



ACTION EVOLUTION PROGRESS CARE DEVELOPMENT

*with **you** as our destination*



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This year’s report is dedicated to the memory of the recently deceased Petros Vettas, President of ATTICA GROUP, inspirational entrepreneur, visionary associate of the shipping industry and above all an exceptional person.

CEO’s Address

This Social Responsibility Report reflects our Group’s strong commitment to promote direct, transparent and accurate information to all stakeholders on the actions and initiatives in place to ensure a sustainable future and protect the environment.

Therefore, the exchange and adoption of best practices to create positive and sustainable results both to the society and to the company, are the only way to ensure a competitive advantage for Attica Group, at a time when uncertainty and insecurity prevail.

Global changes seen in recent years as well as fluctuations and uncertainties of the markets as a result of the financial crisis, have significantly affected business activity both internationally and nationally.

The continuous increase in the international price of oil which also determines the price of fuel consumed by the Company's fleet, and the rapid decline in the disposable income of consumers could not but result in several challenges facing the Group, which we have managed responsibly, with business insight and openness.

It should be noted here that in 2012, at these particularly challenging times, the Group managed to increase its market shares (passengers, trucks and private cars), holding the lead for one more year both in domestic and international lines.

For yet another year, the Group has sought full compliance with the principles of the United Nations Global Compact and retained its key role as a social partner while, setting short- and long-term strategic goals, put its values to practice and committed to four distinct pillars: market, employment, environment and society.

We are really proud that through the acceptance of the new passenger ferry BLUE STAR PATMOS in June 2012, we completed a very significant investment of €140 million in total, to further upgrade and modernise the fleet of Attica Group, establishing the company’s domestic presence. The construction and acceptance of BLUE STAR PATMOS also signalled the launch of a new route for Attica Group (Piraeus - Chios - Mytilene) redefining the level of services in the country’s maritime transport.

Environmental protection is a primary corporate goal, pursued through the adoption of best practices that promote sustainable development and minimise the impact of the company’s operations on the environment. In 2012, the Group continuously and consistently implemented its environmental policy and took a number of measures to limit climate change and rationally manage waste, by launching a new programme for the recycling of lamps and expired medicinal products.

Through the programme “With you as our destination”, the company listens to the needs of the society and adapts its operations based on the feedback it receives.

The "Sun Protection" programme was held for the fourth year, providing free medical examinations and information to the residents of Ios and Santorini. At the same time, “Blood Ties”, the programme of voluntary blood donation, was held twice during the year, and 70 blood units were collected to meet the needs of remote islands served by the Group.

It was an honour for the Group to be awarded the Corporate Affairs Excellence Award in the category "Low Cost Action/ Programme" unit for the “Traditional Professions” action, during the major event of the communication industry, organized for the first time this year by the Hellenic Management Association (HMA).

Attica Group has demonstrated it’s social sensitivity in supporting municipalities, communities, agencies and associations by making donations and sponsorships and helping to build on a priceless “social product”.

This concept of responsibility also governs our policy in relation to the most important asset of our company: our people. Our goal is the continuous follow-up and development of a safe and equal workplace, as well as the development of employees beyond our obligations under labour law.

The Group’s priorities for 2013 have been adjusted to the needs and challenges that the current circumstances pose. However, the principles of social responsibility implemented across the business operations of Attica Group are the drive of our effort to overcome this crisis.

Enjoy your reading!
Spiros Ch. Paschalis
Chief Executive Officer

The Report

Introduction

For Attica Group this is the 6th consecutive annual “Social Responsibility Report” and the 4th issued according to the guidelines of the GRI/G3.1 International Sustainability Reporting Initiative. Its contents reflect the overall perception of Corporate Responsibility for the Group, setting out and disclosing important issues and effects with regard to the fundamental principles of Social Corporate Responsibility (SCR). The Report represents the period 01/01/2012 – 31/12/2012 (unless otherwise indicated at some points) and pertains to all Group operations in Greece and in part to foreign operations. The Report contains quantitative data drawn from direct measurements; where estimates are made, express reference is made thereto.

Reporting principles

The structure of the Report follows Global Reporting Initiative (GRI) “Sustainability Reporting Guidelines” (version G3.1,2011), at the same time adopting the UN-developed Global Compact principles and criteria.

Report terminology

For easier reading of the Report, please pay attention to the following, widely used terms:

TERM	REFERS TO
“Company”, “we”, “Attica Group”, “Group”	Attica Holdings SA
«Blue Star Ferries», «Superfast Ferries»	the subsidiaries comprising the Group
«ANEK-SUPERFAST»	the joint service of ANEK LINES with SUPERFAST FERRIES for the Piraeus-Heraklion & Patras-Igoumenitsa-Ancona routes
«Report»	Social Responsibility Report 2012
«page 7, 8, etc»	Report section

Sources of data

All data presented in the Report were drawn from individual business units of Attica Group. The quantitative data were drawn from the databases maintained centrally at the company and its individual Divisions, with the support of IT systems, applications, files, and established procedures.

Indicatively:

- The analysis data of HR categories are drawn from the HR Division database
- The financial data are drawn from the Finance Division database
- Recycling data are drawn from the Quality Assurance & Environmental Management Division
- The customer service data are drawn from the Customer Service & Loyalty Division database
- The discount and free tickets data are drawn from the booking systems and the Commercial Division
- The sponsorship data are drawn from the Commercial Division and the Marketing department databases
- Recording data related to the LIFE program are provided by the Hellenic Ornithological Society

Objectives of Report 2013

- Certification of the Report by a third independent entity
- Recording of water consumption at the company’s headquarters
- Recording of energy consumption at the company’s headquarters
- Collection of quantitative data in relation to the provision of free and/or discount tickets for the Piraeus - Heraklion route which is served by the ANEK-SUPERFAST joint venture with Olympic Champion and SUPERFAST XII vessels ..but also to
- Expand the collection, recording and control system for data included in the Corporate Responsibility Report
- Continue operations "Blood Ties", "Sun Protection" and "Traditional Professions”
- Develop new programs that will focus on local communities
- To reinstate the "Administrative Personnel Opinions and Satisfaction” survey





INTRODUCTION

COASTAL SHIPPING AND GREECE

OUR GROUP

OUR LINES

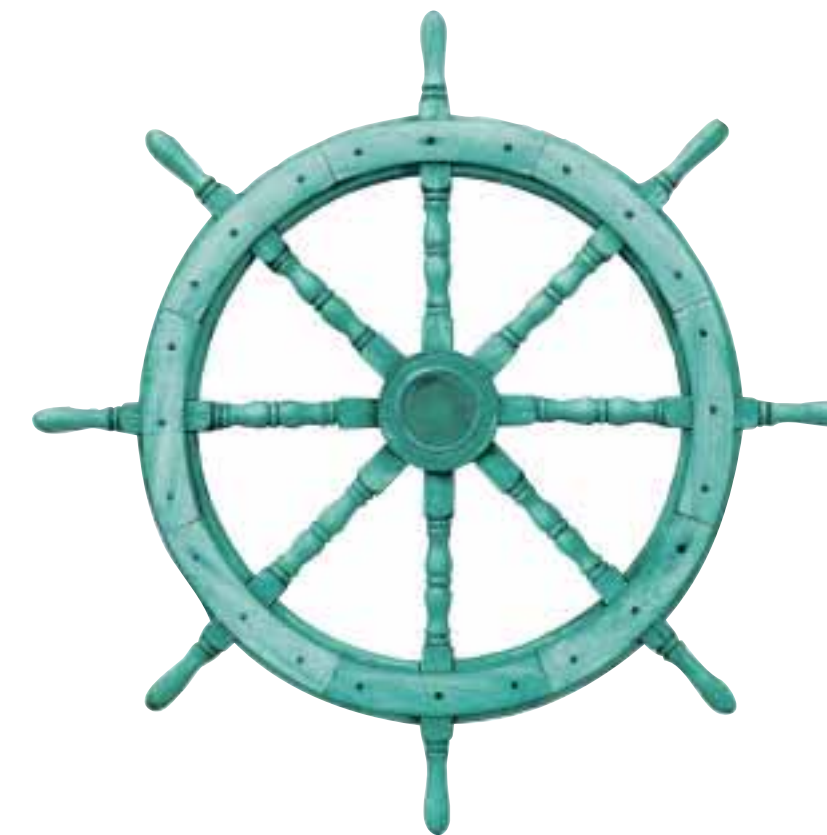
OUR FLEET

OUR NETWORK

OUR HISTORY

SIGNIFANT EVENTS IN 2012

FINANCIAL DATA





Coastal shipping and Greece

As a Mediterranean country with almost the longest coastline in Europe, Greece has been traditionally a strong player in coastal shipping. It could not be otherwise, since Greece is a leader in shipping, with its numerous islands with varying landscape, the mild climate and sunshine. The above, combined with the favourable sea conditions for sailing and the short distances between coasts, strengthen the interest of tourists who are successfully and consistently served by the country's lines.

As a result, maritime transport aims to support the country by contributing to its cultural and economic growth, both locally and generally. It connects people, products, cultures, civilizations and strengthens the development of remote regions, offering them a transport and communication channel.

Historically the role of coastal shipping in Greece was closely connected and intertwined with economic prosperity and tourist entertainment. However, the most important aspect of the industry's contribution is connection, a vital factor for local communities, which leads to communication between people and ultimately acts as a decisive factor to improve the daily life of people living in remote regions, but also of other Greek islands.

Our Group

Attica Group is a Marfin Investment Group subsidiary and the parent company of shipping companies Superfast Ferries and Blue Star Ferries. Our Group operates in the passenger shipping industry. The fleet numbers 14 car-passenger ferries which are registered in the Greek ship registry, operating on Greece-Italy routes, and Cyclades, Dodecanese, NE Aegean and Crete routes. The head offices are located at 123-125 Syngrou Avenue and 3 Torva St, 117 45, Athens, Attica.

In particular, the Group's ferries currently operate:

- a) in the Adriatic Sea, on the Patras - Igoumenitsa - Ancona route which is served by the ANEK-SUPERFAST joint venture with 2 SUPERFAST ferries and Hellenic Spirit, and on the Patras - Igoumenitsa - Bari route which is served by 2 SUPERFAST ferries, and
- b) in Greek coastal shipping, on the routes of Cyclades, the Dodecanese and the islands of the North East Aegean Sea, served by 8 BLUE STAR ferries, and on the Piraeus - Heraklion route, which is served by the ANEK-SUPERFAST Joint Venture with Olympic Champion and SUPERFAST XII ferries.

The traffic volume for the Group over the last two years was as follows:

Domestic route figures

	2011	2012
Passengers	3,012,308	3,072,191
Cars	373,891	385,239
Trucks	138,112	139,320

International route figures

	2011	2012
Passengers	460,178	383,439
Cars	128,788	99,909
Trucks	113,191	114,902



The company's sales network is highly developed both in terms of domestic and international routes. In fact, the Group maintains 37 Premium Sales Agents worldwide and more than 20,000 travel agencies in Greece and abroad to serve its customers.

All of the Group's vessels are certified by the International Safety Management Code ISM in accordance with SOLAS requirements, for the safety of human life at sea, and in accordance with the international standards ISO 9001:2008 (International Quality Management Standard) and ISO 14001:2004 (Environmental Management Standard). The ISO 9001:2008 and ISO 14001:2004 certifications were issued by the American Certification Agency "ABS Quality Evaluations", part of the international Group of Companies, American Bureau of Shipping (ABS). The certification according to the new Quality Management Standard ISO 9001:2008 took place in 2009 and stands as recognition of the high standard services provided by the Group.

Finally, the contractor has provided Goody's restaurants on BLUE STAR 1, BLUE STAR 2, BLUE STAR PAROS, BLUE STAR NAXOS, BLUE STAR ITHAKI & BLUE STAR DELOS with the certified "Food Safety Management System according to the TUV Hellas EN ISO 22000:2005". Also all FLOCAFE shops operating on all Group ferries apply the "HACCP Food Safety Management System".

As one of the largest coastal shipping companies with 20 years of successful operation and continuous growth, Attica Group is a key pillar of development of Greek tourism and of all the Greek islands, and plays an essential role in the country's social and economic growth. In addition, over the last two years the company has made significant investments in the Greek market with the construction of two new and sophisticated ferries: BLUE STAR DELOS and BLUE STAR PATMOS.

At the same time, its operations across Greece offer professional growth opportunities and direct employment to approximately 1,011 employees.

Attica Group, through Blue Star Ferries, was responsible for changing the conditions of travel in the wider area of the Aegean, combining responsibility and reliability with elegance and comfort. Together with Superfast Ferries, which holds the leading position in the Adriatic Sea market and Crete, it provides high quality services, respecting the needs of its partners, employees and, above all, its passengers.

Shareholder structure

Based on the shareholder list information on 31.12.2012, the holders of shares and voting rights above 5%, according to Law 3556/2007, as well as Sivet Holding Inc., which is controlled by the Company's Chairman, Mr. P. Vettas, were the following:

Shareholder list details as of 31.12.2012 of ATTICA Holdings SA (Law 3556/2007)

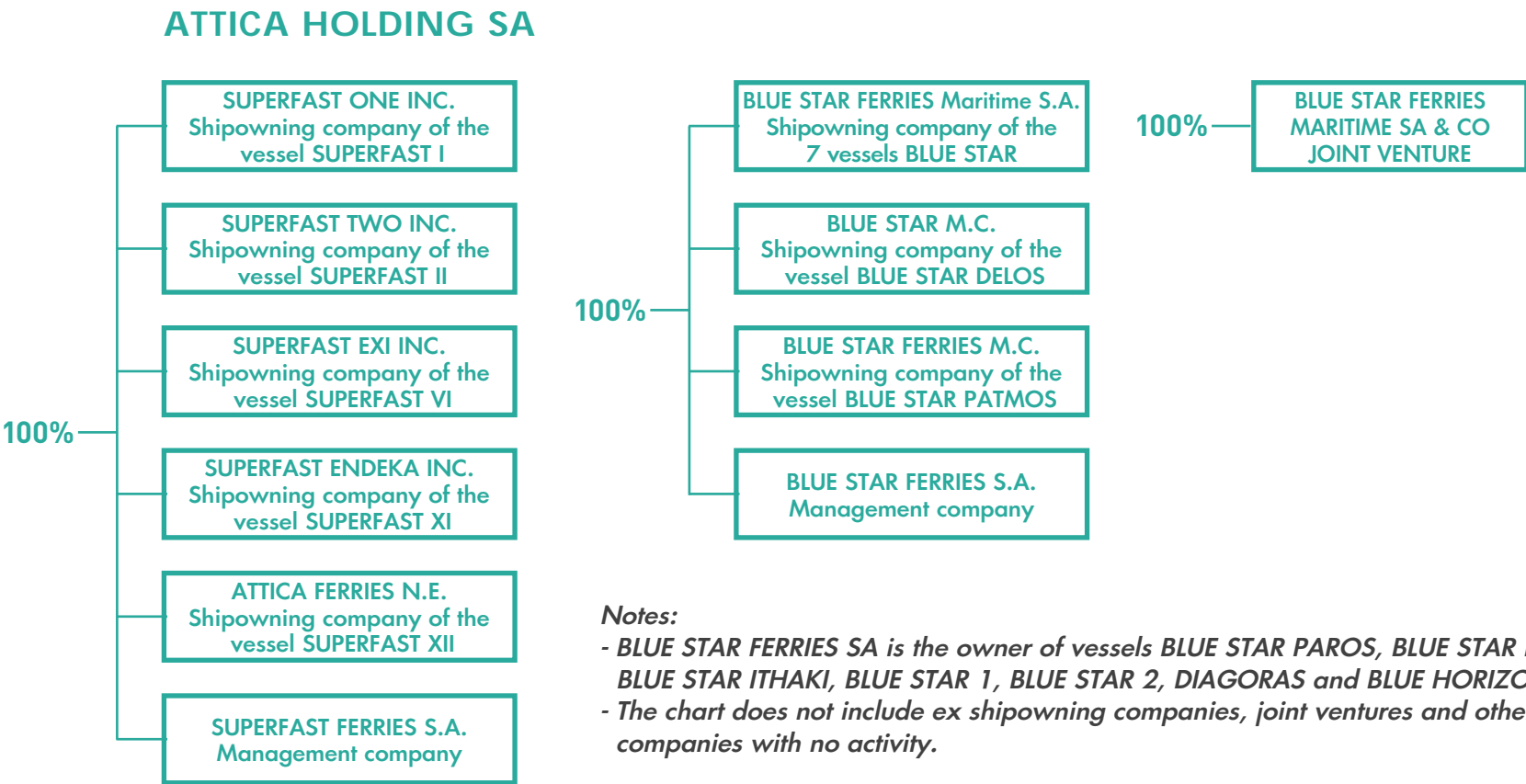
Shareholders	Number of shares	%	Voting right (Law 3556/2007)	%
MIG Shipping SA	149,072,510	77.78	-	-
Marfin Investment Group Holdings SA	22,241,173	11.60	171,313,683	89.38
Sivet Holding Inc. ¹	8,273,724	4.31	8,273,724	4.31
Other shareholders	12,072,913	6.31	12,072,913	6.31
Total	191,660,320	100	191,660,320	100

¹ Sivet Holding Inc. is a company controlled by the Chairman, Mr. Petros Vettas.

The Company does not own treasury shares and its subsidiaries do not own Company shares.

Organizational structure

The following chart presents the structure of the ATTICA HOLDINGS SA Group with its subsidiaries.



Management

The current structure of the Board of Directors (hereinafter the “BoD”) of the Company is the following:

Full name	Capacity	
Petros M. Vettas	Chairman	Non-Executive member
Kyriakos D. Magiras	Vice-Chairman	Executive member
Spiridon Ch. Paschalis	CEO	Executive member
Michael G. Sakellis	Director	Executive member
Ioannis V. Kritikos	Director	Executive member
Efthymios Th. Bouloutas	Director	Non-Executive member
Areti G. Souvatzoglou	Director	Non-Executive member
Markos A. Foros	Director	Independent Non-Executive member
Alexandros Th. Edipidis	Director	Independent Non-Executive member

The professional address of the BoD Members is the Company’s registered office at 123-125 Syngrou Ave & 3 Torva St, 117 45 Athens.

