

2020



# Corporate Responsibility Report

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# Message from the Management Team



The **Goody's | everest Group** continues its dynamic development in the Greek market and keeps generating value for all its stakeholders, through the implementation of strategies that incorporate the principles of sustainable development and corporate responsibility.

Apart from the high quality of its products and services, the Group invests systematically in innovation across its scope of business, always focusing on responsible and sound governance. Moreover, for the Group the three pillars of personnel development, environmental responsibility and social contribution are among the most important priorities.

**The year 2020 was particularly difficult, since the pandemic affected the entire scope of the Group's operations, often suspending plans and activities. This called for an immediate response and effective real-time planning.**

During the pandemic, our people – regardless of their position in the hierarchy – proved that they share a common set of values and a vision for success. They demonstrated their high level of know-how and their strong ability to work as a team towards a common goal. Despite the unfavorable conditions, both our people and our systems proved to be flexible and adaptable, ensuring the Group's survival and creating the prospects for our post-pandemic development.

Innovation was key in the implementation of rapid changes in outlet operation, like the introduction of delivery service in La Pasteria network. Also, innovation facilitated the establishment of new services, like "everest on the road" through digital transformation. The strong quality and safety orientation helped the organization to quickly adopt and implement all the new regulations, thus ensuring occupational health and safety. In this context, our Group Quality Management Department was selected by the Hellenic Food Authority (EFET) to represent the entire foodservice sector in contributing to the drafting of the official instructions on preventive measures in foodservice. Finally, the Group's brands maintained their activation in the areas of environmental protection and social contribution, through initiatives that were related to the conditions created by the pandemic.

The fifth consecutive Report presents the Group's commitments and actions aimed at achieving the Sustainable Development Goals of the United Nations for 2030 and the objectives our Group has set for the years to come. Let it be noted that due to the preventive measures as well as the suspension of part of the Group's operation during most of the year, the 2020 indicators included in the report cannot be deemed as representative.

The year 2020 undoubtedly was a milestone year for the entire planet. Indeed, we still have a long way to go. We will keep envisioning our future with optimism and preparing for the next day of the **Goody's | everest Group**, always committed to our most important values: responsibility and sustainable development.

**Ath. Papanikolaou**  
*Chief Executive Officer of  
Vivartia*

**A. Tsoukalis**  
*Chief Executive Officer of  
Goody's | everest Group*

section

# GOODY'S | everest Group



The **GOODY'S | everest Group** has been gaining consumer trust for over 5 decades. **Our long history** and **rich heritage** assist the Group in maintaining a leading position in the Greek foodservice market.

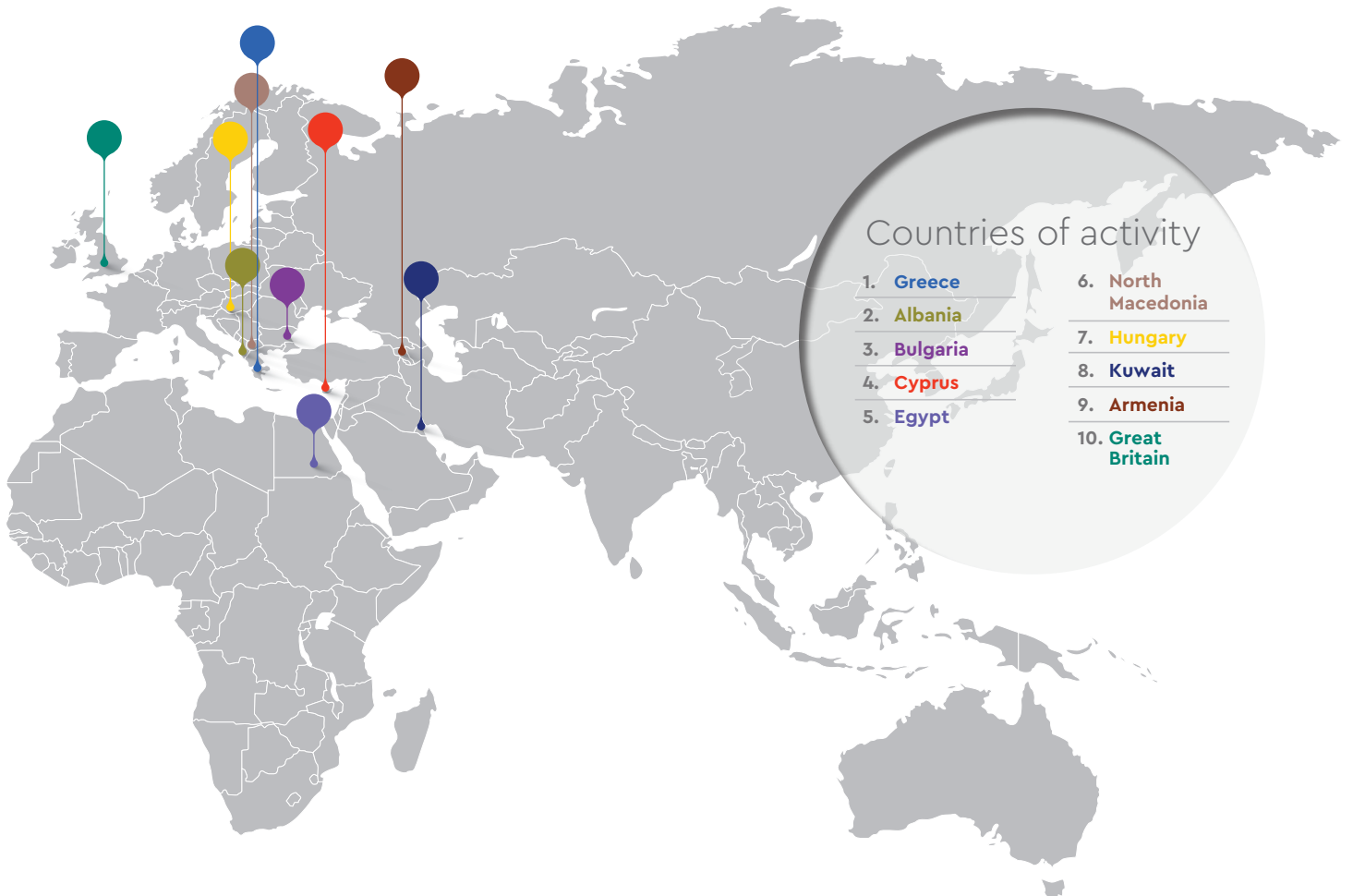
We operate in a socially and environmentally responsible manner, since this is the only way we can achieve long-term sustainability and growth.

We remain committed to our people, the environment and society, and implement policies and practices that return value to our stakeholders.



## DYNAMIC PRESENCE

Through **over 550 points of sale in 10 countries**, the Group has a strong bearing on employees, suppliers and consumers.



## FINANCIAL PERFORMANCE

The COVID-19 pandemic and the consequent restrictive measures, have adversely affected the global economic activity. In Greece, the health crisis restrained the favorable prospects of the Greek economy that were in place at the beginning of the year.

GDP decreased by 8.2%, a result of the overall decline across the domestic economic activity, with the sectors of tourism, foodservice, transportation, trade and entertainment being affected the most.

As a direct consequence, in 2020 the Group's turnover decreased by €82.3 million (-42%) compared to 2019, while Earnings before Interest, Tax, Depreciation and Amortization (incl. IFRS 16 effect) amounted to €2.9 million compared to €24.5 million in 2019.

The **Goody's | everest** companies analytical financial performance is presented in the Annual Financial Statements of FY 2020, prepared in accordance with the International Financial Reporting Standards that are posted on the websites of the parent companies (Goody's SA: [www.goody's.com](http://www.goody's.com), everest SA: [www.everest.gr](http://www.everest.gr)).





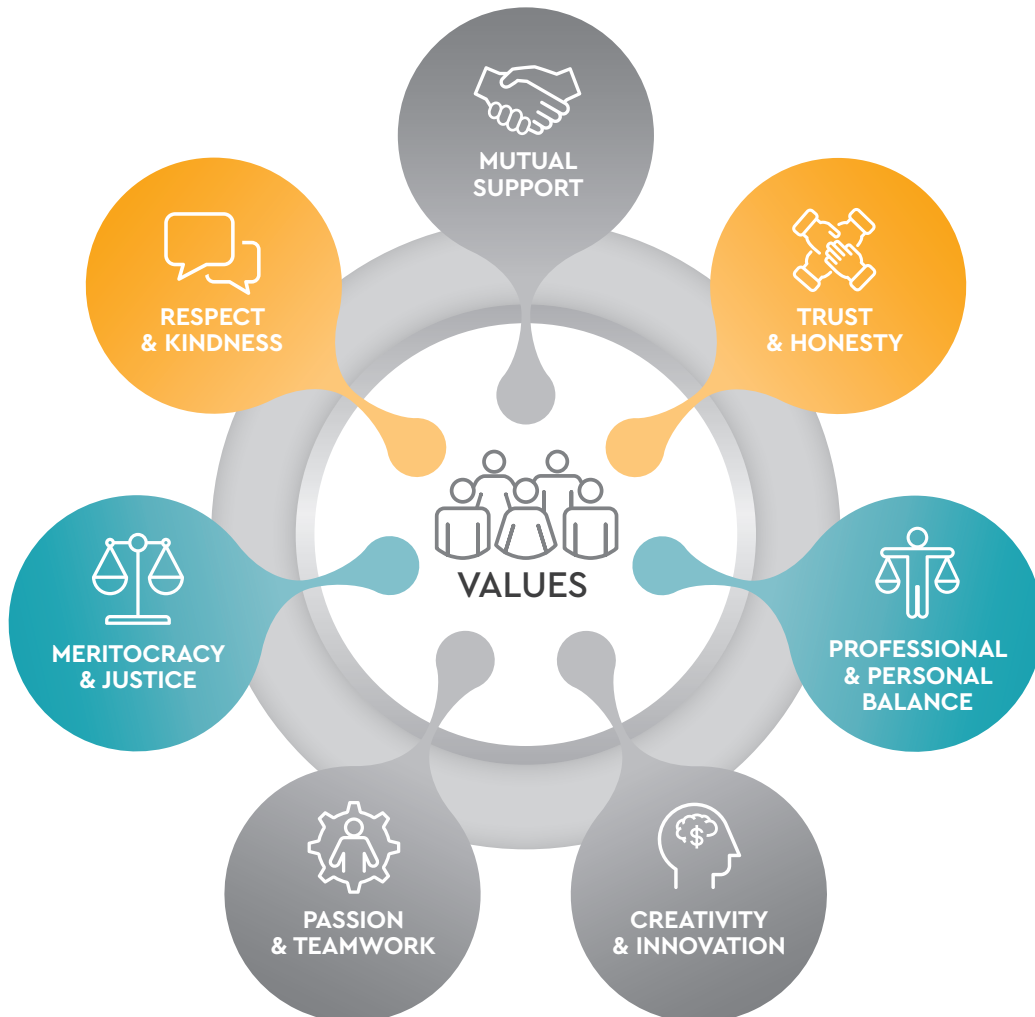
## OUR VISION AND VALUES

The Group offers high quality products to the consumers through its brands and other operations, and – at the same time – generates added value for all its stakeholders. Our responsible operation follows our vision and values, strengthening the Group's place in the foodservice sector domestically and overseas.

« **Our vision:**  
**Making the world better through  
 innovation in foodservice** »

### ■ Our values

The Group's corporate values highlight the personalities of our people and the significance of collective work towards a common goal:



## SCOPE OF BUSINESS

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



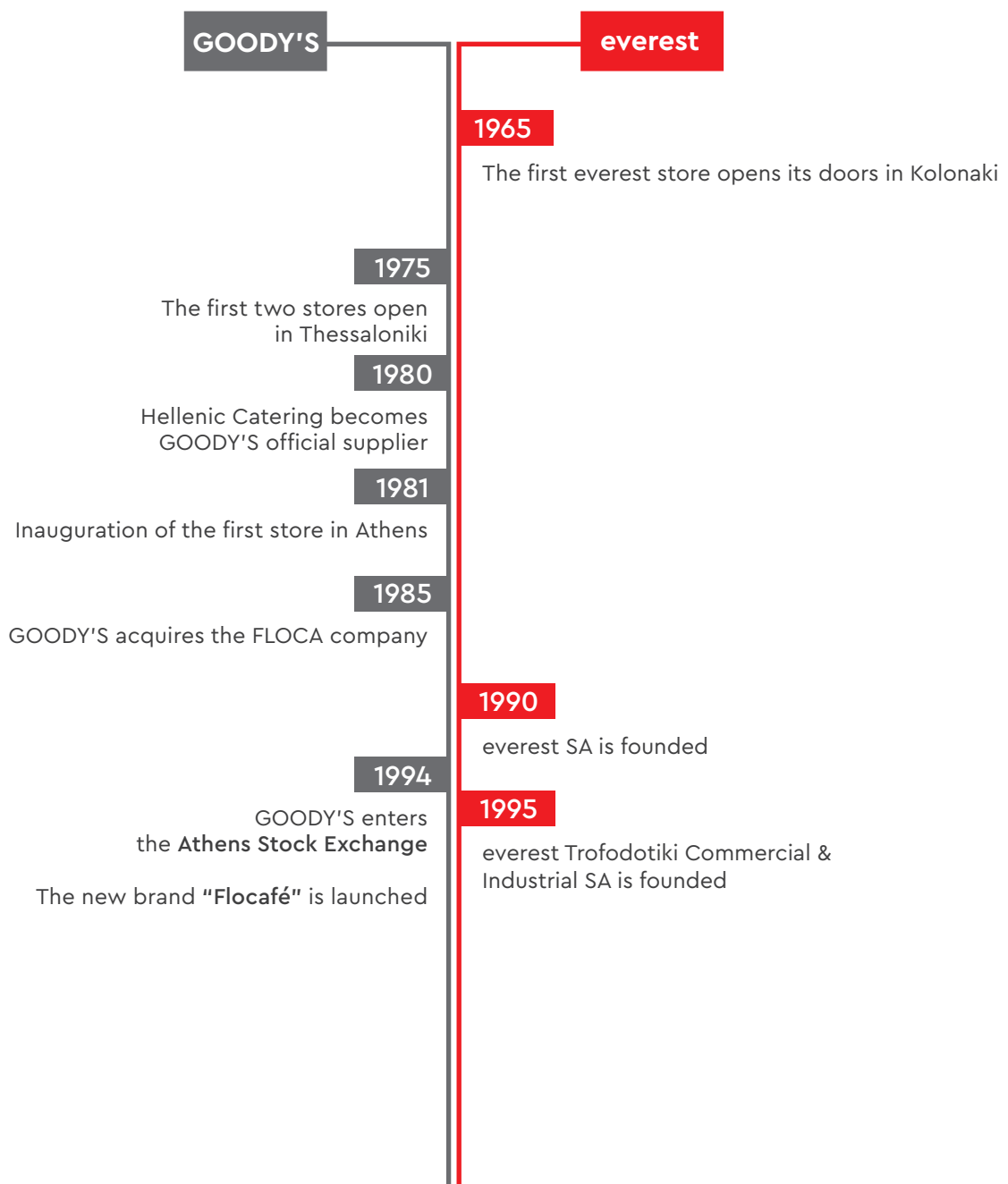
The Greek network of **travel services represents approximately 45% of the total Group's stores**, serving the demanding foodservice sectors in airports, vessels and motorist service stations.

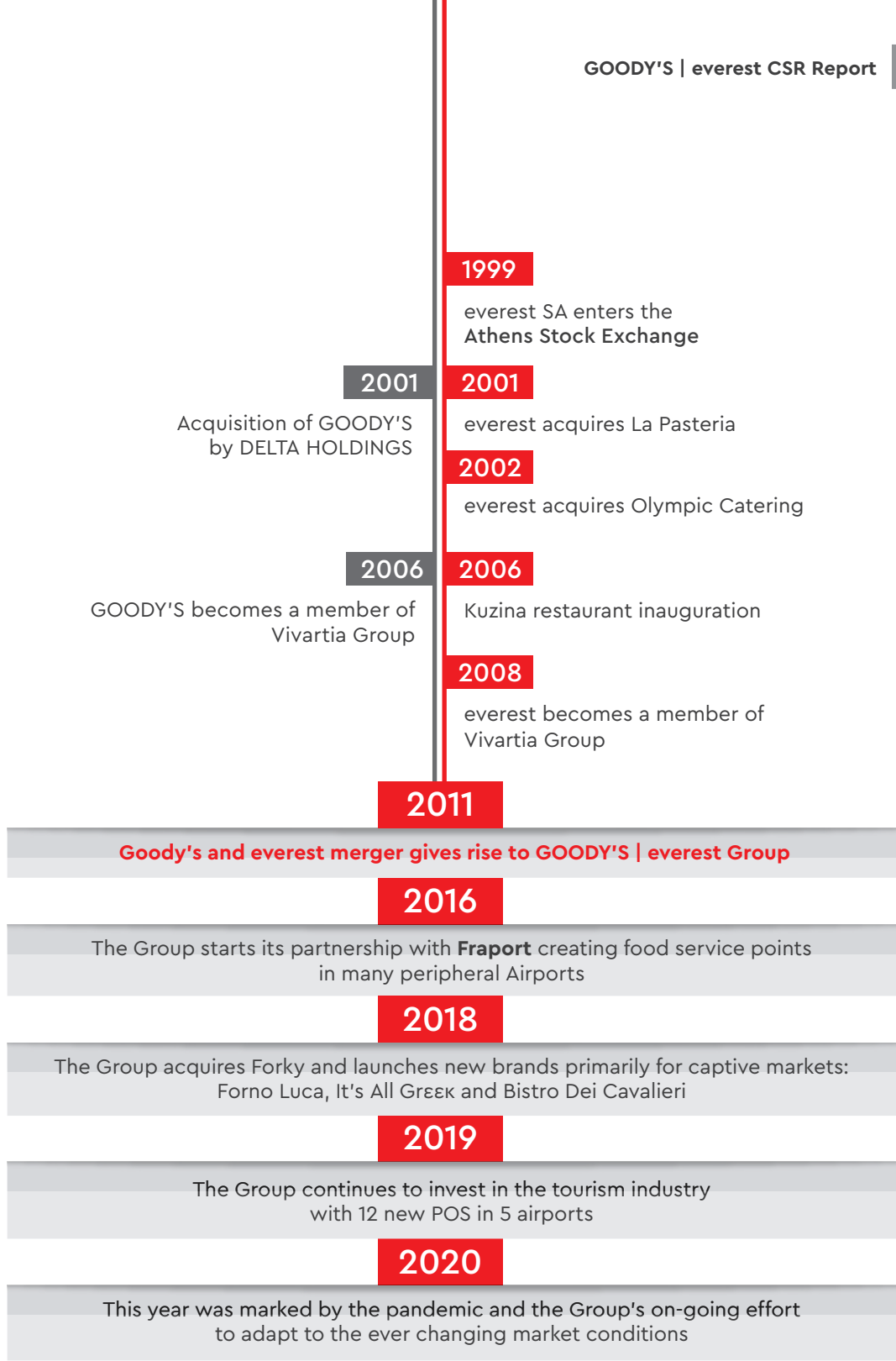
# THE HISTORY OF A DYNAMIC FOOD SERVICES GROUP

## Two stories... merge into one

The **GOODY'S | everest Group**, which constitutes the foodservice sector of Vivartia Group, was established in 2011 following the operational merger of two historical companies, Goody's and everest. This operational merger was aimed at improving overall efficiency, further strengthening the leading position of the Group in the foodservice and entertainment market.

Today, the Group is the indisputable leader of the Greek market that manages a portfolio that includes a number of well-recognized brands, while also designing a variety of new concepts to address the ever-changing consumer needs.





# THE GROUP'S STRATEGY AND DEVELOPMENT

The Group's strategy is based on five key pillars that are supported by specific action plans.



The Group's strategic goals remain firmly oriented towards responsible entrepreneurship practices and innovation, as a method to retain leadership in the food services and entertainment industry. **The most important long-term goals include:**

- Network growth for the main brands of the Group.
- Development of innovative concepts and products.
- Capitalisation on the tourism trend through the reinforcement of the Group's presence in airports, passenger ships, motorist service stations and touristic areas.
- Operating cost restraint at all levels through synergies and structural reform.
- International development for the Group's brands through penetration into new markets.
- Optimal management of available resources in investments and working capital for the development and support of networks.

The Group's values and strategy have contributed in securing a leading position in the foodservice sector, **with significant competitive advantages, such as:**

<p>1 Value-added innovative products with a distinct taste footprint</p>	<p>2 Innovative services that establish targeted communication with consumers, upgrading their experience</p>	<p>3 New, innovative concepts that meet the needs of the markets in which it operates</p>
<p>4 Collaboration with dozens of partners/franchisees who invest and support the Group's brands both in Greece and abroad</p>	<p>5 Constant investment in systems, methods and structures in the area of food quality and safety</p>	
<p>6 Collaboration with major global suppliers to ensure the high quality of its materials and products</p>	<p>7 Presence in international markets</p>	



## AWARDS AND DISTINCTIONS

In 2020, the major foodservice brands of the Group received numerous significant distinctions. These distinctions reflect the Group's substantial effort in a number of areas, such as digital transformation, new services, social responsibility, environmental footprint reduction as well as the health and safety protection measures during the pandemic. **More specifically:**



### FRANCHISE BUSINESS AWARDS 2020

- **Goody's Burger House** received an award in the **"Best Use of Technology"** category.
- **everest** received an award in the **"Eco Friendly Franchise"** category.



