



2021 Sustainability Report

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Message from the Chairman

We operate responsibly towards people, society, and the environment, implementing certified systems and incorporating best practices.



In recent years, we have been experiencing rapid developments in various sectors of the global economy, overturning existing balances and creating a different business environment on an international level. The characteristic elements of this new reality brought about by successive economic and health crises, climate change, and geopolitical instability have reinforced the rapid development of technology and will continue to do so. In this environment of change, Space Hellas moves with openness and flexibility, fortified against risks, continuing its ceaseless trajectory of growth, always ready to take advantage of the opportunities that arise.

In this new digital age, we developed pioneering, cutting-edge, technology-based solutions and expanded our geographical reach with subsidiaries

in Cyprus, Serbia, Malta, Jordan and activities in Germany and the Netherlands. With creativity and innovation, two concepts that are intertwined with technology and evolution, we cultivated our potential and improved our performance.

We are implementing our strategy with the main goal of taking advantage of the business opportunities created by the challenges of digital transformation and we are investing in highly specialised companies, such as the Dutch Web-iq and the Greek Agroapps. We listen for our customers' needs before they manifest themselves, and we meet their expectations and high demands, creating powerful bonds of partnership and trust.

For us, Social Responsibility is the vehicle for achieving Sustainable Development and it includes a framework of actions for continuous improvement in the sectors of the Market, Society, Human Resources, Corporate Governance, and Environmental protection.

To achieve our goals at Space Hellas, we depend on the most important capital: our people. With their know-how, consistency, reliability, dedication and professionalism, they follow through on all the demanding and specialised projects we undertake. They provide their services seamlessly and guide our

customers, contributing to their digital transformation and ensuring business continuity and excellence. The safety of all the services provided is a non-negotiable priority in planning and implementing every project. At the same time, the risks currently emerging in this sector are a challenge for us to develop and innovate, providing high-quality cybersecurity, artificial intelligence, 5G, and cloud service technologies.

Lastly, we are addressing our company's environmental impact, while at the same time enhancing our overall effort to protect the environment through the services We operate responsibly by implementing certified systems and best practices. We are investing in new markets, such as smart/safe cities and circular economy project applications.

We are ready to undertake projects that contribute catalytically to Greece's digital transition, safely, and with respect for people and the environment. The principles and values with which we began are intact, and we will continue to serve them with the same faith and dedication, focused on achieving sustainable development, while creating value for all our stakeholders.

Spyridon Manolopoulos
Chairman of the BoD



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Space Hellas at a glance

Space Hellas is a leader in the sectors of Telecommunications, Information Technology, and Security in Greece, undertaking projects of great importance on behalf of private and public sector customers in Greece and internationally. During its successful 36-year journey, it has succeeded in improving the day-to-day lives of countless professionals, workers, and citizens in a many countries and sectors of the economy.



€103.3
million Turnover



40+
tech support points and
business centres in Greece



22%
percentage of women
on the BoD



35
years of experience



Present in **6**
countries



550
specialised employees



6,222
employee training hours



700+
certifications



46
Partnerships with
global groups



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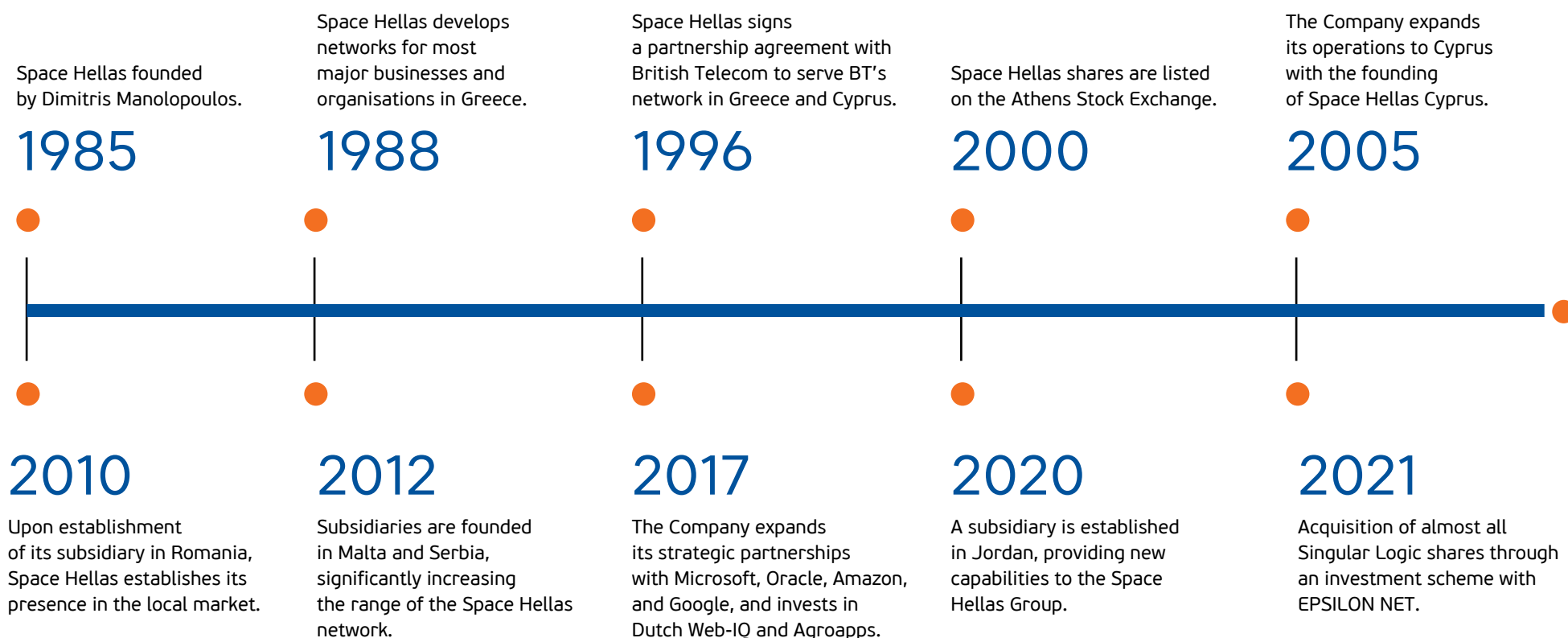
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35 years of experience

Since its foundation, Space Hellas has played a decisive role in the digital transformation of the private and public sectors, as well as society as a whole. The added value solutions it has developed and made available to its customers for their every tech need, such as telecommunications, cybersecurity, data protection and management, and many others, have determined its trajectory, so that it now enjoys a leading role in ICT in Greece.



Mega-trends in Information and Communication Technologies (ICT) industry



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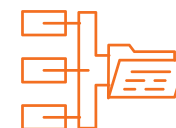
Big Data Analytics

Ever-increasing data availability makes our daily lives easier and adapted to changes and new needs. At the same time, it has raised concerns about finding, storing, and analysing the volume of available data that people and organisations are unable to manage. Space Hellas, through its research and services in Big Data Analytics, aims at addressing such issues.



Blockchain

Cybercriminals are highly motivated and work hard to understand what type of cybersecurity defences organisations have. In truth, no safety method is perfect. Inevitably, some threats will be complex and low-profile enough to penetrate all layers of defence. By acting under the radar, the attacks aim at intercepting critical information to disrupt smooth operation and harm businesses. Space Hellas covers all components of effective cybersecurity architecture.



Internet of Things (IoT)

This trend refers to the interconnection of several devices, via a network, for sending and receiving data within the same and/or different systems. As this technological practice has many benefits and risks, Space Hellas has been extensively engaged in developing and integrating it into integrated solutions for its customers in both the private and public sectors.



Artificial Intelligence (AI)

This particular field includes programming systems for the purpose of implementing activities that require human intelligence, such as identifying patterns and analysing, combining, and understanding information, and drawing conclusions. The services and research of Space Hellas have incorporated such technologies and are active in promoting and developing them.

Smart and Safe cities

Smart cities are the natural evolution of human settlements, utilising to the greatest extent possible cutting-edge technologies, software, and advanced equipment, all operating harmoniously through device interconnection systems. They are different from modern cities in the respect that smart cities use technology to collect and analyse data via AI, machine learning, and similar technologies, to more efficiently manage resources, funds, and services, with the ultimate goal of improving citizen living standards and safety. While many technological innovations just make life easier, recent technological advances enable smart cities to also become safer.

Space Hellas has the necessary know-how and equipment to carry out digital transition projects, both in individual organisations (public, private, etc.), as well as in agglomerations/cities. At the same time, the strategic partnerships it cultivates and maintains nationally and internationally through research programmes and other projects give the Company access to additional equipment, broaden its horizons and field of action, and promote the development of smart cities.

Some of Space Hellas' research projects applicable to smart city development are presented below:

EMISSION	A network of low-cost sensors for measuring air pollutants in urban environments
City.Risks	Avoiding and mitigating safety risks in urban environments
AVINT	Integration of automatic vehicles into the urban transport web
Bus-Ki- Is it coming?	Advanced public transportation passenger information and guidance system using location information
Be Secure-Feel Secure (BSFS)	Reinforcing urban safety in the Municipality of Piraeus
5GENESIS	5th Generation End-to-end Network, Experimentation, System Integration, and Showcasing
HEIMDALL	Multi-hazard cooperative management tool for data exchange, response planning, and scenario building
φSAT	The Role of Satellite in Future Internet Services

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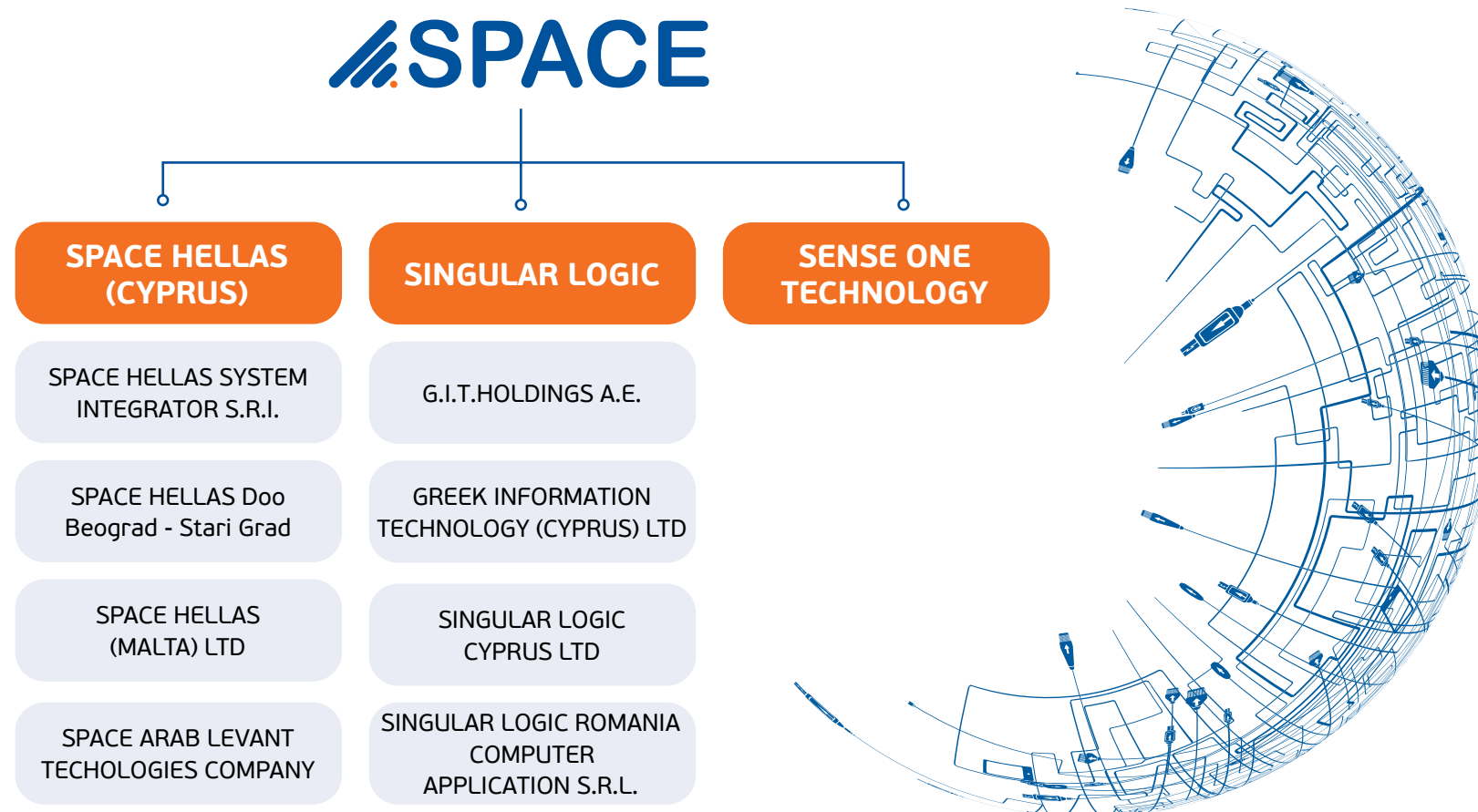
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The Space Hellas Group

Space Hellas' operations serve customers and broader communities in many countries in Europe and beyond, while contributing to the development of the Company and the Group. Space Hellas Group currently consists of Companies operating in different markets, with different objects, which collectively multiply Space Hellas' potential and contribute to its economic growth. The structure of the Group is summarised below.





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International presence

Space Hellas, through its subsidiaries and strategic partnerships, can serve its customers in Greece and in 7 other countries. The Company's subsidiaries in Cyprus, Malta, Serbia, Romania, and Jordan mainly provide telecommunications services in the local markets. At the same time, advanced Space Hellas solutions are made available to the Company's customers in Germany with the Frankfurt telecommunications hub, and in Holland through its partnership with Web-IQ.





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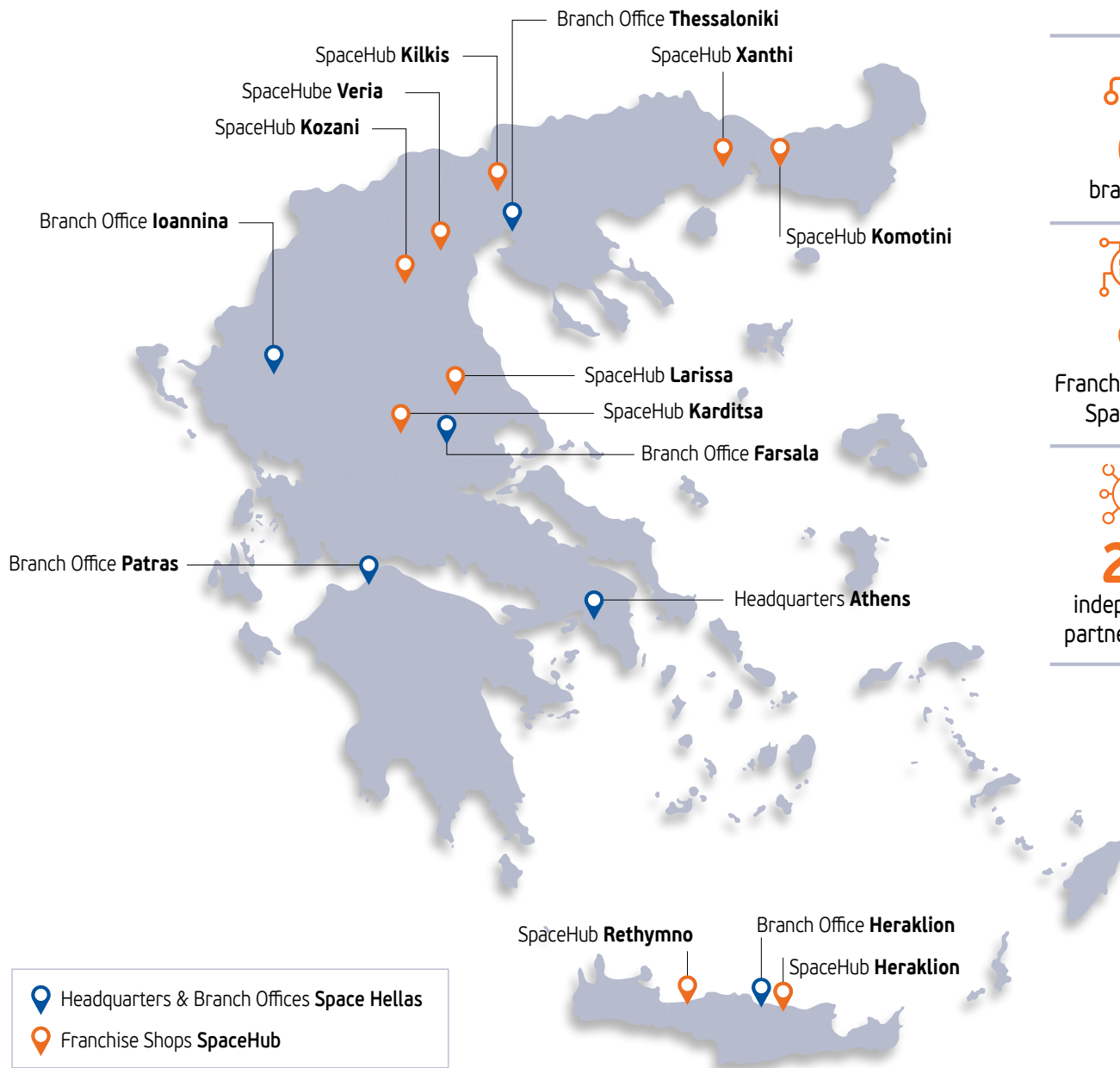
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In Greece

Space Hellas provides coverage to the whole of Greece, with 6 branches (besides its headquarters in Athens) which undertake local projects in their sector of responsibility.

- > Athens
- > Thessaloniki
- > Patras
- > Heraklion Creta
- > Ioannina
- > Farsala



Headquarters & Branch Offices Space Hellas
 Franchise Shops SpaceHub



6
branches



9
Franchise Shops
SpaceHub



26
independent
partner stores

Specialised services that provide a unique digital experience

Space Hellas offers a wide range of specialised technological services that enhance effectiveness, optimise business operations, and improve decision-making, thus creating a unique digital experience for its customers.

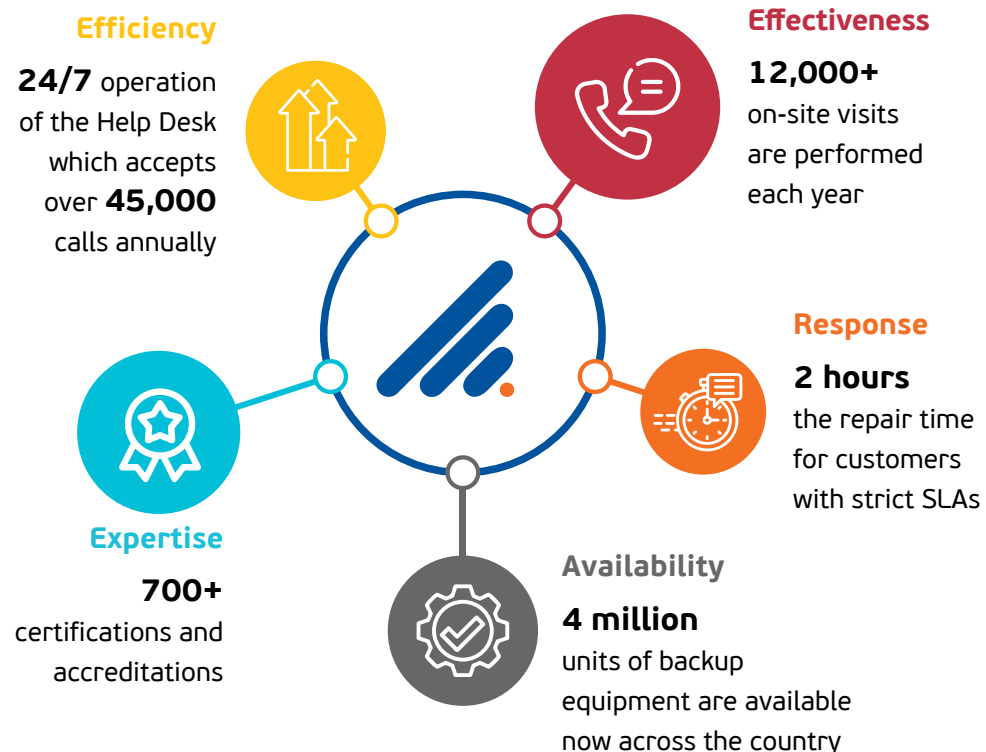
Its integrated solutions satisfy the technological needs of the market in all fields of the private and public sectors. The Company offers a wide range of services, including Data Protection Officer (DPO) outsourcing, while it also undertakes extremely complex digital transition projects, combining a series of complementary services, with the end goal of responding to the specific requirements and needs of its customers.

