

# CORPORATE SOCIAL RESPONSIBILITY REPORT



SOCIAL RESPONSIBILITY PROGRAMME

# 1. Purpose

The report you are holding in your hands reflects the overall perception that we, the people of the COSMOTE Group, have regarding the meaning of Corporate Social Responsibility and why it is important to adopt a long-term strategy that contributes to sustainable growth and social cohesion.

In this Corporate Social Responsibility Report, you are provided with an overall picture of the impact of the Group's Companies on the Economy, the Environment and Society, for the period from 1 January 2007 to 31 December 2007.

More detailed information is provided regarding COSMOTE Greece, which has been issuing an annual Corporate Social Responsibility Report since 2004.

The information and data presented have been collected via an internal questionnaire that was completed by all supervisors of the Company's organisational units participating in the Corporate Social Responsibility team.

Some issues presented in this Report are carried forward from previous issues so that they may be better understood.

It is noted that the measurement and evaluation of our business impact is based on Global Reporting Initiative indicators, which are found on page 60 of the present publication and which showcase our commitment to maintaining measurable performance indicators and clear procedures, with the ultimate goal being our preparation in order to have the data verified by an external body.

The present issue has been honoured with the distinction



## Report Application Levels

		2002 In Accordance	C	C+	B	B+	A	A+
Mandatory	Self Declared							
	Third Party Checkee			Report Externally Assured		Report Externally Assured		Report Externally Assured
Optional	GRI Checked							



Since your opinion is important to us, we, the people at COSMOTE, are at your disposal to discuss possible additional information you may require in order to better understand the contents of our Report.

**Contact Information:**

**Name:** Anna Malti, COSMOTE Corporate Social  
Responsibility Manager

**Address:** 44 Kifissias Avenue, Postal Code 151 25, Maroussi

**Tel:** +30 2106177777, **fax:** +30 2106177239

**e-mail:** [csr@cosmote.gr](mailto:csr@cosmote.gr)

# Table of Contents

CORPORATE  
SOCIAL  
RESPONSIBILITY  
REPORT  
2007

<b>1. Purpose of the Corporate Social Responsibility Report</b> .....	<b>2</b>
<b>2. Messages</b> .....	<b>6</b>
<b>3. COSMOTE Group at a glance</b> .....	<b>8</b>
3.1 The Socio-Economic Impact of Mobile Telephony.....	8
3.2 COSMOTE Share Structure .....	9
3.3 COSMOTE's Contribution to the Economy and Development.....	10
3.4 Our Financial Impact .....	11
3.5 New Products .....	12
3.6 Organisational Changes .....	12
3.7 Participation in International and National Organisations.....	13
<b>4. What 'Corporate Social Responsibility' means to COSMOTE</b> .....	<b>14</b>
<b>5. Achievements 2007 &amp; Commitments 2008</b> .....	<b>16</b>
<b>6. Responsible Corporate Operations</b> .....	<b>18</b>
Responsible Management.....	20
6.1 Our Commitment to our Social Partners.....	20
6.2 Corporate Governance & Corporate Social Responsibility.....	22
6.3 Procedures to avoid conflict of interest .....	23
6.4 Fighting Corruption .....	23
6.5 Risk Management .....	24
6.6 Business Continuity.....	24
6.7 Management Systems .....	24
6.8 Assessment of our Business Performance on the Environment and Climate Change.....	25
6.9 Assessment of our Business Performance on Corporate Social Responsibility .....	25
6.10 Recognition & Rewards .....	25
Employees .....	26
6.11 Useful Statistical Data regarding Employees in Greece .....	26
6.12 Evaluation System.....	27
6.13 Education – Training.....	27
6.14 Additional Benefits.....	28
6.15 Job Families Model .....	29
6.16 Employee's Satisfaction Survey .....	29
6.17 Health & Safety at Work.....	29
6.18 Training on Health & Safety at Work .....	30
6.19 Internal Communication.....	30
6.20 Internal Volunteerism .....	31

Development & Operation of the Market .....	32
6.21 Providing responsible information on the operation of Mobile Telephony, Base Stations and proper use of the mobile phone.....	32
6.22 Accountable Management of our Services .....	34
6.23 Self-Regulating Initiatives relating to Responsible Service Content Management.....	34
6.24 Responsible Marketing Practices.....	35
6.25 Protection of Personal Information.....	35
6.26 Customer Relationship Management.....	35
6.27 Supply Chain Management.....	35
<b>7. Environmental Responsibility.....</b>	<b>36</b>
7.1 Data Analysis / Results .....	38
7.2 Power Consumption – Petroleum Consumption at Base Stations .....	38
7.3 Power Consumption – Electricity Consumption at Office Premises.....	39
7.4 Product Packaging Materials.....	40
7.5 WEEE Telecommunications Equipment .....	40
7.6 Recycling of Handsets, Batteries & Accessories .....	41
7.7 Base Station Batteries .....	42
7.8 Water Consumption.....	42
7.9 Paper Consumption and Recycling.....	42
7.10 Inks .....	43
7.11 Lubricants.....	43
7.12 Radiowaves.....	43
<b>8. Social Responsibility .....</b>	<b>44</b>
8.1 Footprint of Social Impact .....	46
8.2 Children Welfare & Development.....	48
8.3 Accessibility for people with disabilities .....	52
8.4 Equal access to education and information.....	55
8.5 Disaster Relief .....	58
<b>9. GRI Evaluation Table of Indicators .....</b>	<b>60</b>

### MESSAGE FROM THE COSMOTE CHAIRMAN OF THE BOARD AND MANAGING DIRECTOR



This year, COSMOTE completed 10 years of commercial operation.

Its successful track record both in Greece and in SE Europe, goes hand in hand with a strong presence as a responsible social partner, actively present in the efforts of the entire OTE Group to continuously become better, by undertaking specific commitments; not only in the business field, but also in the improvement of social conditions and the protection of the environment, which for us is a priority of paramount importance.

A handwritten signature in black ink, consisting of stylized, flowing letters that appear to read 'Panagis'.

**Panagis Vourloumis**  
**COSMOTE Chairman of the Board**  
**and Managing Director**

## MESSAGE FROM THE COSMOTE DEPUTY MANAGING DIRECTOR



Consistency, technological innovation and a state-of-the-art telecom network combined with a wide products & services portfolio are, for many, the factors that have propelled COSMOTE to the position it is today. However, its human, friendly face and the constant focus in covering the clients' needs are the elements that have made the company until now and will continue to make it stand out.

Being human – centric, COSMOTE, from early on in its history undertook its share of responsibility towards the society and the environment. This commitment led to targeted actions, structured programmes and, most importantly, measurable results.

In order to be effective, we have to be focused. For that reason we have based our work on three pillars: Responsible Corporate Operation, Social and Environmental Responsibility on which this Report makes extensive mention.

Let me point out that, in 2007 as in previous years, even though we are among those companies with small environmental impact, we continued consistently to invest on a comprehensive environmental policy, in order, within the next two years, to minimize our environmental footprint.

Last year, we incorporated the guidelines developed by the G3 Issue of the International Initiative for the Issuance of Social and Environmental Reports (GRI – Global Reporting Initiative) into our Corporate Social Responsibility Report, thus re-enforcing our commitment to use indicators for measuring and evaluating our business impact.

Still, any measurement model, any process that does not focus on man is without meaning. Behind the company's Environmental Management System there are people that study, search, elaborate, create, improve. In every office, in every call centre, there are people who do care, who participate and take action on a collective, but also on a personal level. The response of our company's people to last summer's devastating fires, with the immediate effort to cover the communications needs of the victims, but also, later on, with the development of a realistic programme to support, and restore devastated areas was not a coincidental event.

Every report's greatest value is, in my opinion, the fact that it stresses our commitment to be constantly better, to make our social response suited to a company like COSMOTE.

A handwritten signature in black ink, appearing to read 'Michalis Tsamaz', written in a cursive style.

**Michalis Tsamaz**  
Deputy Managing Director COSMOTE

# 3. COSMOTE Group at a glance

## 3.1 The Socio-Economic Impact of Mobile Telephony

Mobile telephony, one of the most important technological achievements of our time, continues to develop impressively on a global scale. Increasing the capabilities of mobile telephones, as well as the availability of new, cutting edge products and services that cover the needs of today's consumer, have led to a world wide increase of mobile telephony penetration.

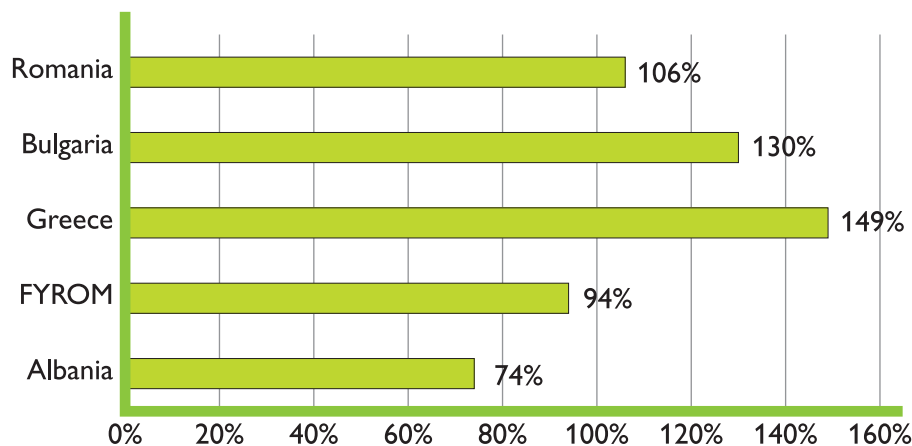
The number of users is increasing rapidly. According to the latest data, more than 2.6 billion people<sup>1</sup> on the planet communicate using their mobile telephones. Mobile phone sales in 2007 surpassed 1 billion<sup>2</sup>, while it is estimated that a total of 4 billion people<sup>2</sup> worldwide will have a mobile telephone by 2009. The increase of mobile phone penetration in the countries of the developing world is impressive.

In Greece, as well as in the 4 other SE Europe countries (Albania, Bulgaria, the Former Yugoslav Republic of Macedonia, Romania), in which COSMOTE Group operates, mobile telephony is growing at rapid rates, covering the citizens' telecommunication needs and becoming an inseparable part of their daily lives. In these 5 countries, in which the largest European Telecom Groups operate, nominal penetration has already surpassed 100% in Greece (149%), Bulgaria (130%) and Romania (106%). In Greece alone, this percentage corresponds to over 16 million connections at the end of 2007. In all of SE Europe and in Greece, mobile telephony, besides fulfilling its basic goal of providing seamless communication and high quality services, also supports entrepreneurship and contributes to economic growth through significant investments, transfers of technology and creation of new jobs.

1. ITU – International Telecommunication Union, June 2007

2. Estimates by Nokia, published in the context of Nokia Capital Markets Day, Amsterdam, December 2007

### Mobile Telephony Penetration Percentages



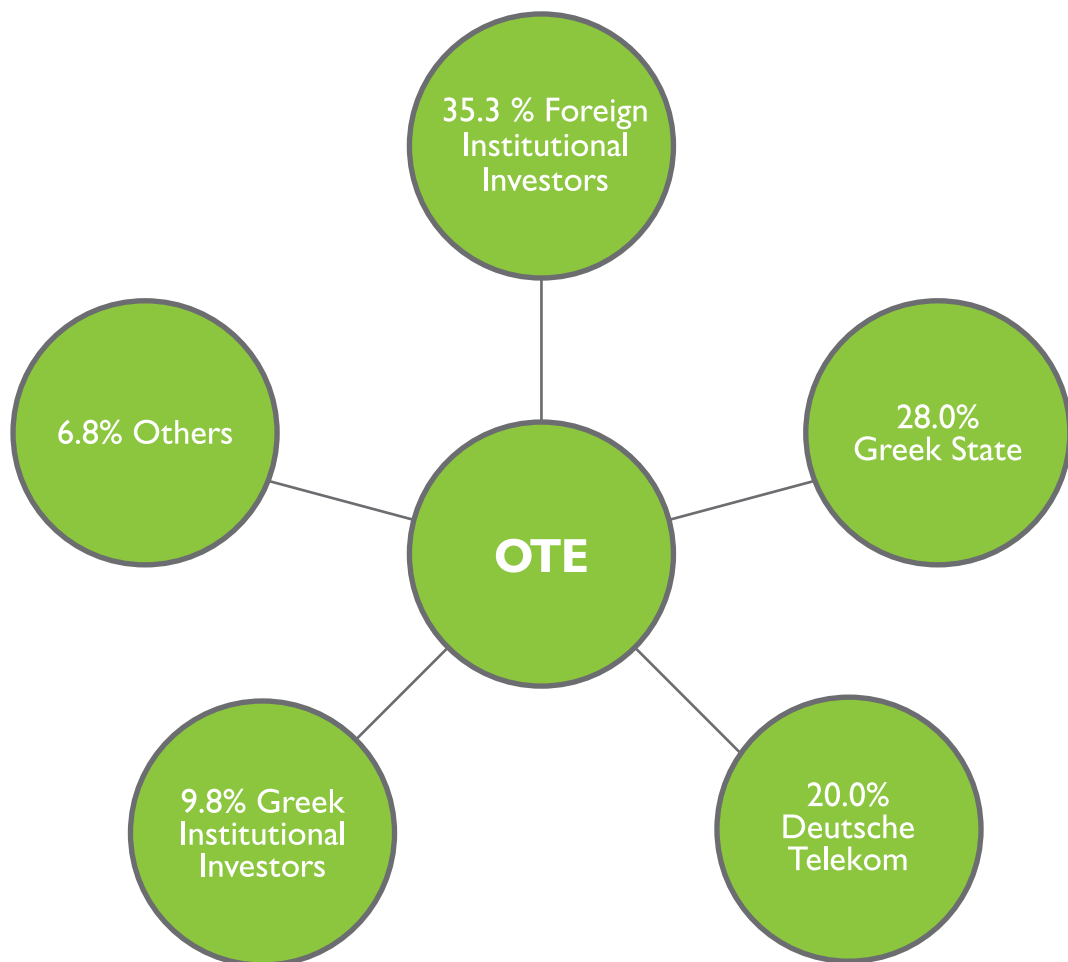
Source: COSMOTE Data

### 3.2

## COSMOTE Share Structure

COSMOTE is a member of OTE Group, which owns all the shares of the company. Since 1996, the Greek State has gradually reduced its share participation in OTE, currently owning 28% of its shares (15 May 2008). OTE Group is the leading telecommunications provider in SE Europe. Apart from the Greek telecommunications market, OTE Group has expanded its geographical footprint to encompass Romania, Bulgaria, Albania and FYROM, while it has acquired a significant stake in Telecom Serbia. OTE Group currently employs over 30,000 highly qualified and skilled professionals in 6 countries.

### OTE Share Structure (15 May 2008)



Source: OTE Data

# 3. COSMOTE Group at a glance

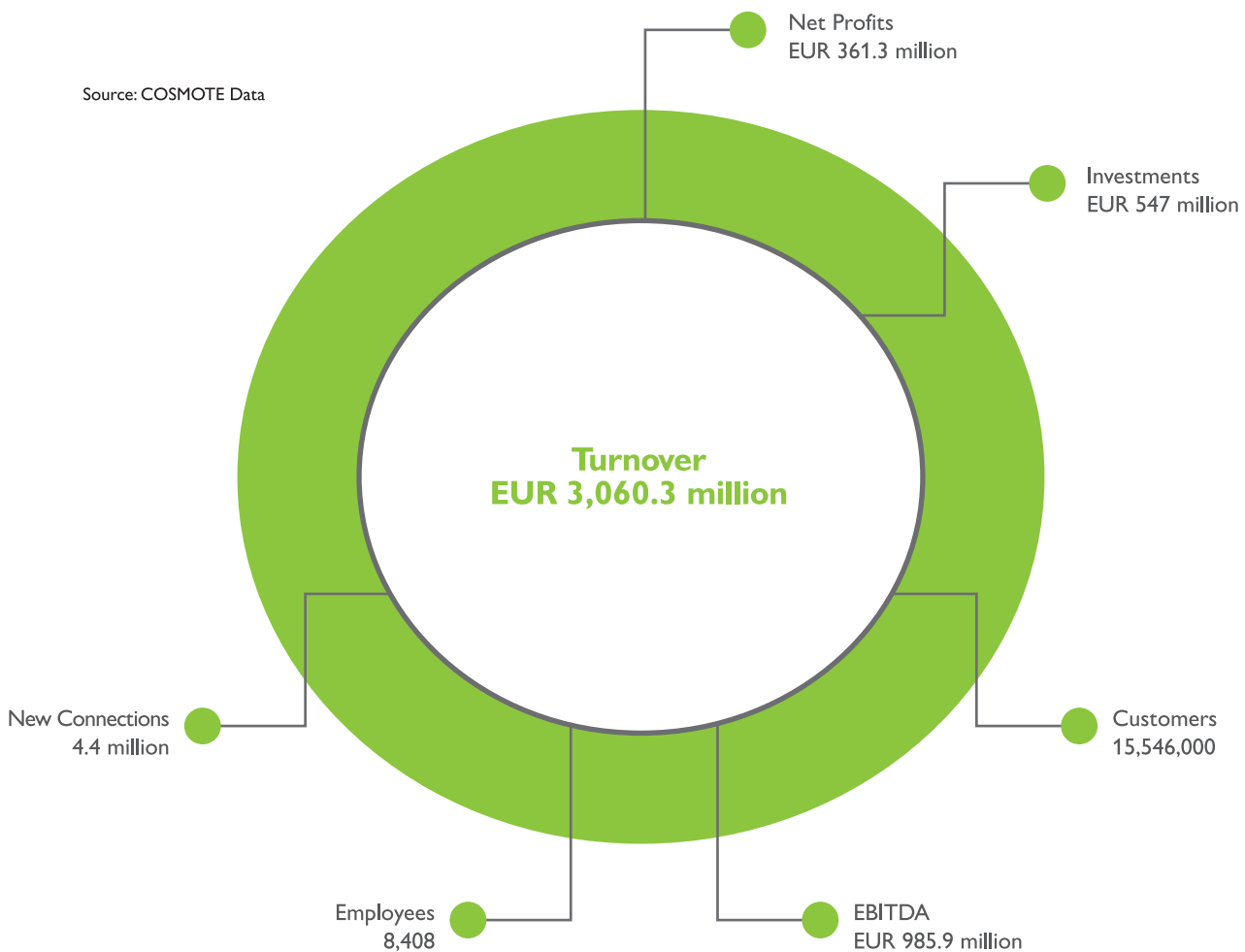
## 3.3 COSMOTE's Contribution to the Economy and Development

COSMOTE makes a significant contribution to the Greek economy, as well as to the economies of the SE Europe countries in which it operates. With activity in 5 countries, approximately 8,500 employees, and revenues that reached EUR 3,060.3 million in 2007, COSMOTE's contribution to economic development and job creation is tangible and specific.

In 2007, COSMOTE's total investments surpassed the half billion euro mark, amounting to approximately EUR 547 million. In Greece, Group investments reached EUR 146 million. In 2007 alone, COSMOTE tax payment (direct and indirect) to the Greek state reached 370.2, while its social security contributions amounted to EUR 32.6 million. At the same time, throughout SE Europe, COSMOTE has created hundreds of new jobs and has already become one of the most significant employers in the region.

The introduction of new technologies and the transfer of know-how are a central part of COSMOTE's contribution to economic development. COSMOTE's rapid network development goes hand in hand with its continuous introduction of innovative services that are on the cutting edge of technology, thus supporting entrepreneurship as well as economy competitiveness.







### COSMOTE Group 2007





## 3.4 Our Financial Impact

### Footprint of Social Impact – 1-12/2007\*

<b>GREECE</b> 	Revenues: <b>1,735.9</b> Net Income: <b>339.2</b> Investments: <b>145.7</b>	Employees: <b>2,220</b> Customers: <b>6,268,627</b> Customer additions: <b>1,050,700</b>
<b>ALBANIA</b> 	Revenues: <b>176.2</b> Net Income: <b>60.9</b> Investments: <b>26.9</b>	Employees: <b>516</b> Customers: <b>1,195,183</b> Customer additions: <b>204,904</b>
<b>BULGARIA</b> 	Revenues: <b>412.1</b> Net Income: <b>53.2</b> Investments: <b>127</b>	Employees: <b>1,226</b> Customers: <b>3,872,922</b> Customer additions: <b>602,044</b>
<b>ROMANIA</b>  <small>Alături de tine</small>	Revenues: <b>155.6</b> Net Income: <b>-118.4</b> Investments: <b>201.3</b>	Employees: <b>1,008</b> Customers: <b>3,616,274</b> Customer additions: <b>2,391,000</b>
<b>FYROM</b> 	Revenues: <b>62.2</b> Net Income: <b>0.1</b> Investments: <b>20</b>	Employees: <b>357</b> Customers: <b>593,026</b> Customer additions: <b>120,525</b>
<b>GERMANOS GROUP OF COMPANIES</b> 	Revenues: <b>992.6</b> Net Income: <b>14.2</b>	Employees: <b>3,081</b>

Source: COSMOTE Data

\* The Financial Data is in million €

## 3. COSMOTE Group at a glance

### 3.5 New Products

We listen closely to the various needs, desires and choices of modern consumer and we offer communications adapted to his/her expectations and demands by developing specialised Post Paid, Corporate Customers', Prepaid, Value-added and Roaming services.

