

Sustainability Report 2023

Avis Greece Sustainability Report 2023

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Management Commitment

Avis Greece leads the car-as-a-service sector as the largest mobility company in Greece. I am proud of Avis's journey, grounded in our core values, dedicated team, and substantial investments in technology, fleet expansion and modern services. The challenges ahead are numerous. In an era where addressing the climate crisis is a national priority, AVIS is continuously upgrading its fleet with electric and hybrid vehicles, actively contributing to the country's energy transition. Our goal is to continuously develop innovative and competitive mobility services that ensure an exceptional customer experience. I am confident that AVIS will remain at the forefront of industry advancements, recognizing our leadership role as a responsibility to meet new challenges.

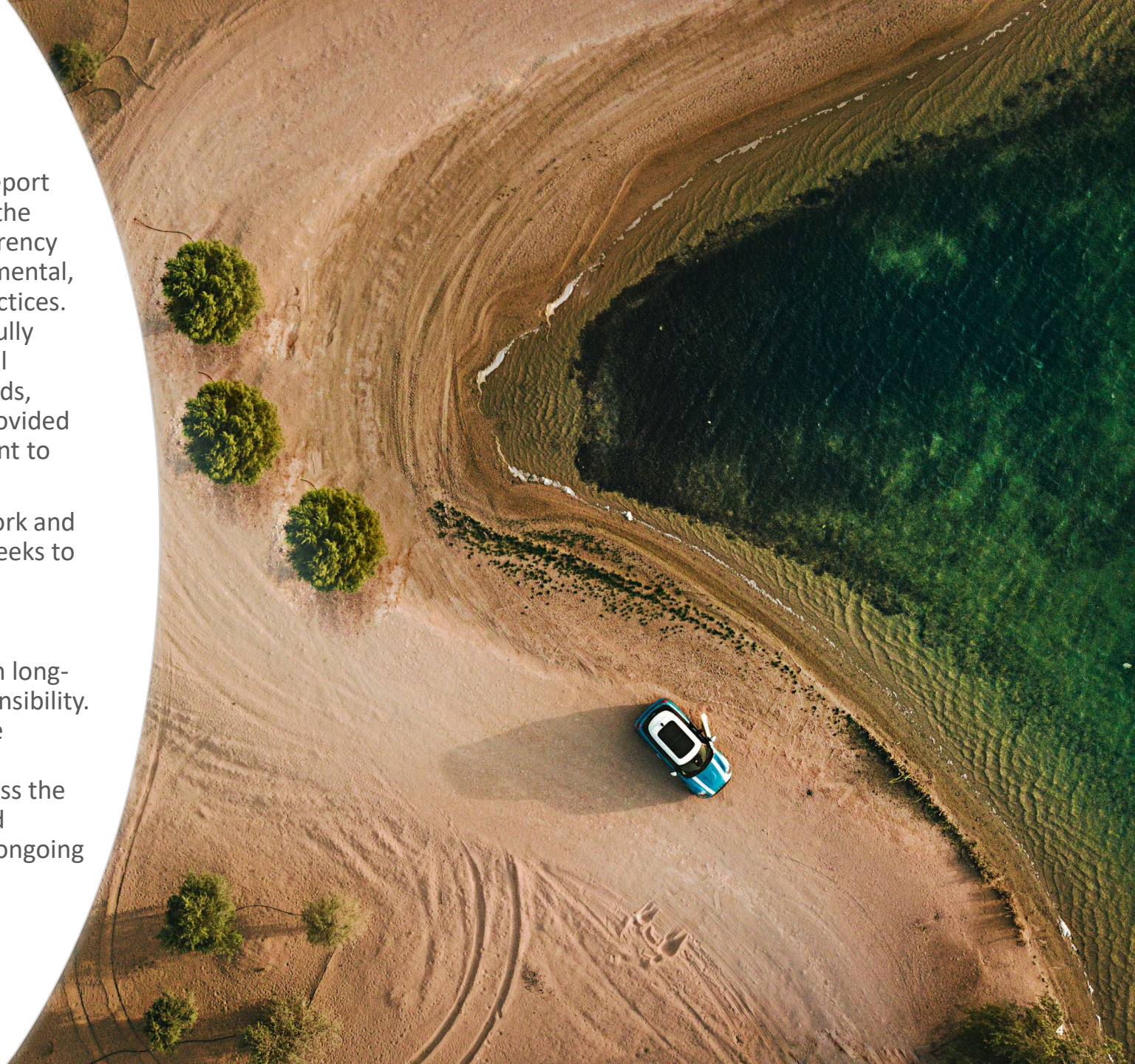


**Andreas Taprantzis,
Chief Executive Officer**

About the Report

The Avis Greece Sustainability Report represents a major milestone in the company's dedication to transparency and accountability in its environmental, social, and governance (ESG) practices. This sustainability report is carefully crafted in accordance with Global Reporting Initiative (GRI) standards, ensuring that the information provided is consistent, reliable, and relevant to stakeholders.

By aligning with the GRI framework and ESG practices, the organization seeks to cultivate a culture of continuous improvement and stakeholder engagement, building a strong sustainability strategy focused on long-term resilience and ethical responsibility. The report acts as a performance benchmark, as well as a valuable resource for stakeholders to assess the organization's environmental and societal impact and establish its ongoing commitment to sustainable development.

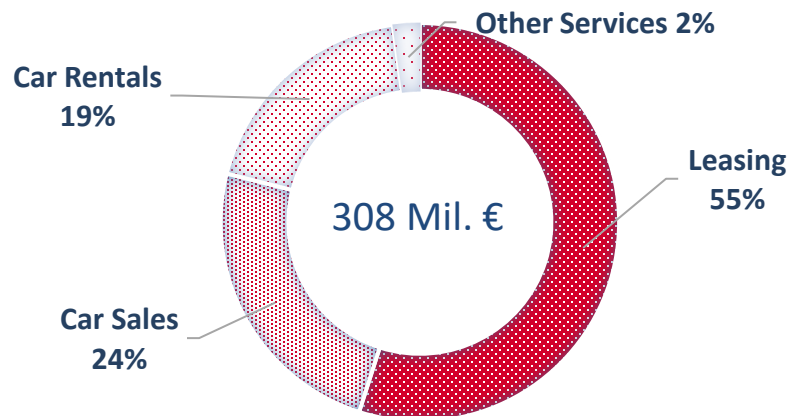


Avis Greece at a Glance

Brand Identity

AVIS Greece is defined by a commitment to reliability, innovation, and customer-centered service, positioning itself as a leading choice for car leasing, rentals, and fleet management within the Greek market. Building on the global AVIS brand reputation for trusted vehicle services, AVIS Greece adapts this identity to local demands by providing **flexible and accessible leasing solutions** tailored to both corporate and retail needs.

AVIS Greece demonstrates a strong focus on delivering a **seamless customer experience through user-friendly processes and responsive support**, as well as dedication to innovation, with digital tools that enhance fleet management and facilitate lease tracking. AVIS Greece **integrates sustainability into its offerings** by including hybrid and electric vehicle options, **appealing to environmentally conscious consumers.**



60 Stations

across the country,
including major airports



482 Employees



45.000 Vehicles

SUVs, Luxury cars, City cars,
Commercial Vans

Corporate Profile

Historical Review & Milestones

AVIS Greece Corporate Leasing

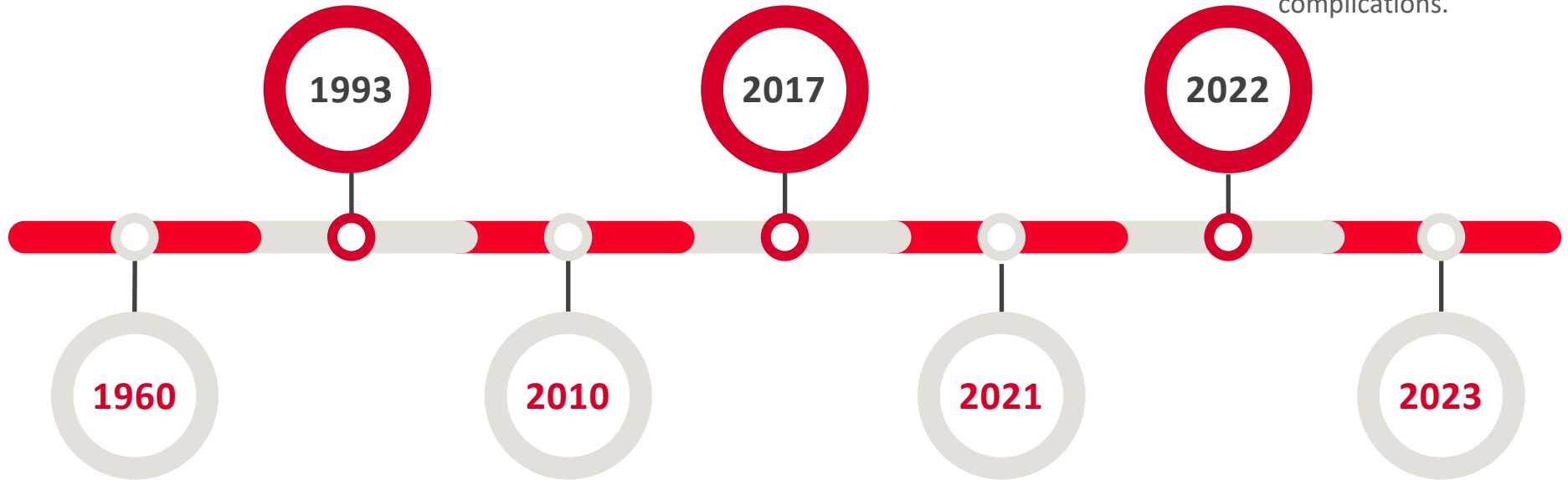
AVIS Greece broadens its activities venturing dynamically into the long-term leasing market for businesses.

AVIS Retail Leasing & MyAvis.gr

AVIS Greece expanded its leasing services to include retail customers and launched MyAvis.gr, a leasing website that features an online car configurator tool, enabling personalized offerings.

Switch by AVIS

Avis Greece launched Switch by Avis, the first fully online car subscription service in the Greek market. Switch by Avis provides a commitment-free, fully flexible subscription with no deposit, additional costs, or unnecessary complications.



1993

2017

2022

1960

2010

2021

2023

AVIS Car Rental

AVIS Greece commenced operations as the master franchisee of Avis Budget Group in Greece, establishing branches in key locations, including major airports and cities.

AVIS Car Sales

AVIS Greece entered the used car market, offering high-quality vehicles exclusively sourced from its own fleet and opened its first large-scale car exhibition in Athens.

AVIS Easy Leasing

AVIS Greece launches AVIS Easy Leasing, pioneering the first fully digital experience allowing customers to tailor their leasing offer, submit documentation, sign and complete all payment steps 100% online.

My AVIS App

AVIS Greece launches MyAvis App, featuring innovative tools and functionalities for fleet managers and drivers.

Corporate Profile

Services

AVIS Greece Leasing

AVIS Greece stands as the top mobility provider in the country, offering innovative leasing solutions alongside a vast fleet of over 45,000 vehicles. Through personalized and adaptable services, AVIS ensures that each customer enjoys a premium experience, supported by cutting-edge technology and efficient processes. This approach allows the company to deliver comprehensive, cost-effective solutions tailored to individual needs.

AVIS Greece Car Sales

AVIS' used car marketplace offers single-owner vehicles with verified mileage, ensuring transparency and peace of mind. We are dedicated to providing an outstanding customer experience by offering high-quality cars across a wide variety of models and categories.



Avis Greece Car Rental

With 60 locations nationwide, including major airports, and a diverse range of vehicles—from automatic cars and SUVs to commercial and luxury models—AVIS provides comprehensive mobility solutions. In response to increasing environmental concerns and heightened customer awareness, the fleet now includes electric and hybrid vehicles, addressing a wide range of needs, from day trips and business travel to official events.

Switch by AVIS

Switch by Avis revolutionized the Greek market with the introduction of the first fully online, subscription-based car service. With no long-term commitments and no upfront payments, it provides ready-to-deliver vehicles. Customers enjoy the freedom to change car categories with each monthly renewal, offering unparalleled flexibility. This innovative and budget-friendly solution is designed to effortlessly adapt to changing mobility needs.

