

COMMUNICATION ON PROGRESS (CoP) REPORT 2020-2021

In accordance with United Nations
Global Compact's Principles



January 2022

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DEPUTY CEO'S STATEMENT

It's a pleasure to welcome you to our third United Nations Global Compact Communication on Progress report, focusing on the past 27 months of unprecedented challenges and uncertainty. The COVID-19 pandemic has impacted the way we live, the way we conduct business and, most importantly, the health and wellness of millions of people.

It has shown us how vital it is that we understand and respect the larger ecosystems we are part of, how our interaction with nature may affect us all and the need to work together to handle and solve global issues.

Despite the challenges faced, we continued supporting in practice the UNGC's ten principles regarding human rights, labor, environment and anti-corruption, in addition to the United Nations Sustainable Development Goals, contributing this way to the sustainability agenda.

Team work has never been more important, and I am proud of our team for managing to adapt promptly and support our clients the best possible way, amidst the pandemic. Our success was based on collective work, knowledge gain and exchange, positive attitude, crisis management, hard work and persistence.

We're confident that our industry will get through this challenge stronger, initiating and expanding the development of new technologies for virtual & hybrid meetings, whilst new ideas become embedded to vital operational parts such as marketing, creative networking solutions and extended customer care.



Kind regards,

Dimitra Lignou

Deputy CEO

Head of Corporate Communications and CSR

A handwritten signature in black ink, appearing to read 'Dimitra Lignou', with a long horizontal flourish extending to the right.

ABOUT THIS REPORT

This report represents our third Communication on Progress for the UN Global Compact (UNGC), covering the period between October 2019 and December 2021. It outlines our plans, progress and achievements aligned with the UNGC's ten principles in our daily business.

The data and any other updates included in this report are focused on the last two calendar years, but data from previous years may be discussed as well, where relevant.

In response to the outbreak of the COVID-19 pandemic, and with the aim to support its clients and ensure their safety, AFEA managed to transform its services from physical to digital in order to better support its clients.



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

ABOUT AFEA

AFEA Travel and Congress Services, with a presence of more than 40 years in the Greek market, is one of the longest established and most experienced Professional Congress Organizers, Destination Management Companies and Corporate Travel Services Providers in Greece.

During the last decade, the younger members of the family – Gabriel, Sissi, Dimitra and Giorgia - have joined the company, bringing in a modern perspective and opening new horizons for the future journey of the company.

The company is based in Athens since 1977 and since 2002 it operates offices in Thessaloniki with the aim to obtain maximum access in northern Greece. AFEA provides services to a wide client portfolio, such as major multinational corporations, private companies and enterprises, scientific and educational organizations, as well as governmental and public institutions, in Greece and worldwide.

AFEA meets the customer's needs for any meeting, incentive, congress, event or business travel by providing upscale and reliable services as well as creative ideas, a result of collective work and innovation. The company has been established as a leader in the business travel and meetings industry and is committed to provide cost effective and value for money solutions with return on investments for its clients.

The aim of AFEA is to operate as a partner and a consultant by providing clients with expertise and know how in the meetings and corporate travel industry, and by making maximum use of its tools such as the meetings and events capabilities, supplier negotiation ability, offline and online technological resources etc. The advanced resources in technology allowed AFEA's team to proceed to a rapid digital transformation from the very beginning of the pandemic.

AFEA is a member of CSR Hellas Network and a signatory of the United Nations Global Compact, as part of the Corporate Social Responsibility & Sustainability Strategy developed since 2017. The main aim of AFEA is to structure its daily operation based on values directly connected to CSR & Sustainable Development and furthermore to actively support the integration of sustainable business practices in the tourism industry by offering services that benefit society and the environment.

On this basis we have developed certain policies that reflect and proclaim the company's values and principles in a clear way, regarding several fundamental issues and these policies are communicated to all stakeholders, i.e. The Code of Conduct and Business Ethics, the Environmental Policy, and the Policy on Labor practices and Human rights. Additionally, a Communication on Progress Report is submitted annually to the United Nations Global Compact and published on the corporate website.

As a company based in European Union country and regarding legislative framework for the General Data Protection Regulation (GDPR), AFEA cooperates with specialized consultants in order to be shielded by any malicious actions and aligned with the current legislation. At the same time, the further development of technology, the widespread use of IT systems and the use of credit cards for the money transactions created the need for greater protection of the digital environment through which a large part of the company's work is carried out. For this purpose, through appropriate security controls, AFEA has obtained the PCI-DSS (Payment Card Industry) certification to ensure the high quality of its services.

Our resources include the following tools:

- On line air tickets booking and issuing systems, GALILEO & AMADEUS
- On line hotel reservation and booking systems, Online hotel wholesalers
- On line boat tickets booking systems, FORTH CRS
- Event Management software platform/ EVENTS AIR - On line congress registration and accommodation software for congresses and events organized by AFEA
- Travel services reporting systems, TRAVELFORCE ERP System
- Virtual Meetings online Platform
- Online eNewsletter management, Mailchimp
- Online website management systems, ATCOM Netvolution & Theratron

Milestones:

1981
AFEA becomes an IATA accredited agent with worldwide recognition in the Corporate Travel.

1991
AFEA is assigned as the official organizer for the 11 th edition of the Mediterranean Games, held in Athens in July 1991, the first major international sports organization for the company.

2002
The company expands to northern Greece with branch offices in the center of Thessaloniki.

2004
AFEA is assigned as the Official Travel Agent in I.B.C. (International Broadcasting Center) of the Summer Olympic Games in Athens.

2009
AFEA becomes accredited by IAPCO (International Association of Professional Congress Organizers), being one of the 3 Greek PCO members and member of EFAPCO (European Federation of PCOs).

