

ESG REPORT 2022



 **SPACE**

Message from the Chairman

Space Hellas

Our Contribution to Sustainable Development

Environmental responsibility

Our people

Occupational Health and Safety

Our Contribution to Society

Corporate Governance

About this Report

Appendices

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This Report marks another year of growth, achievements and innovations for Space Hellas. We live in an era of digital transformations and global challenges. In this context, we were able to not only adapt to the market but to lead it, offering tech solutions that add value, and support our customers in their journey towards sustainable development. Our commitment is reflected by our financial results: in 2022, our turnover increased by 24.4%, reaching €128.6 million, enhancing productivity and ensuring our financial resilience.



In addition to our financial growth and continuous progress, we are committed to creating a positive impact on society. We focus on our people, fostering a culture of equal opportunity and inclusion, which supports their efforts to develop and thrive. Occupational health and safety remains a priority, through programs and initiatives aimed at our employees' security and well-being. Simultaneously,

we are equipping them with the necessary tools to acquire essential skills for the new era of digital transition.

At Space Hellas, we are aware of our role as part of the wider society. We invest in actions that aim at supporting the communities where we operate, promoting technological education, innovation and job creation. Moreover, as a tech company, we are pioneers in digital transformation, actively contributing towards achieving the global goals for a more connected and digitised society, where technology and innovation are sources of sustainability and progress.

At Space Hellas, we are deeply committed to fulfilling our responsibilities to the environment. Environmental responsibility is no longer an option but a necessity. We work diligently to develop solutions and practices aiming to reduce our carbon footprint, recognising the importance of conserving our planet for future generations. Our efforts mainly focus on energy management, conservation of resources and waste management.

We recognise the importance of transparency and ethical entrepreneurship, creating an environment of trust and respect towards all our stakeholders. We are convinced that business responsibility leads to the adoption of standards, systems and good practices. As such, we have adopted and actively implement the 10 principles of the UN Global Compact, enhancing our growth, innovation and sustainability. In addition, we acknowledge and support the 2030 Sustainable Development Goals, guided by our conviction that every company can and should play its part in building a better future.

Moving forward, we remain steadfast in our commitment to promote sustainable development, social and environmental responsibility, and moral integrity.

Thank you for your trust and unwavering support.

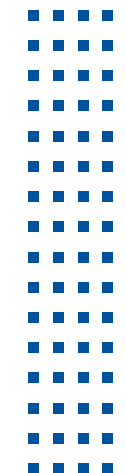
Respectfully,
Spyridon Manolopoulos



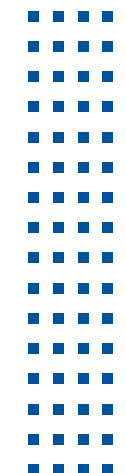
Space Hellas

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Promoting the UN's 17 Sustainable Development Goals:



Space Hellas at a glance

Space Hellas is a leading company in the field of Telecommunications, IT and Security in Greece, undertaking important projects on behalf of private and public sector customers in Greece and abroad. Throughout its successful 36-year history, the Company has been able to improve the daily lives of countless professionals, employees and common citizens in a number of countries and several economic sectors.



128.6 million
Turnover



Presence in **8** Countries



36
Years of experience



40+
Tech Support Points and
Business Centres in Greece



700+
Certifications

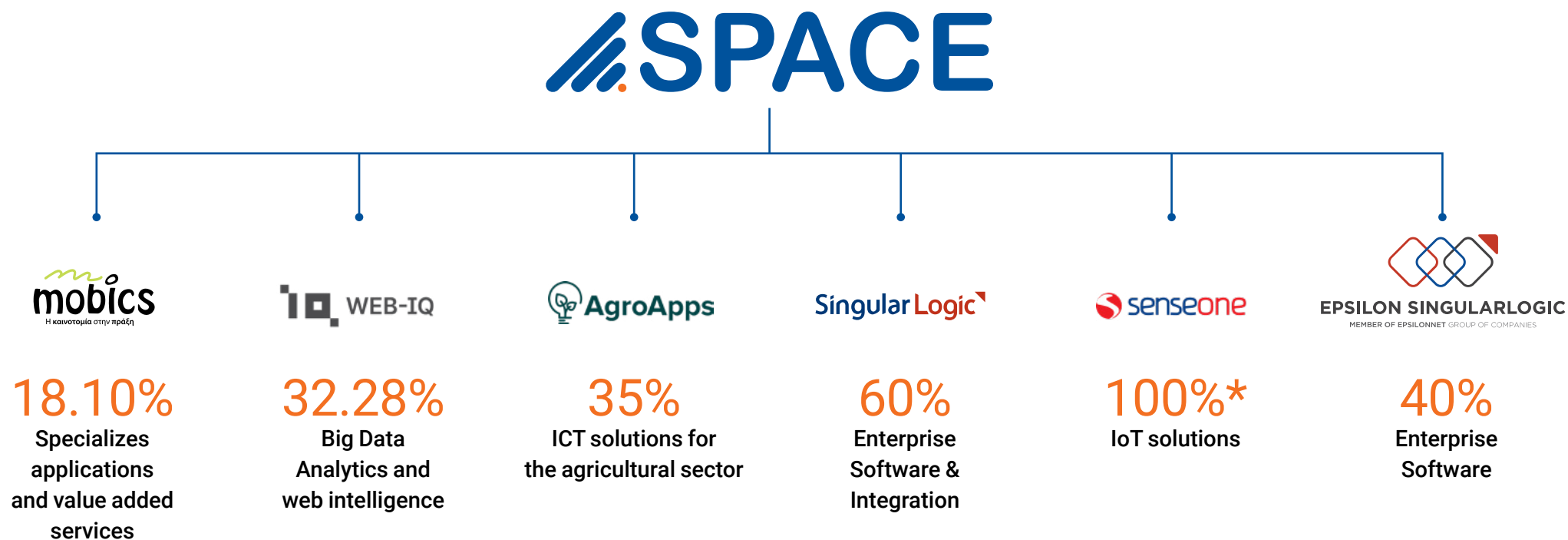


6,002
Employee training hours



The Group

Space Hellas Group has built its customer base both in the domestic market and in countries within and outside Europe. The Group consists of companies operating in different markets, engaged in various activities, enhancing the Group's competitive advantage where also contributing to its financial growth.



International presence

Through its subsidiaries and its strategic partnerships it has forged, Space Hellas Group is able to provide innovative services to its customers in Greece and in seven other countries worldwide. Strengthening its international presence, the Group has established subsidiaries in Malta, Cyprus, Romania, Serbia and Jordan, providing telecommunication services to local markets through them. Additionally, the Group operates in Germany, providing services through the Space Hellas telecommunications hub in Frankfurt, and in the Netherlands, through its partnership with Web-IQ.

Subsidiaries and Branches

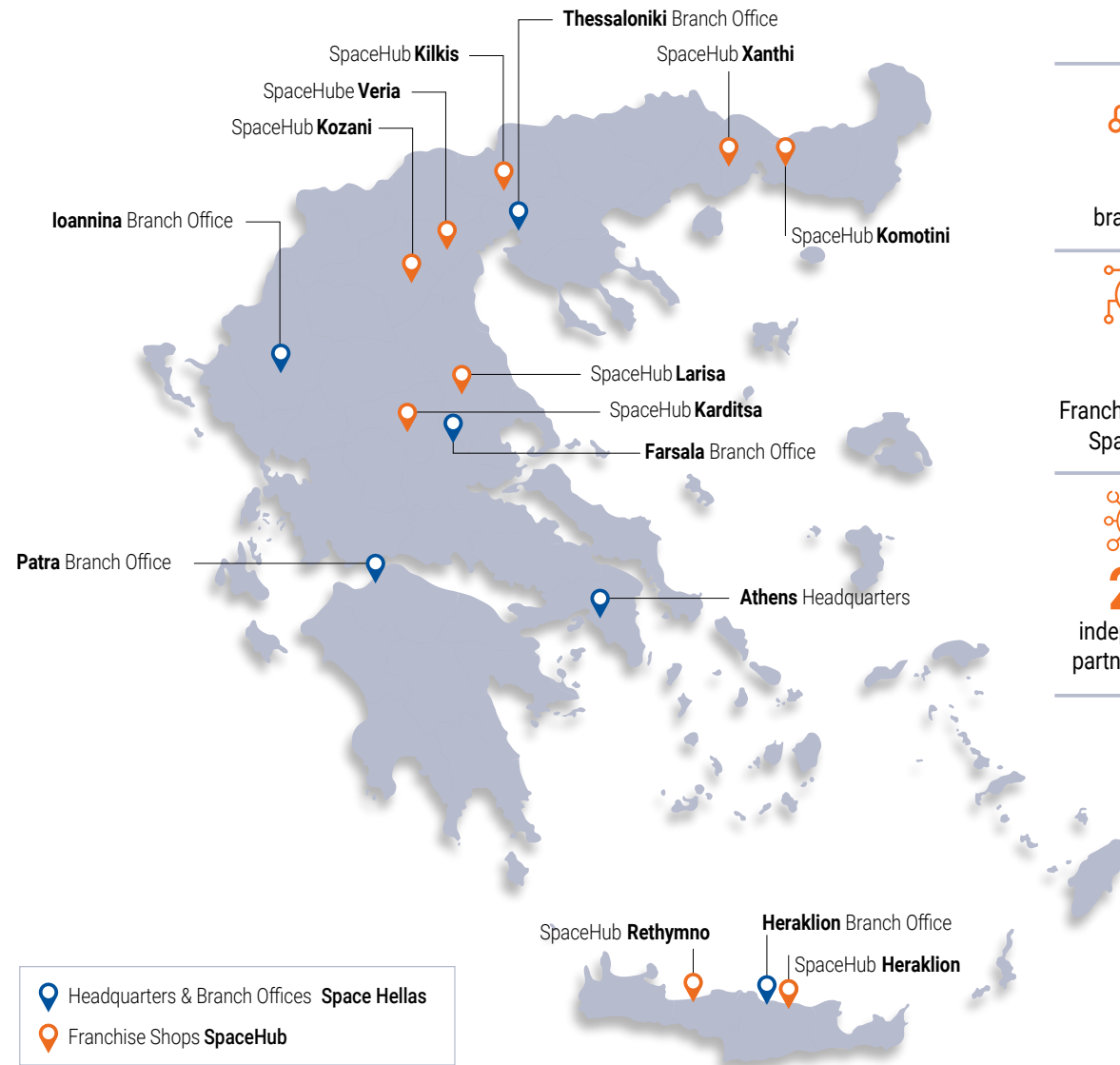


In Greece

In the domestic market, Space Hellas has nationwide coverage through its Headquarters in Athens and six additional branches in Athens and in major regional cities. The branches are responsible for local projects. The cities where Space Hellas has physical presence are listed below:

- ▶ Athens
- ▶ Thessaloniki
- ▶ Patra
- ▶ Heraklion, Crete
- ▶ Ioannina
- ▶ Farsala

In addition, the Space Hellas network in Greece includes 9 SpaceHub franchise shops and 26 independent partner shops.



- 
6
branches
- 
9
Franchise Shops
SpaceHub
- 
26
independent
partner shops



Innovation through dedicated services

Space Hellas offers a wide range of tech services, aimed at improving business operations and decision-making processes, by creating an incomparable digital experience for its customers.

The Company carries out digital transition projects, responding to the special requirements and individual needs of its customers, both from the private and public sector.

Space Hellas has designed and is offering a well-rounded service system, aimed not only at satisfying its customers' needs, but also at developing strategies and risk management methods associated with their digital transformation, to secure high performances and reduce any potential risks.



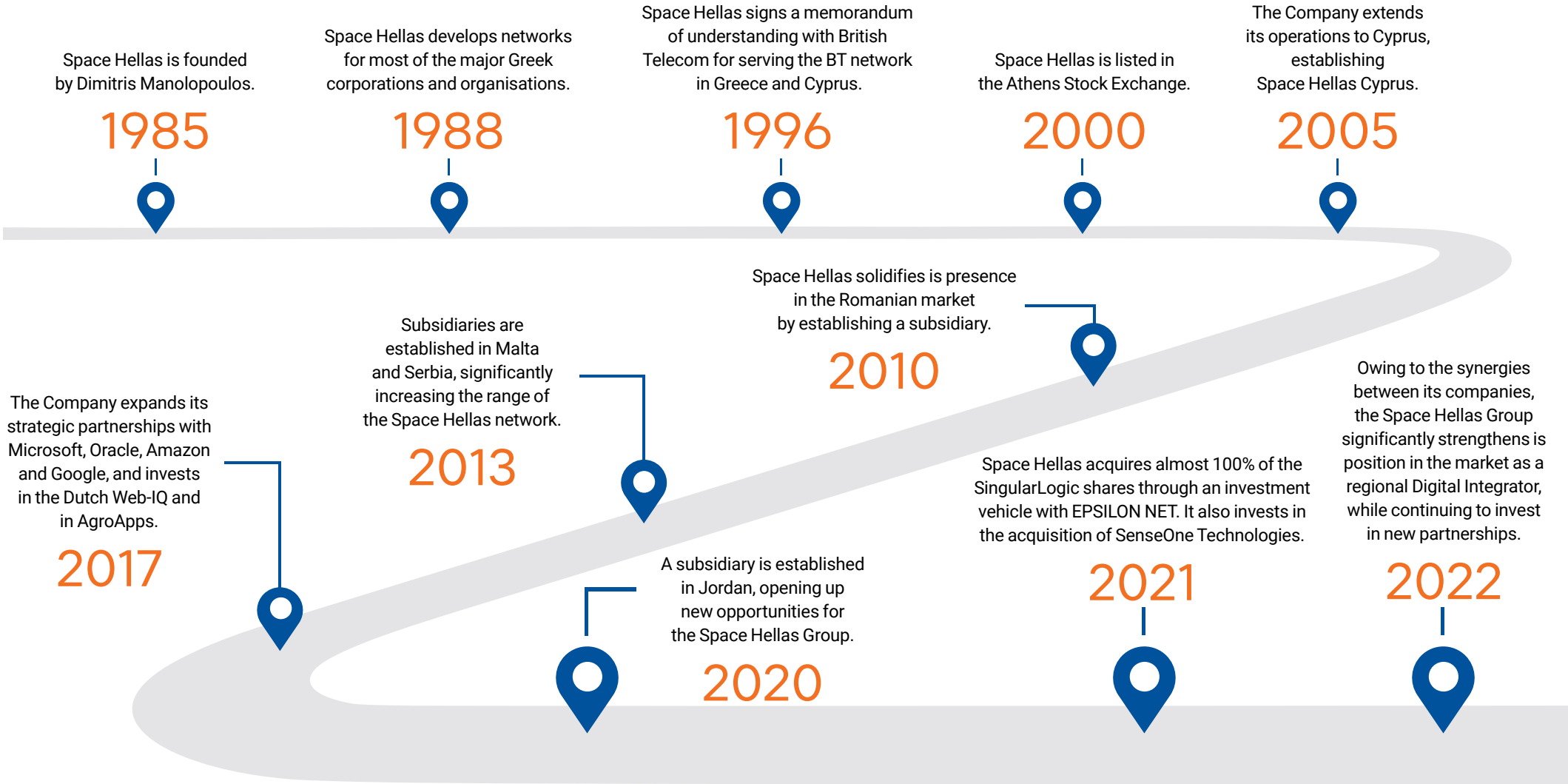
Offers dedicated solutions that allow its customers to gain flexibility, use economies of scale and achieve cost savings, provided they use cloud-based software suites: The supported platforms include SAP S/4 HANA, Oracle, Microsoft, etc.

Can manage and work in different environments, due to its established relationships with international leaders in the field of cloud services, such as Microsoft Azure, Amazon Web Services (AWS), Oracle Cloud, Google Cloud, etc., with the aim of empowering the transformation of its customers.

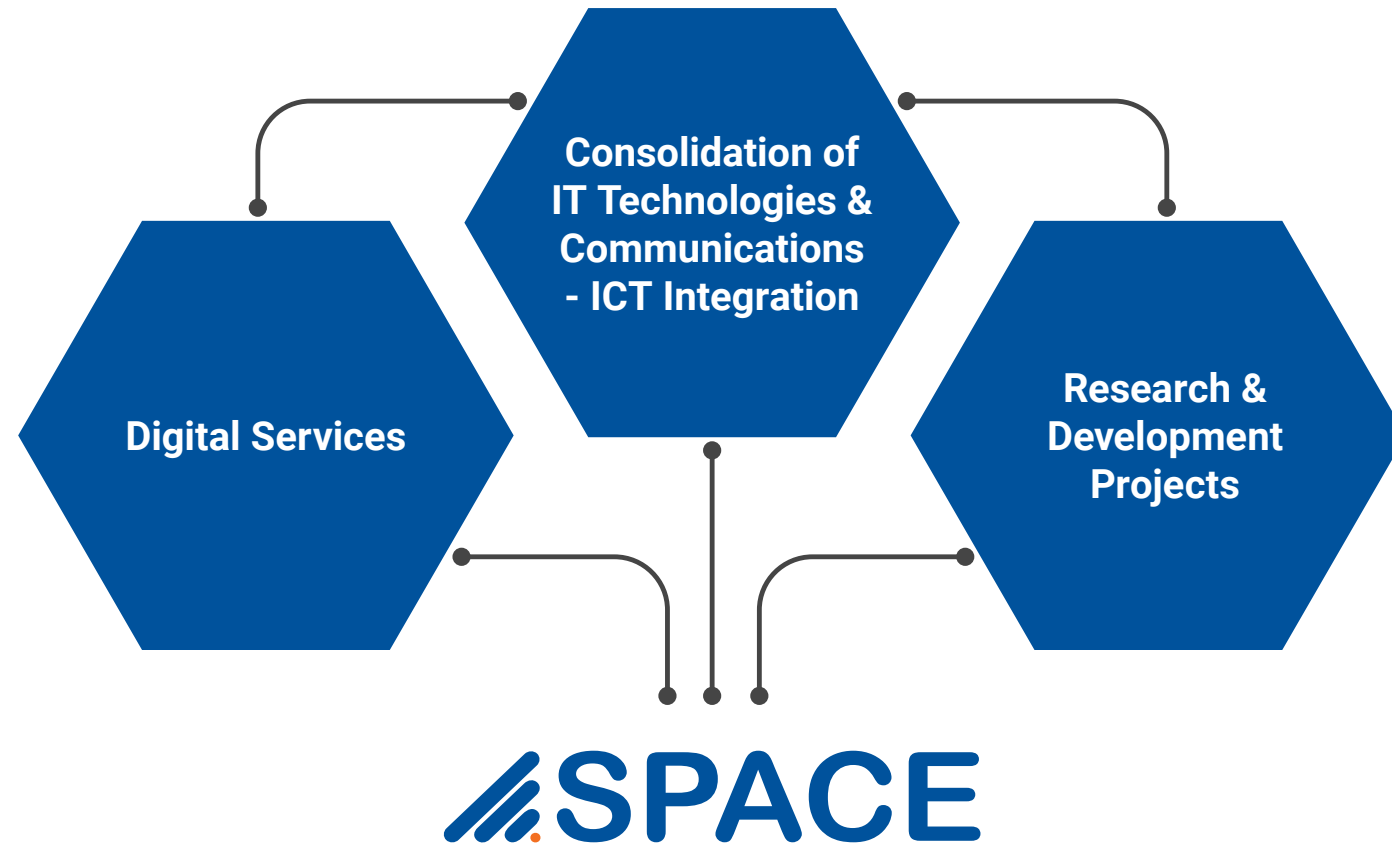
Develops cloud solutions in DBs through its certified teams in cutting-edge technology. Moreover, it has the necessary know-how to design and develop cloud solutions for all operating systems.



36 years of Innovation



The solutions we offer



Multitude of Digital Services



Governance, Risk & Compliance (GRC)

The long experience that Space Hellas has in matters of security, risk mitigation and information management is made available to its customers through its GRC services (creation of Management Systems, external DPO, CISO, etc.).



Cloud Services

Owing to its strategic partnerships and wide experience, Space Hellas offers its customers everything related to cloud technologies and their integration in running an organisation.



Telecom

The telecommunications sector requires a certain combination of knowledge and experience, which the Company possesses, in order to provide the proper support to its customers. Telecom services are addressed to both telecommunications providers and businesses, offering a significant competitive edge in their communications.



Professional Services

The range of these services can be expanded to include the design of infrastructure and strategies, up to the implementation and integration of specific IT solutions, as well as the relevant training, and may also include ongoing monitoring and support.

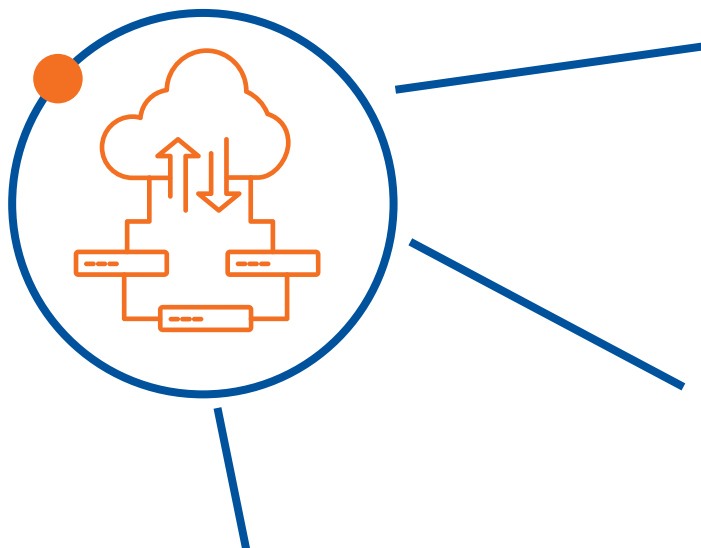


Managed Services

Keeping up with international market trends and in line with international standards, Space Hellas continuously improves the services it offers to its customers, through its Managed Services. These services relate to managing and monitoring various issues, such as security incidents, information infrastructure and calls, when necessary, and are carried out by the Company's qualified and certified personnel.



Consolidation of IT Technologies & Communications - ICT Integration



Infrastructure

Space Hellas designs and offers solutions that meet the infrastructure needs of its customers, with the aim of ensuring the smooth operation and connectivity of their tech equipment.

Business Solutions

These services mainly involve solutions and applications that are known and distributed as Software as a Service. Space Hellas offers these services to its customers in partnership with selected suppliers, along with the corresponding implementation, adaptation and customisation services, such as ERP, CRM, HCM and BI solutions.

Cybersecurity

Cybersecurity necessitates increased protection levels and special treatment in relation to systems and data security requirements. Relying on its know-how and advanced systems, the Company offers solutions covering the entire range of an effective cybersecurity architecture, supporting even the most advanced systems.

Security Systems

Through the systems it designs and its expert technical expertise, the Company offers its customers the right solutions to effectively monitor and address risks that may affect the physical security of their infrastructure.

Customer Experience - CX

The new generation of customers and the recent advances in technology create new digital needs, which the Company fully supports through its Customer Experience services. Combining the power of AI, IoT and new cloud services, the Company is able to deliver even the most challenging projects.

UCC

Space Hellas provides its customers the tools they require to level up their communications and form even more effective partnerships, due to the cutting-edge technologies the Company offers and tailors to their individual needs.

DataCom & Networking

The Company's Network Solutions combine hardware and software, wired and wireless technology, in order to create the most suitable network infrastructure.

Hybrid IT

Through the Company's experience, specialisation and extensive partner network, the right conditions are established to support customers in their digital transformation.