The Company’s sole administrative and management body, in accordance with its Articles of Association, is its Board of Directors. The Company's supervisory body is the Audit Committee.

Our lines

Greece - Italy

In the Adriatic Sea, Attica Group operates 4 SUPERFAST ferries (SUPERFAST I, SUPERFAST II, SUPERFAST VI, SUPERFAST XI) with daily routes throughout the year
a) from the ports of Patras and Igoumenitsa to Ancona (the route is served by the ANEK-SUPERFAST joint venture), and
b) to Bari. During the summer months there are routes connecting the island of Corfu with Bari.

Domestic lines

Attica Group is active in the domestic market with 9 BLUE STAR ferries and 1 SUPERFAST vessel, carrying out year round routes to the following destinations:

- Piraeus-Heraklion with SUPERFAST XII (route served by ANEK-SUPERFAST)
- Piraeus-Syros-Tinos-Mykonos with BLUE STAR ITHAKI
- Piraeus-Paros-Naxos-Ios-Santorini with BLUE STAR DELOS
- Piraeus-Syros-Paros-Naxos-Santorini & Amorgos (Katapola & Aigiali)-Iraklia-Schinoussa-Koufonissi-Donoussa-Astypalaia with BLUE STAR PAROS & BLUE STAR NAXOS
- Piraeus-Patmos-Leros-Kos-Rhodes & Syros with BLUE STAR 1 & BLUE STAR 2
- Piraeus-Kalymnos-Kos-Rhodes & Astypalaia-Patmos-Lipsi-Leros-Nisyros-Tilos-Symi-Kastellorizo with DIAGORAS
- Piraeus-Chios-Mytilini with BLUE STAR PATMOS

Our fleet

The fleet of Attica Group consists of 14 car-passenger vessels serving the routes performed by the company in Greece and abroad:

FLEET	CONSTRUCTION (year)	MAX SPEED (knots)	PASSENGERS	GARAGE CAPACITY
BLUE STAR 1	2000	28	1,890	641
BLUE STAR 2	2000	28	1,854	641
BLUE STAR ITHAKI	2000	24.1	1,317	245
BLUE STAR PAROS	2002	24	1,474	212
BLUE STAR NAXOS	2002	24	1,474	212
BLUE STAR DELOS	2011	25.5	2,400	434
BLUE STAR PATMOS	2012	25.5	2,000	434
DIAGORAS	1990	21.1	1,462	274
BLUE HORIZON	1987	23	1,497	780
SUPERFAST VI	2001	27.6	1,595	712
SUPERFAST XI	2001	28.5	1,639	649
SUPERFAST XII	2001	28.5	1,639	649
SUPERFAST I	2008	23	928	783
SUPERFAST II	2009	23	928	783

Attica Group, with a fast and ultra modern fleet at its disposal, fully understands the essence of a comfortable and pleasant trip. A full range of amenities and services are offered on board our vessels:

- Spacious cabins
- Aircraft type seats
- Cabins with PURE technology (available on SUPERFAST XI, SUPERFAST VI, SUPERFAST XII, BLUE STAR 1 & BLUE STAR 2)
- Restaurants, Bars and Cafés for delicious meals and moments of relaxation
- Bars and Cafés on deck
- Pool (available on SUPERFAST XI, SUPERFAST XII, SUPERFAST VI)
- Casino (available on SUPERFAST I, SUPERFAST II, SUPERFAST VI, SUPERFAST XI)
- Shops for on board shopping
- Wi-Fi connection
- Internet Corner (available on SUPERFAST VI, SUPERFAST XI)
- Coin telephones and ATMs
- Disco (available on SUPERFAST VI & SUPERFAST XI)
- Video Games (available on all ferries except BLUE STAR PAROS & BLUE STAR NAXOS)
- Reserved space for pets

Our network

International lines

The Sales Network of Attica Group for international lines expands across the world and is supported through the company's modern call centre which provides fast and quality service to all customers, and by 37 Premium Sales Agents in the main markets and port agents at the departure ports.

Attica Group is a full member of the management and commercial bodies of the International Union of Railways (UIC), the International Common Tariff System of Railways (NRT) and other railway organizations (such as the EURAIL, the INTERRAIL, etc.), the International Rail Transport Committee (CIT), the Central Clearing Bureau of Railways (BCC), the European railway Statistics and Information organizations, etc. Recently it also became a full member of the South-East Europe Railway Group (SERG). Today the International Union of Railways has 200 members from 92 countries and 5 continents, through which our services are available.

The Group aims to identify new markets and meet new challenges in order to expand its collaborations and increase sales. Our experienced personnel, after careful strategic planning, using a variety of marketing tools, is in communication with its partner networks, informing and guiding them in relation to the commercial policy, as well as keeping them up to date with the company's activities and new products. In its effort for ongoing modernisation, the Group keeps investing in new technologies and means, promoting online ticket sales through its website at www.superfast.com, as well through the websites of its partners, achieving increasing sales every year. It also participates in the main Tourism and Transportation trade fairs in Europe, promoting the programs and services it offers.

Also, the reservation system of Attica Group is linked to the International Reservations Networks. More than 20.000 travel agencies are connected online to these networks, offering direct integrated services.

Domestic lines

Attica Group, via Blue Star Ferries and Superfast Ferries, has an active presence in the Greek Ferry Lines. The Domestic Sales Network of the Group is well developed. In every port of departure there are agents who are connected online to the central reservation system, whilst through the CRS systems (ForthCRS, Ferryscreen, Start), more than 20.000 travel agencies in Greece and abroad are able to place reservations via the Group's central system.

Through the corporate websites www.bluestarferries.com & www.superfast.com, the Group has an additional channel of communication with its customers through which online booking and ticket purchases can be made.

Our history

ATTICA HOLDINGS S.A. with distinctive title Attica Group was established in 1918 and its current name was given by a decision of the Ordinary General Meeting of shareholders of 03.06.2004 (GGI S.A. & LLC 6333/18.06.2004). The Company is classified, according to the classification of the Economic Operation Sectors (STAKOD 2003) of the NSSG, under code 741.5 on Holding Companies Activity Management.

The Company is registered in the Companies Register of the Ministry of Development, Department of Companies and Credit, with registry number 7702/06/B/86/128. Its operation in the sector of passenger shipping through subsidiaries began in 1993.

In 1999 Attica Group acquired 38.8% of the shares of ATHEX-listed Strintzis Lines Shipping S.A., which it increased to 48.6% the following year. In the same year, in 2000, it changed the company's trade name to Blue Star Maritime S.A. and created the Blue Star brand.

The Blue Star fleet's renewal started mid-2000 and was completed in June 2002 with the construction of five new generation Blue Star car-passenger ferries.

On 3 October 2007 the ownership status of Attica Group changed when MARFIN INVESTMENT GROUP SA (MIG) directly and indirectly acquired 51.64% of the share capital and voting rights from the Company's old reference shareholders.

In September 2008 the Company's head offices were relocated and all departments were centralized in the new offices at 123 - 125 Syngrou Ave & 3 Torva St, 11745 Athens. The Company's registered office was also transferred to the Municipality of Athens.

In October of 2008 the newly built Superfast I, 24 knots speed, with a capacity of 950 passengers, 140 trucks and 100 cars was delivered. The vessel was deployed in the Patras – Igoumenitsa – Bari route in the Adriatic Sea.

The Extraordinary General Meeting of Shareholders of 02.12.2008 approved the merger, according to the provisions of article 68(2) -77(a) and 78 of C.L. 2190/1920, of articles 1-5 of Law 2166/1993, and in general the commercial legislation, as applicable, through the absorption of Blue Star Maritime S.A. and of the 100% subsidiary Superfast Ferries Maritime S.A. by Attica HOLDINGS S.A. The said merger of the three SAs was approved with decision number K2 - 15054/23.12.2008 of the Ministry of Development. As a result of the merger, Attica Group issued 37,440,020 dematerialized common registered shares, with a nominal value of €0.83 each, which it distributed to the shareholders of merged company Blue Star Maritime S.A., according to the determined exchange ratio.

On 25.06.2009 Attica Group announced the signing of a shipbuilding agreement with shipyards Daewoo Shipbuilding and Marine Engineering Co. (DSME) of South Korea, for the building of two ultra modern car-passenger ferries. The total investment cost reaches €137 million for both vessels.

In October of 2009 the newly built Superfast II was delivered, with features similar to Superfast I, and it was also deployed in the Patras-Igoumenitsa-Bari route in the Adriatic Sea.

In January of 2010 the Company’s Share Capital increase was completed with the payment of cash and a pre-emptive right for old shareholders. 20,810,300 new shares were issued, with sale price €2.00 per share, and €41.6 million were drawn in total. Therefore, the Company’s share capital amounted to €134,811,920 divided into 162,424,000 dematerialized common registered voting shares, with a nominal value €0.83 each.

In February 2010 SUPERFAST V which operated in the Adriatic Sea was sold.

As of 1 February 2010, SUPERFAST FERRIES became the first shipping company worldwide to offer a new class of cabins with “PURE” technology, on the Patras-Igoumenitsa-Ancona line, in the Adriatic Sea.

On 20 November 2010, BLUE STAR DELOS, the first of the two new Group’s vessels ordered in June 2009 was launched at the shipyards of Daewoo Shipbuilding and Marine Engineering Co. (DSME), South Korea.

In January 2011 the Company’s Share Capital increase was completed with the payment of cash and a pre-emptive right for old shareholders. 29,236,320 new shares were issued, with sale price €0.83 per share, and €24.3 million were drawn in total.

In March 2011, Superferry II, a vessel built in 1974, was sold to GOLDEN STAR FERRIES SHIPPING CO. The vessel was delivered at the port of Rafina.

In the same month, SeaSmiles, the new single Customer Loyalty Scheme was launched for Attica Group passengers travelling with Superfast Ferries and Blue Star Ferries, in the Adriatic Sea, the Cyclades, the Dodecanese, Crete and the islands of the Northeast Aegean Sea, offering exclusive privileges, unique gifts, special offers and high quality services to its members.

From April 2011, BLUE STAR 1 and BLUE STAR 2 which serve the Dodecanese lines, and SUPERFAST XII which serves the line to Heraklion, are equipped with a new, innovative air and surface purification technology system, the “PURE cabins”.

On 8 June 2011, Attica Group proceeded to a partnership of high strategic importance with ANEK Lines for combined routes by vessels of the two companies on the international Patras-Igoumenitsa-Ancona line, and on the Piraeus-Heraklion line.

The newly built vessel BLUE STAR DELOS was delivered in October 2011 at the shipyards of Daewoo Shipbuilding and Marine Engineering Co. (DSME), South Korea. The vessel started its itineraries on the Piraeus-Paros-Naxos-Ios-Santorini on Sunday 13 November.

During the same year, Attica Group certified BLUE STAR DELOS according to the International Quality Standards ISO 9001:2008 and Environmental Management Standard ISO 14001:2004.

Significant events in 2012

The company further strengthened its presence in the domestic lines in June 2012, with the delivery of BLUE STAR PATMOS from the shipyards of Daewoo Shipbuilding & Marine Engineering Co Ltd, South Korea. The construction of this new, ultra-modern vessel marked the launch of a new line for Attica Group, on the Piraeus-Chios-Mytilene route, where the company previously had no presence, redefining the level of transportation services to the islands of the North-East Aegean Sea.

BLUE STAR PATMOS is the second of the two vessels ordered. It is a high-specification vessel with a total length of 145.50 meters, speed at 26 knots and a capacity of 2,000 passengers and 427 passenger cars or 60 trucks and 145 passenger cars.

At this challenging period for our country, Attica Group’s investment, which exceeds 70 million euros, is part of the company’s ongoing effort to provide high-quality transportation services with modern, new and fast vessels and contribute to the tourism development of the country’s islands.

During the same year, Attica Group certified BLUE STAR PATMOS according to the International Quality Standards ISO 9001:2008 and Environmental Management Standard ISO 14001:2004. These certifications are a confirmation of the Group’s increased environmental awareness and intense efforts to reduce the impact of its activities on the environment.



Financial data

ATTICA HOLDINGS S.A., with distinctive title Attica Group is purely a Holdings Company and as a holdings company it has no activity. The company, through its subsidiaries, is mostly active in passenger shipping and the provision of tourism services.

Attica Group is classified, according to the classification of the Economic Operation Sectors (STAKOD 2003) of the NSSG, under code 741.5 on Holding Companies Activity Management. The Group’s main operation is covered by sector 611.0 “Maritime and Coastal Transport”.

The shares of ATTICA HOLDINGS S.A. are listed on the Athens Stock Exchange with the code “Attica”.

The Company is registered in the Companies Register of the Ministry of Development, Department of Companies and Credit, with registry number 7702/06/B/86/128. Its term was initially set at 90 years, extended by decision as of 19.03.1992 of the Extraordinary General Meeting (GG 3526/13.07.1992) for another hundred years, expiring on 27.10.2108. The Company’s share capital stands at € 57,498,096 and is divided into 191,660,320 common registered shares with the nominal value of €0.30 each.

The ATTICA HOLDINGS SA GROUP is consolidated using the full consolidation method in the Financial Statements of MARFIN INVESTMENT GROUP HOLDINGS SA, which is established in Greece.

Selected figures of Group results for the financial year of 2012 are shown in the table below:

STATEMENT OF TOTAL EXPENSES OF ATTICA GROUP (in thousand EUR)	01.01-31.12.2012	01.01-31.12.2011
Turnover	256,002	246,790
Gross profit	22,981	10,094
% of turnover	9%	4%
Profit/ (loss) before taxes, financing and investing results	-17,022	-36,195
% of turnover	-7%	-15%
Impairment of assets	-20,359	-41,827
Profit/ (loss) before taxes	-53,187	-86,690
Income tax	-82	187
Profit/(loss) for the period after taxes	-53,269	-86,503
Attributable to:		
Parent company owners	-53,269	-86,503
Minority interest	-	-
Other comprehensive income before tax	-2,575	-1,986
Cumulative total income after tax	-55.844	-88,489
Profit/(loss) after taxes per share – basic (in EURO)	-0.2779	-0.4553
Profit/(loss) before tax, financial and investment results and depreciations (EBITDA)*	10,159	-8,851
% of turnover	4%	-

Note:

Any divergences in the total from the sums of individual figures are due to rounding offs.

Source: Annual Consolidated Financial Statements for the period 01.01-31.12.2012 prepared by the Company based on IFRS and not audited-reviewed by a Certified Auditor-Accountant

The Group's turnover for financial year 2012 amounted to € 256.00 million and profit before taxes, financing, investing results and total depreciation and amortization amounted to € 10.16 million compared to turnover of €246.79 million and loss before taxes, financing, investing results and total depreciation and amortization of €8.85 million in 2011.

Specifically for FY 2012, the turnover represented domestic lines to 59.5% and the Adriatic Sea to 40.5%, while the corresponding figures in 2011 were 56.5% for domestic lines and 43.5% for the Adriatic Sea.

The Group's activities by geographic region are as follows:

As regards domestic lines, the Group operated the Cyclades, the Dodecanese, the Piraeus-Heraklion routes, and starting from July 2012, the Piraeus-Chios-Mytilene route, with BLUE STAR PAROS, BLUE STAR NAXOS, BLUE STAR DELOS, BLUE STAR ITHAKI, BLUE STAR 1, BLUE STAR 2, DIAGORAS, SUPERFAST XII and BLUE STAR PATMOS.

In this market, the Group's turnover for 2012 amounted to € 152.21 million compared to €139.30 million in 2011, up by 9.3%, while ferry itineraries were increased by 2.9% compared to 2011. The above turnover includes compensation for the performance of public service itineraries for the competent Ministry, standing at € 11.47 million compared to € 10.04 million in 2011. The operating expenses of vessels increased and reached € 132.01 million compared to € 127.26 million in 2011, mainly due to higher fuel prices. This increase in operating expenses was more than offset by the increased turnover resulting in profit before taxes, financing, investing results and total depreciation and amortization (EBITDA) in the domestic market to stand at € 15.34 million compared to € 1.50 million in 2011. In 2012 the domestic lines posted loss after taxes of €15.28 million, including losses resulting from the impairment of assets (vessels) of €5.81 million. In 2011, loss after taxes amounted to € 38.80 million, including loss resulting from the impairment of assets (vessels) of €21.16 million and profit of €3.93 million from the sale of SUPERFERRY II.