Space Hellas has established itself as the leading provider of technological solutions, as it has the following competitive advantages:

Space Hellas has designed and is offering an integrated service system that aims both to meet the needs of

its customers as they arise, and to develop strategies and risk management methods related to their digital

transformation, taking their performance to the next level and reducing risks. More specifically:

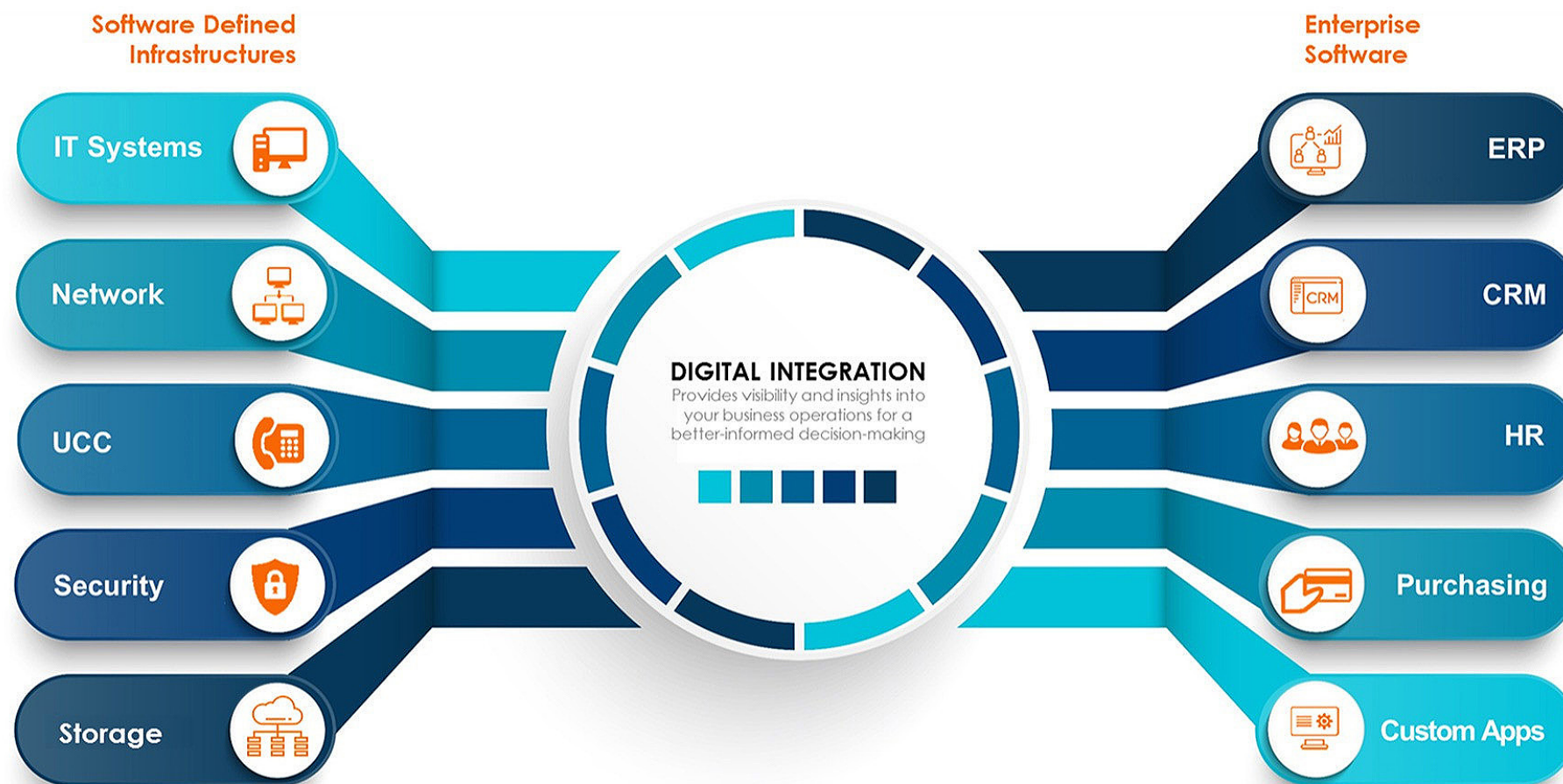


> Space Hellas offers specialised solutions that enable its customers to gain flexibility, economies of scale, and cost savings on the sole condition of having cloud-based software suites: Supported platforms include SAP S/4 HANA, Oracle, Microsoft, and many others.

> It develops DB cloud solutions with its certified cutting-edge tech teams. In addition, it has expertise in designing and deploying cloud solutions across all operating systems, including Linux, Unix, Windows, etc.

> Space Hellas has management capabilities and can work in different environments, as it has built relationships with leaders in the cloud sector, such as Google Cloud, Azure, ORACLE, etc. in order to supply its customers' transformation.

Digital Integration Model



Digital services



Cloud Services

Space Hellas, with its strategic partnerships and many years of experience, offers its customers everything related to cloud technologies and their integration in running an organisation.



Managed Services

Space Hellas monitors international market trends and based, on international standards, it continuously improves the provision of services to its customers, providing Managed Services. These services concern the management and monitoring of various issues, such as security incidents, information infrastructure, and calls, as necessary, while they are carried out by the Company's specialised and certified personnel.



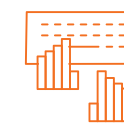
Professional Services

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



Telecom

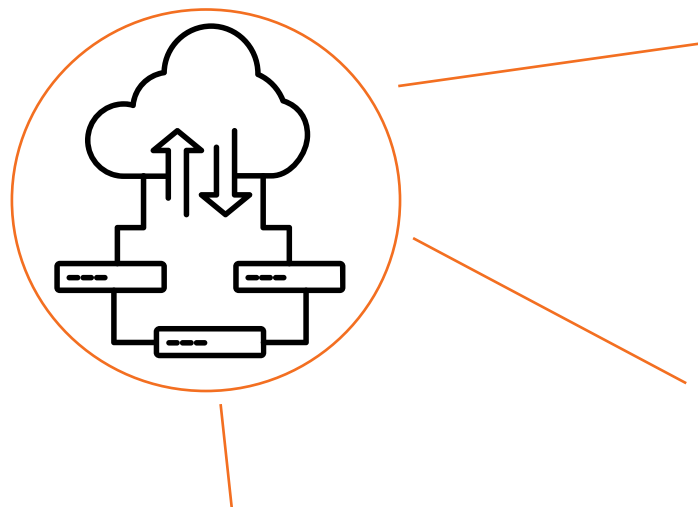
The telecommunications sector requires a combination of knowledge and experience, which the Company has, in order to provide its customers with the right support. Telecom services are aimed at both telecommunications providers and private businesses, providing them with significant competitive advantages in their communication.



Governance, Risk & Compliance (GRC)

Space Hellas' many years of experience in security, risk management, and information management are available to customers through its GRC services (Management System creation, external DPO, CISO, etc.)

IT&C Integration



DataCom & Networking

The Company's Network Solutions combine equipment and software, wireline and wireless technology, with the aim of creating the right network infrastructures.

Hybrid IT

Through experience, specialisation, and the Company's network of associates, the right conditions are created to support customers in their digital transition.

Security Systems

Through the systems it designs and the know-how it possesses, the Company offers its customers suitable solutions for effectively monitoring and handling risks that may impact the physical security of their data and beyond.

Infrastructure

Space Hellas designs and offers solutions that meet all the infrastructure needs of its customers, with the ultimate goal of ensuring the sound operation and connectivity of their technological equipment.

Cybersecurity

Cybersecurity requires levels of increased protection and special treatment in comparison to the security needs of physical spaces. Using its expertise and the advanced systems at its disposal, the Company offers solutions and covers all sectors of effective cybersecurity architecture, supporting even the most advanced systems.

Business Solutions

These services mainly concern solutions and applications that are now known and distributed as Software as a Service. Space Hellas, in partnership with selected suppliers, provides its customers with these services, as well as the corresponding implementation, customisation, and personalisation services (such as ERP, CRM, HCM, BI solutions).

Customer Experience – CX

The new generation of customers and recent technological developments create new digital needs which the Company fully supports with its Customer Experience services. Combining the power of Artificial Intelligence, IoT, and new cloud services, the Company is able to deliver even the most challenging of projects.

UCC

Space Hellas provides its customers with the tools they need to upgrade their communications and create even more effective partnerships, thanks to its cutting-edge technologies, which it tailors to their individual needs.

Important projects

During its many years in the IT market, the Company has undertaken the successful implementation of major and important projects. These projects are reference points for the Company, its customers, and the broader community they serve.

Space Hellas' ultimate goal is to focus on developing and providing high added value services and implementing projects with a significant impact.

Some of the projects the Company has implemented are listed below:

- > **Computerisation of IKA-ETAM health unit laboratories**
- > **Development of Information Systems and Procurement of Equipment for the National Visa Information System (N-VIS)**
- > **Implementation of the Civil Protection Integrated Information System**
- > **Development of the e-Crime system for the Hellenic Police to fight cybercrime**

Charting new paths

Innovation and creativity - two elements that constantly create value for its customers - are at the heart of the Company's successful journey. The Company's participation in numerous research programmes and its undertaking of projects that test the limits of our time's technological possibilities have provided Space Hellas with unparalleled knowledge and specialisation in the most advanced technologies.

Space Hellas, through its R&D department, is constantly expanding its research, which currently includes the following sectors:

- > **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**



Space Hellas
Innovation Lab



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Moreover, the Company's people have been very active in writing articles and carrying out studies, thus passing on their knowledge of technological progress in the sector. Specifically, 11 articles were published in 2021.



Case Study

EMISSION: A network of low-cost sensors for measuring air pollutants in urban environments

This project, coordinated by Space Hellas and conducted on a national level, aimed at creating a special platform for monitoring and recording atmospheric conditions in cities. To collect the necessary data, the platform uses special sensors and computer and smart phone applications, connected wirelessly, organised into integrated systems. The 30-month project included research, testing, and operation phases, to ensure align-

ment with the specifications that had been set. Specific pre-defined scenarios specially designed for this purpose were used for the final effectiveness check. The result was the creation and operation of the platform, specialisation in air pollution monitoring systems, and the achievement of significant collaborations between the Company and the other organisations that contributed to the completion of the project.

Space Hellas S.A. - National Observatory of Athens - University of Western Attica - DRAXIS Environmental SA - ENCO LTD

Detailed information can be found in the special area of the Space Hellas website: <https://www.space.gr/el/publications>



Case Study

HEIMDALL: Multi-hazard cooperative management tool for data exchange, response planning and scenario building

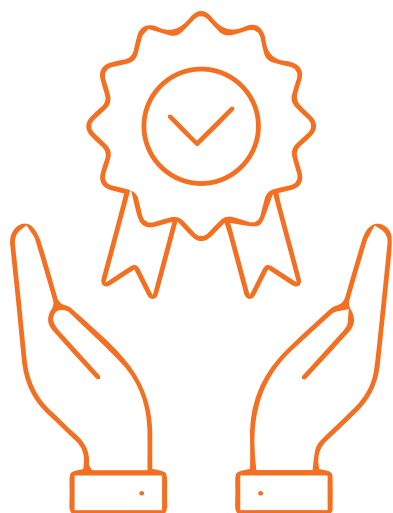
This was a project of international dimensions, with the participation of organisations from various European countries, coordinated by Deutsches Zentrum für Luft - und Raumfahrt e.V. The expected result was to shield society from unforeseen events by creating a tool that will support the process of analysing and planning actions for handling a number of risks, so that organisations can achieve the high-

est possible level of preparedness. Combining advanced tech solutions with the principles of risk assessment and business continuity, through the prism of international cooperation with business, academic, and civil protection experts, the project was successfully completed and the knowledge created during the 42 months it lasted is a legacy for Space Hellas and the other participants.

Deutsches Zentrum für Luft- und Raumfahrt e.V. - Space Hellas A.E. - Fundació d'Ecologia del Foc i Gestió d'Incendis Pau Costa Alcubierre - Tecnosylva S.L. - Avanti Communications LTD - Internationales Zentrum für Ethik in den Wissenschaften, Eberhard-Karls-Universität Tübingen - Université de Strasbourg - Centre Tecnològic de Telecomunicacions de Catalunya - Institut Cartogràfic i Geològic de Catalunya - CIMA Research Foundation - Departament d'Interior, Generalitat de Catalunya - Frederiksborg Fire and Rescue Service - Scottish Fire and Rescue Service - Associazione della Croce Rossa Italiana

High quality in all our services

The Company's commitment to providing high-quality services is reflected in maintaining certifications both for internal Management Systems, such as the Quality Management System (ISO 9001 certified) and the Information Security Management System (ISO 27001 certified), and for the use of digital tools and a number of platforms, such as those of Cisco and Oracle. Moreover, the Company has adopted a Quality policy that is reviewed annually.



Quality Policy

Space Hellas has adopted a Quality policy to promote the approach towards and practices of excellence with regard to the quality it pursues from all its operations. This policy describes the Company's expectations from the final products and services provided to customers, while also presenting the characteristics of its strategic approach in achieving Space Hellas' unique quality, which include, but are not limited to:

- > **Customer-centric approach**
- > **Responsible selection of suppliers and partners to ensure quality materials/services**
- > **Enhancing the value of Quality through relevant employee training**
- > **Constant evaluation and improvement of existing methods and practices, in order for them to be aligned with international best practices.**

More than 700 certifications and credentials



Certifications

Some of the certifications held by Space Hellas are presented below, while the detailed list of the Company's certifications is available on its website <https://www.space.gr/en/certifications>, as well as in corporate publications.

> ISO 9001:2015 certification

In order to fully satisfy its customers, Space Hellas consistently follows a Quality policy and has operated an ISO 9001:2015 certified Quality Management System since 1994.

> ISO 22301:2019 certification

With regard to its high-quality and continuous operation, Space Hellas has developed and is operating an ISO 22301:2019 certified Business Continuity Management System.

> ISO 14001:2015 certification

Always a pioneer and very sensitive, Space Hellas combines its development with the protection of the environment, making daily efforts to reduce the environmental impacts of its activities.

> ISO 27001:2013 certification

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

> ISO 20000-1:2018 certification

Space Hellas has developed and is operating an ISO 2000-1:2018 certified IT Service Management System.

> ISO 45001:2018 certification

Space Hellas has developed and is operating an ISO 45001:2018 certified Health & Safety Management System.

Space Hellas has also been named a "Golden Partner" by Microsoft, Cisco, Lenovo, and Oracle, a "Titanium Partner" by Dell Technologies, and an "Alliance Partner" by BT Telecommunications.

Our strategic partnerships

The unparalleled quality of the services Space Hellas provides to its customers would not be possible without the benefits derived from its strategic partnerships with research institutions, suppliers, external partners, subcontractors, as well as other service providers. These partnerships provide the Company with important privileges, rare know-how, and access to cutting-edge technologies and infrastructure, in order to carry out a broad range of highly complicated projects in different countries.



User Licenses

Space Hellas has entered into agreements with digital data entry and processing systems providers, which are necessary for its effective operation and/or form part of projects implemented on behalf of its customers.



Equipment

For the integrated solution implementation and systems installation, the right equipment needs to be procured, in accordance with the specifications that have been set. Efficient collaboration with suppliers of this equipment is vital for the Company.



Subcontractors

Space Hellas has many creative ideas for addressing the technological needs of its customers, the implementation of some of which may include the contribution of subcontractors for a number of reasons, such as geographical location, specialised licenses, etc.



Research Institutions

Space Hellas participates in and/or coordinates a number of domestic and international research programmes in the field of advanced technology and innovation. The programmes are carried out in collaboration with other sector companies, academic institutions, and research organisations, with the ultimate goal of developing knowledge and exchanging know-how.

Customer satisfaction

Immediate and high quality customer service is a non-negotiable priority for Space Hellas. The Company's approach to customer satisfaction issues is based on 3 pillars:



The Indicators

Monitoring the high quality of services is also confirmed in practice through Space Hellas sector's key performance indicators (KPIs). These indicators include metrics such as response-service speed, number of calls served, etc., which are described in the Service Level Agreement (SLA) between the Company and the customer, so that the scope of the service and support provided by the Company is clear from the outset.



The Survey

The main way to monitor customer satisfaction is to conduct satisfaction surveys, which are carried out by the Company annually. Customers receive a link to the survey questionnaire, in which they rate the performance of Space Hellas on the projects assigned to it during the year, while customers can make comments and suggestions for improvement. In this way, the Company collects information on the quality of its operations as a whole from sales and presales to technical services and general issues related to customers' experience in working with the Company.