The brands / products we launched in the Greek market in **2007** were:

- **1 February 2007** - COSMOTE ADSL, fixed broadband Internet service packages (ADSL), combined with mobile telephony services.
- **9 May 2007** - 'COSMOTE BUSINESS PLUS', six new business talk plans, with competitive fees and charges.
- **22 June 2007** - A new, even fresher image for WHAT'S UP. With a new logo and new charges, WHAT'S UP continues to offer modern and flexible communication.



- **25 June 2007** - FREEZE innovative service, exclusively by COSMOTE, which allows customers to continue talking while charges have stopped.
- **19 September 2007** - COSMOTE ONEphone service, which allows the use of the mobile phone as a landline phone when at home.
- **1 October 2007** - New, more affordable 'COSMOTE Data Pack' programmes and services for internet access lower monthly fees, more free data usage, affordable charges.

### 3.6 Organisational Changes

The changes, which occurred last year, concerning the organisational or share structure of the Company, were the following:

- **10 April 2007** - COSMOTE announced the completion of the acquisition of the GERMANOS shares by subsidiary company COSMOHOLDING CYPRUS LIMITED (COSMOHOLDING). Subsequently, COSMOHOLDING owns a total of 82,223,210 shares of GERMANOS out of a total of 82,224,700 shares, i.e. approximately 99.998% of the Company's share capital.
- **26 September 2007** - The COSMOTE Chairman, Mr. Panagis Yourloumis, was also assigned as COSMOTE Managing Director and Mr. Michael Tsamaz undertook the position of Deputy Managing Director. Furthermore, the COSMOTE Board of Directors appointed Mr. Tsamaz as a new Board member.
- **9 November 2007** - OTE announced the submission of voluntary tender offer to acquire all COSMOTE common shares, in accordance with the provisions of Law 3461/2006.
- **26 November 2007** - The COSMOTE Board of Directors appointed Mr. Iordanis Aivazis, OTE Executive General Manager, as its new member, replacing Mr. I. Sarantitis, who resigned.
- **9 April 2008** - OTE announced that it holds 100% of COSMOTE shares and the corresponding voting rights following the conclusion of the sell-out and squeeze out period, in the context of the voluntary public tender offer by OTE for the purchase of all COSMOTE common shares.

### 3.7 Participation in International and National Organisations

COSMOTE is a member of the following International and National Organisations:

- **GSM - Europe (GSM-E).** The Company is a member of the European Association for Mobile Operators and actively participates in many of its working sub-groups.
- **European Telecommunications Standards Institute (ETSI).** The Company is a member of the largest European Organisation of Telecommunications Standards, since 1998.
- **World Radio Communications Conference '07 – WRC 07.**
- **SEPE** (Federation of Hellenic Information Technology & Communications Enterprises).
- **S.E.V.** (E.A.T. – S.E.V. Wireless Communications Committee and E.K.T. – S.E.V. Mobile Communications Committee).
- **Greek Institute of Business Ethics.**
- **Greek Network for Corporate Social Responsibility.**
- **Greek “Safer Internet” awareness node** in which COSMOTE is a member of the advisory board.

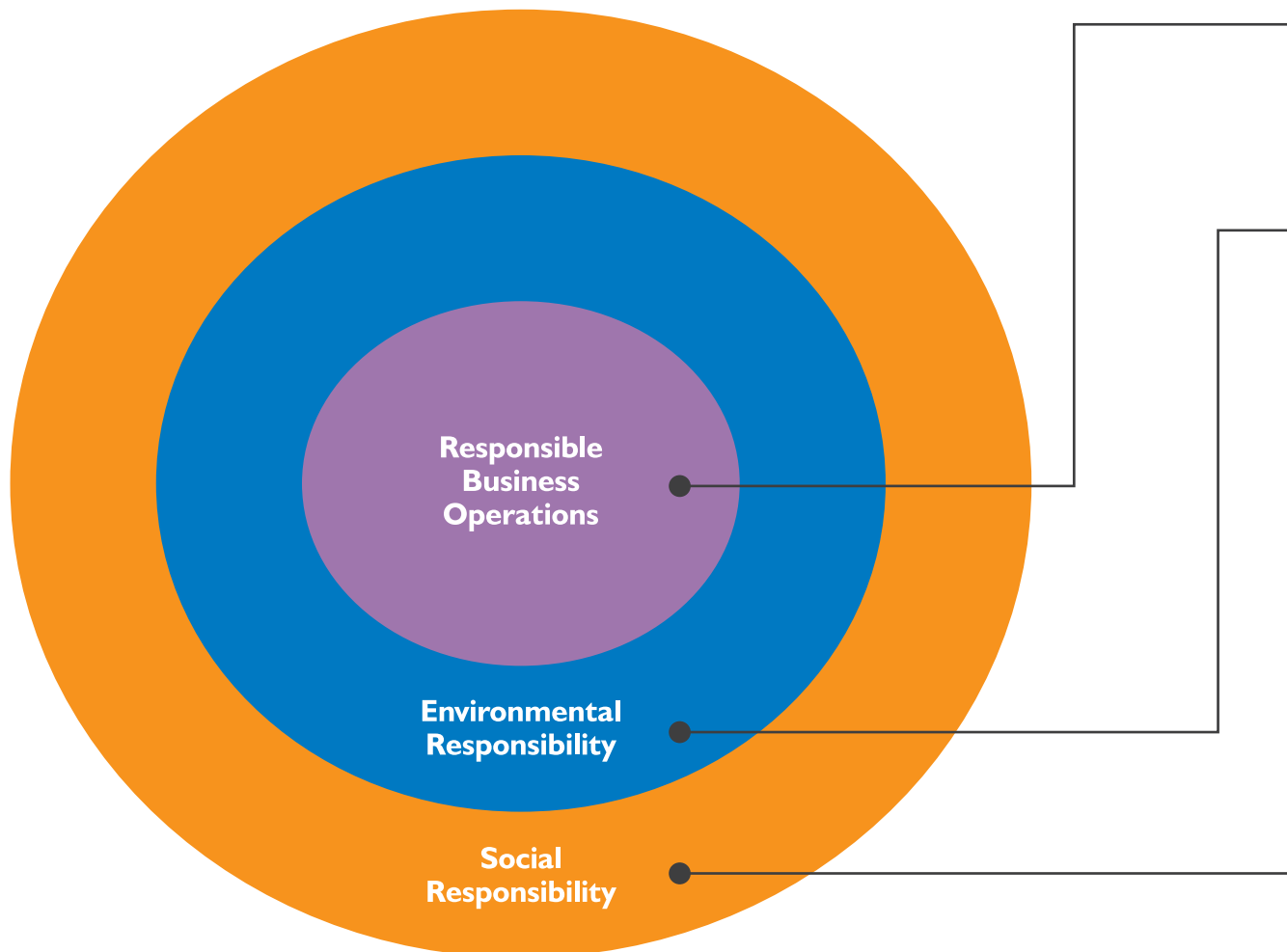


## 4. What 'Corporate Social Responsibility' means to COSMOTE

CORPORATE  
SOCIAL  
RESPONSIBILITY  
REPORT  
2007

Corporate Social Responsibility constitutes a fundamental corporate principle embracing our entire business operations and affecting both the communities in which we are active, as well as our entire viewpoint as to the social and environmental footprint left behind by our activities.

The basic axes of the COSMOTE Corporate Social Responsibility are **Responsible Business Operation**, which concerns Responsible Management, the Employees and the Development and Function of the Market, **Environmental Responsibility** and **Social Responsibility**.



## ● **Responsible Business Operations**

At COSMOTE, we believe that Responsible Business Operation creates value for the Company and constitutes a part of our corporate philosophy, as well as the way in which we operate daily, in all the countries in which we are active. An important ingredient of our Responsible Business Operation is comprised of Responsible Management, which is governed by Management policies and systems that ensure our business continuity (p. 20), a good working environment that we offer our people (p.26), and development and function of the Market that establishes us as pioneers in the public eye (p. 32).

## ● **Environmental Responsibility**













The main goal of our corporate development is to avoid creating a negative impact on the environment through our decisions and, in any case, to limit any given negative impact we have by adopting measurable evaluation indicators (p. 36).

## ● **Social Responsibility**

At COSMOTE, we apply a multidimensional Corporate Social Responsibility model, the objective of which is the Organisation's sustainable growth, in conjunction with the prosperity of all those affected by our activities, by our contribution in meeting the real needs and improving the quality of life of inhabitants of local communities (p. 44).

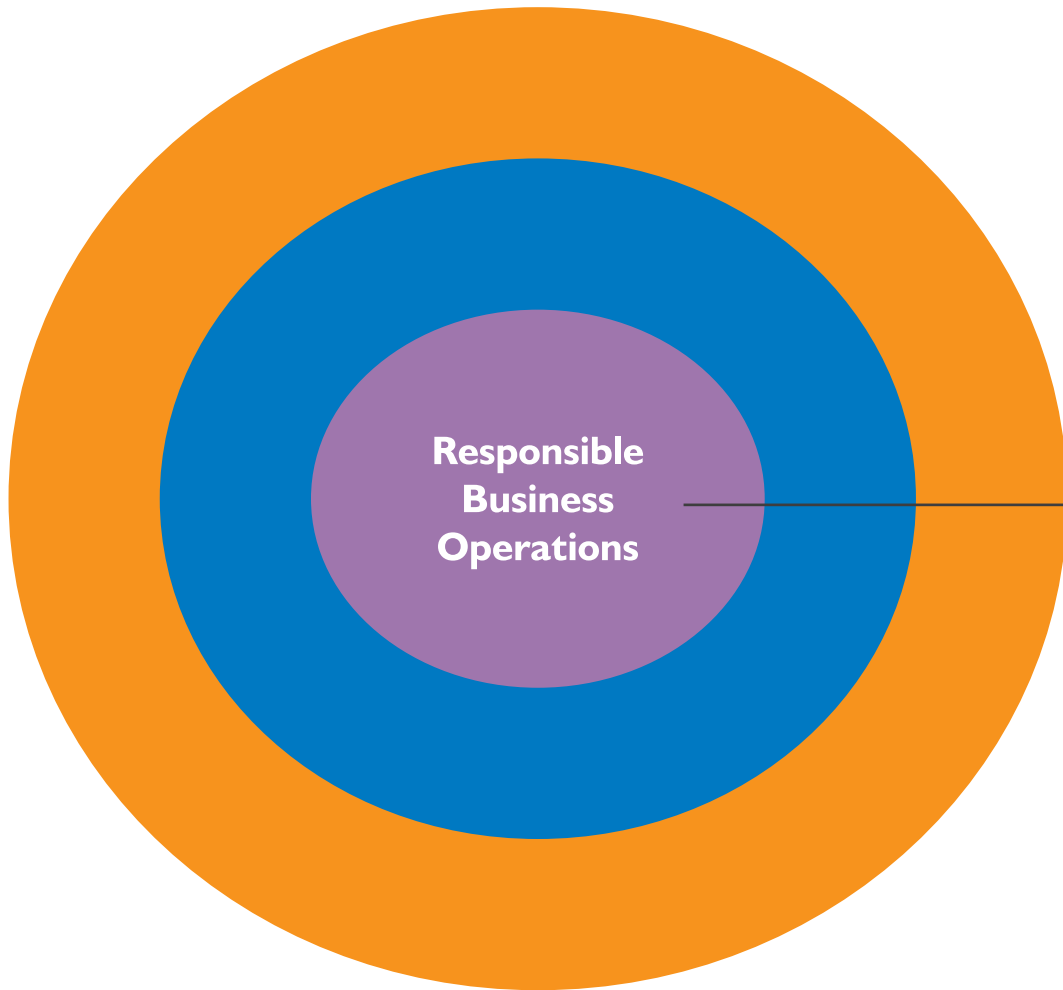
# 5. Achievements 2007 & Commitments 2008

Sections	2007 Targets	Achievements	2008 Commitments	
Responsible Business Operations	Responsible Management	Adoption of Code of Conduct  100% ☺	<ul style="list-style-type: none"> <li>Alignment with the Business Continuity Programme according to Standard BS25999 and implementation of a complete Business Continuity Management system</li> <li>Issuance of the Group's official Business Continuity Policy</li> <li>Certification of all Company activities in accordance with ISO 9001:2000</li> <li>Accession into international Corporate Responsibility networks, such as Global Compact and Global Reporting Initiative</li> </ul>	
	Employees	<ul style="list-style-type: none"> <li>Informing all employees of the Job Families Model</li> <li>Informing all employees of the results of the satisfaction survey that took place in 2006</li> </ul>	100% ☺	Designing and applying career paths 2008-2009
		Training of all Company climbers / riggers on safe climbing issues and first aid	100% ☺	Continuing training programme for all Company climbers / riggers. Reinforcing employee awareness regarding Health & Safety issues
	Development & Operation of the Market	Quality survey on student, parent and secondary education professor awareness in regard to the safe usage of the internet & mobile telephony	100% ☺	<ul style="list-style-type: none"> <li>Creation of a special informative brochure for parents about the safe use of mobile phones</li> <li>Distribution of special brochures made by <a href="http://www.safeinternet.gr">www.safeinternet.gr</a>, the Greek website for the safe use of the Internet, at the COSMOTE and GERMANOS networks of stores</li> </ul>
		Quality survey on the public's perception regarding issues relating to protection of the environment & recycling	100% ☺	Maximisation of communication aiming to inform and raise awareness of the public on recycling and environmental protection issues
		Quality survey to record the public's problems and the dominant perception concerning the issue of radiation of mobile telephone antennae	100% ☺	Conduct a systematic social stakeholder study, aiming at analyzing perceptions and demands of all the social stakeholders of the Company concerning the latter's role as a responsible social partner
		Enrichment of COSMOTE's existing parental control services: a) via WAP in the Erotic Zone and Chat categories, b) calls made to value-added numbers	100% ☺	Further enrichment of COSMOTE's existing parental control services
		<ul style="list-style-type: none"> <li>Signing of the European Memorandum (February 2007) concerning safer use of mobile phones by children and teenagers</li> <li>Undertaking the Sponsorship of the Greek node for Safer Use of the Internet, <a href="http://www.saferinternet.gr">www.saferinternet.gr</a>, aiming to strengthen its efforts of informing the public on issues regarding Safe Internet Usage</li> </ul>	100% ☺	<ul style="list-style-type: none"> <li>Undertaking initiatives to update and communicate with the public about issues on parental control products and safe use of the mobile telephone</li> <li>Undertaking initiatives to support the work of the node via distribution of their special informative brochures through the COSMOTE and GERMANOS sales networks</li> </ul>
		Improvement and modification of the Suppliers Code of Conduct	100% ☺	Commencement of the enforcement of the Suppliers Code of Conduct and its communication to the supply chain

Sections	2007 Targets	Achievements	2008 Commitments	
Environmental Responsibility	Energy Consumption	Decrease CO <sub>2</sub> emissions from oil consumption at the Base Stations by 5%	158% 	<ul style="list-style-type: none"> <li>Recording of energy, oil and power consumption, in total CO<sub>2</sub> emissions, per employee, per year</li> <li>Expansion of measurements to other Company operations, such as:               <ol style="list-style-type: none"> <li>concerning liquid fuels; heating the office buildings and the Company's vehicles,</li> <li>concerning electricity; power consumption at stores and Base Stations</li> </ol> </li> <li>Ensuring data correctness and accuracy</li> <li>Gradual decrease of CO<sub>2</sub> emissions</li> </ul>
		Decrease electrical power consumption at the offices by 5%		
	Product Packaging Materials	1,000,000 biodegradable bags are used at COSMOTE shops	100% 	<ul style="list-style-type: none"> <li>Expansion of the biodegradable bag measure to the GERMANOS retail network as well.</li> <li>Decrease in the "relevant" consumption of packaging material (paper, plastic, aluminium and wood)</li> </ul>
		Decrease in packaging material use		
	WEEE (Waste Electrical and Electronic Equipment) - Telecommunications Equipment	Recycling of 72 tons of discarded telecommunications equipment		The alternative management of 100% of the discarded amounts
	Recycling of Handsets, Batteries & Accessories	<ul style="list-style-type: none"> <li>Collection of 5 kilos per location</li> <li>Expansion of recycling programme to 417 GERMANOS retail network</li> </ul>	332% 	Collection of 10 kilos per location with the addition of the collection points at the GERMANOS retail network
	Base Station Batteries	Recycling of discarded lead acid batteries	100% 	The alternative management of 100% of the discarded batteries
	Consumption and Recycling of Paper	Decrease in Usage by 5%	520% 	By systematising the recycling process, we give a boost to better performance. The 2008 index concerns the net quantity sent for recycling, irrespective of purchases, namely 'the Quantity of paper Recycled/Employee/Year,' in order to have a proper image of the performance
		Recycling of 10% of paper purchased	890% 	
	Ink Recycling	Replenishment, re-filling & re-using 20% of purchased ink cartridges & toners	225% 	Reusing 30% of new cartridges and sending 100% of the unusable cartridges for alternative management
	Lubricants	<ul style="list-style-type: none"> <li>Installation of special collection bins at Base Stations that have 24-hour generators</li> <li>Collection for alternative management of discarded Lubricant Oils (Waste Lubricants &amp; Oils – WLO) by a certified body</li> </ul>		The alternative management of 100% of the discarded amounts
	Radiowaves	Installation of over 30 radiowave emission measuring stations	120% 	Installation of over 50 radiowave emission measuring stations

## 6. Responsible Corporate Operations

At COSMOTE, we believe that Responsible Corporate Business creates value for the Company and constitutes a part of our corporate philosophy, as well as the way in which we operate daily, in all the countries in which we are active. An important ingredient of our Responsible Business is comprised by Responsible Management, which is governed by Management policies and systems that ensure our business continuity (p. 20), a good working environment that we offer our people (p.26), and development and function of the Market that establishes us as pioneers in the public eye (p. 32).





**Responsible  
Management**

The diagram consists of three purple circles arranged vertically. A horizontal line passes through the middle circle, 'Employees'. From the left end of this line, a vertical line goes up and then a horizontal line goes right to the left side of the top circle, 'Responsible Management'. From the left end of the middle line, a vertical line goes down and then a horizontal line goes right to the left side of the bottom circle, 'Development & Operation of the Market'.