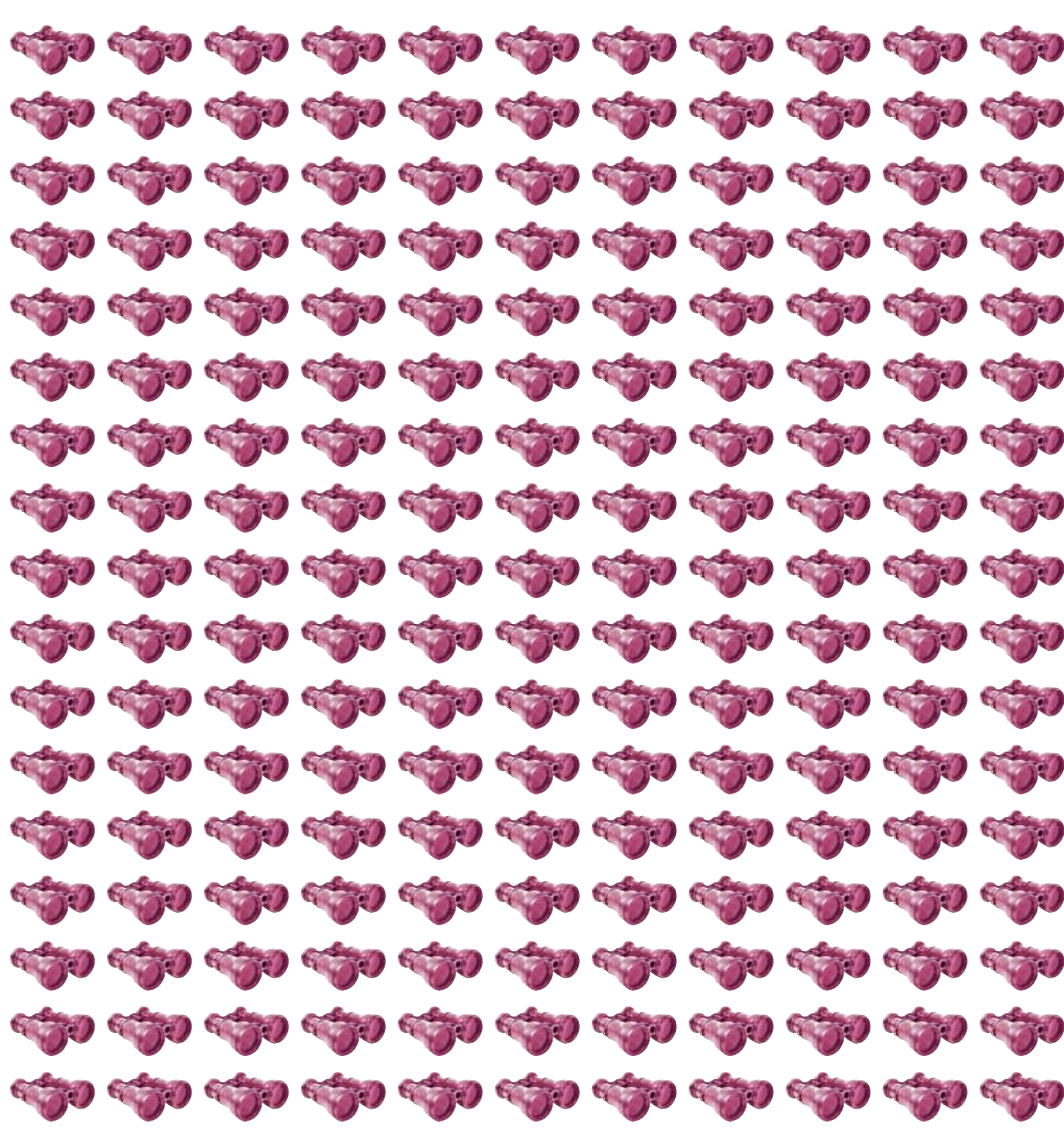
In the Adriatic Sea, the Group operated the Patras - Igoumenitsa - Ancona routes with SUPERFAST VI, SUPERFAST XI, and the Patras - Igoumenitsa - Bari route, with SUPERFAST I and SUPERFAST II.

In this market, the Group's turnover for 2012 amounted to € 103.79 million compared to €107.49 million in 2011, down by 3.4%, while ferry itineraries were decreased by 8.4% compared to 2011.

The operating expenses of vessels decreased to €101.01 million from €109.12 million in 2011, down by 7.4%.

Losses before tax, financing, investing results and total depreciation and amortization (EBITDA) in the Adriatic Sea stood at €4.02 million compared to losses of €6.97 million in 2011. In 2012 the Adriatic Sea segment posted losses after taxes of €35.86 million, including losses resulting from the impairment of assets (vessels) of €14.55 million and losses of €6.40 million from the sale of SUPERFAST VI. In 2011, losses after taxes amounted to € 44.44 million, including losses resulting from the impairment of assets (vessels) of € 20.66 million.

Despite the significant improvement of its performance, the Group posted losses in 2012. The two main causes that affect the Group's results are the deep recession in Greece, which significantly affects the transport of passengers and vehicles, and high fuel prices that greatly affect the operating expenses of vessels.



SOCIAL RESPONSIBILITY MANAGEMENT

VISION & STRATEGY
MANAGEMENT PRACTICES
SOCIAL RESPONSIBILITY ORGANIZATIONAL STRUCTURES
MANAGEMENT SYSTEMS
STAKEHOLDERS
PARTICIPATION & RECOGNITION





Vision & Strategy

Our strategy

Historically, our Group’s strategy has been to maintain practices that promote fair business in passenger shipping.

For Attica Group, Corporate Social Responsibility is intertwined with the culture of all its participants, and with its business mission and policy. The responsibility with which we handle our customers’ needs and our constantly upgraded services are a non-negotiable principle of the company. Based on these principles, the Group seeks to integrate social and environmental factors in every activity.

The commitment under the Corporate Social Responsibility programme of Attica Group entitled “With you as our destination” reflects the Group’s principles and values and places people in the center of all actions, by designing programmes which apply to four different fields of interest: market and corporate governance, the environment and sustainable development, human resources, and local societies.



A benchmark for Attica Group is the implementation of two important investments of €137 million to upgrade and modernize its fleet, which was completed during the current year when BLUE STAR PATMOS was delivered, always having in mind our ongoing efforts to provide high-quality transportation services, and the development of Greek islands.

In an environment of economic uncertainty, we implement a targeted and structured strategy for sustainable development and rational management of available resources, which is characterized by continuity, stability and consistency, carrying out our business as an “Operation Active Citizen”.

Over the last twelve years, we have stood by the islanders providing support to parents associations, charities and non-profit organisations, Metropolitan churches, cultural and athletic clubs, the medical community, agencies, etc, in order to facilitate and support them.

In parallel, we have acted as an important bridge and, on occasions, even a lifeline, by providing transportation for patients who needed to be transferred to Athens, by going to destinations not included in our scheduled itineraries. We have also supported a number of organizations and associations in the sectors of health, education, culture and sports by providing free or discount tickets.

Finally, Regions and Municipalities have been supported by the Group which responds to various requests, by sponsoring initiatives in the interests of residents in the fields of environment, society and local economy.

The following pages present in detail the Group’s CSR best practices and initiatives for 2012, and the last pages present the correlation of the content with the GRI – G3.1 indicators.

Pillars of action

The company’s goals under the four pillars of our responsibility commitment are presented below:

Workplace

Our goal is the continuous improvement of working conditions and the development of employees beyond our obligations under labour law. An important prerequisite for Attica Group is to maintain a safe environment in which employees can trust the management of the company and feel pride in their work.

Environment

Our goal is to adopt best practices that promote sustainable development and minimise the negative impact of the company's operations on the environment. The continuous improvement of environmental performance and the evaluation of effectiveness of our programs and actions are a top priority for the Group.

Society

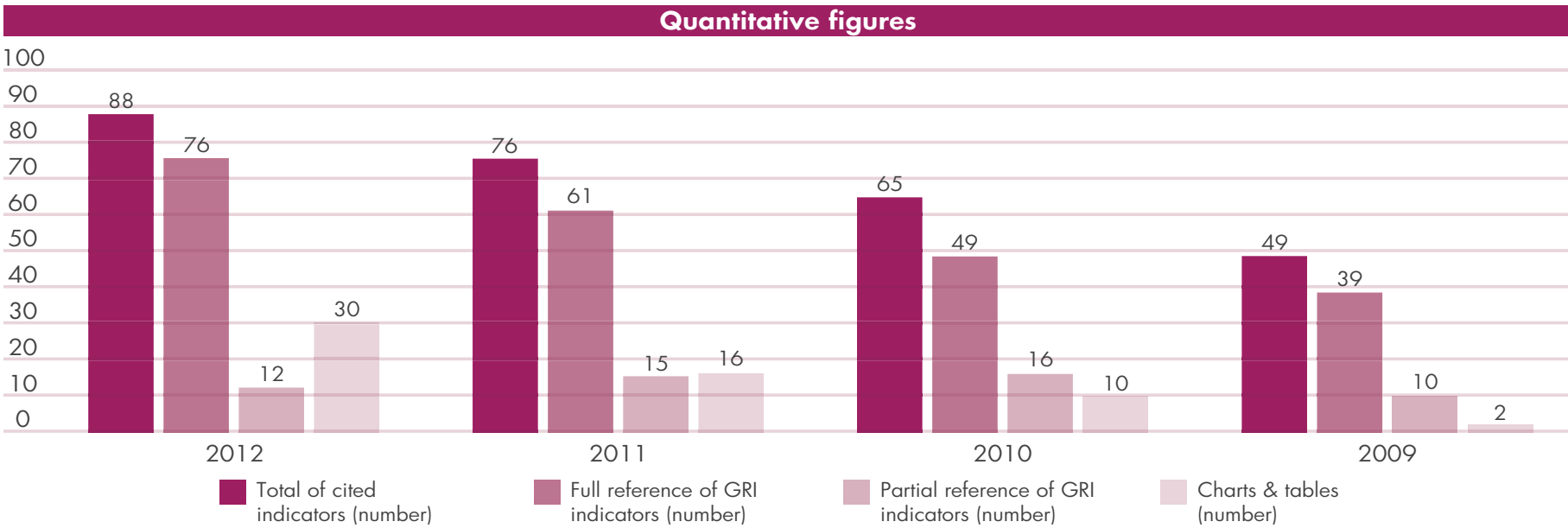
Our goal is to respect and support local society across the spectrum of the company activities, through the creation of partnerships and trust. Through its programme “With you as our destination”, the company listens to the needs of the society and adapts its operations based on the feedback it receives.

Market

Our goal has always been to provide passengers the highest possible quality of services. The company seeks to maintain its leading position in the industry and continue to develop and implement measures to ensure the highest quality services to passengers, while following the rules of conduct and fair competition.

Measurable figures

The company has adopted the international trend towards the publication of reliable and measurable figures which enhance transparency to the social partners. For this reason, the report presents the widest possible range of quantitative indicators over a period of four years:



Over the last four years (2009 – 2012), we have managed to:

- ✓ Increase the total number of GRI indicators to which reference is made by 80%. More specifically, from 2011 to 2012 the change corresponds to 16%.
- ✓ Increase the number of GRI indicators to which full reference is made by 95%. More specifically, from 2011 to 2012 the change corresponds to 25%.
- ✓ Decrease by 20% the number of GRI indicators to which partial reference is made.
- ✓ Increase by 1,400% the number of charts. More specifically, from 2011 to 2012 the change corresponds to 88%.

Management practices

Our vision

Attica Group, through Blue Star Ferries and Superfast Ferries, provides services to maritime transport. Our belief, intention and commitment is to provide these services on certain standards of quality, skill, flexibility, safety, reliability, accuracy, capacity and innovation. We aim at performance levels which will redefine the boundaries and expectations of our industry.

The successful cooperation between management and employees creates a suitable working environment where all employees know their obligations and duties, are supported in the development of their skills and are treated with respect and dignity. All employees in our company, regardless of their position and rank, try for the highest professional standards and provide our customers with maximum return services in relation to our competitors.

Our people and our reputation are our core strengths. Our Company educates, motivates and rewards its personnel in order to ensure continued operations, always to the highest standards. The Management sees to ensure appropriate working conditions and discourages any behaviors which could affect the personality of the employees. It also applies the principle of equal treatment and evaluates employees fairly.

Environmental protection is a core corporate objective which is pursued through proper fleet maintenance, ongoing investment in modern, environmentally friendly technology and full compliance with local, regional and international regulations.

Our principles and values

The reputation and good name are, together with human resources, the most valuable asset of the Group, establishing its commitment for compliance with the principles and values summarized below:

- Honest, fair and transparent transactions
- Quality and skills in the provision of services
- Avoidance of negative comments made in public on Group competitors
- Meritocratic approach with regard to the recruitment of personnel, partners and suppliers
- Full compliance with the laws and regulations on the actions involved in the performance of our duties

Code of business conduct and ethics

Under the UN Global Compact, the Group is committed to recognize, accept and support the four core pillars concerning human rights, working conditions, the environment and the battle against corruption.

The Department of Human Resources is responsible for monitoring the implementation of the Code. The Department seeks to:

- Include the Code in the information package given to all new employees;
- Obtain a signed declaration of acceptance and commitment to abide by the principles of the Code from all employees, whenever issued or amended.

Core axes (indicative extracts):

Secrecy - Confidentiality

“Every member of the personnel must keep internal information about the Group confidential and not disclose it to third parties, abiding with the information and system security rules, as set out in the relevant manuals. Disclosure of confidential information to third parties is only permitted upon prior written approval of the Management or a court order.”

Business conduct

“It is the Group’s intention to keep high levels of business conduct in all transactions and relations, both with customers or partners and colleagues. It should be stressed that no comments are permitted at Attica Group with regard to age, race, religion, sexual orientation, citizenship, disability, family status, pregnancy, political beliefs, participation in trade unions, or any other special needs, to customers, colleagues, visitors and partners.”

Conflict of interests

“As a general principle, it is strongly suggested to avoid situations where an employee’s personal interests affect or might affect his/her judgment when acting on behalf of the Group.”

Enticement - Bribery - Graft acceptance

“Any member of the Group’s personnel and any of his/her first degree relatives will be strictly prohibited from becoming directly or indirectly involved in graft/bribery of any kind. Graft acceptance or obtaining personal gain from any customer or entity or organization cooperating or seeking cooperation with the Group is unacceptable.”

Meritocracy

"All issues pertaining to the Group’s Human Resources are dealt with in absolute meritocracy and objectivity.”

Transparency of activities

“All personnel must follow all procedures as anticipated in the review and evaluation of any financing, cooperation, purchase or sale of goods, services, and in the selection of suppliers on account of the Group, keeping the Group’s interests in mind.”

Respect to property and available assets

“All personnel must protect the Group’s assets and available equipment, following the security rules. Any installation of software must only be performed by authorized persons of the IT Department.”

Corporate social responsibility

“The Group has incorporated social and environmental actions in its business practices, demonstrating its strong sense of responsibility to the society, its shareholders, employees and the environment.”

The Code of Business Conduct and Ethics and any amendments thereto are approved by the company’s Board of Directors.

Social responsibility organizational structures

The Corporate Social Responsibility strategy is a priority for the business operation of Attica Group and is closely related to the Company’s development strategy and procedures.

At Group level, the overall responsibility for the design, coordination and implementation of actions in the field of Social Responsibility, lies with a special "Corporate Responsibility Team" consisting of independent and executive officers of the company from different organizational units. More specifically, this group:

- monitors the performance of all Group companies in Social Responsibility and presents the results to the BoD,
- ensures that Corporate Responsibility principles are integrated in the company units and that awareness is systematically raised among employees in similar issues.

Management systems

Attica Group has adopted a set of standards and guidelines in the context of systematic management of Social Responsibility, while all Company vessels operate and are certified based on a set of management systems:

Global Reporting Initiative (GRI)	Report Content
UN Global Compact	Report Principles
ISO 9001:2008	Quality Management
ISO 14001:2004	Environmental Management
EN ISO 22000:2005	Food Safety Management System
HACCP	Food Safety Management System
MARPOL 73/78	International Convention on Marine Pollution of the International Maritime Organization (IMO)
International Safety Management Code (ISM)	Safety Management Code in accordance with the requirements of SOLAS on safety of life at sea.

Stakeholders

According to the definition of the AA 1000 Stakeholder Engagement Standard, “stakeholders are those groups that influence or could be affected by the activities, products or services and related performance of an organization” (www.accountabilityrating.com).

Dialogue and our relations with our Social Partners are two of the aspects involved in the social model of Attica Group. The following table summarizes the groups considered to be our Social Partners, and the main methods used to understand their expectations and needs.

STAKEHOLDERS	DIALOGUE THROUGH:
Employees and Employee Associations	Negotiations with the Employees’s Union Employee Satisfaction Survey Organization of Events Intragroup Newsletter Educational Programmes Meetings
Passengers	Customer Service Center Passenger Satisfaction Surveys Customer Loyalty Programmes Corporate sites Social Media
Sales network – Port agents	Regular meetings Annual meeting
Suppliers	Meetings Evaluation of suppliers
State and Regulatory Authorities	Dialogue with authority representatives at national level Cooperation with organizations and associations
Local societies	Corporate Responsibility actions Ongoing conversation with local authorities and various entity representatives
NGO’s and bodies	Cooperation Meetings with NGOs Sponsorships
Media	Corporate Announcements (Press Release) etc. Press Conferences - Events Contacts with media representatives Information through the site
Shareholders	Adoption and implementation of principles and policies Cooperation Annual General Meeting

Participation & Recognition

Participation in national and international organizations

Focusing on responsible entrepreneurship and transparency, Attica Group is involved in a significant number of institutions and authorities at national and international level, through which it promotes the role of Social Responsibility in the economy and society. The company is member of entities which include, but are not limited to, the following:

1. United Nations Global Compact
2. International Maritime Organization (IMO)
3. Hellenic Marine Environment Protection Association (HELMEPA)
4. Sustainable Mobility Group of the International Union of Railways (UIC)
5. International Safety Management Code (ISM) of the organization on Safety Of Life At Sea (SOLAS)

Awards

We believe that the reward of our company’s efforts in the field of Corporate Social Responsibility is clearly not an end in itself. Nevertheless, the Group has received several honors in recent years, such as:

Attica Group

- “Best company of the year for Passenger Shipping” in the Lloyd’s List of Shipping Awards 2004
- Distinction for its invaluable contribution to the country’s tourism and national economy, 36th International Tourism Industry Exhibition “XENIA 2005”

Blue Star Ferries

- “Superbrand 2005” and “Superbrand 2006” in the category “Tourist Services”
- Elected “Best shipping company of the year” for 2005 and 2006 by the readers of Voyager magazine
- “Best company of the year for Passenger Shipping” in the Lloyd’s List of Shipping Awards 2006
- “Silver Ermis Award”, of the Ermis PR unit for the social responsibility program titled “Sun Protection”, Ermis Awards 2010
- “Best Communication Strategy” for 2010, “Efkrantis” Awards, organized by “Shipping Chronicles” in cooperation with the Association of Shipping Economists of Greece (ENOE)
- “Most popular domestic shipping company in Greece and Cyprus”, readers awards Condé Nast Traveller Awards 2010
- “Golden Reputation Award 2011” in the category “Shipping Companies, FAMOUS BRANDS Awards 2011 by the Reputation Management Institute
- “Best company of the year for Passenger Shipping 2011” in the Lloyd’s List of Shipping Awards
- “Best company of the year for Passenger Shipping 2012” in the Lloyd’s List of Shipping Awards
- “Golden Reputation Award 2012” in the category “Shipping Companies, FAMOUS BRANDS Awards 2012 by the Reputation Management Institute
- Corporate Affairs Excellence Award 2012 in the category "Low Cost Action/Programme", Corporate Affairs Excellence Awards of the Hellenic Management Association (HMA)

Award of BLUE STAR 1 and BLUE STAR ITHAKI by the Swedish magazine ShipPax Information for their design and excellent decoration.

Superfast Ferries

- “Most popular domestic and international shipping company in Greece and Cyprus”, readers awards Condé Nast Traveller Awards 2009
- «“Most popular domestic and international shipping company in Greece and Cyprus and top ranking company in the same category”, readers awards Condé Nast Traveller Awards 2010

It is worth noting here that in September 2002, Superfast Ferries and Blue Star Ferries were the first passenger vessels to receive ISO 14001 certification for Environmental Management from the American Certification Agency “ABS Quality Evaluations”, part of the International Group, American Bureau of Shipping.



WORKPLACE

OUR PERSONNEL
HEALTH & SAFETY
FAIR & DIVERSE WORKPLACE
LABOR RIGHTS
DEVELOPMENT OF EMPLOYEES
EMPLOYEE SATISFACTION
STAFF BRIEFING





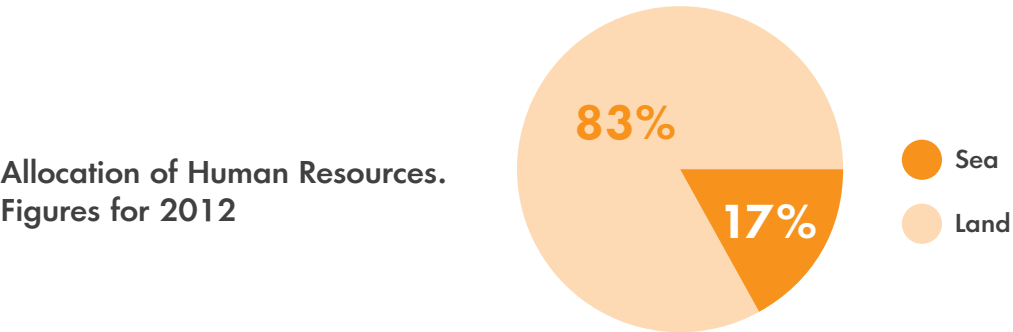
Our Personnel

It is the Group’s belief that human resources is the greatest asset for its growth. Realizing that these are the people that, through their work in our offices and on board our vessels, show their commitment, contributing to the provision of high quality services and towards maintaining the company’s reputation, we implement policies that reinforce the personal growth of our personnel.

The Internal Code of Business Conduct and Ethics states in writing the basic principles and rules that govern all business activities of Attica Group, based on international best practices, beyond the existing legal and regulatory obligations. The Management and Personnel of Attica Group and its companies are fully committed to respect these principles in carrying out their duties and to recognize, acknowledge, accept and support the 10 universally accepted principles of the United Nations Global Compact (a strategic policy initiative) in the areas of human rights, labor, environment, and business activity within the market.

Allocation of personnel

Today, 1,011 people work for Attica Group. 175 are office-based and 836 work on board our vessels.



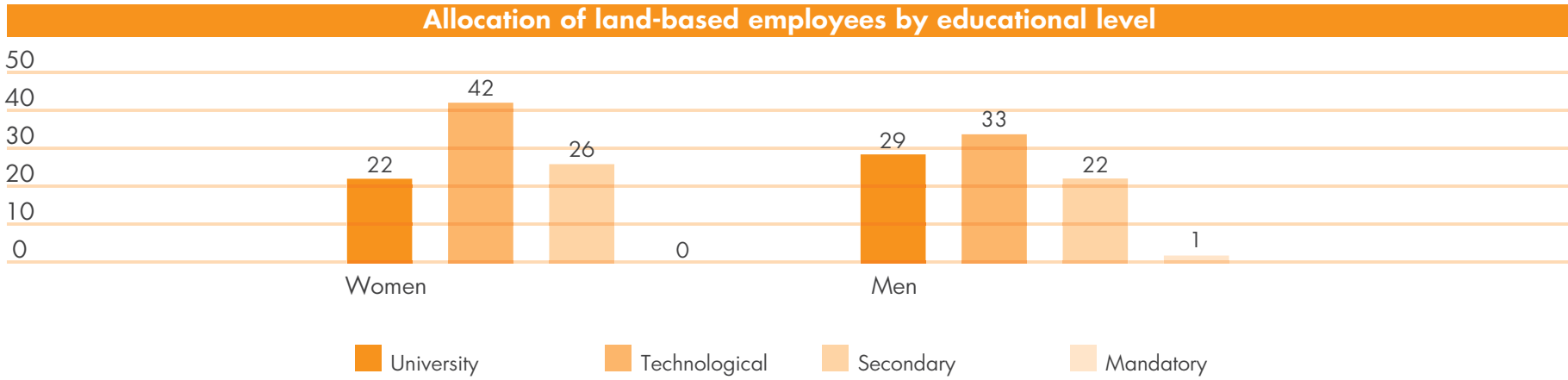
The following table details the allocation of Group employees by gender for 2012:

Gender	Land	Sea	Average Age (land)	Average years of work (land)	% (land)	% (sea)
Men	85	788	43.64	12.62	49%	94%
Women	90	48	38.37	12.79	51%	6%

The following table shows the allocation of the Group’s land-based personnel by educational level:

Education	University	Technological	Secondary	Mandatory
Men	29	33	22	1
Women	22	42	26	0

As shown in the following chart, the majority of our officers (72%) hold a University or Technological Educational Institute degree:



A fundamental axis of every company’s growth and prosperity is the careful and meritocratic selection and subsequently the growth and development of its Human Resources. There is a predefined recruitment process and policy, which outlines and defines the actions required for the selection of the best candidates, and also for their better development. This ensures that workers have the skills, capabilities, abilities and effectiveness necessary to their position, according to the principles and culture of our Group, and also that we are able to meet the challenges and demands of our times. In 2012, 3 new employees joined forces with the existing personnel of Attica Group to further promote the dynamic growth of our company.

Health and Safety

It is our priority and main goal to ensure the health and safety of our employees through compliance with all required safety policies and also proper information on issues relating to health and personal safety.

A key and essential factor for our company is the elimination of accidents and the creation of a safe working environment by ensuring access to quality health care in case of illness or accident. In December 2012, the Group's management reinstated the private group insurance plan for employees that had been temporarily suspended, which includes life insurance and hospitalization- medical points of coverage.



Fair and diverse workplace

Our Group condemns forced, abusive and child labour practices.

The Group recognizes, accepts and supports the ten principles of human rights as defined by the UN Universal Declaration of Human Rights:

Human Rights

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

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

Working Conditions

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

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.

Principle 5: Businesses should uphold the effective abolition of child labour.

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

Environment

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

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.

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

Anti-corruption

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

Based on the above, the company commits that it will not hire any employees under the legal age (as defined by Greek law) shall in no case, irrespective of the legislative framework, hire any employees under the age of fifteen. In addition, the company commits that it will not use any form of forced or compulsory labor while it will defend the elimination of discrimination in employment and occupation. Finally, the company sees that its commitments also apply to the network of its partners, and will not tolerate and not overlook any human rights violations.

Equal treatment of employees

Equal treatment of employees and the avoidance of discrimination incidents at work on grounds of race, ethnicity, origin, religion, sex, age, disability or sexual orientation, are an integral part of Attica Group’s policy.

The company puts the concept of diversity to practice by defending the values of equal opportunities, impartiality and inclusion, for the creation of a balanced working environment.

It is worth noting that:

- In 2012 there were no incidents of discrimination at the workplace of Attica Group
- The percentage of women in the total number of land-based employees is 51.4%

Labor rights

Union bodies

The Group respects the rights of employees to trade unionism and to participate in labor unions, and accepts Law 1264/82 on the democratization of the trade union movement and the establishment of employees’ trade union freedoms, as amended and supplemented by laws 1915/90 and 2224/94, the provisions of which apply to all personnel employed under private-law salaried employment contracts both in the private and the public sector.

Employees of our Group actively participate in and are elected members of collective bodies (Hellenic Association of Employees in shipping and tourism).

Development of employees

Training of employees

The optimization and continuous training of our people is a key component of the operation of the Group’s HR Department. Due to the increasing workload after the acceptance of BLUE STAR DELOS and BLUE STAR PATMOS, less training and specialization seminars were held in 2012 compared to the seminars with a total duration of 113 hours which were held in 2011.



Information on how to deal with emergencies involving passengers with Diabetes Mellitus

Attica Group and MITERA Children’s Hospital, in cooperation with the Hellenic Diabetes Federation, being fully aware of their enhanced social role and always with a focus on people and their needs, successfully completed the information meetings on how to deal with emergency situations of passengers suffering from Diabetes Mellitus, for all land-based and onboard personnel.

The action started in July 2011, when the experienced medical staff of MITERA Children’s Hospital offered information speeches and educational meetings about Diabetes Mellitus, the symptoms demonstrated in case of hypoglycemia and the methods to deal with it to the crews of BLUE STAR FERRIES BLUE STAR 1, BLUE STAR 2, BLUE STAR ITHAKI & DIAGORAS, as well as of SUPERFAST XII.

Information material was handed out during the meeting, while participants attended a demonstration of how to use a blood sugar metering device. At the end of the presentation, testing strips were handed out to deck officers, to deal with potential emergencies.

Evaluation and development of employees

In 2008, for the first time, we implemented a Performance Management System for the Administrative Personnel of Attica Group. A similar Evaluation System is being implemented for our onboard staff, with performance appraisal conducted at two hierarchical levels. This Performance Management System is developmental in nature, and the purpose of the exercise is to identify the strengths and the weaknesses of staff, in order to develop their individual performance in general, by capitalizing on their skills and improving their weaker points. This evaluation procedure aims to create better professionals and more efficient employees. The entire Administrative staff of Attica Group participates in this evaluation process and soon this system will be linked to our Compensation and Benefits System.

Employee satisfaction

The Group would like to know the views and opinions of its employees, and is interested in the level of satisfaction of each employee.

In order for employees to freely express their opinion, and also to have the option of producing measurable statistics, but mostly useful conclusions, the Department of Human Resources carries out each year an anonymous and voluntary “Personnel Opinion Survey”.

Specifically, the first “Administrative Personnel Opinions and Satisfaction” survey took place in December of 2008 with 86% participation, and the second in December of 2009, with 69% participation. A similar survey was carried out in November 2010 for the first time for our Group’s seamen, with a 73% participation.

Staff briefing

The systematic provision of information and interactive and open communication between the Management and employees are key to the Group. The communication of corporate and other affairs related to Attica Group is achieved using various means, including:

- E-mails
- Personal notices to target audiences
- Information by mail
- Posters and other printed publications, information material etc.
- Intragroup newsletter





MARKET

CORPORATE GOVERNANCE

FAIR COMPETITION

RESPONSIBLE MARKETING

CUSTOMER SERVICE & SATISFACTION

COMMUNICATION WITH THE MARKET





Corporate governance

The Group places particular emphasis on a policy of transparency in all corporate activity and transactions. In this context, Attica Holdings SA prepared the Corporate Governance Code which aims at setting out the corporate governance practices applied by the Company, both at own initiative and pursuant to the applicable legislation. The Corporate Governance Code for Listed Companies, as published by the Hellenic Federation of Enterprises (January 2011), was taken account in the preparation of the code, as well as the obligations arising from the provisions of Greek Law on corporate governance, and the general corporate governance principles adopted by EU countries.

The Code forms a reference framework on which the corporate governance declaration is based, which is included in the Director's Annual Management Report, pursuant to Law 3873/2010.

In the context of Corporate Government:

- There are four executive members, three non executive members and two independent non executive members in the nine-member Board of Directors of the company
- The responsibilities of Chairman and CEO Director do not fall to the same person
- In the Company's Internal Rules of Procedure, as drawn up and implemented, there is a full description of the tasks and duties of all the organizational units of the company and the Group
- An Audit Committee was established and operates according to the provisions of article 37 of Law 3693/2008
- There is an Internal Audit Department in operation, as well Corporate Communications and Shareholders' Support services

The Corporate Governance Code has been posted on the official Attica Group website, in the context of transparent, uninterrupted and discrimination-free information.

Audit committee

The General Meeting of shareholders, in order to ensure the legitimate and safe operation of the Company at all times, as well as the restriction of financial and legal risks, decided in implementation of the existing legal framework and the provisions on corporate governance aiming at transparency and the coordinated supervision of the auditors' works, to establish an Audit Committee. The Committee comprises three members (one non-executive and two independent non-executive members).

The Audit Committee reports to the Board of Directors. The Committee primarily aims to support the Board of Directors in performing its supervisory duties, to ensure transparency in all the corporate activities and to fulfill obligations and responsibilities towards the shareholders and the supervisory authority.

Internal Audit Department

The Internal Audit Department operates as an independent body of the Company and is supervised by the Audit Committee. The Department's main objective is to conduct efficient audits of the operations and approved procedures of all the organizational units of the Company and the Group, in order to ensure their smooth and efficient operation within the framework of the adopted strategic policy and the achievement of the qualitative and quantitative stated objectives.

The Internal Audit Department’s main duties are:

- To plan the annual schedule of audits, as well as the individual schedules and their implementation seeking to determine and protect the observance of policies and procedures, as well as the effective and legal operation of the Company and the Group’s subsidiary Companies;
- To provide the Management with the necessary information regarding the efficiency of operations and the maximization of the Company’s performance;
- To study the range and quality of the internal audit system and to propose more efficient procedures for its improvement, in order to reach its business objectives;
- To monitor the implementation and the continuous compliance with Internal Operating Regulations and the Articles of Association, in order to identify and evaluate any possible operational risks in a timely fashion;
- To control the implementation of the legislation related to the Company and in particular the legislation on companies and stock markets;
- To control the company’s organizational structure and operations.

The Internal Audit Department operates on this procedural basis and conducts controls in order to evaluate the Company’s operational efficiency. Its purpose is to develop a climate of communication and cooperation with the other Departments – Services, so that the development of the audit culture ensures the protection of the Company’s interests and the acceptance of the Internal Audit as a tool for providing assistance to those being audited.

To achieve its objective, the Internal Audit Department works closely with external auditors to avoid duplication of audits in fields where audits have already been conducted, and emphasize on areas of risk.

Corporate Announcements Service

The main duty of this Service is to ensure the Company’s compliance with the obligations regarding the provision of information to investors and the supervisory authorities, as stated in the existing institutional framework. Additionally, the Division is responsible for the Company’s communication with the Stock Exchange Authorities, the Media and any other competent bodies. The Corporate Announcements Service is responsible for planning and publishing all announcements related to investors.

Shareholder Support Service

The Service is responsible for the immediate and equal information of shareholders and for supporting them in exercising their rights based on the law and the Articles of Association. The Shareholders Support Service seeks to promptly inform investors regarding any important issues and especially on matters arising from the Company’s corporate activity, publications and distribution of dividends. In addition, the Service provides information regarding the Company’s General Meetings, as well as their decisions.

Fair competition

The company undertakes to adapt its strategy to the requirements of the Competition Commission both locally and at European level, while respecting the legislative framework on competition (competition law). Our Company has not been subject to any legal actions for breach of competition law during the reporting period.

Responsible Marketing

Attica Group follows the principles of the Greek Code of Advertising - Marketing Communication of the Communication Control Board, which makes sure that its communication material is lawful, decent, honest and truthful while respecting human dignity and does not imply any form of discrimination such as race, ethnicity, national origin, religion, sex, age, disability or sexual orientation.

The code and the principles it contains have been adopted and implemented at national and international level by the competent self-regulating bodies. The code and other regulatory provisions concerning advertising and marketing communication are observed by all entities involved in the process of marketing communication. To this end, the Group’s Marketing Division performs audits of advertisements before their communication and in some cases the procedure is implemented in cooperation with the company’s legal department.

It is worth noting that in 2012 there have been no withdrawals of communication material and no fine has been imposed by the competent authorities.



Customer service & satisfaction

Customer Service Department

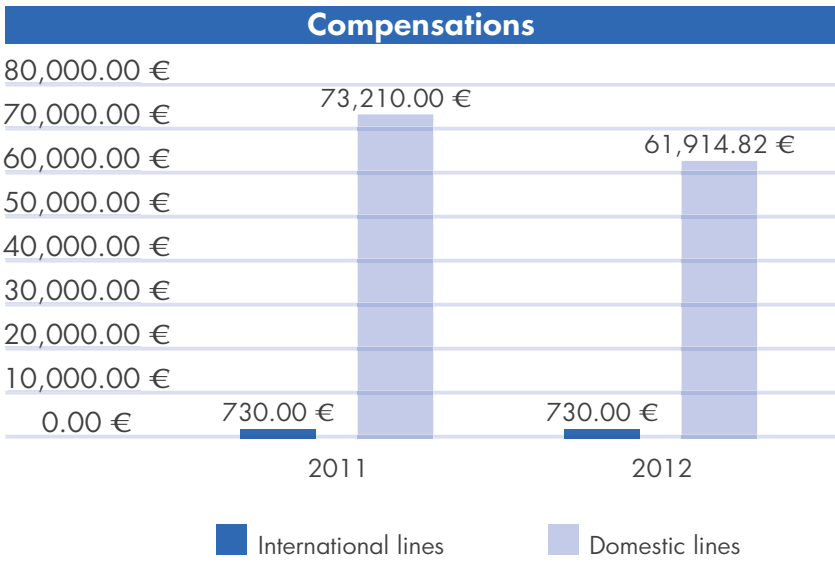
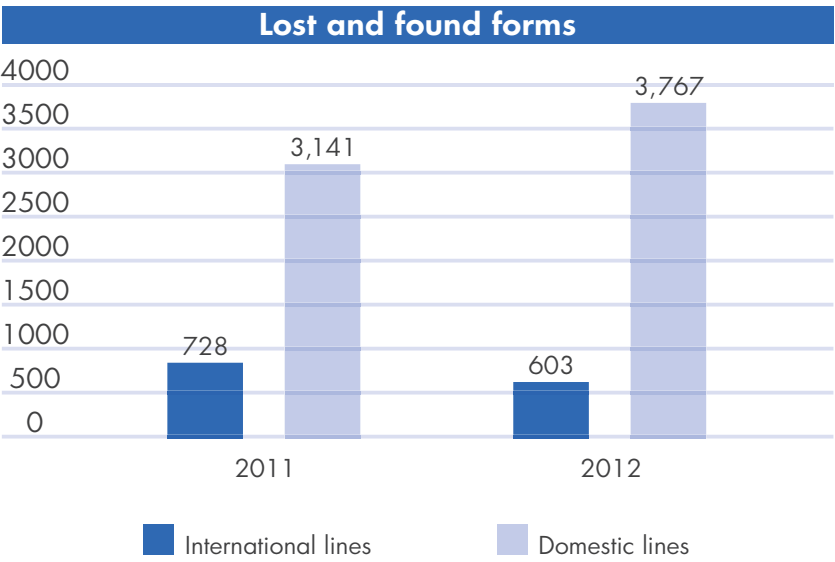
Attica Group's Customer Service & Loyalty department, recognizing the importance of customers, focuses on the best possible service & satisfaction, through the proper and decent handling of customer requests.

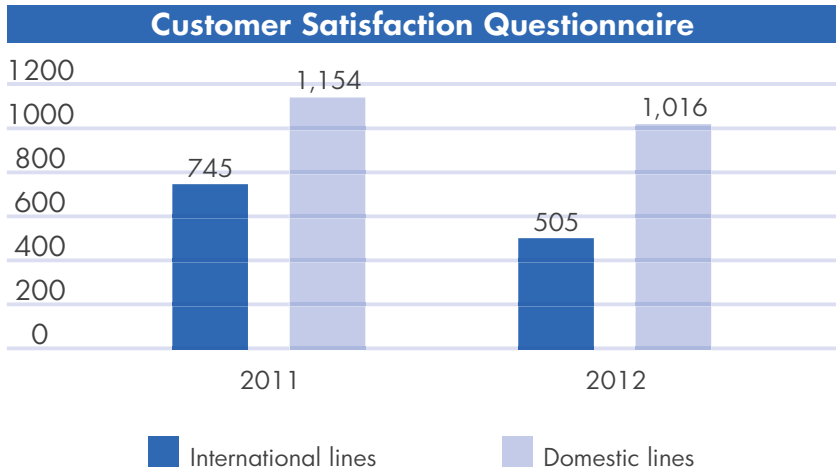
Via the Customer Service & Loyalty department, the Company aims to provide quality services to customers, namely to provide substantial service based on the customers' actual needs, and covers issues related to domestic and international lines.

The company's Customer Service Department undertakes the receipt, handling and evaluation of complaints through a special collection system of complaints made by phone or in writing via email and/or contact forms. Upon completion of the evaluation process and in cooperation with the relevant departments, Customer Service responds to all complaints, requests and suggestions, acting as a bridge of communication between the company and its customers. Finally, the Management is updated on a monthly basis in relation to all complaints per vessel and in cooperation with the concerned departments analyses the extent to which the services provided by the Group have failed to meet a customer's quality requirements, with a view to the Company's continuous development and improvement.

Customer Service & Loyalty is available to the public from Monday to Friday, 09:00 to 20:00.

Attica Group insists on an open and customer-oriented policy, always focusing on maximum customer satisfaction and service, through Customer Service & Loyalty. In order to enhance this concept and ensure the quality of the provided services, the company lists a number of services offered on domestic and international lines. In particular:





The differences between domestic and international lines are due to the proportionately multiple number passengers traveling on domestic routes. More specifically, in 2012 the total number of passengers was 3,072,191 for Domestic Lines and 383,439 for International Lines.
See section I-2 for more information.

All data collected was communicated to management and relevant departments to carry out the review of the results.

SeaSmiles loyalty programme

Through the new SeaSmiles Loyalty Programme which was launched on 1 March 2011, the Company aims to further improve its services and create more flexible methods of service, developing substantive and close ties with its customers.

This is a unique loyalty programme for Attica Group passengers travelling with SUPERFAST FERRIES and BLUE STAR FERRIES in the Adriatic Sea, the Cyclades, the Dodecanese, the islands of the North Aegean Sea and Crete.

The programme is designed to provide exclusive benefits, unique gifts, special offers and high-quality services to its members. Each member card is strictly personal and not transferable. The cards are personalized and may be used on all Attica Group vessels and to any destination.

On 31 December 2012, the programme numbered 41,914 active members in total, including the 6,251 members of the Group's existing program.

More specifically, since the programme's launch on 1 March 2011 and by 31 December 2011, there were 17,797 active members, while an additional of 17,866 active members joined the programme during the period from 1 January 2012 to 31 December 2012.

2011	2012
17,797	17,866

Communication with the market

We are part of the market's improvement

One of the Group's key objectives is to have the greatest possible contribution to the business life of the country and more specifically to improve the industry in which it operates. For this reason, the Group aims to have a strong presence in entities and organizations that publicly express views on business and industry-specific issues, while forming a communication channel with political leadership. Also, the company's representation in unions closely associated with the maritime industry and coastal shipping promotes the spirit of cooperation between passenger shipping companies, which can be positive for consumers.

- **Participation in the Association of Greek Passenger Shipping Companies:** The mission of this Association is the further modernization and development of modern Greek passenger shipping - creating a competitive national capital in European and global economic competition. The object of the Association is the actual implementation of fair competition rules among its members, the protection of its members from the imposition of any kind of legislature, and finding the necessary solutions to ensure the survival and growth of the passenger shipping industry. It is worth noting that the President of the Association is a member of Attica Group's Board of Directors.
- **Participation in the Hellenic Chamber of Shipping:** The Hellenic Chamber of Shipping is the State's official consultant on shipping issues. It is a public-law entity and aims to protect and promote the interests of the Greek Merchant Marine, through the cooperation of all its members and the rational coordination of their actions.

We raise awareness among consumers

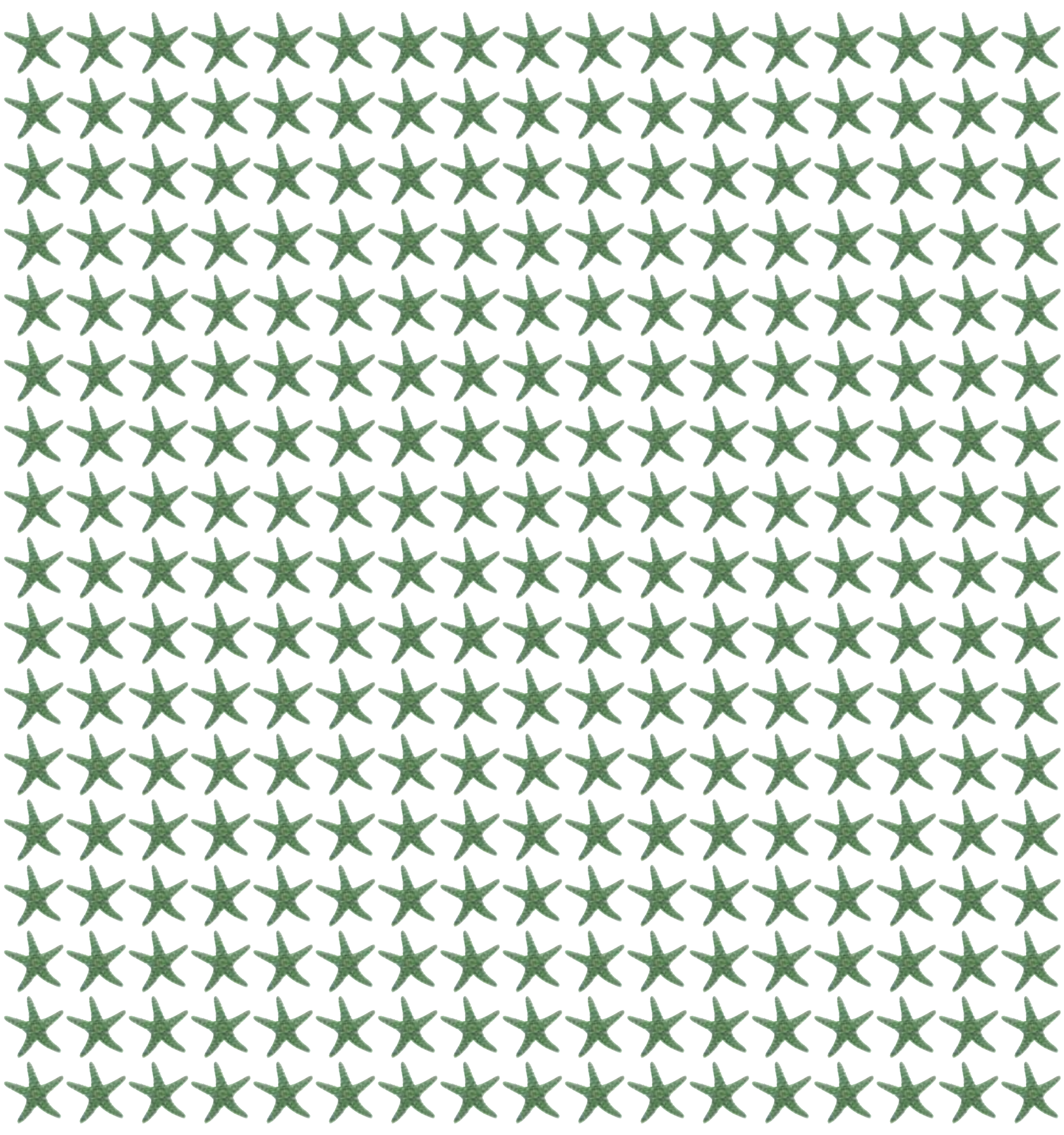
Attica Group informs the public and all other interested members through targeted communication actions.
For more information, see sections IV-3 and V-3.

We ensure the reliability of data

It is the obligation of all employees to protect confidential - privileged information of the Group. This information is an asset of the Group, its use is limited to colleagues on a need-to-know basis in order to perform their duties, and may not be disclosed to anyone outside the Group, not even to relatives.

Also, employees must refrain from disclosing confidential information relating to the Group's operations, the cooperation of customers with the Group or any other personal and financial issues of customers and personnel members to unauthorized individuals both during and after their service at the Group.

Certain Services/Departments and members of personnel that have access to confidential and/or privileged information due to the nature of their duties and position will be subject to the additional restrictions set out in the "Internal Rules of Procedure".



ENVIRONMENT

ORGANIZATION & MANAGEMENT
RAW MATERIALS AND WASTE MANAGEMENT
INFORMATION AND AWARENESS - RAISING
CLIMATE CHANGE
BIODIVERSITY





Organisation and management

Attica Group, via Superfast Ferries and Blue Star Ferries, places particular importance on environmental issues and the aspects that are most likely to be affected by their operation.

The companies of the Group assess annually the environmental actions they implement, in order to continuously improve their results and to minimize the overall impact of the Group’s operations on the environment. At the same time, they evaluate any environmental issues related to the Group’s operations, and respond to them through a structured and multifaceted environmental policy.

The most important of these issues are: emissions, discharges into the sea, waste management, use of raw materials and resources and the environmental demands of local societies.

It is worth noting that Group companies Superfast Ferries and Blue Star Ferries were the first Greek companies in the passenger shipping industry to receive the ISO 14001:1996 Environmental Management certification. All Group vessels have been certified based on the same standard. For more information, see section I-2.

The Group’s environmental consciousness is inseparable from our commitment to providing superior customer service and satisfaction of our passengers. The Group’s environmental policy objectives are to:

- Continue to invest in new technologies and to apply environmentally friendly methods
- Minimize the negative impact from engine operation, through their timely and proper maintenance
- Encourage its personnel, both onboard and office-based, to adopt environmentally friendly methods and to develop their environmental conscience, through proper information and training
- Actively participate in organizations which promote the principles of environmental safety and protection
- Participate in international research and development programs which promote efficiency, responsibility and reduction of pollution in the shipping sector
- Be kept up to date with regard to environmental issues and to adopt appropriate new practices

Environmental policy management

Via the human resources department, Attica Group trains its employees in best practices to minimize the impact on the environment.

Each vessel has designated officers who are responsible for the implementation of the environmental measures adopted. At the Group’s offices, there are qualified engineers and designated officers who monitor performance and set the guidelines for the general and specialized environmental training needed. On-board and office-based staff systematically participate in environmental emergency exercises, in cooperation with the local authorities.

Raw materials and waste management

The protection of the environment is one of the most important issues facing modern society, and is, therefore, one of the top priorities of Attica Group. As a result, the Group recycles various materials in order to reduce waste volume and its impact on environment. At the same time, the company adopts best practices and measures aimed at effective and efficient waste management and sustainable use of resources.

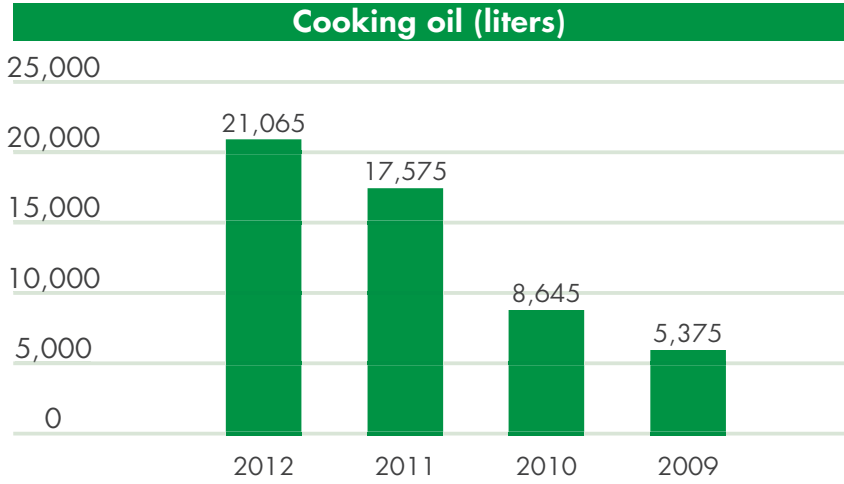
Cooking oil collection

Instead of being disposed of as ordinary waste, used cooking oils are collected to meet needs in energy and lubrication. The company undertakes the responsible collection of such oils, and in cooperation with licensed companies, forward the use the oils in a legal, safe and environmentally-correct manner in industrial applications, i.e. for the production of biofuels and biolubricants.

It is worth noting that biofuels and biolubricants produced after the appropriate treatment of these oils are more environmentally friendly because they do not cause air pollution like fossil fuels and lubricants.

The Group, and more specifically the Blue Star Ferries vessels, generated and managed in an environmentally-correct way:

- 2009: 5,375 liters of waste cooking oil
- 2010: 8,645 liters, up by 32.7% compared to 2009
- 2011: 17,575 liters, up by 49.2% compared to 2010.
This significant improvement is due to the extension of the initiative to the vessels of Superfast Ferries as well.
- 2012: 21,065 liters, up by 17% compared to 2011



Paper recycling

The main priority in this direction is paper recycling at the offices of the Group. Nowadays, the protection of forests, and thus of the biodiversity, is crucial, but wasting paper unfortunately continues to be a daily practice. If we consider that one ton of paper is equivalent to 17 large trees, and that 93% of business waste is paper, then we can comprehend how paper recycling can “turn the page” and make a difference towards a new, viable future.

In Attica Group we seek to reduce total paper consumption with daily practices such as double-sided printing. At the same time, new initiatives are being evaluated to further promote rational management of paper and to reduce required quantities of printed advertising material.

Between 2011 and 2012 we managed to keep total paper consumption both at the company’s offices and onboard most of the vessels unchanged. In particular:

The supply of recycled paper to meet the needs of the company’s offices was as follows:

- 2011: 705 boxes (x 5 packs = 3,525 packs)
- 2012: 700 boxes (x 5 packs = 3,500 packs)

The supply of non-recycled paper to meet the needs of vessels was as follows:

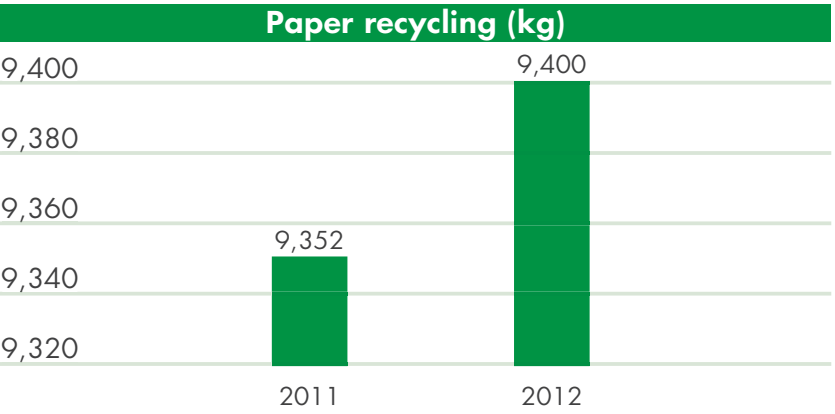
- 2011: 598 boxes (x 5 packs = 2,990 packs)
Refers to the supplies of 12 vessels: BLUE STAR 1, BLUE STAR 2, BLUE STAR ITHAKI, BLUE STAR PATMOS, BLUE STAR NAXOS, DIAGORAS, BLUE STAR DELOS, SUPERFAST I, SUPERFAST II, SUPERFAST VI, SUPERFAST XI, SUPERFAST XII
- 2012: 585 boxes (x 5 packs = 2,925 packs)
Refers to the supplies of 13 vessels: BLUE STAR 1, BLUE STAR 2, BLUE STAR ITHAKI, BLUE STAR PATMOS, BLUE STAR NAXOS, DIAGORAS, BLUE STAR DELOS, BLUE STAR PATMOS, SUPERFAST I, SUPERFAST II, SUPERFAST VI, SUPERFAST XI, SUPERFAST XII

More specifically, from 2008 up to and including 2010, in collaboration with the nonprofit organization "Klimaka", the company has recycled:

- 2008: 17,574 liters of paper
- 2009: 31,712 liters of paper
- 2010: 36,290 liters of paper

It has been reported that since 2011 and according to a new modification, the recommended measurement with regard to paper recycling is made in kilos and corresponds to the quantity of paper which was actually recycled. According to the Group’s available data, the following quantities were recycled over the last two years:

- 2011: 9,352 kg of paper
- 2012: 9,400 kg of paper



Apart from paper recycled by the Group, many of our advertising pamphlets have been printed on chlorine-free paper, which consists of wood pulp fiber from certified controlled cultivations (Forest Stewardship Council Certified- FSC). The Group uses this type of paper to print the annual Report of Sustainable Development (2007 – 2008 – 2009 – 2010), all Adriatic Sea line brochures, small cards with useful tips on dealing with climate changes as part of everyday practices, which are distributed onboard and via the Group’s partner agencies, as well as other corporate pamphlets and ashtrays for the beach.

