



CORPORATE  
SOCIAL RESPONSIBILITY &  
ENVIRONMENTAL SUSTAINABILITY  
REPORT



2023

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## MESSAGE FROM THE MANAGEMENT

The dawn of 2024 finds us at the beginning of a new step of expansion of our company, based on the experience of the past and the know-how brought by joining a dynamic Group of companies that includes Orphee Beinoglou, Makios Logistics, Stream Global (as it evolved after and yesterday's official merger of Contrade, Unit Hellas, Unit Shipping, Rohel and Translink), with the aim of development, expansion and international recognition.

Sustainable development remains in our top priorities. Our business plans are connected with the interests of our customers, our people, our environment and our community; the four points of focus in our path to improve our corporate social responsibility and sustainability performance. We are proud of our achievements, but we do not rest; we are constantly in search of additional ways to contribute to the prosperity and well-being of current and future generations. As we continue to fulfill the actions included in our 3yr sustainability plan, we are already forming our sustainability strategy for the years to follow.

The Corporate Social Responsibility Report for 2023 analyzes the results of the year, the actions that were implemented, the actions that are in progress and our goals for the future. On account of their contribution to the 17 Sustainable Development Goals of the United Nations, which are in the heart of the 2030 Agenda for Sustainable Development adopted by all UN Member States, at the beginning of each section on the left side of the page, you will find relevant tags showing to which goals the contents of the section are in line with.

Enjoy your reading.

Constantinos Bitros  
Chairman of the BOD and CEO

# Presentation of MAKIOS LOGISTICS

**With responsibility and consistency**, we provide contemporary services in supply chain management, tailored to the individual needs of each one of our customers.

**Our vision** is to work hard to be a leading and innovative logistics provider in South-East Europe by inspiring trust and delivering excellence..

**Corporate Responsibility principles** are taken into serious consideration in the business planning of our company.

**Our goal** to motivate and inspire our stakeholders, provide sustainable, specialized services and add value to our customers' supply chain.

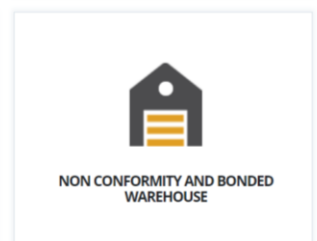
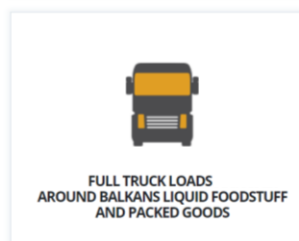
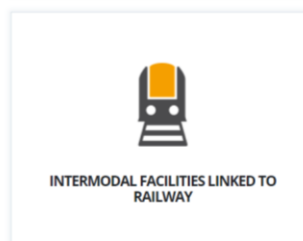
# 1.1 Company Profile

MAKIOS LOGISTICS is a leading Logistics Service Provider in Greece with services ranging from handling single pieces and boxes to pallets and containers. The company's competitive advantage arises from the robust quality and the variety of services provided in all Balkans. Our executives' expertise provides a solution to every logistics problem our customers face and guarantees the best handling of their products.

We offer the very best possible services and expertise available today in third-party logistics services.

We are committed to provide high quality services and we aim to offer "something more", when it comes to our customer requests. Our customers are the focal point of what we do. Moreover, we are bound to improve day-by-day, by understanding our customer requests better, and by being committed to innovate and to improve of the services we offer.

The **services** we offer are summarized below:



 **Our facilities**

MAKIOS LOGISTICS offers a wide range of services via 5 logistics and distribution centers and 1 biogas plant, summarized in *Table 1*.

Distribution Centers in <b>Greece</b>	Covered area (m <sup>2</sup> )
Kalochori 1	29.539
Gefyra	22.848
Kalochori 2	4.614
Aspropyrgos – Dyo Pefka	20.361
Aspropyrgos – Ano Foussa	18.930
	<b>96.292</b>

Biogas Plant in <b>North Greece</b>	Total area (m <sup>2</sup> )
Gefyra	18.368
	<b>18.368</b>

*Table 1 – MAKIOS LOGISTICS Installations*

 **Our equipment**

In order to better serve our customers’ orders, the necessary state-of-the-art equipment is available to all of our facilities; such as:

- **IT systems**, specialized **software** and **hardware**
- Sophisticated **storage systems**
- Contemporary **lifting equipment** (forklifts, pallet jacks, reach trucks etc.)

The transportation and distribution of commercial goods is conducted by subcontracted commercial vehicles.

At the same time, we continue to invest in new facilities and equipment, aiming to cover our customers’ needs, according to the special characteristics of the business sectors they are operating in.



# 1.2 MAKIOS LOGISTICS Strategy

## MAKIOS LOGISTICS Our promise

The promise we give to our customers is focused on the following aspects:

- Continuous **improvement of the services** we offer
- Development of a **healthy and contemporary work environment**
- Building **expertise** by constant staff trainings
- Establishment of **trust** with our customers and associates
- Application of **globally recognized standards**
- Constant development of the IT department, aiming to the **automation and optimization of the logistics services** we offer

## MAKIOS LOGISTICS Our vision

Work hard to be a leading and innovative logistics provider in South-East Europe by inspiring trust and delivering excellence.

## MAKIOS LOGISTICS Our mission



Motivate and inspire our Stakeholders



Provide sustainable, specialized services



Add value to our customers' supply chain

## MAKIOS LOGISTICS Our values

### RESPECT

Every person counts. We have due regard for their rights and wishes.

### RELIABILITY

We are a trustful partner on which you can always rely.

### ETHOS

We keep an ethical approach to whatever we do.

### TEAMWORK

We believe in the power of teamwork, the true key to success.

### INTEGRITY

We are truthful and solid, with strong moral principles.

### SINCERITY

Honesty lies at the core of our operation.

### PROFESSIONALISM

We always go that extra mile to better serve your needs.

### TRANSPARENCY

You can see right through us. We have got nothing to hide.

### VISION

We learn from the past, but aim at the future.

### TRUST

We never fail to inspire your trust. That's why you believe in us.





