



**HELLENIC**  
PETROLEUM

# Sustainable Development & Corporate Responsibility Report 2016





12/2017



**Sustainable Development  
& Corporate Responsibility  
Report  
2016**

# Table of Contents



**6-9** Sustainable Development  
& Corporate Responsibility

**10-15** Corporate Identity,  
Shareholders and  
Business Activities

**16-17** Our Stakeholders

**18-19** Value Creation  
- Vision

**20-25** Corporate Governance  
and Regulatory  
Compliance

**26-35** Human  
Capital

**36-43** Business  
Partners

**44-45** Financial  
Performance

**46-55** Environment, Energy  
and Climate Change

**56-65** Society

**66-73** Sustainability Standards  
and Verification

**74** Glossary-  
Abbreviations

**75** Contact

# **Sustainable Development & Corporate Responsibility**

## Message by the Chairman & the CEO



E. Tsotsoros  
Chairman of the BoD

**Our goal is to create a leading energy regional group, which will be a leader in European developments concerning modern and sustainable forms of energy.**

In 2016, the global energy sector has taken important steps towards creating the conditions for a transformation, which sees increased production of low-carbon emitting sources. The 2015 Paris Agreement and the UN's Sustainable Development Goals set new targets for tackling climate change by promoting economic growth that requires respect for the principles of sustainability and prioritises modern forms of energy.

While ensuring for an adequate energy supply, energy transformation will make a significant contribution to tackling climate change, innovation and employment, and focuses on:

- High energy efficiency and energy savings,
- Reducing dependence on solid fuels and oil, and
- Increasing renewable energy sources (RES)



G. Stergioulis  
Chief Executive Officer

### Defining a new strategy

The previous year was also a very important year for HELLENIC PETROLEUM Group as it achieved the highest operating profitability in its history with Adjusted EBITDA reaching €836 million and net profits reaching €329 million, also contributing to strengthening the Greek economy, which has faced such a difficult period in recent years.

Having embedded the principles of Sustainable Development into its strategy, the Group has set the following main goals for the years to come:

- **Increasing extroversion and international competitiveness**, with exports having already reached 60% of total production. During the 2009-2016 crisis, the Group implemented an extensive modernisation investment program amounting to approximately €3.5 billion, which in addition to improving the refining units' efficiency, further improved its environmental performance and increased employment.
- **Gradually diversifying its energy portfolio**, according to the EU roadmap relating to energy transformation, aiming at further developing renewable energy sources and reducing the Group's carbon footprint, while designing and implementing alternative energy infrastructures in Greece (electric vehicle charging points, supply points for compressed natural gas vehicles in cooperation with DEPA etc.)
- **Improving energy efficiency and energy saving** at the refineries with planned investments of around €400 million.
- **Digital transformation, aimed at improving efficiency and enhancing transparency**

- **Education and Innovation:** investing in staff training, in the new generation in collaboration with both Greek and overseas universities (scholarships) while also exploring technological developments through participating in research projects in partnership with various universities and research bodies.

#### **Prioritizing Health and Safety, and the Environment**

The Group continued to invest in Health and Safety in 2016 so as to comply with the strictest criteria at both national and European level. A Holistic Safety program was launched at the Group's three refineries with the aim of improving all relevant processes. Another important achievement in the previous year saw the EKO marketing company achieve 2,000,000 man hours worked without any accidents necessitating days of absence. With regards to the environment, despite the refineries' increased operating levels, the indicators for the most important gas emissions fell by 23% compared to 2015.

#### **Creating Value for Society**

By implementing an ambitious corporate social responsibility program, the Group is investing in the new generation and educational community, its supports vulnerable social groups, contributes to the dissemination of culture, and is investing in infrastructure projects in order to improve the day-to-day lives of the neighbouring municipalities. The priority is to create jobs, local employment and create opportunities for young people as well as strengthen the social product by investing in neighbouring societies, supporting local suppliers and meeting the energy needs of vulnerable social groups.





### **The 2016 Corporate Responsibility Report**

The Report includes all relevant information about the Group's performance based on social, working-life, and health-safety and environment criteria. For nine years now, the Group has been a member of the UN Global Compact and has been working towards protecting the environment, respect for human rights, equal opportunities in employment, the fight against corruption, and the adoption of a modern code of corporate governance.

For the years to come, we will continue to work on these principles and seek synergies to deliver on our vision of Sustainable Development, maximizing the benefits to society and ensuring a better future for future generations.



E. Tsotsoros  
Chairman of the BoD



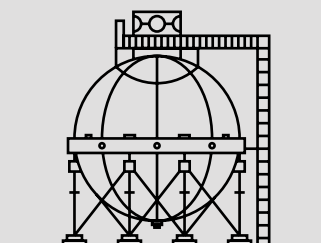
G. Stergioulis  
Chief Executive Officer



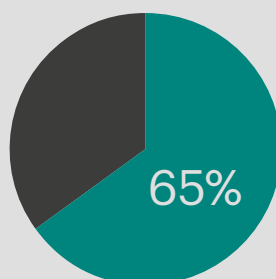
# Corporate Identity, Shareholders & Business Activities



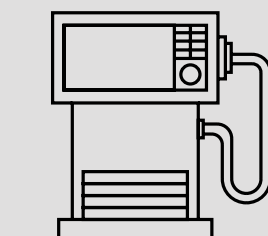
A Group that is active in **6 countries**



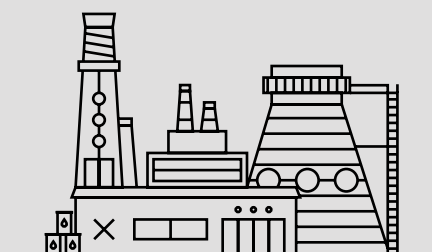
**15** bulk storage and supply terminals



Covering **65%** of the country's refinery capacity



**1,700** petrol stations in Greece  
**300** petrol stations abroad



**3** high complexity refineries

Tanks for storage of crude oil and petroleum products in Greece with a capacity of **6.65 million m<sup>3</sup>**



**23** aircraft refuelling stations,  
**2** LPG bottling and  
**1** lubricant production and packaging plant

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 [http:// www.helpa.gr/userfiles/8ea1f0cb-9e62-48e4-b947a27b00fb14bb/BoD%20Report-2015-ENG-NEW\\_1.pdf](http://www.helpa.gr/userfiles/8ea1f0cb-9e62-48e4-b947a27b00fb14bb/BoD%20Report-2015-ENG-NEW_1.pdf), p. 175-177. The present legal form of the Group is the result of the initial merger that took place in 1998 when the parent company was first listed, as well as subsequent corporate transactions (acquisitions).

Refining is the main activity, accounting for approximately 75% of the Group's total assets. The Group has a leading position in the domestic market through its subsidiary EKO which is active in the domestic retail market and the sales of LPG, industrial, aviation & marine fuels and lubricants. HELLENIC PETROLEUM, founded in 1998, is one of the most important Groups in the energy sector in South-Eastern Europe and operates in 6 countries (Greece, Cyprus, Serbia, Montenegro and FYROM through a total of 2,000 petrol stations).

## Shareholding Structure

### Main shareholders (>2%)

(on 31.12.2016)	% of total
Paneuropean Oil and Industrial Holdings S.A	45.47%
Greek State	35.48%
Investment Community	19.05%

# Group's Main Activities

## Refining

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 m<sup>3</sup> in storage capacity.

### Achievements

- 16% increase in production (14.8 million tonnes) - historical high/ record
- 25% of produced petrol is exported (8.6 million tonnes)-historical high

- 51% increase in middle distillates performance (diesel, jet)
- 22% increase in gasoline production
- 80% increase in production of high added value products

### Targets

- **Emphasis on Safety:** Focusing on education, implementation of standards and improvement of procedures

- Optimizing operational performance by exploiting synergies between the Group's refineries, improving conversion units' efficiency and our refineries' energy performance
- Maintaining our export activity at high levels
- Improving the refineries' energy efficiency in the context of maintenance programs

## Marketing

The Group is active in the marketing and distribution of petroleum products, both in Greece through its subsidiaries EKO and HELLENIC FUELS, as well as internationally through its subsidiaries in Cyprus, Bulgaria, Serbia, Montenegro and FYROM.

In 2016, the merge was completed by the absorption of «EKO S.A.» by «HELLENIC FUELS»; the Group has a total of 1,700 petrol stations with EKO and BP trademarks in the Greek market. Over 180 belong to the COMO network.

Combined, the two companies possess:

- 15 bulk storage and supply terminals,
- 23 aircraft refuelling stations located at the country's main airports,
- 2 LPG bottling plants and one lubricant production and packaging unit.

### Achievements

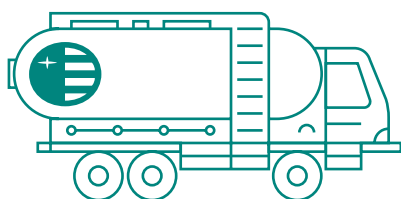
- Significant improvement in both EKO and BP's market shares in most products
- In motor fuels, the total market share has exceeded 30%
- EKO's leadership in Aviation and Marine Fuels has been maintained
- Agreement with BP plc. for the exclusive use of its trademarks for ground fuels in Greece until the end of 2020, with the possibility of further renewal
- Increased retail sales in most of the Group's foreign companies (increased demand, expansion of retail outlets, marketing activities, new products)

### Targets

- Increase the market share of the Group's marketing company while improving its operating profitability and liquidity. The main axes are the further development of the petrol stations network, the production and marketing of lubricants, the marketing of LPG, as well as

further improving competitiveness and optimizing operations through further increasing the value offered to consumers via innovative high quality products and services at competitive prices

- Increase the market share of the Group's marketing while improving its operational profitability and liquidity. The main axes are the further development of the network of service stations for the production and marketing of lubricants, the marketing of LPG, as well as the improvement of competitiveness and the optimization of operations by further increasing the value offered to the consumer with innovative high quality products and services at competitive prices
- Maintain a leading position in the Cypriot and Montenegrin markets
- Strengthen the profitability of commercial activity in FYROM
- Continuing development in the Bulgarian and Serbian markets through targeted network development and supply chain optimization





## Supply

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, proved to be 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.

### Achievements

Oversupply of all crude types continued in 2016 with a positive impact on pricing, especially in regards to the heaviest types of crude in our region, mainly due to Iran's return to the international market. The Group has taken advantage of international market opportunities and improved financial liquidity, and has entered into direct agreements with suppliers. As a result, the supply mix was adjusted as follows:

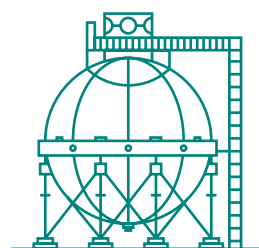
Russia 17%  
Iraq 24%  
Kazakhstan 25%  
Iran 16%  
Saudi Arabia 5%  
Egypt 10%  
Libya 2%

### Targets

Increase in refining margins, mainly through the expansion of direct procurement from producers and the exploitation of short-term spot market opportunities.

## 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 Basel technology, considered to be one of the leading global technologies.



### Achievements

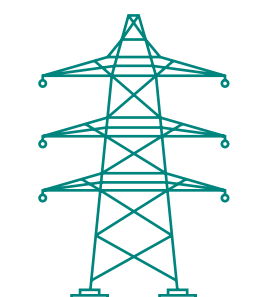
- 60-65% of chemicals are exported
- EBITDA to the tune of 100 million EUR – a historical high
- 16% increase in petrochemicals sales
- Historically high polypropylene production
- Historically high BOPP film production

### Targets

- Emphasis on polypropylene quality applications
- Sales focus turning towards European markets demanding high quality
- Maintaining high internal market shares for PP and BOPP
- Continuing to promote new types of film (higher added value)
- Production of phthalate free polypropylene products and BOPP films

## Power Generation & 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.



### Achievements

- 84% participation of the aforementioned companies in the Group's results compared to 2015
- ELPEDISON BV's EBITDA more than doubled as the company's two units' production increased due to the improved competitiveness of Natural Gas as a fuel for electricity generation
- DEPA S.A.'s results improved, contributing € 36 million to the Group's results due to increased sales (despite the BOTAS dispute and bad debts) as

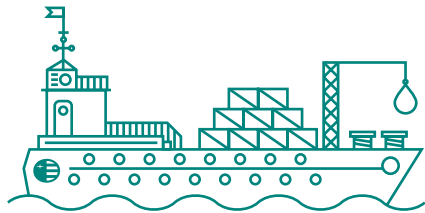
sales increased by 37% compared to 2015, reaching 3.8 bcm

### Targets

Design and implementation of alternative infrastructure in the country (electric vehicle charging points, gas supply points in cooperation with DEPA, etc.).

## Hydrocarbon Exploration & 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.



### Achievements

- Thracian Sea concession, total area of 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%)
- Preferred Bidder for the exploration and exploitation of hydrocarbons in the Arta-Preveza and NW Peloponnese land areas. The Lease Contracts were signed on 25 May 2017 for ratification by the Greek parliament.
- Establishment of the consortium, Total 50% -Edison 25% -HELPE 25%, chosen as preferred bidders for Block 2 (marine)

on the West Coast of Corfu. The negotiation of the Lease Contract and signing are pending.

- Preferred Bidder for the exploration and exploitation rights for hydrocarbons in Block 10, in the Kyparissiakos Gulf area. The negotiation of the relevant Lease Agreement is in progress.

### Targets

Assessment of hydrocarbon exploitation potential by performing geophysical research and drillings with absolute respect for the environment and local communities.

## Renewable Energy Sources

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.).

### Achievements

- A 1.4 MW PV station located on Group owned property
- A 7 MW wind park in Pylos, Messinia.
- At various stages of development: 5 biomass power and heat generation units (from residual agriculture) with a total output of 25 MW and 4 other PV projects - 11.6 MW.
- 7 PV own production systems were activated - 70 kW total power at an equal number of EKO and BP liquid fuel stations.

Following the relevant tender, in December 2016 HELPE Renewables took over:

The implementation of three (3) photovoltaic system projects in which it participated, for the 8.6 MW of the aforementioned 11.6 MW. In particular, the following projects were awarded:

- 3.6 MW PV System of a total power of 3.6 MW at HELPE's Industrial Installations in Aspropyrgos (BEA)
- 4.0 MW PV System at HELPE's Industrial Installations in Thessaloniki (BEO), and
- 1.0 MW PV System in the Industrial Area of Kavala

It is expected that HELPE RENEWABLES will complete the above projects during 2017.

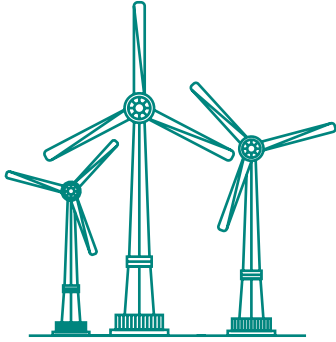
### Targets

HELLENIC RENEWABLES has set itself the goal of developing significant installed wind, photovoltaic and biomass power in the coming years, contributing to balancing the Group's greenhouse gas emissions. The reduction in its carbon footprint will be at least 250,000 tonnes per year, offsetting a significant proportion of CO<sub>2</sub> emissions corresponding to refinery and gas generation activities.

- In 2017, it will apply for a 1 MW electricity generation license from a biogas plant.
- A portfolio of 143 MW photovoltaic, as well as wind and hybrid projects are being developed 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

ASPROFOS is a Group subsidiary and is the largest Greek provider of technical services, as well as energy advisory services in S.E. Europe.



### Achievements

---

In 2016, the company's turnover amounted to € 11.2 million. The company provided its services to 155 projects.

### Targets

---

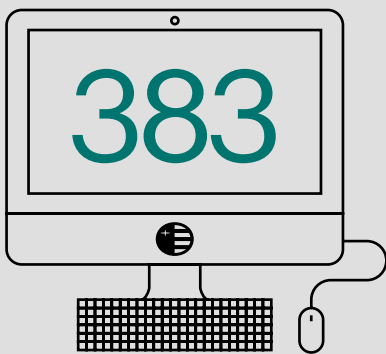
- Strengthening our company's extrovert and competitive policy to expand our services outside the Group
- Synergies with EPC companies

- Expansion of actions within the Group, in areas where there are needs and we can offer quality and value
- ASPROFOS being involved in the main projects taking place in our region - TAP, Projects in Cyprus, Project Management for DEPA projects, Hellinikon project
- Investing in the productive core of the company and its high level of training and know-how



# Our Stakeholders

Our commitment to 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.



posts uploaded and communicated to employees via intranet

The Materiality Assessment highlighted

# 26

important issues



\*The Employee Suggestion Box (see <http://sustainabilityreport2016.help.e.gr/operational-efficiency-performance/GRI-G4-point/>), indicators G4-37 and G4-LA16) 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 2016, 23 suggestions and 4 complaints were submitted. All of the suggestions were thoroughly examined, 20 were resolved (as well as a further 4 pending from 2015), while 4 are presently being examined.

Every year - 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. Our commitment to consultation and communication with our social partners is implemented through mechanisms such as:

- Materiality assessments and their

evaluation

- Public opinion surveys
- Work environment improvement surveys
- Customer satisfaction surveys

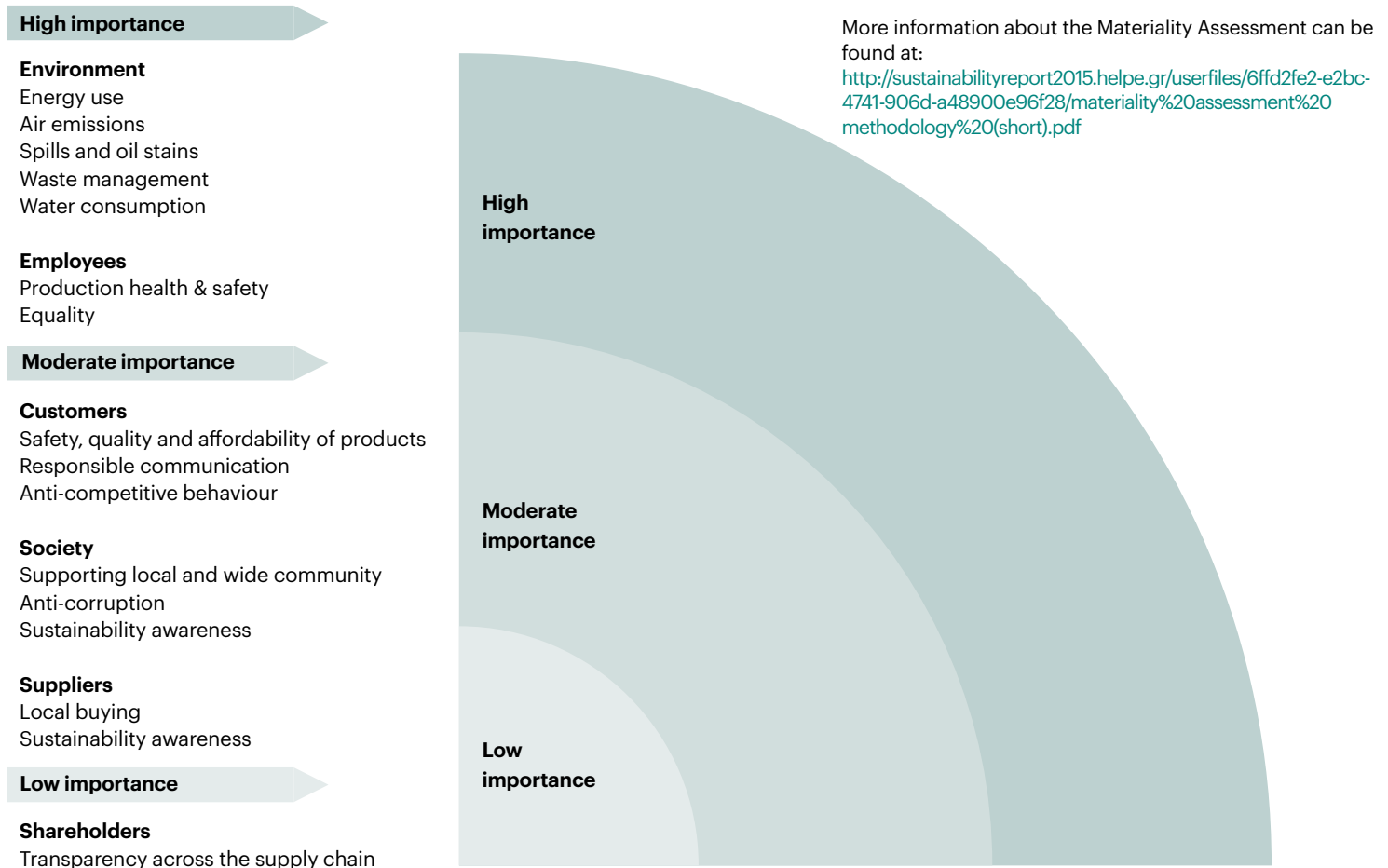
These mechanisms, the adoption of international standards, as well as communication with our stakeholders contribute to information feedback, enabling the Group to evaluate their needs and expectations as well as our responsiveness through actions and programs.