Corporate Profile

Our Mission & Vision



Vision

Driven to be the best sustainable mobility company



Mission

To deliver best-in-class mobility experiences to our customers by innovative platforms and sustainable operations

Our Values



Innovation

We create by innovating

We always look for the different and the best



Passion

This is how they recognize us

We enjoy every moment of the journey



Integrity

We operate with integrity & professionalism

We are the best version of ourselves every moment



Ownership

The satisfaction of our customers is our business



Customer focus

This is always our priority

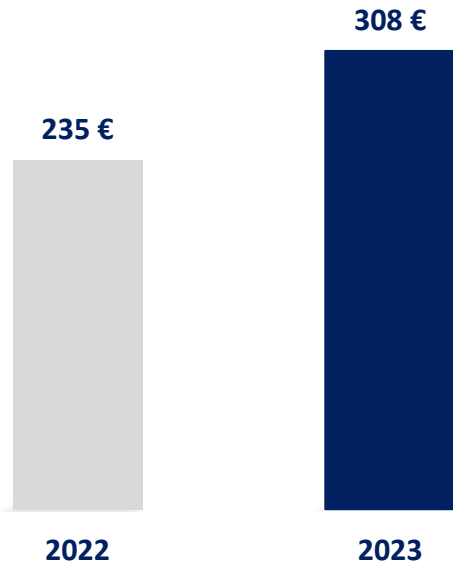
We always go the extra mile for our customers

Corporate Profile

Financial Performance

Turnover

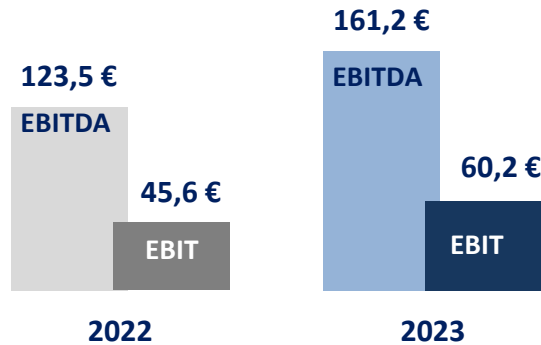
Millions



31% Increase
in Revenues

EBITDA & EBIT

Millions

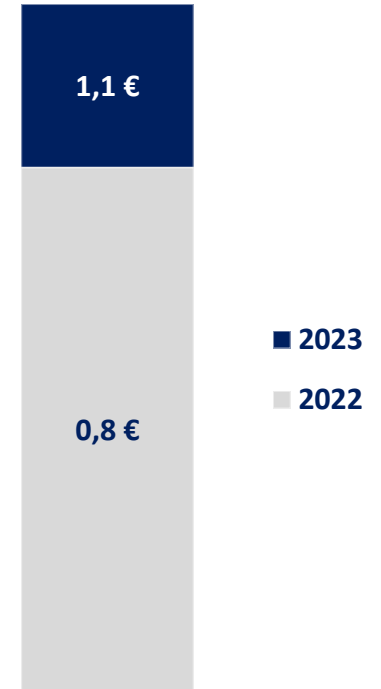


38mil €
Increase in EBITDA

15mil €
Increase in EBIT

Total Assets

Billions

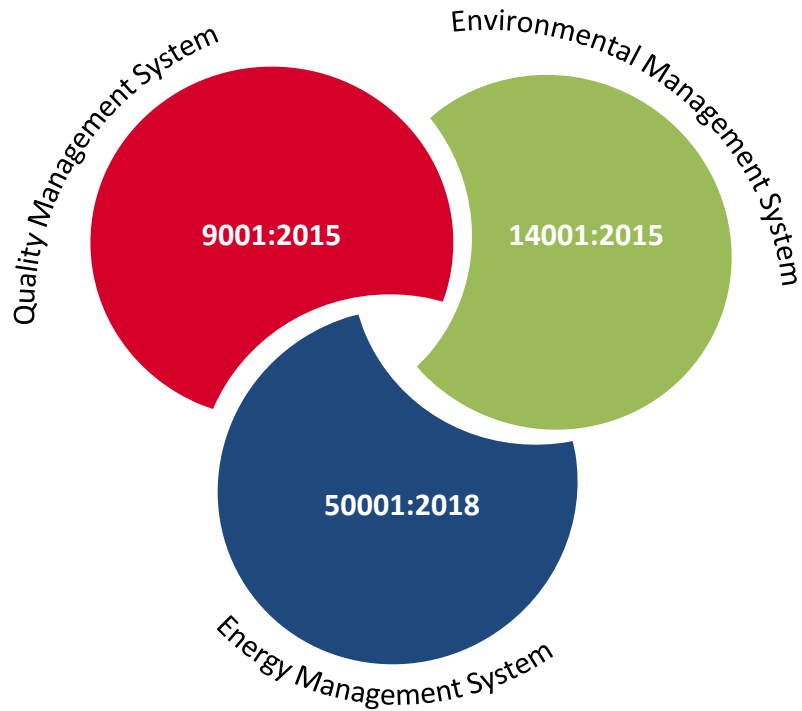


1,1 bil €
Asset Valuation

Corporate Profile

Sustainability Certifications and Awards

AVIS Greece commitment to integrating **ISO standards** to many aspects of its operation demonstrates the dedication to quality, reliability and continuous improvement.



Great Place To Work Certification 2023-2024

The Great Place to Work Certification recognizes organizations that excel in fostering outstanding workplace environments based on trust, pride and camaraderie. These awards are based on employee feedback and an assessment of company culture, focusing on areas such as inclusion, support, work-life balance, and career growth opportunities.



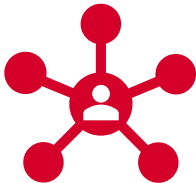
Silver Award AVIS Dialogue OKRs Performance Management System

The Silver Award for AVIS Dialogue OKRs (Objectives and Key Results) in Performance Management celebrates organizations that have implemented effective performance management systems to enhance goal alignment, transparency and accountability. This award highlights organizations that excel in driving performance through clear goal-setting, regular feedback, and strategic alignment, helping teams achieve their objectives effectively.

Sustainable Development Strategy

Stakeholder engagement

AVIS is dedicated to maintaining continuous and meaningful engagement with a diverse range of stakeholders, ensuring their perspectives are integrated into our decision-making process in alignment with the company's values and strategy. This dynamic interaction influences both daily operations and long-term decisions, while reinforcing trust between the company and its partners.



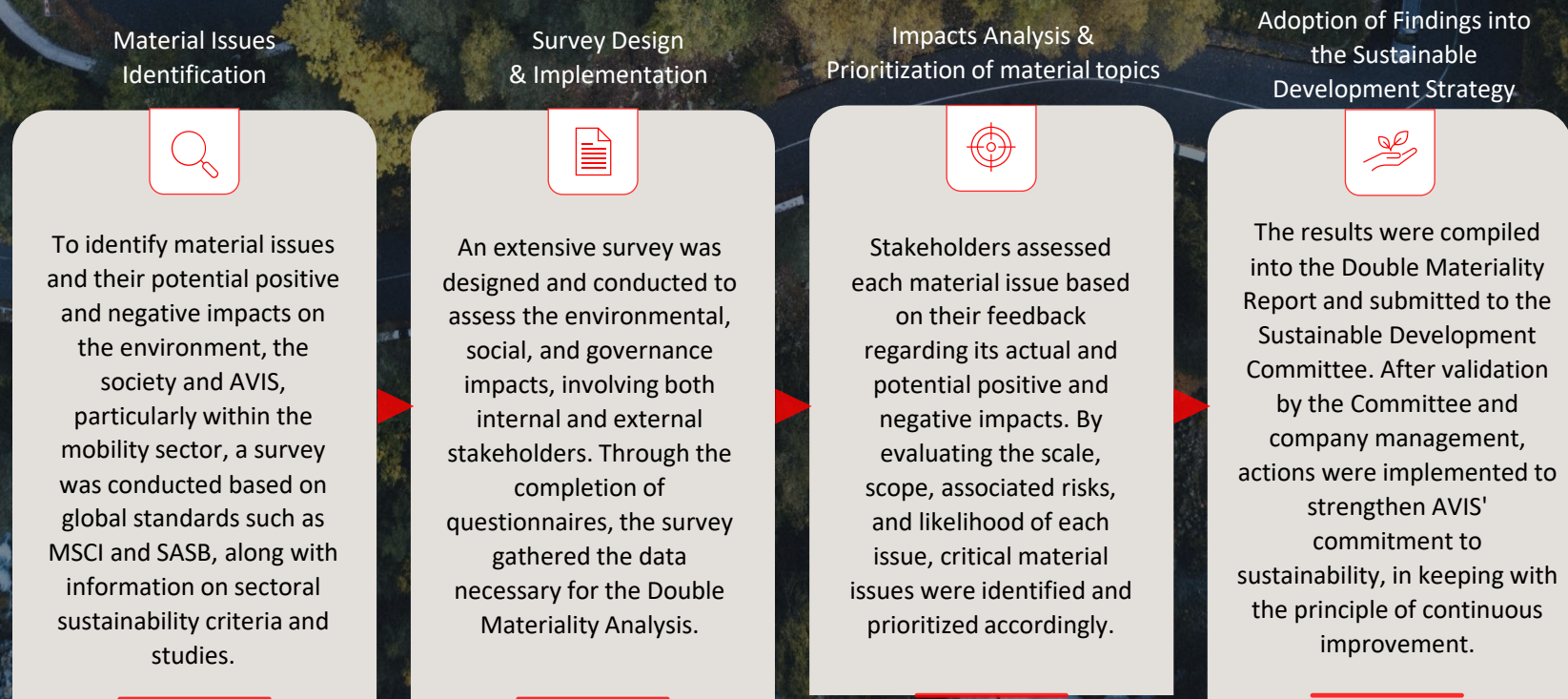
We prioritize open communication and the productive exchange of ideas, aiming to provide comprehensive information to all parties impacted by our actions.



Sustainable Development Strategy

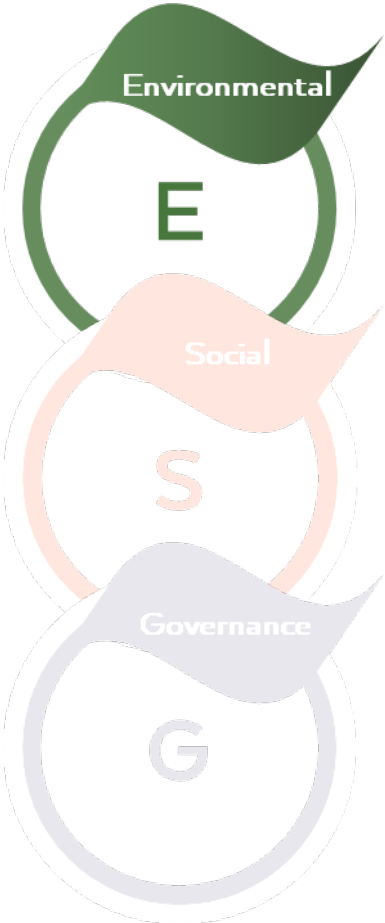
Double Materiality Analysis

AVIS conducted its first **Double Materiality Analysis** as a strategic tool to systematically identify, assess, and prioritize environmental, social, and governance (ESG) issues. This analysis enables a comprehensive understanding of the company operations' impact on the external environment and society, as well as the effects derived from external factors on the company itself. Acknowledging the importance of the analysis, AVIS adopted a methodological approach in line with international standards and best practices (CSRD, ESRS). This methodology involved specific steps to collect and analyze critical data from stakeholders, resulting in clear conclusions on the identification and significance of **material issues**.