Centred on innovation



Space Hellas
Innovation Lab

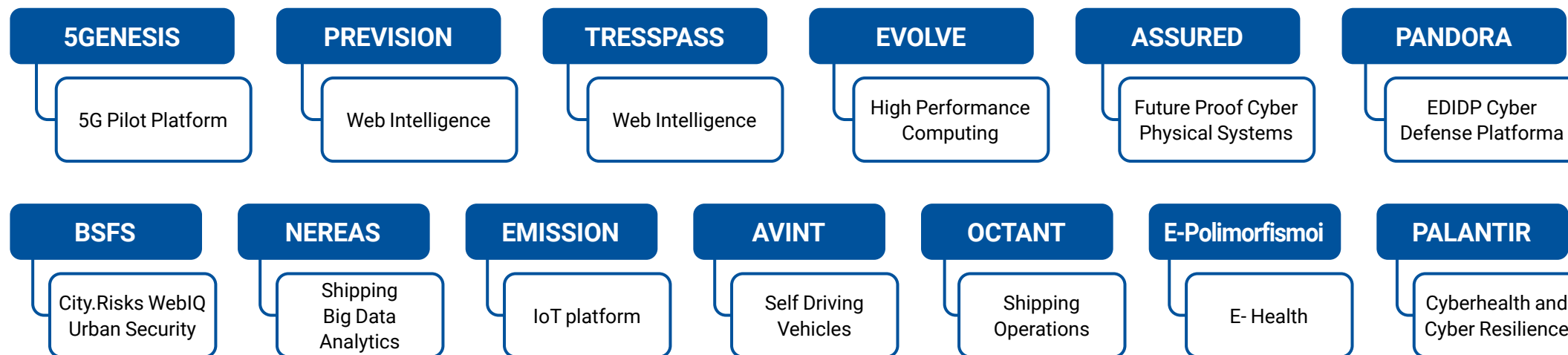
Space Hellas is committed to providing dedicated, innovative services, creating added value for all its stakeholders. The

Company has honed its competitive edge by participating in research programs and undertaking projects that test the limits of the current technological capabilities, allowing Space Hellas to emerge as a leader in advanced technology.

With the help of its R&D Department, Space Hellas continues to expand its research work, which now includes:

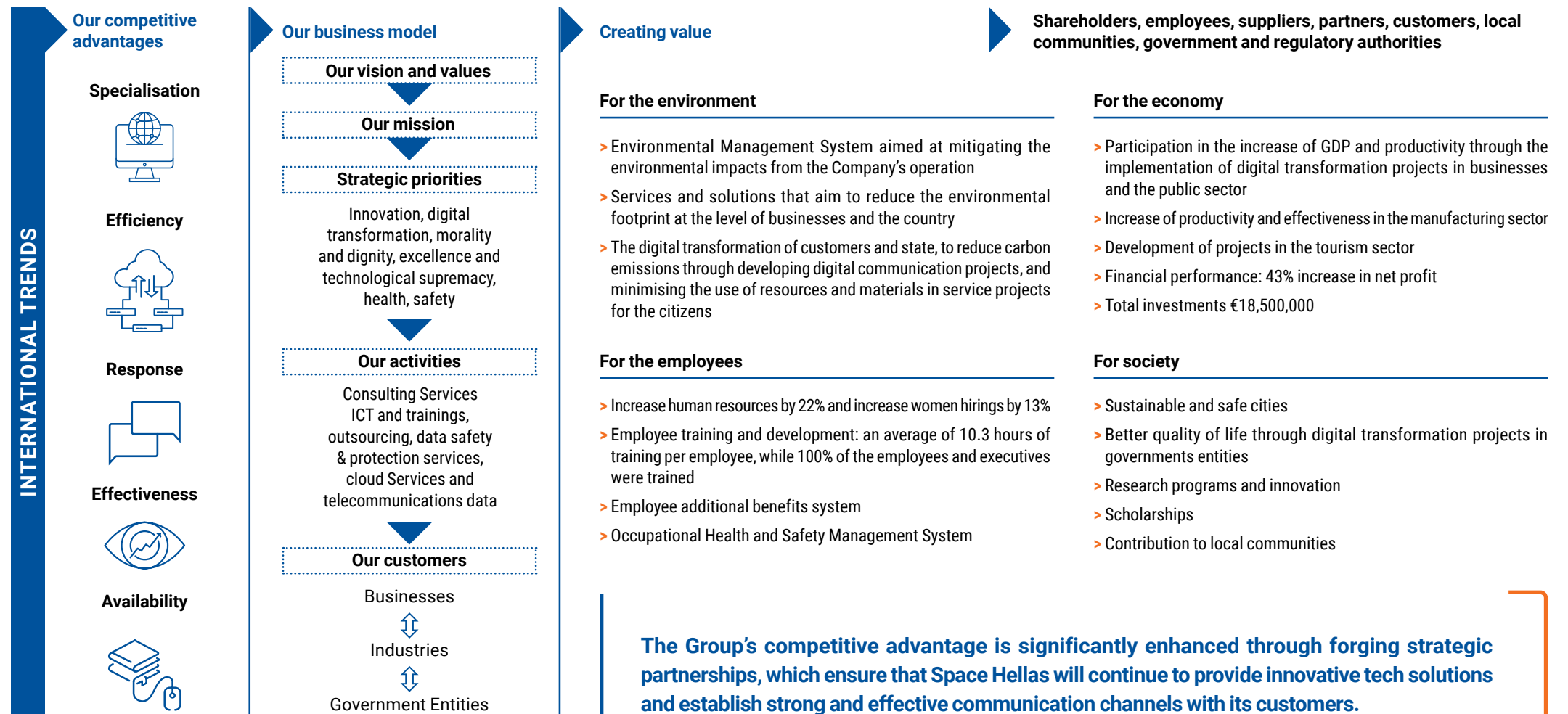
- **Open-source Intelligence (OSINT)**
- **Cybersecurity**
- **Future networks, 5G and satellite communications**
- **Cloud technologies and applications**
- **Monitoring and Analytics**
- **Sensor Networks and IoT**
- **Intelligent Surveillance and Border Security**
- **Smart, Safe and Secure Cities**
- **Location-based and context-aware applications**

Ongoing R&D Projects



Creating value for all

The main goal of Space Hellas is to create added value by providing innovative, products and services of the highest standards for all its stakeholders. The strategy, business model and action plan of the Group's operation are aligned with this goal.



The Group's competitive advantage is significantly enhanced through forging strategic partnerships, which ensure that Space Hellas will continue to provide innovative tech solutions and establish strong and effective communication channels with its customers.



Space Hellas 2022 in a nutshell



Space Hellas is a certified Amazon Web Services partner for cloud projects and services: As an AWS Select Tier Services Partner, Space Hellas is able to provide a full range of design, implementation and support services, as well as managed services and value-added resale services, making the most of the cloud-based Amazon Web Service advantages to accomplish the effective and secure digital transformation of any company.



Space Hellas successfully completed the upgrade of the HELLENIQ ENERGY Data Centers at the Aspropyrgos Industrial Facilities and the Maroussi Headquarters, supporting the digital transformation of HELLENIQ ENERGY and ensuring its efficient operation and business continuity, by migrating the company’s infrastructure to the cloud and upgrading the two Data Centers.



Safety Upgrade of the Regional Peloponnese Road System: With the goal of enhancing road safety on the road network in its jurisdiction and providing direct information to the people travelling on it, and following an international open tender, the Peloponnese Local Authorities awarded the implementation of the project to the SingularLogic/Space Hellas/Top Vision association of companies.



Space Hellas “Cisco Customer Experience Specialization”: The Company has demonstrated it fulfils the demanding requirements of the role in order to receive the Cisco “Customer Experience” certification, an achievement which sets it apart from other Cisco partners and creates an important competitive advantage for its customers, through the provision of consultancy services on how to make the most of the Cisco solutions in their systems.



Following a tender by the Information Society, the **Space Hellas - WIND** association of companies was awarded the digital upgrade of the Judicial System, with the aim of modernising the internal organisation, operation and communications of the Greek judicial bodies.



Space Hellas has undertaken the project of the **Meteorological Stations** that will be installed throughout the country, as part of the project to upgrade of the Greek Network with modern digital systems, to provide full, quality and accurate meteorological information.





Space Hellas and Radiant Technologies implement an iconic project with the Region of Western Greece for the 200-year anniversary since the Greek Revolution of 1821: This is a mobile digital museum that focuses on the historical events that took place in the Region of Western Greece during the Greek Revolution of 1821, through the use of digital, interactive media and applications. Following a tender, the Region of Western Greece awarded the “Digital system for the multifaceted promotion of Western Greece’s history” project to the Space Hellas and Radiant Technologies association of companies.



New Energy Management System at Athens International Airport: Space Hellas has been awarded as preferred bidder for the upgrade of Energy Management Monitoring Systems regarding the facilities of Athens International Airport.

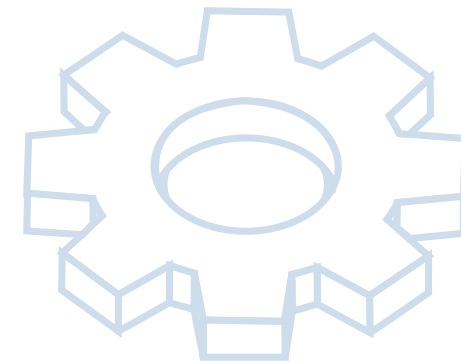


Space Hellas: Successful conclusion of the EMISSION project: As project coordinator, Space Hellas successfully completed the EMISSION research project with the participation of the National Observatory of Greece, the University of West Attica, DRAXIS Environmental and ENCO. The EMISSION project involved the development of an IT platform to monitor and record air pollution conditions in a smart city urban environment, through a wireless



sensor network. EMISSION focuses on monitoring gaseous and particulate pollutants associated with significant adverse effects on human health, which historically have been recorded at high levels or in excess of the concentration limits in the greater Athens region.

Participation in the INTERNATIONAL CONFERENCE OF CITIES OF SOUTHEAST EUROPE: Space Hellas Group participated at the International Conference of Cities of Southeast Europe held at the International Centre for Digital Transformation and Digital Skills (DT&S) in Thessaloniki. In the context of the conference, Company executives participated in interesting discussions about the safe and smart cities envisioned by Space Hellas, centred around improving the residents’ day-to-day lives.



Significant projects in progress

Customer	Project
Hellenic Electricity Distribution Network Operator	Implementation, operation and maintenance of telecom network for
Hellenic Electricity Distribution Network Operator	Provision of equipment & implementation services for laptops and desktops PCs
Hellenic Telecommunications & Post Commission	Provision of equipment & implementation services for laptops and desktops PCs
Independent Power Transmission Operator	Implementation of DWDM network
INFOSOCIETY S.A.	"SYZEFXIS II" Security/ Telephony/ Videoconference/ Cabling infrastructure
INFOSOCIETY S.A.	Meteorological Stations National System
INFOSOCIETY S.A.	Videoconference services for courts and detention centers.
INFOSOCIETY S.A.	Provision of infrastructure and services
Ministry of Civil Protection	Implementation of Entry Exit System (EES)
Ministry of Education	Provision of electrical & mechanical equipment for Labs in Vocational High Schools
Ministry of Education	Provision of equipment of robotic technology
Ministry of Education	Provision of Interactive Whiteboards
Ministry of Foreign Affairs	Upgrade of telecommunication infrastructure (network & cabling)
Customer portfolio of Private Sector	Support & Maintenance Agreements of several customers of private sector



Trends in the ICT industry

Global-scale trends or megatrends are strong long-term trends that bring about large financial, cultural, environmental, social and technological transformations on a global level. In this context, Space Hellas, true to its commitment to provide innovative solutions that are always one step ahead of the developments, considers and implements specific actions on issues related to the IT sector.

Digital Data Deluge

The concept of Digital Data Deluge refers to the increasing volume of information in digitalised form. It is estimated that the quantity of digital information globally increases ten-fold every five years. Another relevant concept is that of Big Data, a term applicable to data sets with a size that makes it impossible for software tools to capture, manage and process within a reasonable period of time.

Moreover, Data Deluge or Big Data includes various data structures and poses a challenge in relation to data analysis methods and tools, data maintenance and data integration. In this context, databases relying on automatic data collection will continue to get larger. Another consequence is the existence of flow data, where data is continuously incoming and must be analysed immediately, without interrupting the flow of information. With its projects and services in the field of Big Data Analytics, Space Hellas aims at addressing these issues.

Data-Intensive Science

Data-intensive science organises large volumes of data from multiple sources and fields, analysing them using adaptive techniques. For example, identifying complex patterns in high dimensional data using visualisations, simulations and other model-building techniques. Data-intensive science is expected to play an increasingly more significant role in research in the future. Fully aware of the importance placed on fast and complex data processing, Space Hellas provides cutting-edge services to its customers.

e-Infrastructures

The fundamental contribution of electronic infrastructure to European competitiveness is acknowledged on a global level. The transition towards the concept of electronic infrastructure as a service is a growing trend. The addition of new users has made more prominent the importance of providing electronic infrastructure as a service, instead of continuing with a product- or technology-oriented approach. It is anticipated that the growing demand to manage substantial volumes of data will significantly influence the need for enhanced electronic infrastructure services. Space Hellas has been focused on developing such infrastructure, to secure its capacity to provide innovative services that exceed the needs of its customers and create added value both for the Company and its stakeholders.



Virtualization

Virtualisation makes the use of technology easier and more flexible. Through its services, Space Hellas has made further advances in developing virtualisation, playing a significant role in providing pioneering solutions and technologies to its customers.

Security (Data Privacy)

According to the legal framework in effect in the European Union, data management is subject to statistical confidentiality. Access to confidential data must, therefore, be improved, without compromising the high security levels required for statistical data. Moreover, this specific legislation includes the pursuit of the right balance between the level of confidentiality regarding the respect and loss of information for end-users. Based on this new framework, it will be rather difficult for operating system manufacturers to combine data from different sources which require different anonymisation levels. Space Hellas has developed security systems that secure unimpeded system operation for its customers, when safeguarding the users' data privacy is an utmost priority.

Safe, smart cities

Smart cities make the most of cutting-edge technologies, software and advanced equipment and operate seamlessly through the use of device interconnection systems. Moreover, smart cities use technology in order to collect and analyse data through artificial intelligence (AI), machine learning and other similar technologies, in order to manage resources, funds and services more effectively, and ultimately improve the standard of living and safety of their residents.

Space Hellas has the appropriate expertise and equipment to carry out digital transition projects, both involving individual organisations (public, private, etc.) and entire settlements or cities. At the same time, the strategic alliances it has forged and maintains on a national and international level through research programs and other projects, give the Company access to additional equipment, expand its horizons and scope, and promote the development of smart and sustainable cities. Some of the research projects implemented by Space Hellas on the development and support of smart cities are listed below:

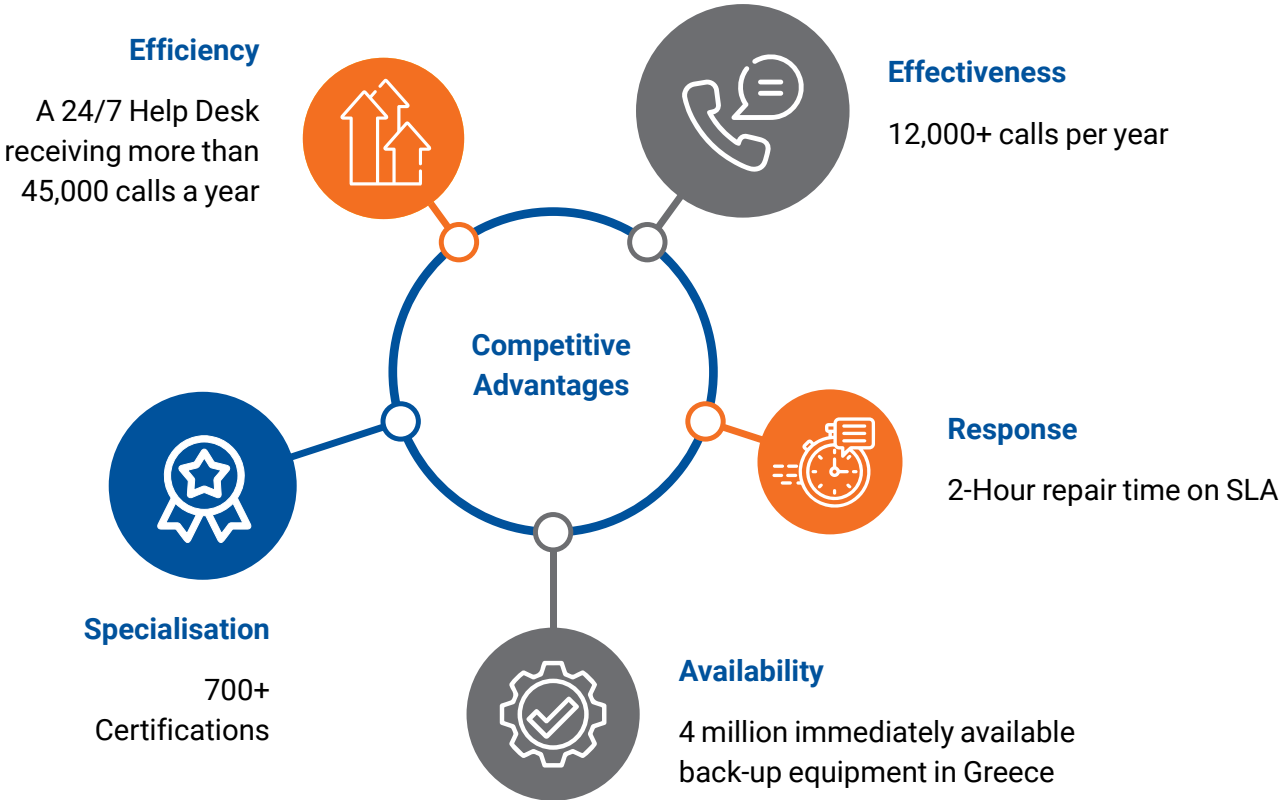
- **Low-cost sensor network** to measure air pollutants in urban environments
- **AVINT:** Integration of automatic vehicles in the urban transport network
- **City.Risks:** Avoiding and mitigating safety risks in urban environments
- **BUS-KI-ERXETAI** Advanced public transport passenger information and guidance system using GPS
- **HEIMDALL:** Multi-hazard cooperative management tool for data exchange, response planning and scenario building
- **Be Secure-Feel Secure (BSFS):** Enhancing urban security at the Municipality of Piraeus
- **φSAT:** The Role of Satellite in Future Internet Services
- **5GENESIS:** 5th Generation End-to-end Network, Experimentation, System Integration, and Showcasin



Services offering a unique digital experience

The excellence of the tech solutions offered by Space Hellas has played its part in building a complex system of services and applications. The system is centred on the concept of responding immediately to the needs and challenges faced by the customers, and designing customised strategies to manage the risks arising from their digital transition. The aim is to continuously improve their performance, while lowering their exposure to potential risks.

As the leading Company in the tech solution industry, Space Hellas boasts the following competitive advantages:



Tech Support (24/7/365)

Space Hellas operates a comprehensive tech support system, meeting all the needs of its customers. The fully trained and qualified technicians possess the necessary experience and know-how to address any issue that may arise, regardless of its technical complexity.

Some of the services offered by the Help Desk/NOC/SOC include:



Digital transformation model



The ultimate goal of Space Hellas is to focus on developing and offering high added-value services, and implementing projects with a significant impact on society.

Below are presented some of the projects carried out by the Company:

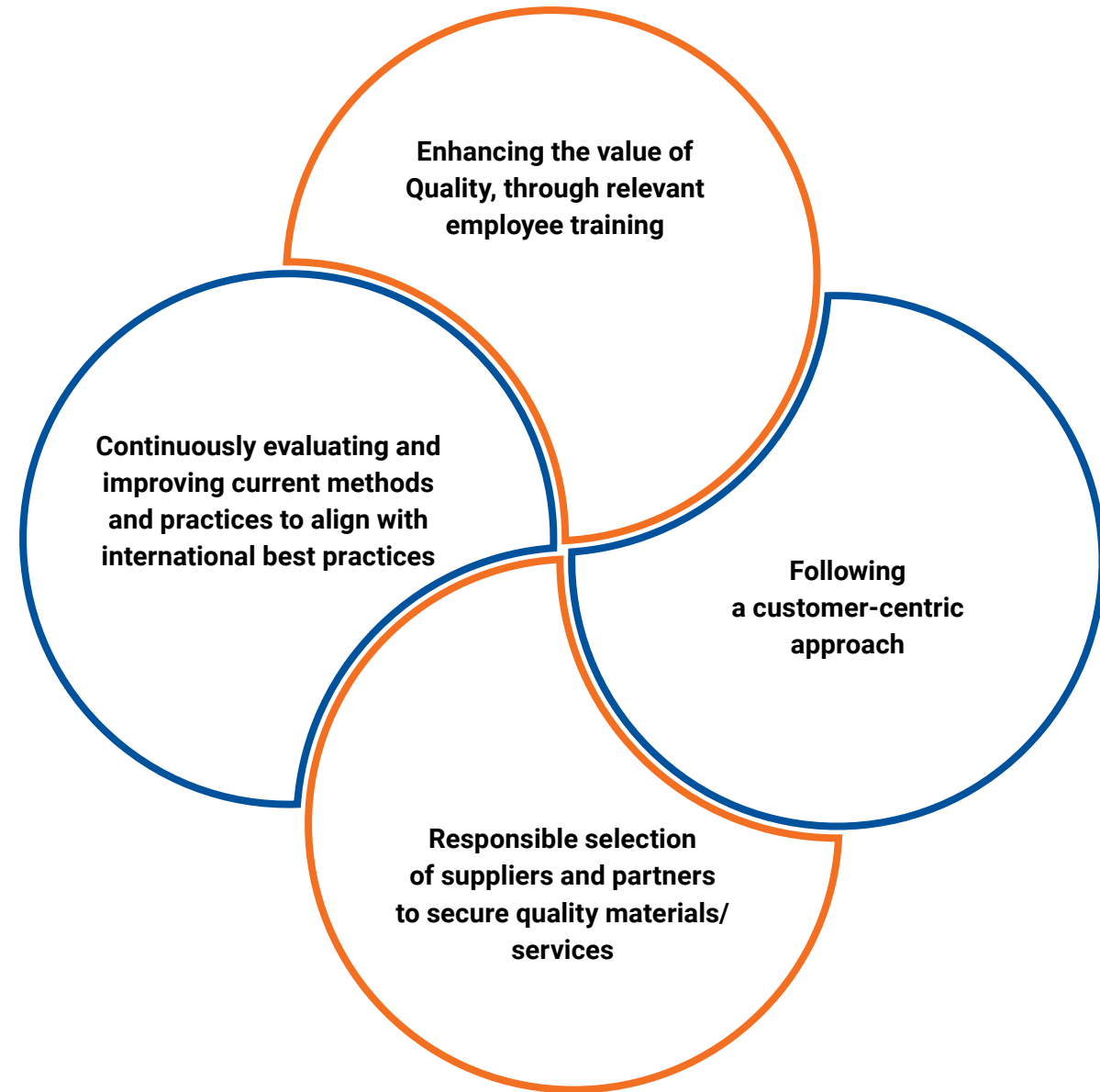
- ▶ Computerisation of the laboratories at the IKA-ETAM Social Security health units
- ▶ Development of information systems and supply of equipment for the National Visa Information System (N-VIS)
- ▶ Implementation of the Integrated Information System of the Civil Protection
- ▶ Hellenic Police e-Crime for cybercrime



Ensuring high-quality services

Space Hellas is committed to provide high quality services as evidenced by its ISO 9001 and ISO 27001 certified internal management systems regarding Quality and Information Security respectively, as well as by its use of digital tools and the extensive range for platforms.

Moreover, reinforcing its commitment to quality services, the Company has adopted a Quality Policy, which is evaluated and revised on an annual basis. The Policy promotes best practices and a commitment to excellence, reflecting the Company's corresponding commitments. Space Hellas' strategic approach to ensure quality services has the following features:



Space Hellas certifications

Some of the certifications obtained by Space Hellas are listed below, while the detailed list of the Company's certifications is available on its website and in corporate publications.

▶ **ISO 9001:2015 Certification**

With the aim of fully meeting its customer needs, Space Hellas is firmly adhering to its Quality Policy, operating a Quality Management System since 1994, which is ISO 9001:2015 certified.

▶ **ISO 27001:2013 Certification**

Space Hellas is ISO 27001:2013 certified for the Information Security Management System it has designed and maintains since 2009.