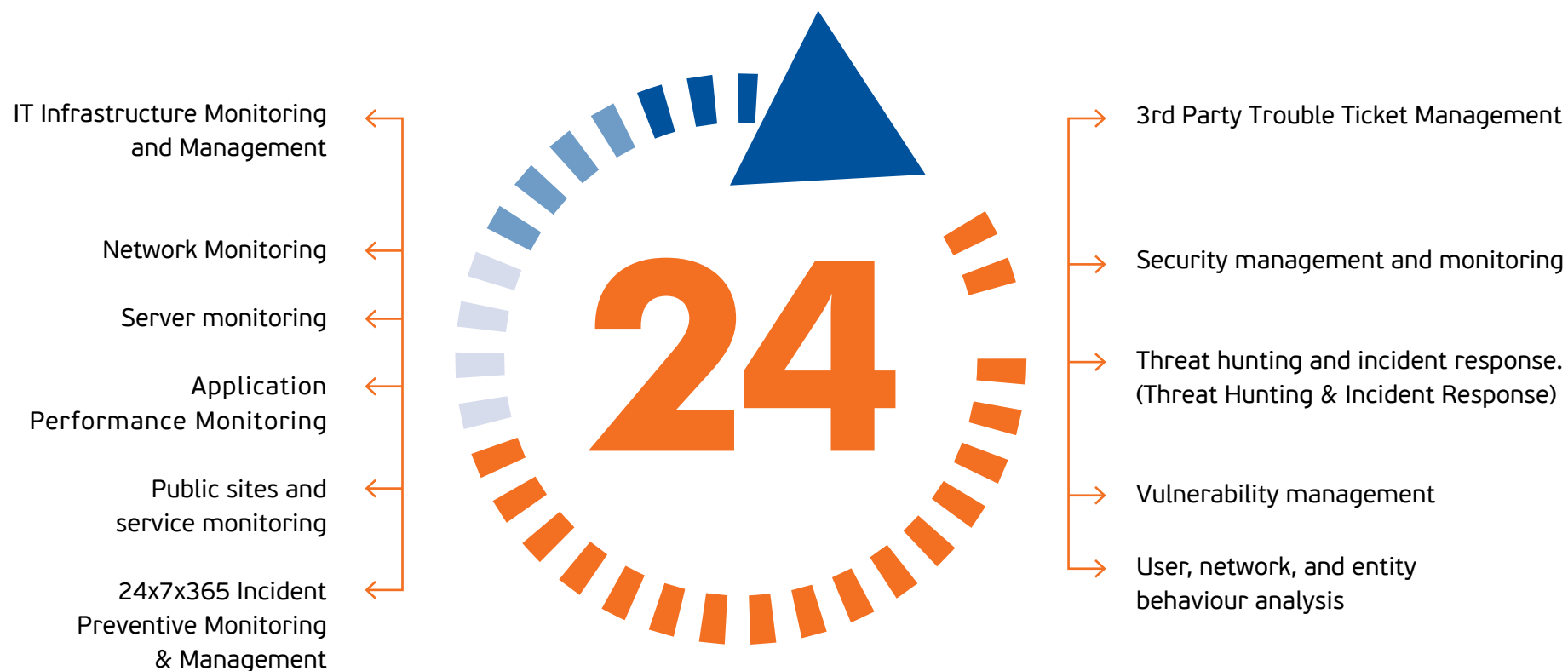


The Mechanism

Space Hellas has an excellent customer communication system, which includes many different channels. Through this system, a complaint management mechanism has also been created, while there is a relevant procedure in place to ensure its effective use and continuous improvement. The Mechanism is under the responsibility of the quality manager who, in conjunction with the management of the respective department, oversees the resolution of any issues and takes measures to prevent them in the future.

Technical support (24/7/365)

Space Hellas has an integrated tech support system that covers all potential customer needs. Its highly trained and specialised engineers have more than enough experience and know-how to manage any problem that may arise, no matter the level of technical complexity. Some of the services provided by the Help Desk/ NOC/SOC concern:



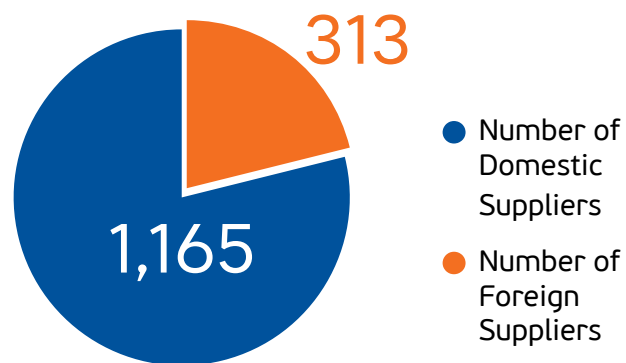
Working with our suppliers

Suppliers are exceptionally important partners for the Company, as they contribute to the provision of high-quality services and solutions through the procurement of state-of-the-art IT systems, consumables, and other materials.

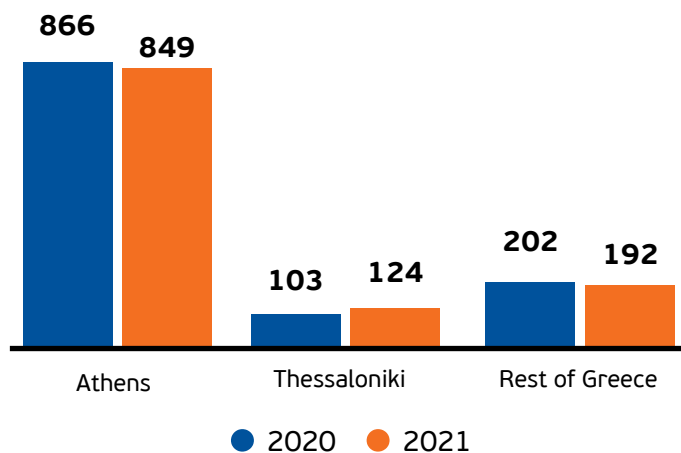
The Company has incorporated fair, ethical, and sustainability principles throughout its supply chain. To a great extent, Space Hellas' suppliers are giants in IT and communications technology, as well as ESG pioneers. The other suppliers the Company works with are assessed based on the principles of transparency and meritocracy, with regard to their performance. All suppliers must meet specific objective and measurable criteria, such as Quality Management Systems.

Supplier information

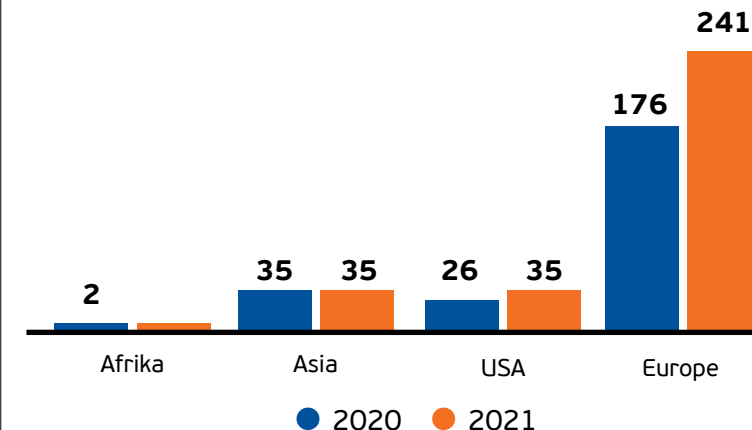
Total No of Suppliers 2021



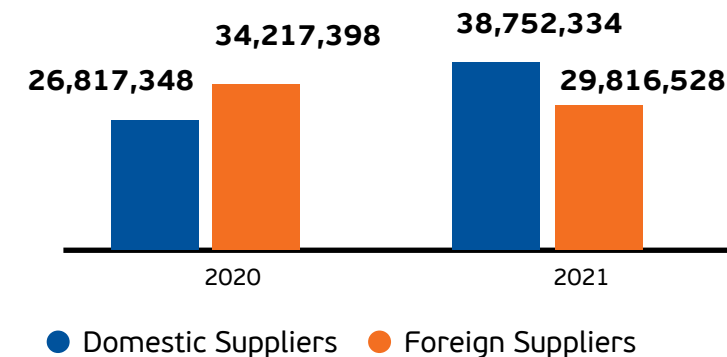
Total No of Domestic Suppliers



Total Foreign Suppliers



Supplier Purchase Data (in euros)





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Our Contribution to the Sustainable Development Goals



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Sustainable development and corporate responsibility

In recent years, stakeholders have raised their expectations for businesses to implement sustainable development practices based on ESG criteria. Recognizing the crucial role that businesses play in shaping a better world, Space Hellas is dedicated to contributing to a sustainable future by providing value-added solutions to all stakeholders and society.

In order to fulfill its fundamental responsibilities in the areas of human rights, working conditions, environmental protection, and anti-corruption efforts, the Company is guided by its corporate values and adopts the Ten Principles of the UN Global Compact.

For Space Hellas, economic growth cannot be sustainable unless it is accompanied by ethical behavior, corporate responsibility, and innovation. Thus, the company closely monitors international trends and incorporates standards and best practices into its strategy for the three dimensions of sustainability: environment, society, and corporate governance.





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Environment

To effectively address environmental issues arising from its activities, Space Hellas has implemented an Environmental Management System in accordance with ISO 14001. The company is committed to minimizing the environmental impact of its operations, with a particular focus on reducing energy consumption and waste. To achieve this goal, Space Hellas has established recycling programs for appliances, paper, and equipment at all of its facilities. Furthermore, by offering recommended solutions to its clients, Space Hellas is actively participating in reducing their environmental footprint as well.



Society

Human and labor rights, compliance with the law and ensuring a healthy and safe working environment are core values for Space Hellas. It takes care of the well-being of its people and regards them as its most valuable asset. Space Hellas implements an Occupational Health and Safety management system, according to ISO 45001 and follows international good practices aiming at zero accidents. Space Hellas offers its customers high quality innovative solutions in order to fulfill their technological requirements, while affecting their business models and contributes to their sustainable development. In addition, Space Hellas has devised a plan of actions about local communities in which conducts its operations, focusing on education and technology. Moreover, Space Hellas participates in numerous research projects in collaboration with state agencies and the academic community.



Corporate Governance

Space Hellas has developed policies and procedures that, together with its management systems, form an integrated governance system. The company adheres to high ethical standards and ensures that all employees and partners conduct themselves appropriately. Protecting data and information and reducing associated risks are major priorities in the company's strategy formulation.

How we create value



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Our Competitive Advantages

Specialization



Efficiency



Response



Effectiveness



Availability



Our Business Model

Our Vision and Values

Our Mission

Our Strategic Priorities

Innovation, digital transformation, morality and dignity, excellence and technological supremacy, health, safety

Our Activities

Consulting Services ICT and trainings, outsourcing, data safety & protection services, cloud Services and telecommunications data

Our Clients

Businesses

Industries

Government Entities

Creating Value

Shareholders, employees, suppliers, partners, clients, local communities, government and regulatory authorities

Environment

- > Environmental Management System aimed at mitigating the environmental impacts from Company's Operation
- > Services and solutions that aim to reduce the environmental footprint at the level of businesses and the country, for example, reducing carbon emissions and conserving natural resources through the development of digital communication projects

Employees

- > Increase of Human Resources by 13%
- > Training and Development of employees: an average of 13,0 hours of training per employee, while 100% of the workforce was trained
- > An additional benefits system in order to increase the well-being of employees
- > Occupational Health and Safety Management System
- > Social initiatives and employee volunteerism

Economy

- > Participation to the increase of GDP and productivity through the implementation of digital transformation projects in businesses and public sector
- > Increasing productivity and effectiveness in the industrial sector
- > Development of projects in the tourism sector
- > Financial Performance: Increase in net profit by 34%
- > Investments: Increase in investments by 588% (18.435.000 euros)




Society

- > Sustainable and safe cities
- > Better quality of life through digital transformation projects in governments entities
- > Research Programs and Innovation
- > Scholarships
- > Contribution in local communities
- > Value added partnerships

Stakeholder engagement

The Group recognises as stakeholders the groups that affect or are affected, directly or indirectly, positively or negatively, by its business activity. Open communication and exchange of views with stakeholders is a priority for the Company, enabling it to identify important issues in time. Identifying and prioritising stakeholders in combination with the implementation of open, two-way communication, leads to a reduction of risks and more effective exploitation of opportunities.

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
 Shareholders	<ul style="list-style-type: none"> • General Meetings • Periodic meetings, presentations • Annual Financial Report • Sustainability Report <p>Frequency of communication: Systematically and whenever necessary</p>	<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
 Workers	<ul style="list-style-type: none"> • Internal communications • Open-door policy • Corporate Events • Sustainability Report Corporate website • Social Media <p>Frequency of communication: Daily</p>	<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
 Customers	<ul style="list-style-type: none"> • Electronic communication • Telephone communication • Interpersonal meetings • Corporate website • Social Media • Sustainability Report <p>Frequency of communication: Daily and as applicable</p>	<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



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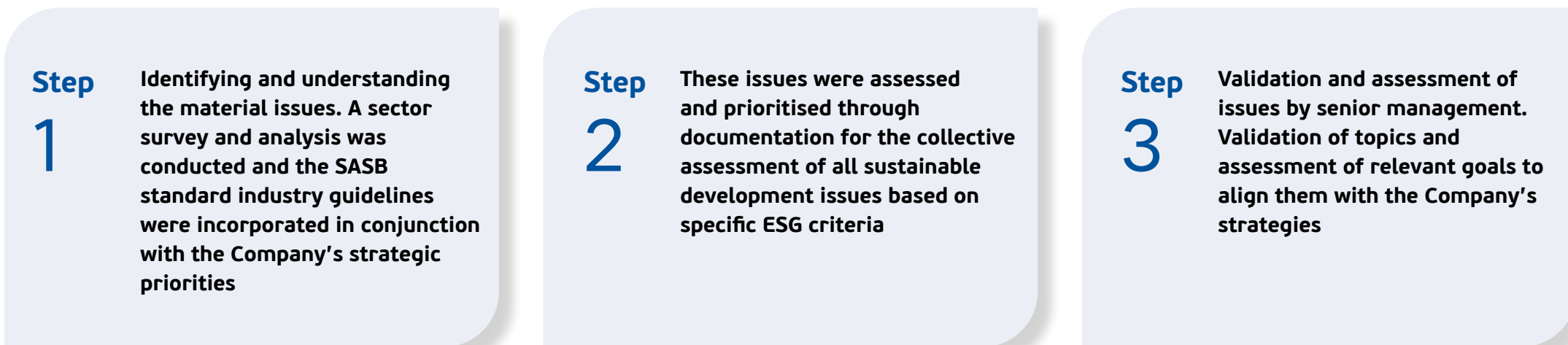
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Stakeholders	Channels of communication	Material issues
 Partners - Suppliers	<ul style="list-style-type: none"> • In-person meetings • Telephone communication • Electronic communication • Corporate website • Sustainability Report <p>Frequency of communication: Daily and as applicable</p>	<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 • Respect for human rights • Management systems
 Local Community	<ul style="list-style-type: none"> • Telephone communication • Corporate website • Social Media • Sustainability Report <p>Frequency of communication: Periodically</p>	<ul style="list-style-type: none"> • Corporate social responsibility • Respect for human rights • Social actions
 State and Regulatory Authorities	<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 <p>Frequency of communication: As applicable</p>	<ul style="list-style-type: none"> • Compliance with policies and regulations • Integrity & transparency • Data and information security • Smart and safe cities • Digital transformation • High quality of service • High level of expertise • Tech support • Competitive prices • Innovation and cutting-edge technologies • Added value solutions
 Academic Community	<ul style="list-style-type: none"> • Telephone communication • Electronic communication • Meetings with representatives • Corporate Website • Social Media • Tendering procedures • Sustainability Report <p>Frequency of communication: As applicable</p>	<ul style="list-style-type: none"> • Scholarships • Student internships • Research and development of digital education projects • Smart and safe cities • Digital transformation • High quality of service • High level of expertise • Innovation and cutting-edge technologies • Added value solutions • Employment

Materiality Assessment

In the context of preparing this Report, a study was carried out to analyse and identify the material issues of Space Hellas that concern the environment, society, and corporate governance. During the process of recording and evaluating the Company’s material issues, the impact of the potential risk embedded in each issue was taken into account, as was the pressure exerted by stakeholders on the Company regarding each of these issues. The stages of the materiality analysis were as follows:



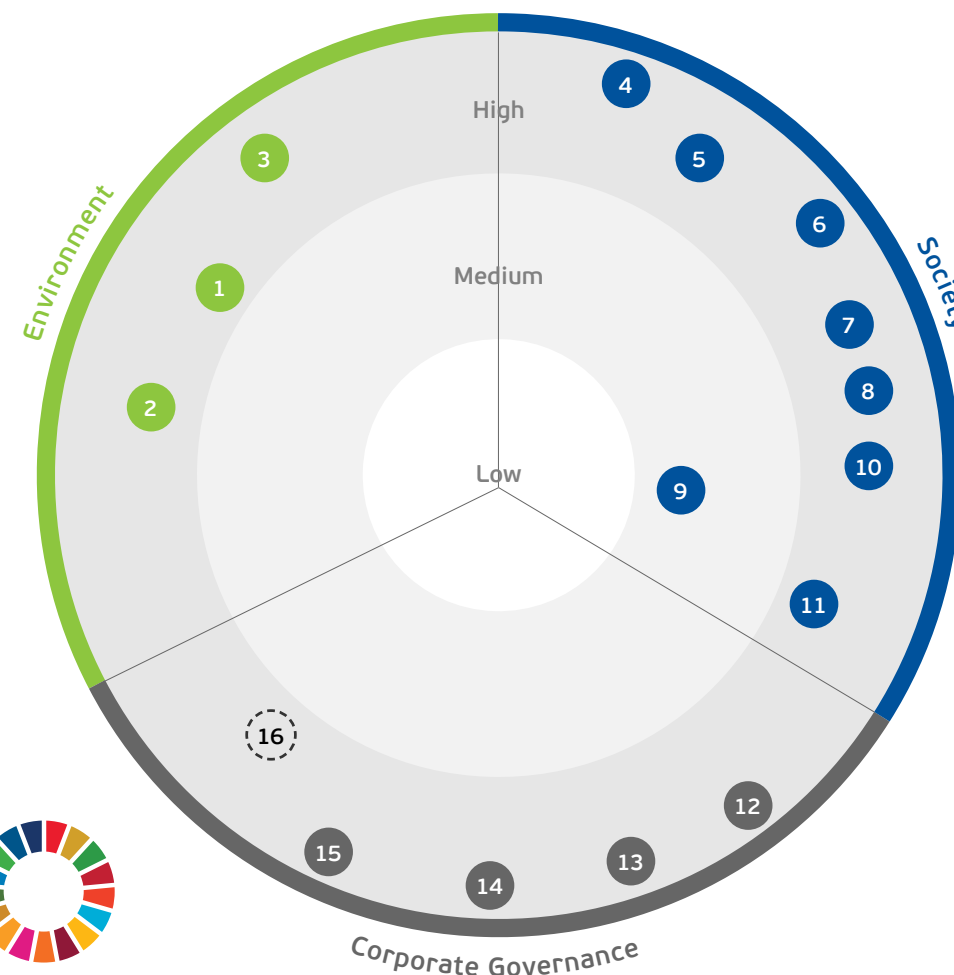
The issue assessment and prioritisation process was based on the Global Reporting Initiative (GRI) Standards and the Sustainability Accounting Standards Board (SASB) sectoral categorisation and assessment. The results of the study are presented in the following chart.



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Material Issues	SDGs
Environment	
1 Climate change and greenhouse gas emissions	7 AFFORDABLE AND CLEAN ENERGY, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
2 Energy management and saving	13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS
3 Sustainable facility management, including waste management and water consumption	13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS
Society	
4 Responsibility in technology and innovation	4 QUALITY EDUCATION, 5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH
5 Diversity and equal opportunities	4 QUALITY EDUCATION, 5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH
6 Health, safety and well-being of employees	10 REDUCED INEQUALITIES, 11 SUSTAINABLE CITIES AND COMMUNITIES, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
7 Attraction, retention and development of employees	10 REDUCED INEQUALITIES, 11 SUSTAINABLE CITIES AND COMMUNITIES, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
8 Digital transformation	17 PARTNERSHIPS FOR THE GOALS
9 Social initiatives	17 PARTNERSHIPS FOR THE GOALS
10 Protection of intellectual property and competition	17 PARTNERSHIPS FOR THE GOALS
11 Smart and safe cities	17 PARTNERSHIPS FOR THE GOALS
Corporate Governance	
12 Effective risk management	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
13 Ensuring business continuity	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
14 Business ethics, combating of bribery and corruption	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
15 Compliance	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
16 Geopolitical instability*	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS

* Identification of essential external factors that significantly influence the operation of the Company



THE GLOBAL GOALS
For Sustainable Development

Space Hellas has adopted the 17 UN Sustainable Development Goals 2030 and proceeded to link them with the material issues. The Company's goal is to identify and monitor its performance, focusing on the Goals most relevant to its activities, and making the most of its available resources.

Social contribution

CSR has been a component of Space Hellas’ business culture since its inception and has characterised its strategic decisions and goals. The Company acknowledges its responsibility as an entity, which is integrally linked to the community in which it operates, impacting and being impacted by this modern age.