2019
2019, was a hit year for AFEA with the company providing services to more than 200 clients and organizing more than 150 meetings and events globally. During 2019 AFEA became a member of CSR Hellas Network, the first meetings services provider to become a member of the network.

2021
Among the significant moments of 2021 was the election of AFEA CEO, Sissi Lignou at the IAPCO BOD, the first Greek Member to have been elected as a board member. Another important distinction for AFEA was the winning of the IAPCO Driving Excellence Collaboration Award on Sustainability Actions implemented in cooperation with CSR Hellas Network.

1977
AFEA, is founded in Athens by Spiros Nikolakopoulos and Andreas Lignos with offices in Kidalithnion street, in the old center of Athens. Since the beginning of its operation, the company becomes a member of HATTA and holds the membership until today.

1988
AFEA is assigned with the organization of its first international conference, the "1 st International Conference on Nutrition and Fitness" that was held in Ancient Olympia in May 1988.

1996
AFEA is assigned as the Official Ticketing Agent of the Summer Olympic Games in Atlanta for the Greek market.

2003
AFEA becomes a certified ICCA (International Congress & Convention Association) member.

2005
AFEA becomes one of the first members of HAPCO (Hellenic Association of PCOs).

2017
AFEA celebrates 40 years of successful operation in the MICE and Corporate Travel Industry, being one of the few companies in Greece providing integrated full-scale meetings and travel services to corporate clients in TGreece and worldwide.

2020
Since March 2020 and with the Covid-19 Pandemic "dominating" humanity, the Meetings Industry was confronted with the biggest challenge ever. AFEA team reacted and adapted immediately and transformed its services digitally.

Vision, Mission & Values

AFEA is committed to acting with Sustainable Development in mind and this is reflected to our Vision, Mission and Values. Sustainability is not just part of what we do, but part of who we are and how we conduct business.

VISION

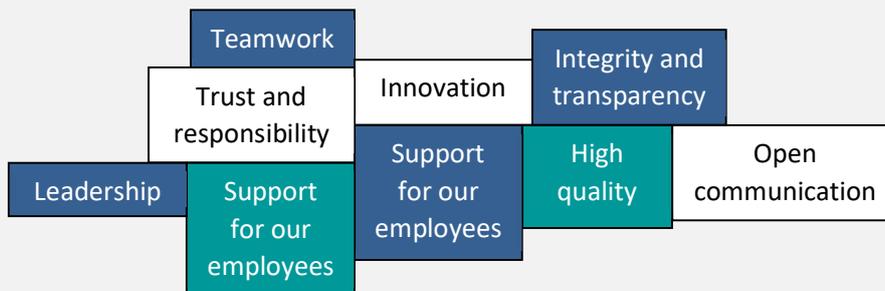
Being a leader in the MICE and Corporate Travel Industry by providing added value services to our clients, while contributing to Sustainable Development.

MISSION

We are committed to providing high quality services, to creating and promoting a culture of corporate responsibility, oriented towards today’s needs and challenges, by adopting practices that promote Sustainable Development and innovation into the full range of our activities.

VALUES

The values transcending all our undertakings are summarized in the following schematic.



Our Services

- Congress and Event Management - PCO
- Virtual & Hybrid Meetings
- Destination Management - DMC
- Meetings and Incentives
- Corporate Travel Services
- Luxury Travel Experiences

Our Tools

- Online Ticketing Management
- Online Registration and Accommodation Management
- New Technologies
- Virtual meetings platform
- Digital Media & Promotion
- Travel Agency ERP
- International supplier’s database
- Reporting systems

Stats and facts



| Year | Travelers | Meetings | Delegates | Room Nights |
|----------------------------|---------------|------------|---------------|---------------|
| 2021 | 9.930 | 82 | 11.400 | 30.203 |
| 2020 | 6.553 | 67 | 8.095 | 17.396 |
| Total for 2020-2021 | 16.483 | 149 | 19.495 | 47.599 |

New tools for virtual & hybrid meetings

Since 2020, AFEA has its own virtual meetings platform and provides state-of-the-art solutions for the organization and support of virtual & hybrid meetings and events, through the use of the latest technology, interactive tools as well as platforms, that meet the needs of any client.

Through the use of these tools, our team of experts can provide multiple functions of any type of online/virtual event, which will contribute to the transmission of knowledge, as well as interaction among attendees, key opinion leaders and sponsors. This interaction will take place within a state-of-the-art virtual environment and with the use of latest technologies.

We offer solutions and quality services for all types of events, indicatively:

- Hybrid meetings
- Virtual meetings

- Live streaming
- Post event web streaming
- Live events
- Webinars
- Podcasts, functions through social media

All the tools used, are adjustable to the fullest possible according to the client's needs.

AFEA'S RESPONSE TO COVID-19

The global pandemic brought on by the COVID-19 virus in early 2020 has changed the world as we know it. In order to bear this crisis, we worked together with our clients, business partners around the world and our suppliers, to adapt as fast as possible to the new landscape. Apparently, the spectrum of activities which have - and are still being modified - is broad.

Nevertheless, regarding business and as it is strongly related to every aspect of life, either personal or social, radical changes for renewal needed to be done. In our industry, the Meetings Industry, seemed that a whole new world was developing in front of our eyes and we had to become a part of it. The physical meetings and congresses, the B2B and B2C meetings and every other version of such an event had to be transformed.

At AFEA, in order to be able to support our clients effectively under any circumstances, we conducted a number of trainings in order to convert meeting services online. As a result, we organized a significant number of important virtual and hybrid scientific conferences in 2020, and 2021, establishing our position in the "new digital reality" in the meetings industry. This way we managed to maintain the majority of the scheduled conferences and to create a sustainable solution for our clients.