## Materiality Assessments

In order to be consistent with our commitment to meeting the needs of all our stakeholders, in 2013 we conducted the first Materiality Assessment so that we can identify and evaluate the most significant (material aspects of high probability and high risk) related to social responsibility and Sustainable Development.

The 2015 Materiality Analysis followed a process including a survey and interviews with stakeholders, both within and outside the organisation, so as to identify new material issues whereby 26 material aspects were identified, analytically presented at <http://sustainabilityreport2016.help.e.gr/operational-efficiency-performance/GRI-G4-point/> (DMAs on Material Aspects).

### Graphical presentation of the Material Aspects (Materiality Matrix)





# Value Creation - Vision

209

local employment opportunities  
were created during 2016 while

201

positions were filled in Greece  
and overseas

1.4 bl. €

social product  
distribution

56 m. €

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

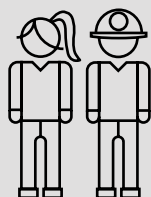
1.1 bl. €

in indirect taxes collected  
and delivered to the  
Greek State



1.3 m. €

paid to local  
community projects



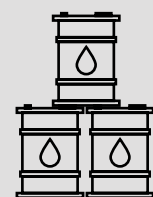
194 m. €

paid to staff (salaries and  
social benefits)



3.2 m. €

distributed  
through CSR initiatives



465 m. €

distributed to local and  
international suppliers

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 society's substantial briefing and participation, and contributes to further economic development.

## The Group's Awards – Distinctions

Over the years, the Group has been awarded a large number of awards for the recognition of its comprehensive approach to corporate responsibility. The table below presents a selection of the awards and distinctions that we received in 2016.

- Corporate Affairs Excellence Awards for Helpe Village
- Marketing Excellence Awards – Excellence Award to EKO for "DIESEL Avio"
- The HELPE Group was awarded by the Ilion Metropolitan for "Initiatives supporting children and Roma families"
- HELPE was awarded at the 6th Annual Capital Link Conference – CSR in Greece: "Facing the Challenges"
- Environmental Awards 2016: Gold Award for the Sustainable Energy Intensive Industry and Sustainable Business categories
- «CHRIMA» Business Prizes - 1st Prize in the «CORPORATE GOVERNANCE 2016» category
- Active Business Award
- European Business Awards for the Environment – Greek Association of Environmental Protection Companies (PASEPPE) – 2nd prize
- Award for EKO Cyprus' invaluable contribution to the "HOPE" Foundation
- Corporate Superbrand Award awarded to EKO Serbia
- EKO Serbia: Association of Marketing Communications (UEPS) Awards 2016 - Best Integrated Marketing Campaign & Best Radio Spot (bronze)
- EKO Bulgaria: QUDAL award for highest quality petrol station and highest quality in-house café-bar
- Honorary Distinction awarded to HELLENIC PETROLEUM Cyprus for its contribution to the Development of Cyprus

## Our Vision

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

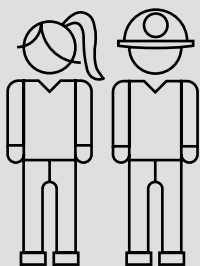
## Our Mission

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

# Corporate Governance & Regulatory Compliance



Board of Directors consisting of **13 members** (4 executive ones) with a 5-year mandate



activities (refining, trading and supply of petroleum products, production and marketing of petrochemicals, power generation, natural gas, exploration and exploitation of hydrocarbons, technical studies and production and marketing of energy products from the exploitation of renewable energy sources)

The Group adopts the **10** Principles of the United Nations Global Compact and implements the **17** Goals of Sustainable Development



The term “Corporate Governance” refers to a set of principles on the basis of which companies are managed and controlled. According to the Corporate Governance Principles defined by the Organisation for Economic Cooperation and Development (OECD), corporate governance is a

system of relations between a company’s management, its Board of Directors (BoD), shareholders and other stakeholders. Corporate governance recommends the structure, through which the company’s objectives are approached and set, identifies the main risks it faces in its

operation, determines the means with which to achieve corporate objectives, organises the risk management system and enables monitoring management performance in the process of implementing all of the above.

## Corporate Governance Code

In compliance with the provision of Article 43a, section (d) of Law 2190/1920, which was added with par. 2, of article 2, of Law 3973/2010, and which provides that listed companies are obligated to create a corporate governance statement, referring to the applied code of corporate governance, the Company has voluntarily adopted the Hellenic Corporate Governance Council’s (HCGC) Corporate

Governance Code (or “Code”) for listed companies. The Code can be located on the Hellenic Corporate Governance Council (HCGC) website, at: <http://www.helex.gr/el/esed>

Apart from the HCGC’s website, the Code is also available to all employees through the intranet as well as in hard copy through the Group’s Finance and

Human Resources departments. The Corporate Governance Code, contrary to the mandatory provisions of the relevant laws, which have been mentioned above, is a self-regulatory text and constitutes a voluntary commitment on the part of the Company.

### Deviations from the Corporate Governance Code

The Corporate Governance Code follows the “comply or explain” approach and requires that listed companies, who choose to apply it, make their intention public and either comply with all the

specific practices of the Code or explain the reasons for their non-compliance with certain specific practices. For more information, see Annual Report 2016, chapter Corporate Governance, page 65.

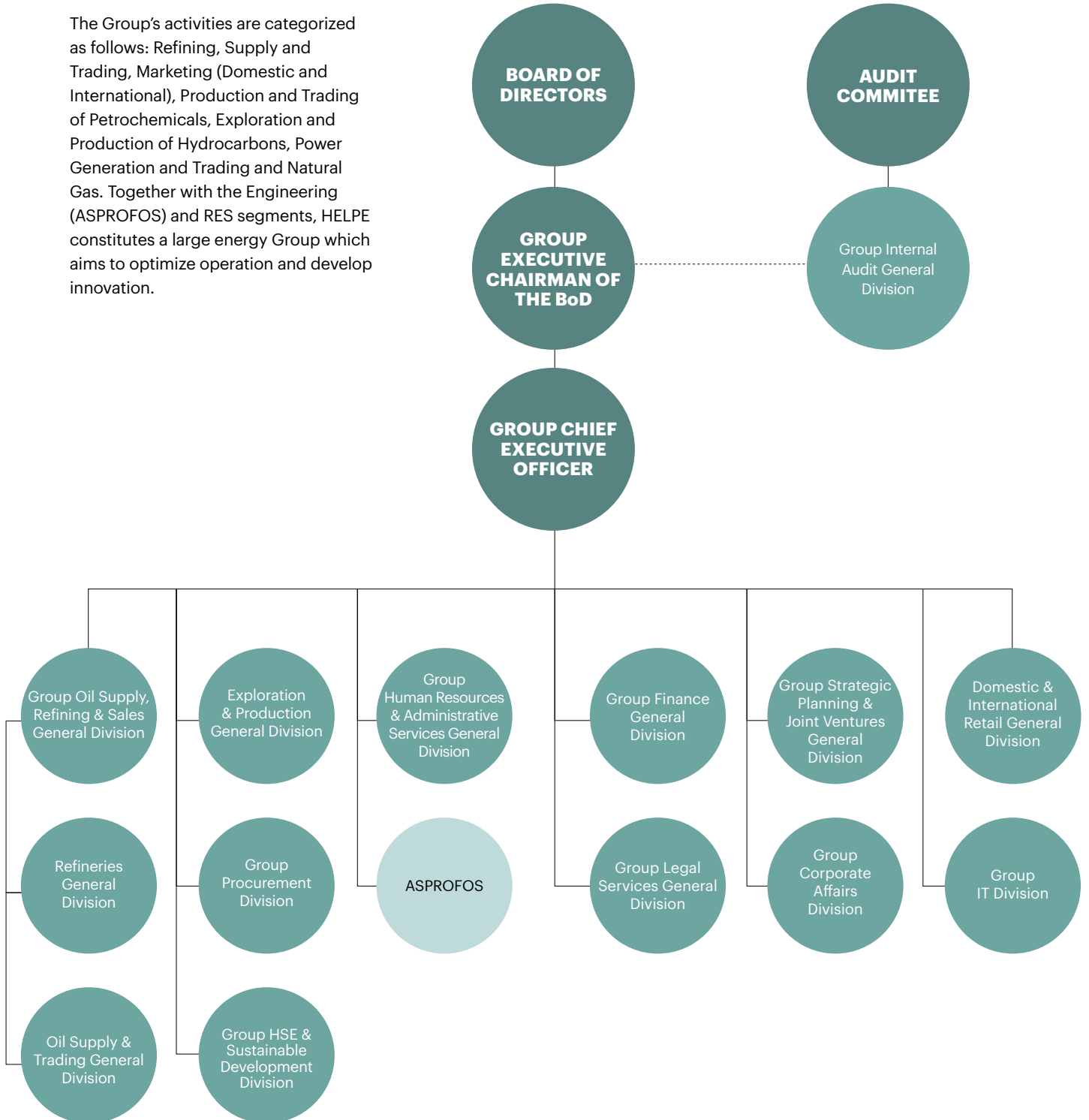
## The BoD

The Company is managed by a BoD, and is comprised of thirteen (13) members, with a five year mandate which expires on 26.06.2018 and is extended until the end of the period provided for the convening of the next Ordinary General Assembly. The BoD is the supreme executive body of

the Company and principally formulates its strategy, its development policy and supervises and controls the management of its assets. For more information, see Annual Report, chapter Corporate Governance, page 65-68.

# Organisational Structure

The Group's activities are categorized as follows: Refining, Supply and Trading, Marketing (Domestic and International), Production and Trading of Petrochemicals, Exploration and Production of Hydrocarbons, Power Generation and Trading and Natural Gas. Together with the Engineering (ASPROFOS) and RES segments, HELPE constitutes a large energy Group which aims to optimize operation and develop innovation.



## Internal Audit and Risk Management

The Group's Risk Management System has been designed to identify and manage threats as well as opportunities and includes security controls and mechanisms at various levels within the organization, as described in detail at: [http://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/COMPLETED-FINAL-GR-WEB\\_1.pdf](http://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/COMPLETED-FINAL-GR-WEB_1.pdf) (pp. 36-44, 159-161 & 165-167).

The Group's Internal Auditing Department, which is part of the Internal Auditing System, contributes to improving the Group's performance in the fields of Risk Management, Internal Control Systems and Corporate Governance so that the Group's strategic objectives can be achieved.

Significant actions in 2016 included:

1. Increased staffing of the Group's Internal Audit Directorate, with the aim of improving its operation and function.
2. A Risk Assessment at Group level was held for the 2nd consecutive year. The aim of this action is to develop a unified approach to identifying, assessing and managing risks in the Group and to exploit the results in the preparation of the Group's annual and three-year audit plans.
3. An in-house training program regarding internal audit units has been implemented to gradually inform all staff on the basic principles governing the internal control function and the value this adds to strengthening the Audit culture and to improve cooperation between the Internal Audit Division with the audited units.
4. A total of 46 audits (35 regular and 11 extras) were completed, surpassing the year's audit program.
5. Audits have been extended to new areas that have not been audited in the past, such as Refinery Equipment Inspection Departments, and Marketing Facilities and Airports, which are directly related to equipment integrity and plant security issues.
6. Corruption complaints in specific areas were investigated and improvements were proposed where deemed necessary with the aim of eliminating any doubt or derogation from the Group's procedures.

Audit category	Amount
Production and marketing of petroleum products facilities	22
Suppliers	2
Regulatory compliance	4
Company owned tankers	2
Financial-administrative-commercial issues	16

## Internal Regulatory Framework

- I. Investments Regulation
  - II. Group Procurement Regulation
  - III. Projects' Implementation Regulation
  - IV. Regulation concerning the Removal and Sale of Useless or Redundant Equipment, Material and Assets to Third Parties
  - V. Regulation Concerning the Procurement of Petroleum Products (Buying, Selling, Logistics pertaining to Crude Oil and Products)
  - VI. Internal Labour Regulations
  - VII. Collective Bargaining Agreements and supplements
  - VIII. The Group's Legal Services Division and its Operation Regulation
  - IX. The Group's Internal Auditing and its Operation Regulation
  - X. Credit Regulation
- Policies and Procedures under the Operational Organisation System (O.O.S.) are prepared in the context of the Divisions & Departments' authorities and responsibilities. These are approved, based on the content and field of application, in accordance with the O.O.S. application policy in force.
- Additionally, in order for the Company to operate properly and efficiently,

# Corporate Responsibility Governance

As Sustainable Development is an integral part of the Group's strategy, all of its business activities are in line with the commitments made on being a socially responsible enterprise, an approach that is reflected in the overall corporate responsibility policy pursued over the last decade.

Every effort is made to minimize environmental impacts, in order to create a safe, healthy and good working environment, protect human rights and create development conditions to meet the current needs of society without compromising future generations. In the context of implementing this policy, the Group:

- Uses methods and practices that are economically, environmentally and socially responsible in order to address the growing demand for energy.
- Implements procedures for saving natural resources & energy, reducing energy emissions and properly managing waste.
- Adopts the strictest European and

international standards and the best available techniques for environmental protection.

- Places a special emphasis on occupational health and safety and applies modern forms of training for all staff.
- Implements programs and good practices to support society.

Based on the principle of transparency and its commitment to continuously updating its stakeholders, the Group prepares an annual Sustainable Development & Corporate Social Responsibility Report according to international standards. Since 2007, the Group has adopted and contributes to the diffusion of the 10 Principles of the Global Compact of the United Nations (UNGC), for:

- a) Protecting human rights and respecting labour rights
- b) Protecting the environment and adopting technologies friendly to it
- c) Eliminating discrimination

d) Fighting against corruption and issues the Annual Communication of Progress Report (COP).

The Group commits to, as well as implements, the 17 Sustainable Development Objectives as set out by the Global Reporting Initiative, GRI-G4 Comprehensive level, including the Oil and Gas Sector Supplement. The reliability of the data and information provided is certified by a third party independent body and is posted on the UN Global Compact website. Finally, the group, in 2015, adopted the Greek Sustainability Code and its' 20 criteria, which respond to the need for measuring the organizations' economic-environmental and social impact.

## 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 32 times, thus its collective operation was upgraded and enhanced.
2. For the first time, an assessment of the BoD's operation and its Committees took place under the Hellenic Corporate Governance Council's basic Corporate Governance Code principle.

## Code of Conduct – Ethics and Transparency

The Code of Conduct summarizes the principles governing the Group's internal operations in Greece and abroad, which determine how it operates in order to achieve the business objectives defined each time to ensure its sustainability and progress. It is a guide for all employees as well as third parties that cooperate with the Hellenic Petroleum Group. The procedure for accepting and reaffirming the commitment is made at

regular intervals by the Human Resources & Group Administrative Services Division. The Code is translated into the languages of the countries where the Group operates, as well as into English. Since the Code's application 3 years ago, everybody in all of the Group's companies (management, staff and employees) has been systematically trained and educated on the content of the Code and how it works.

Along with the adoption of the Code of Conduct, the Compliance Services unit was established as a unit of the Legal Services Division. For more information see <http://sustainabilityreport2016.helpe.gr/Corporate-Governance/Regulatory-Service/>

## Competition Policy

HELLENIC PETROLEUM Group has developed a Competition Policy and a Compliance Manual, drafted and finalized in 2016, which is expected to be submitted for approval by the Board of Directors. This Policy reflects the Group's ongoing commitment to comply with the requirements of Greek and European competition law and the national

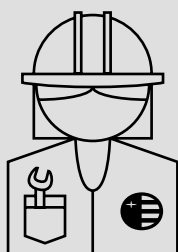
competition laws of the countries in which it operates. Furthermore, it looks forward to helping the Group's management, executives and employees to understand the fundamental rules of Competition Law and their impact on the Group's day-to-day operations and the formulation of its business practices. The implementation of the Group's

business objectives, in accordance with the rules of fair competition, contributes to Sustainable Development, enhances the Group's competitiveness and prevents any violations of competition law, which may expose the Group as well as each individual employee to the risk of very severe penalties.

# Human Capital

3,369

employees in all countries where the Group operates



18.35% of staff holding positions of responsibility are women

91,046

hours of training

32,584

health and safety training

9 m.€

spent on safety improvements in all Group installations in Greece and abroad



98

employees with disabilities

94.2%

average employee retention rate

28 m.€

spent on employee benefits

Our market leadership depends on our ability to attract and retain the best people, in line with our principles and values. We strive to provide a safe and motivating work environment where our employees are treated with respect and are offered equal opportunities with regard to developing their skills and advancing their career.

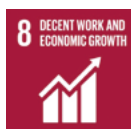
We base relations with our employees

on the principle of equal treatment. Both the integration and the progress of each employee within the Group are judged on the basis of his/her qualifications, performance and ambitions, without discrimination.

Commitments made to employees:

- Ensuring health/safety
- Quality of life
- Lifelong learning
- Job security
- Performance Evaluation
- Incentives
- Equal opportunities

## Human Rights- Equal Opportunities Policy



**The Group monitors and follows all relevant labour law (national, European, ILO), including child labour prohibition, respect for human rights and working conditions and is in full compliance with collective and relevant international conventions. Group employees can, without any limitation, participate in trade unions and professional associations.**

Presently there are 10 employee associations with an average participation rate of 88%, (for more information, G4-11, <http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/>). HELLENIC PETROLEUM's representative association signs a corporate collective labour agreement setting out the terms and conditions of employment under an open-ended contract with HELPE. Corresponding collective arrangements are also in place for EKO, ASPROFOS and DIAXON employees.

