

# **SUSTAINABILITY REPORT**



**IN ACCORDANCE WITH THE MODEL OF  
EUROPEAN PROGRAMME MESS4GE**

**2024**

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### **3. General disclosures**

#### **a. Overview of the company (main activities, location of activities)**

With more than 44 years of experience, APS offers high-quality services of customs clearance, e-commerce, transportation, and warehouse / logistics.

The company's main activity is customs clearance of goods at the International Airport "El. Venizelos" and in the area of Piraeus, at the 2nd and 3rd Customs Office of Piraeus.

Operations requiring the registration of documents are carried out at the head office. In Piraeus, staff carry out the operations at the customs clearance areas (e.g. attendance as representatives of the importer - consignee at the physical control of the Customs, receipt of vouchers from the transport companies or the port manager).

The company owns two light commercial vehicles (van type) with a gross weight of 3,5 T to transport cleared goods from the customs premises to its customers in Attica. In addition, as a Freight Forwarder (FW) it organises the transport from abroad and vice versa, according to its customers' instructions.

At the headquarters they use offices 12, 13 and 51 on the 2nd floor of building 23 at the Athens International Airport "El. Venizelos". Customs clearance, transit, invoicing and administration activities are organised per office space.

The team consists of experienced professionals, such as the General Manager and customs broker Theodoros Fragogiannis, the Manager and customs broker Marita Fragogiannis as well as other executives with expertise in their field.

APS is certified under EN ISO 9001:2015 and is an Authorized Economic Operator (AEO), ensuring the quality and reliability of its services.

#### **b. Mission and values**

At APS, recognizing our responsibility, we support that business success must be linked to responsible behavior and contribution to society and the environment. Corporate responsibility stands as a cornerstone in our company and is a driving force behind our choices and practices.

The company is committed to providing high quality customs clearance, logistics, transport and e-commerce services, relying on values such as reliability, integrity and professionalism. With a vision to become the top choice in its field, the company focuses on continuous improvement, innovation and developing trustworthy relationships with its customers. In addition, APS operates according to international standards, invests in its staff's expertise and adapts to the needs of today's market, aiming for long-term success and sustainability.

**c. Composition of Board of Directors**

This section includes the names of the board members and their positions as shown in the following table.

*Table 1. Board of Directors*

NAME	Percentage (%)	POSITION
Fragogiannis Theodore	50%	General Manager - General Partner & Administrator
Fragogianni Stavroula	20%	Director of Customs - Limited Member
Fragogianni Anna	10%	Director of Imports & Accounting - General Partner & Administrator
Fragogianni Maria Margarita	20%	Director of Customs Brokers - General Partner & Administrator

**d. Composition of general assembly (with percentages of ownership)**

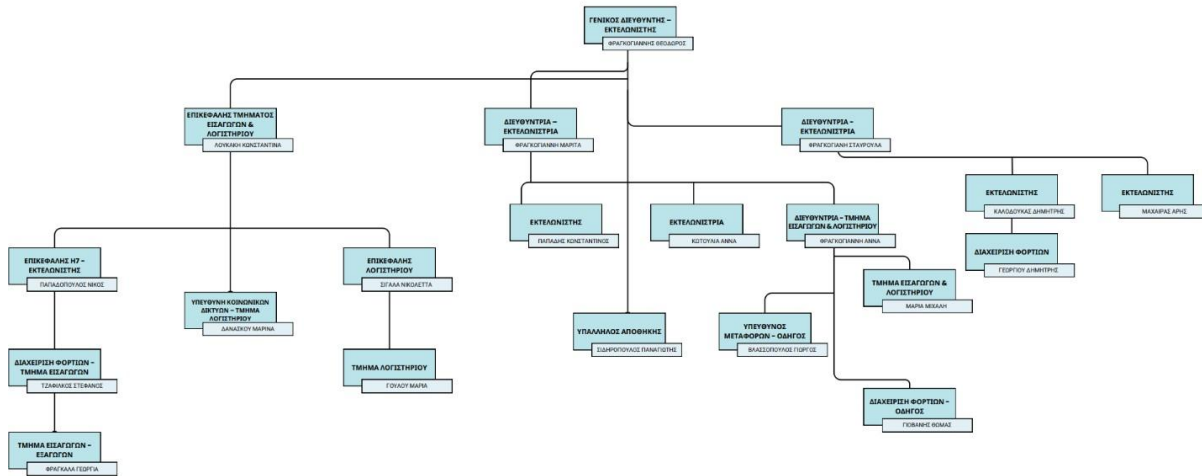
This section includes the composition of general assembly, as shown in the table below.

*Table 2. Shareholder Composition of the Company*

Name of the shareholder	Percentage of ownership
Fragogiannis Theodore	50%
Fragogianni Stavroula	20%
Fragogianni Anna	10%
Fragogianni Maria Margarita	20%
Total	100%

**e. Organisation chart**

In this section, the organisational chart of the company is depicted, in order to distinguish the roles and individual departments. The diagram below is completed according to company's structure.



