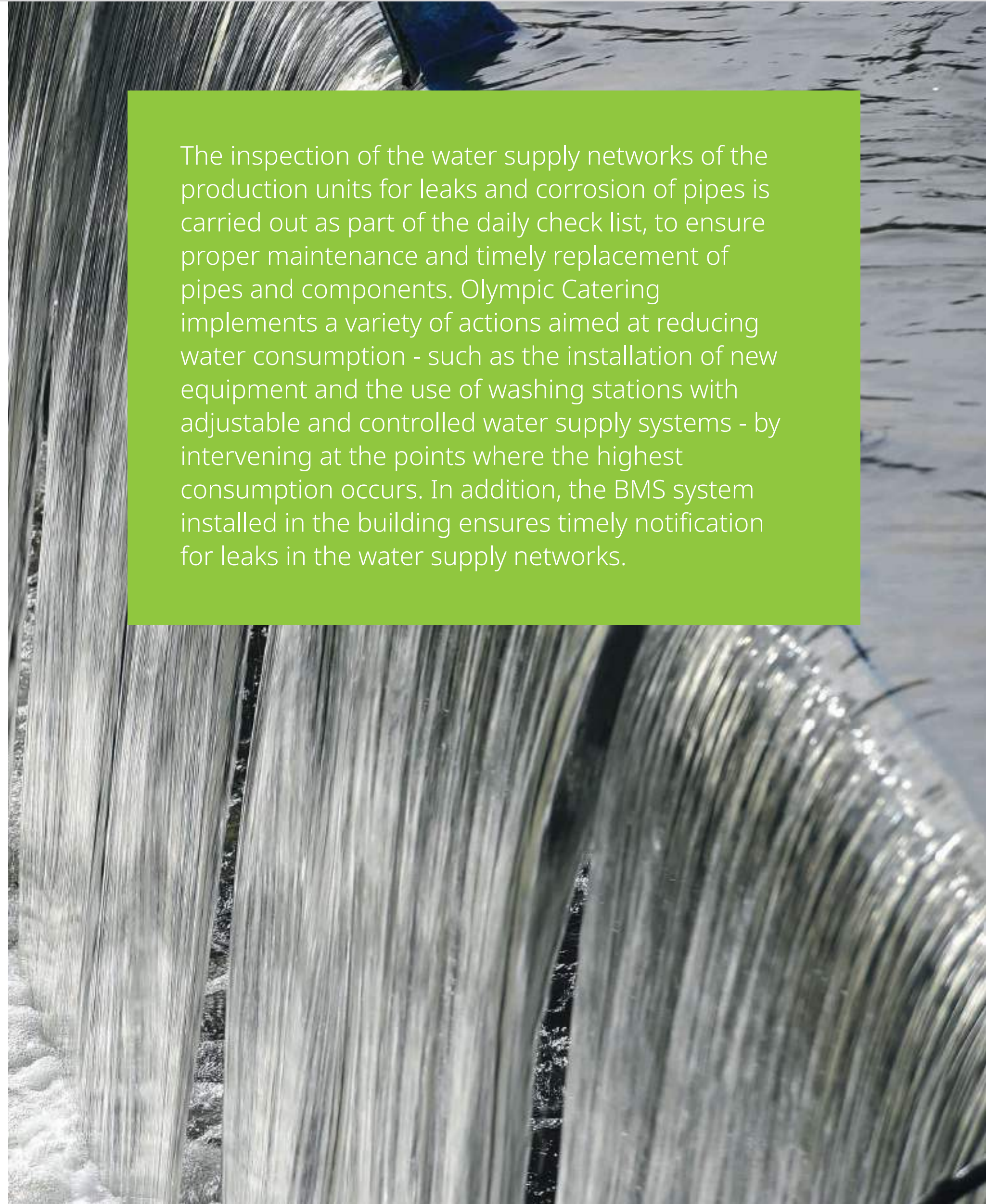
The sufficiency of water resources is a top priority for the Group

Water treatment provides solutions in terms of water quantity and quality for any place where there is no local water supply network or where the water quality does not meet our standards, such as on motorways, airports and the islands.

Water is an important factor since - in addition to its other applications - it is also part of our production process. Significant quantities of water are required to meet our needs at all stages of the production process, as well as water management for use in sanitary facilities and irrigation systems.

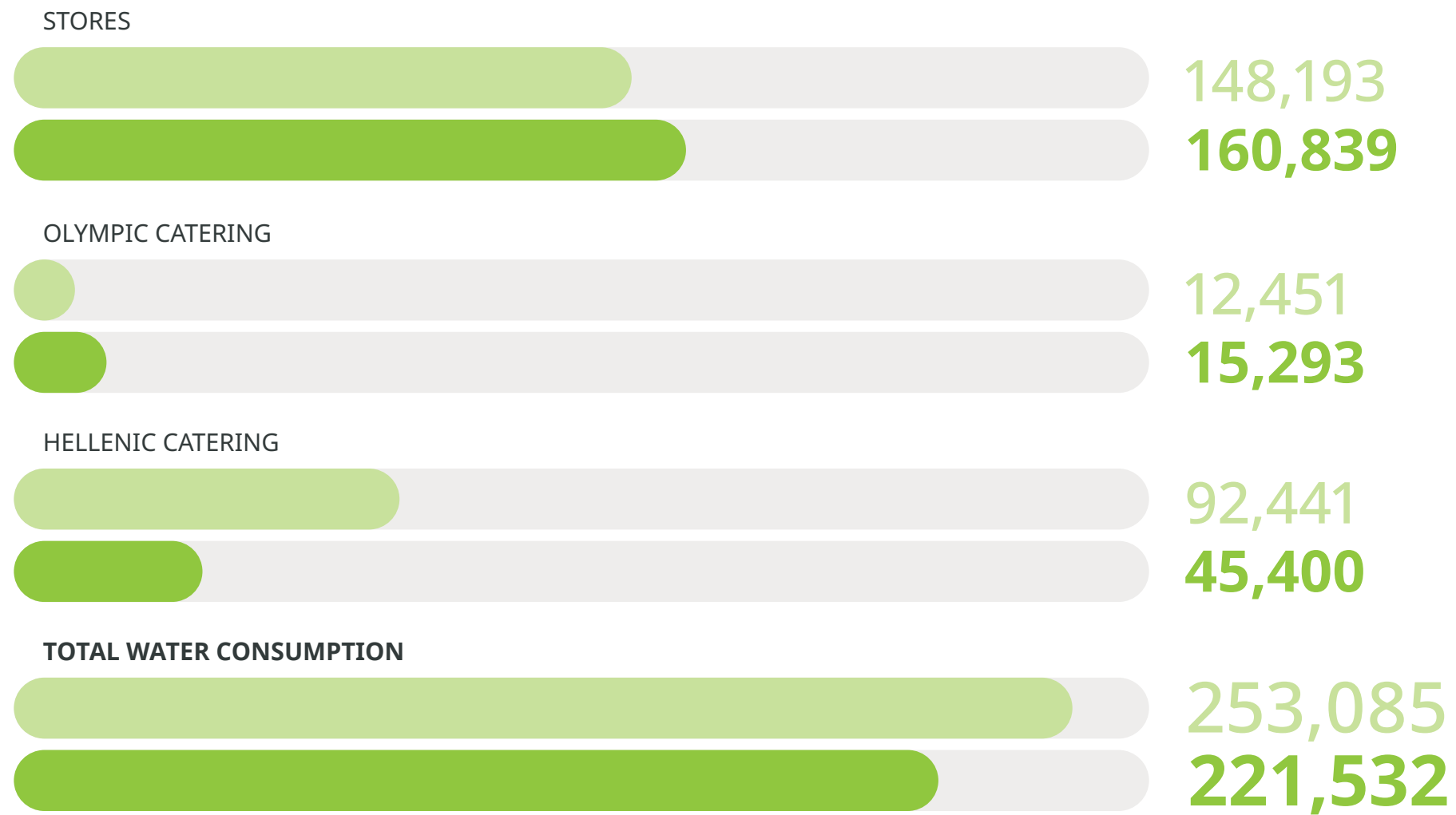
We study, design, construct, and install water treatment systems and solutions both in water supply networks as well as the boreholes we manage. For water treatment we use and implement techniques such as filtration, softening, reverse osmosis, disinfection, dosing, and water treatment control.