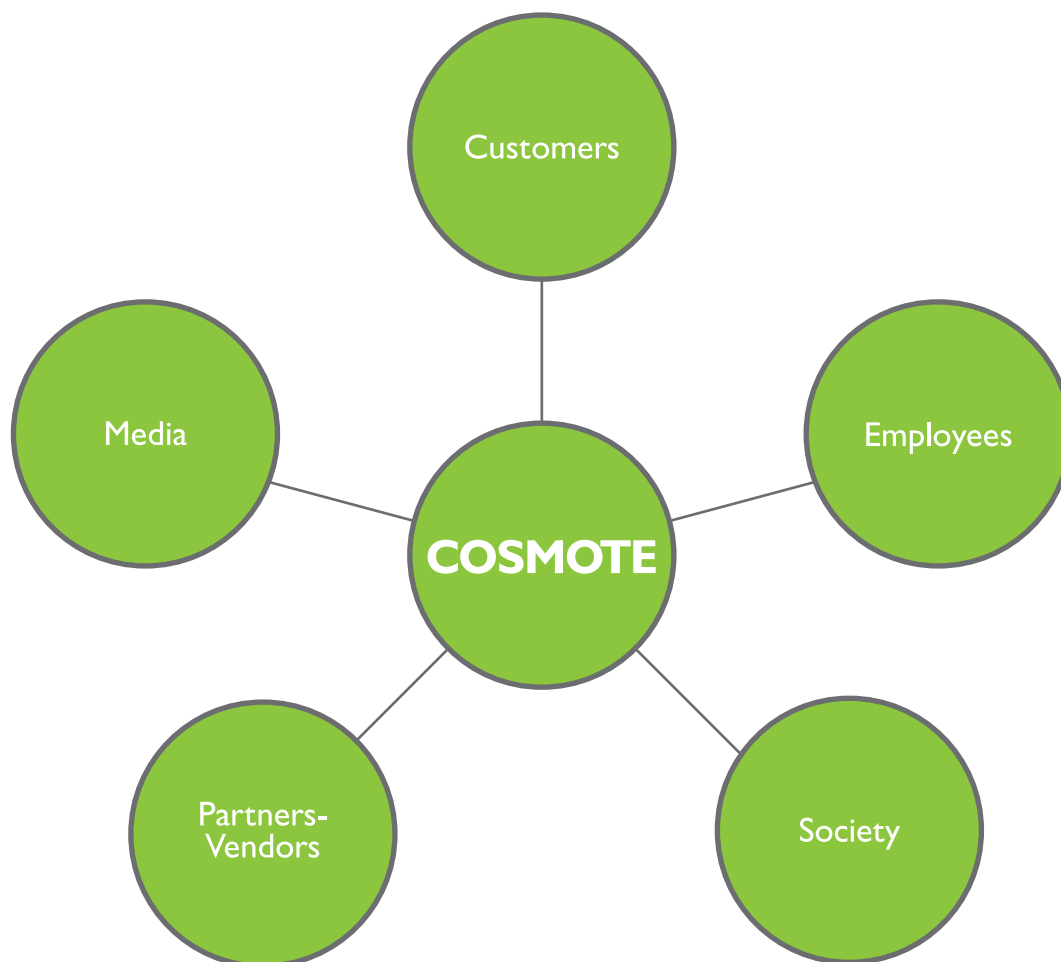
**Employees**

**Development &  
Operation  
of the Market**

## 6.1 Our Commitment to our Stakeholders

Our stakeholders, namely our employees, customers, vendors, institutions, the Media and society in general, demand not only transparency of today's companies, but also their active involvement in optimising 'social conditions,' contributing to society's sustainable development and the protection of the environment. For this reason at COSMOTE, we have committed to our social partners that we will continue to apply a multidimensional Corporate Responsibility model, with the goal of having "good business practices" and contributing to serving greater social needs.

### COSMOTE Stakeholders



<b>Customers</b>	<p><b>We aim to be the customer's first choice</b>, by cultivating a two-way and forthright relationship based on trust. We want our customers to rank us foremost in their 'hearts' and to know that we keep our promises, so we can continuously reinforce this relationship of trust, which is our aim.</p>
	<p><b>We acknowledge</b> that in order to achieve our goal, we must also offer products and services that are distinguished for their quality, innovation, and also their user friendliness and safety when used. We want our Customers to feel that we take them into consideration. We acknowledge that each customer is unique and has different needs and expectations, while his/her complete and ongoing satisfaction constitutes our primary goal.</p>
	<p><b>We are committed to listening to the customer</b> and assuring, by our behaviour, that s/he is provided with a positive experience, by means of timely, friendly, reliable and complete service at every encounter with us, whether at a shop, a call centre, or at any other place of his/her choice. In each case, our Customer's service 'passes through' our commitment to respecting his/her personality and uniqueness.</p>
<b>Employees</b>	<p><b>We respect our people.</b> Successful cooperation between management and employees requires understanding of both sides' roles and mutual respect. We cultivate an environment of understanding that promotes open dialogue, favours new ideas, and contributes to arriving at commonly acceptable solutions. We respect our people and create a work environment in which every employee knows what is expected of him/her on the job, is supported in developing his/her skills, and is treated with respect and dignity.</p>
	<p><b>We take care to ensure appropriate work conditions</b> and to comply with health and safety regulations, aiming to protect employees whilst concurrently reinforcing their knowledge and readiness on issues regarding extraordinary conditions. We condemn any behaviour that may offend an employee's personality. We reject exploitation or sexual harassment under any circumstances, while at the same time complying with the laws and codes of conduct.</p>
	<p><b>We are merit-based and impartial.</b> We base relationships with employees on the equal treatment principle, giving them the opportunity to develop according to their performance and abilities, as well as the needs of the Group. We evaluate employees in an equitable and systematic manner and we offer them guidance in achieving their goals and developing their professional skills.</p>
	<p><b>We are diligent regarding the development and training of employees.</b> We support and cultivate the development of our people's abilities and skills through constant education and training. At the same time, we systematically record and analyse employees' viewpoints regarding the work environment, in order to identify our strengths and areas needing improvement. This data, in conjunction with the Group's strategy, constitutes the basis on which we develop action plans and targeted activities for the continuous upgrading of the work environment.</p>
	<p><b>We respect diversity.</b> The diversity of the members of a society is reflected in all its individual cells, one of which is our Group. We employ the proper proportion of men and women, younger and older employees, as well as employees from different areas. We make sure that there is a harmonious integration of people with disabilities into our workforce.</p>
	<p><b>We openly and systematically communicate with our employees.</b> Systematic updating and mutual communication promote transparency and contribute to the formation of a shared outlook and common orientation, as well as to alignment in achieving common goals. The dissemination of information to all levels within the Company, at the right time and in the right manner, forms part and parcel of our culture of communication.</p>
	<p><b>We cooperate effectively and cultivate a team spirit.</b> We cooperate with and actively support the team's work. We show respect towards divergent opinions and we promote open and honest discussion in order to reach solutions. We build relationships of trust within a team spirit that goes beyond our personal interest. We rely on one another! We keep our promises and our commitments during our cooperation, proving the respect we have for one another in practice.</p>
<b>Society</b>	<p><b>We foster the social, technological and economic development of the countries in which we operate.</b> We invest in telecommunications infrastructure, generate employment opportunities and develop products and services that contribute to the development of society. Through our multifaceted social initiatives and activities we place emphasis on the following areas:</p> <ul style="list-style-type: none"> <li>• Children welfare and development</li> <li>• Accessibility for people with disabilities</li> <li>• Equal access to education and information</li> <li>• Disaster Relief</li> </ul>
<b>Partners- Vendors</b>	<p><b>We respect our partners.</b> We treat our partners and vendors in all countries in which we operate with respect and transparency. We give equal opportunities to potential vendors to acquire a professional relationship with COSMOTE, selecting them based on objective criteria. Our transactions are enacted under fair and reasonable terms.</p>
	<p><b>We expect our partners to apply best business ethics practices</b> and not merely to comply with the laws and internationally established regulations, but that they themselves also display social and environmental sensitivity.</p>
<b>Media</b>	<p><b>We encourage continuous, honest, and open discussion with all media</b> and we inform them in an equitable, responsible and transparent manner, aiming to offer timely and reliable information to the public regarding our Group's activities.</p>

## 6.2 Corporate Governance & Corporate Social Responsibility

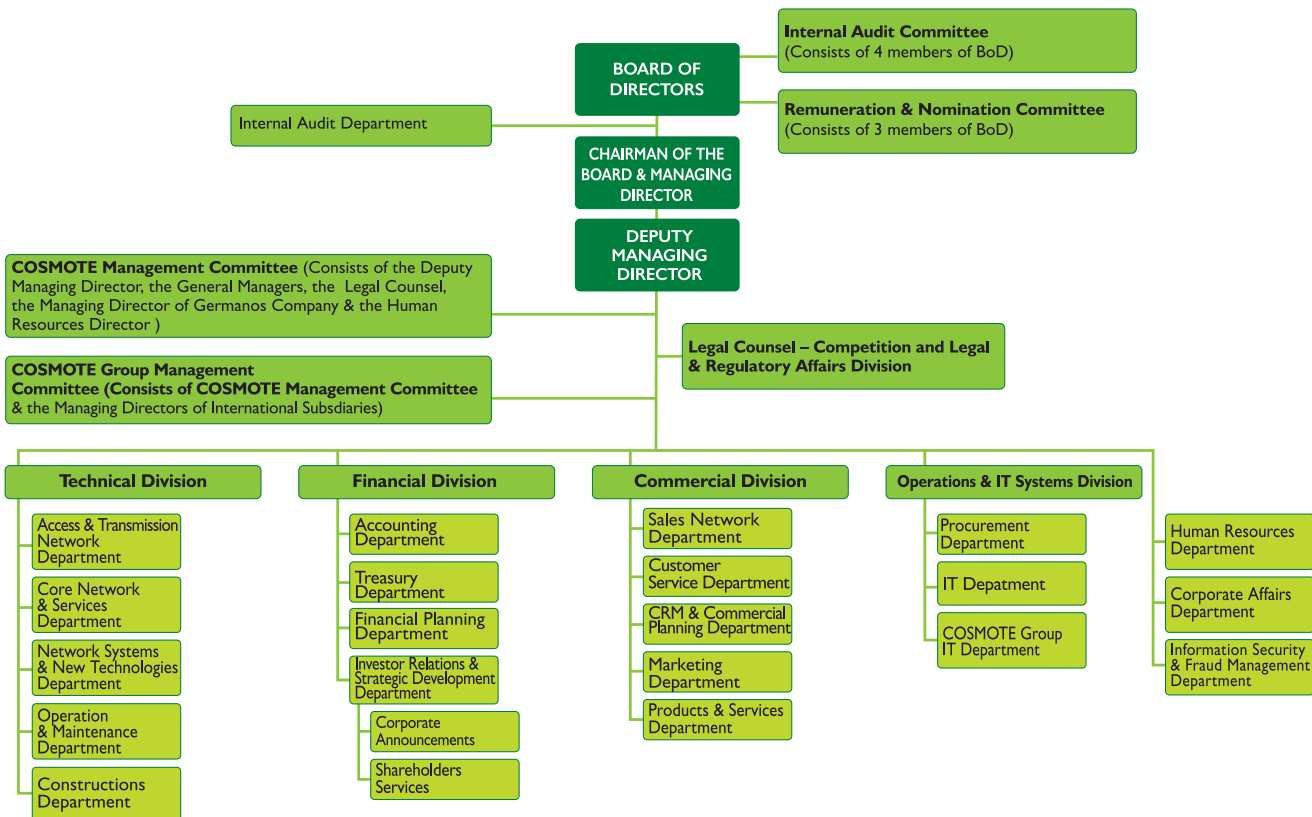
At COSMOTE, we believe that Corporate Social Responsibility generates value for the Company. This is fully in line with our corporate values, policies and governance that we adopt in our business practice. It constitutes a part of our corporate philosophy and our daily operating procedure.

Accountable business practices, spanning the entire range of our activities, have become an essential part of our Company's strategic goals and practices.

### Our Corporate Principles

- We develop our corporate activities with honesty, respect, and integrity.
- We respect the laws and we adopt principles of corporate ethics.
- We are creative and pioneering because we want to stand out.
- We cooperate effectively and we cultivate a team spirit.
- We keep our promises and we are honest.

COSMOTE's principal Managerial collective bodies, according to Codified Law 2190/20 on the constitution of S.A. Companies, are the General Assembly of Shareholders and the Board of Directors. The Board of Directors is competent to decide on any matter concerning the Company's management, the handling and distribution of its assets and the general pursuit of its scope. It is comprised of nine (9) members, who are elected by the General Assembly of shareholders. The Board of Directors is assisted and supported in its operation by Committees. The Audit Committee supports the Board of Directors in relation to Company compliance with current laws and regulations in effect, the comprehensiveness and accuracy of the financial statements that are published, the effectiveness of the Company's control mechanisms, the independence and qualifications of the Company's external auditors, as well as the Company's Internal Audit Department. The members of the Audit Committee annually conduct an evaluation of its work and they present the evaluation results to the Board of Directors. Our Company's Organisational Structure is shown in the following Figure.



## Corporate Social Responsibility and Organisational Structure

- There has been a Corporate Social Responsibility Section at COSMOTE since 2004.
- A significant initiative toward harmonising all the Company's operations with the practices and policies of Social Responsibility took place in the formation of a Corporate Social Responsibility Team at the start of 2006, with representatives from all of the Company's operating units, with the double target of:
  - a) incorporating the Corporate Social Responsibility principles in basic sections of the business and,
  - b) systematically raising awareness among employees about social and environmental issues.
- The following inter-departmental teams are operating in this same framework:
  - a) Environmental Management Committee and Team, responsible for ensuring the application of environmental policies,
  - b) Business Continuity Committee and Team, responsible for planning and implementing the Business Continuity plan,
  - c) Health and Safety Committee and Team, responsible for the application and implementation of health and safety policies and procedures in the work place.

## 6.3 Procedures to avoid conflict of interest

In order for us to ensure that our daily practice protects our Group of Companies shareholders' interests, we have adopted codes/regulations/policies that are applied by all employees, executives and members of the Board of Directors, so that we can avoid conflict of interest. In particular we have adopted:

- COSMOTE Group Code of Conduct.
- Internal Regulation Manual of the company, Internal Personnel code and the company's Collective Agreement.
- Suppliers Code of conduct.
- Countering bribery Policy.
- Corporate Gift Receiving Policy.
- Policy on handling reports and accusations on accounting or internal accounting control or auditing matters.

On our corporate website [www.cosmote.gr](http://www.cosmote.gr) and [www.cosmote.com](http://www.cosmote.com), in the Investor Relations / Corporate Governance field there is information regarding the Internal Operations Regulation, the Code of Conduct of COSMOTE Group, the Management Policy on handling reports and accusations on accounting matters or internal accounting control or auditing matters, the Countering bribery Policy and the Company's Articles of Association in force.

## Code of Conduct

At COSMOTE we acknowledge that both the ensuring of our long-term growth, as well as protecting the interests of our community stakeholder is dependent, to a large degree, on the Group's Management and employees practicing acceptable principles of corporate ethics and conduct.

The conduct of each one of us, and the manner in which we work, contributes to the formation of our corporate culture. For this reason, we adopted a Code of Conduct, which constitutes the statement of our values and principles, and determines the way in which Management and employees of the COSMOTE Group ought to behave on a daily basis, regardless of their activity.

## 6.4 Fighting Corruption

"We do not tolerate funding, corruption and bribery."

The above excerpt from the Code of Conduct summarises our philosophy regarding corruption in daily practices during the exercising of our business activities. The related policy is disclosed to each new hire and is posted on the intranet, in order to be accessible to all.

The Internal Audit Department, during its audit of activities and/or business units, proceeds with evaluating risks, taking into consideration, among others, the risk of corruption in relation to the audited activity. According to the results of the evaluation, the Internal Audit Department examines the existence and observance of audit points for the avoidancer timely detection of relevant incidents.

Furthermore, the Internal Audit Department, during its annual Sarbanes-Oxley legislation compliance audit, examines and reviews the audit points that the management has established that are relevant to the Company's operations as a whole, including, among others, policies addressing bribery and the report and accusation of related incidents by any interested party.

## 6.5 Risk Management

Risk Management for COSMOTE is directly connected to all the expressions of its activities, from the designing of new products and services, planning and construction of its infrastructures, financial management/administration, commercial strategy, security of information, infrastructures and premises, to environmental management of its activities, the health and safety of its employees' work and its business continuity. For this reason, all the organisational units, according to their mission, acknowledge and evaluate possible risks and develop strategies to prevent, decrease or accept the incumbent risks, in order to fully achieve Management's strategic goals.

The above framework is monitored regarding its application and reviewed by Company management, as well as by the Audit Committee and the Internal Audit Department through its reports.

## 6.6 Business Continuity

COSMOTE, as a leading Greek company in the Telecommunications sector, must maintain consistency in development and ensure the uninterrupted provision of quality telecommunications services in accordance with the requirements and expectations of the stakeholders and it must be able to manage unforeseen incidents and emergency conditions.

In 2007, the COSMOTE business continuity system focused on the following:

- Upgrade of the Company's response capability to unforeseen events
- Improvement of existing business continuity plans
- Development of a business continuity corporate culture in the Organisation
- Alignment of the programme with the universal recognised good practices of companies in the sector.

Business continuity tools are used in order to implement the abovementioned, in cooperation with expert consultants of the global market. This includes a new implementation approach, in accordance with Standard BS25999, as well as the conducting of informational and training seminars, in order to ensure that all COSMOTE employees will have the proper level of understanding of their roles and responsibilities regarding the business continuity programme.

Our goals for 2008, among others, include the following:

- Alignment of the business continuity programme with Standard BS25999
- Realisation of an integrated system for business continuity management
- Issuance of COSMOTE Group's official Business Continuity Policy
- Targeted training, testing and personnel information programmes.

## 6.7 Management Systems

At COSMOTE we have developed Management Systems that have been certified by accredited organisations and which help us manage our business operation in a systematic manner.

Our systematic three-fold approach is **QUALITY-ENVIRONMENT-SAFETY & HEALTH.**

- **ISO 9001:2000:** After only three years from commencing our business operation, we received ISO 9001:94 certification in Customer Service and Management of suppliers/partners sectors, thus ensuring two of our most valuable assets. Our customers and our shareholders. Subsequently, our effort to continuously improve led us to certification of all the activities of our technical divisions, adding subjects like planning, implementation, operation and maintenance of our telecommunications network, as well as operation and maintenance of our services' systems, to the application field of our certification. Subsequently, the above activities were certified anew in accordance with ISO 9001:2000, which is in force until 2009. The above certifications were conducted by the Hellenic Organisation for Standardisation (ELOT) (Certification no. 02.23.01/343.22).
- **ISO 14001:2004:** Our sensitivity toward the environment was confirmed by the certification of our entire operation in accordance with ISO 14001:2004 by the international Certification Organisation TUV Hellas / TUV NORD.
- **OHSAS 18001:1999:** Our constant commitment, which is that the Company's most valuable asset is its Human Resources, was proven with the certification of the Health and Safety System in the Workplace from the Certification Organisation TUV Hellas / TUV NORD (Certification no. 44 116 060700).





## 6.8

### Assessment of our Business Performance on the Environment and Climate Change

We have begun, since the start of 2007, to monitor the evaluation indicators of each parameter that impacts the formation of our environmental footprint. This effort began at COSMOTE in Greece, only to be subsequently developed by our subsidiaries.

The Management's decision to follow the GRI evaluation indicators regarding our environmental impact, as well as the assignment of an executive in charge of environmental issues to our Company's Corporate Social Responsibility section, shows Management's commitment to limit our environmental impact. Detailed data regarding the impact of our activities on the environment can be seen on page 36.

## 6.9

### Assessment of our Business Performance on Corporate Social Responsibility

We follow research conducted by independent bodies regarding public perception of COSMOTE's profile, as a responsible social partner in the countries in which it is active. In particular:

- In 2007, based on the "Social Barometer A.S.B.I.," COSMOTE was recorded as the third most socially responsible company in the Greek market and as first in the telecommunications sector
- In the context of the "accountability Rating" concept, which was applied for the first time in Greece in 2007, COSMOTE was in 6th place in the Corporate Responsibility category
- With the purpose of dialogue and continuous contact with our stakeholders, as well as continuous monitoring of the critical matters that concern them, we conduct a series of specialised research concerning both the general public perception on critical socio-environmental issues as well as how they expect companies to act.

During 2007, we conducted the following research, aiming to take the public's opinions under consideration, while formulating programmes concerning the environment and informing parents about mobile telephony and the safe use of our services. In particular, we implemented:

- Quality survey on the public's perception regarding issues relating to protection of the environment & recycling
- Quality survey on student, parent and secondary education professor awareness in regard to the safe usage of the Internet & mobile telephony

## 6.10 Recognition & Rewards

In 2007, we received many distinctions in regard to our contribution to developing Corporate Social Responsibility, the conscientious and consistent application of long-term programmes, as well as undertaking of innovative initiatives of Social Responsibility.

- We were awarded the "Public Award" for the pioneering research programme SmartEyes for people with impaired vision at the "European Marketplace on Corporate Social Responsibility" Exhibition<sup>1</sup>, which was held in Brussels in November 2007. SmartEyes was selected by the internationally known body "European Network of Corporate Social Responsibility<sup>2</sup>," to be presented as one of the Corporate Social Responsibility best practices among 90 practices being developed by companies and multinational organisations from every corner of Europe
- We received two distinctions at the Corporate Social Achievement Awards, organised by the Hellenic Advertisers Association (HAA). Specifically, we were awarded with Excellence for the "Institution of Love - New Years Day SMS" initiative, in the "Continuous Contribution" category and "COSMOTE and Culture" in the "Culture" category
- We received significant distinctions during the presentation of the CEO & CSR Awards in the framework of the conference organised by CHRIMA magazine called "CEO & CSR 2007: Corporate Social Responsibility in Corporate Strategy." We were honoured with the 2nd prize in the "Best Corporate Social Responsibility Manager" and 3rd prize in the "Best Corporate Social Responsibility Review" and "Best Corporate Social Responsibility Presence on the Internet."