#### 4. Materiality Assessment

To conduct the materiality assessment, CH. & TH. FRAGKOGIANNIS & Co. Ltd sent a questionnaire to customers, investors, suppliers, local community, media and other stakeholders. The questionnaire was sent via email and the results are used to fill the tables of this section.

## Materiality Assessment Questionnaire

To better communicate with stakeholders, CH. & TH. FRAGKOGIANNIS & Co. Ltd would like to seek your assistance in filling out this survey. Your response and suggestions will only be used for internal analysis.

Thank you.

1. Name of organisation

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2. What is the relationship between your organisation and [company name]?

- ☐ Employee
- ☐ Clients/Customers
- ☐ Shareholders/Investors
- ☐ Suppliers

- ☐ Local Community
- ☐ Government
- ☐ NGO / NPO
- ☐ Media
- ☐ Others

### 3. Materiality analysis

Please rate the level of materiality of the following topics.

		Low		Medium		High
		1	2	3	4	5
<b>Environmental</b>						
1	Resources usage, including raw material, energy resources and water.					
2	[Companies'] environmental policy, mitigation plans and actions taken to reduce greenhouse gas emission and improve efficiency					
3	The impact of business operation on the ecosystem and biodiversity, and the plans and actions taken in response to ecological conservation.					
4	The management and reduction policies of waste generated by [Companies'] operation, for example if responsible dismantling and recycling system is established for abandoned vessels					
5	Programs for general and specialised training as well as career chances					
<b>Social</b>						
6	The [companies'] efforts to ensure a fair wage structure and equal opportunity, as well as to provide benefits, health care and other care for workers.					
7	The success of employee-employer communication through the union, the survey					



	satisfaction of employee satisfaction, the complaints system, etc.					
8	Workplace safety, employee wellness and health promotion initiatives, prevention and management of occupational accidents or other relevant issues with the activities of the [Company].					
9	Protecting the balance between personal and professional life					
<b>Governance</b>						
10	Legal observance, policy dissemination, and any notable violations at [Company].					
11	[Companies'] approach to supplier relationships.					
12	[Companies'] approach to customer satisfaction, employee satisfaction and community engagement score.					
13	Board Diversity and Independence at [Company].					

4. Please indicate if there are any other issues that you consider important at environmental, social and governance level. For each additional topic, please provide your rating using a scale of 1 - 5 (1 = Low, 5 = High).

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*Table 3. Stakeholder Analysis*

Stakeholder group	Communication channel	Communication frequency
<b>Company customers</b>	Email, CRM, telephone, social media	5
<b>End users</b>	Email, social media	2

<b>Staff</b>	Email, daily face-to-face communication	5
<b>Suppliers/Subcontractors</b>	Email, daily face-to-face communication, telephone, social media	4
<b>Competitive companies</b>	Email, social media	2
<b>State Authorities (Customs Region, Audit Authorities)</b>	Email, telephone, face-to-face communication during inspections	3
<b>Local community on premises</b>	Email, daily face-to-face communication, telephone, social media	5
<b>Certification Bodies</b>	Email, telephone, live communication during inspections	3

Table 4. Communication Frequency Scale

1	2	3	4	5
Never	Rarely	Sometimes	Often	Always

Table 5. Key Sustainability Issues

Stakeholder group	Material issues concerning the environment	Material issues concerning society	Material issues concerning governance
<b>Customers</b>	Provision of environmentally friendly services	Personal data security, reliability and trustworthiness in cooperation, customer satisfaction, quality service	Clear cooperation policy, fair and transparent billing practices
<b>End users of company's services</b>	Provision of environmentally friendly services	Personal data security, reliability and trustworthiness in cooperation, customer satisfaction, quality service	Transparent working practices
<b>Staff</b>	Minimising waste in the workplace, Recycling	Fair working practices, health and safety protocols, training and awareness of staff on service quality issues	Fair distribution of responsibilities, gender equality, pay equity, adherence to working hours.

<b>Suppliers/Subcontractors</b>	Encouraging sustainable practices in the context of cooperation	Ethical business practices, ethical partnerships	Compliance with the terms of cooperation (financial and service conditions)
<b>Competitive companies</b>	Encouraging sustainable practices within the industry	Ethical business practices	Maintaining ethical competition and compliance to legal frameworks
<b>State Authorities (Customs Region, Audit Authorities)</b>	Compliance with environmental strategies and legislation	Social responsibility actions	Compliance with standards and legislation, transparent controls
<b>Local community around the premises</b>	Compliance with environmental strategies and legislation	Social responsibility actions	Compliance with standards and legislation
<b>Certification Bodies</b>	Promotion of sustainability under the certification scope	Supporting standards of equality, diversity and inclusion	Ensuring compliance with certification requirements (ISO 9001, AEO)

## 5. Environmental disclosures

In the section on environmental indicators the company shall disclose at least the mandatory indicators presented in this report.

