



**SUSTAINABLE
DEVELOPMENT
AND CORPORATE
RESPONSIBILITY
REPORT 2017**



**HELLENIC
PETROLEUM**



SUSTAINABLE DEVELOPMENT AND CORPORATE RESPONSIBILITY REPORT 2017



**HELLENIC
PETROLEUM**

A few words about the Report

Ever since 2005, HELLENIC PETROLEUM Group has published an annual Sustainable Development & Corporate Social Responsibility Report, the objective of which is to improve communication and share information with the company's social partners (stakeholders).

This year's 13th annual edition presents the Group's business performance, taking into account economic, environmental and social perspectives from 01.01.2017 to 31.12.2017.

Our corporate responsibility approach is aligned with the Group's mission and values and articulates how we see our responsibilities in the areas of health and safety, ethical and transparent business practices, environmentally sustainable operations, a sound working environment and value creation for our shareholders.

Report's Boundaries

The data reported in this Report is consolidated at a Group level, with minor exceptions in certain areas. Specific environmental indicators are presented in detail for each of the Group's business units. In terms of the selection of the Group's companies included in this Report, we took into account (a) the list of companies included in the Group's consolidated financial statement (see Annual Financial Report for Fiscal Year 2017, p. 191–193, https://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/ELPE_ANNUAL_REPORT2017_internet.pdf) and (b) the relevant materiality assessment (see Chapter 3

-Stakeholders and Material Issues) complemented with a set of selection criteria, such as participation and control, impacts and risks, sales, number of employees. The result is presented in the following Table; the information and data contained in this Report refers only to these companies within the Group:

1. HELLENIC PETROLEUM S.A.
2. EKO ABEE
3. ASPROFOS S.A.
4. DIAXON ABEE
5. OKTA AD SKOPJE
6. JUGOPETROL AD
7. HELLENIC PETROLEUM CYPRUS LTD
8. EKO BULGARIA EAD
9. EKO SERBIA A.D.

Methodology

Since 2007, we have been using the GRI and the UN Global Compact (UNGC) as a framework for drafting this Report. More specifically:

- The GRI (Global Reporting Initiative) Sustainability Reporting Standards as well as the "Oil & Gas Sector Supplement" - Comprehensive Level (See Appendix I, or go to <http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>)
- The 24 criteria of the UN Global Compact – Advanced Level (See Appendix II, or go to <http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/entries-cop/>)

Also, since the 2015 edition, the Group reported data based on the 20 criteria of the Greek Sustainability Code (Level A), developed within the Sustainable Greece 2020 Initiative, which essentially responds to the need to measure economic, environmental and social performance (See Appendix III, or go to <http://sustainabilityreport2017.helpe.gr/en/sustainability->

standards-and-verification/greek-sustainability-code/). All indicators, units of measurement, quantities and sizes correspond to measurements and data that are in accordance with the best available practices, internationally accepted standards and international codes concerning the oil industry.

No changes in measurement methods in relation to previous reports have been made except for the review of information in the competition policy. Other restrictions, exceptions, or changes do not exist unless otherwise stated in the text.

Readers of this Report may also find useful information and financial data for the Group in the Annual Report 2017, (https://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/GR_Helpe_Annual_Report_2017_Spreads.pdf) in the Annual Financial Report for the fiscal year 2017 (https://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/ELPE_ANNUAL_REPORT2017_internet.pdf) and on the Group's website www.helpe.gr

Also, the online version of the 2017 Sustainable Development & Corporate Social Responsibility Report is presented on the specially designed website: <http://sustainabilityreport2017.helpe.gr/>

Independent Certification Body

To ensure accuracy, completeness and reliability, this Report has been audited and validated - as a whole and in terms of its substance - by an independent, external certification body prior to its publication, which can be

found in Appendix IV of this Report.

We inform our stakeholders that the documentation and certification of this Report were performed in order to assure that it complies with the requirements of the GRI-G4 guidelines (in accordance with/Comprehensive Option). The independent body which reviewed the Report has also certified that the Oil & Gas Sector.

Supplement indicators have been covered. This Report also satisfies the requirements of the CoP Report (Advanced Level) of the UNGC.

Furthermore, the accuracy of the data is assured through internal validation procedures and annual audits made by accredited certification bodies. These inspections and audits ensure that the Report is reliable, adequately balanced and relevant to the expectations and interests of the Group's stakeholders.

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MESSAGE FROM THE CHAIRMAN OF BOD AND CHIEF EXECUTIVE OFFICER



“HELLENIC PETROLEUM's strategy in regards to achieving its sustainable development goals in today's rapidly changing global environment”



E. Tsotsoros
Chairman of BoD & CEO

2017 proved to be the best year for the Group in terms of its financial and operational performance. The combination of beneficial international margins, the favourable dollar-euro exchange rate and oil prices, high operating performance, record production and sales, and a significant reduction in financial costs maximized the year's financial results despite the southern refineries' shutdown which lasted for several weeks.

With that being said, this year's global events and negative geopolitical developments have left little room for complacency and highlight the need for increased alertness and coordinated and synchronized global action if we are to maintain our leading role in the energy sector, our significant performance and successful presence in regards to our international competitors.

To this end, it is necessary to systematically monitor and evaluate international developments in the broader economic, social, political and geopolitical spheres, as well as the particular significance of issues pertaining to climate change and energy transformation and their effects on the planet.

The reckless use of energy resources as part of the industrial and post-industrial development model has led to a deadlock in the consequences of climate change.

The EU is leading the transition towards a low-carbon economy, which the European refining industry, through recent announcements, has adopted, which also signifies the additional investments needed as part of the developmental adaptation plan for the new era. In addition, developments in the context of tackling climate change are further burdened by events shaping an unstable and uncertain international environment.

The global community is experiencing a multilevel, long-lasting, political and economic-social crisis, starting from the shocks of the transition to the post-digital era, the industries of the future (robotics, cyber security, commercialization of genomics, big data, money and

markets coding) and the parallel integration of the history of the last thirty years characterised by digital technology, automation and globalization.

In light of these rapid changes and the uncertain and unstable international environment, our Group is being called upon to design a sustainable development plan to meet these challenges and to ensure that it is effectively implemented in order to strengthen its competitive presence in the coming years.

A. The integration of sustainable development goals into HELLENIC PETROLEUM's strategic planning

Adopting the principles of sustainable development and integrating selected SDGs into HELLENIC PETROLEUM's development strategy:

- Enhancing their business value
- Improving risk management, and
- Ensuring that they are accepted by local societies where the Group operates.

As part of its strategy regarding the transition to a low-carbon economy (energy transformation), HELLENIC PETROLEUM Group aims at continuously improving its performance, competitiveness, environmental protection and the economic and social development of local and wider society, which are all pillars of sustainable development.

Energy transformation and new products designed to reduce the carbon footprint from our energy system, digital transformation, and the new challenges associated with the transition to the post-digital era, make it increasingly important that we understand the rapid changes that are taking place so that we can anticipate future changes for the benefit of our Group.

However, it is crucial, if we are to maintain an effective active presence both in the domestic production process and in the markets, that we are aware of what the societies around us want, thus ensuring that the our stakeholders understand and share the strategy and related investments that are part of the Group's strategic planning.

The aforementioned main trends, emerging risks and opportunities, along with stakeholder engagement, are holistically taken into account in order to shape the Group's strategic priorities.

Essentially, the Group's strategy incorporates the priorities among the key issues of concern (materiality assessment) and matches them with the Group's broader industrial strategy and operational actions. At the heart of the plan lies the major issue of moving to a low-carbon economy, with the main focus on battling climate change, energy transformation and energy security, as well as the rapid completion of the Group's digital transformation.

B. The strategic objectives of HELLENIC PETROLEUM's development plan and the priority actions set with which to achieve the objectives.

The objectives of sustainable development in the framework of the hierarchy of stakeholders are integrated into HELLENIC PETROLEUM's development plan, which aims primarily at strengthening the Group's business value, with the main axes of interventions and actions to stabilize and strengthen its export orientation and competitiveness function and to quickly adapt to the new energy and business landscape being shaped by the energy and digital transformation.

Within this approach, the main objectives are:

1. Enhance business value
2. Improve business risk management
3. Effective transition to a low-carbon energy system
4. Digital transformation
5. Improving trust and partnerships with local communities

A key prerequisite for the medium to long-term achievement of these goals if the Group is to remain a pioneering and innovative energy Group in SE Europe is to secure the necessary financing resources for the investment planning of a transition to a low-carbon energy system that involves a wide transformation of the Group's structures.

The starting point of this long-term program is the Group's five-year development plan, with investments of around €1 billion being driven, on the one hand, by improving international competitiveness, reducing the impact of exogenous factors such as crude oil and products, refining margins and exchange rates, as well as minimizing the impact of increasing CO₂ costs, improving energy efficiency and labour productivity, developing RES and implementing the 5 year Hydrocarbon Research Program.

Management, executives and all employees are systematically following, monitoring and thoroughly analyzing the developments and characteristics of this new era. During 2018, a comprehensive proposal will be drafted and submitted to the parties concerned, with the options that are available, for obtaining the decisions that will determine the Group's position and role in the post-digital era, low carbon footprint economies, both at national level and in South-eastern Europe, a region in which it possesses a competitive position and pioneering role.



E. Tsotsoros
Chairman of BoD & CEO

THE GROUP AT A GLANCE

Corporate identity

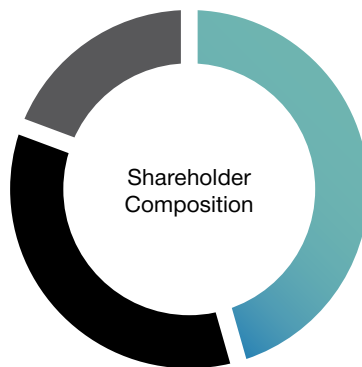
The Group (registered headquarters at 8A Chimarras Street, Maroussi) is comprised of 44 companies, including the parent company, which is listed on the Athens and London Stock Exchanges. The list of subsidiaries, the nature of their business, the percentages of ownership and consolidation method for each one of them, can be seen at https://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/ELPE_ANNUAL_REPORT2017_internet.pdf pp. 191-193. The present legal form of the Group is the result of the initial merger which took place in 1998 when the parent company was first listed, as well as subsequent corporate transactions (acquisitions).

The Group enjoys a leading position in the domestic market through its subsidiary EKO which is active in the domestic retail market and via LPG, industrial, aviation & marine fuels and lubricants sales.

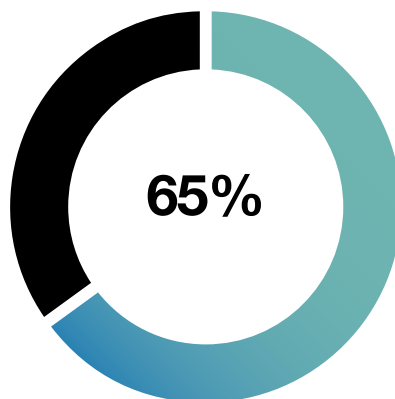
almost 1,700 petrol stations in Greece and 300 abroad



- Paneuropean Oil and Industrial Holdings S.A 45.5%
- Hellenic Republic (HRADF) 35.5%,
- Investment Community 19%



Covering 65% of Greece's refining capacity



3 high complexity refineries



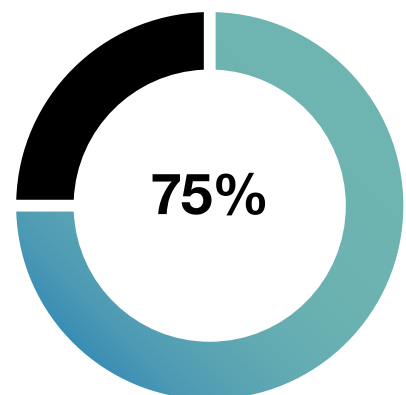
15 bulk storage and supply terminals



A Group with activities in 6 countries (Greece, Cyprus, Bulgaria, Serbia, Montenegro, FYROM)



Main activity is refining (representing approximately 75% of the Group's total assets)



Storage tanks for crude oil and petroleum products located in Greece with a capacity of 6.65 million m³

6.65 m. m³

23 aircraft refueling stations **23**

2 LPG bottling production and packaging plant **2**

1 lubricant production and packaging plant **1**

Financial Performance

Turnover

-18% in financial costs

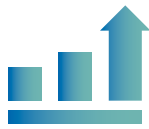
€7,995 million

-18%

Adjusted EBITDA at €834 million (marking a new historical high)

€7.61 share price (representing a significant 72% increase)

€372 million in net profits



€834 m.



€7.61



€372

Value Creation

The Group's aim is to generate value from all of its business activities and for all stakeholders. This added value - the social product - is addressed to all social partners and contributes to the wider economic development of the country. Meanwhile, respect for the environment and mankind contributes to preserving the company's reputation and provides a "social operating license". The identification of material aspects determined by our ongoing dialogue with our social partners ensures that society's substantial briefing and participation, and contributes to further economic development.

Social product distribution
€1.7 billion



€1.7 bil.

€55 paid directly to the Greek State through direct taxes and insurance contributions

€224 million paid to staff (salaries and additional benefits)

€55 m.

€224 m.

€4.79 million distributed through CSR initiatives

€1.3 billion in indirect taxes collected and delivered to the Greek State

€4.79 m.

€1.3 bil.

€501 million distributed to local and international suppliers

€2 million paid to local community projects



€501 m.



€2 m.

€107 million paid to shareholders via dividends

287 employment opportunities created in Greece and overseas with 56 of these being created in local communities



€107 m.



287

Our Vision

To be an innovative, extroverted and competitive regional Group that will pioneer in the energy transformation that is taking place in the international environment in the context of Sustainable Development.

Our Mission

To be independent and extroverted, as well as one of the most competitive regional energy Groups, combining the business capacity for high performance with the early and effective adaptation of the ongoing EU energy transformation, in the context of sustainable economic and social development, focusing on people and protecting the environment.

Our Principles

- Safety is always our First Priority
- Offering Value to our Customers
- Operating Responsibly towards Society and the Environment
- Respecting our Colleagues and Partners, promoting Meritocracy, Teamwork, Innovation, Continuous Improvement and Results Oriented Thinking
- Investing in Sustainable Development
- Continuously enhancing our Competitiveness
- Applying high standards of Corporate Governance
- Creating Value for our Shareholders and focusing on the Continuous Improvement of our Results and Cash Flows

Group Distinctions 2017

- Awarded the Most Admired Companies Award at Fortune#9 organised by KPMG
- Waste & Recycling Awards 2017 in the “Waste Management Leadership” category organized by Bousias Communications
- Bravo Sustainability Awards 2017 in the “In Action” category and 3 distinctions for the pillars “Bravo Environment”, “Bravo Governance” & “Bravo Market”
- Sustainability Leader 2017 at the “MOST SUSTAINABLE COMPANIES 2017” event
- Energy Mastering Awards 2017 in the “Energy efficiency Management: Renewable Energy Implementation” category
- HELLENIC PETROLEUM AND EKO received awards at the True Leaders organized by the ICAP GROUP
- EKO BULGARIA was awarded at the True Leaders event organized by ICAP Bulgaria
- OKTA was awarded in the “Investments towards Society” category for the best CSR initiatives (for its “Jas Vnimavam” campaign)

Group Activities

	DESCRIPTION	ACHIEVEMENTS IN 2017	TARGETS
REFINING	<p>The Group's main activity is conducted by three refineries in Aspropyrgos, Elefsina and Thessaloniki, which account for approximately 65% of the country's total refining capacity and together combine 6.65 million m³ in storage capacity.</p>	<ul style="list-style-type: none"> • Production reached 15.0 million tonnes representing a new historical high/record • Sales increased for the 7th consecutive year reaching 16.0 million tonnes • 52% of sales were exported • 11% sales increase in domestic sales to 4.9 million tonnes (diesel & fuel oil) • 6% increase in aviation fuel (745 thousand tonnes) • 19% increase in bunkering fuels (2 million tonnes) 	<ul style="list-style-type: none"> • Emphasis on Safety: Focusing on education, implementation of standards and improvement of procedures • "Five-Year Development Program 2018-2022" based on extroversion, enhancing international competitiveness, continuously improving know-how and introducing innovative methods and new technologies • Strengthening our export activity and exploring opportunities in new markets • Preparing the Group for low sulfur bunkering fuels in 2020 • Implementing investments under the three-year program (2018-2020) regarding refining, improving the Group's energy efficiency and its digital transformation
MARKETING	<p>The Group is active in the trading of petroleum products both in Greece and abroad through subsidiaries (Cyprus, Bulgaria, Serbia, Montenegro and FYROM).</p> <p>In Greece, it has more than 1,700 petrol stations under the EKO and BP trademarks, of which more than 200 are COMO while 300 self-operating 300 EKO branded outlets operate overseas.</p> <p>The consolidated company has the most comprehensive fuel supply network:</p> <ul style="list-style-type: none"> - 15 fuel storage and distribution facilities - 23 aircraft refuelling stations at major airports - 2 LPG bottling plants - 1 lubricant production and packaging unit 	<ul style="list-style-type: none"> • The EKO and BP brands' market share improved in motor fuels exceeding 31% • EKO's leading position in Aviation and Marine fuels continued with sales growing by 9% • Agreement with BP plc. for the exclusive use of its trademarks for ground fuels in Greece until the end of 2020, with the possibility of further renewal to the end of 2025 • Increase in retail sales to most foreign companies operating in the Group (increased demand, expansion of retail network, marketing activities, new products) 	<ul style="list-style-type: none"> • Emphasis on the development of COMO petrol stations, as well as the range of products and services provided through points of sale. • Reduction of cost per unit (volume) in land transport and in larger-use installations (systems, procedures). • Increase market share for domestic traffic in motor fuels. • Implementing digital marketing transformation initiatives. • Maintaining a leading position in the markets of Cyprus, Montenegro and FYROM. • Continue growth in the Bulgarian and Serbian markets through targeted network development and supply chain optimization
SUPPLY	<p>Crude oil supplies are centrally coordinated and are covered through term contracts and spot transactions. Both the Group's ability to access and its refineries' flexibility to process a wide range of crude oil types, are particularly important in terms of driving profitability. The Group's ability to respond to sharp supply shortages of specific types of crude oil also ensures uninterrupted supply into the markets where the Group operates.</p>	<ul style="list-style-type: none"> • The oversupply of all types of crude oil continued in the first half of 2017, with a favourable price impact on the company, especially the heaviest types of crude in the region, also helped by the normalization of the production and movement of crude from Libya. The Group has taken advantage of international market opportunities and improved financial liquidity as well as significant benefits presented in the pricing structure of various types of Mediterranean crudes. Thus, the supply mix was adjusted as follows: Iran and Iraq 22%, Russia 10%, Kazakhstan 10%, Saudi Arabia 5%, Libya 9%, Egypt 4%, other sources 13%. 	<ul style="list-style-type: none"> • Increase in refining margins, mainly through the expansion of direct procurement from producers and the exploitation of short-term spot market opportunities.

	DESCRIPTION	ACHIEVEMENTS IN 2017	TARGETS
PETROCHEMICALS/CHEMICALS	Petrochemicals activities mainly focus on further processing refinery products such as propylene, polypropylene, solvents and minerals, and sales in the domestic market. Polypropylene production is based on Basell technology, considered to be one of the leading global technologies.	<ul style="list-style-type: none"> • 70% of chemicals are exported • EBITDA to the tune of 95 million EUR • Petrochemicals sales reached 267 million EUR • International polypropylene margins fell by 3% 	<ul style="list-style-type: none"> • Investigating increasing vertical integration and the distribution of new products. • Continuous improvement in products' quality and the competitiveness of activities. • Feasibility Study to increase PP production to 300 kit/yr, either by increasing the vertical integration (OCT unit) in Aspropyrgos), or via imported propylene. • Conducting study regarding increasing BOPP film production capacity to 3 kit/yr. • Conducting study regarding the installation of a new metal film production line 4-5 kit/yr.
POWER GENERATION AND NATURAL GAS	These two activities concern ELPEDISON BV (50% HELLENIC PETROLEUM S.A., 50% EDISON) and DEPA S.A. (35% HELLENIC PETROLEUM S.A., HRADF, 65%) respectively.	<ul style="list-style-type: none"> • The aforementioned companies' contribution to the Group's results increased by 72.5% compared to 2016 • ELPEDISON's EBITDA earnings amounted to €31 million • DEPA's contribution to the Group's results amounted to €46 million • Invitation to tender by the two partners for the sale of 66% of the share capital of DESFA S.A. (100% subsidiary of DEPA S.A.) 	<ul style="list-style-type: none"> • Design and implementation of alternative infrastructures in the country (electric vehicle charging points, supply points for compressed natural gas vehicles in cooperation with DEPA, etc.). • Preparing for the transition to the new regulatory framework for the four markets (Target Model), including cross-border trade. • Penetration of the retail natural gas market. • Feasibility study concerning the installation of a hybrid power system on the non-interconnected islands.
HYDROCARBON EXPLORATION AND PRODUCTION	The company monitors and participates in developments in the field of Hydrocarbon Research and Production in Greece by submitting bids on international government tenders for the acquisition of rights in selected areas either independently or in a consortium with other international companies in the sector, also taking into account market conditions.	<ul style="list-style-type: none"> • Thracian Sea concession, totaling 1,600 sq. km (HELPE 25% in a consortium with Calfrac Well Services Ltd. 75%). • Lease agreement with the Greek State in the Patraikos Gulf, total area of 1,892 sq. km (50% HELPE PATRAIKOS, EDISON International SpA 50%) Performing marine seismic recordings (2D & 3D) and data processing. • Lease agreement in the two land areas "Arta-Preveza" and "NW Peloponnese". • Lease agreement: Total 50%, Edison 25%, HELPE 25% for Block 2 (marine) on the West Coast of Corfu. • Designation as preferred contractor (100%) for Block 10 in the Kyparissiakos Gulf region. The negotiation of the relevant Lease Agreement is in progress. • Awaiting the announcement of the preferred bidder for Block 1 in the Ionian Sea, north of Corfu. • Bidding: a) for two regions west and southwest of Crete through a consortium, Total of 40%, ExxonMobil 40%, HELPE 20% and b) for an area in the Ionian through another consortium: 50% Repsol, 50% HELPE. 	<ul style="list-style-type: none"> • Assessment of hydrocarbon potential by performing geophysical records and exploration drillings with absolute respect for the environment and the activities of local communities. • Focus on Greece and the promotion of strategic partnerships. • Patraikos Research Project: Two drillings (2019) and in the case of hydrocarbon discovery, conducting further drillings (2020-2021). • Continuation of research on land and sea areas according to the Lease Agreements (geological studies, seismic recordings and at least two drillings in Arta (2021-2022) and areas 2 and 10. • Participation in drilling and development of the Athos deposit in the Thracian Sea depending on the outcome of the negotiations. • Depending on the results of the surveys, optimization of the farm down-equity portfolio. • Exploring business opportunities in the broader geographic area (2020-2022). • Further staffing/creation of infrastructure and procedures for drilling in the role of Manager.