## 1.3 Corporate Responsibility & Sustainability

MAKIOS LOGISTICS intending to actively contribute to reducing the negative consequences of warehousing and transportation activities to the environment, invests in actions of sustainable development, both in a corporate level, and socially. Our goal is to apply our business plans while operating in a responsible way for our environment, our society, our community and our customers. Focal points for us are:

-  **Protection of the environment**
-  Offering **high quality of services, customer satisfaction**, loyalty and trust
-  **Contribution to the community**
-  **Economic sustainability** of MAKIOS LOGISTICS
-  **Growth and development of our people**

The strategy we follow is based on corporate responsibility and sustainable development. Our corporate practices are governed by financial sustainability, protection of the environment, work conditions and staff training, human rights, local community support, transparency and integrity. The operation of our organization is oriented and compliant to the guidelines of the GRI international standard (Global Reporting Initiative) and the initiatives of the UN Global Compact.





## 1.4 Operating with International Standards

The customer-oriented approach that we follow, brings our customer needs and expectations in the center of attention. In combination with our corporate culture about customer satisfaction, we focus on offering high quality services, aiming to cover our customers' special needs. At the same time, we adapt to the needs and trends of the market, in order to better cope with any new requirements of our associates. To achieve that, we apply international standards, described as follows:

- MAKIOS ➤ **ISO 9001:2015** Standard for Quality Management
- MAKIOS ➤ **ISO 22000:2018** Standard for Food Safety (storage and distribution at ambient temperatures)
- MAKIOS ➤ **IFS Logistics** Standard for Food Safety in Logistics
- MAKIOS ➤ **ISO 39001** Standard for Road Safety
- MAKIOS ➤ **SQAS Warehouse & Transportation** Standard for Quality, Health and Safety, Environment and Security (chemicals storage and distribution)
- MAKIOS ➤ **ISO 14001:2015** Standard for Environmental Management (energy production from biogas)
- MAKIOS ➤ **Organic Certification** for warehousing and transportation of organic products
- MAKIOS ➤ **FDA Certification** for shipping products to USA.

# 2

## Responsibility for our PEOPLE

Essential part of the strategy of our company is the **development of our employees** and the **respect of their rights**.

We recognize that **our corporate success and our future development depends on our people**.

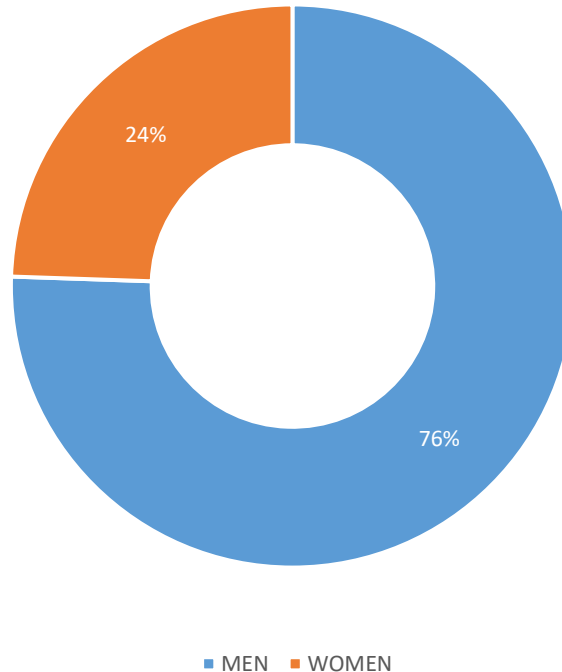
Our company **follows the Greek Legislation and is fully compliant to all laws** regarding employment, while giving extra attention to actions regarding aversion of forced labor.



## 2.1 Our human resources in numbers

Our leading position in the field of logistics and the high standards of the services we offer, is directly related to our people. We take our human resources very seriously, placing competent and qualified employees in the appropriate job positions, aiming to smooth business operations, as well as maximum customer satisfaction.

The needs of MAKIOS LOGISTICS in human resources during 2023 were covered on average by **233 employees**. The percentage of men and women working in our company is depicted on *Graph 1*. The company aims, whenever possible, to equally distribute men and women in the workplace.



*Graph 1 - Men/women ratio at the workforce, 2023*



## 2.2 Occupational Health & Safety

MAKIOS LOGISTICS is particularly keen on the assurance of health and safety in the workplace, aiming to eliminate the possibility of occupational accidents. Our main concern is for our employees to feel safe when doing their job and be able to return to their families exactly as they came at work in the first place. Focusing on fulfilling this goal, we implement a series of actions that focus on ensuring a safe working environment.

The assurance of health and safety of our employees within the premises of the company is our priority. Therefore, we aim to the following:

- Protection of the employees
- Accidents prevention
- Promotion of a people-oriented culture
- Protection of visitors and interested parties
- Elimination of occupational accidents

### Training

Our company organizes personalized briefing and training on health and safety topics, usage of Personal Protective Equipment (PPE), as well as traffic procedure inside the warehouse and the surrounding/exterior area of the facilities, for all new employees, upon recruitment.

The Training Program of MAKIOS LOGISTICS includes, among other topics, Health & Safety, that consists of general instructions applicable to all job positions, targeted trainings related to specific jobs, basic knowledge for the members of the fire and first aid teams, etc. Training seminars on the above topics are organized on a regular basis, several times during the year.

**Seven (7) training sessions** focused to H&S were conducted during 2023, **attended by approximately 240 members of our workforce.**



*Fire Exercise in cooperation with Local Fire Brgate in Kalochoi, March 2023*



*Fire Exercise in Gefyra, December 2023*

## Work instructions & information material

According to our Integrated Management System, there are safety work instructions and information material that are distributed to all employees. Topics that are covered within the frame of Health & Safety are:

- safe work in the offices
- safe work in the warehouse
- use of lifting equipment
- manual handling of loads
- general guidelines for the fire team
- heat stress
- earthquakes management
- restriction of spreading of COVID-19 in the workplace, etc.

## Safety instructions for visitors

Our customers, associates and other third parties that come to our premises are being informed regarding the reception process, as well as the Health & Safety guidelines that must be followed at the areas they will visit, before they arrive.