1. This is a new, innovative form of exchanging best Corporate Social Responsibility practices and experiences between European businesses, which takes place annually in Brussels aiming to inform both the international business community and the public about the importance and necessity of undertaking actions of Corporate Social Responsibility.

2. CSR Europe, the European Corporate Social Responsibility Network, is a pan-European network, which promotes the meaning of Corporate Social Responsibility by activating National Networks throughout Europe.



The pioneering research programme SmartEyes is awarded in Brussels



Awarding of the Excellence in Social Contribution Award from the Hellenic Advertisers Association



Scene from the awarding of a prize at the "CEO & CSR 2007: Corporate Social Responsibility and Corporate Strategy" conference

## 6.11 Useful Statistical Data regarding Employees in Greece

At COSMOTE Group we foster, together with our employees, a new corporate culture, attracting the best-qualified work force in the countries in which we operate and providing them with the best possible working conditions and career prospects. The successful management of the continuous business challenges we face is based on our human resources. In the context of developing our employees' personality and skill sets, whilst concurrently achieving our strategic goals, we uphold:

- Policies and systems that promote equal opportunities and effectiveness at work
- Competitive salaries and benefits
- Development of professional skills

The adoption of policies that respect human rights, the development of equal opportunity among employees, regardless of gender, the avoidance of discrimination, ensuring equality before the law in the development of our human resources, as well as having the ability to have freedom to unionise, is the basic framework for the creation of a healthy developmental platform of policies concerning the COSMOTE Group's personnel in all the countries in which we are active. This policy framework is what demonstrates our Responsible Business Operation.

### Direct Employment of Men-Women per Country

Employee Gender	2007
<b>COSMOTE – Greece</b>	
Women	53.00%
Men	47.00%
<b>COSMOTE – Romania</b>	
Women	46.70%
Men	53.30%
<b>GLOBUL – Bulgaria</b>	
Women	53.00%
Men	47.00%
<b>AMC – ALBANIA</b>	
Women	55.50%
Men	44.50%
<b>COSMOFON-FYROM</b>	
Women	50.00%
Men	50.00%
<b>GERMANOS Group</b>	
Women	55.10%
Men	44.90%

### Direct Employment per Country

Employee Number	2007
COSMOTE – Greece	2,220
COSMOTE – Romania	1,008
GLOBUL – Bulgaria	1,226
AMC – ALBANIA	516
COSMOFON – FYROM	357
GERMANOS Group	3,081
<b>Total</b>	<b>8,408</b>

### Number of Employees Trained per Country

Employee Number	2007
COSMOTE – Greece	1,737
COSMOTE – Romania	477
GLOBUL – Bulgaria	1,143
AMC – ALBANIA	295
COSMOFON – FYROM	226
GERMANOS Group	3,182
<b>Total</b>	<b>7,060</b>

Source: COSMOTE Data



In 2007, we hired another 128 employees at COSMOTE Greece, at different levels and positions, with the total number of employees reaching 2,220, of whom 53% were women and 47% were men, with an average age of 35 years.

### Percentage of Employees Working in the Greek Periphery

Areas	Personnel	Percentage
Thessalonica	157	7.14%
Patra	39	1.77%
Crete	33	1.50%
Ioannina	7	0.32%
Kavala	6	0.27%
Larissa	7	0.32%
Volos	7	0.32%
<b>Total</b>	<b>256</b>	<b>11.64%</b>

Source: COSMOTE Data

## 6.12 Evaluation System

At COSMOTE, we give great importance on the development of our employees. With the goal of establishing a consistent system for promotion and management skills development, we implemented, in 2007, 19 employee Development Centres, in which 48 candidates are participating for promotion or movement to different roles with enhanced duties.

Furthermore, according to the employee development procedure, the Human Resources Department evaluates the positions that may be announced and covered internally. In this procedure, which includes a series of interviews or even participation in the employee Development Centres, employees who fulfil the prerequisites may participate. In 2007, 231 persons were transferred internally, who developed skills and gained further experience in this manner.

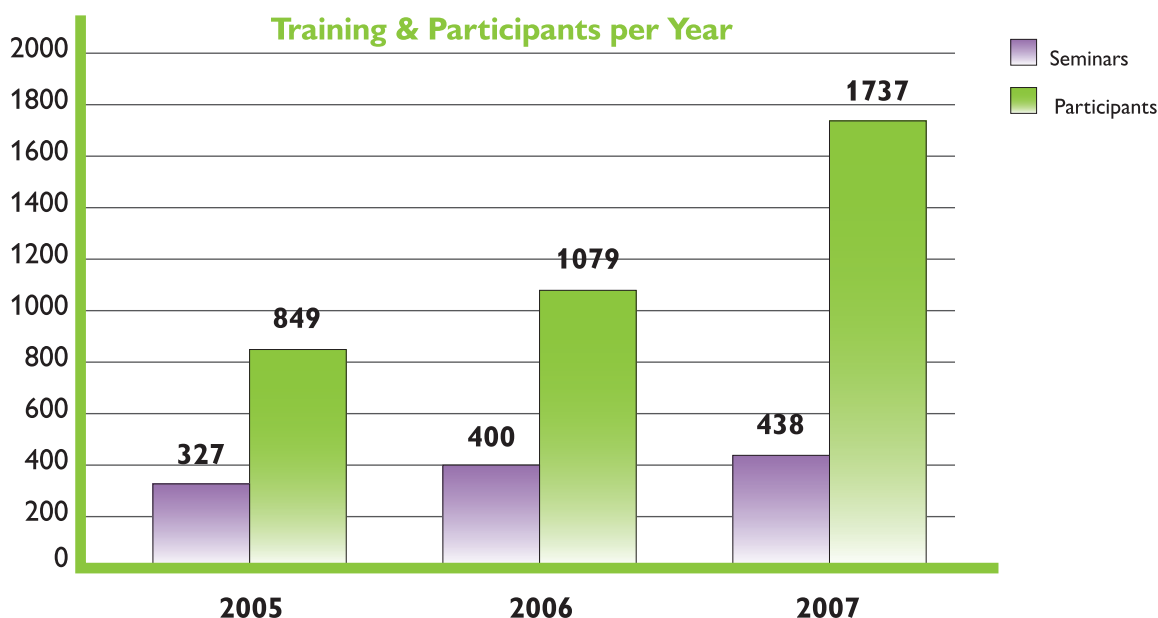
The contribution of the Performance Evaluation system is significant to employee development. An effective management of the employees' performance arises from this system, the existing strong points and points that need development are determined, while the actions that need to occur are recorded for further professional development. Employee performance is rewarded through the performance evaluation system, as it is connected to the 'bonus' system.

Our goal for the next time period is to design career paths that will systematically ensure the employees' targeted development.

## 6.13 Education – Training

In the context of employee development and simultaneous achievement of our strategic goals, we designed and implemented a wide range of specialised training programmes, with subject matters that concern technology, our products and services, skill development, human resource management, and customer service.

It is worth noting that in 2007, there were 438 training programmes, over 58,000 man-hours devoted to training, with approximately EUR 1,756,000 spent.



Source: COSMOTE Data

## 6.14 Additional Benefits

We act responsibly by offering our employees a complete salary package and other non-mandated benefits, such as:

- Private group medicinal-insurance care for all employees and their dependent family members.
- Private group life insurance plan for all employees.
- Private retirement plan, through which we contribute and reinforce the ability for each employee to have savings.
- Provision of a corporate mobile telephone toward all employees and preferential charges via special inexpensive plans.
- Provision of discounts for corporate mobile telephone equipment upgrades per regular time intervals, the amount of which is differentiated according to the employee's level.
- Subsidy for the cost of using a day care station of their choice. In 2007, the amount of the subsidy was increased to 8.3%.
- Application of favourable policies for working mothers, aiming at better balancing their professional life with their personal life.
- Flexible schedule regarding daily arrival at work for all employees (except those who work in shifts).
- Provision of added leave days, in case there is a special need.
- Incentive programmes for the recognition and reward of the best work teams (participation percentage is approximately 7.6% of the total work force).
- Incentive programmes for specific promotional activities we are implementing (participation percentage is approximately 7.6% of the total work force).
- Organisation of sports activities (indoor 5X5 soccer championship, indoor basketball championship, indoor tennis tournament, indoor beach volleyball tournament) and other events, with the purpose of reinforcing teamwork and employee participation in athletic activities.



Internal COSMOTE Employee Basketball Championship



Internal Tennis Championship Final

- Provision of gift-cheques during the Christmas and Easter holidays. In 2007, the amount per gift-cheque was increased by 20%.
- Provision of discounts on Company products at COSMOTE owned stores.
- Special partnerships with companies aiming to provide preferential treatment of employees at the services and products level.
- On 8 June 2007, we made the COSMOTE EUROBANK VISA available, creating a competitive reward programme for our customers and, mainly ensuring a series of new but upgraded benefits that apply to our Company's employees as well. A significant new benefit is the opportunity to have a permanent discount on a mobile telephone bill.

## 6.15 Job Families Model

In the framework of completing the Job Families model, throughout the year:

- Analysis was conducted regarding the understanding of the content of COSMOTE's distinct employment positions at all levels of the Organisation.
- The mapping of roles, based on their gravity and contribution to COSMOTE's operation, was completed and the correlation between them was confirmed, which included upper management participation.

A reconciliation of position to employee took place, according to the role they currently play in the Company's organisation.

- Detailed presentations took place, aiming to inform employees of the content and progress of the project, which covered 100% of the employees. In particular, 8 one-day presentations were held for middle management and 70 4-hour presentations for all employees.

## 6.16 Employee's Satisfaction Survey

During the May-June period in 2007, the results of the Employee Satisfaction survey, which was conducted in 2006, was presented to all COSMOTE employees:

The main conclusion of the survey was that 70% of our employees feel proud to be working at COSMOTE.

Specifically, according to the survey findings, the following action plan was developed:

- Planning and application of a horizontal and vertical employee development system, via the application of Career Paths (Job Families Application Model).
- Reinforcing the high performance culture.
- Application of a new evaluation system, regular updates and guidance of employees by their supervisor.
- Communication, updating and alignment with company goals
- Limitation of unnecessary bureaucracy and simplification of procedures.
- Emphasis on cooperation and synergies between units.

## 6.17 Health & Safety at Work

With the guiding principle of providing a safe work environment to our employees at all times, we give great significance to monitoring the indicators and the causes that create accidents, both in the work environment and beyond.

In relation to 2006, the total number of accidents increased from 25 to 31, but the number of work-related accidents that occurred at the work place decreased from 11 to 7, as did absentee days due to work-related accidents at the work place, from 115 to 40.

Analysis of Work-Related Accidents	2006	2007
Number of Employees	2,197	2,220
Number of Work-Related Accidents	25	31
Employee % involved in a work-related accident	1.14%	1.42%
Accidents away from the work place (traffic & falling on the street)	14	24
Absentee days due to accidents away from the work place (traffic & falling on the street)	208	310
Accidents at the work place	11	7
Absentee days due to accidents at the work place	115	40

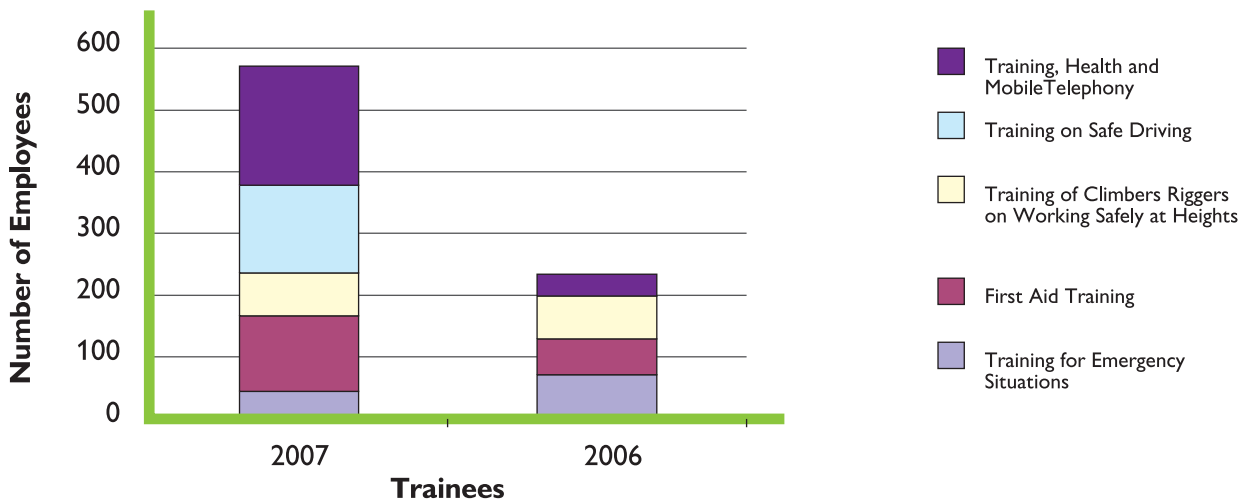
Source: COSMOTE Data

77.42% of accidents occurred outside the COSMOTE work place and were traffic related, tripping on the way to or leaving work.

In every case in which the accident occurred on the Company premises, an investigation of the work-related accident was conducted and the corresponding recommendations/suggestions were given, according to the Company's "Accident-Incident Report" procedure.

## 6.18 Training on Health & Safety at Work

It should be noted that in 2007, more than 3,900 man-hours were dedicated to training on work-related safety and health issues and with a cost of approximately EUR 64,100.



Source: COSMOTE Data

## 6.19 Internal Communication

Since 2005, the operation of an internal employee communication system was established with the ultimate goal being the reinforcement of corporate culture and the formation of a communication and information code for employees.

In order to achieve this goal, we use various means of communication:

- the Company Intranet
- the quarterly magazine "Ston COSMO mas" [In our World]



The quarterly magazine "Ston COSMO mas" [In our World]

- special bulletin boards on every floor of our Company's offices
- personalised e-mails regarding Company issues and more
- Web2sms, text messages to every employee's company mobile telephone

In 2007, we distributed the brochure with the 2006 Corporate Social Responsibility report to all employees, aiming to have them become partners in the responsible corporate operation practices that our Company applies. By giving great significance to the development of a common perception and our employees' active participation in the Corporate Social Responsibility programme, extensive updates are given to new hires, while update tactics have been established towards all employees, via printed and electronic material.

We adopt the same information policy toward our employees on more specialised matters, such as the Company's environmental policy and mobile telephony operating principles.

An example of this is found in the successful communication of the environmental management system applied by COSMOTE, with active participation by the employees in the programmes concerning their everyday lives, such as decreasing the consumption of water and electricity, but also recycling paper, ink cartridges, mobile telephone devices and accessories, and batteries.

In 2007, we completed 90% of the implementation of the information programme to all employees by a specialised team, regarding the operating principles of mobile telephony, and health and safety in the use of mobile telephones.



## 6.20 Internal Volunteerism

With the goal of raising awareness and, subsequently, mobilising our employees, we are developing various volunteer programmes in which they are invited to participate. One initiative that has been taking place since 2005 is “**The Family of COSMOTE helps the Families of Greece**” action, in which employees are asked to contribute clothing, toys, books and food items, which are donated to non-profit institutions. In 2007, we collected 304 crates of toys, school material, but mainly clothing items. All the toys, books and school items were donated to families of fire victims from the Peloponnesian fires through the Red Cross, while all the clothing and essential items were donated to the Homeless Welcome Centre of the Municipality of Athens.

In 2007, we realised one more activity on account of COSMOTE's support of the 25th Athens Classic Marathon. 83 employees voluntarily participated in the Marathon run and the 5 and 10 km Races; they took place because the nature of this participation was for a charitable purpose. For each kilometre ran by an employee, COSMOTE would offer 5 Euro to the Athletics Sports Association for the Blind. It is noted that employee participation in the 2007 Marathon run witnessed an increase of 69.5%.



Participation of COSMOTE employees in the 25th Athens Classic Marathon for charitable purposes

During Christmas 2007 and with the opportunity of the COSMOTE Children's celebrations in Athens and Thessalonica, we invited the employees' children to give their own message of love and hope to the children who are in real need, by bringing gifts and toys for the families of the [the Friends of the Child] association. The employees responded with a distinct enthusiasm to this invitation, and they were able to collect more than 200 gifts, which were given to the society's day care by a group of the same employees.

Immediately following the destructive fires of August 2007, the employees were mobilised and 3 teams of volunteers visited 6 prefectures in the burnt down areas on Peloponnesus and Evia, distributing 8,000 SIM cards and 100 mobile devices.

## Volunteer Activities of our Subsidiary Companies

### AMC - ALBANIA

- In the context of global blood-drive initiatives, AMC employees participated in this campaign for the second time.
- Furthermore, in the context of World AIDS Day, the AMC personnel collected a significant monetary amount, aiming to contribute to the medical care of children who suffer from this disease.

### GLOBUL - BULGARIA

56% of the GLOBUL employees participated in a campaign for contributions in support of educating orphan children in the city of Asenovgrad.

### COSMOTE - ROMANIA

On Christmas Eve, COSMOTE Romania employees gave over 50 boxes of clothing, toys and books to children from the Social Welfare Centre “Sfanta Maria” in Bucharest, spreading moments of joy to over 100 kids.

### COSMOFON - FYROM

In 2007, the employees at COSMOFON participated in a blood-drive campaign “Give Blood – Think of Humanity,” which the Company co-organised with the Red Cross of Skopje. By this action, which took place for the second consecutive year, COSMOFON employees proved their responsible position toward society and their fellow man.



The COSMOTE Romania employees supported the Social Welfare Centre “Sfanta Maria”

We at COSMOTE, acknowledge the responsibility that corresponds to us for a responsible development of the Market and of those conditions that will allow all the levels of the public, which our services address or are influenced by, to be completely informed.

Given that mobile telephone usage is continuously expanding, we have adopted a range of activities that contribute to our responsibility toward the operation of the Market.

6.21

## Providing responsible information on the operation of Mobile Telephony, Base Stations and proper use of the mobile phone

The important benefits enjoyed by all citizens on a daily basis through the use of their mobile phones constitute the main contributing factor to the strong penetration of mobile telephony in our lives.

True to our philosophy that all citizens should be responsibly informed on issues regarding their everyday life –in order to strengthen the public's sense of security– we have designed and implemented a comprehensive program for the systematic and responsible information of the public, regarding Base Stations and the proper use of mobile phones. We continued implementing the public information campaign with consistency into 2007, as we had in 2006. This campaign is based on four primary axes/pillars:

- Supporting the Programme of electromagnetic fields of continuous measurements – 'Pedion24'
- Responsible and systematic provision of information to the public
- Immediate response to request for information and non-stop dialogue with local communities
- Continuous provision of informations to employees

In particular:

- Participation in the Programme for the Continuous Measurements of Electromagnetic Radiation 'Pedion24' ([www.pedion24.gr](http://www.pedion24.gr))

The continuous Measurements Programme 'Pedion24' has been developed by the Mobile Radiocommunications Laboratory of the National Technical University of Athens and the Radio Communication Laboratory of the Aristotle University of Thessalonica, with the support of COSMOTE. Our participation in the programme concerned the provision of the necessary equipment for the programme: state-of-the-art measurement stations, fitted with the appropriate electrical field measurement sensors, as well as instruments that are certified and fully conform to European specifications and scientific standards. Recently, the University of the Aegean joined the programme, with the purpose of unremittingly recording electromagnetic radiation levels in most regions in Greece and providing this information to all citizens. Following the completion of the first pilot period in late 2005, the programme launched into full operation in 2006, offering uninterrupted information on the measured electromagnetic fields on a 24-hour basis. Its operation continued into 2007, covering most of the country's regions. The system consists of:

- stations measuring the levels of electromagnetic fields, which are installed in different areas,
- the operation centre that is located at the Mobile Radio communications Laboratory of the National Technical University of Athens and the Radio communications Laboratory of the Aristotle University of Thessalonica.