	DESCRIPTION	ACHIEVEMENTS IN 2017	TARGETS
RES	<p>HELLENIC RENEWABLES S.A. was founded in 2006 and is a 100% owned subsidiary of HELLENIC PETROLEUM Group. The purpose of the company is to produce, distribute and market energy products from the exploitation of renewable energy sources, as well as the study, trading of equipment, construction and installation of renewable energy systems (wind, photovoltaic, biomass, etc.).</p>	<p>A total of 10 MW operating PV parks installed on Group owned real estate.</p> <ul style="list-style-type: none"> • An operating 7 MW wind farm in Pylos, Messinia. • 3 PV projects of a total capacity of 8.6 MW that have been awarded through the pilot PV auction scheme were constructed in 2017 • At various stages of development: 1PV 2MW, 5 biomass power and heat generation units (using agricultural residues as raw material) with a total output of 25 MW. • 7 PV net-metering systems were installed (70 kW in total) on top of EKO and BP branded fuel stations 	<p>HELPE Renewables has set the goal of developing significant installed wind, photovoltaic and biomass power in the coming years, contributing to the Group's greenhouse gas emissions balance. The reduction in its carbon footprint will be at least 250,000 tonnes per year, offsetting a significant proportion of CO2 emissions corresponding to refinery and power and natural gas generation activities.</p> <ul style="list-style-type: none"> • Submission of an application for a 1 MW Biogas power generation license • A 130 MW photovoltaic portfolio, as well as wind and hybrid projects, are under various stages of development in cooperation with LARCO. • At the same time, it is continuing to assess investments in self-production self-consumption at the Group's premises, which are connected to the low and medium voltage networks.
ENGINEERING	<p>ASPROFOS is a Group subsidiary and is the largest Greek provider of technical services, as well as energy advisory services in S.E. Europe.</p>	<ul style="list-style-type: none"> • Turnover amounted to EUR 9.7 million through the provision of services to 150 projects. • Major projects such as Poseidon, TAP, works at refineries in Croatia and Romania, as well as at the Aspropyrgos Industrial Installations. • In 2017, the company began its first project in Kuwait to study conversion units at the KNPC Mina Al Ahmadi (MAA) refinery. 	<ul style="list-style-type: none"> • Strengthening the company's extrovert and competitive policy to expand services outside the Group. • Synergies with EPC companies. • Expansion of services within the Hellenic Petroleum Group, to meet existing needs. • Investing in the productive core of the company and its high level of training and know-how.

STAKEHOLDERS AND MATERIAL TOPICS

Stakeholder Categories



11

Material Topics Highlighted via Materiality Assessments



10

265 participants in focus groups, interviews and questionnaires



265

Our commitment to regularly taking into account the expectations and needs of our Stakeholders - which interact with our activities within and beyond the boundaries of our facilities - is illustrated in the diagram below.

Stakeholder Category	Means of communication/Participation Methods	Communication Frequency
Employees	2 way communication, scheduled meetings, events/speeches, publications.	Periodic
	Intranet (internal communication network), employee suggestion box*.	Daily
	Satisfaction surveys.	Periodic
Customers and Consumers	Satisfaction surveys, loyalty surveys, specific surveys via questionnaires for acceptability of new products/services, focus-groups.	Monthly, Quarterly, Annual and on a case-by-case basis
	Customer helpline, dialogue, marketing company websites, social media, newsletters, portals, android & IOS applications.	Daily
Petrol Station Managers	Satisfaction surveys.	Monthly, Quarterly
	Training, employee performance, dialogue.	Weekly
Suppliers and Partners	Meetings, dialogue.	Daily
	Supplier registration questionnaire.	Periodic
Shareholders, Investors, Capital Markets and Other Capital Providers	Road shows, meetings.	Periodic
	General meetings, publications (annual, half yearly and quarterly reports, see. www.helpe.gr/en/Investor Relations).	Annual, Biannual
Media and social media	Dialogue, press/press releases, see. www.helpe.gr/en/Information Centre .	Daily
	Public debates.	Periodic
Wider Society (Bodies, NGOs, etc.)	Dialogue, opinion polls and collaborations (See. www.helpe.gr/en/Corporate Responsibility).	Daily
	Public debates.	Periodic
Local Society (Bodies, NGOs, etc. of neighbouring Municipalities)	Debates, opinion surveys, newsletters, collaborations (See. www.helpe.gr/en/Corporate Responsibility).	Periodic
	2 way communication.	Daily
State & Regulatory Authorities	Meetings, participations, consultations.	Periodic
Business Community	Dialogue, public debates, collaborations.	Periodic
Scientific /Academic Community	Dialogue, partnerships and collaborations, public debates.	Periodic

*The Employee Suggestion Box (See. [http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/ indicators 102-21 and 103-1](http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/indicators%20102-21%20and%20103-1)) is a particularly useful and pioneering internal communication tool as it offers the opportunity for anonymous questioning, suggestions and, in general, dialogue to take place between all levels of employees with Management. During 2017, 11 suggestions and 3 complaints were submitted. All of the suggestions were thoroughly examined, 5 were resolved (as well as a further 1 pending from 2016), 4 do not need to be solved, while 5 are presently being examined.

Periodically - based on our principles and values, strategy, activities, the market, neighbouring communities and the wider community - we redefine our social partners (stakeholders) who influence and/or are significantly affected by the Group's business activities. We aim to establish relationships with these stakeholders so that the Group can respond to their needs, thereby minimizing any risks to its reputation and operation and making use of the competitive advantages that these synergies create.

Materiality assessments, the adoption of international standards, as well as communication with our stakeholders contribute to information feedback, enabling the Group to evaluate their needs and expectations as well as our responsiveness through actions and programs.

Materiality Assessments

In the context of continuously improving performance and optimizing its strategy, Hellenic Petroleum Group carried out an analysis on the materiality of the sustainable development topics related to its activities with the participation of both internal and external stakeholders.

The analysis was performed according to the GRI Standards and was based on the following three phases:

Phase 1: Recognition

The Group, recognizing the GRI Principles of Stakeholder Involvement and the Sustainability Framework, identified 26 sustainable development topics related to its activities. Indicatively, these topics emerged through review procedures of the following:

- GRI standards and the special GRI edition for the petroleum industry
- Internationally recognized SASB standards
- Sustainable Development Reports by similar companies
- Publications for the year 2017 related to the HELLENIC PETROLEUM GROUP
- Principles of the United Nations Global Compact
- United Nations Global Sustainable Development Goals (SDGs)
- Group's Sustainable Development Report for the year 2016
- Consultations with senior executives of the Group

Phase 2: Hierarchy

Based on the GRI Standards' principles regarding Materiality and Participation, the Group ranked the 26 sustainable development topics identified in the first phase, by assessing the following:

- The importance of the economic, social and environmental impacts of recognized topics
- The importance of the impacts of the recognized topics on the Group's ability to achieve its objectives
- The importance of recognized topics for stakeholders

In order to assess the relevance of the identified topics for stakeholders (Axis Y), the following were carried out:

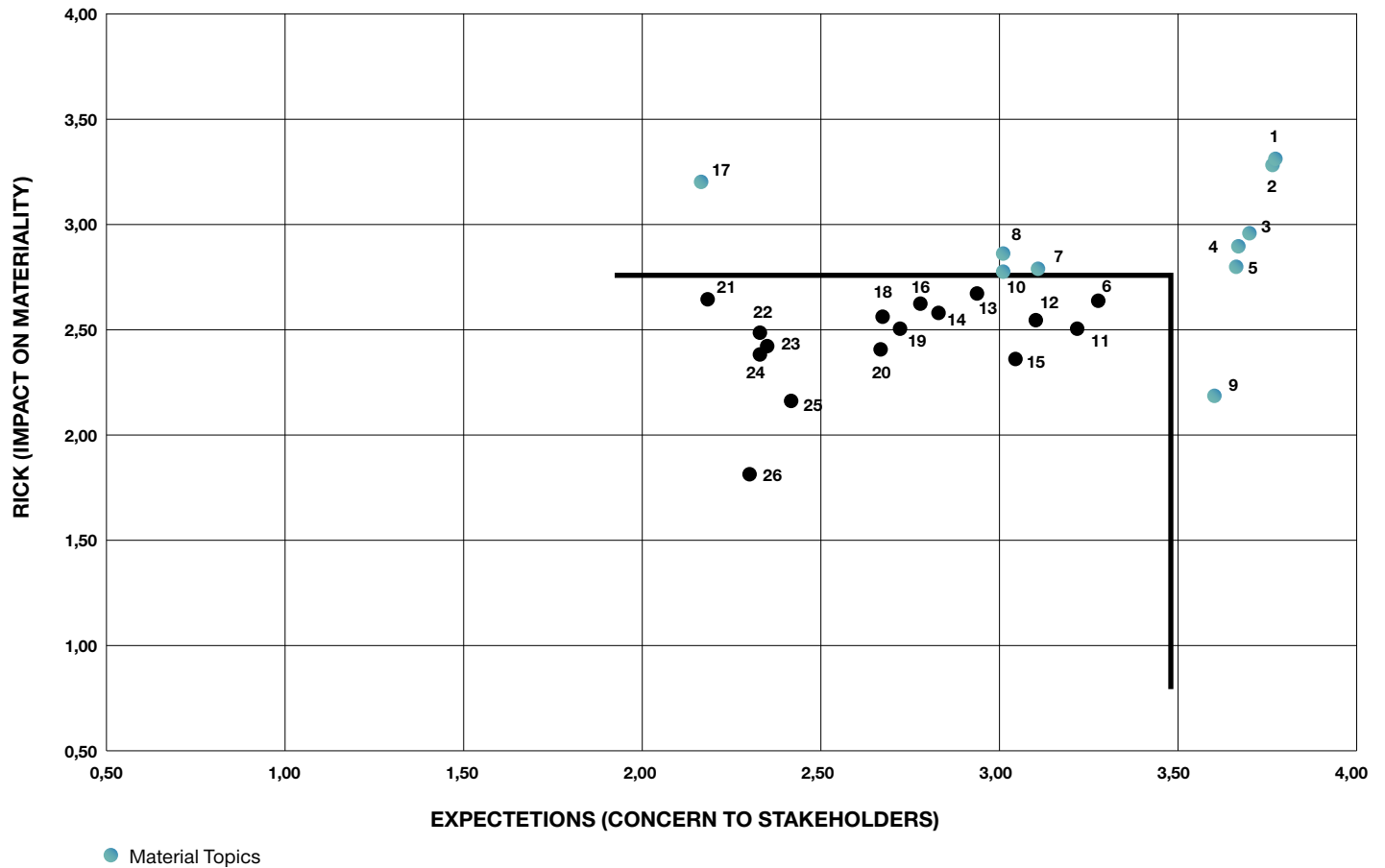
1. Three focus groups in Athens, Thessaloniki and Elefsina,
2. Ten interviews with selected representatives of the employees of the Group and representatives from the Local Authorities in the local communities in which the Group operates,
3. as well as an electronic survey with a response rate of 37.1%.

In addition, a separate electronic survey was carried out involving senior HELLENIC PETROLEUM GROUP executives, with a response rate of 67,8%.

Phase 3: Validation

With the completion of Stage 2, and taking into account the GRI Principles concerning stakeholders' Compliance and Participation, the hierarchy results were endorsed by the Group's Management and were mapped (a combination of the Y & X Axis on the Materiality Matrix) re. the Group's key sustainable development topics in 2017.

Graphical presentation of the Material Topics (Materiality Matrix)



Hierarchy of Sustainable Development Topics

- | | | |
|---|--|---------------------------------------|
| 1. Regulatory Compliance | 11. Supporting local and wider community | 22. Employee Education and Training |
| 2. Leaks and Oil Spills | 12. Responsible Products | 23. Indirect Economic Effects |
| 3. Employee Health, Safety and Well-being | 13. Anti-Competitive Behaviour | 24. Transparent Supply Chain |
| 4. Air Quality | 14. Biodiversity | 25. Responsible Marketing |
| 5. Fighting Corruption and Business Ethics | 15. Human Rights in the Workplace | 26. Diversity and Equal Opportunities |
| 6. Value Creation and Distribution to Stakeholders | 16. Crude and Natural Gas Inventories | |
| 7. Energy and Climate Change | 17. Continuous Operation & Preparedness for Emergency Situations | |
| 8. Waste and Circular Economy | 18. Raw Materials and Materials | |
| 9. Employment | 19. Innovation in Services | |
| 10. Product Safety, Quality and Product Accessibility | 20. Water Consumption | |
| | 21. Personal Data Protection | |

Material Topics

The 10 key topics highlighted by the study are presented in more detail below:

Regulatory compliance

We pursue ethical responsibility and integrity in every aspect of our business.

Chapter 3
"Corporate Governance & Regulatory Compliance"
 p. 25



Leaks & Oil Spills

We continually reinforce all precautionary and risk reducing measures in order to manage the risk of spills, to provide environmental protection and maintain the company's sustainability.

Chapter 7
"Environment, Energy & Climate Change"
 p. 65



Employee Health, Safety & Well-being

The health and safety of our people is our first priority. Our objective is to operate safely and accidents-free.

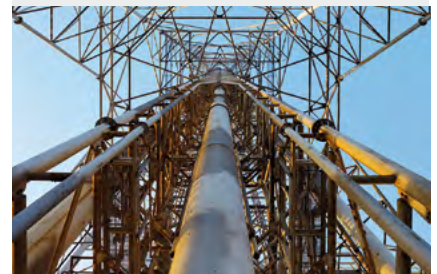
Chapter 5
"Health and Safety"
 p. 39



Air Quality

We invest to continuously reduce air emissions, contributing to the improvement of air quality. Maximizing gas fuel use, using fuels with higher environmental specifications and applying advanced technologies to the production process are indicative investments.

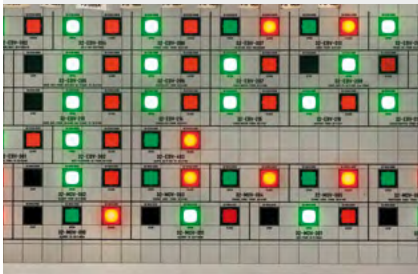
Chapter 7
"Environment, Energy & Climate Change"
 p. 62



Fighting Corruption & Business Ethics

We act honestly, honestly and ethically through a set of principles, policies and codes of conduct.

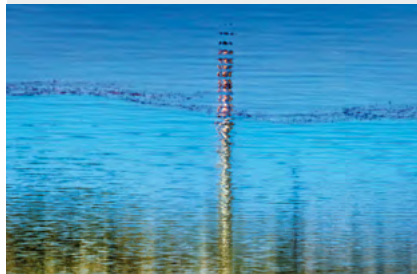
Chapter 3
"Corporate Governance & Regulatory Compliance"
 p. 30



Energy & Climate Change

We contribute to climate change mitigation by investing in energy management optimization, energy saving and utilization of Renewable Energy Sources.

Chapter 7
"Environment, Energy & Climate Change"
 p. 57



Waste & Circular Economy

We aim to continuously increase the utilization rate throughout the life cycle of the materials and natural resources by recycling and re-using them in our production process as well as by developing broader synergies for their use.

Chapter 7
"Environment, Energy & Climate Change"
 p. 69



Employment

We strive for a safe work environment where people are treated with respect and equal opportunities to develop their skills and their development.

Chapter 4
"Employment"
 p. 33



Product Safety, Quality & Product Accessibility

We create value for our customers and consumers through providing safe and innovative high quality products and services that are competitive priced.

Chapter 6
"Market"
 p. 49



Continuous Operation & Preparedness for Emergency Situations

We ensure preparedness and immediate response to emergencies in order to reassure continuous operation, which is linked to the company's sustainability.

Chapter 5
"Health and Safety"
 p. 45



CORPORATE GOVERNANCE AND REGULATORY COMPLIANCE

Board consisting of 13 members (5 executive members) serving a 5-year term.

13 members

21 Board meetings were held.



21



49
audits



10 Principles of
the U.N. Global
Compact

A total of 49 audits (ordinary/extraordinary) were conducted by the Group's Internal Audit Division.

The Group has endorsed the 10 Principles of the United Nations Global Compact and implements the 17 Sustainable Development Goals.

Regulatory Compliance

Why is it material?

Regulatory Compliance aims at ensuring that the Company's overall activity reflects high levels of corporate responsibility, forging a climate of trust between the Company and the persons or entities constituting its partners in business, including employees, customers, suppliers, consumers and shareholders, as well as the administrative and judicial authorities. In turn, the commercial position of the company is strengthened and its reputation consolidated, while allowing it to develop the requisite climate of security and trust between its business partners and other stakeholders.

Our ambition

The aim of the HELLENIC PETROLEUM Group is that the activities of its companies and their business associations be governed by specific values and principles that are applied to all aspects of corporate activity, from simple, every-day issues to those that are more important and complex. These values and principles constitute a law-abiding and ethical manner of operation for the Group, towards attaining its business objectives and safeguarding its sustainability and progress.

Our approach

The Company has collected the fundamental principles and values that govern the operations and business activities of the Group's companies in Greece and abroad into a uniform Code of Conduct, the implementation of which is mandatory both for the Group's Management and personnel and its external associates and suppliers.

The Code of Conduct provides for the operation of a Regulatory Compliance Unit, which implements the Code of Conduct and offers advice in connection thereto, as well as investigating complaints or reports about instances of its transgression.

The different chapters of the Code of Conduct are further outlined in specific Policies: Competition Policy, Personal Data Protection Policy, and a policy related to avoiding conflicts of interests which is currently being drafted.

Sustainable Development Goals (SDGs)



The term "corporate governance" describes how corporations are managed and supervised.

According to the Principles of Corporate Governance drafted by the Organisation for Economic Co-operation and Development (OECD), corporate governance is a system of relationships between a Company's Management, its Board of Directors (BoD), shareholders and other stakeholders. It is the structure whereby the goals of the company are set and pursued, the main risks it confronts in its operations are identified, the means for attaining the corporate goals are determined, the risk management system is organised, and the performance of its Management in implementing the above is monitored.

Corporate Governance Code

In compliance with the provision of para. 3(d), article 43a, Codified Law 2190/1920, added by virtue of para. 2, article 2, Law 3973/2010, which states the obligation of listed companies to file a corporate governance statement with reference to the corporate governance code they apply, the company has endorsed the Corporate Governance Code as set forth by the Hellenic Corporate Governance Council (HCGC) for Listed Companies (henceforth referred-to as the "Code") which can be accessed at the HCGC website, at <http://www.helex.gr/web/guest/esed>.

In addition to the HCGC website, the Code is available to all staff members via the internal corporate website and in printed form at the Group's Finance General Division and Human Resources Division. In contrast to

the aforementioned mandatory provisions of the related laws, the Corporate Governance Code is a document representing the Company's self-regulation and voluntary commitment.

Deviations from the Corporate Governance Code

The Corporate Governance Code adheres to the "comply or explain" approach and requires from listed companies that choose to implement it to publicise such an intention and either comply with all the special practices provided in the Code or explain their reasons for not complying with specific special practices. For further details, see Annual Report 2017 (https://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/EN_Helpe_Annual_Report_2017_Spreads.pdf), Corporate Governance chapter, p. 64-77.

Board of Directors

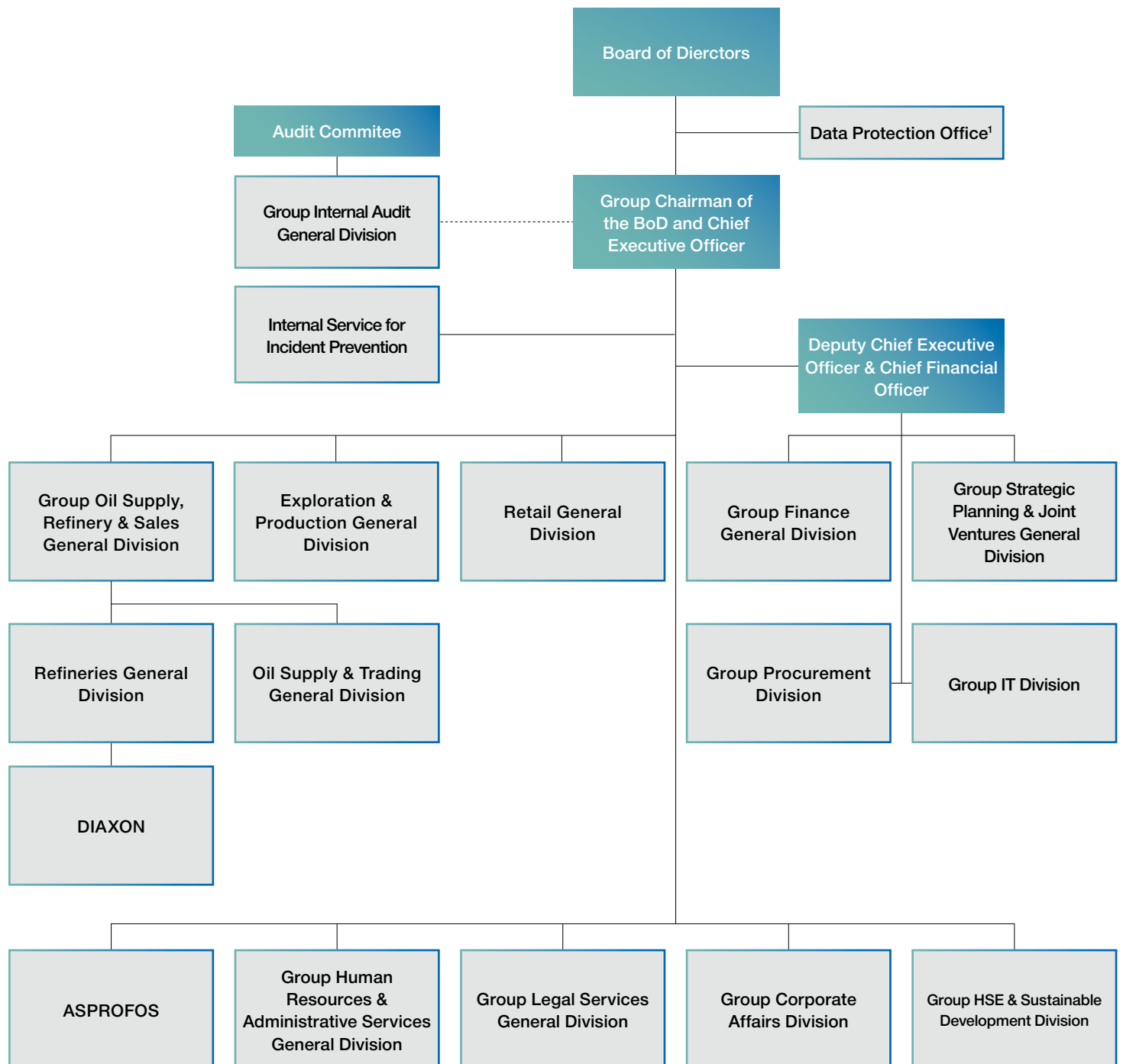
The company is managed by a BoD consisting of thirteen (13) members. Immediately after the end of the BoD's term, the Ordinary General Meeting of the company's shareholders must be convened to appoint new members of the BoD.