▶ **ISO 22301:2019 Certification**

With the aim of ensuring quality and seamless business operation, Space Hellas has developed and operates a Business Continuity Management System, which is ISO 22301:2019 certified.

▶ **ISO 20000-1:2018 Certification**

Space Hellas has developed and operates an IT Service Management System and is ISO 20000-1:2018 certified.

▶ **ISO 14001:2015 Certification**

With its innovative spirit and heightened awareness, Space Hellas aligns its growth with the protection of the environment, striving to reduce the environmental impact of its daily activities.

▶ **ISO 45001:2018 Certification**

The Company is certified with ISO 45001:2018 for its Occupational Health and Safety Management System.



Detailed list of the Company's certifications

▶ **ISO 27701:2019 Certification**

In February 2022, Space Hellas obtained the ISO 27701:2019 certification for its Privacy Information Management System, ensuring that the necessary organisational and technical measures are adopted in every one of its activities, to protect personal data.

Space Hellas has been named a Microsoft, Cisco, Lenovo and Oracle Gold Partner, a Dell Technologies Titanium Partner and a BT Telecommunications Alliance Partner.



Our strategic partnerships

The high-quality services offered by Space Hellas would not have been possible without the benefits it enjoys through its strategic partnerships with research institutes, suppliers, external associates, subcontractors and other service providers, as well as unions and associations. These partnerships offer significant advantages for the Company, such as expert know-how and access to cutting-edge technologies and infrastructure, so it may deliver large-scale and complex projects in a number of countries.



Licences

Space Hellas has signed agreements with information recording and processing system providers. These agreements are necessary to ensure its efficient operation and/or are part of the projects implemented on behalf of its customers.



Equipment

To successfully implement solutions and install systems, it is necessary to procure the appropriate equipment, in accordance with set specifications. Productive cooperation with the suppliers of this equipment is vital for the Company.



Research institutes

Space Hellas participates in and/or coordinates a number of domestic and international research programs in the field of advanced technology and innovation. These programs are carried out in partnership with other industry companies, academic institutions and research organisations, with the ultimate goal of advancing knowledge and sharing know-how.



Subcontractors

Space Hellas offers a number of creative solutions to address the technological needs of its customers. The execution of some of these solutions may require the involvement of subcontractors for different reasons, such as geographical location, special licences, etc.





Unions and Associations

As of February 2022, Space Hellas is a member of the 6G Infrastructure Association (6G IA), the voice of the European industry on matters of research and innovation in next generation networks and services. The main goal of 6G IA is to play its part in securing Europe’s leading position in 5G, beyond 5G and 6G.

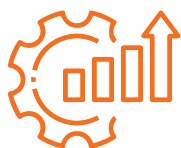
Space Hellas is the only corporation in SE Europe which is a member of the 6G Infrastructure Association and has already participated in closed invitations, as part of the 6G Smart Networks and Services (SNS) Joint Undertaking (participation in 6 proposals). SNS/6G networks will form the foundation that will enable the development of a vast range of innovative applications.

These applications are related to smart cities, healthcare, production automation, smart electric grids, autonomous vehicles, etc. 6G is expected to focus on the digital and real-world convergence via AI, distributed computing resources and two-way information flow.



Customer satisfaction

Direct and quality customer service is a non-negotiable priority for Space Hellas. The Company’s approach on customer satisfaction issues is centred around 3 axes:



Indicators

Space Hellas monitors the quality of services in practice through a number of industry-accepted indicators (KPI). These indicators include parameters such as speed of response/service, number of serviced calls, etc., which are referenced in the Service Level Agreement (SLA) between the Company and the customer, in order to clearly define the scope of the service and support provided by the Company right from the start.



Surveys

The main tool for monitoring customer satisfaction are satisfaction surveys, that the Company carries out on a yearly basis. A link to the survey questionnaire is sent to the customers, where they rate the performance of Space Hellas in the projects it undertakes throughout the year. Moreover, customers also have the option of sending in comments and suggestions for improvement. This way, the Company is able to collect information on the quality of its operations as a whole, from sales and presale to technical services, and on general issues related to customer experience through their collaboration with the Company.



Mechanism

Space Hellas has an exceptional communication system with its customers, which includes many different channels. Based on this system, a customer complaint management mechanism has been established, while a relevant procedure to safeguard its efficient use and continuous improvement is also in place. The mechanism falls under the responsibility of the quality manager, who, in cooperation with the various department heads, oversees the resolution of any issues and the adoption of appropriate prevention measures.



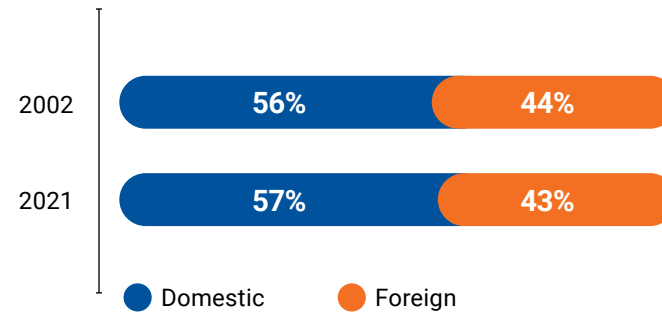
Responsible supply chain

Suppliers are extremely important partners for the Company, as they supply the latest IT systems, consumables and other materials, which are essential for the Company to provide services and solutions of the highest quality.

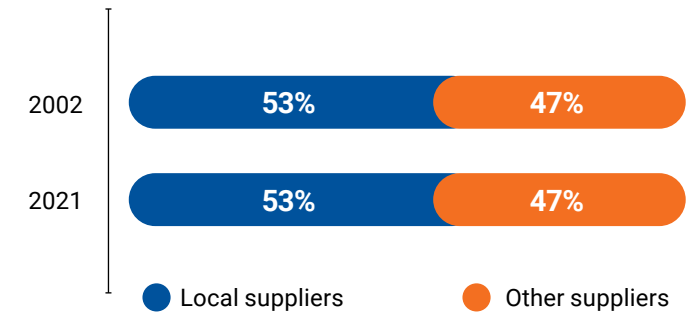
Having incorporated fairness, ethics and sustainability principles into its entire supply chain, Space Hellas has established specific criteria in order to select and evaluate its suppliers. In their majority, Company suppliers are giants in the ICT industry and pioneers on ESG matters. Any other suppliers working with the Company are evaluated in line with the principles of transparency and meritocracy and on the basis of their performance, whereas all suppliers must meet specific objective and measurable criteria, such as Quality Management Systems.

Supplier details

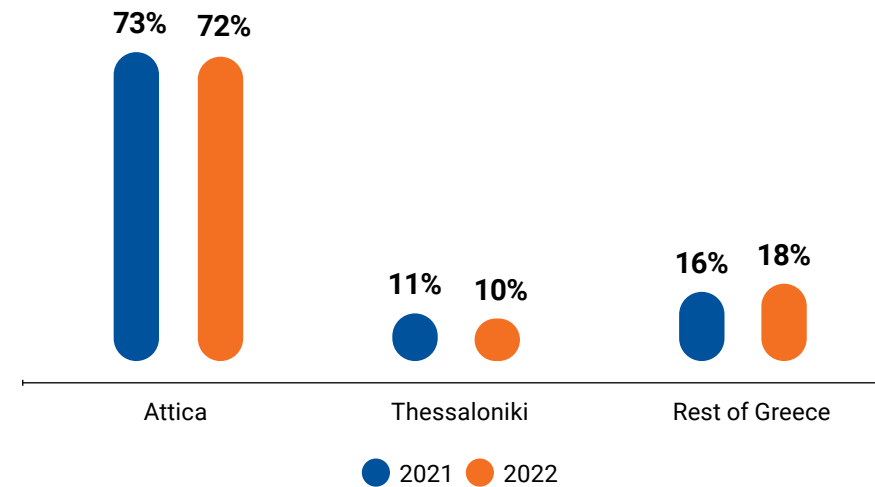
Percentage of supplier payments purchases



Purchases from local suppliers in relation to total



Domestic supplier distribution per origin



Recognition of our work



Space Hellas was honoured with the “Cisco Partner of the Year” award, “Software Partner of the Year” & “Customer Experience Partner of the Year”, EMEA South Theatre awards, for its impressive results in the past year.



Space Hellas was awarded the “Partner of the Year” award for the 4th time, and accepted the “Excellence in Customer Experience” award during the annual “Dell Technologies Partner Awards 2022” event, hosted by the Company to honour and recognise the efforts of its partners in Greece, Cyprus and Malta.



Space Hellas was awarded the title of the “Greek Business Champion” during the “Protagonists of the Greek Economy 2022” awards ceremony, which has evolved as an institution for Greek entrepreneurship.

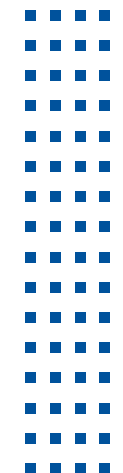


Space Hellas was honoured at the 2022 WITSA as a Merit Winner in the “Public/Private Partnership Award (Public Sector)” category, for the project “Development of an integrated PNR (Passenger Name Records) data collection and processing system for the establishment of the Passenger Collection Unit at the Information Management & Analysis Division of the Hellenic Police”, in the context of WCIT 2022, the International IT Conference held in Penang, Malaysia, on Wednesday 14 September 2022.

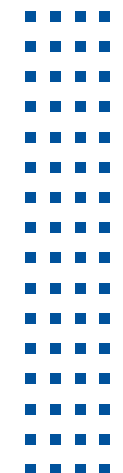


Our Contribution to Sustainable Development

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2



Promoting the UN's 17 Sustainable Development Goals:



Our approach

In today's rapidly evolving global landscape, sustainability has emerged as a central concern for the business world. Tech companies play a key role in creating innovation and promoting the transition towards a sustainable future. Acknowledging its responsibility towards future generations, Space Hellas offers value-added products and services to its stakeholders and society.

The Group has adopted the 10 Principles of the UN Global Compact, and based on its corporate vision and values, makes every effort to respond directly and effectively in the areas of anti-corruption, human rights, labour conditions and protection of the natural environment.

For Space Hellas, financial growth is inextricably linked to corporate responsibility and sustainable development. In this context, the Group keeps up with international developments, and adopts standards and best practices to formulate its strategy along the three sustainable development pillars: Environment, Society and Governance.



Sustainable development pillars

Space Hellas takes steps to ensure that the principles of sustainability are incorporated in all its operations, and is committed to pursuing balanced financial, social and environmental growth, and implementing best practices along all three pillars.



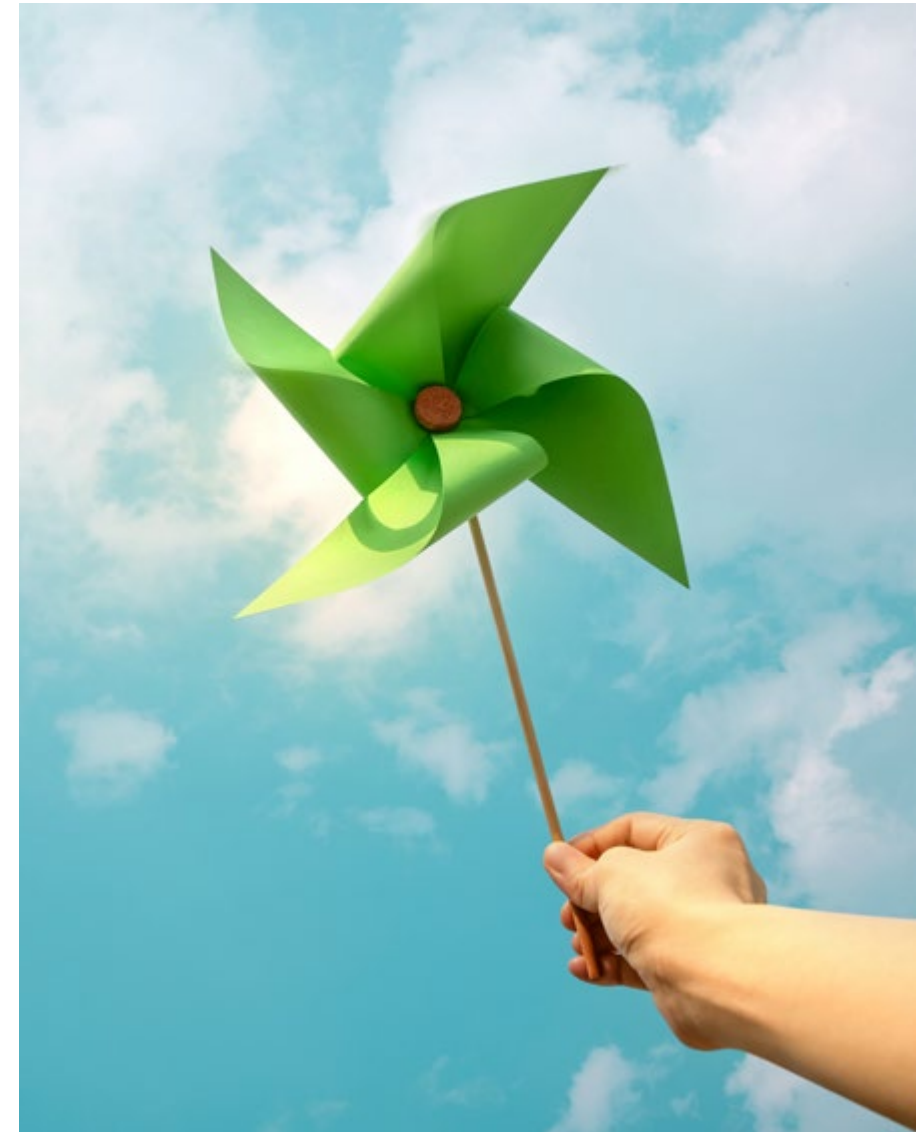
Environment



Society



Governance





Environment

Space Hellas applies an ISO 14001:2015 certified Environmental Management System, with the aim of effectively addressing any environmental issues, challenges and risks related to the entire scope of its activities.

Moreover, it strives to reduce the environmental impact associated with its operation, and more specifically, to efficiently manage its energy consumption and the waste generated either from business operations or from its expansion into new markets. To this end, it carries out device, paper and equipment recycling programs in all of its facilities. In addition, through the solutions it offers its customers, Space Hellas helps them reduce their own carbon footprint.



Governance

Space Hellas has adopted suitable policies and procedures, and, combined with the management systems it uses, it applies a very comprehensive corporate governance system. It adopts high ethical standards and ensures the ethical conduct of all its employees and partners. In formulating its strategy, it prioritises the protection of data and information, and the mitigation of any associated risks.



Society

The Group has acknowledged its human capital as its most valuable asset, as this forms the foundation of its competitive advantage. In this context, Space Hellas aims at responding immediately to any human and labour rights issues, therefore, ensuring it maintains a healthy and safe work environment for its people. In relation to human rights, the Group has endorsed the Diversity Charter, strengthening its commitment to establish and secure a healthy work environment.

To this end, Space Hellas applies an ISO 45001 certified Occupational Health and Safety Management System and follows international best practices, aiming at zero accidents.

At the same time, it offers customers innovative solutions of the highest quality, ensuring their technological needs are met, by developing their business models and contributing to their sustainable growth.

Lastly, it has formulated an action plan related to the local communities where it operates, focusing on education and technology. It participates in a number of research programs in partnership with government bodies and the academic community, passing on knowledge on technology matters and offering the younger generations the necessary tools to respond to the high tech demands of the future.



Group stakeholders

Space Hellas has recognised as its stakeholders those groups that impact and/or are impacted by its business operations, directly or indirectly, in a positive or negative way. Open communication and dialogue with its stakeholders is a priority for the Group, as it provides the opportunity to identify significant issues in a timely manner and proceed with corrective actions, as necessary. Recognising and prioritising stakeholders, along with establishing open, two-way communication, leads to risk mitigation and better use of any opportunity that may arise.

The table below presents in detail the material issues of the stakeholder groups and the communication channels through which they are communicated and recorded:

Stakeholders	Channels of communication	Material issues
 <p>Shareholders</p>	<ul style="list-style-type: none"> • General Meetings • Periodic meetings, presentations • Annual Financial Report • Sustainability Report 	<ul style="list-style-type: none"> • Value maximisation (Capital gains & dividends) • Integrity, Transparency, and Justice (respect for the legal & regulatory framework) • Effective risk management • Business continuity
<p><i>Frequency of communication: Systematically and whenever necessary</i></p>		
 <p>Workers</p>	<ul style="list-style-type: none"> • Internal communications • Open-door policy • Corporate Events • Sustainability Report Corporate • Corporate website • Social Media 	<ul style="list-style-type: none"> • Growth, development, and training • Health and Safety at work • Justice, equal opportunities, and respect for diversity • Pay and other benefits • Respect for human rights
<p><i>Frequency of communication: Daily</i></p>		



Message from the Chairman

Space Hellas

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Occupational Health and Safety




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Stakeholders	Channels of communication	Material issues
 <p>Customers</p>	<ul style="list-style-type: none"> • Electronic communication • Telephone communication • Interpersonal meetings • Corporate website • Social Media • Sustainability Report • Spacetalk, corporate magazine 	<ul style="list-style-type: none"> • Provision of advanced technology services and tailored solutions • Creating value through tech solutions • Specialised teams of experienced professionals for customer service • Data and IT security • Competitive prices • Tech support • Innovation and cutting-edge technologies • Digital transformation • Consulting • Corporate social responsibility
<p><i>Frequency of communication: Daily and as applicable</i></p>		
 <p>Partners - Suppliers</p>	<ul style="list-style-type: none"> • In-person meetings • Telephone communication • Electronic communication • Corporate website • Sustainability Report • Spacetalk, corporate magazine 	<ul style="list-style-type: none"> • Digital transformation • Networking, know-how • Ethics and integrity • Data and information security • Optimal working conditions; • Business continuity • Effective risk management
<p><i>Frequency of communication: Daily and as applicable</i></p>		
 <p>Local Community</p>	<ul style="list-style-type: none"> • Telephone communication • Corporate website • Social Media • Sustainability Report 	<ul style="list-style-type: none"> • Corporate social responsibility • Respect for human rights • Social actions
<p><i>Frequency of communication: Periodically</i></p>		



Stakeholders	Channels of communication	Material issues
 <p>State and Regulatory Authorities</p>	<ul style="list-style-type: none"> • Telephone communication • Electronic communication • Meetings with representatives • Digital platform (Gov) with Public Services, Tax Offices, • Hellenic Capital Market Commission, Athens Stock Exchange, etc. • Tendering procedures • Sustainability Report 	<ul style="list-style-type: none"> • Compliance with policies and regulations • Integrity & transparency • Data and information security • Smart and safe cities • Digital transformation
<p><i>Frequency of communication: As applicable</i></p>		
 <p>Academic Community</p>	<ul style="list-style-type: none"> • Telephone communication • Electronic communication • Meetings with representatives • Corporate Website • Social Media • Tendering procedures • Sustainability Report • Spacetalk, corporate magazine 	<ul style="list-style-type: none"> • Scholarships • Student internships • Research and development of digital education projects • Smart and safe cities • Digital transformation • High service quality • High quality of service • High level of expertise • Innovation and cutting-edge technologies • Added value solutions • Employment
<p><i>Frequency of communication: As applicable</i></p>		



Material issues

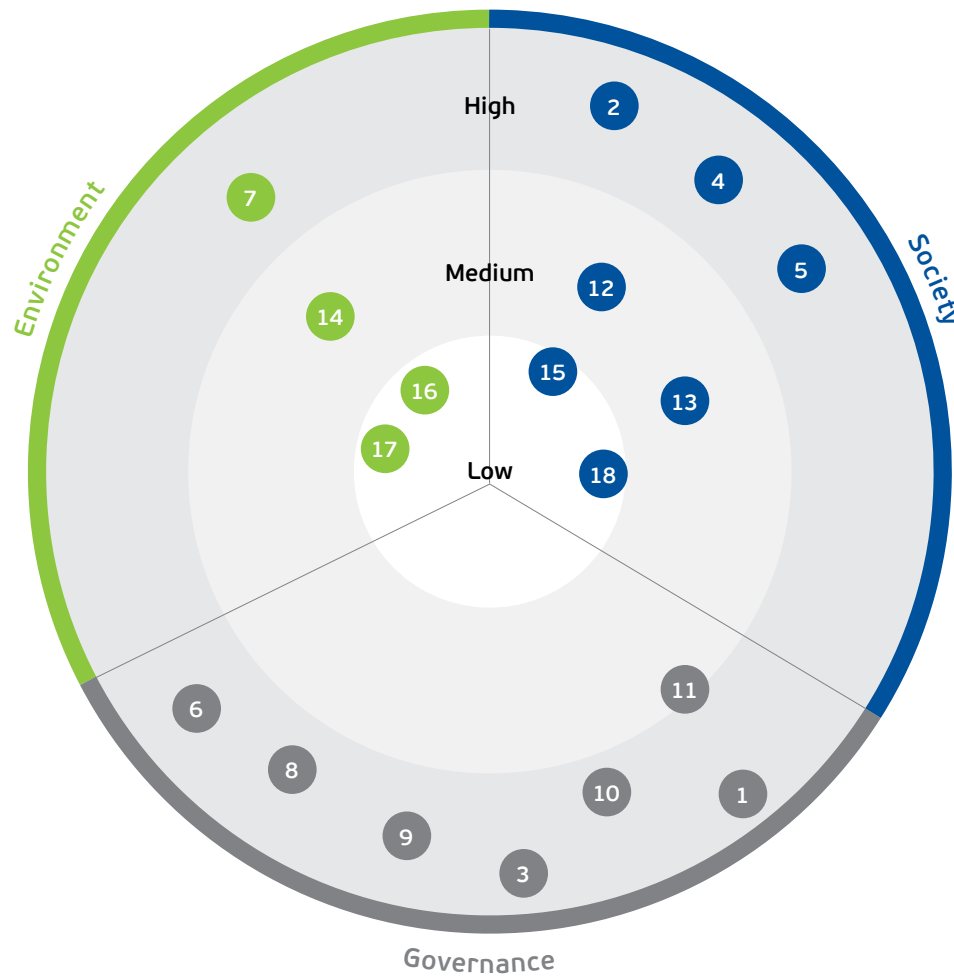
Applying the GRI Standards and taking into account the Sustainability Accounting Standard Board (SASB) sectoral standard, the Space Hellas Group focuses on identifying the material issues that are related to and impact its operations, directly or indirectly, in a positive or negative way, as well as its stakeholders. The issues arising through the materiality analysis cover the entire range of the Group’s operations, and are incorporated in the Sustainable Development Report, as well as in the Group’s strategy and action plan. The assessment process took into consideration those issues that could cause extensive changes to the Group’s impact and business operations.

Moreover, the impact of the potential risk incorporated in any issue was also considered, as was the pressure exerted on the Company by the stakeholders in relation to each of those issues. The stages of the materiality analysis were:



Our main goal is to continuously improve the Group’s approach and response on sustainable development and corporate responsibility issues. To this end, in 2022, the current issues were assessed in terms of their impact on the Company. This internal exercise served to update and prioritise material issues, which are presented in the following map.