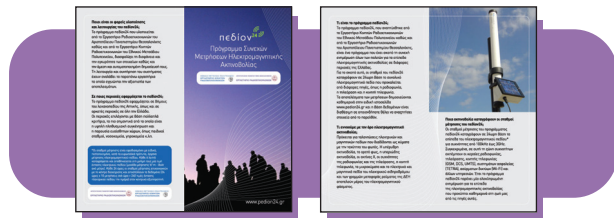
The measurement station measures the entire spectrum of the electromagnetic field that is generated from different sources, such as radio, television and mobile telephony, on a 24-hour basis. Every 24 hours the measurements stations communicate with the operations centre and send the data to the main server, where they are stored in a database. Subsequently, the data are made automatically available on the programme's website, at [www.pedion24.gr](http://www.pedion24.gr), where any stakeholder can be informed on the results of each measuring station. Furthermore, each year we make sure to increase the measuring stations, aiming at providing information to our fellow citizens on even more regions of the country. To the 21 stations already installed, we added another 36, exceeding our initial target of 30 new stations within 2007. Their total (57) covers the prefectures of Attica, Thessalonica, Rodopi, Arta, Lefkada, Corinth, Hania, Rethimno, Iraklio, Cyclades and Magnesia. The target for 2008 is to install over 50 new measurement stations.

### • Informing our fellow citizens

At COSMOTE, we believe that the need for responsible information is tantamount with the need for existence of appropriate means and channels of communicating information. Our goal is to allow all Greek citizens to gain access to responsible information, so we continuously try to promote ways through which the citizen, either during his/her daily routine or in context with a specific action, will come into contact with information resources concerning the use of mobile phones and antennas. To that end:

**A.** We produce **publications**, with all the relevant up-to-date and scientifically documented information.

- In 2007, we issued the leaflet ‘Pedion24 – Programme for the Measurement of Electromagnetic Radiation’ which describes the operation of the programme. The document was distributed to our commercial network throughout Greece.



Informational leaflet ‘Pedion24 – Programme for the Measurement of Electromagnetic Radiation’

- We continued the promotion of existing leaflets, which we enriched with updated content: in 2007 we sent over 25,000 leaflets entitled ‘Questions and Answers regarding mobile telephony’ to our retail network throughout Greece.

**B.** We undertook initiatives for the systematic education of teenagers and youths by implementing **special training programmes** for high-school students as well as University – Vocational College students, during which they were given a tour of our Company’s facilities. The tour included:

- Briefing from our scientific personnel (radio physicists), on issues of electromagnetic radiation from base stations and mobile phones. In that framework, an on-the-spot measurement of electromagnetic field is carried out with a spectrum analyser.
- Briefing from company engineers on subjects such as technology, career orientation, as well as company operation.
- Presentation of the network’s architecture and the Control Centre’s work.
- Briefing on Base Station technology, 2G and 3G networks, microwave links, etc. (Testbed).

In 2007, we were visited by more than 600 school and university students (Athens & Thessalonica), who attended the above training programme. Our target for 2008 is to be visited by even more young people coming from all over Greece.

**C.** In the area especially designed for Mobile Telephony, which was created at **OTE’s Telecommunications Museum**, visitors had the opportunity to be informed through interactive and creative ways on base stations and their operation.



Educational programme for students at the COSMOTE premises

Beginning in 2006 and into 2007, several schools and thousands of students visited OTE’s Telecommunications Museum and were educated on these subjects. The same is expected to happen in 2008.

In 2008, the information sector will be strengthened at the online level, by including a **special information section on our webpage** on electromagnetic fields issues.

- **We are in continuous dialogue with the local communities.** Our efforts, aiming at the provision of dependable and accountable information to the public, are not limited to our planned activities. During 2007, we intensified our contacts with the competent authorities and representatives of local communities throughout Greece, fully responding to the invitations we received for dialogue, information and support of viewpoints. At the same time, we strengthened the Company’s competent information team with more members, so that it can successfully respond to the multiple calls for information in each region where public interest is generated. Therefore, we visited more than 50 regions throughout Greece, where we exchanged opinions with citizens & Local Government Officials.

• **We systematically inform our employees**

Our employees must be the first to know how mobile telephony works. Therefore:

- we organised more than 30 conferences for our employees, in which over 2,000 people participated and during which we provided responsible and scientifically documented information on the operation of mobile telephony,
- we send out a monthly electronic newsletter, which addresses all our employees, and contains all recent international developments in the scientific, political and social sector on the subject of mobile telephony. Furthermore, we intend to expand the information programme to our subsidiaries in Greece and abroad.



Updating COSMOTE employees



## 6.22 Accountable Management of our Services

The use of mobile telephony is continuously expanding into younger age groups, a fact that requires continuously informing and raising parents' awareness. Parents must be informed on the services offered by mobile phones, such as access to many services (voice calls, SMS, sending and receiving pictures and video, access to the Internet), so that they can be in a position to reach an informed decision on the mobile telephone use that they may or may not allow their children to have.

In this context, as responsible social partners, we acknowledge the rapid development of new technologies and interactive media, such as the Internet and mobile telephony and, with the conviction that prevention and proper information may ensure the correct use of these media, have developed a series of services, actions and initiatives:

### Parental Control Services

We have developed a series of useful Parental Control Services through which parents are able to monitor their children's access to services that are exclusively addressed to adults.

- i-mode categories a) Erotic and b) Chat & Date are only intended for adult users who agree to the terms of use of these services (including a statement that the user is an adult). In each situation, the parents are able to block access to this content, either through the service itself, by selecting the relevant command, or by calling Customer Service at 1212 or 1313. Note: once blocking is activated, it is applied to both categories (Erotic and Chat) simultaneously.
- **In COSMOTE My View**, the categories Erotic Zone and Chat under the 'Entertainment' menu are also only addressed to adult users who agree to the terms of use of these services. In each case, parents have the ability to block access to this content. In the case of Erotic Zone, this can be done either through the service itself, by selecting the relevant command, or by calling Customer Service at 1212 or 1313. Regarding Chat, limited access can only be activated by calling Customer Service.
- Parents, if they so wish, may monitor calls their children make to telephone numbers providing value-added services. In particular, we offer our subscribers our call block feature free of charge towards value-added voice services that are offered by calling ten-digit numbers beginning with 901 and 909 (exclusively for adults).

Specifically, the subscriber may call the COSMOTE Customer Service Department at 1212, 1313, or 1200 and may request all calls to numbers beginning with 901 and 909 to be blocked.

- We have developed a 'Bad Words list' system, which is applied to COSMOTE's Chat service via WAP/SMS, restricting the ability to use certain inappropriate words in a Chat Room and maintaining the right to deny Chat use to individuals who violate basic rules of good behaviour.

## 6.23 Self-Regulating Initiatives relating to Responsible Service Content Management

- In cooperation with all the other mobile operators in Greece, we actively contributed to the formation of a "Common Code of Ethics for value added services provided through mobile telephony and the protection of minors." The purpose of this self-regulating procedure by the mobile telephony sector is for minors to benefit from a common level of protection, as already applied in other European countries.
- We actively participated in the consultation held in Brussels, under the auspices of the European Commission, for the drafting of a European Memorandum regarding the safer use of mobile phones by children and adolescents. COSMOTE was the first Greek company to sign the Memorandum in February 2007, among 15 other European mobile operators and content providers. The Memorandum includes proposals that aim at safer use of mobile telephony services by minors and discusses issues such as access control mechanisms, awareness and education, categorisation of commercial content, addressing the issue of illegal content in products and services in mobile telephony and/or the Internet.
- We cooperate with the Greek Safe Internet Node ([www.saferinternet.gr](http://www.saferinternet.gr)). At COSMOTE, we support the work of the 'Greek Website for Safe Internet use,' [www.saferinternet.gr](http://www.saferinternet.gr), in the capacity of a sponsor, loyal to our philosophy of working together with valid International and National Organisations, as well as participating in initiatives that focus on Social Responsibility issues. It is a partnership whose goal is to strengthen the systematic informative campaign of the body concerning the safe navigation by children on the internet, not only through financial support, but also by promoting the specialized information of issues on safe use of technology and the internet to our customer – subscribers.



## 6.24

## Responsible Marketing Practices

From the beginning of our operation, we have adopted a simple, clear way of communication with our customers. Specifically in issues involving pricing and charges, we aspire to communicate with clarity and transparency, and to provide the necessary information each time so that our customers may have the best possible and most complete information. During 2007, the following packages were created, such as:

- **Usage Update Service**

This service is offered automatically and free of charge to post-paid subscribers with free talk time. It provides information on the printed and electronic bill regarding the usage of the rate plan free talk-time of the pricing plan. Through this service, all customers have immediate and constant access to monthly updates regarding their usage, while having the following capabilities:

- **Rollover of not used talk-time.** We offer the capability to all commercially available post-paid rate plans (C60-C1000 & COSMOTE Unlimited 1, 2 & 3), to transfer their free talk time, which they did not consume, to the next billing month.

- **Upgrade of the credit extension service.** With the upgraded credit extension service, subscribers running out of credit, are able to extend their balance by calling a 4-digit number

- **Pre-paid Customer Balance Update.** With every successful recharge attempt (by card or at any POS), subscriber receives an SMS that informs him/her about his/her new balance.

- **Development of Roaming services.**

Through a series of measures we took, such as expanding and extending our Roaming agreements with coverage in 170 countries, with clear and affordable charges for data and a decrease in prices of incoming and outgoing calls, we contributed to the improvement of the quality of our offered services.

## 6.25

## Protection of Personal Information

In order to ensure the confidentiality of personal data and communication content, we have safety and procedure policies, as well as strict control mechanisms, in accordance with internationally acknowledged standards. Both the Company's mechanisms as well as its specialised staff, under the coordination of the Information Security Division, ensure the security of all of our customers' conversations.

## 6.26

## Customer Management

For us, the customer and our response to his/her needs remain our basic priorities. As a sign of our commitment, we are in the process of creating and completing a large project, such as the Company's Customer Relationship Management (CRM) system.

The philosophy of flexibility and customer-centrism that we have adopted have substantially contributed to the efficiency of the complaint handling procedures, both written and verbal. On a monthly basis, we handle about 800 written customer

suggestions-complaints and 600 e-mails in time periods less than 2 working days for complaints and 2 working hours for e-mails.

Even though customer complaints, on a monthly basis, do not surpass 1% of total contacts with our subscriber base, the importance we give to the process of handling them is great. Given that complaints constitute a significant source of information for detecting possible weaknesses in our activities, as well as through the customers' preferences and expectations. At COSMOTE we translate every expression of discontent or remark into a suggestion for improvement, aiming at their full utilisation.

## 6.27

## Supply Chain Management

Aiming to continuously improve the quality of our services and ensuring the application and dissemination of our Corporate Social Responsibility principles, we have introduced related criteria to our Suppliers selection policy, acknowledging that:

- a) our social performance may be affected by our Suppliers' performance,
- b) it is our responsibility to set social and environmental standards,
- c) it is our responsibility to foster dialogue and when necessary, educate our partners regarding the Social Responsibility practices we follow.

Consequently, we all participate in the effort to apply principles concerning sectors such as Health and Safety and Environmental Management throughout the Supply Chain.

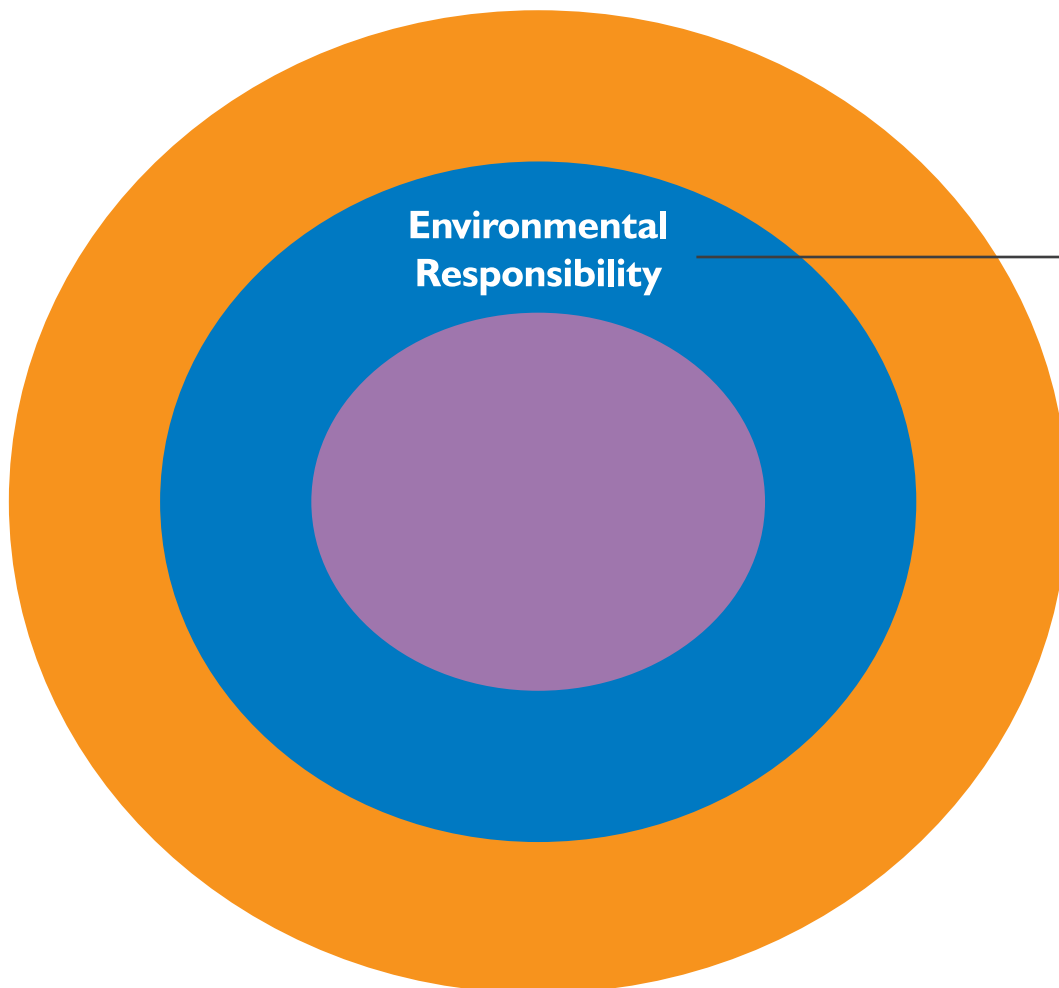
During 2007, we developed the **Suppliers Code of Conduct**. Once its corporate adoption procedure has been completed, we anticipate that it will be respected and adhered to by all our partners. The compliance of our partners to the Code will constitute a criterion in the procedure of their selection and evaluation by COSMOTE.

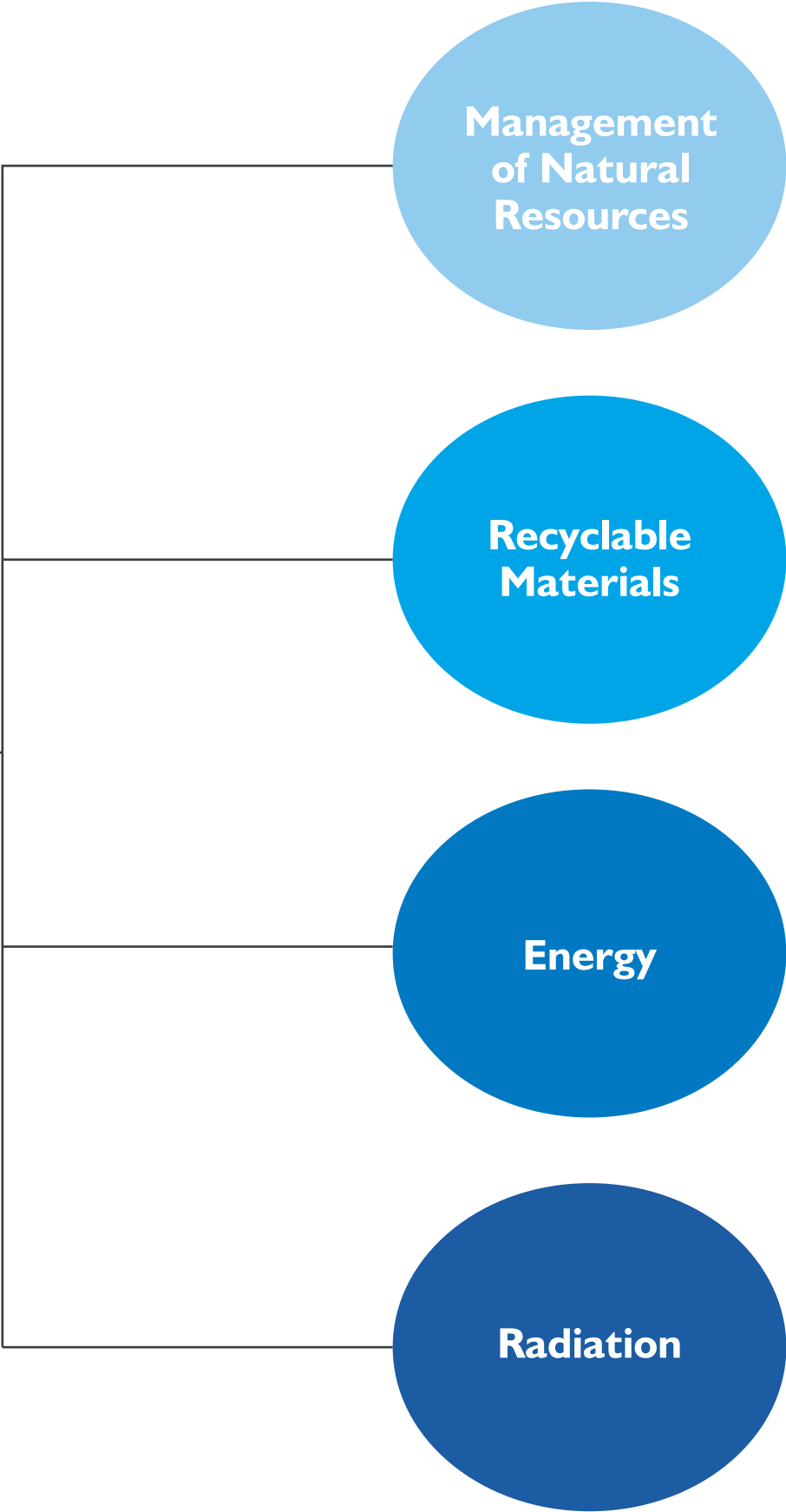
The **Suppliers Code of Conduct** did not circulate within 2007, because the process of internal consultation aiming at its acceptance by all organisational units involved, had not yet been completed. It is expected to be completed within 2008.

## 7. Environmental Responsibility

Due to our main business objective, we are included in the companies that have a small impact on the environment. Despite that, our activities, products and services are analysed, so that their interaction with the environment is identified and they are prioritised by using valid and scientifically supported methods, according to their importance.

All the COSMOTE Group companies will systematically work for the next 2 years to limit their environmental footprint.





# 7. Environmental Responsibility

Our commitment, for the protection of the environment is expressed in our environmental policy and becomes practical through the development of the Environmental Management System, in accordance with ISO 14001/2004, which governs our activity.

In the context of said Environmental Management System, we periodically evaluate our environmental impact, taking into consideration the activities, the products and services that directly or indirectly have an impact on the environment.

At the same time, we receive messages from all interested parties, such as the local community, the shareholders, the suppliers, the employees. In this way we ensure the adequacy and effectiveness of the Environmental Management System, as well as the continuous improvement of our environmental performance.

## 7.1 Data Analysis / Results

We analysed all our activities, our products and services regarding their impact on the environment and we attempted to improve our environmental impact by determining indicators, setting goals and taking financially viable measures. The results were certainly encouraging.

The most important achievement was the joint commitment of all employees to the common goal: our people are especially conscientious and mobilised in matters of environmental protection, and willingly respond to each challenge given by the Company and society regarding actions leading in this direction.

## 7.2 Power Consumption - Petroleum Consumption at Base Stations

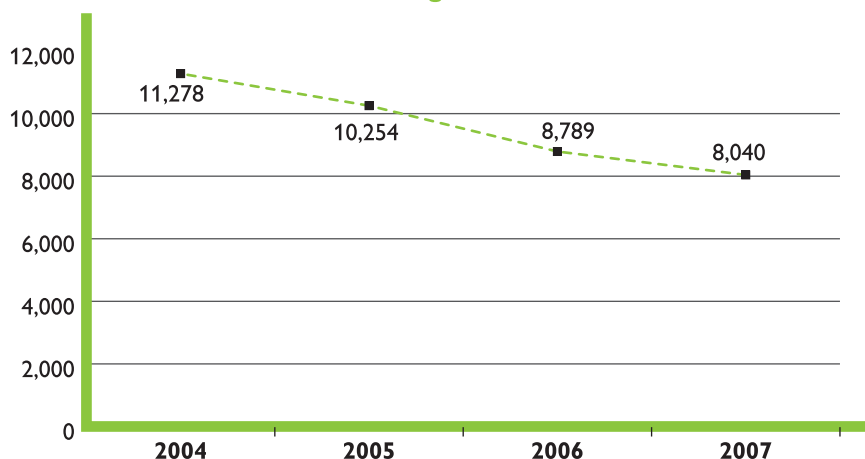
In order to unfailingly provide our services to all over Greece, we have installed Base Stations in remote areas where power supply via the Public Power Corporation (PPC) grid is difficult or impossible. There we use generators that operate 24 hours a day.