The inspection of the water supply networks of the production units for leaks and corrosion of pipes is carried out as part of the daily check list, to ensure proper maintenance and timely replacement of pipes and components. Olympic Catering implements a variety of actions aimed at reducing water consumption - such as the installation of new equipment and the use of washing stations with adjustable and controlled water supply systems - by intervening at the points where the highest consumption occurs. In addition, the BMS system installed in the building ensures timely notification for leaks in the water supply networks.



Water consumption in Group (m³)

2021 2022



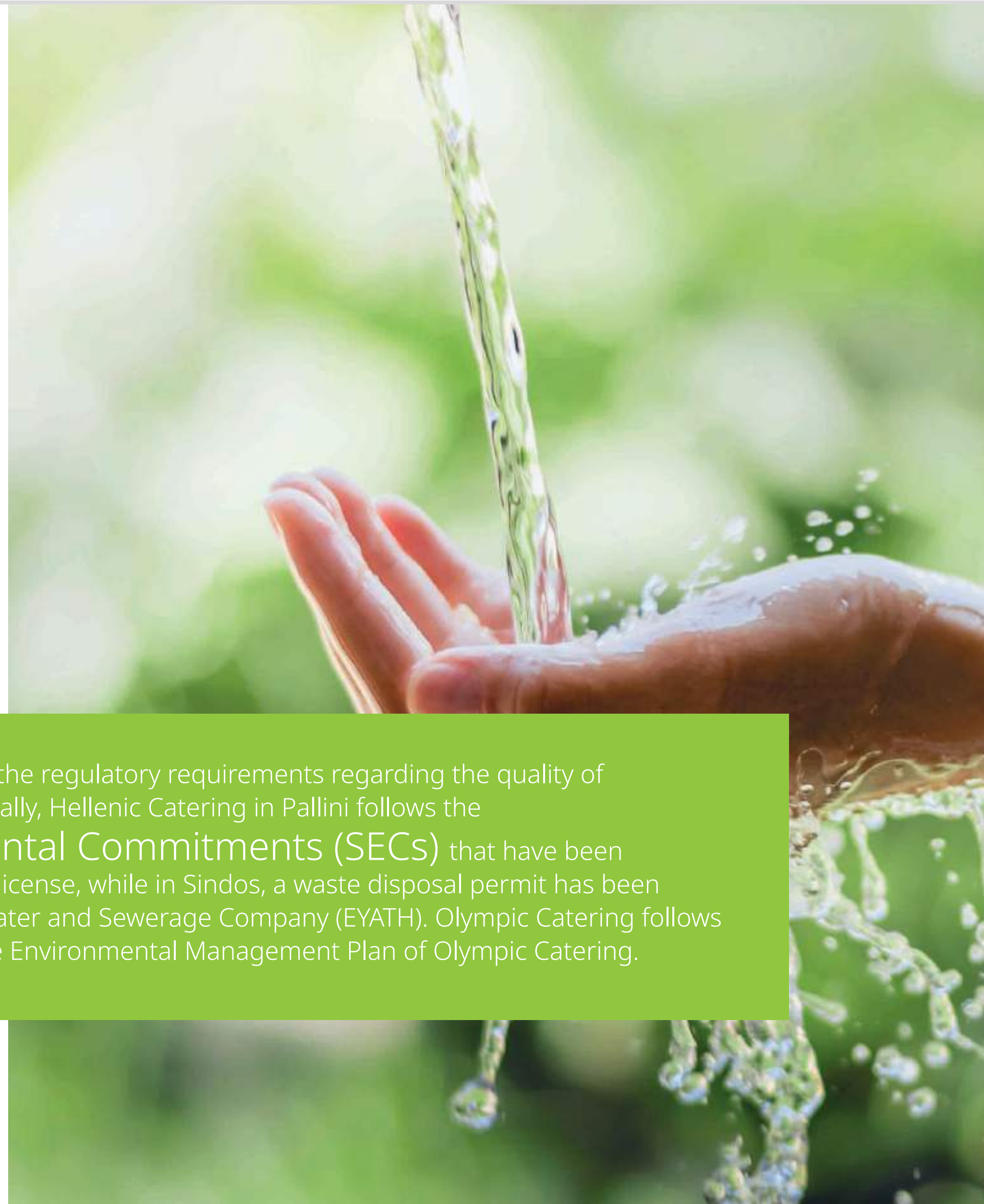
In addition, the total volume of water pumped for consumption purposes was recorded at 123,893 m³, an increase of 34% compared to 2021, with 88% of the total volume being attributed to Hellenic Catering and 12% to Olympic Catering.

Note: Water consumption is 221.5 ML

At the same time, the total volume of water discharged for 2022 was 63,200 m³, exclusively from Hellenic Catering.

The use of water resources at Hellenic Catering's facilities in Pallini involves cleaning of the warehouse and logistics areas and cooling/heating, and it is supplied by the Municipal Unit of Pallini. Similarly, in Sindos, water is used for cleaning the premises, machinery, clothing and equipment of the factory, as well as a cooling/heating medium, and as a raw material for the products produced. The water is supplied by EYATH.

The Group fully complies with the regulatory requirements regarding the quality of wastewater discharge. Specifically, Hellenic Catering in Pallini follows the **Standard Environmental Commitments (SECs)** that have been incorporated in the operating license, while in Sindos, a waste disposal permit has been granted by the Thessaloniki Water and Sewerage Company (EYATH). Olympic Catering follows the SECs of the airport and the Environmental Management Plan of Olympic Catering.



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



We promote responsible waste management and circular economy practices

The **Goody's | everest Group** fully complies with the laws on proper management of waste, and to this end we have established a waste management policy that **incorporates actions related to:**

- 1 Avoidance of creation of waste and reduction of food waste through proper management.
- 2 Reuse and recycle of waste where possible.
- 3 Redistribution and donation of food suitable for consumption.
- 4 Appropriate disposal.