Sustainable Development Strategy

Material Issues



Responsible Waste Management

Energy & Greenhouse Gas Emissions Management

Climate Change Adaptation

**Impact
Materiality**

**Financial
Materiality**



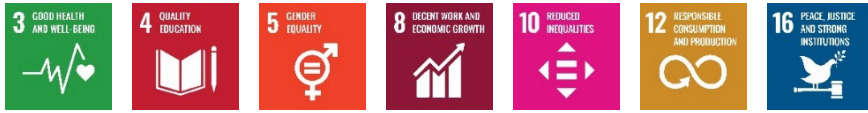
Low Importance ✓

Moderate Importance ✓✓

High Importance ✓✓✓

Sustainable Development Strategy

Material Issues



Employee Health and Safety

Labor Practices

Quality Service and Customer Satisfaction

Employee Training and Development

Diversity, Equal Opportunities & Protection of Human Rights

User/Customer Safety

**Impact
Materiality**

**Financial
Materiality**



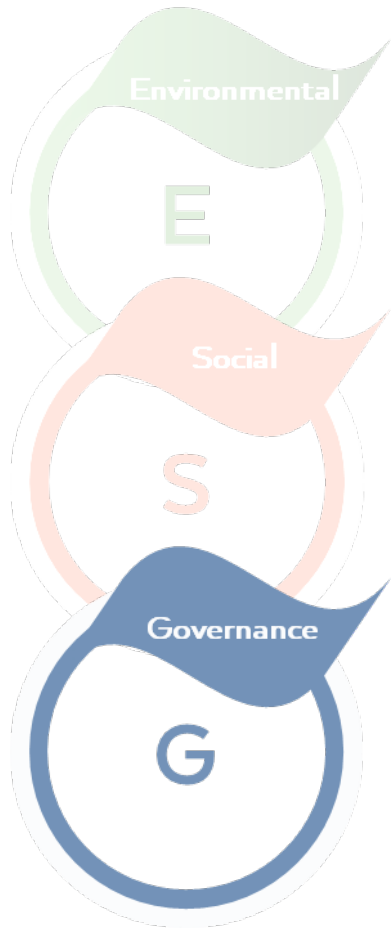
Low Importance ✓

Moderate Importance ✓✓

High Importance ✓✓✓

Sustainable Development Strategy

Material Issues



- Business Continuity and Emergency Preparedness
- Transparency, Anti-Corruption, and Compliance with Laws and Regulations
- Data Privacy Protection
- Innovative Services and Partnerships
- Business Ethics and Integrity
- Financial Performance
- Responsible Supply Chain

Impact Materiality

Financial Materiality

Business Continuity and Emergency Preparedness	✓	✓	✓
Transparency, Anti-Corruption, and Compliance with Laws and Regulations	✓	✓	✓
Data Privacy Protection	✓	✓	✓
Innovative Services and Partnerships	✓	✓	✓
Business Ethics and Integrity	✓	✓	✓
Financial Performance	✓	✓	✓
Responsible Supply Chain	✓	✓	✓

Low Importance ✓

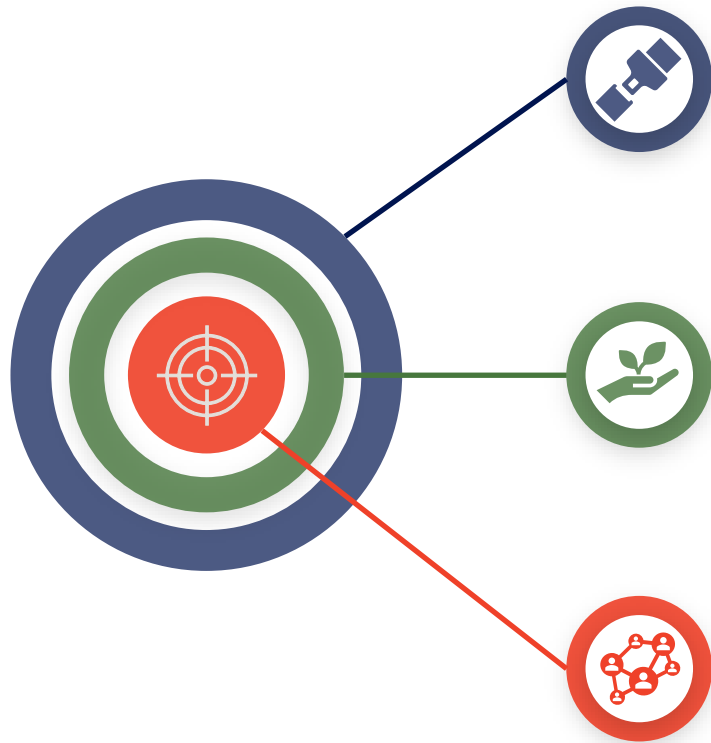
Moderate Importance ✓✓

High Importance ✓✓✓

Sustainable Development Strategy

Contribution to the Sustainability Development Goals (SDGs)

The future objectives of Avis Greece align with Sustainable Development Goals, forge a way forward for a **safe, sustainable** and **equitable** future.



Safe

Health and safety are among Avis Greece top priorities. We firmly believe that maintaining health and safety is one of the management's top priorities and a responsibility diffused to every employee as well, for the well-being of our colleagues, customers, stakeholders and the communities in which we operate.

Sustainable

Avis Greece is committed to supporting the transition to a low-carbon future. Our goal is to offer sustainable transportation options by utilizing technology and investing in fuel-efficient, hybrid, and electric vehicles. Across our operations, we implement sustainability practices aimed at reducing energy and water consumption, while increasing waste diversion to minimize our environmental impact.

Equitable

Promoting and embracing diversity is essential to Avis success. We are dedicated to fostering a safe, supportive, and inclusive environment, with a focus on enhancing diversity within our workforce.

Sustainable Development Goals (SDGs)



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



15 LIFE ON LAND



2023 Environmental Highlights



2,688 tn CO₂eq
Scope 1 & 2
Emissions



-14%
Scope 3 Emissions
intensity
in comparison with 2022



25,97 tn CO₂eq
Total Scope 1 &
2 per employee



-21%
Energy Consumption in
comparison with 2022



850.000 kg
Hazardous & Non-
Hazardous Waste



710.000 kg
Hazardous & Non-
Hazardous Waste
for recycling

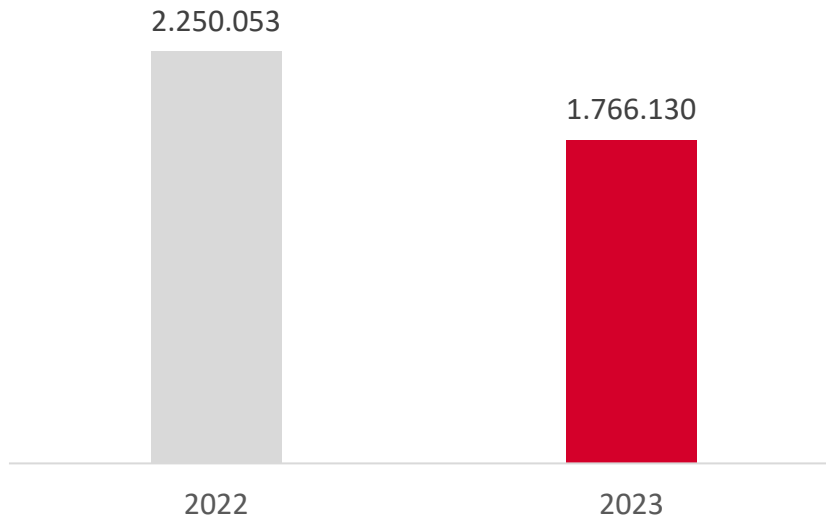
Environment

Energy Management

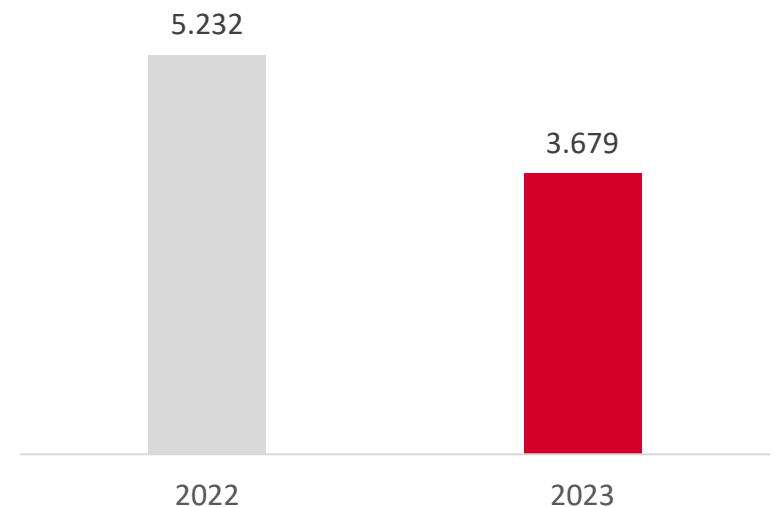
At Avis Greece, our commitment to environmental responsibility is a core part of our business activities. Through a comprehensive approach to environmental management, we adopt and promote practices that reduce our environmental footprint and enhance sustainability. The total electricity consumption at AVIS facilities decreased by **21%** in 2023 compared to 2022. Moreover, the KPI representing annual kWh/employee decreased by **30%** compared to 2022. This is a result of the AVIS strategy to maintain effective energy management which is proved to be essential for the Company's commitment to sustainability.



Energy Consumption (kWh)



Energy Consumption / Employee (kWh / employee)



Environment

Energy Management

Avis Greece Environmental Policy

Pollution Prevention



We implement environmentally friendly technologies and green practices across our facilities and operations to prevent pollution.

Energy Efficiency



We strive to reduce energy consumption in our offices and maintenance facilities by utilizing LED lighting and green technologies.

Recycling and Waste Reduction



We actively promote material recycling and reduce the use of consumables, encouraging reuse and waste minimization.

Employee Education



We invest in awareness trainings for our employees, emphasizing the importance of environmental protection and encouraging their active participation in our environmental initiatives.

Compliance with Environmental Legislation



We ensure full compliance with current environmental laws and maintain ISO 14001 certification, which highlights our commitment to high standards in environmental management.

Measurement and Monitoring



We set clear environmental goals, which are regularly monitored and evaluated to ensure progress and alignment with our policy.

Sustainable Supplier Selection



We prioritize collaborations with suppliers who adhere to sustainable practices and environmental responsibility.

CO2 Emissions Reduction



We are committed to reducing carbon dioxide (CO₂) emissions and optimizing the use of natural resources

Environment

Greenhouse Gas Emissions

The CO₂ emissions inventory is a vital and long-standing element of AVIS Greece environmental strategy, playing a key role in identifying major sources of emissions. At the same time, awareness and educational initiatives have been launched to engage both clients and employees in best practices for environmental sustainability. These emissions are calculated using specific methodologies, including:

- ✓ ISO 14064-1:2018 Greenhouse Gases – Part 1
- ✓ Greenhouse Gas Protocol, WRI (GHG Protocol Corporate Accounting & Reporting Standard, Revised Edition, & GHG Protocol Project Quantification Standard)
- ✓ DEFRA methodology

Major categories of Scope 3 Emissions

- 27 %*

Capital goods (22% of Scope 3 emissions)

For the accurate estimation of emissions, the following KPI was used : **tn CO₂eq/m.euros**

- 35 %*

Downstream leased assets (37% of Scope 3 emissions)

For the accurate estimation of emissions, the following KPI was used : **tn CO₂eq/m.euros**

- 13 %*

Downstream leased assets (37% of Scope 3 emissions)

For the accurate estimation of emissions, the following KPIs were used : **tn CO₂eq /vehicle**

**in comparison with the year 2022*

Total Emissions

(KPI : **tn CO₂eq/m.euros**)

- 14 % in comparison with the year 2022

Scope 1 Emissions

For the accurate estimation of emissions, the following KPI was used : **tn CO₂eq /m.euros**

- 16 % in comparison with the year 2022

Scope 2 Emissions

For the accurate estimation of emissions, the following KPI was used : **tn CO₂eq /m.euros**

- 58 % in comparison with the year 2022

Scope 3 Emissions

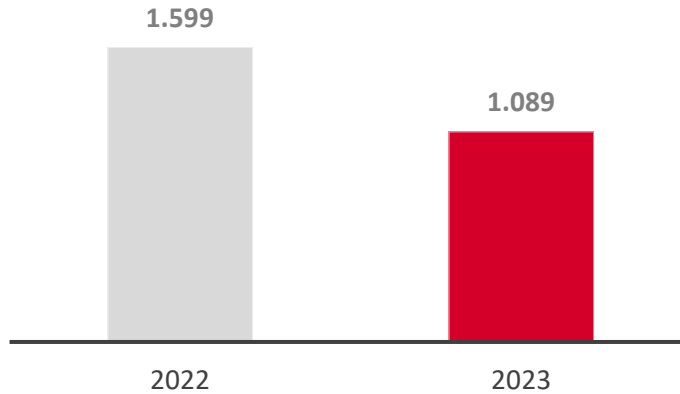
For the accurate estimation of emissions, the following KPI was used : **tn CO₂eq /m.euros**