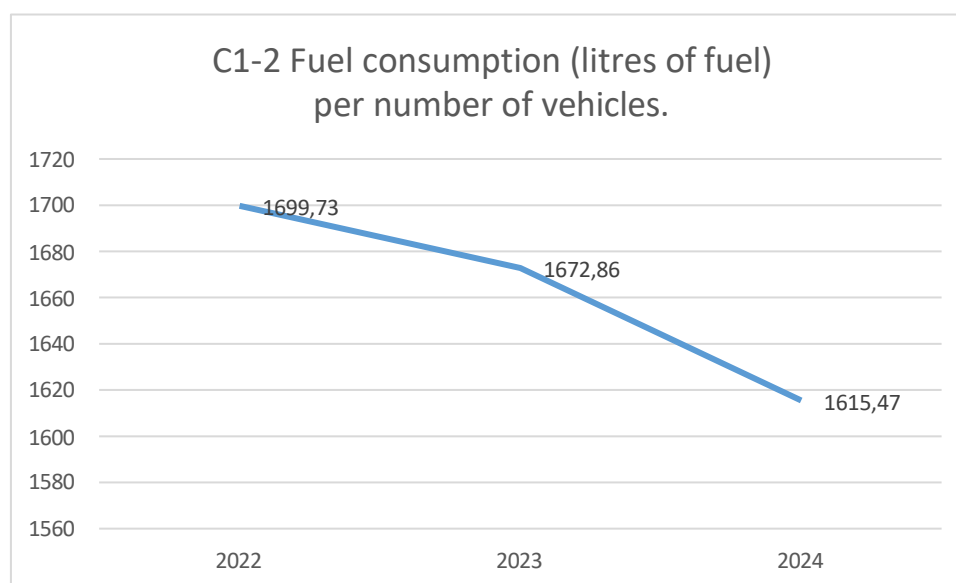
### **E1 - Total energy consumption & mix**

*Table 6. Consumption*

	2022	2023	2024
E1-1 Energy consumption	X	x	X

E1-2 Fuel consumption	X	x	X
E1-3 Energy consumption for heating and cooling			X

In the company, clear energy metering is not possible, as the building owner bears the energy costs. The company pays a fixed price for energy according to the square meters of its offices for heating and cooling.



*Diagram 1. Fuel Consumption*

## **E2- Total water use**

*Table 7. Total water use*

	2022	2023	2024
E2-1 Water use	x	x	X
E2-2 Water use index	x	x	X
E2-3 Water saving policies			

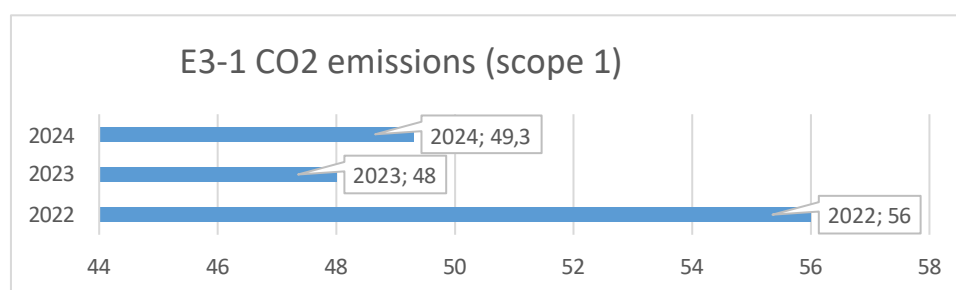
In the company, water consumption metering is not possible, as the building owner bears the costs of water use. The company pays a specific consumption fee based on the square meters of its offices.

The company has adopted water conservation measures by providing awareness to its members through training and information sessions to create a corporate culture and adoption of water conservation and reuse in the employee's households as well.

### **E3- Greenhouse gas emissions**

*Table 8. CO2 emissions*

	2022	2023	2024
E3-1 CO2 emissions (scope 1) (kg CO <sub>2</sub> eq)	137.815,02	124.937,36	113.923,38
E3-2 Policies to reduce CO2 emissions			X



*Diagram 2. CO2 emissions*

H. & TH. FRAGOIANNIS & Co., striving for a sustainable supply chain in the future, is committed to reduce CO2 emissions through its activities, aiming to reduce its gas emissions by 25% in the next three years by implementing efficient solutions (sustainable vehicle fleet, fuel consumption metering, use of environmentally friendly airlines by paying a CO2 emission fee).

All employees are encouraged to actively participate in awareness-raising activities, while the company offers regular training to raise environmental awareness.

This policy is an integral part of our strategy and will be reviewed regularly to ensure it remains effective and up-to-date.

