



## SUSTAINABILITY POLICY

At LACTEA S.A. is committed to provide high quality services and try to exceed customer expectations by creating a friendly and hospitable atmosphere for their customers.

We continually seek to improve our services whilst minimize our negative environmental impact. Thus, achieving a safe and sustainable environment, contributing to the local community and complying with Health & Safety legislation are key issues in our policy.

Our principles include:

- Conserving our natural resources through the implementation of routine actions and by sustainable management
- Conserving energy and water
- Reducing, reusing & recycling waste
- Complying with relevant environmental legislation and regulations
- Supporting the local community by employing local people wherever possible and purchasing products and services from local suppliers
- Raising awareness to our staff on conservation energy issues
- Complying with health and safety legislative requirements
- Promoting, wherever possible, renewable and sustainable energy sources
- Setting energy and quality targets and regularly monitoring and evaluating our energy and quality performance
- Reviewing objectives & targets with the aim to continually improve on minimizing our environmental impact

#### Our Sustainability Progress:

- ✓ Use of biodegradable paper straws and cups
- ✓ Use of biodegradable toilet and kitchen paper
- ✓ Use of energy-efficient light bulbs
- ✓ Recycling of batteries, glass, tin, paper, plastic, aluminum, ink cartridges, and used cooking oil.
- ✓ Recycling of electronic and electric equipment (fridges, air conditioning units, televisions, hairdryers, etc.)
- ✓ ~~Return of plastic containers~~
- ✓ Support of social and community work such
- ✓ Replacement of older equipment with new energy-efficient ones

The Company Manager

Panagiotis Tasios

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