Space Hellas has endorsed the UN Agenda 2030, as expressed through the Sustainable Development Goals, in its strategy and operation. The Group's priority is to meet the goals that are directly linked to the activities and challenges in the industry, as well as to those issues that were identified as material issues. Below is an association of the Company's material issues to the Sustainable Development Goals (SDGs):

Material issues	SDGs
Environment	
7 Energy management and saving	6 CLEAN WATER AND SANITATION, 7 AFFORDABLE AND CLEAN ENERGY, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
14 Climate change and greenhouse gas emissions	13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS
16 Waste management	13 CLIMATE ACTION
17 Water consumption	17 PARTNERSHIPS FOR THE GOALS
Society	
2 Employee health, safety and well-being	4 QUALITY EDUCATION, 5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH
4 Responsible technology and innovation	9 INDUSTRY INNOVATION AND INFRASTRUCTURE, 10 REDUCED INEQUALITIES, 11 SUSTAINABLE CITIES AND COMMUNITIES
5 Attracting, retaining and developing employees	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS
12 Diversity and equal opportunities	10 REDUCED INEQUALITIES
13 Customers' digital transformation	13 CLIMATE ACTION
15 Smart and safe cities	11 SUSTAINABLE CITIES AND COMMUNITIES
18 Social actions	17 PARTNERSHIPS FOR THE GOALS
Governance	
1 Cybersecurity	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
3 Data and information protection	17 PARTNERSHIPS FOR THE GOALS
6 Business continuity	
8 Combating bribery and corruption	
9 Business ethics	
10 Effective risk management	
11 Legal compliance	



Group ESG targets

Aiming to satisfy even its most demanding customers through innovation and sustainability, the Space Hellas Group has invested in regularly monitoring its performance on issues associated with the Sustainable Development pillars: Environment, Society and Governance. The goal of the Company is to ensure it keeps improving and seeks to maximise the added value for its stakeholders and society at large. To this end, Space Hellas has defined specific goals, with a predetermined implementation horizon and an action plan. These goals are presented according to the pillar they represent:

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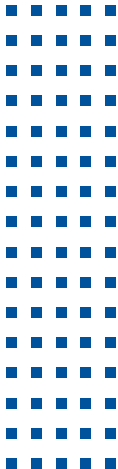
Year of implementation

Environment	
Creating an induction program related to the protection of the Environment and train all new employees.	2023
Applying an ISO 50001 certified Energy Management System.	2023
Assessing and implementing energy-efficient measures, such as: Building Management System (BMS), limitation on the operating hours of the air-conditioning system, and potential installation of PV panels on roof tops.	2023
Society	
Coaching skills training for Senior Executives	2022
New Managers training	2022
Completing the training program addressed to the entire Company Management Team that had began at the end of 2019	2022
Designing and introducing an induction plan for all new colleagues	2022
Creating a career path in Technology Divisions	2023
Upgrading the Performance Evaluation System	2023
Conducting an evacuation drill in all Company facilities	2023
Creating an induction training program on Health and Safety issues for all new employees	2022
Introducing a new corporate intranet	2023
Governance	
Develop an ESG Strategy	2023

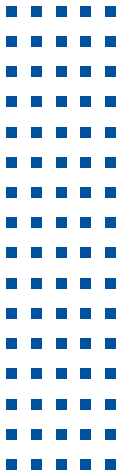


Environmental responsibility

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- Natural resource management 51



3



Promoting the UN's 17 Sustainable Development Goals:



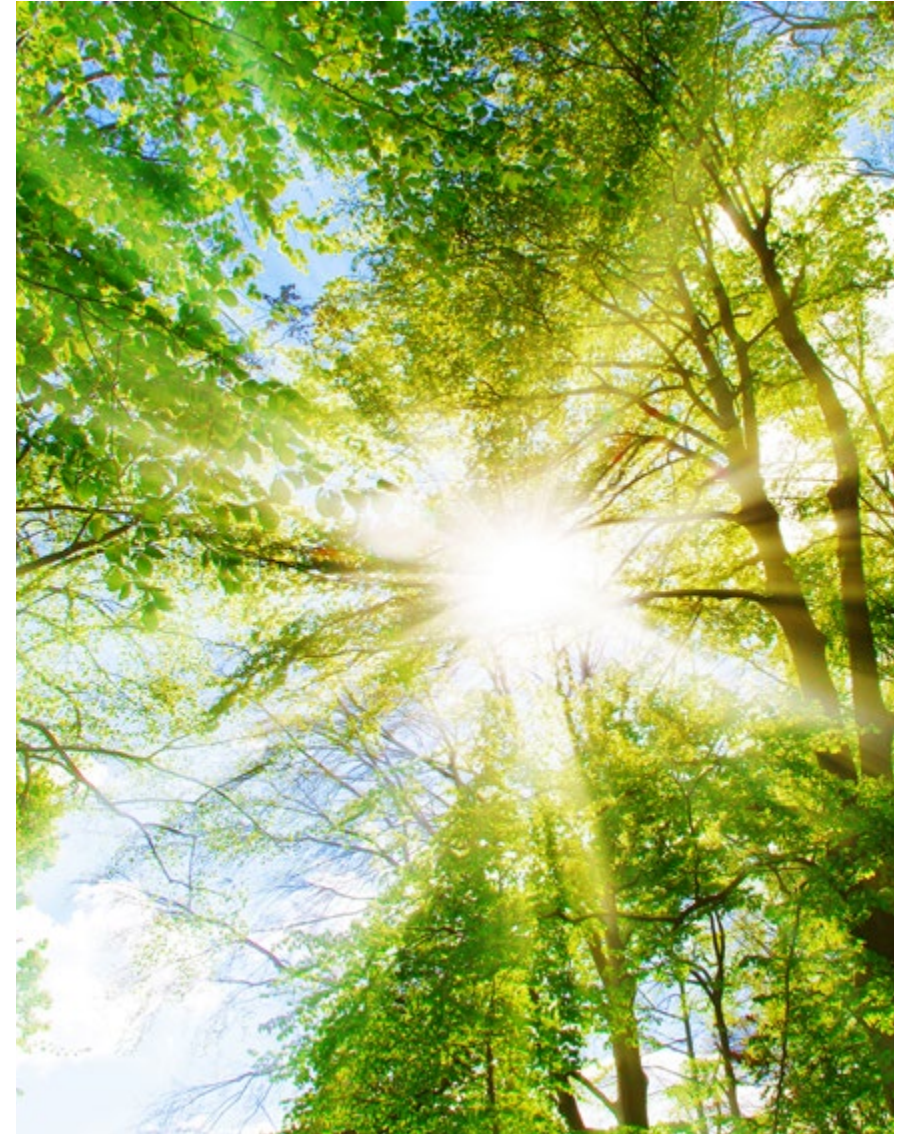
Environmental Management System

Space Hellas applies an ISO 14001:2015 certified Environmental Management System. The System includes all Company procedures associated with the environmental impact of its activities. Furthermore, the System serves to systematically analyse relevant risks and act to continuously improve the Company's environmental performance.

The Company has established environmental indicators to monitor and record all these, the most important of which are presented below and are described in detail in the Company's Annual Financial Report¹.

The Safety and Management Systems Division is responsible for designing, implementing and supervising the System and the Environmental Policy. The Division has been designated as the Environmental System Manager, handling all relevant issues in cooperation with other competent employees, such as the Legal Consultant for monitoring the relevant legislation, the HR Manager, the Electrical/Mechanical Systems Manager, the branch directors and the Emergency Management Teams.

¹The Annual Financial Report for the fiscal year starting on 1 January and ending on 31 December 2022 was prepared in accordance with Article 4, Law 3556/2007, approved by the SPACE HELLAS Board of Directors on 31 March 2023, and posted online at www.space.gr



Environmental Policy

The Environmental Policy is the cornerstone of the Environmental Management System. The Company has adopted a unified Policy on Quality, Health & Safety and the Environment, which is revised on an annual basis.

Through its Environmental Policy, Space Hellas is committed to:

- ▶ Identify the environmental aspects and impacts; carry out a risk assessment; and adopt measures to mitigate the risk arising from corporate activities.
- ▶ Implement material recycling, where possible, including paper, plastic, metal, electrical and electronic devices and batteries.
- ▶ Adopt measures related to energy management and equipment upgrades, to reduce energy consumption in buildings and for transportation, including the use of electricity, liquid fuel and fuel gas.
- ▶ Reduce the consumption of water, paper and other natural resources.
- ▶ Prevent environmental pollution from day-to-day activities, avoid toxic substances and minimise the use of environmentally harmful substances, such as cleaning chemicals, waste, etc.
- ▶ Prevent potential environmental accidents, such as fire, leaks, etc., by adhering to a proper maintenance schedule, and continuously training the employees and raising their awareness.
- ▶ Establish an environmental incident response mechanism to address fires, leaks and other emergency situations.
- ▶ Raise awareness among employees, customers, suppliers and partners on the importance of environmental management and the threats of climate change.



Environmental awareness

Employee participation in the Environmental Management System is a key factor for its success, since the employees become engaged in the environmental initiatives, also affecting the relevant indicators.

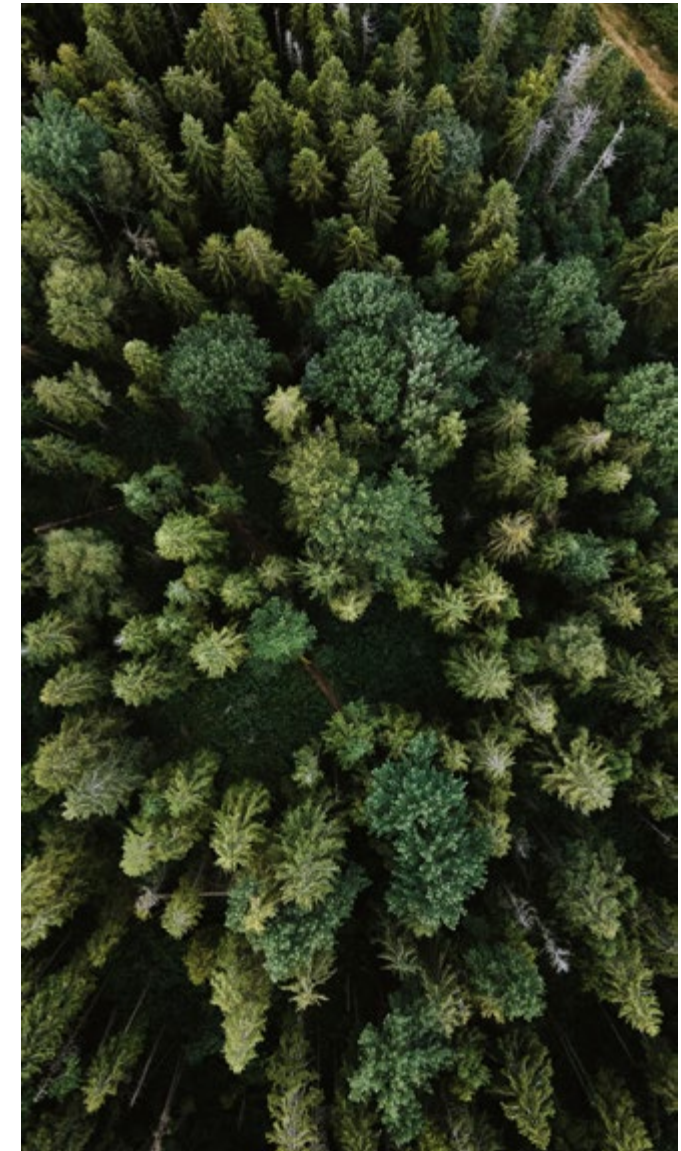
Space Hellas carries out a training program with the aim of informing the employees and raising awareness on all environmental issues related to the Company's operations, as well as providing information related to the Environmental Management System it applies.

The training program includes a presentation held at least once a year, along with a newsletter sent on a regular basis. Subjects include ways to reduce electricity use and fuel consumption, while strong emphasis is placed on proper recycling practices.

Moreover, Space Hellas ensures all new hires receive the relevant information when they first join the Company.

In 2022, the Company continued to upgrade its internal communication network to make it more user-friendly for all employees, and serve the Company needs more efficiently. Therefore, employees have access to all documents related to the Environmental Management System, such as the Policy, the procedures, the guidelines and the corresponding training material.

All employees have access to this module, whereas new hires receive an email from the HR Department to visit the module and carefully study the information, in order to familiarize themselves with the contents and guidelines.



Environmental risks and opportunities

Space Hellas continuously monitors the developments and international trends related to environmental issues, analysing the ways in which the Company impacts them and is impacted by them.

Through the Environmental Management System it has developed, the Company records, evaluates and annually updates:

- ▶ environmental issues that pertain to it, both at facility and Company level,
- ▶ threats and mitigation measures,
- ▶ opportunities and actions to leverage them effectively.

The most important threats that emerged in 2022, based on the Company's operation, relate to climate change through energy consumption and natural resource management, and also through sound waste management practices.

These two topics are analysed in detail below.

To identify the relevant threats and opportunities, Space Hellas uses a powerful strategic design tool, SWOT Analysis (Strengths, Weaknesses, Opportunities and Threats).

SWOT Analysis is also applied on environmental issues and any ISO-certified subject.



More information about the Company's risk management is available under the Corporate Governance section.



Threats and opportunities from climate change

Climate change and its impact on business operation is one of the most significant and well-recognised threats on a global level. Space Hellas analyses this threat and focuses on the following points, which are driven by the increase in extreme weather phenomena.

- ▶ Increased energy consumption during the winter months, due to extreme cold (buildings and vehicles).
- ▶ Increased energy consumption during the summer months, due to heatwaves (buildings and vehicles).
- ▶ Risks related to employee health, safety and accidents.
- ▶ Increased equipment failures due to exposure and operation in extreme conditions.
- ▶ Reduction of turnover due to delays and/or increases in supplier lead times due to damages at manufacturing/raw materials sites, caused by extreme weather conditions.
- ▶ Risks of flooding and product loss at Company warehouses or at the warehouses of external logistics associates.
- ▶ Drop in employee productivity because of extreme weather conditions, such as heatwaves, snowfall, heavy rainfall or floods.
- ▶ Delays in delivering equipment to customers and delays in completing projects due to extreme and adverse weather conditions.
- ▶ Delays in employee transportation due to traffic congestion during extreme weather conditions. Productivity drop in outdoor technical interventions.

Climate change may also create opportunities, such as:



Climate change

Energy consumption

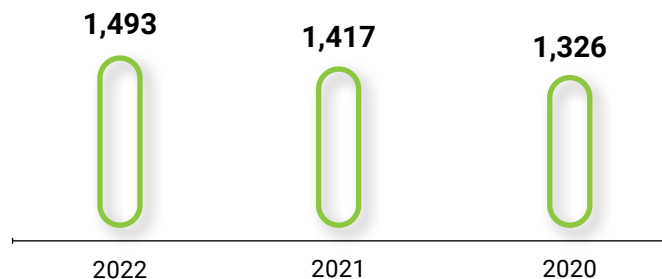
Space Hellas systematically records energy consumption from its activities and is always looking for the best available techniques and solutions for energy management and conservation. Energy consumption (electric and thermal energy) at the Company facilities in 2022 was 1,535 MWh, slightly reduced by 0.4% compared to 2021 (1,540 MWh).



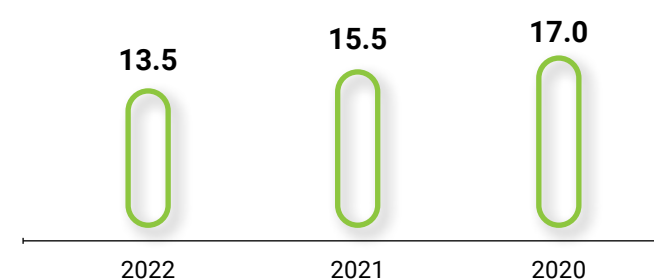
Electricity

Electricity is the main energy source for the Company, corresponding to 97% of the energy consumed at the Company facilities in 2022. Annual electricity consumption in 2022 was up by 5% compared to the previous year. However, turnover in 2022 grew by 21%, which means that the specific electricity consumption indicator decreased by 13%. The indicator is defined as the ratio of electricity consumption to income in the same year (kWh/ income in € thousands).

Electricity consumption (MWh)



Specific electricity consumption (kWh/€ thousands)

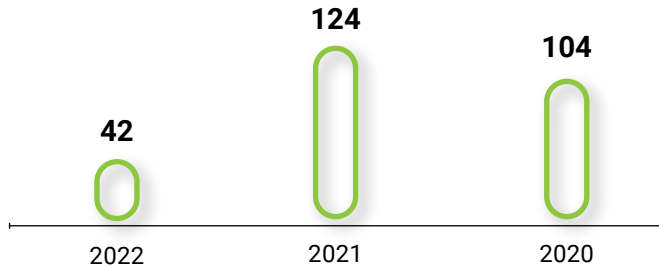




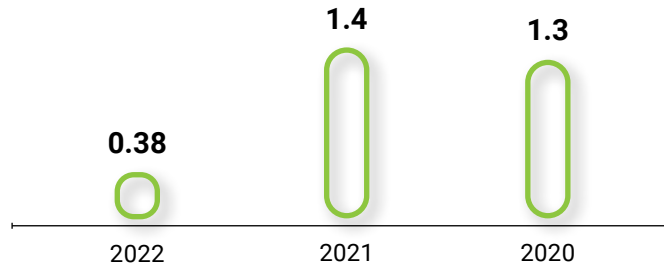
Thermal energy

Diesel and natural gas consumption at the Space Hellas facilities dropped from 124 MWh to 42 MWh, posting a 66% decrease compared to 2021. This decrease is mainly due to the increased use of heat pumps instead of natural gas at the Company HQs.

Annual thermal energy consumption (MWh)

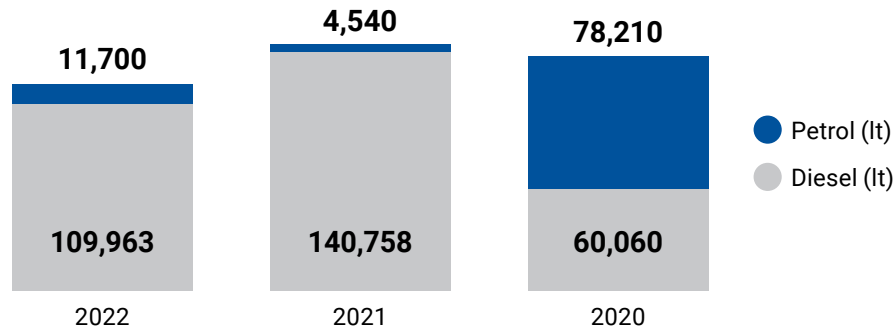


Specific thermal energy consumption (kWh/€ thousands)

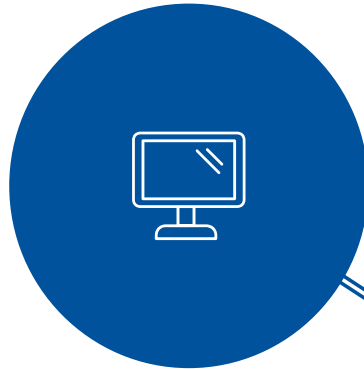


Transport

Space Hellas also closely monitors fuel consumption from company vehicles. Through leasing programs, the Company is taking steps to replace the company fleet with hybrid and/or electric vehicles. Note that EV chargers have already been installed at various spots within the Company premises. In 2022, total diesel and petrol consumption for transport was down by 16%, from 145,298 lt to 121,663 lt.



Finally, the Company has made significant efforts to link all energy management systems used at its facilities in one electronic platform. The goal of the platform is to provide continuous consumption control, immediate remote intervention, when needed, and normalisation of the data monitoring indices based on external parameters. This initiative is carried out with the use of the SenseOne software and is expected to revolutionise the way energy management is carried out.



In the context of the energy management at Company facilities, an energy audit is carried out, with proposals for improvement as the outcome. As such, with the aim of energy use reduction, the old ventilation and air conditioning systems, as well as the boiler used for heating, were replaced by a heat pump. In addition, all conventional light bulbs were replaced with LED lamps, which offer improved performance and energy savings.

Within 2022, the Company also replaced its old servers with modern, low-consumption systems and cloud storage. This action is expected to result in significant energy savings, as much lower energy levels are required to operate these systems, including the energy required for cooling purposes.



-16 %
specific electricity consumption
in 2022



Emissions¹

Space Hellas recognises the need to take immediate action to reduce carbon emissions and therefore, systematically monitors the emissions from its activities.

The method followed to calculate emissions is according to the ISO 14064 standard and the GHG Protocol for the total emitted greenhouse gases, including methane (CH₄) and nitrous oxide (N₂O), expressed as CO₂ equivalent (CO₂e).

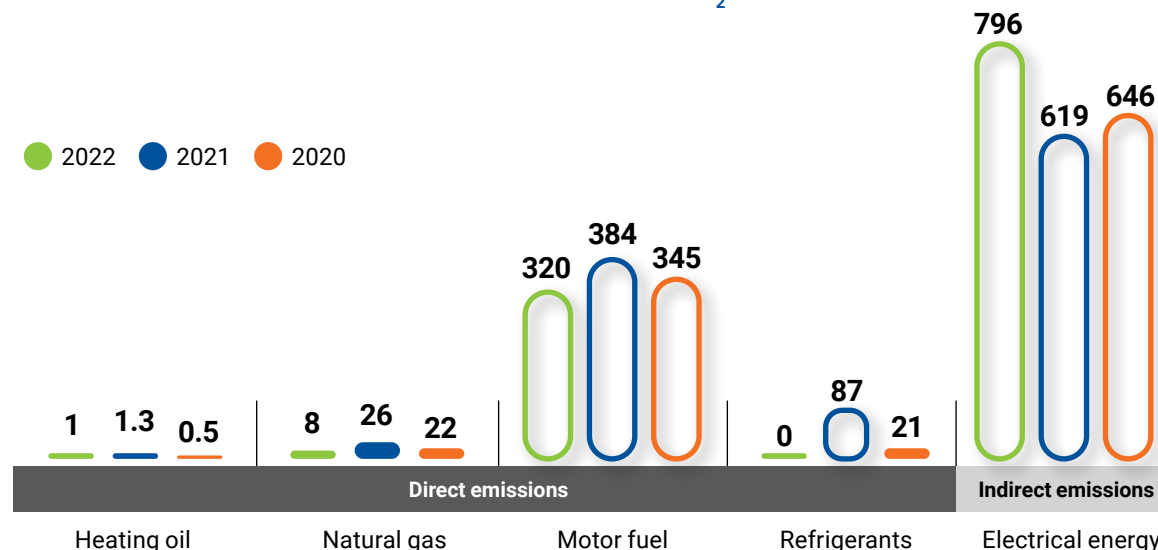
Direct emissions (Scope 1): Carbon emissions resulting from stationary fuel combustion (diesel and natural gas), mobile combustion (diesel and petrol), and refrigerants leaks from air-conditioning units and other similar equipment².

Direct emissions (Scope 2): Emissions generated during the production of the consumed electricity.

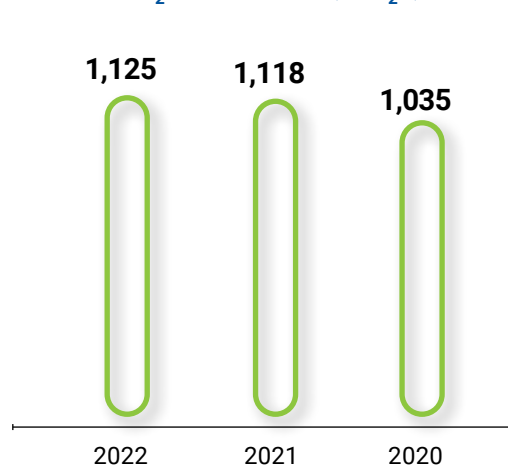
¹ The emissions of the previous years (2020 and 2021) have been recalculated according to the ISO 14064 methodology, as recommended by Climate Law 4936/2022.

² The quantity in kilos of coolant used to top-off the system is considered to be equal to the quantity emitted to the atmosphere during the same year (GHG Protocol, 2004).