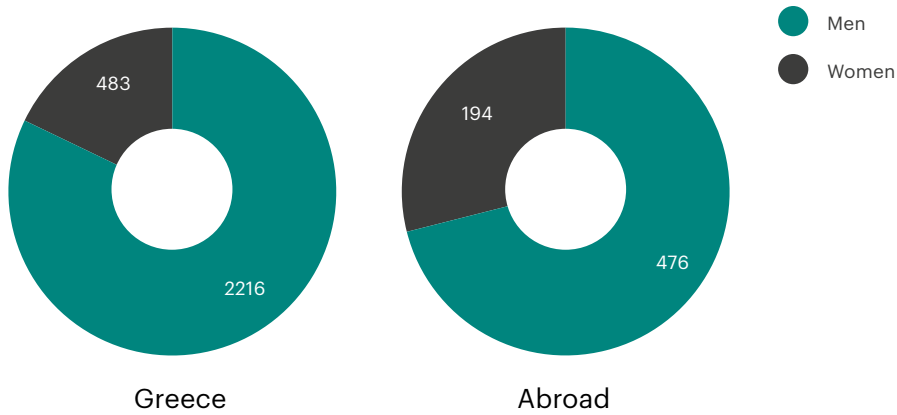
### Group Employees\*

HELLENIC PETROLEUM S.A	<b>1,951</b>
EKO ABEE	<b>493</b>
ASPROFOS S.A.	<b>157</b>
DIAXON ABEE	<b>98</b>
OKTA AD SKOPJE	<b>415</b>
JUGOPETROL AD	<b>108</b>
HELLENIC PETROLEUM CYPRUS LTD	<b>56</b>
EKO BULGARIA EAD	<b>59</b>
EKO SERBIA A.D.	<b>32</b>

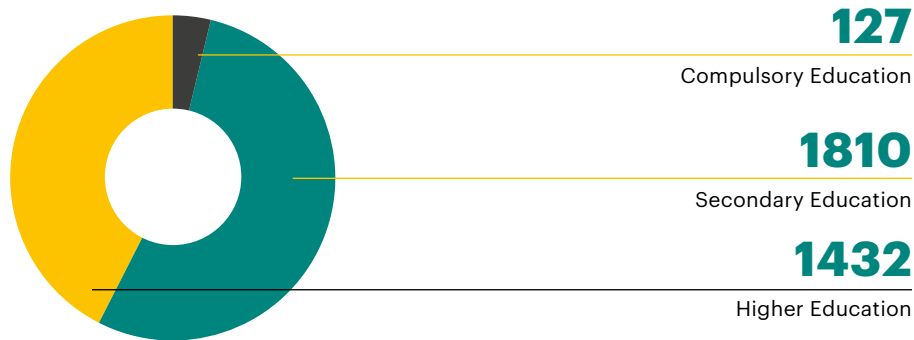
Additional information concerning human resources concerning indicators G4-10, G4-LA1, G4-LA12, is provided at (<http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/>).

\* Only companies that are included in this CSR Report and employees with permanent and fixed-term contracts are presented in the Table

## Group employees – gender breakdown



## Group employees – breakdown as per educational level



# Remuneration and Benefits

Our compensation programs are designed to recognize and reward employees for their accomplishments and the value that they bring to the Group. The Group is committed to providing competitive remuneration programs that are designed to help attract, retain and motivate the key talent that we need in order to succeed in all aspects of our business.

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 achievement of goals.

At the same time, we apply a benefits policy that essentially supports our employees and their families through which we offer them help, security and peace of mind. While these benefits vary by company and by country, all employees are provided with

medical insurance, full or partial disability insurance, pension plans, as well as benefits for employees' children, such as nursery expenses, educational aid for outstanding students, etc.

The EC1 indicator (<http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/>) presents total employee benefits and policies which exceeded €28 million in 2016. The loyalty indicator in 2016 stood at 94.21% (<http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/>, δείκτης G4-LA1).

Additional Life and Health Insurance Schemes and pension schemes cover 99.8% and 91.95% of employees (averages). All employees participate in an annual performance review, which evaluates their performance and provides a plan for them further improve their knowledge and develop their skills.

In 2016, all employees (Group average

98.36%) were assessed according to the single evaluation system. The G4-LA11 index (<http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/>) provides detailed information per company.



## Harmonization of Family and Professional Life

Aiming to ensure balance between our employees' professional and personal life, we acknowledge the following benefits that promote a holistic professional and personal life relationship:

- Improved cooperation among employees and reduced relations related problems
- Greater employee and customer loyalty
- Reduced sickness absences
- Enhanced reputation in the marketplace
- Higher levels of teamwork and collegiality
- Adoption of innovative organizational structures and synergies.

Taking the above into consideration, the Group has developed work-life integration programs such as:

- Flexible working hours for administrative staff (white collar)
- Open door policy between management and employees

- Free provision of light meals for all employees
- A free shuttle service to/from work
- Events for balancing personal and professional life
- Participation in work sports events and physical training programs

## Employee Health and Safety

The Group views the health and safety of its employees as well as of the residents living in local communities as a fundamental core value of its operations. The strategic choice of Sustainable Development in

Group's corporate governance is reflected in its safe and accident-free, economically viable operation, which respects both the environment and society.

For more information regarding Health and

Safety issues, go to <http://www.helpe.gr/health-and-safety/>

## Occupational Risk Management

The Group applies a precautionary approach in the field of occupational risk management so that potential health and safety risks can be anticipated and, consequently, controlled.

Specifically, potential risks are identified and controlled according to the criteria set forth by Greek legislation (Law 3850/2010) as well as European and international codes and good practices. Occupational risk assessment studies were conducted and are available in all of the Group's facilities, and include measures that need to be taken

to eliminate or control hazards - thereby keeping them at low and acceptable levels. These studies are developed by taking employees' opinions and viewpoints into account. Employees fill out questionnaires concerning the nature of their work as well as the environment that they work in. These studies are revised whenever working environment changes or at least every five years.

These revisions are communicated to all Group's personnel so that each and every employee is aware of the risks that he/she

may face as well as the required actions that need to be taken in order to eliminate or minimize them.

During planning of corrective safety actions, immediate priority is given to those considered most critical, as classified according to their ranking in the Risk Assessment Matrix.

## Occupational Health



Employees' health is an integral part of the company's policy and the Health Surveillance Process. Thus, employees undergo **periodic medical examinations which take their job position, age group and gender into account.**

Employees' health surveillance includes also additional tests conducted by occupational physicians.

## Occupational Safety

In 2016, approximately €9 million were invested in safety improvements in all Group's facilities located in Greece and abroad. These fixed investments do not include the supply of personal protective equipment, the supply and

maintenance of safety equipment, and the supply of firefighting materials and other consumables.

## Group safety investments

Facility	2016	2017-2021 (approved program)
	INVESTMENT (in €m.)	INVESTMENT (in €m.)
BEA, BEE, BEO	6.28	27.25
EKO	1.35	7.61
DIAXON	0.06	0.32
HP CYPRUS	0.25	2.00
OKTA	0.15	1.48
JUGOPETROL	0.47	4.80
EKO SERBIA	0.07	0.16
EKO BULGARIA	0.29	0.14*
<b>TOTAL</b>	<b>8.93</b>	<b>43.77</b>

(\*Refers only to 2017)

## Group's Safety Achievements

With the objective of further raising employee awareness concerning accident prevention and safe operation of the facilities, the implementation of the Rewarding Safety Performance Policy

continued for teams of employees who achieved pre-set working hours without lost workday injuries.

In 2016, the below accomplishments were achieved

**2,000,000** hours without any lost workday injuries at EKO

**900,500** hours without any lost workday injuries at DIAXON

**↓ 20%** reduction in accidents compared to 2015

## Holistic Safety Management

Aiming at continuously improving performance and achieving excellence in regards to Safety, HELLENIC PETROLEUM started in 2015 the development of a Holistic Safety management program in the Group's industrial facilities, that is based on the standards of large international groups of oil and gas industry. The philosophy of the Holistic Safety Management is based on managing Safety in an organized and structured manner that systemizes the

implementation of necessary procedures. Holistic Safety Management consists of 21 Pillar-Systems that cover every aspect of the industrial facilities' operation.

To achieve excellence in Safety, each Pillar-System contains the description of the requirements that must be met, the roles and responsibilities for their implementation, and the methodology for evaluating and measuring performance.

During 2016, interactive workshops (lasting 1-2 days each) were conducted by an experienced Safety Advisor on "Safety Leadership". In total, 250 executives from the three refineries (managers, heads of departments, supervisors, moderators, and engineers) attended.

## Refinery Health and Safety Indicators

Each of the Group's activities (industrial facilities, fuel storage facilities, offices) sets annual measurable targets for improving its performance in terms of Health and Safety. The performance, against set targets, is reviewed on a monthly and annual basis, and the

relevant report is presented to the Management.

In addition, HELLENIC PETROLEUM participates in the European Organization CONCAWE's annually conducted survey benchmarking for accidents.

In 2016, over a total of 8,461,862 man-hours worked, 20 lost workday injuries occurred (achieving a 20% decrease vs. 2015) concerning personnel and contractors either employed in the Group's refineries/chemical plants or in the EKO marketing company.

## Number of incidents based on CONCAWE's definitions

FACILITY	HELPE (BEA, BEE, BEO)	Headquarters	EKO	DIAXON	ASPROFOS	HP CYPRUS	OKTA	EKO Serbia	EKO Bulgaria	JUGOPETROL
Lost Workday Injuries or LWIs (M/F)	20 (16/4)	0	0	3 (3/0)	0	0	6 (6/0)	0	0	0
Lost Workday Injuries (HELPE employees/contractors)	14/6	0	0	1/2	0	0	6 /0	0	0	0
Fatalities (M/F)	0	0	0	0	0	0	0	0	0	0
Medical treatment Cases or MTC (M/F) <sup>1</sup>	5 (5/0)	0	0	3 (3/0)	0	0	0	0	0	0
Restricted Workday Injuries or RWI (M/F)	6 (6/0)	0	0	0	0	0	0	0	0	0
LWIF (M/F)	3.48*	0	0	13.01 (13.01/0)	0	0	7.92 (7.92/0)	0	0	0
LWIS (M/F)	29.45*	0	0	36 (36/0)	0	0	80.83 (80.83/0)	0	0	0
AIF (All Injury Frequency) (M/F)	5.39*	0	0	26.03 (26.03/0)	0	0	7.92 (7.92/0)	0	0	0
Occupational diseases rate (/ 106 hours)	0	0	0	0	0	0	0	0	0	0
Occupational Diseases rate (%) (M/F) <sup>2</sup>	*	-	0.94/ 2.75	2.88/ 0.98	-	-	8.71/9.33	0.41/ 2.29	1.02/ 0.94	-

<sup>1</sup>Cases concerning first aid are not included.

<sup>2</sup>Absences due to every type of incapacity are included (illness, accident).

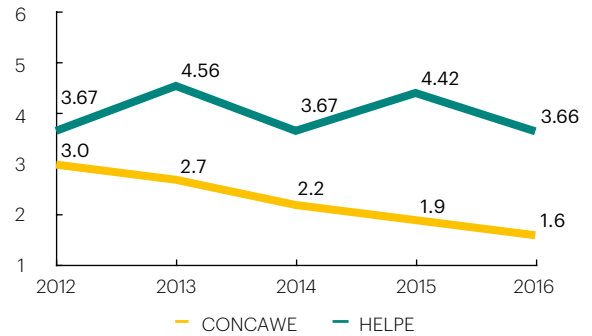
\* More information concerning area and gender is presented in indicator G4-LA6

The charts below present the most significant incident indicators in the Group's facilities, compared with the corresponding CONCAWE indices over the last five years.

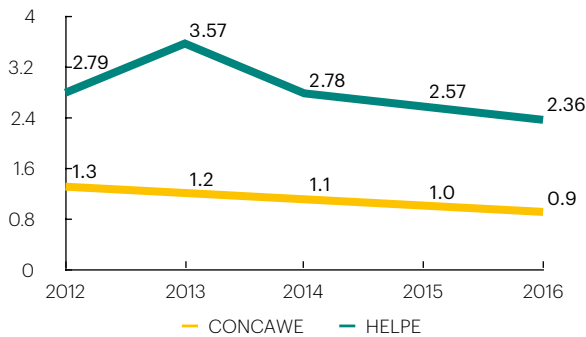
35% of lost workday injuries concerning HELPE & EKO employees were due to slips, trips and falls on the same level.

In 2016, all indicators decreased compared to 2015.

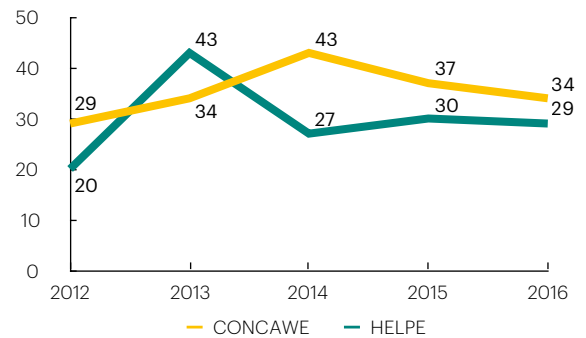
**AIF index**



**LWIF index**



**LWIS index**



HELLENIC PETROLEUM was one of the first companies (globally) to adopt and monitor the new process safety performance indicators, in accordance with CONCAWE's instructions and in line

with API RP 754, 2010 (Recommended Practice 754 "Process Safety Performance Indicators for the Refining and Petrochemical Industries").

**Process Safety Events based on CONCAWE's definitions**

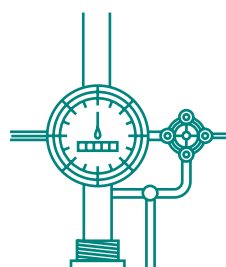
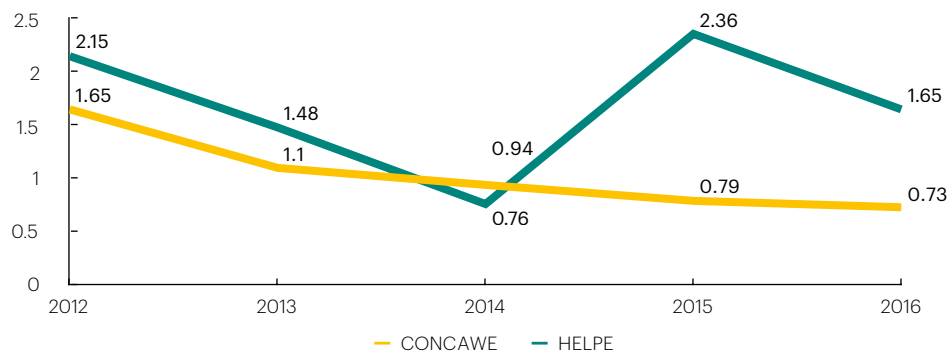
FACILITY	HELPE (BEA, BEE, BEΘ)	EKO	OKTA
Process Safety Event (PSE-1)	8	0	0
Process Safety Event (PSE-2)	6	0	2
Process Safety Event (PSE)	14	0	2
Total PSER index	2.44	0	2.64

The diagram that follows, shows the Process Safety Event Rate (PSER) over the last 5 years, which corresponds to the number of process security accidents

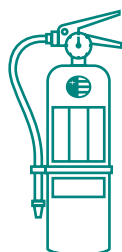
occurred in one-million man-hours, compared with the corresponding CONCAWE index. The indicator showed a significant 30% reduction in 2016. To

reduce these indicators, an annual target of minimizing process safety events is set in all facilities with the ultimate goal of zeroing them.

### Total PSER index



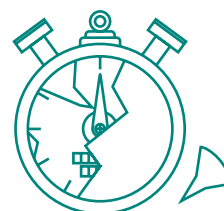
**3** safety inspections



**5** fire extinguishing exercises



**3** marine pollution response exercises



**3** malicious scenario exercises

## Education and Training



Our goal is to support actions in the field of Education and Knowledge Dissemination. Through continuous training, we strive for each employee to understand the Group's strategic

objectives, effectively identify their role in our joint effort, and progress and develop their professional skills.

### Goals-Priorities

**2017-2018:**

- Continuation of the HELPE Academy's EDGE program as well as the Executive Skills Strengthening Program.
- Continuing to implement Group training programs.
- Design and implementation of new training programs
- Launching a distance learning (e-learning) English language program for groups of employees based on their needs.
- Implementation of structured and systematic induction plans for newly recruited employees and trainees.

## KPIs – Group Training

	2013	2014	2015	2016	Targets for 2017-2018
% of trained employees	75%	75%	79%	79%	Retaining at least the same percentage of employee training
Average training hours per trainee	25.7	28.2	23	34	Average training hours at the same high levels seen in the last 2 years

## Training breakdown by gender and company

	HELPE	EKO	ASPROFOS	DIAXON	OKTA	EKO SERBIA	HP CYPRUS	EKO BULGARIA	JUGOPETROL
Number of women who participated in at least one training course/ seminar	151	66	33	3	85	20	9	14	44
Number of men who participated in at least one training course/ seminar	1,525	158	70	74	317	12	22	21	54

## Training expenditure breakdown

Company	HELPE	EKO	ASPROFOS	DIAXON	OKTA	EKO SERBIA	HP CYPRUS	EKO BULGARIA	JUGOPETROL
Expenditure in €	627,902	42,716	14,089	5,960	31,211	10,767	11,890	20,696	20,048

## Number of employees per type of training and company

Company	HELPE	EKO	ASPROFOS	DIAXON	OKTA	EKO SERBIA	HP CYPRUS	EKO BULGARIA	JUGOPETROL
In-house training seminars	777	182	55	73	165	153	41	3	49
Open seminars	173	57	73	30	22	16	15	112	18
Foreign languages	1	1	0	0	11	1	0	15	30
Academic education	15	8	0	1	7	0	0	0	0
Other type of training/seminar/ certifications/examinations/ conferences	35	15	37	4	0	0	0	0	0

In 2016, total Group educational expenditure amounted to €785,279 (compared to €780,766 in 2015) with 91,046 training hours.

Also, within the framework of its Educational Policy for 2016, the Group invested €560,851 in the enrichment of libraries, and subscriptions to scientific publications and associations.

It should be noted that employees also attended intra-company and inter-company seminars and conferences.

## Health and Safety Training

In the framework of spreading a common safety culture in all the Group's industrial facilities, a common basic training procedure (fire safety, rescue techniques, first aid, etc.) is applied and leadership seminars (from the directors to anyone that has managerial responsibilities) are held. Employees' educational needs are determined each year by their immediate supervisors, in the context of their annual

performance appraisals, and actions are planned to meet any needs that are identified. Training is extended, besides employees, to contractors, customers, tank drivers, petrol station owners, students and school pupils. Visitors are provided with a leaflet informing them about the on site safety instructions. Specifically contractors' training is based on presentations given by Safety Engineers

as well as on written exams only successful applicants are granted admission cards to work on site.