- 14 % in comparison with the year 2022

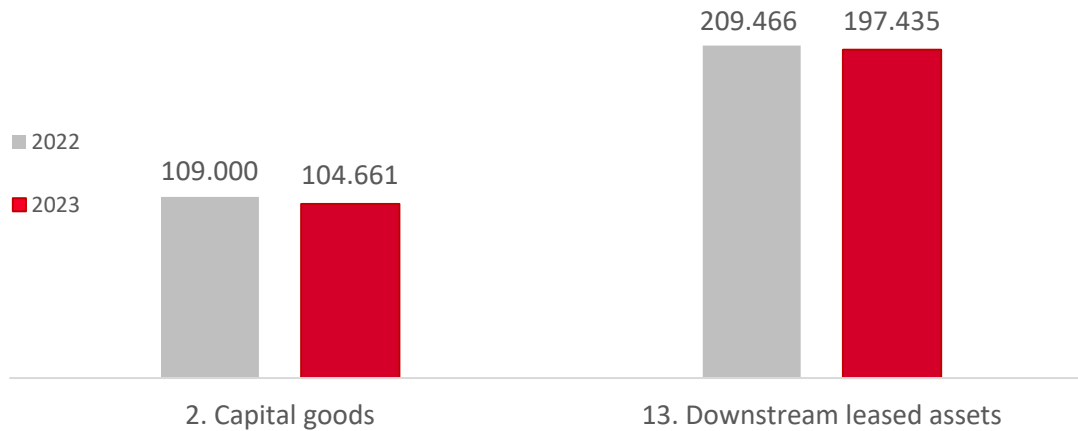
Environment

Greenhouse Gas Emissions

Scope 1 & 2 Emissions (tn CO₂eq)



Scope 3 Emissions – Major Categories (tn CO₂eq)



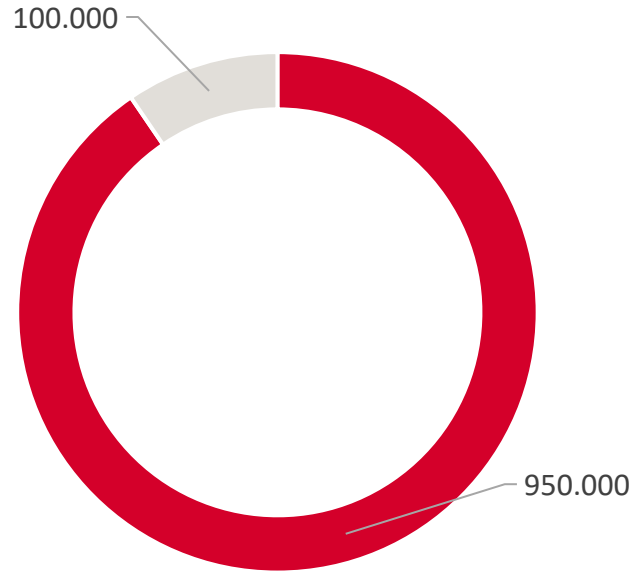
*CO₂eq : is a metric used to compare the emissions of various greenhouse gases based on their global warming potential (GWP). It allows for a common unit to express the impact of different gases on climate change.



Environment

Waste Management

Waste produced 2023 (kg)

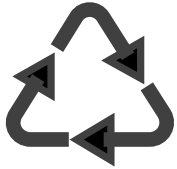


■ Hazardous waste ■ Non hazardous waste

As part of its dedication to sustainable operations, Avis Greece prioritizes effective waste management to reduce environmental impact and drive positive change. The company has implemented systematic practices to handle waste responsibly, focusing on maximizing recycling and minimizing landfill contributions. In 2023, these efforts resulted in substantial recycling achievements across both hazardous and non-hazardous waste categories, underscoring the company's commitment to resource efficiency and environmental stewardship.

Environment

Waste Management



650.000 kg

hazardous waste for recycling

60.000 kg

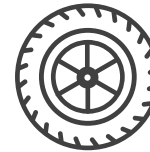
non - hazardous waste for recycling

Out of 950.000 kg of hazardous waste generated, 68% was successfully recycled. This achievement demonstrates company's focus on safely managing hazardous materials and minimizing their impact on the environment. Additionally, Avis generated 100.000 kg of non-hazardous waste, with a recycling rate of 60%. The efforts in recycling non-hazardous materials reflect the commitment to the reduction of landfill waste and supporting circular economy principles.



111.304

Litres of used motor oil recycled or repurposed



35.289

Tires recycled or repurposed



8.463

Car batteries recycled



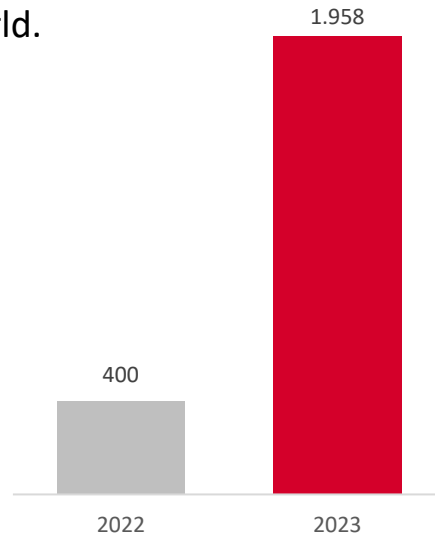
Environment

AVIS Green Fleet

Operating a safer, greener and smarter fleet

AVIS Greece is committed to addressing the growing environmental challenges and meeting the demand for sustainable mobility by offering customers a broad range of options, including luxury, electric, truck, and light commercial vehicles. Our aim to reduce carbon emissions and promote sustainable solutions is driven by our Environmental, Social, and Governance (ESG) strategies. We seek to provide mobility solutions that protect the environment while meeting customers' needs for safe, reliable, and greener transportation. By leveraging connected vehicle technology and incorporating more fuel-efficient, low-emission, hybrid and electric vehicles (EVs), we offer a path to a more sustainable world.

In 2023, we managed to triple the number of our electric vehicles



Environment

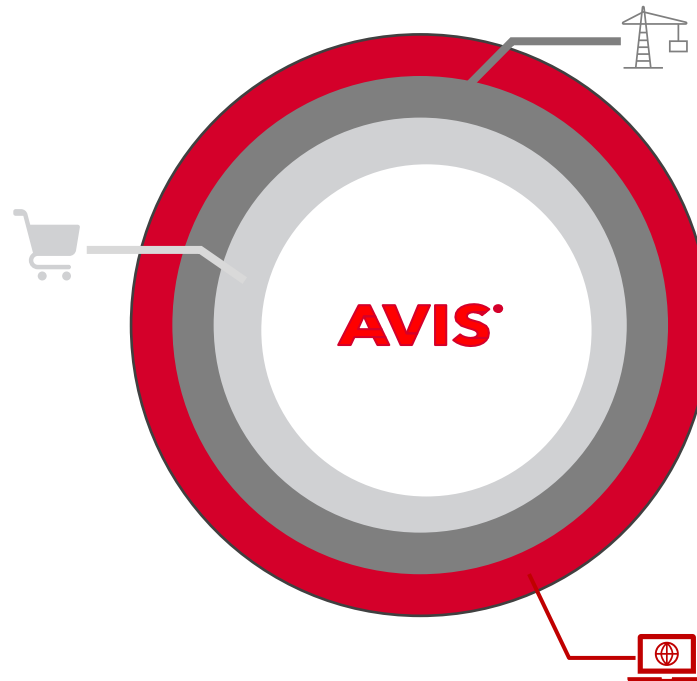
AVIS Green Fleet

Integrating electric vehicles

In line with the transition to electrification, Avis Greece is steadily increasing the number of hybrid and electric vehicles in its fleet. Throughout 2023, Avis has made significant investments to expand its EV fleet, addressing the growing demand for cleaner mobility options. Our strategy is based on three key pillars focusing on customer experience, infrastructure and technology:

Customer Experience

We provide solutions that combine low consumption and reliability. Additionally, we train our employees, particularly those in sales and customer service, to thoroughly understand the advantages of EVs. This enhances customer support and allows clients to fully enjoy the benefits of the latest technology.



Infrastructure

Adequate charging points are essential for the sustainable development of our fleet. Avis Greece is expanding EV charging infrastructure at its locations, prioritizing high-demand areas. This infrastructure makes EV usage more accessible and convenient for our customers.

Technology

We invest in technology that ensures a seamless customer experience by integrating connected vehicles and partnering with specialized EV service providers. Connectivity allows us to monitor vehicle conditions in real time and provide tailored support, ensuring an optimal experience for customers.

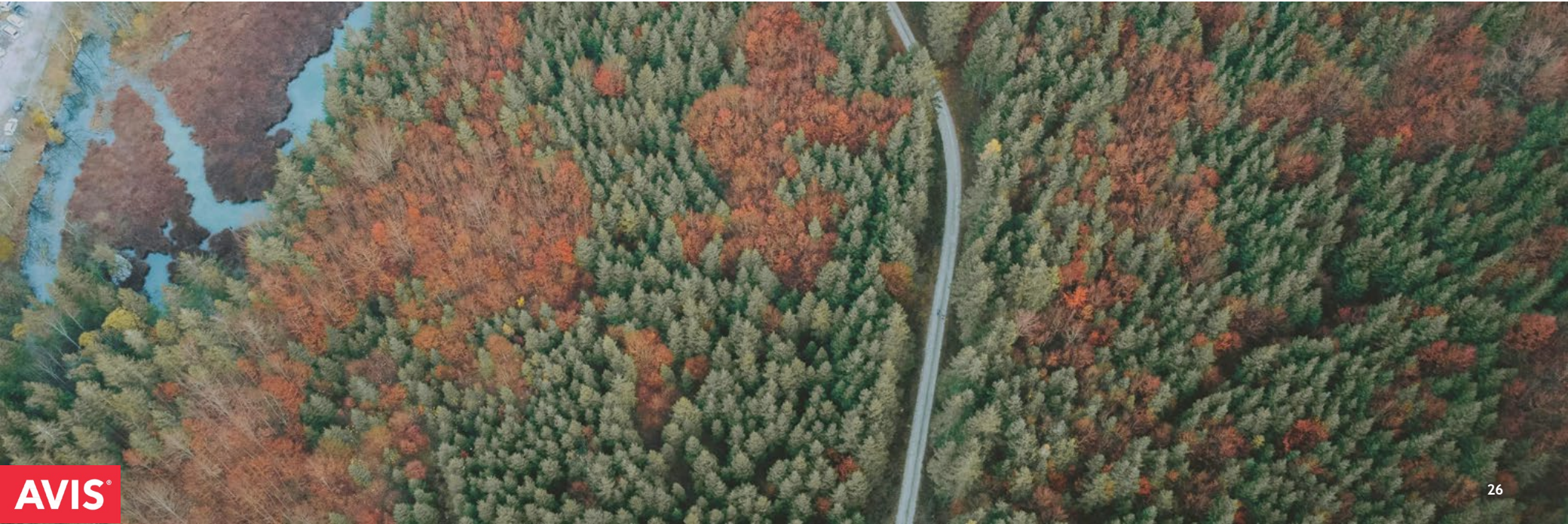
Avis Green Fleet - A glance at the future

Promoting Low-Emission and Accessible Mobility

With a focus on promoting low-emission and accessible mobility solutions, Avis Greece implements initiatives that encourage reduced dependence on individual vehicle ownership and facilitate access to sustainable mobility. By exploring the potential of car-sharing models already successfully implemented in other countries, the company aims to consider similar solutions in Greece in the coming years. These initiatives aim to reduce urban congestion and emissions, supporting shared vehicle use for more responsible and affordable urban transportation.

Supporting Corporate Customers in Reducing Carbon Emissions

As part of its ESG strategy, Avis Greece is committed to helping corporate clients reduce their environmental footprint through mobility solutions that enhance sustainability. Through our carbon offset program, corporate clients can offset emissions generated from their rentals by supporting sustainable development projects. Emissions are calculated based on corporate vehicle usage and offset through projects that target emission reductions, such as renewable energy, reforestation, and natural resource conservation.



Environment

AVIS Green Fleet

Electric mobility

Electromobility represents a modern and environmentally friendly solution for daily transportation, offering significant advantages and dispelling common misconceptions. Although the initial purchase cost of an electric vehicle (EV) may appear higher compared to conventional cars, available tax incentives, government subsidies, and the lower charging cost compared to fuel make it a more economical option in the long run. Avis enhances this convenience through its Green Leasing program, allowing customers to enjoy the benefits of a modern EV without the burden of long-term ownership and resale processes.

Regarding charging, advanced fast chargers can significantly reduce the time needed to recharge, contrary to initial assumptions. Additionally, the continuous expansion of public charging infrastructure ensures smooth travel, even for long-distance journeys. In terms of range, the rapid advancement in battery technology now offers options exceeding 400 kilometers per charge, fully meeting both daily and professional transportation needs.

With the Green Leasing service, Avis facilitates the adoption of electromobility by offering a modern, reliable, and safe means of transport that promotes sustainability and reduces environmental impact. By leasing a state-of-the-art EV, customers can enjoy all the benefits of electromobility and contribute to creating a sustainable future.