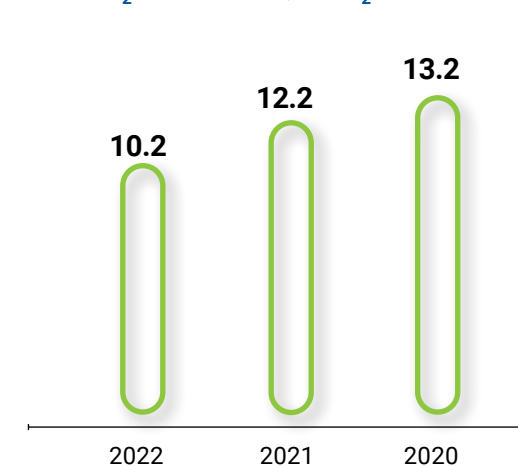
Carbon emissions tCO₂e



CO₂e emissions (tCO₂e)



Specific CO₂ emissions (kgCO₂e/€ thousands)

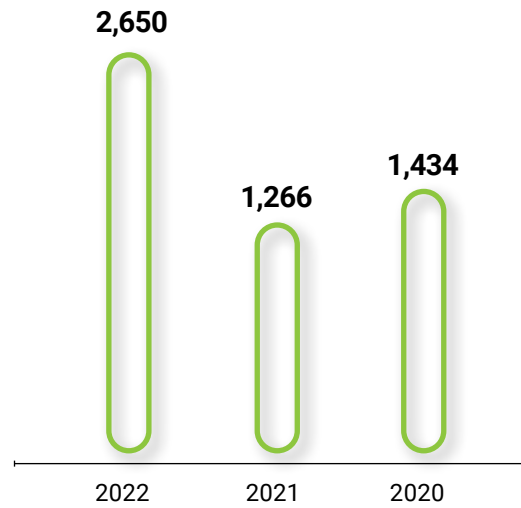


Natural resource management

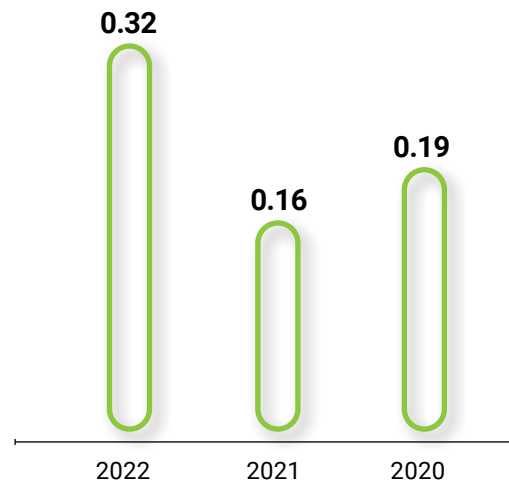
Water consumption

Space Hellas monitors water consumption at its buildings, with the aim of ensuring proper water management and preventing potential leaks. In 2022, total water consumption increased due to the addition of new facilities, staff increases and the need to clean and refill the water tanks for the fire protection system in some of the Company buildings.

Water consumption from the water supply networks (m³)



Specific water consumption (m³/m²)

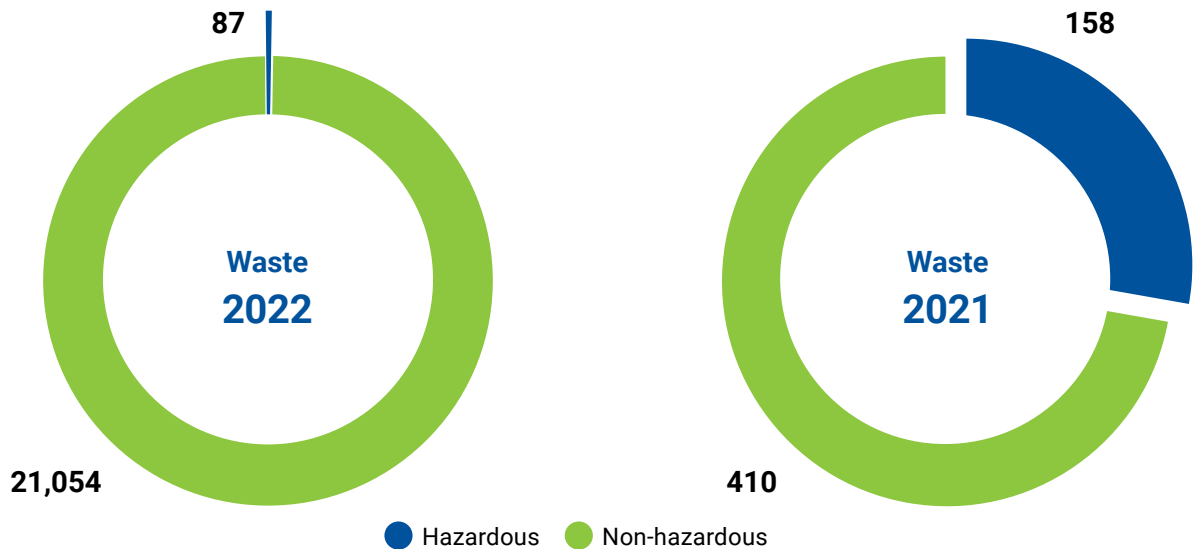
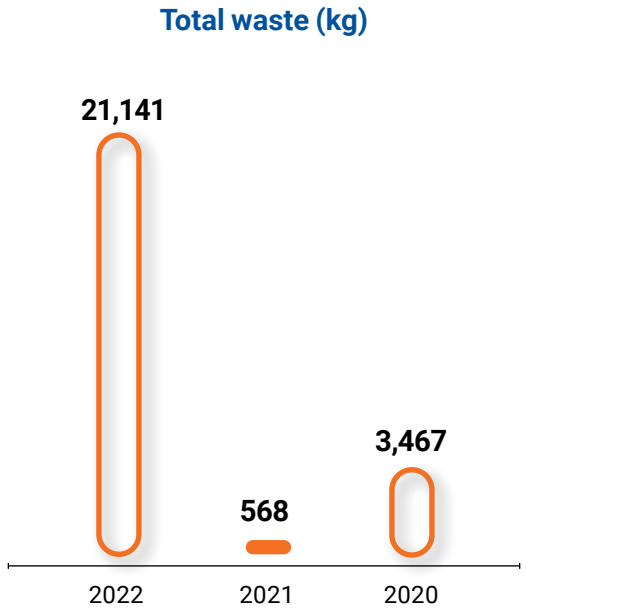


Natural resource management

Waste management

Sound waste management is an environmental priority for Space Hellas, which makes efforts to reduce waste production through digitised tools and procedures. The Company also focuses its efforts on waste recycling, by designing and monitoring a relevant program. These goals are communicated to the employees through environmental training, which presents the recycling program, the different waste flows for collected waste and the collection points. Lastly, waste is delivered to licensed operators for transportation and treatment.

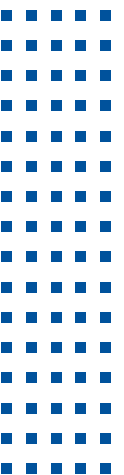
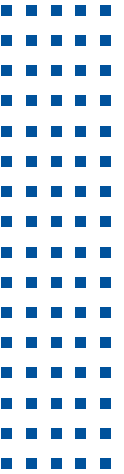
In 2022, the Company cleaned out the old warehouse and laboratory equipment, and decommissioned an old diesel generator. These actions resulted in the generation of almost 20 tonnes of electronic and electrical equipment waste, which was delivered to a licensed operator for alternative management.



Our people

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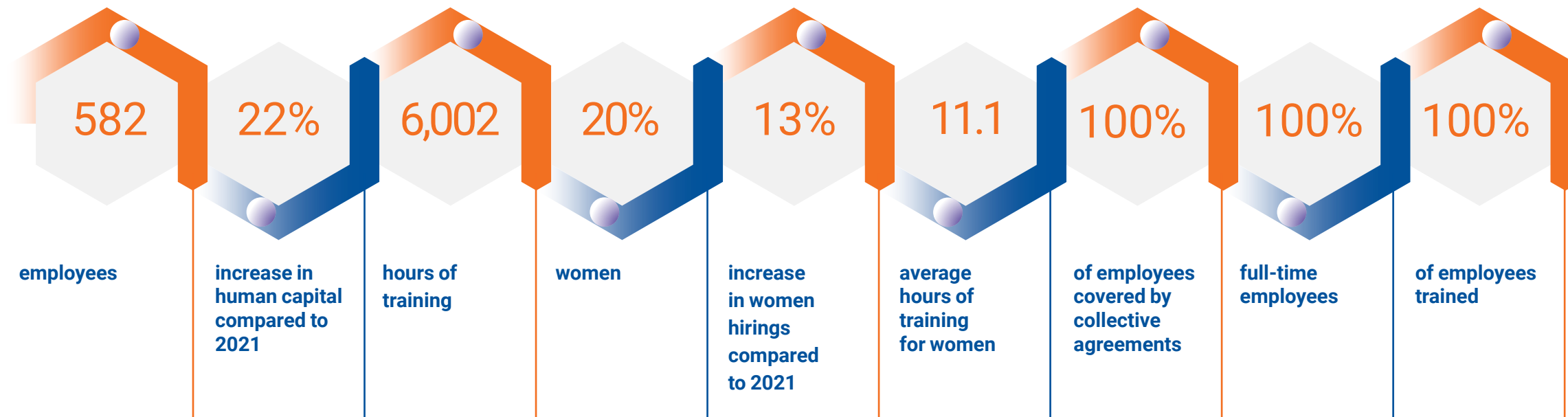


Promoting the UN's 17 Sustainable Development Goals:



At a glance

At the heart of Space Hellas are its people -the individuals who put in their unique skills and dedication in any project they undertake every day. They are the driving force behind the Company's success. Each employee plays their part in the collective strength of Space Hellas, introducing different prospects, ideas and experiences which enrich the Company know-how and enhance everyone's ability to serve customers more efficiently.



Our people's commitment to excellence, their passion for achieving our mission, and their dedication to ethical and sustainable practices are what sets us apart in this industry. They are the reason why we can confidently look towards the future, knowing that we have the right human resources to respond to any challenge and seize any opportunity that may arise, in an ever-changing business environment.



Respecting labour and human rights

At Space Hellas our goal is to establish a safe work environment, attractive to all our employees. Safeguarding human rights and promoting diversity are at the core of our operations, regulating every aspect of the Company.

The Company defends the internationally established human rights and does not allow any type of discrimination at the workplace. Specifically, Space Hellas respects human rights, offers equal pay and protects employees from any type of harassment at work. The Company has established a Policy against Violence and Discrimination at Work, with the aim of protecting its people against any type of improper behaviour, and encourage them to report it.

Space Hellas has also established a Human Rights Policy, which is based on the following pillars:

- > **Zero tolerance**
- > **Freedom to the right of collective bargaining**
- > **Prohibition of any form of forced and child labour**
- > **Working hours and remuneration**
- > **Health and Safety**
- > **Harassment Prevention**

Recognising the need to create a transparent, merit-based and diverse work environment that ensures the well-being of its employees, Space Hellas has adopted a:

- > **Human Rights Policy**
- > **Diversity Charter**
- > **Policy against Violence and Harassment in the Workplace**
- > **Code of Ethics and Professional Conduct**



In addition, at Space Hellas we have signed the Diversity Charter, demonstrating in action that inclusion, acceptance and diversity are fundamental values for our Company. Our goal is to create a diverse work environment, showcasing the unique attributes of each individual, and providing equal opportunities to all, regardless of their gender, race, ethnicity, age, disability and sexual orientation.

The Company remains steadfast in its efforts to develop its employees, by offering them additional monetary and non-monetary benefits; promoting and encouraging meaningful, two-way communication; and investing in their well-rounded and comprehensive training, ensuring equal opportunities to all.

To achieve these goals, the work environment must be transparent and merit-based, with well-established rules and values, as reflected in the Code of Ethics and Professional Conduct that applies to all employees, irrespective of their company ranking, and also extends to our customers and all partners.

Specifically, the main principles of the Code are:

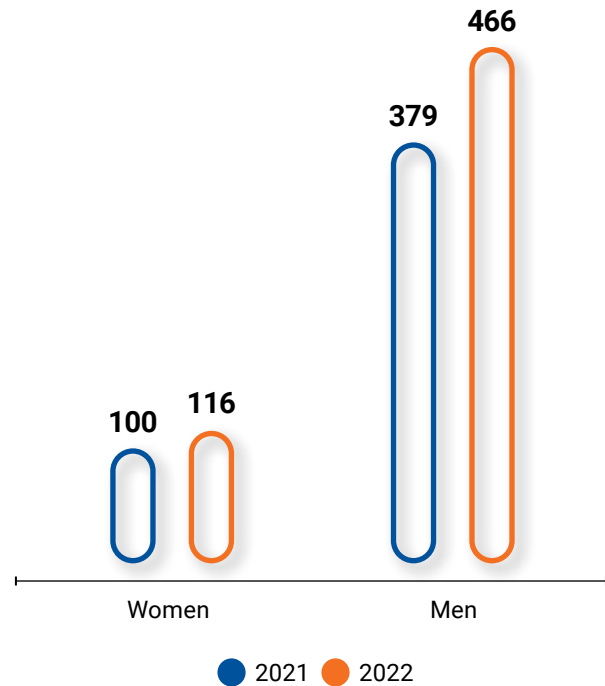
- > **Treating all individuals fairly and avoiding any type of discrimination**
- > **Rejecting all forms of bribery and combating corruption**
- > **Respecting the value and ownership of the information handled by the Company and refraining from using it without proper authorisation**
- > **Executing each project respectfully, diligently and responsibly**



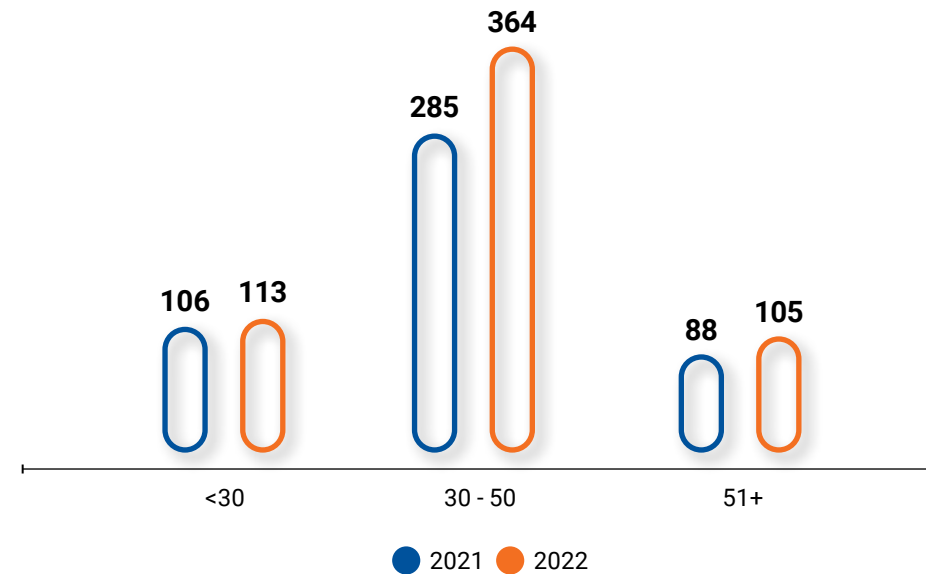
Human resources profile

The human resources of Space Hellas are the main component of its success and a key factor in its continuous growth. At Space Hellas we invest in our people and strive to offer them a merit-based, inclusive and safe work environment. We encourage open communication, actively supporting our people’s development on a professional and personal level, while, at the same time, we provide additional benefits that increase their overall work satisfaction.

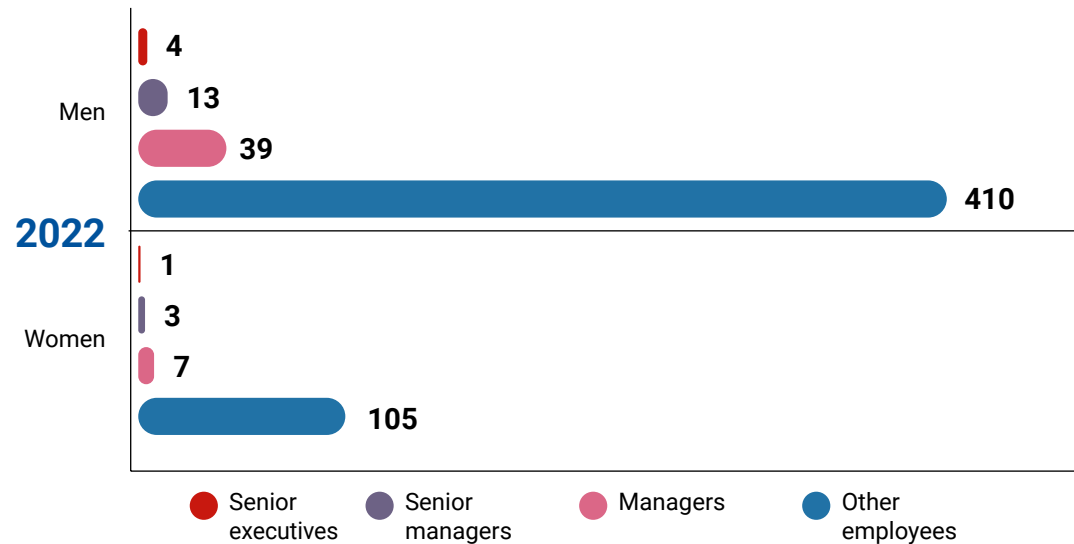
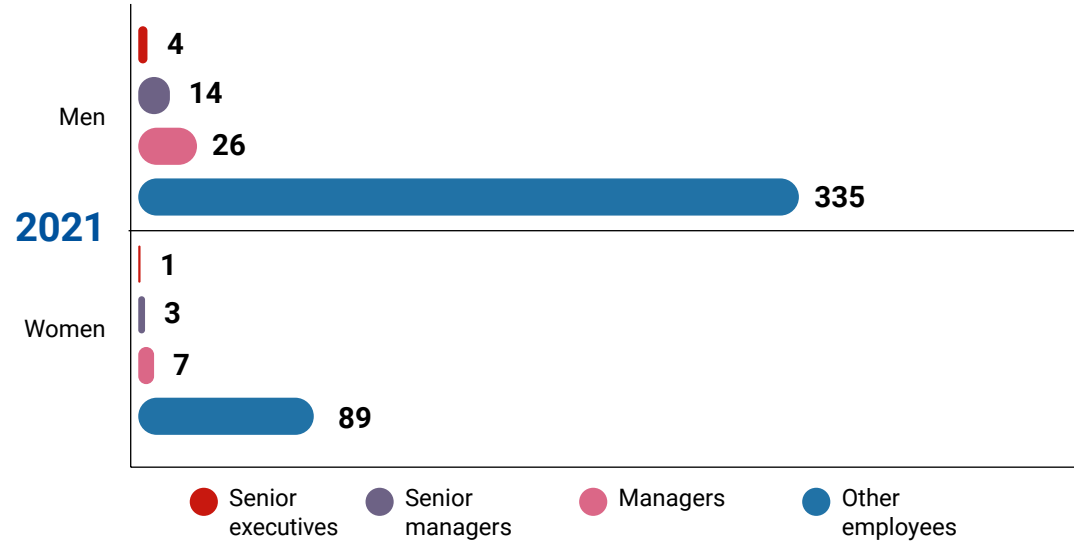
Human resources distribution by gender



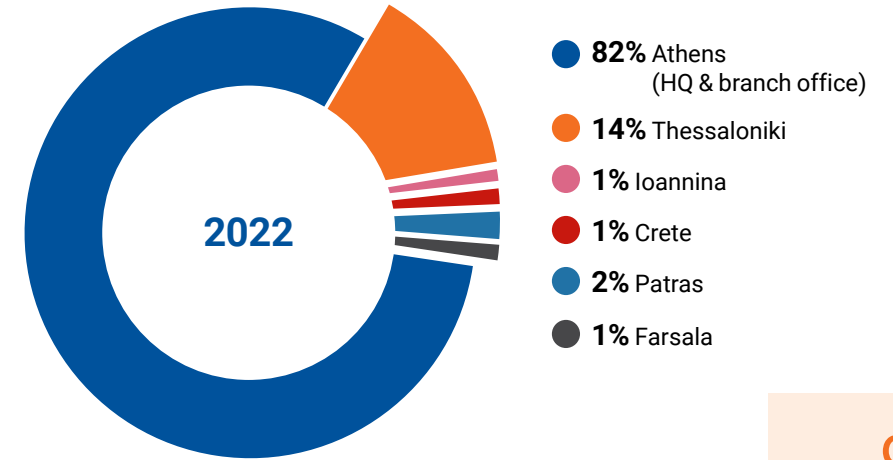
Human resources distribution by age



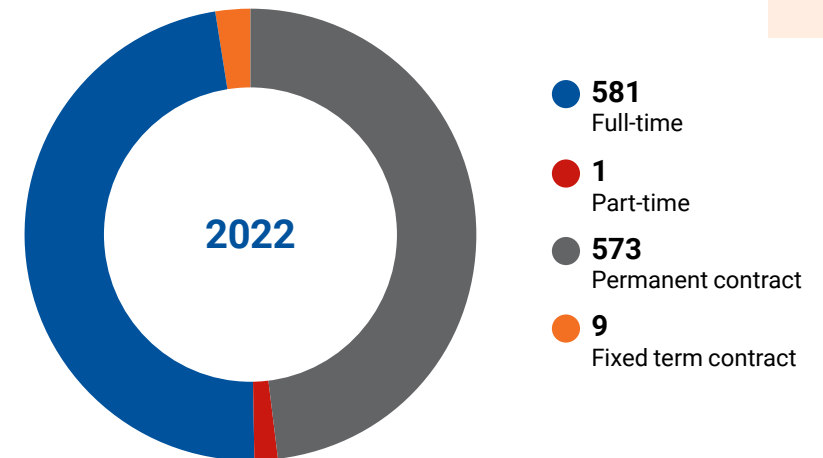
Human resources distribution by ranking and gender



Human resources distribution by geographic area



Human resources distribution by employment contract type



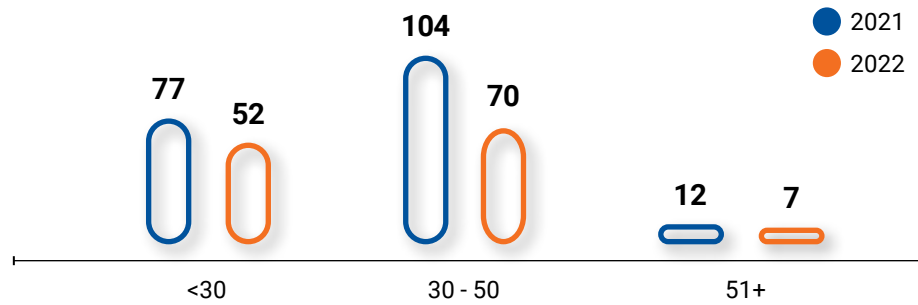
9 students completed their internship



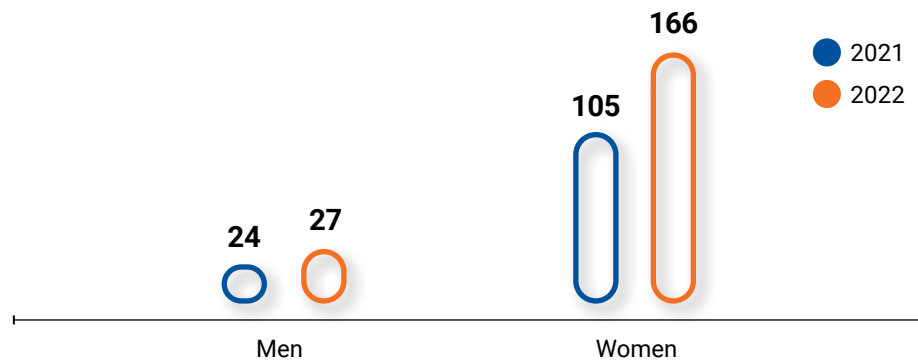
Attracting and retaining employees

Attracting and retaining highly qualified personnel is extremely important and carried out based on merit, without any discrimination, in order to identify the right candidates holding all necessary formal qualifications and expertise to respond to the requirements of each role. Moreover, candidates must also possess suitable personal attribute to embrace the vision, values and culture of the Company.