## Health and Safety Training man-hours per facility and gender

	BEA-BEE -BEO	EKO	OKTA	DIAXON	HP CYPRUS	EKO's SUBSIDIARIES (BULGARIA, SERBIA, JP MNE)	ASPROFOS
<b>No. of employees (M/F)</b>	1,838 (1,677/161)	375 (276/99)	420 (334/86)	98 (86/12)	57 (39/18)	221 (125/96)	157 (100/57)
<b>No. of trained employees (M/F)</b>	1,540 (1,453/87)	161 (148/13)	400 (315/85)	44 (42/2)	24 (20/4)	165 (100/65)	50 (31/19)
<b>Training man hours (M/F)</b>	2,7115 (2,5978/1137)	2,476 (1,758/214)	314 (246/68)	259 (236/23)	597 (521/76)	1417 (1,026/391)	406 (297/109)
<b>No. of trained contractors &amp; others (M/F)</b>	5,033 (4,771/262)	776 (759/17)	534 (462/72)	3 (3/0)	86 (85/1)	1343 (1,104/239)	0 (0/0)
<b>Contractors &amp; others training man-hours (M/F)</b>	14,276 (13,517/759)	4,520 (4,458/62)	267 (231/36)	3 (3/0)	1,238 (1,175/63)	4,092 (2,580/1512)	0 (0/0)

## Environmental Training

With the objective of being kept continuously abreast with the best environmental practices and corporate culture development in regards to environmental protection and management, the Group constantly implements activities concerning ongoing

environmental education and awareness for its employees, customers, suppliers, subcontractors, public and local authorities.

Indicatively, in 2016, 52% (1,803 man-hours) of our employees at the Group's refineries were trained in regards to

environmental issues. Environmental trainings are presented in detail in the following table.

## Environmental Training per facility

	BEA	BEE	BEO	SUBSIDIARIES	TOTAL
<b>No. of employees</b>	794	489	555	1,328	3,166
<b>No. of trained employees</b>	443	13	507	464	1,427
<b>Training man-hours - employees</b>	515	281	507	500	1,803
<b>No. of trained contractors &amp; others</b>		258	0	608	866
<b>Training man-hours (contractors &amp; others)</b>		74	0	373	447

## Educational Visits to Group Facilities

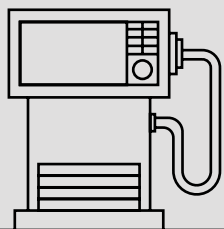
In 2016, the Group's industrial facilities in Aspropyrgos, Elefsina and Thessaloniki welcomed and briefed 3,946 schoolchildren and students from educational institutions of all levels.

Educational level	BEA	BEE	BEO
Universities/Colleges	294	70	75
Lyceums/Vocational Training	1,533	0	399
High Schools	1,013	0	329
Other Institutions	125	0	108
<b>TOTAL</b>	<b>2,965</b>	<b>70</b>	<b>911</b>

# Business Partners

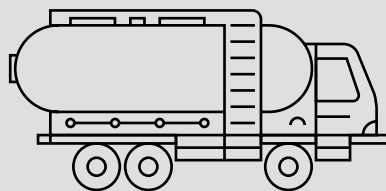
9,332

fuel quality and quantity controls at

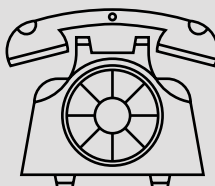


1,700

petrol stations



Over **10,000** suppliers



**24-hour** helpline phone service

1,601

on the spot test kits at EKO petrol stations

21

market surveys



## Supply Chain – Responsible Procurements

The Group has a wide and diverse supplier base with more than 10,000 active suppliers for material and equipment purchasing or services hiring, including multinational companies as well as SMEs and local businesses. The supplier base is updated in the context of a sustainable supply chain.

Our suppliers and partners are selected and evaluated on improving our overall performance in regards to Sustainable Development. Their assessment is based on business criteria as well as Sustainable Development criteria (see also G4-HR1). Refinery contractors are further assessed on their performance on Health, Safety and Environmental issues whenever they complete a project.

Moreover, in 2016, we continued to integrate a “compliance clause” with the United Nations Global Compact

principles to our suppliers’ new contracts and purchase orders (in the areas of human rights, labour, environment and corruption).

An emphasis is also placed on supporting local communities through choosing local suppliers where possible, in accordance with the Procurement Manual (see Chapter «Society», Section «Local Communities» for more detailed information).

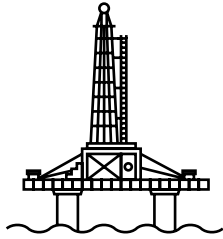
The Group, through a defined framework of co-operation, in line with the new Purchasing Regulation completed at the end of 2016 and implemented on 1 January 2017 and the Code of Conduct, cultivates synergies and long-term relationships, transparency, respect for competitiveness, meritocracy and equal opportunities.

We constantly cooperate with our suppliers with regards to information

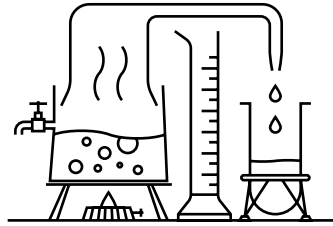
and the application of environmental standards, responsible labour practices and respect for human rights.

### Supply Chain

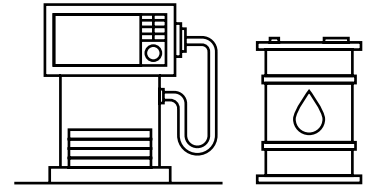
Suppliers	Production	Customers
-----------	------------	-----------



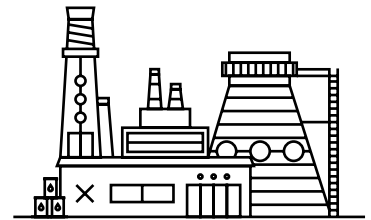
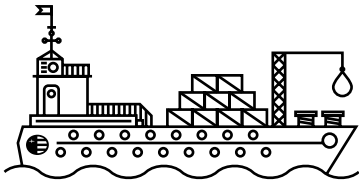
Crude oil & other raw materials



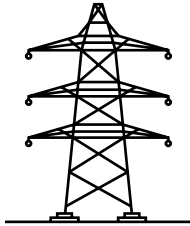
Convert raw materials into fuels & lubricants



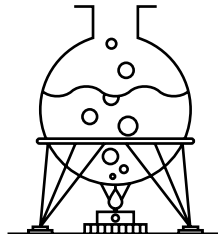
EKO's & HF's services stations / customers



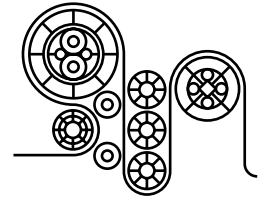
Other oil companies



Power



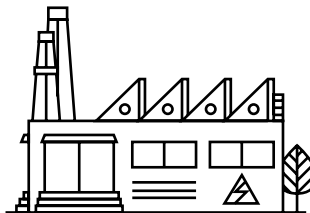
Petrochemical Production



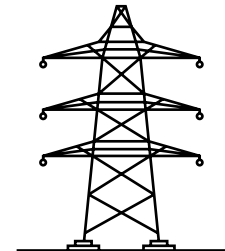
BOPP film



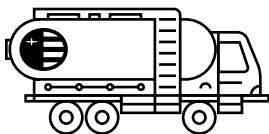
Services



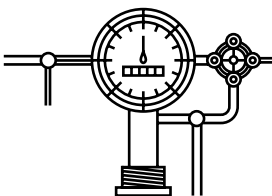
Power Generation



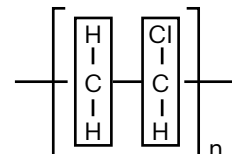
Power



Equipment / Machinery



Natural Gas



PVC solvents

## Customers - Products

Customer service, along with protecting the environment, constitute two parameters which are closely connected to all of our products and apply to the Group's production and marketing of high-quality petroleum products, petrochemicals and lubricants.

The Group, through its subsidiaries, is operational in Greece, Cyprus, Bulgaria,

Serbia, Montenegro, and FYROM. Exports are also made to all major markets in S.E. Europe.

The Group meets the needs of all domestic customers (industry, transport, shipping, aviation, etc.) and is active in retail and wholesale sales in both domestic as well as international markets. Apart from the sales of fuels and

lubricants, through its network of petrol stations, a wide range of other services, both within and outside Greece, are provided.

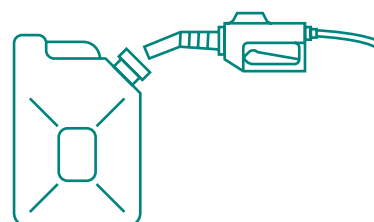
The Group has a powerful commercial presence in Greece, namely via EKO and BP.

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

PRODUCTS	EKO	BP	EKO SERBIA	OKTA	EKO BULGARIA	HP CYPRUS	JUGOPETROL
Unleaded gasoline 95 octane	15.41%	38.16%	19.75%	9.40%	11.30%	30.70%	13.20%
Unleaded gasoline 98 octane			6.06%	1.60%		2.30%	3.20%
Unleaded gasoline 100 octane	0.99%	2.68%			1.30%		
Automotive diesel	17.95%	36.15%	58.27%	63.60%	53.80%	28.80%	65.60%
Heating diesel	7.44%	18.51%		5.60%		8.40%	3.90%
Marine fuel	6.79%					11.60%	
Lubricants	0.53%	0.03%	0.14%			0.30%	0.10%
Kerosene	0.10%	0.01%				0.80%	
Mazout (fuel oil)	30.22%	1.24%		10.40%		4.10%	
Bitumen	1.85%	0.91%	0.02%	0.70%	7.30%		
LPG	2.42%	2.31%	15.36%	4.00%	17.50%	5.10%	1.90%
CNG							
Jet A1	16.30%			4.70%	7.70%	7.90%	12.00%
Polypropylene			0.38%				
Other (methane)					1.10%		

In Greece, the Group operates a network of 1,700 petrol stations. Major axes of the Group's focused competitiveness improvement is the optimization of operations and further increasing the value offered to the consumer, through offering innovative products and high

quality services at competitive prices. The above table presents the "product mix" in 2016 in the domestic and international markets, where the Group's subsidiaries operate.



### HELLENIC PETROLEUM CYPRUS

Is a fuel marketing company that supplies the Cypriot market (consumers and businesses) with EKO's products (fuels and lubricants). The total volume of sales is broken down as follows: Retail (through petrol stations) 61.8%, commercial and industrial customers 13.3%, LPG customers 5.1%, international customers 19.5% (marine fuel 11.6% & aviation fuel 7.9%) and lubricants 0.3%.

### EKO SERBIA

Has a petrol stations network comprised of 53 petrol stations (COMO type) and one DODO type petrol station, covering 6.8% of domestic needs - which is 5% of the domestic market based on the number of petrol stations. The volume of sales is broken down into 7.15% wholesale and 92.85% retail.

### OKTA

Covers approximately 69% of the domestic market (FYROM). In addition, its significant storage capacity serves as a safety mechanism for the uninterrupted supply of fuel in the markets where it operates (mainly FYROM and Kosovo and secondarily in Serbia, Montenegro and Albania). It is also a major exporter and significant employer of transportation, logistics and engineering services. The OKTA retail unit currently has 25 petrol stations, which amounts to approximately 9% of the domestic retail share, based on the total number of petrol stations in the country. OKTA's retail market share amounts to approximately 12%, based on retail sales volumes.

### EKO BULGARIA

Its service station network covers 90%, in geographical terms, of the country's retail market, while the respective market share in wholesale is 100%. Its retail market share is 9.7% (86 petrol stations).

### JUGOPETROL

Has a retail market share of 52% and, based on the number of petrol stations, a market share of 41% in Montenegro. Its service network is comprised of 40 petrol stations, 3 yacht services facilities, one light fuel depot located in Bar and two aviation fuel depots in Tivat and Podgorica.

### DIAXON

Is active, primarily, in the production and marketing of polypropylene film (Biaxially Oriented Polypropylene film, or BOPP). Its products are 30% exported.

#### DIAXON's sales breakdown per type of film

**64.0%**

Coextruded film for food packaging

**11.0%**

Film for new applications (labels, matte, low friction coefficient etc.)

**11.2%**

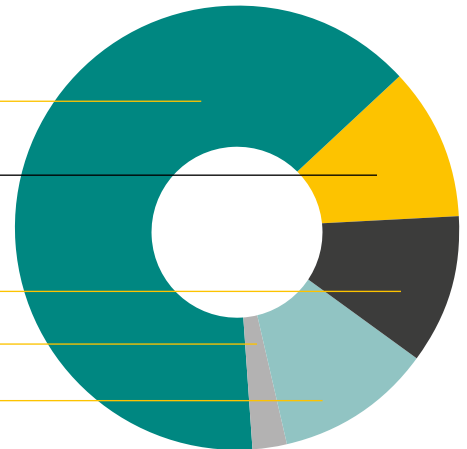
Plain film for tapes

**2.7%**

Plain film for food packaging

**11.1%**

Metalized film



## Quality of Products and Services

The objective is to optimize customer satisfaction, through placing a further emphasis on the customer and creating value for all stakeholders.

In order to keep customers (service stations, drivers, etc.) both informed and satisfied, various, diversified actions are designed and implemented, such as regular meetings, consulting services and training. Additionally, COMO type service stations are rationalized while performance improvement objectives are set.

The Group's marketing companies, aiming at product quality and customer satisfaction have:

- Established and implemented, at all petrol stations operating under their brands, a Fuels Quality Control and Calibration of Measuring Equipment program in cooperation with the NTUA Fuels and Lubricants Laboratory.
- Use special vehicles equipped with fuel analyzers, staffed by the NTUA

Fuels and Lubricants Laboratory. These vehicles perform on-site fuel quality control and fuel-pump calibration tests, in order to ensure the quality and quantity of fuel delivered to the end user (consumer).

## Customer Service

Regular inspections are conducted at the Group's petrol stations to measure how effective the implementation of

directives on safety, operation and service have been. There are also established avenues that facilitate the communication

of customers' views and established mechanisms to ensure proper feedback, such as:

## Mystery Motorist Program

A thorough audit takes place in service stations whereby the level of service and the implementation of operation specifications are checked. Specifically, there are 59 checkpoints divided into six areas:

- Forecourt and equipment
- Service
- Safety
- Shop
- Uniforms
- Sanitary facilities

In 2016, 4,811 visits to petrol stations were conducted through the program whereby each service station was audited by the "mystery motorist" 4-12 times a year. Results from the visits are posted on a monthly basis onto an online platform, which all petrol station owners can access so that they can track their facilities' progress and be notified of any corrective measures that may need to be implemented.

Finally, as a result of this program, a number of petrol stations are awarded with a compensation that covers the purchase of uniforms. The best petrol stations won awards at the annual Retail Championship event (in 2016, 40 petrol stations and 40 inspectors from all the countries where the Group is operating were awarded).

## Market research

In order to evaluate our customers' satisfaction, the company also carried out qualitative and quantitative market research in 2016. Specifically, in 2016, a

total of 21 market surveys covering the following three main categories were carried out: The importance of the EKO & BP brands, employee service at the

petrol stations and the success of sales promotions.

## "More for you" at BP petrol stations

We are trying to meet even more needs, not just for vehicles but also for the drivers and passengers, by offering special services, such as:

- Free on-site Wi-Fi
- "Pet corners"

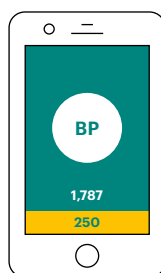
- A refuelling lane dedicated to motorcycles, their riders and their needs.
- A free 12 Point Check which includes a visual examination of key points of the car (such as tyre pressure, lubricants, lights) that all drivers have to perform

before a trip, but also in their everyday lives, so they can continue their journey with confidence.

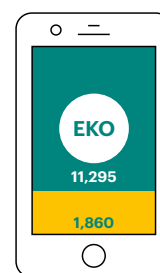
## 24 hour service

In order to better service and respond to our customers' needs, a 24-hour service line is available: 211- 1818031 for BP and 211-1818050 for EKO petrol stations. The calls are entrusted to specially trained ICAP employees, while requests are forwarded on to the marketing companies for resolution/response purposes.

### Call statistics for the EKO & BP customer help lines (2016)



For BP, during 2016, our highly trained ICAP partners received a total of 1,787 customer calls, out of which 250 were forwarded to the representatives of the Group's marketing companies who communicated with customers within 24 hours, aiming at the immediate settlement of their requests.



Similarly, for EKO, for the year 2016, our specially trained ICAP partners received a total of 11,295 customer calls, out of which 1,860 calls were forwarded to the representatives of the Group's marketing companies who communicated with customers within 24 hours, aiming at the immediate settlement of their requests. For both companies, 52 calls for requests relating to 2016 were resolved in 2017.

## Product Quality-Quantity Control Program

With the objective of customer satisfaction, the EKO ASSURANCE program (since December 2012) has implemented a comprehensive fuel quantity and quality control program, through continuous audits from the refinery all the way to the customer's fuel tank.

Specifically, the program includes 6 checking points re. petrol stations and the facilities, namely:

- On-site inspections
- Continuous fuel quality analysis at the refinery and storage facilities
- Sealing of transport tanks and tracking trucks with GPS systems..
- Checks at petrol stations
- Checking and sealing pumps with quality assurance tape
- Consumers performing their own quality control through the use of spot test kits
- Two mobile crews, staffed with NTUA

(National Technical University of Athens) personnel, are equipped with special equipment for on-site quality testing of fuels and lubricants

- Conducting unannounced quantitative checks (conventional vehicles)

For more information concerning the ASSURANCE PROGRAM, go to: <http://www.eko.gr/pratiria/programmata-2/programma-engyisi-eko/>

In 2016, our customers successfully used 1,601 spot test kits at EKO's petrol stations. During the same period, our colleagues from the NTUA inspected 915 petrol stations and checked 5,104 pump-nozzles.

At our BP petrol stations, since 2011, we have developed a comprehensive system for checking fuel quality, in cooperation with the NTUA Laboratory of Fuels and Lubricants. Two mobile crews, staffed with NTUA personnel, are equipped with

special equipment for on-site quality testing, enabling the team to immediately identify any deviations from the set specifications.

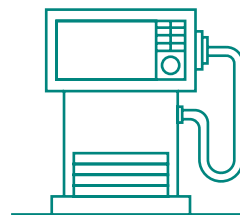
At the same time, during the audits, fuel samples are taken and analytically inspected by the NTUA's Laboratory of Fuels and Lubricants. Fuel quantitative precision measurements with certified volumetric containers also take place to ensure that the existing relevant legislation is being followed.

The inspections are documented both at the petrol station as well as in databases maintained at the NTUA's Laboratory of Fuels and Lubricants.

Through this approach system, mobile crews, staffed with NTUA personnel, audited 632 BP service stations and inspected 4,228 pump-nozzles.







## Marketing KPIs

	2010	2011	2012	2013	2014	2015	2016	2017 (target)
<b>No. of CALYPSO petrol stations</b>	34 (brand EKO)	38 (brand EKO)	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)	202 (103 brand EKO & 99 brand BP)
<b>Average number of training man-hours per person (service stations' managers, owners and employees)</b>			2012 499 / 251 1.99 average training hours per employee		2014 2,237 / 284 7.9 average training hours per employee	2015 9,982/1,712 5.8 average training hours per employee	2016 8,705/2,731 3.2 average training hours per employee	2017 (target) 11,258/3,103 3.6 average training hours per employee

## Product Labelling

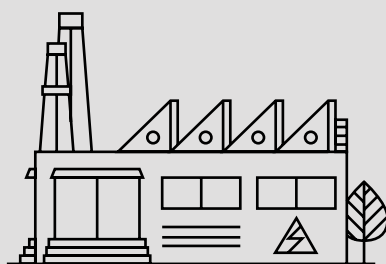
The types of products that are subject to labelling requirements include lubricants (both imported and domestically blended) and car care chemicals (such as antifreeze fluid and brake fluid). Lubricants (industrial, commercial & consumer) are, in general, deemed as low-volatility products and are not assessed as dangerous (hazardous) substances.

