



**Non-Financial Information Report
For the sub-twelve month Financial Year
from 1st July 2019 to 31st December 2019**



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1. Our profile

JUMBO SA is a supranational company based in Greece that has expanded its activities to three more countries, Cyprus, Bulgaria and Romania.

The Company's distinctive title is "JUMBO" and it has been registered in its Articles of Incorporation as well as at the department for trademarks of the Ministry of Development as a brand name for "JUMBO" products and services under number 127218, with protection period after extension until 5/6/2025.

The Company was incorporated in 1986 (Government Gazette 3234/26.11.1986) and its term was set as that of thirty (30) years later, the term of the company was extended to seventy (70) years. The Company is registered in the Registry of Societe Anonyme of the Ministry of Development, Department of Societe Anonyme and Credit, under No 7650/06/B/86/04, while the Company's registration number at the General Electronic Commercial Registry (G.E.MI.) is 121653960000.

The Company operates in compliance with the provisions of Law 4548/2018. The Company's main operation is retail sale of toys, baby items, seasonal items, decoration items, books and stationery and it is classified based on the STAKOD 03 bulletin of the National Statistics Service in Greece (E.S.Y.E.) within the sector of "other retail trade of new items in specialized shops" (STAKOD category 525.9). A small part of its operations concerns wholesale of toys and similar items to third parties.

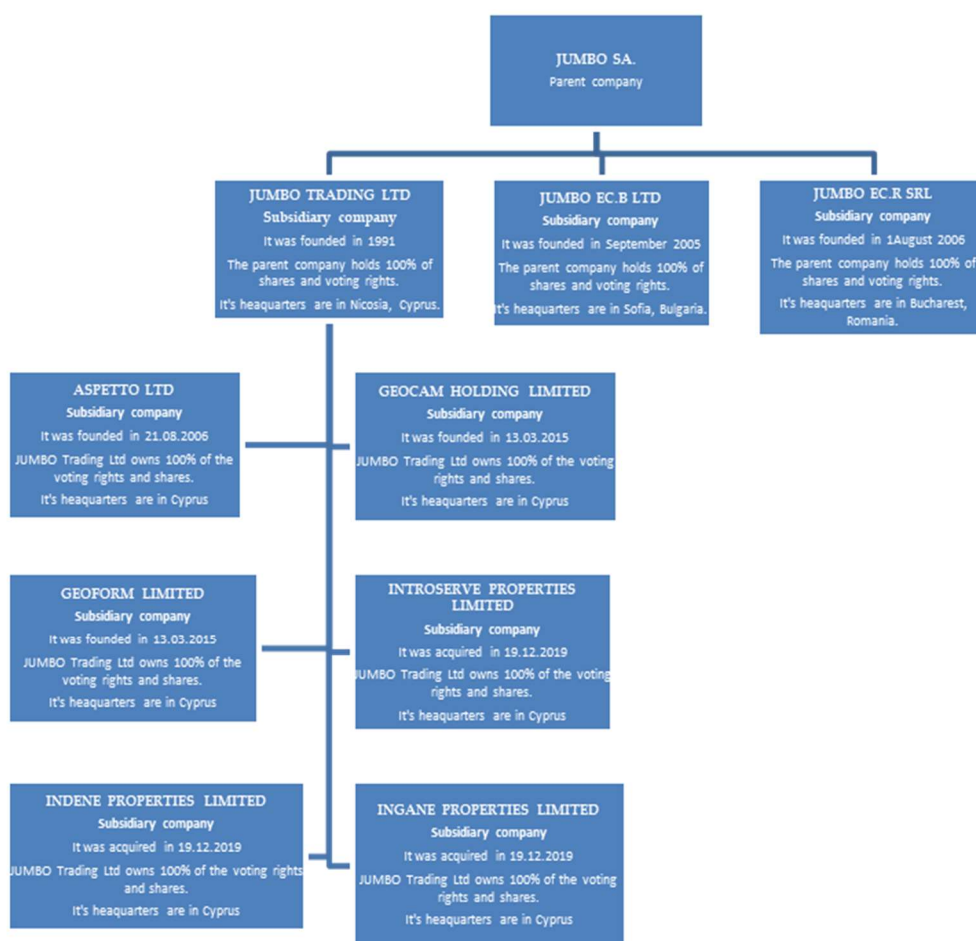
The Company has been listed on the Athens Exchange since 19.7.1997, and since June 2010 it has participated in FTSE/Athex 20 index. Based on the stipulations of the Regulation of the Athens Exchange, the Company's shares are placed in the "Main Market" category. Additionally, applying the decision made on 24.11.2005 by its Board of Directors, regarding the adoption of a model of FTSE Dow Jones Industry Classification Benchmark (ICB), as of 02.01.2006, the Athens Exchange classified the Company under the sector of financial activity Toys, which includes only the company "JUMBO".

Within 34 years of its operation, the Company has become one of the largest companies in retail sale. As at 31.12.2019, the Company operated 80 stores in Greece, Cyprus, Bulgaria and in Romania and the on-line store e-jumbo. Of these, 52 are located in Greek territory, 5 in Cyprus, 9 in Bulgaria and 14 in Romania.

As at December 31, 2019, the Group employed 7.304 persons, of which 5.999 as permanent staff and 1.305 as seasonal staff. The average number of employees for the period, 01.07.2019 – 31.12.2019, was 6.834 persons (5.940 as permanent and 894 as seasonal staff). As at December 31, 2019, the Company employed 4.565 persons, 3.420 of whom permanent personnel and 1.145 seasonal, the Cypriot subsidiary JUMBO TRADING LTD employed 623 persons (464 of whom permanent personnel and 159 seasonal), the subsidiary in Bulgaria employed 808 permanent personnel and the subsidiary in Romania employed 1.308 persons (1.307 of whom permanent personnel and 1 seasonal).

"According to a saying, behind every mature happy person lies a happy childhood, and toys contribute to that to a certain extent. Toys are the industry of joy. Sure, a new sweater and a pair of shoes cover important needs, but they do not create conditions of joy ... "

1.1. Company and Group structure



- **JUMBO EC.B LTD**

On 1.9.2005, the subsidiary company "Jumbo E.C.B Ltd" was established in Sofia, Bulgaria and is owned (100%) by the Company.

The subsidiary company has invested in the following branch network:

BULGARIA		
	Location	Start date
1	Motopista	Dec-07
2	Plovdiv	Nov-09
3	Black Gold	Aug-10
4	Europa	Nov-10
5	Varna	May-11
6	Burgas	Jul-11
7	Russe	May-12
8	Tsarigradsko	Dec-12
9	Stara Zagora	Nov-16

At the end of the fiscal year 01.07.2019-31.12.2019, the subsidiary JUMBO EC.B L.T.D in Bulgaria has a total of 9 hypermarkets, 8 of which are privately owned.



- **JUMBO TRADING L.T.D**

The subsidiary company under the title «JUMBO TRADING LTD» is a Cypriot company of limited liability. It was founded in 1991. Its headquarters are in Nicosia, Cyprus (Avenue Avraam Antoniou 9, Kato Lakatamia of Nicosia). It is registered in the Registration of Companies Cyprus, under number E 44824. It operates in Cyprus and has the same objective as the Parent, which is retail toys and related products trade. The Parent company holds 100% of shares and voting rights.

CYPRUS		
	Location	Start date
1	Limassol	Dec-01
2	Nicosia	Dec-02
3	Larnaca	Nov-10
4	Paphos	Nov-13
5	Limassol (2)	Nov-14

- **JUMBO EC.R SRL**

The subsidiary company in Romania under the title «JUMBO EC.R. S.R.L.» was founded on the 9th of August 2006 as a Limited Liability Company (srl) under Registration Number J40/12864/2006 of the Trade Register, with registered office in Bucharest. The parent company holds 100% of its shares and voting rights.

The subsidiary company has invested in the development of the following branch network in the country:

ROMANIA		
	Location	Start date
1	București	Oct-13
2	Timișoara	Nov-13
3	Berceni	Oct-14
4	Oradea	Nov-14
5	Arad	Mar-15
6	Ploiesti	Jun-15
7	Pitesti	Oct-15
8	Constanta	Jun- 17
9	Suceava	Oct-17
10	București	Feb-18
12	Bacau	Nov-18
13	Braila	Mar-19
14	Brasov	Nov-19

Subsidiaries of JUMBO TRADING L.T.D

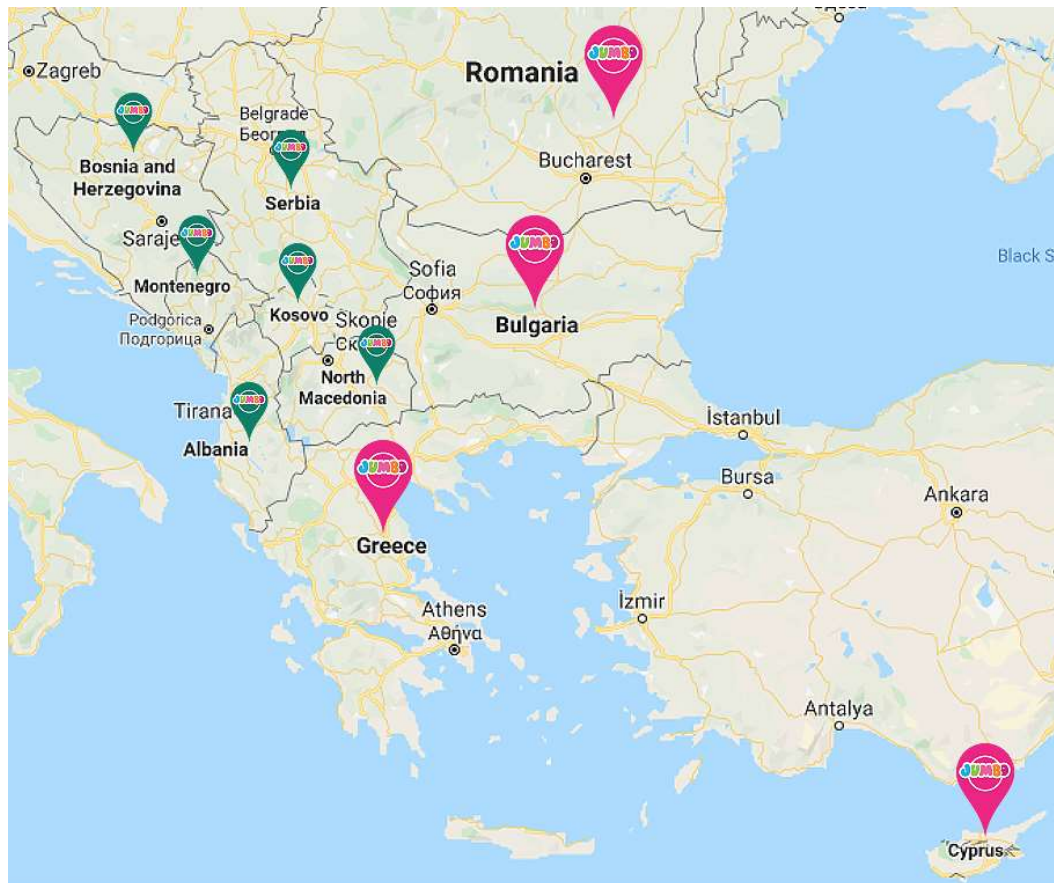
- **ASPETTO LTD** is a subsidiary company of Jumbo Trading LTD , which holds 100% of its shares and voting rights. The company's registered office is in Nicosia of Cyprus (Avraam Antoniou 9 Avenue, Kato Lakatamia of Nicosia). The company was founded on 21.08.2006.
- **GEOCAM HOLDINGS LIMITED** is a subsidiary of JUMBO TRADING LTD which holds a 100% stake of its share capital. The company registered office is in Nicosia, of Cyprus (Avraam Antoniou 9 Avenue, Kato Lakatamia of Nicosia). The company was founded on 13.03.2015.
- **GEOFORM LIMITED** is a subsidiary of JUMBO TRADING LTD which holds a 100% stake of its share capital. The company registered office is in Nicosia, of Cyprus (Avraam Antoniou 9 Avenue, Kato Lakatamia of

