

Corporate Social Responsibility Policy

A. HATZOPOULOS S.A. was established in 1931 and became a Public Limited Company in 1975. Today, the company owns two state-of-the-art production facilities in Thessaloniki and operates on an international level through a well-organized sales network.

The mission of the company is to offer safe, functional, innovative and competitive packaging solutions. The products of A. Hatzopoulos S.A. are principally used in food packaging (coffees, beverages, snacks, confectionery, dry nuts, dairy products, processed meat products, ready meals, etc.). At the same time, the Company also produces packaging materials for detergents, cosmetics, pharmaceutical products, chemicals, tobacco, labels and much more. The company has steady organic growth, which is based on its continuous investments in new equipment, modern facilities and infrastructure and human capital.

The Company abides by the following **Principles**:

- **Meritocracy**
- **Knowledge**
- **Compassion**
- **Quality**
- **Ethos**

The vision of the company is to set an example of proper and best practices with respect to:

- Quality across all sectors
- Reliability
- Know-how and expertise
- Working environment
- Active contribution to society

COMMITMENT

Company A. Hatzopoulos S.A. is committed to:

- Continuously improve its Corporate Social Responsibility strategy.
- Conduct itself in an ethical manner and contribute towards the economic development and, at the same time, the improvement of both the quality of life of its employees, as well as of the local community and society as a whole.



- Protect and safeguard personal data.
- Develop management systems regarding:
 - the quality of its products & services;
 - food safety;
 - hygiene & safety at the workplace;
 - environmental protection;
 - the safety of information and personal data;
 - corporate social responsibility.
- Aim at the continuous improvement of its performance of the above, mainly through regular review.
- Compliance with all national and international legislative provisions applicable to it.
- Focus on preventing small or large-scale accidents that may affect its:
 - employees;
 - associates;
 - consumers;
 - Society;
 - Environment.
- The maximum satisfaction of its customers, by producing and offering safe and quality products and services, pursuant to the products' and to the consumers' requirements.
- Take account of social requirements-mandates.
- Encourage its personnel and immediate associates to manage every natural resource with care and showing due diligence.
- Ensure the availability of the appropriate resources and conditions for the attainment of the above, based on the systematic analysis of all of its activities for the ascertainment, assessment, evaluation and uninterrupted control.
- Continuous training and development of its personnel.
- Regularly communicating its Values and Policy both internally and externally.

CORPORATE GOVERNANCE & BUSINESS CONDUCT STANDARDS

- We recognize that a proper CSR spans all the sectors for sustainable development and the ways by which we affect people, via our business functions.
- We encourage dialogue with local society, take account of its needs and assume initiative to support it, aimed at our mutual interest.
- We operate in a manner safeguarding us from immoral business practices.
- We believe that a responsible approach for the development of the relations between business and the societies they serve, be them local or global, constitutes an important factor for promoting business success.



- We determine and designate the necessary environmental, social and economic measures in the context of each and every corporate collaboration.
- The agreed upon terms and the foundations of our relations are precisely established in our contracts.
- All groups and individuals with whom we develop business relations are treated fairly and with due respect.
- We take measures for the appropriate and proper management of data and information relating to issues of transparency or/and the conflict of interests.
- Competition is under just and fair terms, resting on the quality, value and innovation of the offered products and services.
- We encourage our associates to provide us with feedback with respect to our performance and we analyse all responses, so as to take corrective and preventive actions, when deemed necessary.
- We implement a complaint management system for the recording and monitoring of all kinds of eventual complaints and we encourage the reporting of any incident that contravenes our code of conduct (including fraud, bribery, etc).
- We undertake the regular review of our policies and business activities, aimed to rational decision-making and the establishment of long-term collaboration relations resting on trust with businesses at each stage of the value chain.
- We determine, monitor and review the rates and indexes relating to our aims and objectives with respect to:
 - the quality of products & services,
 - food safety,
 - hygiene & safety at the workplace,
 - environmental protection,
 - the safety of information and personal data,
 - Corporate Social Responsibility,and we oversee their progress by means of internal inspections.
- This policy governs and traverses the entire chain of company activities and is reviewed on a regular basis in order to ensure that it is up-to-date.
- The policy of the company is disclosed both to its staff as well as to its associates and interested social groups, in order to encourage them to endorse the greater social values we advocate.

OCCUPATIONAL HEALTH & SAFETY

A. Hatzopoulos S.A. recognizes that Occupational Health and Safety is of paramount importance. Ensuring a healthy and safe working environment for both its employees and all other affected stakeholders is key.

Within this context, A. Hatzopoulos S.A. ensures that:

the entire organization is involved in the implementation of the Health and Safety management system;





the focus of all employees is on the continuous improvement of the working conditions, with the ultimate goal being the reduction of any risk that may exist in the company activities, periodic inspections of its facilities are being conducted, in order to ensure the continuous improvement of the procedures and the elimination of any deviations related to the requirements set by the relevant legislation and standards.