The BoD is the highest management body of the company and principally formulates the company's strategy and growth policy, and supervises and monitors the management of the company's assets. For further details, see Annual Report 2017 (https://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/EN_Helpe_Annual_Report_2017_Spreads.pdf), Corporate Governance chapter, pp. 64-77.

Administrative Structure

The Group pursues the following activities: Refining, Supply and Trading, Retail Trading of Petroleum Products in Greece and abroad, Production and Trading of Petrochemicals, Exploration and Production of Hydrocarbons and Production and Trading of Electric

Energy and Natural Gas. With the addition of Technical Studies (ASPROFOS S.A.) and Renewable Energy Sources (HELPE RES), these activities comprise the activities of a large energy Group that aims at optimizing operations and developing innovation.



¹ Operationally, the Data Protection Officer reports to HELLENIC PETROLEUM's Board of Directors and/or to the Board of Directors of the other companies of the Group in which he serves as the data processing officer; administratively, he reports to the Deputy CEO.

Internal Audit and Risk Management

The Group's risk management system has been designed so as to identify and manage threats and opportunities. It includes safety valves and audit mechanisms at various levels within the Group, as described in detail at https://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/EN_Helpe_Annual_Report_2017_Spreads.pdf (pp. 36-42, 171-173, 180-181).

Part of the Internal Audit System is the operation of the Group's Internal Audit Division, which contributes to improving conditions for Risk Identification, Assessment and Management, the Internal Audit System and Corporate Governance, with the objective of attaining the Group's strategic goals.

Important actions undertaken in 2017 are the following:

1. The personnel of the Group's Internal Audit Division (GIAD) increased with the hiring of five additional auditors, of whom four specialize in administration and finance and one in technical issues, aiming at ensuring further audit coverage of all of the Group's business units. Currently GIAD employs 16 auditors, the highest number since the foundation of HELLENIC PETROLEUM in 1998.
2. A Group-wide Risk Assessment was conducted for third consecutive year, undertaken by the heads of the Group's administrative units and companies and co-ordinated by the GIAD. The aim of the assessment is, firstly, to develop a uniform approach for the identification, evaluation and management of risks faced by the Group, and secondly, to utilise the results in drafting the Group's annual and three-year audit plan.
3. A tender process was held to appoint a suitable Independent Assessor for the external assessment of the structure and operation of the GIAD that is conducted every five years, as provided by the International Auditing Standards. The External Assessor completed the task within year 2017. Compared to the previous assessment, which was held in 2012, it was found that there was a marked improvement in the application of a large number of standards, while actions were recommended for further improving the implementation of the remaining standards.
4. There gradual training of all personnel by the competent officers of the GIAD continued, focusing on the main principles that govern Internal Auditing, with the aim of reinforcing and advancing an audit culture within the Group and improving co-operation between the GIAD and the auditees.
5. One auditor was certified as a CFE (Certified Fraud Examiner).
6. In total, 49 audits were conducted (39 ordinary and 10 extraordinary audits), exceeding the audit plan for the year.
7. The audits were extended to new administrative units that had not been previously audited, such as the Refinery Production and Maintenance Departments, facilities and Trading airports that are directly linked to issues related to efficient management and the facilities' safety as well as to senior administrative units, with the aim of providing audit coverage of all Group activities.
8. Complaints for breaches of the Group's Policies and Procedures were examined in specific audit areas and improvements were suggested when deemed necessary, with the aim of eliminating even the slightest doubt or possibility of deviation from the procedures applied at the Group.

Audit Category	Number
Facilities for the production, marketing and trading of petroleum products	18
Procurement sector	8
Regulatory compliance	4
Human Resources issues	3
Financial - administrative - commercial issues	16

Group Internal Regulatory Framework

- Investment Regulations
- HELLENIC PETROLEUM Group Procurement Regulations
- Project Performance Regulations
- Regulations for the Removal & Disposition of Useless or Surplus Equipment or Materials and Sale of Assets to Third Parties
- Regulations for the Supply of Petroleum Products & Petrochemicals (Purchase, Sale, Transportation of Crude Oil and Products)
- Internal Work Regulations
- Operational Collective Labour Agreement and supplementary agreements thereof
- Group Legal Services Division Operational Regulations
- Group Internal Audit Division Operational Regulations
- Credit Regulations

In addition, so as to ensure that the company operates correctly and efficiently, the framework of the powers and duties of General Divisions and Divisions includes the drafting of Policies and Procedures that come under the Operational Administration System (O.A.S.), which are approved, depending on their content and field of application, according to the O.A.S. Implementation Policy applying each time.

Corporate Responsibility Governance

The HELLENIC PETROLEUM Group has incorporated Sustainable Development into its strategy, and all of its activities are in line with its commitment to operate as a socially responsible business.

This approach is also reflected in the overall Corporate Responsibility policy that has been applied over the last ten years.

Every effort is made to minimize environmental impact, create a safe, healthy and good work environment, protect human rights, and create conditions for growth without compromising the future of later generations.

In the context of implementing this policy, the Group:

- Uses methods that are economically, environmentally and socially responsible in responding to increased demand for covering energy needs.
- Applies procedures for saving natural resources and energy, limiting emissions and applying correct waste management methods.
- Adopts the strictest European and international specifications and the Best Available Techniques for protecting the environment.
- Places a particular emphasis on the Health and Safety of workers and applies modern-day training techniques for all personnel.
- Implements programs and best practices to support the social whole.

On the basis of the principle of Transparency and the commitment to providing on-going information to the stakeholders, an annual Report of Sustainable Development & Corporate Social Responsibility Report is prepared, in accordance with current international standards. As of 2007 the Group has endorsed and contributes to the dissemination of the 10 principles of the United Nations Global Compact for

- a) the protection of human rights and respect for labour rights
- b) the protection of the environment and use of environment-friendly technologies
- c) the elimination of discrimination

d) the fight against corruption and also issues a Communication on Progress (COP) report. It endorses and applies the 17 Sustainable Development Goals and complies with international guidelines about Sustainability Reporting, the Global Reporting Initiative, and the GRI Standards, including the Oil and Gas Sector Supplement. The trustworthiness of the data and information supplied is certified by a third-party independent entity and is posted on UN Global Compact website.

Lastly, in 2015 the Group endorsed the Greek Sustainability Code and complies with the 20 criteria reflecting the need to measure economic, environmental and social performance.

Corporate Governance Performance

The Company's Articles of Association provide that 11 out of the 13 members of the BoD are appointed and not elected by the General Assembly which is a deviation from the Corporate Governance Code which is highlighted in the Group's published Corporate Governance Statement. Nevertheless, in recent years significant efforts have been made towards promoting the main principles of corporate governance. Therefore over the last twelve months:

1. The BoD convened 21 times, thereby upgrading and enhancing its collective operation.
2. In addition to the evaluation of the BoD via its Annual Report by the Ordinary General Meeting of the shareholders, the BoD monitors and reviews the implementation of its decisions on an annual basis, and regularly assesses its effectiveness in discharging its duties as well as the duties of the various committees it has established. Up to now, this evaluation has been conducted collectively by the BoD, as a body of the Company, and by the Committees it has established, based on the actions undertaken in the preceding reporting period. In this evaluation, the Chairman presides and the findings are discussed at a meeting of the BoD. The Chairman is responsible for taking measures to counter any weaknesses identified by the evaluation. In addition to the above, the introduction of a system whereby the BoD and each member thereof separately are evaluated by an external expert-consultant is being considered.

Fighting Corruption & Business Ethics

Why is it material?

Corruption is one of the main obstacles to sustainable economic and social development, since it sustains businesses that do not operate competitively, to the detriment of the healthy, law-abiding part of economic activity. In addition, it undermines the viability of the firm involved, since it advances an attitude of illegality and unethical conduct at the risk of grave negative consequences for the operation and reputation of the firm.

The Code of Conduct applied at the HELLENIC PETROLEUM Group includes special provisions prohibiting actions and conduct that constitute acts of corruption and providing for severe penalties when such actions are identified.

Our approach

In its Code of Conduct, the Company specifically provides for a strict prohibition against actions or conduct that could encourage phenomena of corruption, the observance of which is mandatory for both the Group's Management and personnel and its external associates and suppliers.

The Code of Conduct provides for the operation of the Regulatory Compliance Unit, which ensures that rules on this issue are implemented, and offers advice in connection thereto, but also investigates complaints or reports about incidents concerning the violation of such rules.

Furthermore, the internal structure and corporate governance of the Group's companies provide for adequate safety valves, including joint action by two or more persons and internal approvals and controls, so as to prevent corruption.

Our ambition

The aim of the HELLENIC PETROLEUM Group is that its activities be fully lawful, ethical, and in line with the principles of healthy competition. Therefore, it applies a zero tolerance policy towards incidents of corruption.

The Regulatory Compliance Unit offers advice about avoiding actions that could be construed as acts of corruption and investigates any related report.

Sustainable Development Goals (SDGs)



Code of Conduct - Ethics and Transparency

The Code of Conduct summarises the principles governing the internal operation of the Group in Greece and abroad, determining its manner of operation for attaining the business goals set each time in order to ensure the Group's viability and progress. It is a guide for all personnel, but also third parties working with HELLENIC PETROLEUM.

The procedure of acceptance and reconfirmation of the said commitment is repeated at regular intervals by the Group's Human Resources and Administrative Services General Division. The Code has been translated into all the languages of the countries where the Group is active and into English.

During the four years of implementing the Code of Conduct, executives and employees of the Group's companies have received systematic training regarding the content of the Code and how it operates, as well as on the operation of the Regulatory Compliance Service (see link at <http://sustainabilityreport2017.helpe.gr/en/corporate-governance-and-regulatory-compliance/code-of-conduct/>)

Competition Policy

The HELLENIC PETROLEUM Group has drafted a Competition Policy and a manual of compliance. The relevant text was approved by the 1316/6/22.3.2018 decision of the BoD. This Policy reflects the Group's on-going commitment to comply with the provisions of Greek and European legislation on competition, and with the competition laws of the countries in which it is active. Furthermore, it aims at helping the Group's Management, executives and employees to understand the fundamental rules of Fair Competition and their impact on the day-to-day operation of the Group and the formulation of its business practices.

The implementation of the Group's business goals, in line with the rules of Fair Competition, contributes to Sustainable Development, strengthens the Group's competitiveness and averts any violations regarding the legislation on competition, which expose not only the Group, but also each staff member personally, to the risk of very severe penalties.

EMPLOYMENT

3,443 employees in all countries in which the Group is active



3,443

Total benefits to employees exceeded € 30 m.



€ 30 m.

110,139 hours of training



110,139

49 employees are persons with disabilities



49

18.41% - the average of women's participation in positions of responsibility



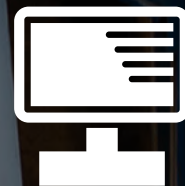
18.41%

Average employee retention rate was at 95.2%



95.2%

327 intranet posts providing information to employees



327

Employment

Why is it material?

Employability and the retention and creation of new jobs is a strategic choice of the company, aiming at posting growth and improving its performance in all fields that are directly or indirectly related to its activities.

Concurrently, it aims at creating a modern-day working environment featuring stability, consistency, adoption of innovative methods, capability to resolve problems, adaptability to change. In this way are secured the required conditions in order for the Group to be able to respond effectively to the constantly changing environment in the Energy sector.

Our ambition

Our ambition is to create those conditions that ensure that the Group will always be a first-choice employer, while concurrently showcasing the employee of the future: an excellent professional, driven by the values of creativity, industriousness, willingness to learn, integrity, good judgement, morality. The Group, now and in future, is strongly committed to realising this vision by means of: Systems for attracting and evaluating personnel based on merit.

Equal opportunities for all in enhancing the skills related to their tasks and staying up to date with developments in the field of energy.

Opportunities for advancement, without any discrimination (e.g. as to gender, age, origin, religion, nationality, disabilities, beliefs, etc.)

Our approach

The corporate policies and practices applying at the Group lend priority to enhancing the skills of our employees, balancing professional and family life, and developing team spirit and co-operation.

With this aim, the Group provides an excellent working environment and applies a comprehensive system for developing and managing its human resources by means of collective labour agreements and internal work regulations, competitive remuneration, opportunities for advancement, incentives, benefits, awards, employee performance assessment, programs for engaging university and technical college students, work programs for new graduates, an internal training system, and encouraging employees to undertake various roles depending on their knowledge, experience and capabilities.

Sustainable Development Goals (SDGs)



Our leading position in the market is due to our ability to attract and retain the most capable employees, in accordance with our principles and values. We aim at providing a work environment that, firstly, is safe and motivates our employees, and secondly, ensures that people are treated with respect and are given equal opportunities to develop their skills and advance in the hierarchy.

Our relationship with our personnel is based on the principle of equal treatment. Both the accession and the advancement of each employee within the Group are based on his/her qualifications, performance and aspirations, with no discrimination whatsoever.

Our commitments to our employees

- Ensuring hygiene / safety
- Quality of life
- Lifelong learning
- Job Security
- Performance Evaluation
- Incentives
- Equal opportunities

concludes a collective labour agreement whereby are determined the terms of remuneration for the personnel at HELLENIC PETROLEUM engaged by virtue of contracts of indefinite duration. Similar collective arrangements apply at EKO, ASPROFOS and DIAXON.

Group employees*

HELLENIC PETROLEUM S.A.	2,062
EKO A.B.E.E.	494
ASPROFOS S.A.	157
DIAXON A.B.E.E.	97
OKTA AD SKOPJE	377
JUGOPETROL AD	108
HELLENIC PETROLEUM CYPRUS LTD	56
EKO BULGARIA EAD	56
EKO SERBIA A.D.	36

* Listed here are the companies included in the Corporate Responsibility Report and all employees engaged on contracts of indefinite or fixed duration. For additional data on human resources see indicators 102-8 & 405-1 (<http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>).

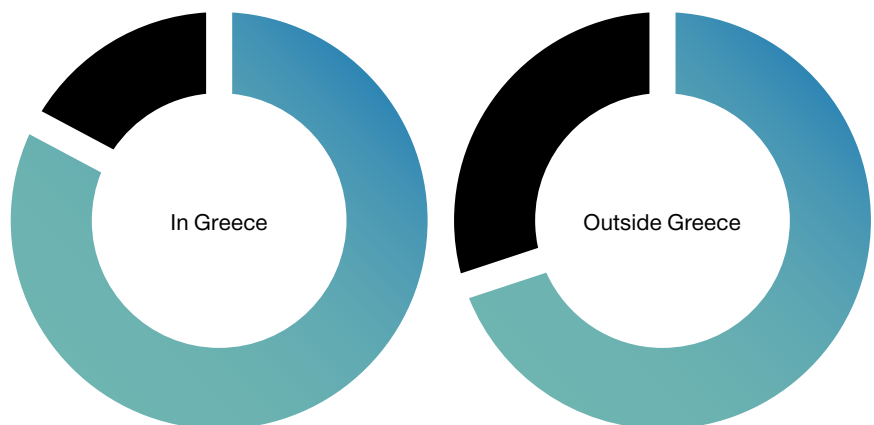
Human Rights - Policy of Equal Opportunities

The Group monitors applicable labour legislation (national, European, ILO), including principles about the prohibition of child labour, respecting human rights and work conditions, and complies fully with collective and international labour conventions. Workers at the Group are not restricted in any manner from participating in labour unions and professional associations.

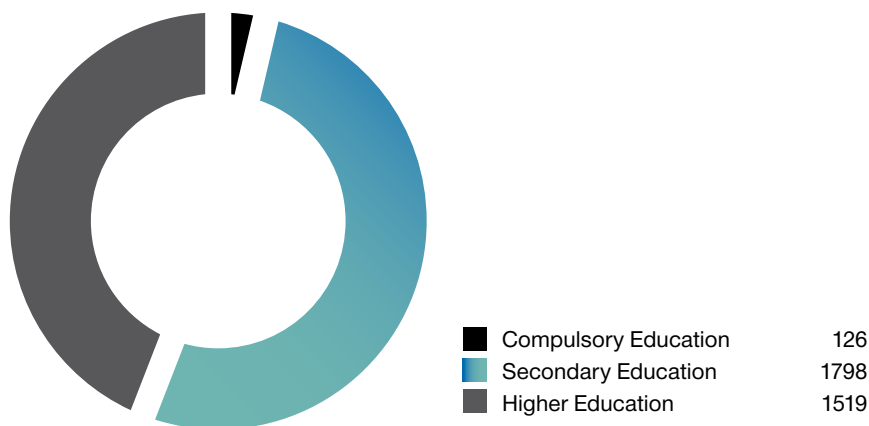
There is a total of ten labour associations, and the average rate of participation stands at 87% (for additional details see indicator 102-41, <http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>). The representative union of HELLENIC PETROLEUM

Breakdown of total Group employees by gender

Men	2328	443
Women	482	190



Breakdown of total Group employees by level of education



Remuneration and Benefits

At HELLENIC PETROLEUM the remuneration system is designed to recognize and reward employees for their accomplishments and performance and for the value that they bring to the Group. The Group is committed to providing competitive salaries that are designed to attract, retain and motivate employees and ensure the skills required for succeeding in all aspects of our business activity.

The remuneration policy for our staff is determined by the Business Collective Labour Agreement. The remuneration and benefits for Executive Level employees are determined by a remuneration system which is directly linked to the assessment of their positions, their individual performance and the attainment of goals set.

At the same time, we apply a benefits policy that provides meaningful support to our employees and their families. We are there to help at all times, providing support, safety and security. While these benefits vary by company and by country, all employees are provided with medical insurance, full or partial disability insurance, pension plans, and child benefits, such as nursery

expenses, educational aid, awards for outstanding academic performance, etc.

Indicator 201-1 (<http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>) presents all benefits and policies for employees, which in 2017 exceeded € 30 million. The average employee retention rate (loyalty indicator) was at 95.2% (<http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>, indicator 401-1).

Additional insurance (Life & Health) and pension plans cover 87.37% and 75.87% respectively of employees (average rates).

All employees participate in an annual performance review, to assess their performance and plan for further improvements in knowledge and skills.

In 2017, all employees (Group average at 93.73%) were evaluated according to the standard evaluation system. Indicator 404-3 (<http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>) provides detailed data by Group company.

Balance between Family and Professional Life

In ensuring a balance between our employees' professional and family life, we acknowledge the following benefits that promote a holistic professional and personal life balance:

- Improved cooperation among employees and reduced friction
- Greater employee and customer loyalty
- Reduced absences due to illness
- Enhanced reputation in the marketplace
- On-going development of team spirit and collegiality
- Adopting innovative organizational structures and synergies

Taking the above into account, the Group has developed corporate policies and innovative programs, including:

- Flexible working hours for administrative staff (white collar workers)
- Open door policy between management and employees
- Meals provided to employees
- Free-of-charge shuttle service from/to the workplace
- Events promoting personal and professional balance
- Participation in sports competitions and exercise programs

Education and Development

Our goal is to support actions in the field of Education and Knowledge Dissemination. Through on-going training and education, our aim is that employees understand the strategic objectives of the Group, identify more effectively their role in our joint effort to progress, and develop their professional skills.

Goals - Priorities

- 2017**
- Continued operation of the HELLENIC PETROLEUM Academy (a framework for Education, Human Resource Development and Dissemination of Knowledge) which was first designed in 2013 and implements the following programs:
 - EDGE: Group-wide Program aiming at fostering common perceptions and comprehensive understanding about all activities of the Group and providing training for the development of the professional conduct which our Group promotes.
 - Program for Enhancing Executive Skills in collaboration with the Athens University of Economics and Business: It is mainly an experiential program, fully oriented towards the Group's values and philosophy.
- 2018-2019:**
- Re-design of the EDGE Group-wide Program at the HELLENIC PETROLEUM Academy.
 - Further enrichment of the Program for Enhancing Executive Skills.
 - Launch of the remote training HELPe-learning platform.
 - Continued implementation of Group-wide educational programs based on a pre-determined plan.
 - Design and implementation of new Educational Programs.
 - Implementation of structured and systematic induction plans for newly recruited students.

Group Training KPIs

	2013	2014	2015	2016	2017	Goals for 2018-2019
Percentage of employees who attended training seminars	75%	75%	79%	79%	82%	At least the same percentage of employee training
Average training hours per employee	25.7%	28.2%	23%	34%	40	Average training hours at the same high levels as in the last two years

Total Group expenditure on training in 2017 amounted to € 885,037 (€ 785,279 in 2016) and comprised 110,139 hours of training.

the Group invested € 861,458 in enriching its libraries and subscribing to scientific journals and clubs.

In addition, in the context of its Training Policy in 2017,

Note that the figures for training and subscriptions do not include the data for small domestic subsidiaries.

HEALTH AND SAFETY



€ 14.5 m. spent on safety improvements in all Group installations in Greece and abroad

43 emergency drills at all the Group's facilities

86,000 man-hours of training in all of the Group's facilities and its subsidiaries



€14.5m.