## SQAS Warehouse and Transportation

MAKIOS LOGISTICS applies a European recognized standard for occupational health and safety management systems, focusing on the effective control of occupational hazards for all involved parties (employees, visitors, suppliers and local community), aiming to achieve zero accidents and continuous improvement of our performance in that field.

Further to the frequent visits of the Health and Safety Advisor and the ADR Consultants that are required by Law, qualified executives of our company conduct systematic audits to our facilities and activities, in the context of internal audits, aiming to spot any hazards that may affect the high standards of Health & Safety in our workplaces promptly. The management of the company in cooperation with the responsible departments, evaluate the findings and make sure that they are resolved on a timely manner.

## Occupational accidents

5 accidents occurred during 2023 and relevant corrective actions were applied in order to prevent reoccurrence. .



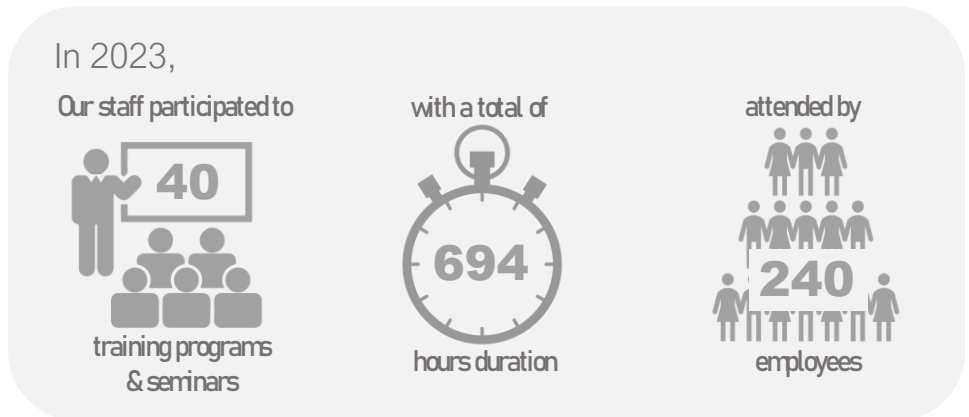
## Cooperation with specialists in H&S topics

MAKIOS LOGISTICS, aiming to offer more than just what is obligatory by Law to its people, has chosen one of the most renowned companies offering Occupational Health and Safety Prevention & Protection services, as partner; Samaras & Cooperatives. The scientific staff of Samaras and Cooperatives is in constant communication with our executives, and together they contribute to maintain a safe working environment for our people, and to further improve the working conditions, with every opportunity. In the context of this effort, our company, in cooperation with the Health & Safety consultants of Samaras and Cooperatives, remains fully compliant with the applicable Health & Safety legislation, relevant to its operations.



## 2.3 Employees training & development

Our company recognizes that training and continuous education of our people is a key factor in improving their efficiency at work and their professional confidence personally, as well. The Training Program of our company includes seminars organized by external educational institutions, participation in conferences but also internal trainings by executives with significant experience in specific subjects, addressed to all employees and covers all possible topics.



## 2.4 Equal opportunities, benefits & compensation

MAKIOS LOGISTICS protects human rights in the workplace, ensuring that all of our employees are treated with dignity and respect, regardless of their individual characteristics. We offer convenient working conditions, so that our employees are safe and content.

### Additional benefits for the employees

We are one of the few corporations in Northern Greece to provide and cover our employees with Health Care insurance contract that can cover also their families. We also design tailor made insurance programs for our fleet subcontractors.







## 2.5 Elimination of violence, bullying & harassment in the workplace

Following the validation of the Convention No. 190 of the International Labor Organization (ILO) by the Greek Law (N. 4808/2021) about violence and harassment in the workplace, MAKIOS LOGISTICS has explicitly stated in its “Elimination of Violence, Bullying and Harassment in the Workplace” Policy **zero tolerance to any form of violence and harassment**, including but not limited to gender-based and sexual harassment.

The aforementioned policy describes:

- the occupational violence and harassment hazards
- the measures in place to prevent, control and mitigate such incidents
- the rights and responsibilities of the employees and the company in such cases
- the available mechanisms to report such incidents as well as the ways they are managed
- the mechanisms in place to support and protect the victims

The Elimination of Violence, Bullying and Harassment in the Workplace Policy has been disclosed to all of the staff members of MAKIOS LOGISTICS via email and it is posted at the notification boards available at each one of the facilities.

No relevant incidents have been reported to date.



## 2.6 Other actions & activities

Effective external communications require the perfect internal communication, that ensures quick, systematic and efficient communication between the employees. The tools used to support solid internal communications are the following:

- Internal electronic network (INTRANET)
- Notification boards
- General meetings
- Emails from and to the management
- Internal Communication Tool

# 3

## Responsibility for ENVIRONMENT

**We are committed to form an integrated environmental policy**, developing a series of initiatives and activities, compatible with the international practices and regulations.

**We cooperate with our stakeholders** to promote environmental protection, **minimization of our environmental footprint** and training our people on environmental subjects.

**Our priority** is to search for solutions to upgrade our existing equipment and procedures, aiming for our company operations to be **more efficient and more friendly to the environment**.



## 3.1 Materials consumption

Acknowledging that the packaging materials we use to provide our services in Greece (i.e. pallets, stretch film, carton boxes etc.) are directly linked with the protection of the planet, we try to reduce their consumption to a minimum by reusing them, if possible, in addition to the systematic recycling program that we implement.

Packing materials recycled during 2023 are noted in *Table 2* and *Graph 2* that follows:

MATERIAL	WEIGHT (TN)	KG/PALLETDAY
PAPER	22,95	0,0016
PLASTIC	8,15	0,0006
TOTAL	31,1	0,0022
<b>PALLETDAYS</b>	<b>14.081.481</b>	

*Table 2 – Packing materials recycled during 2023*

In order to evaluate the environmental performance of the company, a series of KPIs were created which take into account the activity that takes place, rather than merely reviewing the consumption of environmental resources.