In this context, Space Hellas is implementing actions to support local communities, the academic and research community, as well as the empowerment and well-being of its employees. Moreover, through the projects it undertakes for the public sector, it helps resolve some of the greatest contemporary challenges. It contributes to digital modernisation, the dissemination of innovation, and the creation of added value for society as a whole. The effect and impact of these projects are evaluated and they influence all stages of their implementation, from planning to tech support.

Technology is one of the tools societies have available to improve their lives, communicate, and learn. As a creator of technology, Space Hellas takes on this responsibility, and through R&D it creates innovation as a social product, ensuring that no one is left behind.



People at the centre

Actions for employees

Space Hellas takes initiatives and implements actions for its people, aiming to provide them with a healthy work environment, promoting respect for human and labour rights, and enhancing the culture of mutual support and solidarity. Furthermore, through the social actions it plans, the Company aims at volunteer work and personal contribution from all its employees.

Emphasis on sports and teamwork:

Space Hellas is participating with two basketball teams in the “Basketaki” amateur championship, in the Master and Development 2 categories, respectively. This encourages its employees to become actively involved in sports, aiming at socialising, exercising, and working as a team, while at the same time promoting the spirit of fair play.



ΙΔΡΥΜΑ ΓΙΑ ΤΟ ΠΑΙΔΙ

«Η ΠΑΜΜΑΚΑΡΙΣΤΟΣ»

Moreover, it has created the “Space Hellas Running Team”, with which it participates with more than 40 runners every year in the largest sporting event in Athens, the Authentic Marathon. This action supports sport’s unique meeting with history and culture. This effort is always related to the strengthening of the “Pammakaristos” children’s foundation in Nea Makri.



Δώσε ζωή στον συγγενή, στο φίλο, στον συνάνθρωπο!

Blood donation:

The creation of the Company’s blood bank is an action that started 21 years ago and continues with great success to this day. Any contribution is important for this effort, as it can be used both by the employees themselves and by their immediate families.



Lastly, Space Hellas is close to the children of its employees through actions that create bonds for young and old alike. One such action is the painting competition titled ‘Christmas through a child’s eyes’, which is held every year with a prize for the winner. The first place winner becomes Space Hellas’ company Christmas card.

Actions for society

Space Hellas is actively involved in strengthening the local community through the actions it undertakes.

Supporting NGOs and related initiatives:

The Company supports charitable organisations that aim to enhance the quality of life of children in need and contributes to their efforts by donating basic necessities, school supplies, and tech equipment.



Specifically, it participates actively in the effort of "Make a Wish" and in making the wishes of children going through serious illnesses come true.



In 2021, at Smile of the Child, the Company completed a project on support and problem solving services for the organisation's network equipment, as well as a project on the licensing and support of its call centre (Cisco).

The Company also actively participates in the 'Love for Life' action, gathering plastics that will be transformed into wheelchairs!

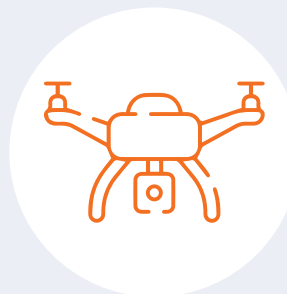
Supporting education:

Space Hellas collaborates closely with the academic community through the R&D programmes it implements, as well as through the support it provides to postgraduate students in the preparation of their thesis/dissertation projects. Furthermore, it has also established the "Dimitris Manolopoulos" Honorary Scholarship, in honour of the memory of its visionary founder, Dimitris Manolopoulos. The scholarships are designed to

enable young scientists to realise their ambitions in the field of technology by continuing their studies at the Masters or PhD level, in sectors related to communication networks, cybersecurity and artificial intelligence.

The Company also supports the effort of local schools in the communities in which it operates, by donating equipment and technology.

Space Hellas sponsors a "Student DRONE project"



Space Hellas was a supporter of George Boufidis' thesis project, which began in November 2021. As a final-year student of Mechanical Engineering at the University of Sheffield in England, he undertook to design and construct a powerful and highly autonomous unmanned aerial vehicle (drone) for a variety of applications, including professional filming, parcel delivery, and first aid delivery.

The endeavour was far-reaching in terms of a thesis, at quite a high cost. The countless hours of work were rewarded with the "Best Project" award from the Institution of Mechanical Engineering in England.

Space Hellas pioneers in promoting Greece's digital transformation

In recent decades humanity has been tested by successive crises, while climate change, data and information security, geopolitical instability, the pandemic, and energy management have been characterised as global threats. At the same time, great progress has been made in information and communication technology, affecting humanity and changing the world around us in a variety of ways. In this uncertain landscape, digital transformation is a global priority, as it can provide solutions to address the above risks. States and enterprises have put the utilisation of technology high on the sustainable development agenda and are mapping out a path to a better future with digitisation as their vehicle.

Space Hellas effectively capitalises on its competitive advantages, providing the necessary means to address the challenges our society is facing, both through its services and through the innovation it is implementing. It is a pioneer in the digital transformation journey, recognising risks in time, and seizing opportunities in an effective and creative way. Customers, the state, employees, partners, and investors travel with it on this journey and are building a dynamic and truly inclusive future.

Value-added projects for the local community and the broader society

With over 35 years of presence in ICT, it has successfully completed major projects that are points of reference for Greece. It is also a dynamic System Integrator with significant experience and advanced know-how in completing smart projects. Its innovative solutions provide incomparable advantages and create new standards in the digital evolution of any organisation, and have, among other things, great social impact.

Promoting thematic tourism in the Municipality of Patras

Space Hellas carried out an innovative project for the Municipality of Patras, which aims at promoting thematic tourism in the municipality, and specifically in the historical centre of Patras. The project was put forward and recognised as an innovation project by the Innovation Department of the Ministry of Interior.

The aim of the project is to develop digital interactive and multichannel services for visitors, to promote tourism and culture in the region, and to support local businesses. The ultimate goal of these digital services is the promotion of the area of the historical centre of Patras, as well as the extension of the tourist season, while also supporting cultural heritage and the local economy.

The explore.patras.gr app includes 44 points of interest. Besides these points, currently included in the app, others will be added in the future, with the contribution of the Cultural Organisation of the Municipality of Patras.

IT and telecommunications systems development to bolster the national capacity for control and surveillance of external borders

This is a very important project that aims at strengthening Greece’s national capacity to control and monitor its external borders and, by extension, our country’s security. It concerns the procurement of equipment, accompanied by the necessary software, that will allow for the execution of all necessary tasks by the police services in the context of implementing European Parliament Regulation (EU) 2017/2226, while ensuring the uninterrupted and unhindered operation of the national EES.

Space Hellas is implementing a Hellenic Coast Guard project to enhance Greece’s maritime security

Through a modern communication platform by Frequentis, Space Hellas will optimise the work of Hellenic Coast Guard operators, supporting search & rescue and maritime communication, as well as Vessel Traffic Services and Coastal Monitoring Systems.

Space Hellas has chosen to provide the Hellenic Coast Guard with a state-of-the-art solution, in partnership with Frequentis construction, in order to provide a unified communication system for improved search and rescue, as well as maritime security. The unique design of the solution provides integrated optimisation of workflow, handling of users’ daily work, and allows for making operational decisions. The system will be installed at the Hellenic Coast Guard Headquarters in Piraeus and at the Coastal Radiocommunications Station of the Hellenic Coast Guard in Aspropyrgos.

The system is based on the MarTRX platform for marine communication and information processing by Frequentis, an integrated next-generation marine control centre solution that streamlines all communication flows and useful data into one consistent user interface, easily displayed to the operator.

“ We are proud to be carrying out such an important project for Greece’s maritime security. The long-term partnership between Space Hellas and Frequentis, and the complex projects we have completed so far are a guarantee for the success of the project ”

Dr Ioannis Mertzanis
CEO Space Hellas



Case Study

Urban Security Management in Piraeus

Since September 2019, the Municipality of Piraeus has been involved as a contractor in the BeSecure-FeelSecure (BSFS) project. The project consortium members are the Urban Criminology Laboratory of Panteion University (project Scientific Manager), the companies Space Hellas and SingularLogic, the University of Piraeus Research Centre, the Ministry of Citizen Protection, and the European Forum for Urban Security (EFUS).

Through the BSFS, the Municipality of Piraeus aims at the following:

1. To gain a holistic view of the real security situation in the city
2. To improve citizens' sense of security and their trust in the competent authorities, and for those to be maintained at a high level
3. To increase social cohesion, aiming at participatory prevention of urban delinquency

The CURiM platform is being implemented in the framework of the project. This platform exploits heterogeneous sources of information, such as police reports, open internet sources, smart sensors, the municipality's digital infrastructure, and the "voice of the citizens", in order to analyse the risk of specific crimes in city neighbourhoods. The "voice of the citizens" can reach the municipal authority using a mobile application with which citizens can form local social networks and exchange information and experiences related to their sense of security.

In recognition of the high social and economic impact the project produces, it received an award at the Impact BITE Awards 2021, the most important institution rewarding technological innovation in Greece. The Municipality of Piraeus, together with SpaceHellas & Singular Logic, received the Silver award for the "CURiM Collaborative Urban Risk Management" platform initiative, in the "governance projects" category.





Case Study

1821 Digital Theme Park

A flagship project for the Region of Western Greece, the creation of a Digital Theme Park dedicated to 1821, the year when the Greek War of Independence commenced, was implemented by Space Hellas in collaboration with Radiant Technologies. Through the use of innovative, interactive technologies, it offers a unique experience of visiting and understanding the events of the Greek Revolution. This endeavour by the Region of Western Greece is the only mobile Digital Park in Greece, and it will be installed in 10 cities in the Region. The goal of its initiators and creators is for every citizen and the entire educational community to visit the Digital Park.

The project includes the development of e-infrastructure, modern services, and applications, aiming at the gradual transformation of Western Greece into a smart region in the field of promoting Greece's cultural and historical resources, and it is structured into three actions.

1. The organisation and operation of a mobile digital park, which will tour 10 urban centres in the Region of Western Greece
2. The provision of digital services and digital content in a multilayer manner, through a projection portal.
3. The production of documentaries highlighting the history and culture of Western Greece.

The advanced technologies used to promote the digital exhibits of the Theme Park:

- > Virtual Host
- > Interactive Video Walls
- > Video Projections
- > Touch screens
- > Digital books
- > Interactive holograms
- > Virtual Reality Headsets
- > Interactive Clothing Room
- > Interactive tables and monitors





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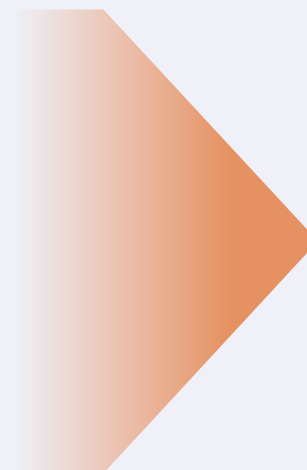
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Targets 2021

Identifying, assessing, and prioritising major issues is a key element for the determining corporate goals, as well as for developing the annual sustainable development action plan.



Drafting Sustainable Development



Education on sustainable development and Health & Safety issues



Worker training



Reduction of energy consumption and waste management



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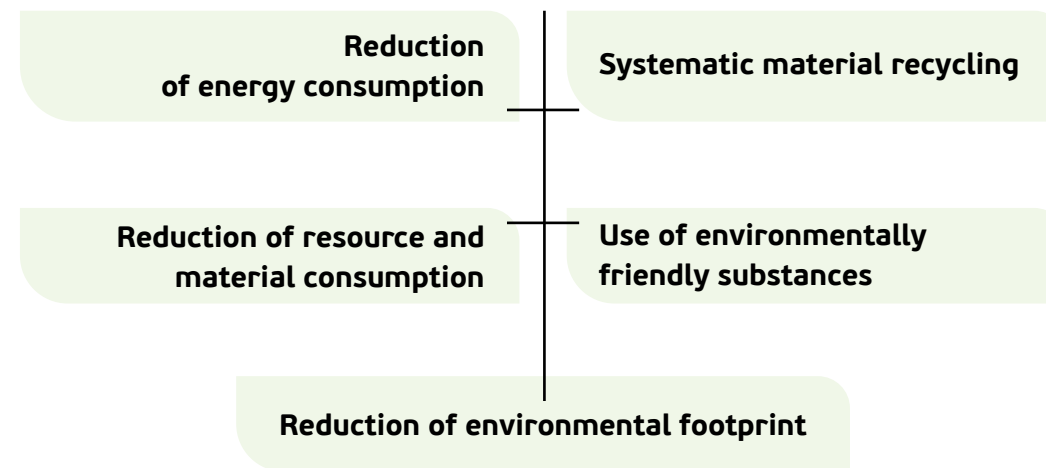
Environmental management framework

Space Hellas is following the direction set out in the Paris Agreement on climate change and the European Green Deal, recognising the role it is called upon to play in environmental protection and in achieving the United Nations Sustainable Development Goals (UN SDGs).

Our main concern is to combine the development of our Company with the protection of the environment, aiming at continuously reducing the environmental impacts of our activities.



Space Hellas has designed procedures and implements actions to reduce its environmental footprint and achieve environmentally responsible operation. The Company's activities as a whole are based on the following environmental priorities:





Environmental management system

Space Hellas has developed and is implementing an Environmental Management System, in accordance with the requirements of the ISO 14001:2015 standard. The System achieves systematic analysis of environmental risks and successfully manages them, with the ultimate goal of continuously improving the Company's environmental performance. The Environmental Management System has the corresponding ISO certification from an external body.



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Environmental policy

Space Hellas has developed an Integrated Policy for Quality, Health & Safety, and the Environment, through which it sets its strategic priorities with respect to the Group's business activities.

Space Hellas is committed to promoting clean technologies and continuously improving its environmental performance.

Its Policy on the Environment is reviewed on an annual basis, and through it, Management commits to:

- > Identifying environmental aspects and impacts, and assessing and taking measures to mitigate risks from corporate activities.
- > Implementing recycling of materials wherever feasible, such as paper, plastic, metals, electrical and electronic devices, and batteries.
- > Implementing energy management and improving equipment for reducing energy consumption in buildings and transport, such as electricity, and liquid and gas fuels.
- > Reducing the consumption of water, paper, and other natural resources.
- > Preventing environmental pollution during daily activities, avoiding toxic substances, and minimising the use of environmentally harmful substances, such as chemical cleaning agents, waste, etc.
- > Preventing potential environmental accidents such as fire, leakage, etc. through proper maintenance of the relevant equipment, and continuous training and awareness-raising of employees.
- > Maintaining a mechanism for dealing with environmental incidents, fire, leakages, and other emergencies.

- > Raising awareness among employees, customers, suppliers, and partners regarding the importance of environmental management and the risks of climate change.

In the context of employee awareness, and as the Company places special emphasis on sound environmental behaviour, 'Practical instructions for environmental protection' have been posted in all common-use spaces. These include ways to reduce electricity, air conditioning, gasoline, and oil consumption, as well as sound recycling practices.

Responsibility for the design, implementation, and monitoring of the Environmental System and Policy lies with the Department for Security and Management Systems. An Environmental System Manager has been appointed to manage all relevant issues in partnership with competent colleagues, such as the Legal Advisor for monitoring legislation, the Human Resources Manager, the Electrical/Mechanical Installations Manager, the branch Managers, as well as the Emergency Management Teams.

Recognising risks and opportunities

Monitoring international developments, recognising international trends, and identifying risks and opportunities emerging through them are key factors in the development of the Company's environmental identity.

Applying the Environmental Management System it has developed, in accordance with the ISO standard, the Company annually records, evaluates, and updates:

- > The environmental issues and their impacts, per facility, and at company level;
- > the risks and appropriate mitigation measures; and
- > the opportunities and actions to exploit them.



The Company has defined environmental indicators for monitoring and recording the above issues, the most important of which are analysed below, while further reference is made to this in the Company's "Annual Financial Report"¹.

To identify the risks and opportunities being created, Space Hellas implements the SWOT Analysis strategic planning tool. Besides environmental issues, the SWOT analysis is applied to each ISO-certified thematic. More information on risk management at the Company is available in the chapter on "Responsible Governance for Effective Operation".

Identify environmental and climate change risks and opportunities through a SWOT analysis and in accordance with the philosophy of ISO 14001:2015.

¹ The annual Financial Report for the financial year from 1 January to 31 December 2021 was prepared in accordance with Article 4 of Law 3556/2007, it was approved by the Board of Directors of SPACE HELLAS on 19 April 2022, and it was posted online at www.space.gr.

Energy and environmental footprint

Climate change increases extreme weather events and creates risks such as:

- > Increased energy consumption in the winter months due to increased cold (buildings and cars).
- > Increased energy consumption during the summer months due to heat waves (buildings and cars).
- > Increased energy costs due to CO₂ emissions pricing policies.
- > Reduction of personnel productivity due to extreme events such as heat waves, snowfall closures, excessive rainfall, floods.
- > Delays in staff travel due to traffic chaos during adverse weather conditions. Reduced productivity at external technical interventions.
- > Delays in equipment deliveries to customers and delays in project completion due to extreme and adverse weather conditions.
- > Risks of flooding and destruction of goods in Company warehouses or at external logistics partners. (The Company always insures merchandise for damage during transport or storage).

- > Reduction of turnover from delays / increased delivery time from suppliers due to disasters at production plants / of raw materials due to extreme weather phenomena.
- > Increased equipment damage due to exposure and operation under extreme conditions.
- > Personnel health and accident risks.

Climate change sometimes creates opportunities, such as:

- > Increased customer demand for / sales of digital transformation and remote working solutions.
- > Increased technical works / provision of technical support services during periods of adverse conditions / malfunctions.
- > Opportunities for training of and raising awareness among personnel on climate change and environmental respect issues.



Energy and environment footprint

Energy savings

Space Hellas aims to limit the environmental impact of its activities by adopting the best available techniques and systems for energy management and saving energy. As far as building facilities are concerned, the Company's activities do not include industrial or other polluting units, while its IT services require only standard office infrastructure and storage facilities. As part of energy management, an energy audit is carried out at the Company's facilities, resulting in improvement proposals.

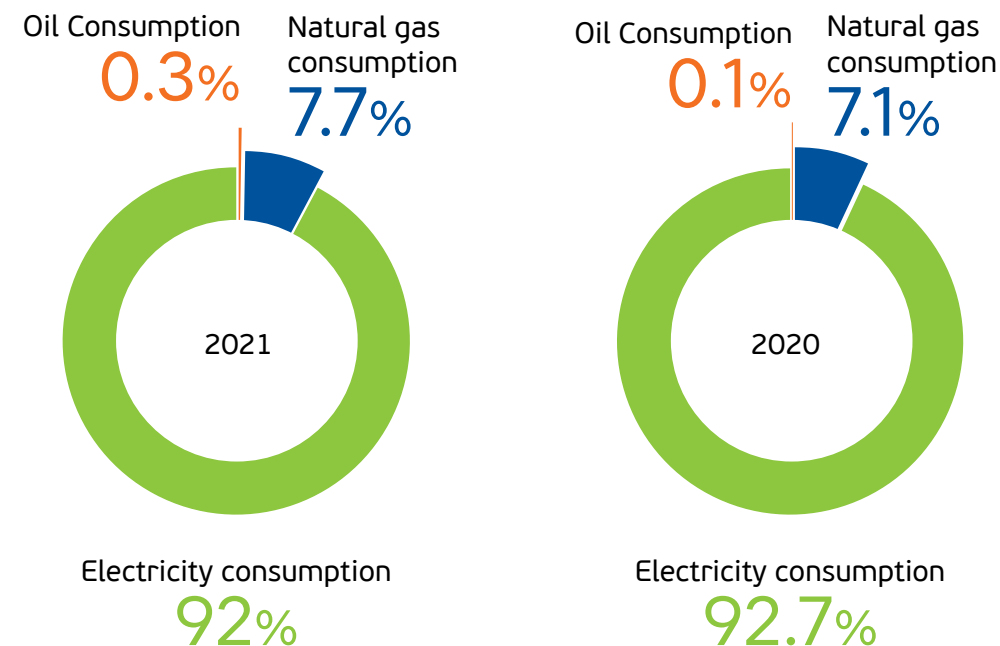
An important action to save energy in 2021 was to replace the old ventilation and air-conditioning systems. Moreover, one of the Company's buildings replaced the heating boiler with a heat pump, which contributed significantly to the reduction of energy consumption. Lastly, all conventional light bulbs have been replaced with better-performing LED lamps that provide greater energy savings.