43



86,000

100,000 hours without any lost workday injuries at DIAXON

100,000

20% reduction in Lost Workday Injury Severity (LWIS)

↓ 20%

Employee Health, Safety & Well-being

Why is it material?

Employee **Health, Safety & Well-being** is the Group's most important priority and corporate value for all its activities, because they are interconnected to its business success.

Through the implementation of the Safety Management System launched in 2015, we focus on improving our safety culture in order to enhance health and safety performance in all our activities.

We follow the same health and safety indicators with the European industry and we use them for benchmarking and to improve ourselves.

Our ambition

Our ambition is to be among the best in the industry, to create a working environment with **zero accidents and occupational illnesses**.

By strong leadership and total personnel involvement, we seek to prevent and protect Health and enhance Safety of employees and external partners from possible impacts that could arise during the facilities' operation.

Each facility, and the Group as a whole, sets annual measurable Key Performance Indicators for performance improvement, thereby creating a common Group safety culture.

Our approach

The Group promotes Health, Safety and Welfare in the workplace by:

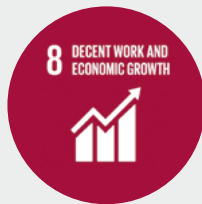
- Identifying hazards and working towards elimination or maximum mitigation of them and their consequences.
- Investigating all incidents and near misses and taking all necessary actions to avoid recurrence.
- Studying potential scenarios and consequences of major accidents and taking appropriate measures to prevent and mitigate these consequences in cooperation with the authorities.

The above three principles are clearly stated in the Company's Policy and through strong *Leadership* (leading by example), they also comprise the commitment of our leaders.

"**Risk Assessment**", which is at the core of the Safety Management System, is supported and reinforced through procedures, audits and safety training.

The Group upholds that "*Safety concerns everyone*" and not only urges employees to report and investigate incidents, near misses and unsafe situations, but also rewards their successful intervention on safety issues.

Sustainable Development Goals (SDGs)



Occupational Risk Management

In the field of occupational risk management, the precautionary principle is applied so that potential health and safety risks can be anticipated and controlled.

Specifically, potential risks are identified and controlled according to criteria that are set under Greek legislation (Law 3850/2010), as well as the European and international codes and best practices. Each Group facility has its own written occupational risk assessment study, which includes measures to be taken to either eliminate or control/mitigate hazards and keep them at low and acceptable levels (as low as reasonably practical).

Occupational Health

Assuring employees health is an integral part of the company and the Health Surveillance Process. Employees perform periodic medical check up depending on their job description, age and gender.

Employees' health surveillance is supplemented with additional medical tests conducted by occupational physicians.

Occupational Safety

In 2017, approximately € 14.5 millions were invested on safety improvement projects in the Group's facilities in Greece and abroad. These investments do not include the supply of personal protective equipment, the supply and maintenance of instruments and safety equipment and the supply of firefighting materials and other consumables.

Group's safety investments

Facility	2017	2018-2022 (approved program)
	INVESTMENT (in €m.)	INVESTMENT (in €m.)
Aspropyrgos, Elefsina, Thessaloniki Refineries	9.44	56.44
EKO	1.71	14.86
DIAXON	0.08	0.37
HP CYPRUS	1.80	5.84
OKTA	0.25	1.07
JUGOPETROL	0.62	6.09
EKO SERBIA	0.07	0.83
EKO BULGARIA	0.51	0.82*
ASPROFOS	0.00	0.03
TOTAL	14.48	86.35

*Only investments budgeted for 2018

Holistic Safety Management

Hellenic Petroleum, with the aim of continuously improving performance and achieving excellence in Safety, is committed to have an implemented Holistic Safety Management program in place in the Group's facilities based on standards of other large international groups in the oil & gas industry.

In 2015, the Holistic Safety Management program was launched in the Group's industrial facilities as well as at airport marketing facilities. The Holistic Safety Management's philosophy is based on managing safety in an organized and structured way, which systematizes the required procedures' implementation.

Holistic Safety Management consists of 21 Pillar-Systems, which cover every aspect of the industrial operation of facilities.

In order to achieve excellence in Safety, the requirements in each System must be met as described, as well as the roles and the responsibilities regarding their implementation, and the methodology of evaluating and measuring performance.

During 2017, all safety systems aspects and actions were accomplished, while the drafting of a framework and the actions of 12 best practices for high risk activities began.

Health and Safety Performance Indicators

Each of the Group's activities (industrial facilities, fuel storage facilities, headquarters) sets annual measurable Key Performance Indicators regarding the improvement of its performance in Health and Safety. The performance, against targets set, is reviewed on both monthly and annual basis and the relevant report is presented to the Management.

Furthermore, Hellenic Petroleum participates in the benchmarking survey for accidents / incidents, which is conducted every year by the European Organization CONCAWE.

During 2017, over a total of 9,252,179 man-hours were worked, 42 lost workday injuries occurred, for both own staff and contractors that either worked in the Group's refineries and chemical plants or in the EKO marketing company.

Number of incidents based on CONCAWE's definitions

FACILITY	HELPE (AIC, EIC, TIC)	HEADQUERTS	EKO	DIAXON	ASPROFOS	HP CYPRUS	OKTA	EKO SERBIA	EKO BULGARIA	JUGOPETROL
Lost Workday Injuries or LWIs	31 (30/1)	4 (2/2)	7 (5/2)	0	0	0	6 (6/0)	0	1 (1/0)	0
Lost Workday Injuries (HELPE employees/contractors)	24/7	0/4	0/7	0	0	0	6/0	0	0/1	0
Fatalities (M/F)	0	0	0	0	0	0	0	0	0	0
Medical Treatment Cases or MTC ¹ (M/F)	6 (6/0)	1 (1/0)	2 (2/0)	1 (1/0)	0	0	0	0	0	0
Restricted Workday Injuries or RWI (M/F)	4 (4/0)	0	0	0	0	0	0	0	0	0
LWIF (M/F)	4.91	6.95 (3.48/3.48)	2.96 (2.11/0.85)	0	0	0	8 (8/0)	0	0.51 (0.51/0)	0
LWIS (M/F)	26.26	14.75 (25/4.5)	13.43 (16.8/5)	0	0	0	55 (55/0)	0	25 (25/0)	0
AIF (All Injury Frequency) (M/F)	6.50	8.69 (5.21/3.48)	3.80 (2.96/0.85)	4.25 (4.25/0)	0	0	8 (8/0)	0	0.51 (0.51/0)	0
Occupational diseases rate (/ 10 ⁶ hours)	0	0	0	0	0	0	0	0	0	0
Absentee Rate ² (%) (M/F)	*	-	1.08/ 4.23	2.46/0.17	-	0.01/ 0.01	10.40/ 10.75	0.17/ 0.22	0.85/ 0.68	0.08/ 0.05

¹ First aid injuries are not included

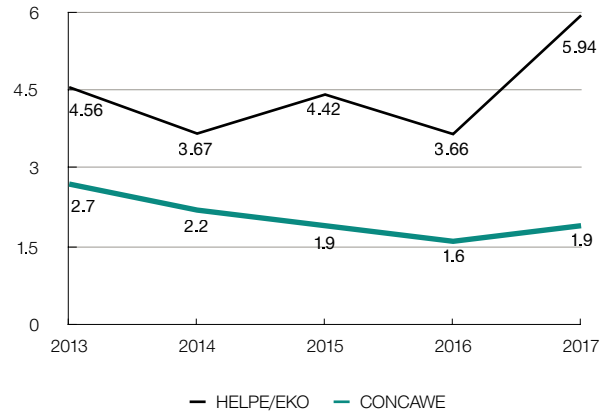
² Absences due to any incapacities (illness, accident) are included

* For detailed information by region and gender see indicator 403-2 (<http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>).

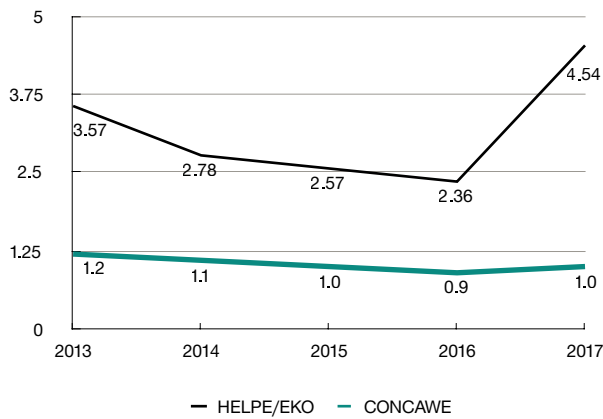
The diagrams show the fluctuation of the Group's most significant indicators, in comparison with the relevant CONCAWE's indicators over the last five years.

- 60% (2017) of lost workday injuries concerning HELPE & EKO employees, were due to slips, trips and falls at the same level.
- In comparison to 2016, in 2017 the indicator regarding the severity of the lost day injuries (LWIS) was reduced.

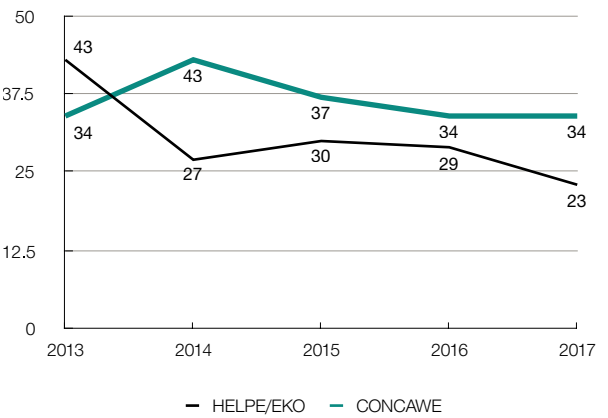
AIF INDEX



LWIF INDEX



LWIS INDEX



Health & Safety Training

In the context of establishing a common safety culture in all Group's industrial facilities, basic training procedure (fire safety, rescue techniques, first aids, etc.) and leadership seminars are applied (from managers to coordinators and supervisors), in order to understand and establish the Safety Culture.

Apart from employees, the training is extended to contractors, customers, tank truck drivers, gas

station owners, students and school pupils. Visitors are informed through a leaflet on the onsite safety instructions.

Specifically, the contractors' training is based on oral presentations given by Safety engineers/technicians as well as on written exams. The contractors who pass the exams successfully, are given admission cards to work on the facilities.

Health and Safety training man-hours per facility and gender

	AIC-EIC-TIC	EKO	OKTA	DIAXON	HP CYPRUS	EKO'S SUBSIDIARIES (BULGARIA, SERBIA,JP)	ASPROFOS
No. of employees (M/F)	1878 (1722/156)	324 (251/73)	376 (300/76)	96 (83/13)	56 (37/19)	222 (127/95)	157 (100/57)
No. of trained employees (M/F)	1497 (1415/82)	189 (164/25)	105 (76/29)	68 (64/4)	33 (28/5)	206 (111/95)	112 (72/40)
Training man hours (M/F)	26342 (24837/ 1495)	2268 (2142/127)	169 (141/28)	367 (351/16)	141 (125/16)	1969 (1315/654)	292 (251/42)
No. of trained contractors & others (M/F)	6538 (6213/325)	686 (639/47)	720 (696/24)	3 (3/0)	105 (96/9)	960 (810/150)	0 (0/0)
Contractors and others training man-hours (M/F)	39500 (37590/1910)	5336 (5160/176)	352 (338/14)	12 (12/0)	309 (297/12)	8717 (8328/389)	0 (0/0)

Continuous Operation & Preparedness for Emergency Situations

Why is it material?

Immediate response to emergencies, continuity of business operation and / or immediate return to normal operation effectively, limits potential consequences of incidents to employees, local community, environment, company's reputation and finances. Preparedness for uninterrupted operation is linked to the company's sustainability.

Our ambition

Our goal is the continuous operation of our installations and when this is not possible, to immediately respond to emergencies in order to limit and effectively manage potential impacts as well as assure resources to implement all the above.

Each facility, but the Group in general, has developed contingency plans for immediate implementation, that are continuously updated according to national legislation, international codes, and the results of training drills performed periodically or in emergencies.

Our approach

The Group has developed a Corporate Crisis Management and Business Continuity Plan with clearly defined roles and responsibilities that is interconnected to each facility's emergency plan. Plans include response strategies to handle possible scenarios of internal and external emergency situations.

There are also procedures for:

- Internal and external communications, including periodic tests for emergency calls.
- Access to staff resources and equipment.
- Access to basic information (e.g. MSDS, plans, etc.).
- Communication with other companies and emergency response bodies including compatibility and plan integration, when and if required.
- Managing third party aid.

Along with the emergency procedures, Crisis Management and Operational Continuity Plans are linked to the Group's respective emergency plans and Group's guidelines to recover operation.

Procedures and Plans are reviewed annually to test key emergency response and resource, infrastructure and equipment readiness and effectiveness.

Comments / suggestions outcomes from drills reviews and incident analysis are recorded, monitored and resolved and the plans are revised accordingly.

Sustainable Development Goals (SDGs)



Performance

Managing emergencies (e.g. Major Accidents Hazards or/and Environmental Incidents of significant impacts), is the Group's highest priority and this is reflected in its performance, since the goal for zero Major Accidents and Environmental Incidents of significant impact was achieved once again in 2017.

Significantly:

- ZERO major accidents or environmental incidents with great impact
- Technology support for the improvement / development of critical systems and emergency plans
- Annual drills for emergency situations (Seveso type or marine pollution response exercises) at each facility in cooperation with local authorities

We manage all incidents as likely to lead to Major Industrial Accidents and Environmental Incidents of significant impact, which could damage the reputation or the company's finances. Emergencies' plans (such as fires / marine pollution response / malicious acts etc.) are examined and reviewed annually with the aim of continuous improvement. These plans are closely linked to the Operational Safety Management System, which constitutes the operating and management framework for system and process integrity.

There are mutual aid – cooperation protocols with neighboring companies as well as other refineries to manage emergencies more effectively.

Fire safety infrastructure improvement

In 2017, the Group concluded the upgrade of its firefighting equipment and training program, whose aim was to improve the refineries operational readiness and respond to emergencies. In the context of this program, a significant number of upgrade projects of the facilities' firefighting system / equipment were completed, such as:

- Firefighting upgrade of the refineries' piers
- Firefighting upgrade of each facilities' production units
- Upgrading of the already installed firefighting systems of the storage tanks
- Installation of fire detection systems for floating roof tanks
- Supply of arm bracketed firefighting/rescue vehicle at the industrial installations. So, all the Group's refineries can now autonomously respond to incidents at high facility locations.
- Supply of small completely autonomous firefighting vehicles capable of immediate action / coverage of small-scale incidents for rapid response in all facilities.
- Supply of new types of firefighting media of high extinguishing capacity, higher than commonly used media.
- Supply of tank trucks transferring foam-forming material to immediately refill firefighting vehicles either in the event of large-scale or/and long duration incident.

In the past years, the Group has spent more than € 4.5 m. on projects to upgrade the existing firefighting infrastructure in all three industrial sites, while planned projects for the near future reach € 1.5 m.

Training

Furthermore, in the context of reinforcing the existing collaboration with other responsible state authorities, but also of exchanging experiences and technical expertise, special training is carried out in annual basis on site, in terms of field and facility exercises and drills, but also with external entities (Falck Risk Management), in which active members from each local fire brigade, Special Disaster Units, as well as the Firefighting Academy, participate.

Next Steps

- Continuous upgrade of firefighting equipment and infrastructures / facilities to support activities required to deal with emergencies. These include systems that warn, update, communicate, restrict, protect personnel, security, etc., depending on the type of emergency and their compatibility with the corresponding external entities/ Authorities' resources.
- Periodic independent assessment (e.g. inspection by an external consultant) regarding fire protection, risks mitigation means and implementation of the recommendations/proposals.
- Improvement of the strategies and response time to emergencies, if deemed necessary as a result of the exercises.

MARKET

27,912 quality checks in EKO's lubricants



27,912

Over 10,000 suppliers

>10,000



Round-the-clock 24-hour service



24h

24 market surveys



24

4,402 analyses of aviation fuels in EKO's quality control laboratory



4,402

1,483 on-site quality and quantity fuels checks at the petrol stations EKO and BP (6,020 nozzle samples)



1,483

544 on the spot test kits at EKO petrol stations



544



Main brands of the BP petrol station network:

- BP Ultimate Unleaded with ACTIVE Technology
- BP Ultimate Diesel with ACTIVE Technology
- BP Autogas

Main brands of the EKO petrol station network:

- EKONOMY
- EKO Racing 100
- Diesel AVIO Double Filtered
- EKO Megatron
- E-gas

Product Safety, Quality & Product Accessibility

Why is it material?

The Group meets the needs of all of its domestic customers (industry, transport, shipping, aviation, etc.) and is active in retail and wholesale sales in both the domestic as well as international markets. Our products are related to three parameters: safety, quality and accessibility.

The core targets of the Group's competitive commercial activities are to implement the best operation practices for the safe management of our products and to deliver innovative, high quality and competitively priced products via an extensive service station network with full geographic coverage in Greece.

Our ambition

Our goal is to gain our customers' trust every time they fill their fuel tank and we strive to achieve this goal by consistent delivery of quality products across a reliable supply chain: from the refinery all the way to the delivery point and the customer.

We apply rigorous standards to all our facilities and fuel stations to ensure safe management of our products, to reduce our environmental impact and manage our operations safely and responsibly.

We aim to engage with our suppliers and business partners across the supply chain on our responsible product management practices, through a defined cooperation framework.

Our approach

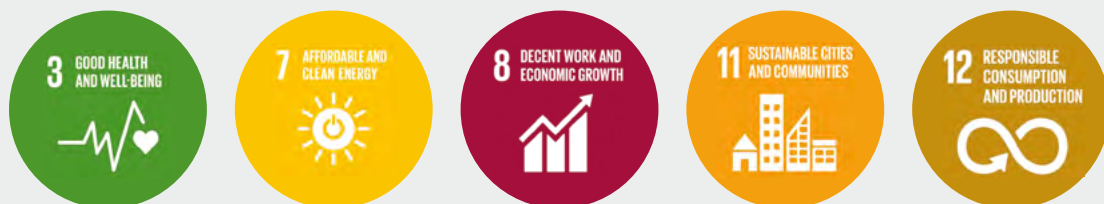
Our products fully adhere to new advancements in engine technology and the ever-changing European legal framework.

HELLENIC PETROLEUM Group, in respect with the fundamental principle of REACH on the effective management of the hazards of substances, has integrated full REACH compliance into its activities. The Group also effectively implements and promotes the European CLP Regulation on the Classification and Labeling of Chemicals. The extended Safety Data Sheets (e-SDSs) of our products contain in their annex the exposure scenarios for human health and environment per identified use, as well as the recommended risk management measures to downstream users.

The Group's facilities implement best operational practices for safe product handling with respect to the environment.

We assure our products' quality across the entire supply chain via systematic quality controls. Moreover, any customer can assess fuel quality through a spot test kit (EKO Guarantee Program) at any fuel station. Hellenic Fuels & Lubricants S.A. cooperates with the Fuels and Lubricants Technology Laboratory of the National Technical University of Athens to perform fuel quality checks to its fuel stations. Customer complaints regarding product quality are forwarded to Group Quality Experts for investigation and response. All product physicochemical analyses are conducted in accredited chemical laboratories that implement a certified Quality Management System.

Sustainable Development Goals (SDGs)



HELLENIC PETROLEUM Group produces and provides high quality petroleum products, petrochemicals and lubricants. We consistently strive to meet the requirements of our customers, through creating mutual trust and seeking customer satisfaction, from the product's entry onto the market all the way through to the end of its life cycle. Information on the Group's products is adequate, ongoing and comprehensive.

Responsible Product Management

HELLENIC PETROLEUM Group, in respect with the fundamental principle of REACH on the effective management of the hazards of substances, has integrated full REACH compliance into its activities:

- We participate in various REACH Consortia, joining our efforts with other Companies for the completion of the whole REACH project, including registration, evaluation and authorization, with the application of the Community competition rules.
- We update -according to REACH article 22- our registration dossiers when revisions of chemical safety reports or/and hazard classification occur due to new toxicological and eco toxicological data or whenever this is required by ECHA's decisions during evaluation of dossiers and substances according to REACH processes.
- The Safety Data Sheets of our products have been updated according to REACH and CLP (Classification, Labeling and Packaging) Regulations. The new extended Safety Data Sheets (e-SDSs) contain in their annex the exposure scenarios for human health and environment per identified use, as well as the recommended risk management measures to downstream users. The e-SDSs are being updated according to article 31(9) of REACH.
- When designing new lubricants, all REACH and CLP requirements are taken into consideration to ensure their safe use and proper classification, labelling and packaging.

The Group's facilities apply best operational practices regarding the safe management of the products, with respect to the environment. All the facilities implement Quality, Occupational Health & Safety and Environmental Management Systems, aiming to meet the needs and the expectations of all stakeholders and to achieve continual improvement.

Fuels Quality

We assure the **Quality of our fuels** across the supply chain with regular quality checks at all stages.

EKO Guarantee program is the first complete fuel quality & quantity control program by applying regular checks from the refinery to the customer's reservoir. At the gas station the opportunity of quality check by the consumer himself is given, via the spot test kit (EKO Guarantee program). In 2017, the consumers, at the fuel stations, via the spot test kits, carried out 544 quality checks.

EKO continues its collaboration with the Fuels and Lubricants Technology Laboratory of the National Technical University of Athens (NTUA), which conducts on-site fuel quality and quantity checks using mobile laboratories, as part of EKO Guarantee program. Two mobile laboratories, manned with NTUA's personnel, are conducting on-site quality and quantity checks at EKO's gas stations. During every on-site quality check, fuels' samples are taken for further quality testing at NTUA's Fuels and Lubricants Technology Laboratory. On-site quantity fuels' measurements are conducted using certified volumetric beakers. Following the quantity check, the station's pumps are sealed, using a visible sealing tape. For more information regarding the EKO Guarantee program: <http://www.eko.gr/pratiria/programmata-2/programma-engyisi-eko/>

As far as BP branded fuel stations are concerned, since 2011, a fuels' quality assurance system is being implemented, in collaboration with NTUA. Two mobile laboratories, manned with NTUA's personnel, equipped with certified equipment for the on-site quality control of fuels' basic characteristics, are annually visiting BP branded fuel stations and perform unannounced on-site quality checks. In 2017, NTUA carried out 1483 on-site quality and quantity fuels checks at the fuel stations. In total, 6020 nozzle samples were analyzed.