Green Leasing Service

Avis supports the shift to sustainable transportation with comprehensive electromobility services, enhancing convenience and environmental responsibility. **Electric vehicles (EVs)** are vital for reducing emissions and air pollution, particularly in urban areas, contributing to improved public health and climate change mitigation. Through its innovative Green Leasing program, Avis allows customers to experience the benefits of EVs without the commitment of ownership. This approach not only makes modern, eco-friendly driving more accessible but also provides users with financial advantages, including lower long-term costs due to reduced charging and maintenance expenses. Avis' offerings ensure customers can transition smoothly to electric mobility with minimal investment.

AVIS Charging Solutions

Avis further strengthens its position in electric mobility through extensive support and user benefits. The MyAvis App enhances convenience by offering exclusive perks, such as a 5% discount on charging across the expansive PPC blue network, which includes over 2,400 charging points throughout Greece. This infrastructure ensures seamless long-distance travel without concerns over charging availability. Businesses benefit from flexible solutions that meet staff charging needs, promoting a modern, eco-conscious workplace culture. By integrating advanced charging services and user-focused features, Avis contributes to sustainable urban mobility and encourages the broader adoption of electric vehicles, setting a strong example for environmentally responsible transportation solutions.

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



2023 Social Highlights



482 employees



34% women



0 accidents of severe consequences



Over 3.900 hours of training



0 discrimination incidents

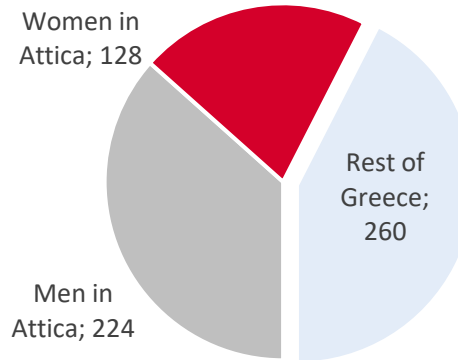
Society

Our Workforce

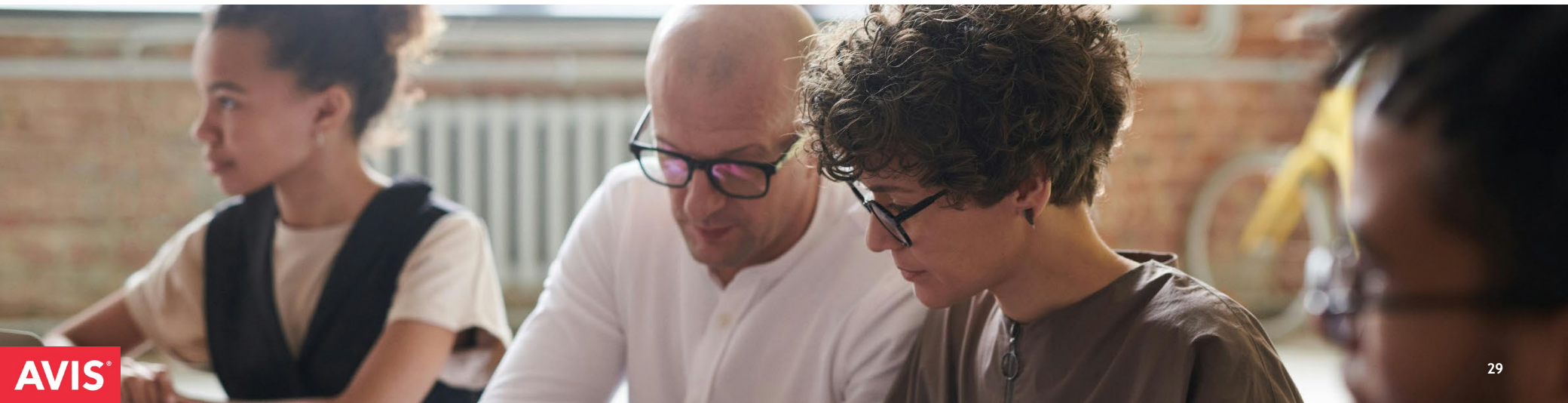
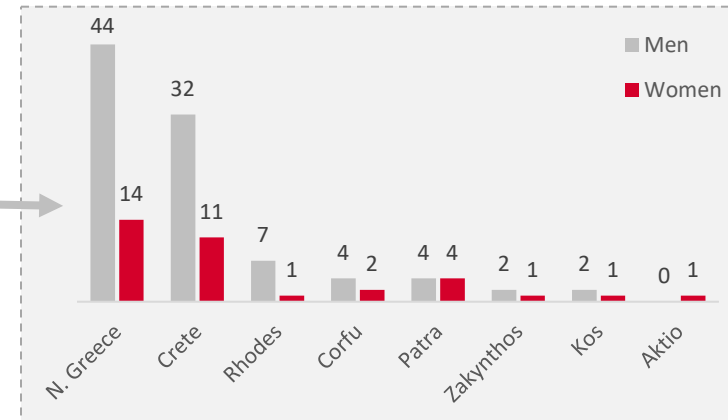
During 2023, Avis Greece employees a workforce of nearly 500 professionals across Greece. Our workforce is our most valuable asset, positioned at the center of the company’s sustainability strategy, as one of its main pillars. Thus, Avis is committed to taking necessary actions and establishing a culture of fair treatment, equality and safety in the workplace, paving a path of continuous development of the workforce.

Employee Category	Women	Men	Total
Total number of employees	161	321	482
<i>Permanent employees</i>	158	308	466
<i>Temporary employees</i>	3	13	16
<i>Non-guaranteed hours employees</i>	0	0	0
Total number of employees	161	321	482
<i>Full-time employees</i>	161	321	482
<i>Part Time employees</i>	0	0	0

73% of employees in Attica



Rest of Greece employee allocation

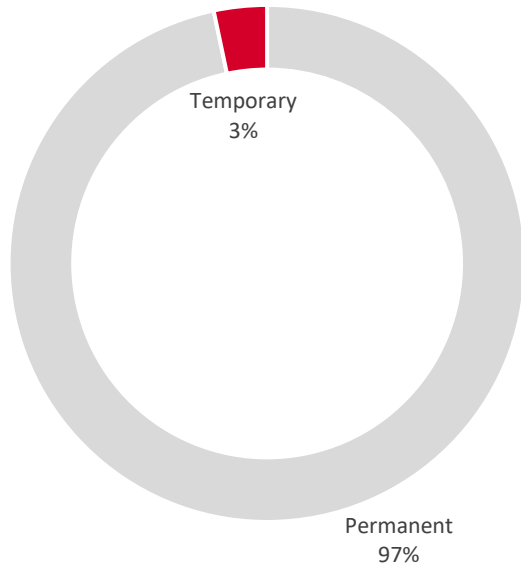


Society

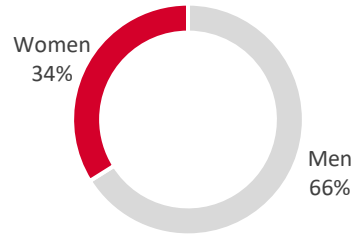
Our Workforce

- 100% of AVIS' workforce is covered by **collective bargaining agreements**
- 100% of AVIS' workforce is on **Full-time employment terms**
- The workforce has contributed **978.109 total manhours**

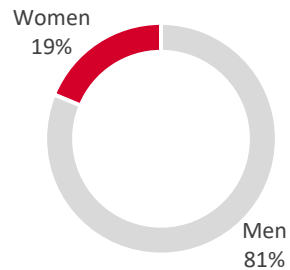
Employment Terms



Permanent Employees



Temporary Employees

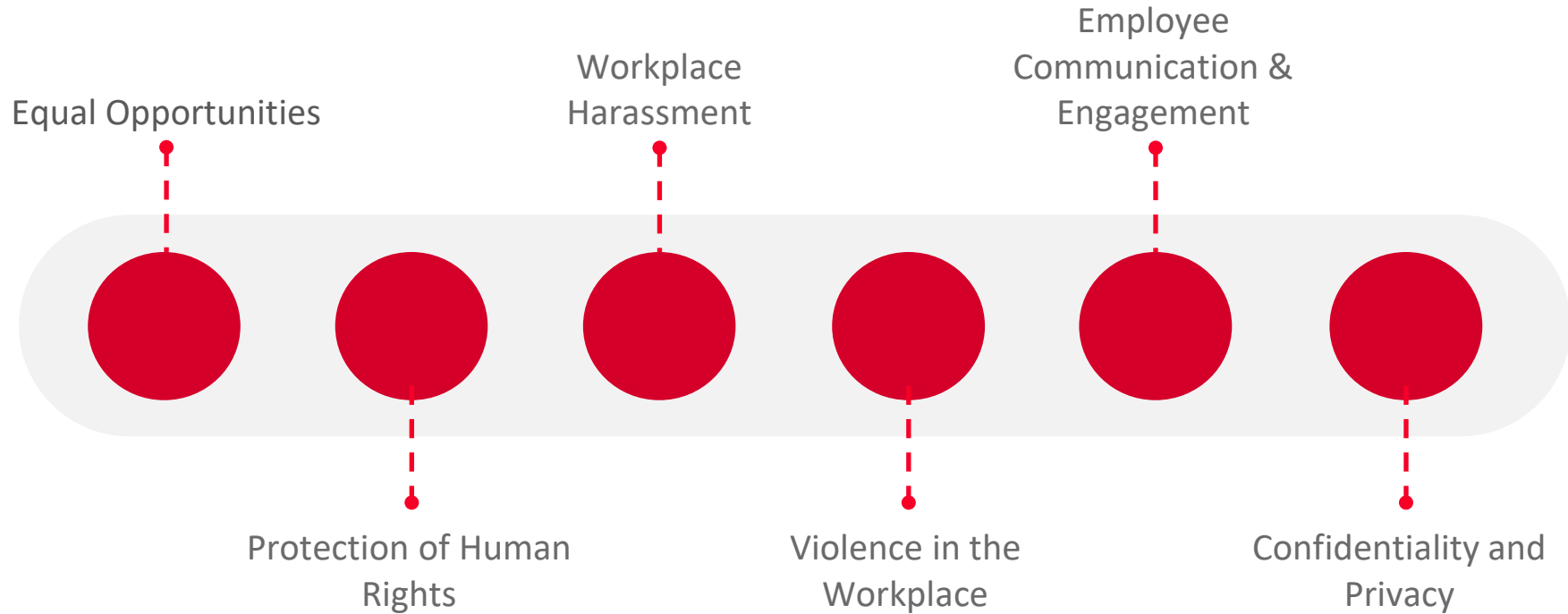


Protection of Human Rights

Avis Greece places a high priority on protecting human rights, acknowledging their importance to the welfare and growth—both personal and professional—of its team, which serves as the company's core strength.

In this pursuit, Avis Greece has adopted a Human Rights Policy that aligns with Greek law and Avis' values which incorporates leading global practices, including the Sustainable Development Goals (SDGs).

The principles of human rights respect are integral to all policies and processes within the Company's Human Resources Management and they revolve around 6 main pillars:

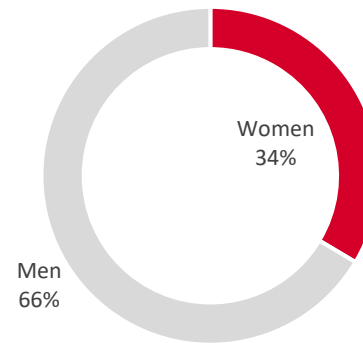


Society

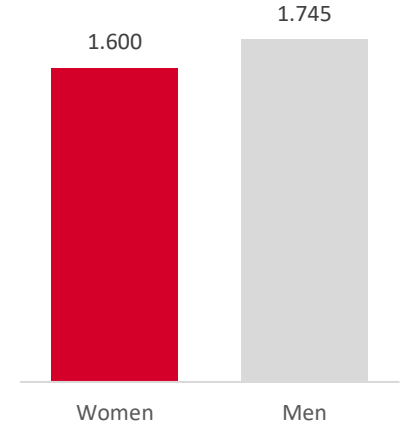
Diversity & Equal Opportunities

AVIS has implemented concrete initiatives to enhance the recruitment, retention, and career advancement of women. Over the years, we have increased female representation by prioritizing well-being, motivation and active engagement, resulting to the **34% women representation in total workforce** for 2023.