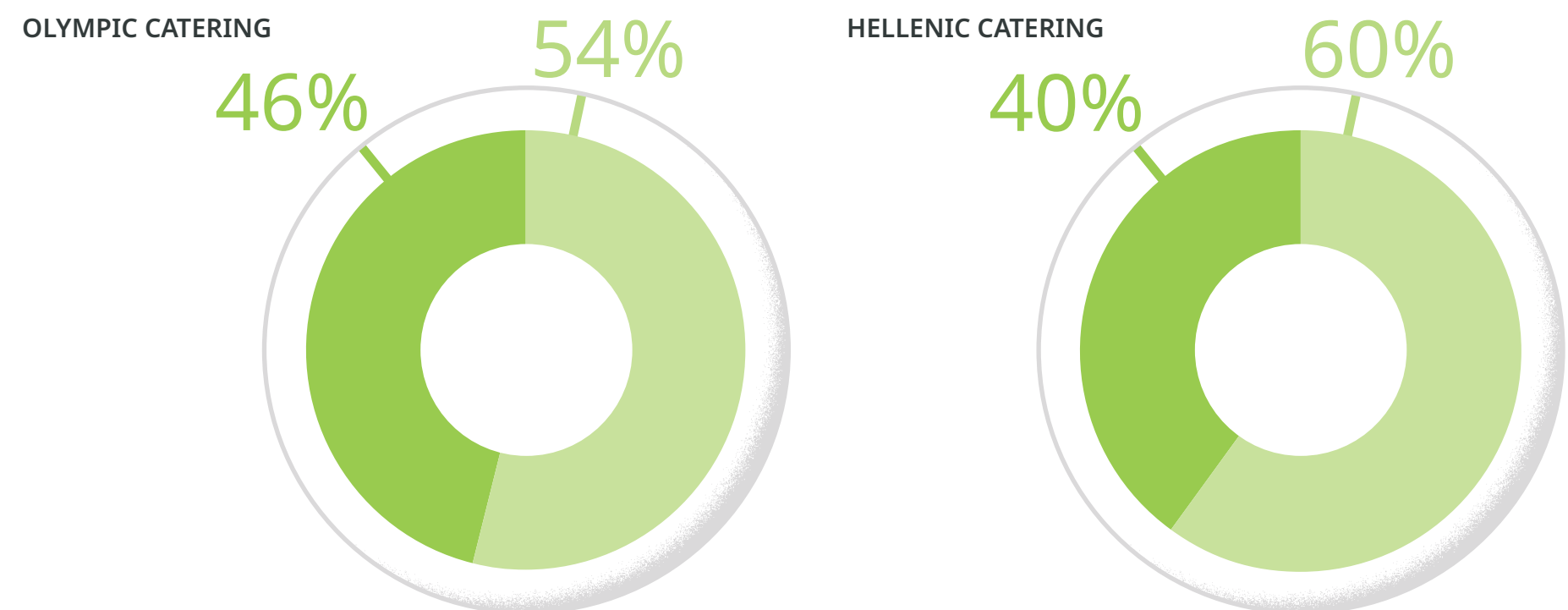
The Group performs recycling through its production units and stores, wherever possible.

Production units

Olympic Catering delivers waste plastic, paper, metal, wood and glass for recycling to the appropriate structures at Athens International Airport (AIA). Accordingly, Hellenic Catering cooperates with licensed companies for the recycling of the waste produced, which includes paper, plastic, wood, metal and biological sludge.

Waste management method in production units - Quantities (%)

● RECYCLING
● LANDFILL



Accordingly, the production of non-hazardous waste amounted to 656.05 tons, of which the 397.84 tons of urban waste were recovered by third parties, while the rest were diverted from landfills.

Waste produced (tn) by Hellenic Catering

HAZARDOUS WASTE	
ELECTRICAL - ELECTRONIC EQUIPMENT	1.15
USED MINERAL OILS	1.88
ACCUMULATORS	1.92
TOTAL	4.95

NON-HAZARDOUS WASTE	
PAPER AND CARDBOARD	63.29
WOOD	7.50
PLASTIC	9.87
URBAN WASTE	397.84
COOKING OIL	5.89
METALS	0.29
FOOD WASTE	13.87
BIOLOGICAL TREATMENT SLUDGE	156.00
RUBBER	1.50
TOTAL	656.05

In 2022, Hellenic Catering produced 4.95 tons of hazardous waste and 656.05 tons of non-hazardous waste, of which 100% and 39% was diverted from landfills, respectively.



It is worth noting that 100% of the urban waste generated at the Olympic Catering facilities was recovered by third parties.

Waste produced (tn) by Olympic Catering

HAZARDOUS WASTE	
WEEE	0.58
INORGANIC COMPOUND	0.13
TOTAL	0.71

NON-HAZARDOUS WASTE	
PAPER AND CARDBOARD	55.05
WOOD	6.40
PLASTIC	22.56
URBAN WASTE	115.96
GLASS	0.48
METALS	4.05
STRUCTURAL WASTE	0.24
STRUCTURAL WASTE - MIXED	4.16
ORGANIC WASTE	3.11
GREENERIES	1.92
COOKING OIL	0.10
TOTAL	214.03



In 2022, Olympic Catering produced 0.71 tons of hazardous waste and 214.03 tons of non-hazardous waste, of which 100% and 46% was diverted from landfills, respectively.

Stores

Our stores recycle the entire quantity of cooking oil they use, as dictated by relevant legislation. More specifically, in 2021, 146 tons of cooking oil was recycled, while in 2022 this number increased to 210 tons. Packaging recycling is carried out in accordance with the infrastructure of each municipality within the administrative boundaries of which each store operates. At the end of 2021, in collaboration with Nea Odos, a pilot system for composting organic waste was implemented at the Motorway Service Station of Atalanti, with an aim to expand to other motorway locations in the future.



CASE STUDY

JUST GO **ZERO COFFEE**
by polygreen WITH everest

One of our most innovative initiatives is the collaboration between everest and Polygreen (a company that provides integrated circular economy solutions), to create the **"Just Go Zero Coffee" program, that aims at the complete recycling and reuse of coffee grounds.**

Coffee grounds are collected from everest stores and transported to Polygreen's processing units in Megara, Attica, where they are composted and turned into fertilizers and then offered to local producers. A portion of the coffee grounds is used by Phee to create a material that is used to produce display stands for reusable cups in everest stores.

Everest thus contributes to the further development of sustainable circular economy systems, also empowering youth entrepreneurship.

So far, we have prevented the release of more than **55,500 m³** of methane in the atmosphere.



Raising awareness

Across all Group's brands, we aim to raise awareness among our customers, encouraging them to adopt habits that contribute to the protection of the environment.

In this framework, everest participates in the pioneering recycling program **"THE GREEN CITY"**, implemented by the Region of Attica and the Special Intergrade Association of the Prefecture of Attica (EDSNA). The program offers the opportunity to citizens from all the municipalities of Attica to win various discounts and offers by recycling.



In 2022, approximately **2,700** gift vouchers were redeemed through this program at the everest stores.

The program is communicated in the stores, and our customers are invited to participate through social media and through the website www.letsogreen.everest.gr.



Our transition to more sustainable packaging

As part of our effort to reduce our overall volume of single-use packaging, everest offers and promotes a wide range of reusable cups, which is regularly renewed. At the same time we reward our consumers for avoiding usage of single-use cups.

We aim to reduce plastic by focusing on the use of more environmentally friendly materials.

Goody's Burger House is constantly seeking new solutions to improve the environmental impact of their packaging. In addition to being recyclable and biodegradable, the "Browncolor" paper used in the packaging carries the FSC® certification, that confirms that the wood comes from forest areas that are managed in a sustainable and respectful manner.

At the same time, since this material is lighter, the fuel consumption required for its transport is reduced.