Based on the above, it is worth noting that the Social Responsibility Annual Report 2011 and this report were not printed for environmental reasons. Both reports are available online, on the websites of Blue Star Ferries, Superfast Ferries and Attica Group.

Electrical appliance recycling

In 2012, 57 electronic devices, such as keyboards, computer monitors and printers were collected from vessels and the Group’s offices, posting an increase of 77% compared to 2011.

Inc cartridge recycling

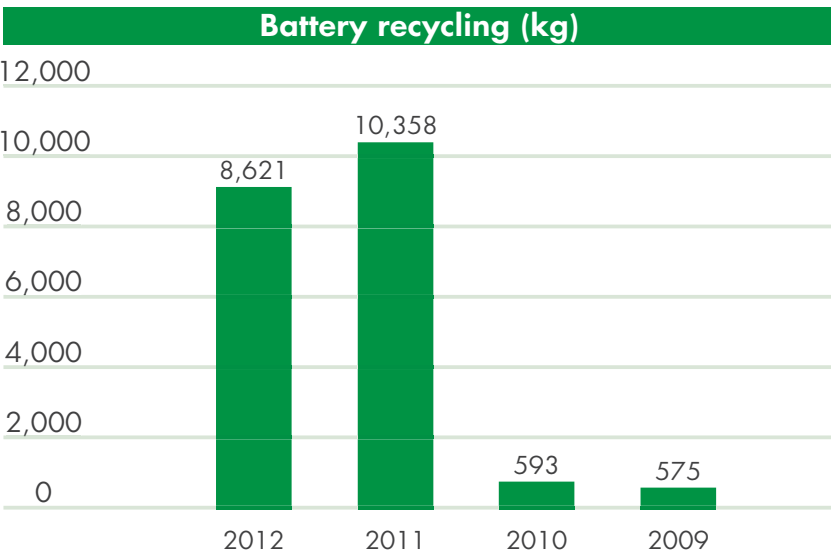
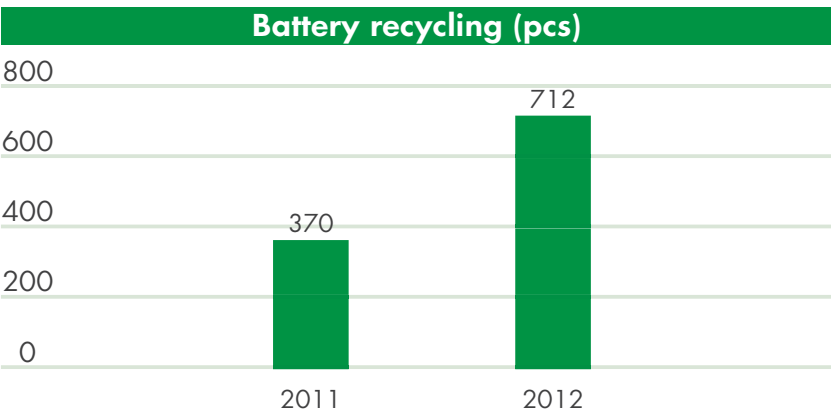
In the context of the used ink cartridge recycling programme, 712 ink cartridges were collected from the Group’s offices and vessels for recycling in 2012, compared to 370 cartridges collected in 2011, posting an increase of approximately 90%.

Battery recycling

The Group, in cooperation with the company AFIS (battery recycling), has placed special battery recycling bins in all offices and vessels for all battery types up to 1500 grams, whether primary (single use) or secondary (rechargeable).

According to the available data of the Group, we collected from the offices and our vessels and recycled:

- 2008: 147 kg of batteries
- 2009: 575 kg of batteries
- 2010: 593 kg of batteries
- 2011: 10,358 kg of batteries. This increase is due to the addition of larger batteries for recycling.
- 2012: 8,621 kg of batteries



Recycling of expired household medicinal products

For the first time in 2012, the Group proceeded to the collection and recycling of expired medicinal products with the aim to inform and raise awareness among its employees, but also to protect the environment and public health. The special collection of expired medicinal products is particularly important, as pharmaceutical substances that remain for a long time in the aquifer and in the soil can affect the food chain and significantly burden the environment. This was a successful initiative, as we managed to collect 409 pieces.

Lamp recycling

Another initiative launched in 2012 was the collection and recycling of lamps. After the elimination of incandescent bulbs, more bulbs contain mercury. Mercury dramatically burdens the ecosystem, contaminating the entire food and feed chain. This is why bulbs should be recycled through appropriate procedures. In 2012, the Group managed to collect 800 lamps which were then transferred to dedicated collection points, so that they can be reused.



Transport of recyclable materials

With the aim of supporting and contributing to the development of recycling as an institution, as well as to enhance sustainable development, Attica Group offers free or discount tickets for the transport of recyclable materials. In particular, in 2012 we cooperated with a number of entities, non-profit organizations, schools and companies from local societies to transport materials to Athens



Information and awareness-raising

The avoidance of reckless destruction of the environment and of the systematic shrinking of our natural resources is the new reality which every organization, company and individual should assist using all available means. We aim to be more than a simple ferry company, and within a short period of time, we have been able to actively demonstrate that we have made a substantial contribution to the preservation and protection of our natural resources. In this light, Attica Group has adopted practices and actions oriented towards informing and raising awareness among the general public on issues relating to sustainable development and environmental protection.

Participation in the “Earth Hour”

Attica Group supported for the first time the “Earth Hour”, an international environmental initiative of WWF, which aims to mobilize and raise awareness on the protection of the environment and the critical issue of global warming.

On Saturday, 31 March, at 20:30, the Group switched off the lights at the offices on 123-125 Syngrou Avenue & 3 Torva st, and the outdoor lights on vessels docked at the port of Piraeus, for one hour and in some cases until next Monday morning, sending a strong message of optimism about the need to protect the environment. At the same time, the WWF action banner was posted on the website www.bluestarferries.gr.

Particular emphasis, however, was placed on informing and raising awareness among all employees and partners of Attica Group on land and at sea, encouraging them to take part in this collective action by demonstrating in practice the spirit of volunteerism that governs the Group.

Alternative – Environmentally friendly ways to travel

We promote alternative and environmentally-friendly ways to travel, by offering travel packages combining “Train and Ferry” for destinations outside Europe.

Beach ashtrays

The Group continues to actively participate in the effort to keep our beaches clean. For the fifth year it distributed beach ashtrays through port agencies and onboard vessels. Overall, between 2007 and 2012, Attica Group printed & distributed 978,500 beach ashtrays. It is worth noting that in the past they had also been distributed through Traveller’s Icons magazine, in volunteer beach cleaning actions in Amorgos and Naxos, while they were also handed out on numerous beaches of Greek islands.



Useful tips for planet protection

For environmental reasons, in 2012 the leaflets containing useful tips for tackling climate change through daily practices were replaced by posts on the official page of Blue Star Ferries on Facebook for dissemination through the company’s 23,000 friends.

We support the efforts of entities

Superfast Ferries and Blue Star Ferries are active members of HELMEPA, the Hellenic Marine Environment Protection Association, a non-profit, non-governmental organization that aims to cultivate environmental awareness and concepts of safe operation in the shipping sector, through information, advertising and publicity.

Attica Group is member of the Sustainable Mobility Group, the International Union of Railways (UIC) and the only shipping company which, together with 43 carrier companies-UIC members, signed the Declaration on Sustainable Mobility and Transport.

Finally, there is continuous flow of information and involvement in environmental issues through subscriptions to specialist publications.



Climate change

Environmental footprint

In 2008 Attica Group started recording the environmental footprint of its vessels. The Group initially calculated the consumption of diesel fuel and lubricants and engine and boiler room emissions (carbon dioxide, sulfur dioxide, methane, nitrous nitrogen, nitrogen dioxide and suspended particulates). The second phase involved calculation of the overall footprint, which apart from emissions and diesel fuel consumption, includes the materials used by the Hotel Division (sheets, soaps, chemicals, textiles, carpets, edible raw materials, water, food and drinks packaging). The results of the annual recording of the footprint are evaluated by the Group with the ultimate purpose of reinforcing the efforts of the company’s preventive environmental policy.

Reduction of emissions

The newly built vessels BLUE STAR PATMOS and BLUE STAR DELOS were designed so as to achieve the best ship-building characteristics for high efficiency with improved special emissions coefficients.

In addition, by adopting:

- An optimized hybrid propulsion-power generation system,
- The most modern and automated air conditioning system,
- The generalized use of energy-efficient and low voltage LED bulbs,
- The use of suitable laminated stadip glass panels,
- The use of suitable new generation ceramic insulating materials,
- The required power is reduced, thus achieving a respective reduction of total emissions.

We modernise our fleet

The Attica Group fleet is one of the most modern fleets in Europe, with newly built vessels that meet all international regulations for the protection of the environment and sustainable development. The most important is the convention MARPOL 73/78 of the International Maritime Organization (IMO).

The launch of the brand new BLUE STAR DELOS on the Cyclades routes in November 2011 and of BLUE STAR PATMOS on the Chios-Mytilene route in July 2012, confirm the Group’s consistency, which operates a fleet of 14 vessels with an average age of just 10 years, but also its contribution to the development of Greek islands.

Examples of strict environmental criteria to improve the energy and environmental performance of the company’s feet:

- The fuel used in the Group's vessels comply with national and international regulations.
- The oily bilge water residue, which is discharged in the sea, meets the 15 ppm limit set by the international and national regulations.
- The antifouling paints are non-toxic, and non-poisonous for marine organisms. This is another practice, which was adopted before it became mandatory under international regulations.
- All chemicals used in vessels are environmentally friendly.
- The use of substances that cause ozone depletion is prohibited. Any chemical additives in use must be environmentally compatible.

Most of the water used onboard is desalinated, via special boilers. Only low consumption light bulbs are used onboard the Groups’ vessels, apart from emergency lighting. The warm air for heating in common areas and hot water used for sanitation purposes is generated via the heat exhaustion from the main engines through the specially designed installations.

Biodiversity

According to the Environmental and Social Impact Assessment (ESIA) WBCSD/CSI guidelines, “biodiversity” is defined as the variability of living organisms from all sources, including the ecological complexes of which they are part, and diversity within and between species and of ecosystems (as defined in the Convention on Biological Diversity).

The intensified urbanization and the increase of infrastructures, the over-exploitation of natural resources, pollution of all kinds, and the introduction of alien species into ecosystems significantly harm biodiversity. This is why Attica Group actively participates in the protection of flora and fauna, aiming at preserving or disseminating environmental values.

Support to “LIFE” programme

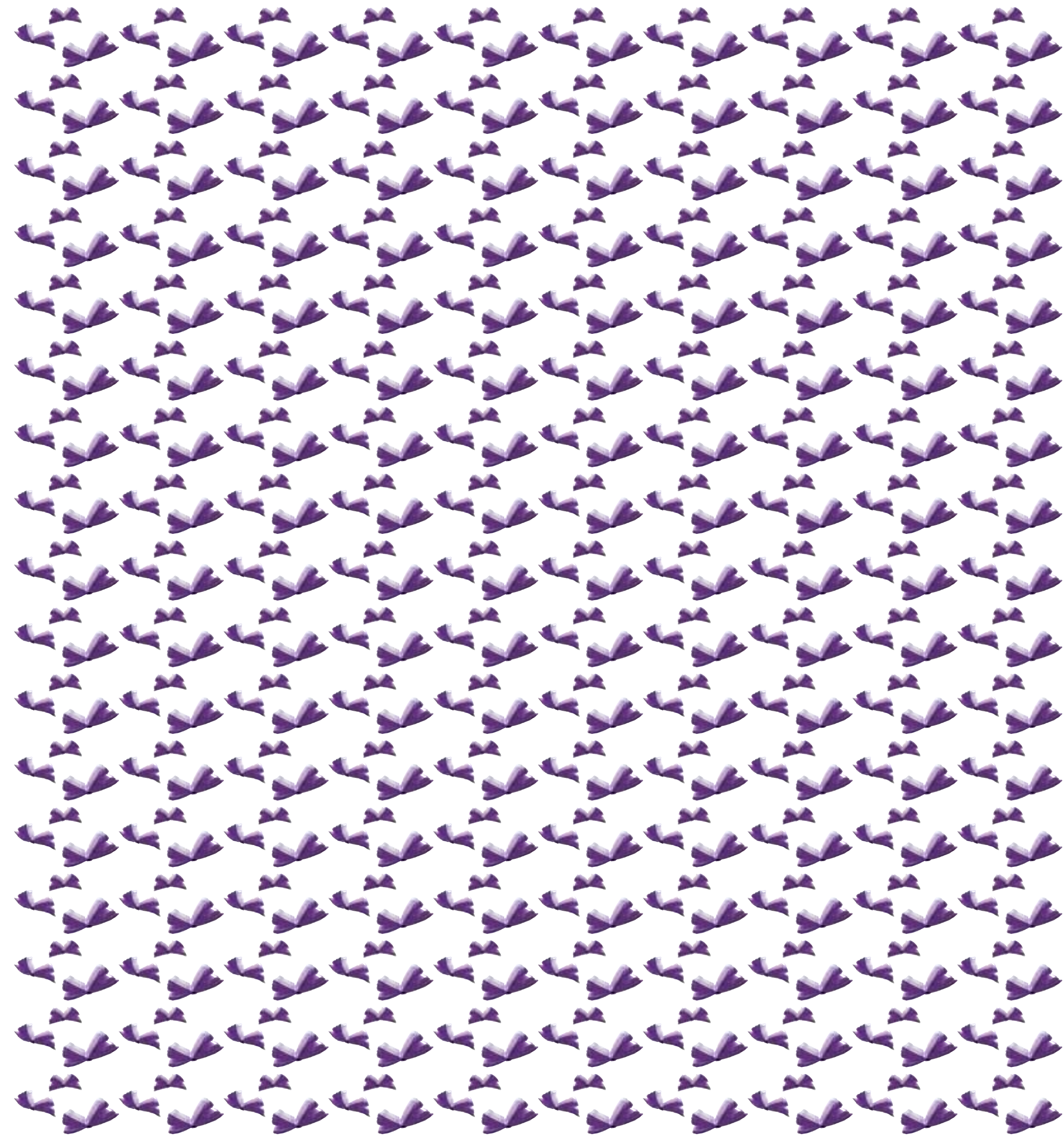
Supporting all information-awareness actions under the LIFE Programme for seabirds implemented by the Hellenic Ornithological Society, starting from summer 2011, all BLUE STAR FERRIES and SUPERFAST FERRIES vessels performing itineraries to the Cyclades, the Dodecanese, Chios, Mytilene and Crete have leaflets available for the information of passengers about sea birds, the actions of LIFE Programme and the importance of the island and sea areas of the Aegean.

During their journey, passengers can observe the Aegean sea birds. Using the sea bird observation leaflet made available at the vessels receptions, passengers can identify sea birds and contribute themselves to the counting of their population in Greece, by filling in and handing in the special recording form at the reception or by posting their notes on www.ornithologiki.gr/seabirds. It is worth noting that in 2012 the Hellenic Ornithological Society received 428 written and 1,500 online records through the special form made available onboard of Group vessels and port offices.



Support to local producers by distributing 9,000 mastic trees

Blue Star Ferries in collaboration with Marfin Foundation made a substantial contribution to the development of Chios, which was hit by the devastating fire that also destroyed mastic trees, a major source of income for the island. Aiming to protect the unique and world famous product of Chios and to raise the lost capital, the two companies offered 9,000 mastic trees, thus supporting local producers who saw the destruction both of their properties and of the turnover of the Growers’ Association.



SOCIETY

WITH LOCAL SOCIETIES AS OUR DESTINATION

WE SUPPORT LOCAL SOCIETIES

INFORMATION TO THE PUBLIC

VOLUNTEERING

COOPERATION WITH NON - GOVERNMENT ORGANIZATIONS





With local societies as our destination

The local societies of the Aegean islands where our fleet travels daily are a top priority closely linked to our company's principles. We reach out to the entire spectrum of local societies, from the environment, culture and education, to sports and health. Our company shows its human and sincere face to youth, children and the elderly.

An important initiative in the context of the Group's social contribution is the systematic response to numerous requests for donations or indirect sponsorships of societies from mainly in the islands of the Aegean. Local tradition and athletics have long been a wide field of social contribution for the Group. In this context, Attica Group offered for another year discount or free tickets to cultural and athletic clubs, this way supporting the continuity of local culture and sports activities.

Our main goal every year is to add new actions to local action plans, thus contributing to a better quality of life and sustainable development of local communities.

At the same time, the company is implementing a number of actions aimed at strengthening the local society in social and environmental terms. These initiatives, which are governed by continuity and consistency, have managed to substantially contribute to local development and awareness and have established the Group's presence in local societies.

In conclusion, it should be emphasized that Attica Group will continue the ongoing implementation of the Corporate Social Responsibility programme in 2013, adhering to all its commitments towards sustainable development and vigorously supporting local island communities, and young people in particular.

We support local societies

"Sun Protection" Program

The Group, in cooperation with the "Melampous" Melanoma Prevention and Treatment Organization and the assistance of local doctors and bodies, organized free check-ups and informative speeches for the fourth year, with the purpose of informing islanders enjoying the Greek sun regarding the risk of prolonged exposure and methods to prevent sunstroke and melanoma.

In May and June 2012, Blue Star Ferries and the medical team travelled to the islands of Ios and Santorini where 707 adults and children were examined, while even more were informed about the appropriate methods of prevention which help benefit from the sun and eliminate health risks.

Further, Blue Star Ferries distributed informative pamphlets to islanders with references to the indicated methods of self-examination. Pamphlets are also available at the company's central and port agencies and the domestic line vessels of Attica Group all year round.

For the first time, this year the information campaign on sun protection and skin moles began onboard; on the way to Santorini the crew of BLUE STAR DELOS were able attend the speech of the President of Melampous, be examined and learn about how to provide first aid to passengers and relatives in case of sunstroke.

- The "Sun Protection" programme was successfully implemented in islands of the Aegean:
- in 2008, in: Amorgos, Tilos, Astypalaia and Nisyros
 - in 2010 in the Small Cyclades (Donoussa, Schinousa, Koufonisi and Iraklia)
 - in 2011, in: Patmos and Leros
 - in 2012, in: Ios and Santorini

The table below shows the total number of people examined per year during the programme:

Year	Examined
2008	255
2010	170
2011	590
2012	707

Early diagnosis and removal of melanomas and carcinomas of the skin or atypical moles has contributed to the early diagnosis and removal of suspicious lesions and most importantly to the timely removal of melanomas and skin cancers before they become threatening to the lives of patients.

It is worth noting that this action has been honored in the past in the category "Society and Entrepreneurship" of the Ermis PR unit, organized every year by the Greek Association of Advertising and Communications Companies.

Traditional professions

In 2011, the Group launched a new business responsibility programme entitled "Traditional Professions".

Through the official website of Blue Star Ferries (www.bluestarferries.gr), Attica Group presents a number of professions and crafts which are under the increasing threat of extinction. The aim of this effort is to revive and preserve those professions, promote the role of local society, and to protect our national heritage.

In implementing the programme, the company contacted talented people who, in their own unique way, shared their expertise and secrets of their profession. Older and younger craftsmen from the Aegean islands share their personal experiences and stories, how they use local materials and techniques to keep traditional professions alive and meet the need for quality.



Since 2010, the list of "Traditional Professions" has mapped 24 islands and records 65 cases of people (38 in 2011 and 28 in 2012) who insist on preserving traditional crafts.

The website of Blue Star Ferries, which is constantly updated with new professions, had 876,208 visits in 2012 (unique users). During the same year, this initiative was expanded through "On Blue", the magazine of Blue Star Ferries, as well as through the official page of Blue Star Ferries on Facebook.

It is worth noting that this action was awarded the Corporate Affairs Excellence Award in the category "Low Cost Action/Programme" of the "Programme/Action Excellence" unit, during the major event of the communication industry, organized for the first time this year by the Hellenic Management Association (HMA).

Supporting "Agoni Grammi Gonimi 2012" programme

For the 6th consecutive year, Attica Group was the major sponsor of the "Agoni Grammi Gonimi" programme, organized by "Diadrasi" non-profit organization under the auspices of the Ministry of Education and supported by the European Parliament. The aim of this programme is equal access to education and culture for all, regardless of their place of residence.

The programme mainly addresses children, but is also open to adults. Among other things, the programme includes interactive events, training workshops, reading clubs, reading contests, theater shows, concerts with the involvement of some of the major cultural entities in Greece.

In 2012 the program travelled to 4 islands: Iraklia, Thirasia, Halki and Antiparos, while for the first time the workshops started in February and were repeated on a monthly basis to ensure continuity and support the efforts of the children.

The enthusiasm and commitment demonstrated by all members of the team create a unique atmosphere in all events, and take the residents of the participating islands to a journey full of theatre, music, sports events and strong emotions, proving people in all areas can come together in fruitful procedures.

This initiative of "Diadrasi" reveals and promotes the needs for artistic expression to people who live in remote areas and have no access to such activities, and at the same time provides entertainment during the difficult long winter months.

We support sports

Attica Group has a long tradition of community service in the area of sports and in support of the efforts of the groups and associations of the local island communities.

The Group’s support, apart from giving free or discount tickets, also includes direct financial aid.

Recognizing the important role which sports can play in developing the tourism market and by supporting the organization of sports events with international audiences in our country, as well as the promotion of fair competition, among others, we have sponsored or supported the following, with the provision of free or discount tickets:

- Panathinaikos, Kos
 - Panathinakos Football Schools Of Syros
 - Union Of Cyclades Football Clubs
 - Yacht Clubs Of Syros, Paros, Antiparos, Mytilini, Rhodes, Kos
 - Cyclades Equestrian Club
 - Veterans Of Patmos
 - Union Cyclades Basketball Clubs
 - Kalloni Football Club
 - Panaxiakos Club
 - Foinikas Syros Volleyball Club
 - Diagoras Club
 - Chess Union Of The Aegean
 - Kolossos Rhodes Bc
 - National Championship Inflatable Boats, Rhodes
 - Filinos Sports Club Of Kos
 - Tae Kwon Do Of Leros
 - Equestrian Clubs Fivos, Cyclades, Ialysos, Kadmos, Rhodes
 - High School Football Team Of Mykonos
 - 25th Track Events Of The Aegean, Naxos
 - Football Club Omiros Kallimasias, Chios
 - Motorsports Club
 - Greek Swimming Federation
 - Tennis Club Of Kos
 - Windsurf World Championship
 - Mytilene Car Club
 - Chios Motorists Club
 - Hellenic Judo Federation
 - Asteras Korthiou Sports Club
 - Bowling Club Of Leros
 - Panionios Athletic Club Of Santorini



We support culture

We actively provide systematic and consistent support with donations and sponsorships to cultural and social associations of the islands. Requests reach the company daily, followed by the thank you letters, which are our reward.

In this context, Attica Group has enthusiastically responded to numerous requests made by cultural groups in Cyclades, the Dodecanese and the islands of North East Aegean, thus supporting local traditions and the preservation of the unique cultural characteristics of each place.

The numerous requests from cultural associations and other entities across Greece to which we responded offering tickets for the realization of their actions feature:

- 3rd Festival Of Short Films, Amorgos
- Cyclades Orchestra
- European Music Festival, Naxos
- Kavafy Cultural Association Of Ano Syros
- Municipalities Of Megisti, Syros, Tilos, Rhodes, Antiparos, Naxos, Thira, Kalymnos, Patmos
- Folk Dance Club Of Naoussa, Paros
- Board Tourism Development And Promotion Of Paros (Municipality Of Paros)
- Syros Organization Of Sports & Culture
- Aion Cultural Non-Profit Organisation
- Maxoulia 2012, Astypalaia
- 2nd Fava Festival, Schinousa
- Festival Of Flavours And Tradition (Patmos)
- Union “Friends Of Santorini”
- Religious Music Festival, Patmos
- Axanemos Festival (Chios)
- Union Of Donoussa Locals
- Animasyros
- Region To Centre Event (Megisti)
- Up Festival (Koufonisia)
- Tinos Festival
- 20th Ephorate Of Pre-Historic Antiquities, Mytilene
- 2nd South Aegean Traditional Music Meeting Of Youth



We support the Greeks in Europe

In order to promote the Greek language and by extension the Greek culture, we sponsored the granting of tickets to the following Clubs and Associations, we present indicatively:

- Greek Community Of Rotterdam And Greater Area
 - Greek Intercultural Centre Of Brussels
 - Greek Community Of Maintal
 - French Aid Association
 - Comunita Elenica Pavese (Co.El.Pa.)
- Greek-Irish Society St. Patrick’s Day Ball
 - Belgian Club Of Greeks From Hepirus
 - Brussels Club Of Cretans
 - Ahepa International Organisation For Greeks Abroad

We support people and sensitive social groups

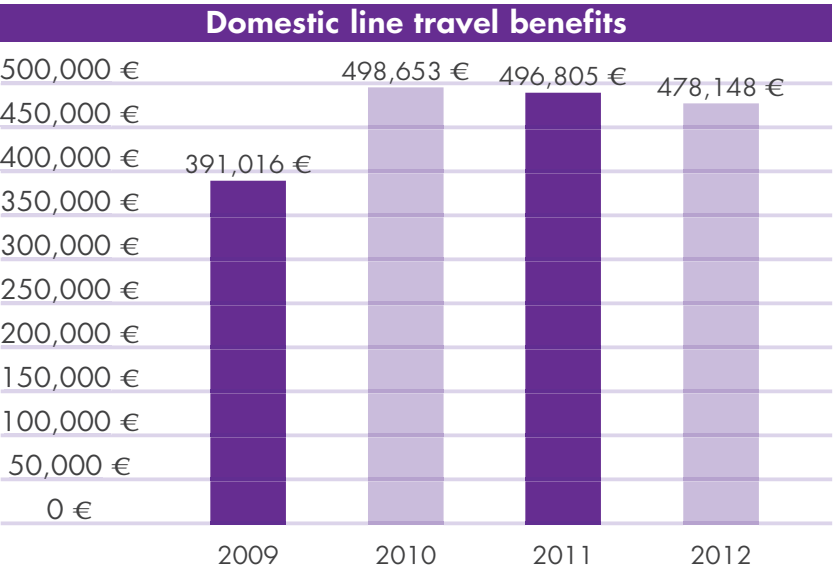
Furthermore, in the context of enhancing actions addressed to sensitive social groups, we also supported the following:

- Association For The Psychosocial Health Of Children & Adolescents (A.P.H.C.A.)
 - Kethea Nostos Family Association Programme
 - Hellenic Society For Disabled Children (Elepap)
 - Recovery & Rehabilitation Centre For Children With Disabilities
 - General Hospital Of Syros
 - Paros Emergency Medical Services (Ekab)
 - Mytilene Kethea
 - Club Of Akrotiriani, Thira
 - Life Line Hellas
 - Volunteers Of The World
- Make A Wish
 - The Smile Of The Child
 - Megisti Elementary School
 - Mediciens Du Monde
 - Women’s Association Of Marpissa, Paros
 - Aegean Team
 - Seahawks Rib Club
 - Municipality Of Rhodes, Free Transport Of Mammography Device
 - Region Of North Aegean, Free Transport Of Cancer Unit

The programme of the Attica Group has a long history. From 2005 to December 2012, Attica Group has offered a particularly large number of discount and free tickets, whereas every year it supports through direct sponsoring cultural and athletic associations, non-governmental organizations, Municipalities, Communities and Bodies.

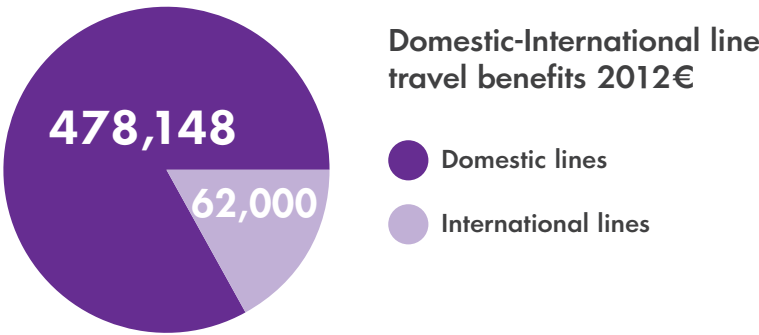
Travel benefits
2009: The cost of discount & free tickets amounted to €391,016
2010: The cost of discount & free tickets amounted to €498,653
2011: The cost of discount & free tickets amounted to €496,805
2012: The cost of discount & free tickets amounted to €478,148

The above data refer to domestic lines.
Years 2011 & 2012 are exclusive of discount and free tickets offered for the Piraeus - Heraklion route.



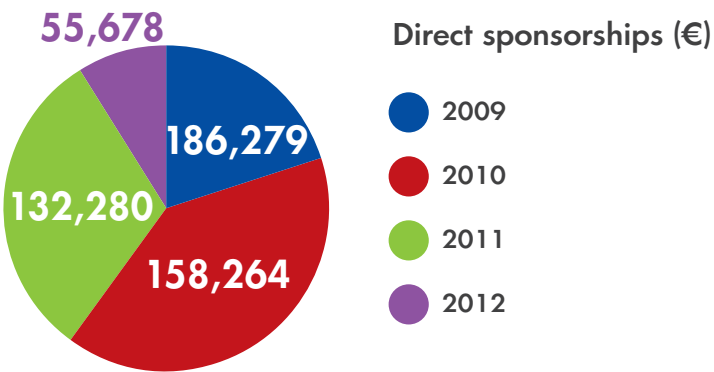
The cost of free and discount tickets allocated by the Group for international lines in 2012 amounted to €62,000. However, the number of used tickets has not been determined yet.

In more detail, the allocation of discount and free tickets on domestic routes and the Adriatic Sea in 2012 is shown in the following chart:



Direct sponsorships
In 2009 the Group gave in total: €186,279
In 2010 the Group gave in total: €158,264
In 2011 the Group gave in total: €132,280
In 2012 the Group gave in total: €55,678

In 2012, despite the international economic recession and the global restraint in spending, Attica Group gave in total for direct sponsorships the amount of €55,678.



Actions on the Piraeus - Crete route

For another year, the company supported a number of organizations and associations by offering free and/or discount tickets for the Piraeus - Heraklion route served by ANEK-SUPERFAST with Olympic Champion and SUPERFAST XII, aiming at preserving local culture, develop sportsmanship and fair play, as well as to relieve fellow citizens.

We support culture

- 3rd Children’s Festival Of Agios Nikolaos, Crete
- Costas Tsoklis Museum - Gallery Spinalonga
- Aetogianni Club
- University Of Crete - Museum Of Natural History
- Municipality Of Heraklion - 6th International Sculpture Symposium
- Heraklion Theatre
- Association Of Architects, Prefecture Of Heraklion
- Exhibition Of Classical Vehicles, Heraklion, Crete

We support sports

- Union Of Heraklion Football Clubs, Referee Board
- Heraklion Sports Union
- Union Of Basketball Clubs, Crete
- Marathon Runner’s Club, Crete
- Tae Kwon Do Academy Of Crete
- Shooting & Archery Athletic Club Of Crete
- Motorsports Club

We support people and sensitive social groups

- Mediciens Du Monde
- Mediciens Sans Frontieres
- General Hospital Of Rethymno - Anogia Health Centre
- Volunteer Doctors Of Aegean Islands
- Greek Rescue Team, Heraklion Branch
- Regional Directorate Of Primary & Secondary Education Of Crete
- The Smile Of The Child
- Charity Union Agios Ioannis Eleimon
- Dikeoma Sti Zoi Association – Union Of Parents And Friends Of Disabled Persons

The collection of quantitative data on the value of the free and/or discounted tickets on the Piraeus - Heraklion route is included in the Group's goals for the next Corporate Responsibility Report.

Information to the public

National Transplant Organization

Since 2012 the Group has supported the National Transplant Organization and has actively aided its important mission, with the goal of widely disseminating the concept of organ donation and transplantation.

According to the data of the organization, approximately seven donors per one million of population were recorded in Greece in 2012, a number which is practically at the levels of 2011 (7.2 donors per one million of population) in the context of an action promoted by the Ministry for Health to increase organ donation. Our country ranks among the lowest in Europe in transplantation.

Recognizing the growing need for information and awareness, the Group placed printed information material in the reception area of nine ferries (BLUE STAR 1, BLUE STAR 2, DIAGORAS, BLUE STAR PATMOS, BLUE STAR DELOS, BLUE STAR PAROS, BLUE STAR NAXOS, BLUE STAR ITHAKI and SUPERFAST XII) through which passengers can be informed about organ donation and transplantation.

Volunteering

Blood ties

Based on its man-centered concept and using the "Blood Ties" slogan, Attica Group held for the fourth consecutive year the voluntary blood donation for employees, in cooperation with the General Hospital of Athens "G.Gennimatas".

Since 2009 when the programme was launched, blood donation has been an act of responsibility, contribution and solidarity of our employees to people in need.

The donation programme was held twice during the year, in May and in September 2012 at the of the Group’s offices and onboard the vessels during their stay at the port of Piraeus.

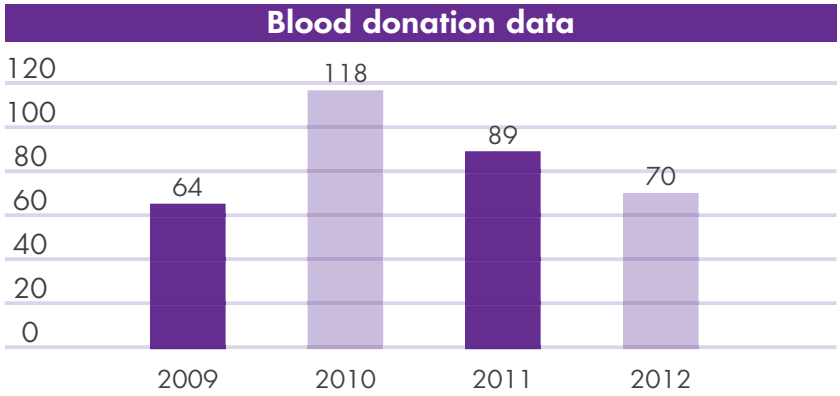
Both land-based and onboard employees proved in practice that a modern company must contribute to society, which is reflected in the response of the company’s personnel to the call for voluntary blood donation.



The 70 units of blood collected confirmed that this initiative has become a "blood tie" for all of us, as the Blood Bank created responds to requests from residents of remote islands where the Group travels, while meeting extraordinary needs of employees and their families.

- Specifically, the Blood Bank was created to:
- Give blood in case of emergency to residents of small remote islands served by the company;
 - Give blood if needed to Group employees and their families;
 - To promote the concept and values of voluntary blood donation and to reinforce the spirit of solidarity of employees working in the offices, vessels, agencies and islands.

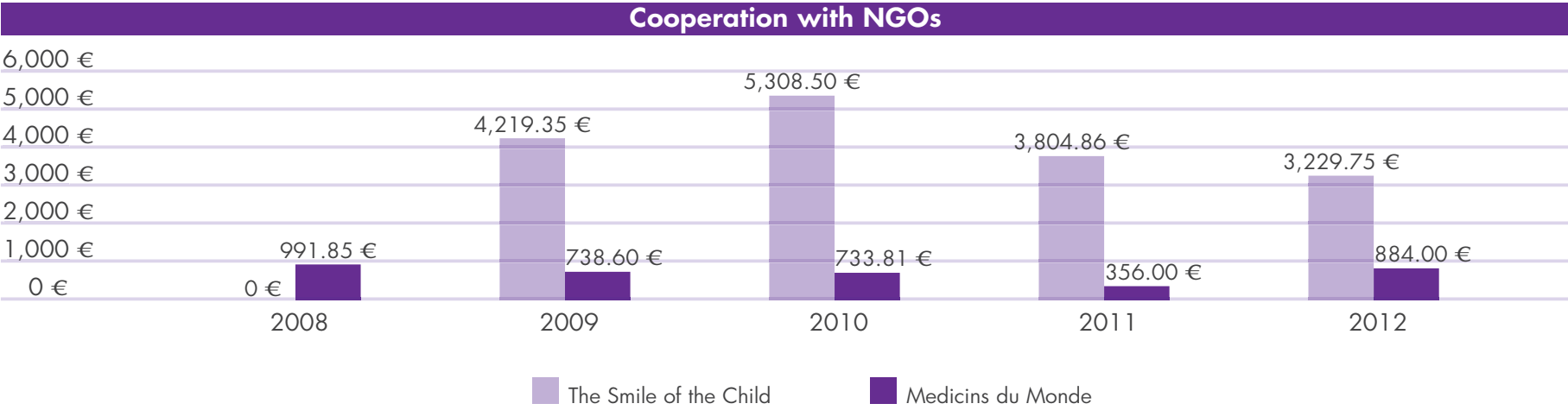
In detail, since launch of the programme and until the last donation event, the following results were recorded regarding the collection blood bottles:



Cooperation with Non-Government Organizations

In the context of the company's responsible actions for the greater good, Attica Group offered a helping hand to the non-government organizations "The smile of the child" and "Medicins du Monde", providing support to their significant work and initiatives. The Group recognizes the efforts made by those two organizations, and placed charity boxes on all vessels, thus proving in practice its intention to support them in their work.