### **E4 - Total waste generation**

Table 9. Waste generation

	2022	2023	2024
E4-1 Waste weight (kg)	135	132	126

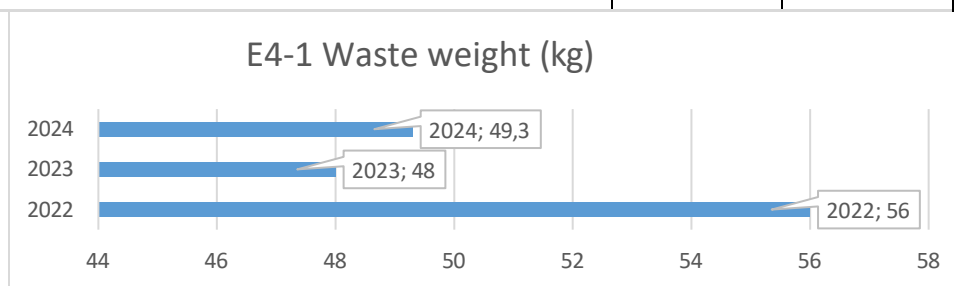


Diagram 3. Waste weight

The Diagram given is an estimate based on the average weight of waste recorded over the years by the airport building management company.

### **E5-Recycling rate**

Table 10. Recycling rate

	2022	2023	2024
E5-1 Weight of waste recycled per year	100%	100%	100%
E5-2 Recycling policies			x

The company is committed to recycling awareness. There are recycling collection bins per category at the company's airport premises and the waste is fully disposed of.

Accordingly, the company destroys and recycles hardware devices in collaboration with the company's IT partners for secure data destruction.

### **E5-2 Recycling policies**

Our company is committed to promoting sustainable practices through an efficient recycling policy. We have special bins for plastic, paper and general waste, to ensure proper sorting and recycling of materials. This initiative helps reduce our environmental footprint and supports local recycling efforts. In addition, we are actively reducing paper consumption across all our services, adopting digital solutions when feasible. By adopting these practices, we seek to

conserve resources, reduce waste and contribute to a more sustainable future.

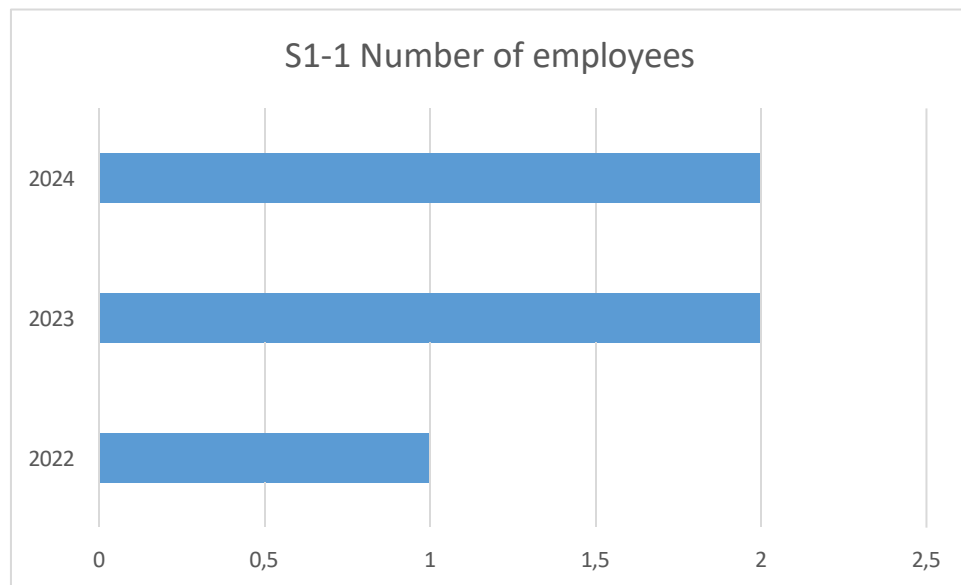
## 6. Social disclosures

In the social disclosures section, the company must disclose at least the mandatory indicators presented in this report.

### **S1-Characteristics of employees**

*Table 11. Employee characteristics*

	2022	2023	2024
S1-1 Number of employees	20	21	19
S1-2 FT/PT ratio	100% FT		
S1-3 Gender distribution	0,45	0,43	0,47
S1-4 Nationality breakdown	100% Greek nationality		