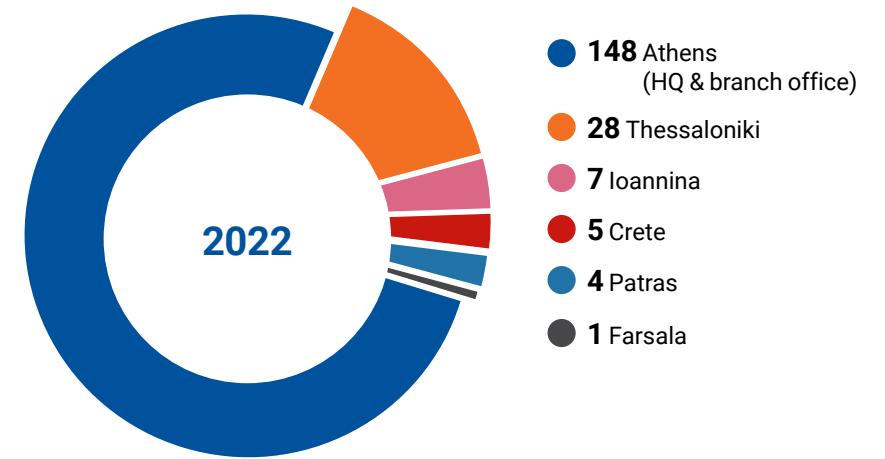
Hirings by age group



Hirings by gender



Hirings by geographic location



14.5%
employee mobility index



7%
women mobility index



“Refer A Friend” program

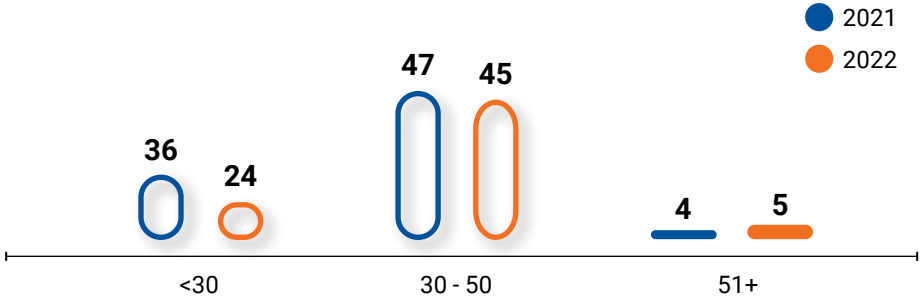


In September 2022, Space Hellas launched the “Refer A Friend” program with the aim of identifying and attracting talented individuals through its existing network of employees. The initiative was met with an overwhelmingly positive response and 70 applications were submitted in total. Following thorough evaluation and adhering to the Space Hellas candidate selection procedures, 33% of the applications led to a hiring, adding 23 new colleagues to the Company staff.

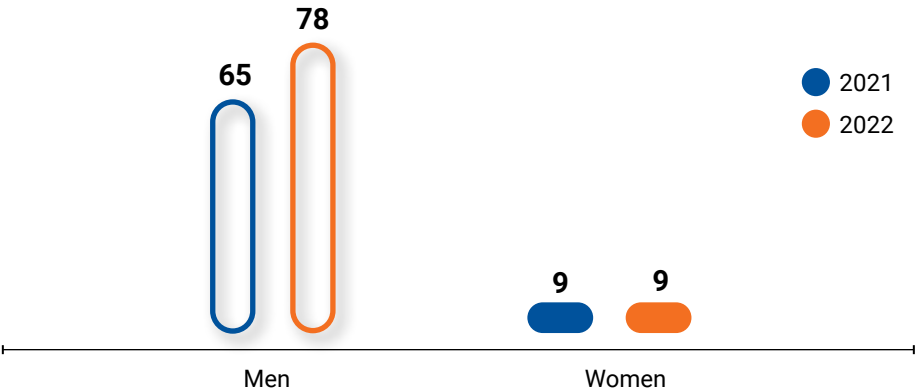
The program not only highlighted the trust and loyalty of the current Space Hellas employees, but also highlighted the Company’s commitment to expanding its team with qualified professionals. Space Hellas honoured the employees who participated in the program and whose referral led to a hiring, acknowledging their contribution in developing the Company’s human resources and giving them an incentive to propose people who are close to them.



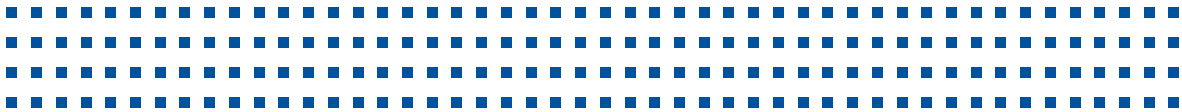
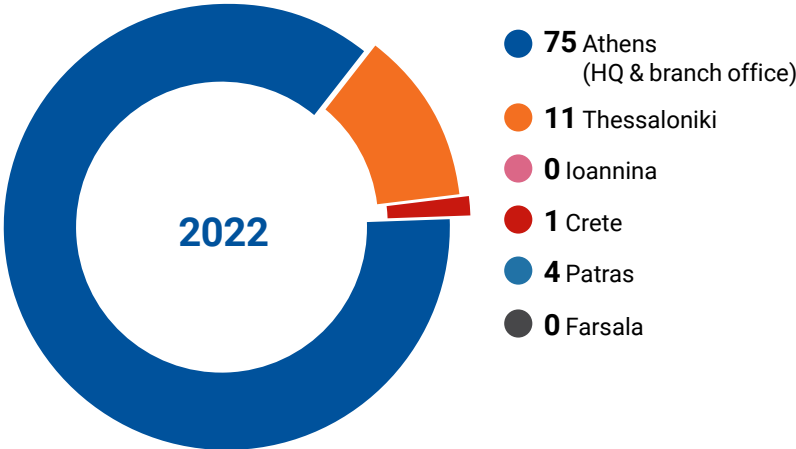
Departures by age group



Departures by gender



Departures by geographic location



Employee training and development

Space Hellas invests in training its people, as this is a necessary condition for them to hone their skills and talents, while enhancing their knowledge. Training is provided to all employees, regardless of their ranking, starting from the first day they join the Company.

Specifically, Space Hellas provides the newly hired employees detailed training regarding the duties they will be undertaking. The HR Department works closely with the relevant department for this presentation and ensures that the new employees are informed of the Code of Ethics and Professional Conduct, the vision and the values of Space Hellas.



Average hours of training by gender and ranking

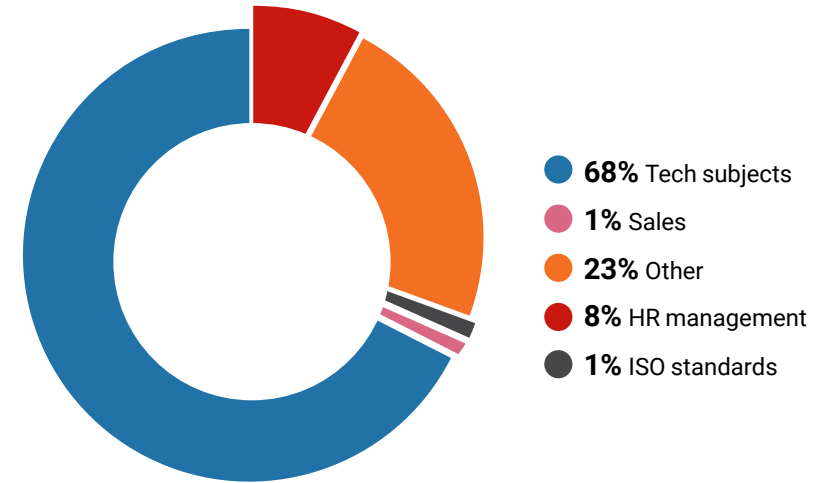


The Company has developed a wide range of training topics related to operational issues, to ensure its employees have adequate knowledge, and continue to grow both professionally and personally. The training sessions carried out are depicted in the following graph.

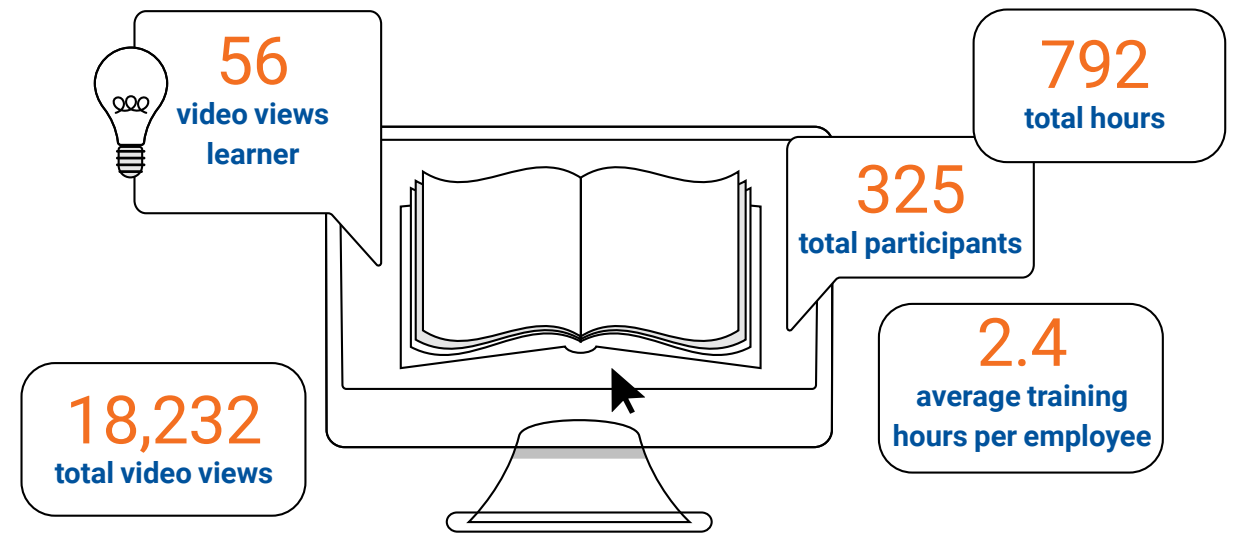
6-week learning program via LinkedIn

Recognising the importance of training, professional development and personal growth for its people, Space Hellas secured access for all of its employees to the LinkedIn learning platform for a period of six (6) weeks. The educational material was very extensive, and each employee could choose different learning programs, depending on their position and personal interests.

Most of the learning courses were mainly asynchronous and, therefore, offered flexibility in terms of the training time, while employees could also attend them from their mobile phones.

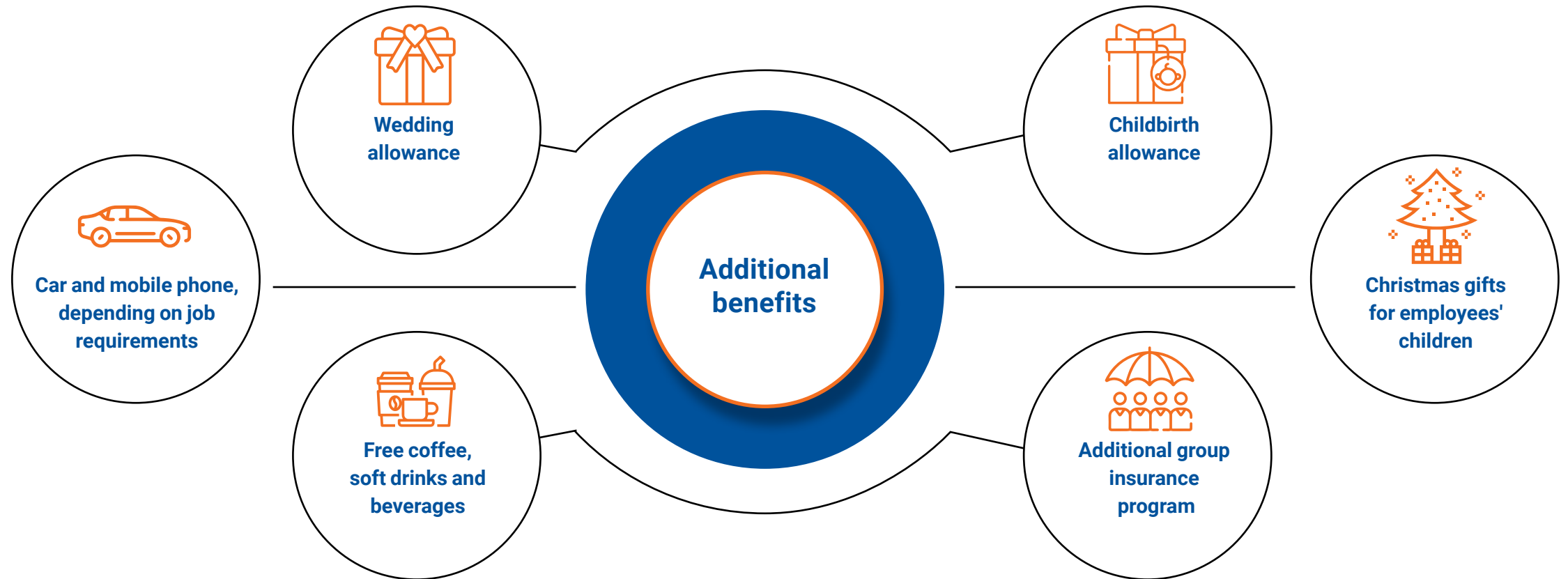


How much are they learning?



Employee benefits

At Space Hellas we consider our employees one of the main pillars of success and, therefore, we always try to secure benefits for them beyond those mandated by law, aiming to preserve and increase their well-being and work satisfaction. Space Hellas offers its employees the following additional monetary and non-monetary benefits.



Communication and relationship building


At Space Hellas we strive to maintain open communication channels with our employees, to ensure they are timely informed of any important company matter.

We maintain communication channels which help strengthen internal communication, building relationships of trust between the employees and ensuring transparency.

Space Hellas has developed the following channels to connect with its employees:



Newsletters



Email notifications



Department meetings

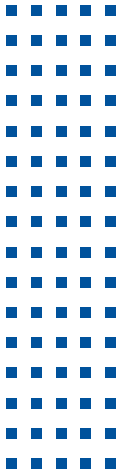


Open-door policy

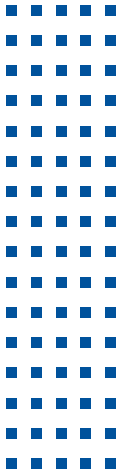


Health and safety at work

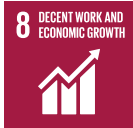
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- Health and Safety Management System 68
- 2022 in numbers 69
- Managing Health and Safety issues 70
- Health and Safety Indicators 72



5



Promoting the UN's 17 Sustainable Development Goals:





The Company adopts a single and common approach to addressing health and safety issues, applicable to the entire range of its operation. Prioritising the health, well-being and safety of its people, the Company applies a Health and Safety Management System, striving to continuously improve its performance.

Our approach

At Space Hellas we aim at creating work conditions which ensure the Health and Safety (H&S) of our employees, as well as our customers and partners who may be impacted by our activities. In this context we:



Health and Safety Management System

Space Hellas applies an ISO 45001:2018 certified Health and Safety Management System. The System applies to all Company facilities and aims at effective risk identification and management, in the context of systematic monitoring and continuous improvement.

The Company Management has affirmed its commitment to this objective through the Health and Safety Policy, which was the cornerstone for developing the Management System.

Health and Safety Policy

The Health and Safety Policy, developed in the context of the unified Quality, Health & Safety at Work and Environmental Policy, is updated on an annual basis by the Management, and specifies, among others:

- ▶ Full compliance with applicable laws and other relevant regulations
- ▶ Identification and assessment of occupational risks and adoption of mitigation measures
- ▶ Design of preventive action programs and corrective actions, with the aim of minimising or eliminating risks
- ▶ Systematic measurement, assessment and initiatives aimed at reducing the levels of exposure to harmful factors, and continuous monitoring of employee health
- ▶ Open and transparent communication on all matters related to health and safety
- ▶ Information, awareness-raising and training actions for staff
- ▶ Systematic inspection of processes and procedures to ensure compliance with health and safety rules and accomplish the objectives
- ▶ Continuous efforts to be aligned with international standards and follow best practices



2022 in numbers



¹ Number of work accidents, per year (absence > 1 day)

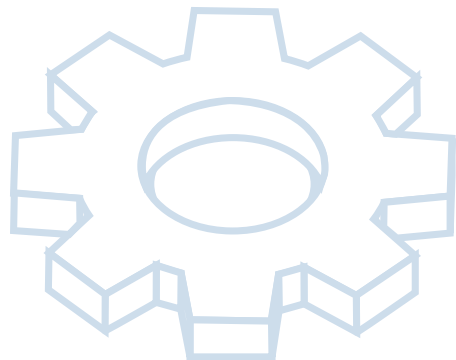


Managing Health and Safety issues



Continuous improvement

An iterative process of designing procedures and actions, implementing them and monitoring their effectiveness ensures the continuous improvement of the H&S Management System.



Risk identification and assessment

We adopt the principle of prevention and follow procedures to timely and directly address occupational risks.

Space Hellas has an Occupational Risk Assessment Study available at all its facilities, to analyse the relevant risks and adopt measures to eliminate them.



Consultation with employees

Employee participation in the H&S Management System is necessary and essential, especially regarding identifying workplace risks and applying the relevant measures and procedures.

The Company has established a special employee committee, comprising representatives from every department. The committee convenes regularly to communicate the needs of the employees to the Management and propose improvements in relation to managing health and safety issues.



Managing Health and Safety issues



Monitoring risks

The Company has defined Health and Safety indicators to monitor the effectiveness of the adopted measures and procedures.

In addition to the performance indicators, it implements a program of internal and external audits. A specific audit list has been created at each facility, with the aim of monitoring the points and conditions where risks have been identified, and determining the degree to which safe conduct procedures and measures are followed by the employees. The inspections are carried out either by the Department Heads or by independent external contractors.



Fostering a health and safety culture

The success of the H&S System is largely dependent on the safety culture that has been developed within the Company. Employee training is a decisive factor to this end, and for this reason, Space Hellas designs relevant programs based on the recommendations of the Technical and Medical working groups, and on international and national developments and contemporary trends.

In 2022, training seminars were held in relation to the Health and Safety Management System at work; practical day-to-day guidelines, instructions in cases of emergency, such as earthquake, fire and building evacuation, instructions for the use of the

fire extinguishing systems, as well as seminars on specific issues, such as how to move heavy objects, the use of portable ladders, guidelines to avoid electric shocks, safe driving, maintain a correct sitting posture, pandemic response, etc.

Lastly, the Company has formed a team for the management of emergency situations, which is regularly trained to handle emergency incidents, building evacuations and provision of first aid.



Health and Safety Indicators

The Company's goal in relation to the Health and Safety of its employees has always been to eliminate work accidents. To monitor its performance in terms of this target, as well as to assess the overall Space Hellas performance in the area of Health and Safety, specific indicators are recorded and monitored:

	2022	2021	2020
Work Accidents			
Number of work accidents (absence > 1 day)	0	0	0
Severity Rate			
Employee LTISR (Lost Time Incident Severity Rate)	0.0	0.0	0.0
Injury Frequency Rate			
Employee LTIFR (Lost Time Injury Frequency Rate)	0.0	0.0	0.0
Absenteeism Rate			
Employee AR (Absenteeism Rate)	0.93%	0.51%	0.52%
Sick days per person	2.5	2.4	2.2

LTISR Rate: (number of days of absence from work due to accident / man-hours of work) *10⁶

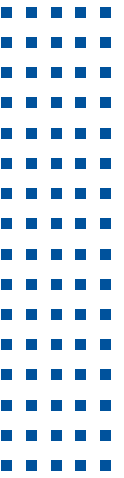
LTIFR Rate: (number of incidents / man-hours of work) *10⁶

AR: (total number of days of absence / total days of work) %

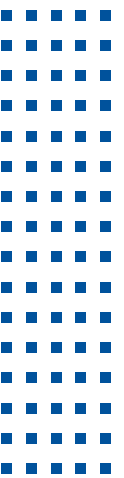


Our Contribution to Society

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- Promoting education and science 75
- Caring for people 79
- Employee volunteering 81



6



Promoting the UN's 17 Sustainable Development Goals:



Social contribution

Social contribution is a priority for Space Hellas. Through the projects it undertakes, it creates added value for both local communities and for society at large.

Moreover, the Company launches corporate responsibility initiatives, aimed at tackling social inequality, strengthening social cohesion and supporting vulnerable groups. Its people are its allies in this effort, recognising the value of this contribution and actively participating in volunteer activities and initiatives.



Promoting education and science



At Space Hellas, we invest in advancing knowledge and science, supporting young people in their efforts to contribute to society by putting innovative ideas into practice. In 2022, we supported educational institutes, undergraduate and school students, with the aim of promoting innovation and research.

University of Piraeus

Assisted by the Research Centre of the University of Piraeus, Space Hellas created a pilot workshop for undergraduate student of the Department of Informatics at the University of Piraeus.

The goal was to provide information and raise awareness about the #CURiM app, through an interactive presentation of its capabilities. During the workshop, the students were given special anti-theft devices with Bluetooth sensors, to maximise the usability of the app.





Supporting one student's participation in the European Space Camp

With the aim of providing equal opportunities to all and helping the new generation take its next steps, we were happy to cover the expenses for the participation of a 17-year-old student at the European Space Camp, held in Norway every year. The student was awarded one of the available scholarships for the Camp. During their stay there, participants aged 17-20 years old are split into groups and work on all the stages of building a rocket, from design to launch.



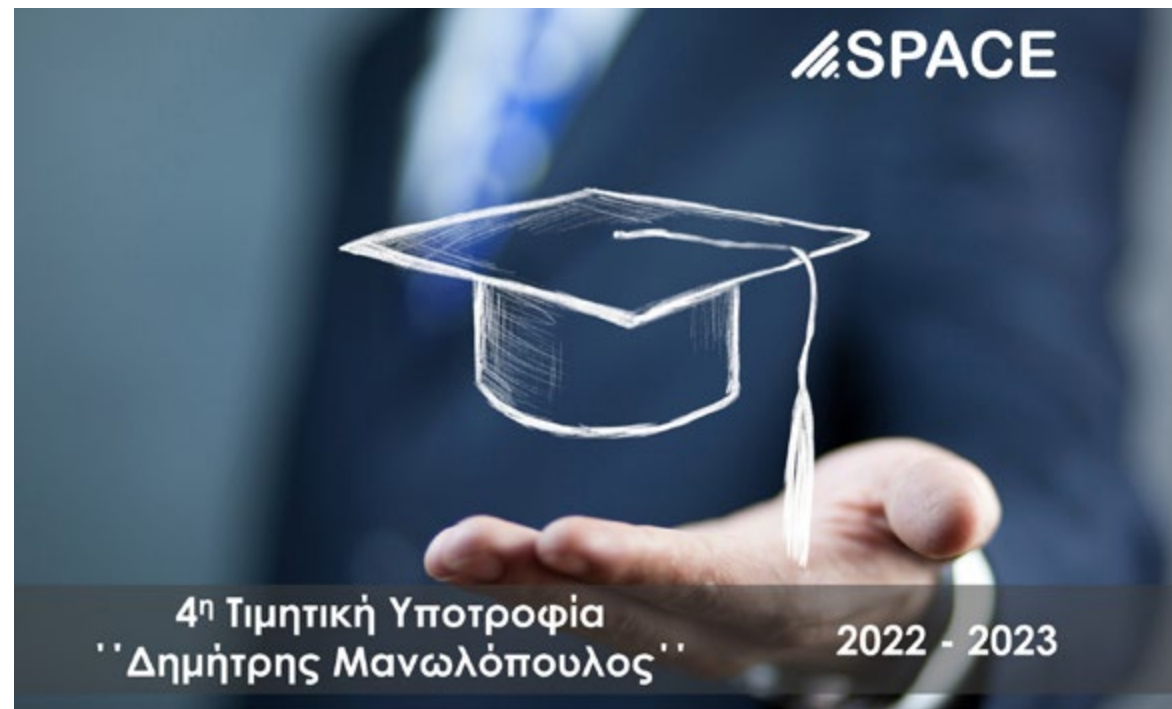
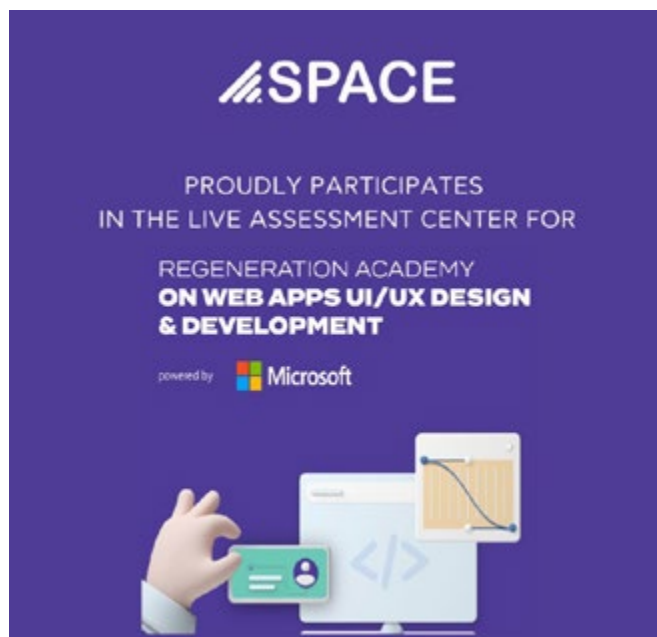
Sponsoring the Student DRONE project

In 2022, we continued to support a senior student from the Mechanical Engineering Department, University of Sheffield, who undertook the design of a powerful, autonomous drone in the context of his graduation thesis. The device will be used for a number of different applications and will be able to carry up to 10 kg of payload. Space Hellas is the largest sponsor of this project, which was honoured with the Best Project award by the Institution of Mechanical Engineers, UK.