Labels and Material Safety Data Sheets – MSDS, in accordance with the relevant European legislation, substantiate the safety of the product, provide information on how to use it, as well as its specifications and ultimately, how to dispose of it. All activities concerned with the advertising and promotion of the products

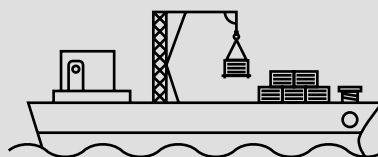
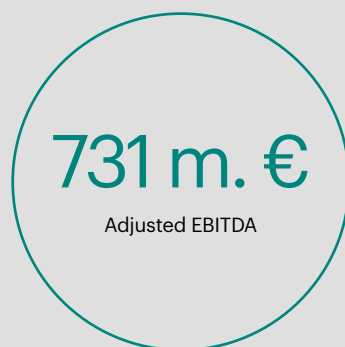
fully comply with the Code of Conduct of the Association of Advertisers and the Association of Advertising and Communication (see indicator G4-PR7). The Group's marketing staff also participates in educational programs and training seminars so that they can keep abreast of best practices and new regulations.



# Financial Performance



New historical highs for production at  
**14.8 m. tonnes**



**56% of**  
total sales is exported



**10%**

Sales Increased



by **10% to 15.8 m. tonnes**





## Economic Environment

In 2016, the Greek economy showed signs of stabilization, after seven years of recession, with growth at + 0.4% compared to 2015. Although uncertainties remain with regards to the implementation of funding programs, especially with regards to reforms, the foundations for a return to a gradual recovery have been laid.

Regarding the international environment, the recovery in international crude oil prices towards the end of the year, following the change in OPEC's policy on production and exports, was the main trend for 2016, despite average prices being at their lowest levels since 2004.

In the refining sector - in particular European refineries – despite there being a recovery in international refining margins, competitiveness has continued to suffer from the high cost of compliance, due to EU climate policy regulation. Competitive pressure faced by Greek refineries is expected to increase further due to the development and modernization of refining capacity in neighbouring countries, the Middle East and Southeast Asia, which will not incur the high costs of EU regulatory compliance.

In 2016, HELLENIC PETROLEUM Group managed to achieve all of the important goals that had been set in terms of its refineries' performance and other

activities, enabling it to improve its balance sheet and expand its crude suppliers mix.

Domestic fuel demand in 2016 amounted to 7 million tons, according to official figures, marking a 2% decrease compared to 2015, mainly due to the 14% decrease in heating oil consumption (in 2016). Demand for motor fuels remained stable, with diesel increasing by 5%, offsetting a corresponding 2% decrease in gasoline.

## Main Business Indicators

Operational Data	2016	2015
Refinery sales (in millions of metric tons)	15.62	14.26
Marketing sales (in millions of metric tons)	4.67	4.67
Refineries production (in millions of metric tons)	14.84	12.79
Total Group employees	3,369	3,347

Financial Data (€m.)	2016	2015
Turnover	6,680	7,303
EBITDA	836	444
Inventory effect	-102	301
Other non-operating items	-2	13
Adjusted EBITDA*	731	758
Net Income	329	45
Adjusted Net Income	265	268

\*Comparable results are adjusted for the effect of inventories and other non-operating items

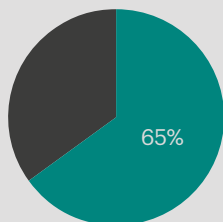
The Group maintained its operating profitability at satisfactory levels, with Adjusted EBITDA at €731m. (2015: €758m), despite the decline in international

refining margins, due to strong operating performance in all activities.

# Environment, Energy & Climate Change

1,803

man-hours of environmental  
training

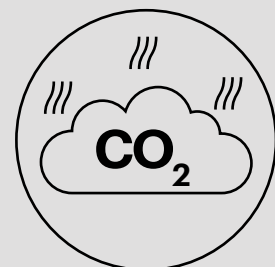


More than 65% of total waste  
is recycled, recovered and  
reused



13 m. €

in environmental investments at the Group's  
installations thereby reducing its environmental  
impact



**375,000 tonnes** of CO<sub>2</sub> emissions were  
avoided since **34%** of the total electricity  
consumed is self-generated

For HELPE Group, Sustainable Development is the key for addressing the challenges in energy and climate change with a view to achieving short and long term goals in energy efficiency and reducing greenhouse (GHG) gases. The strategy for Sustainable Development is fully implemented in the selection, design and implementation of the Group's investment projects. The alignment of the Group's objectives with United Nations' Sustainable Development Goals (SDGs) has already been initiated so that the implementation of the Group's strategy

will substantially contribute to the achievement of the SDGs for which the country has committed itself. In the environmental field, we invest in preventing and minimizing our impact on the environment by implementing appropriate measures and Best Available Techniques, practices and technologies across our products' life cycle, from the production design and the possible implementation of pollution abatement technology to the final consumption of final products - fuels. Our contribution to reducing climate

change impact is focused on the optimization of energy management, energy saving and utilization of renewable energy sources.

## Environmental Management

HELLENIC PETROLEUM rigorously implements its environmental policy, a policy that our employees are committed to which is embedded in every Group's operational activity.

The vision, the environmental policy and objectives for each activity, the monitoring of all environmental parameters through European indicators, the benchmarking with the oil & gas industry sector in Europe, the continuous environmental education of personnel

and the implementation and certification of environmental management systems across the wide spectrum of Group's activities, are key issues of our environmental management.

HELLENIC PETROLEUM regularly assesses its compliance with the relevant environmental management procedures, at every facility, either through internal audits conducted by qualified and experienced personnel or through inspections performed by independent

external accredited certification bodies. At the same time, the Group monitors the development of environmental indicators (KPIs), which are included in the Group's regular reports and in staff performance evaluation criteria.

## Air Emissions and Waste

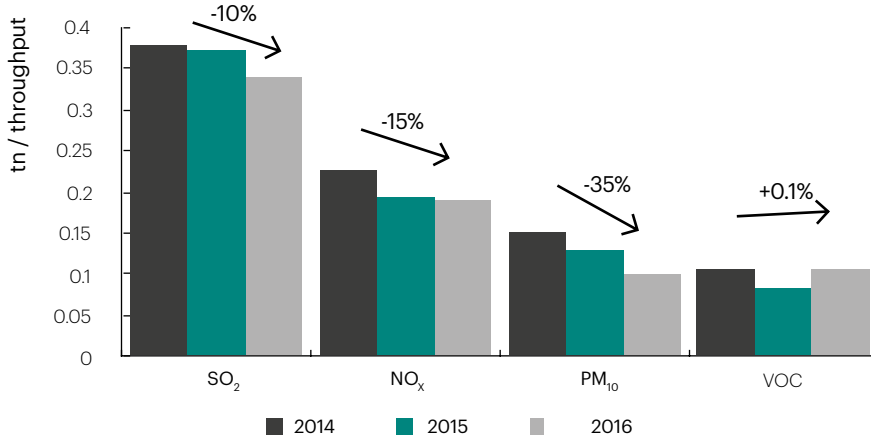
HELLENIC PETROLEUM's aim is to reduce both air emissions and waste through specific actions such as maximizing the use of gaseous and high environmental standards fuels and implementing advanced technologies in the production process.

Despite increased operation compared to 2015, in 2016, the indicators of the most important refinery gas emissions (in kg per tonne throughput) shows a slight (Nitrogen Oxides - NO<sub>x</sub>) to significant decrease (emissions of sulphur

dioxide - SO<sub>2</sub> and PM<sub>10</sub>). Only, Volatile Organic Compounds (VOC) increased in comparison to 2015, because in 2015, the refinery of Aspropirgos underwent a prolonged shut-down period.

In comparison to the same indicators from 2014, there was no increase in VOC despite the increased operating levels. The above is presented in detail in the diagram below, which shows the gradual reduction of air emissions over the last three years.

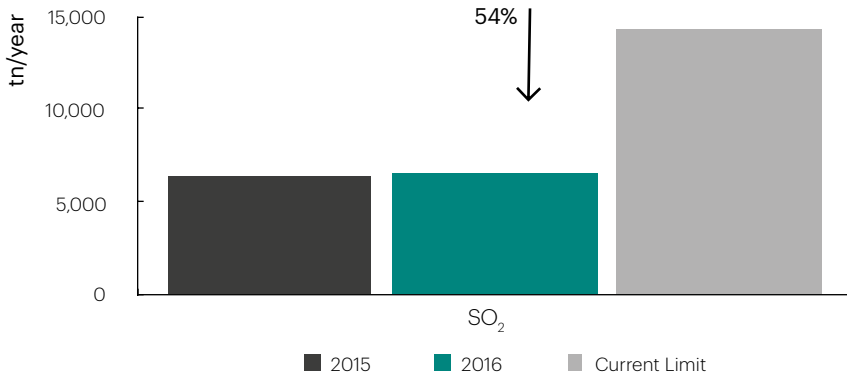
**SO<sub>2</sub>, NO<sub>x</sub>, PM<sub>10</sub> and VOC emissions  
(kg of emissions per ton of throughput 2014 to 2016)**



Regarding compliance with legislation, SO<sub>2</sub> emissions remained much lower (-54%) than the current environmental limit imposed (in tn/

year). Note that the above mentioned limit decreased in 2013 by 30% compared to the limit in force until 2012.

**2015-2016 SO<sub>2</sub> emissions compared to current limit**

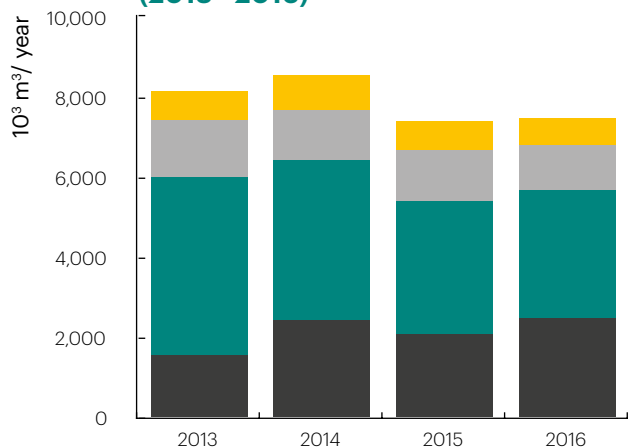


Regarding wastewater and solid waste management, primary objectives include the reduction of their output and the maximization of recycling. Where this is not feasible, the best waste management for the environment and human health is in situ treatment.

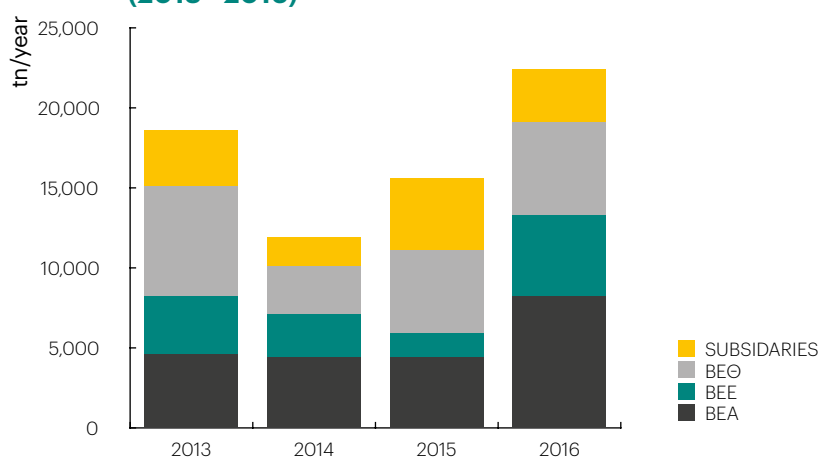
HELLENIC PETROLEUM has invested in modern waste treatment facilities, such as the 3-stage wastewater treatment units and the oily sludge treatment unit, using the biodegradation technique, in the Thessaloniki industrial complex. In 2015, the latter managed to triple its efficiency and improve the quality characteristics of

the final product for disposal by adding specific bio-enhancing microorganisms in the process. HELLENIC PETROLEUM's integrated waste management expresses its Sustainable Development strategy and contributes to the circular economy.

**Wastewater per Group facility (2013 - 2016)**



**Solid waste per Group facility (2013 - 2016)**

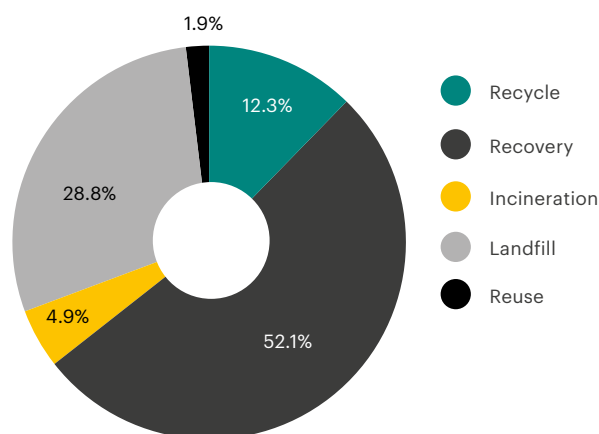


The diagrams above present the comparison of the amounts of wastewater and solid waste, respectively: Liquid waste remained at the low levels of the previous year as a result of their efficient management. On the other hand, solid

waste, mainly related to the efficiency and availability of solid waste treatment plants (either inside or outside the plant), vary from year to year depending on tank maintenance planning and the availability of the solid waste treatment plants.

For 2016, solid waste showed an increase compared to the previous year, mainly due to the increased quantities produced for final treatment at the Aspropyrgos and Elefsina refinery as well as Elefsina's refinery short-term shut-down.

**Group solid waste breakdown by disposal method**

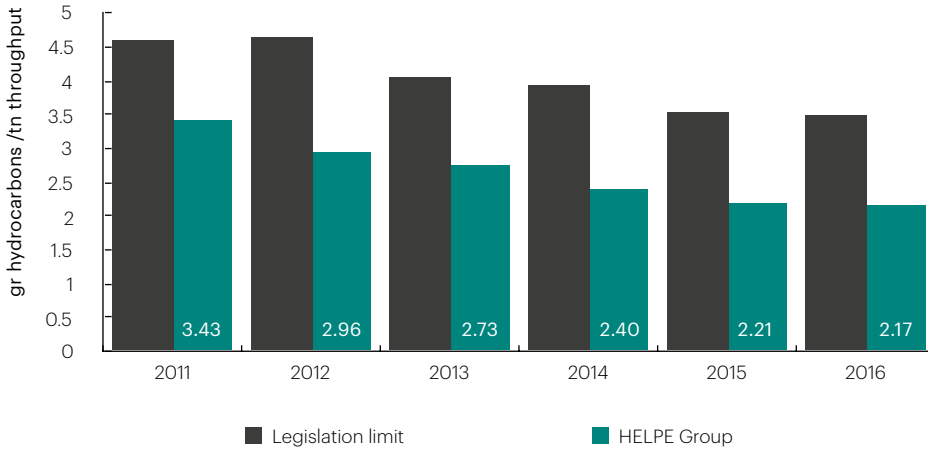


The pie chart above shows the methods of disposal of solid waste; with over 65% of total waste being recycled, recovered through raw materials recovery processes and reused.

Moreover, improved performance in terms of the quality of treated effluents continues. In 2016, the hydrocarbon index for the Group's three refineries was 38% lower than the statutory limit.

The H/C index decrease (-37%) over the last 6 years is presented below.

### Group's effluents hydrocarbons index 2011-2016

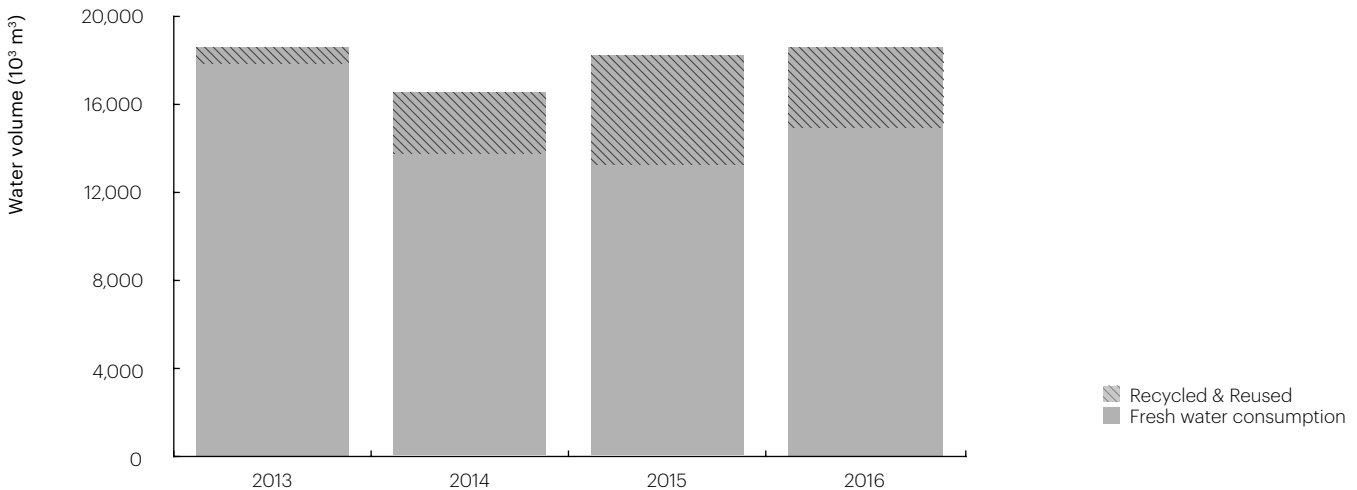


## Water and Raw Materials Management

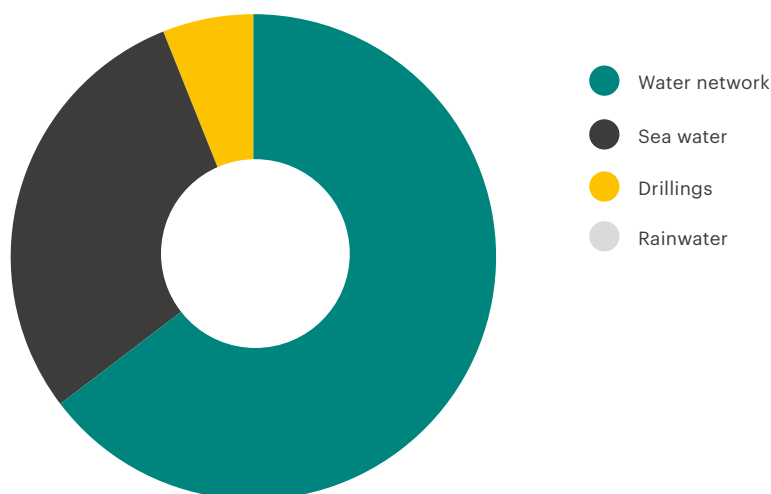
HELLENIC PETROLEUM aims to reduce its consumption of energy, water and raw materials; and invests in the recycling of resources and other raw materials. Water consumption in 2016 remained

at the same levels as the previous year. While the recycling and reuse of water rate decreased compared to 2015, it remained at high levels (19%), as presented below.