Customer complaints regarding product quality are forwarded to Group Quality Experts for investigation and response. All product physicochemical analyses are conducted in accredited chemical laboratories. In 2017, Group Quality Experts investigated 250 customer complaints and responded to 86 customers' questions regarding fuels quality.

Lubricants Quality

EKO's quality control laboratory located in EKO's high-tech Lubricant Production Unit is equipped with premium technology apparatus and is well known for its high performance in global inter-laboratory checks. It conducts lubricants and aviation fuels quality checks. In 2017, in EKO's quality control laboratory, 4402 analyses of aviation fuels were carried out.

EKO lubricants are produced by high-quality raw materials and they are designed to cover a wide range of lubricants' applications, satisfying simple but also tough demands for high-performing lubricants. **The quality of EKO's lubricants** is assured in all the critical stages of manufacture with continuous quality checks, which also certify they are in line with the design specifications.

In 2017, 27912 lubricants' quality checks were conducted in EKO's quality control laboratory.

Biofuels Sustainability Scheme

EKO implements a certified "2BS: biomass biofuel" sustainability voluntary scheme. Through this particular scheme, we contribute directly to the reduction of carbon dioxide emissions (CO₂) produced by the passenger cars and we promote indirectly the sustainable production of the agricultural raw materials.

Product Accessibility

In HELLENIC PETROLEUM Group, we offer innovative products of high quality at an optimum competitive price through a wide network of fuel stations. Furthermore, we offer our products to commercial customers, industrial customers and resellers. EKO has fuel storage and loading facilities throughout Greece, and two LPG storage, loading and bottling facilities in the prefectures of Thessaloniki and Attiki.

Via its subsidiary companies, the Group is active in the markets of Greece, Cyprus, Bulgaria, Serbia, Montenegro and FYROM. Its exports are directed to all significant markets in SE Europe. The Group's commercial company has a major presence in the Greek market via the EKO and BP brands.

Percentage of the sales per product for each of the Group's companies

PRODUCTS	EKO	BP	EKO SERBIA	OKTA ΣΚΟΠΙΑ	EKO BULGARIA	HP CYPRUS	JUGOPETROL
	GREECE						
Unleaded gasoline 95 octane	12.43%	38.02%	18.3%	10.6%	12.7%	27.6%	11.4%
Unleaded gasoline 98 octane			6.1%	1.8%		2.1%	2.6%
Unleaded gasoline 100 octane	0.82%	2.79%			1.3%		
Automotive diesel	28.26%	36.81%	56%	66%	53.1%	29.3%	64.5%
Heating diesel	6.68%	18.59%		6.4%		9.4%	5%
Marine fuel	5.16%	0.00%				10.6%	
Lubricants	0.46%	0.04%	0.1%			0.4%	
Kerosene	0.08%	0.01%				1.1%	
Mazout (fuel oil)	27.93%	1.21%		6%		4.2%	
Bitumen	1.40%	0.36%		0.3%	8.7%		
LPG	2.12%	2.17%	18.7%	4.1%	18.9%	5.1%	1.4%
CNG							
Jet A1	14.65%	0.00%		4.9%	3.9%	10.2%	15.1%
Polypropylene			0.9%				
Other (methane)					1.3%		

In Greece, the Group has a network of about 1,700 petrol stations. In the table above is given the "product composition" for 2017 in the domestic and the international market where the Group's subsidiaries are active:

EKO: The Group's commercial company, with a strong presence in the Greek market via the EKO and BP brands, is active in retail and wholesale sales. The total volume of sales is allocated as follows: Retail sales (via petrol stations) 42.71%, industrial customers 20.30%, LPG

customers 1.17%, airplane fuel 11.56%, shipping fuel 23.89% and lubricants 0.38%.

HELLENIC PETROLEUM CYPRUS: Fuel trading company supplying the Cypriot market (consumers and businesses) with EKO products (fuel and lubricants). The total volume of sales is allocated as follows: Retail sales (via petrol stations) 59%, commercial and industrial customers 14.7%, LPG customers 5.1%, international customers 20.8% (shipping fuel 10.6% and airplane fuel 10.2%) and lubricants 0.4%.

EKO SERBIA: Its network of petrol stations numbers 54 (COMO type fuel) covering 6.4% of local needs and accounting for 4% of the domestic market based on the number of petrol stations. Sales volume is allocated between wholesale, at 11%, and retail sales, at 89%.

OKTA: Covers approx. 78% of the local market for fuel in FYROM. In addition, thanks to its considerable storage capability, it operates as a safety mechanism for the unimpeded supply of fuel

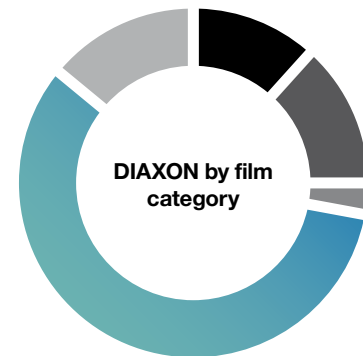
in the markets in which it is active (mainly FYROM and Kosovo, and secondarily Serbia, Montenegro and Albania). Concurrently, it is a major exporter and a major employer in transportation, logistics and engineering services. Via the network of 25 petrol stations which is approximately 9% in reference to the total number of petrol stations in the country and its market share as to volume of sales in retail trade stands at approx. 13%.

EKO BULGARIA: Its filling stations cover 90% of the country geographically in the retail market, and the company covers 100% of the country in wholesale trade. Its market share in the retail market is 6.9% (88 petrol stations).

JUGOPETROL: Holds 49% of the retail market and 41% as to number of filling stations in Montenegro. Its network numbers 40 petrol stations, three yacht servicing stations, one light fuel facility at Bar and two airplane fuel facilities at Tivat and Podgorica.

DIAXON: It is mainly active in producing and marketing polypropylene film by the method of "biaxial stretching" (BOPP FILM). 22% of the product so manufactured is exported.

- 11.6% Metallized film
- 13.3% Ordinary film for adhesive tape
- 3.1% Ordinary film for food packaging
- 58% Heat-sealable film for food packaging
- 14% Film for new applications (labels, matte, low friction coefficient, etc.)



Responsible Procurement

The Group processes a wide and diverse supplier base containing more than 10,000 active suppliers for purchasing materials, equipment or services, which includes large, multi-national companies as well as small local businesses. The list of suppliers is updated within the framework of developing a sustainable supply chain.

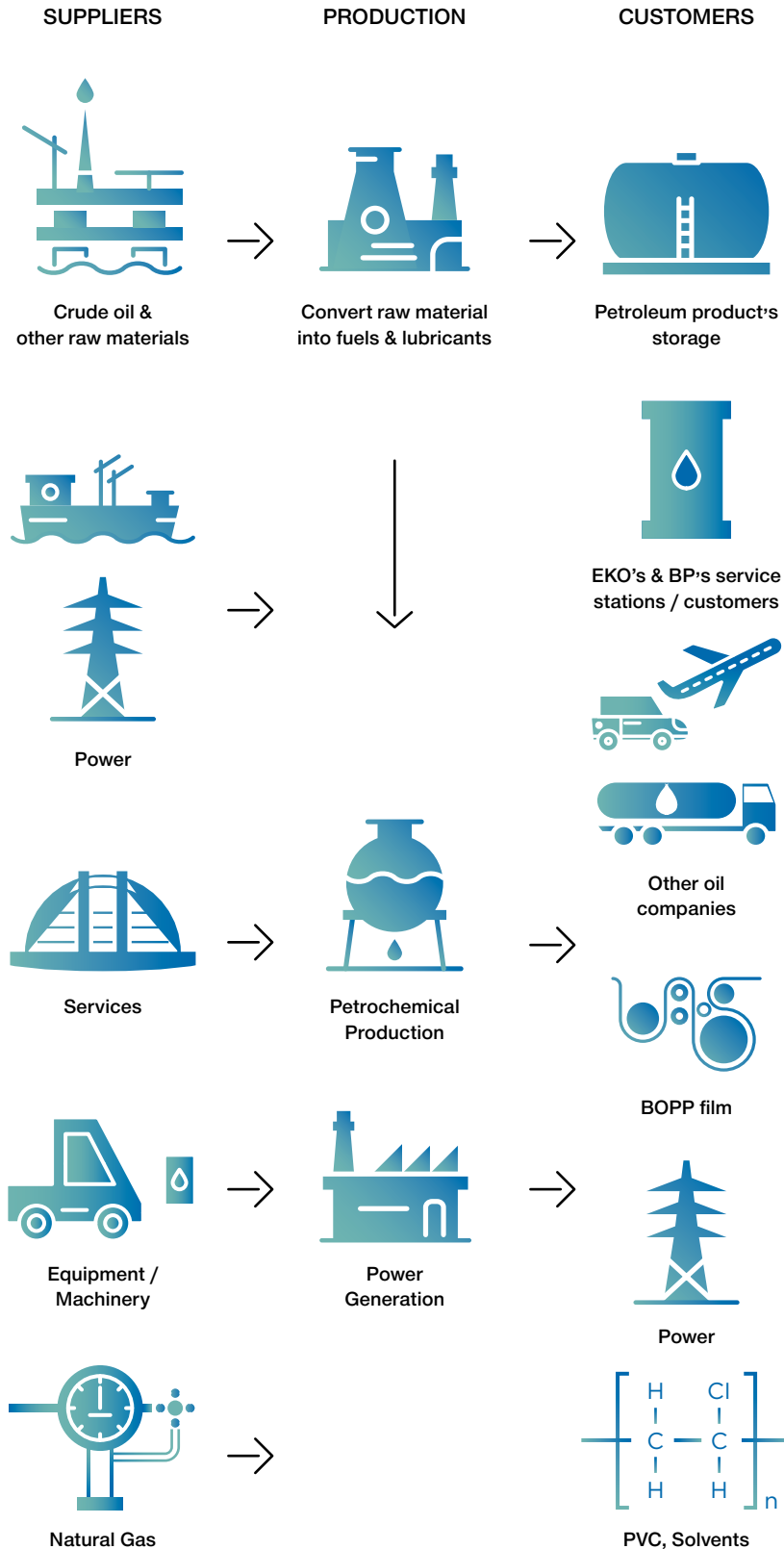
We choose and evaluate our suppliers and partners according to our business criteria, as well as our sustainability criteria. In 2017, we incorporated in all new contracts and purchase orders the "Sustainability Compliance Clause" in order to encourage our suppliers taking ownership over their sustainability and adopt sustainable and socially responsible policies aligned with the principles of UN Global Compact (in the fields of human rights, labor, the environment and anti-corruption).

A particular focus is placed on supporting local communities, choosing local suppliers, wherever possible, always according to our Procurements Procedures.

The Group, has set up a cooperation framework, based on its new Procurements Procedures, implemented from January 1st, 2017 and its Code of Conduct, which is fostering business collaborations and strong, long-term relations, focusing on transparency and respect for competitiveness, meritocracy and equal opportunities.

We cooperate with our suppliers to promote environmental awareness, integrate decent work and respect of human rights. Through a well-defined cooperation framework, we aspire to secure a suppliers' network that implements practices of responsible products management in agreement with the sustainable practices and values of our Group.

Supply Chain



Customer Service

Regular inspections are conducted at Group petrol stations, to assess how effectively are implemented the guidelines relating to safety, operation and service. Concurrently, ways have been established for customers to communicate their comments, and mechanisms are in place to ensure appropriate response, such as:

- Mystery motorist program:** Thorough inspection of services and observance of operation guidelines at the petrol station. After selecting the mystery motorists, 60 points are checked in connection to 7 aspects of the petrol station (forecourt and equipment, service, safety, shopping, uniforms, WCs, promotional activities). In 2017 a total of 4,835 visits were conducted in the context of the mystery motorist program. Each petrol station was visited 4 to 12 times by a mystery visitor. The findings are posted each month at an e-platform, to which all sales staff have access so as to enable monitoring of petrol station performance over time and other indicators that are useful in improving and developing the services provided by the network. Lastly, petrol stations are rewarded on the basis of the mystery motorist program. The rewards include compensation for the amount expended on purchasing uniforms and prizes for the best petrol stations in the context of the annual Retail Championship event (in 2017, 38 petrol stations and, respectively, 38 inspectors from all countries were awarded prizes, as last year's Retail Champions).
- Market Research:** In the context of evaluating customer satisfaction, the company conducted in 2017 qualitative and quantitative market research studies. Specifically, a total of 24 market research surveys were conducted in 2017, covering the four main categories: The status of the EKO and BP commercial brands, the performance of petrol station personnel, the success of sales promotion programs, and the needs for new services and products.
- "More For You" at BP petrol stations:** We try to cover an ever-increasing range of needs, not only for the vehicle but also for the driver and passengers, by offering special services such as:

 - Free-of-charge Wi-Fi at petrol station premises
 - Special hooks for securing pets and a special "pet corner" area

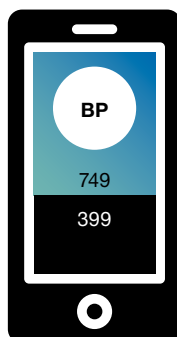
- Special lane for easy and safe refuelling dedicated to the motorcycle, the driver and his particular requirements
- Free-of-charge visual check of 12 basic points (tire pressure, lubricants, lights) that all drivers must conduct before travelling but also in every-day car use, so as to enjoy a safe drive.

- **Round-the-clock 24-hour service:** To better serve our customers and respond to their requirements, a round-the-clock telephone line is in operation, at 211-1818031 for BP petrol stations and at 211-1818050 for EKO petrol stations. The calls are answered by ICAP personnel specially trained by the company and requests are forwarded to the competent employees for resolution/response.

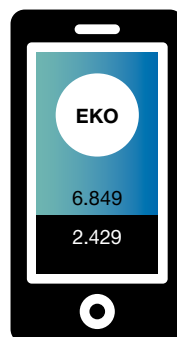
Product advertising and promotion

All activities relating to the advertising and promotion of products are fully in line with the code of conduct applied by the Greek Advertisers Association and the Hellenic Association of Communications Agencies (see also indicator 417-3). Marketing officers participate in training programs and seminars and so are up to date on best practices and new regulations.

Statistical data on calls to the EKO & BP petrol station telephone lines (2017)



In the case of BP petrol stations, in 2017 our partners at ICAP received 749 calls from customers. Of these, 399 calls were forwarded to the competent personnel of the commercial companies of the Group for further contact with the customers within 24 hours, with the aim of responding directly to their requests.



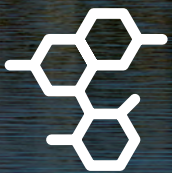
In the case of EKO petrol stations, 6,849 calls were made in 2017. Of these, 2,429 calls were forwarded to the competent personnel of the commercial companies of the Group for further contact with the customers within 24 hours, with the aim of responding directly to their requests. For both companies, 28 calls submitting requests concerning 2017 were addressed in 2018.

Marketing KPIs

	2012	2013	2014	2015	2016	2017	2018 (target)
No. of CALYPSO petrol stations	54 (48 brand EKO & 6 brand BP)	90 (60 brand EKO & 30 brand BP)	139 (77 brand EKO & 62 brand BP)	166 (88 brand EKO & 78 brand BP)	181 (95 brand EKO & 86 brand BP)	201 (108 brand EKO & 93 brand BP)	222 (120 brand EKO & 102 brand BP)
Average number of training man-hours per person (service stations' managers, owners and employees)	499 / 251 1.99 average training hours per employee		2,237 / 284 7.9 average training hours per employee	9,982 / 1,712 5.8 average training hours per employee	8,705 / 2,731 3.2 average training hours per employee	13,168 / 4,194 3.1 average training hours per employee	10,348 / 3,380 3.06 average training hours per employee

ENVIRONMENT, ENERGY AND CLIMATE CHANGE

25% reduction of CO₂ emission indicators over the last 4 years (tn/ crude oil throughput)



↓ 25%

>30% reduction of main air emission indicators over the last 5 years (tn/throughput)



>30%



€11 m.

Over € 11 m. investments in the Group's installations for environmental management projects and improving the environmental footprint



1.3 m.

1.3 m. tons of CO₂ emissions avoided due to self-generated power in the Group's refineries and RES investments in the last 4 years

Energy & Climate Change

Why is it material?

Climate change affects our business activities, creating significant challenges and opportunities. As our main business is refining, we are both a producer of energy products and an energy consumer. Energy consumption is not only a significant operating cost but also the main source of carbon dioxide emissions. In response to increasing demands for energy and in order to ensure energy efficiency by taking measures and implementing projects to reduce emissions, we are re-designing energy transformation toward a low carbon economy.

As our activities are primarily in Greece, a country with a large coastal front, we have begun to study ways to adapt to and address the consequences of climate change.

Potential risks and opportunities for the Group's operational activities are addressed in the Emissions Trading Scheme's management, and in our investment / activity feasibility studies and raw material procurement assessments.

Our ambition

We want to reduce our carbon footprint, specifically energy consumption and carbon dioxide emissions, in order to contribute in addressing the causes and impacts of climate change. We strive toward energy transformation and to become a company that provides low carbon emission energy solutions.

Our approach

As energy consumption is a significant operating cost for our activities, but also the main source of carbon dioxide emissions, we are investing in optimizing energy management, production processes and operational management energy efficiencies, along with the use of Renewable Energy. Concurrently, we are analyzing the scope for interventions - projects required to adapt our installations and critical energy infrastructures to climate change.

The implementation of the Group's environmental policy related to energy and climate change is achieved and measured by a series of tools, such as setting targets and performance indicators. All environmental parameters are compared to European indicators and benchmarks are used to assess how we compare with the European industry performance indices. Our staffs' and social partners' continuous environmental education across a wide range of activities within the Group is an important part of our climate change management effort.

In addition, the Group is actively involved in the development of energy and climate change policies at a national and European level, including the EU ETS, the Energy Efficiency Directive and others.

Our approach and results so far have been positive, with significant progress made in achieving quantitative targets, in CO₂ intensity index by implementing energy efficiency projects in the Group's refineries and by continuously reducing our carbon footprint through RES investments.

Sustainable Development Goals (SDGs)



Performance – quantitative data

Energy and climate change policy is a major challenge for the Hellenic Petroleum Group due to oil refining which is one of its main productive activities. Energy consumption is a large operational cost and at the same time it constitutes the main source of carbon dioxide emissions.

We are therefore planning our energy restructuring activities toward a low-carbon economy, while responding to a continuous increase in energy demand and securing supply. We are striving to contribute substantially in achieving SDG7 and SDG13.

Energy efficiency increase-energy conservation & investments

Optimal energy efficiency and energy saving still remain the basic tools for addressing the greenhouse effect. Although some of the strictest fuel standards (zero sulfur content) the past decade contribute in improving air quality, at the same time energy consumption required for their production is increased. Despite this, the Group's refineries have managed to produce clean fuels with high energy efficiency.

The use of cleaner fuel gases in the production process, such as natural gas and refinery gas is maximized while the consumption of liquid fuels is minimized.

At the same time, the Group invests in renewable energy, increased energy efficiency and energy saving projects, as well as in new energy and transportation technologies in order to reduce its carbon footprint.

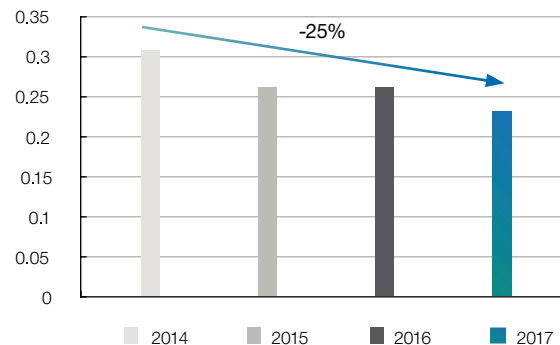
Goals

- 5% reduction of tn CO₂ emissions/tn crude oil supply index by 2020
- 250,000 tn CO₂ reduction of the Group's carbon footprint by investing in Renewable Energy Sources (minimum 100MW power) by 2025

2017 Highlights

- 250 kt of CO₂ avoidance, due to self-produced electricity at the Group's domestic refineries.
- 25% reduction of tn CO₂ emissions /tn crude oil index (compared to the initial -5% goal for 2020) in comparison to 2014.
- Reduction of carbon footprint by approximately 40,000 tn CO₂ through investments in Renewable Energy Sources (RES)

Tn CO₂ Emissions / tn crude oil Index



In 2017, the CO₂ emissions per ton crude oil index continued to decrease despite the significantly increased operation levels, while exceeding the initial goal set (-25% against the initial goal of -5% for 2020). This result depicts the contribution of significant energy saving activities – projects and other optimization interventions that took place in the Group's refineries.

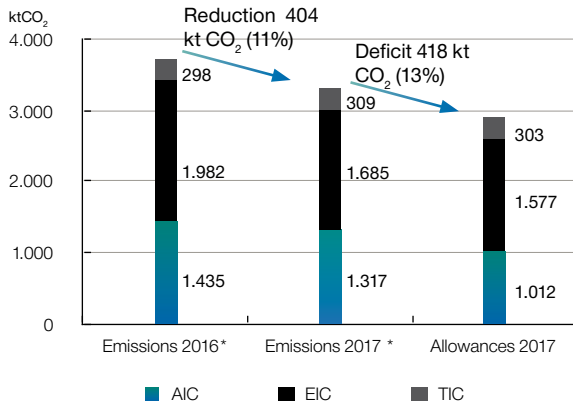
Performance

As far as the monitoring and reporting of GHG emissions is concerned, the Group systematically monitors not only direct CO₂ emissions (Scope 1) but also indirect emissions (Scope 2 and 3) to the maximum extent of its activities.

Regarding direct emissions, the refineries have been participating in the European Union's Emissions Trading System (EUETS) since its formation, while since 2013 they have followed all emission monitoring, calculation and verification procedures according to third phase EU ETS regulations for 2013-2020. The carbon footprint of the three refineries comprises 4% of the country's total greenhouse gas emissions.