The decrease in energy consumption we achieved was 8.52%, which came from decreasing the 24-hour generator use, but also from using photovoltaic energy in 37 Base Stations to date.

In the middle of 2007, we began a systematic measurement of exhaust emissions at 160 generators that operated 24 hours/day, aiming to ensure that they were working properly.

We continued to install free cooling air-conditioning systems, aiming to conserve energy. During 2007, we installed 109 systems, increasing the total number to 1,255.

Gas Emissions from the burning of oil at Base Stations, in CO<sub>2</sub> tons



Decrease in oil consumption corresponded to a decrease in CO<sub>2</sub> emissions by 8.52%

## 7.3

# Power Consumption - Electricity Consumption at Office Premises

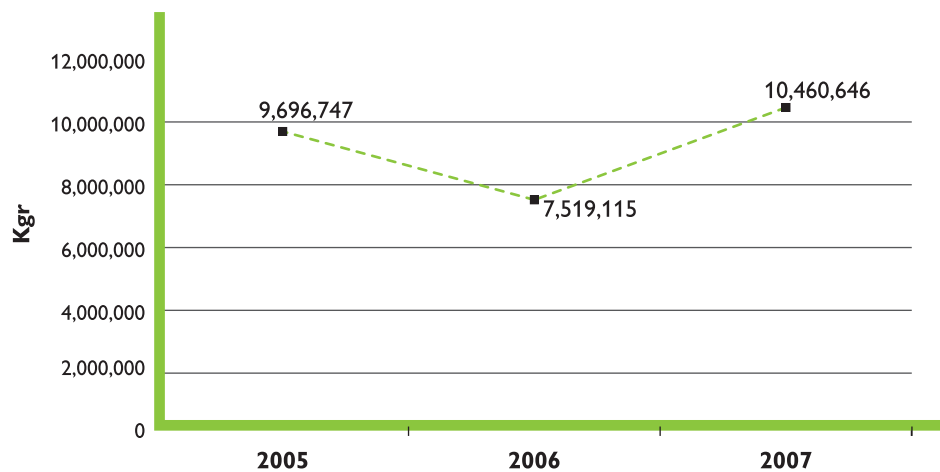
The Company's high growth rate, in all sectors, resulted in the increase of employed personnel, thus more office space, with the respective impact of an increase in electrical power consumption.

As we are fully aware of the consequences caused by power consumption on the environment, we are continuously conducting measurements and taking measures, in order to improve both the efficiency of the air-conditioners, as well as the efficiency of the lighting units, the two basic power consuming factors in the offices. Since 2006, we became a member of the European

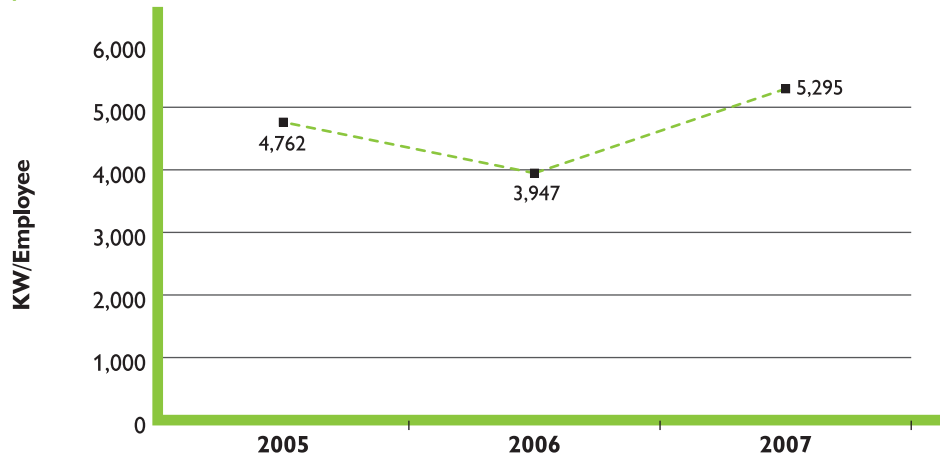
1. The addition of an office building (former Metamorphosis warehouses) and the transfer of personnel from a building that was not taken into account, as the building was shared with another company.
2. The extremely hot summer of 2007, which led to an increase in the usage of air-conditioning.
3. A possible lack of data collection, mainly in 2006, which is evident by the fluctuations in the last three years.

Since 2008, power consumption will be entirely expressed in CO<sub>2</sub> emissions, per employee, per year. The goal is the gradual decrease of CO<sub>2</sub> emissions.

**CO<sub>2</sub> emissions from Electricity Consumption at Offices Premises (44A, 44C Kifissias Avenue, 95-97 Kifissias Avenue, Acharnon, Evosmos, Metamorphosis)**



**Electricity Consumption at Offices Premises (44A, 44C Kifissias Avenue, 95-97 Kifissias Avenue, Acharnon, Evosmos, Metamorphosis)**



Greenbuilding programme, applying pilot measures in order to decrease power consumption in one of our largest buildings, in Athens, on Acharnon street. By investing in technology, we applied control methods and installed new lighting units, aiming to decrease power consumption. Although the target for 2007 was to decrease electricity consumption by 5%, there was an increase of 29.6%. This is mainly due to:

In this context, an expansion of measurements to other Company operations will take place, such as: **a)** concerning liquid fuels; heating of the office buildings and the Company's vehicles, **b)** concerning electricity; power consumption at shops and Base Stations.

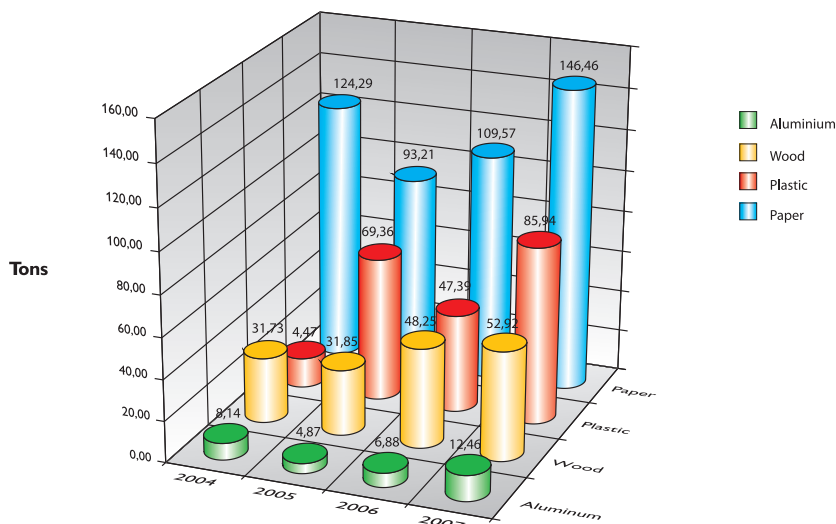
The correctness and accuracy of the data will be ensured.

# 7. Environmental Responsibility

## 7.4 Product Packaging Materials

During 2007, there was no decrease achieved in consumption of packaging materials due to the large increase by 43.13% of the packaging units, as a result of the corresponding increase in our customer base. Certainly, since February 2007, we invested in 1,000,000 environmentally friendly biodegradable shopping bags, replacing the old packaging bags, for use in all our shops on an annual basis. The goal for 2008 is to expand the measure to the Germanos Retail Network.

Variations in packaging material consumption

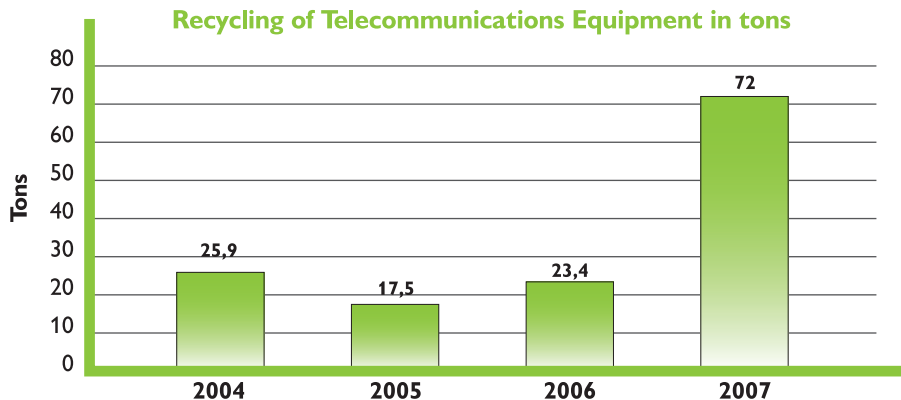


## 7.5 WEEE Telecommunications Equipment

COSMOTE is the first mobile operator in Greece that, in responding to the requirements stipulated under relevant legislation (PD 117/2004), entered into an agreement with Appliances Recycling S.A., the sole Collective System for the Management of Waste Electrical and Electronic Equipment. (WEEE)

In the framework of the relevant Environmental Programme of the Environmental Management System, we send the entire amount of telecommunication equipment that we withdraw to recycling. Our ongoing target is the alternative management of 100% of the above amounts that are withdrawn.

Recycling of Telecommunications Equipment in tons





## 7.6 Recycling of Handsets, Batteries & Accessories

In 2007, we extended the recycling programme, which we have been successfully implementing since 2005, thus also establishing, apart from our exclusive shops, the 417 GERMANOS Retail Network throughout Greece, as collection points for handsets, batteries and ink cartridges, with significant results. Our target for 2007 was to collect 5 kg of handsets and accessories per collection point and we collected 16.6 kg. In 2007, a total of 1,326 kg were collected at our buildings, exclusive COSMOTE shops and, in the last quarter of 2007, in GERMANOS Retail Network throughout Greece, as a result of the awareness and mobilisation of both COSMOTE employees and the public. The target for 2008 is to collect 10 kg of waste per collection point.

Finally, with full knowledge of our share of the responsibility for the protection of the environment, we undertake an active role in informing and raising public awareness through information campaigns specifically targeting the subject of recycling and benefiting from mass communication and publicity.



Olympic Champion and COSMOTE Social Responsibility Ambassador, Pyrros Dimas, using a recycling bin



The players of Panathinaikos F.C. participating in the recycling programme



The logo of the programme

# 7. Environmental Responsibility

## 7.7 Base Station Batteries

In order to unfailingly provide to our customers services, we have equipped our Base Stations with a cluster of batteries, which are activated when power failures occur.

When the batteries' life cycle has been exceeded, they are collected by specialised crews and transported to certified facilities, in order to be safely recycled.

In 2007, 45.6 tons of these were sent to recycling. Our target for 2007 was the alternative management of 100% of the withdrawn batteries, which was achieved, resulting in 45 tons of lead-acid batteries sent to recycling. In regard to 2008, the target remains the same.

## 7.9 Paper Consumption and Recycling

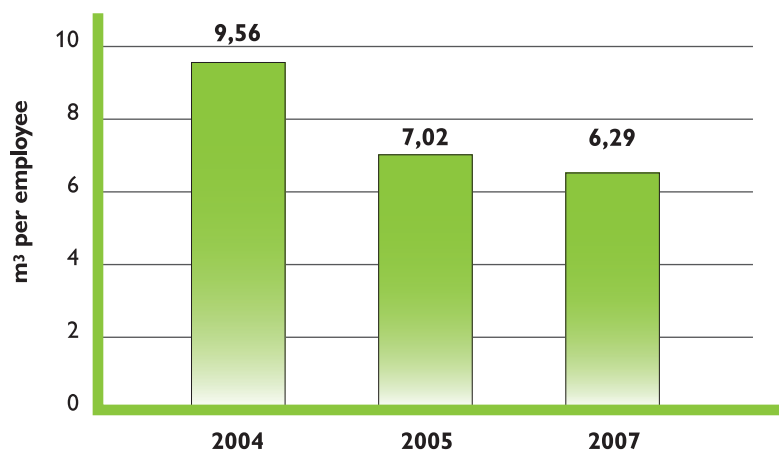
Paper recycling is a practice, which has been applied by COSMOTE for several years, and its employees are familiar with the process. By systematising the recycling process, we give a boost to better performance.

The effort for reasonable use of natural resources also concerns the reduction of paper consumption and paper recycling. The effort to raise awareness among our employees was combined with the option of printing and photocopying on both sides.

The targets for 2007 were:

1. reduce photocopying paper consumption by 5%,
2. recycle 10% of purchased photocopying paper.

Water consumption at the Company's offices



## 7.8 Water Consumption

Water consumption is a factor that is not related to our production activity and, as such, the scope of its use is confined to the needs of hygiene and the cleaning of offices spaces and stores. All employees are trying to gradually reduce water consumption. The water consumption in 2007 amounted to **6.29m³/employee**, (14,423 m³) while in 2005 it was at **7.02m³/employee** (15,862 m³).

It should be noted that data from 2006 was not accurate, because they were not systematically filed and monitored as they have been since then.

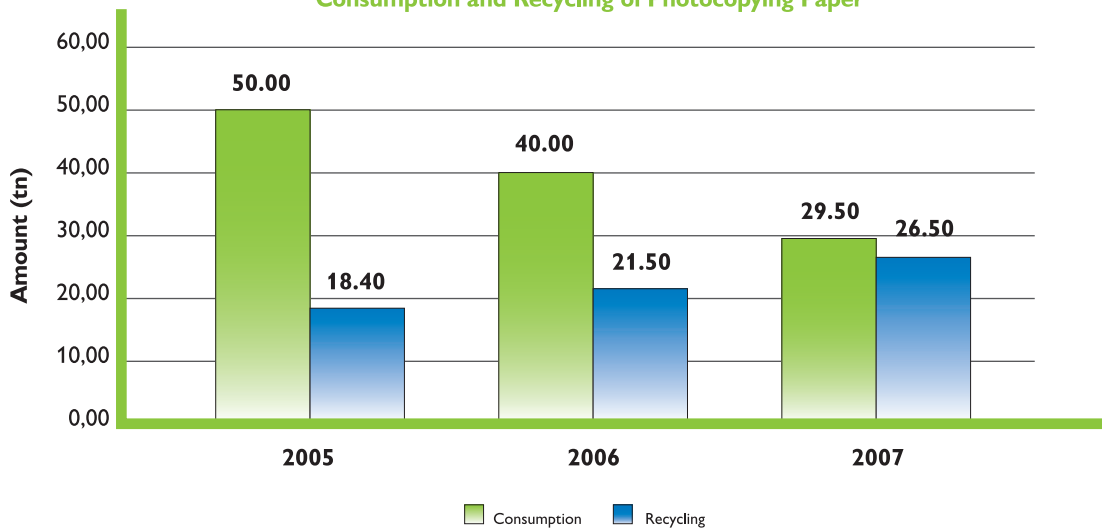
The target for 2008 is to monitor and reduce consumption by 1%.

The results were encouraging. Considering that in 2007 we achieved a 26% reduction in consumption, this percentage may actually be less, due to the use of quantities purchased in 2006. Surely it definitely shows a declining trend.

Regarding recycling, 26.5 tons were recycled in total, which accounts for 89.8% of the quantity of paper that was purchased (29.5 tons).

For a more accurate depiction of the performance in 2008, the index concerns the net quantity sent for recycling, irrespective of purchases, namely 'the Quantity of paper Recycled/Employee/Year'. The target is to increase the amount of paper sent for recycling by 10%.

## Consumption and Recycling of Photocopying Paper



### 7.10 Ink and tonner cartridges

From the first years of operation, we have adopted a policy for managing printer ink cartridges and photocopier toner cartridges.

The target for 2007 is to reuse 20% of purchased ink and toner cartridges.

Thanks to the systematic approach to this issue, in 2007 we managed to reuse 45% of ink and toner cartridges. The unusable cartridges were sent for alternative management.

For 2008, the target is to reuse 30% of new cartridges and send 100% of the unusable cartridges for alternative management.

### 7.11 Lubricants

Of significant ecological importance is the prevention of discarding part of the lubricants used at Base Station constant-operation generators into the environment.

The target for 2007 was the alternative management of 100% of WLOs (Waste Lubricants and Oils) generated from the maintenance of the Power Generators of the Base Stations, which was achieved by means of the following actions:

We invested in the installation of special collection bins at every Base Station with a generator operating on a 24-hour basis. A total of 609 special bins had been installed by the end of 2007, while 3,618 litres of WLOs were collected for alternative management. At the same time, we collaborate with a certified body that collects and sends the entire quantity of lubricants excreted during generator maintenance for recycling.

Aside from the special lubricant collection bins, we have placed the same number of bins for collecting consumables from generator maintenance (filters, belts etc.), which are sent for alternative management.

### 7.12 Radiowaves

The continuous updates to the public regarding the Base Station's radio wave transmission levels, constitute one of our major duties. For this reason, we continuously monitor the intensity levels of our base station electromagnetic fields.

In 2007, 80 surveys were conducted. These sample measurements were carried out by specialised radiophysicists that use absolutely reliable and certified, by an independent laboratory, equipment. Furthermore, approximately 20 measurements were carried out by independent bodies (Universities, Greek Atomic Energy Committee).

At the same time with the sampling measurements, the electromagnetic field is constantly monitored by permanent measuring stations, whereas the results are available to the public.

At COSMOTE, we monitor the installation and operation of permanent measuring stations from the National Technical University of Athens. These stations are installed in 'sensitive' locations throughout the country. These areas are considered the ones close to schools and densely populated areas. In 2007, 36 additional stations were installed, bringing the total number to 57.

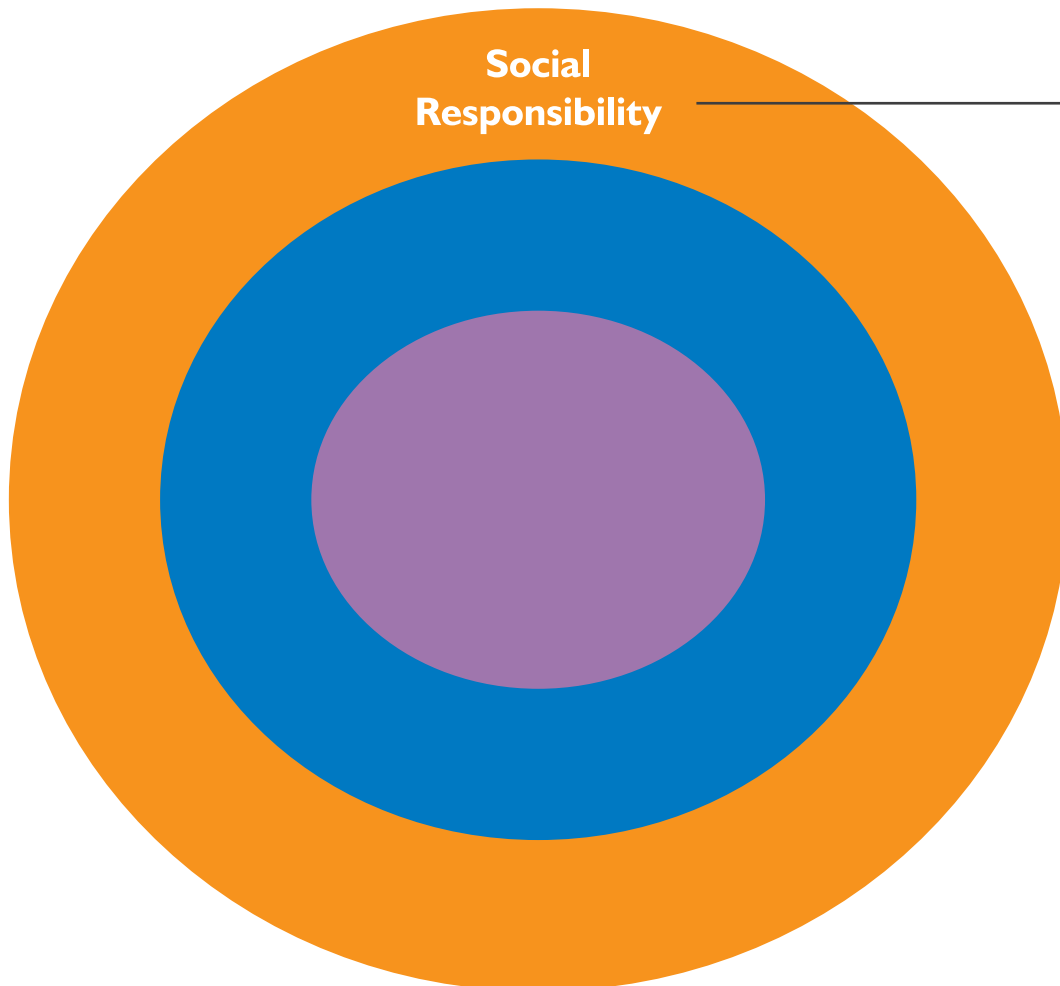
The target for 2008 is to install over 50 stations.