Due to the fact that relevant operational activity data are not available, those KPIs are calculated based on the total palletdays in the warehouses.

The company will continue to include this KPI in the set of environmental performance indicators it monitors on an annual basis.



## 3.2 Environmental management of waste

While acting with respect for the environment and in accordance with the existing legislation, one of our goals is to manage solid and liquid waste resulting from our operations in a responsible manner. Waste is an important source of pollution with an ever-increasing negative impact on the environment. Utilization of liquid and solid waste through recycling and responsible disposal of materials that cannot be reused or recycled, is part of our environmental & energy policy, and as such, we try to improve our methods in this area, aiming in better performance.

### Application of ISO 14001:2015 standard in our Biogas Plant

MAKIOS LOGISTICS applied the ISO 14001:2015 principles in the activity of the biogas plant, while maintaining the relevant certification by independent accredited certifying body, Bureau Veritas. The implementation of the standard is an important tool for achieving the environmental goals of the company, which include reduction of natural resources and energy consumption, reduction of emissions, full compliance with the environmental legislation and cooperation with suppliers and subcontractors that respect and protect the environment.

### Recycling bins at all facilities

All MAKIOS LOGISTICS facilities are equipped with bins for the separation of recyclable from normal waste. These bins are strategically placed in the buildings, in order to encourage their use by the staff. More specifically, there are bins for the collection of paper, plastic, metal and glass at the rest areas and kitchens. Used paper from the office areas is usually collected from bins that are placed next to the printers, whereas bins for the collection of alkaline batteries (by “AFIS”) can be found at central parts of each building.

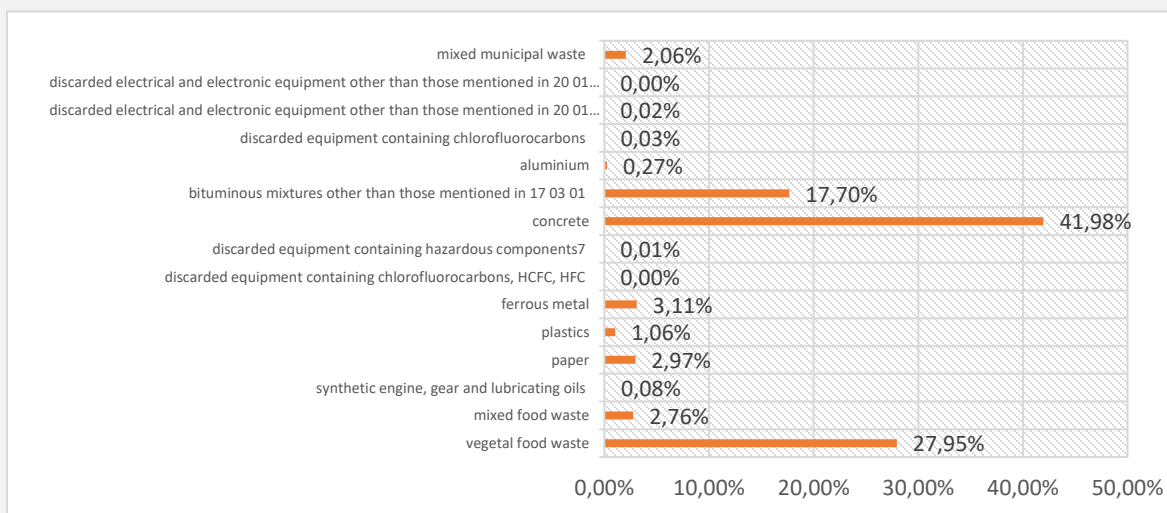
### Recycling of solid & liquid waste

Recycling is not limited at the office operations only. Packing materials waste generated during warehouse operations is collected daily and disposed of in special containers, which are picked up by our authorized waste management partners, who arrange their recycling. At the same time, obsolete electrical & electronic equipment, used printer toners, lead-acid batteries and used lubricants are collected by the relevant departments and handed over for recycling, as well.

The materials recycled during 2023 are noted in *Table 4* and *Graph 4*, that follows:

EWC CODE DESCRIPTION	WASTE	YEAR	
		2023	%
02 03 01	vegetal food waste	215,90	27,95%
02 05 01	mixed food waste	21,32	2,76%
13 02 06*	synthetic engine, gear and lubricating oils	0,62	0,08%
15 01 01	paper	22,95	2,97%
15 01 02	plastics	8,15	1,06%
16 01 17	ferrous metal	24,02	3,11%
16 02 11*	discarded equipment containing chlorofluorocarbons, HCFC, HFC	0,02	0,00%
16 02 13*	discarded equipment containing hazardous components7	0,08	0,01%
17 01 01	concrete	324,25	41,98%
17 03 02	bituminous mixtures other than those mentioned in 17 03 01	136,71	17,70%
17 04 02	aluminium	2,05	0,27%
20 01 23*	discarded equipment containing chlorofluorocarbons	0,26	0,03%
20 01 35*	discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23	0,15	0,02%
20 01 36	discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35	0,01	0,00%
20 03 01	mixed municipal waste	15,95	2,06%
<b>Total</b>		<b>772,45</b>	<b>100%</b>

Table 4 – Waste recycling, 2023



Graph 4 – Waste recycling per type of material, 2023

MATERIAL	WEIGHT (TN)	KG/PALLETDAY
RECYCLED WASTE (TN)	22,95	0,0016
TOTAL	31,1	0,0022
PALLETDAYS	14.081.481	

Table 5 – Recycled waste per 1.000kg generated, 2023



### 3.3 Water consumption

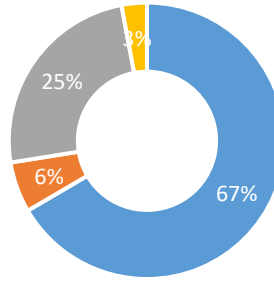
Water is one of the most important natural resources, therefore its responsible use could not be excluded from our environmental culture and awareness. We implement actions, such as:

- Installation of conductivity sensors in cooling towers to properly renew water and reduce consumption.
- Desalination of water in cooling towers to achieve as much recycling as possible.
- Regular maintenance of our water/fire extinguishing network for possible leakages.
- Installation of a particulate filter in the Bridge's fire extinguishing network, so that the water quality is improved and there is no need for emptying.
- Rational use of water when it comes to the needs of our employees and the cleaning of our facilities
- Avoiding neglectful use when it comes to maintaining the surroundings of the facilities and specifically for watering plants

Water consumption in our facilities for 2023 is shown in *Table 6* and *Graph 6*:

FACILITY	m3 WATER	%	m3/1000PD	m3/100 EMP
Kalochori	22.483	67%	1,597	96,494
Gefyra	2.000	6%	0,142	8,584
Dyo Pefka	8.294	25%	0,589	35,597
Thriasio	1.000	3%	0,071	4,292
<b>Total</b>	<b>33.777</b>	<b>100%</b>	<b>2,399</b>	<b>144,966</b>
Palletdays	14.081.481			
Employees	233			

*Table 6 – Water consumption per facility, 2022 vs. 2021*



■ Kalochoori ■ Gefyra ■ Dyo Pefka ■ Thriasio

**Graph 6** – Water consumption per facility, 2022

Water is part of our business operations; its consumption mostly depends on the refrigerators performance and people using the facilities (i.e. kitchens, bathrooms, cleaning activities etc.). Therefore, the KPI used to assess the water management of the company takes into account the number of palletdays in warehouses and the total number of employees.

The company will continue to include this KPI in the set of environmental performance indicators it monitors on an annual basis.



## 3.4 Energy consumption

Part of our environmental culture and consciousness is relevant to the management of the energy that we use. We pay close attention to the energy consumed in our facilities and we monitor the greenhouse gases produced from our operations, aiming to minimize our environmental impact through a holistic action plan. Some of those actions are the following:

### LED lights & motion sensors

LED technology lighting offers significant advantages when it comes to energy consumption, as well as the reduction of our carbon footprint. Almost 85% of the lamps used in our facilities are LED, whereas the rest of them are gradually being replaced.

### Solar panels

The installation of 2MW solar panel park at the rooftop of our warehouses in Kalochori and 250KW solar panel park at the rooftop of our warehouse in Gefyra leads to approximately 20% energy savings, which is provided by solar power which is renewable, instead of using the conventional electric power provided from the grid.

### Biogas Plant

In 2023 our 1MW biogas plant was fully operative, reducing the emissions of the processed wastes more than 90%. The biogas plant operated for a second year keeping all environmental conditions and taking all the measures imposed by them, as well as the maintenance and proper operation of all its electromechanical equipment. Feedstocks used in the plant include cattle, pig and poultry livestock effluents, grain-corn silages (fruit and plant residue), vegetable and agricultural residues, fats from the food industry, whey, brewery, distillery, confectionary and olive mill residues, food withdrawals, food industry sludges, fat collector sludges (DAF), glycerol - fatty acids and edible fats - oils. During 2023, 52,000 tons of waste were processed in the unit. 3,267,604 Nm<sup>3</sup> of biogas were produced and the amount of produced electricity injected into the grid was 6,449,900 kWh.



Recognizing the multiple benefits that result by adopting international standards in our operations, we decided to include the requirements of ISO 50001:2018, relevant to energy management, in the integrated management system that we apply.

Energy sources for our company is the electric power consumed at our facilities and motor fuels (diesel) consumed by the vehicles in our fleet.

As part of ISO 50001 implementation, the energy consumption of all MAKIOS LOGISTICS facilities and business activities is analyzed in order to determine the energy baseline and to identify the significant energy users, as required by the standard. The analysis shows that the refrigerating systems of the warehouses are considered as the most significant energy user, summing up to 85% of the total installed power at the company facilities. The diesel-engine vehicles of the company fleet are another significant energy user. Actions for reducing energy consumption in the warehouses include installation of fast runners at the doors of the freezers where they have not been installed, thermographic control of the shell to detect losses and targeted repair, training of the staff in the proper management of the refrigerator areas.

MAKIOS LOGISTICS includes the renewal of the company fleet to more technologically advanced vehicles and the replacement of the equipment of the facilities with appliances of higher energy class in its energy & environmental program, which shows that we are in the right direction with regards to more efficient energy use and consequently the reduction of the environmental impact of our company operations. We offer leasing plans to our fleet subcontractors supporting this way the improvement of fleet environmental impact, replacing older trucks with EURO 6 or newer technologies.

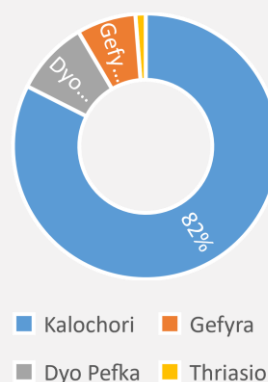
## ELECTRIC POWER

The electricity consumed in our facilities during 2023 is shown in *Table 8*:

FACILITY	kWh ELECTRICITY	%
Kalochori	6.991.342	82%
Gefyra	611.240	7%
Dyo Pefka	769.243	9%
Thrasio	107.076	1%
<b>Total</b>	<b>8.478.901</b>	<b>100%</b>

*Table 8 – Electric power consumption per facility, 2023*

In order to improve the energy consumption, the company has already started since 2019 the installation of photovoltaic parks at the rooftops of the warehouses and the installation of the biogas energy plant for exploitation of waste. There is also a high impact investment plan for installation of more photovoltaic parks. The results of energy consumption per facility are shown in *Table 8* and *Graph 8*.