Since the very beginning of the pandemic, our team is closely monitoring all developments in relation to COVID-19 restrictions and policies, with the aim to support and assist our customers effectively. On this basis we have collected all relevant sources (IATA Travel center, World Health Organization, etc.), for updated information with regard to safe travels, that you can find on our COVID-19 Traveler's Information page on www.afea.gr

Moreover, AFEA proceeded with a number of protective measures to secure the safety of its employees during the pandemic. More specifically:

- ✓ Establishment of remote work conditions from the beginning of the pandemic
- ✓ Continuous information on all governmental measures against COVID-19
- ✓ Notification on COVID-19 employee safety instructions at the workplace
- ✓ Regular disinfection of workplaces
- ✓ Regular PCR & Rapid tests were conducted in collaboration with a preferred diagnostic medical center
- ✓ Upgrade of the technological equipment (i.e. laptops, mobile phones etc.) in order to fully support remote working conditions.

Through this crisis, the Meetings Industry started to facilitate the development of new technologies, new ideas embed to vital operational parts such as planning, new operational tools development, digital promotion and creativity in the organization of meetings, with the aim to extend the customer care. This contemporary approach has undoubtedly affected our business

model and market, and has created new aspects and opportunities for the organization and implementation of meetings. Additionally, the incorporation of those new technologies resulted to the development of new sectors and job opportunities.

AFEA'S APPROACH ON CSR & SUSTAINABLE DEVELOPMENT

Since 2017, AFEA has developed a Corporate Responsibility and Sustainability strategy and a comprehensive program for the implementation of its commitments in cooperation with AIPHORIA Consulting. The company aims to identify and manage issues related to its operations, and in alignment with Corporate Social Responsibility and Sustainable Development practices in the MICE and Corporate Travel industry.

With the aim to continuously and substantially improve AFEA's sustainability performance, we have designed and developed targeted processes and actions to incorporate the principles of Sustainable Development into the day-to-day decision-making process through clearly defined implementation and realization phases.

This way, AFEA, has a holistic view regarding the occurred impacts, internally and externally, and is aware of its performance abilities in order to be able to set current and future goals as well as to identify areas for improvement while uncovering new opportunities and minimizing business risks.

Within the framework of its Corporate Responsibility and Sustainability strategy, AFEA has carried out a number of actions as follows:

- Development and communication of AFEA's **Vision, Mission and Values**
- **Stakeholders' identification and mapping** to better engage with internal and external stakeholders and to address the decision-making management efficiently.
- **Employee training and awareness raising** on Corporate Social Responsibility, Sustainable Development and Environmental Management issues.
- Development and implementation of the **Environmental Policy, Policy on Labour Practices and Human Rights** and **Code of Conduct** which are communicated to all staff, subcontractors/partners and suppliers of the company.
- Development of a **new service** on the organization of **Sustainable Events**.

While we are proud of the progress we have made, we know there is still much work to be done. With the use of technologies and our innovative culture, we are confident that we will further accelerate our progress over the coming years and fully integrate the sustainability practices into our business plans.



AFEA team reflects on the power of people in tourism on the occasion of or World Tourism Day 2021

Social contribution

AFEA implemented an integrated social contribution and solidarity program in as part of its Corporate Social responsibility Program and with a mission to support vulnerable social groups and contribute to the community through various initiatives that are now an integral part of the company's culture.

During 2019-2021 AFEA has supported a number of initiatives, organizations and institutions and some of the main actions and initiatives of social context undertaken by AFEA are shown in the following points:

- Protecting the health of vulnerable social groups by covering the transportation cost of the volunteer team of the "Health for All" program, which visited and provided health services in areas of mountainous Thrace with poor access to health care services.
- Support for the implementation of the "Health for All" scientific event, which took place in February 2020, with the aim to present all the actions that took place in 2020. AFEA had the honor to be awarded as one of the key sponsors.
- Implementation of a series of presentations and trainings in educational institutions on the dynamics of the meetings industry in Greece and the "Success story" of AFEA, with the aim to contribute to the prepare and educate tomorrow's professionals.
- Integration of students in AFEA onsite teams at congresses and events with the purpose to offer practice and training opportunities.
- Incorporation of internships as part of AFEA team and cooperation with graduate students.
- Support of work conducted by the NGO "Ark of the World" by collecting and donating food supplies from both AFEA employees and the company itself, as well as conference bags, also avoiding any environmental impacts.
- Supporting the missionary and philanthropic work of the Orthodox Archbishop of Zambia in Africa, by offering travel services.
- Support the proceedings of the 3rd International Hospitality Forum held in Athens.

16th Panhellenic Conference on Nutrition & Diet

The Panhellenic Association of Dietitians-Nutritionists (PADN) together with the Organizing and Scientific Committee of the 16th Panhellenic Conference on Nutrition and Dietetics, support for yet another year the non-scientific organization "We can", by informing the conferences about its actions and programs. "We can" is the collective effort of a group of people in order to reduce food waste and fight malnutrition in Greece.



30th Panhellenic Congress of the Hellenic Thoracic Society

Through the particular conference AFEA demonstrated its corporate responsibility through the following actions:

- ✓ By choosing the Athenaeum InterContinental hotel, a venue which has adopted and implements the innovative IHG Green Engage system, enabling it to measure and manage its impact on the environment.
- ✓ By co-organizing with the Bone Marrow Donor Bank from the 'VISION OF HOPE' Association, an awareness raising event about the importance of donating hematopoietic cells/bone marrow which included the registration of new donors. The team "Will you Marrow me?" is a member of the Scientific Society of Medical Students of Greece (SSHMS).
- ✓ By including in the Conference's Closing Ceremony music created by long Covid patients from the National Theater's program "The National Theatre gives breath", with the aim to address the growing need for support for those who suffer from long Covid symptoms or experience a lengthy recovery following hospital discharge.