Our objective is to continuously and uninterruptedly inform the public on the levels of the electromagnetic field from on base stations, as well as other sources such as: radio and TV broadcasting antennas. The measurement data are at the public's disposal through the website [www.pedion24.gr](http://www.pedion24.gr).

## 8. Social Responsibility

At COSMOTE, we apply the Corporate Social Responsibility model, aiming at a sustainable development, in conjunction with the prosperity of all those affected by our activities, by meeting the real needs and improving the quality of life of inhabitants of local communities in which we operate.

We have developed several activities, supporting our commitments towards society for making a contribution to all those in need, as well as the provision of support towards the creation of future active citizens.



**Children Welfare  
and Development**

**Accessibility for  
People with  
Disabilities**

**Equal Access to  
Education  
and Information**

**Disaster Relief**

# 8. Social Responsibility

## 8.1

### Footprint of Social Impact

Sections	Programme	Countries	
Social Responsibility	Children Welfare and Development	<ul style="list-style-type: none"> <li>Ergometric Programme 'Ela ston Athlitismo' (Join us in Sports)</li> <li>Institution of Love 'New Year's Day SMS'</li> <li>Plays for children hospitalised in clinics and institutions</li> <li>Preventive Medicine campaigns for remote regions</li> <li>Strengthen social initiatives for children</li> </ul>	COSMOTE - Greece
		<ul style="list-style-type: none"> <li>Voluntary Programme for the support of Orphanages and Homes for the Elderly</li> <li>Implementation of New Year's celebration festivities</li> </ul>	AMC - Albania
		<ul style="list-style-type: none"> <li>Programme 'Listen to the Children's Dreams' which aims at the social integration of orphans and children with disabilities through art</li> <li>'GLOBUL START' National School Sports Olympics aiming at fostering a culture of sport and promoting physical activity</li> </ul>	GLOBUL - Bulgaria
		<ul style="list-style-type: none"> <li>Support informational campaign against drugs for youth</li> <li>Support the treatment of an infant suffering from a severe disease. Setting-up a phone-line for the collection of donations</li> </ul>	COSMOTE - Romania
		<ul style="list-style-type: none"> <li>Strengthen the SOS children's villages – Celebration of International Mother's Day</li> <li>Creation of playgrounds in Skopje and Gostivar</li> <li>Balkan First Aid competition for children</li> </ul>	COSMOFON - FYROM
		<ul style="list-style-type: none"> <li>Provision of support to children's organisations and NGO's</li> </ul>	GERMANOS Group
	Accessibility for People with Disabilities	<ul style="list-style-type: none"> <li>Development of mobile telephony services for equal access and social integration of People with Disabilities</li> <li>Main Sponsor for the 'SmartEyes' programme for people with impaired vision</li> <li>Development of the multilingual 'Sign2Talk' programme that converts sign language input into voice and vice versa</li> <li>Provision of support to programmes organised by institutions that support people with disabilities</li> </ul>	COSMOTE - Greece
		<ul style="list-style-type: none"> <li>Support to the Institute for Blind Students through the provision of technological equipment</li> </ul>	AMC - Albania
		<ul style="list-style-type: none"> <li>Support to the 'LOUIS BRAILLE' National Library for people with impaired vision</li> </ul>	GLOBUL - Bulgaria
		<ul style="list-style-type: none"> <li>Cooperation with the National Association for the Deaf and the provision of 3 million free SMS to its members in celebration of COSMOTE reaching 3 million subscribers</li> <li>Provision of support to programmes of the National Association for the Deaf</li> </ul>	COSMOTE - Romania
	<ul style="list-style-type: none"> <li>"MAGICAL CARAVAN' New Year Celebration for children with Disabilities</li> <li>Provision of support to Foundations for People with Disabilities</li> <li>Provision of support to the humanitarian campaign aimed at improving living conditions at Elderly Homes</li> <li>Restoration of the building facilities of the 'Demir Hisar' National Psychiatric Hospital</li> </ul>	COSMOFON - FYROM	



Sections	Programme	Countries	
Social Responsibility	Equal Access for Education and Information	<ul style="list-style-type: none"> <li>Scholarship programme for Greece, aimed at youth from 11 prefectures in Greece, from families with lower income or special needs, in order to continue their studies</li> </ul>	<b>COSMOTE - Greece</b>
		<ul style="list-style-type: none"> <li>Scholarship programme for strengthening the academic performance of 15 students</li> <li>Construction of an elementary school at Labinot intended to host 70-75 children</li> <li>Support the initiative 'SMS from the School to the Parents' in cooperation with the ministry of Education which aimed at reducing children absences from school</li> <li>Environmental Education Programme entitled 'Conserve and Protect our Water Resources', in cooperation with the Ministry of Education</li> </ul>	<b>AMC - Albania</b>
		<ul style="list-style-type: none"> <li>Traineeship Programme</li> <li>Best Partner of the Telecommunications School of the Technical University of Sofia</li> <li>Scholarship programme for young scientists</li> <li>Supporter of the Programme 'Ready for Success' which aims at finding scholarships for students experiencing socio-economic hardship</li> </ul>	<b>GLOBUL - Bulgaria</b>
		<ul style="list-style-type: none"> <li>Career Orientation Consulting programme for youth</li> <li>Programme 'COSMOTE Young Scientist Scholarship' for university students and provision of support to research projects, in cooperation with the Balkan Environmental Association</li> </ul>	<b>COSMOTE - Romania</b>
		<ul style="list-style-type: none"> <li>Information campaign for inclusion of all children in education</li> <li>Support to the International Association of Students in Economic and Business Sciences (Association Internationale des Etudiants en Sciences Economiques et Commerciales – AIESEC) and the Board of European Students of Technology – BEST</li> <li>Participation in the Initiative of the South East European University that aims at giving students access to the job market</li> </ul>	<b>COSMOFON - FYROM</b>
		<ul style="list-style-type: none"> <li>G Youth Scholarship Programme. Reward efforts by individual or groups of youngsters with emphasis on the education sector</li> </ul>	<b>GERMANOS Group</b>
	Disaster Relief	<ul style="list-style-type: none"> <li>Provision of financial aid to the Special Fund for Emergency Situations of the Ministry of Economy and Finance</li> <li>Organised operations throughout the duration of the fires from groups of company technicians in order to successfully cover all of the increasing telecommunications needs</li> <li>Contribution of employees offering voluntary work, with the goal of accommodating and assisting with the immediate communication needs of the victims</li> <li>Provision of favourable terms to COSMOTE subscribers affected by the disaster</li> <li>Activation of the 'PROSFERO' ('I Offer') services for the conduct of telemarathons</li> <li>Support of excelling first-year students originating from regions affected by the disaster, through the COSMOTE 2007-2008 Scholarships</li> <li>Support to the 'Neos Kosmos' Theatre for performing a series of plays in the regions affected by the fire</li> <li>Financial support for the reforestation of 100 acres</li> </ul>	<b>COSMOTE - Greece</b>
			<b>AMC - Albania</b>
		<ul style="list-style-type: none"> <li>Donation to the Municipality of Tsar Kaloyan in support of the victims of the devastating floods</li> </ul>	<b>GLOBUL - Bulgaria</b>
		<ul style="list-style-type: none"> <li>Contribution to the victims of the devastating floods in the towns of Galati and Vrantsea</li> </ul>	<b>COSMOTE - Romania</b>
		<ul style="list-style-type: none"> <li>Donation of linen to the 'Banja Bansko' Rehabilitation Institution, which was destroyed by a fire.</li> </ul>	<b>COSMOFON - FYROM</b>

### 8.2

## Children Welfare and Development

### 1. Ergometric Programme 'Ela ston Athlitismo' ("Join us in Sports")

Through our Company's initiative and with the support of the Ergophysiology – Ergometry Laboratory of the Faculty of Physical Education and Sport Science of the University of Athens and the "EY ZHN S.A." organisation, we implemented for the second consecutive year, the innovative ergometric programme 'Join us in Sports' that measures and evaluates the athletic abilities of children and teenagers aged between 9 to 16 years. The purpose of the programme is to encourage them to discover the sport that suits them best and mainly to incorporate sports in their daily life and lifestyle.

Children and teenagers in Attica underwent valid and reliable scientific ergometric evaluations in a mobile unit equipped with state-of-the-art ergometric equipment and staffed with highly trained scientific personnel by the Faculty of Physical Education and Sports Science of Athens (ergophysiologicals and special scientists).

A supporter of this effort since the beginning is Olympic weight lifting medallist and ambassador to COSMOTE's Corporate Social Responsibility Programme, Pirros Dimas. Through his valuable presence in the programme, he has encouraged the participation of children and teenagers so that they can begin or strengthen their relationship with sports.

In particular:

- During 2007, the programme visited 14 Municipalities in Attica, giving the opportunity to 3,489 children and teenagers to measure their athletic capabilities.
- There were several benefits for the youth:
  - their physical condition was evaluated,
  - their nutritional habits were examined,
  - and the sports categories in which they present the greatest aptitude were identified.
- It is the first time in Greece that data on the physical condition of youth between 9 and 16 years was collected, using state-of-the-art technology and strict scientific methods. In 2007, this data offered the first published research results, which were presented in 2 international conferences on sports science.



Pirros Dimas, the Gold Olympic Medallist encourages the participants of the ergometric programme



Scientific measurements of the Ergometric Program



Scientific measurements of the Ergometric Programme



The logo of the programme

## 2. Institution of Love: 'New Year's Day SMS'

Continuing the traditional **'INSTITUTION OF LOVE'** and proving our interest in practice for all children throughout the country, we donated, for the eighth consecutive year, a significant part of the revenues gathered from **New Year's Day SMS** to charitable children's foundations and NGO's, among which was an institution from the Greek countryside.

In particular:

- 213 children were hosted at the guesthouse of the Parents Association of Children with cancer; "Floga" ("Flame"). Furthermore, 38 children were transported with a vehicle of 'Floga' for treatment purposes.
- 37 youngsters in total were trained on independent living and workshops of Cerebral Palsy Greece.



Training of youth at Cerebral Palsy Greece with the support of COSMOTE

- 43 children of pre-school and school age were trained in the framework of the Pedagogical Programmes of the THEOTOKOS Foundation. Moreover, we provided support to the pre-professional and professional programmes, in which 286 children participated, as well as the 'Ergaxia' service through which 9 youngsters were employed in 2007.
- 52 children of the Prefectoral Association of Individuals with Disabilities 'KIPSELLI', (Lesvos), received support on the development of their skills, treatment, physical rehabilitation, as well as their professional training.
- Thousands of residents of remote regions benefited from the Preventive Medicine campaigns of the voluntary Association of Social Pediatrics Friends "OPEN ARMS" through a series of preventive medical examinations, which they underwent from the groups of volunteer doctors.
- Furthermore, we donated to a children's charitable organisation, for the seventh consecutive year, the amount that was meant for purchasing corporate Christmas gifts. For 2007, we chose the "Association for the Psychosocial Health of Children and Adolescents", supporting the completion of the construction works of the guest house of Teenage hospitality treatment 'IRIS,' which COSMOTE has been supporting for a number of years.

The total amount that we donated to the above foundations and NGO's amounted to **EUR 250,000**.



Snapshot from the visit of Olympic Medallist Pirros Dimas at the THEOTOKOS foundation



COSMOTE supported the 'Association for Psychosocial Health of Children and Adolescents'

## 3. Plays for children hospitalised in clinics and institutions

We strengthened, for the third consecutive year, the innovative theatrical programme for children that are admitted in hospitals and foundations. This concerns the mobile theatrical play by the Neos Kosmos Theatre, which is carried out in the hospital's hallways and rooms, even if it is for just one child. These theatrical plays, which aim at offering entertainment in combination with psychological support, are the only ones carried out by a professional theatre on a regular basis.

In particular:

- **202** plays were carried out in hospitals and foundations in the Prefecture of Attica. **10** plays were carried out in schools and the hospital of fire stricken areas of the Prefecture of Ilia, providing active support and entertainment to the children of the areas devastated by fire last August.



Snapshot from the play of the Neos Kosmos Theatre for the children of Zaharo



## 8. Social Responsibility

### 4. Preventive Medicine Campaigns for Remote Regions

Having acknowledged the need to shield the health of residents and especially children living in remote regions, we were once again present, for the eighth consecutive year, throughout rural Greece, providing support to **Preventive Medicine** campaigns of the voluntary Association of Social Pediatrics Friends "OPEN ARMS".

In particular:

- During the 5 campaigns in Small and Southwest Cyclades, Thrace, Northeast Aegean and the Dodecanese volunteer doctors of all specialties offered:
  - a) preventive examinations to all residents (adults and children) free-of-charge,
  - b) valuable information on health and prevention issues,
  - c) entertainment programmes for children.
- **15,000** medical acts were recorded in the above regions, of which the majority concerned the underage population.
- **2,171** children underwent preventive medical examination and 1,779 adults underwent an annual preventive examination.

It must be noted that from 2000 to 2007, we actively supported 32 campaigns, during which over 59,000 medical acts were carried out. Thanks to the initiatives of 'Open Arms,' all children living in remote islands and the 12 communities of the prefectures of Rodopi and Xanthi were given the opportunity to be examined.



Medical examination by the doctor of 'OPEN ARMS' at Lipsos island

### 5. Supporting social initiatives for children

In the framework of the telemarathon by TV station Mega Channel, we donated the amount of EUR 20,000 in support of the great effort made by the "ELPIDA" Friends Association of children with cancer to build the first Children's Oncology Hospital in Greece.

Also, in the framework of our long-standing support to the social work made by the volunteer Association of Social Pediatrics Friends "OPEN ARMS" we contributed in the renovation of the 3rd Pediatric Clinic of the Ippokraton Hospital of Thessalonica.



The Olympic Medallist Pirros Dimas visited Lipsos, in the framework of the Preventive Medicine campaign

## Activities of our Subsidiary Companies

### AMC- ALBANIA

- **Voluntary Programme for the support of Orphanages and Homes for the Elderly**

With the objective of strengthening the relief of vulnerable social groups, AMC has promoted a volunteer programme to Orphanages and Homes for the Elderly in Albania. At the end of the year, it organised visits by its representatives, who offered gifts and essential goods. Also, traditional New Year's dinner was organised and funded by AMC for all guests of the foundations.

### GLOBUL - BULGARIA

- **Programme 'Listen to the Children's Dreams'**

GLOBUL implements programmes for children consistently. In that framework, the company donated the revenues from text messages that were sent on Christmas day from its subscribers, to initiatives of the programme 'Listen to the Children's Dreams.' The objective of this programme is to help children in need of care and support (orphans, with disabilities etc), to learn to communicate and enter society, through art therapy, psychodrama, games etc. More than 340 children participated in the programme in 2007, with the help of specialised artists and psychologists.

- **'GLOBUL START' National School Sports Olympics**

GLOBUL, with the purpose of creating sports consciousness and promoting physical activity, organised for the second consecutive year, with the support of the Ministry of Education and Science, the State Agency for Youth and Sports and other bodies, the 'GLOBUL START' National School Sports Olympics with its basic motto 'Champions Start from School.' Over 1,600 students from 269 schools participated in 4 sports. 'GLOBUL START' is the first programme with this type of philosophy, which aims at becoming an annual institution.

### COSMOTE - ROMANIA

- **Support informational campaign against drugs for youth**

In 2007, COSMOTE Romania supported the campaign, 'Sea, our only addiction' at the shores of Romania: an initiative, which aims at discouraging youth from using drugs. The campaign was organised by the organisation 'Save the Children' and was targeted at people between the ages of 15 to 25, in order to inform them on the negative consequences from using drugs.

- **Support programme for the treatment of an infant**

COSMOTE participated along with the organisation 'Fundatia Mereu Aproape' and other associates, in the salvation of eight-month old Luca, an infant that was suffering from an incurable disease. The company, through its timely intervention, setup 2 free SMS numbers, to which customers could send their donations for the surgical operation of Luca, which was crowned with success. COSMOTE decided to maintain its collaboration with 'Fundatia Mereu Aproape' in order to save more human lives in the future.

### COSMOFON - FYROM

- **Strengthen the SOS children's villages – Celebration of International Mother's Day**

On the occasion of International Mother's Day, COSMOFON celebrated with orphans from the SOS children's villages, offering them entertainment.

- **Creation of playgrounds in Skopje and Gostivar**

COSMOFON contributed to the creation of playgrounds in the above regions, for the recreation of children.

### GERMANOS GROUP

- **Provide support to children's organisations and NGO's**

With respect towards vulnerable social groups, the Germanos Group consistently supports the work of non-profit organisations that contribute to a better tomorrow. In that framework, the Group contributes to the work of the Xatzikyriakio Child Care Institution, the "ELPIDA", Friends Association of Children with Cancer, the Foundation for Amputated Children, 'ONAR' – Art medium for sick children, the Greek Foundation on Aid and Support of Abused Quadriplegic Underage Children' etc.



Snapshot from GLOBUL's programme 'Listen to the children's dreams'

### 8.3

## Accessibility for People with Disabilities

At COSMOTE we invest in utilising technology for the benefit of mankind, both through the products and services we provide, as well as through scientific programs, which consistently support and aim at improving communication and quality of life in general.

### 1. Mobile Telephony Services

Our primary principle is to make technology work for mankind. With special care towards people with disabilities and using the results of scientific research efforts, we make sure to provide communication services specifically adapted to their needs.

#### • Services for people with impaired vision:

- The **Voice e-mail** service provides to people with impaired vision the ability to easily manage their electronic mail. Through voice recognition technology, the users of this service can give voice commands and listen and reply to their e-mails without charge, as well as to reply by speaking. At the same time they can forward and delete electronic messages.
- Utilising our collaboration with the Institute for Language and Speech Processing in the framework of research program, we offer **the MobiTalk service** to people with impaired vision. Specifically, it gives its users the ability to use their mobile phones with ease, by installing state-of-the-art software, which announces onscreen information as the users move through the different menus.

#### • Services for people with hearing problems:

- At COSMOTE we have the advanced **Video Call service with 50% discount**, an offer that applies for both COSMOTE post-paid and pre-paid customers.
- In the same framework, all COSMOTE pre-paid and post-paid customers with hearing problems can send SMS with 50% discount and free-of-charge use of the emergency services through SMS.
- In 2007, we were the first in Greece to provide the Noizfree hands free set for users of hearing devices and cochlear implants. This is an innovative technology that offers high definition, clarity and volume, facilitating the daily communication of users.



Brochures on COSMOTE services for people with disabilities: Voice e-mail, Video call and MobiTalk

### 2. Supporting Scientific Research Programmes

- Since 2005, we have been the Main Sponsor of the pioneering research programme **'SmartEyes'** of the Aristotle University of Thessalonica, with the purpose of navigating people with impaired vision through the urban environment with the use of their mobile phone. Co-supporters to this programme are 2 other socially aware companies: Microsoft Hellas and Geomatics. In 2007, one hundred users in Athens and fifty in Thessalonica enrolled in the pilot application of SmartEyes, testing the capabilities of this technologically advanced application in real life.



The SmartEyes devices are delivered to pilot users in Athens



Snapshot from the delivery ceremony of a SmartEyes device in Thessalonica





A SmartEyes device

- Moreover, in cooperation with the Institute for Language and Speech Processing we implemented **'MobiTalk'**, a project which utilises the technology of automatic text-to-voice conversion, assisting access to people with impaired vision, to services such as the telephone directory, recent calls list, text messages and navigating the Internet.
- **Sing2Talk**, a research programme elaborated by the Aristotle University of Thessalonica and supported by COSMOTE, addresses people who face hearing problems. The objective of the research project is to develop a multilingual system for extracting and converting information of sign language to spoken language and vice versa. Through the implementation of the project we expect to improve the quality of life of people with particular communication needs, such as people with hearing problems, considering that through advanced technology we will assist them in their daily communication. Through the development of a programme, the project aims at designing and developing intelligent systems for extracting sign language information and reliably converting it into spoken language and vice versa, in real-time.