*Diagram 4. Number of employees*



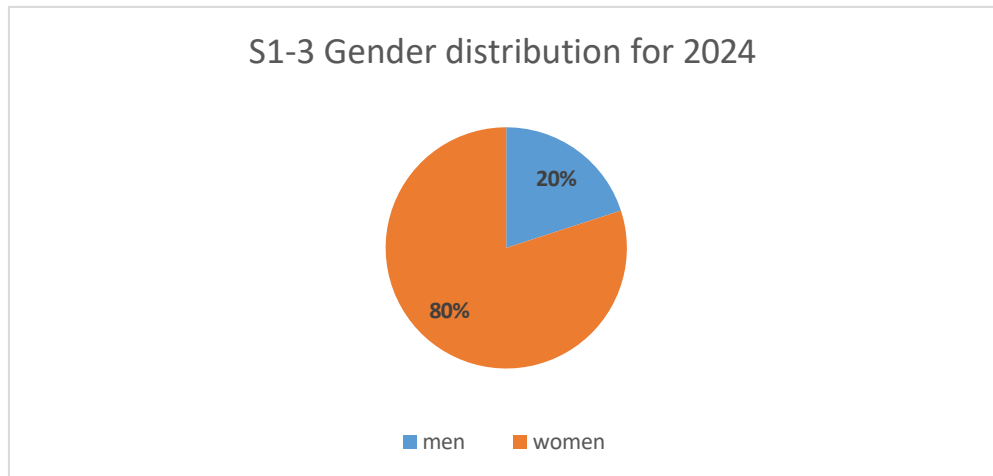


Diagram 5. Gender distribution

## **S2- Diversity and inclusion indicators**

Table 12. P&E indicators

	2022	2023	2024
S2-1 Policies			X
S2-2 Gender distribution in number and percentage in at top management level.	1 A - 4 I		
S2-3 Employees over 50 years old	3 50 years old		
S2-4 Percentage of employees with disabilities among Employees	There are no employees with a disability		

### **S2-1 Policies**

The Diversity and Inclusion Policy of H. & TH. FRAGOIANNIS & Co., is driven by the belief that diversity is a powerful source of strength and innovation. We are committed to creating an environment encouraging and respecting diversity, promoting inclusion and ensuring that every individual, regardless of gender, age, race, ethnicity, religion, disability, sexual orientation or other personal characteristic, enjoys equal opportunities and is treated with respect and dignity.

At our company, we believe that diversity of ideas and perspectives results in better collaboration and more effective results. Therefore, we promote a work environment where all employees are able to grow personally and professionally, while managing differences enhances team relationships and performance. We are committed to ongoing training and awareness about the values of diversity and inclusion and work towards eliminating any form of discrimination or inequality.