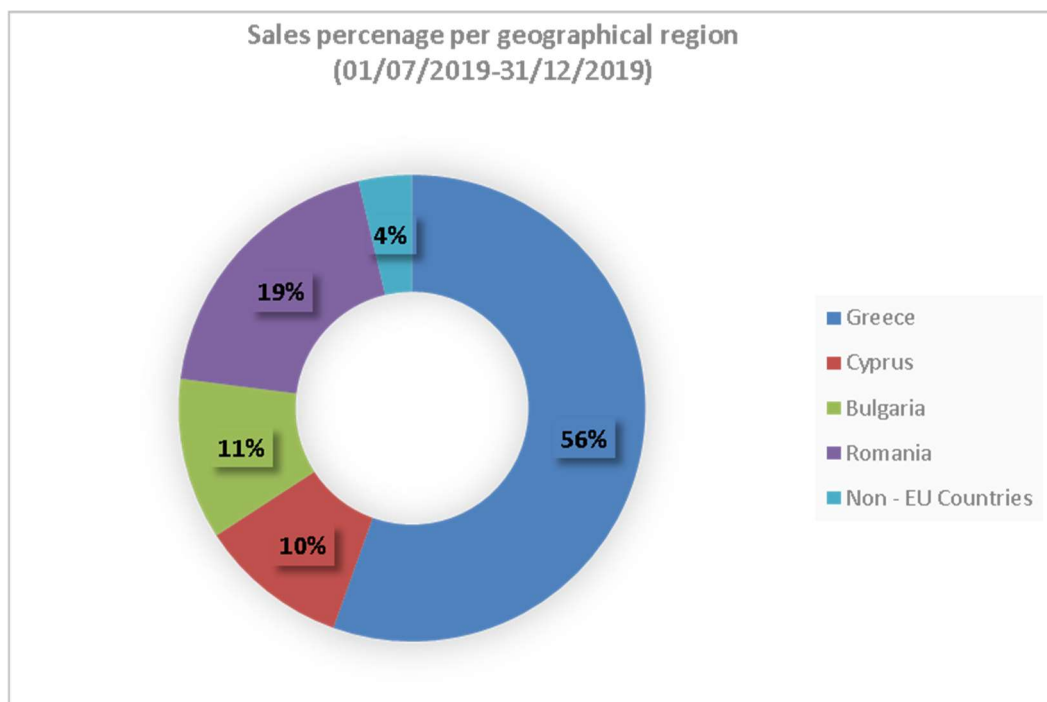
Nicosia). The company was founded on 13.03.2015.

- **INTROSERVE PROPERTIES LIMITED** is a subsidiary of JUMBO TRADING LTD which holds a 100% stake of its share capital. The company registered office is in Nicosia of Cyprus (Avraam Antoniou 9 Avenue, Kato Lakatamia of Nicosia). The company was acquired on 19.12.2019.
- **INDENE PROPERTIES LIMITED** is a subsidiary of JUMBO TRADING LTD which holds a 100% stake of its share capital. The company registered office is in Nicosia of Cyprus (Avraam Antoniou 9 Avenue, Kato Lakatamia of Nicosia). The company was acquired on 19.12.2019.
- **INGANE PROPERTIES LIMITED** is a subsidiary of JUMBO TRADING LTD which holds a 100% stake of its share capital. The company registered office is in Nicosia of Cyprus (Avraam Antoniou 9 Avenue, Kato Lakatamia of Nicosia). The company was acquired on 19.12.2019.

1.2. Store network

The Company, via various collaborations, has presence in five countries, in particular, North Macedonia, Albania, Kosovo, Serbia and Bosnia with stores that operate under the JUMBO brand name. In the same context, the Management of the Company is constantly seeking opportunities for its further autonomous expansion in other neighboring countries.





Specifically, regarding the presence of JUMBO in Greece, in addition to Attica and Thessaloniki, it has stores in 18 regions and in the islands of Corfu, Rhodes, Evia and Crete. The following table shows the areas of Greece with Jumbo stores:



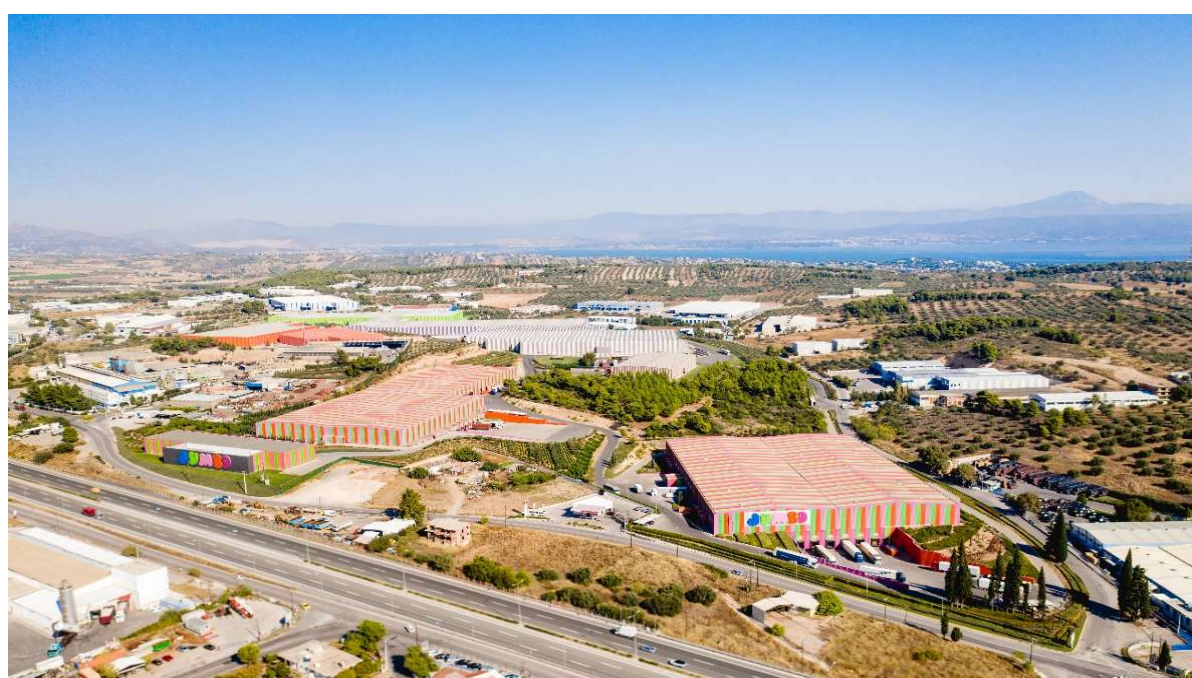
Areas	Number of stores
AGRINIO	1
ALEXANDROUPOLI	1
ATTIKI	22
VOLOS	1
GIANNITSA	1
ELEFSINA	1
THESSALONIKI	4
IASMOS	1
IOANNINA	2
KAVALA	1
KALAMATA	1
KARDITSA	1
Katerini	1
CORFU	1
KORINTHOS	1
CRETE	2
LAMIA	1
LARISSA	2
PATRA	2
PREVEZA	1
RHODES	1
SERRES	1
TRIPOLI	1
CHALKIDA	1
Total Stores	52



Apart from the establishment of stores, the Company also emphasizes organization of appropriate and safe infrastructures, investing in modern storage facilities. This way, JUMBO ensures coordination and effective supervision of supplies and transportation of goods in its stores.

The Company currently owns complexes of state-of-the-art storage facilities in Greece. It also has privately owned warehouses in Cyprus and leased warehouses in Limassol and Bulgaria.

The total of the square meters of the Jumbo Group's privately owned warehouses reaches approximately 400.000 sq.m.





2. History and Development

The key milestones of development of the Company per economic periods are the following:

1986/1988	Foundation of the Company with the objection of sale of toys (11/86). * The first (leased) department store in Glyfada.
1994/1995	* Purchase of majority interest of the Company by Mr. Vakakis and take-over of three related companies
1996/1997	Introduction in parallel stock market of Athens Stock Exchange (688, 5 million drachmas) (6/97).
1998/1999	* Purchase of similar Cyprian company under the title «Jumbo Trading Ltd»
1999/2000	* Change of the Company's title from «Baby Land Toys S.A.» to “ JUMBO Anonymous Commercial Company” under the distinctive title «Jumbo».
2001/2002	* Location of central management offices and other services in the historic building in Moschato of Attica. * Operation of the central warehouses in Oinofyta of Viotia * Following the tender, the Company was entitled the right of exclusive production and trade of the mascot of category “Toys” for the Olympic Games held in Athens in 2004.
2003/2004	Public offer and purchase of majority interest of the share capital of the subsidiary «JUMBO TRADING SA».
2007/2008	* In December 2007, the Company entered the Bulgarian market.
2010/2011	JUMBO SA concludes commercial cooperation agreements with independent clients for its product sales in North Macedonia, in Albania, in stores under the Jumbo brand.
2012/2013	* In May 2013, Jumbo enters the e-commerce market and launches its online store www.e-jumbo.gr .
2013/2014	* In October 2013, the Company entered the Romanian market
2014/2015	* Expansion of the partnership with the independent client for opening Jumbo stores in Kosovo.
2015/2016	* Expansion of the partnership with the independent client for opening Jumbo stores in Serbia.
2016/2017	* Expansion of the partnership with the independent client for opening Jumbo stores in Bosnia.
2018/2019	The Company added 4 privately owned hypermarkets in Romania, reaching the country's store network to 14. Also the company invested in a new store in Katerini, reaching the network of stores in Greece to 52. Expansion of the partnership with the independent client for opening Jumbo stores in Montenegro.

3. Products and activities

The company's main activity is the retail sale of toys, baby items, books stationery, season items and decoration items.

The toys' sector is considered a sector that is very sensitive to external trends, such as fashion, modernism, gradual shift of the children interest from toys to high-tech products, trends constituting central axes to the reduction of their share over the total activity. Aiming at initially covering all child-related needs, the Company has created in all stores specially designed areas for the sale of baby items as well as books and stationery.

The Company's Management, aiming at maintaining high sales through its extensive retail network, is gradually enriching the product mix with products that meet the needs of all members of the family and pets, products that can be combined with toys, thus off setting the downward trend of the traditional toy industry. Due to the specificity of the Company's products, its sales are highly seasonal. Almost, the 28% of company's retail sales take place during Christmas holidays(28%), while seasonal fluctuations are observed during the months of April (Easter holidays- 12%) and September (when the school period commence –10%).



The Company acquires its products directly from abroad as the sole importer of toy and related products companies, which have no representative office in Greece and from approximately 230 suppliers operating in Greece. No supplier represents more than 3% of total turnover.

The Company has been at the forefront of consumer preference for the last 34 years. JUMBO's competitive advantage is not only the quality of the products offered, but also the competitive, affordable prices. The 17 most significant JUMBO product categories are presented below:



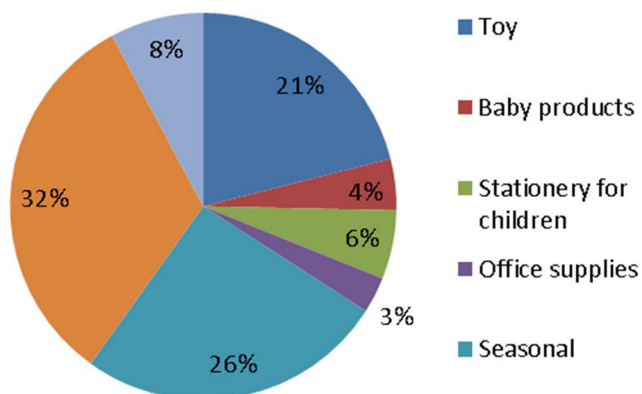
The Company, being loyal to its customers for 34 years, manages over 40.000 product codes and the average product price is € 4,99. Its objective is to meet the needs of its customers by offering a wide variety of products for whole family, every day, at fair prices.

With an emphasis on creativity, JUMBO markets products offering endless hours of joy to its consumers and children in particular. The satisfaction of all the obligatory legislative and regulatory requirements regarding the products is of primary importance for the Company.