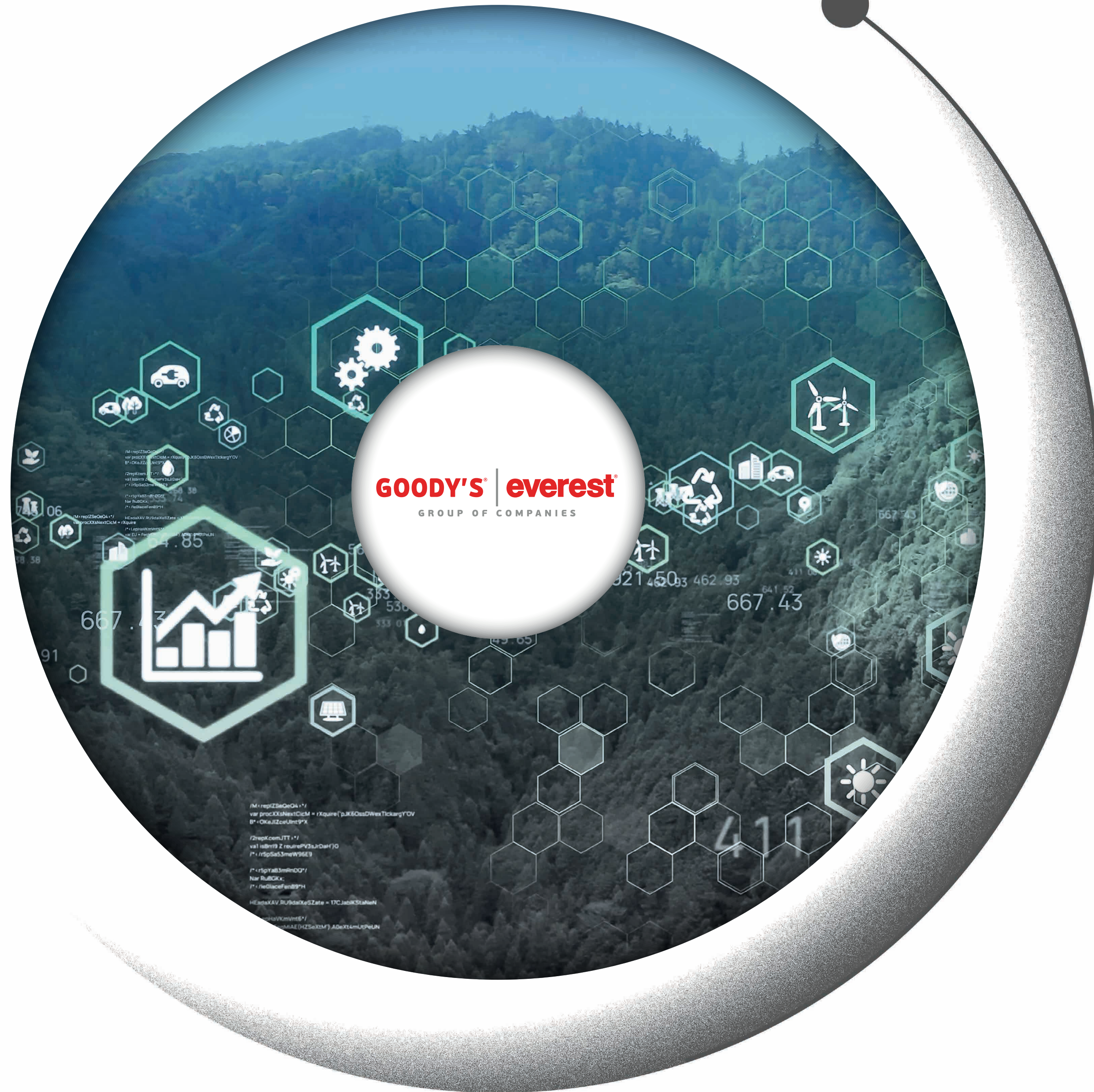
The use of FSC® certified paper packaging helps us to ensure that our packaging comes from sustainable sources, thus contributing to the conservation of forests and biodiversity.

Group's packaging materials (tn)*

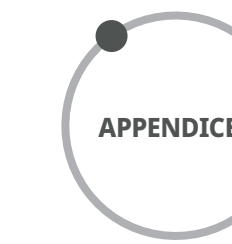
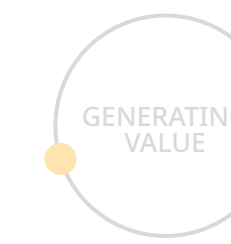
	2022
PAPER	1,325,018
PLASTIC	261,618
ALUMINUM	17,280
MIXED	254,599
TOTAL	1,858,515

*Including franchise stores.





Appendices



GRI 2-7

Appendix 1:

Data of GOODY'S | everest Group

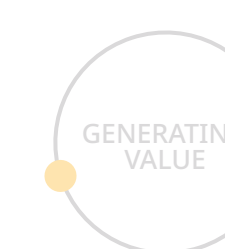
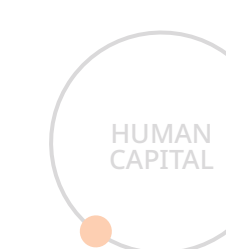
Group's Human Capital data

EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Attica					
Number of permanent employees	677	546	1,223	695	781	1,476
Number of temporary employees	83	12	95	325	190	515
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	656	455	1,111	775	759	1,534
Number of part-time employees	104	103	207	245	212	457
Number of employees (total)	760	558	1,318	1,020	971	1,991

EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Arfara					
Number of permanent employees	3	7	10	6	4	10
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	3	7	10	6	4	10
Number of part-time employees	0	0	0	0	0	0
Number of employees (total)	3	7	10	6	4	10


EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

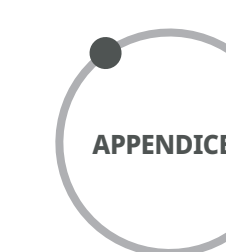
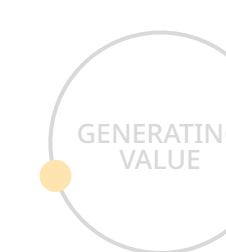
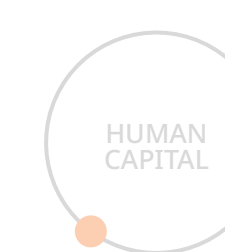
	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Atalanti					
Number of permanent employees	3	40	43	10	41	51
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	3	40	43	10	41	51
Number of part-time employees	0	0	0	0	0	0
Number of employees (total)	3	40	43	10	41	51

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Evinochori					
Number of permanent employees	2	15	17	4	13	17
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	2	15	17	4	13	17
Number of part-time employees	0	0	0	0	0	0
Number of employees (total)	2	15	17	4	13	17

EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Volos					
Number of permanent employees	12	31	43	13	28	41
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	12	31	43	13	28	41
Number of part-time employees	0	0	0	0	0	0
Number of employees (total)	12	31	43	13	28	41

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Irakleio Kritis					
Number of permanent employees	8	10	18	9	10	19
Number of temporary employees	3	0	3	5	0	5
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	11	10	21	12	7	19
Number of part-time employees	0	0	0	2	3	5
Number of employees (total)	11	10	21	14	10	24


EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

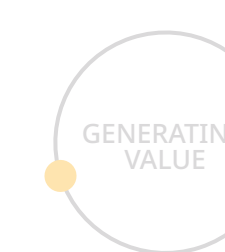
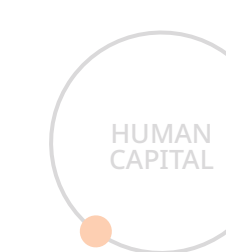
	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Thessaloniki					
Number of permanent employees	178	149	327	153	129	282
Number of temporary employees	21	9	30	44	5	49
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	175	118	293	176	121	297
Number of part-time employees	24	40	64	21	13	34
Number of employees (total)	199	158	357	197	134	331

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Kavala					
Number of permanent employees	4	15	19	13	11	24
Number of temporary employees	7	0	7	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	6	3	9	13	11	24
Number of part-time employees	5	12	17	0	0	0
Number of employees (total)	11	15	26	13	11	24

EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Ioannina					
Number of permanent employees	5	10	15	4	11	15
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	5	7	12	4	11	15
Number of part-time employees	0	3	3	0	0	0
Number of employees (total)	5	10	15	4	11	15