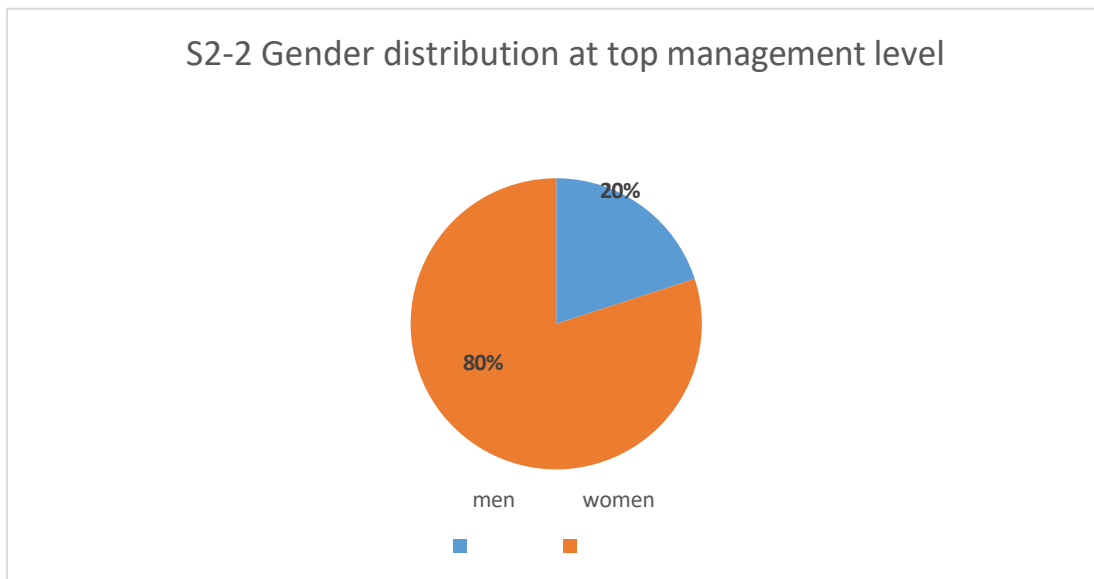


Diagram 6. Gender distribution at top management level

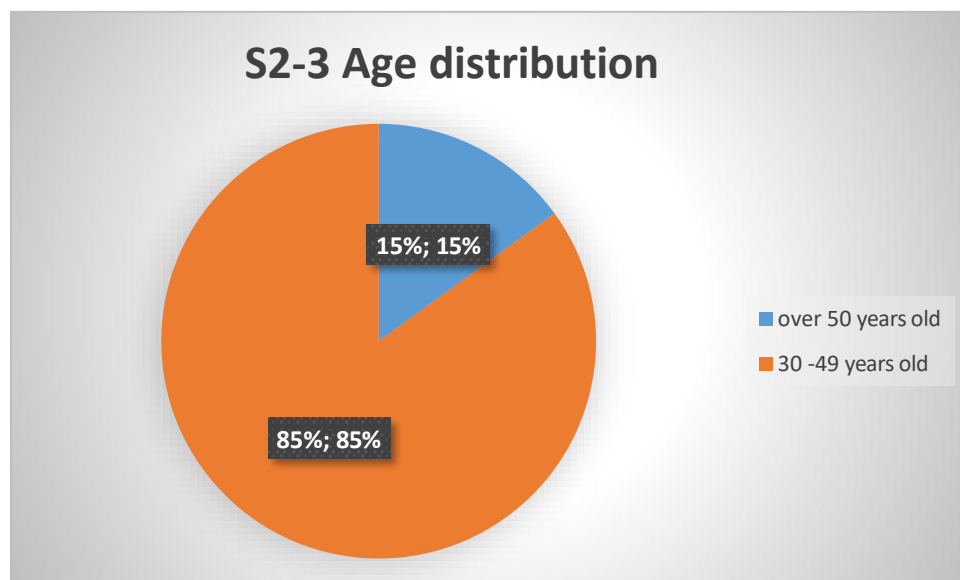


Diagram 7. Age distribution

### **S3- Work-life balance**

*Table 13. Work-life balance*

	2022	2023	2024
S3-1 Percentage of employees entitled to family-related leaves	33%	35%	35%
S3-2 Percentage of employees entitled to family-related leaves and breakdown by gender	0%	0%	0%
S3-3 Number of extra hours the employees work per year	D/A	D/A	D/A
S3-4 Policies on maintaining work-life balance (on-call/stand-by policies)			Not applicable

### **S4- Training and skills development**

*Table 14. Training and skills development*

	2022	2023	2024
S4-1 Percentage of employees having participated in regular performance and career development reviews; such information shall be broken down by employee category and by gender	100%		
S4-2 Average number of training hours per employee, by employee category and by gender	10 hours / employee regardless of gender		

### **S5-Social protection**

*Table 15. Social protection*

	2022	2023	2024
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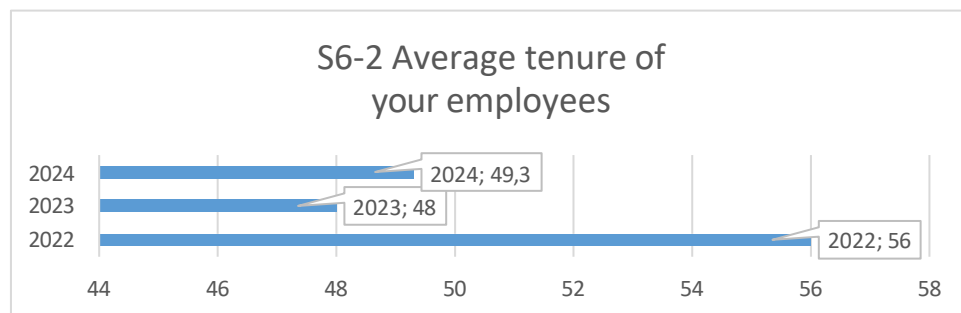
S5-1 Percentage of employees covered by social protection, through public programs or through benefits offered by the undertaking, against loss of income due to any of the following major life events	100% Provision of private insurance to all company employees
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### **S6-Employee engagement**

*Table 16. Employee engagement*

	2022	2023	2024
S6-1 Score/level of commitment			95%
S6-2 Average tenure of your employees	6.8 years	8.2 years	9 years

*Diagram 8. Average duration of employment of employees*



### **S7- Employee Health and safety**

	2024
S7-1 Measures taken to protect health and safety	<p>Compliance with an occupational risk assessment study</p> <p>Visits by the Safety Technician and addressing any remarks made</p> <p>Private health insurance for all employees.</p>

	Car maintenance/ MOT roadworthiness tests
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Table 17. R&D measures