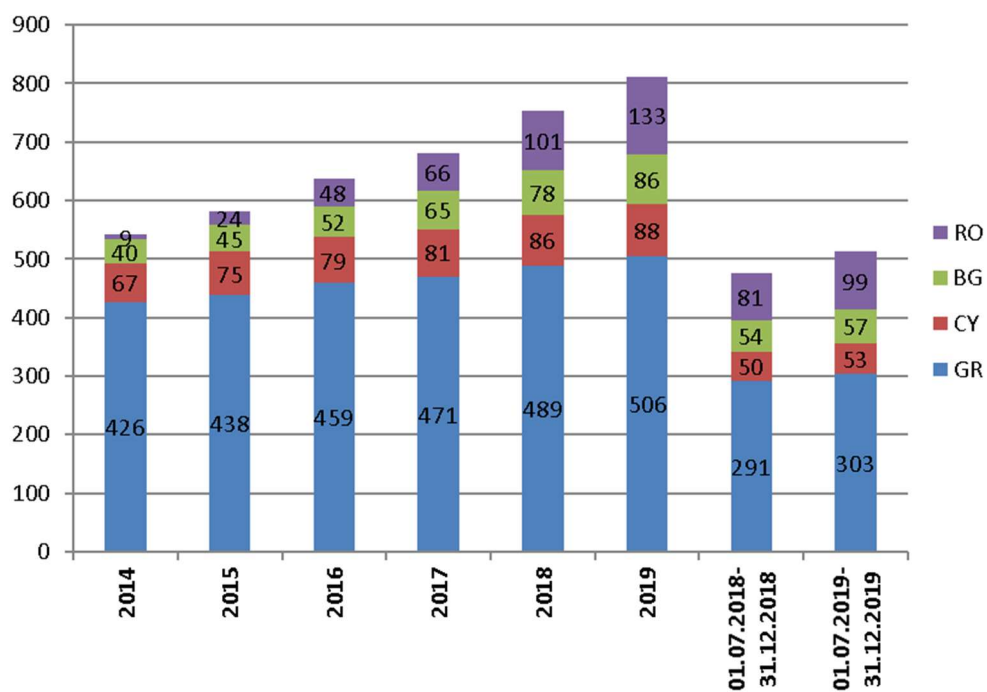
To this end, JUMBO owes and provides all the information required to be included in its products:

Type of information	Yes
Origin of the product components	✓
Content, in particular, the substances that may have an environmental or social impact.	✓
Safe use of the product or service.	✓
Instruction on the product disposal and environmental/social impacts.	✓

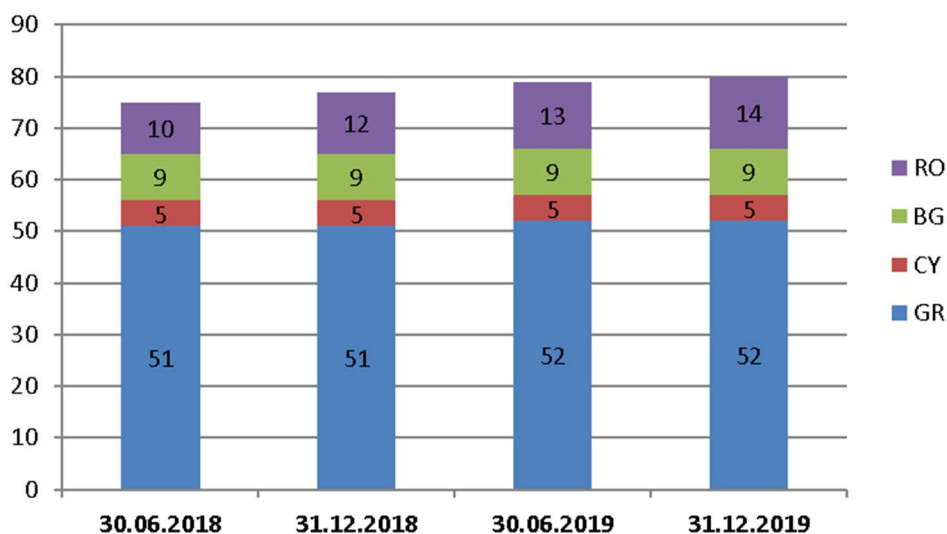
31.12.2019 Sales per product type



Sales breakdown per country in m€



Store breakdown by country



3.1. Products promotion and advertisement

For the advertising and promotion of the Group's products, the Company follows the code of ethics, marketing and communication of the EDEE as well as the market rules it is obliged to follow, taking into account the local needs and particularities of consumers. For its promotion, the Company works with an advertising company, which undertakes the advertising campaigns on television, as well as its presence on social media.

Advertising campaigns vary depending on the audience they are addressing, especially those addressed to children should have carefully thought-out content and be targeted at specific times. The main themes of the Company's promotion through advertising are mainly the wide variety of products available in stores as well as their competitive prices. The Company's promotion is implemented with a sense of responsibility and respect for the customers. In addition, according to the Company's operating regulation, any advertising by the Company regarding the products should contain accurate information and not omit any information necessary for the customers' sound judgment.

In addition, the Company has established written communication channels with its customers, as receiving feedback helps to improve the services provided. Complaint letters are carefully reviewed by the relevant section of the Company and in the event that a complaint cannot be resolved, it is managed by an expert.

During the year ended at 31.12.2019 there were no cases of non-compliance with regulations and codes concerning the promotion and advertising of the Company's products.

3.2. Relations with costumers

Constantly focused on customer satisfaction, the Company organizes its store spaces in a way that is easily accessible to all, comfortable and functional. Moreover, for the existing network of stores, the Company intervenes and renovates, with the objective of increasing the functionality for better customer service.

Every JUMBO store manager has been designated as the consumer representative within the store. Its main concern is to take actions to make the consumer enjoy the JUMBO experience. For example, the temperature of the store, the volume of music, the passages of the corridors, the safe placement of products, etc., are checked on



regular basis. In addition to each store manager, every JUMBO store has specially trained employees who are able to provide immediate solutions to customer complaints, in accordance with Company procedures.

In addition, the Company has established written communication with its customers, as receiving feedback helps improving the services provided. Complaint letters are carefully examined by the relevant section of the Company. It is worth mentioning that the Company has invested in a computerized system that connects all online stores with warehouses and with headquarters. The benefits of such investment are:

- More efficient stock management so that no shortages occur
- Timely supply of stores
- The consumer communicates directly with the buyers, showing them their preferences through their acquisitions.

The IT system is constantly evolving to meet the needs of the Company developing in new markets and different channels (online shop).

3.3. Relations with suppliers

JUMBO requires that its suppliers should comply with the stringent standards put in place in the European Union with regard to product manufacturing materials. In addition, the Company has invested in a system through which suppliers must, at the beginning of their cooperation, submit electronically all the Certificates provided by European Legislation. The certifications required by each supplier depends on both the nature of the product and the legal requirements effective in EU member states.

In addition, in a platform for communication with suppliers, the Company has added a specific clause regarding the criteria and conditions it has set and concerning its manufacturers and suppliers, which they must respect and adhere to, according to its corporate culture, in the following topics:

- Compliance with Laws
- No child labour
- Compliance with environmental laws
- Health & Safety

These criteria and conditions are based on internationally recognized standards, such as the Universal Declaration of Human Rights, the Convention on the Rights of the Child, as well as national and European legislation.

Regarding the evaluation and selection process of all types of suppliers (suppliers of products, materials and equipment), many departments of the Company participate, depending on the project, e.g. buyers, import department, accounting, internal control, warehouses, as well as stores. The process begins by identifying a need that should be met, either of the Company itself if it concerns equipment or the consumers if it relates to product. A product comprehension survey is conducted to set the specifications and parameters of the agreement. A thorough market research follows in order to find the most suitable supplier that can meet the specifications as they have been set, as well as the way and the time of delivery. In research, the Company can focus on countries as well as regions that have comparative advantages in the production and development of a product.

Prior to the final selection of the supplier, the relevant samples are checked by the relative department. It should be noted that the Company evaluates on a continuous basis representative samples of all products to be procured, while thoroughly examining their characteristics, with a view to protecting the health and safety of users / consumers. During the delivery of the products, after the final selection of the supplier, the compliance with the agreed specifications is checked again. Depending on the type of supply, a manager is appointed who is in charge of supervising and being responsible for the process.



The Company evaluates its suppliers at regular intervals in the long run, while in specialized cases during on-site visits to their facilities, observes the working conditions, in order to meet the conditions of cooperation set at the beginning of cooperation with them.

Purchases from domestic and foreign suppliers		
<i>Amounts in €</i>	31/12/2019	30/6/2019
Inland purchases	48.930.935	101.535.676
Purchases from third countries	184.661.613	335.525.949
Purchases from the Eurozone	13.331.330	22.599.986
Total	246.923.878	459.661.611

Protection of the personal data

The Company complies with European Law on the protection of the personal data of business natural persons. The following actions have been implemented since the implementation of the GDPR requirements in the company:

- Collaboration with an external body to support compliance with the Regulation
- Appointment of an External Data Protection Officer
- Recording of personal data streams in all the functions of the Company
- Creating a Processing Activities Record
- Legal Base Registration
- DPIA training for sensitive data categories
- Design and implementation of a series of technical and management measures to comply with the Regulation
- Develop a Privacy Policy and post it on the company website
- Cookies Policy Development
- Inform staff on the use of PD
- Amendments to the Rules of Procedure and the Rules of Procedure of Personnel

3.4. Stakeholders / related parties

Stakeholders or related parties are identified as individual and legal entities who influence or are affected by JUMBO's decisions, activities and business in general. Communication and collaboration with stakeholders is of particular importance to the Company. In particular, Jumbo stakeholders or related parties can be the following groups:



Jumbo endeavors to develop a harmonious relationship and cooperation with its stakeholders.

Stakeholders	Way of communication
Customers	<ul style="list-style-type: none"> • Continuous contact and communication within the stores as well as through written communication • Continuous update through Newsletter/ Social Media
Employees	<ul style="list-style-type: none"> • Continuous briefing through intranet and announcements • Organizing of institutionalized meetings, which are determined by each department, as well as meetings on a case by case basis
Shareholders	<ul style="list-style-type: none"> • Through periodic announcements • Meetings and roadshows • Annual General Meeting • Annual briefing of the Hellenic Fund and Asset Management Association
Suppliers	<ul style="list-style-type: none"> • Continuous contact and communication via email and video conference • Participation in exhibitions • Conducting of meetings
Society	<ul style="list-style-type: none"> • Sending electronic communication material • Contact with local agencies • Implementation of programs and actions of Social Responsibility

State and regulatory authorities	<ul style="list-style-type: none"> • Holding meetings or correspondence with representatives of the Authorities at national and local level • Participation in organizations and associations
Media	<ul style="list-style-type: none"> • Through press releases

4. Vision, business model and strategy

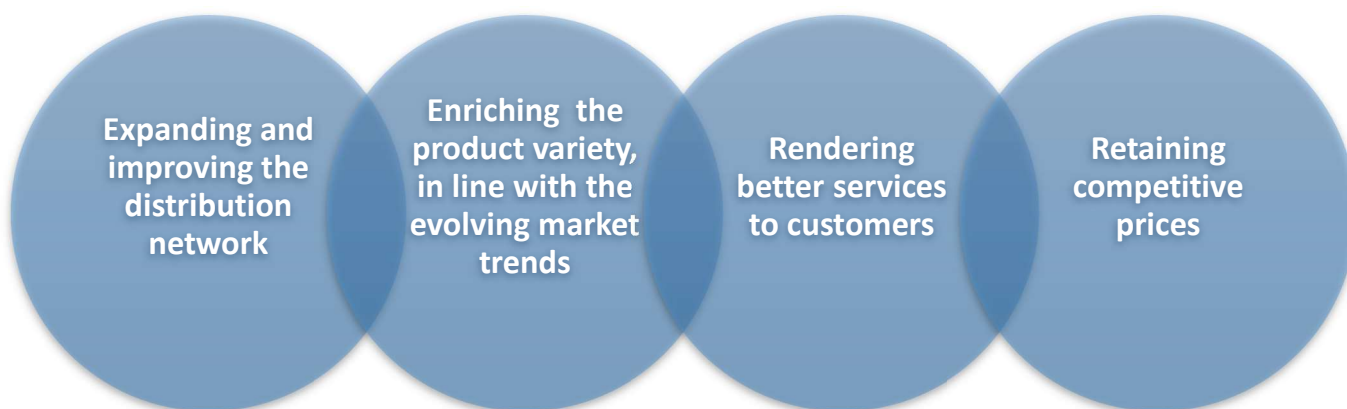
JUMBO builds up its business strategy on its vision and principles in order to achieve both the desired financial results and the confidence of consumers.

Our vision is the Republic of Joy

The Company operates based on the following principles:

- Maintenance of legitimacy
- Social responsibility
- Protection of personal data
- Accountable advertising and communication
- Uninterrupted briefing of employees

True to its vision and principles, the Company has established the following priorities:



Based on the above, the Company has recognized as essential issues for its operation the following:

- Customer satisfaction
- Protection of the personal data
- Responsible advertising and communication
- Health and safety of employees
- Environmental responsibility.

JUMBO brand name is associated with joy and care, as it has been synonymous with play and creativity for 34 years. JUMBO has gained recognition and trust of the young and the old alike and remains true to its vision of constantly standing by its customers, generously giving them a smile.



4.1. Business model

JUMBO applies the business model aimed at improving its corporate performance in terms of customer interest, competitive prices and development of long-term partnerships with its suppliers.