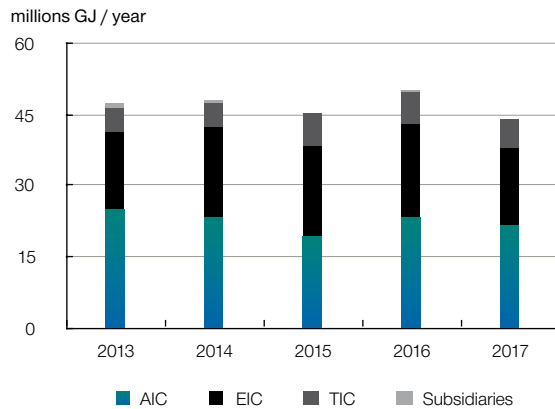
The following diagram shows the three refineries' verified CO₂ emissions for 2016 (for comparison) and 2017 and emission allowances for 2017.

Verified CO₂ emissions and allowances for the Group's refineries 2017



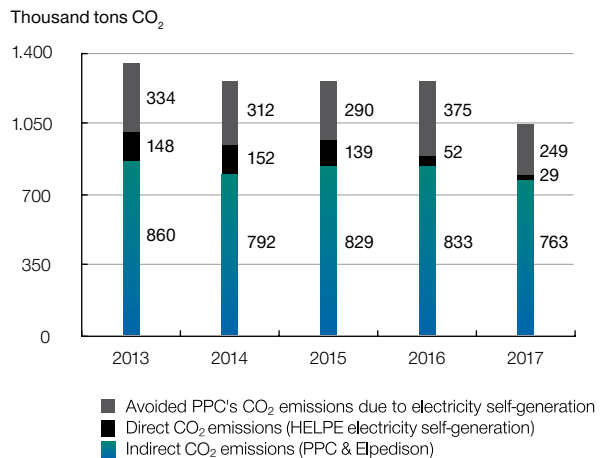
The Group's total energy consumption, as shown in the following diagram, is reduced by 12% in comparison to 2016. This difference is mainly due to Elefsina's refinery (EIC) shutdown.

Group's total energy consumption 2013-2017



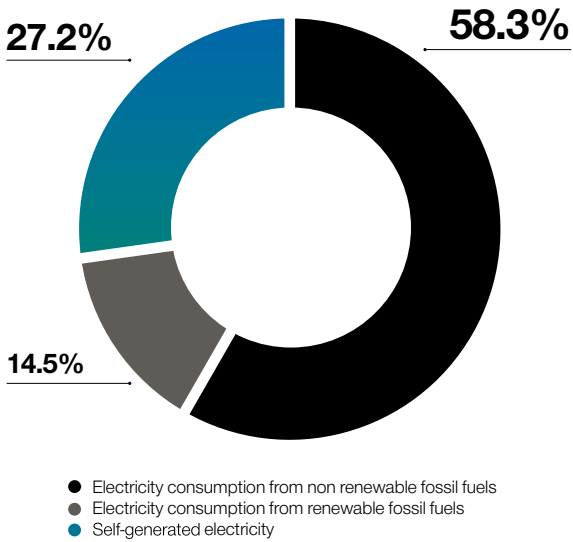
Investing in increasing energy efficiency, combined heat & power (CHP) units operate in all of the Group's refineries, which contribute to avoiding a significant percentage of CO₂ emissions (diagram below) that would have been emitted if the self-generated electricity was purchased from a supplier with a different fuel mix (such as PPC, the Public Power Corporation).

Contribution of self-generated electricity at the Group's domestic refineries and CO₂ emissions that were avoided due to self-generation, in relation to total consumption emissions



As shown in the diagram above, in 2017, the self-generated electricity comprised 27% of total electricity consumption.

Total electricity consumption per generation method



The Group also monitors indirect emissions from its activities. For example, estimates are made for CO₂ emissions from sea transport of raw materials and products as well as for the carbon footprint of all activities in the Group's office buildings (headquarters and Aspropyrgos, Elefsina and Thessaloniki refineries – “My Climate” Certification).

Risks management – Risks & opportunities

Potential risks and financial impacts are an integral part of a feasibility study for every project and investment, not only with regard to climate change mitigation, but also as a strategy to adapt to climate change (i.e. in the event of

physical changes, estimated to be significant for facilities near coastal regions of Greece).

The obvious financial impacts concern cost related to the lack of allowances for greenhouse emissions, as all the Group's refineries in Greece participate in EU ETS.

For the period of 2013-2020 (third phase of ETS) and according to the existing allowance allocation rules, the compliance cost has substantially increased over the last months of 2017 due to the decreasing allowance allocation from one year to the next in combination with the increase in the cross-sectional correction factor (CSCF) and the significant increase in the allowances' price. Moreover, based on the latest European Community decisions regarding the application of a Market Stability Reserve mechanism and the restructuring of EU ETS for 2021-2030, a larger increase of the allowances' price (€/tn) is expected, which will directly affect the future compliance cost.

It is also noted that as of 2013, free allowances are not distributed regarding power generation activities. As a result, refineries are additionally burdened with the increased cost for purchasing electricity, since the cost of purchasing electricity production allowances is passed on to the costumers.

Other potential risks include fuel and raw material increased purchase price, a reduced demand for energy intensive products, as well as any additional measures to control and reduce greenhouse gas emissions, which would be similar for the industry on a European level.

Enforcing the main Group strategy to increase energy efficiency has already contributed to reducing the deficit and operational cost of carbon, nonetheless possible opportunities of introducing natural gas and advanced biofuels continue to be evaluated.

Biofuels

Biofuels are the only direct substitute for fossil fuels currently available on a large scale as transport fuel. Their use contributes to reduced carbon dioxide CO₂ emissions and to more environmentally friendly transport, without requiring further major modifications to vehicles or distribution networks.

Until today, the term biofuel in the Greek market pertained to mainly biodiesel, a fuel having similar properties to those of diesel, which was used as a substance (after being mixed with conventional diesel) in all diesel-powered vehicles. Following recent Greek legislation, the Group is preparing to mix bioethanol with conventional gasoline for use in all petrol-fueled vehicles starting 2019.

Biodiesel received and used as diesel fuel

Year	Biodiesel (m ³)	%v/v in diesel fuel
2013	101,269	6.73
2014	112,891	7.00
2015	112,680	7.00
2016	116,626	7.10
2017	112,338	7.11

Renewable Energy Sources (R.E.S)

Over the last five years, a 7 MW wind farm in Pylos, Messinia as well as photovoltaic power plants in Group owned properties, with a total nominal power of 1.5 MW, have been developed and are already operational. During 2016, seven photovoltaic projects with a total nominal power of 140 kW were built for self-generation and self-consumption (net metering program) for an equal number of EKO and BP fuel stations. There are four additional photovoltaic projects with a total nominal power of 10.6 MW, as well as five electricity and heat generation units from biomass combustion (from residual agriculture) with a total capacity of 25 MW in various stages of development. Furthermore, in cooperation with LARCO, a portfolio of 143 MW of photovoltaic, wind and hybrid projects are also under development.

The total energy produced by the Group's photovoltaic stations has exceeded 9 GWh from initial operation and the wind farm's production in Messinia has respectively exceeded 49 GWh. In total, over 84,000 tons of CO₂ emissions have been avoided to date.

Next steps

- Optimizing the facilities' energy efficiency – energy saving projects
- A climate change risk study – setting an internal carbon price
- A study regarding the actions or projects required for the Group's facilities' adaptation to climate change impacts – in progress
- Expand investments in R.E.S

Air Quality

Why is it material?

Socially and environmentally responsible and efficient operation requires continuous reduction of air emissions in order to minimize our impact and contribute substantially to improving air quality in the locations we operate.

Our socially and environmentally responsible operation facilitates developing relationships with local communities based on trust and cooperation. Through the adoption of best available practices and investments in modern low emission technologies, we achieve continuous reduction of air emissions and improvement of air quality.

Our ambition

Our goal is the continuous reduction of air emission indices in all our activities and acknowledgment of our significant contribution to improving the air quality of the local communities.

Our approach

We aim to continuously reduce air emissions through specific actions such as maximizing gas fuel use, using fuels with higher environmental specifications and applying advanced technologies to the production process.

We are committed to strictly complying with all national and European laws and best practices, a case in point being our compliance with petroleum industry Best Available Techniques and the European Industrial Emissions Directive. Our commitment is put in practice through significant investments in modern production and direct emission abatement technologies. These include low nitrogen oxide burners, particle retention filters, volatile organic compound recovery units, sulfur recovery units from exhaust gases, etc.

Our approach and results to date have had particularly positive evaluations, highlighting the significant reduction of key air emission indices over the last five years as well as the respective evidence of our contribution in comparison to the quantitative air quality monitoring measurements of the neighboring areas.

Sustainable Development Goals (SDGs)



Performance – Quantitative Data

HELLENIC PETROLEUM aims to reduce air emissions across the range of its activities through specific actions including maximizing fuel gas use, using fuels with higher environmental standards and implementing advanced technologies in the production process (ie. low nitrogen oxide emission burners, steam recovery systems during petroleum products loading).

In the Group’s three refineries, which comprises the company’s main productive activity, fuel gas use for self-consumption has been maximized, i.e. fuels derived from flue gases that undergo treatment to reach zero sulfur content are used in order to limit use of heavier liquid fuels. As a result, significant reductions in sulfur dioxide (SO₂) emissions have been achieved. Along with the important fuel gas desulphurization projects carried out at the facilities, low-NOx burners were also adopted for the majority of combustion sources. The result of all these efforts is the significant reduction of nitrogen oxide emissions in recent years.

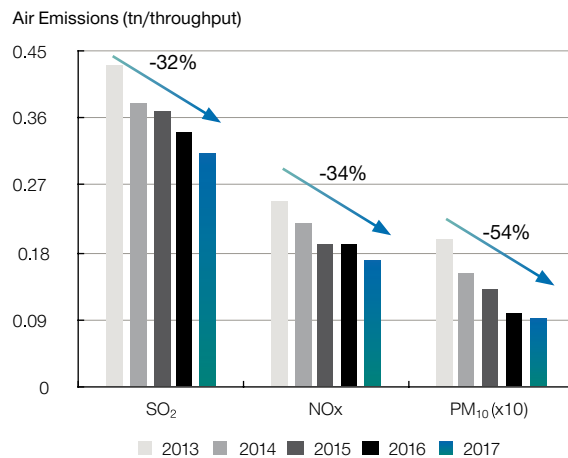
To reduce Volatile Organic Compounds (VOC) emissions, Best Available Techniques have been implemented for product storage and transport. These include secondary seals on the roofs of floating roof tanks, white painting of volatile product tanks (for high reflectivity), bottom tank truck loading and Vapor Recovery Systems at loading facilities, and a preventive maintenance program.

Additionally, the particularly effective implementation of leak detection and repair (LDAR) programs with the aim of reducing VOC emissions from equipment (e.g. valves, flanges, etc.) continues with significant results.

For 2017 specifically, despite the significantly increased operating levels compared to previous years, the figures for sulfur dioxide -SO₂, nitrogen oxides -NOx and particulate matter - PM₁₀ emissions indices (kg emissions per tn throughput) show significant improvement with a decrease of 32%, 34% and 54% respectively, with PM₁₀ predominating in the five-year period between 2013-2017.

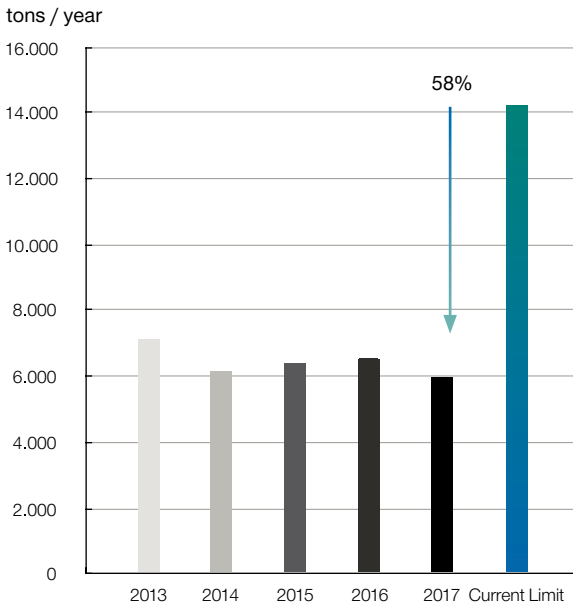
Reductions in air emissions indices over the last five years are presented in detail in the diagram below.

Sulfur Dioxide (SO₂), Nitrogen Oxides (NOx) and Particulate Matter (PM₁₀) Indices (kg emissions per tn throughput for 2013 -2017)



Regarding compliance with current legal limits (tn / year), reported SO₂ emissions (as an absolute figure, tn / year) remained much lower (-58%) than the current limit of environmental permit (in tn / year) while demonstrating a significant 14% reduction compared to 2016, mainly due to the increased use of fuel gases and despite the increased operating levels compared to previous years.

Sulfur Dioxide (SO₂) emissions for 2013-2017 compared to the current limit



The above sulfur dioxide - SO₂, nitrogen oxides NO_x and

particulate matter- PM₁₀ results, regarding point source emissions from the industrial installations' operation, are also reflected in air quality measurements of the areas in which we operate. These are not only monitored by our facilities' Air Pollution Measurement Stations, but other respective public monitoring Stations as well (municipalities' air quality reports and Ministry of Environment and Energy). It should be noted that air quality measurements include and correspond to all the surrounding area's contributing air emission sources, such as transportation and other industrial activities.

Next Steps

Within the context of complying with the Industrial Emissions Directive (IED) and the new limits according to the Best Available Techniques Conclusions for the refining of mineral oil and gas (REF BAT Conclusions Decision), the Group's refineries have launched further actions to further improve performance in relation to the monitored quantitative and qualitative indices.

In particular, significant investments have been programmed to further reduce nitrogen and sulfur oxides, particulates and volatile organic compounds emissions regardless whether they involve fixed costs and facilities (e.g. filters, end of pipe techniques) or operating costs (e.g. increased use of natural gas for self-consumption). The results stemming from these programs, in addition to the impact from other energy efficiency and savings projects being implemented in parallel, will lead to a further reduction in air emissions.

Oil Leaks and Spills

Why is it material?

Managing the risk of spills is directly linked to the safe, socially and environmentally responsible operation of all our facilities. Our main activities, including oil refining, storage and transport, involve the risk of spills due to unforeseen operational malfunctions or accidents, and most of them are land based and adjacent to the aquatic environment - sea. All precautionary and risk reducing measures are in place to manage the risk of spills, to provide environmental protection and maintain the company's sustainability.

Our ambition

We are committed to continuously reinforcing prevention measures along with directly and effectively responding to potential spills. Our goal is zero spills on the ground and water in which we operate. In the event of an unavoidable leakage, our goal is immediate response and remediation.

Our approach

At all operational stages, we identify and manage all possible risks in order to mitigate them on time and minimize the consequences of unforeseen operational incidents and accidents. We apply rigorous risk management and control measures, which are evaluated regularly for continuous improvement according to best internationally recognized practices.

During the transport of crude oil and other products, the Marine Pollution Contingency Plan is strictly enforced in all port facilities (in coordination with the Local and National Pollution Response Plan), by organized personnel teams and use of appropriate technical equipment and materials. Regular preparedness drills are conducted in cooperation with all stakeholders. Maritime and inland safety standards for transport of products by trucks and tankers are adhered to through ongoing controls, including compliance with international regulations and treaties such as the International MARPOL Convention on the Prevention of Pollution from Ships.

During the refineries' production process, in accordance with the approved Environmental Terms of Operation (AEPO), there is a system for continuous monitoring of the subsoil and groundwater to prevent their pollution from potential hydrocarbon leakage. In addition to the above, soil leakage response drills are conducted based on possible scenarios in accordance with relevant procedures and with all available resources and support for optimal management.

Sustainable Development Goals (SDGs)



Performance – quantitative data

The Group was among the first worldwide to adopt the new process safety indicators according to CONCAWE guidelines and in full alignment with API RP 754, 2016 (Recommended Practice 754, "Process Safety Performance Indicators for the Refining and Petrochemical Industries"), including those related to leaks and spills at all its industrial facilities.

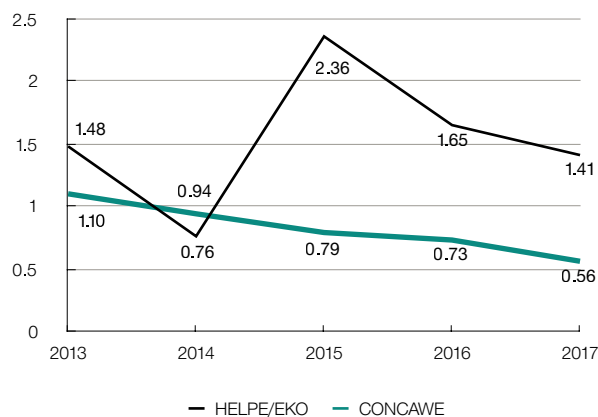
More specifically, all relevant indicators related to unplanned or uncontrolled leaks of any material, including non-toxic and non-flammable materials (i.e. steam, hot condensate, nitrogen or other inert gases, compressed CO₂ or compressed air) are monitored. As previously described, all monitored leaks are not associated with environmental impacts, with the exception of those related to hazardous substances that were not adequately addressed by measures to prevent contact with the ground or water.

Process safety events based on CONCAWE definitions

INSTALLATION	HELPE (AIC, EIC, TIC)	EKO	OKTA
Process Safety Event (PSE-1)	5	0	0
Process Safety Event (PSE-2)	8	0	1
Total Process Safety Events (PSE)	13	0	1
Process Safety Event Rate (PSER)	1.41	0	1.33

The following diagram shows the fluctuation of the Total Process Safety Event Rate (PSER), which corresponds to the total number of process safety events per one million man-hours compared to the equivalent CONCAWE indicator. The indicator shows a significant decrease to the magnitude of 15% in 2017 compared to the previous year. To reduce these indicators, an annual target to minimize process safety events is set in all installations with the ultimate goal of achieving zero incidents.

Frequency Index of all process safety events (PSER)



Prevention – confinement - remediation actions

The Group applies rigorous procedures and emergency response plans to address pollution in the event of an oil spill. Preparedness and response drills are regularly carried out at all facilities for the event of a ground or marine spill in cooperation with the competent authorities.

Specifically:

- At our three refineries, we continuously monitor the subsoil and groundwater to control and prevent pollution in the event of hydrocarbon leakage or spill, in addition to strictly enforcing Marine Pollution Conservation Procedures for spill incidents during product and raw material loading and unloading at port facilities. Especially in the case of oil spills at sea, it should be noted that response strategy for each incident is determined in cooperation with the competent authorities (port authority, associated Ministry) and actions and preventive measures taken during each incident are in accordance with the provisions of the Local Pollution Prevention Plan. Means and equipment used in order to handle spills include booms, oil skimmers, dispersants and other absorbent or adsorbent materials.
- HELPE's marine fleet has Emergency Plans to avoid pollution from oil spills in accordance to MARPOL Regulation 73/78, setting out the required actions to stop or mitigate impacts in the event of an oil spill caused by an accident during operations, or as a result of a serious incident such as a collision or explosion.
- In fuel storage facilities, leaks are handled through Emergency Plans that address all leak events that may occur at tank dikes, pumping stations, truck loading stations, pipelines, etc.
- At EKO's petrol stations, strict rules are in place to manage any leak that could occur during the customer vehicle refueling process, which in this case is associated with safety hazards rather than environmental impact. Indicatively, safety rules cover gas and petrol leaks as well as LPG or natural gas.

Fuel leak

Gasoline/Diesel leak during vehicle fueling operation



Interrupt vehicle fueling operation



Close the vehicle's fill cap



Use absorbent material to clean up the leak.
DO NOT use water



Move the car away from the dispensing area without turning its engine on



Use absorbent material to clean up the leak on the floor.
DO NOT use water



FUEL LEAK

We do not use water to clean it up

Use absorbent materials, such as sand, for containment and cleanup

LPG (Autogas) leak during vehicle fueling operation



Interrupt vehicle fueling operation using the Emergency Shut-off Button of the LPG pump



Interrupt all vehicle fueling operations using the Emergency Shut-off Button of the fuel station



Remove all passengers away from the vehicle



Move the car away from the dispensing area without turning its engine on



The vehicle is transported to a workshop for service

CNG (Compressed Natural Gas) leak during vehicle fueling operation



Interrupt vehicle fueling operation using the Emergency Shut-off Button of the CNG pump



Do not move the car away from the dispensing area



Remove all passengers away from the vehicle



Call DEPA



Call the Fire Brigade



Move the car away from the dispensing area without turning its engine on

Next steps

Baseline reports showing the current status of soil and groundwater at the industrial refinery facilities in

accordance with the Industrial Emissions Directive (IED 2010/75 / EU).

Waste and Circular Economy

Why is it material?

The sustainable and optimal use of materials and natural resources throughout their life cycle is an important business opportunity and mirrors our commitment to environmental protection.

Petroleum products - by-products that are characterized as waste (produced by our Group or by third parties) at a certain stage of their life cycle, constitute a major opportunity for us when reused as raw material in our production facilities or recovered to be used by third parties as a fuel according to our business approach towards circular economy.

Constantly reducing the amount of waste for final disposal contributes significantly not only to minimize impact on the environment and to human health, but also toward substantially reducing our operating costs.

Our ambition

Our priority is to continuously increase the utilization rate throughout the life cycle of the materials and natural resources by recycling and re-using them in our production process, as well as by developing broader synergies for their use.

Our goal is to significantly reduce waste to final disposal – landfill (up to 15% by 2030).

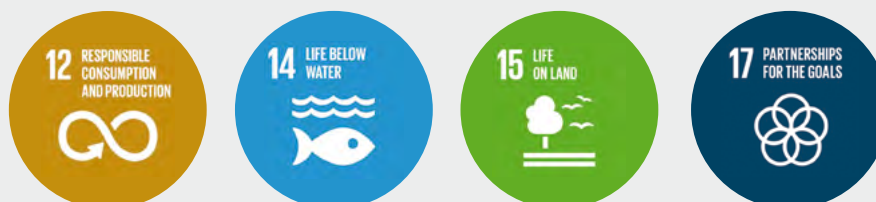
Our approach

We adopt and implement circular economy principles in the design and implementation phases of our investment strategy through best practices and technologies across our product lifecycle, such as:

- reuse of water with the aim of reducing fresh water consumption and wastewater production.
- reduction of solid waste for landfill through investments in modern waste treatment plants and through synergies for further use by third parties, such as energy use of refinery oily waste by third parties or other use as additives in their products.
- developing synergies toward the recovery of waste for energy and/or raw materials within the Group's numerous activities, such as the re-refining of oily wastewater from fuel storage facilities.