- ✓ By awarding Father Antonios Papanikolaou with an honorary plaque, acknowledging in that way the Charitable Nonprofit Organisation's "Ark of the World" social contribution. The Ark of the World is an organization that aims to lift as many children as possible out of poverty and abandonment, by offering them the opportunity to "stand on their own two feet".



Sustainable events

Events, small or large, are usually resource (materials, energy, water, etc.) and waste intensive and therefore, they have significant impacts on the environment. Using less of everything by

increasing efficiency and choosing products, suppliers and processes with an improved environmental profile, benefits the environment, trains attendees, inculcates environmentally friendly behavior and builds credibility for the organizations involved.

A responsible or sustainable event, is the event which is designed in a way that potential negative impacts are managed and minimized, while it leaves a beneficial legacy for the host local community and all parties involved, including raising awareness and maximizing positive experience for all.

To increase an events' sustainability performance, it is important for organizers, suppliers and everyone involved, to work together. For this reason, when designing a sustainable event, it is essential, to take into consideration the efficient and responsible use of the resources to be used in all phases of the event: beforehand, during and after the event.

Sustainable events are designed to minimize negative impacts while they leave a beneficial legacy for the host community, raise awareness and maximize the positive experience for all involved.

AFEA has expertise on responsible event management by:

- ✓ Providing guidance in implementing a sustainable event
- ✓ Supporting the design of the event elements in order to be more environmentally and socially responsible
- ✓ Working with a selection of approved suppliers with enhanced sustainability performance, offering a variety of alternatives so as to make the best choice for the clients' needs, by helping them select the right venue, hotel, catering, event material, transportation options etc.
- ✓ Helping measuring and reporting the event's impact
- ✓ Providing a list of certified carbon offsetting projects to make events carbon neutral by calculating the events' carbon emissions (footprint) and offsetting them
- ✓ Providing opportunities to manage food surplus and to avoid waste by making a donation to a local non-profit organization
- ✓ Offering alternatives for reuse and recycling of the event's material
- ✓ Supporting communication and promotion of the actions throughout the event
- ✓ Promoting sustainable events through our channels to boost the responsible practices even more

Awards, Certifications & Distinctions

Gold Recognition level accreditation from Ecovadis

The intensive efforts of AFEA have resulted to the Gold Recognition level accreditation from Ecovadis, a third-party assessment platform. EcoVadis enables companies to monitor the sustainable performance of their suppliers. Annually over 30,000 suppliers from 150 sectors, 110 countries and 21 CSR indicators are evaluated based on 21 criteria across four themes: environment, fair labor practices, ethics/fair business practices, and supply chain. As a result, AFEA is ranked among the top 5% of companies from all sectors worldwide regarding its responsible business practices.



Certification for Covid-19 Protection

AFEA team members have received certification for Covid-19 Protection and Preventive Measures for Tourist services, by the Centre of Continuing Education and Lifelong Learning of the University of Crete, School of Medicine and the Region of Crete. The certification was received via distance learning training of a duration of 10 hours in total.



AFEA part of the ECM Mentor Program

Sissi Lignou, AFEA CEO, has been selected to be part of the 100 Mentors for the first ECM - European Cities Marketing Mentor Program, to support new meetings industry professionals, during these unprecedented times. The ECM Mentor Program has been created, together with industry partners, to generate exchange and knowledge between new and advanced professionals in the Meetings Industry.



IAPCO Driving Excellence – Hero Award

Kiki Diga, Digital Marketing Specialist of AFEA has been awarded by IAPCO with the Hero Award and the announcement took place during the IAPCO Day & General Assembly on Monday February 15th, 2021. Throughout 2020 and especially since the beginning of the pandemic, Kiki went up and above her duties to keep the continuously revised digital strategy in effect, to research and create content, in order to fill the gap created by postponed or cancelled projects (at least in the first months of the pandemic) and to learn new skills through the promotion of virtual meetings and webinars. The result of this, was the upscaling of the digital presence of AFEA and the increasing engagement of people to the brand. Here are only a few numbers of 2020 vs 2019:



- 46% more Facebook followers
- 43% more Facebook Posts (incl. event pages)
- 217,772 Unique Facebook users for the event pages
- 1.319 tweets



AFEA & CSR Hellas won the 2021 IAPCO Driving Excellence Collaboration Award on Sustainability Actions

AFEA & CSR HELLAS partnership was awarded with the 2021 IAPCO Excellence Collaboration Award for their contribution to the promotion of sustainability issues in the Tourism and Meetings Industry. The award ceremony took place at Moco Museum in Barcelona during IBTM Leaders' Summit in November 2021. IAPCO currently represents 138 companies and 10,300 professional conference organizers, meeting organizers and coordinators of international and national conferences, meetings and events from 40 countries worldwide.



With the aim to increase awareness on Sustainability issues, AFEA developed the “Sustainable Events” organization service (SDGs 12,8,3,2). Other actions that took place before the pandemic included contributions in philanthropic actions, support for the CSR Summer School, speaking engagements and mentorship.