The brief and comprehensive depiction of JUMBO business model includes the following:

<u>Crucial Partnerships</u>	<u>Main Activities</u>	<u>Value/ Usefulness</u>	<u>Clients relationships</u>	<u>Market segments addressed by the Company</u>
Suppliers from all over the world.	Jumbo is primarily a commercial Company.	JUMBO offers quality and real prices in a wide range of toys and baby items, seasonal items, home decoration items, bookshelves and other small items.	<ul style="list-style-type: none"> ➤ Commercial department ➤ The head of every JUMBO store has been appointed as consumer's representative in the store. 	<p>JUMBO products are aimed at the general consumers through:</p> <ul style="list-style-type: none"> ➤ retail outlets in 11 regions of the country and 9 overseas countries. ➤ Online Internet sales.
<p><u>Cost Structure</u></p> <ul style="list-style-type: none"> ➤ Cost of goods purchased 	<p><u>Revenue Structure</u></p> <p>JUMBO's revenue comes from the</p>	<p><u>Basic customer needs that are met by JUMBO are:</u></p>		

<ul style="list-style-type: none"> ➤ Cost of acquisition / rental and maintenance of a large network of retail outlets ➤ Advertising 	<p>retail sale of the goods.</p> <p>The Company exports products to countries that have entered into strategic partnerships with JUMBO branded stores.</p> <p>A small part of its revenue is the wholesale in Greece.</p>	<p>The Company is developing its activities on the basis of its vision to be able to offer any child or adult, rich or poor, the ability to meet their needs without having to spend a fortune.</p>	<p><u>Communication Channels</u></p> <ul style="list-style-type: none"> ➤ TV commercial ➤ Social media 	
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JUMBO objective is facilitate effective management of the existing stores network as well as its expansion in locations, where the Company does not operate currently, always in line with JUMBO vision and values.

4.2. The Company's strategy

Given the current situation, JUMBO continues to implement its investment plan without deviating from its long-term network expansion strategy:

In Greece, the Group operates 52 stores. The Company's objective is to facilitate better management of the existing network and infrastructure through re-evaluation and upgrading the existing stores as announced and expansion of the network in areas where the Company has no presence so far in the following years. In the context of the above mentioned, the Company aims to open one more store in Greece within next year.

In Bulgaria, the subsidiary company «JUMBO EC.B LTD», operated until 31.12.2019 nine stores, four in Sofia, one in Plovdiv, one in Varna, one in Burgas, one in Rousse and one in Stara Zagora. The Company aims to open one more store during the next two years.

In Cyprus, the subsidiary company JUMBO TRADING LTD, operated until 31.12.2019 five stores. One in Nicosia, two in Lemessos, one in Larnaka and one in Paphos. The Company aims to open one more store in Nicosia within next year.

In Romania, until today, the subsidiary company «JUMBO EC.R SRL» operated fourteen hyper-stores: four stores in Bucharest, one in Timisoara, one in Oradea, one in Arad, one in Ploiesti, one in Pitesti, one in Constanta, one in Suceava, one in Bacau, one in Braila and one in Brasov. Moreover, until December 2020, the opening of one more owned hyper store in Craiova is expected.

Regarding e-commerce, the Group has a presence only in Greece. However, during 2020 the online store in Cyprus is expected to become operational and in early 2021 the online store in Romania.

It is to be noted that the Company has presence in six countries (North Macedonia, Albania, Kosovo, Serbia, Bosnia and Montenegro) through collaboration agreements with stores that operate under the JUMBO brand name.



5. Corporate Governance

The Company has adopted the Principles of Corporate Governance, as determined by the existing Greek legislation and the international practices. Corporate Governance, as a set of rules, principles and control mechanisms, in which the company's operation and management are based on, aims at transparency to the investment community, as well as ensuring the interests of the investors and of any person involved in its operation.

The Company does not adopt some specific practices of the Code that are specifically mentioned at the Corporate Governance Statement for the sub-twelve month financial year 01.07.2019-31.12.2019.

The Board of Directors is the supreme governing body of the Company, which administers the company's management of its assets and essentially forms its strategic and development policy. The operation and the responsibilities of the Board of Directors are analytically described in the current codified statute, as well as in the Internal Rules of Operations.

As at 31.12.2019 the Board of Directors of the Company is composed of four (4) executive and three (3) independent non-executive members. The Board of Directors maintains a good balance between the number of independent and non-independent members (43%) and between the executive and non-executive members. The Company has assessed the size of the Board as sufficient. The independent, non-executive members have the expertise and experience to be able to provide to the Board of Directors their independent and unbiased opinion.

The Company has not adopted a policy of diversity, including the balance of the gender for board members (Special practice A.2.8). However the code of ethics and business conduct of JUMBO, which is posted on the company's website <http://corporate.e-jumbo.gr/> states that JUMBO's policy is to operate under fair and legal processes of the human resource management, without distinction according to age, race, gender, color, national origin, religion, health, sexual orientation, political or ideological views, or other characteristics of employees, protected by laws and regulations. Employees are required to comply with all laws and regulations and perform their work in the light of this principle of non-discrimination. The objective of the company is the fair and equitable treatment of all employees, and their improvement and development.

The proportion of each gender and age of the members of the Board of Directors and of the management team is the following.

Board of Directors	Number of people	%
Men	5	71%
Women	2	29%
Total	7	100%

The age range of the members of the Board of Directors is from 33 to 77 years old

Management Team	Number of people	%
Men	5	25%
Women	15	75%
Total	20	100%

The range of age of the members of the Management Executives is from 33 to 63 years old.

Regarding the nomination of the members of the Board of Directors, it is noted that their election is by the General Assembly and their term is set at two years, automatically extended until the convening of the first Ordinary General Meeting after the end of their term, not exceeding the three years. Before the General Meeting and before the relevant voting, the biographies of the candidates are brought to the attention of all shareholders. In addition, the selection of members of the Board of Directors takes into account criteria such as career path and its relevance to the field of activity of the Company, as well as the level of business, legal and financial knowledge they have.

Within the current financial year July 2019-December 2019, the Board of Directors of the Company held fourteen (14) meetings. The table below presents the members of the Board of Directors as well as each member's participation in the meetings:

Member	Meetings attended
Apostolos- Evangelos Vakakis	8
Ioannis Economou	14
Konstantina Demiri	14
Sofia Vakaki	14
Georgios Katsaros	14
Nikolaos Velissarios	14
Fotios Tzigkos	14

The Board of Directors is supported by the Audit Committee, whose responsibilities, composition, number of meetings and its work are described in detail in the Corporate Governance Statement.

The Audit Committee is appointed by the General Meeting of Shareholders (Article 44, Law 4449/2017). On 31.12.2019, the Audit Committee consisted of the three independent non-executive members, who meet the conditions as provided for by the provisions of paragraph 1 of Law 4449/2017, in accordance with the provisions of the Corporate Governance Code and applicable law, specifically by Mr. Nikolaos Velissariou (Chairman of the Committee), Mr. George Katsaros and Mr. Fotios Tzigos.

Member	Meetings attended
Nikolaos Velissarios	Attended all the meetings.
Georgios Katsaros	Attended all the meetings.
Fotios Tzigkos	Attended all the meetings

Jumbo has an internal control system that includes all policies, processes, tasks, behaviors, control mechanisms, security controls, and other company-related information. Their implementation is set by the Board of Directors and Management and characterizes the behavior of the entire Human Resources. Responsible for supervising the operation of the Internal Audit System are: the Audit Committee and the Internal Audit Department.

The Internal Audit Department functions as an independent objective and advisory service. Its responsibilities include assessing and improving risk management and internal control systems as well as verifying compliance with statutory policies and procedures as described in the Company's Internal Rules of Operation, applicable law and regulations.

The fight against corruption and bribery is an essential issue for Jumbo. With the basic principle of the ethical thinking, the firm commitment of the Company is the zero tolerance in these matters and implements procedures



that ensure transparency and contribute to the fight against any case of corruption. As stated in the Code of Conduct of the Company:

«JUMBO in no way allows for bribery, illegal payments and unfair practices. Employees and members of the Board of Directors during the practice of their duties must not accept gifts, payments or other services from third parties (customers, suppliers, competitors, other employees, etc.) to promote or convey from assumptions, which relate to their duties. The concept of gift includes any offer of object or service with monetary value, loan, discount, fun, travel, housing and low-cost food as well as education.

»

Extract from the Code of Conduct

Targets 2020

- Enriching the themes of the training of executives for 2020 on the fight against corruption and bribery





5.1. Risk management

The Group is exposed to various financial risks such as market risk (variation in foreign exchange rates, interest rates, market prices etc.), credit risk and liquidity risk. The Group's risk management policy aims at limiting the negative impact on the Group's financial results, which arises from inability to predict financial markets and fluctuations in cost and revenue variables.

The risk management policy is executed by the Management of the Group, which evaluates the risks related to the Group's activities, plans the methodology and selects suitable financial products for risk reduction.

The Group's financial instruments include mainly bank deposits, trade debtors and creditors, dividends payable and loans.

Current Conditions

At macroeconomic level, the Greek economy during the financial year ended on 31.12.2019 was in a state of accelerating real growth. Consumer confidence and the economic climate were broadly strengthened at high levels of twenty years and twelve years period respectively, while finance costs were gradually declining. Tourism, exports, the lifting of capital controls, combined with the implementation of significant investment projects will enable Greece continue to achieve significant growth rates. Particular emphasis, however, should be placed on the country's debt levels, which continue to be high, to the low levels of innovation and in the relatively slow decrease of unemployment, which constitute the most significant risks of inadequate achievement of objectives.

The Group's operations are significantly affected by the amount of disposable income and consumer expenditure, which, in turn is affected by the government economics.

Potential effects from COVID-19

The outbreak of the new coronavirus (COVID-19) has affected business and economic activity around the globe, including the countries in which the Group is operating (Greece, Cyprus, Bulgaria and Romania). The impact of this outbreak is a non-adjusting post balance sheet event for the year ended December 31, 2019.

Foreign Exchange Risk

The Group operates internationally and, therefore, it is exposed to foreign exchange risk, which arises mainly from the U.S. Dollar and Romanian Lei (RON) due to the operation of the Group through its subsidiary company in Romania. The Group deals with this risk with the strategy of early stocking that provides the opportunity to purchase inventories at more favorable prices while been given the opportunity to review the pricing policy through its main operational activity which is retail sales. However, significant variation in foreign exchange rates could have a negative effect on the income statement.

Interest Rate Risk

On December 31, 2019, the Group and the Company are exposed to changes in the interest rate market in terms of their bank borrowing, cash and cash equivalents which are subject to a variable rate of interest. A reasonable change in the interest rate of +/- 0,5% would benefit / burden the Company's and Group's results by € 0,15 mil. and € 0,80 mil, respectively. Deposits up to three month term as well as deposits over three month term (other current financial assets) have been included in the calculation.

Credit Risk

The main part of the Group's sales concerns retail sales (effected mostly in cash), while wholesale sales are made to clients with a reliable credit record. In respect of trade and other receivables, the Group is not exposed to any significant credit risk. To minimize the credit risk as regards cash and cash equivalents, the Group only deals with well-established financial institutions of high credit standing.



Liquidity Risk

The Group manages its liquidity needs by carefully monitoring scheduled debt servicing payments for long – term financial liabilities as well as cash outflows due in day - to - day business. The Group ensures that sufficient available credit facilities exist, so that it is able to cover the short-term business needs, after calculating the cash flows resulting from its operation as well as its cash and cash equivalents.

Other Risk

Political, economic and health factors

Demand for products and services as well as the Company's sales and final economic results are effected by external various factors such as political instability, economic uncertainty and recession.

Moreover, factors such as taxes, political, economic and social changes as well as health crisis that can affect Greece and other countries where the Group operates can have a negative effect on the Company's and the Group's going concern, its financial position and results.

In order to deal with the above risks, the Company is constantly re-engineering its products, focusing on cost limitations and creating sufficient stock early enough at favourable prices.

Suppliers bankruptcy risk

During the last years, the internal extraordinary economic crisis and recession have caused significant problems both in the public finances and private economy of our country, creating the risk of bankruptcy of some suppliers of the Company. In this case the Company faces the danger of loss of advance payments which have been provided for the purchase of products.

As a safeguard from the aforementioned risk, the Company has contractual agreements with a significant number of suppliers none of which represents an important percentage on the total amount of the advance payments.

Sales seasonality

Due to the specific nature of Group's products, its sales present high level of seasonality. In particular, during Christmas the Group realises approximately 28% of its annual turnover, while sales fluctuations are noted during months such as April (Easter – 12% of annual turnover) and September (beginning of school period- 10% of annual turnover). Sales seasonality demands rationality in working capital management specifically during peak seasons. It is probable that the Group's inadequacy to deal effectively with seasonal needs for working capital during peak seasons may burden financial expenses and negatively affect its results and its financial position.