*Graph 8 – Electric power consumption per facility, 2023*

On 16/9/2019, the installation of a 500 kW photovoltaic park was completed on the roof of the cold storage no 2 in Kalochori. In June 2020 another park was connected on the roof of the cold storage no 3-4 with a power of 500 kW and in November 2020 a 249.48 kW photovoltaic park was installed on the roof of the warehouse in Gefyra, Thessaloniki. Finally, the installation of photovoltaic power of 999.9 kW on the roofs of dry storage 1 and cold storage 1 at Kalochori was completed in September 2022. In 2023 were produced 2.832 MWh from the company's photovoltaics

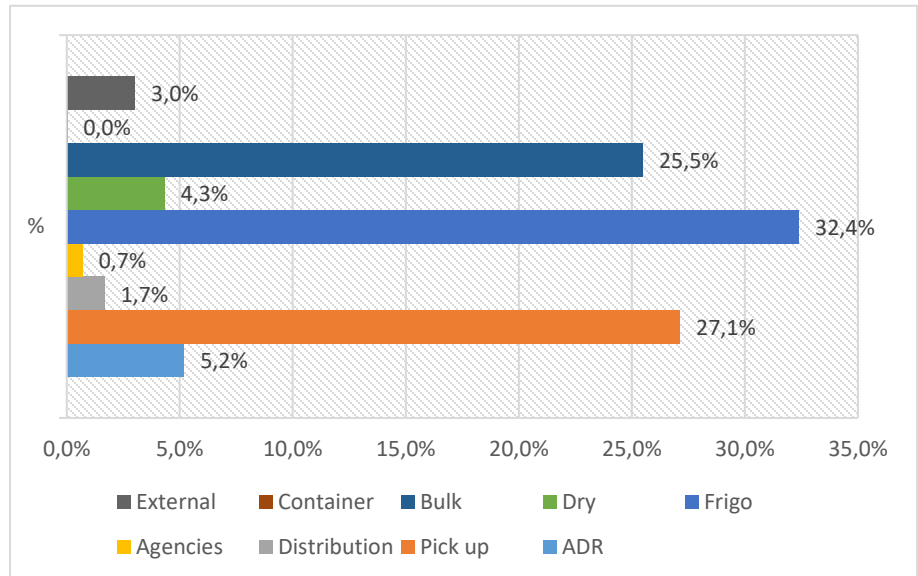
In September 2021, biogas energy plant for exploitation of agricultural waste started operating. The produced biogas meets the highest standards and provides renewable energy source into the network. Furthermore, through the waste process, emissions are avoided as this waste, if it was not processed by the company, it would emit methane into the atmosphere. In 2023, biogas plant produced 6.450 MWh.

## FUEL CONSUMPTION

Diesel engine vehicles are considered as one of the significant energy users. The amounts of fuel consumed by vehicles are roughly proportional to the kilometers traveled. MAKIOS LOGISTICS does not monitor the exact fuel consumption as it outsources the routes to subcontractors. The proportion of kilometers traveled by type of vehicle is shown in *Table 9*:

Vehicle Type	2023	%
ADR	1476780,6	5,2%
Pick up	7706185	27,1%
Distribution	476294,92	1,7%
Agencies	199563,39	0,7%
Frigo	9199495,1	32,4%
Dry	1231298	4,3%
Bulk	7238986	25,5%
Container	8888,005	0,0%
External	860314,07	3,0%
<b>Total</b>	<b>28397805</b>	<b>100%</b>

*Table 9 – Kilometers travelled per type of equipment, 2023*



*Graph 9 – Kilometers travelled per type of equipment, 2023*



## 3.5 Greenhouse gas emissions

In the context of our environmental & energy policy, the carbon footprint of our business activities is one of the most important factors that we monitor and try to improve.

From the beginning of 2021, MAKIOS LOGISTICS started to collect data for the calculation of the greenhouse gas emissions of the company for the year 2021, which is an effort that continues since, in order to identify areas that can be improved, as well as to evaluate the measures already implemented.

In October 2023, MAKIOS LOGISTICS was audited according to the requirements of the New Climate Law by the authorized certification body Bureau Veritas. Following this audit, the company submitted the [Verification Report](#) to the relevant National Authority.

### GHG emissions inventory boundaries

The GHG emissions inventory includes all business activities of the company. More specifically,

- Provision of **logistics services** (warehousing, stock management, distribution)
- **Storage** (long or short-term)

Services provided by third-parties that are incidental to the above (i.e. outsourced transportation services) are not included.

The company operates 4 logistics facilities in Greece, all of which are included.

The GHG inventory consists of direct and indirect emissions, which according to ISO 14064-1, fall into the following categories:

## CATEGORY 1

**Direct emissions**, from sources that are owned and/or controlled by the company

For MAKIOS LOGISTICS, category 1 includes emissions caused by:

- **maintenance of refrigeration systems of vehicles**
- **diesel and petrol forklifts**
- **air conditioning and cooling systems** installed at the company facilities

## CATEGORY 2

**Indirect emissions**, from imported energy

For MAKIOS LOGISTICS, this is the **electric power consumed at the facilities**.

Other sources of emissions, such as mobile combustion emissions from transport, are excluded from the calculation as they are included in subcontractor emissions.

*More details on the justification of the exclusion of those sources are available in the Carbon Footprint Inventory Report for the year.*

For each one of the sources identified in each category, relevant activity data were collected and appropriate conversion factors were applied for the calculation of the greenhouse gases produced by each source, as presented in *Tables 10-12* below.

Πηγή	Γενική Περιγραφή	Πηγές Εκπομπής	Ροές πηγής	Αέριες Εκπομπές	Ροές Πηγής			Αέριες Εκπομπές	
					2023	2022	Μεταβολή	2023	2022
<b>Άμεσες μη βιογενείς πηγές εκπομπών - Κατηγορία 1</b>									
Κινητές Πηγές Καύσης	Σταθμικές εγκαταστάσεις της εταιρείας για φορτοεκφόρτωση κλπ.	Σταθμικές Εταιρείας	Πετρέλαιο (λίτρα)	CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O	22.693,82	58.047,27	-61%	65,88	168,51
Σταθερές Πηγές Καύσης	Παραγωγή ζεστού νερού, θέρμανση των κτιρίων	Λέβητες Πετρελαίου	Πετρέλαιο (λίτρα)	CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O	1.920,09		100%	5,14	
Εκπομπές από Ψυκτικά Υγρά	Διαρροές ψυκτικών υγρών από τον εξοπλισμό που διαθέτει η εταιρεία	Ψυκτικός Εξοπλισμός	HFC-134a (κιλά)	HFC	1.200,00			7.509,20	1.506,14
			R-404A (κιλά)		443,65	355,90	25%		
			R452A (κιλά)			52,90			