Participation in the ReGeneration Academy on Web Apps UI/UX Design & Development powered by Microsoft

Through its qualified executives, Space Hellas participated in the Live Assessment Centre for ReGeneration Academy on Web Apps UI/UX Design and Development powered by Microsoft, as an judge, to select the Academy finalists. Through its partnership with ReGeneration, Space Hellas helped towards the empowerment of the country's youth and their integration in the job market.



Dimitris Manolopoulos Scholarships

In an effort to further support the IT sector, for the 3rd year running, Space Hellas sponsored the Dimitris Manolopoulos scholarship for the third consecutive year, benefiting two honors students. One was a postgraduate student at the MA in Advanced Information Systems , University of Piraeus, and the other a postgraduate student at the MA in Computer Science and Engineering, University of Crete. Moreover, a 4th scholarship was announced in 2022, with the aim of further promoting excellence and innovation.



1821 Digital Museum

The goal of Space Hellas is to contribute to society not only through corporate responsibility actions, but also through undertaking projects with a special social and educational value. In this spirit, in 2022, Space Hellas, together with Radiant Technologies, completed the 1821 Digital Museum. The project was inaugurated by the regional Authorities of Western Greece at Kalavryta and is the only mobile Digital Park in Greece. It consists of 12 specially modified containers, which will travel to 10 cities in the Region of Western Greece, to offer visitors a unique experience and understanding of the events surrounding the Greek Revolution.

This is a project of great cultural, educational and economic importance for the Region of Western Greece, developed with the help of digital and interactive media and applications. The goal is for every citizen and the entire educational community to visit the Park, in order to become familiar with the unique importance and contribution of the area to the Greek Revolution, through a contemporary approach.



Caring for people

We forge partnerships with NGOs and other organisations to support their work and help them meet the needs of vulnerable social groups and improve their quality of life.



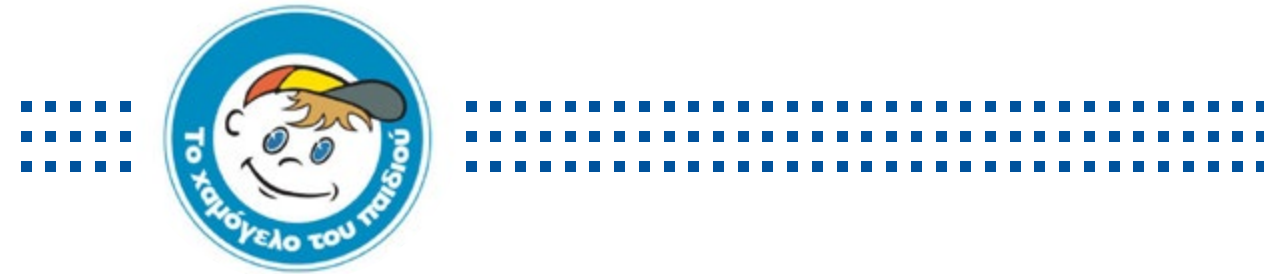
Supporting The Smile of the Child

Over the last 13 years, Space Hellas has been actively supporting the work of The Smile of the Child association, by providing the necessary school supplies for the children hosted by the organisation every year. In 2022, the Company provided the school supplies for all the children living in the organisation’s home in Kareas.

Moreover, Space Hellas participates in the Technology Team for Children, established by The Smile of the Child. Its purpose is to upgrade the organisation’s networks and services and to introduce new, innovative tools.

Supporting the Make a Wish foundation

Space Hellas has been supporting the Make a Wish foundation since 2019, standing by the children and young people facing critical illnesses, to make their wishes come true and help them gain the emotional strength required to continue their treatment.



Supporting the victims of the war in Ukraine

To support the victims of the war in Ukraine, Space Hellas and the Group’s subsidiary, SingularLogic, jointly offered 5 tonnes of food, taking part in the humanitarian relief effort by the World Pharmacists and the Municipality of Thessaloniki, in cooperation with the Ukrainian Consulate.

Participating in the European Diversity Month

By signing the Diversity Charter, we have demonstrated in practice our commitment to creating a diverse and inclusive work environment, which respects people’s differences and showcases individuality. In this spirit, in 2022 we participated in the European Diversity Month.

Restoring the Olive Groves at Ancient Olympia

Space Hellas is participating in the “Olympian Trees of Ancient Olympia” project, aimed at restoring the olive groves that were lost during the devastating wildfires of 2021, supporting this significant effort to revive them. The goal of the project team is to donate 100,000 olive trees to the olive farmers that were hit by the fires in Ancient Olympia, so they may gradually restore the uniqueness of the landscape and restart the local economy.



Employee volunteering



At Space Hellas we promote volunteering and highlight its importance, encouraging our people to participate in volunteering activities. Such actions promote collaboration and teamwork, and increase employee loyalty and job satisfaction, while also giving back to society.

Voluntary blood donation

The Space Hellas employees participated in the blood donation held in 2022, gladly devoting a few minutes of their time to save the lives of their fellow citizens. In 2022, we organised one blood donation and were able to collect a significant number of blood vials with the participation of 36 employees.

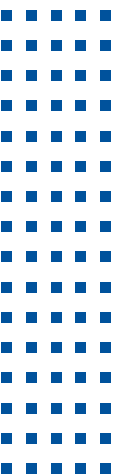
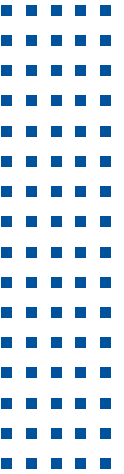
Participation in the 39th Classic Marathon

With the aim of promoting the sports ideal and showcasing the cultural and historical importance of the Classic Marathon, the Space Hellas Running Team participated in the 39th Athens Classic Marathon. Specifically, 25 of our employees participated in the 5 km run, 30 employees in the 10 km run and 3 employees in the 42 km run, combining sports with entertainment, and supporting the charitable purpose of the Marathon.



Corporate Governance

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Promoting the UN's 17 Sustainable Development Goals:



Financial performance

Following a year of significant expansion of its operations, in 2022 the Company's finances continued to grow, despite the adversities, such as the increase in equipment prices, the shortage of qualified personnel and the delays in the supply chain. Specifically, during the 2022 financial year, Space Hellas posted a 20.89% rise in Turnover, which stood at €110.3 million compared to €91.3 million in 2021, surpassing the corresponding increase in the previous period, which was 17% (compared to 2020).

With regard to the results, in 2022 the Company's Net Profit stood at €3.3 million, up by 43.37% compared to €2.3 million recorded in 2021. This performance, combined with the significant non-executed portion of projects pertaining to 2023 and the near future, signal extremely positive developments for the future of Space Hellas.

Company Financial Information

Amounts in € thousands	2022	2021	%
Total Revenue	110,337	91,268	21%
Financial Expenses	4,503	3,390	33%
Profit / (Loss) before taxes	4,470	2,724	64%
Income tax	1,138	400	185%
Net Profit / (Loss) after taxes	3,332	2,324	43%
Equity	23,315	18,673	25%
Total Investments	18,500	18,435	0.35%
Total Assets	152,774	122,542	25%



Business continuity at Space Hellas

For Space Hellas, responsible governance is at the core of the Company and Group operations, as it ensures its business continuity. This approach has formed the foundation of the Company’s management structure, which, aside from the management bodies, is based on specific policies and regulations, and operational systems.

Recognising the importance of business continuity, the Company has developed a system to seamlessly provide quality products and services, even in the case of unexpected events and emergency situations.

This Business Continuity Management System (BCMS) applied by the Company is ISO 22301:2012 certified and focuses on the operation, monitoring, review, maintenance and improvement of the organisation’s business continuity. In this context, the Company develops operational continuity plans for its critical activities, which it implements and continuously improves.

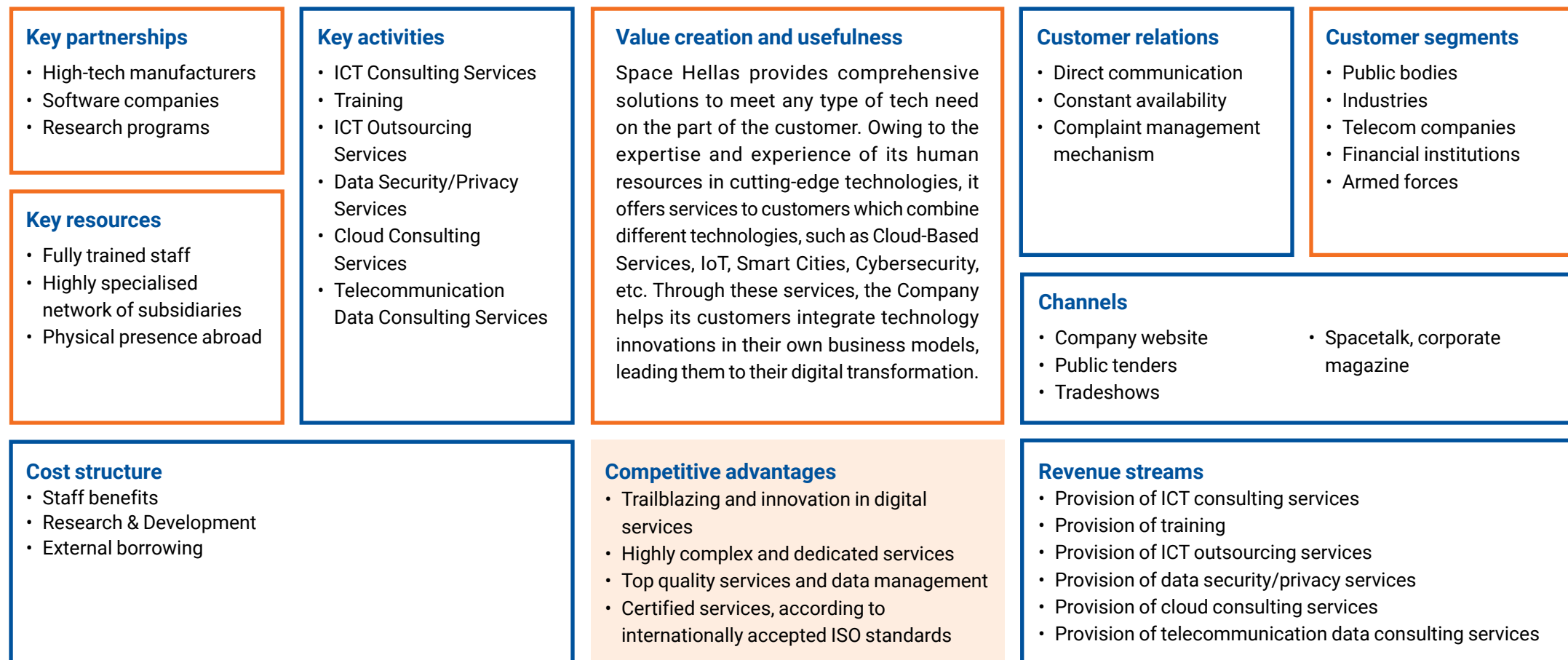
The effectiveness of the System is proven in practice, as the Company has successfully faced the impact of the economic recession, continuing its upward trend both in the domestic and international market, by undertaking important projects.

The Business Continuity Management System is supported by the Business Continuity Plan, developed by Space Hellas, which, among others, includes personnel training, scenario definition and testing, internal organisation, critical operations recovery, and business impact analysis.



Operating business model

As a technology and application company specialising in many sectors, including security, telecommunications, artificial intelligence, etc., Space Hellas offers solutions that create added value for its customers and for society at large. Through these technology applications, it promotes sustainable development and, chiefly, fair transition, ensuring that the capabilities enabled by advanced technology are beneficial for the whole society. The business model it follows clearly reflects the range of the Company's activities, as well as the elements which set it apart from the competition, driving its success.

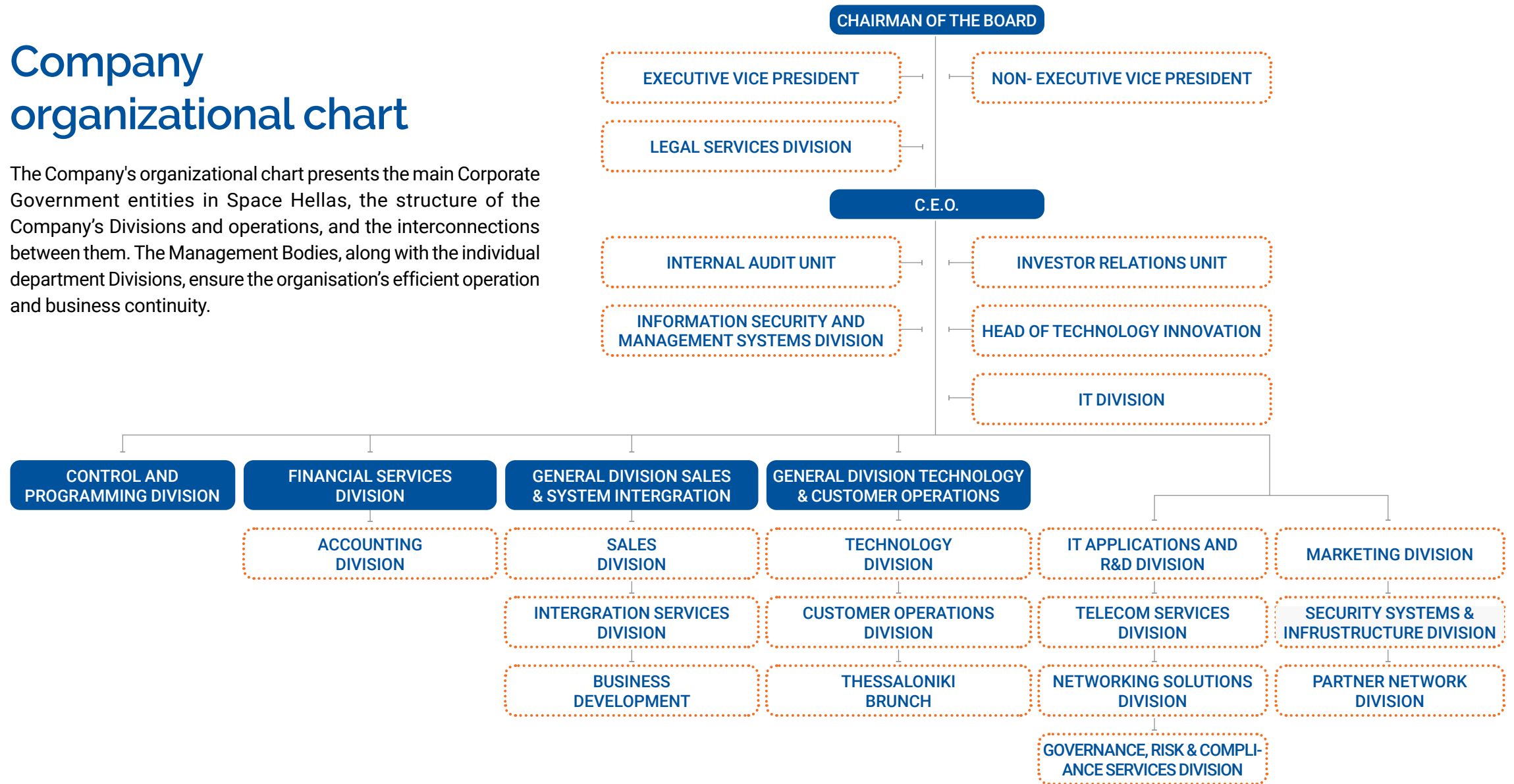


Business model canvas generation by Alexander Osterwalder and Yves Pigneur



Company organizational chart

The Company's organizational chart presents the main Corporate Government entities in Space Hellas, the structure of the Company's Divisions and operations, and the interconnections between them. The Management Bodies, along with the individual department Divisions, ensure the organisation's efficient operation and business continuity.



Board of Directors

The Company’s Board of Directors consists of 9 members, each with their own unique skill set and attributes. The Board’s responsibilities revolve around the oversight and management of Company governance issues, affecting both its day-to-day operation and its long-term growth. The effectiveness of the Board of Directors is evaluated annually by the General Meeting of Company Shareholders, which, as the highest management body of Space Hellas, assesses the activities of the Board based on set targets. The operation of the Board of Directors is governed by the Company’s Rules of Procedure, as well as by the applicable laws related to Corporate Governance, including any matters related to the education and training of the Board.

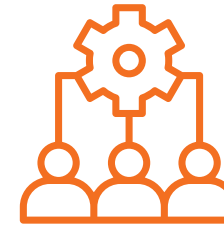
Member selection is based on a specific procedure and criteria, and is carried out by the Company’s unified Board Remuneration and Nomination Committee. The remuneration of Board members is set according to the provisions of the Remuneration Policy.

All of these are decisive factors for ensuring the Company’s regulatory compliance, and to promote transparency in its management and enhance stakeholder trust. The Board of Directors closely monitors the Company’s sustainability issues, which are relayed through the competent bodies. These matters are a top priority for the Management, which recognises their importance for the Company’s seamless operation, and their significant impact on its external and internal environment.



In 2022, there was a change among the independent Board members, and the new Board composition is as follows:

Full name	Board Member
Spyridon Manolopoulos	Chairman, Executive Member
Panagiotis Bellos	Vice President, Executive Member
Theodoros Chatzistamatiou	Vice President, Non-Executive Member
Ioannis Doulaveris	Executive Member
Anastasia Paparizou	Executive Member
Emmanouil Chatiras	Independent, Non-Executive Member
Eirinaios Theodorou	Independent, Non-Executive Member
Anna Kalliani	Independent, Non-Executive Member



The operation of the Board of Directors is supported by the Board Committees, which have well-defined areas of responsibility, and by internal units, which, in cooperation with the Committees, monitor and ensure the smooth and efficient operation of Space Hellas.

Specifically, the following Board Committees and Units are part of the Company:

- **Audit Committee**
- **Internal Audit Unit**
- **Board Remuneration and Nomination Committee**
- **Risk Management Unit**
- **Regulatory Compliance Unit**



Audit Committee

The Audit Committee supports the work of the Board of Directors and oversees matters related to the Company’s internal operation, such as preparation of financial statements, financial reporting and effectiveness of the audit systems. A detailed description of the Audit Committee’s operation and responsibilities is available in the Audit Committee Rules of Procedure, which is also posted on the Company’s website.

Finally, each year the activities of the Committee are recorded in the Committee report, which is delivered to the Board of Directors and included in the Management Report that accompanies the Group’s annual financial statements.

Full name	Member capacity
Eirinaios Theodorou	Chairman, Independent Non-Executive Board Member
Emmanouil Chatiras	Member, Independent Non-Executive Board
Theodoros Chatzistamatiou	Member, Non-Executive Vice President of the Board

Board Remuneration and Nomination Committee

Matters related to the Board of Directors’ selection and remuneration fall within the scope of the unified Board Remuneration and Nomination Committee. The Committee uses the knowledge and skills of its members to apply both the Board Fit and Proper Policy, and the Remuneration Policy, which, among others, include the criteria for selecting the most suitable persons and setting a remuneration that reflects the professional and educational background of the members and their contribution to the Company. The operation of the Committee is governed by the relevant Rules of Procedure, which clearly lay down the responsibilities and competencies of the Committee members. At the same time, the Rules of Procedure provide information to the Space Hellas stakeholders regarding the way the Committee operates, promoting transparency and accountability on all levels of Management.

Full name	Member capacity
Eirinaios Theodorou	Chairman, Independent Non-Executive Board Member
Emmanouil Chatiras	Member, Independent Non-Executive Board
Theodoros Chatzistamatiou	Member, Non-Executive Vice President of the Board





Internal Audit Unit and Internal Audit System

The Internal Audit Unit plays a significant part in the Company’s effective operation, by enhancing trust among stakeholders, and ensuring compliance with the legal and regulatory framework applicable to the Company. Space Hellas has drafted special Rules of Procedure for the Internal Audit Unit, which promote its transparent and efficient operation, presenting all the details about the Unit’s organisation, responsibilities and other matters related to its activities. The head of the Internal Audit Unit, who is an independent internal auditor, is appointed by the Board of Directors and must attend the Company’s General Meetings without fail. Lastly, to further promote transparency, the CV of the head of the Unit is posted on the Company website.

The Internal Audit System mainly aims at ensuring consistent implementation of the Company’s operational strategy and efficient use of available resources. However, it also includes risk monitoring and management, as well as monitoring and compliance with the applicable regulatory framework, while it is also responsible for the credibility of financial reporting. The effectiveness of the Internal Audit System is safeguarded by regular evaluations, carried out by independent assessors, as instructed by the Company’s Board of Directors.



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Regulatory Compliance Unit

The Regulatory Compliance Unit is an independent body, operating under the Legal Services and Regulatory Compliance Division, with the sole purpose of constantly aligning the Company's operation with the applicable regulatory framework.

Its responsibilities are set out in its Rules of Procedure and the Space Hellas Rules of Procedure, and include, among others, submitting proposals to the Board regarding new policies/procedures, drafting an annual action plan, and carrying out compliance audits across the Company.



Risk Management Unit

The Risk Management Unit supports the long-term success of the Company through the Audit Committee, which supervises its work. The Unit focuses on identifying and managing financial and non-financial risks that the Company might face in all its activities. To achieve this, the Unit is directly involved with or provides support to the Space Hellas executives and teams, both during the decision-making process related to important third-party contracts or investment plans, and during the process of establishing/ revising policies which include elements of risk.

The work of the Risk Management Unit is ongoing, and it prepares and submits reports at regular intervals on the state of risk management within the Company and other relevant issues. Specifically, the Unit submits annual, semi-annual and extraordinary internal reports to different management bodies (Audit Committee, Board of Directors, etc.), as well as external reports to the Supervisory Authorities, when requested.



Risk management

Risk management is an essential element of the Space Hellas Internal Audit System. The coordinated actions of the Risk Management Unit, in the context of its responsibilities, include identifying, planning for and addressing risk factors which may affect the growth and general seamless operation of the Company.

Assessing the probability, extent and impact of said risks is based on the Enterprise Risk Management (ERM) methodology, which enables systematic identification, assessment and management of risks through a structured approach.

To incorporate the ERM practices in the Space Hellas procedures, the Committee of Sponsoring Organisations of the Treadway Commission (COSO) ERM Framework and relevant guidelines are taken into account. In the context of this process, the Risk Management Unit has identified potential non-financial risks that require coordinated and collective effort in order to be addressed.



The following risks are presented as an example:

Climate risks

The rapid climate changes on a global scale have a potentially significant impact on the entire range of the Space Hellas value chain. Extreme weather conditions can hinder the employees' ability to carry out their work, and the supplier's ability to deliver their supplies. At the same time, equipment operation and maintenance may also be significantly affected, while increased energy needs, combined with reduced energy generation and supply due to climate change, may impact the Company's ability to provide its services.