Group's inadequacy to deal effectively with increased demand during these specific periods and delays in deliveries will probably negatively effect its annual results. Moreover, problems may arise due to external factors such as bad weather conditions, transportation strikes or defective and dangerous products.

Dependence on agents-importers

The Company imports its products directly from abroad as exclusive dealer for toy companies which do not maintain agencies in Greece. Moreover, the Company acquires its products from more than 230 suppliers which operate within the Greek market.

However, the Company faces the risk of losing revenues and profits in case its cooperation with some of its suppliers terminates. Nevertheless, it is estimated that the risk of not renewing the cooperation with its suppliers is insignificant due to the leading position of JUMBO in the Greek market. The potential of such a perspective would have a small effect to the Company's size since none of the suppliers represents more than 3% of the Company's total sales.

Intensity of competition between companies in the industry

The Company's basic competitors in Greece are super markets (food departments excepted), toy stores, infantile-product stores, stationery stores, seasonal-goods stores, as well as respective electronic storefronts. The current status of the market could change in the future either due to the entrance of foreign companies in the Greek market or due to potential strategic changes and expansion of retail store networks and product ranges of present competitors. A potential increase in competition e.g. through price wars or offers could have a negative impact on the revenue and profits of the Group.

Issues on the supply chain

70% of the Group's products originate from China. The facts that could lead to cessation of Chinese imports (such as embargo for Chinese imports or increased import taxes for Chinese imports or political-economic crises and personnel strikes in China, capital controls or an epidemic) could interrupt the product supply for the Group's selling points, resulting in a negative effect on the Group's operations and its financial position. Having invested in increasing the number, location and size of warehouses and facilities, the Group has the opportunity to proceed with inventory storage to deal with delays in the supply chain.

Other external factors

Threat or event of war or a terrorist attack or a pandemic, or potential consequences for Greece from failure to meet the contingency plan or possible consequences from the continuing crisis in Eurozone and in the other countries in which the Group operates are factors that cannot be foreseen and controlled. Such events can affect the economic, political and social environment of the country and the Group in general.

5.2. Financial data

The following table records the Company's key financial data for FYs 01.07.2019-31.12.2019 and 01.07.2018-30.06.2019 and of the period 01.07.2018-31.12.2018.

	FINANCIAL DATA		
(Reported in Euro)	01.07.2018-31.12.2018	01.07.2018-30.06.2019	01.07.2019-31.12.2019
Total revenue (turnover)	391.875.017	676.236.181	414.556.835
Operating profit	74.529.688	132.079.775	83.225.374
Operating expenses	-80.610.909	-148.530.093	-82.752.709
Payments to capital providers	-1.649.925	-2.720.832	-2.730.774
Profit / (loss) before tax	72.879.763	129.358.943	80.494.600
Net profit / (loss) after tax	52.570.899	92.537.891	61.082.172
Equity	749.774.196	789.069.827	786.391.084
Total investments	8.400.069	15.715.069	9.973.093
Total assets	509.761.763	490.294.958	575.886.601

Moreover, the Company generates added value through payments to its employees and investments, thus creating a social product consisting of the following:

	SOCIAL PRODUCT		
(Reported in Euro)	01.07.2018-31.12.2018	01.07.2018-30.06.2019	01.07.2019-31.12.2019
Payroll payments (employees gross payroll payments including the dismissal compensations and payment etc.)	41.242.909	76.367.453	43.720.236
Acquisition of goods overseas	53.195.977	101.535.676	48.930.935
Total investments	8.400.069	15.715.069	9.973.093

6. Human Researches

JUMBO has developed processes that ensure respect for human and labor rights, the protection of diversity and the providing equal opportunities for all employees. It seeks to develop and reward employees through their evaluation, which is one of the factors associated with additional cash benefit. At the same time, it takes care of the appropriate training of its human resources in matters related to their specialty and responsibilities, but also in matters of health and safety. It should be noted that during the reporting period there were no incidents of serious consequences for human rights arising from the activities or decisions of the Company.

Regarding the smooth operation of the administrative departments, the stores and aiming the excellent customer service, the Company applies Internal Rules & Regulations. The Company's Internal Rules & Regulation is immediately accessible to all employees and is posted on the intranet of the Company.

As provided by the Company's Internal Rules & Regulations, the persons exercising administrative and managerial responsibilities or making administrative or managerial decisions must, in the performance of their duties, must make all the necessary decisions and take the measures necessary for the attainment of social goals such as:

- Protection of basic human rights of employees and associates of the Company.
- Attracting and retaining specialized human capital.
- Health and safety at work.
- Balancing the interests of all involved or affected persons (employees, associates and suppliers) in the event of organizational or functional adjustments of the Company.
- Active involvement in addressing social problems, serving socially important or charitable purposes and supporting socially disadvantaged groups.
- Additional care in dealing with suppliers, especially in the case of suppliers whose main part of the activity is dependent on the Company.

The Company's Internal Rules & Regulations, in line with the trust between the employees and the Management, form the basis on which effective management of human resources is built up. The key management axes are as follows:





The Company has developed a Code of Conduct and Business Conduct, which is a summary of the principles applicable by the Company, as well as a source of guidance for business conduct. Through the Code of Conduct, the Company strives to achieve high standards of business behavior, always in collaboration with the employees. In addition, there is the option of communication and reporting either by name or anonymously by employees of any concerns about violations of the Code of Ethics or non-compliance with current legislation. There were no reports of discrimination or human rights violations during the year.

6.1. Health and Safety

Regarding the subject of Health and Safety at work, Jumbo fully meets the requirements of the existing Legislation. Jumbo's practice includes procedures and measures aiming the safety of customers, employees and partners at its facilities.

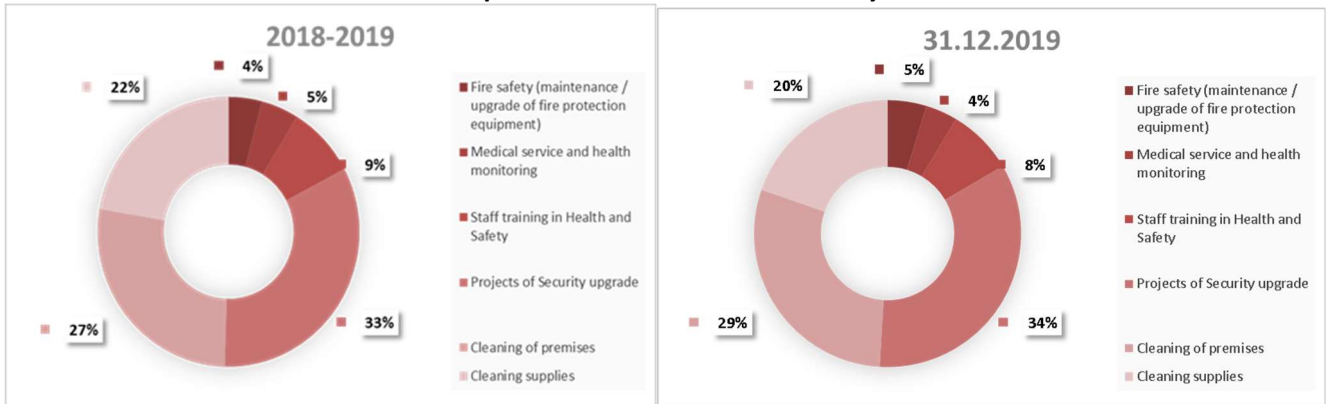
In this context, the Company has entered into a partnership with an external partner who is responsible for the supply of a Safety and Occupational Safety Officer with responsibilities related to the existence of preventive measures related to health and safety issues and training of human resources. At the same time, it has established a 5-member Health and Safety Committee, which consists of the aforementioned but also the Personnel Manager and a member of the Board of Directors. In particular, the following actions are implemented on an annual basis:

- Medical examination of employees and keeping a confidential medical file.
- Training of employees on first aid issues.
- Health issues inspection on workplaces.
- Monitoring employees' absenteeism.
- Occupational risk prevention.
- Informing employees on Health and Safety issues.
- Developing procedures related to Safety in the workplace.
- Organization and training in emergencies.
- Informing employees about accident prevention and safe work execution.
- Establishment of a safe evacuation plan.
- Measures and actions of fire protection.

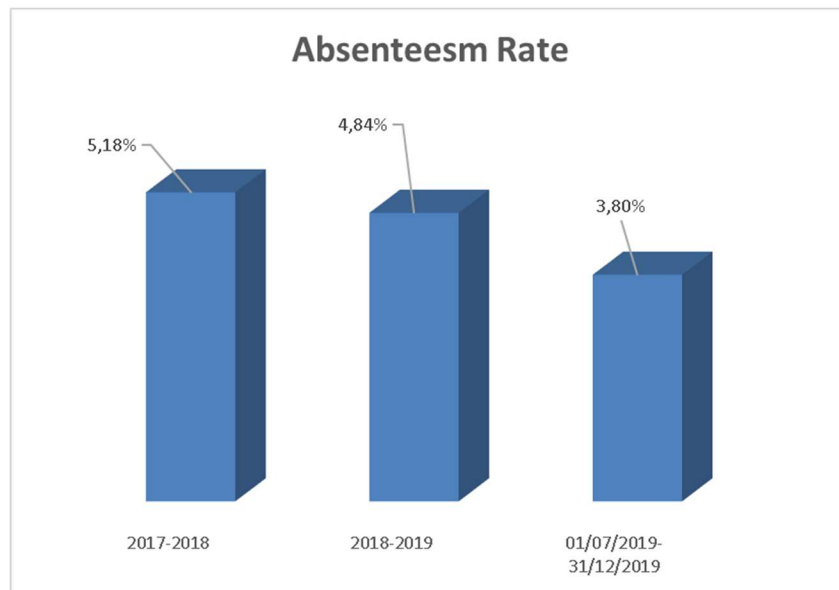
Training of employees: The Company places particular emphasis on sound training of store employees so that in the event of an emergency, all necessary procedures and actions are taken to ensure the safety not only of the employees themselves but also of the customers. In this context, for the period until 31.12.2019, 1 workshops on health and safety at work were held, which were attended by 600 employees. The total training hours for these seminars amounted to 1.800.

Expenditures for Health and Safety: The following table presents expenditures for Health and Safety per category:

Expenditures for Health and Safety



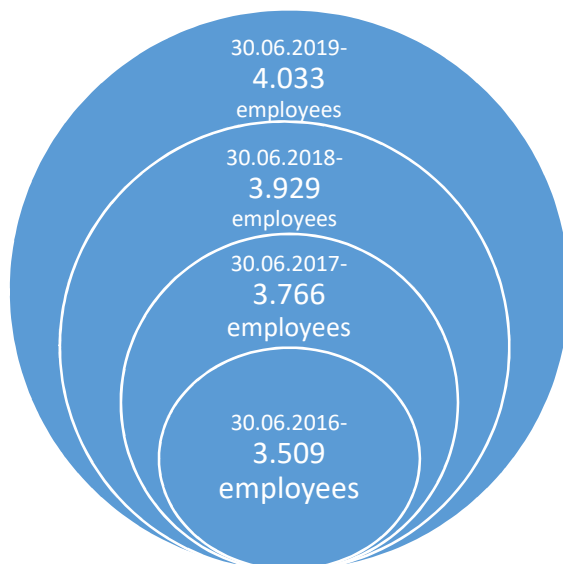
Rates monitoring: The Company monitors specific health and safety rates, including the employees' absenteeism (AR) rate. The data regarding the AR are analytically presented below as follows:



*(AR)= number of worker days lost / average number of employees * number of workdays*

6.2. Employment

Despite the difficult economic situation in Greece in the recent years, Jumbo has created new jobs and increased the number of its employees, through the expansion of its activities. In this way Jumbo contributes to the recovery effort of the economy both in National and local level.