Gender Diversity



Employee Compensation



20% Women
representation in
the company's
Executive Positions

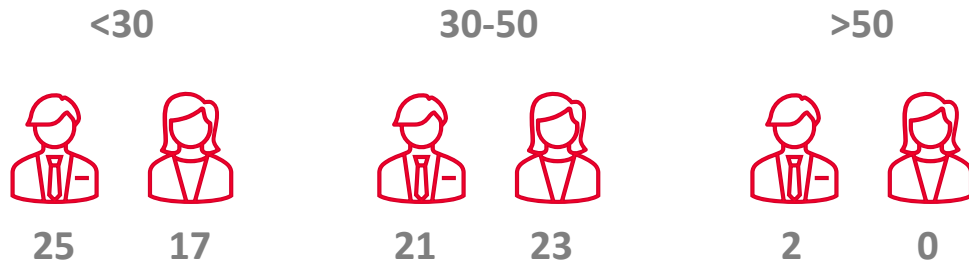


Society

Diversity & Equal Opportunities

As a cornerstone of the recruitment process, Avis Greece is steadfast in its commitment to a zero-tolerance policy regarding discrimination and harassment, ensuring equal opportunities and fostering a fair and impartial environment for all candidates, regardless of race, gender, nationality, ethnicity, language, religion, or any other status.

Number of hires by age and gender



Society

Diversity & Equal Opportunities

- ▶▶ Policy against Discrimination, Violence & Harassment at work



Avis Greece has established a comprehensive policy to prevent and address violence and harassment in the workplace. This policy applies to all employees and prohibits any form of violence & harassment, encompassing a robust strategy for prevention, enforcement, and support. It includes mechanisms for reporting, investigation, and remediation while ensuring confidentiality and protection for all parties involved. Employees have the right to remove themselves from hazardous situations without fear of retaliation and are encouraged to report such incidents promptly.

Zero

Discrimination incidents



Employee Development

▶▶ Training

Avis Greece is committed to the continuous development of its employees, prioritizing their knowledge enhancement and personal growth, understanding that their development is vital to the company's success. Thus, Avis places great emphasis on nurturing the growth and advancement of its team through several comprehensive training programs, workshops and tools designed to support both personal and professional excellence.

Over 3.900 total manhours of training:

> 2.100 manhours of e-learning training:

Avis E-Learning Hub

Digital training platform for employees, partners and newly hired employees easily accessible at any time and from any electronic device, offering courses on:

- AVIS Code of Conduct
- Health & Safety
- Cyber Security
- Anti-harassment



Enhancement of employee skills

- Collaboration with foreign universities for participation in educational programs (HBSO, Stanton University).
- Partnership with Searchlight for soft skills training for colleagues who are becoming managers.
- Provision of licenses for the LinkedIn Learning platform for personal and professional development.

> 1.800 manhours of specialized training:

Training Program	Manhours
Professional Impact Workforce	117
• VAT on Intra-Community Sales	
• Digital Accounting Books / E-Invoicing	296
• IFRS	
• Advanced Formulas-Excel	
Advanced Interviewer	10
Make great hires	
AVIS Elevate Management	207
Product School Certification	55
Electrification	635
HBSO	470
Security+	20

Society

Employee Development

▶▶ Providing Feedback

Providing feedback on the development and performance of employees is of the highest importance for Avis Greece as it fosters a culture of continuous improvement and accountability. We aim to provide constructive feedback to help employees understand their strengths and areas for growth, enabling them to enhance their skills. It also boosts employee engagement and morale, as individuals feel valued and recognized for their efforts. In 2023, 133 female employees and 270 male employees received regular performance and career development evaluations.

▶▶ Avis Greece Appreciation Awards

Avis Greece Appreciation Awards recognize and celebrate the outstanding contributions and achievements of Avis employees across various roles and departments. These awards are designed to honor employees who demonstrate exceptional customer service and contribute to Avis Greece's success through dedication, innovation, and teamwork. By spotlighting employee excellence, the awards foster a culture of recognition and motivation, encouraging staff to continue delivering high standards of service and performance.



Society

Employee Well-being

▶▶ Work-life Balance

Avis Greece is committed to fostering a motivating and supportive work environment that promotes employees' professional growth within the company.



Listening closely to the genuine needs of its staff through annual **Employee Engagement Surveys** with a **participation rate of 91%**.

Surveys results have shown that the employees' level of satisfaction is particularly high, since **84% express positive views** for the company, while the **employee net promoter score** is at **83%**.

Avis Greece has continued its efforts to enhance the employee well-being through a series of initiatives.



Implementation of a Hybrid Work from Home Model



Option for Fixed-Schedule Employees to Select Start Time



Early Summer Fridays



AVIS Healthy Week



Society

Employee Well-being

▶▶ Avis Benefits

New



Activities for Small Groups (self-defense, photography lessons)



Collaboration with well known Gym Chain



Avis Staff Care Health Plan



Avis Staff Sales



5 additional days of leave for each new father



Coverage of the cost for staff using public transportation



Group Life & Health Insurance Program



Employee Assistance Program: 24/7 Support & Crisis Line



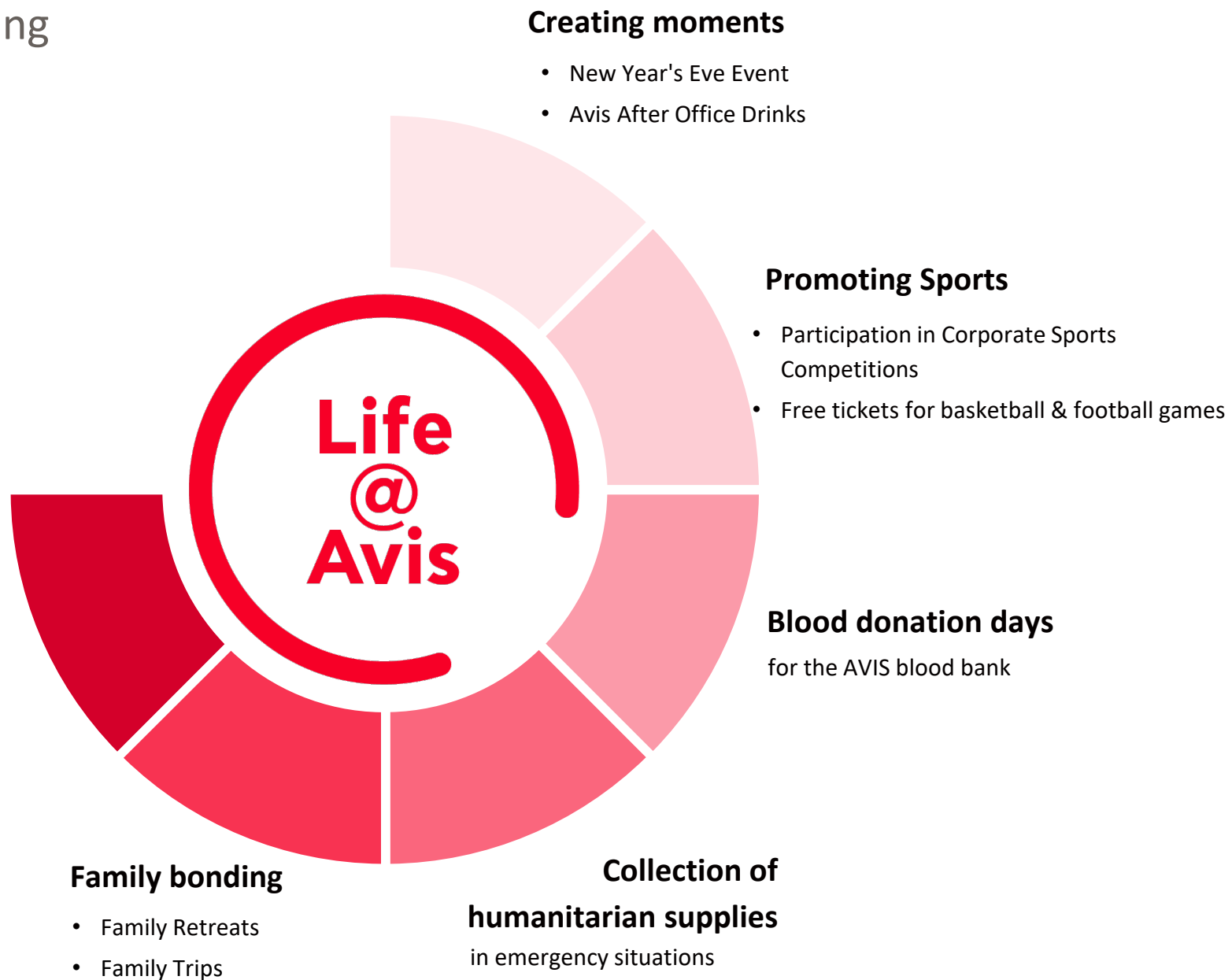
Pension Program



Society

Employee Well-being

▶▶ Life at AVIS



Society

Social Actions

AVIS contribution to the society is the continuous collaboration and support of established charitable organizations, non-governmental organizations (NGOs), and non-profit organizations (NPOs) dedicated to addressing critical social challenges.



Avis Love Cooks: AVIS cooperates with NGO "The Love Van"



Avis is a distinguished supporter of **No Finish Line**



Avis is a Grand Sponsor of the World Deaf Basketball Championship



Transportation of Volunteers as part of the actions of the NGO "Save Your Hood"



Transportation of staff for free preventive breast cancer screenings in collaboration with Euroclinic and **E.M.E.I.S.**



Golden Sponsorship to the "Eliza Association" protecting against child abuse



Proud sponsor of "The Power of a Flower", empowering individuals with special needs through the cultivation of flowers

Society

Health & Safety

Avis Greece is committed to safeguarding the health, safety, and well-being of the entirety of the workforce, as well as protecting third parties from potential risks that may arise due to the company's operations. This commitment is achieved through, **compliance with relevant laws and regulations, effective risk management practices and continuous staff training.**

Avis Greece also ensures that subcontractors and third parties adhere to safety procedures and constantly strives to improve its health and safety management system. Through consistent communication, reporting, and ongoing evaluation, Avis Greece maintains a proactive approach to minimizing risks and protecting all parties involved.



Avis Greece runs hands-on training sessions on Fire Safety & First Aid, twice per year as part of its **Health & Safety Compliance Program**. Also, **Safe Driving Training** is offered for all its drivers.