Technology risks

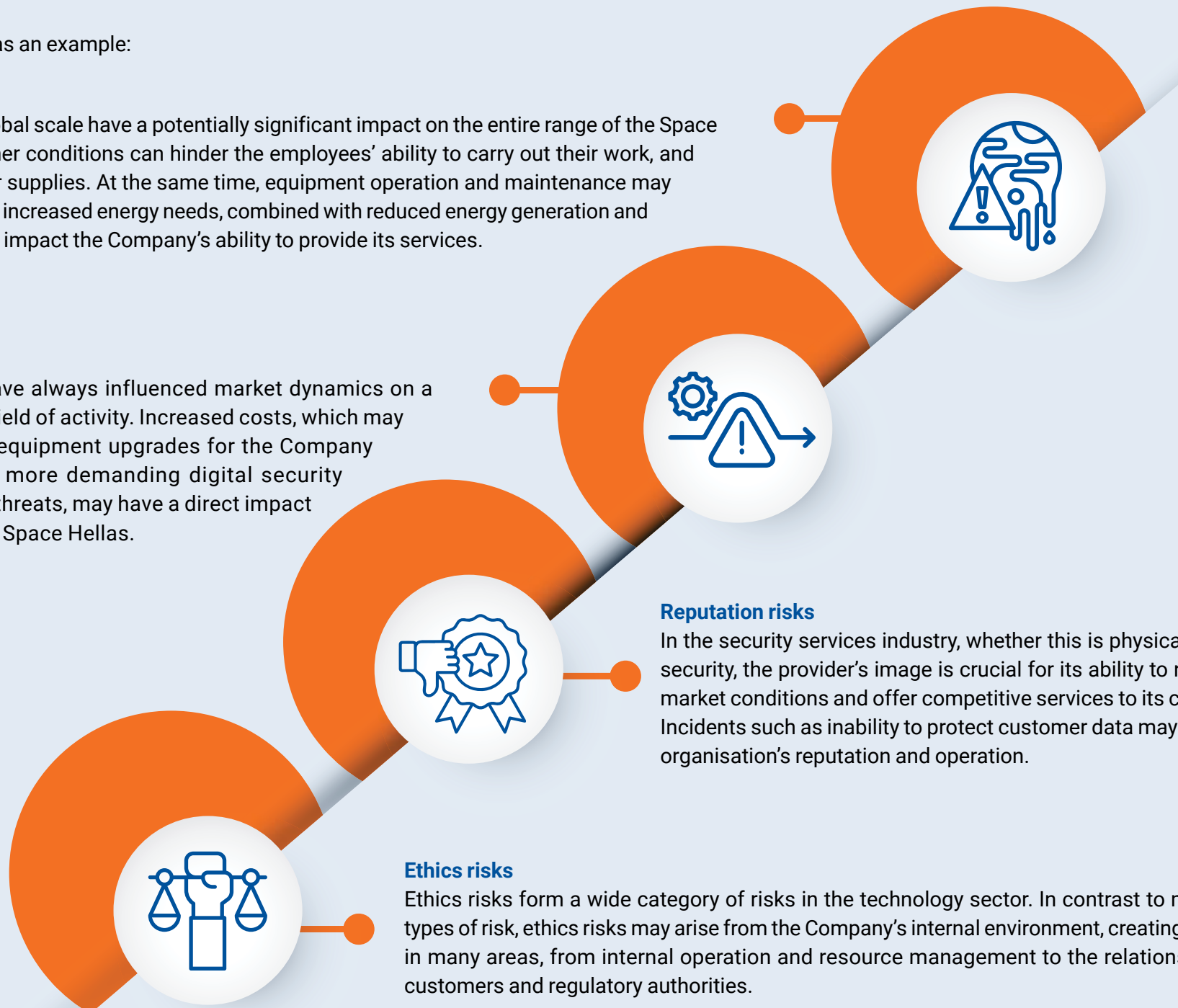
Advancements in technology have always influenced market dynamics on a global scale, irrespective of the field of activity. Increased costs, which may be tied either to the necessary equipment upgrades for the Company to continue its activities or to more demanding digital security requirements in the face of new threats, may have a direct impact on the operation and services of Space Hellas.

Reputation risks

In the security services industry, whether this is physical or digital security, the provider's image is crucial for its ability to respond to market conditions and offer competitive services to its customers. Incidents such as inability to protect customer data may impact an organisation's reputation and operation.

Ethics risks

Ethics risks form a wide category of risks in the technology sector. In contrast to most other types of risk, ethics risks may arise from the Company's internal environment, creating problems in many areas, from internal operation and resource management to the relationships with customers and regulatory authorities.



Personal Data Protection

For Space Hellas, Personal Data Protection constitutes a key priority. To ensure data security and integrity, as well as customer trust, the Company has developed and applies strict measures, within the context of an integrated Information Security framework, covering the entire range of its activities. The Space Hellas services are particularly complex and sensitive, especially to cyberattacks from the external environment, which could place the large volumes of data handled by the Company at risk. The Company’s ultramodern Security Operations Centre undertakes to identify and prevent internal weaknesses and threats, so as to detect potential incidents and address them on time. Structured with a hub architecture, it combines a number of diversified systems in an integrated digital ecosystem, to achieve maximum level of security and minimum response time to potential threats.

The Security Operations Centre is always in operation, collecting and analysing data from the Space Hellas internal systems, and carrying out audits for unusual events, both by applying predefined rules in System information Event Management (SIEM) software and manually, from Threat Hunters.

Moreover, to better manage and protect all data, Space Hellas has developed and applies a custom Information Security Management System and a specific IT Service Management System. These Systems are based on international best practices and are ISO 20000-1:2018 and ISO 27001:2013 certified, respectively. General data management and all relevant procedures and obligations are monitored by the Company’s Data Protection Officer (DPO). The role of the DPO is determined by the applicable laws and the Company’s Rules of Procedure.

In 2022, Space Hellas took further action in the area of personal data protection, developing a Privacy Information Management System, which was certified to ISO/IEC 27701:2018. This certification officially confirms the Company’s compliance with the GDPR and other relevant laws concerning data protection and privacy.



Conflict of interest, competition and corruption matters

The Company has developed and follows a special procedure to prevent and address potential conflict of interest situations. The procedure applies to all employees, regardless of their company ranking, whereas additional procedures are in place for senior executives, who are required to disclose their stake in the Company, as well as their own and their closely related parties' transactions.

These procedures are included in the Company's Rules of Procedure, along with the procedures for disclosing the Company shareholders' transactions, and other relevant procedures. Moreover, the Space Hellas Code of Conduct describes the Company's expectations in relation to employee conduct in relevant cases.

When formulating its new policies and procedures, the Company, through the Legal Services Division, ensures that, as a bare minimum, legal provisions are met and international best practices are taken into account, along with the recommendations of international organisations, such as the OECD and the UN Global Compact.

Space Hellas shows zero tolerance towards cases of corruption and bribery, and towards practices that go against the rules of healthy competition and the provisions of the applicable laws. In any event, the Legal Services Division is always vigilant to address any cases of doubt, and is always accessible to the entire Company staff, in order to inform and support them in dealing with such matters.





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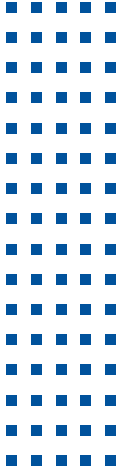
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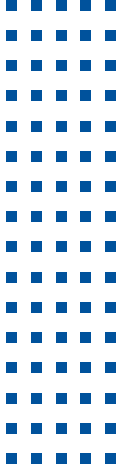
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Scope and limitations

This Sustainable Development Report is the second Space Hellas SA Report, for the reporting period 1/1/2022 to 31/12/2022. The Report also includes information on 2021, for comparative purposes.

Through the Report, Space Hellas aims at providing comprehensive information to its stakeholders, by presenting qualitative and quantitative data and information about its performance in relation to the Environment, Society and Governance (ESG).

The Report highlights the Company's actions and their impact on society, the environment and the economy, also showcasing important corporate government issues. The scope of the Report is limited to the operations of Space Hellas in Greece.



Methodology

The Report was drawn up based on the Universal GRI Standards (2021) guidelines for the preparation of Sustainability Reports. Specifically, the Reporting Principles for Sustainability Reports were applied.

Moreover, the guidelines of the SASB industry standard, the Athens Stock Exchange ESG Reporting Guide as well as the 17 UN Sustainable Development Goals (SDGs) were also taken into account.

To provide objective information and capture the expectations of the stakeholders more accurately, a Materiality Analysis was carried out, based on a specific methodology, with the aim of identifying the most important issues for the organisation. The relevant procedure and its results are presented in detail in the “Our Contribution to Sustainable Development” section.

No external verification of the data in this Report has been performed by an independent third-party. Nonetheless, recognising the potential usefulness and added value of a third-party validating the information in the Report, the Company will examine the option of requesting an external audit in future publications.

Space Hellas received guidance and support from Grant Thornton (<http://www.grant-thornton.gr>) in preparing this Report.

Coordination and project team

A Sustainable Development Team was formed to collect the necessary data and information, and to ultimately determine the contents of this Report. The team is composed of staff from all competent departments.

Information sources

Data and information published in the Sustainable Development Report were collected according to the recording procedures implemented by Space Hellas, and using the databases maintained in the context of the management systems. When the presented data is a product of processing or relies on assumptions, the calculation method is provided, in accordance with the GRI Standards Guidelines.

Contact us

The Company believes that the opinion of its stakeholders on how to improve the contents of this Report is particularly important. To this end, send your comments and/or any questions to the following address:

Space Hellas S.A.

312, Mesogeion Ave., GR-153 41 Agia Paraskevi
Attention of Maria Balala
Corporate Communications Manager



mbal@space.gr

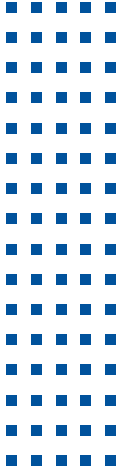


www.space.gr/en/

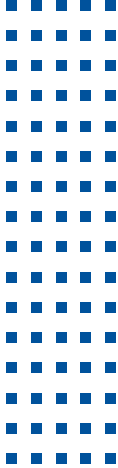


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1. GRI Standards Content Table

GRI 1: Foundation	
GRI 1: Foundation statement of use	The information provided in this report reflect the activities of the Space Hellas Group as of December 31, 2022, presenting the financial, environmental, and social performance of the Company. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No applicable GRI Sector Standard

GRI 2: General Disclosures 2021			
GRI Standards	Disclosure	Reference	External Assurance
1. The organization and its reporting practices			
2-1	Organizational details	SPACE HELLAS S.A. SYSTEMS AND TELECOMMUNICATIONS SERVICES, INFORMATION TECHNOLOGY, SECURITY - PRIVATE COMPANY PROVIDING SECURITY SERVICES, 312, Mesogeion Ave., Agia Paraskevi	
2-2	Entities included in the organization’s sustainability reporting	pp. 6	
2-3	Reporting period, frequency and contact point	01/01/2022-31/12/2022	
2-4	Restatements of information	There were no restatements	
2-5	External assurance	pp. 100	



GRI 2: General Disclosures 2021			
GRI Standards	Disclosure	Reference	External Assurance
2. Activities and workers			
2-6	Activities, value chain and other business relationships	pp. 14-17, 20, 21, 28	
2-7	Employees	pp. 2, 35-37, 38-39, 40, 53-65	
2-8	Workers who are not employees	The Company doesn't employ indirective employees.	
3. Governance			
2-9	Governance structure and composition	pp. 89-93	
2-10	Nomination and selection of the highest governance body	pp. 82-95	
2-11	Chair of the highest governance body	pp. 88	
2-12	Role of the highest governance body in overseeing the management of impacts	pp. 2	
2-13	Delegation of responsibility for managing impacts	pp. 2, 82-95	
2-14	Role of the highest governance body in sustainability reporting	pp. 38-39, 82-95	
2-15	Conflicts of interest	pp. 97	
2-16	Communication of critical concerns	pp. 89-90	
2-17	Collective knowledge of the highest governance body	pp. 82-95	
2-18	Evaluation of the performance of the highest governance body	pp. 82-95	
2-19	Remuneration policies	pp. 89	
2-20	Process to determine remuneration	pp. 82-95	
2-21	Annual total compensation ratio	Group Financial Statements	



GRI 2: General Disclosures 2021

GRI Standards	Disclosure	Reference	External Assurance
4. Strategy, policies and practices			
2-22	Statement on sustainable development strategy	pp. 2	
2-23	Policy commitments	pp. 2, 24, 42, 40, 54, 68, 89	
2-24	Embedding policy commitments	pp. 2, 40, 45-46, 65, 70-71, 82-95	
2-25	Processes to remediate negative impacts	pp. 2, 38-39, 45-46, 68, 70-71, 82-95	
2-26	Mechanisms for seeking advice and raising concerns	pp. 35-37	
2-27	Compliance with laws and regulations	pp. 35-37, 38-39, 82-95	
2-28	Membership associations	pp. 16, 27, 77	
5. Stakeholder engagement			
2-29	Approach to stakeholder engagement	pp. 35-37,38-39,	
2-30	Collective bargaining agreements	pp. 54	



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GRI 2: Material Topics 2021

GRI Standards	Disclosure	Report page/Reference
GRI 3: Material Topics 2021	3-1 Process to determine material topics	pp. 38-39
	3-2 List of material topics	pp. 39

Cybersecurity

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 3-30, 38-39
Group KPI	Products and services related to cybersecurity	pp. 12,13, 85

Health, safety and employee well-being

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 36, 38-39, 40, 55, 66-72
GRI 403: Occupational Health and Safety	403-1 Health and safety management system	pp. 68
	403-5 Worker training on occupational health and safety	pp. 68, 71
	403-9 Work-related injuries	pp. 69, 72

Data and information protection

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 25, 38-39, 94
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There have been no complaints about breaches in customer privacy and data loss



GRI 2: Material Topics 2021

GRI Standards	Disclosure	Report page/Reference
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Responsible technology and innovation

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 10-13, 14, 15-16, 20-21, 24-25, 35-37, 38-39, 85
Group KPI	Security Operations Center (SOC)	pp. 21

Attracting, retaining and developing employees

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 35-37, 38-39, 53-65
GRI 401: Employment	401-1 New employee hires and employee turnover	pp. 59, 61
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	pp. 64
GRI 404: Training and Education	404-1 Average hours of training per year per employee	pp. 62
	404-2 Programs for upgrading employee skills and transition assistance programs	pp. 64, 68-69

Business continuity

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 38-39, 82-95
Group KPI	Business continuity plan	pp. 84



GRI 2: Material Topics 2021

GRI Standards	Disclosure	Report page/Reference
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Climate change and greenhouse gas emissions

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 38-39, 40, 41-52
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	pp. 50
	305-2 Energy indirect (Scope 2) GHG emissions	pp. 50

Combating bribery and corruption

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 57, 38-39, 82-95
GRI 205: Anti-Corruption	205-3 Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption for the reporting period

Business ethics

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 14, 35-37, 38-39, 56, 82-95
Group KPI	Risks related to Ethics	pp. 93

Effective risk management

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 35-37, 38-39, 45-46, 71-72, 93, 95
Group KPI	Risks that have been identified	pp. 45-46, 95



GRI 2: Material Topics 2021

GRI Standards	Disclosure	Report page/Reference
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Legal compliance

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 38-39,69,82-95
Group KPI	Internal audit methodology	pp. 90

Diversity and equal opportunities

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 34,35-37,38-39, 55-56,80
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	pp. 88-89
Group KPI	Inclusion procedures	pp. 55-56, 80

Customers' digital transformation

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 8, 10-13, 14, 15-16, 22, 35-37, 38-39, 46, 85
Group KPI	Digital transformation model	pp. 22

Management and conservation of energy

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 2, 38-39, 41-51, 93
GRI 302: Energy	302-1 Energy consumption within the organization	pp. 47-48
	302-3 Energy intensity	pp. 47-48
	302-4 Reduction of energy consumption	pp. 42-43, 47-48,



GRI 2: Material Topics 2021

GRI Standards	Disclosure	Report page/Reference
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Smart and safe cities

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 19, 35-37, 38-39
Group KPI	Initiatives to develop "Smart Cities"	pp. 16, 27

Waste management

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 31-40, 41-51
GRI 306: Waste	306-3 Waste generated	pp. 52

Water consumption

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 31-40, 41-51
GRI 303: Water and Effluents	303-5 Water consumption	pp. 51

Social actions

Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 31-40, 73-81
Group KPI	Initiatives with significant social impact	pp. 75-81



2. Athex ESG Index

Mapping Table of Indicators to the Athens Stock Exchange ESG Reporting Guide 2022

ESG Category	2022 ID	2022 Sub - ID	Indicator Name	Value / Reference
Environment	C-E1	C-E1-1	Scope 1 emissions	329.00 tCO ₂ e
		C-E1-2	GHG intensity of Scope 1 emissions	3.00 tCO ₂ e / thous. € turnover
	C-E2	C-E2-1	Scope 2 emissions	796.11 tCO ₂ e
		C-E2-2	GHG intensity of Scope 2 emissions	7.2 tCO ₂ e / thous. € turnover
	C-E3	C-E3-1	Total energy consumption within the organisation	1,535,00 MWh
		C-E3-2	Percentage of electricity consumed	97 %
		C-E3-3	Percentage of energy consumed from renewables	0 %
		C-E3-4	Total energy production	0 %
		C-E3-5	Percentage of energy produced from renewables	0 %
	A-E1	A-E1-1	Scope 3 emissions	Currently, a reliable calculation of these emissions is not feasible.
		A-E1-2	GHG intensity of Scope 3 emissions	Currently, a reliable calculation of these emissions is not feasible.
	A-E2	A-E2-1	Climate change risks and opportunities	ANNUAL FINANCIAL REPORT for the period 1 January 2022 to 31 December 2022. p. 59-60



ESG Category	2022 ID	2022 Sub - ID	Indicator Name	Value / Reference
Environment	A-E3	A-E3-1	Total amount of hazardous waste	0.087 tn
		A-E3-2	Total amount of non-hazardous waste	21.14 tn
		A-E3-3	Percentage of waste recycled	100 %
		A-E3-4	Percentage of waste composted	0%
		A-E3-5	Percentage of waste incinerated	0%
		A-E3-6	Percentage of waste landfilled	0%
	A-E4	A-E4-1	Effluent discharge	0%
	A-E5	A-E5-1	Biodiversity sensitive areas	The Company does not own or lease facilities located in or adjacent to protected areas, or sites of sensitive biodiversity.
	SS-E7	SS-E7-1	Critical materials	The Company has no construction activities, does not require for its operation, does not rely on, and does not depend on critical raw materials.
Society	C-S1	C-S1-1	Stakeholder engagement	pp. 35-37
	C-S2	C-S2-1	Female employees	20%
	C-S3	C-S3-1	Female employees in management positions	15.5%
	C-S4	C-S4-1	Voluntary turnover rate	8%
		C-S4-2	Involuntary turnover rate	0.5%
C-S5	C-S5-1	Average training hours per employee in the top 10% of employees by total compensation	11	



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ESG Category	2022 ID	2022 Sub - ID	Indicator Name	Value / Reference
Society	C-S5	C-S5-2	Average training hours per employee in the bottom 90% of employees by total compensation	10
	C-S6	C-S6-1	Human rights policy	e31d0a1bf177714fa084ba5e461dbd7a.pdf (space.gr)
	C-S7	C-S7-1	Collective bargaining agreements	100 % of the employees
	C-S8	C-S8-1	Supplier assessment with ESG criteria	Not disclosed
	A-S1	A-S1-1	Sustainable economic activity - Sustainable turnover	0%
		A-S1-2	Sustainable economic activity - Sustainable CapEx Percent	0%
		A-S1-3	Sustainable economic activity - Sustainable OpEx Percent	0%
	A-S2	A-S2-1	Employee training expenditure	160,650 €
	A-S3	A-S3-1	Gender pay gap	- 1.61
	A-S4	A-S4-1	CEO pay ratio - CEO's annual total compensation	fafb246b60a4e2c9244675c2ffff21e3.pdf (space.gr)
	A-S4	A-S4-2	CEO pay ratio - Ratio of CEO's annual total compensation compared to the median annual total compensation for all employees	15.4:1
	SS-S2	SS-S2-1	Customer privacy	There are no monetary damages, which were the result of legal proceedings
	SS-S3	SS-S3-1	Number of unique requests for user information by governments or legal enforcement agencies, including user content and noncontent data	There were no such requests



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ESG Category	2022 ID	2022 Sub - ID	Indicator Name	Value / Reference
Society	SS-S3	SS-S3-2	Total number of unique users whose information was requested by government or law enforcement agencies	There were no such requests
		SS-S3-3	The percentage of government and law enforcement requests that resulted in disclosure to the requesting party, in percentage (%)	There were no legal requests for user data from government or law enforcement
	SS-S5	SS-S5-1	Data security and privacy fines	No fines have been issued for violation of data security and privacy
Corporate Governance	C-G1	C-G1-1	Board Composition - ESG related qualifications of the board members (experience, competency, training, etc.)	Not disclosed
		C-G1-2	Board Composition - The classification of the Chairman of the Board	Executive
		C-G1-3	Board Composition - The proportion of women board members	22
		C-G1-4	Board Composition - The proportion of the board members which are non- executive	44.45
		C-G1-5	Board Composition - The proportion of the board members which are both non-executive and independent	33.33
	C-G2	C-G2-1	Sustainability oversight	ANNUAL FINANCIAL REPORT for the period 1 January 2022 to 31 December 2022. p. 116-117
	C-G3	C-G3-1	Material Topics	pp. 39
	C-G4	C-G4-1	Sustainability policy	ANNUAL FINANCIAL REPORT for the period 1 January 2022 to 31 December 2022. p. 50, 116-117



- Message from the Chairman
- Space Hellas
- Our Contribution to Sustainable Development
- Environmental responsibility
- Our people
- Occupational Health and Safety
- Our Contribution to Society
- Corporate Governance
- About this Report
- Appendices**
- Feedback form

ESG Category	2022 ID	2022 Sub - ID	Indicator Name	Value / Reference
Corporate Governance	C-G6	C-G6-1	Data security policy	Through the ISO 27001:2013 management system
	A-G1	A-G1-1	Business model	pp. 14, 85
	A-G2	A-G2-1	Business ethics violations	There are no violations related to business ethics, nor monetary damages caused as a result of infringement of business ethics.
	A-G3	A-G3-1	ESG targets - Disclosure of short-term targets associated with strategic ESG objectives.	pp. 40
		A-G3-2	ESG targets - Disclosure of midterm targets associated with strategic ESG objectives.	pp. 40
	A-G4	A-G4-1	Variable pay - Ratio of executive variable pay compared to executives' fixed remuneration	40%
	SS-G3	SS-G3-1	Systemic risk management	ANNUAL FINANCIAL REPORT for the period 1 January 2022 to 31 December 2022. p. 50-60, 147-159



3. Feedback form

Which Space Hellas stakeholder group do you belong to?

- Shareholders
- Customers, Partners - Suppliers
- Academic Community
- Employees
- State and Regulatory Authorities
- Local Community
- Other: _____ *(please describe)*

What is your opinion about the Sustainability Report 2022?

Chapters of the Report	Excellent	Sufficient	Needs Improvement
Company Profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Contribution to Sustainable Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and safety at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Contribution to Society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General - overview of the Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How easy was it to find information on topics of interest to you in the Report?

- Very easy
- Quite Easy
- Relatively easy
- Not easy at all



How would you evaluate the visual presentation of the Report?

- Excellent
- Good
- Average
- Bad

Did the selection and presentation of the data of the Report contribute to the formation of a comprehensive overview of Space Hellas' operations and activities?



- Yes
- No
- Needs Improvement

Please note any issues that have not been mentioned sufficiently in the Report:

Is there additional improvements about the Sustainability Report you would like to communicate to us?

Please send the questionnaire to:

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