Energy consumption

The Company systematically records electricity consumption at its facilities in order to search for improvement opportunities.

Total energy consumption for 2021 was 1540 MWh, increased by 8% compared to 2020 (1430 MWh). To a certain extent, this is due to the increase in the number of employees in 2021 (by 13%) and the increased building heating needs due

to the gradual return of employees to the workplace, following the easing of restrictions due to the pandemic. At the same time, the Company's turnover increased by 17% compared to 2021, which also affected energy consumption. It is worth noting that electricity continues to be the main energy source for the Company's facilities in 2021, accounting for 92% of total consumption.





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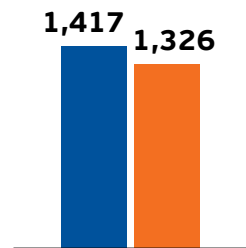
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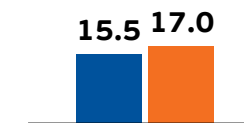
Electricity

Annual electricity consumption increased by 7% compared to 2020. However, as mentioned above, the Company's turnover increased by 17% compared to 2020, therefore, the specific electricity consumption index, defined as electricity consumption per revenue of the same year, decreased by 9%.

Electricity consumption (MWh)



Specific electricity consumption (KWH/revenue € thousands)

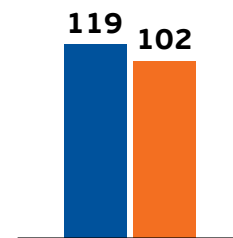


● 2021 ● 2020

Thermal energy

Space Hellas' oil and natural gas consumption rate increased slightly compared to 2020. It remained at less than 10% of total energy consumption, with natural gas being the main source of combustion.

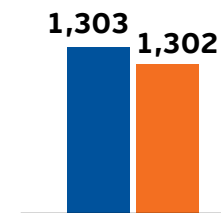
Natural Gas Consumption (MWh)



Oil (MWh)



Specific Natural Gas Consumption (kwh/revenue € thousands)



Specific Oil Consumption (kwh/revenue € thousands)

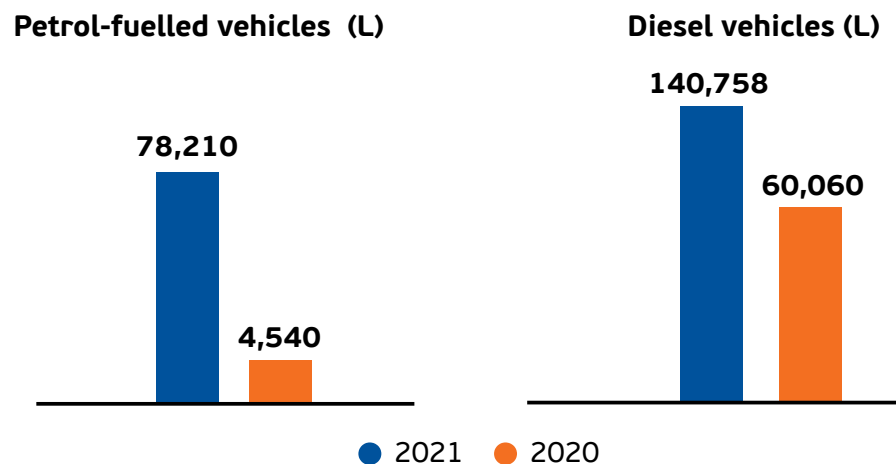


● 2021 ● 2020

Transport

Space Hellas works with a specific company to provide and manage the corporate car fleet. In 2021, it replaced a significant percentage of petrol-fuelled vehicles and increased its diesel vehicles.

The Company continues to evaluate the replacement of a small part of its corporate vehicles with hybrid and/or electric vehicles.



Emissions

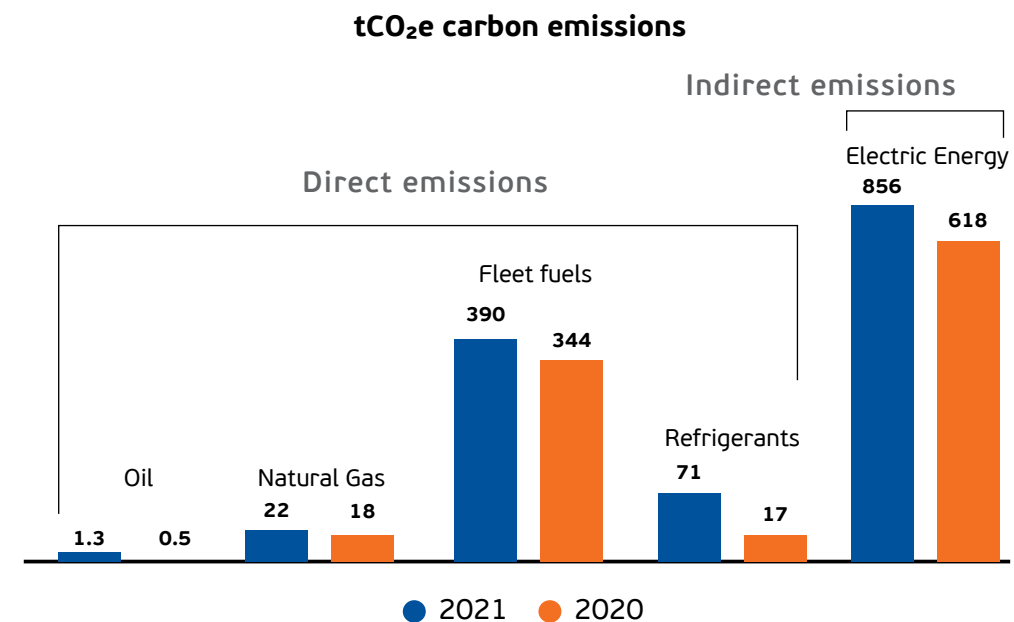
Space Hellas recognises the need for immediate action to reduce carbon emissions and therefore systematically monitors the emissions resulting from its operation.

The emissions calculation method follows the ISO 14064 and GHG Protocol standards for recording the total quantity of Greenhouse Gases released into

the atmosphere, including methane (CH₄) and nitrogen oxide (N₂O), expressed as CO₂ equivalent (CO₂e).

Direct Emissions (Scope 1): The carbon emissions resulting from stationary combustion (oil and natural gas), motor fuels (oil and petrol), as well as the coolant leakage from air-conditioning units and other similar equipment².

Indirect Emissions (Scope 2): Emissions resulting from electricity use.



² The amount in kilograms of the coolant filled in the system is thus considered with this that was released into the atmosphere during the use of this for the year



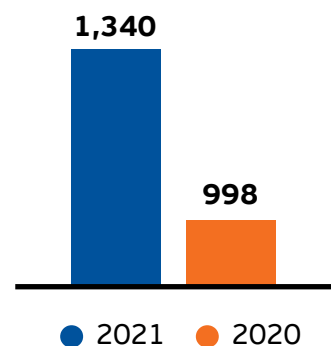
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For 2021, total carbon emissions came to 1,340 tonnes³, increased by 34% compared to the previous year.

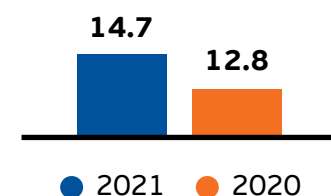
The main increase is observed in emissions from electricity use. This is partly due to the small increase in electricity consumption, but also due to the increase in the emission factor⁴ from the production of electricity in Greece, which increased from 466 gCO₂e/kWh in 2020, to 604 gCO₂e/kWh in 2021.

The significant impact of this factor in calculating emissions is also highlighted by the comparison of the specific emissions index with the specific electricity consumption index. The specific emissions index, defined as the carbon emissions per revenue for the same year, stood at 14.7 kgCO₂e/thousands of euros, marking an increase of 15% compared to 2020, while the specific electricity consumption index recorded a reduction of 9%, as mentioned above.

CO₂e (tCO₂e) emissions



Specific CO₂ (kgCO₂e/€ thousands) emissions



³ Conversion factors: IPCC Fifth Assessment Report, 2014 (AR5).

⁴ European Environment Agency (<https://www.eea.europa.eu/ims/greenhouse-gas-emission-intensity-of-1>). Calorific value - Source: Guide for Energy Audits in buildings, industry and transport, RIS 2017).

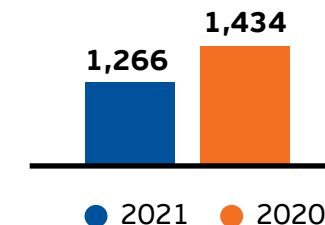


Water and waste

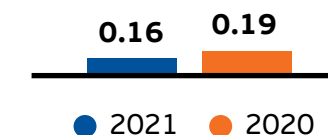
Water consumption

Space Hellas monitors water consumption at its buildings in order to ensure sound management and to avoid potential leaks. Water consumption in 2021 dropped by 12% compared to 2020. The specific water consumption index (defined as water consumption in cubic metres per square metre of facility coverage) decreased correspondingly by 16%.

Water consumption from water supply networks (m³)



Specific water consumption (m³/m²)



Waste management

By aligning economic sustainability with the social and moral responsibilities arising from the need to reduce its environmental footprint, Space Hellas cares for the proper management of the resources it uses.

The Company promotes recycling actions at its facilities, where there are recycling bins on all floors. There are separate bins for paper, plastic, batteries, and electronic equipment, which are sorted in partnership with specialised licensed bodies.

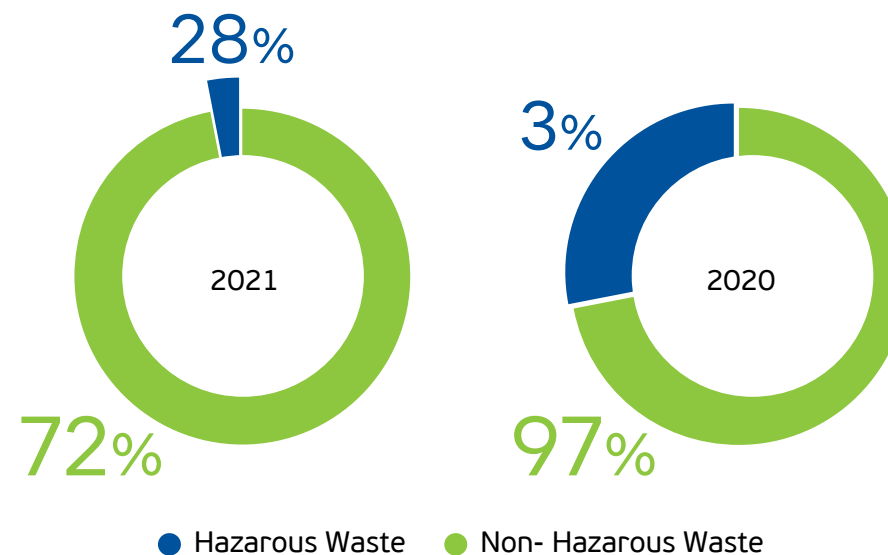
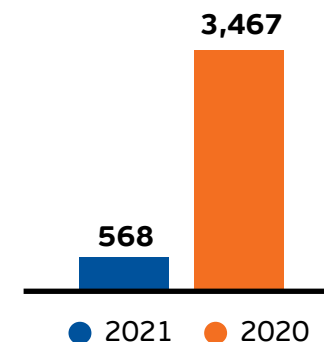
Each year, staff are trained on environmental issues and the Company's recycling actions.

2021 saw an 84% reduction in total Space Hellas waste compared to 2020, with a significant decrease in paper, cardboard, and electronic equipment waste⁵.

72% of the waste for 2021 related to non-hazardous waste, mainly paper, cardboard, and electronic equipment. The remaining 28%, which is classified as hazardous waste, consists mainly of batteries (small and UPS), as well as light bulbs that were replaced with LEDs.

⁵ The level of recycling in commercial activity is a function of the types of products being sold and especially the type of orders (for example packaged goods versus software products)

Total waste (kg)



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Space Hellas is implementing the principles of "Green IT", both in its IT systems, as well as in its technological infrastructure

The term "Green IT" (or Green Computing), besides design and planning, refers to the use and reuse of computers, servers, and subsystems (e.g. monitors, printers, storage media, and communication networks) in an effective manner, in order to limit environmental impacts.



Targets 2022-2023

	Year achieved
Creation of introductory training on environmental protection for all new employees joining the Company.	2022-2023
Implementation of an ISO 50001 certified Energy Management System.	2022-2023
Evaluation and implementation of energy-efficient measures discussed during 2021, such as: <ul style="list-style-type: none"> • BMS (Building Management Systems) in buildings, • Limitation of operating hours for air conditioners and, • Possible integration of photovoltaic panels on a building roof. 	2022-2023



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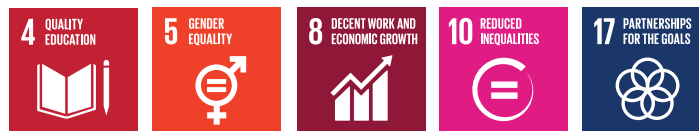
4 OUR HUMAN CAPITAL

- Our people
- Attracting and retaining employees
- Employee training and development
- Communication and strengthening relations
- Employee benefits
- Protecting human rights and promoting diversity

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Our people



479
employees



100%
of employees have an indefinite term contract



13%
increase in human resources for 2021



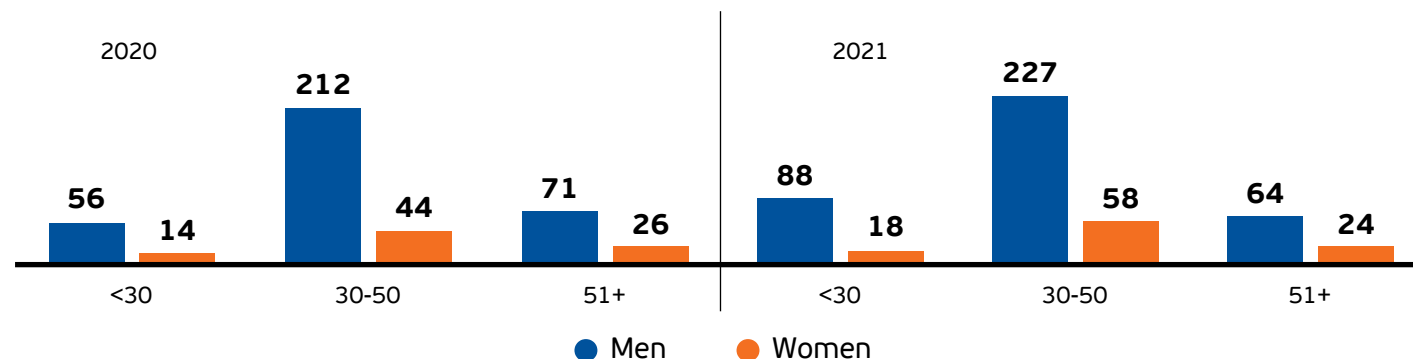
100%
of employees trained in 2021

Geographic distribution of employees for 2021

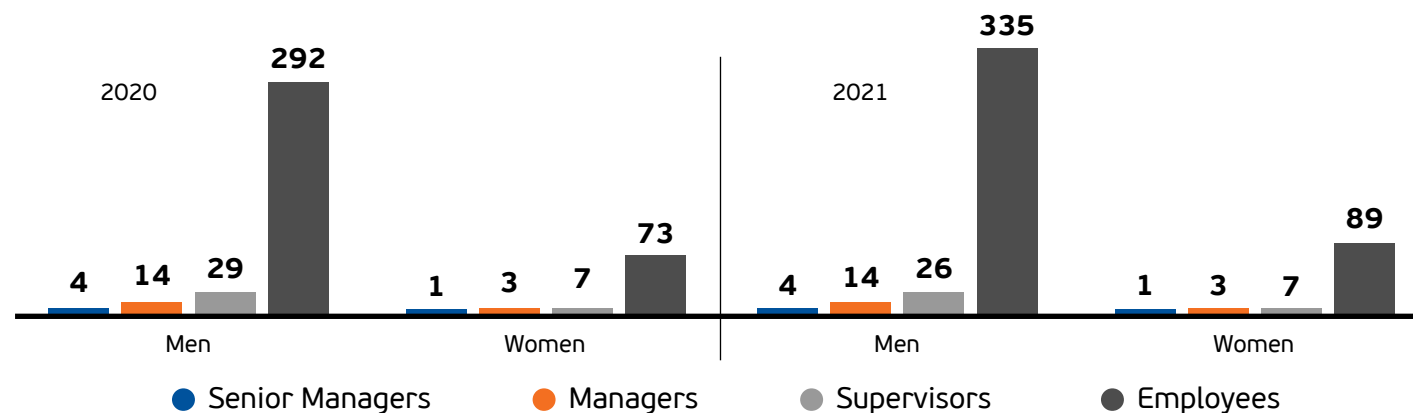
Athens	400
Thessaloniki	68
Patra	4
Ioannina	2
Crete	3
Farsala	2
Total	479

At Space Hellas, we constantly strive to develop a merit-based work environment, with respect to all employees. Our people are the Company's most important component, contributing to its growth and development.

Age distribution of human resources by gender and age



Distribution of human resources by hierarchy level and gender





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Space Hellas seeks to provide a modern work environment with equal opportunities and equal treatment, and with respect for human and labour rights. It encourages and promotes open communication, high performance, and personal development, in the context of a modern corporate culture based on its corporate principles and values.

The Company is committed to implementing all modern methods for the development of its people, and it provides systematic education and evaluation programmes in order to ensure that all employees have the opportunity for continuous development and promotion of their skills. To support its effort towards a merit-based work environment, it has adopted and is implementing Rules of Procedure and a Code of Ethical and Professional Behaviour, which include the fundamental principles, rules, and values that form the framework of its labour relations.

The key principles of the Code of Ethical and Professional Behaviour are:

- > **Fair treatment of all individuals and avoidance of any discrimination**
- > **Rejection of all forms of bribery and combating corruption**
- > **Respect for the value and ownership of information managed by the Company and not making it available without proper authorisation**
- > **Implementation of each project with respect, diligence, and responsibility**

The Code applies to all members of the BoD, shareholders, employees, as well as customers and business partners.





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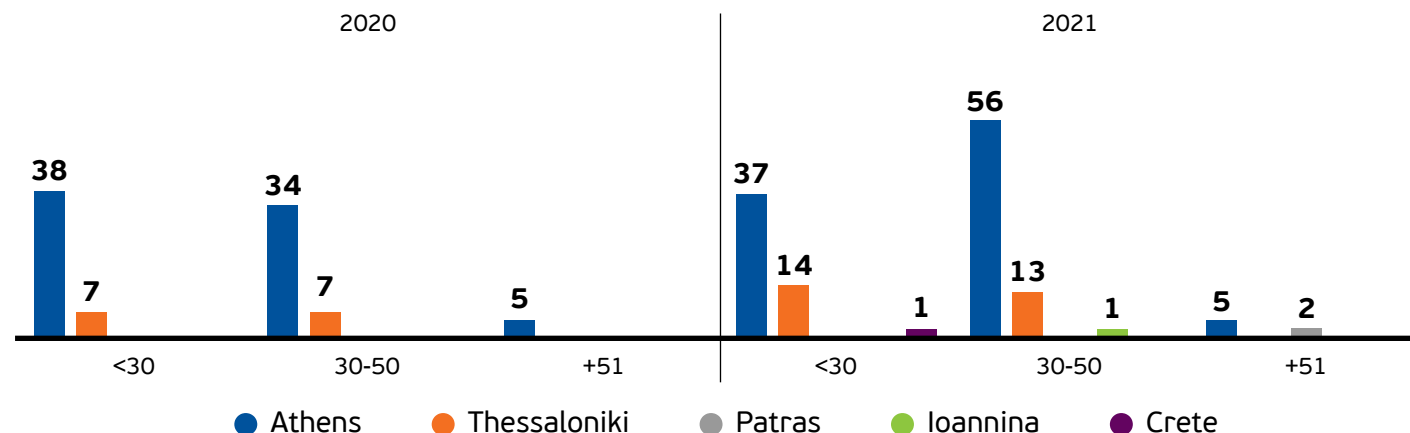
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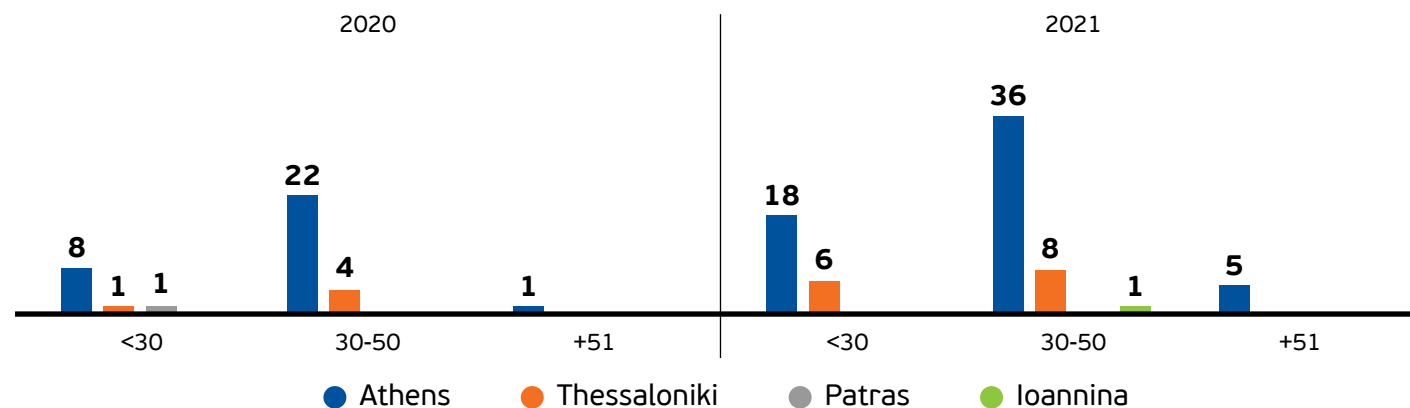
Attracting and retaining employees

The Company's main goal is to attract highly trained and educated human resources with a high level of professional and personal characteristics, capable of embracing the Company's vision, values, strategy, and culture. The process for attracting new employees is based on objective and merit-based criteria, excluding any potential discrimination and ensuring transparency throughout.

Total recruitment by age and geographical location



Total departures by age and geographical location



Employee training and development



6,222
training hours



13
average training hours
per employee

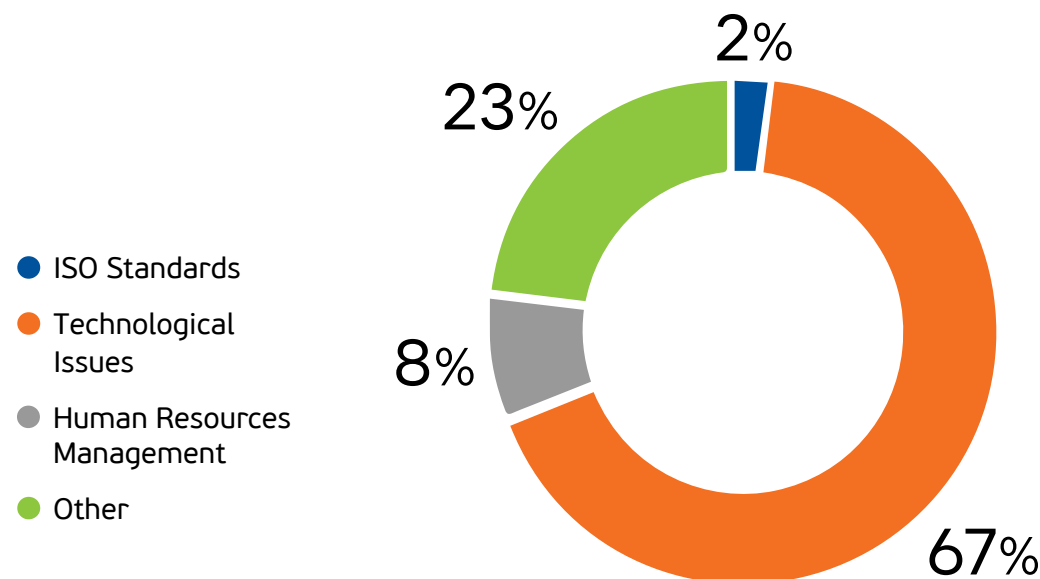


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training seminars

At Space Hellas, employee training and further education are important elements of professional development and growth, as well as a key pillar for the achievement of company goals. The training being implement-

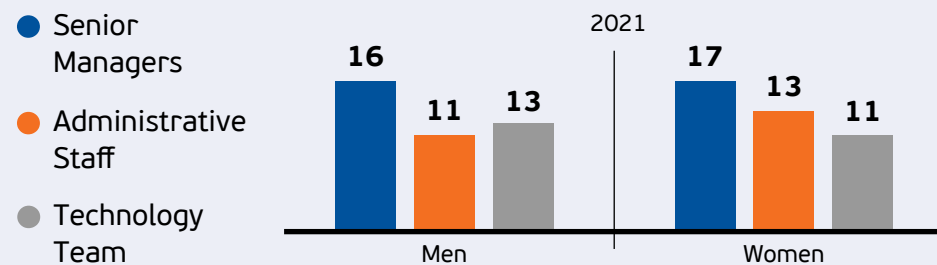
ed equips employees with everything they need to enhance their knowledge and skills. The seminars and training sessions that take place cover a wide range of business issues, which are presented in the figure below.

Training hours per subject



The training and development procedures also include the orientation of new colleagues. In this context, in collaboration with the Human Resources department, each department carries out a comprehensive presentation of the duties they will undertake. During the orientation, newcomers are made aware of the Code of Ethical and Professional Behaviour, as well as the of Values and Vision of the Group.

Average training hours per employee category





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Communication and strengthening relations

The Company places special emphasis on internal communication with the aim of cultivating a corporate culture and building trust between employees of all levels. Communication is unhindered and direct, and it is the basis of our corporate relationships.

Space Hellas ensures, through targeted actions, that employees are informed in a timely manner about new policies, procedures, and any changes thereto. The most important communication channels used by the Company are:



Newsletters



Announcements by email



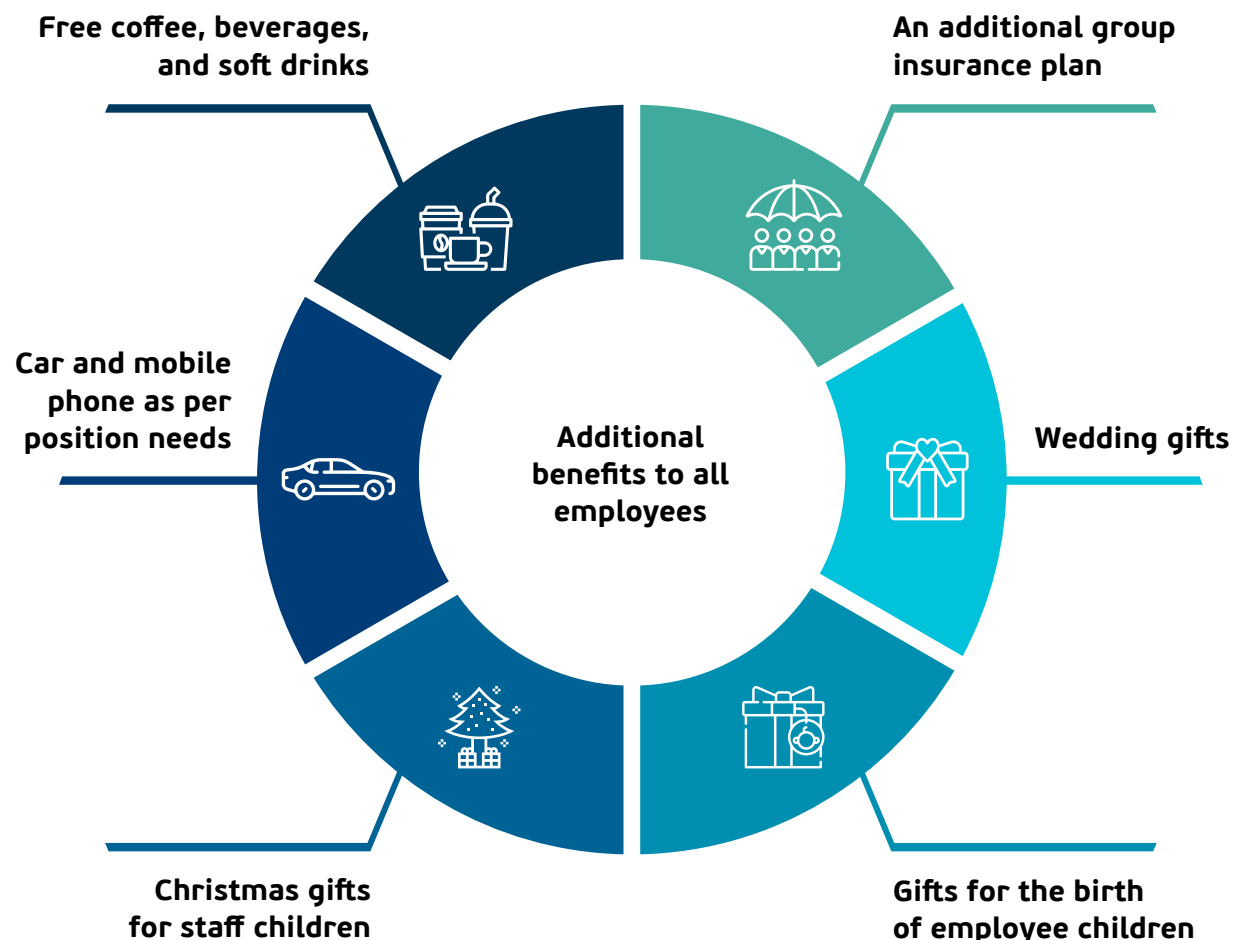
Department staff meetings



Open-door policy

Employee benefits

Seeking to promote prosperity and to reward its employees, Space Hellas offers a comprehensive programme of benefits in addition to those provided for under the current legislative framework. In this direction, it provides the following to its employees:



Protecting human rights and promoting diversity

Human rights

Space Hellas recognises and respects the labour rights of its people, it ensures their equal pay, and respects internationally protected human rights. Throughout its activities, it shows zero tolerance for any incident of discrimination, child or forced labour, or any form of harassment. In this context, the Company has adopted and implements a Human Rights Policy which is broken down into the following axes:

- > **Zero discrimination**
- > **Freedom to the right of Collective Bargaining**
- > **Prohibition of all forms of forced and child labour**
- > **Working hours and wages**
- > **Health and safety**
- > **Harassment**

The Company also expresses its commitment to address and eradicate violence and harassment in the workplace, with the exclusive goal of ensuring a

work environment where mutual respect and non-discrimination prevail. To this end, a Policy was adopted and is being implemented for combating violence and harassment, and for handling internal complaints, which is posted on the website and is readily available to all employees. As part of the policy, the Company has established a complete and comprehensive report submission, management, and investigation mechanism, with the establishment of special communication channels.

Diversity

The Company has signed the Diversity Charter, proving in practice that it incorporates into its daily operations the principles of diversity and inclusion of workers with diverse characteristics. This is a European Commission initiative, with the goal of promoting diversity in Greek enterprises, acting as a tool for the implementation of equal opportunities and diversity in every work environment in Greece.

Targets 2022-2023

	Year achieved
Coaching Skills training for Management Executives	2022
New manager team training	2022
Completion of training intervention that concerned the company's entire Management Team and which had begun in late 2019	2022
Design and introduction of an induction plan for all new colleagues	2022
Creation of a Career Path in Technology Departments	2023
Performance Evaluation System Upgrade	2023



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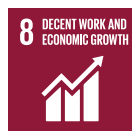
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HEALTH & SAFETY

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Our Contribution to the Sustainable Development Goals



Health and Safety management framework

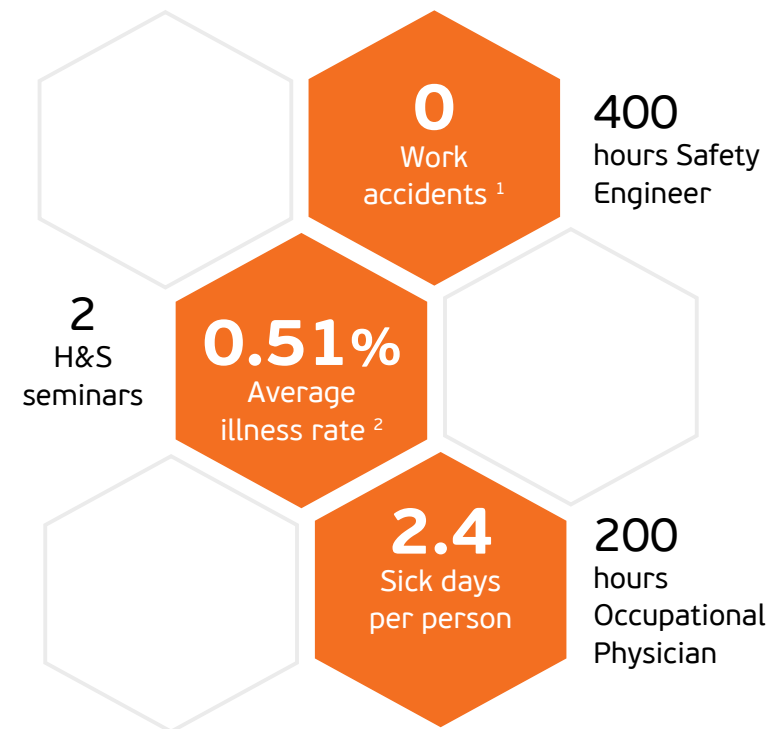
Space Hellas focuses on its people and has made the protection of Health and Safety in the workplace a non-negotiable priority and value.

The primary concern is to ensure a Health and Safety environment that minimises risks to employees, customers, and other stakeholders who may be affected by the Company's operations. The main principles and lines of action that contribute to the effective management of Health and Safety issues are the prevention and timely handling of risks, constant awareness-raising and training, as

well as the monitoring of Health and Safety procedures that are implemented.

To ensure a healthy and safe working environment in the long term and to continuously improve it, Space Hellas implements an integrated Occupational Health and Safety in the Workplace Management System, certified in accordance with EN ISO 45001:2018.

Our performance at a glance



¹ Number of Work Accidents, per year (absence >1 day)

² Average illness rate, (days of illness / working days)

Health and Safety Policy

Our commitment to Health and Safety at work is implemented through the Health and Safety Policy, in the framework of the integrated Quality - Health & Safety at Work - Environment Policy that we have established. This policy is valid at all our facilities and is updated annually. Regarding Health & Safety at Work, the Policy provides for the following:

- > **Full compliance with current legislation and other relevant regulations**
- > **Recognition and assessment of professional risks, and measures to control and contain them**
- > **Preparation of preventive action plans and corrective actions in order to minimise or eliminate risks**
- > **Systematic measurement, evaluation, and efforts to reduce the levels of exposure to harmful agents, and continuous monitoring of employee health**
- > **Open and transparent communication on all health and safety issues**
- > **Informing, raising awareness, and training of personnel**
- > **Systematic inspection of processes and procedures for adherence to Health and Safety rules and achievement of goals**
- > **Continued effort to align with international standards and implement best practices.**

Health and Safety management system

The Health and Safety Policy is the cornerstone of the development of the Health and Safety Management System, which is implemented at all facilities. The purpose of the System is the effective identification and management of risks in a framework of systematic monitoring and continuous improvement. Through the operation of the System, we place special emphasis on:



Establishing procedures and adopting good practices for achieving the purpose of the System



Minimising risks and continuously taking measures to prevent accidents and occupational illnesses



Sound information and training of employees on issues of safe work and conduct that enhance the work culture

In addition to the procedures followed to ensure a safe work environment, we ensure:

- > **Involving of an occupational physician and safety technician, depending on the risk of personnel activities**
- > **Aligning Health & Safety requirements with the operation of corporate processes and ensuring their continuous improvement**
- > **Establishing a coordinated team as well as an action plan for managing emergencies**
- > **Providing and controlling the use of Personal Protective Equipment where required**
- > **Providing regular electronic communication from the occupational physician regarding the compliance with preventive measures against the pandemic**

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Health and Safety management issues

Risk assessment

The principle of prevention plays a decisive role in the Health and Safety System. Space Hellas maintains in all its facilities an Occupational Risk Assessment Study, which analyses workplace risks and establishes procedures and measures to address them, while at the same time defining relevant indicators to monitor their effectiveness.

As a complement to performance indicators, the Company has defined and follows a specific programme of internal and external inspections. A specific checklist has been created at each facility in order to monitor the points and conditions where risks have been identified, and to determine the degree of compliance with procedures and measures of safe employee behaviour. Inspections are carried out either by department Managers or by independent external partners.

Employee committee on Health and Safety issues

As part of the concerted effort to eliminate hazards in the workplace, a special committee of employees has been created, consisting of human resources representatives from all departments of the Company. This committee meets regularly in order to communicate the needs of employees to the members of Management and to propose improvements regarding the management of Health and Safety issues.

Health and Safety training

The training and further education of employees is of paramount importance for the effective operation of the Health and Safety System, as these enhance the culture of safe employee behaviour at work. In this context, training sessions are implemented that have been created according to the needs of the em-





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employees, the recommendations from inspections of the Technical and Medical working groups, as well as international and national developments and current trends.

In 2021, the subjects of the training sessions held included training for employees of the Occupational Health and Safety Management System (OHS), practical instructions for day-to-day implementation on OHS issues, practical instructions for emergencies such as earthquakes, fires, building evacuations, instructions for fire fighting systems, as well as special issues, such as moving heavy objects, using portable ladders, instructions to avoid electric shock, safe driving, correct posture at the office, pandemic instructions, etc. In addition, training was carried out for the emergency management teams to handle relevant incidents and building evacuations, as well as first aid training by the Occupational Physician.