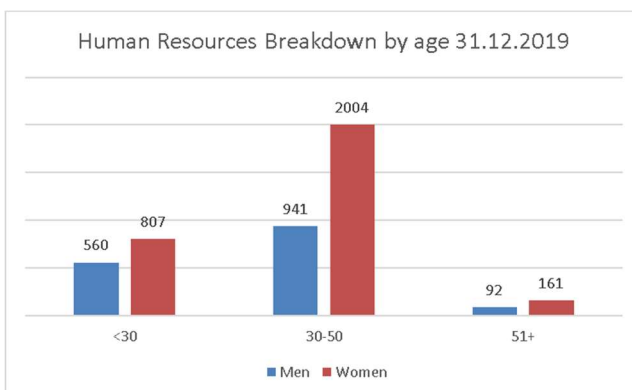
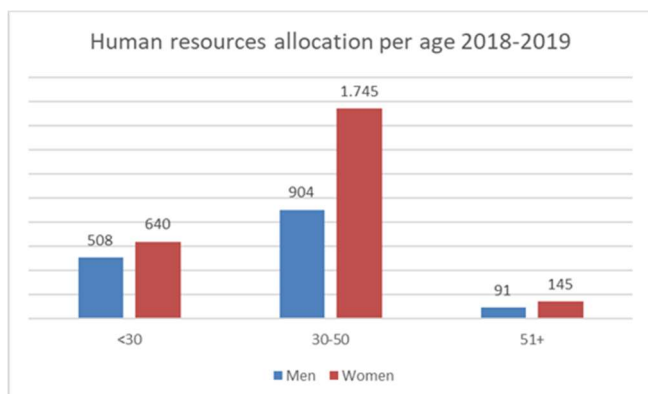
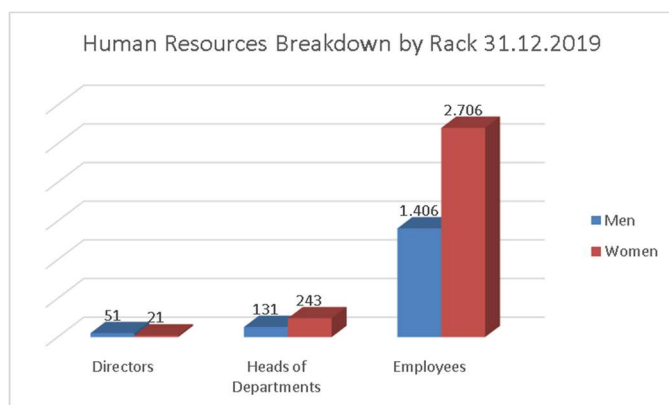
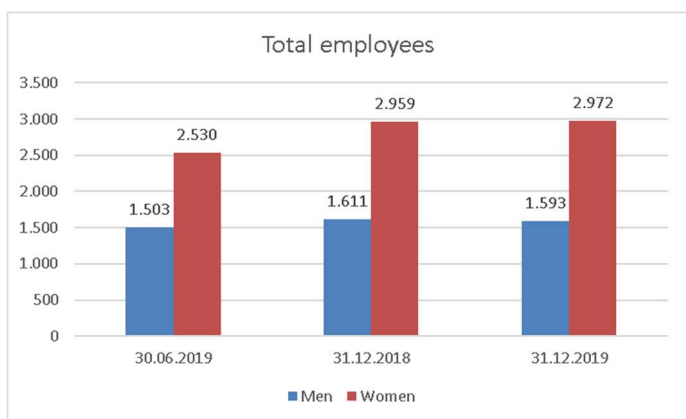


As at 31 December 2019, Jumbo employed 4.565 persons 3.420 of whom permanent personnel and 1.145 seasonal. Respectively, at December 31st 2018 employed a total 4.570 people, 3.369 permanent personnel and 1.201 seasonal.

A key element of the Company’s human resources management is to maintain the high level of its people, regardless of their hierarchical rank.

The following tables and diagrams present full monitoring of employment with the Company:

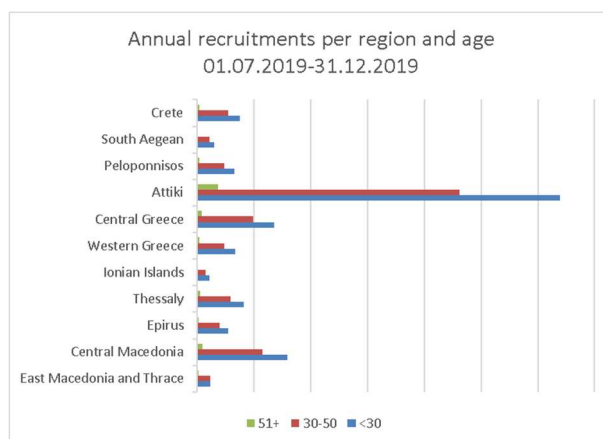
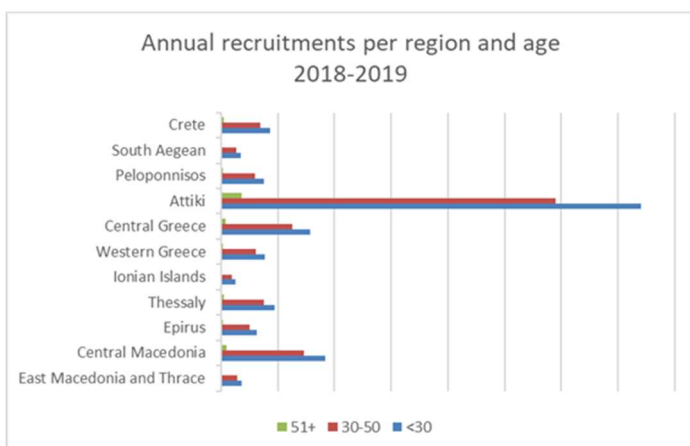
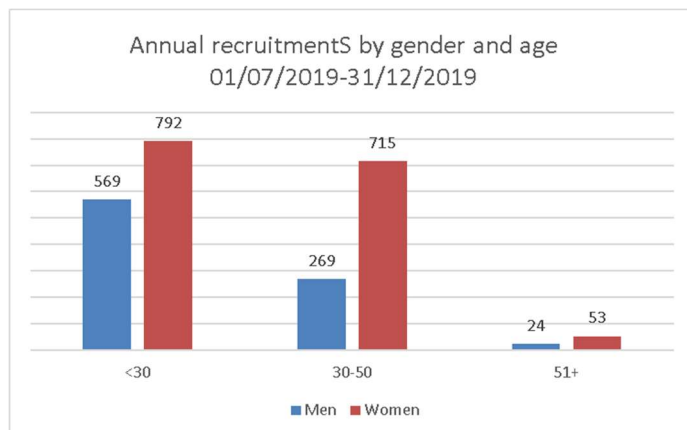
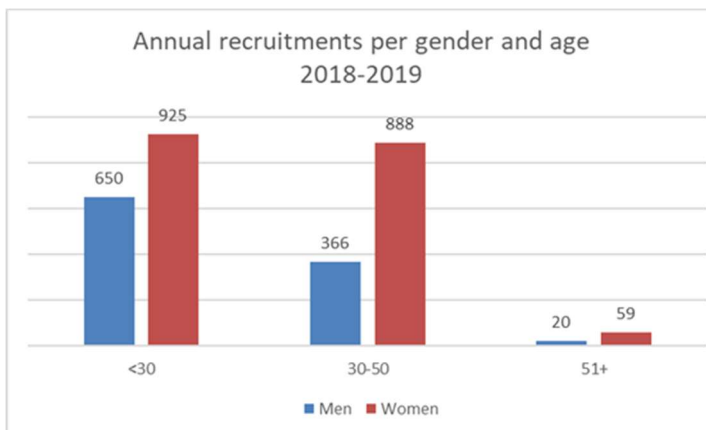
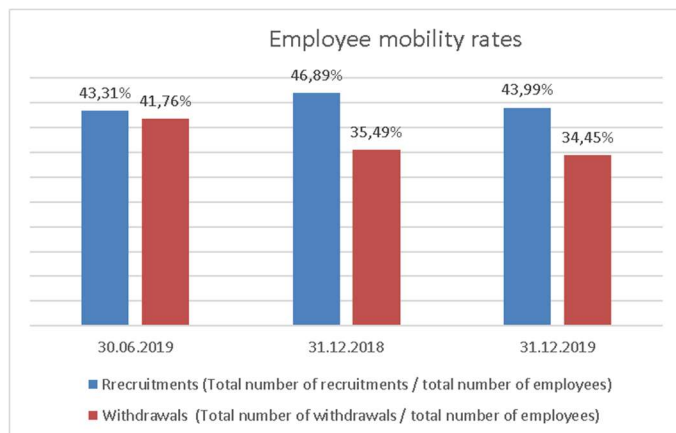
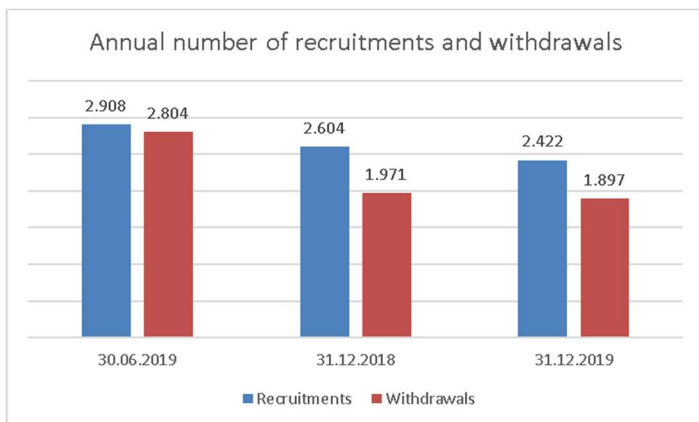
General Human resources data



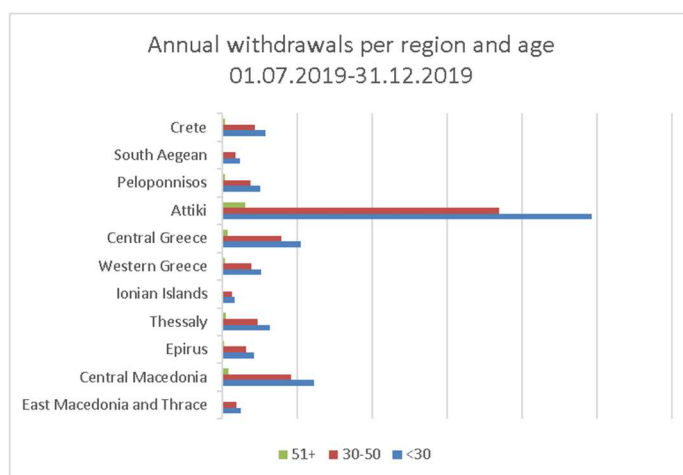
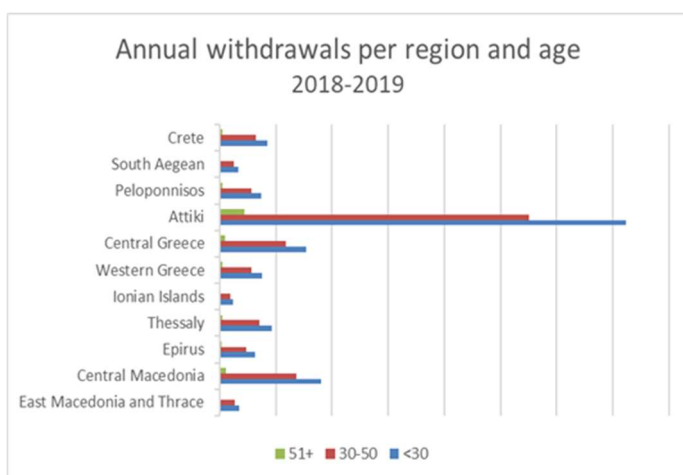
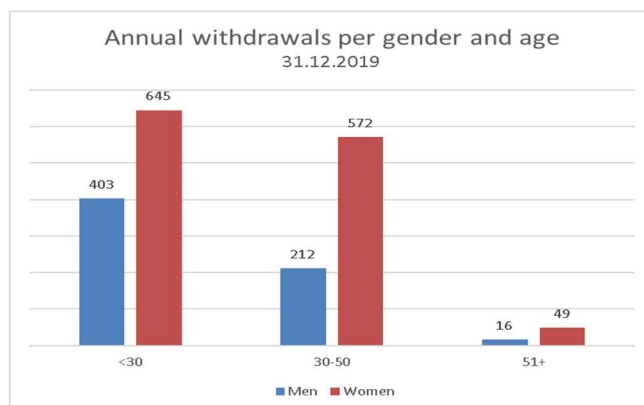
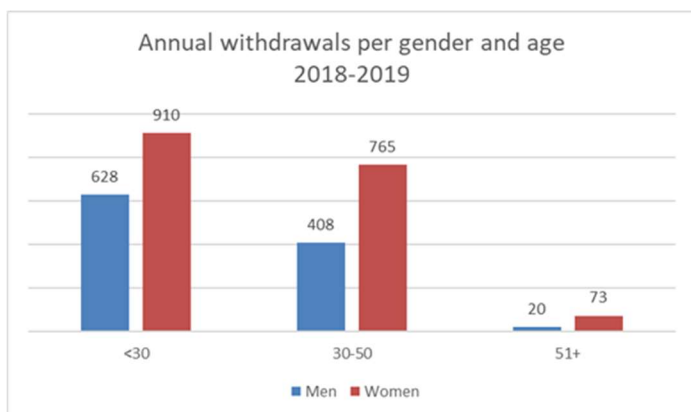


Analytical recruitment data

Given high seasonality of its operations, the Company recruits seasonal employees.