### Water consumption and water reused/recycled 2013-2016



### Total water withdrawal by source



### Recovered raw material

Refinery	Recovered rate	Quantity (tons)
Aspropyrgos Refinery	0.00%	0
Elefsina Refinery	1.15%	68,894
Thessaloniki Refinery	1.32%	54,006



Since 2005, HELLENIC PETROLEUM's employees have been recycling paper, plastic, small batteries, accumulators, fluorescent lamps, electronic equipment and aluminium, at all facilities and offices.

## Ecosystems and Biodiversity



The Group follows a strategy to further develop its activities as well as continue with existing ones, respecting the natural environment and taking into account the UN Sustainable Development Goals (SDGs) for the protection of biodiversity, both on land (SDG 15) and at sea (SDG 14).

**It is underlined that all Group facilities are located in areas legislated for industrial use, away from protected areas.**

The Group has developed actions, where possible, to protect and enhance the natural environment and ecosystems, as a priority and a key pillar of Sustainable Development. HELLENIC PETROLEUM closely follows developments concerning the effective implementation of the national strategy for biodiversity, and is willing to cooperate with the authorities in this direction. The monitoring of new European trends and the integration of international recognized tools are

expected to contribute significantly to the implementation of innovative conservation practices and biodiversity management.

# Energy and Climate Change



Energy and climate change policy constitutes a major challenge for HELLENIC PETROLEUM Group whose main activity is crude oil refining. With the continued increase in energy demand, the refining industry is playing a leading role in ensuring energy efficiency, contributing substantially to achieving SDG 7 for affordable, reliable, sustainable and modern energy.

**HELLENIC PETROLEUM Group is dealing with climate change and its consequences by investing in energy saving and RES projects and by increasing its energy efficiency.**

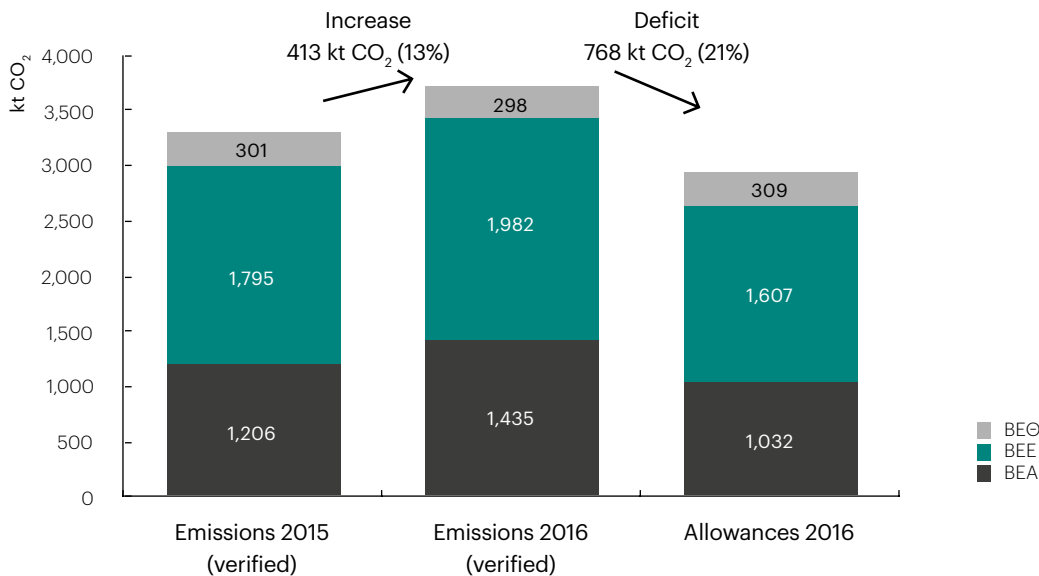
Regarding the monitoring and reporting of GHG emissions, HELLENIC PETROLEUM Group systematically monitors direct CO<sub>2</sub> emissions (Scope 1) as well as indirect emissions (Scope 2 and 3) to the

maximum extent of its activities. With regards to Scope 1, the Group's refineries have participated, since its formation, in the EU's Emissions Trading System (EU ETS), while as of 2013, it has followed all procedures pertaining to the monitoring, calculation and verification of emissions according to the regulations of the third phase of the EU ETS for period 2013-2020.

It is underlined that, during the EU ETS 3rd Phase, the compliance costs have increased significantly, due to the smaller number of free allowances allocated in relation to the actual emissions. It is noted that the future of the EU ETS will directly depend on its planned structural reform, as well as on the implementation of EU energy and climate policies. The Group closely monitors such developments and participates

in consultations, so as to protect the competitiveness of European refining. The following Figure presents the verified CO<sub>2</sub> emissions of the three refineries, for 2015 – 2016, as well as the free allowances allocated for 2016.

**Verified CO<sub>2</sub> emissions for the Group's refineries, 2015–2016**

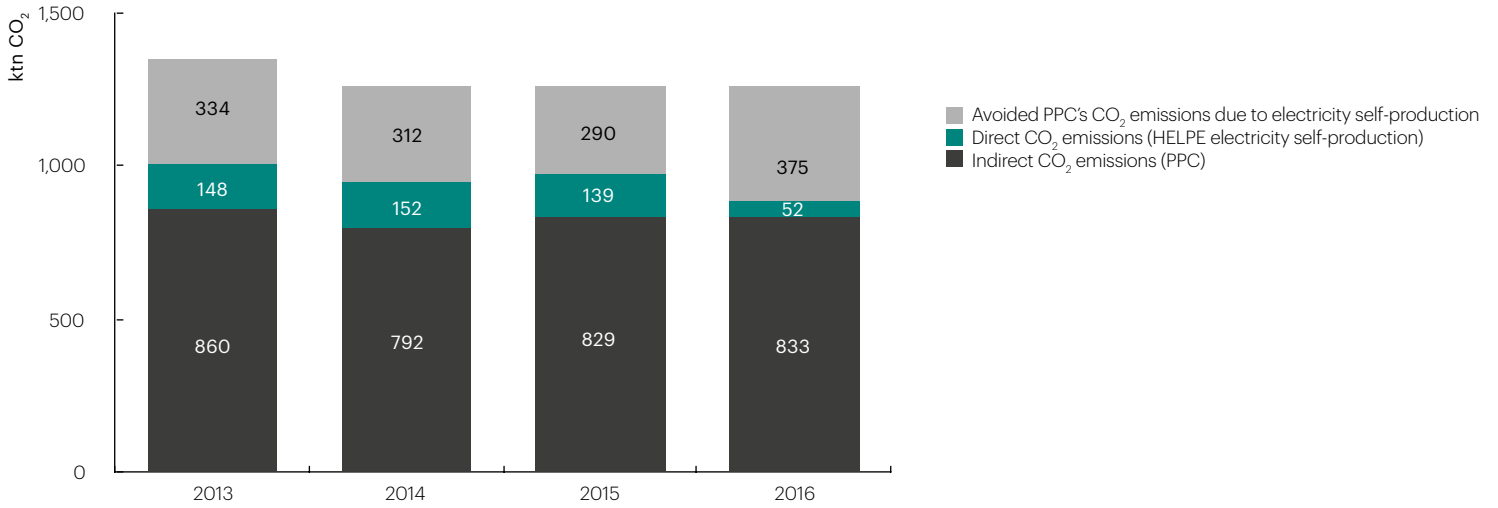


The Group also monitors the indirect emissions from its activities. It is indicatively referred that the Group monitors CO<sub>2</sub> emissions from sea transport of raw materials and products and the carbon footprint of all activities in the Group's office buildings (headquarters and Aspropyrgos, Elefsina and Thessaloniki refineries - Certification

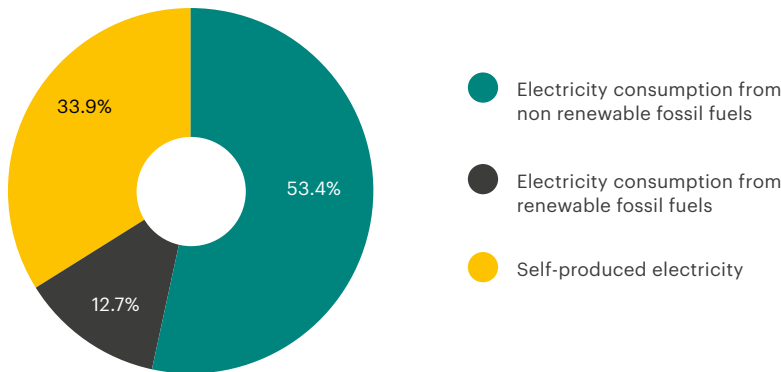
MyClimate). Investing in increasing energy efficiency, CHP units in all refineries contribute to the avoidance of a significant percentage of CO<sub>2</sub> emissions (diagram below), which would be emitted if the self-generated electricity came from a supplier with a different fuel mix (such as PPC).



**Contribution of self-produced electricity at the Group's domestic refineries and CO<sub>2</sub> emissions avoided due to self-produced electricity, in line with those of total consumption**



**Total electricity consumption per generation method**



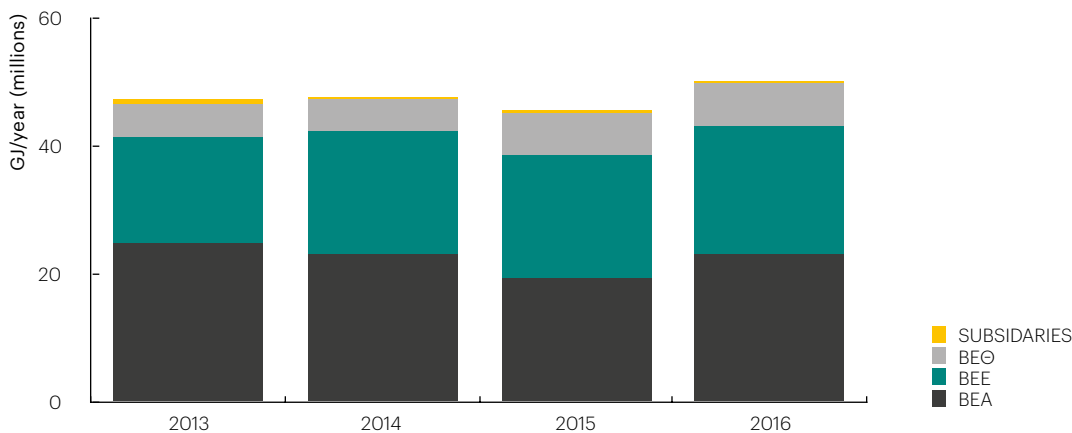
As presented in the diagram, self-produced electricity constitutes 34% of the total electricity consumption in 2016.

The Group's total energy consumption as shown in the chart below increased by 10% compared to 2015. The difference is mainly due to the increased consumption at the Aspropyrgos refinery, as the refinery was shut down for an extended period due to maintenance in 2015 ; thus

consumption in the previous year was quite low. It should be noted that the total energy consumption for the Elefsina refinery, includes the energy from the fuel consumed in the hydrogen unit for the years 2013-2016 (these figures were not included in the verified fuel quantities

in the calculation of the CO<sub>2</sub> emissions depicted in the previous reports).

**Total Group energy consumption 2013-2016**





## Biofuels

**HELLENIC PETROLEUM** is voluntarily exploring the potential use of bioethanol as a gasoline component through a relevant research program conducted in cooperation with the Fuels and Lubricants Laboratory at the National Technical University of Athens. This research program is investigating the pilot introduction

of bioethanol as a raw material for bio-ETBE (ethyltertio-butyl-ether) production, which will be used as a component in gasoline. **N.B.** Bioethanol can either be blended directly or as an ingredient with gasoline, and can be used in conventional gasoline -powered vehicles.

Biofuels are the only direct substitute for fossil fuels currently available on a large scale. Their use contributes to more environmentally friendly transport, without any further need for major modifications required either in regards to vehicles or distribution networks.

Biodiesel, as a fuel that possesses properties similar to those of diesel, can be used in most conventional diesel vehicles.

### Biodiesel received and used as a conventional diesel additive

Year	Biodiesel (m <sup>3</sup> )	% v/v in diesel
2006	46,580	2.01
2007	79,010	3.65
2008	62,788	3.04
2009	68,961	3.84
2010	108,063	6.39
2011	78,623	6.37
2012	100,993	6.49
2013	101,269	6.73
2014	112,891	7.00
2015	112,680	7.00
2016	116,626	7.10





## Renewable Energy Sources

In the field of Renewable Energy Sources (RES), photovoltaic stations (located on Group owned property) with a total nominal power of 1.5 MW and a wind farm of 7 MW in Pylos, Messinia, are already operational. During 2016, 7 photovoltaic projects with a total nominal power of 70 kW were built for self-consumption purposes (net-metering program) for an equal number of EKO and BP liquid fuel stations. There are a further four other

photovoltaic projects with a total nominal output of 10.6 MW, as well as 5 biomass electricity and heat generation units (from residual agriculture) with a total output of 25 MW, all in different stages of development.

Moreover, a portfolio of 143 MW of photovoltaic, wind and hybrid projects is also under development in cooperation with LARCO.

## Environmental and Energy Goals

With the completion of the significant investment for upgrading and modernizing the Elefsina refinery in 2013 (preceded by that of the Thessaloniki refinery in 2011), HELLENIC PETROLEUM set 2014 as the base year for improving environmental performance.

Indicatively, long-term environmental goals in key priority areas for the Group and refineries (as main productive activity) are presented below:

- 5% reduction of tn CO<sub>2</sub> emissions/tn crude oil supply ratio by 2020.

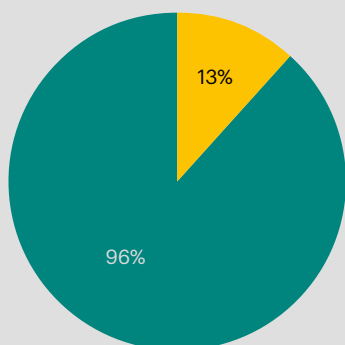
The tn CO<sub>2</sub> /tn crude oil ratio continued to decline in 2016, exceeding the original

target set (-15% compared to the initial target of -5% in 2020), reflecting the contribution of significant actions - energy saving projects and other optimization interventions performed at the Group's refineries.

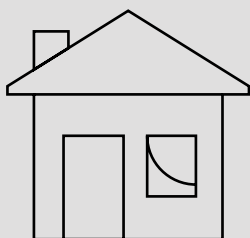
- 250,000 tn CO<sub>2</sub> reduction of the Group's carbon footprint through investing in Renewable Energy Sources - RES (minimum 100MW power) by 2025.

Based on RES investments that have been completed and are in operation, it is estimated that carbon footprint reduction has already been achieved by about 40,000 tonnes of CO<sub>2</sub>.

# Society



13% of our purchases made by our industrial companies' & 96% of marketing companies take place via "local suppliers"



506

employees live in areas adjacent to our facilities



3,2 m. €

invested in CSR actions (inside and outside Greece)

Communication and cooperation with society at large and neighbouring local communities specifically are multidimensional and include activities such as financial support and sponsorship as well as more direct collaborations such as infrastructure developments and supporting small local businesses.

These are backed by continuous dialogue and surveys, such as the materiality assessment, periodic customer

satisfaction surveys, annual opinion surveys, public debates and other forms of communication.

The results of these practices are evaluated and redefined in order to take into account and meet our stakeholders' needs and expectations, as they are reflected in the above surveys and evaluations.

### Investing in CSR activities (Greece & abroad)

<b>Greece</b>	<b>€ 2,743,038</b>
Local communities	€ 983,962
Rest of Greece	€ 1,759,076
<b>Abroad</b>	<b>€ 490,947</b>
Bulgaria	€ 138,421
Cyprus	€ 57,251
Montenegro	€ 143,654
OKTA	€ 61,721
Serbia	€ 89,900
<b>Total</b>	<b>€ 3,233,985</b>

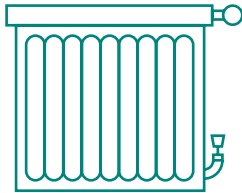
The Group's contribution and responsible attitude towards the community, taking into account the continuing recession in Greece, in cooperation with more than 130 NGOs, was based on four main pillars: Vulnerable Social Groups, Education, Research & Innovation, Sustainable Cities and Natural Environment, Culture and Sports.

In 2016, we focused our attention on urgent issues and areas where there is a greater need and social demand, such as the refugee issue, and contributed to strengthening social solidarity, mutual assistance and volunteering, and underlined the need to develop cooperation initiatives.

The Group's multi-dimensional program of actions in Greece and abroad also supports actions related to infrastructure projects and improving the quality of life as well as programs concerning the environment, culture and sports, and actively demonstrate the Group's continuous contribution to Sustainable Development to society.

# Group CSR actions during 2016 (indicative)

## Socially Vulnerable Groups



- The Group donated heating oil to the schools in the neighbouring Thriasion and West Thessaloniki municipalities, as well as to NGOs, bodies and foundations for the protection of socially vulnerable groups. Over the past five years, more than 1.5 million litres of heating oil have been donated.
- Financial support provided to the National Emergency Aid Centre, public hospitals, university clinics and NGOs as well as fuels and medical equipment.

- Support provided for the continuation of programs for individuals with special needs (Elix, PASKA, Margarita, Ergastiri, SNP Megaron, Sikiaridio etc.)
- Support of the Church's charity work. In collaboration with the Church, supporting a prototype educational program for young Roma students.



- The Group displays solidarity to the most vulnerable members of society by helping them with their increasing needs caused by the financial circumstances in our country in recent years. It supports 1,250 families on a monthly basis, through Social Groceries programs in the neighbouring municipalities of Thriasion and West Thessaloniki, by offering them super market vouchers.
- Hosting children from destitute families in summer camps.
- Gathering and delivering food, clothes, personal hygiene items, medicine and toys in order to support the refugee centres in Eleonas, Skaramaga and Schisto.

- Support of the "Anikti Agalia" NGO for its preventive medicine program in Lesvos
- Purchase of a bronchoscope for the "Pediatric Trauma Care" NGO
- Medical equipment for the Thriasion Hospital
- Events for employees for obtaining personal and professional balance



## Education, Research & Innovation



The Group participates and supports the European initiative Pact4Youth (European Accord for Youth), a mutual commitment of businesses, social partners, youth organizations,

NGOs etc., aiming at supporting the new generation in the fields of professional training and quality education as well as with internship and employment programs and is

against discriminations throughout the integration processes of the new generations.

- Internship opportunities for University/Technical Education Institute (TEI) students



- Employment of new graduates in various organizational departments of the Group.

- Organizing skill development seminars (entrepreneurship, marketing, interpersonal communication)

- Through the AIESEC program, we support graduates participating in the "Global Talent" competition enabling them to find employment opportunities abroad

- **Scholarships of excellence for students from all over Greece, who wish to continue their full time postgraduate studies for up to two years. This program aims at supporting students who wish to enhance their knowledge expertise in three subjects: Mechanical Engineering, Finance and Administration and Hydrocarbon Exploration and Exploitation. The program was conducted this year for the 4th consecutive year, and up until now 33 scholarships have been awarded for attendance at internationally acclaimed Universities (MIT, Harvard, Oxford, Imperial College, Berkeley etc.)**

- Awarding newly accepted University and TEI students from the neighbouring municipalities of Thriasion and West Thessaloniki.