13

work related
minor accidents

Zero

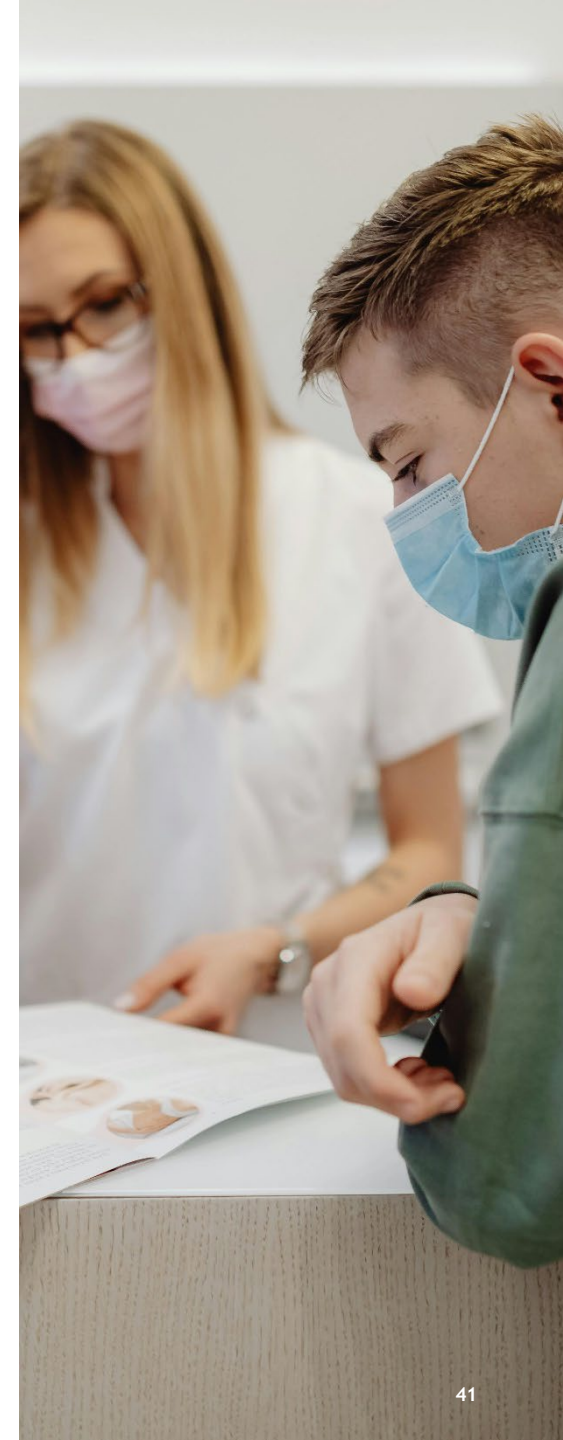
severe work
related
accidents

Zero

fatal injuries due
to work-related
accidents

11

workdays lost
due to
workplace
accidents



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



2023 Governance Highlights



8

BoD Members



3

Committees



0

Fines for data security & confidentiality breaches



84,3%

Customer Satisfaction



12

Policies



0

incidents of corruption

Governance

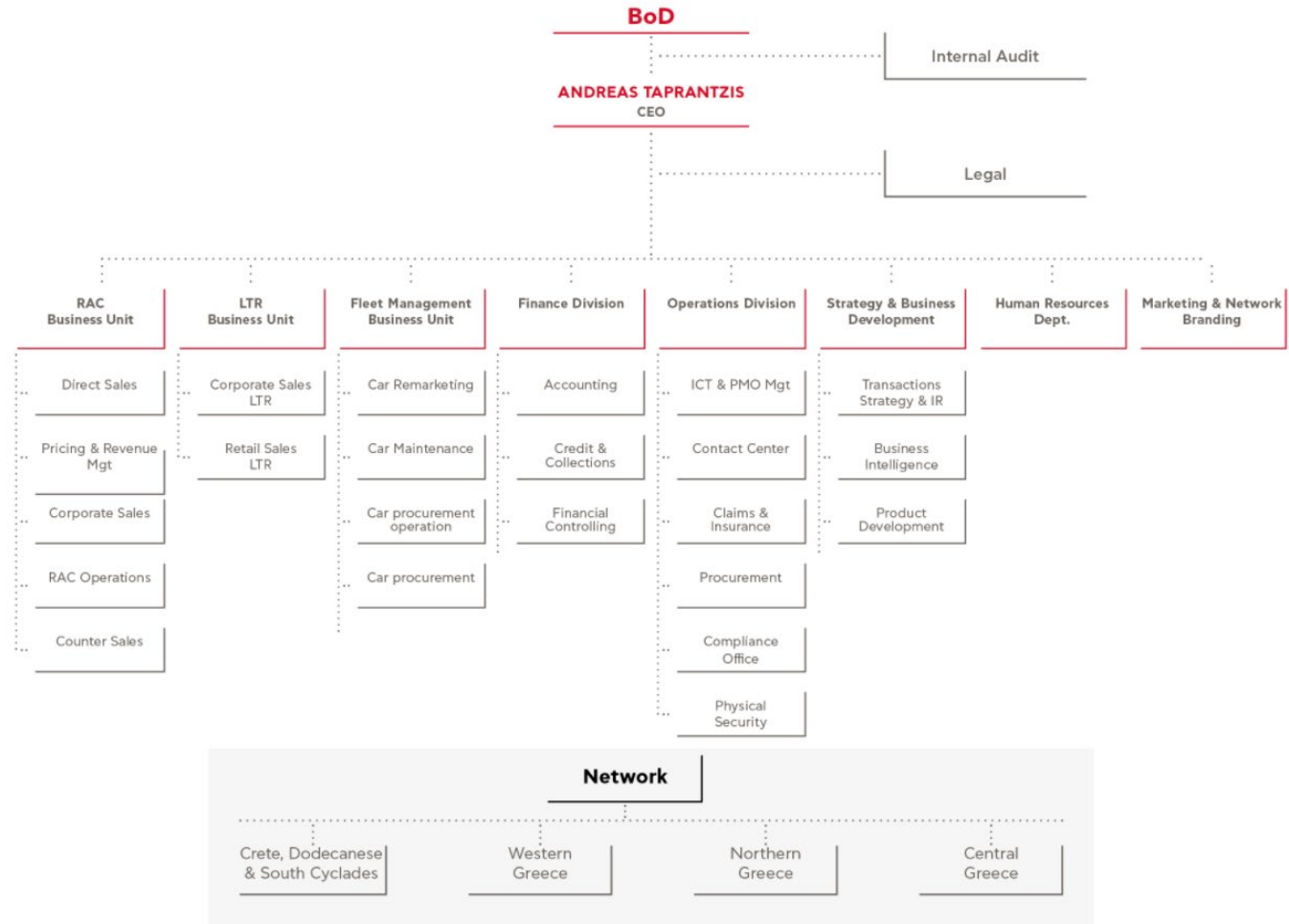
Organizational Structure and Management

▶▶ Avis Greece Structure

An effective organizational structure is critical for a company, as it clearly defines roles and responsibilities, boosts efficiency and promotes specialization.

This structure enhances intra-departmental communication and facilitates performance evaluation.

Avis Greece has implemented a functional organizational structure with multiple management levels, enabling streamlined operations and oversight of its complex processes through a well-defined division of responsibilities.



Governance

Organizational Structure and Management

▶▶ Board of Directors

An effective corporate governance framework should allow for the monitoring of the company's strategic direction and ensure meaningful oversight of management by the **Board of Directors (BoD)**, the **highest authority body**. The BoD's primary role is to safeguard the company's overall interests and to promote long-term economic value.

Comprising 8 members, the Board includes both executive and non-executive members, with a term of service of 5 years. The CEO serves as the sole executive member as the BoD Vice President, while the other 7 members representing the 100% of the shareholders. The majority of the Board consists of non-executive members, who are tasked with overseeing the actions of Executive Management.

▶▶ Committees

Committees play a crucial role in an organization's governance by offering specialized expertise, facilitating decision-making, and ensuring accountability and oversight, while they improve communication among executives on key issues.



Governance

Organizational Structure and Management

▶▶ Reporting Mechanisms

AVIS has established several channels of reporting mechanisms, ensuring timely identification and resolution of critical problems, minimizing risks and promoting informed decision-making, ultimately supporting the long-term success and stability of the organization.



Governance

Sustainable Development Management Approach

Avis Greece vision of sustainability is deeply embedded across the organization, particularly within management, serving as a foundation for adopting practices that drive sustainable development. Senior management and top executives, supported by the ESG Committee, oversee the approval and updating of all values, mission statements, strategies, policies and objectives related to sustainability. This leadership team fosters a corporate culture in which each **business decision considers economic, environmental, and social impacts, ensuring ethical conduct and transparency across all operations.**



To enhance the collective expertise of both the top management and the company's employees in sustainable development regular evaluations are conducted to identify training and improvement needs. Additionally, Avis collaborates with external consultants who provide guidance on best practices.

Governance

Business Ethics & Integrity

▶▶ Integrating business ethics

The foundations of our commitment to responsible business conduct are the **Code of Ethics**, pertaining to Avis Greece workforce and the **Third Parties Code of Ethics**, concerning Avis Greece suppliers/partners. These Codes establish a set of rules on the conduct of employees and partners, infusing our operations with our core values, principles and rules. Each employee and partner is required to be aware and fully complied with the respective Code to prevent potential breaches. Thus, AVIS Greece has established robust procedures (Whistleblowing Policy) to ensure safe reporting of any deviations that may be observed.

Avis is dedicated to responsible business conduct at every organizational level, ensuring these principles shape decisions and practices internally and in external partnerships. AVIS extends its commitment to responsible practices to its business relationships, selecting partners and suppliers who share its values of sustainability, transparency and fair competition.

▶▶ Promoting a culture of ethos

Responsibility for promoting ethical business practices is shared across management levels within the organization. Avis Greece also provides employee training to reinforce its commitment to responsible conduct, emphasizing the importance of these principles. Training programs include updates on the company's Code of Ethics, anti-corruption and antiharassment awareness, among others.



Governance

Policies



Code of Ethics

Third Parties Code of Ethics

Antiharassment Policy

Competition Policy

Environmental Policy

Energy Policy

Quality Policy

Whistleblowing Policy

Health & Safety Policy

Privacy Policy

Conflict of Interest Policy

Human Rights Policy

Policies of an organization are of crucial importance as they provide guidelines for decision-making, ensure consistency and foster fairness and transparency, supporting strategic alignment with the company's goals and values. Avis Greece takes pride in establishing and implementing a comprehensive and robust system of policies that proactively protect the company, employees and stakeholders from potential challenges while setting best practices for the organization's daily operations.

These policies are integrated into operations and business relationships, overseen by the upper management, through staff trainings, compliance procedures and partnerships with organizations that promote the same values.



The company's policies and management commitments are communicated through its website, posted in Avis Greece office spaces, and made available via the internal network, i-Avis. Additionally, upon request, they are also sent via email to partners and employees.

Governance

Anti-corruption Principles

Avis Greece prioritizes integrity and transparency across all business activities and has a strict policy against bribery or corruption from its employees or partners. We are committed to preventing any actions that could result in impropriety, particularly in areas such as business entertainment, gifts, conflicts of interest, recruitment practices, and donations. All employees, including directors, and managers, are strictly prohibited from participating in, either directly or indirectly, any corrupt activities or actions that may give the appearance of corruption. We do not engage in, nor do we tolerate, bribery or corruption by third parties, including service providers, agents, partners, or consultants.

Avis Greece has **identified potential risks** concerning corruption:

- Risk of Corruption in Avis' Relationships with Suppliers
- Conflict of Interest Risk
- Risk of Improper Influence in the Recruitment Process
- Risk of Non-Compliance with Anti-Corruption Legislation
- Bribery Risk in Relations with Other Public and/or Private Entities

Zero
confirmed
cases of
corruption

100%
of operations
audited

311
employees
trained on
anti-
corruption
principles



Governance

Privacy & Data Protection

During our professional activities, we frequently encounter confidential, personal, or proprietary information that must not be disclosed to external parties. Avis Greece is fully committed to upholding the highest standards of confidentiality regarding information related to our business, customers, trade secrets, suppliers, pricing, methodologies and other proprietary materials.

The Company acknowledges the critical importance of safeguarding personal data and ensuring its lawful and proper processing. Accordingly, it adheres to the core principles of personal data processing, respects the rights of individuals and guarantees to adhering to all applicable Data Protection laws, recognizing our responsibility to safeguard the privacy and confidentiality of personal information. The unauthorized disclosure of personal data, images, or any other sensitive information, particularly through online platforms or social media, is strictly prohibited.



Avis Greece is committed to continuous monitoring and compliance with the regulatory and legal framework, as well as the ongoing implementation and enhancement of the effectiveness of its Personal Data Management System and Information Security System, in accordance with:

- Regulation 679/2016/EU
- Law 4624/2019

Zero

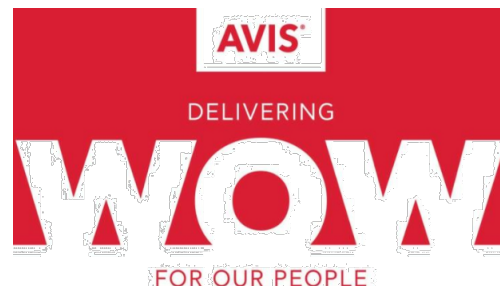
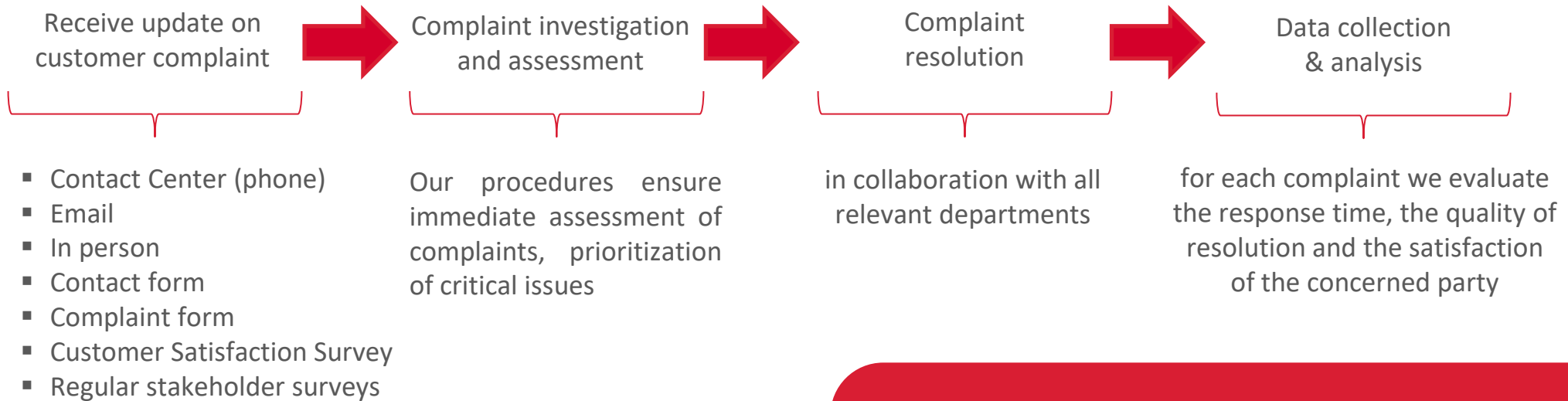
Fines for data security and confidentiality breaches

Governance

Customer Satisfaction & Service Quality

▶▶ Complaint management mechanisms

Avis Greece implements a comprehensive and efficient grievance handling approach to ensure the satisfaction and well-being of its stakeholders. Having established well-designed complaint management mechanisms, Avis incorporates feedback from its stakeholders, including customers and employees, through an extensive range of communication channels, according to the procedures established by the Customer Excellence Department:



Complaint Mechanism Effectiveness

Development of the Purple Platform, through which we issue discount coupons or vehicle category upgrades for future rentals, targeting customers whose complaints have been evaluated.