During the pandemic, CSR Hellas & AFEA joined forces with the aim to further raise awareness around CSR issues, with a series of webinars for the tourism and meetings industry, which was attended by top officials. Overall, the partnership created further awareness on sustainability on national level, wide promotion of all events on the national Media, interviews, education and transfer of knowledge about the need to integrate and empower Sustainable Development to all member



companies and executives of Industry Associations. AFEA and CSR are pursuing their collaboration towards the organization of further actions and with the aim to further boost the awareness around Sustainable Development and to expand an inspirational long-term partnership with the aim to increase sustainability awareness and actions in the Greek meetings industry.

OUR PROGRESS

The 10 principles of UN Global Compact play an active role in our sustainability agenda, while contributing in the long-term growth of our business. In order to succeed, among other fundamental factors, we demonstrate good governance in practice and we contribute to the sustainable economic development. Incorporating the 10 principles into our own operations is the first significant step we made. In addition, we participate in sectoral unions and organizations and we cooperate with other companies of our industry. We consider this approach as of strategic importance as we are able to develop partnerships that promote the common wealth. In this section, we present our commitments and actions for each theme for the period covered for this Communication on Progress.

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.



Our commitment

We, at AFEA, acknowledge that we owe our success to our people. We believe that the implementation and the commitment to our “Labour Practices & Human Rights Policy” is essential part of our culture and responsible operations and it supports a working environment of mutual trust and respect.

Taking into consideration the United Nation Global Compact on human rights as well as the International Labour Organization (ILO) we commit to:

- “be against any type of discrimination.”
- “provide equal opportunities for all regardless gender, age, political or religious believes, nationality or sexual preferences.”
- “respect, protect and put in practice the fundamental and internationally recognized human and labour rights.”
- “provide personal development and career opportunities through continuous training.”
- “be against any type of child and/or forced labour.”
- “protect employees’ Health & Safety” by forming a suitable working environment.”

- “promote a culture of balanced working-personal life.”

This policy covers all our operations and we seek its implementation from our partners and employees.

Our actions

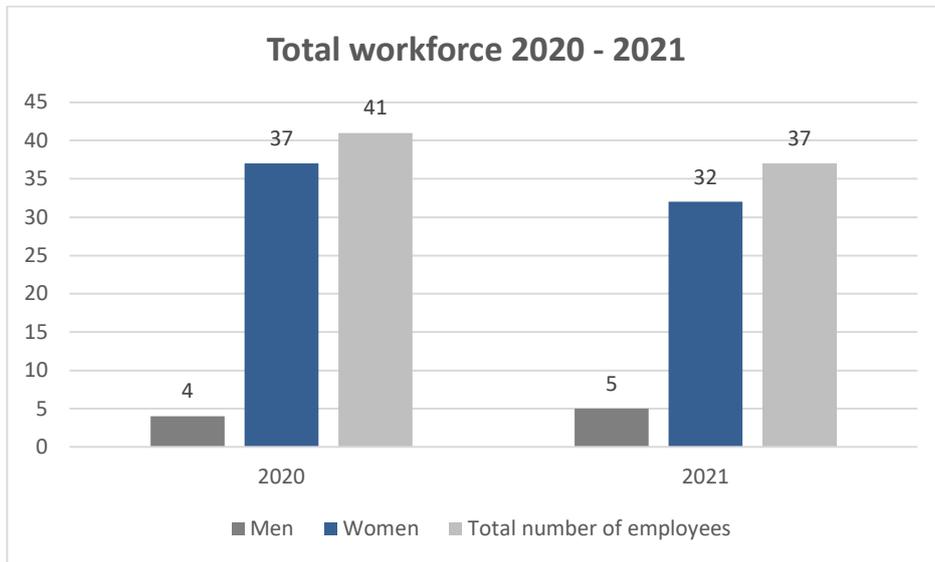
Human rights

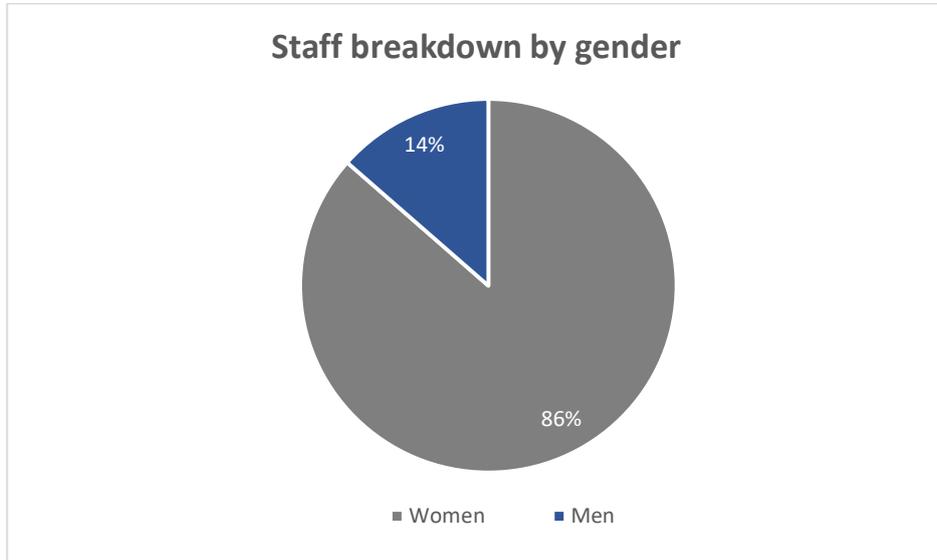
Human rights and gender equality are fundamental rights and we absolutely respect them. It is part of our business culture to prevent all sorts of discrimination at work by providing equal opportunities to all regardless of gender, age, political or religious beliefs, nationality, race or sexual orientation.