By applying Best Available Techniques to the production process and operating innovative waste treatment processes, we continue to recover significant amounts of oily waste at our refineries, while steadily reducing waste and minimizing what cannot be of further use.

Sustainable Development Goals (SDGs)



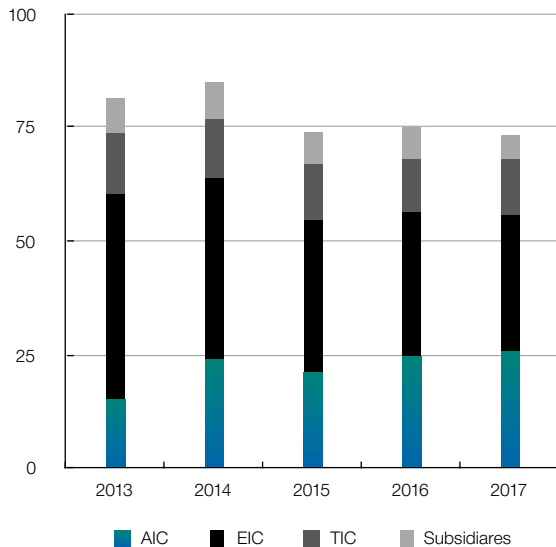
Performance – quantitative data

Regarding wastewater and solid waste management, the overall effort to reduce waste production and maximize recycling continued in 2017 for feasible waste streams. For remaining waste streams, the best possible on-site waste management practice with regard to the environment and human health was applied.

Advanced waste treatment facilities, such as the Group's 3-stage wastewater treatment units, ensure the continuous improvement of our performance as presented in detail in the diagrams below that show the comparison of the amounts of produced wastewater and solid waste sent for final treatment the last five years respectively. Specifically, and according to the declining trend of the last five years, produced wastewater reduction continued in 2017 from the Group's total activities.

Wastewater per Group facility (2013-2017)

thousands m³ / year

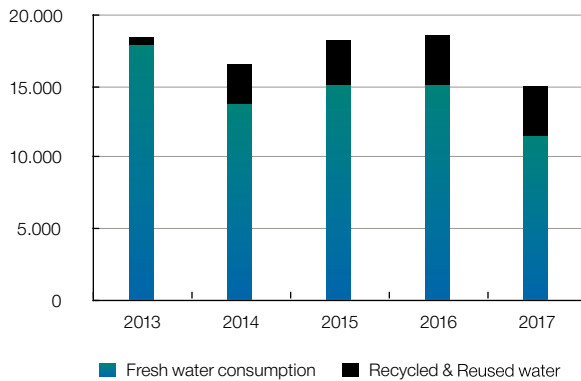


The reduction of produced effluents is directly related to the use of water and increased re-use / recycling of water. As shown in the diagram below, water consumption continued to decline in 2017 while recycling and re-use percentages remained at high levels.

In 2017, total water consumption decreased 17,5% from the previous year while recycling and reuse percentages remained high (24%) as presented in the diagram below.

Water Consumption & Recycling – Reuse (2013-2017)

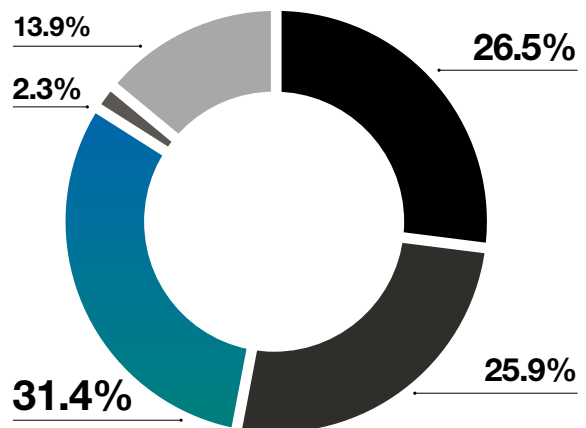
Water volume (10³ m³)



Regarding solid waste, 2017 presented a reduction in the total quantity produced in relation to the previous year. It is worth mentioning that the largest percentage of solid waste quantities come from cleaning product tanks, and therefore these amounts may vary significantly every year depending on programmed tank maintenance and secondly on the solid waste treatment unit's availability (either on or off the facility).

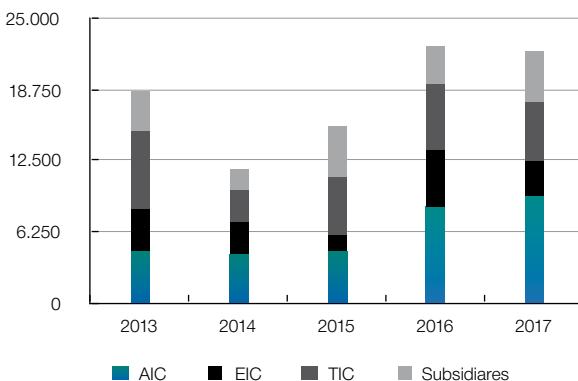
The diagram below presents the various waste treatment and disposal methods used to manage the produced solid waste in 2017. As evidenced, over 80% of the total waste is either re-used, recycled or used further through a raw material recovery process.

Group Solid Waste by means of disposal



Solid Waste performance (2013-2017)

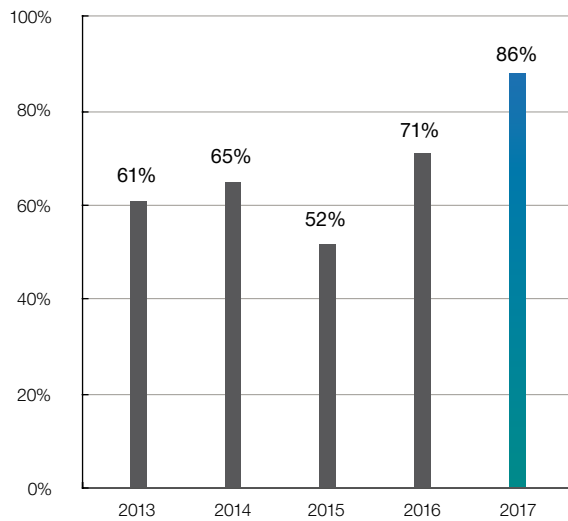
tn / year



- Reuse ■
- Recycle ■
- Recovery ■
- Incineration ■
- Landfill ■

It should be highlighted that the utilization rate (re-use, recycling, recovery, energy recovery) of waste generated (compared to that led to final landfill) shows an increasing trend the last 5 years, with the ultimate goal of stabilizing at more than 85%, as depicted in the diagram. In addition, efforts continue in order to recycle as many waste streams as possible, including paper, plastic, small or industrial-sized batteries, fluorescent lamps, electronic equipment, aluminum, etc., with active employee participation in all the Group's facilities and offices.

Waste utilization percentage



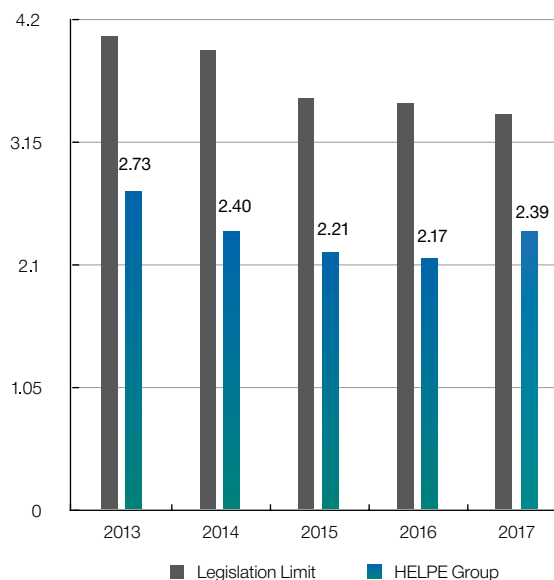
Especially for petroleum refinery sector, the percentage of oil waste recovered and returned to the production process as a raw material for re-refining is also monitored. These quantities of waste come both from the production process and from third parties. The table below shows the recovery quantities and percentages from the three Group refineries, while it is worth noting that over the past five years, approximately 570,000 tonnes of oily waste have been re-refined.

Recovered Raw Materials – 2017

Installation	Percentage Recovered	Quantity (tonnes)
Elefsina Refinery	1.27%	68,304
Thessaloniki Refinery	0.65%	29,761

In addition to quantitative data, the treated effluents' quality characteristics are monitored by the hydrocarbon per throughput index in the refinery sector. In 2017, the hydrocarbon index average for the Group's three refineries remained 30% below the statutory limit. Indicatively, the diagram below presents the Group's effluent hydrocarbon index for the past 5 years in relation to the legislation's threshold.

Group's Effluents Hydrocarbons Index 2013-2017 (gr H/C per tn throughput)



Next steps

Actions have been initiated to further improve performance with regard to the monitored quantitative and qualitative indicators as well as in compliance to the Industrial Emissions Directive (IED) and to the new limits according to the Conclusions of Best Available Techniques for Petroleum Refining (REF BAT Conclusions Decision).

SOCIETY

#Helpe NeaGenia

More than 100 CSR actions



100+

€4.79 m. expended on CSR actions (within and outside Greece)



€4.79 m.

513 employees reside in areas near our facilities



513

13.4% of purchases by industrial companies and 97% of purchases by commercial companies are made from "local suppliers"



13.4%

4,171 school and higher education students were guided in the Group's industrial facilities



4,171



97%

Our association with both the broader society and the local communities that our facilities are neighboring is durable, multi-faceted and substantial.

The initiatives undertaken by the Group are linked to the needs of each region and concern the society, the environment and the local economy. They are formed through open dialogue with stakeholders, research and identification of material topics, public opinion surveys, public debates and consultations.

The results of these practices are evaluated and reviewed so as to take into account and respond to the needs of the stakeholders, as reflected in the related surveys and studies.

Investments in CSR Actions in Greece and abroad

Greece	€ 4,169,342
Local Communities	€ 2,032,400
Broader Society	€ 2,136,942
Abroad	€ 625,773
Bulgaria	€ 136,455
Cyprus	€ 100,961
Montenegro	€ 132,000
OKTA (in FYROM)	€ 105,057
Serbia	€ 151,300
Total	€ 4,795,115

The Group's social contribution and its responsible stance as against the social whole, taking into account the on-going economic crisis in Greece, in collaboration with more than 130 NGOs, was based on five main keystones: Socially Vulnerable Groups, New Generation, Sustainable Cities & Environment, Culture, Sports & Health.

In 2017 we pursued initiatives and focused our attention on urgent issues and sectors where the needs are greater, such as the refugee issue. In this way, we contributed to social solidarity, mutual assistance and voluntarism, lending special emphasis to developing initiatives via collaborations.

The Group's multi-faceted action plan in Greece and abroad also supports activities related to infrastructure projects and improving quality of life, as well as programs related to the environment, culture and sports, evidencing the Group's on-going efforts to contribute to the sustainable development of local communities and society generally.

Group CSR actions in 2017 (indicative)

Vulnerable Social Groups



The Group offers heating petrol to the schools of the nearby Municipalities of Thriasion and West Thessaloniki (165 schools, approx. 20,000 children), but also to NGOs, entities and institutions engaged in supporting socially vulnerable groups. In 2017, 590,000 litres of heating and car petrol were offered.



Support and continuation of programs for supporting people with disabilities (PASKA [Sports Activities for the Disabled], Margarita Vocational Training Centre, Ergastiri [Disabled People's Parents Group], Sikiaridio Foundation [for people with Intellectual Disabilities], PEK-AMEA [Training Centre], Amymone [for people with visual impairments], Lighthouse for the Blind, etc.)



Support for programs for eliminating discrimination and respecting human rights (programs for the social integration of the Romani, in collaboration with the Church, and of former prisoners, in collaboration with the Epanodos NGO).



The Group displays in practice its solidarity for vulnerable members of our society, and every month supports 1,250 families in the nearby Municipalities of Thriasion and West Thessaloniki via "Social Grocery Stores" and super-market vouchers.



Creative work during the summer months for disabled children from the nearby Municipalities of Thriasion and West Thessaloniki in collaboration with the ELIX volunteer NGO.



Creative work during the summer months for children from poor families in the Municipalities of Thriasion and West Thessaloniki in collaboration with ELIX and the program "Holidays at School", and with the American Farm School and the program "Summer at the Farm".



Donation of a van to the Ark of the World non-profit organisation.

Addressing immediate needs for the relief of victims of the floods at Mandra.

New Generation



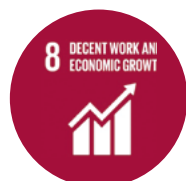
The Group supports and participates in the European initiative Pact4Youth (the "The European Pact for Youth"), a mutual commitment undertaken by businesses, social partners, youth groups, NGOs, etc. with the aim of helping the new generation in vocational training and quality education, apprenticeship programs and employability, without exclusions.



Opportunities for practical work at the Group for University and Technical College students.



Engagement of new graduates at various administrative units of the Group.



Organising Skill Development Seminars (entrepreneurship, marketing, inter-personal relations). Organising educational visits to industrial facilities of the Group. More than 4,000 school and university students participated in 2017.



Collaborations with Universities in Greece for post-graduate studies (University of Piraeus, Polytechnic School of Crete, Economic University of Athens, ALBA, National Polytechnic School, the "Demokritos" National Centre of Scientific Research, etc.). To this day, 35 scholarships have been awarded.



Scholarships for outstanding students from all over Greece who wish to engage in full-course post-graduate studies abroad for two years at maximum. The program aims at supporting students who wish to enrich their skills by specializing in three sectors: Engineering, Finance & Administration and Carbohydrates Research & Exploitation. It was realised in 2017 for the fifth year, and up to now 44 scholarships have been awarded in leading universities internationally (MIT, Harvard, Oxford, Imperial College, Berkeley, etc.)

Awards for students entering Universities and Technical Colleges from the nearby Municipalities of Thriasion and West Thessaloniki. In 2017 the program was realised for the 10th year, and 3,039 students have received the awards.

Awards for outstanding students - children of Group

employees, who were admitted to Higher Education institutions.

Collaboration with the Goulandris Museum of Natural History for the "Minerals and Man" exhibition.

Support for the "Virtual Business" program run by the Junior Achievement Greece non-profit organization, with the participation of Group employees.

Support for competitions in robotics and digital interactive learning programs.

Donation of educational material (computers, printers, interactive panels) to schools.

Support for school and university student competitions (EBEC, Best) and vocational orientation events (Career Guide, TED X Academy).

Support for local community libraries (lectures, book donations, etc.).

Natural science laboratories in 5 schools in Thriasion and West Thessaloniki.

Educational Visits to Group facilities

The Group's industrial facilities at Aspropyrgos, Eleusina and West Thessaloniki in 2017 welcomed and guided 4,171 school and higher education students from all levels of education.

Level of Education	Aspropyrgos Industrial Complex	Eleusina Industrial Complex	Thessaloniki Industrial Complex
Universities / Technical Colleges	202	55	139
Lyceums / Vocational Lyceums	1,343	0	722
High Schools	1,110	0	474
Other Institutions	73	0	53
TOTAL	2,728	55	1,388

Sustainable Cities & Environment



Donation of an environmental impact assessment program at the Aristotle University of Thessaloniki.



Environmental Awareness Program "Energy For Life ... Travels" for children and adults living in geographically remote regions, on issues related to the environment, the correct use of natural resources, energy saving and the protection of flora and fauna. Since 2013, Energy For Life has travelled to 54 regions and completed 312 workshops attended by 6,660 students, in collaboration with 30 NGOs.



Fuel cards for fire brigade vehicles.
Cleaning Thermaikos Bay.



Maintenance of environment stations in nearby municipalities.

Support for infrastructure projects in nearby municipalities (e.g. street paving).



Support for infrastructure used by security forces (Fire Brigade, Thessaloniki Coast Guard).

Renovation of three playgrounds in West Thessaloniki.



Photovoltaic systems for five schools.





Culture

The Group recognises the significance of protecting and safeguarding our national heritage and supports systematically cultural events organised at municipalities near our facilities (Eleusina - Cultural Capital of Europe 2021; Aeschylia Festival; Thriasia Festival; Summer Events at Mandra, Kordelio-Evosmos, Delta).

Collaboration with the Greek National Opera and the Athens Concert Hall for the participation of children from local communities and children of employees in performances for young people.

Collaboration with the National Theater to create a theatrical scene for teenagers.

Sponsoring the Youth Band Festival in Thessaloniki.

Sponsoring the "Nikos Kazantzakis" dedication exhibition.

Sponsoring the 6th Summer Guitar Music Academy in Lesvos.

Support for the Nafpactos Choir.

Sponsoring the "E. Venizelos" Research & Study Foundation.

Sponsoring the Thessaloniki Education Festival.

Sports and Health

Support for teams and sports clubs in nearby municipalities (Paneleusiniakos, Mandraikos, Aia Evosmos Sports Club, Kyzikos Peramou Sports Club, Vyzas Megara Sports Club, Heracles Eleusina Sports Association, others).

Support for the preparation of athletes who will participate in European and International events.

Participation of Group employees in Marathon races in Athens and Thessaloniki. For each kilometre run by the participants, the HELLENIC PETROLEUM Group donated EUR 10/km to NGOs.

Sponsoring athletes via the "Adopt an Athlete" program run by the Hellenic Olympic Committee.

Support for the operation of Public Hospitals, University Clinics and the First Aid Service by donating fuel and medical equipment.

Sponsoring the Hellenic Health Foundation for preparing a study on health and nutrition for children in Greece.

Support for the city of Patra in its bid to host the 2nd Mediterranean Beach Games in 2019.

Donation of medical kits for amateur football clubs in Central Macedonia.

Local Communities

Currently, more than 407 permanent employees reside in nearby municipalities in the region of Thriasio, and 106 employees in the West Thessaloniki area.

More than € 3 million are paid each year in municipal rates, while the local economies benefit from our purchases of products and services from businesses in the areas near our facilities.

Purchases from local suppliers amount to 13.4% for HELLENIC PETROLEUM and DIAXON (industrial companies) and to 97% for our commercial companies. (For local suppliers, see indicator 204-1 at <http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>)

Buying locally (based on suppliers from neighbouring areas) - HELPE and DIAXON

Suppliers	Payments		Number of suppliers	
	Value (€'000)	Value (%)	Number	%
Thriassio, neighbouring municipalities	21,669	7.6%	177	5.5%
W. Thessaloniki, neighbouring municipalities	16,576	5.8%	200	6.2%
TOTAL – LOCAL SUPPLIERS	38,246	13.4%	377	11.7%
REST OF SUPPLIERS	248,095	86.6%	2,859	88.3%
TOTAL	286,341	100.0%	3,236	100.0%

Buying locally (based on the domestic market and imports) - HELPE and DIAXON

Suppliers	Payments		Number of suppliers	
	Value (€'000)	Value (%)	Number	%
Imports	118,535	41%	758	23%
Exports	167,807	59%	2,478	77%
TOTAL	286,341	100%	3,236	100%

Buying locally (based on domestic market/imports) – marketing companies

Suppliers	Payments		Number of suppliers	
	Value (€'000)	Value (%)	Number	%
EKO	107,506	105,470	2,941	2,902
EKO BULGARIA	44,818	43,874	473	447
HP CYPRUS	20,716	19,517	637	591
OKTA	3,403	3,068	481	439
EKO SERBIA	18,709	18,066	509	490
JP Montenegro	20,128	18,939	538	469
TOTAL	215,280	208,934	5,579	5,338
Local suppliers %		97%		96%

Best Practices Abroad

In 2017 total expenditure on social responsibility actions outside Greece amounted to approx. € 625,773. Out of the large number of social responsibility actions in which the Group participates or which it supports, we list here some examples by country, indicating the range of our commitment.

FYROM:

- Financial support and donations to health and medical care institutions such as the "D-r Ferid Murad" General Hospital, the Idrina & Zlatan Sremec Special Schools (digital equipment), and the Ilinden Community (books and trees for planting).
- Subsidies for organising cultural and sports events and educational activities (Ohrid Summer Festival, OFFFEST & Skopje Jazz Festival, National Basketball Federation, Youth Association YMCA-Bitola).
- Ten scholarships for post-graduate studies were awarded to students from five study courses at the St Kiril and Methodius University.

CYPRUS:

- Financial support and donations to institutions such as the "Elpida" [Hope] Foundation, the "Alkyonides" [Halcyon] Association, and the "One Dream One Wish" Association.
- Subsidies for organising cultural and sports events and educational activities, such as the National Teams, the National Taekwondo Federation of Cyprus, the "Young Rebetes" Youth Choir.
- Erection of Monument dedicated to the Hellenic Force in Cyprus (EL.DY.K.)

MONTENEGRO:

- Financial support and donations to health and medical care institutions such as the General Hospital at Kotor, the Greek Hospital, the Berane Hospital, the Children's

Hospital, the Bijela Orphanage (children's camp), and construction of a playground.

- Subsidies for organising cultural and sports events and conferences (mini volleyball championship for children, Economist Forum, "Puppet" drama festival).
- "Someone thinks about you" safe driving program at schools in collaboration with the "Pcelice" NGO and the support of the Ministries of Education and of Internal Affairs.
- Scholarships for post-graduate studies at Greek Universities.

BULGARIA:

- Financial support and donations to institutions such as the Vidrare Orphanage, the International Women Club, and for the construction of a playground at a kindergarten in Yambol.
- Subsidies to support sports associations and events (Homeless People Football Team, support for Martin Choy for his participation in the Sport Club EKO Racing event, support for Ilia Tzarski for his participation in the Autotzar Rali Service event).

SERBIA:

- Financial assistance to institutions and foundations to support their charity work and humanitarian projects (Princess Katarina Fund, the Mali veliki ljudi NGO, the Belhospice NGO, the Radost deci NGO).
- Financial support for cultural and sports events and associations (International Music Festival, Serbian Football Association, Sports Camps for children at Kopaonik Mountain).
- Organising an "Open Day" for students of the University of Belgrade at the headquarters of the company.
- Scholarships for post-graduate studies at Greek Universities.