### RETAIL BUSINESS AWARDS 2020

- **Goody's Burger House** received awards in the categories **"Omni Retailer-Foodservice"** and **"CSR Retail Strategy" for "ArGOODaki"**.



### ESTIA AWARDS 2020

- **everest** received the **Grand Award "Best Business of the Year"** with a total of **8 awards** in equal categories for a number of achievements such as the innovative service **"on the road"**, the loyalty program **"Bite Club"**, the initiatives for the reduction of its environmental footprint as well as the renewed product range of sandwiches. In addition, the chain was distinguished for adopting effective practices to protect its staff and consumers against the pandemic, but also for its social contribution, through the support of the country's medical staff during the first lockdown.
- **Goody's Burger House** received **5 awards** in total for its product range, environmental protection practices, social contribution and health and safety procedures.
- **Forky** was awarded in the **Healthy Taste** category for its wide range of options that contribute to a balanced diet.



### COFFEE BUSINESS AWARDS 2020

- **everest** received a **Gold Award** in the **"Top National Coffee Chain"** category for its overall presence in the coffee market, as well as in the **"ESG"** category for significant initiatives to reduce the chain's environmental footprint. **In addition, it received a golden prize in the categories Franchise, Social Media, Advertising Campaign, Site, App and takeaway/delivery.**
- **Flocafe Espresso Room** received a **Gold Award** in the **"Top Coffee Chain Brand"** category.



## ENVIRONMENTAL AWARDS 2020

- **Goody's Burger House** was awarded in the "**Resource Sustainability**" category, "**Waste Management**" of the Environmental Awards 2020 for the new delivery packages. The new packaging is environmentally friendly, as it is 100% recyclable & 100% biodegradable. They are made of FSC certified cardboard, which comes from sustainable forest management.
- **everest** was distinguished in the same category for preventive actions to decrease generated waste.



## PACKAGING AWARDS 2020

- **Goody's Burger House** received a **Silver Award** in the category of "Innovation in Cardboard Packaging/Innovations in Cardboard Packaging" for new delivery packages.



## ERMIS AWARDS 2020

- **everest** received 3 significant awards for the design of the new **everest** site & app.



## LOYALTY AWARDS 2020

- Just a few months after its launch, **everest Bite Club** received a total of **6 awards** for its innovative design and functionality. **It won first place in the category "Loyalty & Engagement, Food & Beverages"**, while it came second in the significant category "**Most Innovative Initiative**" which highlights the most innovative initiatives from all markets. In addition, it was distinguished in the categories: "**Best Use of Social Media**", "**Best use of Gamification**", "**Best Marketing Campaign**" while the new site of the brand was also distinguished in the category "**Best in E-Commerce**".
- **Goody's Burger House** was awarded the "**Best Use of CRM**" & "**Best Use of Business Analytics**", while "**All Star Club**" received the second place in "**Loyalty & Engagement, Food & Beverages**".
- Finally, the CRM team of our group was awarded in the category "**Best in-house Loyalty Team**".



## MOBILE EXCELLENCE AWARDS 2020

- **everest mobile app** received **2 gold awards** in Design and Application Development in terms of aesthetics and consumer experience. Overall, the participation of "**everest Mobile App**" received the highest score among all nominations in all categories of the category "**Design and Development of Mobile Applications**", winning the **Platinum award** in this category.



## E-VOLUTION AWARDS 2021

- **everest** received 10 awards in the e-volution Awards 2021, the event that rewards best practices in e-commerce and business. It also received one of the top awards of the event, "**E-shop of the Year**", a distinction awarded based on the number and type of awards that an e-shop collects in all categories.



# PARTICIPATION IN INSTITUTIONS

Through its participation in bodies and associations, the Group always stays abreast the developments in the food services industry and manages to form valuable partnerships.

**More specifically, the Group participates in the following unions and organizations:**



**The Hellenic Association of Organized Food Services Companies (EPOES)**



**The Hellenic Advertisers Association (SDE)**



*Alliance for the Reduction of Food Waste*



**The Athens Chamber of Commerce and Industry (EVEA)**



**The Senior Business Executives Company (EASE)**

section

# Corporate Governance



The **GOODY'S | everest Group** aims to ensure optimal performance and reinforcement of competitiveness as well as value maximization for all its stakeholders. To this end, it adopts good corporate governance practices and principles based on a distinct organizational structure and an efficient internal control and risk management system, with all relevant procedures.

## CORE STRUCTURE

### Business model focused on innovation and quality

The **GOODY'S | everest Group** operates based on ongoing improvement, passion for innovation and consumer focus. In this context, it pursues responsible and sustainable development, investing in Greek entrepreneurship and innovation and generating value for all its stakeholders. The Group has developed its business model incorporating significant elements, such as critical partnerships, core resources, distribution channels for products and services and customer categories. All the aforementioned factors, combined with the cost and revenue structure, constitute the source of the Group's competitive advantages that contribute to the generation of value through its operations.

#### Business Model

KEY PARTNERS	KEY ACTIVITIES	VALUE PROPOSITIONS	CUSTOMER RELATIONSHIPS	CUSTOMER SEGMENTS
<ul style="list-style-type: none"> <li>Suppliers</li> <li>Certification &amp; inspection bodies</li> <li>Governmental &amp; regulatory agencies</li> </ul>	<ul style="list-style-type: none"> <li>Foodservice POS</li> <li>Food Production and distribution</li> <li>Contract Catering</li> </ul>	<ul style="list-style-type: none"> <li>Production/Preparation of high-quality food</li> <li>High quality service to enhance customer experience</li> <li>Innovative concept &amp; product development</li> </ul>	<ul style="list-style-type: none"> <li>Stores</li> <li>Sites/apps</li> <li>Social media</li> <li>Call centers</li> <li>Sales force (B2B)</li> </ul>	<ul style="list-style-type: none"> <li>Consumers</li> <li>Franchisees</li> <li>B2B (Contract catering &amp; HORECA customers. S/Ms)</li> </ul>
	<p>KEY RESOURCES</p> <ul style="list-style-type: none"> <li>Well-Recognized brands</li> <li>Production plants</li> <li>Specialized &amp; highly trained staff</li> </ul>		<p>CHANNELS</p> <ul style="list-style-type: none"> <li>City stores (incl. malls &amp; entertainment areas)</li> <li>Travel locations (motorist service stations, vessels, airports)</li> <li>Foodservice solutions (trucks, etc.)</li> <li>E-commerce</li> <li>HORECA &amp; S/Ms</li> <li>Wholesalers</li> </ul>	
<p>COST STRUCTURE</p> <ul style="list-style-type: none"> <li>Store maintenance &amp; renovation</li> <li>Production plant maintenance</li> <li>Food cost</li> <li>Employee payroll and benefits</li> </ul>			<p>REVENUE STREAMS</p> <ul style="list-style-type: none"> <li>Primary revenue stream:                             <ul style="list-style-type: none"> <li>POS sales</li> </ul> </li> <li>Secondary revenues:                             <ul style="list-style-type: none"> <li>Franchise fees</li> <li>B2B sales</li> <li>Supplier revenues</li> </ul> </li> </ul>	

## ■ The Management of the Group

The Group comprises of the Boards of Directors of GOODY'S and everest.

### BOARDS OF DIRECTORS



The Boards of Directors are responsible for the corporate strategy and growth policies. They supervise and control management in order to maximize the Group's value, to protect the rights and equal treatment of shareholders. They take into account all stakeholders whose interests are linked to the Group's interests, such as customers, creditors, suppliers and employees. Furthermore, during the performance of their duties, they act collectively and make decisions on Management actions, asset management and the pursuit of business goals in general.

### AUDIT COMMITTEE



The Boards of Directors are supported by the Audit Committee of Vivartia Group to which all Departments of Internal Control report. In this way, supervision of the internal control system's efficiency, Internal Control operation and risk management are ensured.

### EXECUTIVE COMMITTEE



The Executive Committee's role is to supervise the operations of the Companies and Vivartia Group, and to monitor financial figures and results. Moreover, it supervises goal setting that is the basis of budgets and strategic planning.

## INTERNAL AUDIT AND RESPONSIBLE RISK MANAGEMENT

Internal Audit is an independent, objective, reassuring and consulting activity designed to add value and improve an organization's operation. It assists the Group in achieving its objective goals by adopting a systematic professional approach to the assessment and improvement of the Group's risk management efficiency, control systems and corporate governance.

The Department of Internal Audit inspects the safeguards that have been established against business risk. The Department performs numerous reviews every year based on International Standards and the Code of Conduct. The results are grouped and presented to the Audit Committee of Vivartia Group every three months.

**Furthermore, the Group implements the principle of prevention at management level, thus keeping an efficient risk management system.** It has identified and continuously evaluates and prioritizes potential business and operational risks through the use of various means or the implementation of specialized strategies in order to limit its exposure to such risks.

In this way, Internal Audit is not limited to accountability procedures, but also serves as a forecast mechanism that identifies problematic situations that can be prevented or corrected.

Finally, the Internal Audit department has to be flexible in order to adapt to the conditions arising at a corporate level and/or in the market.

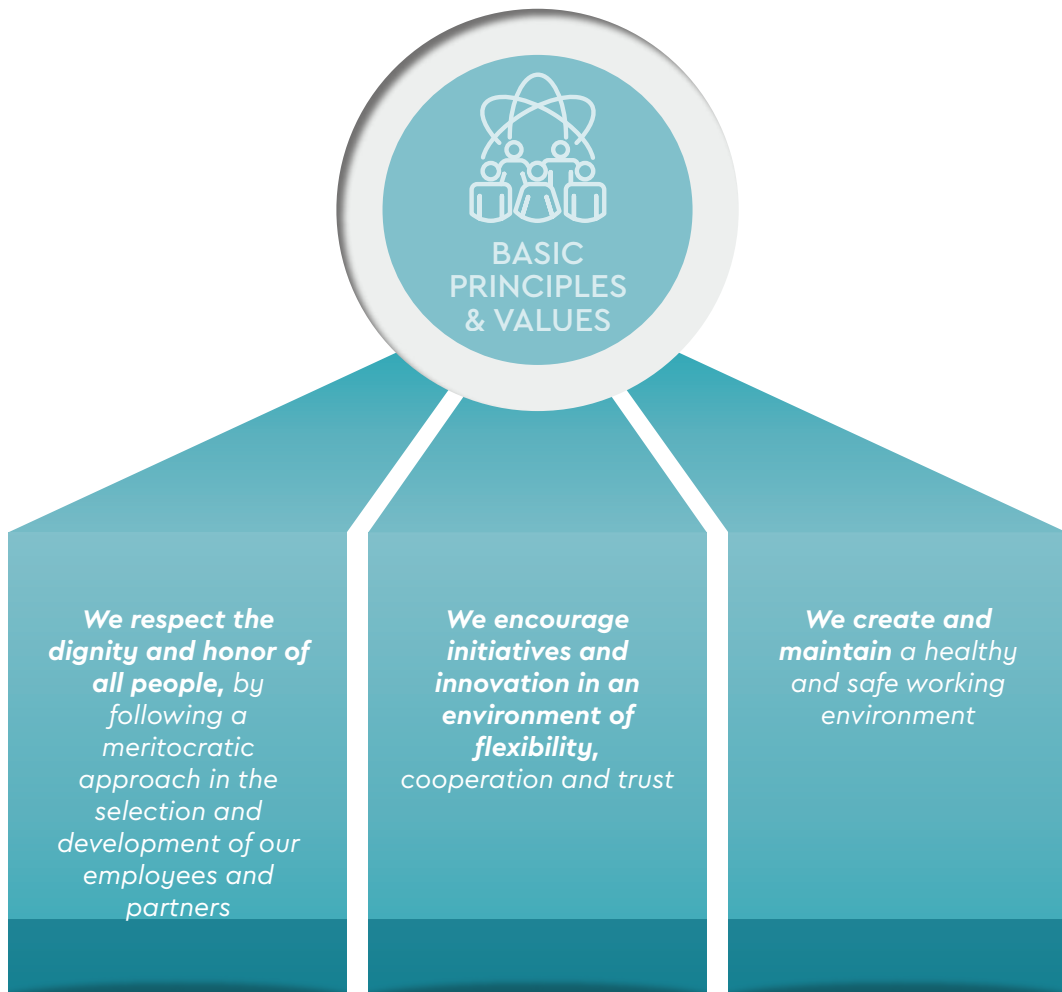
*During the pandemic, the Internal Audit Department fully adjusted its procedures and schedule in order to accommodate the new conditions, ensuring the efficient management of the crisis and its consequences.*

**Further detail regarding business risks is documented in the 2020 Financial Report of GOODY'S Company and the 2020 Financial Report of everest Company.**

# CODE OF CONDUCT

## ■ Respect for human rights, meritocracy and cooperation

The **GOODY'S | everest Group** adopts and implements the Vivartia Group Code of Conduct, which includes the following basic principles and values:





### Excerpt from the Code of Conduct

*"The Company respects human dignity and helps local, national and global society depending on its business object and geographical expansion. It respects human rights, opposes child labor, offers equal rights to men and women, as well as national, religious and racial minorities. It selects partners who share the same ethical values. In the context of preventing any form of harassment at the workplace, any comments on age, racial origin, political beliefs, participation in trade unions, religion, sexual orientation, family status, pregnancy, nationality and any special needs towards customers, colleagues, visitors and partners are prohibited."*



Based on this Code of Conduct, the Group has developed a strong working culture, holding the respect of human and working rights at its core. In this context, the **GOODY'S | everest Group** has structured all individual employment contracts, the majority of which concern full time employment. The remaining low percentages correspond to the seasonal nature of employment in the stores.

#### ■ Commitment to transparency and responsible management of conflict of interest

The **GOODY'S | everest Group** implements the "**Vivartia Group's Code of Business Conduct**", according to which transactions shall be made in a legal and ethical way in conformance with the national and international legislation in force. In terms of transparency and corruption, specific rules and principles apply regarding the acceptance of business gifts as well as the prevention of bribery and corruption of all employees.

In line with the principle of prevention, the Group respects Vivartia Group's Code of Conduct that stipulates special measures and practices in order to prevent conflict of interest. The Group's main principle is that employees should be free of conflict of interests that may affect their judgment, objectivity or loyalty to the Group. This includes parallel activities, rules and impediments regarding recruitment and employment of relatives, the Information **Security Policy** as well as the framework of confidential information management.

## MATERIAL ISSUE: TRANSPARENCY AND FIGHT AGAINST CORRUPTION

SUSTAINABLE  
DEVELOPMENT  
GOALS



The Group focuses on ensuring the reliability of the procedures it applies as well as the creation of responsible, honest and transparent relationships within the company and with all stakeholders.

In this context, the Group places a great importance in the implementation of specific rules and principles against corruption. This strategy has proved efficient, since zero cases of corruption were identified in all Group Companies in 2020.

## MATERIAL ISSUE: GENERAL DATA PROTECTION REGULATION

SUSTAINABLE  
DEVELOPMENT  
GOALS



In the context of the new General Data Protection Regulation (25/05/2018), the Group has taken all the necessary measures and adopted appropriate practices, policies and guidelines in order to comply with all the provisions of the Regulation regarding its operations.

Based on this, the company established the Compliance Committee for the purposes of coordinating and supervising all actions taken by the Group in order to achieve compliance with the provisions of the new Regulation.

**The Compliance Committee is comprised of specialized executives, it follows a specific set of regulations and is accountable to the Group's Board of Directors.**

In line with the Group's gradual compliance with all the provisions, the Internal Audit Department has served as the main coordinator in shaping the prerequisites, in cooperation with the executives of the Compliance Committee as well as an external consultant.

The Company also revised and created the new files that record the Group's activities that require personal data collection. A number of compliance audits are gradually conducted in order to certify the correct implementation and also identify any potential need for additional measures. In 2020, no case of personal data loss was recorded across all companies of the Group.



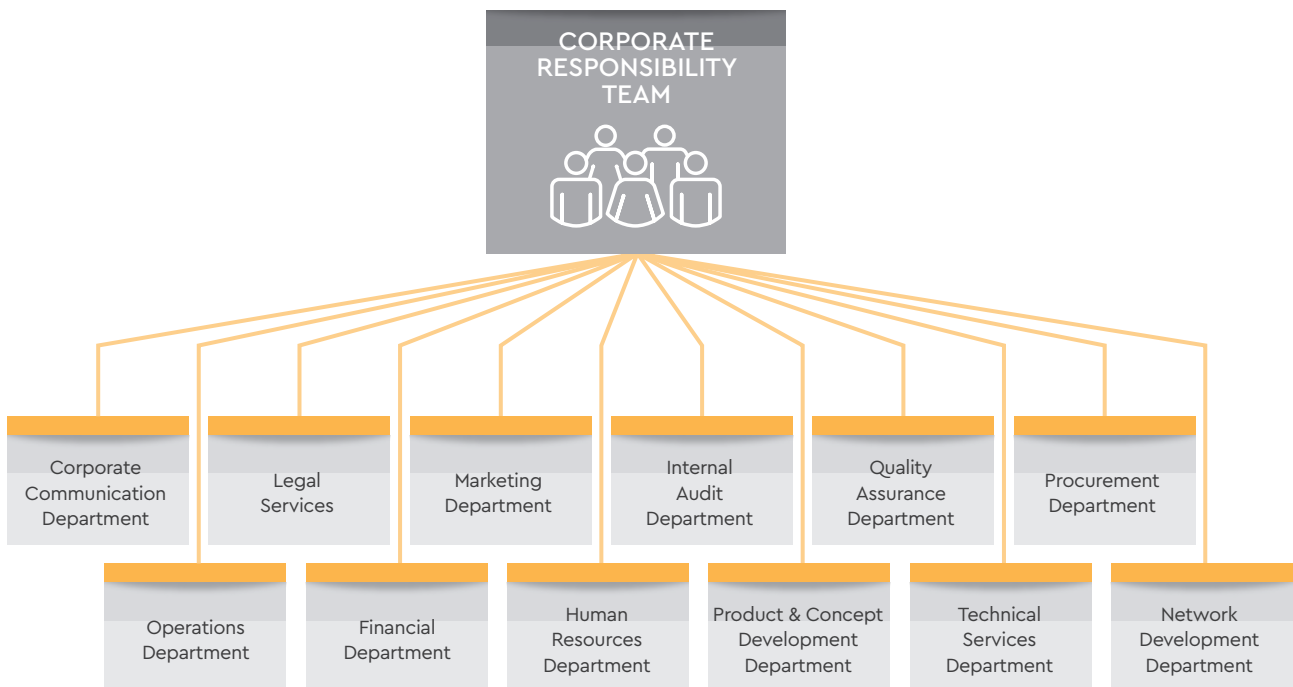
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# Corporate Responsibility and Sustainable Development



# STRATEGIC APPROACH TO CORPORATE RESPONSIBILITY AND SUSTAINABLE DEVELOPMENT

The Group has created the "Corporate Responsibility Team" in order to properly manage sustainability issues and disseminate the corporate responsibility culture across the organization. **The team is comprised of representatives from all key departments:**



At the administrative level, responsibility for all CSR issues lies with the CEO, who in collaboration with the corporate responsibility team designs the strategy and agrees on the proposed actions, which are then communicated to the Board of Directors. With regard to health and safety, human resources, supplies, environmental issues, etc., the Group has appointed specific executives from each department in order to coordinate and implement all programs and actions decided at a management level.

## RELATIONS WITH STAKEHOLDERS

The Group recognizes that systematic communication facilitates a better understanding of the impact of our operations and the issues that are of interest to all our stakeholders.

Constructive dialogue assists in maximizing social commitment, ensures effective response to social and environmental issues and identifies new opportunities and challenges.

**We have identified, and systematically communicate, with the following categories of stakeholders:**



The Group is in close cooperation with all stakeholders engaging in an open dialogue to understand and take into consideration of their concerns, opinions, questions and proposals.

In 2020, during the pandemic, the Group followed closely the increased needs of its stakeholders and responded as efficiently possible.