- Rewarding excellence for students – Group employees' children who were admitted to higher education

- Cooperation with the Centre for the Propagation of Science and Museum of Technology "NOESIS"

- Cooperation with the Goulandris Museum of Natural History for the exhibition "Minerals and Man"

- Support of the Program "Virtual Business" - Youth Entrepreneurship Union (SEN/JA Greece)

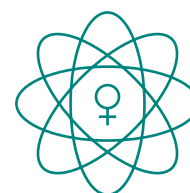
- Support of Robotics competitions

- Donation of educational materials (computers, printers, interactive boards) to schools

- Support for student and university competitions (Best, F1 in Schools) and career orientation events (Career Day, TED X Academy)

- Support for libraries in local societies through lectures, book donations etc.

- Train the trainer "Playing with Protons" program for ten primary education teachers, in cooperation with the European Organization for Nuclear Research (CERN)



- **Participation in the implementation team for the European project "Hypatia" in Greece, which aims to encourage students, and particularly girls aged 13-18, to follow studies in STEM.**

## Sustainable Cities & Natural Environment



• The environmental education program “Energy for life” aims at informing and sensitizing young and old alike, who live in remote geographical areas, on subjects regarding the protection of the natural environment, the correct management of natural resources, the conservation of energy and the protection of flora and fauna. Since 2013, “Energy for Life” has travelled to 47 areas and, in cooperation with 15 NGOs, has completed 240 workshops for 4,837 students.

- Fuel for fire-fighting apparatus
- Cleaning of archaeological sites
- Maintenance of environmental stations in neighbouring municipalities
- Support of the neighbouring municipalities through infrastructure projects (e.g. road paving)
- Donation of a refuse collection vehicle to the Megara Municipality
- Instalment of electronic equipment in schools
- Cleaning of the Thermaikos Gulf
- Reconstruction of playgrounds in Thriasion, West Thessaloniki and Chios
- Reconstruction of a gym in the Delta – West Thessaloniki municipality



## Culture & Sports



- The Group, recognizing the importance and need to protect and preserve our cultural heritage, supports the cultural events in its neighbouring municipalities (Elefsina – European Cultural Capital 2021, “Humans and Factories” exhibition at the Elefsina Old Oil Mill, Eschilia, Thriasia, Zervonikolia)
- Support of libraries in Thriasion and West Thessaloniki
- Support of the restoration studies of the Kassopi ancient theater
- Sponsorship of the Thessaloniki Youth Orchestra Festival

- Support of the Eleftherna Museum
- Cooperation with the National Opera for the “Sunday Mornings” program, introducing children to symphonic music – Employee participation
- Exhibition dedicated to the works of Evgenios Trivizas at the Cacoyannis Foundation – Employee participation
- Support for the International Centre of Education and Culture, IONIA
- Support for the Managing Committee of Muslim Assets, Xanthi
- Sponsorship of the “Anthos” theatrical tour for individuals with special needs
- Technical studies for the restoration and promotion of Elefsina’s cultural heritage
- Support of a preventive control program for students – athletes in neighbouring municipalities
- Support of teams and athletic clubs in neighbouring municipalities (Panelefsiniakos, Mandraikos, A.P.S., Aias Evosmou, APS Kizikos N. Peramou, AGS Vizas Megaron, PAO Iraklis Elefsinas etc.)
- Support for the preparation of athletes for their participation in European and World championships
- Participation of Group employees in the Athens and Thessaloniki Marathons. For each kilometre the participants run, the Group Hellenic Petroleum donated 10 euros to NGOs



- Support of athletic associations (National Athletic Association of Physically Impaired, Thessaloniki Nautical Club, the Athletic Association of Greek Policemen, Triptopolemos etc.)
- Athlete sponsorships through the “Adopt an athlete” program - the Hellenic Olympic Committee

## Local Communities

We currently employ residents from neighbouring municipalities, over 384 individuals from the Thriassio region and 122 from the Western Thessaloniki area. We also spend around €3 million annually on municipal duties and support the local economy through buying goods and services from various businesses in the areas where we operate.

marketing companies. For the definition of a local supplier, see indicator G4-EC9 at <http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/>.

Purchases from local suppliers account for 13% for the industrial complexes (HELPE and DIAXON) and 96% for the Group's

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

Suppliers	Payments		Number of suppliers	
	Value (K€)	Value (%)	Number	%
Thriassio, neighbouring municipalities	14,634	5.6%	189	6.2%
W. Thessaloniki, neighbouring municipalities	17,259	6.6%	210	6.8%
<b>TOTAL - LOCAL SUPPLIERS</b>	<b>31,894</b>	<b>12.1%</b>	<b>399</b>	<b>13.0%</b>
REST OF SUPPLIERS	231,345	87.9%	2,674	87.0%
<b>TOTAL</b>	<b>263,239</b>	<b>100%</b>	<b>3,073</b>	<b>100%</b>

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

Suppliers	Payments		Number of suppliers	
	Value (K€)	Value (%)	Number	%
Imports	97,850	37%	715	23%
Domestic Market	165,389	63%	2,359	77%
<b>TOTAL</b>	<b>263,239</b>	<b>100%</b>	<b>3,073</b>	<b>100%</b>

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

	Payments (K€)		Number of local suppliers	
	Total	Local	Total	Local
EKO	99,107	96,601	3,138	3,100
EKO BULGARIA	43,843	42,784	488	464
HP CYPRUS	18,936	16,939	723	686
OKTA	4,481	3,877	407	367
EKO SERBIA	15,851	15,598	609	595
JPK Montenegro	19,252	18,375	561	504
<b>TOTAL</b>	<b>201,470</b>	<b>194,174</b>	<b>5,926</b>	<b>5,716</b>
<b>Local suppliers %</b>		<b>96%</b>		<b>96%</b>

## Best Practices from Group's companies abroad

In 2016, total investment in Corporate Responsibility actions abroad amounted to €490,947. From the large number of these actions, which the Group either participated in or supported, indicative examples, per country, are mentioned below illustrating our far-reaching commitment.

### Montenegro

- Financial support provided to cultural and athletics events and conferences (1000 years Jubilee Cetinje tourist organization, "She is here" conference, Montenegro Financial Conference, Puppet Festival, Aikido Academy Tivat, Mini Volleyball Montenegro League, participation in Greek Embassy bazaars)
- Fuel donation to: "Primorac" Water Polo Club, the Greek Embassy, Montenegrin women's basketball team, as well as to communities affected by the floods (Andrijevac, Petnjica, Berane)
- Donation of equipment or financial support provided to the following associations: "Fenix" Organization for children with cancer, Brezovik Hospital (for the accurate and on time diagnosis of tuberculosis)
- Full coverage of hospitality, transportation and accommodation expenses for the "Mladost" Orphanage children in Bijela for their vacations in Halkidiki.

### Serbia

- Financial support provided to foundations and organizations to aid their philanthropic and humanitarian work (Princess Katarina Fund, NGO Mali veliki ljudi, NGO Belhospice).
- Sponsorships to support athletic associations (children's basketball camps on Mt Kopaonik, Olympic and Paralympic Committee).
- Sponsorships to support cultural events (International Music Festival "Guitar Art", International Friendship Association).

### F.Y.R.O.M.

- Financial support and donations given to health and medical care organizations, such as the Autism Centre "In my World", the "Wilson" Support Association for people with rare diseases, the SOS Children Villages (bicycles and bike helmets), the Idnina & Zlatan Special Schools (interactive boards, projectors, computers and peripherals), the Centar Community (reconstruction of the care facility for children suffering from brain paralysis).
- Sponsorships for the organization of cultural and athletic events, as well as educational events (Ochrid Summer Festival, OFFFEST & Skopje Jazz Festival, MODOARS Music Festival, National Basketball Association, Youth Association YMCA – Bitola, "Energetika 2016" International Symposium).
- Donation of fuel, waterproof clothing and personal hygiene items to people affected by the floods.

### Bulgaria

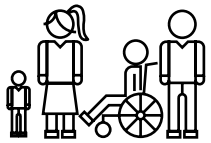
- Sponsorships supporting athletic associations and events (Association Sport Club EKO Racing team, Auto-Tzar Rally Service, "Team of hope" – homeless soccer team).
- Financial support for the Hellenic Business Council
- Donations for the monthly support of children with autism (Tacitus), to the Vidrare Orphanage and the International Women's Club.
- Construction of a day care facility playground in Yambol.

### Cyprus

- "Road Challenges" interactive game launched by EKO in collaboration with the Cyprus Police, an application where young people can learn the Traffic Education Code through playing a virtual reality game.
- "Safe Rider" television spot in cooperation with the Cyprus Police, through which EKO seeks to sensitize drivers in regards to cyclists (sensible and safe driving, as well as adherence to traffic rules).
- Donation of safety helmets to children who visit the Traffic Education Park and donation of safety vests to pedestrians.
- Sponsorship of the national road safety educational program "Faethon – Tassos Mitsopoulos"
- Sponsorship of the Employers and Industrialists Federation's "Save Energy" seminar
- Support of the Hillclimb Race championship
- Support of the Boyz Stuff Show

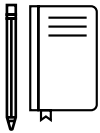
## Group CSR Actions – Targets for the period 2017-2021

### Socially Vulnerable Groups



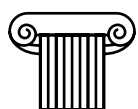
- Continuation of our permanent activities (programs providing food provisions to the destitute, supporting social groceries programs in neighbouring municipalities, heating oil donations)
- Partnerships to improve living conditions for refugees
- Synergies to implement programs to eliminate discrimination and respect for human rights

### Education, Research & Innovation



- Continuation of our permanent activities (programs to expand knowledge and acquire new skills for labour market entry, such as scholarships, creating postgraduate programs, vocational training, employment opportunities, seminars, exhibitions)
- Supporting the educational community and its structures

## Culture & Sports



- Preservation and dissemination of our cultural heritage
- Promotion of contemporary artistic creation in Greece
- Supporting major sports organizations
- Actions to make responsible and safe driving a priority

## Sustainable Cities & the Environment



- “Energy for life”
- Further developing scientific collaborations aiming to create environmental interventions with infrastructure projects
- Equipment donations (e.g. cleaning machines, garbage containers) to serve citizens
- Synergies with universities for postgraduate, doctoral and post-doctoral studies in industrial research, energy and petroleum engineering

# **Sustainability Standards & Verification**

## A few words about the CSR Report and our Approach

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 12th annual edition presents the Group's business performance, taking into account economic, environmental and social perspectives from 01.01.2016 to 31.12.2016.

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 2016, p. 175–177, at [http://www.helppe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/COMPLETED-FINAL-GR-WEB\\_1.pdf](http://www.helppe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/COMPLETED-FINAL-GR-WEB_1.pdf)) and (b) the relevant materiality assessment 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.

## Group companies presented in the Report

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

## Methodology

The Global Reporting Initiative, G4 guidelines (including the Oil & Gas Sector Supplement) and the United Nations Global Compact criteria have been used, since 2007, as a framework for the compilation of this Report.

The main reference frameworks for the compilation of this Report were:

- G4 guidelines of the Global Reporting Initiative (Comprehensive Level, third party verification). To view an analytical presentation of the G4 indicators, go to <http://sustainabilityreport2016.helppe.gr/operational-efficiency-performance/GRI-G4-point/>

A relevant table briefly presenting G4 indicators can also be found in Appendix I of this Report.

- UNGC criteria (Advanced Level, third

party verification) can be found at <http://sustainabilityreport2016.helppe.gr/operational-efficiency-performance/entries-cop/> where our actions regarding the 24 criteria of the UNGC are presented in detail (Communication in Progress report, COP). A relevant table briefly presenting the 24 criteria can also be found in Appendix II of this Report.

- The specific GRI's supplement for Oil & Gas Sector (third party verification) which can be found at <http://sustainabilityreport2016.helppe.gr/operational-efficiency-performance/GRI-G4-point/>.

Appendix I of this Report presents a table with a short presentation of the Oil & Gas Sector Supplement indicators for the Oil & Gas Sector Supplement (G4).

All of the indicators, measurement units, quantities and sizes — referred to in the report — correspond to measurements and data that have been recorded using the best available practices, internationally accepted standards and international oil industry codes.

No changes in measurement methods in relation to previous reports have been made except for the following revisions:

- The marketing companies merger
- Placing activities in Egypt on hold
- New procurement regulation

No further limitations, exceptions, reviews or changes exist.

## Material issues and relevant activities

	2016 Material Issues	Chapter in Report - Actions/Relevant GRI-G4 Indicator	SDG's
Environment	Hazardous Waste	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter, "Air Emissions &amp; Waste"</li> <li>• G4 Indicators: EN2, EN3, EN10, EN22, EN23, EN25 (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	3, 6, 7, 11, 12, 14, 15, 17
	Use of energy (Non-RES)	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter, "RES" Section "Energy &amp; Climate Change"</li> <li>• G4 Indicators: EN3, EN4, EN5, EN6, EN7 and DMA: Energy (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Use of energy (RES)	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter, Section "RES"</li> <li>• G4 Indicators-EN3, OG2, OG3 (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	CO <sub>2</sub> - SO <sub>2</sub> - NO <sub>x</sub> - VOC - Particulate Matter Emissions	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter, Section "Air Emissions &amp; Waste"</li> <li>• G4 Indicators: EN15-21 and DMA: GHG emissions (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Water Consumption	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter, Section "Water and Other Resources Management"</li> <li>• G4 Indicators: EN8, EN9, EN10 (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Effluents Handling	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter, Section "Ecosystems and Biodiversity"</li> <li>• G4 Indicators: EN22, EN23, EN25 (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Oil Spills and Leakages	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter, Section "Air Emissions and Waste"</li> <li>• G4 Indicators: EN11, EN12, EN13, EN24 and DMA: Biodiversity (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Product Impact	<ul style="list-style-type: none"> <li>• "Business Partners" Chapter, Section "Quality of Products and Services"</li> <li>• G4 Indicators: 14, EN7, EN11-14, EN26, EN27, PR1-3 and DMA: Product Impact (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Environmental Protection Investments	<ul style="list-style-type: none"> <li>• "Environment, Energy and Climate Change" Chapter</li> <li>• G4 Indicator-EN31 (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
Shareholders	Corporate Governance	<ul style="list-style-type: none"> <li>• "Corporate Governance and Regulatory Compliance" Chapter</li> <li>• G4 Indicators 34-55 (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	8, 9, 10, 12, 16, 17
	Supply Security	<ul style="list-style-type: none"> <li>• "Business Partners" Chapter, "Supply Chain – Responsible Buying" Section</li> <li>• G4-12 Indicator and DMA: Supply Security (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Operational Continuity	<ul style="list-style-type: none"> <li>• DMA: Operational Continuity (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
Employees	Job Position Security	<ul style="list-style-type: none"> <li>• "Human Capital" Chapter</li> <li>• Indicators G4-10, G4-11, EC5, LA1, LA2 and DMA: Job Position Security (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	3, 4, 5, 8, 9, 10, 16
	Equality and Fairness	<ul style="list-style-type: none"> <li>• "Human Capital" Chapter</li> <li>• G4 Indicators: LA13, HR3 and DMA: Equality and Fairness (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Occupational Health & Safety	<ul style="list-style-type: none"> <li>• "Human Capital" Chapter, "Occupational Health and Safety" Section</li> <li>• G4 Indicator: LA5-8, and DMA: Occupational Health &amp; Safety (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Work Environment	<ul style="list-style-type: none"> <li>• "Human Capital" Chapter</li> <li>• G4 Indicators: LA1-16 and DMAs: Occupational Health and Safety &amp; Work Environment (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	



Suppliers	Responsible Buying	<ul style="list-style-type: none"> <li>• “Business Partners” Chapter , “Supply Chain – Responsible Buying” Section</li> <li>• Chapter “Society”, Section “Local Communities”</li> <li>• G4 Indicators-12, G4- EC9 and DMA: Procurement Practices (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	5, 8, 10, 12, 13, 16, 17
	Operational Support	<ul style="list-style-type: none"> <li>• DMAs: Operational Continuity and Procurement Practices (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Supplier Assessment	<ul style="list-style-type: none"> <li>• “Business Partners” Chapter, “Supply Chain – Responsible Buying” Section</li> <li>• G4 indicators: EN32-33, LA14-15, HR4-6, HR10-11, SO9-10 and DMAs: Supplier Assessment and Procurement Practices (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
Society	Community Engagement and Partnerships	<a href="http://sustainabilityreport2016.helpe.gr/userfiles/6ffd2fe2-e2bc-4741-906d-a48900e96f28/symmetoxes%20gr.pdf">http://sustainabilityreport2016.helpe.gr/userfiles/6ffd2fe2-e2bc-4741-906d-a48900e96f28/symmetoxes%20gr.pdf</a>	3, 4, 9, 11, 12, 17
	Accident Impact	<ul style="list-style-type: none"> <li>• “Human Capital” Chapter, “Occupational Health and Safety” Section</li> <li>• DMA: Accident Impact (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	
	Health Screening	<ul style="list-style-type: none"> <li>• “Human Capital” Chapter, “Occupational Health and Safety” Section</li> <li>• Indicator G4-LA6 and DMA: Health Issues in Local Communities (<a href="http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/">http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/</a>)</li> </ul>	

Readers of this Report may also find more comprehensive financial and operational information concerning the Group in the 2016 Annual Report, ([http://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/Annual\\_Report-gr-web-160517.pdf](http://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/Annual_Report-gr-web-160517.pdf)) the Annual Financial Report for the Fiscal Year 2016 ([http://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/COMPLETED-FINAL-GR-WEB\\_1.pdf](http://www.helpe.gr/userfiles/8ea1f0cb-9e62-48e4-b947-a27b00fb14bb/COMPLETED-FINAL-GR-WEB_1.pdf)) as well as the Group’s website <http://www.helpe.gr/en/>

Furthermore, the 2016 Sustainability Development & Corporate Social Responsibility Report is presented at <http://sustainabilityreport2016.helpe.gr/>

In 2015, the Group adopted the Greek Sustainability Code, consisting of 20 criteria (categorized in 4 pillars) which essentially responds to the need to measure economic, environmental and social performance. The Greek Sustainability Code is one of the tools

- for the development of Sustainable Development and Corporate Responsibility policies and strategies - developed within the “Sustainable Greece 2020” Initiative. The Initiative seeks - through dialogue - to contribute to the promotion of Sustainable Development and to support our country’s operational and institutional bodies with practical tools and methodologies. Appendix III in this Report contains a Compliance Table with the Greek Sustainability Code (Level A).

## Independent Certification Body

To ensure accuracy, completeness and reliability, this Report has been audited and certified – as a whole and in terms of every material issue – by an independent external certification body prior to publication.

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

Supplement indicators have been covered. The result of this external verification is presented in Appendix I as well as at <http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point> whereas the relevant certificates are presented below.

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.

## TÜV AUSTRIA Hellas

### Assurance Statement

#### for Hellenic Petroleum's Corporate Responsibility Report 2016

#### Information on the Assurance Statement

The Assurance Provider TÜV AUSTRIA Hellas ('the Provider') has been engaged to provide external assurance on the disclosures published in the Corporate Responsibility Report 2016 ('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 2016 annual report and financial statement which have been audited by other third parties.

#### Scope of Assurance

The Provider undertook the following tasks during the months June / July 2017:

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, 18<sup>th</sup> of July 2017

 <b>Kallias Yiannis</b> General Manager		 <b>Sifakis Nikolaos</b> Lead Auditor
--	---	--

TÜV AUSTRIA Hellas  
 ATHENS: 429, Mesogeion Ave., Agia Paraskevi  
 Branch Offices in Greece: THESSALONIKI-CRETE-MYTILENE  
 Abroad: CYPRUS-TURKEY-JORDAN-EGYPT-ALBANIA-ISRAEL-YEMEN-PAKISTAN-KOREA



## TÜV AUSTRIA Hellas

### Assurance Statement for Hellenic Petroleum's Corporate Sustainability and Social Responsibility Report 2016

#### Information on the Assurance Statement

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 2016 ('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 2016 annual report and financial statement which have been audited by other third parties.