The requirements also apply to any third party is present at the premises of A. Hatzopoulos S.A., in order to safeguard the prevention of any incidents that may be caused by the activities of the company's associates and visitors.

FOOD SAFETY

A. Hatzopoulos S.A. designs and produces packaging material structures using industrial standards for Quality and Hygiene in order to meet its customers' needs across the entire life cycle of the products (packaging, transportation, storage, disposal-recycling).

The principal objectives at the design and development stage of the structure, but also at the processing-production of flexible packaging materials with respect to food safety for industrial packaging materials are:

- To hinder the migration of harmful chemicals from them to the foods to be packaged, which may affect the organoleptic features or the quality of the foodstuffs and which may, consequently, also harm consumers' health.
- To avoid the contamination of the packaging, which may alter the foodstuffs, affecting consumers' health, or which may directly affect the user of the packaging.

The aforementioned pursuits are in agreement with the attested European regulations and directives on materials and objects intended to come in contact with foodstuffs, as well as with the requirements on food safety that ensue from CODEX ALIMENTARIUS.

ENVIRONMENT – SUSTAINABILITY

The objective of A. Hatzopoulos S.A. is to strive and decrease the environmental impact.

- Jointly with our associates we focus on decreasing the environmental impact of our entire spectrum of activities.
- We continuously evaluate our productive process, as well as the processes relating to the distribution and use of both incoming as well as outgoing materials and services.



- We strive to decrease the unfavourable environmental effects caused by individuals coming to or leaving our facilities
- We apply the best available industrial techniques and take all necessary measures to prevent any kind of local and accidental pollution.
- Our customers are informed about all key technical parameters of the packaging materials, so that they can make conscious purchases to reduce the environmental impact of the products they purchase.
- Our personnel views sustainability as a factor underlying all business decisions.
- We encourage the adoption of sustainable practices at the company facilities and across its activities (such as: optimal water management and saving, use of renewable energy resources and recycling of materials, including waste).

SOCIETY

A. Hatzopoulos S.A. operates anthropocentrically, i.e. focusing on the human factor, by:

- Respecting our employees as individuals.
- Showing the utmost respect towards our client-individual, who is also the end user/recipient, either directly or indirectly, thus being able to offer to the greater community.
- Taking steps towards understanding the most effective to fulfil local society's needs so as to implement commensurate initiatives.
- Understanding and being aware of our impact on local and greater society, so as to maintain a harmonious relation of bidirectional communication.
- Being active members of international bodies promoting corporate responsibility, while adopting internationally established indexes and CSR standards.
- Supporting local and international organizations engaged in social work.

HUMAN RIGHTS

- Our aim and objective is to support and respect the protection of internationally declared human rights, such as the freedom of association and collective bargaining, the prohibition of forced and child labor, as well as of human trafficking.
- We develop and engage in collaborations exclusively with businesses implementing, applying and practising the international standards for respecting and protecting human rights.
- We focus on meritocracy – egalitarianism – diversity – harmony.
- We guarantee the eradication of any and all discrimination and promote equality across the wider chain of our collaborations.



- We ensure the protection of the personal information of every individual with whom we communicate and collaborate with the utmost confidentiality and respect of each and every contracting party.

ASSOCIATES

We acknowledge that our associates have a significant effect on the attainment of the objectives that relate to our products and services.

- We encourage our associates to adopt responsible business policies and practices aimed at our mutual benefit.
- Suppliers are recognized as associates and we work together with them for the successful materialization of products and services.
- The implementation of policies relating to quality, food safety, hygiene & safety at the workplace, the protection of personal data, as well as environmental and social responsibility is taken into account and evaluated for each and every collaboration with suppliers. We inform the suppliers on the results of such evaluation.
- We ensure the appropriate working conditions for employees across the entire supply chain, so that they can meet or exceed the recognized and adopted standards.
- We aim at recording our mutual obligations and liabilities, and pursue sustainable collaborations.
- We pursue regular meetings with our suppliers-associates, aiming to support the aforementioned actions and activities.

We cooperate with our suppliers, so that we may:

- Distribute products that are safe for consumers and environmentally friendly.
- Decrease the environmental impact of the packaging and transportation of our products, to the extent possible.
- Implement action plans for the return, retrieval, reuse and recycling of products at the end of their life cycle.

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A. HATZOPOULOS S.A.
162, 26th OCTOBER STR. TEL +30 2310.551.801
546 28 THESSALONIKI MACEDONIA GREECE
V.A.T. EL094049663 PRN 5557

Athanasios Hatzopoulos
Vice President & Managing Director