Group CSR Actions - Goals for 2018-2022

Socially Vulnerable Groups

- Continuation of our on-going activities to support vulnerable groups (providing food for poor unemployed, support for social grocery stores in nearby municipalities, donations of heating oil)
- Collaborations for improving the standard of living for refugees
- Synergies for implementing programs for the elimination of discrimination and respect for human rights



New Generation

- Expanding collaborations with Universities and Research Institutions
- Continuation of our on-going activities (programs for enhancing knowledge and acquiring new skills to help entry into the labour market, such as scholarships, post-graduate programs, opportunities for apprenticeships and employment, seminars, exhibitions)
- Support for the educational community and its infrastructure
- Synergies with universities for post-graduate, doctoral and post-doctoral studies in industrial research, energy and oil engineering
- Donations of model laboratories of Natural Sciences in High Schools / Lyceums



Culture & Sports

- Support for "Elefsina Cultural Capital 2021"
- Preservation and dissemination of our cultural heritage/
Cooperation with the National Archaeological Museum
- Showcasing modern creative art in Greece/Cooperation
with the Greek National Opera, the Athens Concert Hall
and the Thessaloniki Concert Hall
- Support for major sports events
- Actions to promote responsible and safe driving



Sustainable Cities & Environment

- Infrastructure projects in municipalities such as
asphalting, school rehabilitation, playground
configurations
- Installation of photovoltaic systems in schools in remote
areas
- Continuation of the environmental education program
"Energy for Life ... Travels" to new destinations
- Further development of scientific collaborations for
environment-friendly interventions in infrastructure
projects
- Donations of equipment (e.g. cleaning machines, bins)
serving the citizens



Glossary – Abbreviations

The following explanations are provided for readers of this Report who are not familiar with all the technical names and acronyms referred to herein.

AIC

Aspropyrgos Industrial Complex

AIF

All Injury Frequency– Total injuries: number of fatalities + absence + limited capacity + incapacity care (first aid exempted) x 10⁶ by total number of man-hours. Is calculated from the sum of fatalities, LWIs, Restricted Workdays Injuries and Medical Treatment Cases divided by the number of hours worked expressed in millions.

API

American Petroleum Institute.

AR

Absentee Rate - The actual days of absence, expressed as a percentage of total days scheduled to be worked, by the workforce, divided by the same period. Excludes authorized leave and absences due to annual leave, study, childbirth, maternity, serious personal reasons.

BoD

Board of Directors

CCPS

Center for Chemical Process Safety

CLP

The European Regulation (R1272/2008) for the Classification, Labelling and Packaging of substances and mixtures

COMO

Company owned & company operated/managed

CONCAWE

Conservation of Clean Air and Water in Europe, the oil companies' European Organisation for the environment, health and safety.

CoP

Communication on Progress, an annual report proving the company's commitment towards UNGC principles, see www.unglobalcompact.org/CommunicatingProgress/

Corporate Responsibility

See CSR

CSR

These are the widely used initials of Corporate Social Responsibility. The report, however, refers to the concept of "Corporate Social Responsibility", which is the most correct term/use.

DODO

Dealer Owned Dealer Operated

EIC

Elefsina Industrial Complex

EKO ABEE

HELLENIC FUELS AND LUBRICANTS INDUSTRIAL AND COMMERCIAL S.A. (EKO and BP brand logos)

ELOT

The Greek Standardization Organization

ESYPP

Internal Protection and Prevention Service (in accordance with Presidential Decree 95/1999 on the supervision of the health of workers, the observance of health conditions and the adoption of measures for the protection and avoidance of accidents).

EU- ETS

European Union GHG Emission Trading Scheme

EXECUTIVE/NON-EXECUTIVE BOARD MEMBERS

The Board of Directors of the limited liability company listed on the ATHEX consists of executive and non-executive members. The status of the members of the Board of Directors as executive or not is defined by the Board of Directors (Law 3016/2002). Executives members are responsible for the company's day-to-day management issues, while non-executive members are engaged in the promotion of all corporate issues. The number of non-executive members must be at least equal to 1/3 of the total number of members of the Board

EXYPP

External Protection and Prevention Service (in accordance with Presidential Decree 95/1999 on the supervision of the health of workers, the observance of health conditions and the adoption of measures for the protection and avoidance of accidents).

EYAE

Stands for employee committee for occupational health & safety

FUELS EUROPE

The European Petroleum Industry Association

GCAD

Group's Corporate Affairs Division (includes Group's CSR Division and Group's Communication Division)

GHG

Greenhouse Gas Emissions

GHSESD

Group's Health, Safety, Environment and Sustainable Development Division

GRI Standards Global Reporting Initiative, Sustainability Reporting Guidelines.	PPE Personal Protection Equipment	The UN Global Compact (UNGC) The Global Compact (a voluntary UN initiative) is a framework for businesses that commit themselves to align their functions and strategies with 10 universally accepted principles (24 criteria) in the areas of human rights, working conditions, the environment and the fight against corruption.
HELLENIC PETROLEUM Refers to the HELLENIC PETROLEUM Group, unless referred to otherwise.	PSE Process Safety Event	
HELPE Stands for HELLENIC PETROLEUM	PSER Process Safety Event Rate	
ISGOTT International Safety Guide for Oil Tankers and Terminals.	REACH The European regulation for “Registration, Evaluation and Authorization of Chemicals” (R1907/2006), in force amongst EU member State from 1st of June 2007.	TIC Thessaloniki Industrial Complex
ISM Institute of Supply Management.	RWI Restricted Workday Injuries	UNGC United Nations Global Compact
LDAR Leak detection and repair system.	SDGs Sustainable Development Goals - The joint commitment of the 193 UN member states is that they will actively contribute to the implementation of 17 objectives related to sustainable development by 2030.	VOC Volatile Organic Compounds
LWI Lost Workday Injury		
LWIF Lost Workday Injury Frequency – Lost Workday Injury Frequency (per 1,000,000 man-hours)	Stakeholders Interested Parties or Social Partners are those directly or indirectly affected by the activities of a business but at the same time can also influence them. These include employees, customers, shareholders, business associates, governments, local communities, non-governmental organizations, etc.	
LWIS Lost Workday Injury Severity		
MARPOL Marine Pollution		
MTC Medical Treatment Cases		
MY CLIMATE Global organization involved in carbon footprint compensation programs.	Sustainable Development Increasing economic activity in a way that respects the environment and uses natural resources in a harmonious way so as not to interfere with the ability of future generations to meet their needs (Third Community Support Framework).	
ODR Occupational Diseases Rate		
OHSAS Occupational Health and Safety Accreditation System		

Contact

This Sustainable Development & Corporate Social Responsibility Report is part of the Group's annual publications and has been approved and signed by the Group's Chairman of the Board and Chief Executive Officer.

The Group Corporate Affairs Division was responsible for the drafting and coordination of the Report, along with the Directorates of Human Resources for Health, Safety, Environment and Sustainable Development, Internal Audit, Financial Services, Marketing, Procurement, Legal Services, as well as the Group's subsidiaries (which are included in the Report). Both the qualitative and quantitative data reported are consolidated and validated at Group level unless otherwise stated.

The Report is addressed to all our social partners who wish to monitor our performance in the areas of Social Responsibility and Sustainable Development.

We welcome every suggestion or comment that can help us improve our two-way communication. Any of your comments can be sent to the following address.

If you would like any further information or clarifications regarding this Report, please contact the Group's CSR Division at the above address or visit the Group's website at www.helpe.gr/corporate-responsibility/

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APPENDIX I

GRI Standards		Ext. Verification		
GRI 102: GENERAL INDICATORS 2016	Group Profile	102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-8, 102-9, 102-10, 102-11, 102-12, 102-13	V	
	Strategy	102-14, 102-15	V	
	Ethics and Integrity	102-16	V	
	Governance	102-18, 102-19, 102-20, 102-21, 102-22, 102-23, 102-24, 102-25, 102-26, 102-27, 102-28, 102-29, 102-30, 102-31, 102-32, 102-33, 102-34, 102-35, 102-36, 102-37, 102-38, 102-39	V	
	Stakeholders	102-40, 102-41, 102-42, 102-43, 102-44	V	
	Report Profile	102-45, 102-46, 102-47, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-55, 102-56	V	
	MATERIAL TOPICS	Regulatory Compliance	GRI 103: Management approach 2016	103-1, 103-2, 103-3
GRI 307: Environmental compliance 2016			307-1	
GRI 419: Socioeconomic Compliance 2016			419-1	
Leaks and Oil Spills		GRI 103: Management approach 2016	103-1, 103-2, 103-3	V
		GRI 306: Effluents and waste 2016	306-3	
		Specific Indicators "Oil & Gas Sector Supplement"	OG13	
Employee Health, Safety and Welfare		GRI 103: Management approach 2016	103-1, 103-2, 103-3	V
		GRI 403: Occupational health and safety 2016	403-1, 403-2, 403-3, 403-4	
Air Quality		GRI 103: Management approach 2016	103-1, 103-2, 103-3	V
		GRI 305: Emissions 2016	305-7	
		Specific Indicators "Oil & Gas Sector Supplement"	OG8	
Fighting Corruption and Business Ethics		GRI 103: Management approach 2016	103-1, 103-2, 103-3	V
		GRI 205: Anti-Corruption 2016	205-1, 205-2, 205-3	
Energy and Climate Change		GRI 103: Management approach 2016	103-1, 103-2, 103-3	V
		GRI 201: Economic Performance 2016	201-2	
		GRI 302 Energy 2016	302-1, 302-2, 302-3, 302-4, 302-5	
		GRI 305: Emissions 2016	305-1, 305-2, 305-3, 305-4, 305-5, 305-6	
Waste and Circular Economy		Specific Indicators "Oil & Gas Sector Supplement"	OG2, OG3	V
		GRI 103: Management approach 2016	103-1, 103-2, 103-3	
		GRI 301: Materials 2016	301-1, 301-2, 301-3	
		GRI 303: Water 2016	303-3	
Employment		GRI 306: Effluents and waste 2016	306-1, 306-2, 306-4, 306-5	V
		GRI 103: Management approach 2016	103-1, 103-2, 103-3	
	GRI 401: Employment 2016	401-1, 401-2, 401-3		
Product Safety, Quality and Affordability	GRI 103: Management approach 2016	103-1, 103-2, 103-3	V	
	GRI 416: Customer health and safety 2016	416-1, 416-2		
	GRI 417: Marketing and labeling 2016	417-1, 417-2, 417-3		
Operational Continuity and Readiness for Emergency Situations	GRI 103: Management approach 2016	103-1, 103-2, 103-3	V	

	GRI 201: Economic Indicators 2016	201-1, 201-3, 201-4	V	
	GRI 202: Market presence 2016	202-1, 202-2	V	
	GRI 203: Indirect economic impacts 2016	203-1, 203-2	V	
	GRI 204: Procurement practices 2016	204-1	V	
	GRI 206: Anti-competitive behaviour 2016	206-1	V	
	GRI 303: Water 2016	303-1, 303-2	V	
	GRI 304: Biodiversity 2016	304-1, 304-2, 304-3, 304-4	V	
	GRI 308: Supplier Environmental Assessment 2016	308-1, 308-2	V	
	GRI 402: Labour/management relations 2016	402-1	V	
	GRI 404: Training and Education 2016	404-1, 404-2, 404-3	V	
OTHER TOPICS	GRI 405: Diversity and Equal Opportunities 2016	405-1, 405-2	V	
	GRI 406: Non-discrimination 2016	406-1	V	
	GRI 407: Freedom of association and collective bargaining 2016	407-1	V	
	GRI 408: Child labour 2016	408-1	V	
	GRI 409: Forced or compulsory labour 2016	409-1	V	
	GRI 410: Security practices 2016	410-1	V	
	GRI 411: Indigenous people's rights 2016	411-1	V	
	GRI 412: Human rights and assessments 2016	412-1, 412-2, 412-3	V	
	GRI 413: Local communities 2016	413-1, 413-2	V	
	GRI 414: Supplier assessment 2016	414-1, 414-2	V	
	GRI 415: Public policy 2016	415-1	V	
	GRI 418: Personal data protection	418-1	V	
		Other Specific Indicators for the Petroleum Industry "Oil & Gas Sector Supplement"	OG1, OG4, OG5, OG6, OG7, OG9, OG10, OG11, OG12, OG14	V

For detailed presentation on each one of these indicators, go to <http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/GRI-Standards/>



APPENDIX II

UNGC CoP REPORT

	Criteria Summary	Ext. Certification
	Strategies & Operations	
1	The CoP describes mainstreaming into corporate functions and business units	V
2	The CoP describes value chain implementation	V
	Robust Human Rights Management Policies & Procedures	
3	The CoP describes robust commitments, strategies or policies in the area of human rights	V
4	The CoP describes effective management systems to integrate the human rights principles	V
5	The CoP describes effective monitoring and evaluation mechanisms of human rights integration	V
	Robust Labour Management Policies & Procedures	
6	The CoP describes robust commitments, strategies or policies in the area of labour	V
7	The CoP describes effective management systems to integrate the labour principles	V
8	The CoP describes effective monitoring and evaluation mechanisms of labour principles integration	V
	Robust Environmental Management Policies & Procedures	
9	The CoP describes robust commitments, strategies or policies in the area of environmental stewardship	V
10	The CoP describes effective management systems to integrate the environmental principles	V
11	The CoP describes effective monitoring and evaluation mechanisms for environmental stewardship	V
	Robust Anti-Corruption Management Policies & Procedures	
12	The CoP describes robust commitments, strategies or policies in the area of anti-corruption	V
13	The CoP describes effective management systems to integrate the anti-corruption principle	V
14	The CoP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption	V
	Taking Action in Support of Broader UN Goals and Issues	
15	The CoP describes core business contributions to UN goals and issues	V
16	The CoP describes strategic social investments and philanthropy	V
17	The CoP describes advocacy and public policy engagement	V
18	The CoP describes partnerships and collective action	V
	Corporate Sustainability Governance and Leadership	
19	The CoP describes CEO commitment and leadership	V
20	The CoP describes Board adoption and oversight	V
21	The CoP describes stakeholder engagement	V
	ANNEX: Business & Peace	
22	The CoP describes policies and practices related to the company's core business operations in high-risk or conflict-affected areas	Neither HELLENIC PETROLEUM nor its subsidiaries are operating in high-risk or conflict-affected areas.
23	The CoP describes policies and practices related to the company's government relations in high-risk or conflict-affected areas	
24	The CoP describes local stakeholder engagement and strategic social investment activities of the company in high-risk or conflict-affected areas	

Independent certification was conducted for each point and criterion, as shown in detail for the 21 GC Advanced level COP criteria at the link <http://sustainabilityreport2017.helpe.gr/en/sustainability-standards-and-verification/entries-cop/>.

APPENDIX III



In 2017, HELLENIC PETROLEUM, as an ambassador of the Greek Sustainability Code, complied with the Code's 20 criteria (Level A), actively participated to the Code's development either through providing its opinions and initiatives in the framework of a relevant Dialogue, or through participation in the competent work teams.

PILLAR	CRITERIA	Relevant Chapter within this Report	Reference to GRI Standards	
STRATEGY	1. Strategic Analysis & Action	<ul style="list-style-type: none"> Message from the Chairman and the CEO The Group at a glance 	102-12, 102-13, 102-14, 102-15	
	2. Materiality	<ul style="list-style-type: none"> Stakeholders and Material Topics A few words about the Report and Appendices 	102-15, 102-46, 102-47	
	3. Objectives	<ul style="list-style-type: none"> The Group at a glance KPIs regarding the environment and energy Society 	102-15	
	4. Value Chain Management	<ul style="list-style-type: none"> The Group at a glance/Value Creation Stakeholders and Material Topics Markets 	102-6, 102-9, 102-10, 102-16, 102-40, 102-42, 102-43, 102-44, 103-1, 308-1, 308-2, 407-1, 408-1, 409-1, 414-1, 414-2	
MANAGEMENT PROCEDURE	5. Responsibility	<ul style="list-style-type: none"> Corporate Governance & Regulatory Compliance Society 	102-19, 102-20, 102-21, 102-26, 102-27, 102-28, 102-29, 102-30, 102-31	
	6. Rules and Procedures	<ul style="list-style-type: none"> Corporate Governance & Regulatory Compliance A few words about the Report and Appendices 	102-16, 102-28	
	7. Monitoring	<ul style="list-style-type: none"> Corporate Governance & Regulatory Compliance Employment Health and Safety Environment, Energy and Climate Change The Group at a glance/Economic performance A few words about the Report and Appendices Society 	302-3, 305-4	
	8. Reward Schemes and Sustainable Development Motives	<ul style="list-style-type: none"> The Group at a glance/Value Creation Employment Health and Safety 	102-35	
	9. Stakeholder Engagement	<ul style="list-style-type: none"> Stakeholders and Material Topics 	102-40, 102-42, 102-43, 102-44	
	10. Responsible Products and Innovation	<ul style="list-style-type: none"> Markets 	302-3, 302-4, 302-5, 414-1, 414-2, 415-1, 416-2, 417-1, 417-2, 417-3, 418-1, 419-1	
	ENVIRONMENT	11. Use of Natural Resources	<ul style="list-style-type: none"> Environment, Energy and Climate Change 	301-1, 301-2, 302-1, 302-2, 302-3, 302-5, 303-1, 306-2
		12. Management of Resources	<ul style="list-style-type: none"> Environment, Energy and Climate Change 	301-1, 301-2, 302-1, 302-4, 302-5, 303-1, 303-3, 306-1, 306-2
		13. Gas Emissions and Climate Change	<ul style="list-style-type: none"> Environment, Energy and Climate Change 	301-1, 302-1, 305-1, 305-2, 305-3, 305-4, 305-5
		14. Employment Rights	<ul style="list-style-type: none"> Employment 	403-1, 404-1, 404-3, 405-1, 406-1, 407-1, 412-3
15. Equal Opportunities		<ul style="list-style-type: none"> Employment 	102-36, 102-37, 401-2, 403-2, 403-4, 404-1, 405-1, 405-2, 406-1	
SOCIETY	16. Employment	<ul style="list-style-type: none"> The Group at a glance/Value Creation Employment Environment, Energy and Climate Change A few words about the Report and Appendices 	401-1, 404-1, 404-2	
	17. Human Rights in the Supply Chain	<ul style="list-style-type: none"> Markets Employment 	407-1, 408-1, 409-1, 412-1, 414-1, 414-2	
	18. Corporate Citizenship	<ul style="list-style-type: none"> Society The Group at a glance/Value Creation 	201-1, 202-2, 203-1, 413-1	
	19. Initiatives and Political Influence	<ul style="list-style-type: none"> Stakeholders and Material Topics Corporate Governance & Regulatory Compliance 	102-12, 415-1	
	20. Corruption Prevention and Fighting	<ul style="list-style-type: none"> Corporate Governance & Regulatory Compliance 	102-16, 102-17, 205-1, 205-3, 419-1	

APPENDIX IV - Independent Verification of the Report



Information

The Assurance Provider TÜV AUSTRIA Hellas ('the Provider') has been engaged to provide external assurance on the disclosures published in the Corporate Sustainability and Social Responsibility Report 2017 ('the Report') of Hellenic Petroleum Group ('the Company'). The Company is exclusively responsible for the data and information within the Report. The assurance process was conducted by the Provider in terms of sample-based audits of data and information as well as audits of data collection systems and procedures.

The Provider has not offered any consulting services to the Company.

Economic and financial data were not audited. Instead, they were assessed with respect to the information contained in the 2017 annual report and financial statement which have been audited by other third parties.

Assurance Statement for Hellenic Petroleum's Corporate Sustainability and Social Responsibility Report 2017

The Provider concurs that the GRI STANDARDS "Comprehensive option" requirements have been met, including the Oil and Gas Sector Supplement.

Scope of Assurance

The Provider undertook the following tasks during the months June / July 2018:

1. Reviewed the Report against the requirements of GRI's set of Sustainability Reporting Standards and confirmation that the "Comprehensive option" requirements are fulfilled.
2. Verification of the data included in all the chapters of the Report.
3. Site visits at the Company's Head Offices in Marousi and its refineries located in Aspropyrgos, Eleusina and Thessaloniki, for the implementation of verification and sampling inspections of files in order to evaluate:
 - the reliability and accuracy of performance indicators of the Sustainability Report
 - the reliability of processes for generating, gathering and managing information included in the Report.

Conclusions

During the assurance engagement, it was confirmed that the data and information are reliable. The accuracy of the disclosed statements and assertions was found to be within acceptable limits. The Company provided a comprehensive and proper presentation of performance on the basis of reasonably documented information as well as that there is an effective data gathering, management and reporting system in place for issues which pertain to sustainable development.

Opportunities for Improvement

Based on the observations and concluding remarks derived from the assurance engagement, the Provider's recommendations for the improvement of the Company's future Sustainability Reports are as follows:

- Harmonize the procedures and data collection systems of all companies within the boundaries of the Report.
- Extend the boundaries of the Report to include more companies of the Hellenic Petroleum Group.
- On site visit in more installations of the Hellenic Petroleum Group within the boundaries of the Report.

Assurance Statement for Hellenic Petroleum's Corporate Responsibility Report 2017

Scope of Assurance

The Provider undertook the following tasks during the months June / July 2018:

1. Reviewed the Report and the contained in the Report annual "Communication on Progress (COP)", against the principles and goals of the UN Global Compact (GC).
2. Confirmation of the application level of the Report / COP, according to the requirements of the GC Advanced Level.
3. Visited the Company's Head Offices in Athens and its refineries located in Aspropyrgos, Eleusina and Thessaloniki in order to evaluate the systems for generating, gathering and managing information included in the Report.
4. Performed checks of the reliability and accuracy of performance information disclosed in the entire Report and the processes for capturing and reporting such data.

Conclusions

During the assurance engagement, it was confirmed that the data and information are reliable. The accuracy of the disclosed statements and assertions was found to be within acceptable limits. The Company provided a comprehensive and proper presentation of performance on the basis of reasonably documented information as well as that there is an effective data gathering, management and reporting system in place for issues which pertain to sustainable development. The Provider concurs that the criteria of the GC Advanced Level have been met.

Opportunities for Improvement

Based on the observations and concluding remarks derived from the assurance engagement, the Provider's recommendations for the improvement of the Company's future Sustainability Reports are as follows:

- Harmonize the procedures and data collection systems of all subsidiaries within the boundaries of the Report.
- On site visit in more installations of the Hellenic Petroleum Group within the boundaries of the Report.

Note: This Independent Assurance Report has been prepared as a translation of the original Greek version

On behalf of TÜV AUSTRIA Hellas,
Athens, 27th of July 2018



Kallias Yiannis
General Manager



Sifakis Nikolaos
Lead Auditor