Governance

Customer Satisfaction and Service Quality

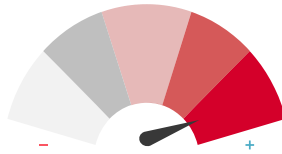
▶▶ Customer Satisfaction Metrics

Customer Satisfaction and Service Quality are key elements of a sustainable business approach. Aligned with our core value of going the extra mile for our customers, we focus on exceeding customer expectations through transparent communication, eco-friendly options and socially responsible policies.

At AVIS, we are committed to closely monitor our performance on customer satisfaction & service quality. Thus, on a tactical basis, we track the feedback of our customers using a series of **KPIs (Key Performance Indices)**:

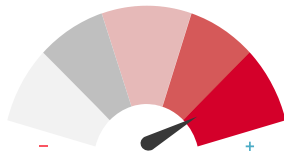
CSTA (Customer Satisfaction Score): 84,2%

Key measurement of customer loyalty, directly measures customer satisfaction with a product, service, or experience. It's typically gauged through a simple survey question like, "How satisfied were you with your experience?"



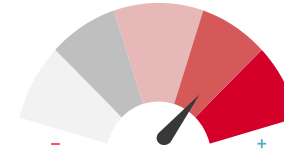
FCR (First Contact Resolution): 82,5%

Evaluates the ability to resolve customer issues on the first interaction, reducing the need for follow-ups. Higher FCR typically leads to greater satisfaction, as it minimizes effort for the customer.



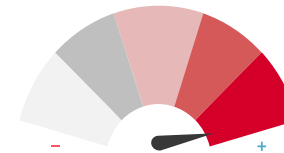
NPS (Net Promoter Score): 75,4%

Measures the likelihood of customers recommending a company, product, or service to others. It's a broad indicator of customer loyalty and long-term satisfaction, often asking, "How likely are you to recommend us to a friend or colleague?"



CES (Customer Effort Score): 6,3 out of 7

Assesses the ease of a customer's experience by asking how much effort was required to resolve their issue or complete a task. Lower effort is correlated with higher satisfaction and loyalty, as customers prefer seamless and hassle-free interactions.

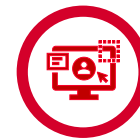




Responsible supply chain management is a crucial component of sustainability, emphasizing ethical practices, transparency and minimal environmental impact throughout the company's entire supply network. AVIS has carefully selected its suppliers, who adhere to environmental standards, fair labor practices and protection of human rights. Responsible supply chains aim to reduce waste, conserve resources and minimize carbon emissions through efficient logistics processes.

The company's relationship with selected suppliers is dynamic and continuous, as they are re-evaluated on a regular basis (at least once a year) based on the following criteria:

- Level of Communication
- Quality relative to Price
- Reliability
- Flexibility
- Technical Support/Innovation
- ESG Indicators



[Promena e-Sourcing Solutions](#)
supply chain management platform

As of 2023, AVIS maintains a supplier trade balance of €586,575,000, with **99.8%** of these expenditures directed to **Greek suppliers**. This demonstrates AVIS's strong commitment to supporting and contributing to the Greek economy.

Governance

Innovation and Digital Transformation

AVIS Greece is firmly committed to driving innovation and embracing digitalization as key pillars of its strategic growth. The company continuously invests in cutting-edge technologies and digital solutions to streamline operations, enhance customer experience and optimize service delivery.

100% online leasing

Easy Leasing



My Avis App

Innovative tools and functionalities for drivers & fleet managers

A digital subscription platform for flexibility in vehicle leasing

Switch by Avis

E-learning Hub

Digital training platform accessible anytime from any electronic device

First company in Greece to offer EV home chargers as part of its leasing services

Home chargers

ESGenius

High-end, cloud based ESG management platform driving Sustainability Reporting

Supply chain management platform

Promena

Dialogue OKR Platform

Digital platform for performance evaluation & goal setting

Sustainability Report 2023

Alignment Tables

GRI content index	
Statement of use	OLYMPIC – EMPORIKES KAI TOURISTIKES EPICHEIRISEIS MONOPROSOPHI ANONYMI ETAIREIA has reported in accordance with the GRI Standards for the period 01/01/2023– 31/12/2023 .
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	-

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	p. 5	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
	2-2 Entities included in the organization's sustainability reporting	p. 7				
	2-3 Reporting period, frequency and contact point	01/01/2023-31/12/2023				
	2-4 Restatements of information	No previous sustainability reporting period				
	2-5 External assurance	AVIS's sustainability report has not been externally assured				
	2-6 Activities, value chain and other business relationships	p. 7				
	2-7 Employees	p. 29				
	2-8 Workers who are not employees	0				
	2-9 Governance structure and composition	p. 45				
	2-10 Nomination and selection of the highest governance body	-		Confidential information chosen to be not disclosed		
	2-11 Chair of the highest governance body	p. 46				
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 46				
	2-13 Delegation of responsibility for managing impacts	The Quality Manager, the Information Security Officer and the Data Protection Officer carry out statistical processing of the failures and inform the Management of the above data, following the "Review Board" procedure.				

Alignment Tables

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	p. 3				
	2-15 Conflicts of interest	p. 50 (Conflict of Interest Policy)				
	2-16 Communication of critical concerns	1) Tactical Reports 2) Through the Committees and the Senior Management Bodies 3) Results of customer satisfaction and complaint management surveys. 4) Internal and external audits. 5) Analysis of competition and regulatory changes				
	2-17 Collective knowledge of the highest governance body	p. 35				
	2-18 Evaluation of the performance of the highest governance body	The company does not implement certain assessment processes for the evaluation of the highest governance body				
	2-19 Remuneration policies	The company does not have a formalized remuneration policy in place				
	2-20 Process to determine remuneration	As of the reporting period, our organization has not yet established a formal process for determining remuneration				
	2-21 Annual total compensation ratio	Median annual compensation for organization's employees 22.971 Euros (€)				
	2-22 Statement on sustainable development strategy	p. 11				
	2-23 Policy commitments	p.50				
	2-24 Embedding policy commitments	-				
	2-25 Processes to remediate negative impacts	p. 51				
	2-26 Mechanisms for seeking advice and raising concerns	p. 47 (Whistleblowing policy)				
	2-27 Compliance with laws and regulations	p. 52				
	2-28 Membership associations	1				
	2-29 Approach to stakeholder engagement	p. 11				
2-30 Collective bargaining agreements	p. 30					

Alignment Tables

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 12	<i>A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.</i>			
	3-2 List of material topics	p. 12				
Economic performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 11				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	p. 11				
	201-2 Financial implications and other risks and opportunities due to climate change	p. 11				
	201-3 Defined benefit plan obligations and other retirement plans	p. 11				
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 51				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	p. 51				
	205-2 Communication and training about anti-corruption policies and procedures	p. 51				
	205-3 Confirmed incidents of corruption and actions taken	p. 51				
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 18				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 18				
	302-2 Energy consumption outside of the organization	p. 18				
	302-3 Energy intensity	p. 18				
	302-4 Reduction of energy consumption	p. 18				

Alignment Tables

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 21				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 21				
	305-2 Energy indirect (Scope 2) GHG emissions	p. 21				
	305-3 Other indirect (Scope 3) GHG emissions	p. 21				
	305-4 GHG emissions intensity	p. 21				
	305-5 Reduction of GHG emissions	p. 20				
Waste						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 22 – 23				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p. 22				
	306-2 Management of significant waste-related impacts	p. 22				
	306-3 Waste generated	p. 22				
	306-4 Waste diverted from disposal	p. 23				
	306-5 Waste directed to disposal	p. 23				
Supplier environmental assessment						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 53				
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	p. 53				
	308-2 Negative environmental impacts in the supply chain and actions taken	p. 53				
Employment						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 36				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 33 (66 turnovers)				
	401-3 Parental leave	36 employees				
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 41				

Alignment Tables

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p. 41				
	403-2 Hazard identification, risk assessment, and incident investigation	p.41				
	403-3 Occupational health services	p. 38				
	403-5 Worker training on occupational health and safety	p. 41				
	403-6 Promotion of worker health	p. 41				
	403-8 Workers covered by an occupational health and safety management system	466				
	403-9 Work-related injuries	p. 41				
	403-10 Work-related ill health	p. 41				
Training and education						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 35				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 35				
	404-2 Programs for upgrading employee skills and transition assistance programs	p. 35				
	404-3 Percentage of employees receiving regular performance and career development reviews	p. 35				
Diversity and equal opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 32				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 32				
	405-2 Ratio of basic salary and remuneration of women to men	p. 32				
Non-discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p. 34				

Alignment Tables

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 51				
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	35 assessments				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 50				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 50				



Alignment Tables

ATHEX				
	Sub-Category	ID	Description	Location
SOCIAL	Core	C-S2	Total number of female employees	p. 29
		C-S2	Total number of employees by region	p. 29
		C-S3	Senior management in total	p. 46
		C-S4	Employee turnover	66
		C-S5	Training hours to employees	p. 35
		C-S6	Respect human rights policy	p. 31
		C-S7	Employees covered by collective bargaining agreements	p. 29
		C-S8	Number of suppliers assessed for environmental impacts	10
	Advance	A-S2	Programs to upgrade employee skills	p. 35
		A-S3	Full-time male employees	p. 29
		A-S3	Full-time female employees	p. 29
		A-S4	Annual compensation of the organization's highest paid-individual	155.875 Euros (€)
		A-S4	Median annual compensation for organization's employees	22.971 Euros (€)
	Sector Specific	SS-S1	Services for which health and safety impacts are assessed for improvement.	35
		SS-S1	Product and service categories for which health and safety impacts are assessed for improvement	35
		SS-S2	Leaks, thefts or losses of customer data	0
		SS-S3	Complaints from regulatory bodies concerning breaches of customer privacy	0
		SS-S4	Monetary value of fines for instances of non-compliance with laws and regulations that occurred in the current reporting period	5.387,07 Euros (€)
		SS-S5	Data security and privacy fines	p. 50
		SS-S6	High-consequence work-related injuries for all employees	p. 41
		SS-S6	High-consequence work-related injuries for all employees	p. 41
		SS-S6	Fatalities as a result of work-related injury for all employees	p. 41
		SS-S6	Number of work days lost due to work-related accidents	p. 41
		SS-S8	Customer satisfaction	p. 52
		SS-S9	Grievance mechanisms	p. 45
	SS-S10	Embedding policy commitments	p. 47	

Alignment Tables

ATHEX				
	Sub-Category	ID	Description	Location
ENVIRONMENT	Core	C-E1	Gross Scope 1 GHG emissions	p. 21
		C-E2	Gross location-based Scope 2 greenhouse gas emissions	p. 21
	Advance	A-E1	Gross Scope 3 greenhouse gas emissions	p. 21
		A-E3	Hazardous waste generated	p. 22
		A-E3	Non-hazardous waste generated	p. 22
		A-E3	Hazardous waste diverted from disposal for recycling	p. 23
		A-E3	Non-hazardous waste diverted from disposal for recycling	p. 23
GOVERNANCE	Core	C-G1	Senior executive Chair of the highest governance body	p. 44
		C-G1	Governance structure	p. 43
		C-G1	Number of members of the highest governance body	p. 43
		C-G1	Women members of the highest governance body	0
		C-G1	Number of executive members	1
		C-G2	Role of the highest governance body and of senior executives related to sustainable development	p. 44
		C-G4	Statement on sustainable development strategy	p. 46
		C-G5	Responsible business code of conduct policy	p. 47
	Advance	A-G1	Organization's activities	p. 7



Alignment Tables

SASB		
Metric	Description	Value
TR-CR-410a.2	Total number of available rental days	2,540,400
TR-CR-410a.2	Total number of rental days	1,616,315