At the same time, the company also supports other non-profit organizations and the very important work they perform, by offering free and discount tickets as already mentioned.

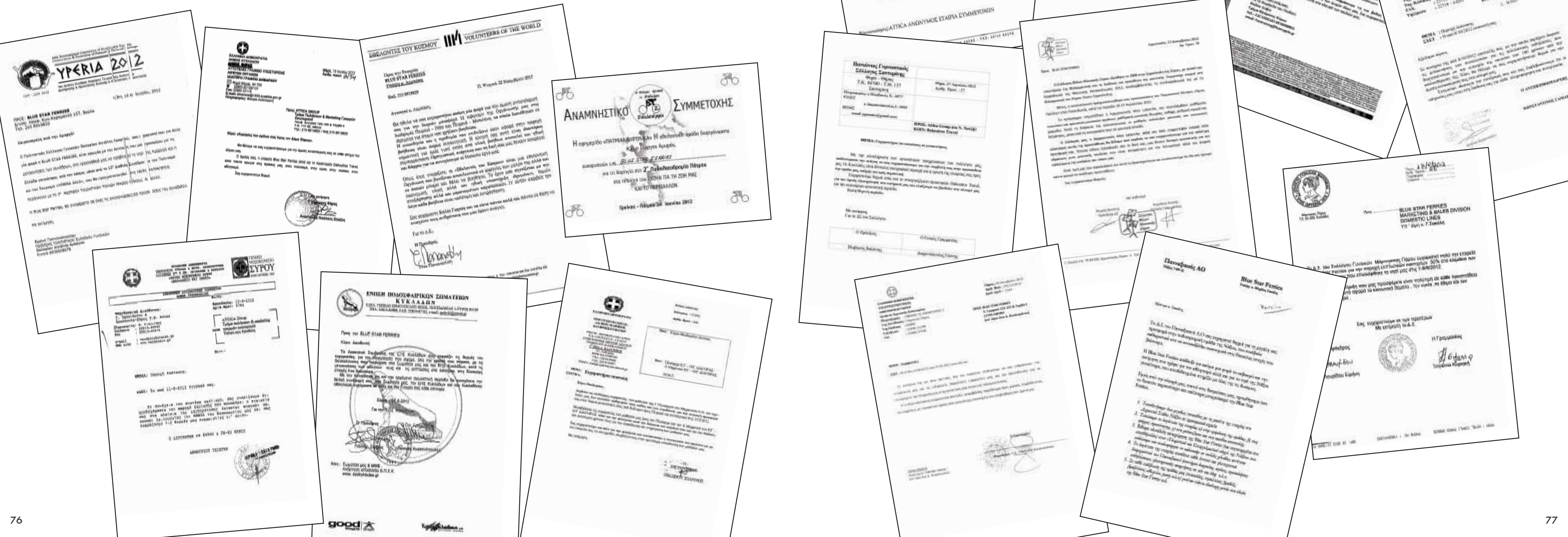


Thank you letters

The social role of Attica Group is our bond with the local societies and the residents of islands of the Aegean.

By our actions, we have not and do not aim to substitute for the State or regional infrastructure planning. We just wish to be an integral part of the local societies, of the places we travel to every day. We do not want to just be a bystander, who focuses solely on corporate development.

This is why, every time a small, simple “thank you note” reaches our offices from Municipalities, Regions, Associations and Non-Governmental Organizations, it gives us great pleasure and satisfaction, and encourages us to continue our work in the same manner.



Communication on Progress (COP)

Global Compact



Attica Group, within the framework of its Corporate Responsibility Program, is committed since the beginning of 2009 to the Global Compact of the United Nations, which encourages companies to adopt 10 universally accepted principles for the sustainability of the environment, human rights, labour conditions and the fight against corruption, via universal implementation of the principles in all international activities. The Global Compact is the largest global initiative in corporate responsibility, with thousands of participants from more than 100 countries and its primary goal is to build and promote the social legitimacy of companies and markets.

The Global Compact is a purely voluntary global initiative with two primary goals:

- That these 10 principles should become the main trend governing business activities all over the world.
- That the initiative should act as a catalyst for action in support of the millennium development objectives of the United Nations.

Global Compact Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.
Attica Group respects and protects human and labour rights and its Internal Code of Business Conduct and Ethics declares in writing the acknowledgment and support of these rights. Page 27, 28, 35, 37

Principle 2: Businesses should make sure that they are not complicit in human rights abuses.
Attica Group does not violate any human rights and the Internal Code of Business Conduct describes in writing the relations between colleagues, Administration and Suppliers. Page 27, 28, 35, 37

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
Attica Group defends the right of the employees to participate in organized unions and this is clearly stated in the Internal Code of Business Conduct. Page 27, 28, 35, 37, 38

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.
Attica Group opposes any form of forced or compulsory labour and this principle is clearly stated in the Internal Code of Business Conduct. Page 27, 28, 35, 37

Principle 5: Businesses should uphold the effective abolition of child labour.
Attica Group opposes any form of forced or compulsory labour and this principle is clearly stated in the Internal Code of Business Conduct. Page 36, 37

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.
Attica Group adopts an efficient recruitment procedure and policy, which states and identifies all required actions for the meritocratic selection of the best qualified candidates and their personal development. Since 2008, Attica Group has been implementing a Performance Management System which refers to the evaluation of the company’s administrative and on board staff. Page 36, 37, 39, 43

Principle 7: Businesses should support a precautionary approach to environmental challenges.
Attica Group has adopted a preventive environmental approach. Page 53, 54, 55, 56, 57, 58, 59, 60, 61

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.
Attica Group has undertaken specific initiatives for the reinforcement of environmental responsibility and implements programs aimed at that objective. Page 53, 54, 55, 56, 57, 58, 59, 60, 61

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.
Attica Group encourages the development and use of environmentally friendly technologies, such as the use of low power consumption light-bulbs throughout its vessels and premises, etc. Page 53, 57, 58, 59, 60

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.
Attica Group is opposed to any form of corruption, as clearly stated in the Internal Code of Business Conduct and Ethics, and also in its corporate governance policy. Page 27, 28, 37, 43



GRI-G3.1 Indicator Table

The Corporate Responsibility Report of Attica Group is based on the Guidelines GRI / G3 applied for the composition of sustainability reports. The GRI instructions are a sum of principles and indicators, with a wide range of technical and specialized guidelines, notes and annexes, depending on the sector, which were formed through the international cooperation of multiple interested parties and are evaluated within the composition of these sustainability reports. More specifically, these reports are based on the GRI Sustainability Report Publication Framework and disclose all conclusions and results extracted during the reporting process concerning the commitments, strategic policy and administrative methods of the organization. The Framework is applied to all organizations, of any size, type or geographical location, and it is already in use as a foundation for the publication of sustainability reports by thousands of international companies, associations and organizations, in all sectors. The Report refers to the period 2012 and records the performance of Attica Group in the sectors of corporate governance, environmental policy, human rights, personnel and society at large. This is the 4th consecutive annual “Social Responsibility Report” issued according to the guidelines of the GRI/G3 International Sustainability Reporting Initiative. Electronic database management systems were used for the data collection included at the Report in hand. It is worth mentioning that the methodology used for the calculation of the Report’s indicators remained the same as in the previous years apart from the recommended methodology for calculating paper recycling which was modified during 2011 from liters to kilos.

Finally, it is specifically stated that the present Report has not yet been certified by an external, independent body but it is anticipated to be implemented in 2013.

1.1	Statement from the most senior decision maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	CEO’s Address	Page 5
1.2*	Description of key impacts, risks and opportunities.	The Report Vision & Strategy	Page 7, 25-26

2. Organizational Profile

2.1	Name of organization.	Our Group Our history Corporate governance	Page 11, 17-18, 43-44
2.2	Primary brands, products and/or services.	Our Group Our fleet	Page 11, 15
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Our Group Organizational structure	Page 11, 13
2.4	Location of organization’s headquarters.	Our Group Management Our history	Page 11, 14, 17-18

*Partial indicator coverage

2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Our Group Our lines Our network	Page 11-12, 14, 16
2.6	Nature of ownership and legal form.	Our Group Organizational structure Management Our history	Page 11, 13, 14, 17-18
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Our Group Our lines Our network Financial data	Page 11, 12, 14, 16, 21
2.8	Scale of the reporting organization.	Our Group Our network Our history Financial data Our Personnel	Page 12, 16, 17-18, 20-21, 35-36
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Our history Significant events in 2012	Page 17-18, 19
2.10	Awards received in the reporting period.	Participation & Recognition We support local societies	Page 31, 66-67

3. Report Parameters

3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	CEO’s Address The Report	Page 5, 7
3.2	Date of most recent previous report.	The Report	Page 7
3.3	Reporting cycle (annual, biennial, etc.)	CEO’s Address The Report Vision & Strategy	Page 5, 7, 25-26
3.4	Contact point for questions regarding the report or its contents.	Report evaluation form	Page 91

GRI-G3.1 Indicator Table

3.5	Process for defining report content.	CEO's Address The Report Vision & Strategy Stakeholders	Page 5, 7, 25-26 30
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	GRI – G3 Attica Group	Page 80-90
3.7	State any specific limitations on the scope or boundary of the report.	GRI – G3 Attica Group	Page 80-90
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	GRI – G3 Attica Group	Page 80-90
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	Vision & Strategy GRI – G3 Attica Group	Page 25-26, 80-90
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	GRI – G3 Attica Group	Page 80-90
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	GRI – G3 Attica Group	Page 80-90
3.12	Table identifying the location of the Standard Disclosures in the report.	Customer service & satisfaction Communication with the market GRI – G3 Attica Group	Page 46-48, 49 80-90
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	COP Attica Group	Page 78-79

4. Governance, Commitments, and Engagement

4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Management Social responsibility organizational structures Corporate governance	Page 14, 29, 43-44
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Management Corporate governance	Page 14, 43-44
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Corporate governance	Page 43-44
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Our network Management practices Corporate governance	Page 16, 27-28 43-44
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Management practices	Page 27-28,
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Management practices Corporate governance	Page 27-28, 43-44
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Management practices	Page 27-28
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	CEO's Address Vision & Strategy Management practices Our Personnel Corporate governance	Page 5, 25-26, 27-28, 35-36, 43-44

GRI-G3.1 Indicator Table

4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.	Management Management practices Social responsibility organizational structures Our Personnel Development of employees Staff briefing Corporate governance Organization and management	Page 14, 27-28, 29, 35-36, 38-39, 43-44, 53
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Social responsibility organizational structures Employee satisfaction Corporate governance	Page 29, 39, 43-44
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	CEO's Address Vision & Strategy	Page 5, 25-26
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Our Group Our network Our history Significant events in 2012 Management systems Participation & Recognition Our Personnel Fair & diverse workplace Labor rights Corporate governance Responsible marketing Customer service & satisfaction Organization and management We support the local communities	Page 12, 16, 17-18, 19, 29, 30-31, 35-36, 37, 38, 43-44, 45, 46, 48, 53, 65-66
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	Our network Management practices Management systems Participation & Recognition Communication with the market Information and awareness-raising	Page 16, 27-28, 29, 30-31, 49, 58-59

4.14	List of stakeholder groups engaged by the organization.	Shareholder structure Stakeholders	Page 13 30
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Stakeholders Labor rights Staff briefing	Page 30 38, 39

Economic Performance Indicators

EC 1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Significant events in 2012 Financial data Vision & Strategy We support local societies Cooperation with Non-Governmental Organizations	Page 19, 20-21 25-26 65-66 75
EC 3	Coverage of the organization's defined benefit plan obligations.	Health & Safety	Page 36
EC 8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Our network We support local societies Information to the public Volunteering	Page 16, 65-66, 73, 74
EC 9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Financial data Information to the public Volunteering	Page 20-21, 73, 74

Environmental Performance Indicators

EN 1	Materials used by weight or volume.	Raw materials and waste management	Page 54-57
EN 2	Percentage of materials used that are recycled input materials.	Raw materials and waste management	Page 54-57

GRI-G3.1 Indicator Table

EN3*	Direct energy consumption by primary energy source.	Organization and management Information and awareness-raising Climate change	Page 53, 58-59, 60
EN4	Indirect energy consumption by primary source.	Organization and management Climate change	Page 53, 60
EN5	Energy saved due to conservation and efficiency improvements.	Raw materials and waste management	Page 54-57
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Organization and management Raw materials and waste management Information and awareness-raising Climate change	Page 53, 54-57, 58-59, 60
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Organization and management Raw materials and waste management Climate change	Page 53, 54-57, 60
EN8*	Total water withdrawal by source.	Climate change	Page 60
EN9	Water sources significantly affected by withdrawal of water.	Climate change	Page 60
EN13	Habitats protected or restored.	Biodiversity	Page 61
EN14	Strategies, current actions & future plans for managing impacts for biodiversity.	Biodiversity	Page 61
EN18*	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Organization and management Climate change	Page 53, 60

*Partial indicator coverage

EN20	NO, SO, and other significant air emissions by type and weight.	Organization and management Climate change	Page 53, 60
EN22	Total weight of waste by type and disposal method.	Raw materials and waste management	Page 54-57
EN23*	Total number and volume of significant spills.	Climate change	Page 60
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Organization and management Raw materials and waste management Information and awareness-raising Climate change	Page 53, 54-57, 58-59, 60

Labor Practices and Decent Work Performance Indicators

LA1	Total workforce by employment type, employment contract, and region.	Our Personnel Fair & diverse workplace	Page 35-36, 37
LA2	Total number and rate of employee turnover by age group, gender, and region.	Our Personnel	Page 35-36
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Our Personnel Development of employees Employee satisfaction	Page 35-36, 38-39
LA4	Percentage of employees covered by collective bargaining agreements.	Our Personnel	Page 35-36
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Development of employees	Page 38-39

*Partial indicator coverage

GRI-G3.1 Indicator Table

LA9	Health and safety topics covered in formal agreements with trade unions.	Health and Safety	Page 36
LA10	Average hours of training per year per employee by employee category.	Development of employees	Page 38-39
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Our Personnel Development of employees	Page 35-36, 38-39
LA12	Percentage of employees receiving regular performance and career development reviews.	Development of employees Employee satisfaction	Page 38-39
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Our Personnel	Page 35-36

Human Rights

HR3*	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fair & diverse workplace	Page 37
HR4	Total number of incidents of discrimination and corrective actions taken.	Fair & diverse workplace	Page 37
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Our Personnel Fair & diverse workplace	Page 35-36, 37
HR6*	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Management practices Labor rights	Page 27-28, 38
HR7*	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Management practices Fair & diverse workplace	Page 27-28, 37

*Partial indicator coverage

Society

SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Management practices Fair & diverse workplace	Page 27-28, 37
SO3*	Percentage of employees trained in organization’s anti-corruption policies and procedures.	With local societies as our destination We support local societies Information to the public Volunteering Cooperation with Non-Governmental Organizations	Page 65, 66-72, 73, 74, 75
SO4	Actions taken in response incidents of corruption.	Our Personnel Corporate Governance	Page 35-36, 43-44
SO5	Public policy positions and participation in public policy development and lobbying.	Management practices Fair & diverse workplace	Page 27-28, 37
SO6*	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Communication with the market We support local societies Cooperation with Non-Governmental Organizations	Page 49, 67, 69, 75
SO7	Total number of legal actions for anticompetitive behaviour, anti-trust, and monopoly practices and their outcomes.	Vision & Strategy	Page 25-26

*Partial indicator coverage

GRI-G3.1 Indicator Table

Product Responsibility			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fair competition	Page 45
PR3*	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	Our history Development of employees	Page 17-18, 38-39
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Our Group Significant events in 2012	Page 11, 19
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Responsible marketing	Page 45
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Our Group Our fleet Our network Our history Significant events in 2012 Vision & Strategy Participation & Recognition Development of employees Customer service & satisfaction Information to the public	Page 12, 15, 16, 17-18, 19, 25-26, 30-31, 38-39, 46-48, 73
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Management practices Responsible marketing	Page 27-28, 45
PR8*	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Responsible marketing Customer service & satisfaction Communication with the market	Page 45, 46-47, 49

*Partial indicator coverage

EVALUATION FORM OF 2012 CORPORATE SOCIAL RESPONSIBILITY REPORT

Aiming at the continuous development of the corporate social responsibility actions implemented by the Attica Group, please take a few moments to fill in the following questionnaire. Your opinion is especially important to us.

In which category of the Attica Group participants to you belong:

- ☐ Employee
- ☐ Associate
- ☐ Customer
- ☐ Shareholder/Investor
- ☐ Supplier
- ☐ Local Society Participant
- ☐ Non-governmental Organization / Society / Association
- ☐ Media
- ☐ Other

Please note your overall impression about the following units of the Report:

	Excellent	Good	Average	Poor
Social Responsibility Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of Actions for employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of Actions for the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of Actions for the support of local societies (culture, athletics, social care, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please note your overall impression from the Corporate Social Responsibility Report

	Excellent	Good	Average	Poor
There is balance between the units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The texts are complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The content is comprehensible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It includes all the subjects it should	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you like to make any other comments/recommendations?

Personal Details (optional):

Full name:
Organization:
Address:
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Please mail this questionnaire to:

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