*The table presents the way the Group communicates with all stakeholders. Please note that in 2020 due to the pandemic, all meetings and live communication were reduced or even suspended (depending on the health and safety protocols in effect), and they were replaced by online communication and teleconferencing. All market research was also temporarily suspended.*

STAKEHOLDERS	MAIN ISSUES	COMMUNICATION	THE GROUP'S RESPONSE
Shareholders	<ul style="list-style-type: none"> <li>• Development, profitability and sustainability of the Group</li> <li>• Sound corporate governance</li> <li>• Future performance</li> <li>• Dividend yield</li> <li>• Transparency in information and business practices</li> <li>• Transparency in relations with stakeholders</li> <li>• Systematic risk management</li> <li>• Rationalization of costs</li> <li>• Expansion into new markets</li> </ul>	<ul style="list-style-type: none"> <li>• General Meetings (Statutory and Extraordinary)</li> <li>• Annual Report of Profit or Loss</li> <li>• Companies' announcements on the Group's website</li> </ul> <p><b>Frequency of communication: Monthly</b></p>	<ul style="list-style-type: none"> <li>• Disclosure of annual consolidated and separate financial statements</li> <li>• Application and compliance with the "Vivartia Code of Conduct"</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Fees</li> <li>• Benefits</li> <li>• Development and progress</li> <li>• Equal employment opportunities</li> <li>• Labor conditions</li> <li>• Recognition, training, professional and personal development</li> <li>• Staff retention</li> <li>• Achievement of personal and team goals</li> <li>• Time management</li> <li>• Health and Safety</li> <li>• Participation in future actions</li> <li>• Particularly, for 2020, due to the pandemic, priority was securing of a safe and protective environment for all employees</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings between Senior Management and employees</li> <li>• Intranet</li> <li>• Appraisal system</li> <li>• Internal meetings (inter-department)</li> <li>• Annual corporate meeting</li> <li>• Employees satisfaction surveys</li> <li>• Complaint boxes</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Implementation of a certified Occupational Health and Safety Management System (OHSAS 18001/ISO 45001)</li> <li>• Implementation of an evaluation system</li> <li>• Provision of additional benefits packages</li> <li>• Application of open door practice</li> </ul>
Final Consumers	<ul style="list-style-type: none"> <li>• Quality and safety of products, as well as their raw materials</li> <li>• Promotions and discounts on products</li> <li>• Hygiene regulations compliance</li> <li>• Constant quality of products and services per store</li> <li>• Cost benefit ratio (value for money)</li> <li>• Immediate service and response to any complaints and questions about the products</li> <li>• Sending information leaflets</li> <li>• Corporate responsibility</li> <li>• Innovation of products and services</li> <li>• Behavior of store staff</li> <li>• Transparency in the communication of products, services and offers</li> <li>• Store environment</li> <li>• Privacy</li> <li>• Responsible marketing</li> <li>• Providing a wide range of options</li> <li>• Compliance with all necessary protective measures against COVID-19 in the operating stores</li> </ul>	<ul style="list-style-type: none"> <li>• Official websites of the Group Companies</li> <li>• Social media</li> <li>• Mobile apps</li> <li>• Personal contact with the store staff</li> <li>• Through the management teams of requests and complaints of the Group Companies</li> <li>• Market research</li> <li>• Promotions</li> <li>• Advertising leaflets and price lists</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Quality control of raw materials and products</li> <li>• Implementation of a quality assurance system</li> <li>• Department of claims and complaints management of the Group Companies</li> <li>• Continuous training of store staff</li> <li>• Development of new products</li> <li>• Store renovation</li> <li>• Compliance with GDPR regulation</li> <li>• New innovative services</li> <li>• New innovative brands</li> <li>• Preferential prices and offers on consumer products</li> </ul>

STAKEHOLDERS	MAIN ISSUES	COMMUNICATION	THE GROUP'S RESPONSE
<p>Partners – Franchisees</p>	<ul style="list-style-type: none"> <li>• Solvency, reliability and long-term cooperation</li> <li>• Return on investment</li> <li>• Profitability and sustainability of stores</li> <li>• Maintaining and enhancing the value of the brand on which investment is made</li> <li>• Reputation and image</li> <li>• Competition</li> <li>• Prices and sales increase</li> <li>• Consumer expectations and perceptions</li> <li>• Company profits and depreciation</li> <li>• Improving cooperation in general and financial results in particular</li> <li>• Constant reporting, training and exchange of information</li> <li>• Ongoing cooperation support with all Group departments</li> <li>• Coverage of a larger market share</li> <li>• Amount of Group investments</li> <li>• Support in understanding and implementing protective measures against COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• Department of store development</li> <li>• Regular meetings with representatives of the Group Companies</li> <li>• Franchisors' association</li> <li>• Corporate websites</li> <li>• Franchisors fairs</li> <li>• Conferences and events</li> <li>• Franchisee conferences</li> <li>• Advertising and publicity to attract new licensees</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Every store chain has a manual regarding operation and product specifications</li> <li>• Staff training for all positions</li> <li>• Frequent renewal of the product catalogue according to market trends and needs</li> <li>• Cooperation with selected and certified suppliers</li> <li>• Provision of consulting support and guidance to the stores</li> </ul>
<p>HORECA Customers</p>	<ul style="list-style-type: none"> <li>• Quality of raw materials and end product</li> <li>• Safe and innovative products</li> <li>• Production standards and labels</li> <li>• Product and service prices</li> <li>• Commercial and pricing policy</li> <li>• Methods of payment</li> <li>• Timely delivery of products</li> <li>• Promotional activities, benefits and discounts</li> <li>• Immediate service</li> <li>• Complaint resolution</li> <li>• Information campaigns</li> <li>• Frequent press releases, communications and reports regarding new products or services of the Group's companies</li> <li>• Responsible marketing</li> <li>• Credits</li> <li>• Stocks and returns</li> <li>• Adequacy and ongoing development of new products</li> <li>• Compliance with all necessary protective measures against COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• Personal contact through the sales teams and support by salesmen of the Group's companies aiming at market development</li> <li>• Meetings</li> <li>• Correspondence</li> <li>• Fairs</li> <li>• Presentations and printed material</li> <li>• Benefits in kind and promotional activities aimed at partners</li> <li>• Annual partner evaluation aiming at continuous growth</li> <li>• Participation in partners' events</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Quality control of products</li> <li>• Application of quality assurance systems</li> <li>• Sound stock management aiming at timely delivery</li> <li>• Development of new products</li> </ul>

STAKEHOLDERS	MAIN ISSUES	COMMUNICATION	THE GROUP'S RESPONSE
<p><b>Suppliers</b></p>	<ul style="list-style-type: none"> <li>• Retention and expansion of cooperation</li> <li>• Quality of raw materials</li> <li>• Payment upon agreed time and payment methods</li> <li>• Respect of agreements (quality of materials, quantity, price, delivery)</li> <li>• Respect of specifications – labeling</li> <li>• Compliance with standards</li> <li>• Reliability and customer profile</li> <li>• Company growth and expansion</li> <li>• Cooperation terms</li> <li>• Fair and objective evaluation of suppliers</li> <li>• Pricing and credit policy</li> <li>• Support of local suppliers</li> <li>• Provision of contractual quantities</li> <li>• Demand for long-term contracts and agreements, where possible</li> <li>• Annual evaluations and inclusion in the list of approved partners</li> <li>• Compliance with the contracts' terms during the pandemic</li> </ul>	<ul style="list-style-type: none"> <li>• Supplies Division of the Group</li> <li>• Frequent meetings and communication with the Group's representatives</li> <li>• Accounting Department responsible for financial issues</li> <li>• Pricing systems</li> <li>• Annual evaluation of supplier performance</li> <li>• Participation in fairs</li> <li>• Visits and evaluations</li> <li>• Offer platforms</li> <li>• Presentations and research regarding new products</li> <li>• Monthly dispatch of a table including commodities aiming at constant updates on raw material prices</li> <li>• Legislative provisions and updating in case of change of materials etc.</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Code of Conduct governing the procurement of goods and services</li> <li>• Supplier evaluation process</li> </ul>
<p><b>State and Regulatory Authorities</b></p>	<ul style="list-style-type: none"> <li>• Respect of legislation</li> <li>• Compliance with the legislation (community and European) and ISO system standards</li> <li>• Respect of legitimacy</li> <li>• Taxation</li> <li>• Environmental issues</li> <li>• Employment and social issues</li> <li>• Workplace health and safety issues</li> <li>• Profitability</li> <li>• Management of legislative and regulatory requirements</li> <li>• Transparency and development</li> <li>• Good corporate practices</li> <li>• Change management</li> <li>• Offer of employment</li> <li>• Compliance with the legislative requirements regarding the measures for the pandemic</li> </ul>	<ul style="list-style-type: none"> <li>• Legal Department</li> <li>• Digital economy</li> <li>• Investor Relations Department – communications of Investor Relations Department and Financial Division</li> <li>• Hellenic Capital Market Commission</li> <li>• Public services and authorities</li> <li>• Associations and chambers</li> <li>• Inspections and autopsies</li> <li>• Participation in consultation committees</li> <li>• Events</li> <li>• Collective bodies</li> <li>• Organization's websites</li> <li>• Media</li> </ul> <p><b>Frequency of communication: Monthly</b></p>	<ul style="list-style-type: none"> <li>• Full respect for legislation</li> </ul>

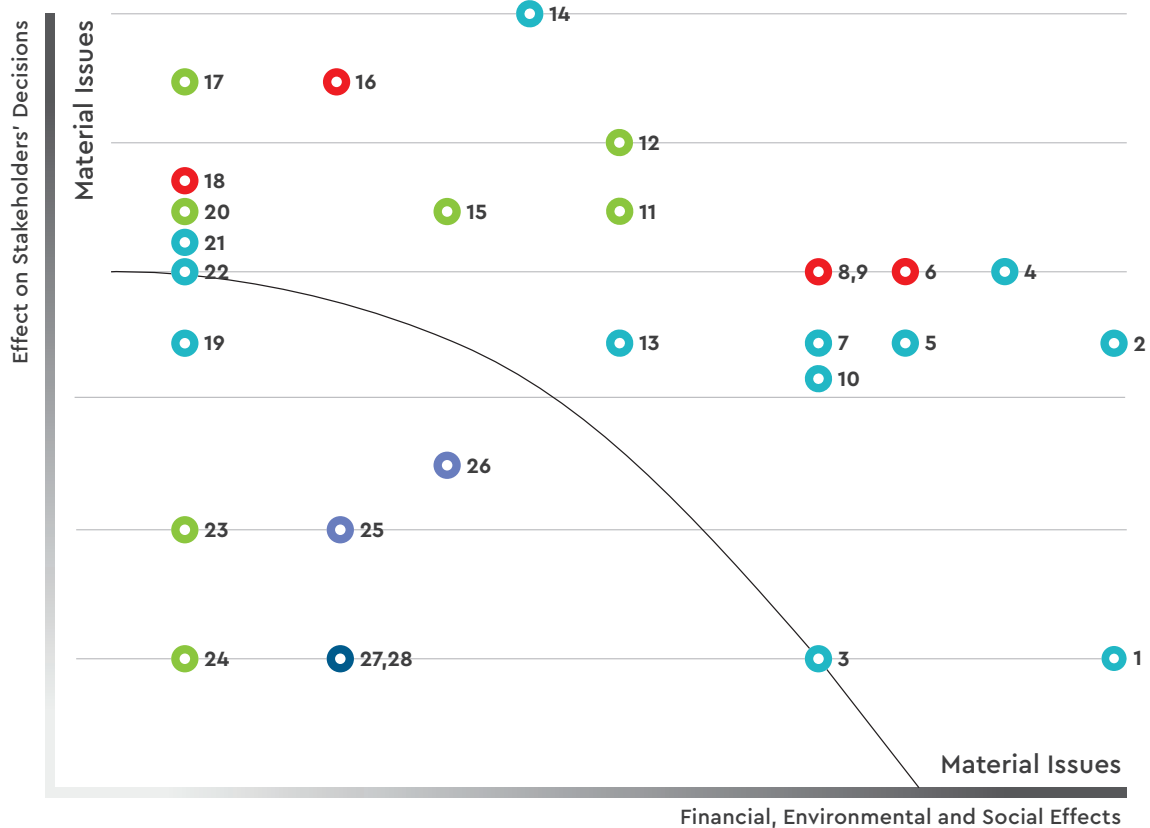
STAKEHOLDERS	MAIN ISSUES	COMMUNICATION	THE GROUP'S RESPONSE
<p><b>Society</b></p>	<ul style="list-style-type: none"> <li>• Support of employment through the creation of jobs</li> <li>• Support of the local community</li> <li>• Transparency</li> <li>• Responsibility and honesty</li> <li>• Social and environmental responsibility</li> <li>• Implementation of actions to addressing COVID-19 pandemic</li> </ul>	<ul style="list-style-type: none"> <li>• Communication with local authorities</li> <li>• Customer service</li> <li>• Marketing activities (e.g. contests)</li> <li>• Market research</li> <li>• Official websites</li> <li>• Social Media</li> <li>• Media</li> <li>• Personal contact through employees</li> <li>• Sponsorships</li> <li>• Communication with the employees of the stores</li> <li>• Communication with the teams responsible for complaint management of the Group's companies</li> <li>• Voluntary activities</li> <li>• Cultural events</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Creation of jobs</li> <li>• Support of susceptible social Groups</li> <li>• Voluntary activities of employees</li> </ul>
<p><b>NGOs and Susceptible Social Groups</b></p>	<ul style="list-style-type: none"> <li>• Provision of food for free</li> <li>• Support and funding of activities</li> <li>• Immediate contact and continuous cooperation</li> <li>• Correct operation of the Group's companies regarding the environment and people</li> <li>• Respect of rules and audits regarding mostly employment issues</li> <li>• Implementation of actions to addressing the COVID-19 pandemic</li> </ul>	<ul style="list-style-type: none"> <li>• Media</li> <li>• Press releases</li> <li>• Letters</li> <li>• Personal contact with employees</li> <li>• Invitations to the Group's Management and executives to participate in activities and events</li> <li>• Volunteerism</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Sponsorships</li> </ul>
<p><b>Media</b></p>	<ul style="list-style-type: none"> <li>• Ensuring correct and timely information</li> <li>• Information on the products of the Group's companies'</li> <li>• Access to important information</li> <li>• Implementation of actions to addressing the COVID-19 pandemic</li> </ul>	<ul style="list-style-type: none"> <li>• Press conferences</li> <li>• Press releases</li> <li>• Publications and press communications</li> <li>• Frequent meetings with Group representatives</li> </ul> <p><b>Frequency of communication: Daily</b></p>	<ul style="list-style-type: none"> <li>• Corporate website</li> <li>• Corporate Responsibility Report</li> </ul>
<p><b>Banks Creditors</b></p>	<ul style="list-style-type: none"> <li>• Sustainability</li> <li>• Liquidity</li> <li>• Strategic planning</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with the Groups' representatives</li> <li>• Correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosure of consolidated and separate financial statements</li> </ul>

# MATERIAL ISSUES FOR THE GROUP

Materiality is one of the most significant and fundamental guiding principles of the GRI (Global Reporting Initiative).

An organization should disclose issues of the most significant economic, environmental and social impact, or those internal and external stakeholders regard as the most significant. Through the process of materiality analysis, **GOODY'S | everest** made use of the previous assessment conducted in 2020.

The following diagram presents the results of this procedure.





















- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>1. Consumer health and safety</li> <li>2. Quality of products and services</li> <li>3. Economic situation in the country</li> <li>4. Creation of value for stakeholders</li> <li>5. Labeling of products and services</li> <li>6. Employee health and safety</li> <li>7. Responsible communication</li> <li>8. Employment</li> <li>9. Education</li> <li>10. Transparency and fight against corruption</li> <li>11. Waste management</li> <li>12. Energy consumption and CO<sub>2</sub> emissions</li> <li>13. Expansion to new and consolidation of the existing markets</li> <li>14. Responsible procurement</li> </ul> | <ul style="list-style-type: none"> <li>15. Water consumption</li> <li>16. Social contribution</li> <li>17. Packaging and reduction of the use of plastic</li> <li>18. Zero food waste</li> <li>19. Healthy diet</li> <li>20. Green stores</li> <li>21. GDPR</li> <li>22. Sustainable agriculture</li> <li>23. Animal welfare</li> <li>24. Protection of biodiversity</li> <li>25. Management – employees relations</li> <li>26. Diversity and equal opportunities</li> <li>27. Safety practices</li> <li>28. Human rights assessments</li> </ul> |
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## Materiality threshold

Material Issues management is affected by the Group as well as its internal and external stakeholders.

MATERIAL ISSUE	INTERNAL THRESHOLD	EXTERNAL THRESHOLD
Consumer health and safety	 GOODY'S   everest Group, Employees	Shareholders, Final Consumers, HORECA Customers, Suppliers, State and Regulatory Authorities, Society
Quality of products and services	 GOODY'S   everest Group, Employees	Shareholders, Final Consumers, Partners, HORECA Customers, Suppliers, State and Regulatory Authorities, Society
Creation of value for stakeholders	 GOODY'S   everest Group, Employees	Shareholders, Final Consumers, Partners, HORECA Customers, Suppliers, State and Regulatory Authorities, Society, NGOs and Susceptible social groups, Banks – Creditors
Labeling of products and services	 GOODY'S   everest Group, Employees	Final Consumers, Partners, HORECA Customers, Suppliers, State and Regulatory Authorities
Employee health and safety	 GOODY'S   everest Group, Employees	Partners, State and Regulatory Authorities
Responsible communication	 GOODY'S   everest Group, Employees	Final Consumers, HORECA Customers, Suppliers, Media
Employment	 GOODY'S   everest Group, Employees	State and Regulatory Authorities, Society
Education	 GOODY'S   everest Group, Employees	Partners, State and Regulatory Authorities
Transparency and fight against corruption	 GOODY'S   everest Group, Employees	Shareholders, Partners, State and Regulatory Authorities
Waste management	 GOODY'S   everest Group, Employees	State and Regulatory Authorities, Society
Energy consumption and CO <sub>2</sub> emissions	 GOODY'S   everest Group, Employees	State and Regulatory Authorities, Society
Responsible procurement	 Όμιλος GOODY'S   everest	HORECA Customers, Suppliers
Water consumption	 GOODY'S   everest Group, Employees	Society
Social contribution	 GOODY'S   everest Group, Employees	Final Consumers, Society, NGOs and Susceptible social groups, Mass Media
Packaging and reduction of the use of plastic	 GOODY'S   everest Group, Employees	Final Consumers, Partners, HORECA Customers, Suppliers, State and Regulatory Authorities, Society
Zero food waste	 GOODY'S   everest Group, Employees	Final Consumers, Partners, HORECA Customers, Suppliers, State and Regulatory Authorities, Society, NGOs and Susceptible social groups, Mass Media
Green stores	 GOODY'S   everest Group, Employees	Final Consumers, Partners, HORECA Customers, Suppliers, Society
GDPR	 GOODY'S   everest Group, Employees	Shareholders, Final Consumers, Partners, HORECA Customers, State and Regulatory Authorities

# THE GROUP'S COMMITMENT TO SUSTAINABLE DEVELOPMENT GOALS

GOODY'S | everest adopted the United Nations Agenda for 2030, expressed through 17 Sustainable Development Goals (SDGs). The Management has decided to actively participate in their achievement, thus promoting the prosperity and safety of the population, protection of the environment as well as employee health and professional development.





Our key priority is to meet the goals directly related to the activities and challenges of our sector and the material issues presented in this report.

The following table analyses the connection of our activities and action plans to the Sustainable Development Goals.

SUSTAINABLE DEVELOPMENT GOAL	RELATED ISSUES	RELATED GRI	REFERENCE
	Social Contribution	GRI 413	<p>Our aim at creating added value for the wider society. GOODY'S   everest Group supports the social structures and a great number of people thus contributing to social cohesion.</p> <p>Our brands actively supported the society, from the very outbreak of the pandemic, demonstrating that they are an integral part of the communities where they operate.</p>
	Zero Food Waste	Non GRI	<p>GOODY'S   everest Group philosophy incorporates zero food waste principles in store operation. Moreover, these principles fully comply with the Group's high product quality principles.</p>
	Employee Health and Safety	GRI 403	<p>Our priority is to protect employee health and safety in all our operations. At the outbreak of the pandemic, we reviewed and adjusted all health protocols and applied all the necessary preventive measures.</p> <p>The Group is certified according to the OHSAS 18001/ISO45001 standard regarding employee health and safety.</p>

SUSTAINABLE DEVELOPMENT GOAL	RELATED ISSUES	RELATED GRI	REFERENCE
	Consumer Health and Safety	GRI 416	<p>The GOODY'S   everest Group has a long experience in implementing procedures on consumer safety. The Group is certified according to the following standards:</p> <ul style="list-style-type: none"> <li>• <b>ISO 9001:</b> Quality Management System</li> <li>• <b>ISO 22000:</b> Food Safety Management System</li> <li>• <b>IFS:</b> International Food Safety System</li> <li>• <b>Halal Certificate:</b> Certification of quality products, based on the religious requirements of the Islamic Law</li> </ul>
	Employee Training	GRI 404	<p>Our training programs implement innovative learning methods in order for the Group's employees to enrich their knowledge and upgrade their skills and abilities. 32,550 training hours were realized in 2020.</p>
	Water Consumption	GRI 303	<p>The Group takes all the necessary measures to ensure protection and sound management of water resources.</p> <p>The production units and several Group's stores are certified for environmental management according to ISO 14001.</p>
	Energy Consumption and CO <sub>2</sub> Emissions	GRI 302	<p>The Group deeply cares about the environment and always tries to use all energy resources in a rational manner. The production units and several Group's stores are certified for environmental management according to ISO 14001.</p>
	Employment	GRI 401	<p>We recognize that our people are our most significant assets and this is why we always try to provide additional benefits to them and their families.</p>
	Employee Education	GRI 404	<p>The Group schedules an annual educational program that includes a series of training sessions and seminars. Depending on the interest of the employees, as well as the educational needs, the Group organizes bot internal as well as external seminars.</p>

SUSTAINABLE DEVELOPMENT GOAL	RELATED ISSUES	RELATED GRI	REFERENCE
	Employee Health and Safety	<b>GRI 403</b>	<p>The Group's production facilities implement the Health and Safety Management System certified according to the international standard OHSAS 18001/ISO45001. In turn, the Group's stores implement the Health and Safety Management System, some of which is certified according to OHSAS 18001/ISO45001. Through this management system the Group constantly monitors, evaluates and inspects all issues regarding workplace health and safety as well as business risks in every productive and commercial activity of the Group.</p>
	Green Stores	<b>Non GRI</b>	<p>The Group's objective is to reduce the impact of its stores on the environment. With this in mind, we are constantly researching for ways to improve our environmental footprint, including the implementation of targeted and effective interventions in the Group's owned stores.</p>
	Packaging and Reduction of the Use of Plastic	<b>Non GRI</b>	<p>We aim at recycling various materials and reducing the use of plastic. This way, we contribute to making our economy more efficient and using our natural resources more rationally.</p>
	Quality of Products and Services	<b>Non GRI</b>	<p>Our long-standing goal is to provide innovative and high quality products and offer excellent customer service, aimed at meeting the needs of our final consumers.</p> <p>To achieve this goal, the Group applies internationally recognized quality assurance systems (ISO 9001) throughout the entire range of its operations.</p>
	Waste Management	<b>GRI 306</b>	<p>The Group makes its best efforts to ensure rational management of all waste derived from the production process.</p>
	Responsible Procurement	<b>GRI 308 GRI 414</b>	<p>The Group collaborates with 1,140 suppliers to ensure the offer of competitive and high quality products.</p> <p>The Group's suppliers are evaluated on an annual basis during the first quarter of every year, to ensure their compliance with European regulations, the relevant legislation and the quality criteria set by the Group.</p>

SUSTAINABLE DEVELOPMENT GOAL	RELATED ISSUES	RELATED GRI	REFERENCE
	Zero Food Waste	<b>Non GRI</b>	<p>The Group is a member of the "Alliance for the Reduction of Food Waste" and cooperates with the government agencies in order to facilitate sound bio-waste management system in line with the relevant EU directives.</p>
	Labelling of Products and Services	<b>GRI 417</b>	<p>In the context of transparency and the provision of adequate information to consumers, the Group implements a proper labelling of its products, in line with the effective legislation. Also it provides all relevant information regarding potential allergens.</p>
	Energy Consumption and CO <sub>2</sub> Emissions	<b>GRI 302</b>	<p>The Group deeply cares about the environment and always tries to rationally consume all types of energy.</p> <p>The production units and several Group's stores are certified for environmental management according to ISO 14001.</p>
	Gdpr	<b>GRI 418</b>	<p>Following the provisions of the New General Regulation of Personal Data (25/5/2018), the Group adopted all the necessary practices, policies and directions, in order to ensure legal compliance at all levels.</p>
	Transparency and Fight against Corruption	<b>GRI 205</b>	<p>The Group's strategic priority is to ensure reliability of all its procedures in line with responsible and transparent relationships within the company and with its stakeholders.</p>

section

# Addressing the COVID-19 Pandemic



In 2020, the Group focused mainly on managing the issues arising due to the pandemic that dramatically affected the entire foodservice market. This required the continuous adjustment of its operation across all areas of its business, but most importantly the efficient operation of its points of sale (POS) within the ever-changing conditions.