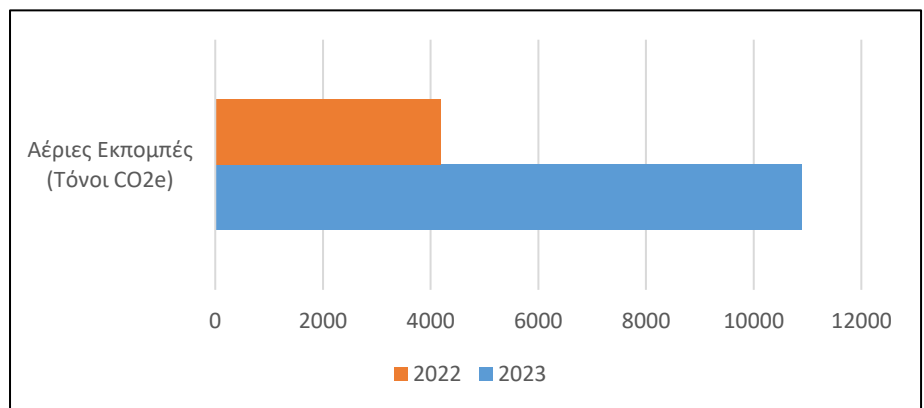
Table 10 – Category 1 direct non-biogenic emissions, 2023

Πηγή	Περιγραφή	Πηγές Εκπομπής	Ροές πηγής	Αέριες Εκπομπές	Ροές Πηγής			Αέριες Εκπομπές	
					2023	2022	Μεταβολή	2023	2022
<b>Άμεσες βιογενείς πηγές εκπομπών - Κατηγορία 1 – Βιογενείς</b>									
Σταθερή Πηγή Καύσης	Εκπομπές από την παραγωγή ηλεκτρικής ενέργειας μέσω της εκμετάλλευσης βιοαερίου από κτηνοτροφικά απόβλητα	Μονάδα Εκμετάλλευσης Αποβλήτων	Βιοαέριο (kWh)	CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O	6.449.900,00	6.572.100,00	-2%	1,27	1,29

Table 11 – Category 1 direct biogenic emissions, 2023

Πηγή	Περιγραφή	Πηγές Εκπομπής	Ροές πηγής	Αέριες Εκπομπές	Ροές Πηγής			Αέριες Εκπομπές	
					2023	2022	Μεταβολή	2023	2022
<b>Έμμεσες μη βιογενείς πηγές εκπομπών - Κατηγορία 2</b>									
Εκπομπές από εισερχόμενη ηλεκτρική ενέργεια	Κάλυψη αναγκών της εγκατάστασης σε ηλεκτρική ενέργεια	Κατανάλωση ηλεκτρικής ενέργειας από το δίκτυο ηλεκτρισμού	Αγορά ηλεκτρικής ενέργειας (kWh)	CO <sub>2</sub> e	0,00	4.695.013,80	-100%	3.308,65	2.507,59

Table 12 – Category 2 indirect non-biogenic, 2023



Graph 10 – Total tn CO<sub>2</sub>e 2023 vs 2022.

A detailed calculation of greenhouse gases can be found in the 2023 annual report.



## 3.6 Compliance with Environmental Conditions

The environmental impact of our operations is taken very seriously, not only for normal business operations, but at the phase of the construction of our facilities, as well.

MAKIOS LOGISTICS complies with the Basic Environmental Commitments imposed by the competent authorities, which include measures to address the environmental impact of generated waste (gas, liquid and solid), vehicle traffic, noise and other aspects that may affect the morphology of the area.

The compliance to the environmental commitments, as well as the requirements and guidelines of by the company for the protection of the environment, is evaluated in the context of the internal audits that are carried out regularly at all company facilities.

We are proud of the elegance of our facilities, both for the interiors of our buildings, and for the courtyards as well. Order, cleanliness, care for the plants and regular maintenance and repairs are a priority for us. We make sure that this impeccable image, which is always the subject of discussion for all first time visitors, is maintained, by systematic and daily checks and frequent maintenance works.

# Responsibility for the SOCIETY

We prove in practice that **we represent a growth model that combines continuous economic development of the company with the well-being of all parties affected by our activities.** Our goal is to improve our financial results, while contributing to improving the quality of life of people in the local communities in which we operate.

**We support local suppliers, contributing to their financial reinforcement.** We believe that maintaining good terms of cooperation with our suppliers is necessary to meet our growing customer demands.





## 4.1 Social contribution

As every year, we consistently and continuously expand and strengthen the social role of the company through actions and initiatives that enhance the maintenance and protection of the social network, contributing to improving the living conditions of people in need and reducing of social inequalities, wherever possible.

The social actions of the company for 2023 included the following:



Donation to Gefyra Educational Gymnastic Association



Donation to Hellenic Children Village in Fyliro



Sponsorship to Gephyra Cultural Association for the organization of the 15th International Festival of Traditional Dance and Music



Donation of 38 backpacks to the police officers union of Thessaloniki



Donation of 1 CPS 7900 chemical suit large to the 2nd Fire Station of Thessaloniki



Donation of 1 MFP, 1 printer and 3 toners to the Liti Traffic Department of General Police Directorate of Thessaloniki



Donation of three square rubber tires

# 5 Responsibility for the MARKET

**We support sustainable development of Greek businesses,** operating on high-standard basis and through the plans that we materialize. By maintaining an honest relationship with our suppliers, partners and customers, this idea is spreading to other organizations, as well.

**Fundamental pillar** of the policy we follow remains our **customers' satisfaction**. We create strong cooperation bonds and we pursue the receipt of **systematic feedback on the quality of services offered by our company**.



## 5.1 Customer satisfaction

Our core objective is high customer and associates satisfaction, which we monitor through methodical analysis.

Our company maintains a communication plan with all of the customers, either by regular meetings, or by sending out customer satisfaction questionnaires in an annual basis. Purpose of these communications is to record our customer satisfaction in a systematic way, and use it to draw objective and useful conclusions, based on our customers' assessments.