### **S8-Customer Data Protection and Privacy**

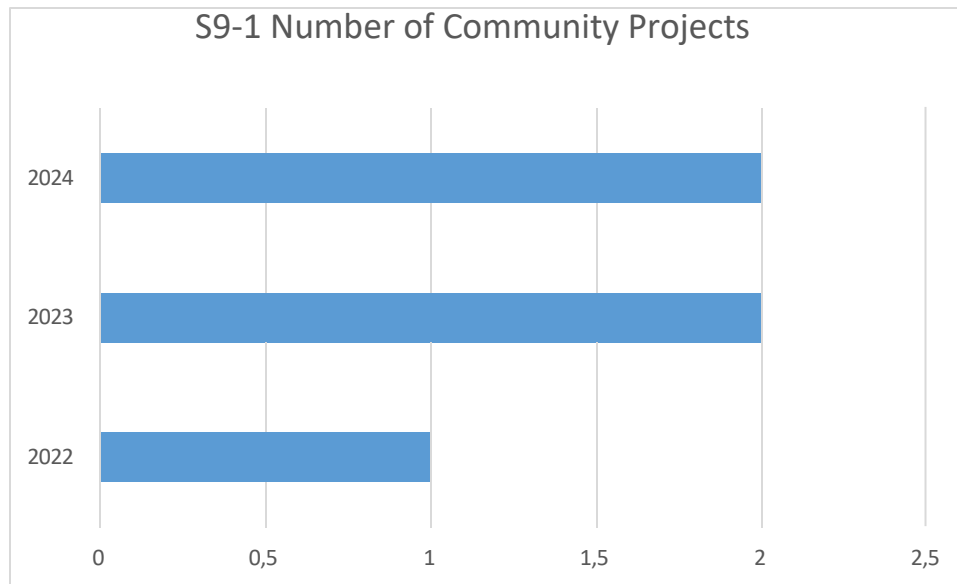
The company maintains policies to protect customer data and privacy. It adheres to a fully secure information system with all necessary security safeguards. The company is certified with the European Community Authorised Economic Operator Certification (AEO-C) and has been audited by the General Secretariat of Information Systems for its solvency and the protection of its I/S.

### **S9-Community Engagement and Support**

	2022	2023	2024
S9-1 No. of community projects	1	2	2
S9-2 No. of volunteering efforts	56	48	49,3
S9-3 Support to community development programs	400€ in Christmas gift cards for the Smile of Child	420€ in Christmas gift cards for the Smile of Child	442€ in Christmas gift cards for the Smile of Child

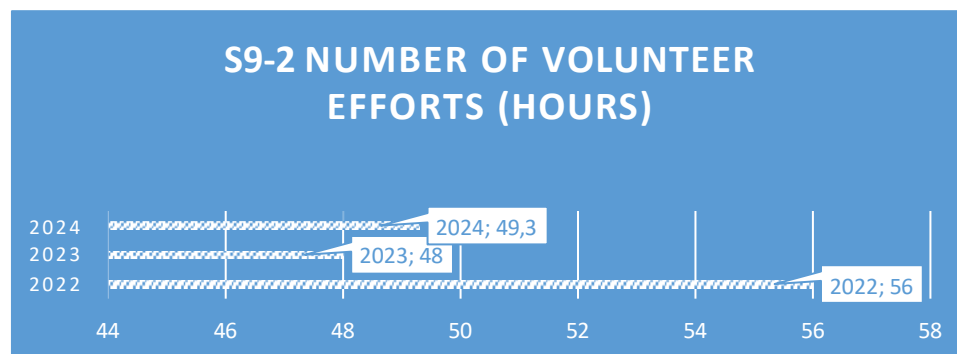
Table 18. Community Engagement and support

Diagram 9. Number of Community projects



The company participates annually in the Marathon and the Race for Cure.

Diagram 10. Number of voluntary efforts



### **S11-Customer satisfaction and loyalty**

Diagram 11. Customer Satisfaction and Loyalty

	2023
S11-1 Customer satisfaction	97% through ISO 9001
S11-2 Percentage of returning customers	86%

## 7. Governance disclosures

### G1 - Board Diversity and Independence

	2022	2023	2024
G1-1 Composition of the Board of Directors (gender, ethnicity, skills, expertise)	1 A - 4 C 3/5 customs brokers 100% Greek Origin	1 A - 4 C 3/5 customs brokers 100% Greek Origin	1 A - 4 C 3/5 customs brokers 100% Greek Origin
G1-2 Percentage of independent directors	D/A	D/A	D/A