As a result, the company managed to keep in operation almost all the POS of the **Goody's Burger House** and **everest** networks, while it also ensured the operation of **La Pasteria** through the introduction of delivery service.

**The Business Continuity Plan** was activated around mid-February 2020. Provisions were made in order to secure the uninterrupted operation of the system, and all necessary mechanisms to ensure employee and customer health and safety were established.

The plan was designed in full compliance with the pre-existing crisis management protocols, separating our activities into 3 main zones: Zone 1 (headquarters), Zone 2 (productions), Zone 3 (stores). The designated management teams implemented the preventive measures and response plans, based on per zone scenarios, and taking into account the relevant instructions issued by the authorities. The company timely purchased the necessary equipment for teleworking and secured the operation of remote connections.

On March 13, 2020, when most of headquarter employees were already working remotely, we had to close down in less than 24 hours **La Pasteria & Flocafe Espresso Room** networks, **Kuzina** restaurant and all our POS located in Malls. The majority of **Goody's Burger House & everest** POS were only open for takeaway & delivery.

We made the best use of all the available state aid and ensured uninterrupted operation of as many POS as possible. Our sustained efforts (negotiating rental decreases, adjusting opening hours and shifts) proved vital in ensuring the sustainability of all the POS, privately owned and franchise, and we managed to maintain all job positions. Despite the difficulties, we managed to maintain the existing terms of the contracts with our suppliers.

**At the same time, we ensured the supply of raw materials and obtained written commitments of compliance with the precautionary measures against COVID-19 from our suppliers.**

# PRIORITY TO HEALTH AND SAFETY



At the outbreak of the pandemic, we started conducting numerous reviews, constantly adjusting our health protocols and preventive measures. The incorporation of the new directives into our already strict quality management framework, helped us address effectively the impact of the pandemic.

***In 2020, our Quality Management Department was selected by the Hellenic Food Authority (EFET) to represent the entire foodservice sector in contributing to the drafting of the official instructions on preventive measures in foodservice and SARS CoV-2 risk assessment.***

At the headquarters, all work spaces of were redesigned according to the relevant guidelines of the authorities (distances, plexiglass protectors etc). At the same time, we issued all the relevant instructions regarding the adjustment of all administrative functions as well as the mandatory personal protection measures.

**Employees received emails on a regular basis with information regarding all the pandemic related issues** (new corporate procedures and protection measures, government directives on traffic control etc).

Also the Group created a special team in charge of handling "suspicious" and confirmed COVID-19 cases according to the protocols of the National Organization of Public Health (EODY).

**As a prevention measure, a big number of rapid tests and a total 268 molecular tests (PCR) were performed as part of the Group's intensive testing program.**

**ΣΤΑ everest ΠΑΙΡΝΟΥΜΕ ΤΑ ΜΕΤΡΑ ΜΑΣ ΓΙΑ ΤΗΝ ΑΣΦΑΛΕΙΑ ΟΛΩΝ!**

- Τακτικός καθαρισμός & απολύμανση** όλων των χώρων, επιφανειών και εξοπλισμού
- Συχνό πλύσιμο χεριών & απολύμανση** με αλκοολούχο διάλυμα
- Χρήση προστατευτικού εξοπλισμού** (γάντια, μάσκες) ανάλογα με το πόστο εργασίας & σύμφωνα με τις οδηγίες των αρμόδιων φορέων
- Επιδημιδίες σήμανσεις** για την οριοθέτηση των αποστάσεων για την αποφυγή συγχρωτισμού
- Διαρκής εκπαίδευση του προσωπικού** για την τήρηση των μέτρων & τη σωστή χρήση των Μέσων Ατομικής Προστασίας και Ατομικής υγιεινής

**ΤΙ ΜΠΟΡΕΙΤΕ ΝΑ ΚΑΝΕΤΕ ΕΣΕΙΣ?**

**Απολύμανση χεριών**  
επιφανειακά με απολυμαντικό κερών που βρίσκεται εντός του καταστήματος

**Τήρηση απαιτούμενων αποστάσεων**  
βάσει των διαγραμμάτων που έχουν τοποθετηθεί στα δάπεδα

**Χρήση κάρτας για ανέπαφη συναλλαγή**

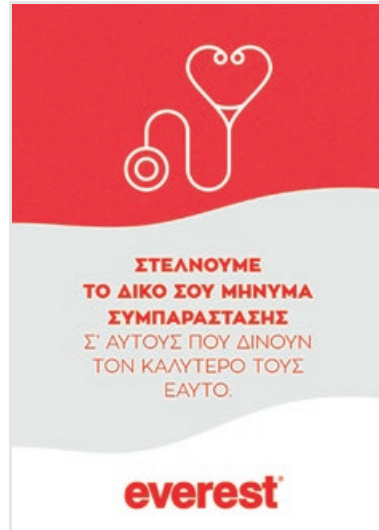


# SUPPORT OF SOCIETY



Ever since the early days of the pandemic, the brands of the Group implemented a series of actions to directly support the society.

➔ **everest** took the initiative to provide free coffee and juice on a daily basis to all doctors, nurses and staff of the country's public hospitals, as a sign of support for the great purpose they undertook to serve. Thus, they offered more than 230,000 coffees and juices completely for free during the first lockdown.



➔ At the same time, through the well-recognized institution of social contribution **ArGOODaki**, **Goody's Burger House** implemented two campaigns to support **the Association of Parents of Children with Neoplastic Disease "Floga"** and the **Panhellenic CARE Association** for children suffering from cerebral palsy, mental retardation and Down syndrome respectively.



## INNOVATION-DRIVEN ADJUSTMENT OF OPERATIONS

The brands adjusted their operations to mitigate the effect of the pandemic. A fine example of our direct response is that we created a series of individually packaged products for **everest**, combined with special packaging to protect the products inside the display windows of the stores. The strengthening of existing **delivery** and **takeaway** channels was an issue of particular importance to all brands since the first day of the pandemic outbreak.

### ■ Case study

## La Pasteria

CUCINA ITALIANA

The introduction of **delivery** required adjustments in the menu, recipes and method of preparation, as well as the introduction of new packaging. The challenge of pizza delivery led to the introduction of a new, innovative dough. This provided a new story behind our pizza recipes, that are now prepared using a 48-hour maturity dough.

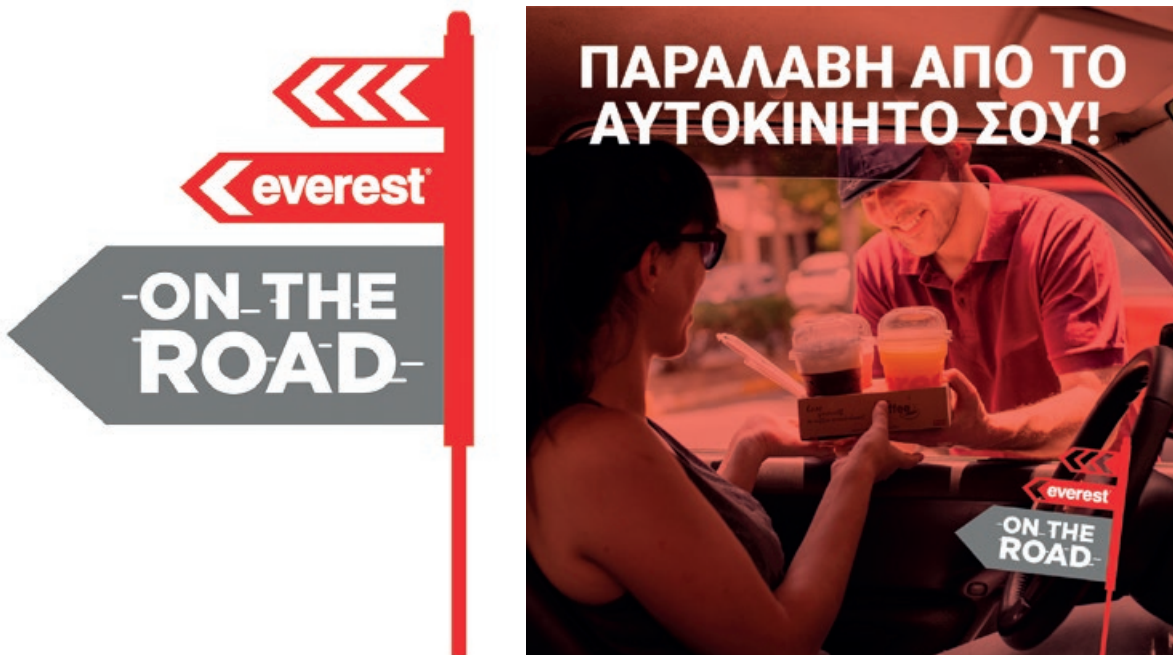


The new conditions boosted the digital transformation process – an important pillar that leads the development of our major brands.

They capitalized on technology, in order to launch innovations to provide faster and contactless transactions, thus improving the overall consumer experience, adding value to every purchase.

The innovative service "**everest on the road**" makes it possible for the customers to order online and receive their orders at the car window outside the store.





The Group's two major chains updated their sites & apps and upgraded the online delivery process. What's more, the two innovative and award-winning loyalty programs, "**All Star Club**" for **Goody's Burger House** and "**Bite Club**" for **everest**, expanded further the base of loyal customers of the two brands.



# Responsibility for our Employees



## Significant results recorded in 2020

-  **41% of health and safety expenditure** to cover needs arising from the COVID-19 pandemic
-  No incidents of discrimination in our stores and other facilities
-  **64 employees** participated in **two blood drives**
-  **32,550 hours of employee training** (+28% vs 2019)
-  Women represent **50.4%** of the total workforce

Our employees are the driving force behind the Group's growth, as well as a significant competitive advantage. In this context, the Group nurtures a working environment characterized by equal opportunities, continuous education and training, meritocratic evaluation and benefits for the employees.

The Group recognizes the devotion and overall contribution of our people, and offers them the opportunity for continuous development through the promotion of their skills.

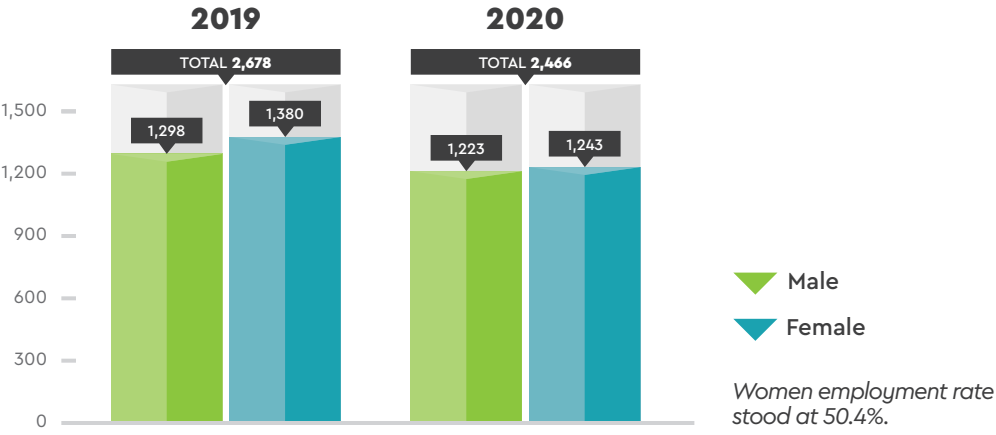
## M A T E R I A L I S S U E : E M P L O Y M E N T



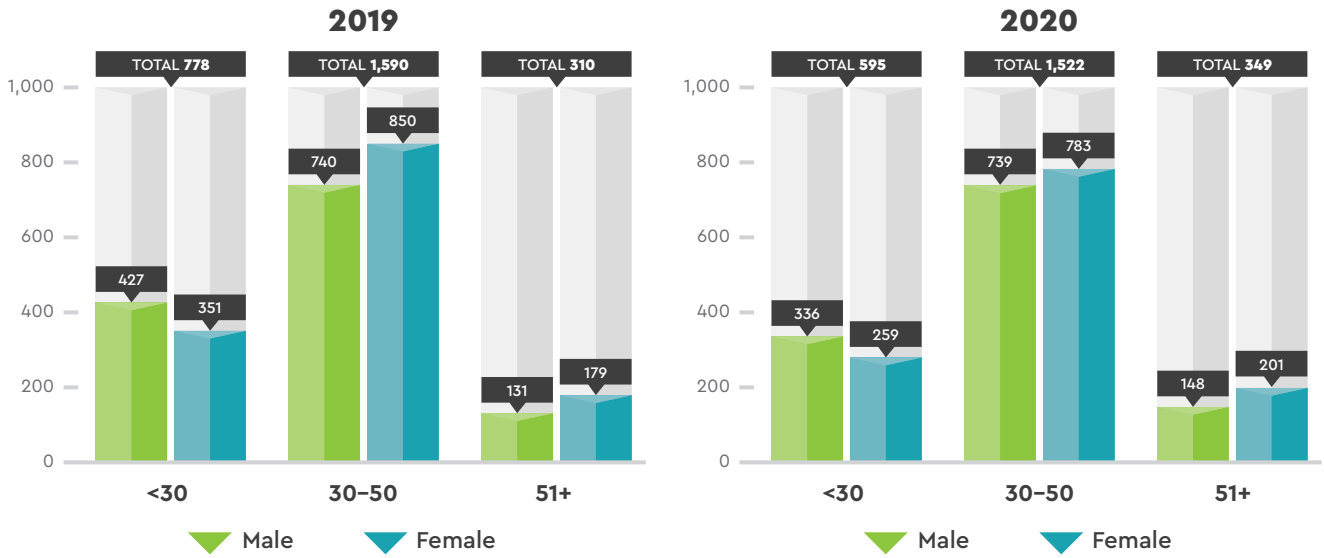
The **GOODY'S | everest Group** is against all forms of child or forced labor. No incident of child or forced labor has ever been reported in our headquarters, production units or stores. Furthermore, one of the Group's goals is the careful selection of partners who, in their turn, respect human rights, are against child and forced labor and do not engage in employment practices that may affect human dignity in any way.

**No case of discrimination has ever been reported in the Group's stores or facilities.**

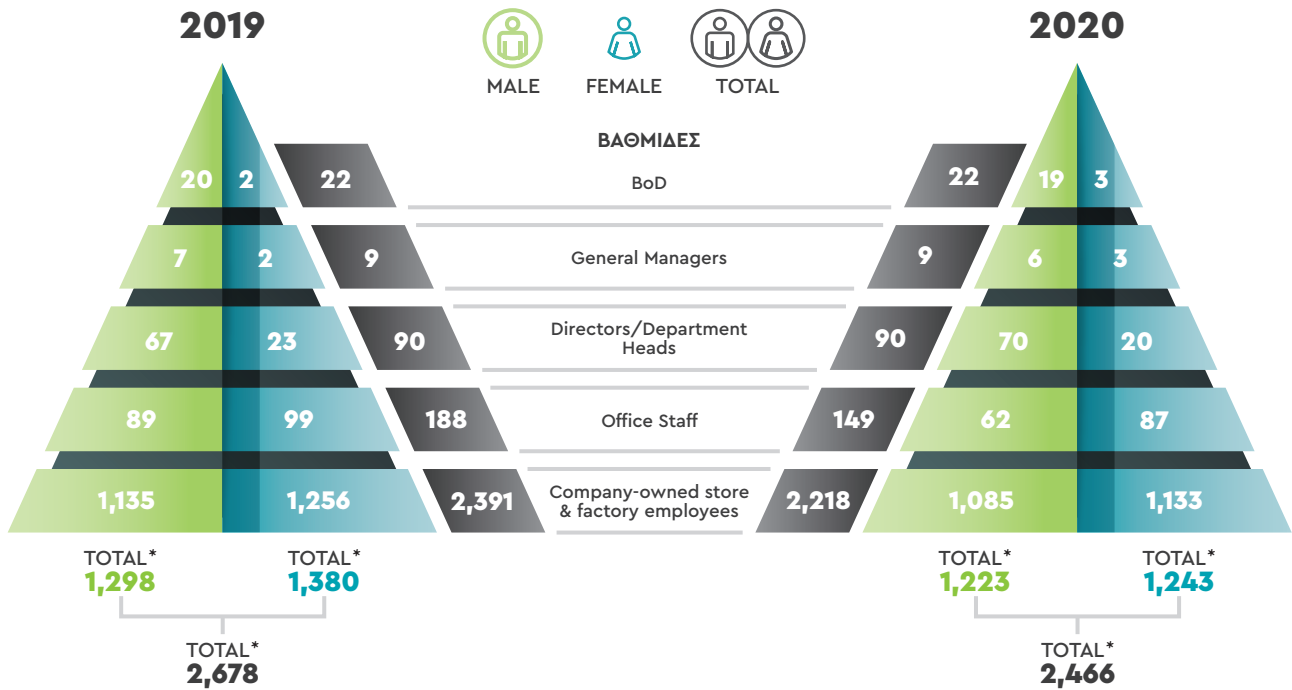
Gender diversity representation



Workforce distribution by age



Gender diversity representation in leadership



\* The BoD is not included in all other distribution charts.

## Workforce distribution by geography

	2019			2020		
	TOTAL %	MALE	FEMALE	TOTAL %	MALE	FEMALE
Attica	67.55	953	856	67.64%	886	782
ROG	32.45	345	524	32.36%	337	461
<b>TOTAL</b>	<b>100%</b>	<b>1,298</b>	<b>1,380</b>	<b>100%</b>	<b>1,223</b>	<b>1,243</b>

## Workforce distribution per geographical prefecture

	2019			2020		
	TOTAL %	MALE	FEMALE	TOTAL %	MALE	FEMALE
ATHENS	67.55	953	856	67.64	886	782
ARFARA	0.34	2	7	0.36	2	7
ATALANTI	1.57	3	39	1.7	3	39
VOLOS	1.87	21	29	1.91	9	28
EVINOCHORI	0.90	6	18	0.69	4	13
HERAKLION CRETE	1.49	14	26	0.97	13	11
THESSALONIKI	13.78	191	178	14.27	195	157
IOANNINA	0.67	6	12	0.57	3	11
KAVALA	0.71	9	10	0.73	9	9
KATERINI	3.55	37	58	2.8	27	42
CORFU	0.30	2	6	0.16	1	3
KORINTHOS	0.86	7	16	0.81	7	13
KOS	0.22	2	4	-	-	-
LARISSA	1.68	15	30	1.78	17	27
MYKONOS	0.11	1	2	0.08	1	1
PLATANOS	-	-	-	0.73	6	12
RHODES	0.26	2	5	0.28	2	5
SANTORINI	-	-	-	0.08	1	1
SCHIMATARI	1.19	5	27	1.54	6	32
TRIPOLI	0.78	9	12	0.73	8	10
CHANIA	0.93	6	19	0.77	5	14
CHALKIDA	-	-	-	0.04	1	0
PSATHOPYRGOS	1.23	7	26	1.34	7	26
<b>TOTAL</b>	<b>100%</b>	<b>1,298</b>	<b>1,380</b>	<b>100%</b>	<b>1,223</b>	<b>1,243</b>

Employment Contracts	2019			2020		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
Permanent	1,088	1,110	2,198	973	1,003	1,976
Fixed Term	210	270	480	250	240	460
<b>TOTAL</b>	<b>1,298</b>	<b>1,380</b>	<b>2,678</b>	<b>1,223</b>	<b>1,243</b>	<b>2,466</b>

Employment Contracts	2019			2020		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
Full time	1,033	1,093	2,126	963	978	1,941
Part time	265	287	552	260	265	525
<b>TOTAL</b>	<b>1,298</b>	<b>1,380</b>	<b>2,678</b>	<b>1,223</b>	<b>1,243</b>	<b>2,466</b>

New Hires/Resignations	2019	2020
	New Hires	410
Resignations <i>(retirement, contract termination etc)</i>	415	305



## ■ Support of our employees

We recognize that our people are our most significant assets and provide additional benefits for them and their families.



**Issue of a privilege card**  
*for the Group's employees offering discounts to all of the Group's brands*



**Women's Day 08/03/2020:**  
*A symbolic gift was given to all the women employees of the headquarters*



**Christmas event**  
*for employee's children (was not implemented in 2020 due to COVID-19)*

## ■ Voluntary work

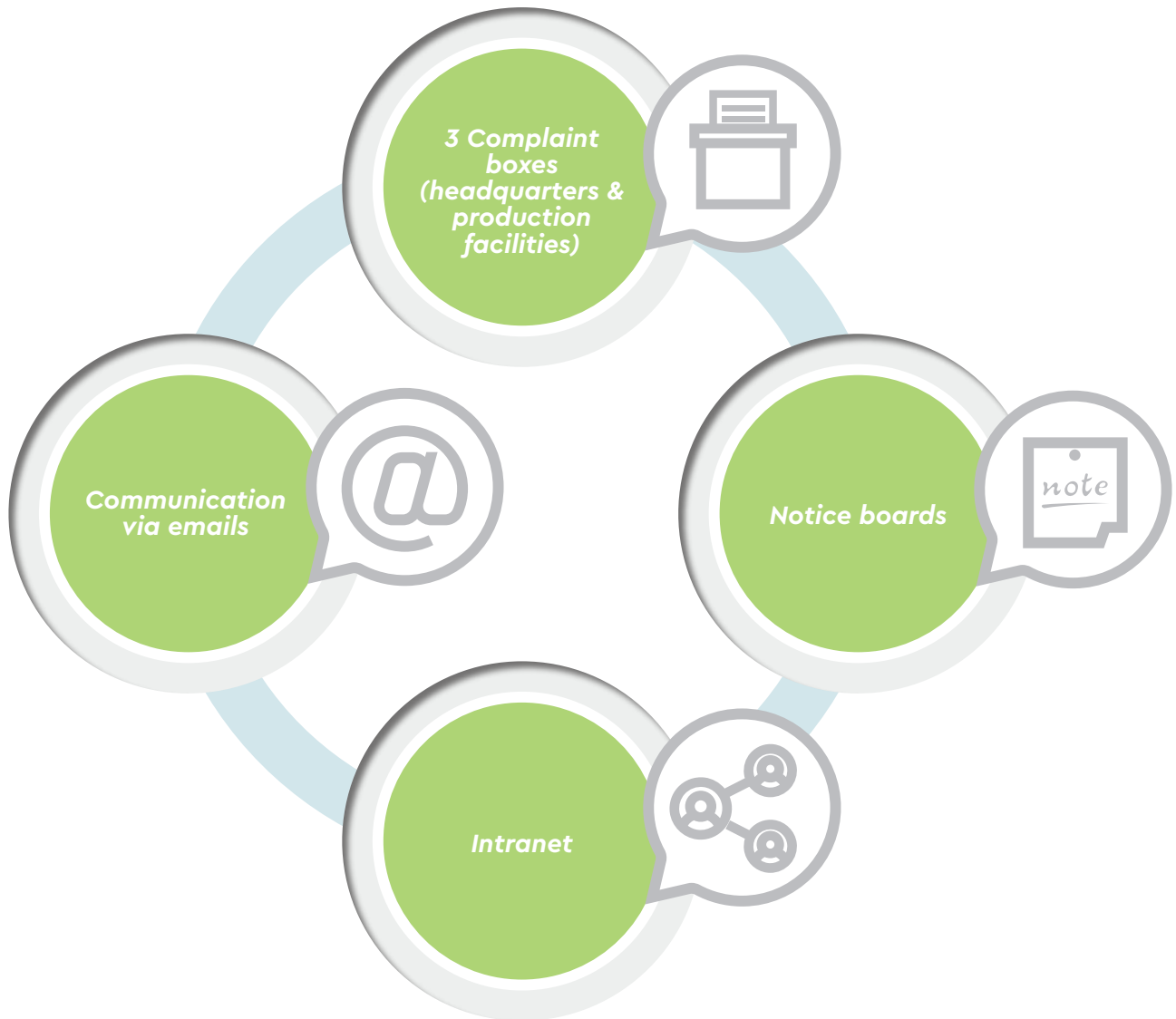
Our people donate blood on annual basis and support the society through voluntary work.



*In 2020, despite the pandemic, two (2) blood drives were carried out in cooperation with Nikaia Hospital. A total of 64 employees participated, offering blood for more than 20 people. The blood drives were organized at the headquarters, with the participation of the Group's central management employees.*

■ Internal communication

The Group uses a flexible communication system based on an **"Open-Door policy"** that is actively supported by the Management. Internal communication channels are an important tool supporting a two-way dialog, since they allow for sharing of important information. Furthermore, the Human Resources Department is available to discuss with all employees any concern they may have.

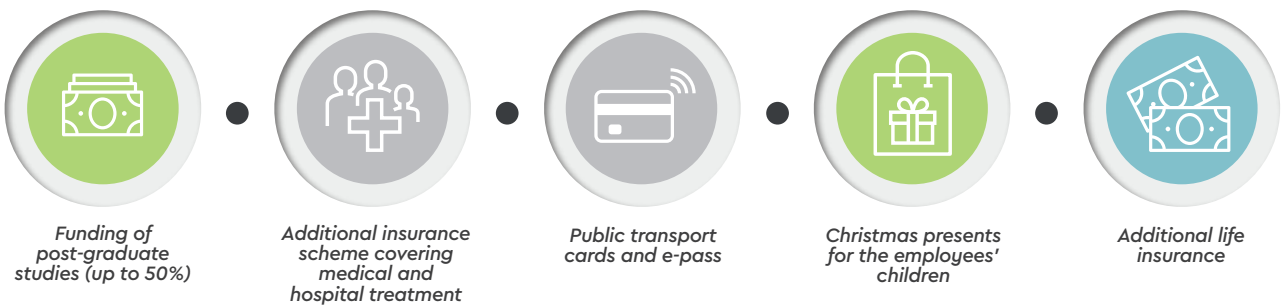


## RECOGNITION AND REWARD

The Group identifies and rewards passionate and diligent employees who contribute to the achievement of goals, through special awards including customized experience gifts they can enjoy with their families.

### ■ Additional benefits

GOODY'S | everest Group's offers additional support to its employees through a series of additional benefits, in order to enhance their motivation:



## MATERIAL ISSUE: EMPLOYEE HEALTH AND SAFETY



Protection of the employee health and safety is a high priority for the **GOODY'S | everest Group**. The Group's production facilities implement the Health and Safety Management System according to the international standard OHSAS 18001/ISO45001. In turn, the Group's stores implement the Health and Safety Management System, with some of them being certified according to OHSAS 18001/ISO45001.

This management system helps to identify, evaluate and inspect all issues regarding workplace health and safety as well as business risks in every productive and commercial activity of the Group. This includes the replacement of all types of equipment, as well as interventions in construction and repair.



## Excerpt from the Health and Safety Policies

**The Group has set as permanent objectives and is committed to:**

*continuously and systematically improving workplace health and safety conditions, in line with preventing and minimizing occupational accidents and diseases through:*

- *installation of the appropriate protective devices,*
- *use of the appropriate personal protective equipment by the employees,*
- *organization of the company and provision of the appropriate infrastructures and working environment,*
- *continuous training and information at all management levels,*
- *analytical reporting of accidents and near misses,*
- *definition and evaluation of the relevant parameters and implementation of the necessary corrective/preventive measures.*



The Group regularly informs all employees about the aforementioned Policy, ensuring that they fully understand the corporate culture regarding workplace health and safety issues.

The Safety Technician undertakes the responsibility to inform the employees of the production units. Some of the main tasks of this position are the communication of policy regarding health and safety issues to the staff, as well as the collection and evaluation of relevant data, shaping the stakeholders' position as far as the production units are concerned.

Furthermore, the Safety Technician, in collaboration with the Director of Facilities Support and the doctor of every production unit, is responsible for tracking any change in working conditions, collecting relevant employee proposals and informs the Management of the company in order for them to make the necessary decisions.

### ■ Investments in health and safety

In 2020, the Group channelled most of its Health and Safety related expenses to the mitigation of the effects of the pandemic, as depicted in the table below. The highest share of expenditure (41%) corresponds to medical services, including COVID-19 testing, External Prevention Services (EPS) and Safety Technician services. Moreover, 19% of the expenses concern upgrade projects related to employee Health and Safety.

Health & Safety Expenditure breakdown (%)	GOODY'S   everest Group	
	2019	2020
Personal protective equipment	17%	16%
Fire safety (maintenance & upgrades)	5%	4%
Medical services	36%	41%
Health & safety upgrade projects	1%	19%
Έργα καθαριότητας χώρων	41%	20%

Employee Representation in Health & Safety Council	GOODY'S   everest Group	
	2019	2020
# of employees	7	7
% of employees	2.17%	2.06%

\*Refers to Hellenic Catering & Olympic Catering employees.

### ■ Health and safety in production

The Group specifically focuses on maintaining the required temperature & cleanliness conditions throughout the production process, combined with meticulous compliance with hygiene regulations.

## ■ Maintenance of equipment

The Department of Facilities Support, in collaboration with external partners, is in charge of maintenance for the Group's production units and other facilities. Namely, the Director of Facilities Support and the Technical Department are responsible for planning and reporting maintenance works on a monthly basis. The Department records and monitors the maintenance needs and proceeds with any scheduled/preventive maintenance of all equipment, as well as emergency maintenance, whenever necessary.

## ■ Use of personal protective equipment

The Group also ensures employee health and safety at its production units providing all the necessary Personal Protective Equipment and maintaining a fully equipped medical post, an adequate number of first aid posts and an adequately trained first aid team.

**Moreover, specific procedures are in place in order:**

<p><i>To identify potential accidents and emergencies.</i></p>	<p><i>To prevent and limit the environmental impact that may be linked to leakage, fire incidents, emergencies etc.</i></p>	<p><i>To establish, review and revise the plans regarding preparation and response to emergencies.</i></p>
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**Employment contracts cover an entire range of Health and Safety issues, such as:**

-  *Personal protective equipment*

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-  *Health and Safety related committees with participation of the Management and employees' representatives*

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-  *Involvement of employee representatives in Health and Safety inspections and accident investigations*

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-  *Training*

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-  *Worker Grievance Mechanism (WGM)*

---
-  *Right to refuse to perform unsafe work*

---
-  *Periodic inspections*

---
-  *Compliance with International Labor Organization (ILO) conventions*

---
-  *Troubleshooting arrangements or committees*

---
-  *Commitment according to relevant standards, regarding performance objectives or level of practice*

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## ■ Monitoring health and safety parameters

The Group has developed, monitors and evaluates specific Health and Safety indicators, aiming at the continuous improvement on Health and Safety issues as well as the immediate identification of areas requiring further actions. The analysis of the indicators shows the efficiency of the implemented measures and programs and guides future interventions and actions.

Health & Safety Indicators	GOODY'S   everest Group					
	2019			2020		
	Male	Female	Total	Male	Female	Total
Lost Time Injuries (Lti)	29	21	50	16	8	24
Lost Time Injury Frequency Rate (Lti Fr)	14.25	9.21	11.58	15.26	7.46	11.31
# Of Lost Days Due To Accident	297	207	504	214	103	317
Severity Rate	145.90	90.77	116.77	204.12	96.01	149.44
# Of Lost Days Total	2,740	3,975	6,715	2,300	3,050	5,350
Absence Rate	0.01	0.01	1.37%	0.02	0.02	1.81%
Number Of Deaths	0	0	0	0	0	0

■ **Actions aimed at reinforcing safety-oriented culture**

The Group places considerable emphasis on prevention measures in the area of Health & Safety, as well as the reinforcement of an overall safety-oriented culture across all its activities.

■ **Raising awareness through employee training**

The Group's aims at ensuring that all employees are adequately trained so that they can perform their duties in accordance with the procedures of the Workplace Health and Safety Management System. To this end, all newly-hired employees undergo special training regarding the procedures of Quality Assurance, Environmental Management, Health and Safety and Food Safety.

Health & Safety training	GOODY'S   everest Group	
	2019	2020
# of participants	850	983
Total training hours	525	1,060

*The total number of training hours on Health & Safety issues has doubled during the period of the pandemic*

**MATERIAL ISSUE:**  
**EMPLOYEE TRAINING**




Through systematic training the Group's employees are able to enrich their knowledge and upgrade their skills and competencies.


To this direction, the Group designs an annual training plan that includes a series of courses and seminars, based on both the employees' interests as well as their training needs. All courses are communicated to employees via email and notice boards at least 2-3 weeks in advance. Following the completion of the programs the participants receive the relevant material.



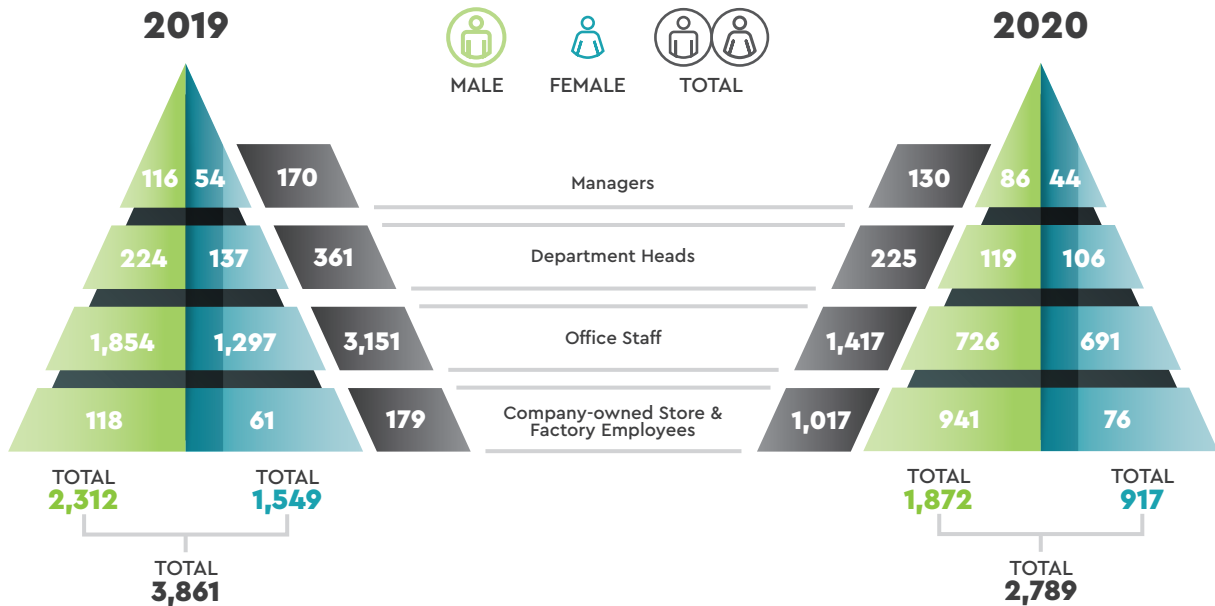
There are two general types of training programs.



 Structured training programs organized in collaboration with external educational partners that are selected based on their proven field of experience.

 Internal training programs held by certified internal instructors, aimed at reinforcing employee skills, mainly operations, positive working environment creation, teamwork, leadership and customer service.

The following table presents the number of participants in 2020 training programs.



Training programs are addressed to both Group's employees as well as those employed at franchise stores.

The following table presents the total number of training man-hours and the total number of internally and externally held sessions.

TRAINING HOURS	2019	2020
Total Training Hours	25,504	32,550
Total Participations	8,155	4,866
External Training Hours	6,822	1,173
External Participations	864	177
Internal Training Hours	18,862	31,377
Internal Participations	7,291	4,689

Moreover, through the learning **Academy of Vivartia Group**, both **Goody's | everest** headquarters and store employees are offered the opportunity to enhance their knowledge and skills, to get information on issues related to the foodservice sector in general and acquire knowledge regarding the Group's activities. These training sessions are carried out on a voluntary basis by experienced employees of Vivartia Group, who are either certified trainers or specialize in the subject of the relevant training session. The subjects concern a variety of hard or soft skills.

The following table presents the topics and the man-hours of training.

TRAINING HOURS/SUBJECTS		2019	2020
Managerial & Self Development	Training Hours	2,480	937
	Participations	144	94
Finance/QA/Operations	Training Hours	17,386	30,641
	Participations	6,791	3,994
Production/Procurement/Technical Maintenance	Training Hours	1,296	816
	Participations	500	739
Marketing/Sales/Customer Service	Training Hours	4,342	156
	Participations	72	39

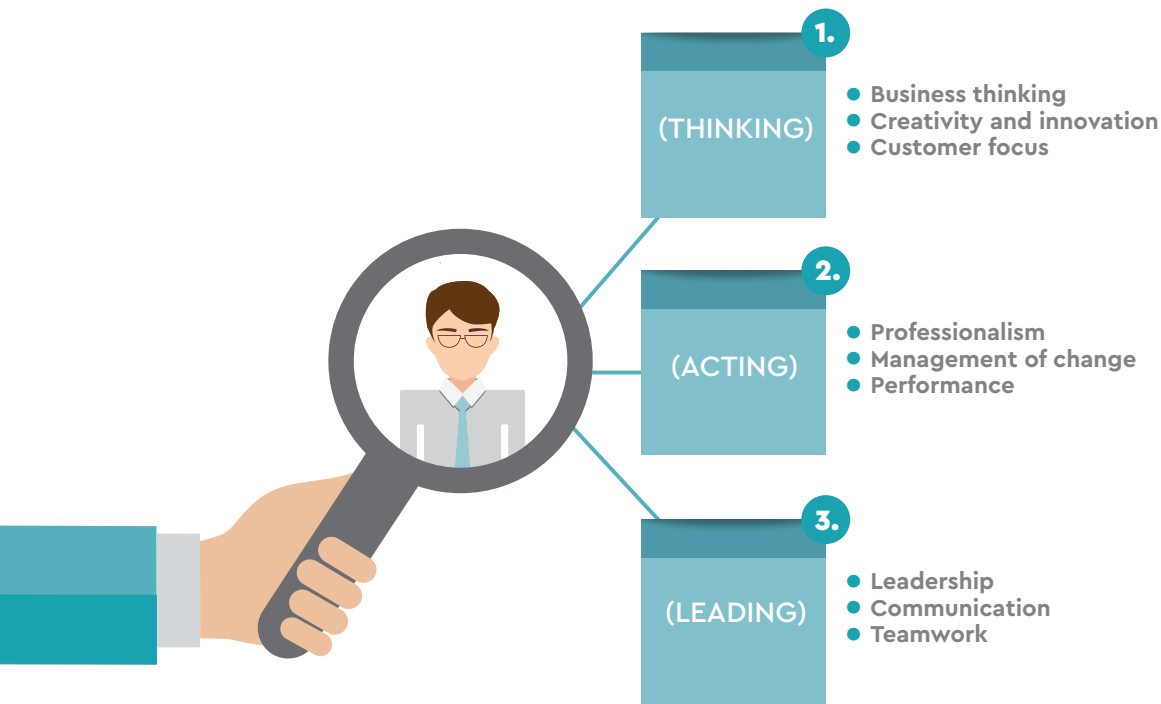
*In 2020, the total number of training hours increased by 28%, while the vast majority of the sessions was conducted by internal trainers, since external training was drastically reduced due to the pandemic.*

## Employee evaluation, development and reward

The Group implements a comprehensive system for the Performance Evaluation and Development of employees, which emphasizes both on performance as well as on employee general conduct and skills.

The annual evaluation system includes two categories:

1. Evaluation including goal-setting. Applies to executives, administrative employees as well as all store directors.
2. Evaluation not including goal-setting. Applies to workers, production and store employees, structured around the 9 skills of Vivartia Group, categorized in 3 basic pillars:



The GOODY'S | everest Group's evaluation system aims at:

★★★★★	★★★★★	★★★★★	★★★★★
Setting individual goals and priorities that can be aligned with the Group's goals.	Meritocratic evaluation of goal achievement and development of each employee's skills.	Employee development and reward based on evaluation scores.	Continuous skill improvement through training.