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Katerini					
Number of permanent employees	18	29	47	16	18	34
Number of temporary employees	0	0	0	2	6	8
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	18	29	47	16	18	34
Number of part-time employees	0	0	0	2	6	8
Number of employees (total)	18	29	47	18	24	42


EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

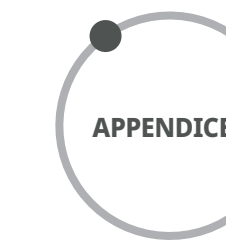
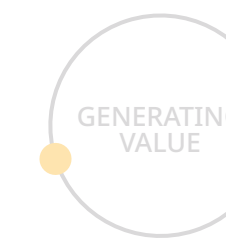
	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Kerkira					
Number of permanent employees	1	2	3	0	3	3
Number of temporary employees	0	0	0	1	0	1
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	1	2	3	1	2	3
Number of part-time employees	0	0	0	0	1	1
Number of employees (total)	1	2	3	1	3	4

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Larisa					
Number of permanent employees	10	29	39	1	4	5
Number of temporary employees	11	0	11	0	5	5
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	9	6	15	1	4	5
Number of part-time employees	12	23	35	0	5	5
Number of employees (total)	21	29	50	1	9	10

EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Korinthos					
Number of permanent employees	8	14	22	7	15	22
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	8	14	22	7	15	22
Number of part-time employees	0	0	0	0	0	0
Number of employees (total)	8	14	22	7	15	22

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Mikonos					
Number of permanent employees	1	1	2	0	0	0
Number of temporary employees	0	0	0	1	0	1
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	1	1	2	0	0	0
Number of part-time employees	0	0	0	1	0	1
Number of employees (total)	1	1	2	1	0	1


EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

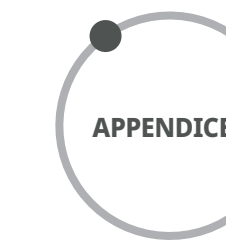
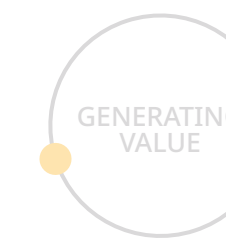
	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Platanos					
Number of permanent employees	15	30	45	15	31	46
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	14	30	44	15	31	46
Number of part-time employees	1	0	1	0	0	0
Number of employees (total)	15	30	45	15	31	46

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Rodos					
Number of permanent employees	2	5	7	1	5	6
Number of temporary employees	0	0	0	2	0	2
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	2	5	7	0	3	3
Number of part-time employees	0	0	0	3	0	3
Number of employees (total)	2	5	7	3	5	8

EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Santorini					
Number of permanent employees	2	0	2	1	2	3
Number of temporary employees	0	0	0	1	0	1
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	2	0	2	1	1	2
Number of part-time employees	0	0	0	1	1	2
Number of employees (total)	2	0	2	2	2	4

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Schimatari					
Number of permanent employees	11	34	45	13	35	48
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	11	33	44	13	35	48
Number of part-time employees	0	1	1	0	0	0
Number of employees (total)	11	34	45	13	35	48


EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Tripoli					
Number of permanent employees	7	9	16	8	22	30
Number of temporary employees	0	0	0	0	1	1
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	7	9	16	8	22	30
Number of part-time employees	0	0	0	0	1	1
Number of employees (total)	7	9	16	8	23	31

	Chalkida					
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Number of permanent employees	0	0	0	0	0	0
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	0	0	0	0	0	0
Number of part-time employees	0	0	0	0	0	0
Number of employees (total)	0	0	0	0	0	0

EMPLOYEES AND DISTRIBUTION PER GENDER AND REGION

	2022			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
	Chania					
Number of permanent employees	4	14	18	2	2	4
Number of temporary employees	0	0	0	1	0	1
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	4	14	18	1	1	2
Number of part-time employees	0	0	0	2	1	3
Number of employees (total)	4	14	18	3	2	5

	Psathopirgos					
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Number of permanent employees	5	30	35	7	26	33
Number of temporary employees	0	0	0	0	0	0
Number of non-guaranteed hours employees	0	0	0	0	0	0
Number of full-time employees	5	29	34	7	26	33
Number of part-time employees	0	1	1	0	1	1
Number of employees (total)	5	30	35	7	26	33

NUMBER OF EMPLOYEES (GRAND TOTAL)
1,101
1,041
2,142
1,359
1,398
2,758

GRI 405-1

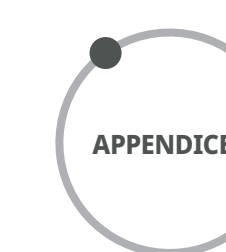
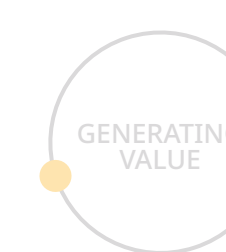
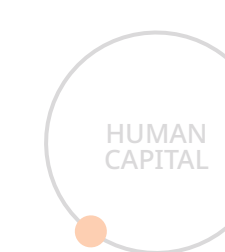
TOTAL EMPLOYED & SALARIED (I.E. INCLUDING SEASONAL WORKERS)

	2022	2021
Men	2,299	2,261
Women	2,145	2,115
Total	4,444	4,376

EMPLOYEES AND DISTRIBUTION PER HIERARCHICAL LEVEL AND AGE

Position / Hierarchical level	2022								
	<30			30-50			>51		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
General Managers	0	0	0	2	4	6	4	1	5
Directors / Department Heads	0	1	1	45	11	56	29	8	37
Office staff	7	12	19	42	61	103	20	15	35
Other employees, foremen and factory staff	299	223	522	506	530	1,036	147	175	322
Total	306	236	542	595	606	1,201	200	199	399





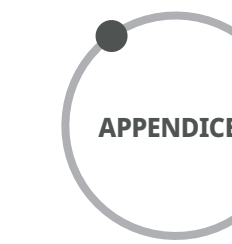
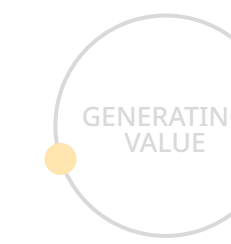
GRI 401-1

TOTAL NEW HIRES PER REGION, GENDER AND AGE

Region	2022								
	<30			30-50			>51		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Attica	299	165	464	174	86	260	40	27	67
Arfara	0	0	0	0	0	0	0	0	0
Atalanti	2	5	7	1	6	7	0	0	0
Volos	2	1	3	0	3	3	1	0	1
Evinochori	1	1	2	0	1	1	0	0	0
Irakleio Kritis	23	22	45	9	25	34	9	35	44
Thessaloniki	38	25	63	32	28	60	16	15	31
Ioannina	1	3	4	1	2	3	0	1	1
Kavala	3	3	6	5	5	10	1	1	2
Katerini	0	3	3	0	2	2	0	0	0
Kerkira	13	5	18	2	1	3	1	3	4
Korinthos	1	0	1	1	1	2	0	0	0
Larisa	5	7	12	1	4	5	1	0	1
Mikonos	8	2	10	3	1	4	0	1	1
Platanos	2	5	7	2	3	5	0	2	2
Rodos	7	12	19	1	10	11	1	6	7
Santorini	8	9	17	2	2	4	1	0	1
Schimatari	1	3	4	1	2	3	0	2	2
Tripoli	0	0	0	0	3	3	0	0	0
Chania	22	21	43	0	11	11	0	2	2
Chalkida	0	0	0	0	0	0	0	0	0
Psathopirgos	3	1	4	0	7	7	0	0	0
Total	439	293	732	235	203	438	71	95	166
Percentage of new hires (%)	143%	124%	135%	39%	33%	36%	36%	48%	42%

TOTAL DEPARTURES PER REGION, GENDER AND AGE

Region	2022								
	<30			30-50			>51		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Attica	199	140	339	135	89	224	15	20	35
Arfara	0	0	0	0	0	0	0	0	0
Atalanti	2	3	5	0	4	4	0	0	0
Volos	2	0	2	1	2	3	0	0	0
Evinochori	2	0	2	0	1	1	0	0	0
Irakleio Kritis	8	4	12	5	4	9	1	1	2
Thessaloniki	23	12	35	30	11	41	9	4	13
Ioannina	1	3	4	0	2	2	0	3	3
Kavala	3	4	7	3	2	5	1	0	1
Katerini	0	0	0	0	0	0	0	0	0
Kerkira	3	2	5	0	0	0	1	1	2
Korinthos	0	0	0	1	1	2	0	0	0
Larisa	1	5	6	1	3	4	1	0	1
Mikonos	1	0	1	1	0	1	1	0	1
Platanos	1	2	3	0	2	2	0	0	0
Rodos	1	0	1	0	1	1	0	0	0
Santorini	3	4	7	0	1	1	1	0	1
Schimatari	1	5	6	0	3	3	0	1	1
Tripoli	0	0	0	0	1	1	0	0	0
Chania	1	2	3	0	2	2	0	0	0
Chalkida	0	0	0	0	0	0	0	0	0
Psathopirgos	2	1	3	1	1	2	0	0	0
Total	254	187	441	178	130	308	30	30	60
Percentage of departures (%)	83%	79%	81%	30%	21%	26%	15%	15%	15%



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

Appendix 2: About this report 2022

This Report constitutes the 7th annual Sustainability Report of **GOODY'S | everest Group (Goody's S.A. - everest S.A.)**, which represents the food-service sector of the Vivartia Group. Through this Report, we communicate the Group's strategy, objectives, performance, and all actions related to Sustainable Development and corporate responsibility in order to create long-term value for our stakeholders.

We aim to provide accurate and complete information on the Group's actions, performance and commitments to the environment, society and governance.

GOODY'S | everest presents its performance for the period from 01/01/2022 to 31/12/2022 through qualitative and quantitative data. The previous Report covering the period from 01/01/2021 to 31/12/2021, was the 6th Sustainability Report Development and was published in November 2022. The data in the Report refer to **GOODY'S | everest Group**, its subsidiaries and the activity of its stores.

Specifically, the Report concerns the offices of the Group and its subsidiaries, the production units in Athens and Thessaloniki as well as other facilities and stores in Attica, Thessaloniki, Crete, Larissa, Mykonos, Paros, Peloponnese, Volos, Lamia, Pieria, Boeotia, Arcadia, Ioannina, Corfu, Rhodes and Aitolokarnania. The data (environment and human resources indicators) are presented for all Group offices, production units and company-owned stores, unless otherwise specified.

Furthermore, the Group's actions are linked to the 17 United Nations Sustainable Development Goals (SDGs) and the Ten Principles of the United Nations Global Compact. In this Report, there are no material restatements or changes compared to the Company's previous Report published in 2022 that covers the period from 01/01/2021 to 31/12/2021.

We conducted a double materiality assessment, considering both our impact on society, the environment, and the economy, as well as our risks and opportunities in terms of our financial performance to determine the material topics for this Report.

Moreover, specific GRI indicators are subject to external assurance by the independent body **TÜV HELLAS (TÜV NORD) S.A.** to confirm compliance with these standards. This Report is aligned with the AA1000AP (2018) which is assured with the AA1000AS v3.

The Report has been prepared "in accordance with" the **Global Reporting Initiative (GRI) 2021 Standards**, the AA1000AP (2018), while the internationally recognized reporting standards of the Sustainability Accounting Standards Board (SASB) and Morgan Stanley Capital International (MSCI) have been considered.

For more information, comments or any questions and further clarifications, please contact the following contact details:

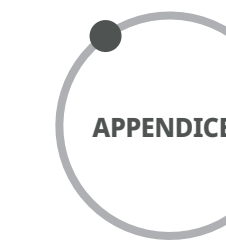
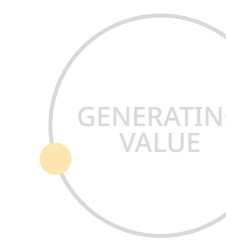
GOODY'S | everest Group of Companies
Athens International Airport, Building 14B
Spata, 19019
Tel. 2103541600
email: estiasis@vivartia.com

Appendix 3: GRI Standards 2021 Content Index

STATEMENT OF USE	GOODY'S EVEREST GROUP HAS PREPARED THE ESG REPORT 2022 IN ACCORDANCE WITH THE GRI STANDARDS FOR THE PERIOD FROM 1/1/2022 TO 31/12/2022
GRI 1 USED	GRI 1: FOUNDATION 2021
APPLICABLE GRI SECTOR STANDARD	-

				Omission			
GRI Standards	Disclosures	Page		Requirement(s) omitted	Reason	Explanation	External assurance
GENERAL DISCLOSURES							
GRI 2: General Disclosures 2021	2-1 Organizational details	pg. 13-15, 95					✓
	2-2 Entities included in the organization's sustainability reporting	pg. 95					✓
	2-3 Reporting period, frequency and contact point	pg. 95					✓
	2-4 Restatements of information	pg. 19, 56, 95					✓
	2-5 External assurance	pg. 111, 95					✓
	2-6 Activities, value chain and other business relationships	pg. 13-16					✓
	2-7 Employees	pg. 58-60, 87-92					✓
	2-8 Workers who are not employees	pg. 58-60					✓

The gray cell indicates that reasons for omission are not permitted for the disclosure



GRI 1 USED GRI 1: FOUNDATION 2021

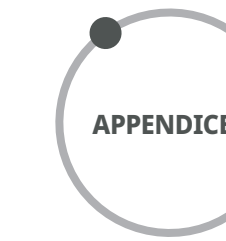
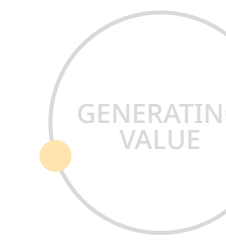
APPLICABLE GRI SECTOR STANDARD -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
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GENERAL DISCLOSURES

GRI 2: General Disclosures 2021	2-9 Governance structure and composition	pg. 20-21				✓
	2-10 Nomination and selection of the highest governance body	pg. 20-21				✓
	2-11 Chair of the highest governance body	pg. 20-21				✓
	2-12 Role of the highest governance body in overseeing the management of impacts	pg. 25				✓
	2-13 Delegation of responsibility for managing impacts	pg. 25				✓
	2-14 Role of the highest governance body in sustainability reporting	pg. 25				✓
	2-15 Conflicts of interest	pg. 39				✓
	2-16 Communication of critical concerns	pg. 38-40				✓
	2-17 Collective knowledge of the highest governance body	pg. 25				✓
	2-18 Evaluation of the performance of the highest governance body	pg. 25				✓
	2-19 Remuneration policies	pg. 22				✓
	2-20 Process to determine remuneration	pg. 22				✓



GRI 1 USED GRI 1: FOUNDATION 2021

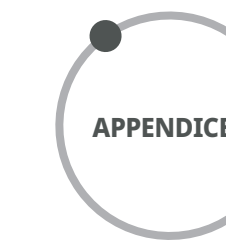
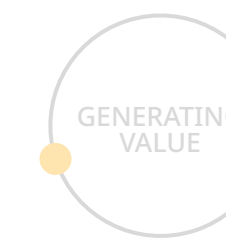
APPLICABLE GRI SECTOR STANDARD -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
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GENERAL DISCLOSURES

GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	pg. 22				✓
	2-22 Statement on sustainable development strategy	pg. 3, 24-25				✓
	2-23 Policy commitments	pg. 38, 42, 61, 74				✓
	2-24 Embedding policy commitments	pg. 38, 61				✓
	2-25 Processes to remediate negative impacts	pg. 25				✓
	2-26 Mechanisms for seeking advice and raising concerns	pg. 38-40				✓
	2-27 Compliance with laws and regulations	pg. 40, 49, 51, 74				✓
	2-28 Membership associations	pg. 18				✓
	2-29 Approach to stakeholder engagement	pg. 26-32				✓
	2-30 Collective bargaining agreements	pg. 62				✓



GRI 1 USED GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
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MATERIAL TOPICS

GRI 3: Material topics 2021	3-1 Process to determine material topics	pg. 33-35	The gray cell indicates that reasons for omission are not permitted for the disclosure			✓
	3-2 List of material topics	pg. 33-35				✓

HEALTH AND SAFETY

GRI 3: Material topics 2021	3-3 Management of material topics	pg. 54-56				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	pg. 54-56				
	403-2 Hazard identification, risk assessment, and incident investigation	pg. 54-56				
	403-4 Worker participation, consultation, and communication on occupational health and safety	pg. 54-56				
	403-5 Worker training on occupational health and safety	pg. 54-56				✓
	403-6 Promotion of worker health	pg. 54-56				
	403-9 Work-related injuries	pg. 54-56				✓
	403-10 Work-related ill health	pg. 54-56				

GRI 1 USED | GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD | -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
PRODUCT QUALITY AND SAFETY						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 45-51				
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	pg. 45-51				✓
FP5	Percentage of production in certified plants	pg. 45-51				
SUSTAINABLE SUPPLY CHAIN						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 42-43				
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	pg. 43				✓
PACKAGING						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 85				
GRI 301 Materials 2016	301-1 Materials used by weight or volume	pg. 85				

GRI 1 USED | GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD | -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
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ENERGY MANAGEMENT

GRI 3: Material topics 2021	3-3 Management of material topics	pg. 76-79				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	pg. 76-79				✓
	302-3 Energy intensity	pg. 76-79				
	302-4 Reduction of energy consumption	pg. 76-79				

ADAPTATION AND MITIGATION OF CLIMATE CHANGE IMPACTS

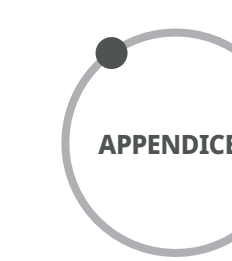
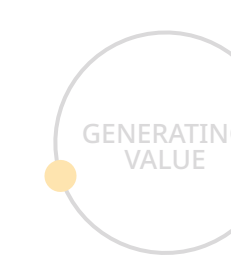
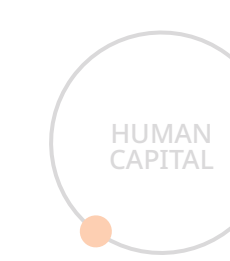
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 76-77				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	pg. 76-77				✓
	305-2 Energy indirect (Scope 2) GHG emissions	pg. 76-77				✓
	305-3 Other indirect (Scope 3) GHG emissions	pg. 76-77				
	305-4 GHG emissions intensity	pg. 76-77				
	305-5 Reduction of GHG emissions	pg. 76-77				

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GRI 1 USED | GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD | -

Omission						
GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
DIVERSITY, EQUITY AND INCLUSION						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 58-62				
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	pg. 58-62, 93				✓
	405-2 Ratio of basic salary and remuneration of women to men	pg. 58-62				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	pg. 58-62				✓
AIR, WATER AND SOIL POLLUTION						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 78				
GRI 305: Emissions 2016	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	pg. 78				✓
BUSINESS ETHICS						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 38-40				
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	pg. 39				✓



GRI 1 USED GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
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EMPLOYMENT PRACTICES

GRI 3: Material topics 2021	3-3 Management of material topics	pg. 57-60				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	pg. 57-60, 94				✓
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	pg. 57-60				
	401-3 Parental leave	pg. 57-60				

TRAINING AND DEVELOPMENT

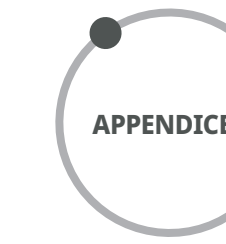
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 63-64				
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	pg. 63-64				
	404-2 Programs for upgrading employee skills and transition assistance programs	pg. 63-64				✓
	404-3 Percentage of employees receiving regular performance and career development reviews	pg. 63-64				

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GRI 1 USED | GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD | -

Omission						
GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
PRIVACY AND DATA SECURITY						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 41				
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	pg. 41				✓
BRIBERY AND CORRUPTION						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 38-40				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	pg. 38-40				
	205-2 Communication and training about anti-corruption policies and procedures	pg. 38-40				
	205-3 Confirmed incidents of corruption and actions taken	pg. 38-40				✓
SOCIAL CONTRIBUTION						
GRI 3: Material topics 2021	3-3 Management of material topics	pg. 68-70				
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	pg. 68-70				



GRI 1 USED GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
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FOOD WASTE AND WASTE FROM FACILITIES

GRI 3: Material topics 2021	3-3 Management of material topics	pg. 82-84				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	pg. 82-84				
	306-2 Management of significant waste-related impacts	pg. 82-84				
	306-3 Waste generated	pg. 82-84				✓
	306-4 Waste diverted from disposal	pg. 82-84				
	306-5 Waste directed to disposal	pg. 82-84				

WATER MANAGEMENT

GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	pg. 80-81				
	303-2 Management of water discharge-related impacts	pg. 80-81				
	303-3 Water withdrawal	pg. 80-81				
	303-4 Water discharge	pg. 80-81				
	303-5 Water consumption	pg. 80-81				

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GRI 1 USED GRI 1: FOUNDATION 2021

APPLICABLE GRI SECTOR STANDARD -

Omission

GRI Standards	Disclosures	Page	Requirement(s) omitted	Reason	Explanation	External assurance
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PRODUCT LABELING AND COMMUNICATION WITH CONSUMERS

GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling	pg. 50-51				
	417-2 Incidents of non-compliance concerning product and service information and labeling	pg. 50-51				

ECONOMIC PERFORMANCE

GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	pg. 19				
	201-4 Financial assistance received from government	pg. 19				

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Appendix 4:

Index UN Global Compact

UNITED NATION GLOBAL COMPACT	DESCRIPTION OF THE 10 PRINCIPLES	CHAPTER
PRINCIPLE 1	Businesses should support and respect the protection of internationally proclaimed human rights	Shaping a future-proof organization Growing a responsible business with dedicated people Empowering communities
PRINCIPLE 2	Businesses should make sure that they are not complicit in human rights abuses	Shaping a future-proof organization Growing a responsible business with dedicated people Empowering communities
PRINCIPLE 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Growing a responsible business with dedicated people
PRINCIPLE 4	Businesses should uphold the elimination of all forms of forced and compulsory labour	Growing a responsible business with dedicated people
PRINCIPLE 5	Businesses should uphold the effective abolition of child labour	Growing a responsible business with dedicated people
PRINCIPLE 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation	Growing a responsible business with dedicated people
PRINCIPLE 7	Businesses should support a precautionary approach to environmental challenges	Caring for our planet
PRINCIPLE 8	Businesses should undertake initiatives to promote greater environmental responsibility	Caring for our planet Offering great food and excellent services
PRINCIPLE 9	Businesses should encourage the development and diffusion of environmentally friendly technologies	Caring for our planet
PRINCIPLE 10	Businesses should work against corruption in all its forms, including extortion and bribery	Shaping a future-proof organization