In the summer of 2023, a customer satisfaction survey of the company was organized and completed. Questionnaires were sent to approximately 80 customers and a total of 29 responses were received (27 from domestic customers and 2 from foreign customers). The average of all ratings was over 7,9 in a series of 12 questions/topics. All of the customers who added their comments on the questionnaire, noted positive reviews about the level of service and our staff and a few suggestions for improvement.

In 2023,



29 logistics clients

evaluated our performance by replying to relevant questionnaires, resulting to an average score of



7,9



## 5.2 Corporate Governance

Aiming to achieve long-term sustainable development, we embrace and abide by the principles of corporate governance, as applicable by the local legislation and provisions in force, as well as by pertinent practices recognized internationally by corporates and organizations around the world.

### Code of Conduct

One of the core governing principles of our company is our commitment to perform business in a legal, ethical and professional manner. Integrity is considered as a prerequisite for our people, who are expected to adhere to all company policies and management guidelines and to perform their job duties in an ethical manner that goes beyond legal compliance.

The code of conduct includes all necessary behavior rules, principles and values such as respect of diversity, reliability, integrity, transparency and personal responsibility, which create an operational framework that leads to embracing a common corporate culture.

### Fight against corruption & bribery

The respect and compliance to the national and international legislation, the fight against corruption, fraud and other illegal activities are part of the governing principles of our company. As such, specific procedures have been developed and relevant measures are in place, aiming to enforce transparency, as well as prevent and fight corruption.

- **Policy against bribery and fight against corruption**  
MAKIOS LOGISTICS is committed to promote a culture of integrity throughout the organization and communicate the expectations of the company for reduction of corruption and bribery risks.
- **Anti-trust policy**  
As stated in our code of conduct, MAKIOS LOGISTICS is bound by the principals of free economy and fair competition. Our company policy is to compete in a lawful, fair and ethical way and fully comply with all relevant legislation in effect.

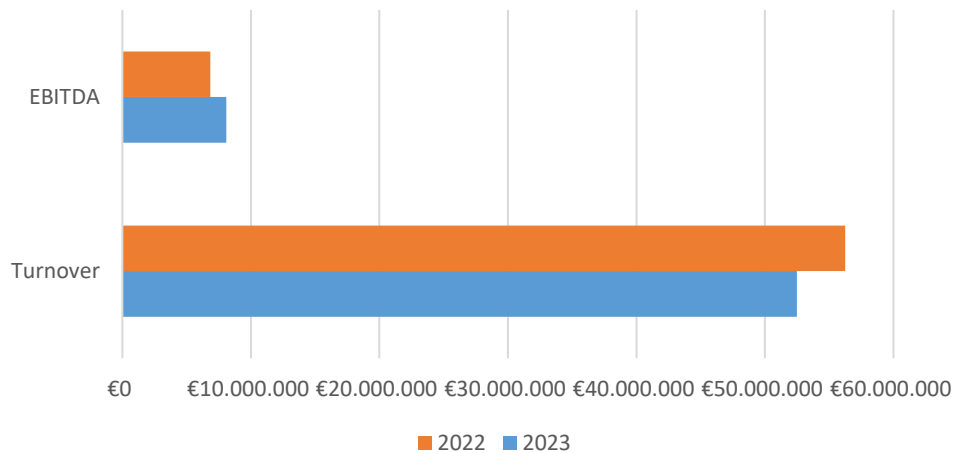
## MAKIOS **Financial performance**

The financial performance of our company is a key factor, when it comes to successfully materializing our planned actions towards sustainability and social responsibility. Our efforts to offset the negative effects of our operations as well as the new jobs created due to our extensive business activities in the local market are a way to return part of the wealth we created to our environment, our society, our partners and our employees.

Table 25 and Graph 20 show our financial performance in year 2022 as well as a comparison to the performance of the previous year.

Financial data	2023	2022	
Turnover	52.487.798 €	56.235.309 €	- 6,66 %
EBITDA	8.081.249 €	6.851.092 €	+ 17,95 %

Table 25 – Financial data, 2023 vs. 20212



Graph 20 – Financial data, 2022 vs. 2021

We continue to invest in sustainability, aiming to reduce the environmental impact of our company activities. More specifically,

- We continue to upgrade the lighting of our facilities, using **LED technology lamps**.
- We renew the company owned fleet of passenger cars, motorcycles, trucks and vans with **new technology, environmentally friendly vehicles**.
- Obsolete electrical appliances are replaced with new, **high energy class** equipment.
- Forklifts, pallet jacks and their battery chargers are replaced with new, state-of-the-art equipment of **high energy efficiency**.
- **Proper and systematic maintenance** of our buildings and our electromechanical equipment is mandatory for the health & safety of our people, but for the reduction of energy losses as well.
- **Environmental & energy management** is taken into serious consideration when **designing new facilities**.

## Information Security

Protection of the information assets and personal data of customers, partners, our people and other stakeholders is a non-negotiable task for MAKIOS LOGISTICS.

Our people are actively involved in the protection of information assets and personal data, by adhering to relevant rules, guidelines and procedures and by attending training programs aiming to keep them constantly up-to-date.

## CSR & Sustainability Policy

To demonstrate its adherence to the social responsibility and sustainable development of the company, we formulated the CSR & Sustainability Policy, which summarizes our commitments and goals as well as the strategy we follow in our efforts to fulfill them.

## MAKIOS LOGISTICS CSR Team

In order to effectively manage the established Corporate Social Responsibility topics, we formed our own CSR team. The members of this team are experienced and renowned executives in our company. More specifically, the CSR team consists of the following members:

- **Martin Hofman**, CQ&EO
- **Eleana Prassopoulou**, IMS Coordinator
- **Dimosthenis Karalis**, Asset Manager

*MAKIOS LOGISTCS completed the Corporate Social Responsibility Report for the year 2023, proving its commitment and focus on ethical and sustainable development.*

*With our solid values around our people, the environment, the society and the market, which are the framework of our Corporate Social Responsibility Strategy, we continue the path of sustainable development.*

***We encourage the human driven difference!***