Table 19. Board diversity

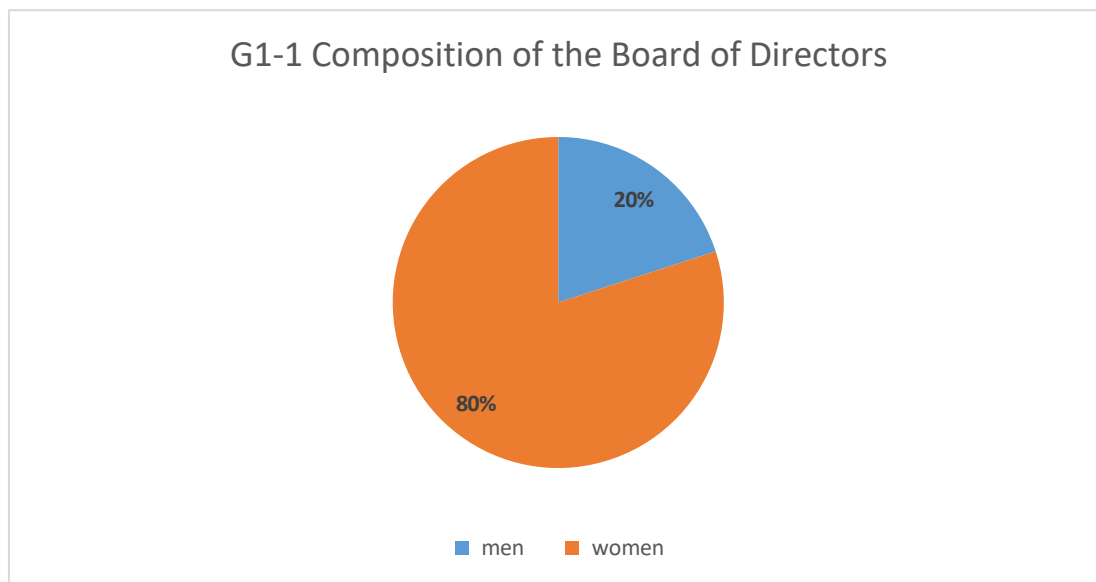


Diagram 12. Composition of the Board.

### G2 - Corporate Governance Policy Adherence

	2022	2023	2024
G2-1 Set of key corporate governance policies	x	x	ISO 9001:2015 & AEO-C

Table 20. Compliance with Governance Policies

In 2024, the company was certified for its management system according to ISO 9001:2015 in the scope of "Provision of Customs Clearance, Forwarding & National Road Transport". It is also licensed as an Authorized Economic Operator by the Customs Region of Attica.

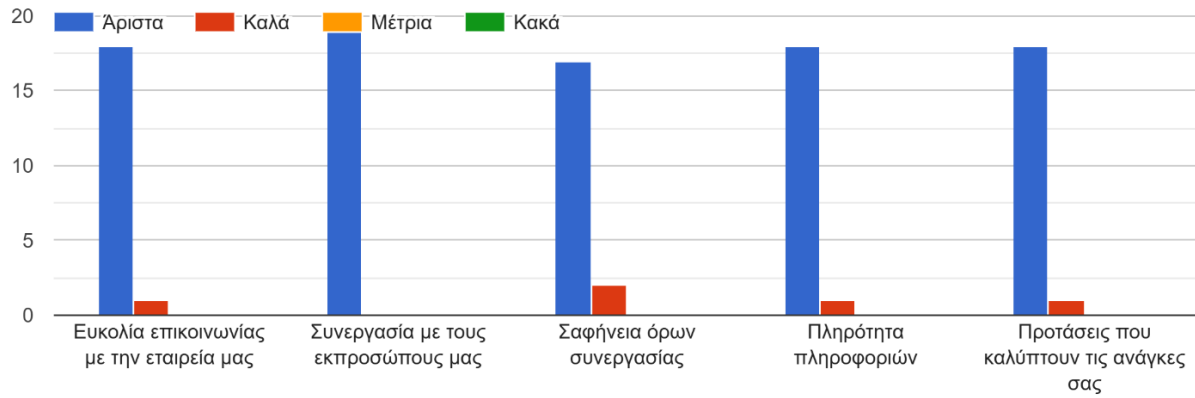
#### **G5 - Stakeholder Engagement**

	2022	2023	2024
G5-1 Customer satisfaction			97%

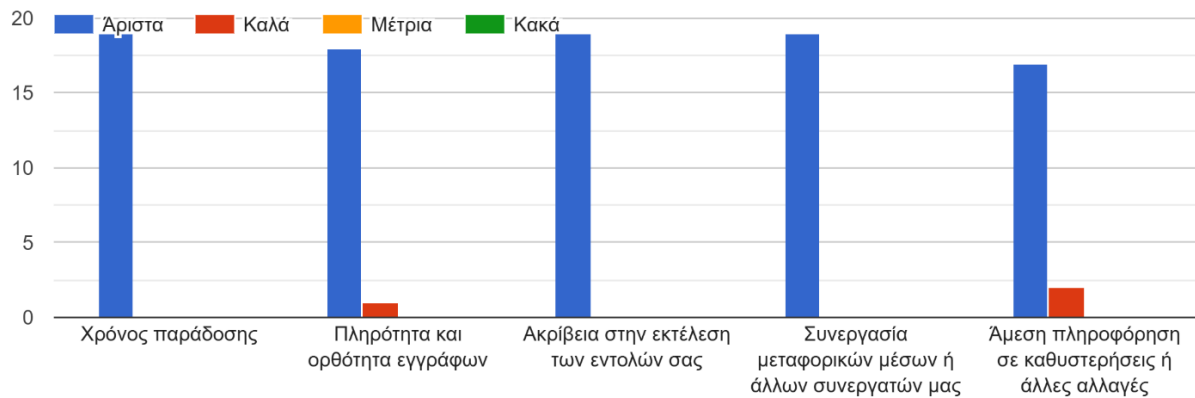
*Table 21. Customer satisfaction*



## 1. Pre-sales



## Παροχή υπηρεσιών



Εξυπηρέτηση μετά την παροχή των υπηρεσιών μας:

