





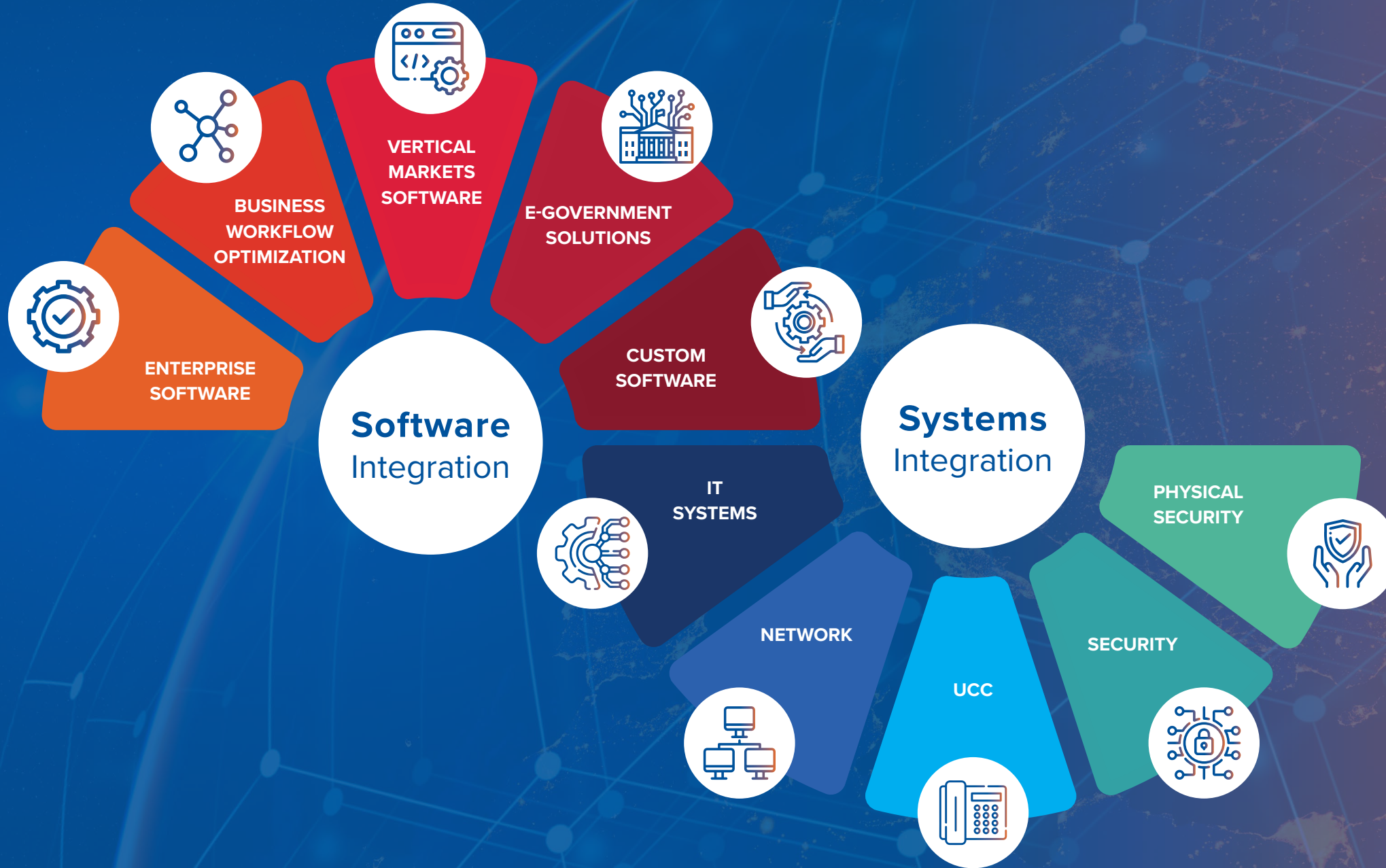
Sustainability Report

2023



More than 37 years of innovation and technological superiority

 DATA COMMUNICATIONS	 TELECOMMUNICATIONS & IT	 ICT SYSTEMS INTEGRATION	 DIGITAL TRANSFORMATION & CLOUD
<ul style="list-style-type: none"> 1985 Dimitris Manolopoulos founds Space Hellas 1988 Space Hellas develops Online networks for most major businesses and organisations in Greece 	<ul style="list-style-type: none"> 1996 BT & Space Hellas partnership agreement 2000 Space Hellas listed on the Greek Stock Exchange 	<ul style="list-style-type: none"> 2006 Space Hellas extends its activities, initially to Cyprus, then to Serbia and Malta 2007 - 2016 Space Hellas implements large scale ICT projects, such as: Syzefxis I, NBG, MPLS, etc. 	<ul style="list-style-type: none"> 2017 Space Hellas expands its partnership with Microsoft, Oracle, Amazon, and Google 2018 - 2020 Space Hellas invests in Web-IQ and AgroApps 2021 Space Hellas invests in Singularlogic, Epsilon Singulartogic & SenseOne 2023 Space Hellas acquires a majority stake (99.93%) in Singularlogic



SPACE

Singular Logic

senseone

ABOUT THE REPORT

Scope and Limits

This Sustainability Report is the third Report by Space Hellas and the first at the Group level, covering the reporting period from 1/1/2023 to 31/12/2023, and includes information for the year 2022 for comparability purposes. Through the Report, the Group aims to provide comprehensive information to stakeholders by presenting quantitative and qualitative data and information regarding its performance in the areas of Environment – Society – Governance (ESG). The Report highlights the Group's actions and impacts in all three areas. The scope of the Report pertains to the activities of the Group.

Methodology

Space Hellas' ESG Report 2023 was drawn up based on the Universal GRI Standards (2021) guidelines for the preparation of Sustainability Reports. Specifically, the Reporting Principles for Sustainability Reports were applied following both the principles of defining the content and the principles of determining the quality of the Report set out in the guidelines.

The Group's long-term commitment to Sustainable Development has already led to its participation in the ATHEX ESG Index of the Athens Stock Exchange. Additionally, the guidelines of the Sustainability Accounting Standards Board (SASB) sector standard, as well as the 17 United Nations Sustainable Development Goals (SDGs) have been considered.

The identification, analysis and prioritization of the most important issues (Materiality Analysis) was performed in accordance with international standards, such as the Global Reporting Initiative and SASB. These issues were re-evaluated in 2023 by Senior Management and are detailed in the section 'How we approach our Sustainable Development'.

The data in this Report has not been externally verified by a third independent party. Nevertheless, recognizing the usefulness and added value that the external verification of the Report's data can offer, as well as the need to comply with the new CSRD directive, the Group will consider the possibility of an external audit, in its next edition.

The development of the Report was carried out with the support and scientific guidance (data collection, evaluation and writing) of Grant Thornton (www.grant-thornton.gr).



Project Team

Space Hellas' Sustainability Team is responsible for collecting and recording all necessary data and information regarding Group's performance in the pillars of Sustainable Development. The members of the ESG Team come from all the involved departments.

Sources of information

The data and information published in the Report have been collected on the basis of monitoring procedures applied at Space Hellas, as well as from the databases maintained in the context of the implementation of the Group's management systems. Where data obtained after processing or based on assumptions are listed, the way or method of calculation shall be indicated; according to the guidelines of the GRI Standards.

Contact about the Report

The Group considers the opinion of stakeholders to be particularly important for the improvement of the Report's content. For this purpose, you can send your comments and/or any questions to the following contact details:

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SPACE HELLAS AT A GLANCE



€148.1 million
turnover



€17.5 million
investments



135.1 %
increase in investments



24/7
help Desk



19
R&D programmes



770
workers



9
SpaceHubs



8
branches



7
countries



40 +
service points in Greece



750 +
Certifications



550 +
specialised professionals



0
work accidents at the Group



10 %
reduction of electricity consumption
(compared to 2022)



INTERNATIONAL AND NATIONAL PRESENCE



How we approach our Sustainable Development

ESG

1

THE FORCES THAT SHAPE OUR INDUSTRY

Space Hellas Group implements the principles of sustainable development in line with technological progress and changing socio-economic needs. It is always ahead of developments, introducing and implementing innovation, and integrating megatrends at the core of its strategy. Through this dynamic approach, it immediately adapts to new challenges, strengthening its leadership position with its continuous profitability and its know-how.

The Group's focus on critical cybersecurity, digital transition, and next-generation communications services confirms its dynamic stance towards the challenges of the modern era. This approach enables it to develop solutions which are fully aligned with the current and future needs of the economy and society. Through the targeted training and growth of employees, Space Hellas ensures that every new technological development is part of a strategy which focuses on sustainability and the promotion of social welfare. This not only encourages innovation and continuous research, but also strengthens the Group's commitment to creating solutions that meet the demands of current challenges, while contributing to a more sustainable and just world.

A typical example of such trends is the frequency and complexity of cyberattacks, which lead to focusing on and reinforcing

cybersecurity and make it a fundamental pillar of sustainability. Recognising the urgent need for such services, the Space Hellas Group has responded by offering advanced data protection and security services to safeguard the integrity of digital infrastructures and data in the private and public sectors.

At the same time, the need for digitalisation and the adoption of Cloud solutions, as a significant market trend oriented towards sustainable development, found Space Hellas ready to respond with innovative and targeted services that upgrade businesses and modernise the public sector.

On the other hand, artificial intelligence (AI) has become a critical factor in the development of technology and services, creating opportunities and risks in all systems. In this complex environment, Space Hellas is taking advantage of the opportunities offered by AI, while implementing strategies to reduce emerging risks, thus enhancing performance and flexibility across all sectors.

Moreover, the implementation of 6G technologies constitutes a pillar of research and development for the Group, which integrates advanced communication and Internet of Things (IoT) technology into the range of communication solutions it offers.

Case Study



SenseOne IoT Suite - Pioneering in Smart Cities

In the rapidly evolving landscape of megatrends, the integration of Internet of Things (IoT) technology into urban, industrial, and building infrastructure has emerged as a key factor for the development of Smart, Sustainable, and Resilient Cities.

The IoT market is facing a significant barrier in the lack of interoperability, which limits the smooth integration and operation of different systems and devices. This leads to increased costs and reduced efficiency, creating significant challenges to achieving integrated urban development.

In response to this challenge, SenseOne developed the SenseOne IoT Suite, a platform that offers a comprehensive toolbox for centrally managing, analysing, and visualising IoT data. The platform transcends the boundaries of traditional IT and OT architectures, offering a solution that enhances performance and reduces costs.

With the implementation of the SenseOne IoT Suite, cities and businesses can transform their infrastructure, making it smarter, more sustainable, and more resilient. The platform is a critical tool in achieving integrated and efficient urban development, promoting adaptability and sustainability in the smart city environment.



Lastly, the digital transformation of enterprises and social structures is no longer an optional trend, but a necessity for ongoing development, ensuring effectiveness and excellence in all systems. Through monitoring and incorporating global trends, the Group focuses its research and development on the creation of solutions that offer added value.

This process allows the company to dynamically adapt to market changes, predict customer needs and enhance the quality and reliability of its services and products. Thus, the Group responds effectively to the complex and constantly changing needs of the modern business environment.

Case Study (R&D)



SingularLogic – INHERIT R&D Programme: Next generation solutions for sustainable, inclusive, resource-efficient, and resilient Cultural Heritage (CH)

The INHERIT research programme aims to design, develop, present, validate, and replicate next generation solutions that contribute to a sustainable, inclusive, resource-efficient, and resilient cultural heritage (CH), by utilising innovative ICT technologies, such as Internet of Things (IoT), Artificial Intelligence (AI), and Big Data analysis. The project will provide socially innovative and cost-effective interventions at various urban levels (buildings and cities/neighbourhoods) throughout building life cycles, namely design, renovation, monitoring, operation, management, maintenance, and repair.

SingularLogic is the Project Coordinator and will lead the smart data interface and exchange platform, adapted to CH and compliant with European Data Spaces.

The project aims to engage stakeholders in a process of co-creation to design INHERIT, allowing for the assessment, analysis, and support of decisions for an open, accessible, inclusive, resilient, sustainable, and low-emission cultural heritage building. A critical element of the project is the design and development of an ICT-based platform that allows for data sharing and data-based services to support decision making and analysis by cultural heritage stakeholders, and to promote renovation, effective monitoring, management, and maintenance of cultural heritage buildings.

Lastly, INHERIT will provide a training programme and make it available to CH operators, facilitating the replication and sustainability of INHERIT solutions.



OUR MISSION IS SUSTAINABLE DEVELOPMENT

At the centre of the new digital age, the Group stands out as a pioneer Digital Integrator and Value-Add Service Provider, playing a catalytic role in the digital transformation of enterprises and organisations both in Greece and internationally. For over 35 years, it has been offering innovative technological solutions and services that promote growth and development, supporting sustainable entrepreneurship and social progress. With a deep knowledge of telecommunications, information technology and security, and a broad range of collaborations with leading tech firms worldwide, its mission is to strengthen every business initiative with reliable, secure, and customised digital solutions. Commitment to research, innovation and excellence shapes the core of its philosophy, while continuous investment in human resources and seamless cooperation with customers are the foundations upon which the long-term success and sustainability of the solutions it offers are built. At Space Hellas we envisage a future where technology and innovation unite to overcome all challenges, and it is for this reason that we are actively promoting digital transformation as an axis of sustainable growth and prosperity.

Enhancing innovation, openness, excellence, and research helps expand our activities, while promoting the principles of sustainable development and enhancing our resilience and competitive advantages.

The Group has proceeded with the adoption of the Ten Principles of the UN Global Compact, and, based on its corporate vision and values, it is making every effort in order to respond promptly and effectively in sectors such as anti-corruption, human rights, ensuring excellent working conditions, and protecting the natural environment.

At Space Hellas, we are convinced that sustainable development requires action on the three main pillars of sustainability: environment, society, and corporate governance. We set goals for continuous improvement and integrate sustainable development principles and good practices to mitigate the impacts of our operations. Our strategy is twofold: to pursue continued economic growth while enhancing practices that support the three pillars of ESG.





Environment

We implement an Environmental Management System certified according to ISO 14001:2015, which contributes to the recording and monitoring of environmental indicators, compliance with the applicable legislative framework, and taking appropriate measures to reduce our environmental footprint.



Society

We recognise the crucial importance of respecting human rights and creating a fair and supportive work environment as the foundation of social well-being. We are also committed to the responsible management of our relationships with customers, offering added value services and helping them achieve their own sustainability goals. Through our projects and social actions, we contribute to the reduction of social inequalities and the promotion of social prosperity.



Corporate Governance

We maintain strict corporate governance structures, incorporating the principles of transparency, integrity, and accountability into all our activities and operational levels. By implementing policies and procedures, management systems, and good practices, we promote the excellent conduct and professional ethics of our employees and partners. We recognise risks and take steps to ensure business continuity.

Case Studies

Space Hellas is implementing a project to install Internet of Things (IoT) infrastructure at AHEPA University General Hospital in Thessaloniki, with solutions by SenseOne & Draxis Environmental Technology (p. 6).

Space Hellas - AUJEB partnership for the preparation of an Industrial Doctorate (p. 57).

SenseOne IoT Suite - Pioneering in Smart Cities (p. 6).

European Missing Alert Automated System (EMAAS): a system producing and publishing materials on missing persons for Amber Alert Hellas and Missing Alert Hellas, and the Smile of the Child by SingularLogic (p. 72).

Space Hellas is the coordinator in three new European cybersecurity projects (p. 18).

SUSTAINABLE DEVELOPMENT IN PRACTICE

At the Space Hellas Group, we perceive value creation as a result of comprehensive and targeted planning. Our path to sustainable development is based on a three-pronged strategy: innovation, technological excellence, and solid partnerships. Through our performance evaluation and carbon footprint measurement, we have set reduction targets for our environmental impacts, stating our intention to improve the environmental impact of our operations.

In this context, we work systematically to enhance dialogue with stakeholders, ensuring an understanding of both positive and negative impacts of our activities. We regularly assess and prioritise the important issues pertaining to the Group. Our

materiality assessment, carried out in 2021, will serve as the basis for a new, more extensive reassessment in 2024. At the same time, our ongoing risk assessment identifies potential challenges and opportunities, guiding our initiatives for improvement actions.

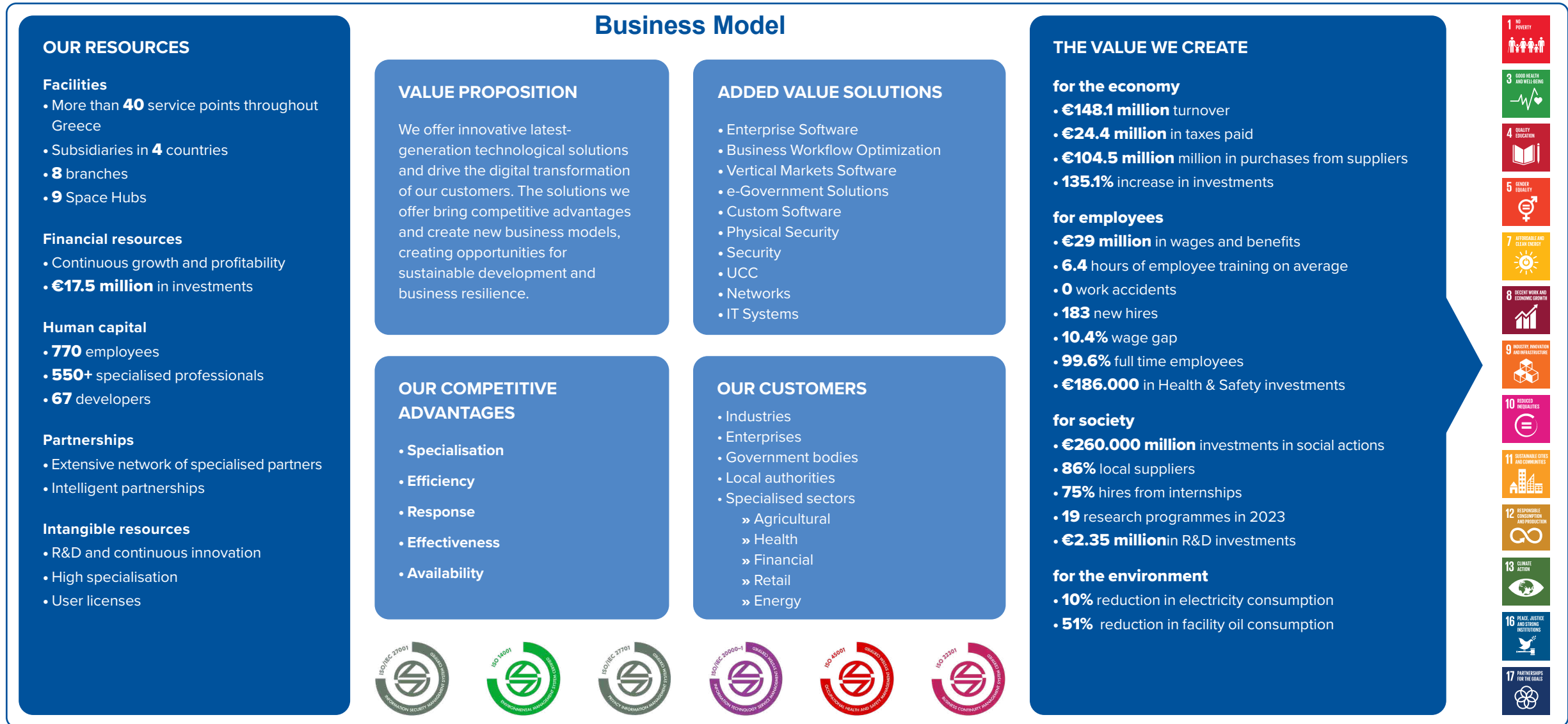
The integration of the taxonomy into our operations and our presence on the ESG index of the Athens Stock Exchange are tangible proof of our commitment to transparency and sustainability. Our strategy, based on a broader framework encompassing the mentioned processes and underscoring the need for an approach that combines sustainability and performance, seeks to create substantial value for all stakeholders.

ESG governance



- **Sustainable Development Policy**
- **Risk Assessments twice a year**
- **Materiality Assessment**
- **Taxonomy Report**
- **Sustainability Report**
- **ESG Targets**
- **Participation in the ATHEX ESG index**
- **Management systems**
- **Responsible supply chain**
- **Dialogue with stakeholders**
- **Policies and procedures**
- **Alignment with SDGs 2030**




How we create value



WE HAVE A POSITIVE IMPACT ON ALL OUR STAKEHOLDERS





Space Hellas Group is committed to creating a positive impact for all stakeholder groups. Through institutionalised channels of communication¹, we ensure a meaningful dialogue with our employees, customers, and partners, realising the importance of their contribution to shaping the sustainable trajectory of the Group and recognising the value of mutual trust and transparency.

Constantly highlighting the impacts we create on each stakeholder group and adjusting our practices based on them, enhances our level of contribution to social well-being, environmental protection, and economic growth.

Stakeholder group	How we respond
 <p>Shareholders</p>	<p>We focus on the Group’s continuous growth and profitability. Space Hellas has been listed on the Athens Stock Exchange since 29-09-2000.</p>
 <p>Employees</p>	<p>We ensure a safe work environment that supports professional and personal growth, with respect for human rights. All employees are paid above the minimum wage and the Group has signed the diversity charter.</p>
 <p>Customers</p>	<p>We contribute to sustainable customer development through the projects we undertake, providing solutions that offer them competitive advantages and innovative business models, and act as catalysts for economic growth and professional excellence in the private and public sector. The dynamic collaboration with public bodies has defined the Group as a pioneering strategic partner in the digital evolution of the public sector and unquestionably contributes to the achievement of smart, sustainable, and effective resource management on a national level.</p>

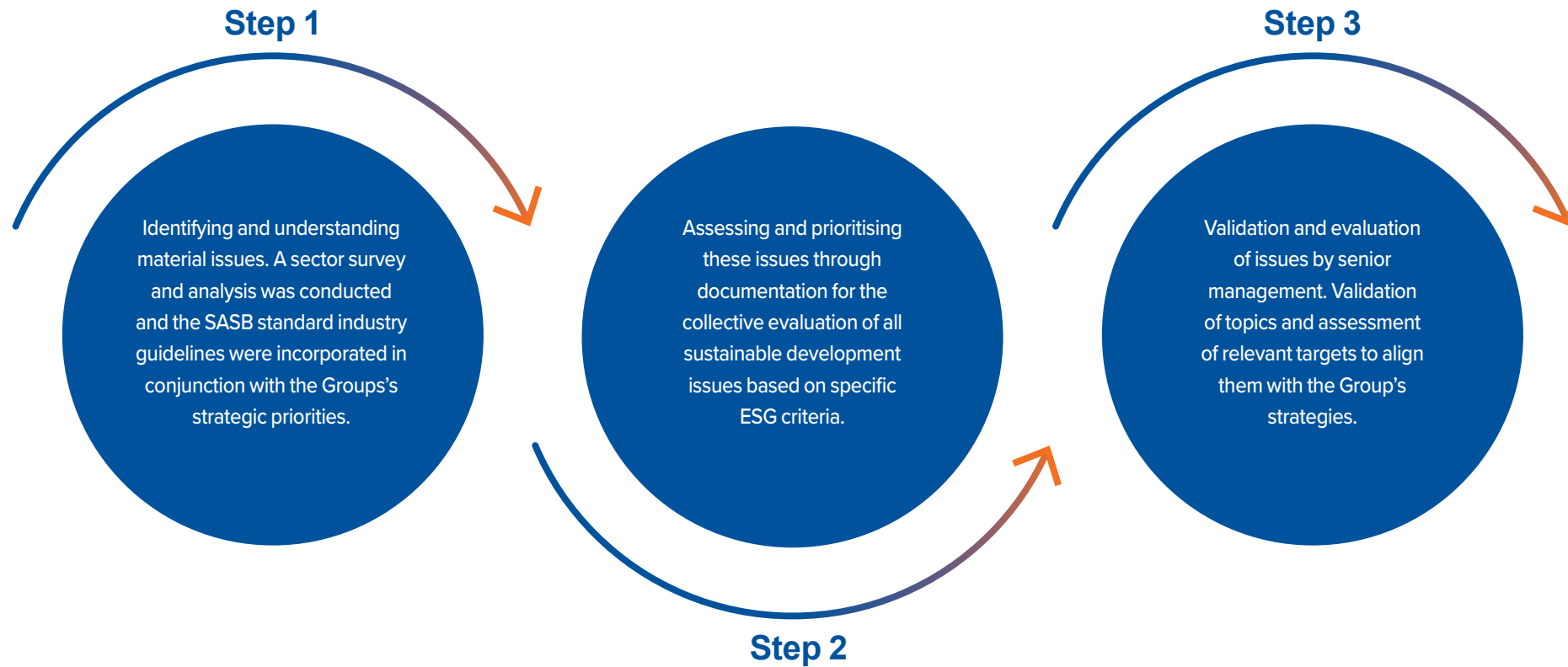
¹ For more information on the stakeholder communication channels, see the annexes on p. 91-92.



Stakeholder group	How we respond
 <p data-bbox="1045 518 1290 550">Partners - Suppliers</p>	<p data-bbox="1371 399 2553 470">We maintain stable relationships with our suppliers and prioritise local procurement. We develop strategic partnerships with leading tech firms.</p>
 <p data-bbox="1045 782 1290 813">Local Community</p>	<p data-bbox="1371 646 2553 750">The public works we undertake create a positive impact on society, improving transparency, rational management of natural resources, and the creation of safe cities. Furthermore, we support vulnerable groups through CSR initiatives.</p>
 <p data-bbox="1032 1013 1317 1077">State and Regulatory Authorities</p>	<p data-bbox="1371 933 2553 997">We adopt a stable and transparent system of governance, contributing to economic development through our contributions and activities.</p>
 <p data-bbox="1032 1316 1317 1348">Academic Community</p>	<p data-bbox="1371 1181 2553 1284">We participate in research programmes and collaborate with universities, offering opportunities to students and young professionals to start their professional career at Space Hellas, we participate in industrial doctoral training, and offer scholarships.</p>

MATERIALITY ANALYSIS

In 2023, the Group re-evaluated its material issues in order to identify possible changes that directly or indirectly, positively or negatively impact the environment and society, and, therefore, its operational activity. The process followed to identify material issues was based on Global Reporting Initiative (GRI Standards), taking into account the Sustainability Accounting Standard Board (SASB) industry standard, and it includes the following steps:





Space Hellas Table of Material Issues



Very high priority

- 1 Cybersecurity
- 2 Health, safety, and well-being of employees
- 3 Data and information protection
- 4 Responsible technology and innovation
- 5 Employee attraction, retention, and development



High priority

- 6 Business Continuity
- 7 Energy management and saving
- 8 Combating bribery and corruption
- 9 Business ethics
- 10 Effective risk management
- 11 Legal Compliance



Medium priority

- 12 Diversity and equal opportunities
- 13 Customers' digital transformation
- 14 Climate change and greenhouse gas emissions
- 15 Smart and safe cities
- 16 Waste management
- 17 Water consumption
- 18 Social actions



Environment Society Governance

ESG RISK MANAGEMENT

The Space Hellas Group Risk Control Self-Assessment (RCSA) is gradually incorporating ESG criteria, recognising that sustainability is a central element of our business responsibility and effectiveness. In our broader analysis, we identify and address both key risks and control mechanisms applied to mitigate them, as well as ESG risks, such as Health and Safety risks and risks arising from geopolitical instability. Furthermore, we assess potential issues that may arise from our policies and procedures, human resources, communication, and interaction with stakeholders, and risks from natural disasters or climate change.

The Risk Control Self-Assessment procedure catalyses the Group’s material adjustment to emerging ESG issues, ensuring our compliance with existing and future requirements, and having a significant impact on our strategic development. By capturing and assessing ESG risks and their mitigation procedures, we enhance transparency and accountability in the management of the Group’s material issues, ensuring broad understanding by and involvement of all stakeholders. The self-assessment procedure is carried out twice a year, confirming the Group’s commitment to integrating sustainability into the core of its business strategies and responding to dynamic changes in the business landscape. In addition, the RCSA procedure is directly linked to the achievement of ESG objectives, highlighting the importance of active listening and two-way communication in all of the Group’s activities.



THE GROUP'S ESG TARGETS

At the heart of our efforts is our commitment to achieving our economic, environmental, and social goals. These goals define our actions and the direction of the Group's development, reflecting our vision for sustainable and responsible entrepreneurship, in line with the principles of social welfare and environmental responsibility. We emphasise the recording and monitoring of targets with specific performance indicators (KPIs) that enhance transparency and allow us to objectively assess our performance.

The targets set in 2022 by the parent company of the Space Hellas Group² were met, with the exception of one on-going target, and three targets that have been revised and incorporated in the table of the Group's ESG targets below.

² For more information on the Space Hellas 2022 targets, please see p. 93 in Appendices.

Target Description	Year
Environment	
Reduction of electricity consumption 3%	2027
Reduction of car fuel consumption 5%	2027
Reduction of natural gas consumption 3%	2027
Reduction of water consumption 5%	2027
Implementation of an ISO 50001 certified Energy Management System	2027
Evaluation and implementation of energy-efficient measures, such as: Building Management Systems (BMS) in buildings, limitation on the operating hours of air conditioners, and the potential installation of photovoltaic panels on the roof top of one of our buildings.	2026
Society	
Zero serious work accidents	2030
Performance Evaluation System upgrade	2026
Institutionalisation of the Group's open-door policy	2026
Incorporation of the "Meet with the CEO" initiative at a Group level	2025
Increase the percentage of women in management positions by an average of 3% per year	2026
Analysis of the gender pay gap and its gradual elimination	2030



Target Description

Year

Society

100% of employees to participate in D&I related training programmes	2026
Increase in hours of instruction and training for all employees by an average of 5%	2025
Creation of training programmes for the development of digital and cybersecurity skills for employees without corresponding technological expertise (2 programmes per year) for 100% of employees	2026
Initiatives to enhance collaboration in critical role teams by creating a special training programme	2025
Internal mobility policy formulation	2025
Employee training and growth initiatives for upgrading to new positions or for internal mobility	2026

Corporate Governance

Incorporation of criteria relating to Human Rights into all contracts with major suppliers	2025
Sustainable Development Strategy formulation	2024
Implementation of pilot evaluation programme for 50 major suppliers according to ESG criteria	2025
Incorporation of risks relating to Human Rights into RCSA	2025
Inclusion of additional ESG risks in RCSA	2025

OUR STRATEGIC PRIORITIES

At the heart of the strategy of Space Hellas Group and its subsidiaries is the continuous search for and consolidation of innovations that enhance quality and performance in the digital landscape.

From strengthening human resources through the continuous development of talented employees and upgrading technical infrastructure, to creating new products that adhere to strict quality protocols and developing partnerships that transcend contractual limits, the Group demonstrates a continuous commitment to innovation.

Strategic goals such as maintaining the Group's leading position in the digital transition market, creating certified and secure solutions and services that offer significant added value, and boosting profitability through new revenues, signal its determination to expand into new markets and sectors.

Group's organisational changes in 2023

- New Management structure
- Infrastructure and cybersecurity upgrades
- Digital transformation (ERP, CRM, BI Tools)

The Group's long-term goal is to collaborate with the public sector, which is not limited to providing technical solutions, but extends to comprehending and fully aligning with the sector's goals and challenges, guaranteeing a holistic approach that leads to sustainable results and positive social impact.

Additionally, the Group ensures the protection of digital systems through a stable investment plan in R&D and know-how, strengthened by the inclusion of new, dynamic companies in the Group, leading to high-level partnerships and enhancing the company's outward-looking dynamic.



Case Study (R&D)



Space Hellas coordinator in three new European cybersecurity projects

Space Hellas has undertaken the coordination of three major European R&D projects in the cybersecurity sector, aiming at developing innovative solutions that will enhance security in critical sectors such as national defence, health, and next-generation telecommunications networks. These projects, co-funded by the European Commission, are part of the European Defence Fund, Horizon Europe, and the Smart Networks and Services Joint Undertaking.

The Projects:

AINCEPTION: Develops AI tools to improve cyber defence operations.
SEPTON: Focuses on the security of connected medical devices.
PRIVATEER: Develops security mechanisms for 6G networks, having privacy as its primary objective.

Each project has separate goals, which include the development of advanced technologies for responding to and detecting threats, automated incident response, and enhancing the security of critical infrastructure. By coordinating these projects, Space Hellas demonstrates its experience and dynamics in the cybersecurity sector, as well as its ability to lead major international partnerships, providing innovative solutions to enhance security in Europe.



INNOVATION AND BUSINESS DEVELOPMENT

The pursuit of innovation and investments in research and development play a catalytic role in Space Hellas' business development. Through these actions, we are both improving existing solutions and creating new opportunities, clearing new paths for business expansion and growth.

The Group's Growth-Catalyst Investments

Remaining committed to sustainable growth and business innovation, the Space Hellas Group is implementing targeted investments that strive to strengthen research and development, contributing to the creation and utilisation of innovative technologies and solutions. Upgrading our infrastructure ensures market superiority and secures the provision of resilient and reliable services.

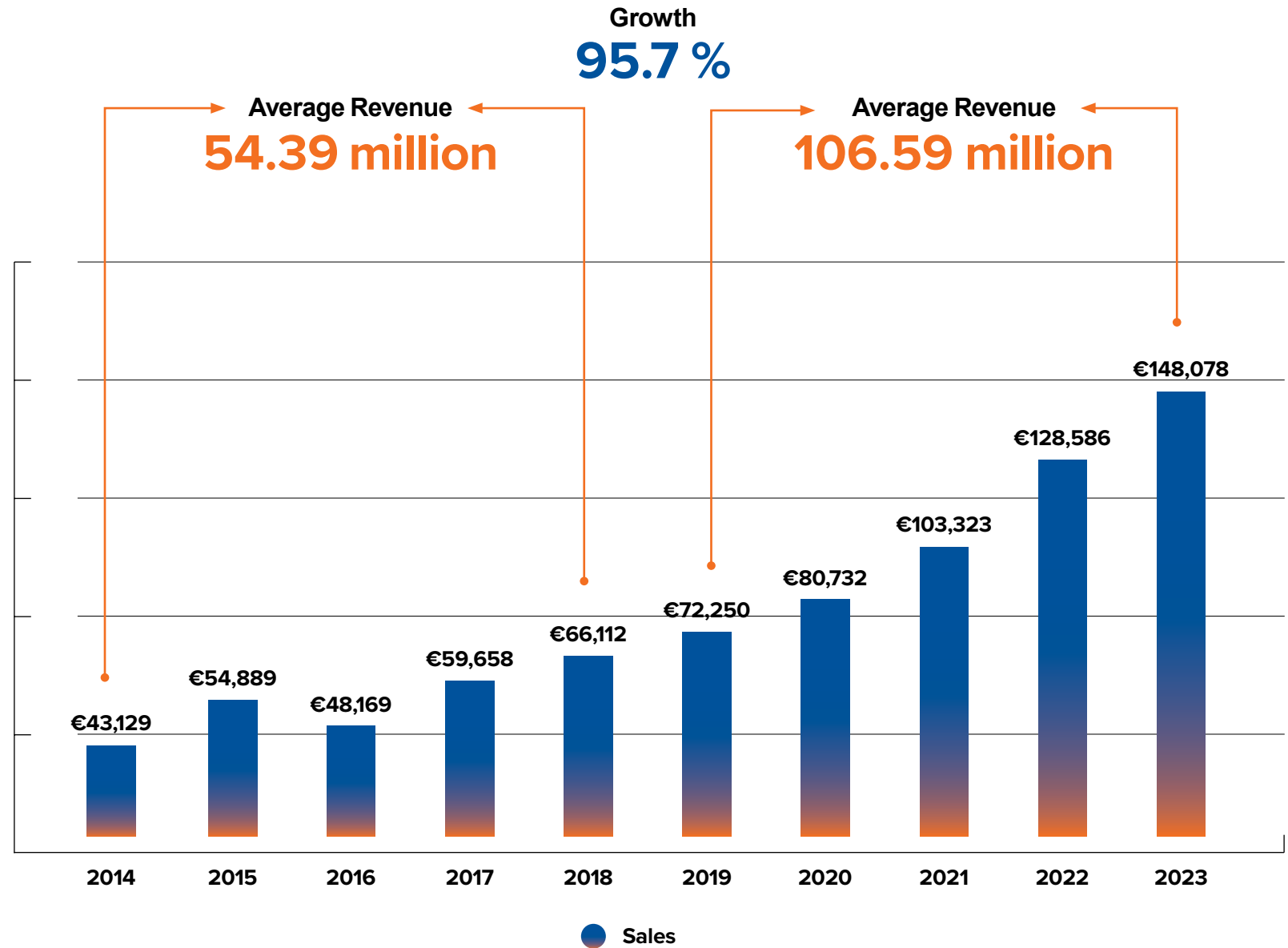
Driven by innovation, the Group constantly promotes collaborative

development with customers and partners, strengthening corporate relations and supporting a dynamic business culture. Strategic investments in sectors such as specialised training, advanced tools, and innovative technologies, as well as acquisition of enterprises that complement and expand our portfolio, contribute to Space Hellas' establishment as a leading force in digital solutions. Through these investments, the Group aims at sustainable growth and maintaining its competitiveness in the era of digital transition.



The Group's Growth Rate over the Past Decade

The dynamic revenue growth trend of the Group from 2014 to 2023 reflects the successful implementation of sustainable investment strategies that have enhanced long-term value for our shareholders and created a positive impact on society and the environment.



Delivering innovation

A key element of the Space Hellas Group's culture and priorities is its continuous innovation, which extends beyond technology into all its operations. The constant search for new opportunities for growth and value creation is carried out both through the development of top technological solutions and through a holistic approach that involves the creation of innovative partnership models, as well as the development of new opportunities through open dialogue and interaction with its stakeholders.

At the heart of the Space Hellas Group's innovation is the strengthening of its partnership with the public sector – the sector in which the impact of and need for digital upgrading is greatest. The deepening of this partnership reflects the Group's determination to actively contribute to the digital transformation of public services, by offering technologies and solutions that enhance transparency, effectiveness, and quality.

The integration of innovation as a basic principle of excellence starts with senior management and is diffused to all levels of the Group, promoting an environment where continuous improvement, leadership, and openness are seen as key factors for sustainable growth. The Space Hellas Group implements these principles to achieve business goals, as well as to provide substantial value to society and enhance its sustainability and business continuity.



Case Study



Space Hellas and Draxis Environmental Technology carry out a “Twin Transition” project in the Region of Western Macedonia

An important green digital transition project involving the procurement and installation of a pilot Green Data Centre and the reuse of the thermal energy generated from its cooling. The energy received by the computing power centre will be used to heat water in the Student Housing of University of Western Macedonia and Grevena Hospital. The implementation is part of the “Computing Power Goes Green” project, or “Go Green”. The project concerns an innovative solution that exploits the release of thermal energy to heat water and offers an Average Energy Reuse Factor (ERF) of over 85%. The proposed solution ensures a reduction in energy consumption, helps reduce the carbon footprint of the green data centre, and meets the standards for safe operation. Additionally, it contributes to the development of green and digital policies, the achievement of climate neutrality, the reduction of pollution, and the restoration of biodiversity.



Research and development

Recognising the importance of R&D in scientific and technological progress, the Space Hellas Group and its subsidiaries systematically invest in research programmes that reflect their commitment to innovation and excellence. The Group aims to develop innovative solutions which have direct commercial application and long-term value, actively participating in the development of products and services with high technological added value.

The strengthening of Research and Development activities is achieved through participation in national and international research projects, while partnerships with universities, research institutes, and enterprises expand the network of partners and strengthens the Group’s leading position in Research and Development. The Group’s R&D Department, with its advanced know-how and experience, plays a central role in the implementation of these projects, serving as a pillar of new technological applications development.

The research conducted by the Group and its subsidiaries focuses on carrying out advanced technological research and developing innovative products, which provide technological solutions that go beyond conventional research results. The goal is to create products and solutions that meet current market needs, while also promoting technological progress in various sectors, thus helping improve the socio-economic status of the communities they affect.

The R&D activities of the Group focus in particular on the following technology areas:

- **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**
- **Software Integration**
- **Interoperability**
- **Applied Artificial Intelligence (AI)**
- **Energy efficiency**
- **Connected Buildings**

Case Study (R&D)



SingularLogic’s research programme AgriDataValue - Pioneering in Smart Agriculture and Agri-Environmental Monitoring

AgriDataValue aims to become a pioneering project in smart agriculture and agri-environmental monitoring. The development of an innovative, intelligent, multitech platform aims at enhancing the capabilities of smart agriculture, competitiveness, and fair income for farmers.

The project adopts a multidimensional approach that combines big data and dataspace technologies with agricultural knowledge, new business models, and agri-environmental policies, incorporating innovative concepts, methods, and tools for the promotion of research and the creation of sustainable innovation.

AgriDataValue will be validated through 24 use scenarios in 23 pilot projects in 9 countries, covering over 181,000 hectares with 25 crop types. This research programme promotes the understanding and effective management of agricultural resources, improving productivity and environmental performance, making smart agriculture more accessible and sustainable for farmers across Europe.



The research programmes that started in 2023 in which the Group participated, are:

Research programmes

- SEPTON - Cybersecurity for medical devices
- Ainception - AI for Cyberdefence
- PRIVATEER - 6G security
- Space 4.0 - Environmental monitoring
- OASEES - Distributed intelligence for IoT
- PISTIS - Data sharing, federation and trading
- NEMO - Next-generation edge computing
- 5G COMPAD - Military 5G
- CO-PROTECT - Disaster resilience
- ACTING - Cyberdefence training and exercises
- 6G-BRICKS - 6G experimentation platform
- HellasQCI - Quantum Key Distribution (QKD)
- TENACITY - OSINT for border control
- ENTRUST - Networked medical devices security



Research programmes

- INHERIT - Next Generation Solutions for Sustainable, Inclusive, Resource-efficient and Resilient Cultural Heritage
- EMPOWER - AI Powered Investigative tools for LEAs
- AGRIDATAVALUE – Smart Farm
- BUILDSPACE – Energy Efficient Buildings
- ENTRUST - Agri-Data Management



Case Study



Space Hellas - partnership with University of Ioannina to complete the “PRECIOUS” project

The "PRECIOUS" project was undertaken by Space Hellas in the context of its partnership with University of Ioannina, aiming at developing innovative infrastructure for the analysis of high volumes of medical data for Precision Medicine. The project is being implemented under the supervision of Professor Dimitrios Fotiadis and the Medical Technology and Smart Information Systems Unit.

The new Cloud platform, designed for data processing and analysis, is expected to promote advanced research in precision medicine, allowing the development of individualised treatment approaches based on patients' genetic and clinical data. Aiming at creating innovative solutions for the analysis of large volumes of medical data, the programme incorporates high-performance technologies and advanced machine learning algorithms to support personalised medical approaches. This initiative demonstrates Space Hellas' commitment to promoting scientific and technological research, providing substantial solutions in a sector that is crucial for health and society.

As Mr Fotiadis stressed, “PRECIOUS is an example of how modern technology and applied research can help personalised healthcare by opening new paths for the management of healthcare challenges”.



QUALITY AT THE HEART OF OUR STRATEGY

The Group offers innovative and advanced technology solutions that successfully meet its customers' expectations, enhancing trust and reliability. This is confirmed by the number of certifications and credentials, as well as through the certified internal management systems regarding Data Quality and Security according to ISO 9001 and ISO 27001 (at a Group level) respectively, as well as through the use of digital tools and a wide range of platforms, such as Cisco and Oracle.

In this context, the Group has adopted and is following a Quality Policy that is renewed annually to ensure the consistency and development of our practices.

This Policy guarantees the promotion of excellence practices in service provision and sets the framework for the Group's great expectations regarding the final products and services it offers.



This strategic approach reinforces its commitment to achieving the superior quality desired by the Group's customers, and, among other things, it rests on the following pillars:

- 1st**
Customer-centric approach
- 2nd**
Responsible selection of suppliers and partners to ensure quality materials and services
- 3rd**
Enhancing the value of Quality through relevant employee training
- 4th**
Constant evaluation and improvement of existing methods and practices to ensure they are aligned with international best practices.

Furthermore, the Group and its subsidiaries have certifications for the following management systems and contribute to the enhancement of quality culture:



**ISO 27001:2013 certification
(at Group level)**

Certification for the Information Security Management System it designed and has maintained since 2009.



**ISO 14001:2015 certification
(at Group level)**

Certification for the Environmental Management System relating to the Group’s operations.



**ISO 27701:2019 certification
(Parent)**

Certification for the Privacy Information Management System, ensuring that all the necessary organisational and technical measures are taken to protect personal data.



**ISO 20000-1:2018 certification
(at Group level)**

Certification for the IT Service Management System



**ISO 45001:2018 certification
(Parent)**

Certification for the Occupational Health & Safety Management System



**ISO 22301:2019 certification
(Parent)**

Space Hellas, the Parent Company, is certified for its Business Continuity Management System.

THE GROUP'S CUSTOMER-DRIVEN CULTURE

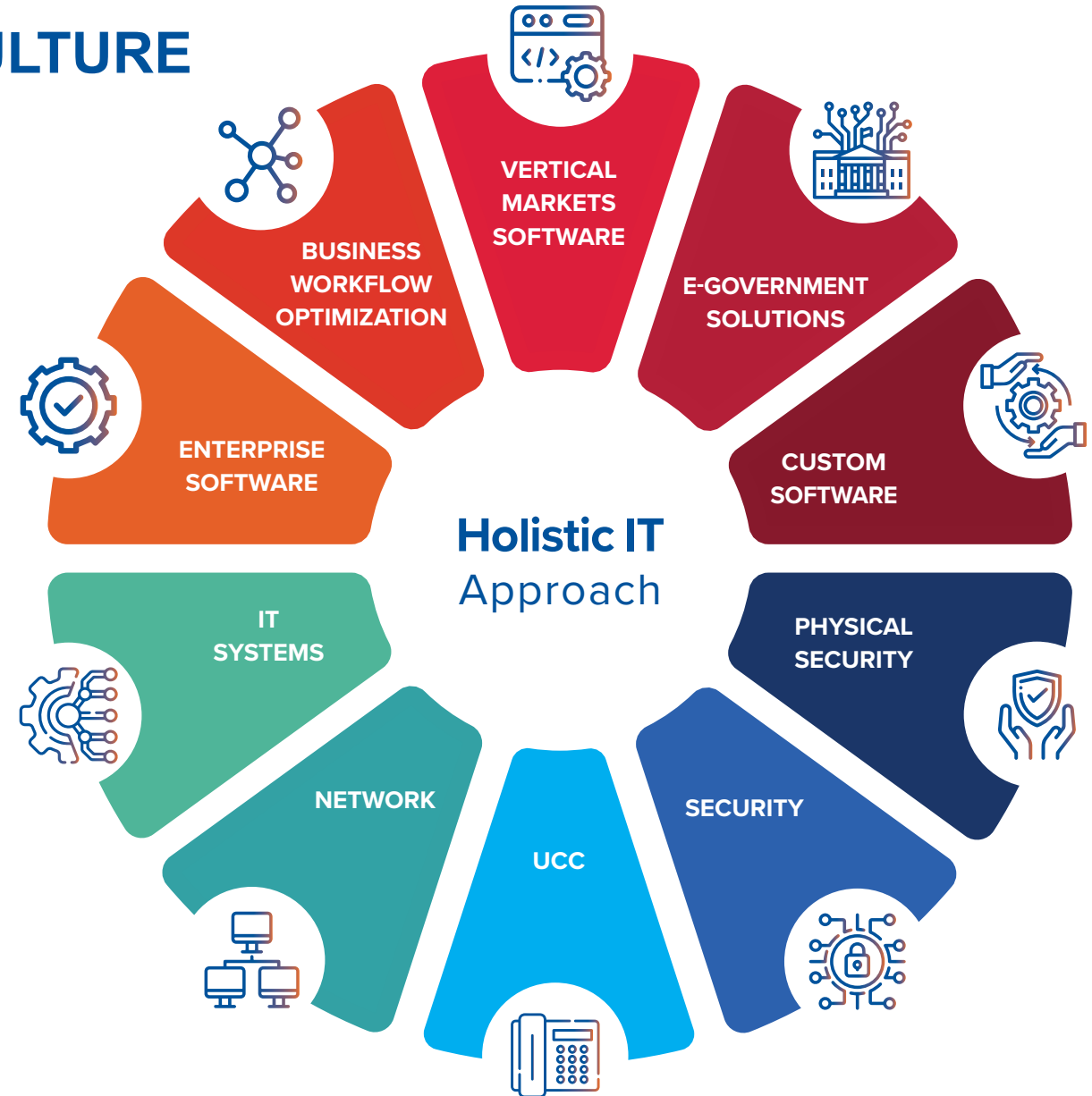
The Space Hellas Group recognises the unique needs and challenges of each customer. By undertaking projects with industries, health companies, the agricultural sector, banking services, and many other sectors, it gains insight into the complexity and dynamics of each market. At the same time, it collaborates closely with public and private bodies, contributing substantially to their digital transition.

Our services are designed to enable our customers to successfully meet the increasing demands of digital business. We offer solutions that lead to the optimisation of operations, enhancing efficient decision making and achieving business goals.

Through our projects, we create business models that offer competitive advantages, putting our customers in the lead with regard to technological superiority. The combination of R&D and innovation implementation allows us to offer solutions that are both innovative and sustainable, in response to the constantly evolving needs of the market.

Grounded in a philosophy that stresses continuous improvement and excellence, we recognise the importance of always being one step ahead. With that in mind, we commit to providing reliable, innovative, and flexible digital solutions which enhance the capabilities and efficiency of any company that trusts us and is seeking solutions to business challenges.

Through these public sector projects, we promote social well-being and strengthen social cohesion, providing modern services that meet citizens' expectations and contribute to the growth of the economy. These projects highlight Space Hellas' role as a pioneer of digital transformation in Greece.



By measuring quality we build relationships

The Group’s strategy focuses on seamless and high-quality customer service. The core of our strategy for achieving full customer satisfaction unfolds across three main axes:

Key Performance Indicators (KPI):

We record the high quality of our services through specific indicators which are analysed in the Service Level Agreements. Measurable figures, such as speed of service and number of successfully served requests, ensure our continued improvement in offering solutions that maximise our customers’ experience.

Continuous Research and Assessment:

The regular implementation of annual satisfaction surveys allows customers to express their needs and state their assessment of the services provided. The comments and proposals collected are a key tool for reviewing and enhancing the Group’s effectiveness.

Effective Communication and Complaint Management:

We have a multi-level customer communication system, supported by an integrated complaint management mechanism. This procedure guarantees the effective interoperability of the system and the continuous improvement of its performance, under the guidance of the competent departments.

This framework ensures that Space Hellas meets and exceeds its customers’ expectations, aiming at the continuous upgrading of their experience.



Case Study



Innovative “Cloud TV” Solution from Space Hellas for COSMOTE TV

In the context of the continuous upgrading and modernisation of the services offered to consumers by COSMOTE TV, Space Hellas responded by undertaking the important project of creating infrastructure for DT Group’s “Cloud TV”. The project concerned the implementation of a fully functional and needs-adapted private Content Delivery Network (CDN), designed to respond to the high flow of content required by a modern digital television platform.

COSMOTE TV aims at continuous provision of highest-quality content and reliable transmission to its subscribers, through a stable and flexible CDN platform, while at the same time expanding the capabilities of the Cloud TV service.

Space Hellas provided the innovative Synamedia Open Media Distribution (OMD) solution, an advanced and flexible CDN that meets the standards of the high-quality, multi-screen video transmission required by modern consumers. Cloud-based architecture and agile development methodology enhance platform responsiveness and resilience, while the use of high-quality open-source software ensures transparency and reliability.



Standing by our customers 24/7/365

At the Group we use cutting-edge technologies to guarantee that each customer’s experience is excellent and complete. The specially designed management and monitoring system ensures that support is available to our customers 24/7, providing

consistency and security in communication. The integration of new analysis tools and techniques helps keep our Group at the centre of innovation in customer service, promoting continuous improvement of processes and creating added

value. Our experienced and specialised technical personnel ensure impeccable management of every problem, as they have the necessary knowledge to effectively deal with even the most complex issues.

Some of the services provided at the Group’s help desk are:



Important projects undertaken by the Group in 2023

Our Group has implemented a number of critical projects that enhance sustainability and technological progress on a national level. Through our collaboration with public bodies and the private sector, we aim to implement solutions that bring cutting-edge technology and innovation to society and the economy.

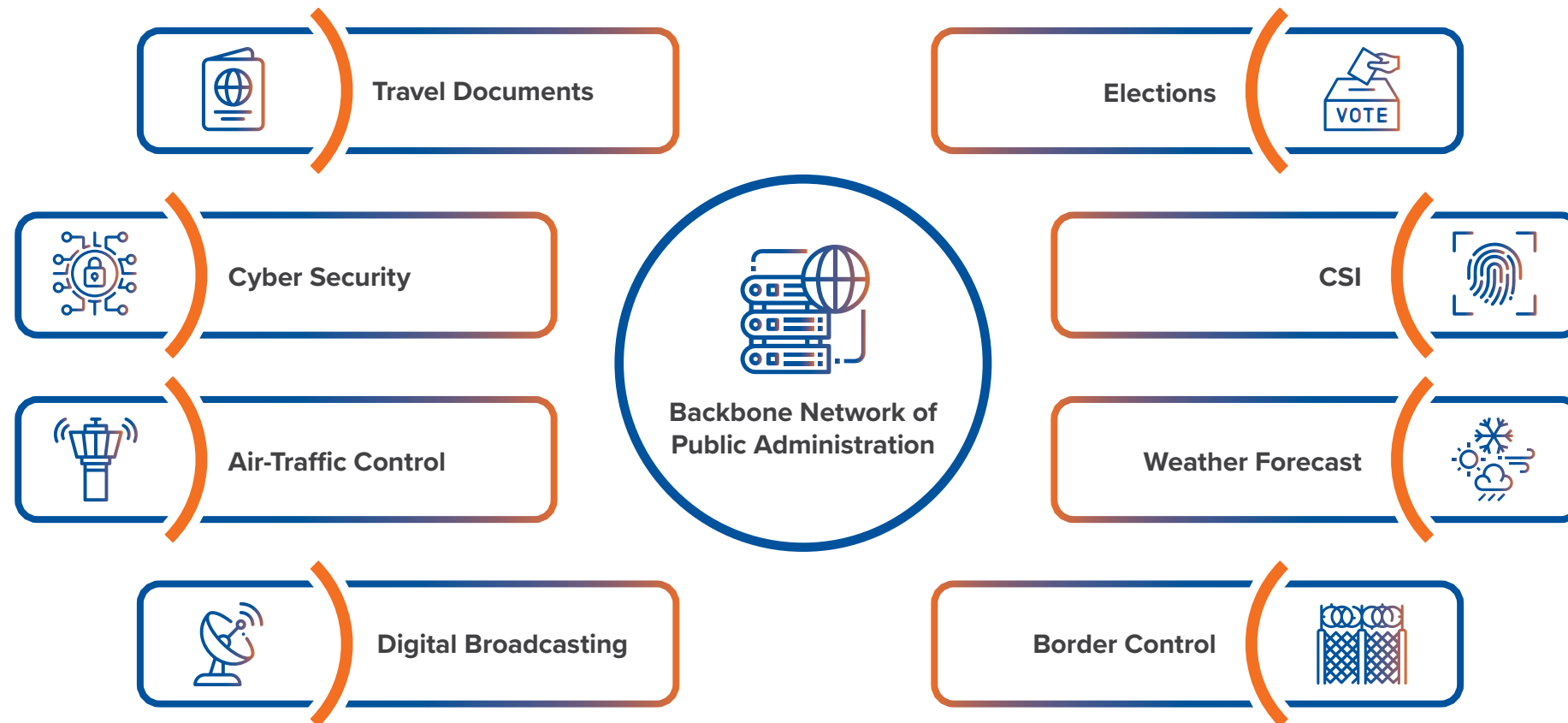
Customer	Project Description
Hellenic Electricity Distribution Network Operator	Implementation, operation and maintenance of telecom network
Hellenic Electricity Distribution Network Operator	Provision of equipment & implementation services for laptops and desktop PCs
Hellenic Telecommunications & Post Commission	Spectrum management integrated information system
Independent Power Transmission Operator	Implementation of DWDM network
INFOSOCIETY S.A.	“SYZEFXIS II” Security/Telephony/Video conference/cabling infrastructure
INFOSOCIETY S.A.	Meteorological Stations National System
INFOSOCIETY S.A.	Video conference services for courts and detention centers
INFOSOCIETY S.A.	Provision of infrastructure and services
Ministry of Civil Protection	Implementations of Entry Exit System (EES)
Ministry of Education	Provision of electrical & methanological equipment for Labs in Vocational High Schools
Ministry of Education	Provision of equipment of robotic technology
Ministry of Education	Provision of interactive whiteboards
Ministry of Foreign affairs	Upgrade of telecommunication infrastructure (network and cabling)
Customer portfolio of Private Sector	Support & Maintenance Agreements of several customers of private sector

Critical national infrastructure that we support

In a world where major changes and challenges make innovation and technology critical factors for Greece, the Space Hellas Group has undertaken an important role, focusing on monitoring and adapting to them, in order to

provide solutions that truly make a difference and enhance national sustainable development. Space Hellas is a driver for achieving our long-standing national goals of digitalising services. In this context, the Group capitalises on its

experience and know-how, highlighting the importance of interaction with the public sector as a catalyst for realising its strategic goals and for creating a more connected and just society.



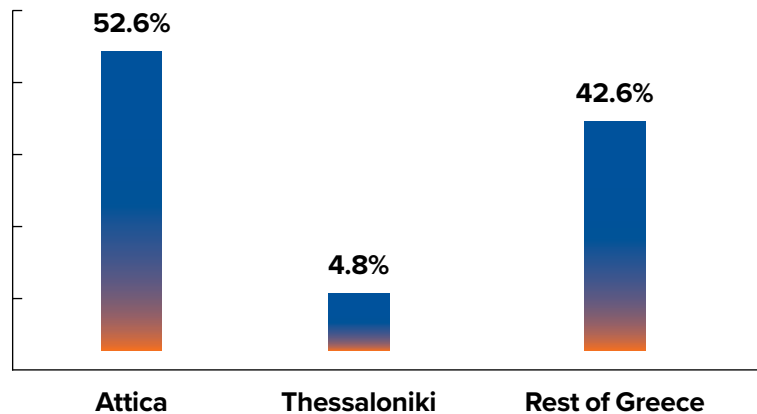
RESPONSIBLE SUPPLY CHAIN AND STRATEGIC PARTNERSHIPS³

At the core of our business philosophy is our commitment to corporate responsibility and high quality at every stage of our supply chain. We acknowledge that achieving these goals requires sustained effort and commitment, as well as the selection of partners who share our values.

We apply strict selection and evaluation criteria to our suppliers, based on objective, measurable, and qualitative data. This process ensures compliance with our high standards and complete transparency in our business relations.

Our strategy focuses on strengthening partnerships with major international companies that are leaders in our sector and on maintaining and strengthening relations with local suppliers. This approach aims at supporting and strengthening the local economy, while also ensuring the competitiveness and high quality of the products and services we offer. Through this approach, the Group is demonstrating its commitment to supporting and developing the local ecosystem, enhancing economic resilience and social cohesion.

Distribution of purchases from domestic suppliers

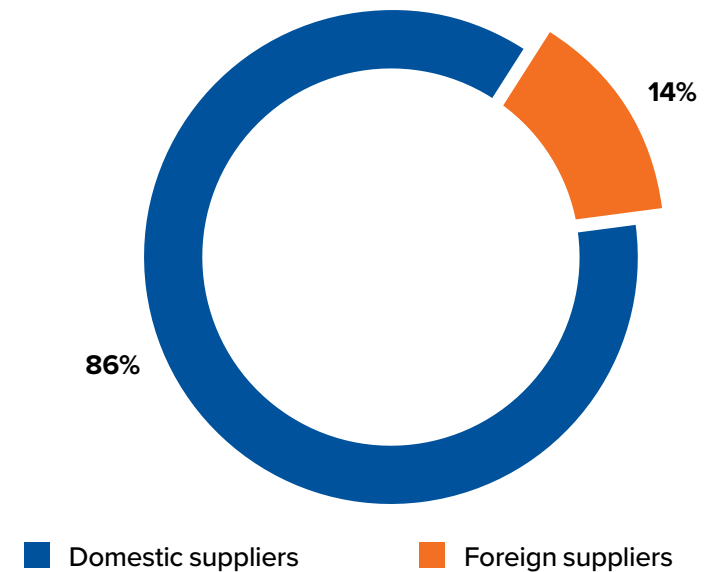


€104.5 million
purchases from suppliers



€66.4 million
purchases from local suppliers

Supplier distribution by origin



In this context, we set goals and aim to strengthen our business excellence, promote sustainability, and demonstrate our accountability towards the environment and society. Our commitment to these goals reflects our dedication to creating a more sustainable and just business reality.

³ Supplier data and other data included in this report are not comparable to those disclosed in the Space Hellas Parent Company reports for the years 2021 and 2022, as this report pertains to Group-level data.

Subcontractors

We offer a variety of innovative solutions to meet our customers' technological needs. Some of these solutions require the participation of subcontractors for their implementation, for various reasons, such as geographical location or the need for specialised permits. The Group secures the commitment of its subcontractors through contracts, requiring compliance with environmental legislation and health and safety standards.

User licenses

We offer a variety of innovative solutions to meet our customers' technological needs. Some of these solutions require the participation of subcontractors for their implementation, for various reasons, such as geographical location or the need for specialised permits. The Group secures the commitment of its subcontractors through contracts, requiring compliance with environmental legislation and health and safety standards.



Intelligent Partnerships

In our effort to provide leading tech solutions and services, we collaborate with global industry leaders. These partnerships ensure that we remain at the very top of the innovation and technology frontier, offering unsurpassed value and performance to our customers.

Space Hellas has become a **Gold Partner** of Microsoft, Cisco, Lenovo και Oracle, a **Titanium Partner** of Dell Technologies, and an **Alliance Partner** of BT Telecommunications

30% of our purchases is carried out by leading global organisations, such as Cisco, Dell Technologies, Microsoft, and SAP, which are models for our industry and are distinguished for their advanced sustainability strategies and high environmental performance. Furthermore, these companies adhere to strict protocols and procedures, carefully selecting their partnerships, strengthening our position as part of a global value chain that emphasises sustainability and corporate responsibility.



RECOGNITION OF OUR WORK

In the world of technology and digital solutions, recognition of excellence through awards is an important indication of a company’s commitment and performance. Every award Space Hellas and its major subsidiaries have received is a case study. Many of the 2023 awards are for major projects, in collaboration with major organisations, partners, and customers.

More specifically:

- Space Hellas, in partnership with EuroHub Pharma Logistics and Cisco, won 2 awards in two categories at the Cybersecurity Awards 2024. The Silver Award in the Logistics category and the Bronze Award in the Infrastructure & Network Security category, for the “New Brand Name with Advanced Cybersecurity” project. An important and comprehensive EuroHub Pharma Logistics cybersecurity project that shields the organisation with the use of multiple security measures, increases supply chain security and ensures the seamless and safe operation of the company.
- Space Hellas is Hewlett Packard Enterprise’s “Hybrid Cloud Growth Partner 2023”. The award is an acknowledgement of the company’s successful trajectory as a Digital Integrator and the achievement of its goals.



- Space Hellas, in collaboration with NOVA, received a Gold Award at the BITE Awards 2023 in the Public Sector Organisations category, for the implementation of the Ministry of Justice project “Video conference services in courts and penitentiaries, and provision of information services on the progress of the register and exhibits of the courts”.
- Space Hellas in partnership with Radiant Technologies received a Silver Award at the BITE Awards 2023, in the Tourism/Culture category, for the project of the Museum of Byzantine Culture of Thessaloniki, “Digital Museum of Byzantine Culture”.
- Space Hellas received a Silver Award at the BITE Awards 2023 in the Networks & Communications category, for its partnership with ADMIE and Grid Telecom on the “DWDM Telecommunications Network Technology” project.
- Space Hellas is Cisco’s first partner in Greece to acquire the right to provide “Partner Lifecycle Services - Support” (PLS-Support). By providing PLS-Support services, Space Hellas will be able to offer the same high level of support, such as Cisco Solution Support, extending the range of its services to multi-vendor solutions and strengthening its customer relations.



- Space Hellas was certified as a “Legrand Data Center Solutions Accredited Partner” following the successful completion of Legrand’s Data Center Academy training course and the specifications required. Legrand Data Center Solution offers specialised solutions through all the stages of designing and building a Data Center.



- Space Hellas received the “ICT Jubilee Award” at the Greek ICT Forum, for its years-long contribution to the Greek IT market. A distinction that confirms the company’s contribution to the technology sector, classifying it as a leading Digital Integrator.



- Space Hellas, 3rd Prize in the Business Innovation category at the 2023 HRIMA Business Awards.



- Space Hellas, Merit Winner in the “Sustainable Growth/Circular Economy Award, Private Sector/NGO” category at WITSA 2023, for the “Installation of Meteorological Stations & Development of Web Portal Infrastructure of the National Meteorological Service” project.

- Space Hellas is Huawei’s “Greece Optical Partner of the Year 2023”.

- Space Hellas “Southeast European Outstanding Partner 2023”.

- Platinum, Gold, and Silver awards for SingularLogic at the BITE Awards 2023, in a joint nomination with its customers.



- SingularLogic and The Smile of the Child received a Gold Award at the BITE Awards 2023 in the “New Innovative Digital Service” category, for the development and implementation of the European Missing Alert Automated System (EMAAS), a missing persons’ materials production and dissemination system for Amber Alert Hellas and Missing Alert Hellas. At the same time, the project received the top score from the evaluation committee, out of all the projects submitted, also winning the Platinum Award for 2023.



- SingularLogic and HELLENiQ ENERGY Holdings received a Silver Award at the BITE Awards 2023 in the “Continuous Business Improvement” category, for the design and implementation of the Greece-wide KALYPSO IT Security project, for the safe operation of the network of KALYPSO iQ ENERGY service stations, under the EKO and BP brands of the HELLENiQ ENERGY Group.



- In recognition of SingularLogic’s experience and expertise in providing quality print management services to large organisations and businesses, Hewlett-Packard Hellas awarded it the “Managed Print Services Partner, Greece 2022” award. The award ceremony took place in the context of the “HP Annual Partner Event - Ahead of the Game”.



- SenseOne won the EnergySense energy efficiency solution award at the Mobile & Connected Awards, during the 13th Mobile & Connected World Conference, in recognition of its efforts to utilise technology in an innovative way.



- SenseOne won another important award for the EnergySense solution. We received the Silver Award in the Energy Monitoring Technologies category at the Energy Mastering Awards 2023.



- SenseOne, during the IoT Awards 2023, received the Silver Award in the Sustainability/Decarbonization category for the EnergySense solution, which allows for energy efficiency optimisation and reduction in energy costs and carbon footprint.





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We set targets for the continuous reduction of environmental impacts from our activities and adopt management systems and good practices. Through the projects we undertake, we contribute to reducing the environmental impacts of our customers, offering solutions that promote sustainability, and improve environmental performance.

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2

<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>13 CLIMATE ACTION</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>
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OUR APPROACH TO ENVIRONMENTAL PROTECTION

The Group implements an Environmental Management System that is certified with the ISO 14001:2015 international standard for the Space Hellas and SingularLogic Companies. This System includes all procedures governing the environmental aspects of these Companies' activities, with the aim of mitigating the environmental impact of their activities. It also assesses and analyses risks and seeks to take suitable corrective actions aimed at continuous improvement.



To that end, the Group records and monitors specific environmental performance indicators in order to promptly identify issues in a targeted manner in sectors that require improvement and to timely and effectively address any issues that arise.

Responsibility for the design, implementation, and monitoring of the System lies with the "Governance, Risk & Compliance Services" Department of each Company.

"At Space Hellas we act responsibly towards the environment, **we implement internationally recognised standards and good practices**, and we strive to reduce our environmental footprint".

Environmental Policy

The Group has an Environmental Policy, as part of the integrated Quality, Health & Safety, and Environment Policy, which is reviewed on an annual basis. The Environmental Policy is the basis of the Environmental Management System and pertains to commitments for the mitigation of the environmental impact of its activity. More specifically, the Group undertakes, inter alia, to:

- Identify environmental aspects and impacts, conduct risk assessment, and take risk mitigation measures in company activities.
- Implement recycling of materials wherever feasible, such as paper, plastic, metals, electrical and electronic devices, and batteries.

- Implement energy management and equipment improvement measures for reducing energy consumption in buildings and transport, such as use of electricity and liquid and gas fuels.
- Reduce the consumption of water, paper, and other natural resources.
- Prevent environmental pollution during daily activities, avoiding toxic substances, and minimising the use of environmentally harmful substances, such as chemical cleaning agents, waste, etc.
- Prevent potential environmental accidents such as fire, leakage, etc., through proper maintenance of equipment and continuous training and awareness-raising of employees.

- Maintain a mechanism for dealing with environmental incidents, fire, leakages, and other emergencies.
- Raise awareness among employees, customers, and partners regarding the importance of environmental management and the risks of climate change.

Care for the Environment

Employee environmental awareness is a matter of material importance for the successful implementation of environmental protection measures. The Group conducts environmental trainings in order to support its personnel’s contribution to its efforts to reduce its environmental footprint.

In 2023, two environmental training sessions were carried out to raise awareness and inform employees about the environmental impacts of their activity and their participation

in the Environmental Management System.

The topics covered in the training sessions related to:

- **Ways to reduce electricity and fuel consumption**
- **Good recycling practices.**

The training is carried out through presentations made once or twice a year, as well as newsletters sent at regular intervals.

Furthermore, the Group also trains new employees on environmental issues, through educational material posted on the new recruit’s training platform, which includes documents related to the Environmental Management System. In addition, the material is also posted on the Group’s internal network, which is accessible to all employees, who are notified electronically by the HR Department when the material is posted.

ENVIRONMENTAL RISKS AND OPPORTUNITIES

Through the Environmental Management System, the Group seeks to record, monitor, and assess environmental issues that concern it, the risks and measures to address them, as well as the opportunities and actions for their exploitation. The Group’s goal is to follow international practices, be suitably prepared to directly address the risks arising from the external environment, and to recognise how it impacts and is impacted.

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.



CLIMATE CHANGE

Climate change is one of the most important issues that the world faces today, which is why the Group has moved to identify the risks and opportunities that have arisen from it.

Climate Change Risks and Opportunities

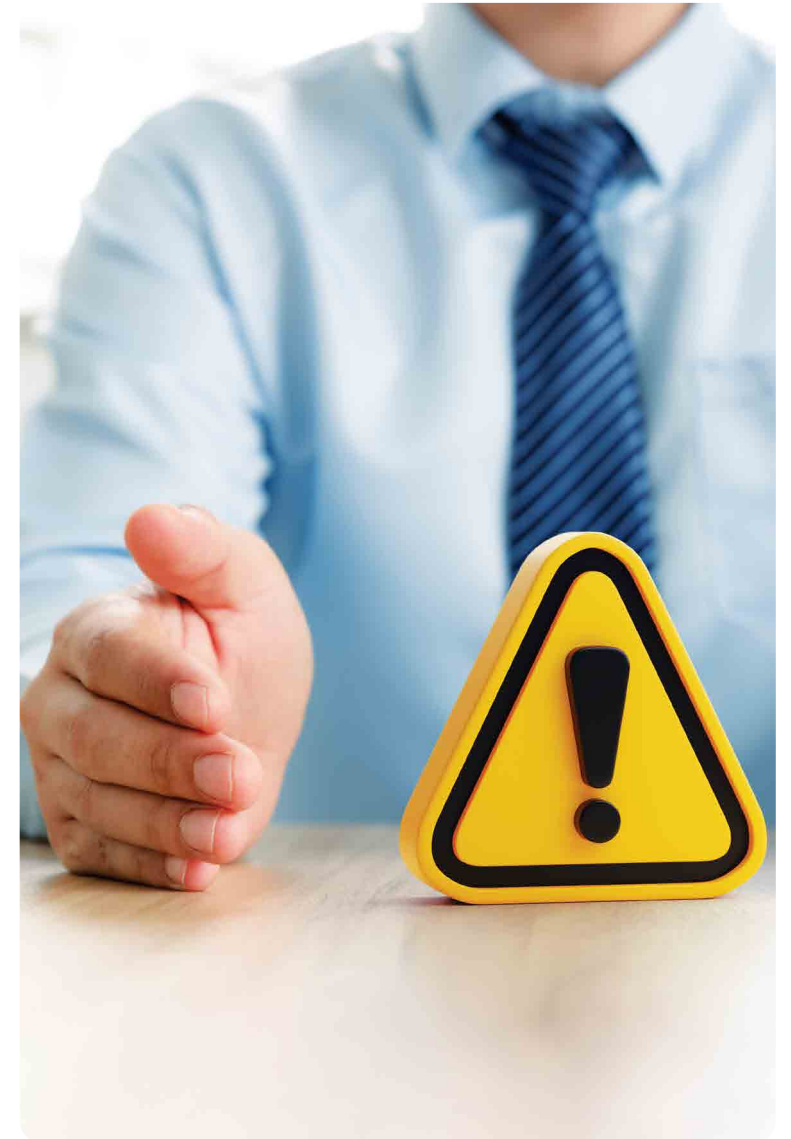
The Group has analysed the impacts of climate change risks, which have resulted from the increase of extreme weather events.

- 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).
- Personnel health, safety, and accident risks.
- Increased equipment damage due to exposure and operation under extreme conditions.
- Reduction of turnover from delays and/ or increased delivery time from suppliers due to damage to production plants/ of raw materials because of extreme weather phenomena.
- Reduction in employee productivity due to extreme events such as heat waves, snowfall closures, excessive rainfall, floods.

- Delays in equipment deliveries to customers and delays in project completion due to extreme and adverse weather conditions.
- Delays in employee travel due to traffic chaos in adverse weather conditions. Reduced productivity at external technical interventions.

Despite the impacts caused by climate change, the Group has also recognised some opportunities that may arise as a result of it:

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



OUR PERFORMANCE

Energy Management

The Group continuously takes measures to reduce the energy consumption that results from its activity, based on international practices and systems, while it monitors and records consumption in order to identify and take corrective measures for energy savings. In this context, the Group implemented additional actions aimed at reducing its environmental footprint.



In order to consistently monitor energy consumption and standardise performance indicators based on external parameters, the Group has created a platform using the “SenseOne” software, which integrates all the energy management systems of its installations and allows for timely remote intervention when necessary.



The Group replaced the older servers with new systems and clouds, which require less energy to operate and cool.



The Group’s services require office and storage space, so an energy audit is carried out, which results in improvement proposals. As part of these proposals, the Group proceeded with replacing the old ventilation and air-conditioning systems, replacing the heat boiler with a heat pump, and replacing conventional lights with LED lights to save energy.



Having recognised the need to reduce its environmental footprint deriving from the vehicle fleet, and having installed chargers at its facilities, the Group proceeded with replacing part of the fleet with hybrid or electric cars.

Case Study



The environmental dimension of our services

Space Hellas undertook the implementation of an innovative project at AHEPA University General Hospital of Thessaloniki, aiming at strengthening the Internet of Things (IoT) infrastructure. The project, implemented by its subsidiary SenseOne and Draxis Environmental Technology, includes the installation of advanced environmental and energy efficiency measurement systems, as well as a LoRaWAN smart network.

The central element of the project is the creation of an “Intelligent Asset Management” platform that combines modern smart sensors and machine learning (ML) technologies. This platform enables accurate monitoring and data analysis, optimising the hospital’s energy and environmental performance.

With the implementation of this project, AHEPA Hospital will be able to monitor key energy indicators in real time, reducing the waste of natural resources such as energy, water, and fuel. This leads to a significant improvement of the hospital’s environmental indicators, while at the same time increasing the community’s awareness about the hospital’s environmental actions.

The addition of these technologies enhances both the infrastructure and the energy efficiency of the hospital, actively contributing to the reduction of its environmental footprint and sustainable development.



Energy Consumption

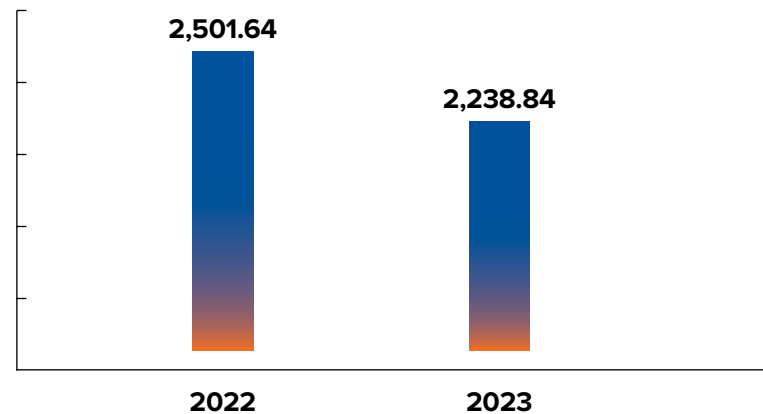
Total energy consumption (electric and thermal energy) of the Group in 2023 was 4,692.5 MWh, increased by 1% compared to 2022 (4,664.4 MWh).



Electricity

Electricity accounts for 48% of the total energy consumed at the Group. 2023 saw a 10% decrease from the previous year, from 2,501.64 MWh in 2022 to 2,238.84 MWh in 2023.

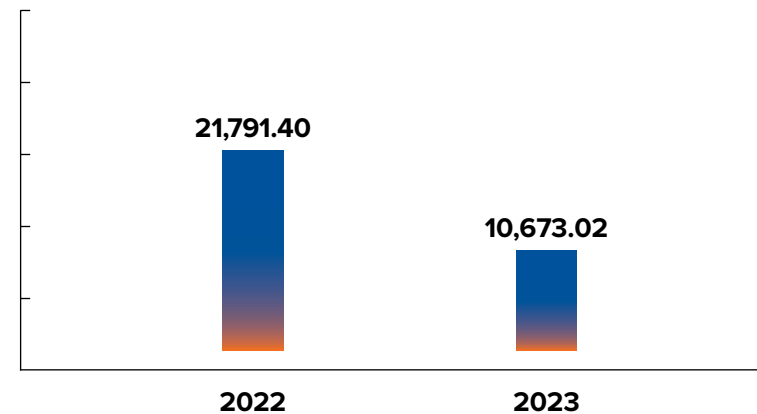
Electricity consumption (MWh)



Thermal energy

The Group's total thermal energy consumption in 2023 came to 2,453.61 MWh, posting an increase of 13% in comparison to the previous year (2,162.78 MWh in 2022). The thermal energy consumed by the Group concerns fuel for vehicles of the corporate fleet and the use of natural gas and oil for the heating needs of facilities, where the consumption decreased by 51% from 2022.

On-site oil consumption (Lt)

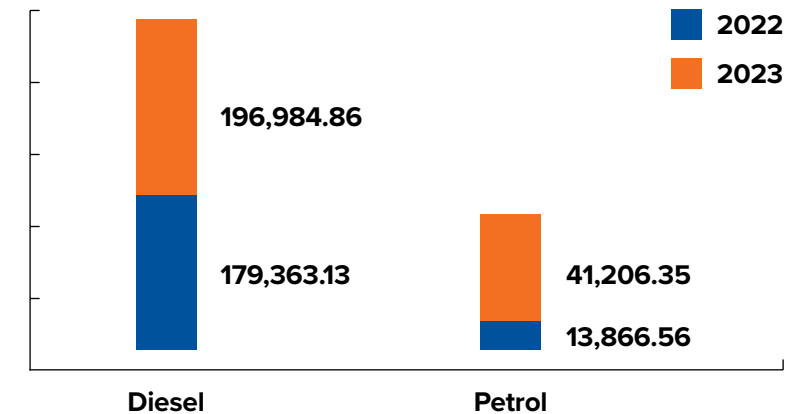


Transport

Moreover, the Group monitors and supervises fuel consumption of company vehicles and aims at gradually replacing the company's fleet with new hybrid or electric cars in order to reduce fuel consumption and its environmental footprint.

In 2023, the total quantity of diesel and petrol consumed for transport increased by 23% from 193.229,69 Lt in 2022 to 238.191,21 Lt in 2023. The increase in fuel consumption is due to the increase of the car fleet by 18% compared to the previous year.

Fuel consumption in the corporate fleet (Lt)





Emissions⁴

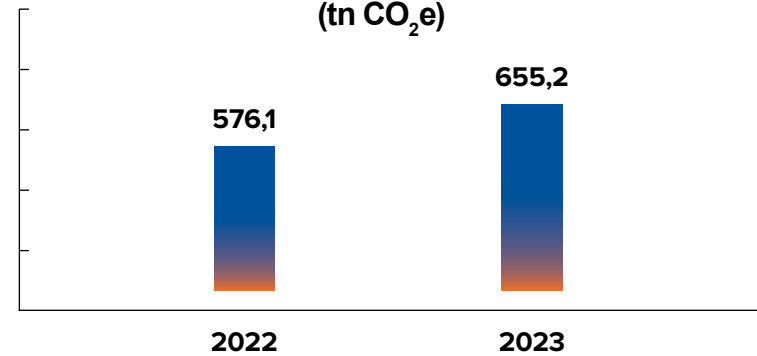
The Group recognises the need for immediate action to reduce carbon emissions and therefore systematically monitors the emissions resulting from its operation. The emissions calculation method follows the ISO 14064 and GHG Protocol standards for recording the total quantity of Greenhouse Gases released into the atmosphere, including carbon dioxide (CO₂), methane (CH₄) and nitrogen oxide (N₂O), expressed as CO₂ equivalent (CO₂e).

Direct Emissions (Scope 1): Direct emissions, in equivalent carbon dioxide tonnes, resulting from stationary combustion (diesel and natural gas), motor fuels (diesel and petrol), as well as refrigerants leaks from air-conditioning units and other similar equipment.

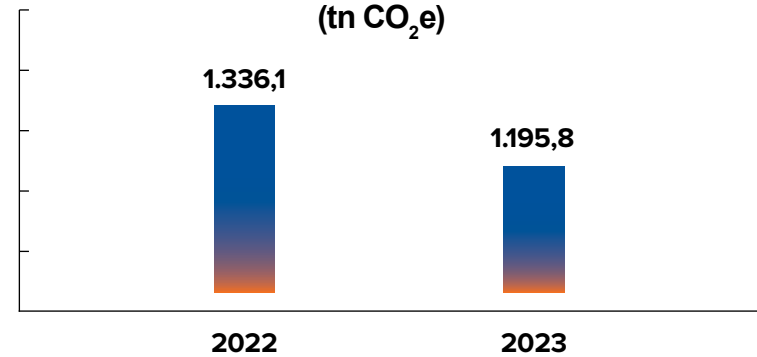
Indirect Emissions (Scope 2): The emissions that result from the production of the consumed electricity.

The total greenhouse gas emissions released into the atmosphere in 2023 from the Group's operation were 1.850,91 tnCO₂e, representing a reduction of 3% compared to the previous year (1.912,19 tnCO₂e).

Direct Emissions Scope 1 (tn CO₂e)



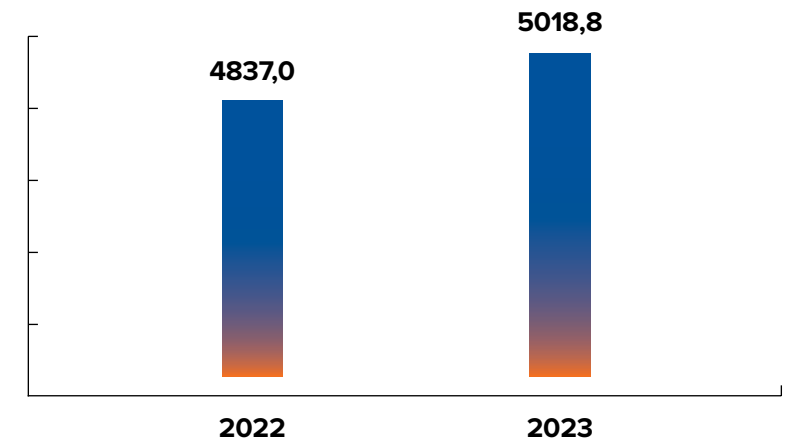
Indirect Emissions Scope 2 (tn CO₂e)



Water consumption

The Group monitors and records water consumption at its facilities in order to take suitable measures for its sound management.

Water consumption (m³)



⁴ Emissions have been calculated in accordance with the methodology set forth in ISO 14064, which is recommended by Climate Law 4936/2022.



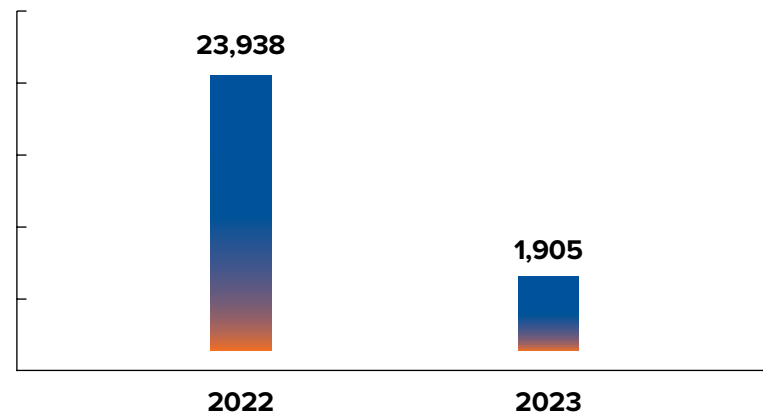
Waste management

The Group places special emphasis on sound waste management, encouraging and raising awareness among its employees through training programmes and updates on sound waste separation and waste collection points. For the recycling of daily waste, the blue bins outside the buildings are used. In addition, separate recycling bins for plastic, paper, batteries, and electronic equipment have

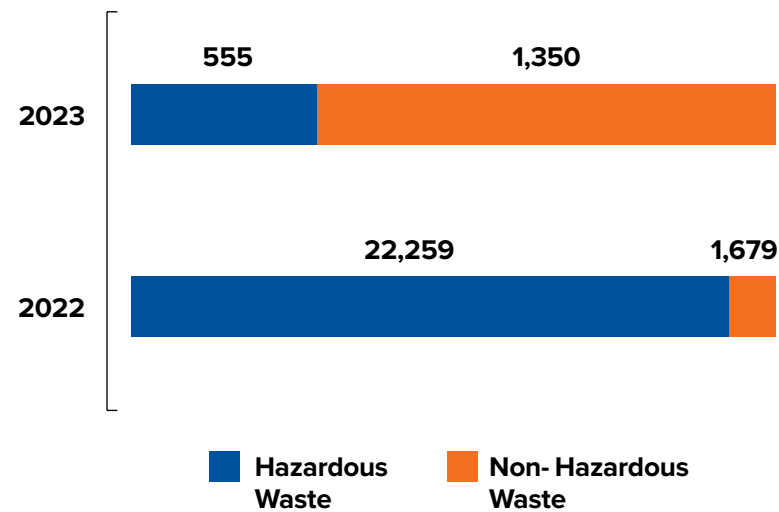
been placed on almost all floors and in almost all storage areas.

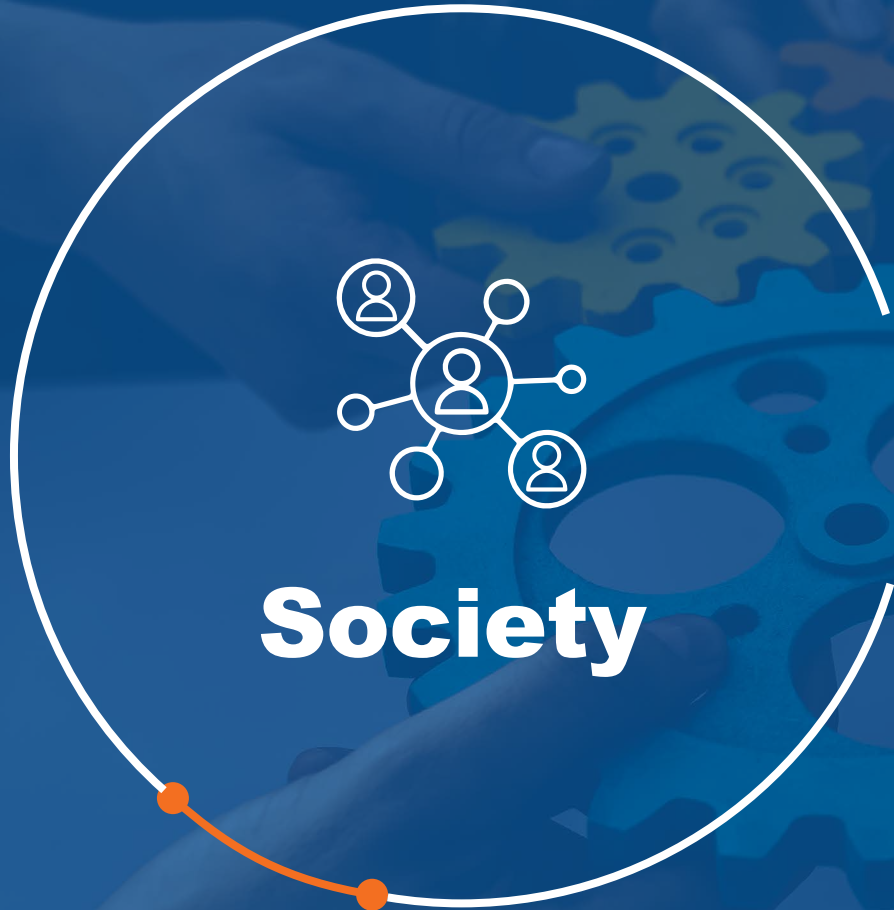
The total waste collected specifically for recycling in 2023 was 1.903 Kg, of which 1.350 Kg are classified as non-hazardous and 555 Kg are classified as hazardous waste. All waste is handed over for transport and processing to licensed entities.

Total waste (Kg)



Type of waste (Kg)



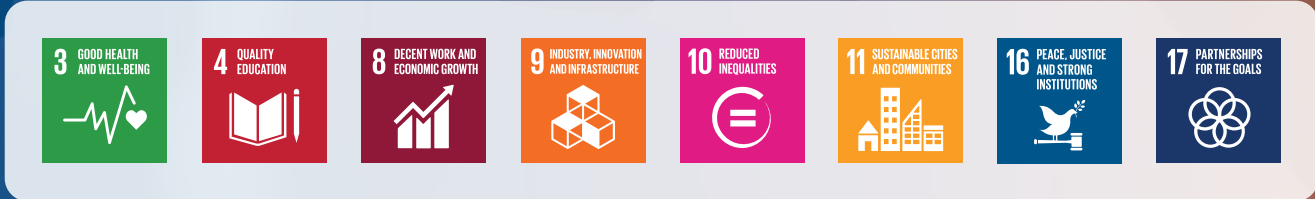


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Focusing on our contribution to society, we seek to provide a work environment based on inclusion, meritocracy, continuous training, and health and safety at work. Our people are a key factor in sustainable development and providing high-level, innovative technological solutions to our customers. At the same time, we maximise our positive social footprint by implementing corporate responsibility actions that enhance social cohesion and solidarity.

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3



Our People

- 3** GOOD HEALTH AND WELL-BEING
- 4** QUALITY EDUCATION
- 8** DECENT WORK AND ECONOMIC GROWTH
- 10** REDUCED INEQUALITIES
- 16** PEACE, JUSTICE AND STRONG INSTITUTIONS
- 17** PARTNERSHIPS FOR THE GOALS



OUR PEOPLE, THE GROUP'S MOST IMPORTANT CAPITAL



At the Space Hellas Group, we seek to create an open and inclusive work environment that defends internationally enshrined human and labour rights and promotes equality without any discrimination based on personal characteristics.

With the aim of enhancing transparency and integrity, and in full compliance with the applicable legislative framework, the Group has adopted and implements policies and procedures demonstrating its commitment to creating a culture that promotes the principles of diversity, inclusion, and accountability.

Code of Ethics and Professional Conduct

The Group has adopted a Code of Ethics and Professional Conduct which applies to all employees, regardless of rank, as well as its partners, and focuses on the following issues:

- 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 Group and not making it available without proper authorisation
- Implementation of each project with respect, diligence, and responsibility.

Human Rights Policy

The Group has adopted and implements a Human Rights Policy, which it revised in 2023, clearly stating its position against all forms of discrimination and violation of fundamental human rights. More specifically, the Policy is based on the following pillars:

- Zero tolerance
- Freedom to exercise the right of Collective Bargaining
- Prohibition of all forms of forced and child labour
- Working hours and wages
- Health and Safety
- Harassment Prevention

Diversity Charter

The Space Hellas Group, demonstrating its commitment to diversity and equality, signed the Diversity Charter in 2022. Through this initiative, the Group and its companies, such as SingularLogic, AgroApps, and SenseOne, enhance their people-centred approach, seeking to create a corporate culture that supports everyone’s personal freedom and choices, free of stereotypes. The Charter aims to serve as a binding instrument for the implementation of equality and diversity in every workplace in Greece.



Policy Against Violence and Harassment

The Group has a Policy against violence and harassment in order to ensure the protection of employees from such incidents and their freedom to communicate them in a framework of trust, safety, and confidentiality.

Whistleblowing Mechanism

In 2023, the Group also implemented the Whistleblowing Mechanism, which concerns incidents of violation of European legislation and the financial interests of the Group, in order to promote transparency and reliability throughout its operation.

HUMAN RESOURCES PROFILE

The Space Hellas Group aims to stay ahead of developments and systematically invests in its people, remaining committed to achieving its vision. Aiming at their better and more effective growth, the Group has created an equal opportunity work environment that enhances everyone’s personal and professional development.

The Group applies a holistic approach to its human resources in order to create a work environment that is open to all, in which everyone can showcase their talent, contributing to their continuous growth.



770
employees

22.6%
of employees
are women

99.6%
of employees are
full-time and with
open-ended contracts

10.4%
gender pay gap

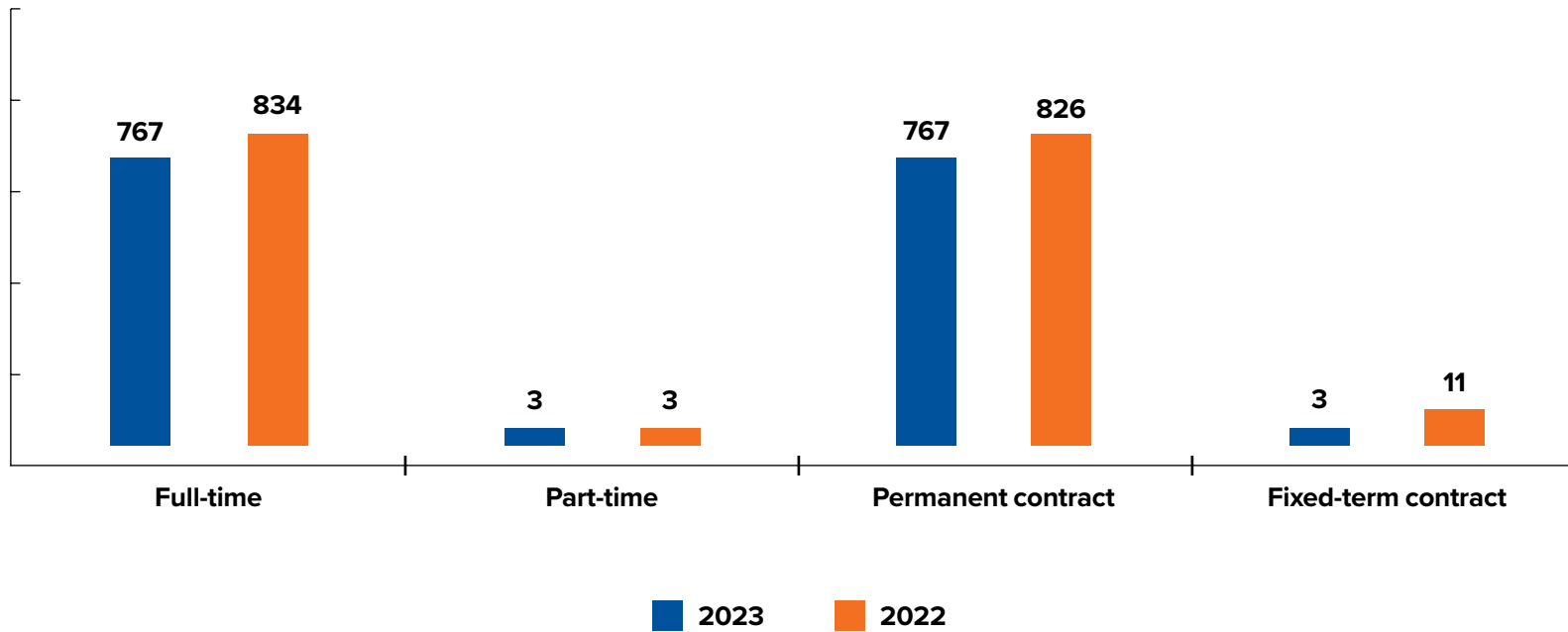
Employee distribution by ranking and gender

Hierarchical level	Men	Women
Senior executives	10	2
Senior managers	29	6
Managers	57	12
Other employees	500	154

Geographical distribution of employees

Athens	623
Thessaloniki	114
Patras	11
Ioannina	6
Crete	9
Farsala	3
Cyprus	4

Employee distribution by employment contract



Employee distribution by age	Men	Women
<30	123	31
30-50	337	97
51+	136	46



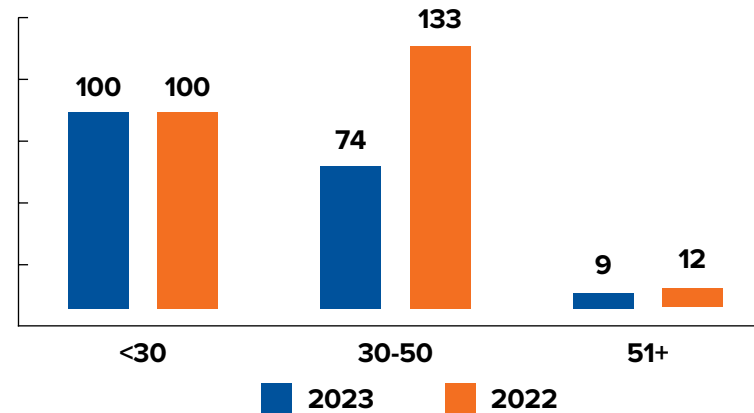
RECRUITMENT AND DEVELOPMENT

The Space Hellas Group places particular emphasis on attracting the right human resources to efficiently and effectively fill the positions that become available. Recruitment is always carried out in a merit-based and fair manner, with no discrimination based on personal characteristics, providing equal opportunities to all employees.

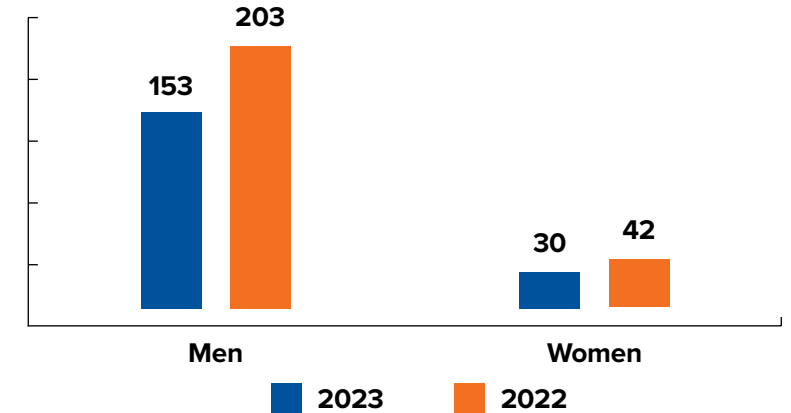
Geographical distribution of recruitment	
Athens (HQ and Branch Office)	140
Thessaloniki	37
Patras	2
Ioannina	2
Crete	2

In 2023, aiming to further improve the recruitment process and achieve maximum efficiency, the Group strengthened the role of the Human Resources Department. In this context, the Human Resources department conducts all initial interviews with the candidates for the job and then forwards the most suitable CVs to the department managers along with a report on the candidate.

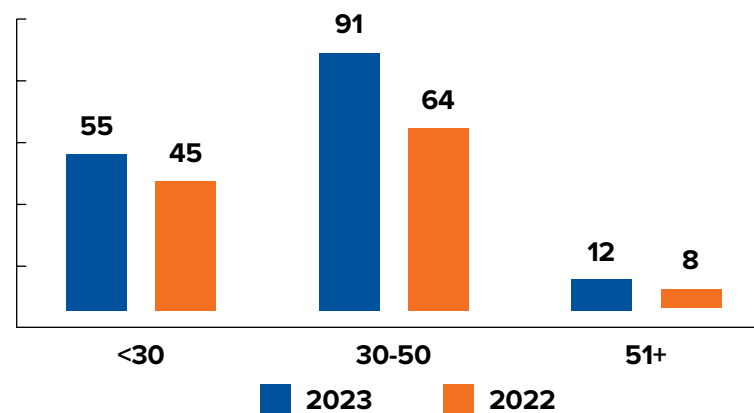
Human resources recruitment by age



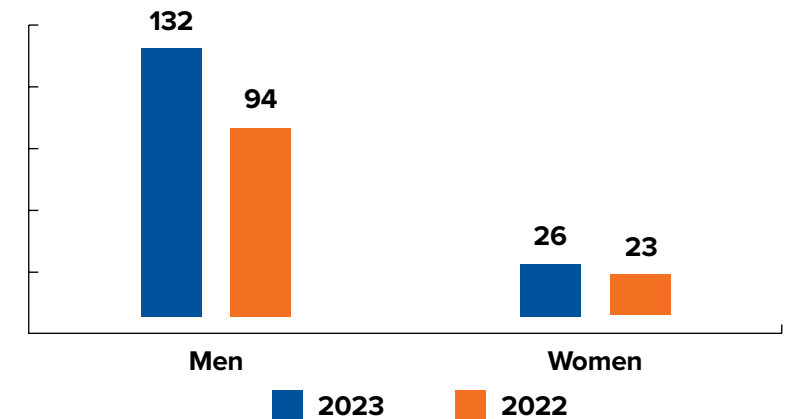
Recruitment by gender



Departures by age



Departures by gender



REFER A FRIEND

For the second year running, the Space Hellas Group has continued the Refer a Friend programme, with the aim of attracting new specialised professionals through its existing network of employees. Through recommendation, the programme strengthens and affirms the atmosphere of trust, while creating a new channel for attracting talented employees. In order to further enhance their participation in the programme, the Group rewards employees whose proposal results in recruitment.

In 2023, the Group received a total of 135 applications, 38 more than in 2022, resulting, in the end, in 36 recruitments.




ENHANCEMENT OF COOPERATION WITH THE ACADEMIC COMMUNITY

In the context of attracting young talented professionals, the Group’s companies actively participate in career days and events organised by academic institutions in order to acquaint students with the Group and the career development opportunities it offers, enhancing the university community’s connection to the job market. In 2023, the Group participated in the following events:

- Career Day organised by the Department of Informatics & Telecommunications of the University of Peloponnese.
- Deree’s Career Days
- Piraeus TEDx
- Event to present the Group to IEK AKMI students in the IT and New Technologies Sectors
- Hacker X
- Samos University Career Day

We also offer the opportunity to students of higher educational institutions to do their internship with us. The goal of the internship is to connect young people with the job market and attract new professionals to the Group’s workforce. In 2023, 12 people did their internships with us, of whom 9 were hired on a permanent contract.





75%

of the students who interned with us were hired with permanent contracts

EMPLOYEE BENEFITS

The Space Hellas Group provides its employees with financial and non-financial benefits in addition to those specified by law, in order to reward employees for their contribution to the Group’s successful development. More specifically, it offers the following benefits:



Case Study



Space Hellas-AUEB partnership for the preparation of an Industrial Doctorate

Space Hellas’ partnership with Athens University of Economics and Business illustrates the Group’s goal of a more cohesive business and educational environment through the development of Industrial Doctorates. This joint initiative aims to ensure a two-way flow of knowledge and innovation between the business and academic worlds, starting with a doctorate aimed at utilising Artificial Intelligence in the field of Cybersecurity.

The scientific research of Ilias Balampanis, Junior Data Engineer of Space Hellas, is the core of this initiative, with the involvement and guidance of Professor Diomedes Spinellis, enhancing corporate innovation with new-generation technological solutions.

“We encourage the building of bridges between the Greek academic community and Greek businesses, promoting innovation and increased competitiveness in international markets,” stressed Spyros D. Manolopoulos, Executive Chairman of the Space Hellas Group. It is a priority of the company to strengthen partnerships with educational institutions, with the aim of promoting excellence and social contribution.

As a guide to scientific innovation, AUEB supports this approach by integrating Artificial Intelligence into its academic activity and research work, highlighting the importance of applied research in the development of Greek businesses and society.



TRAINING AND DEVELOPMENT

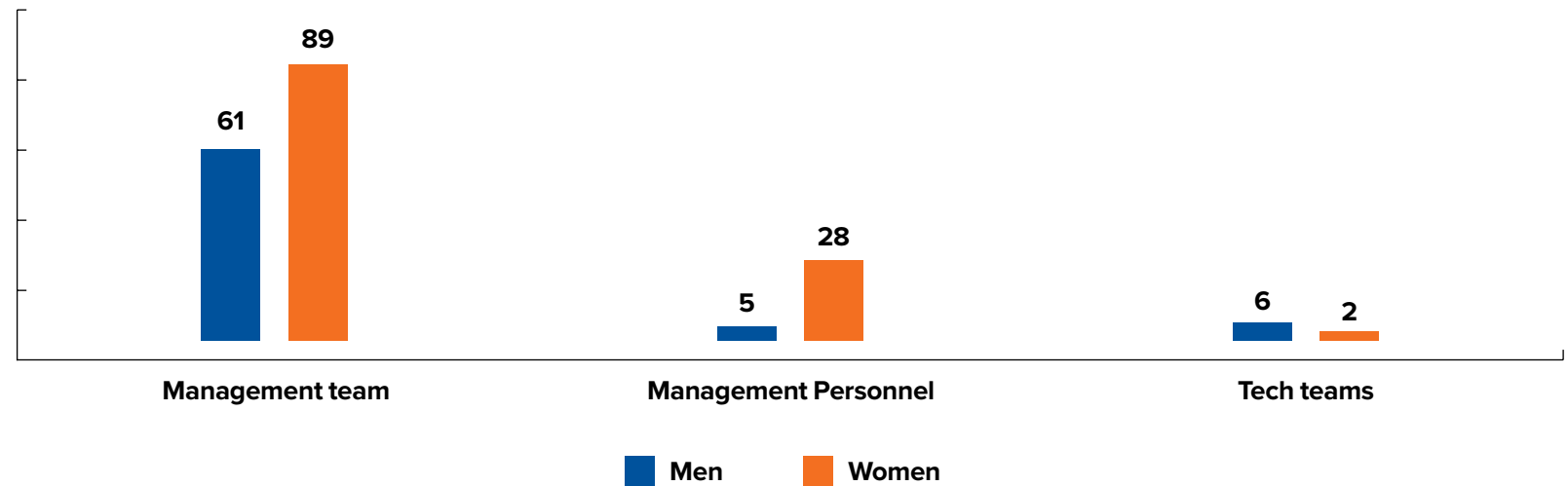
The training of the Group’s employees is a continuous process, which is redefined and adapted in order to contribute to the development of their talents, further enhance their strengths, and help them pursue the career they want.

Training sessions concern all personnel, regardless of rank, and concern all employees from the first day of their recruitment, to enable them to successfully undertake their duties.

The Group carried out a series of targeted training sessions in order to adequately cover the training needs that have arisen. Specifically, in 2023, 4,935 hours of training were carried out, comprising 296 seminars at Group level, while a total of 387 employees were trained.

In the context of continuous further training of employees and supporting their careers, the Group also grants postgraduate study programmes, after consulting with the employee.

Average hours of training by ranking and gender



4,935
hours of training

6.4
average training hours

5.9
average training hours for women

27
training hours for BoD members on ESG issues

INDUCTION TRAINING

In 2023, the Space Hellas Group launched an onboarding platform for its new colleagues, which aims at their smooth integration into the Group and their training on key operational issues.

More specifically, a few days after recruitment, new employees are informed via email about the required steps to start the onboarding process. Employees create personal intranet accounts, through which they gain access to a platform with informational material, while at the same time they can see the details of their team’s members. Through this platform, employees can learn about the Group’s basic policies and procedures, while the HR Department monitors each employee’s progress through a specially configured reporting method.

MEET THE CEO: In the context of enhancing communication with employees, strengthening relationships with them and transparency, SingularLogic has established the “Meet the CEO” programme, aiming to introduce new employees to the CEO during the Induction process.

After an additional 3 months, Group meetings are held with the CEO, where employees have the opportunity to talk to him about matters that concern the Company.

COMMUNICATION WITH EMPLOYEES

Communication with employees is a key aspect of the Group’s approach to building relationships of trust with them, providing prompt and timely information on current issues that concern the Group and their successful management. To this end, communication channels have been established that enhance the two-way flow of information and transparency in the operation of the Group, while in 2023 the intranet was implemented. The communication channels established by the Group are the following:



Department staff meetings



E-mail announcements



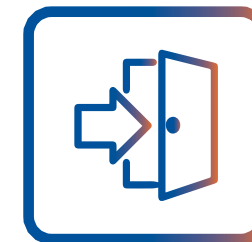
Newsletter



Intranet



Whistleblowing mechanism



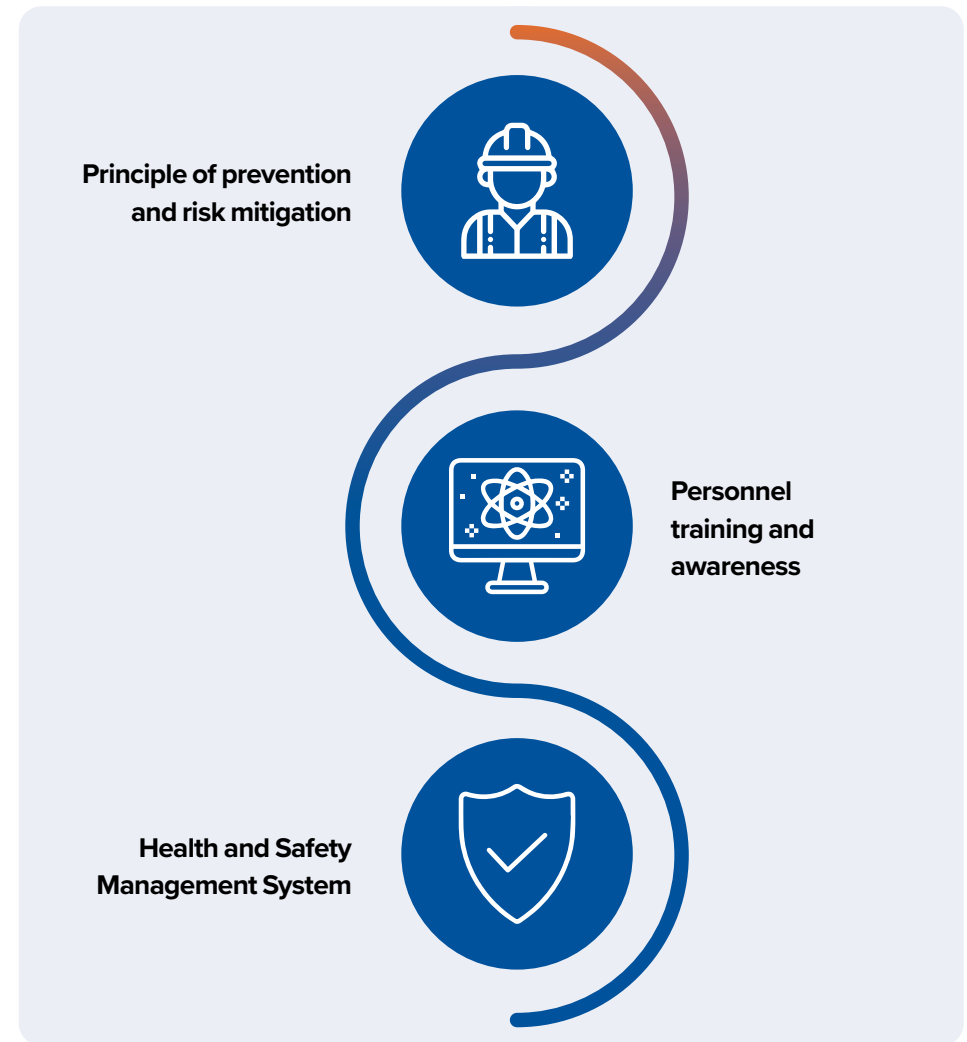
Open-Door Policy

Health and safety at work



HOW WE APPROACH GROUP HEALTH AND SAFETY

The Space Hellas Group has taken and is implementing all necessary measures to ensure the health and safety of its employees. More specifically, it focuses on the principle of prevention and takes an approach aimed at mitigating risks for employees and partners. With the aim of continuous improvement, the Group conducts trainings and actions to inform and raise awareness among its employees about the importance of complying with health and safety measures and procedures. At the same time, it implements a certified Health and Safety Management System that contributes to shaping a culture of prevention and early intervention in case risks occur.



HEALTH AND SAFETY MANAGEMENT SYSTEM AT WORK

The Group implements the Principles of the Health and Safety Management System set out in ISO 45001:2018. This System allows for self-assessment, early detection, and effective prevention and handling of risks, aiming at the safety of all employees and partners at Group facilities.

Health and Safety Policy

Aiming at continuous improvement, the Group has adopted a Health and Safety Policy that is part of the integrated Quality - Health & Safety at Work - Environment Policy, which is communicated to all employees and is updated by Management once a year. This Policy is the cornerstone of the Health and Safety System and, among other things, it provides for:

- Full compliance with current legislation and other relevant Regulations
- Recognition and assessment of professional risks and taking measures to deal with them
- Designing 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 employees' 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
- Continuous effort to align with international standards and implement best practices.



HEALTH AND SAFETY ISSUES MANAGEMENT

Health and Safety issue management is one of the Group’s key priorities for creating a safe work environment and successfully addressing and preventing risks. The integrated approach to managing the Group’s health and safety issues consists of the following steps:

Continuous Improvement and Growth

The continuous improvement of the Health and Safety System is achieved through designing procedures and actions, and implementing and monitoring their effectiveness.

Identification and Assessment of Risks

All of the Group’s facilities have an Occupational Risk Assessment Study, which analyses the risks, assesses them, and takes suitable measures to address them.

Consultation with Employees

Employee consultation is an essential stage in the successful implementation of the system, for communicating and resolving health and safety issues that may arise. To provide immediate notification, employees can send emails to a specific email address to communicate issues related to any problems. Furthermore, employees are encouraged, in the context of the open and two-way communication that the Group has created, to notify the Safety Technician of any relevant issue, who will then implement the appropriate corrective actions.



RISK MONITORING

In the context of implementing the principle of prevention, risk monitoring through specific measurable Health and Safety performance indicators is important for recording the effectiveness of the measures and procedures implemented.

Additionally, a specific identification list of relevant potential risks has been created at each facility, facilitating their monitoring and personnel compliance with the respective rules. To this end, internal audits are carried out by department Managers and by the Governance, Risk, and Compliance department on an annual basis, alongside external audits by an independent external partner.

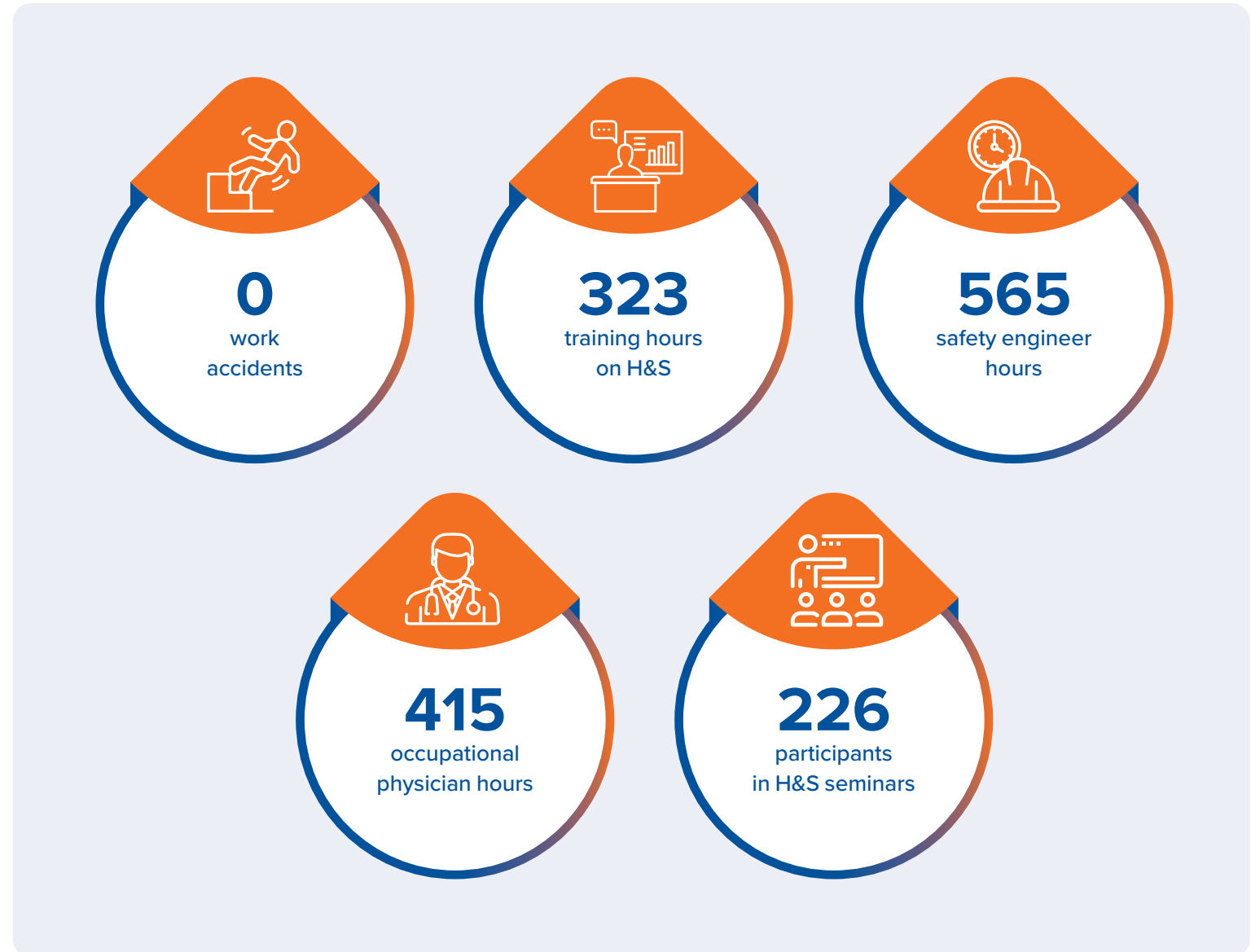
Cultivating Culture and Safety

To successfully implement the health and safety measures and procedures, and to ensure that personnel comply with them, training is carried out to inform employees and raise their awareness of the importance of complying with all necessary procedures, minimising the risk of occupational accidents. In 2023, the Group launched the intranet, where employees can learn about health- and safety-related issues through the uploaded material, while training is also provided during the induction process.

The training of employees is based on the recommendations made by the Safety Technician, the Occupational Physician, and on modern trends. Specifically, it includes topics related to:

- Health and Safety Management System at work
- Practical instructions for daily implementation and for emergencies
- Instructions for firefighting systems
- Training sessions on specific issues, such as avoiding electric shock, moving heavy objects, and driving safely.

Lastly, a team has been formed to manage emergencies and has been trained suitably to manage emergencies and building evacuations, as well as to provide first aid.



HEALTH AND SAFETY INDICES

Recording and monitoring of health and safety indices is a key tool for mitigating occupational and safety risks of our employees. Aiming at zero accidents and the continuous improvement and cultivation of a culture of safety, we monitor the following indices:

	2023	2022	2021
WORK ACCIDENTS			
Number of Work Accidents (absence >1 day)	0	0	0
SEVERITY RATE			
LTISR (Lost Time Incidents Severity Rate) for employees	0%	0%	0%
INJURY FREQUENCY RATE			
LTIFR (Lost Time Injury Frequency Rate) for employees	0%	0%	0%
ABSENTEEISM RATE			
AR (Employee Absenteeism Rate)	0.81%	0.93%	0.51%
Sick days per person	2.5	2.5	2.4



Corporate Social Responsibility Framework



At the heart of the Space Hellas Group’s philosophy is the recognition of its more profound role in society at large. In addition to developing innovative technological solutions, the Group seeks to create meaningful value for society through a wide range of social actions. Its commitment to supporting and strengthening the community is reflected both in specific solidarity and support actions it implements, and in its day-to-day business activities.

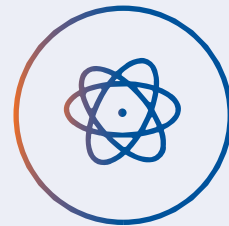
Through the development of technologies aimed at improving quality of life, enhancing public safety, and promoting green

innovation, the Group directly contributes to economic growth and social well-being, and understands its responsibility towards society, acting as a responsible partner, proving that sustainability and social value is an integral part of its business identity.



The social contribution of the Space Hellas Group includes the implementation of actions to strengthen the academic community, support everyone in need, and create added value for its stakeholders.

Through a cohesive framework of corporate responsibility actions, in which employees play an essential role, the Group succeeds in contributing to society, while also promoting the well-being of its employees.



Supporting education and science

The Group carries out actions aimed at promoting research and innovation, and supporting talented young people.



Caring for people

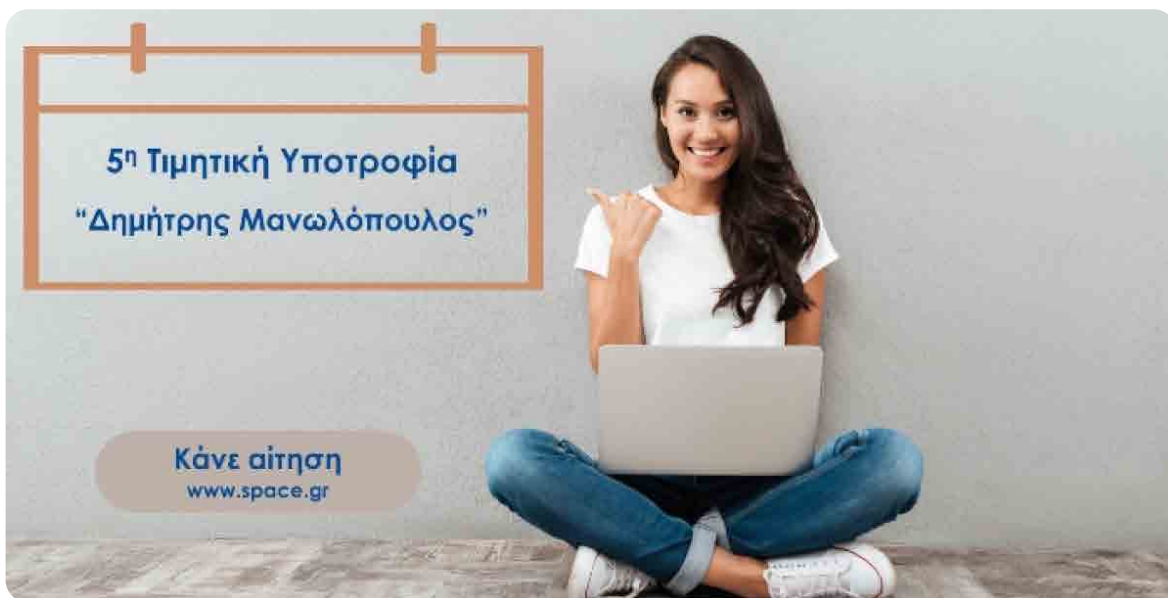
It is with a sense of responsibility that the Group actively supports organisations that do important social work.



Employee volunteering

Employees participate actively in actions to raise awareness and promote social well-being.

SUPPORTING EDUCATION AND SCIENCE



"Dimitris Manolopoulos" Scholarship

The "Dimitris Manolopoulos" scholarship was established in honour of the founder of the Group and seeks to support top-mark students in the IT sector. The 4th scholarship was awarded in 2023 to two top-mark graduate students studying in the "Translational Engineering in Health and Medicine" Postgraduate Programme of the National Technical University of Athens and the "Cryptography, Security & Information Systems" Postgraduate Programme of the Hellenic Military Academy, respectively. The aim of the scholarship is to encourage students to continue their studies in fields related to communications networks, cybersecurity, and artificial intelligence (AI). Applications for the 5th round of scholarships began in 2023.



Utilising Technology in the Educational Process

Supporting education is an integral part of the Group's commitment to innovation, continuous improvement, and technological progress. The Group aims to support education through both the actions and the projects it implements. In 2023, the Group launched the "Supply and installation of interactive learning systems" programme, which is part of the "Greece 2.0" National Recovery and Resilience Plan. The aim of the project is to provide interactive blackboards for primary and secondary schools, in order to enhance educational innovation and familiarise students with the use of technology, upgrading the educational process.

Modernising and Promoting the National Archaeological Museum

Space Hellas, in partnership with Radiant Technologies, implemented the “Modernising and Promoting the National Archaeological Museum through the use of Information and Communication Technologies” project, which showcases the benefits of linking technology with culture. Among other things, the project includes the creation of audio tours, guided tours for special audiences, interactive screenings, and the digitisation and documentation of the Treasures of the Photographic Archive.

The project includes:

- Improving the Museum’s existing digital infrastructure.
- Digitising the photographic archive.
- Developing educational applications.
- Virtual tour of the Museum’s collections.
- Audio tours on the public’s mobile devices.
- Informing the public via social networks.
- Implementing information stations.
- Connecting the Museum online with other websites.
- Digital signage systems in exhibition spaces.
- Live video transmission system from Museum events.
- Special tour applications.

The project included procurement of the necessary technological equipment, digitisation of part of the Museum’s permanent collections, writing scripts for thematic tours, etc. Digital infrastructure expands and strengthens the Museum’s communication services, while at the same time creating the right conditions for future use of the resources generated.

Case Study



MOMus-Experimental Centre for the Arts.

MOMus-Experimental Centre for the Arts, in partnership with the Space Hellas Group and Cisco construction, has implemented an innovative project that incorporates Ultra-Wideband (UWB) technology for real-time positioning. This technology detects the location of visitors and objects within the museum’s premises with extreme accuracy, providing a wealth of data on behaviour, movement, and duration of visits.

The system allows data to be analysed and visualised via Heat Maps and Spaghetti Diagrams, allowing for the identification of museum traffic patterns and trends. This technology opens up new prospects for improving visitor experience and adapting the museum’s exhibits and activities.

The implementation of UWB technology increases the management efficiency of the space, strengthens the museum’s organisation and planning, and contributes to the understanding and expansion of the museum’s contribution to the cultural sector.

With the implementation of this project, the MOMus-Experimental Center for the Arts demonstrates its commitment to the promotion of modern experimental arts, and the enhancement of research and innovation in the field of cultural heritage.



CARING FOR THE PEOPLE

Aiming to actively support society, the Group collaborates with organisations whose work aims to meet the needs of vulnerable social groups, enhancing their inclusion in society.

"The Smile of the Child"

Space Hellas has been supporting “The Smile of the Child” for 14 consecutive years, meeting the school-supply needs of children hosted at its facilities and participating in the “Technology Team for Children”, aiming to upgrade the organisation’s networks and services through the adoption and implementation of innovative digital tools. Furthermore, the Group’s subsidiary SingularLogic also hosted the organisation at its Christmas bazaar.



Case Study



European Missing Alert Automated System (EMAAS) for the production and publication of material on missing persons for Amber Alert Hellas and Missing Alert Hellas, for Smile of the Child

The “European Missing Alert Automated System (EMAAS)” project was developed by SingularLogic for “The Smile of the Child” organisation, focusing on creating a flexible and effective materials management platform for Amber Alert Hellas and Missing Alert Hellas. This project is an example where advanced information technologies meet social needs, providing a system that automates the generation and distribution of disappearance alerts.

The innovation of the system lies in its ability to automatically generate alerts in various formats (sound, image, video) and to distribute these alerts to all partnered bodies in an immediate and valid manner. The platform is designed to operate in multiple languages and support cross-border operations, making it ideal for use on a broader geographical scale.

This SingularLogic solution addresses the need for faster and more accurate communication in critical disappearance cases, reducing response time and improving the success of the disappearance searches. The system’s effectiveness reflects SingularLogic’s ability to integrate high-level technological solutions into projects of particular social importance.





"Make a Wish"

Since 2019, Space Hellas has been supporting the “Make a Wish” organisation, with the aim of making the wishes of children facing serious illnesses come true. Additionally, in 2023 Space Hells participated in the annual walk, Walk for Wishes, in central Athens, to celebrate World Wish Day.



"Amimoni"

SingularLogic, in the context of its Christmas bazaar, hosted Amimoni, an organisation that supports children with multiple disabilities and their guardians.



"Alma Zois"

SingularLogic participated in the EU-wide Pink@Work initiative, responding to the call from “Alma Zois” to raise awareness about breast cancer. Wearing pink, employees highlighted the importance of prevention and early diagnosis in dealing with the disease.



EMPLOYEE VOLUNTEERING

The Group’s employees, through the volunteer teams they have created, participate in actions aimed at raising society’s awareness on important issues, while also carrying out actions that contribute to and enhance their well-being and strengthen relations between them.

Blood Donation

Space Hellas and SingularLogic employees carried out two voluntary blood drives this year, aiming to cover blood needs through a simple but meaningful action. Employee awareness and participation contributed to collecting 50 units of blood in 2023, while, in total, more than 1,170 units of blood have been collected over the past 23 years.



Participation in the 40th Marathon

The Space Hellas Running Team participated in the 40th Athens Marathon, supporting this historic institution and its charitable cause, with the participation of a total of 64 employees, 4 of whom participated in the 42-kilometre race.





Race for the Cure

SingularLogicTeam participated in Race for the cure, an institution that aims to raise social awareness of breast cancer by supporting the work of “Alma Zois”.



Basketball teams

The Group has employee basketball teams which supports so that they can practice and participate in amateur championships. In 2023, the Space Hellas basketball team was crowned champion of the amateur #Basketaki Master league, a distinction that highlights the importance of teamwork and collaboration outside the workplace.



Theatre Group

SingularLogic, recognising the importance of its employees’ well-being, has taken initiatives that encourage physical and mental health. One such initiative is the creation of a voluntary theatre group, through which employees can express their creativity, develop new skills through engaging with theatre, and strengthen teamwork and solidarity.



Corporate Governance

“

By creating strong corporate governance institutions, we seek to evolve and to support digital transformation based on the principles of transparency, integrity, and accountability. Data protection is a major issue in the transition to the digital age, enhancing our business continuity.

”

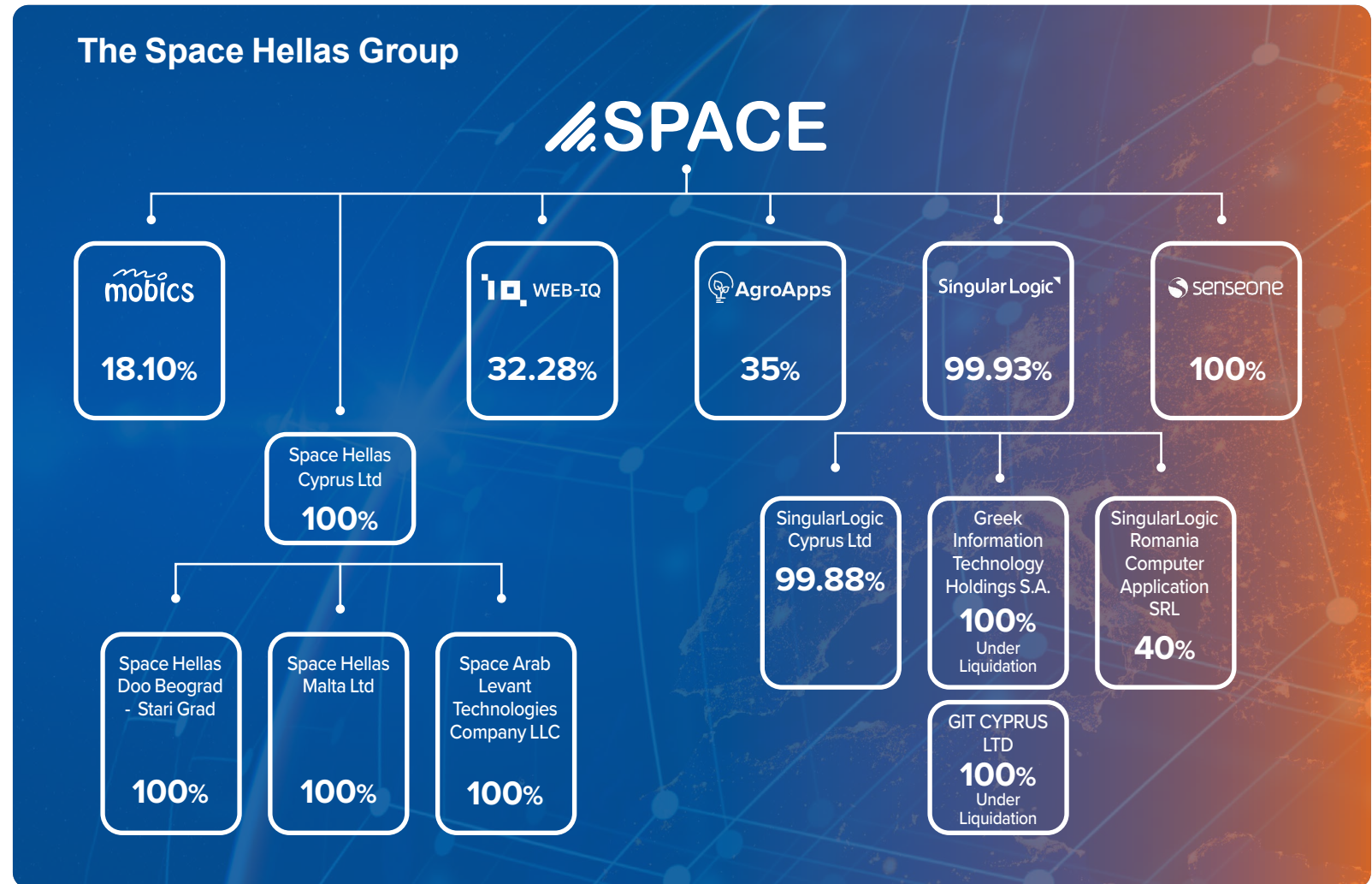
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CORPORATE GOVERNANCE FRAMEWORK

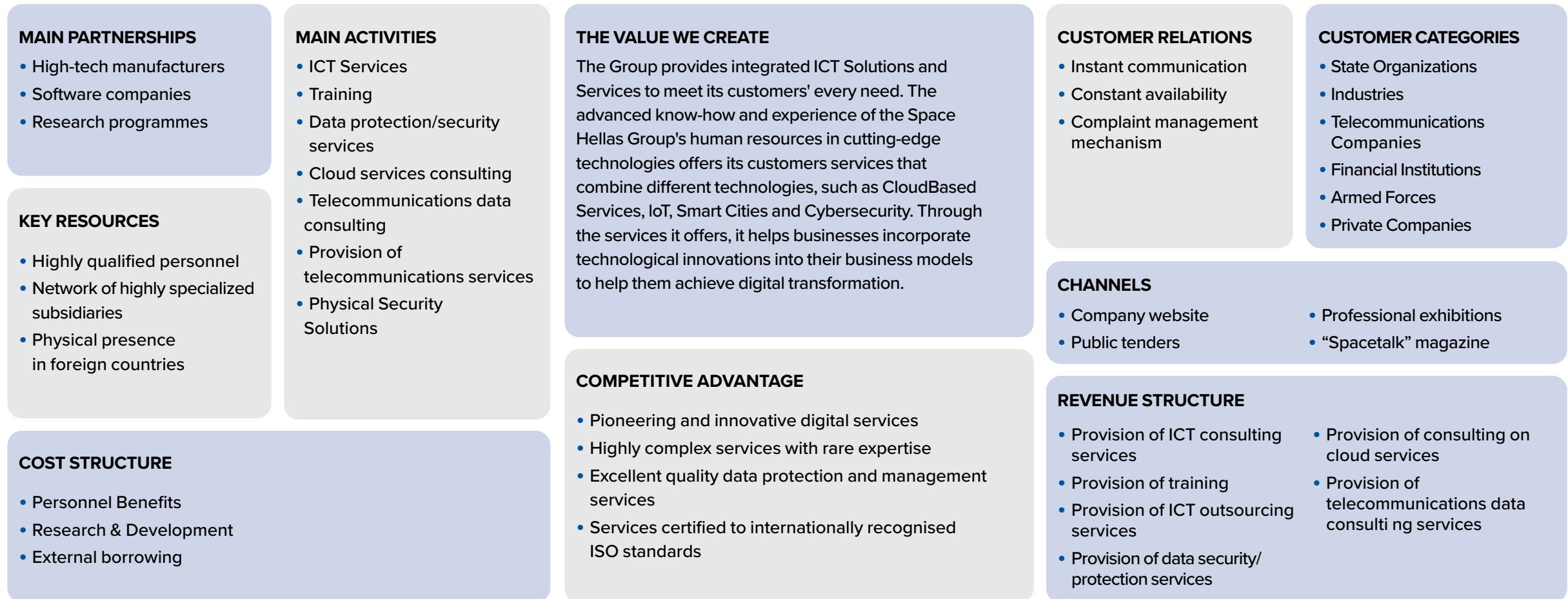
The Space Hellas Group has established an extensive Corporate Governance framework, which is key to promoting transparency, accountability, and integrity in every aspect of its business. This framework includes a number of policies, procedures, rules, and systems that help identify and respond to risks early and enhance its effectiveness and resilience.

Space Hellas (the Parent Company) pursues the consolidation and incorporation of these governance standards, aiming at creating a single and integrated governance system that covers the Company and its major subsidiaries. This approach reinforces commitment to the Group’s mission and values, while encouraging consistency and transparency in all its operations.



BUSINESS MODEL

The Group offers IT, telecommunications, and security services and solutions, creating added value for all stakeholders. The Group’s business model reflects the range of its activities, as well as its competitive advantages that allow it to pursue a successful trajectory.



Business model canvas generation by Alexander Osterwalder and Yves Pigneur

BUSINESS CONTINUITY

Having as its main objective the seamless provision of quality services and timely response to customer requirements, Space Hellas implements a Business Continuity Management System, in accordance with the requirements of ISO 22301:2019, for the adoption, implementation, organisation, monitoring, and continuous improvement of its business continuity. The goal is to mitigate risks and for the Group to successfully respond to crises arising from the external environment.

The Business Continuity Management System is complemented by the Business Continuity Plan, which includes, among other things, staff training, scenario outlining and testing, internal organisation, recovery of critical functions, as well as operational impact analysis. Through these tools, Space Hellas has successfully managed crises and expanded its activities.



Space Hellas is certified with **ISO 22301:2019**.

BOARD OF DIRECTORS

The Board of Directors of Space Hellas is responsible for issues pertaining to corporate governance, the day-to-day operations, and long-term growth of the Group. Moreover, the Board of Directors is responsible for monitoring and managing the Group’s Sustainability issues, which are of high priority. Its members have different characteristics and capabilities, in order to achieve effective management of all issues. Its operation is determined by the Rules of Procedure and the applicable legislation on Corporate Governance, including matters relating to the BoD’s training and education.

The members of the Board of Directors are elected by a general meeting of the shareholders of the Company, while the Company has a Remuneration and Nomination Committee which identifies and proposes to the Board persons suitable for becoming members of the Board of Directors. The remuneration of the members of the BoD is determined by the Company’s Remuneration Policy. The overall management of the Board of Directors is assessed annually by the General Meeting of Company Shareholders, which is the Group’s supreme body.



In 2023, **the Board of Directors of Space Hellas was trained** on the General Principles of Sustainable Development.



The work of the Board of Directors is further supported by Committees and Units, which aim at ensuring the smooth and transparent operation of the Group and its resilience.

More specifically, the Board of Directors is supported by the following Committees and Units:

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

Moreover, the Board of Directors of the SingularLogic subsidiary consists of executives with specialised knowledge, skills, and experience, and is responsible for settling all company issues, its effective operation, and its growth.

Singular Logic

Full name	Member capacity
Spyridon Manolopoulos	Chairman
Ioannis Mertzanis	CEO
Ioannis Doulaveris	Member
Panagiotis Bellos	Member
Theodoros Chatzistamatiou	Member

Space Hellas

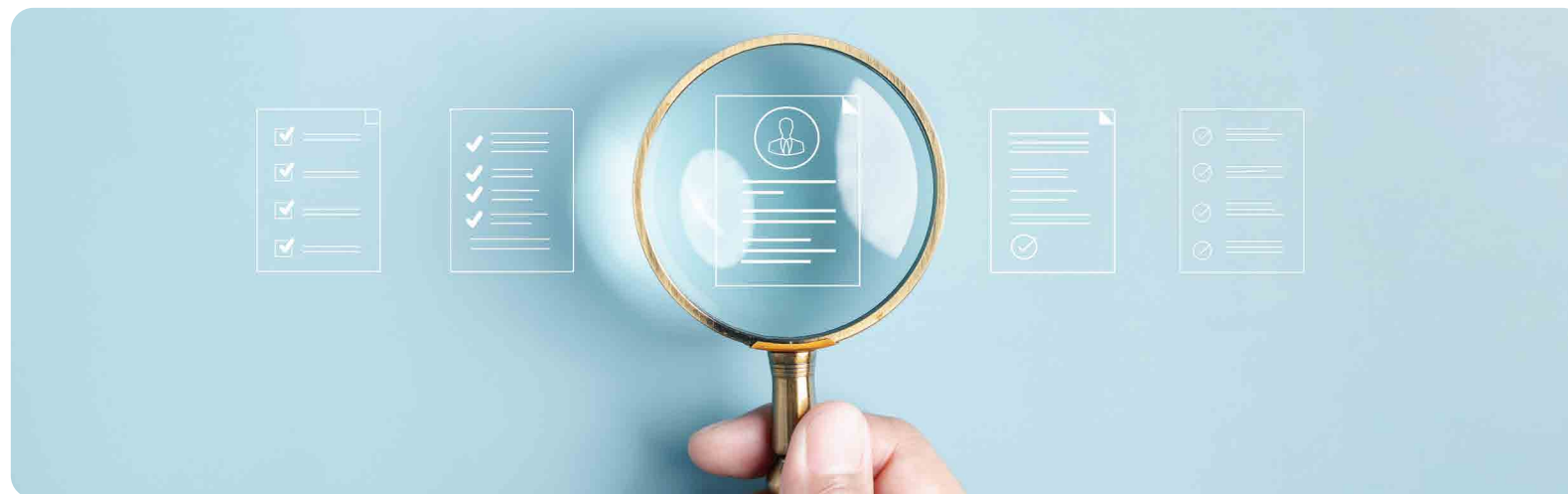
Full name	Member capacity
Spyridon Manolopoulos	Chairman, Executive Member
Panagiotis Bellos	Vice President, Executive Member
Theodoros Chatzistamatiou	Vice President, Non-Executive Member
Ioannis Mertzanis	CEO, Executive Member
Ioannis Doulaveris	Executive Member
Anastasia Paparizou	Executive Member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

SenseOne

Full name	Member capacity
Spyridon Manolopoulos	Chairman
Ioannis Mertzanis	CEO
Ioannis Doulaveris	Member
Panagiotis Bellos	Member
Sotiris Karagiannis	Member

AUDIT COMMITTEE

The Audit Committee supports the Board of Directors in its work and oversees matters pertaining to the Company’s internal operation, such as the drafting of financial statements, financial reporting, and the effectiveness of auditing systems. The competences of the Committee are detailed in the Rules of Procedure of the Audit Committee, which are posted on the Company website (<https://www.space.gr/el/corporate-governance-code>). The Committee publishes its activities in an annual report, which is delivered to the Board of Directors and is included in the Corporate Governance Statement, which is in turn included as a special section of the Management Report, which is an integral part of the Annual Financial Report.



Full name	Member Capacity
Eirinaios Theodorou	Chairman, Independent non-executive member of the BoD
Emmanouil Chatiras	Member, Independent non-executive member of the BoD
Theodoros Chatzistamatiou	Member, non-executive vice-chairman of the BoD

REMUNERATION AND NOMINATION COMMITTEE

The single Remuneration and Nomination Committee assists the Board of Directors in the effective, sound, and meritocratic management of the Company. It regulates issues that involve finding suitable Board Members and their proposed remuneration based on experience, education, and contribution to the Company, in accordance with the Eligibility Policy and the Remuneration Policy, respectively.

The duties and responsibilities of the members of the Committee are set out in the Rules of Procedure of the Remuneration and Nomination Committee, posted on the company’s website: <https://www.space.gr/el/corporate-governance-code>.

Full name	Member Capacity
Emmanouil Chatiras	Chairman, Independent non-executive member of the BoD
Eirinaios Theodorou	Member, Independent non-executive member of the BoD
Theodoros Chatzistamatiou	Member, non-executive vice-chairman of the BoD



INTERNAL AUDIT UNIT & INTERNAL AUDIT SYSTEM

The Internal Audit Unit aims at the more effective operation of Space Hellas, transparency and accountability through its compliance with the legislative and regulatory framework, while also helping strengthen stakeholder trust. The Internal Audit Unit is governed by internal rules, which precisely define its competences and the issues pertaining to its activities and are posted on the Company’s website. The head of the Internal Audit Unit is an independent internal auditor, who is appointed by the Board of Directors and must attend the Company’s general meetings to ensure impartiality and transparency. The CV of the head of the Internal Audit Unit is posted on the Company’s website.

The Internal Audit System contributes to monitoring, preventing and mitigating risks, impartiality, reliability of financial reporting, and monitoring of and compliance with the applicable regulatory framework. The Internal Audit System achieves the implementation of the operational strategy and the best use of available resources. The Internal Audit System is evaluated by an independent person with proven relevant professional experience, in accordance with best international practices (indicatively, the International Standards on Auditing, the International Professional Standards Framework for Internal Auditing, and the Internal Audit System framework of COSO).



The Regulatory Compliance Unit received training in 2023.

REGULATORY COMPLIANCE UNIT (RCU)

The Regulatory Compliance Unit is an independent organisational unit within the Company that operates within the framework of the Department of Legal Services and Regulatory Compliance, with the purpose of continuously aligning the operation of the Company with the current regulatory and legislative framework and the internal regulations governing the Company’s operation.

Its competences are set out in its Rules of Procedure and include, among other things:

- Monitoring of the institutional, regulatory & supervisory framework, and the decisions of the supervisory authorities.

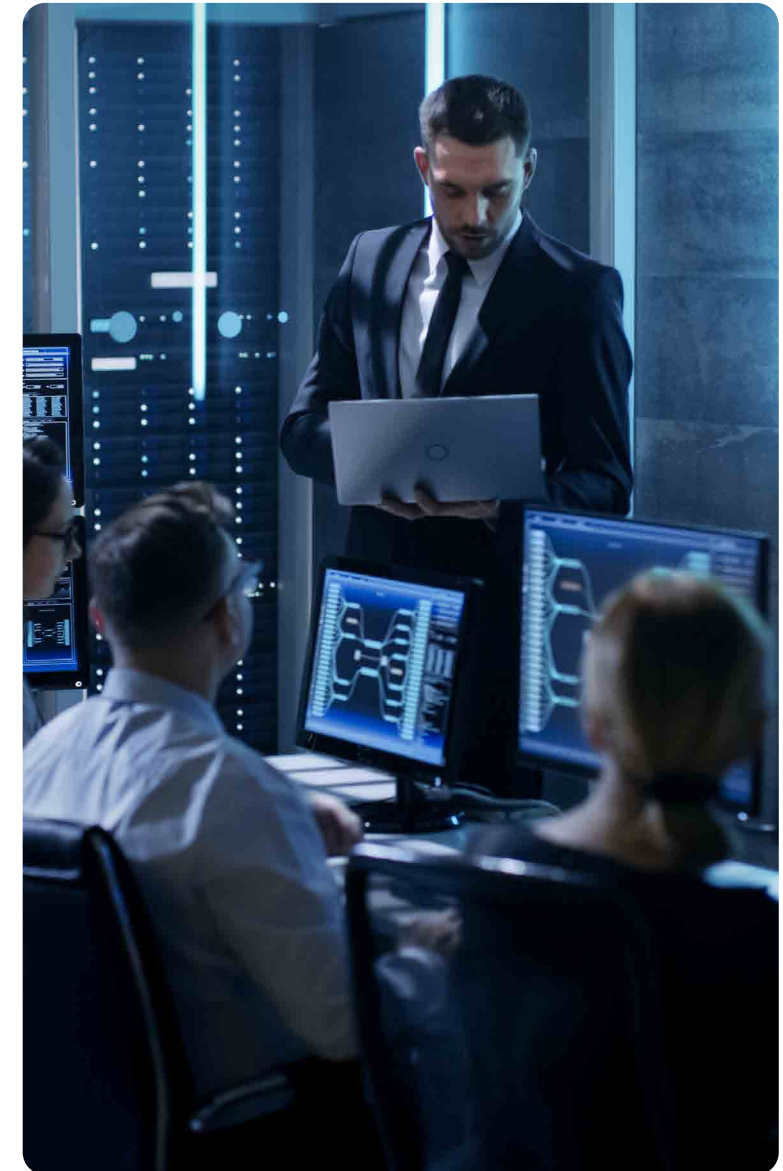
- Submitting proposals to the BoD for new prevention policies/procedures/measures.
- Developing a new action plan.
- Carrying out compliance checks.
- Informing & training Company staff on regulatory compliance issues.
- Managing queries/requests on regulatory compliance issues.

The Director of the Company’s Legal Service and Regulatory Compliance Department has been appointed Head of the Regulatory Compliance Unit by the Company’s Board of Directors.

RISK MANAGEMENT UNIT (RMU)

The Risk Management Unit is supervised by the Audit Committee and is in charge of managing financial and non-financial risks to ensure the long-term sound operation of the Company. The Risk Management Unit supports executives in cases concerning third parties or investment plans, while it is involved in reviewing

policies or procedures that carry risks. The Risk Management Unit works continuously, submitting annual, semi-annual, and extraordinary internal reports to the competent bodies, and external reports to the competent bodies when deemed necessary.



RISK MANAGEMENT

Risk Management is an essential element of the Internal Audit System. More specifically, to evaluate the likelihood, extent, and impacts of risks that could affect the smooth operation of the Company. Risk is managed through the Risk Control Self-Assessment function and is conducted by the Risk Management Unit. The COSO (the Committee of Sponsoring Organizations of the Treadway Commission) ERM framework and the relevant guidelines are taken into account.

The Risk Management Unit is responsible for identifying, recording, evaluating, and successfully addressing the potential risks that could affect the Group throughout its activities. In the context of COSO, the Risk Management Unit has identified specific non-financial risks, which require an organised approach.

In particular, the risks identified and assessed are the following:

1. OPERATIONAL: The potential inadequacy of internal Policies and Procedures is considered. The risk of natural disasters in combination with climate change and the rapid changes and impacts it entails is also examined. The ever-increasing risk of human resources, especially in technology companies,

is an important evaluation section of the RMU. The risk of the Information Systems is also evaluated, along with the risk of outsourcing.

2. COMPLIANCE: A potential lack of monitoring of the Company's code of conduct and regulations, as well as a failure to comply with the Legislative requirements and requirements of the Supervisory Authorities are examined. Special importance is attached to the Company's compliance with the legislation on personal data protection, health and safety issues. Lastly, Legal Risks arising from a possible insufficient examination of the legal nature of the contracts being drafted with customers or partners are also examined.

3. STRATEGIC: Strategic planning risks refer to the company's ability to identify business opportunities or threats and utilise opportunities for mergers, acquisitions, divestments, joint ventures, and partnerships that are aligned with its strategic goals, with a potential negative impact on decisions or planned benefits. Communication risks are evaluated, i.e. effective communication with personnel and other stakeholders. Lastly, the potential inability of the Company to maintain its operations in case of emergencies is also examined.

4. MARKET: Significant individual risks are considered in this category. Can the company correctly predict short-term price fluctuations (e.g. raw materials, provided third-party services, etc.)? What is the company's perception of and reaction to the needs of the market and competition? Is the geopolitical risk affecting the Company's operations taken into account?

5. FINANCIAL: Examination of the company's inability to manage its cash flows to meet its needs. Possible increases in interest rates resulting in the company being exposed to higher borrowing costs, lower investment returns, or reduced asset values. Predicting and taking measures to address the fluctuation or correlation of exchange rates that affect its assets, sales, and liabilities.

SUSTAINABILITY POLICY

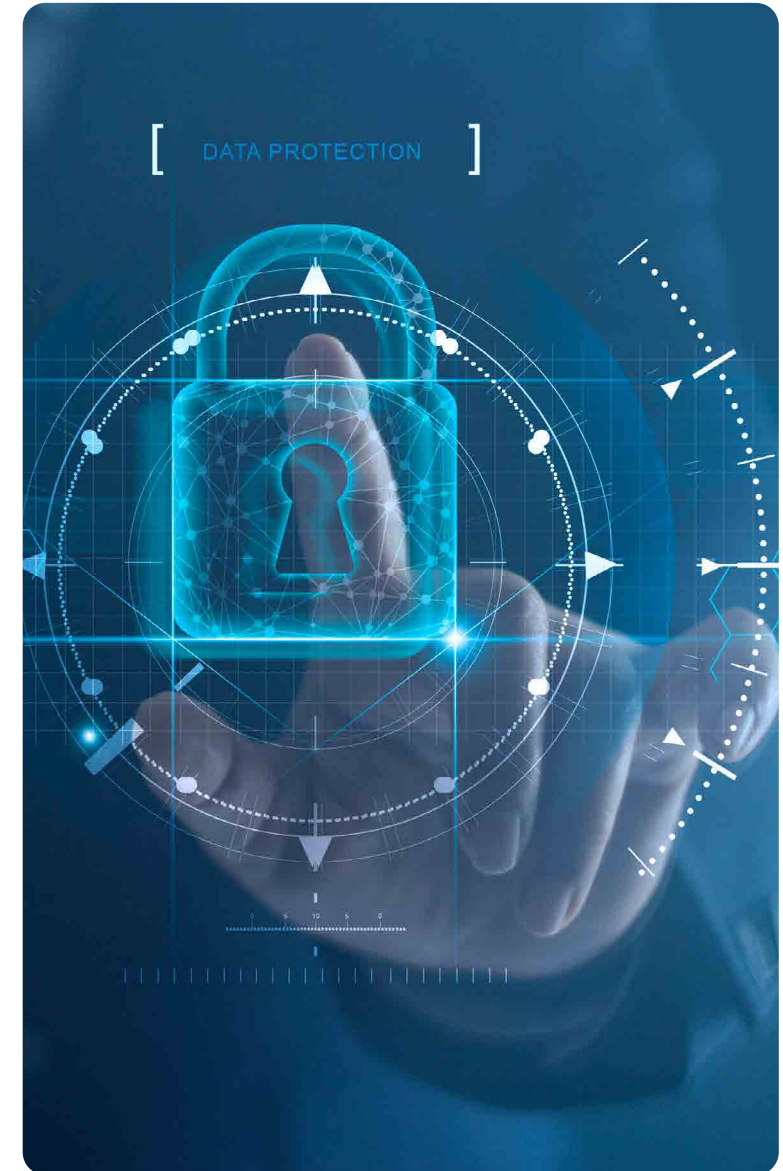
Space Hellas acknowledges the critical importance of sustainable development as the central axis of its business philosophy and operation, applying a consistent framework of policies and procedures that support the implementation of principles of sustainability in all dimensions of its activity. This includes a commitment to managing the environmental, social, and intergovernmental impacts of its operations responsibly, enhancing transparency, accountability, and integrity in its operation.

Focused on the unification of sustainability practices at all levels of the organisation, Space Hellas has set the goal of the integrated implementation of the Sustainability Policy, aiming at the harmonious integration of strategies and actions in line with its values and ideals, as well as international guidelines. This commitment is reflected in the Group’s firm dedication to achieving high environmental performance, developing and supporting a healthy and fair work environment, and adopting governance principles that enhance corporate integrity and trust.

PERSONAL DATA PROTECTION

Personal data protection is a decisive factor for the Group’s successful operation and long-term growth. The Group handles a large volume of sensitive data, which makes it necessary to take all necessary preventive measures to safeguard the data from any external attacks and potential leaks. Thus, an integrated Data Protection System has been developed, which consists of systems certified with internationally recognised standards that function as safeguards.

To enhance its systems and the trust of stakeholders, the Group has a specialised Information Security System certified according to ISO 27001:2013 and an IT Service Management System certified according to ISO 20000-1:2018.



SECURITY OPERATIONS CENTRE - SOC

The Company’s “Security Operations Centre” undertakes to identify and prevent internal weaknesses and risks, to detect possible incidents and deal with them in a timely manner. Structured with Hub architecture, it combines a variety of differentiated systems in a single integrated digital ecosystem in order to achieve maximum security and minimum response time to potential threats.

The Safety Operations Centre operates continuously, collecting

and analysing data from the Group’s internal systems, carrying out checks for unusual events by implementing predefined rules in a “System information Event Management” (SiEM) software and manually with “Threat Hunters”. The “Security Operations Centre” is a key element of its cybersecurity strategy, as it contributes to ensuring continuous monitoring, detection, and response to security incidents, enhancing the Group’s credibility with its customers.



In 2022, Space Hellas developed a Privacy Information Security System certified with **ISO/IEC 27701:2019**, highlighting the Group’s commitment to the safe management and safekeeping of customer data.

CONFLICT OF INTEREST, CORRUPTION, AND BRIBERY ISSUES

In order to prevent and deal with conflict-of-interest issues, the Group has established and implements a specific procedure, that concerns all employees regardless of rank, and which is referred to in detail in the Rules of Procedure. In this context, the Code of Conduct sets out the expected ethical and professional conduct of employees in their daily activities. In respect to employees with managerial responsibilities, additional procedures are in

place to disclose holdings and transactions, and those closely associated with them.

By implementing these procedures, the Group seeks to be in full compliance with the applicable legislation, international good practices, and the recommendations of international organisations such as the OECD and the United Nations Global



Compact, when establishing new policies, procedures, and regulations. In full compliance with the applicable laws and based on its transparent and effective operation, the Group has zero tolerance for any incidents of bribery, corruption, and violation of the law on healthy competition. All Group employees can contact the Legal Services and Regulatory Compliance Department to receive information and guidance in case of such incidents.








- Stakeholder Table
- Space Hellas 2022 Targets
- GRI content Index
- Athex ESG Index
- Feedback form

5

STAKEHOLDER TABLE

Stakeholders	Channels of communication	Material issues
 <p>Shareholders</p>	<ul style="list-style-type: none"> • General Meetings • Periodic meetings, presentations • Annual Financial Report • Sustainability Report • Shareholder communication department 	<ul style="list-style-type: none"> • Value maximisation (Capital gains and dividends) • Integrity, Transparency, and ethical business (respect for the legal and regulatory framework) • Effective risk management • Business continuity
<p>Frequency of communication: Systematically and whenever necessary</p>		
 <p>Employees</p>	<ul style="list-style-type: none"> • Internal communications • Open-door policy • Corporate Events • Sustainability Report • Corporate website • Social Media • Whistleblowing mechanism • Voluntary CSR actions • Intranet • Newsletter 	<ul style="list-style-type: none"> • Growth, development, and training • Health and Safety at work • Equal opportunities and respect for diversity • Pay and other benefits • Respect for human rights • Work-life balance
<p>Frequency of communication: Daily</p>		

Stakeholders	Channels of communication	Material issues	
 <p>Customers</p>	<ul style="list-style-type: none"> • Electronic communication • Telephone communication • Help desk • Interpersonal meetings • Corporate website • Social Media/website • Sustainability Report • Spacetalk magazine • Events 	<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 	<ul style="list-style-type: none"> • Competitive prices • Tech support • Innovation and cutting-edge technologies • Digital transformation • Consulting • Corporate Social Responsibility
<p>Frequency of communication: Daily and as applicable</p>			
 <p>Partners - Suppliers</p>	<ul style="list-style-type: none"> • In-person meetings • Telephone communication • Electronic communication • Corporate website • Sustainability Report • Organisation of seminars 	<ul style="list-style-type: none"> • Digital transformation • Networking, know-how • Integrity and ethical business • Data and information security 	<ul style="list-style-type: none"> • Optimal working conditions • Business continuity • Effective risk management
<p>Frequency of communication: Daily and as applicable</p>			
 <p>Local Community</p>	<ul style="list-style-type: none"> • Telephone communication • Corporate website • Social Media • Sustainability Report 	<ul style="list-style-type: none"> • Corporate Social Responsibility • Respect for human rights • Social actions 	
<p>Frequency of communication: Periodically</p>			

Stakeholders	Channels of communication	Material issues
 <p>State and Regulatory Authorities</p>	<ul style="list-style-type: none"> • Telephone communication • Electronic communication • Meetings with representatives • Digital platform (Gov) with Public Services, Tax Offices, Hellenic Capital Market Commission, Athens Stock Exchange, etc. • Tendering procedures • Sustainability Report 	<ul style="list-style-type: none"> • Compliance with policies and regulations • Integrity and ethical business • Data and information security • Smart and safe cities • Digital transformation
<p>Frequency of communication: As applicable</p>		
 <p>Academic Community</p>	<ul style="list-style-type: none"> • Telephone communication • Electronic communication • Meetings with representatives • Corporate Website • Social Media • Tendering procedures • Sustainability Report • Spacetalk magazine • R&D projects • Organisation of seminars 	<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
<p>Frequency of communication: As applicable</p>		

SPACE HELLAS 2022 TARGETS

The targets below refer to the 2022 Sustainability Report of the Space Hellas Group Parent Company. As this report presents data on a Group level, it was deemed appropriate to separate them from the targets set by the Group.

Target Description	Year of Implementation	Performance
Environment		
Creation of introductory training on environmental protection for all new employees joining the Company.	2023	Achieved
Implementation of an ISO 50001 certified Energy Management System.	2023	Revised
Evaluation and implementation of energy-efficient measures, such as: BMS (Building Management Systems) in buildings, Restriction of operating hours for air conditioners, and possible inclusion of photovoltaic panels on a roof terrace.	2023	In progress
Society		
Coaching Skills training for Management Executives.	2022	Achieved
New manager team training.	2022	Achieved
Completion of training intervention that concerned the company's entire Management Team and which had begun in late 2019.	2022	Achieved

Target Description	Year of Implementation	Performance
Society		
Design and introduction of an induction plan for all new colleagues.	2022	Achieved
Creation of a Career Path in Technology Departments.	2023	Achieved
Performance Evaluation System Upgrade.	2023	Revised
Evacuation drill at all Company facilities.	2023	Achieved
Creation of induction training specifically on Health and Safety issues for newly hired persons.	2022	Achieved
Corporate Governance		
Drafting Sustainable Development Strategy.	2023	Revised

GRI content Index

GRI 1: Foundation 2021

GRI 1: Foundation statement of use	The information provided in this report reflect the activities of the Space Hellas Group as of December 31, 2023, presenting the financial, environmental, and social performance of the Company. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No applicable GRI Sector Standard

GRI 2: General Disclosures 2021

GRI Standards	Disclosure	Reference
1. The organization and its reporting practices		
2-1	Organizational details	SPACE HELLAS S.A. SYSTEMS AND TELECOMMUNICATIONS SERVICES, INFORMATION TECHNOLOGY, SECURITY - PRIVATE COMPANY PROVIDING SECURITY SERVICES, 312, Mesogeion Ave., Agia Paraskevi
2-2	Entities included in the organization’s sustainability reporting	pp. 2, 13
2-3	Reporting period, frequency and contact point	01/01/2023-31/12/2023
2-4	Restatements of information	It is not possible to compare the indicators with previous years reports as 2023 relates to the Group's performance.
2-5	External assurance	p. 4

GRI 2: General Disclosures 2021

GRI Standards	Disclosure	Reference
2. Activities and workers		
2-6	Activities, value chain and other business relationships	pp. 8-9, 13, 74
2-7	Employees	p. 48
2-8	Workers who are not employees	The Group doesn't have workers who are not employed by the company
3. Governance		
2-9	Governance structure and composition	pp. 76-78
2-10	Nomination and selection of the highest governance body	p. 75
2-11	Chair of the highest governance body	p. 77
2-12	Role of the highest governance body in overseeing the management of impacts	p. 75
2-13	Delegation of responsibility for managing impacts	pp. 75-76
2-14	Role of the highest governance body in sustainability reporting	pp. 4, 77
2-15	Conflicts of interest	p. 83
2-16	Communication of critical concerns	pp. 76, 78
2-17	Collective knowledge of the highest governance body	pp. 76, 78

GRI 2: General Disclosures 2021

GRI Standards	Disclosure	Reference
2-18	Evaluation of the performance of the highest governance body	p. 75
2-19	Remuneration policies	Remunerations Policy
2-20	Process to determine remuneration	p. 75
2-21	Annual total compensation ratio	Group Financial Statements

4. Strategy, policies and practices

2-22	Statement on sustainable development strategy	pp. 10, 12
2-23	Policy commitments	pp. 27, 40, 50, 57, 60, 82
2-24	Embedding policy commitments	pp. 27, 40, 50, 57, 60, 82
2-25	Processes to remediate negative impacts	p. 75
2-26	Mechanisms for seeking advice and raising concerns	p. 30
2-27	Compliance with laws and regulations	p. 79
2-28	Membership associations	pp. 26, 54, 70

5. Stakeholder engagement

2-29	Approach to stakeholder engagement	p. 85
2-30	Collective bargaining agreements	100 % of the personnel

GRI 3: Material Topics 2021

GRI Standards	Disclosure	Reference
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 16
	3-2 List of material topics	p. 17

Cybersecurity

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17
Group's Indicator	Products and services related to cybersecurity	pp. 8, 21, 36, 82-83

Health, safety and employee well-being

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 58
GRI 403: Occupational Health and Safety 2018	403-1 Health and safety management system	p. 60
	403-5 Worker training on occupational health and safety	p. 62
	403-9 Work-related injuries	p. 63

Data and information protection

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There have been no complaints about breaches in customer privacy and data loss

GRI 3: Material Topics 2021

GRI Standards	Disclosure	Reference
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Responsible technology and innovation

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 72
Group's Indicator	Security Operations Center (SOC)	p. 83

Attracting, retaining and developing employees

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 47
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 53
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 55
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 56
	404-2 Programs for upgrading employee skills and transition assistance programs	pp. 56-57

Business continuity

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 72
Group's Indicator	Business continuity plan	p. 75

Climate change and greenhouse gas emissions

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 39
GRI 305:Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 45
	305-2 Energy indirect (Scope 2) GHG emissions	p. 45

GRI 3: Material Topics 2021

GRI Standards	Disclosure	Reference
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Combating bribery and corruption

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 72
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption for the reporting period

Business ethics

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 72
Group's Indicator	Risks related to Ethics	pp. 49, 83

Effective risk management

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 72
Group's Indicator	Risks that have been identified	p. 81

Legal compliance

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 72
Group's Indicator	Internal audit methodology	p. 79

GRI 3: Material Topics 2021

GRI Standards	Disclosure	Reference
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Diversity and equal opportunities

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 47
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 51
Group's Indicator	Inclusion procedures	pp. 49-50

Customers' digital transformation

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

GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 7
Group's Indicator	Digital transformation model	pp. 21, 22, 24, 36

Management and conservation of energy

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

GRI 3: Material Topics 2021	3-3 Management of material topic	16-17, 39
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 44
	302-3 Energy intensity	p. 44
	302-4 Reduction of energy consumption	p. 43

GRI 3: Material Topics 2021

GRI Standards	Disclosure	Reference
Smart and safe cities		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 7, 16-17
Group's Indicator	Initiatives to develop "Smart Cities"	p. 8
Waste management		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 39
GRI 306: Waste 2020	306-3 Waste generated	p. 46
Water consumption		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 39
GRI 303: Water and Effluents 2018	303-5 Water consumption	p. 45
Social actions		
Material issue for: Shareholders, Employees, Customers, Partners - Suppliers, Local Community, State and Regulatory Authorities, Academic Community		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 16-17, 47
Group's Indicator	Initiatives with significant social impact	pp. 65-71

Athex ESG Index

Mapping Table of Indicators to the Athens Stock Exchange ESG Reporting Guide 2024

ESG Pillar	2024 ID	2024 Sub - ID	Metric	Value
Environment	C-E1	C-E1-1	Total amount of direct emissions (Scope 1)	655,153 tCO ₂ e
	C-E1	C-E1-2	GHG intensity of Scope 1 emissions	5.43 tCO ₂ e/m. € turnover
	C-E2	C-E2-1	Total amount of indirect emissions (Scope 2) - Location based approach	1,195.757 tCO ₂ e
	C-E2	C-E2-2	Scope 2 emissions - GHG intensity of Scope 2 emissions - Location based approach	9.91 tCO ₂ e/m. € turnover
	C-E2	C-E2-3	Total amount of indirect emissions (Scope 2) - Market based approach	1,195.757 tCO ₂ e
	C-E2	C-E2-4	GHG intensity of Scope 2 emissions - Market based approach	9.91 tCO ₂ e/m. € turnover
	C-E3	C-E3-1	Total amount of energy consumed within the organisation	4,692.5 MWh
	C-E3	C-E3-2	Percentage of electricity consumed	47.71 %
	C-E3	C-E3-3	Percentage of renewable energy consumed	0%
	C-E3	C-E3-4	Total amount of energy produced	6.2 MWh
	C-E3	C-E3-5	Percentage of renewable energy produced	0%
	A-E2	A-E2-1	Discussion of climate change-related risks and opportunities that can affect business operations	pp. 81-82
	A-E3	A-E3-1	Total amount of hazardous waste	0.555 tons
	A-E3	A-E3-2	Total amount of non-hazardous waste	1.35 tons
	A-E3	A-E3-3	Percentage of waste by type of treatment - Recycled	100%

ESG Pillar	2024 ID	2024 Sub - ID	Metric	Value
Environment	A-E3	A-E3-4	Percentage of waste by type of treatment - Composted	0%
	A-E3	A-E3-5	Percentage of waste by type of treatment - Incinerated	0%
	A-E3	A-E3-6	Percentage of waste by type of treatment - Landfilled	0%
	A-E3	A-E3-7	Total amount of radioactive waste	0 tons
	A-E4	A-E4-1	Total amount of effluent discharge containing polluting substances	0 m ³
	A-E5	A-E5-1	Description of the impact of business operations on biodiversity sensitive areas	Space Hellas Group does not operate in areas with sensitive ecosystems or biodiversity
	A-E6	A-E6-1	Climate change policy	Relevant references are included in another policy
	A-E7	A-E7-1	GHG removals and storage	0 tCO _{2e}
	A-E7	A-E7-2	Carbon credits	0 tCO _{2e}
	SS-E7	SS-E7-1	Description of management approach in relation to the use of critical materials	p. 46
Social	C-S1	C-S1-1	Discussion of organisation's main stakeholders and analysis of key stakeholder engagement practices	pp. 14-15, 85-87
	C-S2	C-S2-1	Percentage of female employees	22.60%
	C-S3	C-S3-1	Percentage of women at top management level	17.02%
	C-S4	C-S4-1	Percentage of full-time employee voluntary turnover	17.70%
	C-S4	C-S4-2	Percentage of full-time employee involuntary turnover	1.42%
	C-S4	C-S4-3	Total employee turnover	20.50 %
	C-S5	C-S5-1	Average training hours of employees at top management level	14.98 hours

ESG Pillar	2024 ID	2024 Sub - ID	Metric	Value
Social	C-S5	C-S5-2	Average training hours of the rest employee categories	11.83 hours
	C-S5	C-S5-3	Average training hours - Women	5.9 hours
	C-S5	C-S5-4	Average training hours - Men	6.60 hours
	C-S6	C-S6-1	Description of human rights policy and fundamental principles	Policy in place
	C-S7	C-S7-1	Percentage of employees covered by collective bargaining agreements	100%
	C-S8	C-S8-1	Discussion of supplier screening using ESG criteria	pp. 34-35
	C-S8	C-S8-2	Policies to manage material impacts, risks and opportunities related to workers in the value chain	Relevant references are included in another policy
	A-S1	A-S1-1	Percentage of sustainable turnover - Alignment	0%
	A-S1	A-S1-2	Percentage of sustainable CapEx - Alignment	0%
	A-S1	A-S1-3	Percentage of sustainable OpEx - Alignment	0%
	A-S1	A-S1-4	Percentage of sustainable turnover - Eligibility	18%
	A-S1	A-S1-5	Percentage of sustainable CapEx - Eligibility	0%
	A-S1	A-S1-6	Percentage of sustainable OpEx - Eligibility	0%
	A-S2	A-S2-1	Total amount of monetary expenditure on employee training	105,657.46 €
	A-S3	A-S3-1	Percentage of difference between male and female earnings	10.40 %
Corporate Governance	A-S4	A-S4-1	CEO pay ratio - Total CEO pay	234,624.9 €
	A-S4	A-S4-2	Ratio of CEO to median employee earnings	10.8:1
	SS-S2	SS-S2-1	Total number of users whose information is used for secondary purposes	0
	SS-S3	SS-S3-1	Number of law enforcement requests for user information	0

ESG Pillar	2024 ID	2024 Sub - ID	Metric	Value
Corporate Governance	SS-S3	SS-S3-2	Number of users whose information was requested	0
	SS-S3	SS-S3-3	Percentage resulting in disclosure	0%
	SS-S5	SS-S5-1	Total amount of monetary losses as a result of data security and privacy fines	0 €
	SS-S9	SS-S9-1	Description of key operations and procedures of Grievance Mechanism	p. 50
	C-G1	C-G1-1	ESG related qualifications of the board members	p. 56
	C-G1	C-G1-2	Classification of the Chairman of the Board	Executive member
	C-G1	C-G1-3	Percentage of female board members	22.22%
	C-G1	C-G1-4	Percentage of non-executive board members	44.44%
	C-G1	C-G1-5	Percentage of independent non-executive board members	33.33%
	C-G1	C-G1-6	Number of board members	9
	C-G1	C-G1-7	Average age of board members	54
	C-G1	C-G1-8	Board composition - Average tenure of board members	6
	C-G2	C-G2-1	Description of approach to sustainability oversight	pp. 12, 82
	C-G3	C-G3-1	Description of the materiality assessment process and material topics	pp. 16-17
	C-G3	C-G3-2	Materiality - Approach	Single Materiality
	C-G4	C-G4-1	Description of sustainability policy and fundamental principles	Policy in place
	C-G5	C-G5-1	Description of business ethics policy and fundamental principles	Policy in place
	C-G6	C-G6-1	Description of data security policy and fundamental principles	Relevant references are included in another policy

ESG Pillar	2024 ID	2024 Sub - ID	Metric	Value
Corporate Governance	C-G7	C-G7-1	Basis for preparation of sustainability reporting	p. 4
	C-G7	C-G7-2	List all its entities included in the sustainability reporting	pp. 3-4, 6
	C-G8	C-G8-1	Date of publication	April 23, 2024
	A-G1	A-G1-1	Discussion of strategy, business model and value chain	pp. 13, 19-21
	A-G2	A-G2-1	Total amount of monetary losses as a result of business ethics violations	0
	A-G2	A-G2-2	Total number of business ethics violations	0
	A-G3	A-G3-1	Short-term targets associated with strategic ESG objectives	pp. 19-20
	A-G3	A-G3-2	Medium-term targets associated with strategic ESG objectives	pp. 19-21
	A-G3	A-G3-3	Long-term targets associated with strategic ESG objectives	pp. 19-22
	A-G4	A-G4-1	Percentage of CEO's variable pay	17%
	A-G5	A-G5-1	External assurance - Scope of information covered	No metrics have been externally assured
	SS-G1	SS-G1-1	Description of whistleblower policies and procedures	p. 50
	SS-G3	SS-G3-1	Description of systems, processes and mechanisms to reduce contributions to systemic risks and improve safeguards	pp. 80-81

Feedback form

Which Space Hellas' stakeholder group do you belong to?

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

What is your opinion about Sustainability Report 2023?

Chapters of the Report	Excellent	Satisfactory	Requires improvement
Space Hellas at a glance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How we approach our Sustainable Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

How would you evaluate the visual presentation of the Report?

- Exceptional Good Average Bad

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

- Yes No Needs improvement

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

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

Please send the completed evaluation form (by post or digital) to the following address:

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312, Mesogeion Ave., GR-153 41 Agia Paraskevi

Attention of Maria Balala

Corporate Communications Manager



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