### 3. Supporting Information - Communication Institutions

- For the third consecutive year, we have supported the website **www.DISABLED.gr**, which in 2007 was visited by twice the number of people compared to 2006, reaching 150,000 per month. Furthermore, we supported the Greek magazine 'ANAPIRIA TORA', which has the highest circulation and most in depth publication on disabilities.
- We sponsored **'Autonomia EXPO 2007'**, the first fair for Disabilities, Rehabilitation, Special Treatment and Independent Living, which attracted more than 80 exhibitors and approximately 4,500 visitors. In a specially designed stand we presented all the services and products intended for People with Disabilities, and updated fair visitors on the progress of the research programmes that we are supporting.

### Mobile Telecommunication Service 'Prosfero' (I Offer)

During the last years, more and more institutions use SMS to conduct radio-telemarathons, demonstrating the significant role and importance of technology in the service of mankind.

With the intent of significantly contributing to the work of welfare organisations and associations, COSMOTE and two other mobile operators, VODAFONE and WIND, continued their cooperation in the provision of the 'Prosfero' Service, which was jointly developed. Since February 2006, when this service started, there have been 3 four-digit numbers that are activated solely for charity purposes.

The activation of the service requires the timely submission of a specific application, as well as the submission of the necessary supporting documents (license to conduct a fund raising) from the specific charitable Foundation/ Association.

The user of the service sends an SMS with a word, pertaining to the content of a charitable cause, to one of the three agreed four-digit numbers with a cost of EUR1/SMS plus V.A.T. The total net income from the use of the service for that particular purpose is paid to the Foundation/Association that requested the activation of the service.

The service 'Prosfero' (I offer) was activated **25 times** during 2007, and the total amount that we paid as COSMOTE was **EUR 1,619,968**.

The significant increase of charitable foundations that benefited from the service compared to 2006 is remarkable, taking into consideration that in 2006 it was only activated 13 times, whereas the respective amount that was paid amounted to **EUR 797,532** in total.



'Autonomia EXPO 2007' Fair: Olympic Medallist Pirros Dimas with Women's National Basketball Team athlete Stala Kotsirea and Tae Kwon Do Olympic Medallist Stavros Renieris

## Activities of our Subsidiary Companies

### AMC- ALBANIA

- **Support of the Institute for Blind Students through the provision of technological equipment**  
AMC in support of the effort made by the Institute for Blind Students to improve the level of education provided, donated a state-of-the-art printer based on the 'BRAILLE' system, for printing literature.

### GLOBUL-BULGARIA

- **Support to the 'LOUIS BRAILLE' National Library for people with impaired vision**  
GLOBUL supported the effort for printing books, using the 'BRAILLE' system, for people with impaired vision, for the National and local libraries: 17 books, magazines and audio files of magazines were produced, for the first time, so that they are accessible to a large number of people with disabilities.

### COSMOTE-ROMANIA

- **Cooperation with the National Association for the Deaf**  
In celebration of the 3 million customers in Romania, COSMOTE announced its cooperation with the National Association for the Deaf and offered its members 3 million free text messages through its network. The Association has 30,000 members that have hearing problems.
- **Support to programmes of the National Association for the Deaf**  
The cooperation with the Association also includes a special SMS line for donations, as well as support for the development of national programmes and information channel for the public, such as the new site [www.ansr.org.ro](http://www.ansr.org.ro).

### COSMOFON - FYROM

- **'MAGICAL CARAVAN' New Year Celebration for children with disabilities**  
In celebration of the International Day of People with Disabilities, COSMOFON organised a new year's humanitarian caravan with its motto 'Wishes for the Magic of New Year's'. The objective was to visit 23 Daycare Centres for children with disabilities in the country and offer gifts. Within a time period of 3 weeks the 'MAGICAL CARAVAN' travelled 2,200 km and handed out 'magic' to approximately 900 children.
- **Support to Foundations for People with Disabilities**  
The Company offered New Year's donations to Foundations for people with vision and hearing problems, for Christmas decorations and gifts as well as material infrastructure supplies.
- **Support to humanitarian campaign aimed at improving living conditions at Elderly Homes**  
For a second consecutive year, and with the basic motto 'We are all their children' the Red Cross of Skopje and COSMOFON, organised a humanitarian campaign, which aimed at helping the elderly at homes for the elderly around the country. The amount that was gathered was used to reconstruct the building infrastructure as well as to provide material equipment.
- **Restoration of the building facilities of the 'Demir Hisar' National Psychiatric Hospital**  
COSMOFON renovated and furnished two hospital wards of the Psychiatric Hospital Demir Hisar. The renovation improved the hospitalisation conditions of approximately 500 patients.



Support to the 'LOUIS BRAILLE' National Library for people with impaired vision



'MAGICAL CARAVAN' from COSMOFON for children with Disabilities

## 8.4 Equal Access to Education and Information

### 1. COSMOTE Scholarship Programme for the Greek Periphery

For the sixth consecutive year we implemented the COSMOTE Scholarships.

These Scholarships aim at supporting first-year University students from the Greek periphery that have low income or have special family needs, in order for them to fulfil their goals and dreams for a better future.

We included the regions that were struck by the disastrous fires in the program, thus showing our increased sensitivity in supporting the young people living in the respective prefectures.

These are:

- We offered **11** Scholarships amounting to **EUR 12,000** each, to first-year students from the following prefectures: Etoloakarnania, Arkadia, Ilia, Korinthia, Lakonia, Messinia, Evia, Viotia, Argolida, Rethimno and Halkidiki.
- Furthermore, we handed out 25 Honorary Distinctions amounting to **EUR 1,000** to each selected candidate that was distinguished during the evaluation procedure for their school and out-of-school performance.
- Since 2002, when they first began, the COSMOTE Scholarships have travelled to 49 prefectures, covering almost all of Greece, while 61 Scholarships and 126 Honorary Distinctions have been awarded in total to first-year university students originating from Greek periphery, amounting to **EUR 858,000**.



COSMOTE Scholars



COSMOTE Scholarship award ceremony



# 8. Social Responsibility

## Activities of our Subsidiary Companies

### AMC- ALBANIA

- **Scholarship Programme**

For the sixth consecutive year, AMC awarded scholarships to 15 students that were distinguished for their academic performance. This programme is an important part of AMC's Social Responsibility commitments and its objective is to improve education quality, as well as encourage and promote values.

- **Construction of an elementary school at Labinot intended to host 70-75 children**

In 2007 AMC undertook the project of constructing an elementary school at Labinot, a village in the Elbasan region, which hosts 70-75 children in a proper educational environment. The company undertook the construction of the school, proving its interest in improving education in Albania.

- **Support the initiative 'SMS from School to the Parents'**

AMC was a supporter of the initiative by the Ministry of Education 'SMS from School to the Parents' which aimed at reducing student absence from school. The company offered 100 SIM cards from which an unlimited number of SMS could be sent to parents whose children had attendance problems. Thus, a daily communication channel was created between the school and the parents, with the objective of assisting children's education.

- **Environmental Education Programme entitled "Conserve and Protect our Water Resources", in cooperation with the Ministry of Education**

AMC supported the initiative by the Ministry of Education and Science and the Water and Sewerage Suppliers Association of Albania, concerning sensitive environmental issues, such as water consumption, through the creation of the education programme "Conserve and Protect our Water Resources", with the purpose of raising awareness among students regarding the importance of water protection.

### GLOBUL-BULGARIA

- **Traineeship Programme**

GLOBUL repeated for the 4th time the youth Traineeship Programme, with the purpose of helping them achieve their goals and offer them professional experience and qualifications, with the final goal being to encourage them to stay and work in Bulgaria.

- **Best Partner of the Telecommunications School of the Technical University of Sofia**

In 2007, GLOBUL was awarded with the gold medal for its distinct contribution to the Telecommunications School of the Technical University of Sofia and its participation in the improvement of the teaching facilities and the renovation of the Laboratory for Mobile Communications Signals and Systems.

- **Scholarship programme for young scientists**

In 2007, GLOBUL offered three new scholarships to students of the Telecommunications Department of the Technical University of Sofia, with the provision of a monthly allowance, internships and other student support actions.

- **Supporter of the Programme 'Ready for success'**

GLOBUL supported the initiative for the search of donations for scholarships to students with socio-economic problems. The programme was organised in collaboration with the Bulgarian Charity Aid Foundation, the Foundation for Orphans and the International Women's Club of Sofia. GLOBUL offered scholarships to five students.

### COSMOTE-ROMANIA

- **Career Orientation Consulting Programme for youth**

In 2007, COSMOTE Romania, in collaboration with the Youth Organisation ORICUM, introduced an electronic interactive platform, [www.mentorship.ro](http://www.mentorship.ro), which aims at facilitating the dialogue between youth that aspired to work in a specific field, and their prospective future employers.

- **Scholarship programme for young scientists**

COSMOTE, in cooperation with the Balkan Environmental Association (BENA), supports scholarships and research programmes for young scientists. In this context, the scholarship offered by BENA was named "COSMOTE Young Scientist Scholarship".



AMC contributed to the construction of a school in Labinot



Career Orientation Consulting Programme for youth with the support of COSMOTÉ Romania

## COSMOFON-FYROM

- **Information campaign for inclusion of all children in education**

In 2007, COSMOFON cooperated with NGO 'First Embassy for Children – Megjasi' with the purpose of supporting children's activities, as well as the campaign to incorporate them in the educational process.

- **Support to the International Association of Students in Economic and Business Sciences**

(Association Internationale des Etudiants en Sciences Economiques et Commerciales – AIESEC) and the Board of European Students of Technology – BEST.

- COSMOFON invests steadily on the development of youth. In particular, in 2007 it chose to support the Organisations AIESEC and BEST.
- COSMOFON has a long-standing collaboration with AIESEC supporting the development of youth leadership skills through its programmes.
- COSMOFON is primary supporter of the activities of one of the country's most important technical student organisation, the Board of European Students of Technology – BEST.

- **Participation in the Initiative of the South East European University – S.E.E. that aims at giving students access to the job market.**

COSMOFON participated actively in the initiative of the S.E.E. University, which aimed at bringing students and companies closer. Through this initiative, the companies helped the University in planning the educational programmes and connecting the students with the job market.

## GERMANOS GROUP

- **G Youth Scholarship Programme**

The G Youth Programme was designed with the purpose of supporting youth, through a series of actions that strengthen or reward individual and group efforts, with emphasis on the Education sector:

G Youth has supported:

- sponsorships to student conventions
- scholarships to students that excelled during the student year
- support students groups in the Global Management Challenges, an international competition for strategy
- donation of PCs to schools and universities
- career orientation programmes for children of employees of the GERMANOS Group
- send educational material to Greek schools located in foreign countries



Information campaign for inclusion of all children in education that was supported by COSMOFON

**G youth**  
Δικτυωθείτε στη Γνώση

The logo of the programme

## 8.5 Disaster Relief

Our mobilisation on the relief of the areas hit by the disastrous fires during the summer of 2007 was immediate:

- We offered the amount of **1.75 million euro** to the Special Fund for Emergency Situations that was set up by the Ministry of Economy and Finance.
- Throughout the duration of the fires, organised operations were carried out by teams of company technicians, who in most cases worked under adverse conditions, and successfully managed to cover the increased telecommunication needs and guarantee excellent communication in the affected areas.
- With the objective of serving the immediate communication needs of the victims, a group of volunteer employees went to the affected areas of Peloponnesus and Evia since the first days of the disasters, where it distributed to victims, volunteer fire-fighters and technicians carrying out repair operations, 10,000 prepaid sim cards with 50€ worth of air time, as well as mobile phones in order to meet the communication needs.
- We facilitated the affected subscribers by postponing the obligation to pay any bills for a duration of 6 months.
- Activation of the 'PROSFERO' ('I Offer') service for the conduct of telemarathons.
- We included excellent first-year students into the annual COSMOTE Scholarship 2007-2008 who are from regions affected by the disaster.
- With our active support, the Neos Kosmos Theatre toured the fire stricken regions and performed a series of plays at the end of 2007, providing relief and joy to the children who witnessed the great disaster.
- Last December we gave financial assistance in the reforestation of 100 acres at Assiros in the Prefecture of Thessalonica.



A group of volunteer COSMOTE employees at the disaster areas in Peloponnesus



Having assisted in a series of actions aiming at the immediate relief of the victims affected by the destructive fires of August 2007 and after systematic onsite study and planning that lasted for several months, we carried out the following actions:

- **At the Municipalities of Gortina, Andritsena, Falesia and Figalia**, we purchased construction equipment for each municipality, in order to open roads that had closed because of landslides, to carry out agricultural and municipal road works, restore the damaged water supply and irrigation networks as well as complete anti-flood, erosion and landslide works and reforestation efforts. Furthermore, in the municipality of Figalia we helped in the restoration of the high school's roof as well as the construction of an indoor gymnasium. Moreover we purchased electronic equipment (PCs, printers, projectors, photocopiers) for the primary and high school of the municipality, in order for the children to familiarise themselves with technology.
- **At the Municipality of Megalopolis**, we helped in the purchase of an integrated water chlorination system, in order to guarantee the quality of the potable water for 9,000 residents in 31 municipal areas.
- In the prefecture of Lakonia, we are supporting a reforestation programme by the **Municipality of Therapnon** at Parnonas, through the purchase of saplings, which will be used for the rejuvenation of the region's natural environment.
- For the **Municipality of Kalamata** we purchased a 4x4 vehicle with a fire hose to cover the needs of preventative forest protection in the region and immediate intervention in case of fire.
- Being particularly aware on issues of safeguarding the country's cultural heritage, as well as promoting important cultural initiatives throughout Greece, we sponsor, in cooperation with the Aristotle University of Thessalonica, the documentation and digitisation of selected books from the Nikolopoulos collection from the Andritsena Library, as well as the publication of the Library's Historical Archive.
- Finally, we support the programme of free preventive tests and lectures on health and prevention issues that will take place at the Municipality of Ilia by the volunteer Association of Social Pediatrics Friends "OPEN ARMS". At the same time, through our sponsorship, the school, medical office and playground projects at the Kafkania village at the prefecture of Ilia will soon be completed by "OPEN ARMS".

## Activities of our Subsidiary Companies

### LOBUL-BULGARIA

- **Donation to the Municipality of Tsar Kaloyan in support of the victims of the devastating floods**

LOBUL donated to the Municipality of Tsar Kaloyan a significant amount for the support of victims of floods that caused serious damages to the city. The initial amount that was gathered amounted to 131,000 Bulgarian Lev from the campaign organised by LOBUL through SMS. Immediately after the disaster LOBUL donated 50,000 Bulgarian Lev to the city and offered to cover the bills of post-paid subscribers for August. Thus, the total donation of the company and its subscribers exceeded 200,000 Bulgarian Lev.

### COSMOTE – ROMANIA

- **Contribution to the victims of the devastating floods in the towns of Galati and Vrantsea**

Employees of COSMOTE Romania are actively involved in social initiatives, helping people in need. In 2007, in collaboration with the Red Cross, they offered autumn and winter clothing to flood victims.

### COSMOFON-FYROM

- **Donation of linen to the 'Banja Bansko' Rehabilitation Institution, which was destroyed by a fire**

In July 2007, COSMOFON donated linen to all residents of the Rehabilitation Institute 'Banja Bansko' that was destroyed by fire and which houses over 60 people with disabilities.



Donation of linen to the 'Banja Bansko' Rehabilitation Institution, which was destroyed by a fire

# 9. GRI Evaluation Table of Indicators

## GRI Relevant Requirements Table

### Core and Additional GRI Indicators

### Paragraph

#### Strategy and analysis

1.1 CEO Statement.....	2
1.2 Key impacts, risks and opportunities .....	4

#### Organizational profile

2.1 Name of the reporting organisation .....	3.2
2.2 Brands, products and/ or services.....	3.4
2.3 Operational structure.....	6.2
2.4 Headquarter Location .....	3.2
2.5 Countries in operation.....	3.4
2.6 Nature of ownership.....	3.2
2.7 Markets served.....	3.4
2.8 Scale of the organization.....	3.4
2.9 Significant organizational changes.....	3.6
2.10 Awards received.....	6.10

#### Report parameters

3.1 Reporting period.....	1
3.2 Reporting report.....	1
3.3 Reporting cycle.....	1
3.4 Contact point for questions.....	1
3.5 Contact definition.....	1
3.6 Boundary of the Report.....	1
3.7 Limitations on the reports scope .....	1
3.8 Joint ventures, subsidiaries and outsourcing .....	3.3
3.9 Data measurement techniques.....	1
3.10 Effects of information re- statement.....	1
3.11 Changes from previous reports .....	3.6
3.12 Location of Standard Disclosures .....	2
3.13 External assurance .....	1

#### Government, commitments & engagements

4.1 Governance Structure .....	6.2
4.2 Chair's role and function.....	6.2
4.3 Independent /or non-executive members at the board.....	6.2
4.4 Mechanisms of communication with the Board of Directors .....	6.2
4.5 Executive remuneration and performance/ bonus system .....	6.14
4.6 Conflicts of interest at the board .....	6.3
4.7 Boards expertise on sustainability.....	6.8
4.8 Mission and value statements .....	4-6.1
4.9 Board governance .....	6.2
4.10 Evaluation of the Board's performance.....	6.2
4.11 Precautionary approach / principle .....	6.5
4.12 External charters /principles.....	6.4
4.13 Association memberships .....	3.7
4.14 List of stakeholders .....	6.1
4.15 Stakeholder identification .....	6.1
4.16 Approaches to stakeholder engagement.....	6.21
4.17 Topics raised by stakeholder.....	6.16

**GRI Relevant Requirements Table**

**Core and Additional GRI Indicators Paragraph**

**Economic performance indicators**

Our commitment ..... 4

Disclosure on Management approach on social economic impact..... 3.1

EC1 Direct economic value..... 3.3

EC2 Implications from climate change ..... 6.8

EC3 Benefit plan..... 6.14

EC4 Local suppliers approach ..... 6.27

EC7 Local recruitment ..... 6.11

EC8 Infrastructure investment..... 3.4

EC9 Indirect economic impacts..... 3.4

**Environmental performance indicators**

Our commitment..... 4

Disclosure on Management approach on recycling and save energy ..... 7.9

EN5 Energy saved ..... 7.3

EN7 Initiatives for reducing indirect energy ..... 7.3

EN8 Water withdrawal..... 7.8

EN16 Greenhouse gas emissions ..... 7.3

EN22 Waste by disposal method..... 7.6

EN26 Environmental impact mitigation..... 7.12

EN27 Packaging materials ..... 7.4

**Social performance indicators: Labour practices and decent work**

Our commitment..... 4

Disclosure on Management approach on employee health and safety..... 6.17

LA1 Workforce breakdown ..... 6.11

LA2 Employee turnover..... 6.11

LA3 Benefits provided to full-time employees ..... 6.14

LA4 Workforce in joint health and safety committees ..... 6.17

LA5 Occupational injuries and absenteeism..... 6.17

LA6 Education on serious diseases ..... 6.18

LA7 Trade union agreements on health..... 6.17

LA8 Training per employee ..... 6.13

# 9. GRI Evaluation Table of Indicators

## GRI Relevant Requirements Table

### Core and Additional GRI Indicators Paragraph

#### Social performance indicators: Human rights

Our commitment.....	4
Disclosure on Management approach on equal treatment of people with disabilities.....	8.3
HR1 Discrimination .....	6.11

#### Social performance indicators: Society

Our commitment.....	4
Disclosure on Management approach on support during national disasters and on equal opportunities in training, in IT.....	8.4
SO1 Impacts on communities .....	8.1

#### Social performance indicators: Product Responsibility

Our commitment.....	4
Disclosure on Management approach on responsible marketing.....	6.24
PR2 Health and safety standard compliance.....	6.21
PR3 Product information .....	6.21
PR4 Product information labeling.....	6.21
PR5 Customer satisfaction .....	6.26
PR6 Marketing communications programs .....	6.24
PR8 Client privacy .....	6.25





**COSMOTE**  
SOCIAL RESPONSIBILITY PROGRAMME

Printed on recycled paper by the EU with ECOLABEL & FSC FSC Certified Sustainable Lumber