Health and Safety KPIs

	2021	2020
WORK ACCIDENTS		
Number of Work Accidents (absence >1 day)	0	0
ACCIDENT SEVERITY INDEX		
LTISR (Lost Time Incidents Severity Rate) for employees	0	0
ACCIDENT FREQUENCY INDEX		
LTIFR (Lost Time Injury Frequency Rate) for employees	0	0
ABSENTEEISM INDEX		
AR (Employee Absenteeism Rate) *	0.51%	0.52%
Sick days per person	2.4	2.2

* Absenteeism Rate (AR): (Number of days of absence from work due to any inability / man-days of work) %

Goals for the 2022-2023 two-year period

	Year achieved
Evacuation drill at all Company facilities	2022-2023
Creation of induction training specifically on Health and Safety issues for newly hired persons	2022-2023

Our response to the Covid-19

The Covid-19 pandemic is one of the major challenges facing the international community and a major public health and economic issue globally. Since the beginning of the pandemic, Space Hellas, as the leading System Integrator and Value Added Solutions Provider in the sector of telecommunications, IT, and security, has had the opportunity to implement a multidimensional action plan and respond immediately to these difficult circumstances. The action plan is fully in line with the government directives, in order to ensure the health and safety of its employees and the unhindered operation of its activities.

The framework of actions pertains to preventive measures for the safety of employees and other related entities and is implemented at all facilities. More specifically, the Company implemented the following actions:



Restriction of business travel



Implementation of remote work



Backups in case employees responsible for health and safety were not able to perform their roles



Special arrangements for employees belonging to vulnerable groups



Establishment of procedures for employee self-isolation to manage cases at the facilities



Establishment of procedures for personnel to report any Covid-19 symptom that they or anyone in their surroundings have



Regular disinfection of all work areas and company cars



Provision of personnel with appropriate personal protective equipment (gloves, masks, antiseptics)



Continuous briefing - training of personnel responsible for management of the pandemic



Free Covid-19 diagnostic tests (PCR and Rapid Tests)



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RESPONSIBLE GOVERNANCE AND OPERATIONAL EXCELLENCE

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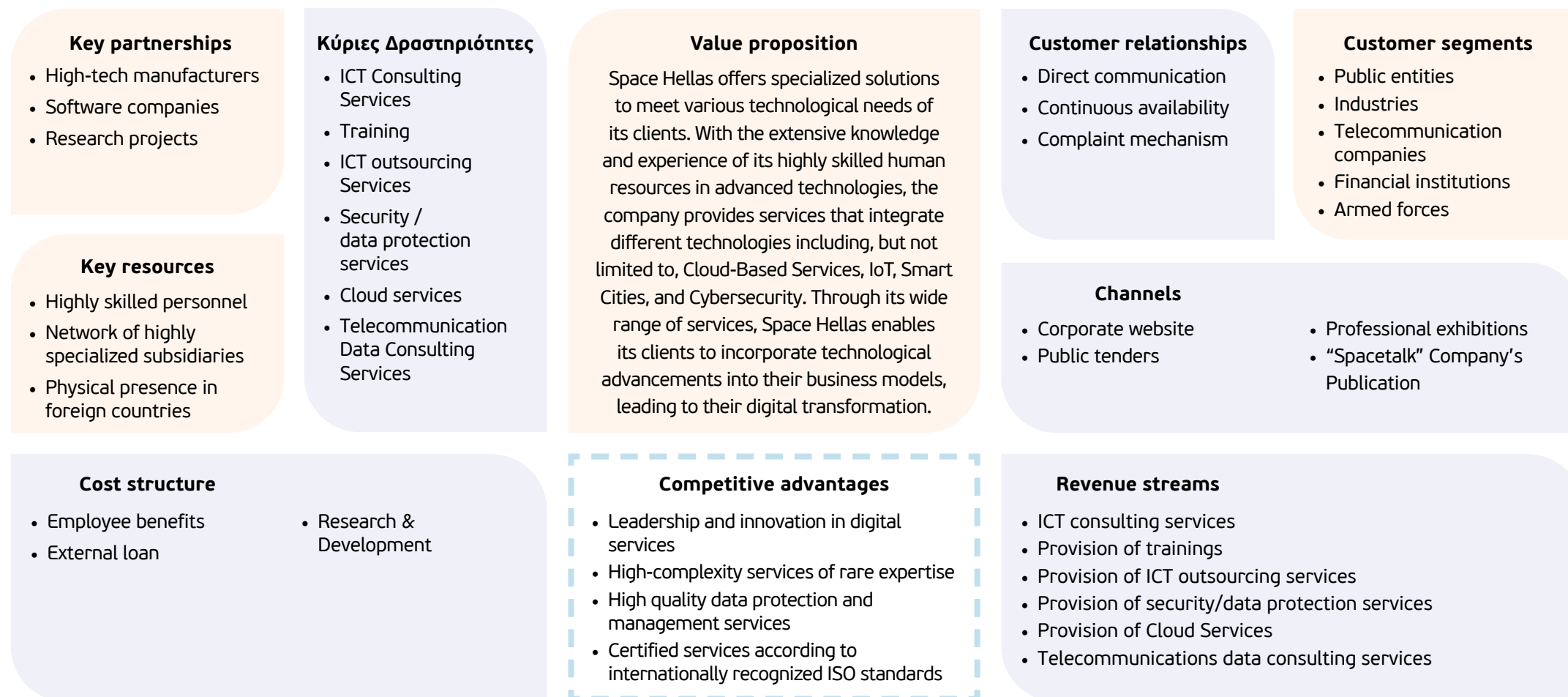


Our Contribution to the Sustainable Development Goals



Business model

Space Hellas aims to provide its customers with IT, telecommunications, and security solutions that create added value for both them and their own customers. The business model depicted below captures in the most easily understandable way the range of the Company's activities, as well as the elements that separate it from the competition, contributing to its successful course.



* Business model canvas generation by Alexander Osterwalder and Yves Pigneur

Space Hellas policies

Faithful to its characteristic values, specifically Responsibility, Integrity, and Transparency, the Company has developed specific policies, regulations, and procedures. In this way, it standardises the practices implemented in its daily operation and discloses to all its staff and other stakeholders the approach followed, the limits in place, and the responsibilities assumed by each stakeholder. The main policies, which are available on the Space Hellas website, are summarised below:

Policy to Combat Violence and Harassment and for Internal Complaint Management

This outlines the rights and responsibilities of employees in cases of violence or harassment in the workplace, the procedure for submitting and examining complaints, and the consequences in case of violations.

Suitability Policy of BoD Members
This includes the diversity principles and criteria for the selection of candidate members and the criteria for their evaluation

Remuneration Policy
This outlines the criteria that determine the BoD member salaries, their method of payment, and their limits.

Privacy Policy
This presents the purpose for collecting data, the procedure for managing them, the rights of holders and managers, and the ways of contacting the Company on this matter.

Rules of Procedure
This reflects the size, purpose, structure, organisational chart, and the internal policies and procedures of the Company.



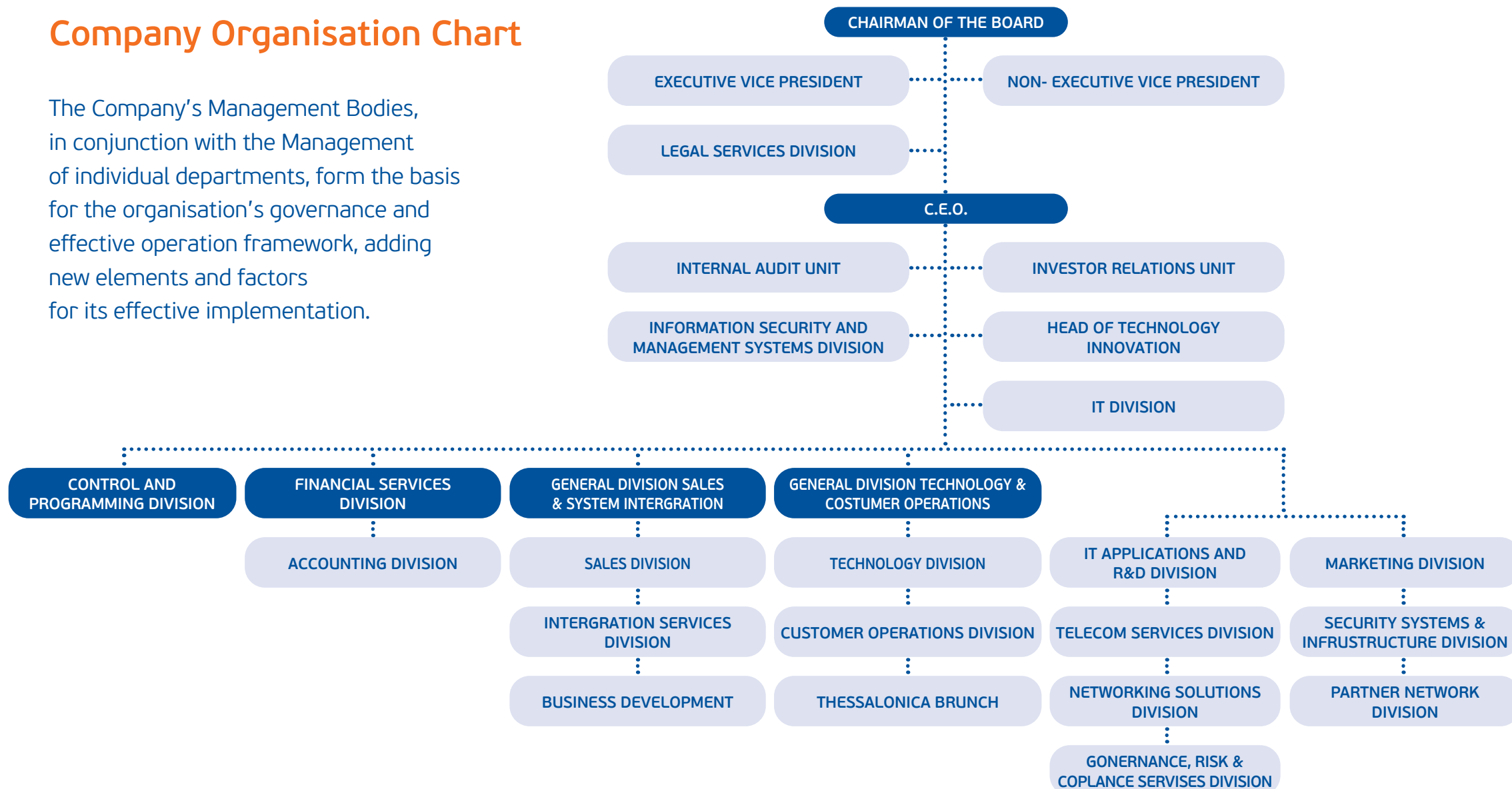
Corporate governance at Space Hellas

Space Hellas' business model is based on Responsibility, Integrity, Transparency, Efficiency and Innovation. Governance at Space Hellas consists of a dynamic framework of rules, policies, procedures, and systems that reflects the Company's commitment to these axes.



Company Organisation Chart

The Company's Management Bodies, in conjunction with the Management of individual departments, form the basis for the organisation's governance and effective operation framework, adding new elements and factors for its effective implementation.



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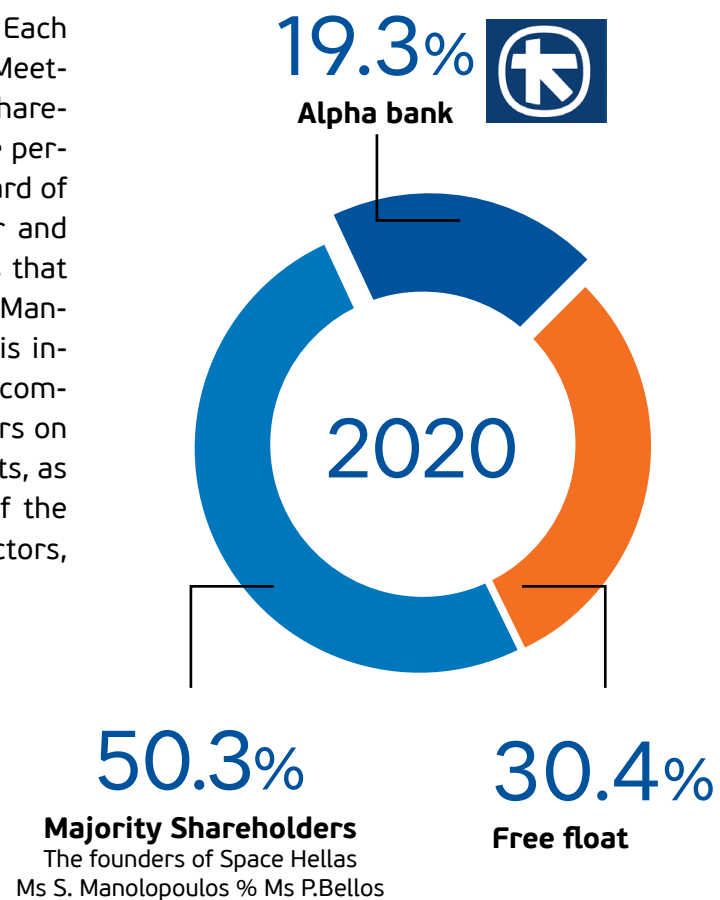
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Management Bodies

General Meeting of Shareholders

As the Company's supreme Management body, the General Meeting of Shareholders is the cornerstone of Governance at Space Hellas. Each year at the Ordinary General Meeting, the Company's body of Shareholders is asked to evaluate the performance of the Company's Board of Directors for the previous year and to approve important decisions that are placed under its remit by Management. At the same time, it is informed by the corresponding committees of the Board of Directors on the findings of the internal audits, as well as on the remuneration of the members of the Board of Directors, which it is invited to approve.

The Company's shareholding structure is presented in the following graph:



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Board of Directors

The Board of Directors of the Company, which at the end of the year (31/12/2021) consisted of 9 members, with different skills and from different backgrounds, is responsible for overseeing and managing the issues that concern the governance of the Company and affect both its daily operation and its strategic development. The effectiveness of the Board of Directors is evaluated on an annual basis by the Company's General Meeting of Shareholders, which, as the supreme management body of Space Hellas, evaluates the action of the Board of Directors based on the goals set.

The operation of the Board of Directors is determined by the Company's Rules of Procedure, as well as by the

applicable legislation on Corporate Governance. The selection of members is made according to specific criteria and a specific procedure, and is the responsibility of the Company's single Remuneration and Nominations Committee. The salaries of the members of the Board of Directors are based on specific criteria and follow the relevant Remuneration policy. All of the above are key elements in the Company's regulatory compliance and enhance management transparency and stakeholder trust in Space Hellas. Regarding the management of Sustainability issues, the Company recognises the importance of relevant factors in its long-term development, while they have a permanent place on the Board of Directors agenda.

The composition of the Company's Board of Directors as of 31.12.2021 is presented in the following table:

Full name	Member of the Board of Directors
Spyridon Manolopoulos	Chairman, Executive Member
Panagiotis Bellos	Vice President, Executive Member
Ioannis Mertzanis	CEO, Executive Member
Ioannis Doulaveris	Executive Member
Anastasia Paparizou	Executive Member
Theodoros Chatzistamatiou	Vice President, Non-Executive Member
Emmanuel Chatiras	Independent, Non-Executive Member
Theodoros Gakis	Independent, Non-Executive Member
Anna Kalliani	Independent, Non-Executive Member

On 31 December 2021, the percentage of women members of the Board of Directors was 22%.

BoD remuneration and nominations committee

Committee composition 31/12/2021

Full name	Membership
Emmanuel Chatiras	Chairman, Independent non-executive member of the BoD
Theodoros Gakis	Member, Independent non-executive member of the BoD
Theodoros Chatzistamatiou	Member, non-executive vice-chairman of the BoD

Issues of staffing and remuneration of the Board of Directors are the subject of the single Remuneration and Nominations Committee of the Board of Directors. The Committee uses the knowledge and skills of its directors to implement both the Directors' Suitability Policy and the Remuneration Policy, which, among other things, include the criteria for the selection of suitable executives and the determination of salaries that reflect the professional and knowledge background of the members, as well as their contribution to the Company.

The operation of the Committee is governed by the relevant Rules of Procedure of the Remuneration and Nominations Committee, which clarifies to its members the responsibilities and activities that concern them. At the same time, it informs Space Hellas stakeholders about how the Committee operates, promoting Transparency and Responsibility at all levels of Management.

Audit committee

Committee composition 31/12/2021

Full name	Membership
Theodoros Gakis	Chairman, Independent non-executive member of the BoD
Emmanuel Chatiras	Member, Independent non-executive member of the BoD
Theodoros Chatzistamatiou	Member, Non-Executive Vice-Chairman of the BoD

The Audit Committee is a supporting body to the Board of Directors and oversees matters of the Company's internal operation, such as the drafting of financial statements, financial reporting, and the effectiveness of auditing systems. Detailed data on the operation of the Committee, including its competencies, is documented in the Audit Committee Internal Rules of Procedure, which is also publicly available on the Company's website.

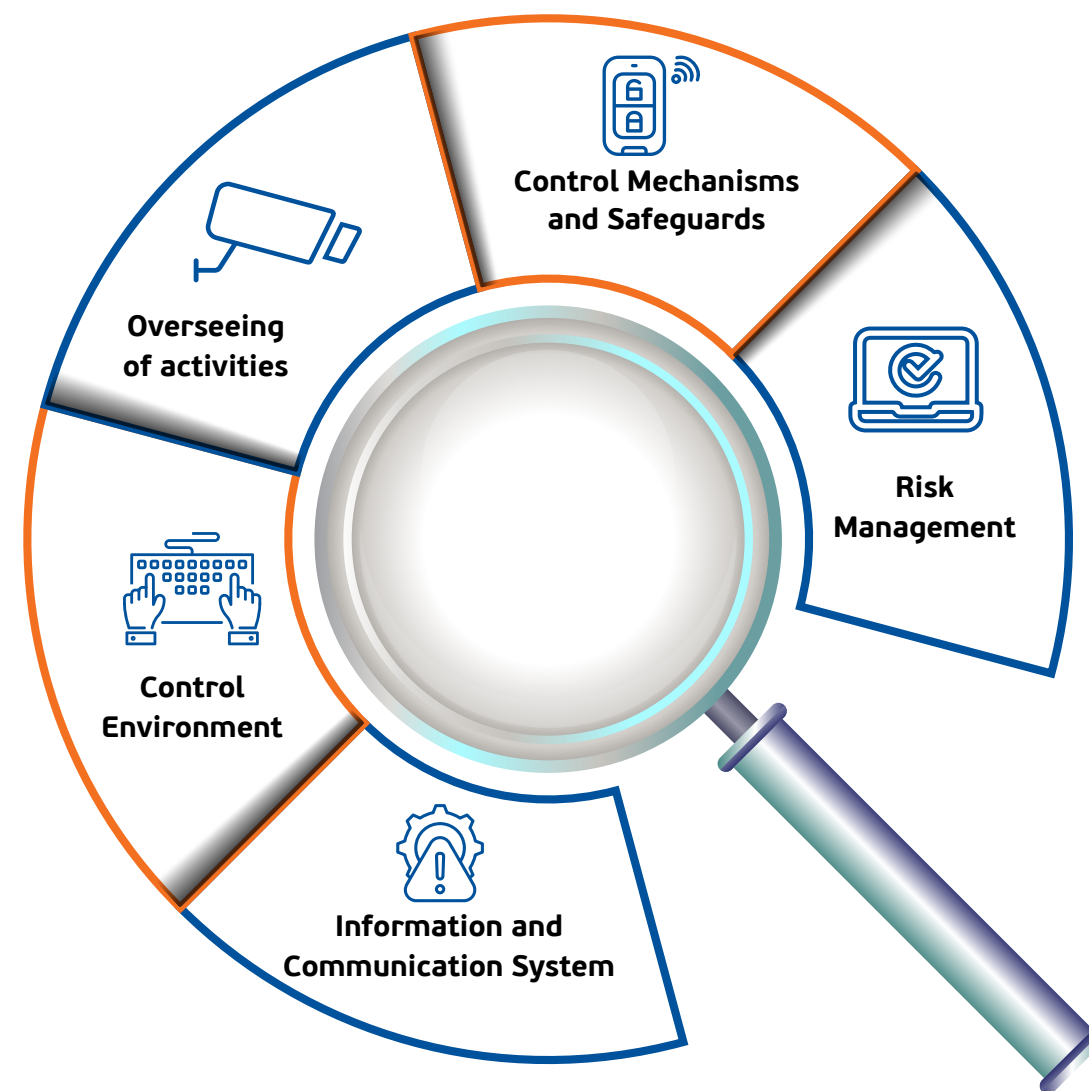
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Internal audit unit

The Internal Audit Unit of Space Hellas makes a major contribution to the effective operation of the Company. To facilitate the smooth operation of the Unit, the details of its organisation, competencies, and other issues related to its activities are set out in the specific rules of procedure developed by the Company. 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. The sound operation of the Unit, in the context of the principles of Responsibility, Integrity, Transparency, and Efficiency, enhances the trust of stakeholders and ensures compliance with the legislative and regulatory framework that the Company falls under

Internal audit system

The Internal Audit System of Space Hellas is responsible for overseeing and fortifying all aspects of the Company in order to make its operation more effective and its goals and strategies more efficient.