The numbers associated with our human resources for the last couple of years are demonstrated in the tables and graphs that follow.

| Number of employees | 2020 | 2021 |
|----------------------------------|-----------|-----------|
| Women | 37 | 32 |
| Men | 4 | 5 |
| Total number of employees | 41 | 37 |





AFEA implements a policy of no discrimination based on any personal trait, including nationality, or ethnic origin. Therefore, since 2019 and for the last 3 years 2 of our employees were from Philippines.

| Distribution of employees by age (2021) | |
|---|----|
| < 30 | 5 |
| 30-50 | 28 |
| >50 | 4 |

During the reference period, AFEA was not notified of any human rights violation related to its activity.

Education and training

Investing in education and training is essential and it results in a more skilled workforce, while increasing productivity and driving business growth. We, at AFEA, ensure inclusive, equal and quality training and promote lifelong learning opportunities for all our employees, men and women, younger and older. We provide our employees the opportunity to learn new skills, further develop their knowledge and upgrade their skills through trainings and seminars based on their needs.



Moreover, to adapt immediately to the rapid change in our industry and be able to support our clients effectively, AFEA’s employees had to undergo training in the organisation of virtual seminars, enabling the company to start delivering them as early as July 2021. This way we managed to keep many of our scheduled conferences avoiding total cancellation.

Some of the webinars and virtual meetings are shown on the tables that follows, while it does worth mentioning that our company has its own platform for hosting virtual meetings since 2020:

Education & Training (indicative list)

2020

| |
|--|
| IAPCO Edge Munich |
| IAPCO ANNUAL MEETING 2021 |
| HAPCO CONGRESS |
| ‘The Virtual Congress – is it really possible?’ |
| IAPCO Webinar, June 10, 2020 CORONOVIRUS IMPACT DIALOGUE |
| Covid-19 Protection and Preventive Measures for Tourist services provided by the Centre of Continuing Education and Lifelong Learning of the University of Crete, School of Medicine and the Region of Crete |
| e Business & social media |
| Social Media Conference |
| Various Compliance seminars/ webinars |
| TimaticWeb 2 |
| Amadeus Webinar-Executive Round Table |

2021

| |
|---|
| UN Global Compact Network Hellas: Connecting the dots for Sustainable Development |
| IAPCO VIRTUAL EDGE Seminar |
| IAPCO ANNUAL MEETING 2021 |
| PCMA Convening Leaders |
| Τουρισμός Υγείας και Ευεξίας |

e Business & social media

Social Media Conference

INSETE Digital Marketing Webinar

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;



Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Our commitment

AFEA is committed to improving workplace practices beyond legal compliance. Decent work, workplace security, social protection, personal development, social integration, equal opportunities, non-discrimination and freedom to express workplace concerns are some of AFEA’s core values regarding workplace practices.

We implement the “Labour Practices & Human Rights Policy” in accordance with United Nation Global Compact as well as the International Labour Organization (ILO) and we are committed to continue respecting the employees’ rights. We therefore, ensure that all our employees are aware of their rights and responsibilities in the workplace.

Our actions

Working environment

We ensure we provide a working environment that promotes respect and equal opportunities for all such as the participation of women in leadership roles and in the decision-making process. Specifically, 50% of the board of directors is comprised by women, whereas the 90% of the management team are women. This way, AFEA empowers women which is pivotal to the health and social development of families, communities and nations. We also acknowledge the fact that companies which focus



on women's empowerment experience greater business success showing an increase in productivity, organizational effectiveness, return on investment and higher consumer satisfaction.

At AFEA, we ensure responsible, inclusive, participatory and representative decision-making processes at all levels of the company, through consultation with our employees. Moreover, we respect, protect and put in practice the fundamental and internationally recognized principles for the human rights and labour practices including a safe and healthy workplace free of any type of harassment, including physical, verbal, sexual or psychological harassment, abuse or threats. We are against any type of child and/or forced labour and we expect our partners and suppliers to act likewise.

Good practice: AFEA celebrates women

In the effort to celebrate the role of Women in the Meetings & Tourism Industry, as well as to highlight the power of the female element in Business in general, AFEA participated in various campaigns and actions, launched around the world on the International Women's Day (March 8th 2021).

Wishing to thank all the women active in our organization and to show our appreciation for their continued support even during critical times, we launched a "thank you post" on all our social media channels. AFEA CEO, Mrs. Sissi Lygnou, was invited to participate in various campaigns on the occasion of this celebration:



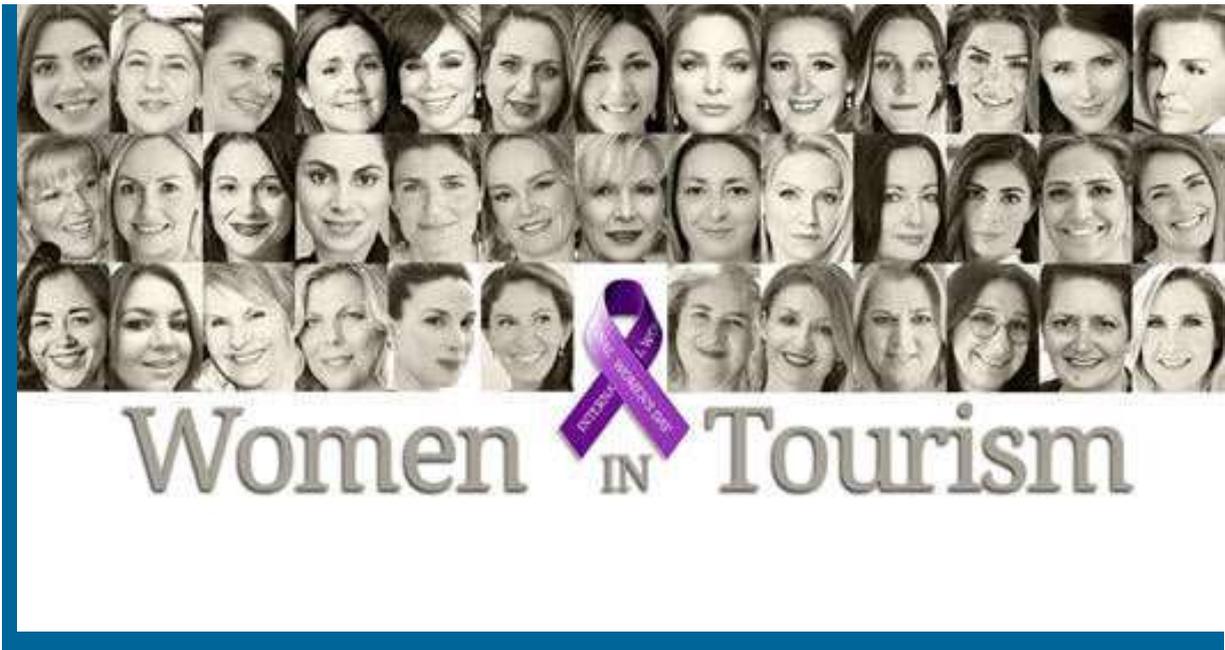
Greek Travel Pages (GTP) campaign, with the message #choosetochallenge, invited women in Greek Tourism, decision-makers, insiders and passionate professionals, to step up for the International Women's Day and to speak about the challenges faced in the industry and the vision, as well as the suggestions in the re-defining of Greek Tourism.

Sissi Lygnou had the opportunity to deliver a powerful message through this campaign.

"The greatest challenge ahead will be to join forces on a national level with the aim to formulate strategies for the immediate re-positioning and re-opening of our country as the ideal tourism and meetings destination."

Our business' focus and formats have changed, but our country has the potential and the professionals to demonstrate its ability to re-invent, re-think, re-design and to thrive, showing the world that Greece is THE place to be."

Furthermore, ICOM, an established worldwide PCO and member of IAPCO, close partner of our Association, launched a campaign called "Where there is a woman, There is magic", inviting women around the globe, to speak about the challenges they have been facing since the beginning of their career path and what advices they would like to give to the next generation of Women Leaders.



Freedom of association and collective bargaining

In our company, there is equal pay for equal work for all employees regardless of gender and age. We comply with the National General Collective Labour Agreement (2016) regarding the minimum wage and benefits standards. We provide the legal public medical insurance as described by the National Organization for the Provision of Health Services (Greek acronym EOPYY). Moreover, we offer our employees competitive wages and benefits such as parental leave, in compliance with all applicable laws and regulations. During the period of this CoP, 37% of our employees were eligible for parental leave according to which they are re-entitled to receive 4 days per year. Additionally, all employees receive bonuses in the form of cash checks to be used for grocery shopping.

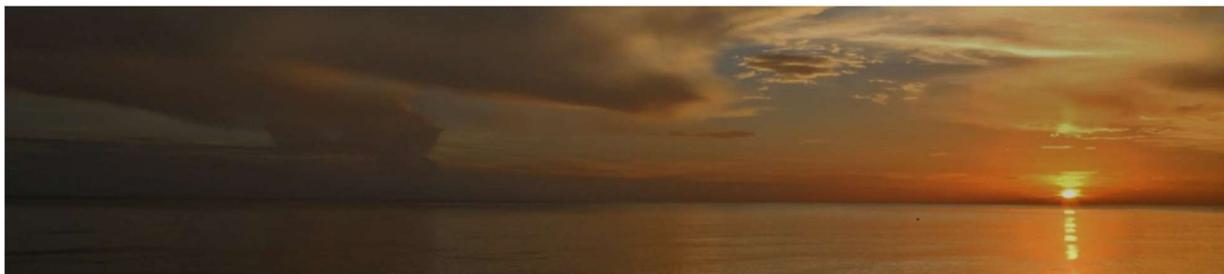


Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.



Our commitment

It is clear now more than ever that regardless the business sector all companies should act against climate change. We are dedicated to positively contributing to the protection of the environment. We are able to foresee that addressing climate challenge creates new opportunities for societies to grow and prosper. Hence, we seek to reduce all negative environmental impacts in our daily operations and to



increase the positive ones. Our vision for the future is, as a result of our operation that the natural environment will be on a better state than before. In this context, through our Environmental Policy and Code of Conduct, we commit to saving energy and reducing GHG emissions, to minimize the use of materials (natural resources) in our daily operations and to implement recycling practices aiming to the reduction of the waste generated by our operations. Moreover, we understand that it is essential for companies to contribute to the development of a sustainable supply chain, and for this reason we commit to applying environmental criteria to procurement practices and raising awareness among our partners and suppliers, regarding environmentally friendly practices and precautionary measures. Finally, we commit to continue developing and promoting services that take into consideration the protection of the environment.

Our actions

Energy & Emissions

At AFEA we keep track of our energy consumption and we take appropriate measures to reduce it by setting targets on improved energy efficiency for the consumption in our offices. AFEA's environmental and carbon footprint remains very low, since there are no production facilities. Moreover, during last years AFEA conducted a renovation at its premises, during which old light bulbs were replaced with new ones of much higher efficiency. This way energy consumption was further eliminated along with associated CO₂ emissions from energy consumption.

Tracking CO₂ emissions from customers' business travel

For more than 3 years, as a respond to the request of our corporate customers, we keep track of the CO₂ emissions generated by the air travel of their executives. The purpose of the recording, is to allocate the CO₂ emissions to each company so as to achieve the reduction of the carbon footprint by each company. Indicatively, during the whole course of 2021 air travel for three of our major customers produced approximately 496t of CO₂.