Appendix 5: Index AA1000AP (2018) Accountability Principles



	REFERENCE IN THE REPORT	PAGE REFERENCE
Inclusivity	Dialogue and collaboration with key stakeholders	pg. 26-32
Materiality	Double materiality analysis	pg. 34-35
Responsiveness	ESG performance and priorities: Summary	pg. 4-11
	Our Group at a glance	pg. 13
	Activities, products and services	pg. 14
	Dialogue and collaboration with key stakeholders	pg. 26-32
	Caring for our planet	pg. 73-85
	Social product footprint	pg. 67
	Social contribution initiatives	pg. 68-70
	Creating value for partners and consumers	pg. 46-48
	Quality of products and services	pg. 49
	Sustainable supply chain	pg. 42-43
	Our investment in equality, diversity & inclusion	pg. 58-60
	Respect to human rights	pg. 61-62
	Health, safety and well-being of our employees	pg. 54-57
	Our contribution to employee development and training	pg. 63-64
	Well-being of employees	pg. 57
Corporate governance	pg. 20-22	
Impact	ESG performance and priorities: Summary	pg. 4-11
	Financial Performance	pg. 19
	Our environmental responsibility: tackling climate change and energy management	pg. 76-79
	We strive for rational water consumption	pg. 80-81
	We promote responsible waste management and circular economy practices	pg. 82-84
	Social product footprint	pg. 67
	Quality of products and services	pg. 49
	Responsible communication of products and services	pg. 50-51
	Our investment in equality, diversity & inclusion	pg. 58-60
	Health, safety and well-being of our employees	pg. 54-57
	Our contribution to employee development and training	pg. 63-64
Well-being of employees	pg. 57	
Corporate governance	pg. 20-22	

Appendix 6: Independent external assurance report

To: Management of GOODY'S | everest Group (Goody's S.A. – everest S.A.)



1 Scope of the External Assurance project of the Sustainability Report

GOODY'S | everest (Goody's S.A. – everest S.A.) Group of companies (hereinafter referred to as **GOODY'S | everest Group**) has assigned **TÜV HELLAS (TÜV NORD) SA** (hereinafter referred to as **TÜV HELLAS**) the limited external assurance of the Sustainable Development Report, which covers the period of 1/1/2022-31/12/2022. The information in the Sustainability Report concerns the offices of the Group and its subsidiaries, the production units in Athens and Thessaloniki as well as the other facilities and stores in Attica, Thessaloniki, Crete, Larissa, Mykonos, Paros, Peloponnese, Volos, Lamia, Pieria, Viotia, Arcadia, Ioannina, Corfu, Rhodes and Aitoloakarnania.

The scope of the project consists of the following:

- A.** The external assurance of the information disclosed to confirm that the Sustainability Report of **GOODY'S | everest Group** for 2022 has been prepared “**In Accordance**” with the **GRI Universal Standards 2021**.
- B.** The provision of external assurance service about the accuracy of the claims mentioned for specific numerical indicators that **GOODY'S | everest Group** reported at the Sustainability Report Chapters, based on the **GRI Topic Standards**, as follows: **GRI 204-1, GRI 205-3, GRI 206-1, GRI 302-1, GRI 305-1, GRI 305-2, GRI 305-7,**

GRI 306-3, GRI 401-1, GRI 403-5, GRI 403-9, GRI 404-2, GRI 405-1, GRI 406-1, GRI 416-2, GRI 418-1.

- C.** The control of the adherence to the **AA1000 AccountAbility Principles (Inclusivity, Materiality, Responsiveness & Impact)** against the criteria found in **AA1000AP (2018)**.

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of **GOODY'S | everest Group** for 2022 and it was conducted based on the corresponding correlation table of **GRI Standards Indicators** stated by **GOODY'S | everest Group**, to confirm that the Sustainability Report has been prepared “**In Accordance**” with the **GRI Universal Standards 2021**, as well as the requirements of **AA1000AP (2018)**.

2 Project Criteria

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

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

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

3 Project methodology

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

- Reviewed the coverage of the “**In Accordance**” with the **GRI Universal Standards 2021** requirements, as they are described within the **GRI 1: Foundation 2021, GRI 2: General Disclosures 2021, GRI 3: Material Topics 2021**.
- Reviewed the procedures followed by **GOODY'S | everest Group** to identify and determine the material issues to include them within the Sustainability Report.

● Reviewed the analysis of the essential issues of Sustainable Development through the process of Double Materiality analysis and the identification of **GOODY'S | everest Group's** business impact activity on the environment, society and the economy, as well as the risks and opportunities that arise for the Group itself.

● Interviews were conducted with selected executives of **GOODY'S | everest Group** having operational role in Sustainability issues to understand the current state of sustainability development activities and progress achieved during the period under reference.

● Reviewed the **GOODY'S | everest Group** 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 Reporting Indicators, based on the **GRI Topic Standards** (referred in paragraph 1, point B) in connection with the findings of the above steps.

In addition, the methodologies, and practices for extracting the results were reviewed and crosschecks were performed on the reliability and quality of the indicators reported in the report.

These checks (not restrictively) consist of the following:

- Understanding of the quality management and results collection processes related to the indicators under consideration.
- Review of the design of processes, systems, and controls for managing reliability and quality of specified information
- Sampling of management practices and operation control, as well as evidence gathering to sufficiently ensure the completeness and accuracy of the claims.
- Maintain of the appropriate documentation for all the aforementioned controls.

4 Review limitations

The range of the review was exclusively limited to the activities of **GOODY'S | everest Group** company and more specifically the offices of the Group and its subsidiaries, the production units in Athens and Thessaloniki as well as the other facilities and stores in Attica, Thessaloniki, Crete, Larissa, Mykonos, Paros, Peloponnese, Volos, Lamia, Pieria, Viotia, Arcadia, Ioannina, Corfu, Rhodes and Aitoloakarnania.

No visits and interviews in stakeholders of the **GOODY'S | everest Group** have been conducted.

In case of any discrepancy in the translation between Greek and English version of the Sustainability Report, the Greek version shall prevail.

5 Responsibilities of the Reporting Organization and Assurance Provider

The ESG Strategy Division of **GOODY'S | everest Group** carried out the Sustainability Report, thus, is exclusively responsible for the information and statements contained therein.

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

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

6 Conclusions

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

A. External assurance of the information disclosed to confirm that the Sustainability Report of GOODY'S | everest Group for 2022 has been prepared "In Accordance" with the GRI Universal Standards 2021.

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



B. Control of accuracy of the claims mentioned for the Reporting Indicators that GOODY'S | everest Group reported at the Sustainability Report Chapters, based on the GRI Topic Standards.

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

C. Adherence to the AA1000 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 GOODY'S | everest Group 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 GOODY'S | everest Group 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 GOODY'S | everest Group has not responded timely and adequately, through decisions and actions, to the needs and expectations that emerged from the material issues of sustainable development.

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

● We have not realized any issue, which would lead us to believe that the GOODY'S | everest Group has not understood and managed the direct and indirect impacts that the material aspects create to the broader ecosystems.

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

7 Impartiality and independence of the external assurance team

TÜV HELLAS states its impartiality and independence in relation to the project of GOODY'S | everest Group's Sustainability Report external assurance. TÜV HELLAS has not undertaken work with GOODY'S | everest Group 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 Group.



Athens, October 27, 2023
For TÜV HELLAS (TÜV NORD)

Nestor Paparoupas
Product Manager





ESG Report 2022

GOODY'S | everest Group of Companies
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