Risk management

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One of the most important components of Space Hellas' Internal Audit System is Risk Management. The Risk Management procedure consists of identifying, recognising, planning for and responding to factors that may affect the Company's development and overall smooth operation, and any impacts thereof. In the framework of this procedure, Space Hellas recognises both financial and non-financial risks, and remains vigilant in addressing their potential impacts.

The Company's Risk Management has identified a number of potential non-financial risks that require a concerted and collective effort to manage. Some examples include:

1. Climate risks.

The rapid global climate changes have potentially major impacts along the entire value chain of Space Hellas. Extreme weather phenomena can hinder both the capability of employees to do their work and of suppliers to deliver their supplies. At the same time, sound operation

and maintenance of equipment may be significantly impacted, while increased energy needs, in combination with reduced energy production and availability, due to climate change, may impact the Company's provision of services.

2. Technology risks.

Technological developments have always impacted the dynamics of markets worldwide, regardless of sector of activity. Increased costs - which may be associated with either technological upgrade requirements

of the necessary equipment for the implementation of the Company's activities or with increased digital security requirements against new threats - may have a direct impact on the operation and services of Space Hellas.

3. Reputational risks.

In the security services industry, whether physical or digital, the image of a provider is decisive in its ability to handle market conditions and provide competitive services to its customers. Incidents such as fail-

ure to protect customer data may affect the organisation's reputation and operation.

4. Ethics risks.

Ethics risks are a wide category of risks in the technology sector. Unlike most other types of risks, these risks may arise from the Company's internal environment and may create problems in many of its aspects, from seamless internal operation and resource management to relationships with customers and regulatory authorities.

Personal data protection

Personal Data Protection is a key issue for Space Hellas, as it handles large volumes of sensitive data in the context of the services it provides to its customers, including cybersecurity services. To ensure the integrity of these data and the trust of its customers, Space Hellas has made Personal Data Protection a top priority, developing and implementing a number of measures within a comprehensive Information Security framework spanning the entire Company and the Space Hellas Group.



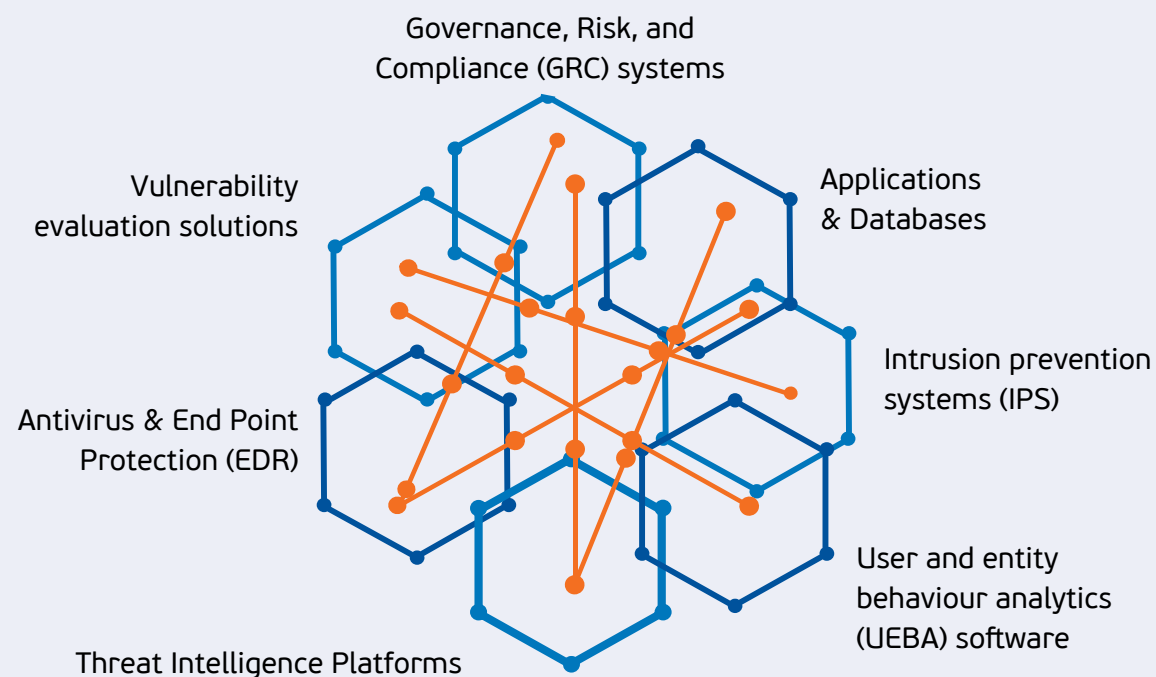
Within Space Hellas’ broader approach to Information Security issues, the Company’s Information Security Department adheres to a strict framework for the security and protection of data under its responsibility. This framework includes a combination of policies, measures, procedures, practices, systems, infrastructure, and mechanisms aimed at addressing threats, as well as identifying and preventing internal weaknesses and risks. Specifically responsible for identifying and preventing internal weaknesses and risks is the Company’s Security Operations Centre (‘Security Operations Centre’), which continuously engages in collecting and analysing data from Space Hellas’ internal systems in order to detect possible incidents and to respond to them promptly.

However, for a Company active in the field of cybersecurity, such as Space Hellas, the protection of sensitive data is more than an operational matter; it is a priority of fundamental importance, as it reflects its ability to carry out its services and safeguard the security of its customers. To ensure the best possible management and protection of all data, as well as to enhance its customers’ sense of security, Space Hellas has developed and implements a specialised Data Security Management System, while it also follows a specific IT Service Management System. These Systems are based on international best practices and have been certified by the International Organisation for Standardisation (ISO).

Security Operations Centre - SoC

Space Hellas' Security Operations Centre is one of the most modern centres of its kind in Greece, as its effective incorporation of cutting-edge tech tools renders it a Next Generation SoC.

Structured with Hub architecture, it combines a variety of differentiated systems in a single integrated digital ecosystem for achieving maximum security and minimum response time to potential threats.



Graphical Representation of Space Hellas' Security Operations Centre

Furthermore, the Company's Security Operations Centre hosts the Vulnerability Assessment and Penetration Test team, incorporating test attacks into its diagnostic tests in order to identify vulnerabilities and system weaknesses.

Business continuity at Space Hellas

Business Continuity is an integral part of strategic planning for all organisations and, especially with the advent of the Covid-19 pandemic, it has come to the fore for all businesses. At Space Hellas, we address Business Continuity issues with a structured approach based on the ISO 22301 certified Business Continuity Management System and the relevant Business Continuity Policy. The effectiveness of this System led the Company to successfully handle the impact of the pandemic on the global financial crisis of recent years.

Space Hellas' Business Continuity Management System consists of a set of rules, procedures, and methods aimed at safeguarding its operations against the risks and uncertainties of its external and internal environment. To ensure a more efficient implementation of the System, Space Hellas has developed a Business Continuity Plan which is based on the following approach:



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Conflict of interest, competition, and corruption issues



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Space Hellas is the Greek leader in some of the most competitive services sectors and it undertakes large-scale projects involving large volumes of private data, impacting the lives of millions of people. In order to have had such a successful trajectory in such an environment, the Company ensured from the outset the efficient resolution of disputes and competition issues, seeking continued and universal compliance with the regulatory framework that governs its operations and the rest of the Group's Companies in all its areas of presence - either directly or through its subsidiaries.

When developing new policies, regulations and procedures, the Company, through its Legal Services Department, ensures, at a minimum, that it meets legislative provisions and takes into account international best practices, as well as the recommendations of international organisations such as the OECD and the UN Global Compact. Space Hellas demonstrates zero tolerance for incidents of corruption, bribery and practices that violate the rules of healthy competition and the provisions of applicable legislation. In any case, the Legal Services Department is vigilant in dealing with incidents of doubt and is always available to all Company personnel in order to provide information and support in dealing with such issues.

With regard to Conflict of Interest issues, Space Hellas has developed and is implementing a specific procedure in order to prevent and handle situations of potential conflict of interest. The procedure in question includes all employees of the Company, regardless of their level, while persons discharging managerial responsibilities are additionally subject to a special procedure for the disclosure of their transactions and those of

people closely associated with them. The above procedures are included in its Rules of Procedure together with the procedures for the disclosure of transactions of the Company's shareholders, and other relevant procedures.



Economic growth at Space Hellas

2021 was a year of major growth for Space Hellas and the Group in general. The Company was suitably placed to be at the forefront of developments in the fields of information systems and cybersecurity, as well as in developing significant know-how through the research programmes it is participating in, the projects it is undertaking, and the strategic partnerships and acquisitions it is making. The major projects undertaken by Space Hellas, in combination with the incorporation of subsidiaries, led to the increase of its market share and revenues.

Specifically, the Company's Turnover rose by 17% in 2021, amounting to €91.3 million, up from €78.2 million in 2020. The Company's Profits after taxes moved in the same direction, standing at €2.3 million, increased by 34% compared to €1.7 million in 2020. However, the largest change by far was recorded in the Company's total investments. In 2021, with consistency and commitment to implementing its investment plan, the Company completed three very important and key acquisitions: the acquisition of 60% of the IT company SingularLogic, 40%

of Epsilon SingularLogic, and 100% of SenseOne, increasing total investments from €3 million (in 2020) in €18.4 million (in 2021), quintupling its total investments (513% increase).

Through these acquisitions, the Space Hellas Group is dynamically entering both the Enterprise Software market, thus creating new revenue streams, as well as the sector of solutions and applications related to the implementation of smart cities, covering the main pillars of Energy, Environment, and Safety/Security.

Economic development

In thousands euros	2021	2020	D%
Revenue	91,268	78,170	17%
Financial Expenses	3,390	2,812	21%
Pre-tax profit/ loss	2,724	2,120	28%
Income tax	400	384	4%
Net Profit/ loss after tax	2,324	1,736	34%
Equity	18,673	17,533	7%
Total Investments	18,435	2,963	522%
Total assets	122,542	98,486	24%



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7 ABOUT THE REPORT



About the report

Scope and limits

This Sustainability Report is the first Report by Space Hellas S.A. covering the period from 1.1.2021 to 31.12.2021, while it includes information for 2020 for comparability reasons. Through the Report, Space Hellas aims at providing comprehensive information to stakeholders with quantitative and qualitative data concerning the Company's performance on issues of sustainable development and corporate social responsibility. The Report highlights the Company's actions and their impact on society, the environment, and the economy, and it promotes important corporate governance issues. The scope of the Report concerns the activities of Space Hellas in Greece.



Methodology

The development of the Report was based on the Standard Disclosures from the GRI Standards (2016) Guidelines for Sustainability Reporting. In particular, the main principles of the GRI were applied to determine the content:

- The principle of "materiality and determination of key issues"
- The principle of "responding to stakeholders' needs"
- The principle of the "overall framework of the organisation's Sustainable Development performance"
- The principle of "completeness of the information presented and determination of the limits of the Report"

In addition, the guidelines of the SASB industry standard, the updated (2022) ESG Information Disclosure Guide, as well as the 17 UN Sustainable Development Goals (SDGs) have been taken into account.

In order to provide objective information and better reflect stakeholder expectations, a Materiality Analysis was carried out based on a specific methodology and for the purpose of identifying the organisation's most important issues. The relevant procedure and its results are presented in detail in the "Responsible Operation and Sustainable Development" section.

No external verification of the data in this Report has been performed by an independent third-party. However, recognising the usefulness and added value that an external verification of the data in the Report can provide, the Group will consider the possibility of an external audit for a subsequent publication.

Space Hellas was advised and supported by Grant Thornton (<http://www.grant-thornton.gr>) in preparing this Report.

Coordination and project team

As part of the drafting and final determination of the contents of the Report, a Sustainable Development team has been established, which consists of executives from all the departments involved.

Sources of information

Data and information published in the Sustainability Report have been collected based on recording procedures implemented by Space Hellas, as well as from the databases maintained in Where data points are presented following processing or based on assumptions, their calculation method is always indicated, as per the GRI Standards guidelines.



Contact us

The Company considers that the opinion of each reader of the Report is particularly important for developing dialogue and improving it. To this end, you can send your comments and/or any inquiries to the following contact details:

Space Hellas A.E.
302 Mesogeion Ave., GR-155 62 Cholargos
Attention of Maria Balala
Corporate Communications Manager

mbal@space.gr

www.space.gr/el



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GRI Standards	Disclosure	Page Number/ Reference
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016 (selection «core»)		
Organizational Profile		
102-1	Name of the organization	Pages: 82, 91
102-2	Activities, brands, products, and services	Pages: 5, 7-8, 12, 14-15,
102-3	Location of headquarters	Pages: 9-11, 82, 91
102-4	Location of operations	Pages: 9-11
102-5	Ownership and legal form	Pages: 82, 91
102-6	Markets served	Pages: 5-6, 9-11, 17
102-7	Scale of the organization	Pages: 5-6, 9-11, 23, 53, 79
102-8	Information on employees and other workers	Pages: 5, 52-58
102-9	Supply Chain	Pages: 23
102-10	Significant changes to the organization and its supply chain	During the reference period of this Report, there was no significant change in the supply chain
102-11	Precautionary Principle or approach	Pages: 21, 43, 60, 64, 75
102-12	External initiatives	ΣBA 2030, GRI Standards
102-13	Membership of associations	Pages: 19-20
Strategy		
102-14	Statement from senior decision-maker	Pages: 3
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	Pages: 3, 26-27, 54-56, 67-68
Governance		
102-18	Governance structure	Pages: 69



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Stakeholder Engagement		
102-40	List of stakeholder groups	Pages: 28-29
102-41	Collective bargaining agreements	Pages: 100% of employees are covered by the National General Collective Labour Agreement
102-42	Identifying and selecting stakeholders	Pages: 28-29
102-43	Approach to stakeholder engagement	Pages: 28-29
102-44	Key topics and concerns raised	Pages: 28-29
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Pages: 9
102-46	Defining report content and topic Boundaries	Pages: 81-82
102-47	List of material topics	Pages: 31
102-48	Restatements of information	The Group's First Sustainability Report
102-49	Changes in reporting	The Group's First Sustainability Report
102-50	Reporting period	Period: 01/01/2021 – 31/12/2021
102-51	Date of most recent report	The Group's First Sustainability Report
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Pages: 82
102-54	Claims of reporting in accordance with the GRI Standards	Pages: 81-82
102-55	GRI content index	Pages: 84-88
102-56	External assurance	Pages: 81-82
Business ethics, combating of bribery and corruption		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 19, 27, 30-31, 66-68, 73-74, 78
GRI 205: Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	During the reference year (2021), there was no incident of corruption.



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Effective risk management		
Material Issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 18-19, 27, 30-31, 37, 65-78
Space Hellas Indicator	Risks identified	Pages: 44-45, 74
Ensuring business continuity		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 18-19, 27, 30-31, 37, 65-78
Space Hellas Indicator	Business continuity plan	Pages: 77
Compliance		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 18-19, 27, 30-31, 37, 65-78
Space Hellas Indicator	Internal audit methodology	Pages: 73
Responsibility in technology and innovation		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 13-19, 27, 30-31, 37, 65-78
Space Hellas Indicator	Security Operations Center SoC	Pages: 76
Diversity and equal opportunities		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 26-27, 30-32, 52-58
Space Hellas Indicator	Inclusion procedures	Pages: 58
Health, safety and employee well-being		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 26-27, 30-32, 52-64
GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	Pages: 61
	403-5 Worker training on occupational health and safety	Pages: 62-63
	403-9 Work-related injuries	Pages: 63



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Attracting, retaining and developing employees		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 26-27, 30-32, 52-58
401: Employment	401-1 New employee hires and employee turnover	Pages: 55
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pages: 57
404: Training and Education	404-1 Average hours of training per year per employee	Pages: 5, 56
	404-2 Programs for upgrading employee skills and transition assistance programs	Pages: 56
	403-3 Percentage of employees receiving regular performance and career development reviews	Pages: 58
Digital transformation		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 8, 12-17, 19, 27, 30-31, 34-38
Space Hellas Indicator	Digital transformation model	Pages: 13
Social initiatives		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 26-38
Space Hellas Indicator	Projects with high social impact	Pages: 32-38
Competition and intellectual property protection		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 14-15, 28-31, 66, 73, 75, 78
Space Hellas Indicator	Licenses	Pages: 9
Smart and Safe Cities		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 8, 27-29, 31, 38,
Space Hellas Indicator	Initiatives for the development of "Smart Cities"	Pages: 8, 19



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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		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 25-31, 41-51
GRI 302: Energy	302-1 Energy consumption within the organization	Pages: 46-47
	302-3 Energy intensity	Pages: 46-47
	302-4 Reduction of energy consumption	Pages: 46
Energy management and saving		
Material issue for: Shareholders, Employees, Customers, Partners – Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 25-31, 41-51
GRI 305: Εκπομπές	305-1 Direct emissions CO ₂	Pages: 48-49
	305-2 Indirect emissions GHG (Greenhouse Gas)	Pages: 48-49
Sustainable facility management, including waste management and water consumption		
Material issue for: Shareholders, Employees, Customers, Partners – Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
103: Management Approach	103-1, 103-2, 103-3	Pages: 3, 25-31, 41-51
GRI 305: Waste	306-3 Waste generated	Pages: 50
GRI 303: Water and Effluents	303-5 Water consumption	Pages: 49



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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?

Chapters of the Report	Excellent	Sufficient	Needs Improvement
Company Profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sustainable Development- How we create value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Human Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible Governance and Effective Operation	<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



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How would you evaluate the visual presentation of the Report?

Excellent Good Average Bad

How 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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 302 Mesogeion Ave., GR-155 62 Cholargos
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 Corporate Communications Manager

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