Waste

We are constantly trying to reduce the amount of paper needed for our operations and recycle the paper we use on a daily basis at our offices, with Athens Municipality's help. Additionally, we gave for recycling broken electronic equipment (eg. printers, screens, routers, keyboards, cables, phones) as well as batteries and toners. On top of that, during the reporting period, AFEA donated used but functional PCs to primary schools and other institutions in Athens, managing in that way to re-use them, whilst offering a valuable tool to teachers and pupils.

Moreover, in 2021, AFEA team participated at a number of trainings on environmental awareness and protection, among which was the virtual event “Connecting the dots for Sustainable Development” organized by the Global Compact Network Hellas.

Sustainable events: AFEA’s service to enhance sustainability

Events, small or large, have significant impacts on the environment as usually they are related to extensive resource (materials, energy, water, etc.) use and therefore waste generation. Using less of everything by increasing efficiency and choosing products, suppliers and processes with an improved environmental profile, benefits the environment, trains attendees, inculcates environmentally friendly behavior and builds credibility for the organizations involved. A responsible or sustainable event, is the event which is designed in a way that potential negative impacts are managed and minimized, while it leaves a beneficial legacy for the host local community and all parties involved, including raising awareness and maximizing positive experience for all.

AFEA, has launched its new service: Sustainable Events, aiming to support its clients on the organization of their future sustainable event, conference or corporate meeting. This new service promotes the respect to the environment and practices of responsible behavior and consumption.

Additionally, as part of this service, AFEA selects venues with enhanced sustainability performance and proven sustainable development actions and promotes them to the congress delegated and the sector overall in order to highlight the responsible character of organization and the venues and to create awareness on CSR and sustainable development.

More information regarding sustainable events can be found [here](#).

Supporting the event “Greek Tourism: Towards a new Sustainable Development model”

AFEA, supported the event for Greek Tourism and the Transition to a Sustainable Business model, organized by CSR Hellas. The need to review the strategy and actions of the tourism industry, given the “urgency” to address the effects of climate change and international developments in relation



to sustainability issues and the governments' commitments for the Agenda 2030, was the main topic of the online event.

Among the participants were Sofia Zacharaki, the Deputy Minister of Tourism in Greece, Maria Alexiou, President of CSR HELLAS Network and important representatives of the Meetings & Tourism Industry in Greece, including Sissy Lignou, CEO of AFEA and member of IAPCO BoD, underlining the importance of this subject in the industry.

The discussion focused on the "next day" of tourism and hospitality, in the context of developments taking place on European and International level and related to Sustainability and Responsible Business issues, and to the impact of the pandemic, in creating a new form of business environment for the industry.

Among the main topics raised in the discussion, were the importance of integrating the principles of sustainable development into the strategy and operation of tourism businesses, as well as the importance of the support and involvement of the government and the incorporation of the subject of Sustainability in Tourism Schools.

During the next years, new requirements and expectations of consumers will be emerging, and these factors will affect the way tourism and hospitality operates. In this new environment, companies in the Meetings & Tourism sector are called upon to adapt by reviewing the current business-as-usual model and taking into account the new conditions that are formed on the basis of Sustainable Development and the lessons learned from the COVID-19 crisis.

Use of apps instead of paper in congresses

For yet another year, we administered the use of an innovative application under the name 'Conference Application', which gives delegates access to all related information (e.g. scientific program, speakers, etc.). The application is interactive and accessible from all mobile phones (smart phones) and tablets.



Anti-corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.



Our Commitment

AFEA provides a range of services of high quality, reliability and professionalism. For us it is a non-negotiable commitment to conduct ethical business and to respect national and international laws and regulations in every case. Corruption is considered to be a serious obstacle to economic and social development around the world. It has negative impacts on sustainable development and particularly affects business growth, escalates costs and poses serious legal and reputational risks. It also undermines fair competition, impedes long-term foreign and domestic investment, and distorts development priorities. For this reason, AFEA adopts robust anti-corruption measures and practices to protect both its reputation and its stakeholders' interests. In particular, bribery, of any form, is a negative practice and completely opposite to AFEA's business ethics as it does not reflect, at any form, Company's culture and policies. On this basis, AFEA operates in alignment to its Code of Conduct which has been communicated to all stakeholders including employees, partners, suppliers, third parties such as lawyers etc. with the aim to operate on these guidelines and principles.

Our actions

Measures taken against corruption

AFEA assesses the risk of corruption on its daily business practices. We have developed a specific mechanism to prevent illegal actions in all forms. As part of our strategy, we evaluate the possibility of corruption and we take measures to prevent any incident. For this reason, we pay special attention on the transparency of the contracts and transactions we made as well as in the selection of our partners. In case of any suspicion of involvement in incorruption or fraudulent activities, the Board of Directors is responsible to resolve the issue. AFEA has endorsed the EU General Data Protection regulation and maintains a system of internal accounting controls and record keeping for all transactions.



AFEA continuously demonstrates good governance practices by integrating corporate sustainability principles into its operations and relationships with others, providing this way

greater transparency, accountability and inclusiveness. For instance, we take care to integrate due diligence in all our undertakings, provide reports on our pricing policies and procedures as requested and take into account all valuable feedback through questionnaires that we receive from our corporate clients.

It also contributes to the development and implementation of international norms and standards, for instance, by committing to the UN Global Compact. It operates ethically, respects the laws and regulations in every case. As a result, no incident of corruption has been reported to the company during the reference period of this report.

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the process followed to collect, evaluate and calculate the reported data was approved by

AFEA's Board of Directors.

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