# Social Contribution



## Significant results recorded in 2020

- ! The production units offered more than **8,000 kg of food** to the Food Bank and Social Groceries located in various Municipalities in Athens and Thessaloniki
- ! During the first lockdown, everest stores offered **over 230,000 coffees and juices** to the medical staff of the domestic public hospitals
- ! The Group **supported the Association of Parents of Children with Neoplastic Disease "Floga"** and the **Greek Association "Frontida"** for children suffering from cerebral palsy, mental retardation and Down syndrome (coverage of operating expenses, offer of special equipment)

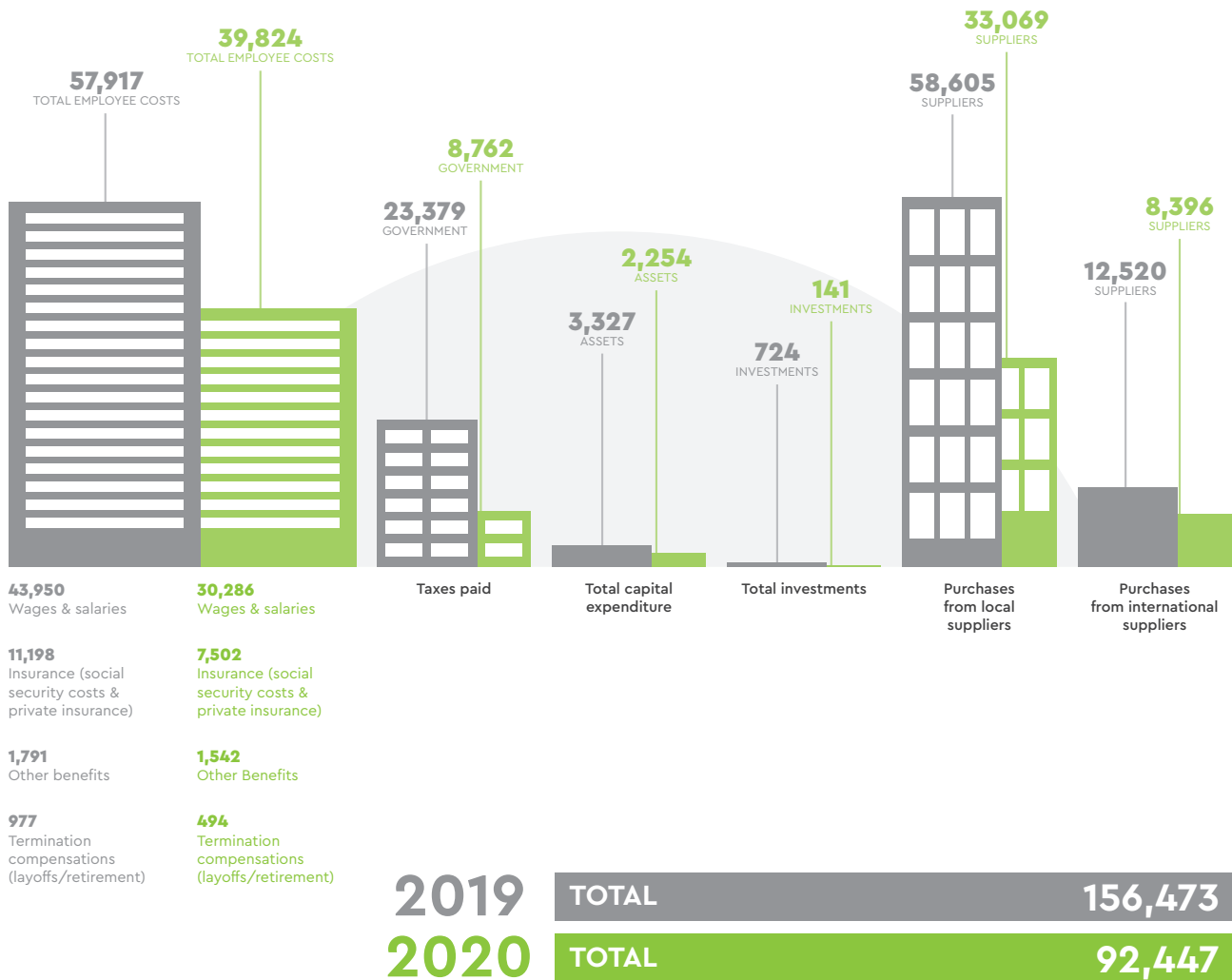
**GOODY'S | everest Group** is committed to consistently and responsibly generating a positive social impact to the society within which it operates. This goal is achieved through its overall social contribution, a series of activities for children in need and susceptible social groups as well as the support of youth entrepreneurship.

## RETURNING VALUE TO SOCIETY

The **GOODY'S | everest Group** generates social value through its operations, that create a multiple positive footprint. This way, value is channelled back to society through the offer of employment and benefits to employees and domestic suppliers, the contributions to public revenues and national resources, as well as the implementation of various investments.



Social contribution (amounts in € k)

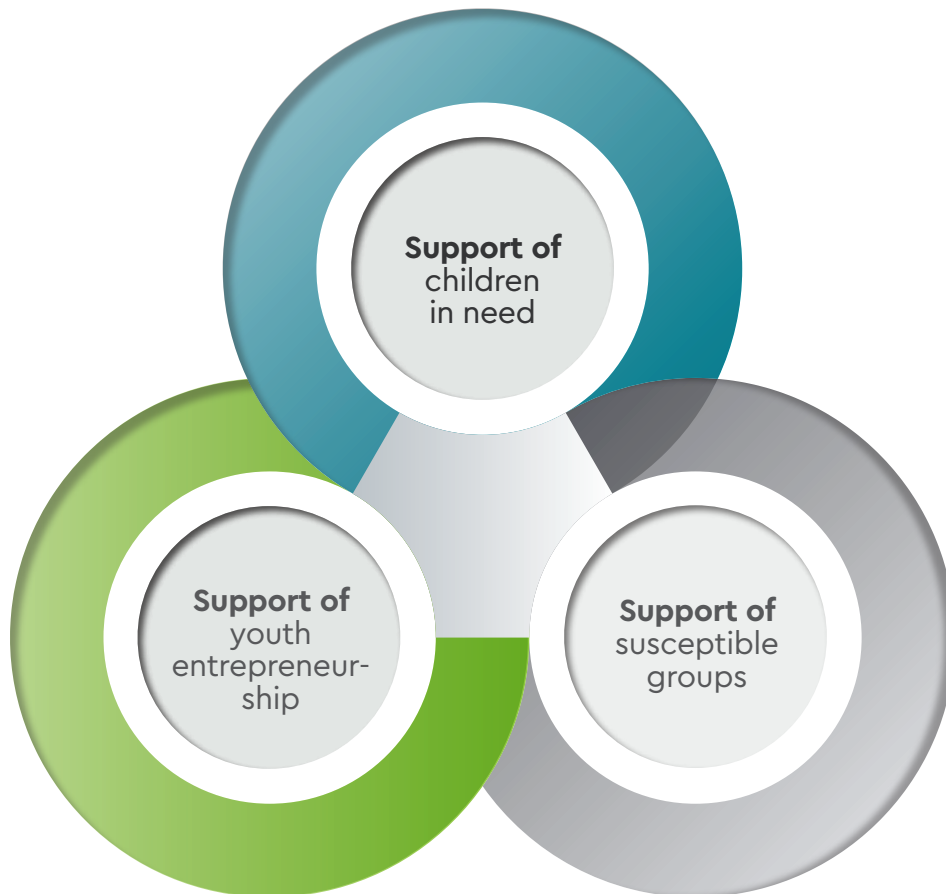


**MATERIAL ISSUE:**  
SOCIAL CONTRIBUTION



The Group is committed to the creation of added value for the society in general. To this end, it reinforces social cohesion through the support of a large number of people.

The Group seeks to dynamically contribute in the best possible way to the promotion of a well-balanced financial and social growth through targeted actions within **the following 3 pillars:**



■ **Support of children in need**

For several years now, both **GOODY'S Burger House** and **La Pasteria**, are actively supporting children in need.



**Goody's Burger House/ArGOODaki**

**ArGOODaki**, a well-recognized institution of social contribution and love during the past 19 years, is the central vehicle for the implementation of the brand's social responsibility programs. This institution is dedicated to the support of children and young people, through the reinforcement of 3 key pillars which are essential in ensuring a healthy, quality lifestyle: education, nutrition and medical care.

## In 2020, ArGOODaki implemented two campaigns.

During its Easter campaign, **ArGOODaki** took the initiative to unite all the children that were confined in their homes, conveying messages of optimism and solidarity.

At the same time, it actively supported the children who give their own fight every day, by offering to the **Association of Parents of Children with Neoplastic Disease "Floga"** part of the income from all delivery orders, in order to **contribute to the operating expenses of the Association's hostels.**



The **ArGOODaki Christmas campaign**, which marked the end of this difficult year, undertook the task of supporting the little heroes suffering from cerebral palsy, mental retardation and Down syndrome of the **Panhellenic CARE Association**, through the offer of educational and diagnostic equipment.

## La Pasteria

CUCINA ITALIANA

For the 12th consecutive year, **La Pasteria** participated in the **"Make A Wish Hellas"** program, fulfilling children's wishes and welcoming them and their families in **La Pasteria** restaurants. **"Make A Wish"** is an NGO that receives no government funding, exclusively relying on sponsorships and donations from individuals and companies. Although for the most of 2020 all restaurants remained closed due to the pandemic, we managed to fulfil 4 wishes at **La Pasteria** restaurants.





## ■ Sponsoring of events dedicated to education and youth entrepreneurship

The Group collaborates with organizations and other companies to support events and workshops aimed at educating and empowering young people. In 2020, despite the limited activities especially in terms of events, the Group supported **the following events:**



### SAFIA (Student Association For International Affairs)

*The International Relations Student Association is a non-governmental organization created by students from various disciplines who share a common interest in international diplomatic relations and international affairs. In January 2020, through Goody's Burger House we supported the **Inter-School Rhetorical Arts Games**, where high school students competed in the group rhetoric competition of Double Speeches and in the individual rhetoric competition of Motivational Speech.*



### Kariera Coding School

*Through Goody's Burger House we supported Coding Schools for ages 20–30. The Coding School objective is the specialization in modern technologies by experienced programmers as well as the direct connection with the labor market.*



### College Link

*Through Flocafe Espresso Room we supported seminars for ages 20–30, aimed at connecting Software Engineers/Developers with the labor market*



### Startup Career Day

*"Startup Career Day" organized for the last 5 years by the Innovation and Entrepreneurship Unit (MoKE) of the Athens University of Economics and Business (OPA) with the support of College Link bringing together more than 800 students and graduates of OPA with more than 80 start-ups. Through **Goody's Burger House, Flocafe Espresso Room and everest** we supported College Link seminars as well as Career Day Startups (ages 20–30).*



### Erasmus Student Network – Ioannina

*ESN is the largest volunteer organization in Europe with more than 15,000 volunteer students. Its objective is the smooth adaptation of the incoming students in our country, and the assistance for university students who wish to participate in one of the Erasmus + programs. In Greece it attracts about 4,500 participants per year and 20 local associations based in different University institutions in Greece.*

***Goody's Burger House** supported the National Training Event (NTE), aiming at educating the new members with non-formal and interactive training methods, through projects & workshops. (ages 18–25 years).*



### "Basketaki" Amateur Basketball Championship

*For the 6th consecutive year, our Golden Steak Warriors team, supported by the large sponsor and supporter **Goody's Burger House**, participates and stars in the championship. The team consists of our colleagues in the **Flocafe Espresso Room** and **La Pasteria** networks.*

## ■ Support of susceptible groups

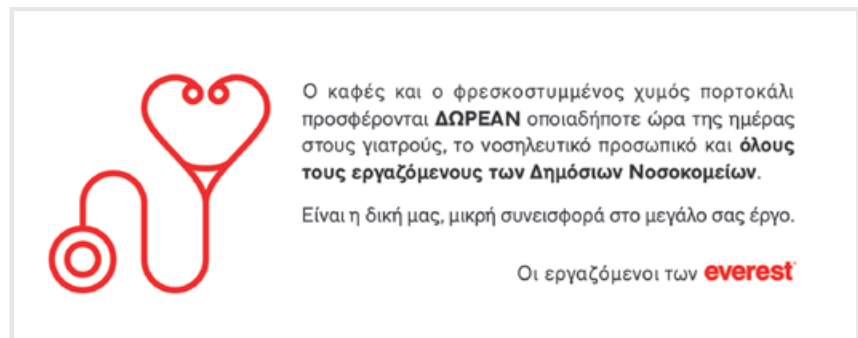
Since the COVID-19 outbreak, the Group's brands immediately started supporting both – susceptible groups and those at the forefront of the pandemic, i.e. the medical personnel.

### **everest** Support of Hospital Staff

From the early days of the pandemic, **everest** took the initiative to provide free coffee and juice on a daily basis to all doctors, nurses and staff of public hospitals in the country, as a sign of support for the great purpose they undertook to serve. **In this context, everest stores offered more than 230,000 coffees and juices during the first lockdown.**

In addition, the brand undertook the task of conveying the feelings of recognition and support of the people, inviting everyone to post on the company's social media pages their own messages of encouragement.

Those messages were delivered to their recipients everyday through special screens that were set up exclusively for this purpose inside the everest stores that were located near hospitals.



**Discount for the unemployed.** *The Group actively supports the unemployed for the 11th consecutive year offering them a discount of 10% in every visit in its stores. This special offer is part of OAED's (Unemployment Agency) initiative for offering special prices to the holders of unemployment cards.*



**The Group's production units offered over 8,000 kg of food to the Food Bank and the Social Grocery of Municipalities in Athens and Thessaloniki to cover the needs of susceptible social groups.**

## MATERIAL ISSUE: REDUCING FOOD WASTE

SUSTAINABLE  
DEVELOPMENT  
GOALS



Food waste management is one of the most significant challenges the foodservice sector has to address globally.

This matter is of great importance since it is directly related to a wider effort to reduce world hunger through changes in consumer habits and methods of food production, distribution and disposal. The **GOODY'S | everest Group** philosophy deeply embeds the principle of zero food waste, a fact reflected in the operation and the fundamental procedures followed by all POS. What's more, such procedures are in full accordance with the high quality standards of all products offered by the Group.



For example, most **Goody's Burger House** products are made **"to order"**, not in advance. Apart from ensuring their high quality and excellent taste, this also contributes to the reduction of food waste created by raw materials and final products. Furthermore, in cooperation with its suppliers, the Group **constantly optimizes packaging, portioning and standardization of raw materials** in order to facilitate further reduction of food waste. The entire supply chain actively works towards decreasing food losses, constantly exploring the way the food waste can be managed, even through potentially beneficial alternative applications.

The Group is a member of the **"Alliance for the Reduction of Food Waste"** taking active part in public consultations with all the stakeholders – government agencies, private companies, the civil society – presenting its own proposals to incorporate the relevant European directives into the Greek Legislation.

# Environmental Responsibility



## Significant results recorded in 2020

-  Expenditure incurred for **environmental protection** purposes stood at €76,234
-  **Use of environmentally friendly (FSC)**, recyclable and biodegradable packaging materials

Recognizing the importance of environmental and natural resource protection, the Group undertakes various actions in order to reduce its environmental footprint in all its activities.

To this end, the Group undertakes a series of actions and implements a specific Environmental Policy. The Group's production units implement an Environmental Management System, in compliance with the international standard ISO 14001. The Group's owned stores implement environmental management systems, with some stores also acquiring an ISO 14001 certification.



### Excerpt from the Environmental Policy

The **GOODY'S | everest Group**, taking into account the principles of sustainable development, implements and constantly improves an Environmental Management System, through which it sets specific goals in order to:

- *reduce the consumption of natural resources and energy*
- *prevent environmental pollution through the design of its operations using criteria pertaining to the minimization, reuse and recycling of production materials and perishables*
- *recycle, reuse and ensure the safe storage, transport and disposal of solid waste/by-products*
- *control the gas emissions and liquid waste produced*



The Group's investment on the protection of the environment demonstrates its commitment to reduce its environmental footprint. In particular, the 2020 expenditure for environmental protection amounted to €76,234.

**Environmental expenses (€)**

CATEGORIES	2019	2020
Tracking of environmental performance	6,000	6,880
Equipment maintenance & new projects regarding environmental protection	8,073	15,700
Waste management	73,142	50,036
Accreditations	4,908	3,618
<b>TOTAL</b>	<b>92,123</b>	<b>76,234</b>

**Responsible environmental management**

The **GOODY'S | everest Group** has established specific procedures in order to monitor and control all aspects of its activities **regarding:**

-  *Solid waste produced*
-  *The quality of liquid waste*
-  *Gas emissions*
-  *The noise produced by the operation of production units*
-  *Energy, fuel and water consumption*

All data are evaluated in order for the Group to proceed to any necessary preventive or/and corrective actions.

**The tasks of the executive that is responsible for the Environmental Management also include:**

1. *Raising awareness among the employees regarding environmental issues and implementation of all necessary training sessions*
2. *Implementation of internal controls*
3. *Management of the documentations of the Environmental Management System*
4. *Contacting customers and suppliers about environmental issues*
5. *Contacting the body that certifies the Environmental Management System*

## ■ Training and raising awareness among employees

The **GOODY'S | everest Group** specifically underlines the significance of training and raising employee awareness of environmental issues, both in production units as well as stores. Our employees acquire the necessary knowledge that enables them to substantially contribute to the Group's efforts to improve performance in the environmental aspects of its activities.

**In addition to training, there is frequent communication between all the stakeholders in order to:**



*Raise awareness among the employees in order them to consciously implement the environmental management procedures.*



*Give employees the opportunity to put forward any demands or provide any relevant information.*

## ■ Environmental management indicators

In the context of its continuous efforts to reduce its environmental footprint, the Group monitors specific environmental indicators in order to efficiently record environmental performance both of production units and foodservice stores.

*Note: Due to the pandemic, some 2020 environmental indicators may not be entirely representative of the Group's environmental performance.*

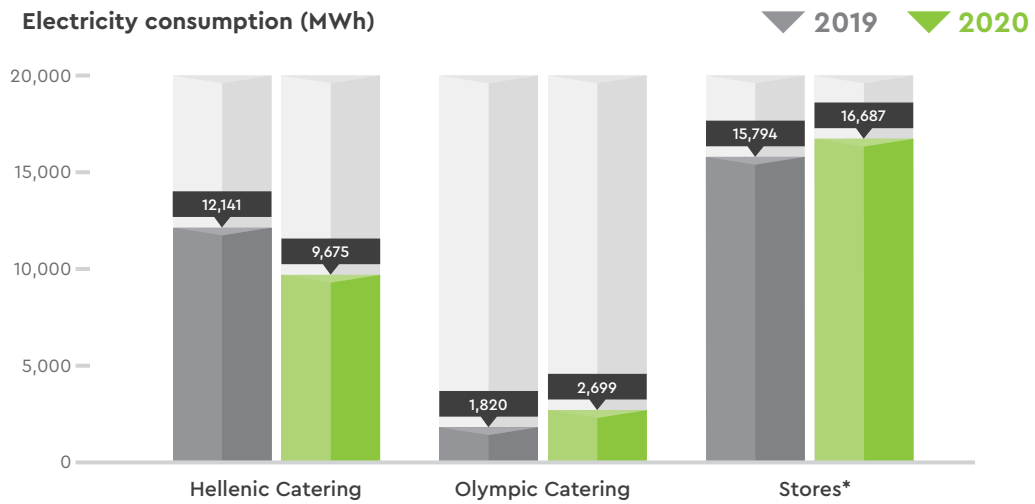
# MATERIAL ISSUE: ENERGY AND EMISSIONS



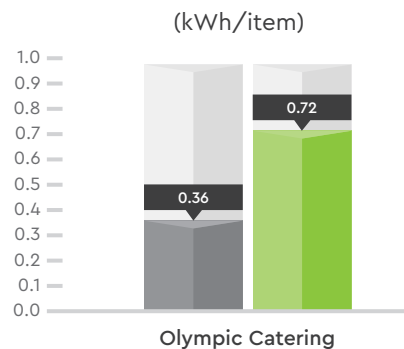
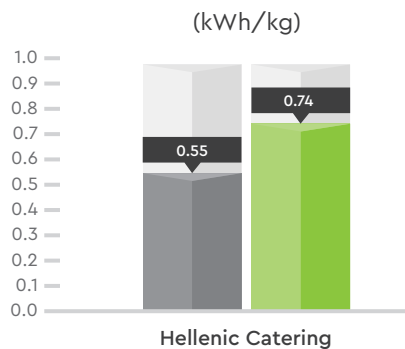
## Responsible electricity consumption

The Group constantly aims at improving consumption of all types of energy.

In 2020, total electricity consumption amounted to 29,061 MWh compared to 29,755 MWh in 2019.



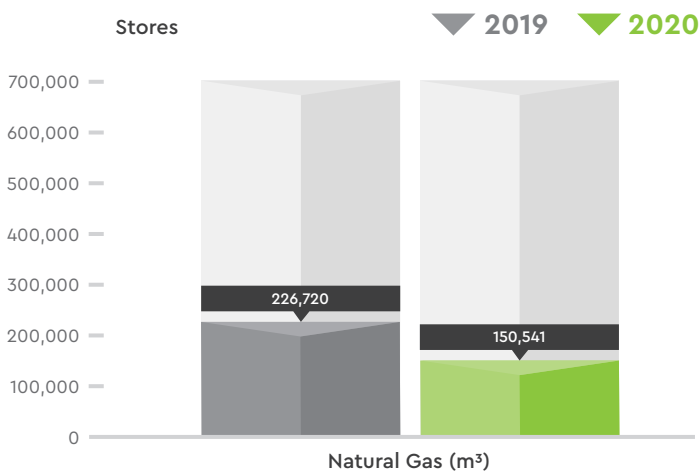
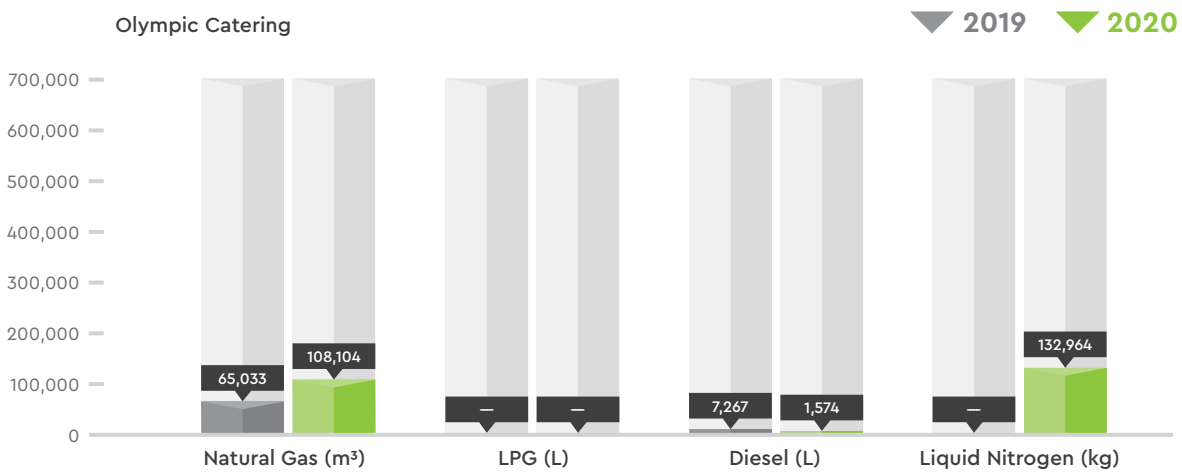
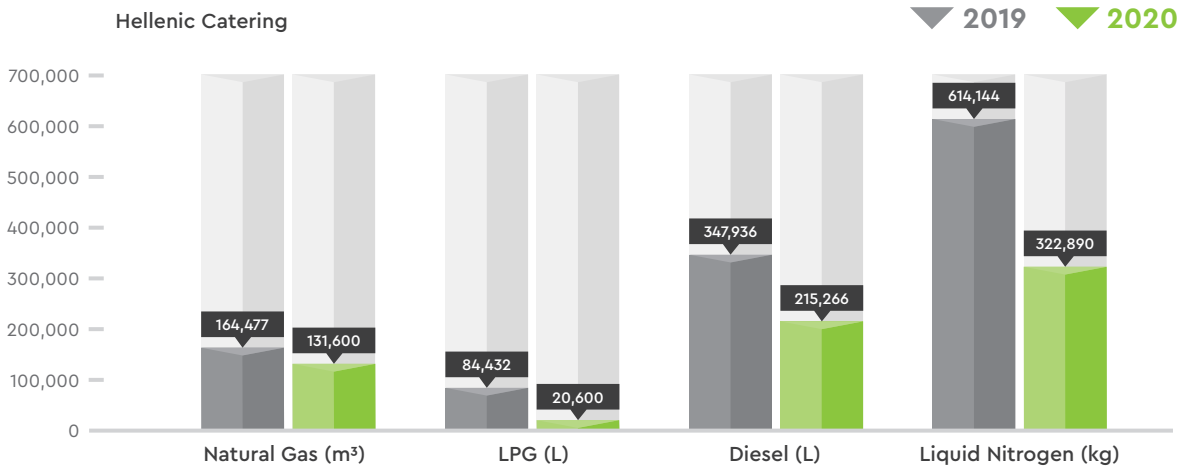
## Special electricity consumption



\*2019 consumption corresponds to 95 POS, whereas 2020 figures include 120 POS. In 2020, foodservice stores consumed 14,057 MWh, approximately 10% lower than last year.



## Responsible fuel consumption



## ■ Responsible management of CO<sub>2</sub> emissions

CO <sub>2</sub> emissions	Hellenic Catering		Olympic Catering	
	2019	2020	2019	2020
Direct CO <sub>2</sub> emissions (t)	11,745	9,121	1,161	1,677
Indirect CO <sub>2</sub> emissions (t)	-	-	161	234
Indirect CO <sub>2</sub> emissions per t	0.54	0.66	-	-

Note: Indirect CO<sub>2</sub> emission figures include electricity, gas, LPG and diesel consumption.

## ■ Responsible NO<sub>x</sub> emissions management

The Group also monitors nitrogen oxides (NO<sub>x</sub>) emission figures, arising from electricity, natural gas, liquefied petroleum gas and diesel consumption.

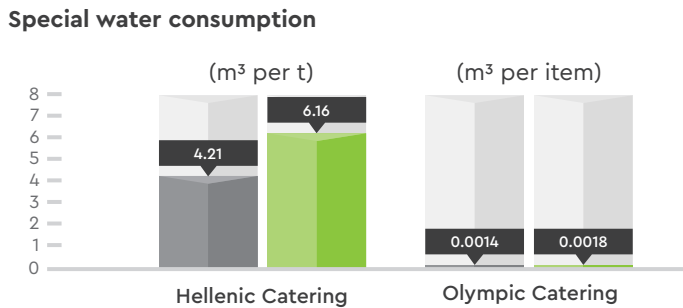
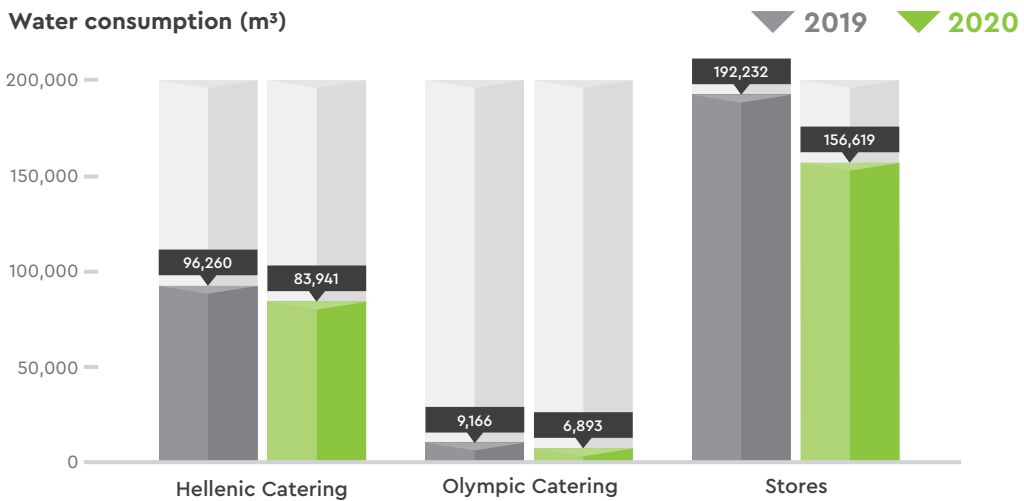
NO <sub>x</sub> emissions	Hellenic Catering		Olympic Catering	
	2019	2020	2019	2020
Direct NO <sub>x</sub> emissions (t)	1,093	695	79	50
Special Direct NO <sub>x</sub> emissions (t)	0.05	0.05	-	-

# MATERIAL ISSUE: WATER CONSUMPTION



The Group monitors and assesses water consumption throughout all its operations, ensuring its sound management.

In 2020, total water consumption amounted at 247,453 m<sup>3</sup>, that is 48,334 m<sup>3</sup> lower than the 2019 consumption (-16%). This figure is considerably affected by the lockdown conditions.



## MATERIAL ISSUE: WASTE MANAGEMENT

SUSTAINABLE  
DEVELOPMENT  
GOALS



The Group is a member of the **"Alliance for the Reduction of Food Waste"** and cooperates with the government agencies in order to facilitate the creation of a sound bio-waste management system in line with the relevant EU directives.

The Group aims at ensuring the best possible management of waste generated from the production process. The majority of waste is recycled, and all waste is collected in the appropriate bins or in designated spaces from where they are picked up by licensed waste management subcontractors.

**Solid waste is disposed through one of the following processes:**

1. *Return to supplier*
2. *Re-use (by the Group companies)*
3. *Disposal for recycling*
4. *Disposal (as waste)*


In particular, 100% of waste produced by Olympic Catering (hazardous and non-hazardous) is channelled to the designated facilities of the Athens Airport (AIA). Hellenic Catering's production plant also collaborates with licensed partners in order to recycle the produced waste.

Solid waste is delivered to  
**a licensed Waste Collection Body** for special treatment.

The Group's stores recycle materials in accordance to the infrastructure of each municipality. The Group recycles the total quantity of used cooking oil produced by its stores. In particular, in 2019 and in 2020, 262 and 197 tons of cooking oil respectively were recycled.

The following table shows the waste treatment methods:


Non-hazardous waste management



	Hellenic Catering		Olympic Catering	
	2019	2020	2019	2020
	(kg)	(kg)	(kg)	(kg)
Other liquid waste	57,339	58,283	-	-
Sewage sludge	266,500	260,000	-	-
Plastics	19,770	10,200	13,561	4,862
Paper	91,750	43,410	43,122	12,060
Wood	31,820	50,550	4,340	1,290
Metal	6,960	16,940*	4,610	2,170
Waste	499,560	212,940	61,822	24,360
<b>TOTAL</b>	<b>973,759</b>	<b>652,323</b>	<b>127,455</b>	<b>48,407</b>


\*In 2020, the Group recycled big quantities of obsolete machinery at Sindos production unit.


Waste management method



	Hellenic Catering		Olympic Catering	
	2019	2020	2019	2020
	Recycling	47%	60%	55%
Waste	53%	40%	45%	50%

## Hazardous waste management

	Hellenic Catering	
	2019	2020
	(kg)	(kg)
Used mineral oils	2,240	963
Acid – lead accumulators	525	250
Electrical – electronic equipment	137	1,453
<b>TOTAL</b>	<b>2,902</b>	<b>2,416</b>

	Olympic Catering	
	2019	2020
	(kg)	(kg)
Paint and varnish waste	5	0
Used oil and lubricants	730	0
Packages with oil waste	20	0
Maintenance waste	30	160
Used batteries	-	20
Electronic waste	3,270	250
Fluorescent lamps	60	20
Gas fuel in tanks	-	245
<b>TOTAL</b>	<b>4,120</b>	<b>700</b>

In terms of production units, the changes of the 2020 indicators vs 2019 are mainly attributed to the relocation of the production activity from the facilities of Hellenic Catering in Pallini, Attica, to the facilities of Olympic Catering in Spata, Attica, implemented at the end of 2019.

## MATERIAL ISSUE: PACKAGING AND REDUCTION OF PLASTIC CONSUMPTION

SUSTAINABLE  
DEVELOPMENT  
GOALS

12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



The Group aims at consistently recycling packaging materials and reducing plastic consumption in order to contribute to the rational use of natural resources.

**everest**  
*let'sgogreen*

**everest** invests systematically in an effort to reduce the overall volume of disposable packaging.

**The overall strategy behind the reduction of the chain's environmental footprint includes:**

1. *Offer of incentives to customers to reduce the overall volume of disposable packaging and encouragement the further use of reusable packaging\**
2. *Continuous investigation for new, more environmentally friendly packaging materials*
3. *Ongoing interventions to improve the overall management of recyclable materials*

\* The protective measures imposed in 2020, prohibited the use of reusable packaging for the most part of the year, which -in turn- makes it impossible to record measurable results.

**everest** not only makes a significant contribution to environmental protection, but also raises the public awareness on environmental issues. Environmental management is part of the brand's ongoing training program, with store employees informing and encouraging customers to participate in the effort. In addition to the communication through the stores, the relevant messages are also communicated both through social media as well as through the website [www.letsogreen.everest.gr](http://www.letsogreen.everest.gr).



## ■ GOODY'S Burger House: New packaging materials

As part of its continuous effort to improve its packaging, **GOODY'S Burger House** is gradually replacing existing packaging with new alternatives using the new **"Browncolor"** paper.

The new packaging is fully recyclable and biodegradable with FSC certification, which means that it is made of wood, cultivated for this purpose.

Also, this material is lighter\*, a fact that further improves its environmental impact, with less fuels used for its transportation. All new packaging bears the FSC® logo and a short message informs consumers that timber, used for packaging, complies with sustainable forest management, therefore also raising public awareness.



\* Indicatively, the new Extreme Club and Deluxe packages are approximately 20% lighter than previously.



## ■ Packaging materials

The following table presents the use of packaging materials **per production unit**:

Packaging materials	Hellenic Catering		Olympic Catering	
	2019	2020	2019	2020
	(kg)	(kg)	(kg)	(kg)
Paper packaging	91,750	43,410	43,122	41,124
Plastic packaging	19,770	10,200	13,561	7,097
Aluminum	430	820	-	57
Wooden pallets	31,820	32,670	-	-
<b>TOTAL</b>	<b>143,770</b>	<b>87,100</b>	<b>56,683</b>	<b>48,278</b>

## MATERIAL ISSUE: GREEN STORES



The Group is constantly looking for new ways to **improve the environmental footprint** of its stores through targeted and effective interventions.

These interventions concern the energy upgrade (air conditioning, lighting, etc.), as well as the pilot installation of recycling systems.

# Responsible Products & Responsible Consumer Relations



## Significant results recorded in 2020

-  Design & launch of **282 new products** in all the brands of the Group, with an emphasis on more **healthy nutrition categories**
-  Design of **32 new foodservice concepts** in the context of the Fraport airports upgrade RfP

We aim at conducting our business in a responsible manner, ensuring the quality and safety of our products, the timely response to all consumer needs and market challenges, and the maintenance of a responsible supply chain.

## MATERIAL ISSUE: GENERATING VALUE FOR STAKEHOLDERS

### ■ Responding to the needs of our partners and consumers

The Group supports entrepreneurship through franchising. Franchising was introduced through the historical brand Goody's in the late 1970s. Today, the Group supports a network of over 330 franchisees both in Greece and abroad.

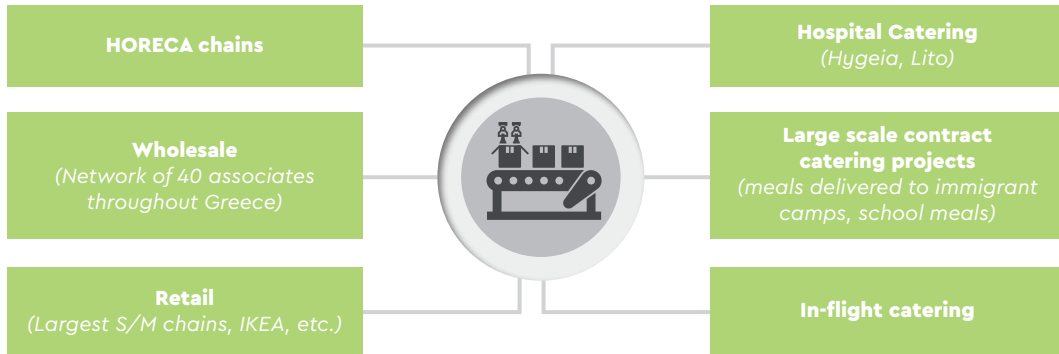
**The franchisees enjoy the support of a large company that stands by them from the very first step offering a wide range of services:**

1. *Consulting services during the initial stages of store design by an experienced team of professionals*
2. *Extensive network of approved partners/suppliers ensuring high quality and optimal prices in products and raw materials*
3. *Systematic monitoring of store operation, consulting and suggestions for improvement*
4. *Monitoring of product quality through regular inspections*
5. *Support in recruitment and systematic training*
6. *Support in areas of IT, accounting and legal issues*
7. *Regular updates regarding current issues of the market*
8. *Support in planning and implementation of local marketing and promotion initiatives*

The Group aims at maintaining an open two-way communication system, oriented towards the continuous improvement of the value of the brands to the benefit of all the parties involved.

Moreover, the Group's brands are constantly investing in innovations in the area of services, through the creation of online ordering platforms and loyalty programs like **Goody's Burger House "All Star Club"** and **everest "Bite Club"** that count thousands of members.

**The Group's production units serve a wide clientele that includes the following categories:**



■ **Creating value for our partners and consumers**

The Group aims at always exceeding the expectations of its partners and consumers who choose its brands and products, by constantly enhancing the value of its brands.

Innovation is an integral part of the Group's philosophy and extends throughout its scope of business, serving as a key lever behind the development of its chains and production units.

## ■ NEW BRANDS: Innovation and creativity

The need to develop a new concept is usually the result of the strategic planning process of the Group in response to the domestic and international market trends.

Constant search for opportunities to develop new brands is our priority and a key competitive advantage. In addition to the departments that are involved in the product development process, the process also involves external architectural offices, which contribute to the final image of a certain concept.

**In 2020 the Group participated in the international RfP for the upgrade of four Fraport regional airports, for which it designed and presented 32 new complete concepts in order to meet the specific needs of each separate airport.**

## ■ NEW PRODUCTS: Innovation – adaptation to evolving market needs

The need to develop a new product stems from parameters such as the Group's strategic goals, consumer needs, technological developments in the production method, as well as domestic and foreign market trends.

In 2020, the Group launched **282 new products**, with a greater focus on the healthy food categories (salads) and plant-based protein products. Due to the pandemic, there was an emphasis in the redesign and adaptation of preparation procedures as well as the display of various products in the Group's POS.

## ■ Research and development

The Group's production units are dynamically operating in a constantly growing commercial sector: the sector of production and distribution of ready-to-eat meals (frozen and chilled), in individual or bulk packaging, in order to serve customers in supermarkets, hotel buffets and restaurants and catering events, thereby further expanding their range of activities.

The Group's production facilities apply the method of modified atmosphere in the preparation of meals, after having invested in modern equipment and specialised packaging. In the process of preparing meals in a modified atmosphere, inert gases are injected into the packaging of the product which contribute to the protection of the quality and safety of the product, thus increasing its shelf life.

The establishment of an online monitoring production line for the gas mixture, the quality controls, the laboratory analyses and the teams of experts in organoleptic control verify the shelf life and the upgraded quality of the products.

All meals are produced under the strictest specifications and continuous controls using the following alternative production methods:



#### **IQF (Cook & Freeze):**

Deep frozen ready meals are produced using the IQF method, i.e. the "Individual Quick Frozen" technology. The IQF method is achieved with modern spiral freezer equipment and the use of liquid N<sub>2</sub>. The shock freezing process results in a sharp drop in temperature over a short period of time, so that the quality characteristics are kept fresh, unaltered and absolutely safe. This method allows for a long shelf life (over 3 months and less than one year).



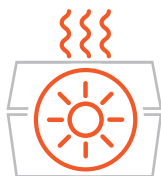
#### **Fresh chilled meals (Cook & Chilled):**

All meals are cooked and cooled (4°C-5°C) with speed methods. Rapid cooling ensures the maintenance of high quality features and product safety. This method allows for a few days of shelf life (up to 3-7 days). The choice of product packaging is a result of innovative methods that have been adopted in the ready-to-eat meals production sector. C-PET food packaging allows food to be heated in its own packaging in conventional as microwave ovens.



#### **Fresh chilled meals in modified atmosphere packaging (MAP):**

All meals are cooked and cooled (4°C-5°C) with fast methods (chilling). They are then served in an individual C-PET container, with a modified atmosphere MAP (80% N<sub>2</sub> - 20% CO<sub>2</sub>). This method allows for a longer shelf life than the standard packaging, which equals about 10-12 days.



#### **Fresh hot meals (Cook & Served):**

All meals are cooked and packaged on the same day, upon order, and are placed directly in suitable isothermal boxes (Iso Box), especially designed to keep them hot. This method is applied for same day distribution. The food is handled by trained staff that undertake to oversee all procedures. All staff are constantly trained in quality procedures and good manufacturing, hygiene and safety practices (GMP & GHP).

A team of experienced and specialized scientists with significant know-how in quality management and food safety systems, confirm the implementation and effectiveness of all the above procedures in all aspects of the Group's production activities.

## MATERIAL ISSUE: RESPONSIBLE COMMUNICATION OF PRODUCTS AND SERVICES

**Responsible and honest communication with consumers is a key principle of the Group.** In this context, we comply with all relevant the legislation, and all advertising & promotion material is reviewed prior to publication.

The Group understands the importance of proper nutrition in the context of a healthy and active lifestyle and to this end it provides all relevant information regarding our products and the way they contribute to a well-balanced diet.

No incidents of non-compliance were recorded in 2020 related to promotion of products and services, marketing practices & advertising campaigns.

The Group focuses on consumer satisfaction, a practice that has been acknowledged many times by independent bodies and organizations. Systematic recording of the preferences and requirements of store visitors and consumers in general is material to the Group's on-going improvement.

The Group's operations departments are present in the stores every day, observing (among other things) the way customers are served. They then inform the relevant departments on issues needing improvement, or proceed with providing solutions on the spot. In addition, a special 5-scale scoring and rating device is used in the Group's stores.

**The measurement of consumer satisfaction is carried out through:**

1. *Recording of stores traffic (2 to 3 measurements per year)*
2. *Recording of the consideration for each chain.*
3. *Recording of image characteristics compared to competition regarding pricing, product quality, service, store cleanliness etc.*

In 2020 due to the special conditions there were limited data regarding in-store customer satisfaction.