#### Scope of Assurance

The Provider undertook the following tasks during the months June / July 2017:

1. Reviewed the Report against the requirements of Global Reporting Initiative (GRI) Sustainability Reporting Guidelines G4 and confirmation that the GRI-G4 "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.

The Provider concurs that the GRI-G4 "Comprehensive option" requirements have been met, including the Oil and Gas Sector Supplement.

## 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.

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

On behalf of TÜV AUSTRIA Hellas,  
Athens, 18<sup>th</sup> of July 2017

 <b>Kallias Yiannis</b> General Manager		 <b>Sifakis Nikolaos</b> Lead Auditor
--	---	--

TÜV AUSTRIA Hellas

ATHENS: 429, Mesogion Ave., Agia Paraskevi

Branch Offices in Greece: THESSALONIKI-CRETE-MYTILENE

Abroad: CYPRUS-TURKEY-JORDAN-EGYPT-ALBANIA-ISRAEL-YEMEN-PAKISTAN-KOREA

# Glossary – Abbreviations

The following explanations are given for the convenience of the reader who is not familiar with all the technical names and acronyms referred to in this Report.

<p><b>AIF</b> All Injury Frequency 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.</p> <p><b>API</b> American Petroleum Institute.</p> <p><b>AR</b> Rate of absenteeism: 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.</p> <p><b>BAT</b> Stands for best available techniques.</p> <p><b>BEA</b> These initials stand for the Aspropyrgos refinery.</p> <p><b>BEE</b> These initials stand for the Elefsina refinery.</p> <p><b>BEO</b> These initials stand for the Thessaloniki refinery / Thessaloniki industrial complex</p> <p><b>CCPS</b> Centre for Chemical Process Safety</p> <p><b>CLP</b> the European Regulation (R1272/2008) for the Classification, Labelling and Packaging of substances and mixtures</p> <p><b>COMO</b> Company owned – Manager operated</p> <p><b>CONCAWE</b> Conservation of Clean Air and Water in Europe, the oil companies' European Organisation for the environment, health and safety</p> <p><b>CoP</b> Communication on Progress, an annual report proving the company's commitment towards UNGC principles, see <a href="http://www.unglobalcompact.org/CommunicatingProgress/">www.unglobalcompact.org/CommunicatingProgress/</a></p> <p><b>CSR</b> Corporate Social Responsibility</p> <p><b>DODO</b> Dealer Owned - Dealer Operated petrol station</p> <p><b>EKO</b> Stands for the Group's subsidiary EKO ABEE.</p> <p><b>ELOT</b> The Greek Standardization Organization.</p>	<p><b>ESYPP</b> Stands for Internal Safety &amp; Prevention Services, an operational unit, within an organisation, operating under PD95/1999, aimed at monitoring the occupational health and safety and implementing measures in order to minimize accidents.</p> <p><b>EU - ETS</b> European Union's GHG Emission Trading Scheme</p> <p><b>Executive/non-executive Board Member</b> The BoD defines executive members as members which are responsible for everyday business management; whereas non-executive are members which are responsible for the promotion of corporate issues. The number of non-executive BoD members should be, at least, one third of the total number of BoD members.</p> <p><b>EXYPP</b> Stands for outsourced occupational health and safety &amp; prevention services. Where appropriate, an organisation may outsource the monitoring of the occupational H &amp; S activities to a properly qualified external partner (EXYPP). This partner (EXYPP) is responsible for the implementation of the relevant labour legislation and reports to the management of the facility.</p> <p><b>EYAE</b> Stands for employee committee for occupational health &amp; safety.</p> <p><b>FUELS EUROPE</b> The European Petroleum Industry Association.</p> <p><b>GCAD</b> Group's Corporate Affairs Division (includes Group's CSR Division and Group's Communication Division)</p> <p><b>GHSESD</b> Group's Health, Safety, Environment and Sustainable Development Division</p> <p><b>GHG</b> Green House Gases</p> <p><b>GRI</b> Global Reporting Initiative, Sustainability Reporting Guidelines. While this Report endeavours to address many of the GRI's key performance indicators, it is a summary of progress against priorities we ourselves set.</p> <p><b>GROUP</b> Stands for the HELLENIC PETROLEUM Group, unless it is otherwise stated.</p> <p><b>HELLENIC PETROLEUM</b> Refers to the HELLENIC PETROLEUM Group, unless it is otherwise stated.</p>	<p><b>HELPE</b> Stands for HELLENIC PETROLEUM.</p> <p><b>HF</b> Stands for the Group's subsidiary HELLENIC FUEL (ex BP).</p> <p><b>HFE</b> Stands for the Hellenic Federation of Enterprises.</p> <p><b>HMA</b> Hellenic Management Association.</p> <p><b>HR</b> stands for either human rights or human resources.</p> <p><b>HSE</b> stands for Health - Safety – Environment</p> <p><b>IR</b> Injury Rate: number of fatal accidents + number of accidents causing absences + number of accidents leading to limited capacity + incidents that require medical care (first aid not included) divided by total number of man-hours, i.e. AIF x 10-6.</p> <p><b>ISGOTT</b> Internal Safety Guide for Oil Tankers and Terminals.</p> <p><b>ISM</b> Institute of Supply Management.</p> <p><b>LDAR</b> Leak detection and repair system.</p> <p><b>LDR</b> Lost Day Rate: Total days of absence due to accident or illness / (number of man-hours worked yearly, from SAP + number of days of absence x 8).</p> <p><b>LWI</b> Lost Workday Injury</p> <p><b>LWIF</b> Lost Workday Injury Frequency (per 106 man-hours)</p> <p><b>LWIS</b> Lost Workday Injury Severity</p> <p><b>MARPOL</b> Marine Pollution.</p> <p><b>MTC</b> Medical Treatment Cases</p> <p><b>ODR</b> Occupational Diseases Rate</p> <p><b>OHSAS</b> Occupational Health and Safety Accreditation System</p> <p><b>PSE</b> Process Safety Event</p> <p><b>PSER</b></p>	<p>Process Safety Event Rate</p> <p><b>REACH</b> The European regulation for "Registration, Evaluation and Authorization of Chemicals"</p> <p><b>RES</b> Stands for renewable energy sources</p> <p><b>RWI</b> Restricted Workday Injuries Sustainable Development A development that meets the needs of the present without compromising the ability of future generations to meet their own needs.</p> <p><b>Stakeholders</b> While the term «stakeholders» holds multiple meanings, the Group defines its stakeholders as its employees, shareholders, suppliers, service providers, and those communities, indigenous groups, investors, debt holders, governments, regulators and Non-Governmental Organizations (NGOs) affected by, or that can affect, HELLENIC PETROLEUM's operations.</p> <p><b>UNGC</b> HELLENIC PETROLEUM is a signatory to the United Nations-led Global Compact, a network of companies, governments, non-governmental and labour organizations who have agreed to work with the UN to support 10 principles in the areas of human rights, labour, the environment and anticorruption.</p> <p><b>VOC</b> Volatile Organic Compounds</p>
--	---	---	--

# Contact Information

This Report forms part of the Group's annual reporting and is approved by the Group's Chairman of the BoD & the CEO. The coordination and responsibility for the preparation of this Report lay with the Group's Division of Corporate Affairs & CSR. The Human Resources, GHSESD, Internal Audit, Finance, Marketing, Purchasing, Legal Services Divisions and the Group's subsidiaries also contributed to the implementation of this Report. Both qualitative and quantitative information are consolidated and validated at Group level, unless otherwise indicated.

The Report is addressed to our stakeholders who wish to keep track of all of our advancements in all areas of Corporate Responsibility and Sustainable Development.

We welcome any suggestions or comments that may help us improve this two way form of communication. Any comments that you may have can be sent to the address below:

## Contact Details

HELLENIC PETROLEUM Group  
Group Corporate Affairs Division  
Group CSR Division  
8A Chimarras St., GR 151 25 - Maroussi  
Tel.: +30 210 630 2894,  
Fax: +30 210 630 2573  
e-mail: [csr@helpe.gr](mailto:csr@helpe.gr)

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 <http://www.helpe.gr/en/corporate-responsibility/>

# Appendix I

	GRI-G4 Indicators and DMAs	Ext. verification
<b>General Indicators</b>		
STRATEGY AND ANALYSIS	G4-1 G4-2	v
ORGANISATIONAL PROFILE	G4-3 G4-4 G4-5 G4-6 G4-7 G4-8 G4-9 G4-10 G4-11 G4-12 G4-13 G4-14 G4-15 G4-16	v
IDENTIFIED MATERIAL ASPECTS & BOUNDARIES	G4-17 G4-18 G4-19 G4-20 G4-21 G4-22 G4-23	v
STAKEHOLDER ENGAGEMENT	G4-24 G4-25 G4-26 G4-27	v
REPORT PROFIL	G4-28 G4-29 G4-30 G4-31 G4-32 G4-33	v
GOVERNANCE	G4-34 G4-35 G4-36 G4-37 G4-38 G4-39 G4-40 G4-41 G4-42 G4-43 G4-44 G4-45 G4-46 G4-47 G4-48 G4-49 G4-50 G4-51 G4-52 G4-53 G4-54 G4-55	v
ETHICS & INTEGRITY	G4-56 G4-57 G4-58	v
<b>Economic Indicators</b>		
ECONOMIC PERFORMANCE	G4-EC1 G4-EC2 G4-EC3 G4-EC4	v
MARKET PRESENCE	G4-EC5 G4-EC6	v
INDIRECT ECONOMIC IMPACTS	G4-EC7 G4-EC8	v
PROCUREMENT PRACTICES	G4-EC9	v
<b>Environmental Indicators</b>		
MATERIALS	G4-EN1 G4-EN2	v
ENERGY	G4-EN3 G4-EN4 G4-EN5 G4-EN6 G4-EN7	v
WATER	G4-EN8 G4-EN9 G4-EN10	v
BIODIVERSITY	G4-EN11 G4-EN12 G4-EN13 G4-EN14	v
EMISSIONS	G4-EN15 G4-EN16 G4-EN17 G4-EN18 G4-EN19 G4-EN20 G4-EN21	v
EFFLUENTS AND WASTE	G4-EN22 G4-EN23 G4-EN24 G4-EN25 G4-EN26	v
PRODUCTS & SERVICES	G4-EN27 G4-EN28	v
COMPLIANCE	G4-EN29	v
TRANSPORT	G4-EN30	v
EXPENDITURE-INVESTMENTS	G4-EN31	v
ENVIRONMENTAL ASSESSMENT OF SUPPLIERS	G4-EN32 G4-EN33	v
ENVIRONMETAL GREVIANCE MECHANISMS	G4-EN34	v
<b>Labor Practices &amp; Decent Work</b>		
EMPLOYMENT	G4-LA1 G4-LA2 G4-LA3	v
LABOR/MANAGEMENT RELATIONS	G4-LA4	v
OCCUPATIONAL HEALTH AND SAFETY	G4-LA5 G4-LA6 G4-LA7 G4-LA8	v
TRAINING AND EDUCATION	G4-LA9 G4-LA10 G4-LA11	v
DIVERSITY AND EQUAL OPPORTUNITIES	G4-LA12 G4-LA13	v
SUPPLIER ASSESSMENT FOR LABOR PRACTICES	G4-LA14 G4-LA15	v
LABOR PRACTICES GREVIANCE MECHANISMS	G4-LA16	v



Human Rights		
INVESTMENTS	G4-HR1 G4-HR2	v
NON-DISCRIMINATION	G4-HR3	v
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	G4-HR4	v
CHILD LABOR	G4-HR5	v
FORCED OR COMPULSORY LABOR	G4-HR6	v
SECURITY PRACTICES	G4-HR7	v
INDIGENOUS RIGHTS	G4-HR8	v
ASSESSMENT	G4-HR9 G4-HR10 G4-HR11	v
HUMAN RIGHTS GRIEVANCE MECHANISMS	G4-HR12	v
Society		
LOCAL COMMUNITIES	G4-SO1 G4-SO2	v
ANTI-CORRUPTION	G4-SO3 G4-SO4 G4-SO5	v
PUBLIC POLICY	G4-SO6	v
ANTI-COMPETITIVE BEHAVIOR	G4-SO7	v
COMPLIANCE	G4-SO8	v
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY	G4-SO9 G4-SO10	v
GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY	G4-SO11	v
Product Responsibility		
CUSTOMER HEALTH AND SAFETY	G4-PR1 G4-PR2	v
PRODUCT AND SERVICE LABELING	G4-PR3 G4-PR4 G4-PR5	v
MARKETING COMMUNICATIONS	G4-PR6 G4-PR7	v
PERSONAL DATA PROTECTION	G4-PR8	v
COMPLIANCE	G4-PR9	v
	ENVIRONMENT Waste – Air Emissions RES Natural Resources Environmental Protection Product Impact Environmental Investments Απόβλητα – SHAREHOLDERS-INVESTORS Corporate Governance Supply Security Operational Continuity SUPPLIERS Assessing Suppliers Procurement Practices EMPLOYEES Job Position Security Equality - Fairness Occupational Health & Safety Work Environment LOCAL SOCIETY Community Engagement - Partnerships Accident Impact Health Screening	v
<b>DMAs on Material Issues</b>		
“Oil & Gas Sector Supplement”	OG1, OG2, OG3, OG4, OG5, OG6, OG7, OG8, OG9, OG10, OG11, OG12, OG13, OG14	v

For detailed presentation on each one of the these Indicators and DMAs, go to <http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/GRI-G4-point/>

# Appendix II

## UNGC COP Report

The 21 criteria of the UNGC COP (Advanced level)

Independent certification was conducted for each point, and each criterion, as shown in the analytical UNGC COP (Advanced level) at the link

<http://sustainabilityreport2016.helpe.gr/operational-efficiency-performance/entries-cop/>.



Criteria Summary		Ext. Certification
<b>Strategies &amp; Operations</b>		
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	Neither HELLENIC PETROLEUM nor its subsidiaries are operating 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	Neither HELLENIC PETROLEUM nor its subsidiaries are operating in high-risk or conflict-affected areas.

# Appendix III

In 2016, HELLENIC PETROLEUM, as an ambassador of the Greek Sustainability Code, complied with the Code's 20 criteria (Level A), while actively participating in the Code's development either through providing suggestions and proposals within the framework of the relevant Dialogue, or through its participation in the competent work teams.



PILLAR	Code's Criterion	Relevant Chapter in this Report	GRI G.4 Indices
STRATEGY	1. Strategic Analysis & Action	<ul style="list-style-type: none"> <li>Message from the Chairman &amp; the CEO</li> <li>Corporate Identity, Shareholders &amp; business activities</li> </ul>	G4-1, G4-2, G4-15, G4-16
	2. Materiality	<ul style="list-style-type: none"> <li>Our Stakeholders</li> <li>Sustainability Standards &amp; Verification</li> </ul>	G4-2, G4-18, G4-19
	3. Objectives	<ul style="list-style-type: none"> <li>Value Creation-Vision</li> <li>KPIs for the Environment and Energy</li> <li>Society</li> <li>Corporate Identity, Shareholders &amp; Business Activities</li> </ul>	G4-2
	4. Value Chain Management/Value	<ul style="list-style-type: none"> <li>Value Creation-Vision</li> <li>Our Stakeholders</li> <li>Business Partners</li> </ul>	G4-8, G4-12, G4-13, G4-21, G4-24, G4-25, G4-26, G4-27, G4-56, G4-EN32, G4-EN33, G4-LA14, G4-LA15, G4-HR4-6, G4-HR10, G4-HR11, G4-SO9, G4-SO10
PROCESS MANAGEMENT	5. Responsibility	<ul style="list-style-type: none"> <li>Corporate Governance &amp; Regulatory Compliance</li> <li>Society</li> </ul>	G4-35, G4-36, G4-37, G4-42, G4-43, G4-44, G4-45, G4-46, G4-47
	6. Rules and Procedures	<ul style="list-style-type: none"> <li>Corporate Governance &amp; Regulatory Compliance</li> <li>Sustainability Standards &amp; Verification</li> </ul>	G4-44, G4-56
	7. Monitoring	<ul style="list-style-type: none"> <li>Corporate Governance &amp; Regulatory Compliance</li> <li>Human Capital</li> <li>The Environment, Energy and Climate Change</li> <li>Financial Performance</li> <li>Sustainability Standards &amp; Verification</li> <li>Society</li> </ul>	G4-EN5, G4-EN18
	8. Reward Schemes & Sustainable Development Motivation	<ul style="list-style-type: none"> <li>Value Creation-Vision</li> <li>Human Capital</li> </ul>	G4-51a, G4-51b
	9. Stakeholders Engagement	Our Stakeholders	G4-24, G4-25, G4-26, G4-27
	10. Responsible Products & Innovation	Business Partners	G4-EN5, G4-EN6, G4-EN7, G4-EN27, G4-LA14, G4-LA15, G4-PR1-9, G4-SO9
ENVIRONMENT	11. Use of Natural Resources	The Environment, Energy and Climate Change	G4-EN1, G4-EN2, G4-EN3, G4-EN4, G4-EN5, G4-EN7, G4-EN8, G4-EN23
	12. Management of Resources	The Environment, Energy and Climate Change	G4-EN1, G4-EN2, G4-EN3, G4-EN6, G4-EN7, G4-EN8, G4-EN10, G4-EN22, G4-EN23
	13. Climate-relevant Emissions	The Environment, Energy and Climate Change	G4-EN1, G4-EN3, G4-EN15, G4-EN16, G4-EN17, G4-EN18, G4-EN19
SOCIETY	14. Employment Rights	Human Capital	G4-LA5, G4-LA9, G4-LA11, G4-LA12, G4-HR1, G4-HR3, G4-HR4
	15. Equal Opportunities	Human Capital	G4-52, G4-53, G4-LA2, G4-LA6, G4-LA8, G4-LA9, G4-LA12, G4-LA13, G4-HR3
	16. Qualifications	<ul style="list-style-type: none"> <li>Value Creation-Vision</li> <li>Human Capital</li> <li>The Environment, Energy and Climate Change</li> <li>Sustainability Standards &amp; Verification</li> </ul>	G4-LA1, G4-LA9, G4-LA10
	17. Human Rights in the Supply Chain	<ul style="list-style-type: none"> <li>Business Partners</li> <li>Human Capital</li> </ul>	G4-HR1, G4-HR4, G4-HR5, G4-HR6, G4-HR10, G4-HR11
	18. Corporate Citizenship	<ul style="list-style-type: none"> <li>Society</li> <li>Value Creation-Vision</li> </ul>	G4-EC1, G4-EC6, G4-EC7, G4-SO1
	19. Initiatives & Political Influence	<ul style="list-style-type: none"> <li>Our Stakeholders</li> <li>Corporate Governance &amp; Regulatory Compliance</li> </ul>	G4-15, G4-SO6
	20. Anti-corruption	Corporate Governance & Regulatory Compliance	G4-56, G4-57, G4-58, G4-SO3, G4-SO5, G4-SO8



The paper that was used is recyclable and covers the environmental specifications FSC.





**HELLENIC**  
**PETROLEUM**