Analytical data on withdrawals



In particular, regarding employees recruitment, the Company keeps CVs database. When a vacancy is to be filled in, advertisements are posted on both the corporate website and relevant high-traffic websites, as well as on LinkedIn. Employees who are already working in the Company and have the appropriate qualifications required for the new job are first informed about the new positions. As far as the internal positioning of employees are concerned, the assessments they have received are also taken into account.

It is to be noted that the Company collaborates with Universities, offering students the opportunity for internships. It is also informed about market needs and participates in OAED programs. The candidates are selected for the positions through personal interviews.

Contracts signed with employees are individual and fall within the general legal framework. The breakdown of employees per type of employment and employment contract is presented below as follows:

Personnel by type of employment and contract of employment						
	31.12.2019			30.06.2019		
	Men	Women	Total	Men	Women	Total
Contract of indefinite duration	1.265	2.155	3.420	1.316	2.224	3.540

Fixed-term employment contract	309	836	1.145	187	306	493
Seasonal workers	309	836	1.145	187	306	493
Full-time	1.162	1.237	2.399	1.179	1.204	2.383
Part-time	103	918	1.021	137	1.020	1.157

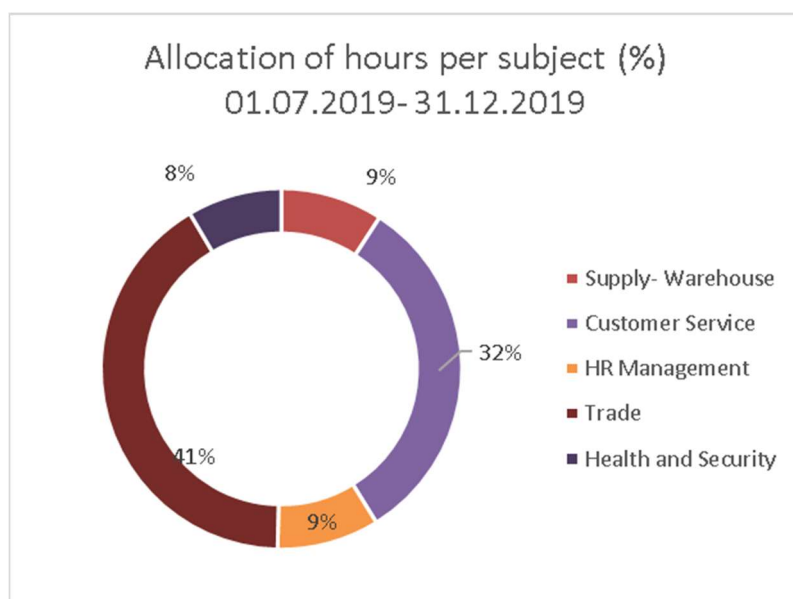
The connection of the financial results of the Company with the corresponding course of the average salary of the employees is presented as follows:

Gross Income	Change 30.06.2019- 30.06.2018	Change 31.12.2019- 31.12.2018
Average annual gross income of employees**	8%	9%
Annual Financial Data	THE COMPANY	
Sales	7%	6%
Earnings after tax	5%	16%

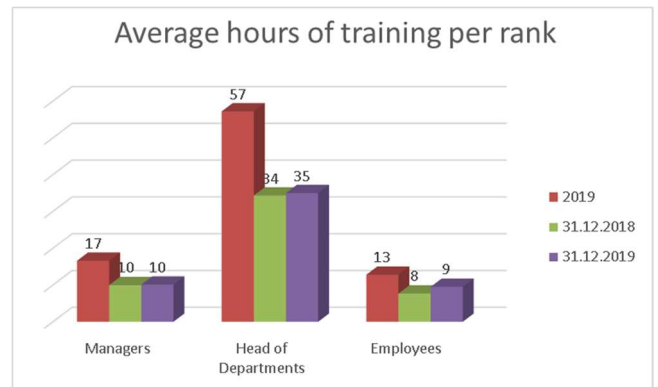
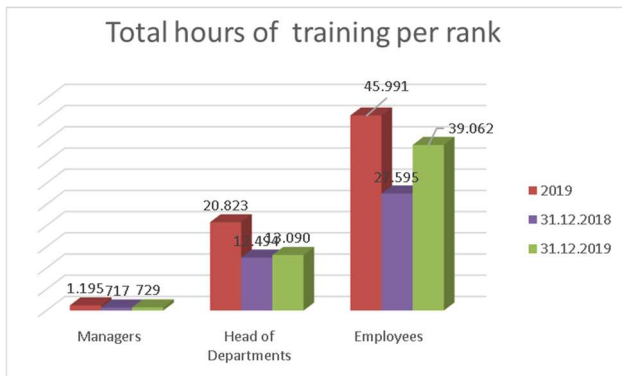
* The Average annual gross income of employees has included the average gross income of the company's full-time employees, except of the executives.

Analytical data on employees training

The Company, focusing on the continuous training of its employees, through its seminars, covers a wide range of subjects, which are useful in everyday work. Distribution of training hours per subject for FY until 31.12.2019 is presented below as follows:



Analytical data on employees training per rank are presented below as follows:



Regarding employment, the Company ensures to provide a stable environment that respects and supports the employee. It provides competitive benefits for employees, finances vocational certification training, provides emergency financial support while provides discounts to its employees on all products it trades. It is important for Jumbo to recognize and reward the efforts of its employees.



6.3. Communication with employees

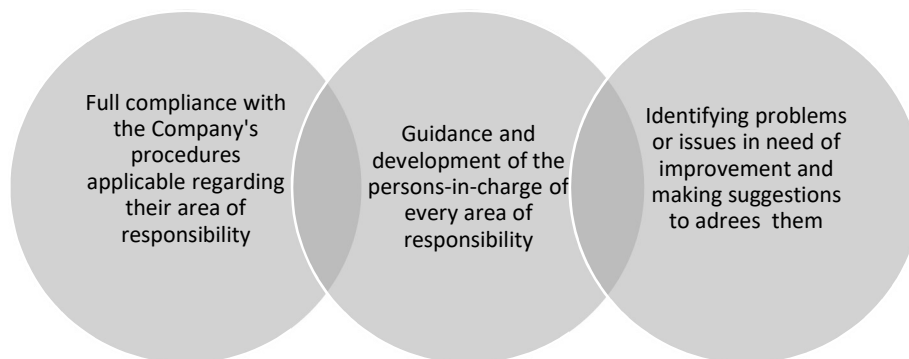
The communication with the employees is constant. All corporate news announcements are emailed to all employees. Furthermore, a web portal has been set up where the Company's news, other information and announcements about the Company's events are posted.

In the same context, every store manager schedules meetings with the employees of every store in order to discuss issues that are of certain concern to them. Moreover, at least once every two years, all store executives gather to get to know each other, discuss various issues, exchange views, and to be updated about the Company's objectives and vision.

6.4. Assessment

The Company has developed and is implementing the Employee Assessment System tailor made to cover every rank. Employees working in the stores as salesmen, cashiers and warehouse keepers are assessed by means of special questionnaires, which their supervisors are required to complete, as well as the store manager in which they work twice a year.

At every store, store managers, the persons-in-charge-of trade, cash desks, warehouse, HR, and safety are accountable to the centrally located respective Office. The regional managers regularly visit the stores, where they inspect the following, among other things:



In order to facilitate the above, a relevant document - form has been created, which is completed electronically after the end of every inspection. For transparency reasons, this document is disclosed to the relative store, the other Regional Managers and the Management.

Based on the comments and notes recorded in the above document, further improvements are scheduled to be made to the operation of the stores, if necessary.

Regarding the employees of the other departments, assessment is conducted on annual basis by the heads of the relative departments.





- Increase of Health and Safety expense by 4%
- Achieving 14 hours of training per employee

7. Environmental Issues

The areas in which the Company operates are not subject to any protection regime regarding biodiversity, such as near NATURA 2020 areas or in protected areas with wetlands, while at the same time no abstraction from surface waters (eg rivers, lakes).

The Company has recognized the significance of protecting the environment. As also stated in its Internal Regulations Procedures, the Company promotes "environmentally friendly practices in the context of its operations".

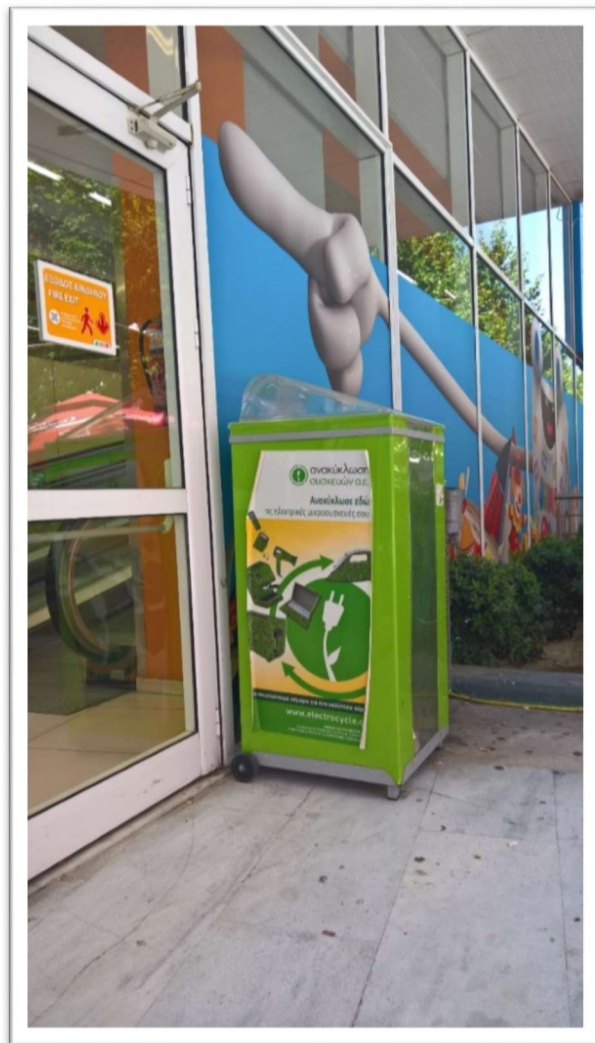
The Company aims to ensure that the stores, offices and warehouses built and operated with a view to reducing the carbon footprint, the maximum reduction in energy consumption and minimal environmental impact, taking into account the comfort, functionality and safety. In this direction, has been the replacement of computer systems corresponding new technology with low energy consumption, the older air conditioners have been replaced with modern ones, the older LED light bulbs have been replaced, measures have been taken so that there is natural lighting in the warehouses and in addition lights are on only when there is a human presence, the buildings are properly insulated and all the cartons for receiving the goods are recycled. At the same time, the new buildings are designed to increase the energy efficiency of air conditioning systems, reduce water consumption and minimize carbon emissions. It is also planned to install solar panels for the utilization of solar energy.

In addition to the effort to reduce energy and water consumption, the Company's goal is to raise awareness and broaden the knowledge base of its employees, contractors and suppliers, as well as to encourage them to develop energy saving and natural resource actions.

The Company has begun energy audits in its stores. The results of the energy inspections will lead to improvements, where necessary, as well as new targets for energy reduction and savings.

JUMBO takes active part in Collective Alternative Waste Management Systems (SSED) regarding batteries and electrical appliances since the very first day of its obligations.

To serve this purpose, bins of the respective systems have been placed in the Company's stores in order to make it easy for the customers to dispose of the materials that are to be recycled.



Specifically, the Collective Alternative Management System for waste of small batteries “ΑΦΗΣ” has placed the corresponding bins at all Jumbo stores, while the Collective Alternative Management System for Recycling Appliance has placed bins for recycling small electrical appliances to most of them.

The paper and battery recycling bins do not only concern the visitors of the stores, but also all the facilities of the Company. In addition, the Company proceeds with the evaluation, repair and reuse of equipment and the recycling of equipment, where possible.

The Company also reuses printing inks. Especially for the reference period, approximately 1.900 toners have been reused.