# MATERIAL ISSUE: QUALITY OF PRODUCTS AND SERVICES - CONSUMER HEALTH AND SAFETY



The offer of innovative, high quality products is a long-term commitment of the **GOODY'S | everest Group**.

To this end, the Group has established and follows a very strict framework of quality assurance procedures to ensure the quality of all its products.

The specialized scientific personnel undertakes the systematic monitoring of scientific developments and nutritional trends, as well as the control and evaluation of all data pertaining to product quality.

**Ensuring food quality and safety is our primary concern.**

<p><b>365</b> Management systems certifications (production units &amp; points of sale).</p>	<p><b>1,000+</b> Internal audits per year performed by a team of experienced scientists.</p>
<p><b>2</b> Fully equipped laboratories. A great number of chemical and microbiological test performed daily.</p>	<p><b>55,000+</b> Laboratory tests performed annually for the verification of safety compliance (micobiological, chemical, meat DNA tests).</p>
<p><b>Constant theoretical and on the job training</b> on health &amp; safety issues as well as HACCP regulations for all store and production employees.</p>	



## ■ Food quality and safety assurance management

The Group applies precautionary principle and has established and constantly monitors the KPIs in line with the implementation of specific quality management actions.

### 1. Implementation and certification of international standards on food quality and safety systems.

The **GOODY'S | everest Group** implements Management Systems for which it is audited and certified by independent certification bodies. It has long established and implements documented procedures, and **is certified under the respective standards:**

**ISO 9001:** Quality Management System

**ISO 22000:** Food Safety Management System

**IFS:** International Food Safety System

**ISO 14001:** Environmental Management System

**OHSAS 18001/ISO 45001:** Health and Safety Management System

**Halal Certificate:** Quality Certification Based on Religious Requirements of the Islamic Law.



The Group has acquired a total of 365 certificates in quality management systems for its stores and production units.

### 2. Fixed quality standards

The high quality specifications of raw materials have remained unchanged across time, always in compliance with national and European legislation. Furthermore, the specifications for end products also remain stable through strict quality assurance procedures at all stages, from storage to final disposal. Computerized systems provide all the required specification data, encoded and available on-line. The specifications record the product ingredients, raw materials, storage conditions, processing, nutritional and quality characteristics, allergens, etc.

### 3. Systematic monitoring and testing

Daily tests are carried out at all Group owned stores, at every critical control point (CCPs/OPRPs) and at all stages, from products' collection until their distribution. Inspections are carried out by specially trained personnel, ensuring the high level of quality as well as the health and safety of the final consumer. All test results are recorded, and the required food safety system forms are also kept.

## 4. Equipment and infrastructure of the latest technology

The Group's production units – the main supplier of incoming raw materials – have modern infrastructure and innovative equipment. They are fully automated, ensuring to the highest degree the safety and quality of the products. Also, all company-owned stores are designed according to the new trends in architecture in order to ensure a pleasant and friendly environment that complies with the latest hygiene and food safety regulations.

## 5. Internal inspections conducted by qualified scientific staff

More than 1,000 internal inspections are carried out on an annual basis. Internal inspections are carried out at Group's stores and production units at a predetermined frequency. A team of experienced and skilled professionals performs tests at the points of sale and in the production units. The objective is to verify effectiveness and compliance with procedures and the provisions of the Food Safety and Quality Management Systems. In addition, a number of laboratory analyses of chemical and microbiological parameters are carried out both in-house as well as by external accredited laboratories.

## 6. Assessment and careful selection of suppliers and raw materials

The Group collaborates with the largest and most reliable producers in Europe and Greece, maintaining long-lasting relationships of trust. At the same time, the Group maintains a record of approved suppliers, depicting the history of the cooperation. Suppliers are evaluated on an annual basis, based on specific criteria and indicators.

## 7. Strict laboratory tests at each stage of the production process

Every year over 55,000 laboratory tests are carried out on food items. Microbiological tests are also conducted verifying compliance with personnel hygiene regulations and the effectiveness of cleaning procedures as well as the frequency of disinfecting surfaces, equipment, utensils and food processing tools.

**More specifically, the Group performs:**



**Microbiological tests to verify food hygiene and safety.**



**DNA tests that evaluate the quality of the meat.**








**Chemical tests, for the analysis of the suitability and quality of the oil and for the nutritional analysis of calories (proteins, carbohydrates, fat, etc.).**

## 8. Continuous staff training

A team of skilled, experienced scientists undertakes the training of employees on the issues of hygiene, food safety, work procedures and HACCP systems. The training cycles are followed by exams with specific success criteria.

## 9. Effective management of communication with customers

The opinion of our customers is very important to us. To this end, we maintain an open line of communication in order to handle any complaints promptly through interventions and corrective actions in all areas of operations.

Communication channels	Internal communication
Delivery (call center)	→  e-mail
Complaints telephone number at the Group's headquarters	→  e-mail
Social networks	→  e-mail
Management app. (Hellenic Catering)	→  Through system
Complaint leaflets in stores	→  e-mail



## 10. Constant improvement of systems through annual reviews

The Quality Management Systems applied by the Group provide the framework within which know-how is transferred. The Group evaluates its performance through a variety of indicators and at the same time the customer-centric culture is disseminated across the organization. An annual review of all quality indicators is carried out and new data and improvement steps are defined in collaboration with all the departments involved. The implementation of the ISO 9001 system sets the foundations for an environment of continuous improvement. Following the **"Plan, Do, Check, Act"** quality cycle, the Group achieves the continuous improvement of its operation and, by extension, of the products and services provided.

## MATERIAL ISSUE: RESPONSIBILITY IN SUPPLIES

SUSTAINABLE  
DEVELOPMENT  
GOALS



The Group collaborates with 1,140 suppliers to ensure the offer of competitive and high quality products.

### ■ Relationships based on trust

The Group treats its suppliers as partners that contribute to the creation of competitive and quality products, through the supply of high quality raw and other materials. **GOODY'S | everest Group** collaborates with some of the largest and most reliable producers in Europe, that comply with the strictest quality standards. Moreover, a large percentage of supplies is sourced from local producers that are always the first choice of the Group.

### ■ Supplier evaluation

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

**Candidate suppliers are evaluated on the basis of the following criteria:**

1. *The existence of documented and/or certified Quality Management Systems ISO 9001*
2. *History of long-term cooperation with the supplier/subcontractor*
3. *Inspection of supplier premises*
4. *An annual score determined by criteria and weighting factors for each department involved in the evaluation*
5. *Credibility of the supplier and status in the market*
6. *References*
7. *Existence of a documented and/or certified Occupational Health and Safety Management System in accordance with the OHSAS 18001/ISO 45001*
8. *Existence of a documented and/or certified Food Safety Management System in accordance with the ISO 22000 standard*
9. *Existence of a documented and/or certified Environmental Management System in accordance with the ISO 14001 standard or the EMAS Regulation*

Three departments participate in the evaluation of candidate suppliers: Purchasing, Quality Assurance & New product & Concept Development Department. Whenever required, the COO may participate in the procedure. Furthermore, a Code of Conduct is in place regarding the supply of goods and rendering services, that sets the framework of the relationship between employees and suppliers.

## MATERIAL ISSUE: LABELLING PRODUCTS AND SERVICES

SUSTAINABLE  
DEVELOPMENT  
GOALS



### ■ Labelling

The Group aims at proper labelling its products, in line with the effective legislation and timely informs consumers about potential allergens.

### ■ Consumer information on allergens

All store employees have been trained and are constantly informed on allergens based on the analytical tables issued and updated by the Group's Quality Assurance Department. At the same time, information regarding allergens is available on price lists and on the internet.

In the same context, the Group has installed EqualSuite software, which contributes to the valid and timely registration of all allergen components of both raw materials and the final products through an algorithmic data entry model.

### ■ Traceability and computerization

Traceability is defined by Regulation (EC) No. 178/2002 as the possibility of detecting and monitoring food (or any other substance intended to be incorporated into a foodstuff) used for the production of end products at all stages of production, processing and distribution. Traceability in food is aimed at their safety and, in the event of a problem, the withdrawal or recall of the products.

The Group pays particular attention to its ability **to monitor at any given time** all the ingredients used in the production of the products, i.e. traceability.

The innovative Warehouse and Distribution aberon WMS Management System automates all supply chain procedures enabling traceability.

The following information is provided through the information system:



#### **Traceability of origin**

*Information on suppliers per batch of raw material, the batch number of all incoming raw materials and products, as well as the receipt/expiration date.*



#### **Internal traceability**

*A. Information on batch number of all produced/end products with the capacity to link them with raw materials and intermediate products.*

*B. Warehouse management (sorting by code, storage, etc.)*



#### **Delivery traceability**

*Information on the date and quantity of each product dispatch.*



#### **Verification ability**

*Information on balances between quantities of incoming raw materials/end products and their stocks.*



#### **Ability to control recalls/withdrawals**

*Virtual withdrawal exercises are constantly performed in order to determine the exact time required to withdraw any problematic product.*

No incidents of legal and regulatory non-compliance were recorded within the reporting period regarding the Group's brands.

section

# The Report Profile



This is the fifth consecutive **Goody's | everest** corporate responsibility report for the period from 01/01/2020 to 31/12/2020.

It responds to current challenges and informs the stakeholders about the Group's performance in respect to significant social, environmental, labor and financial issues.

The term "**Group**" refers to **Goody's | everest**, the Vivartia foodservice sector, comprising of **Goody's Group** and **everest Group**. Limited data regarding the parent – Vivartia – are also recorded in order to provide more comprehensive information. It is noted that neither the Group's activities nor the objectives include information about subsidiaries, potential joint ventures, associates, suppliers or other third parties.

The report was prepared in accordance with the **Global Reporting Initiative (GRI) Standards**. The Report is in full compliance with the principle of Materiality, that is to say, it includes the most material issues; as well as the principles of **Response** to the needs of stakeholders, **Completeness** of the data presented and the **Group's Overall CSR performance framework**.

The level of compliance with the Standards is "core" ("**This report has been prepared in accordance with the GRI Standards: Core option**").

For the preparation of this report, a corporate responsibility team has been set up, consisting of executives from all departments and divisions involved. The core task of the team is to gather the required information regarding the corporate responsibility and sustainable development areas of the Group.

### Contact Information

You can send your suggestions or comments at the following address:

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*Tel.: 210 354 1600*  
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section

# Corporate Responsibility – Progress and Goals 2021–2022



For the next couple of years the **GOODY'S | everest Group** is committed to meeting several key goals based on the main pillars of Corporate Responsibility. These pillars concern the company's employees, the society and the environment in which it operates, as well as the market, i.e. the products and the services it offers.

ISSUE	GOAL SET FOR 2020	PROGRESS	GOAL SET FOR 2021-2022
<b>Corporate Governance</b>	<ul style="list-style-type: none"> <li>Update email safety and protection procedures, personal data, files, accessibility issues, etc.</li> <li>Update the measures taken by the data processors</li> <li>Organize training sessions on personal data (including the network)</li> </ul>	<b>On-going</b>	<ul style="list-style-type: none"> <li>Design of digital procedures, instructions &amp; approvals system</li> <li>Update email safety and protection procedures, personal data, files, accessibility issues, etc.</li> <li>Update the measures taken by the data processors</li> <li>Organize training sessions on personal data (including the network)</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>Hold training session on health and safety issues "Basic Life Support (CARPA)" in all privately owned stores</li> </ul>	<b>Not implemented due to Covid</b>	<ul style="list-style-type: none"> <li>Hold training session on health and safety issues "Basic Life Support (CARPA)" in all privately owned stores</li> </ul>
			<ul style="list-style-type: none"> <li>Incorporate new legislation on areas of remote working, fight against violence and harassment and procedure of handling internal complaints</li> <li>Adjust the procedures</li> <li>Implement training sessions across all levels (company &amp; own stores)</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Design and implement interventions in Olympus Plaza buildings and operation procedures towards a greener store model</li> </ul>	<b>In progress</b>	<ul style="list-style-type: none"> <li>Design and implement interventions in Olympus Plaza buildings and operation procedures towards a greener store model</li> </ul>
	<ul style="list-style-type: none"> <li>Decrease volume of single use packaging</li> </ul>	<b>On-going</b>	<ul style="list-style-type: none"> <li>Decrease volume of single use packaging</li> </ul>
	<ul style="list-style-type: none"> <li>Increase recycling</li> </ul>	<b>On-going</b>	<ul style="list-style-type: none"> <li>Promote circular economy</li> </ul>

ISSUE	GOAL SET FOR 2020	PROGRESS	GOAL SET FOR 2021-2022
	<ul style="list-style-type: none"> <li>Inform and motivate consumers in order to reduce single use packaging and increase recycling</li> </ul>	<p><b>On-going</b></p>	<ul style="list-style-type: none"> <li>Inform and motivate consumers in order to reduce single use packaging and increase recycling</li> <li>Take active part in public consultations regarding the design of waste management systems in compliance with the new domestic legislation (eg bio-waste management, DRS)</li> </ul>
<p><b>Society</b></p>	<ul style="list-style-type: none"> <li>Continue undertaking initiatives according to the main pillars adopted by the Group</li> </ul>	<p><b>On-going</b></p>	<ul style="list-style-type: none"> <li>Continue undertaking initiatives according to the main pillars adopted by the Group</li> </ul>
	<ul style="list-style-type: none"> <li>Inform and motivate consumers towards zero food waste</li> </ul>	<p><b>Not implemented due to Covid</b></p>	<ul style="list-style-type: none"> <li>Inform and motivate consumers towards zero food waste</li> </ul>
			<ul style="list-style-type: none"> <li>Take active part in raising public awareness about social inclusion and diversity</li> </ul>



section

# GRI Content Index



**This is the fifth Corporate Responsibility Report depicting the actions of 2020.**

The Center for Sustainability and Excellence (CSE) assessed the Report in compliance with GRI STANDARDS, and verifies that the compliance level is **"in accordance Core"**.

GRI STANDARDS	DESCRIPTION	REFERENCE
<b>Organization's Profile</b>		
GRI 102-1	Name of the organization	GOODY'S   everest Group
GRI 102-2	Activities, brands, products, and services	pg. 09
GRI 102-3	Location of headquarters	Athens International Airport Building 14B, 19019 Spata Tel.: 210 354 1600
GRI 102-4	Location of operations	pg. 06
GRI 102-5	Ownership and legal form	100% Vivartia Group of Companies
GRI 102-6	Markets served	pg. 06
GRI 102-7	Scale of the organization	pg. 06, pg. 07
GRI 102-8	Information on employees per category, gender, age, region and other diversification indices	pg. 44, pg. 47
GRI 102-9	Supply chain	pg. 06, pgs. 82-83, pgs. 91-92
GRI 102-10	Significant changes to the organization and its supply chain	The first Flocafe Espresso Room Store opened in Kuwait
GRI 102-11	Precautionary Principle or approach	pgs. 50-55, pgs. 68-70, pgs. 87-90, pgs. 92-93
GRI 102-12	Externally-developed sustainable development initiatives to which the organization subscribes	pgs. 33-36
GRI 102-13	Memberships of industry or other associations	pg. 16
<b>Strategy</b>		
GRI 102-14	Statement from senior decision-maker	pg. 03
<b>Ethics and Integrity</b>		
GRI 102-16	Values, principles, standards, and norms of behavior regarding sustainable development	pg. 08
<b>Governance</b>		
GRI 102-18	Governance structure	pgs. 18-19

GRI STANDARDS	DESCRIPTION	REFERENCE
<b>Stakeholder Engagement</b>		
GRI 102-40	List of stakeholder groups	pg. 26
GRI 102-41	Percentage of total employees covered by collective bargaining agreements	pg. 47
GRI 102-42	Identifying and selecting stakeholders	pgs. 27-30
GRI 102-43	Approach to stakeholder engagement	pgs. 27-30
GRI 102-44	Key topics and concerns that have been raised through stakeholder engagement	pgs. 27-30
<b>Reporting Practice</b>		
GRI 102-45	Entities included in the consolidated financial statements	<i>Goody's Financial Report Everest Financial Report</i>
GRI 102-46	Defining report content and topic Boundaries	pg. 31
GRI 102-47	List of material topics	pg. 31
GRI 102-48	Restatements of information	<i>The relevant information is included in the current report</i>
GRI 102-49	Changes in reporting	pgs. 31-32
GRI 102-50	Reporting period	01/01/2020 - 31/12/2020
GRI 102-51	Date of most recent report	01/01/2019 - 31/12/2019
GRI 102-52	Reporting cycle	Annual
GRI 102-53	Contact point for questions regarding the report	pg. 95
GRI 102-54	Claims of reporting in accordance with the GRI Standards	<i>This report has been prepared in accordance with the GRI Standards: Core option</i>
GRI 102-55	GRI content index	pgs. 100-104
GRI 102-56	External assurance	<i>There is no external assurance for this report</i>
GRI 102-45	<b>Anti-corruption</b>	<b>Reference</b>
GRI 103	<b>Management Approach</b>	pgs. 20-23
GRI 205-3	Confirmed incidents of corruption and actions taken	pg. 23
GRI 301	<b>Materials</b>	<b>Reference</b>
GRI 103	<b>Management Approach</b>	pgs. 68-70, pgs. 78-80
GRI 301-1	Materials used by weight or volume	pg. 80
	⋮	⋮
	⋮	⋮
	⋮	⋮
	⋮	⋮
	⋮	⋮
	⋮	⋮

GRI STANDARDS	DESCRIPTION	REFERENCE
<b>GRI 302</b>	<b>Energy</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 68-72</i>
GRI 302-1	Energy consumption within the organization	<i>pgs. 71-72</i>
GRI 302-3	Energy intensity	<i>pgs. 71-72</i>
GRI 302-4	Reduction of energy consumption	<i>pgs. 71-72</i>
GRI 302-5	Reduction in energy requirements of products and services	<i>pgs. 71-72</i>
<b>GRI 303</b>	<b>Water Consumption</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 68-70, pg. 74</i>
GRI 303-5	Water consumption	<i>pg. 74</i>
<b>GRI 305</b>	<b>Emissions</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 68-73</i>
GRI 305-1	Direct (Scope 1) GHG emissions	<i>pg. 73</i>
GRI 305-2	Energy indirect (Scope 2) GHG emissions	<i>pg. 73</i>
GRI 305-4	GHG emissions intensity	<i>pg. 73</i>
GRI 305-5	Reduction of GHG emissions	<i>pg. 73</i>
GRI 305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	<i>pg. 73</i>
<b>GRI 306</b>	<b>Effluents and Waste</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 68-70, pgs. 75-77</i>
GRI 306-2	Waste by type and disposal method	<i>pgs. 76-77</i>
<b>GRI 401</b>	<b>Employment</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 44-50</i>
GRI 401-1	New employee hires and employee turnover	<i>pg. 47</i>
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<i>pg. 50</i>
<b>GRI 403</b>	<b>Occupational Health and Safety</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pg. 39, pgs. 50-55</i>
GRI 403-1	Occupational health and safety management system	<i>pg. 50</i>
GRI 403-2	Hazard identification, risk assessment, and incident investigation	<i>pg. 39, pgs. 50-51</i>
GRI 403-3	Occupational health services	<i>pg. 39, pgs. 51-53</i>

GRI STANDARDS	DESCRIPTION	REFERENCE
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	pg. 52
GRI 403-5	Worker training on occupational health and safety	pg. 55
GRI 403-6	Promotion of worker health	pg. 39, pg. 55
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pg. 39, pg. 51
GRI 403-9	Work-related injuries	pg. 54
<b>GRI 404</b>	<b>Training and Education</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<b>pgs. 55-58</b>
GRI 404-1	Average hours of training per year per employee	pgs. 56-57
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	pg. 57
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	pg. 58
<b>GRI 413</b>	<b>Local Communities</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<b>pg. 40, pgs. 60-66</b>
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	pg. 40, pgs. 60-66
<b>GRI 416</b>	<b>Customer Health and Safety</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<b>pg. 38, pgs. 41-42, pgs. 87-90</b>
GRI 416-1	Assessment of the health and safety impacts of product and service categories	pg. 38, pgs. 41-42, pgs. 87-90
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<i>No cases of non-compliance recorded during this report's reference period</i>
FP5	Percentage of production in certified premises	pgs. 87-90
<b>GRI 417</b>	<b>Marketing and Labeling</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<b>pg. 86</b>
GRI 417-1	Requirements for product and service information and labeling	pg. 86
GRI 417-2	Incidents of non-compliance concerning product and service information and labeling	pg. 86
GRI 417-3	Incidents of non-compliance concerning marketing communications	pg. 86



GRI STANDARDS	DESCRIPTION	REFERENCE
<b>GRI 418</b>	<b>Customer Privacy</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pg. 23</i>
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<i>pg. 23</i>
–	<b>Suppliers</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 91-92</i>
GRI 308-1	New suppliers that were screened using environmental criteria	<i>pgs. 91-92</i>
GRI 414-1	New suppliers that were screened using social criteria	<i>pgs. 91-92</i>
–	<b>Generating Value for Stakeholders</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 82-85</i>
–	<b>Quality of Goods and Services</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pgs. 87-90</i>
–	<b>Zero Food Waste</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pg. 66</i>
–	<b>Green Stores</b>	<b>Reference</b>
<b>GRI 103</b>	<b>Management Approach</b>	<i>pg. 80</i>

**IMPORTANT NOTE:** This is an adaptation in English of the original Report that was created in Greek. The Report was prepared in collaboration with the Center for Sustainability and Excellence.



2020

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