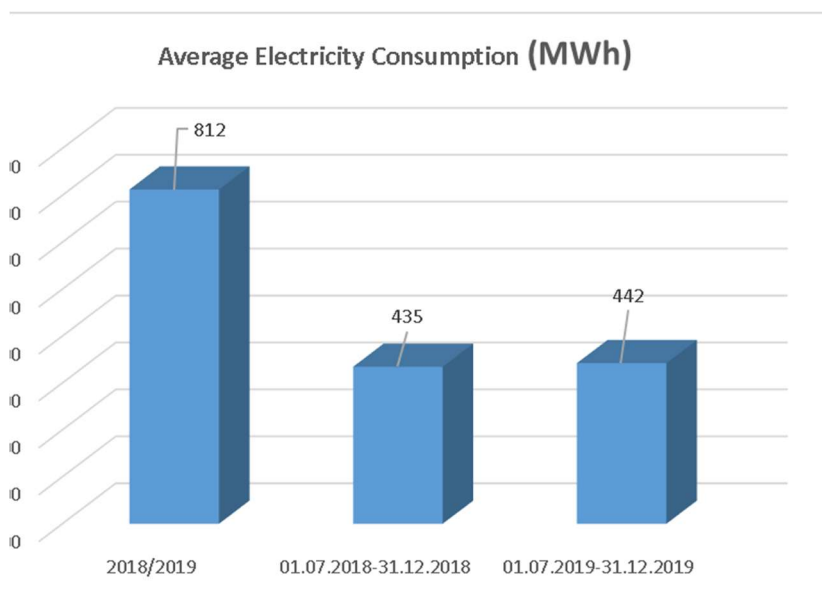
Additionally, the Company applies systematic collaboration with licensed paper recycling companies to collect and package packaging materials in individual stores, thereby facilitating the recycling process. In order to strengthen the process, the Company has invested in a stable and mobile infrastructure. In particular, as far as paper is concerned, the average collected quantities stand at 300 tonnes per month.

It is noted that Jumbo has been implementing since 2015 the implementation of an electronic file archiving system, copy of invoices and credits with significant benefits in saving paper.



7.1. Energy consumption

In the context of environmentally friendly operation of the Company's stores, every effort is made in order to reduce energy consumption as well as related carbon dioxide emissions. The following chart shows electricity consumption for the sub twelve month financial year 01.07.2019-31.12.2019, the financial year from 01.07.2018-30.06.2019 and the respective period 01.07.2018-31.12.2018:

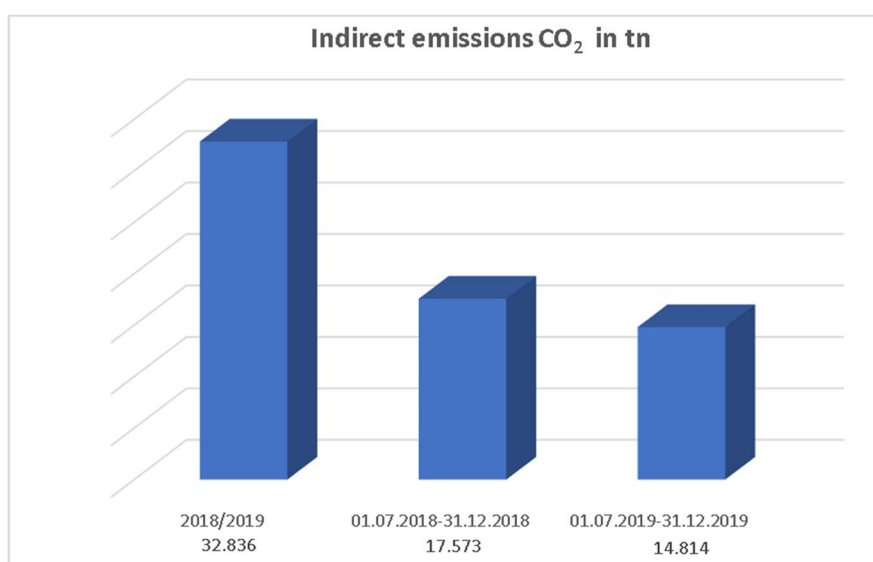
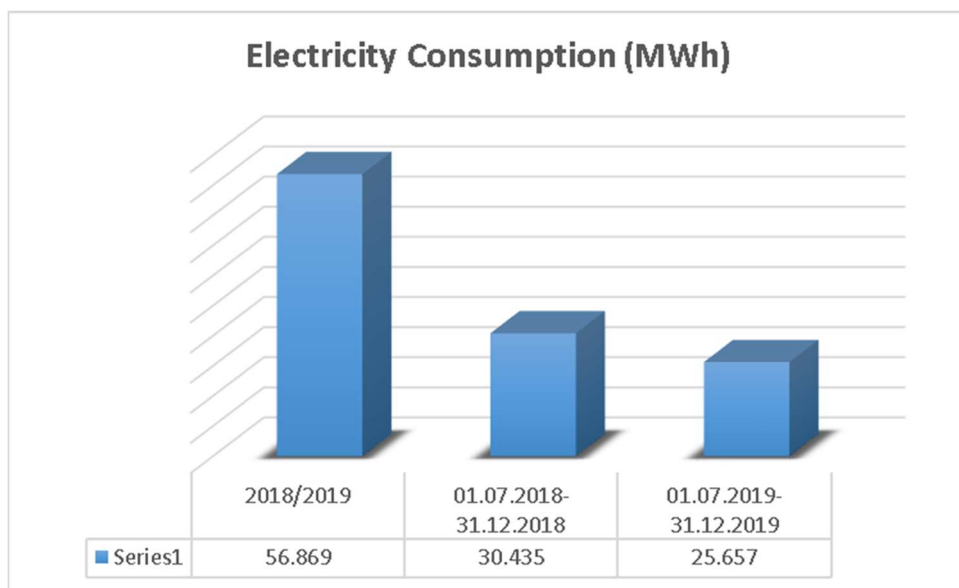


7.2. Indirect CO₂ emissions

In addition to electricity consumption, the Company has also proceeded with the counting of business trips for the year 01/07 / 2018-30 / 06/2019.

The carbon dioxide emissions from the air travels of the Company's executives have been estimated at 71,9 tons for the sub-twelve months 01.07.2019-31.12.2019 and at 115,1 for 2018-19 and 54,4 tons for the respective period 01.07.2018-31.12.2018. For the specific calculation of emissions from transport, the methodology applied is based on the International Civil Aviation Organization (ICAO).

Regarding the indirect CO₂ emissions in the following diagram are presented for the sub twelve month financial year 01.07.2019-31.12.2019, for the financial year 01.07.2018- 30.06.2019 and the respective period 01.07.2018-31.12.2018:



Indirect emissions CO₂ have been calculated based on the country's carbon footprint standing at 0,584tnCO₂/MWh. Emissions from transport, the methodology applied is based on the International Civil Aviation Organization (ICAO).

7.3. Water Consumption

For the year 01/07/2018- 30/06/2019 the Company recorded the water consumption for its facilities in the region of Attica. The consumption during sub twelve month financial year was 5.435 (m³) while during the year from 01/07/2018 to 30/06/2019 the consumption was 11.376 (m³).

2020 Targets

- Design and development of an Environmental Management System according to the ISO 14001 standard
- Reduction of energy consumption by 5%
- Reduction of water consumption by 2%



8. Social contribution

The Company serves effectively the special needs of its customers on a daily basis, not only through the constant improvement of its products and services, but at the same time by implementing actions aimed to raise awareness.

In this context, the Company implements targeted social and other actions, with the aim of contributing effectively and practically to society. During the sub twelve months financial year, the Company continued its cooperation with the following organizations and associations:

- SOS Children's Villages
- The smile of the child
- «Make a wish»

The Company installs stands to collect money for the support of organizations, while is participating in activities for the collection of toys, school and other items in order to be distributed to children in need. In addition, the Company collaborates with associations where with their presence in the stores of the Jumbo network, inform and aware both the employees and the customers regarding problems and conditions that children of all ages and their families, faces. Through the presence of associations become known, the programs and the ways through which everyone may contribute to the support of the children and their families.

Other actions performed by the Company during the reporting period:

- Greece Race for the Cure: 68 employees of the Company participated in the 11th road race
- Implementation of a summer advertising campaign aimed at raising awareness for clean seas

The Company also focuses to inform the public regarding the importance of Global Days and holidays. In this context, the Company during the reporting period, informed about:

- Global Animal Day (October 2019)
- Mother Day (May 2019)
- Women's Day (March 2019)



Attachment A: Methodology applied under the preparation of the Non-Financial Information Report

The current Report is the fourth Non-Financial Information Report (NFIR) issued by Jumbo S.A. and pertains to the year ended as at 31.12.2019 (from 1.07.2019-31.12.2019). The Report provides a clear description of a wide range of issues related to economic, environmental and social impacts of the Company, as well as its actions. The Report covers the activities of the Company in Greece in their entirety, while at some points, in order to provide a comprehensive picture and better understanding of the Group's activities, limited information is provided on its foreign subsidiaries and branches. The terms "Company" and "JUMBO" refer to Jumbo S.A. For the purposes of the current Report, JUMBO has not entrusted independent verification of its non-financial assets to a third party, but will consider the possibility of independent assurance in the subsequent version. It is to be noted that no acquisitions, disposals or joint ventures or other activities took place that could affect the comparability of data on an annual basis.

Sources of information

The data and information included in the NFIR have been obtained from the Company's recorded procedures and its databases, maintained as part of the management system implementation. In cases where the data arose following the relative processing or was based on assumptions, particular reference is made to the way or method of their calculation according to the Global Reporting Initiative (GRI) guidelines.

Framework for preparation of the Report

Jumbo S.A. NFIR contains General Standard Disclosures from the GRI Guidelines on preparation of GRI-Referenced CSR Reports. The General Standard Disclosures prescribed in the GRI Guidelines as well as the GRI Standards indices used to record the Company's performance, are presented below as follows:

General Standard Disclosures

<u>Index</u>	<u>Page</u>	<u>Index</u>	<u>Page</u>	<u>Index</u>	<u>Page</u>
102-1	3	102-8	30-34	102-50	Attachement A
102-2	3, 4-5, 6, 10-11	102-9	13-14	102-51	Attachement A
102-3	3, 6, Attachement B	102-10	Attachement A	102-52	Attachement A
102-4	3-5, 6,7	102-16	16-17	102-53	Attachement A
102-5	3-4	102-18	4, 19-22	102-55	Attachement A
102-6	4-5, 6-7, 11-12	102-40	16	102-56	Attachement A
102-7	4-6, 7, 12, 26-27, 30-31	102-42	15		

Specific standard Disclosures – Performance indices

<u>Financial performance</u>		<u>Environmental performance</u>		<u>Social performance</u>	
<u>Δείκτης</u>	<u>Σελίδα</u>	<u>Δείκτης</u>	<u>Σελίδα</u>	<u>Δείκτης</u>	<u>Σελίδα</u>
201-1	26-27	302-1	40-41	401-1	32-33
204-1	14	305-2	41	404-1	35-36
				404-3	37
				417-1	11

Παράρτημα Β: Έντυπο επικοινωνίας και αξιολόγησης της Έκθεσης

Η γνώμη σας έχει ιδιαίτερη σημασία για εμάς. Όλες οι ερωτήσεις, απορίες, διευκρινίσεις και προτάσεις για βελτίωση, που πιθανόν έχετε σχετικά με την Έκθεση της Εταιρείας μας, είναι ευπρόσδεκτες.

Σε ποια ομάδα ενδιαφερόμενων μερών της Εταιρείας ανήκετε;

<input type="checkbox"/> Μέτοχος	<input type="checkbox"/> Προμηθευτής
<input type="checkbox"/> Πελάτης	<input type="checkbox"/> Μ.Μ.Ε.
<input type="checkbox"/> Εργαζόμενος	<input type="checkbox"/> Κοινωνία
<input type="checkbox"/> Κράτος και ρυθμιστικές αρχές	Άλλο (παρακαλούμε αναφέρετε): _____

Ποια είναι η γνώμη σας σχετικά με τις ενότητες της Έκθεσης μη χρηματοοικονομικής πληροφόρησης;

	Very good	Satisfactory	Needs improvement
1. Our profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. History and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Products and mode of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Vision, business model and strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Corporate Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Human Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Environmental issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Social Contribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is your overall impression of 31.12.2019 Report regarding the following aspects?

	Very good	Satisfactory	Needs improvement
Sections are well balanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quantitative data are complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Texts are complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Texts are comprehensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Images and graphics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there sections which in your view should be longer?

Are there any comments or proposals for improvement you would like to make?

Personal details (optional):

Name/Surname: _____
 Company / Organization: _____
 Address: _____
 Tel./Fax: _____
 E-mail: _____

Please send the completed questionnaire to the address below:

JUMBO S.A.
 Investor Relations Officer
 9, Cyprou str. & Hydras, 183 46, Athens, Moschato
 Tel. : 210 48 05 200
 E-mail: metohon@jumbo.gr
 Website: www.e-jumbo.gr

All feedback data will be used for internal evaluation purposes only.

Personal data are protected in the manner laid down by the privacy legislation.