

ISO 26000:2010

ISO 26000: 2010 Clauses	Description	Reference to the GRI Content Index or other sources
4	Principles of Corporate Responsibility	
4.2	Accountability	The implementation of the GRI Standards provides the company with a tool for the accountability and transparency of its environmental, social and economic impacts
4.3	Transparency	
4.4	Ethical behaviour	GRI 102 General Disclosures: Ethics and integrity
4.5	Respect for stakeholder interests	Stakeholder inclusiveness principle
4.6	Respect for the law	Business Ethics and Compliance
4.7	Respect for International norms of behaviour	GRI 102 General Disclosures: Strategy
4.8	Respect for human rights	Strategic report ◦ Who we are - Our commitments Governance review ◦ How we are governed - Diversity and human rights Annex VIII - UN Global Compact
5	Recognising social responsibility and engaging stakeholders	
5.2	Recognising Social Responsibility	GRI 102 General Disclosures: Reporting practice
5.3	Stakeholder identification and engagement	GRI 102 General Disclosures: Stakeholder engagement
6	Guidance on social responsibility core subjects	
6.2	Organisational governance	GRI 102 General Disclosures: Strategy Governance
6.3.9	Economic, social and cultural rights	GRI 203-2 Significant indirect economic impacts
6.3.10	Fundamental principles and rights at work	GRI 102 General Disclosures: Organisational profile
6.4.1-6.4.2	Labour practices	GRI 102-41 Collective bargaining agreements
6.4.3	Employment and employment relations	GRI 102 General Disclosures: Organisational profile GRI 401-1 New employee hires and employee turnover
6.4.4	Condition of work and social protection	GRI 102 General Disclosures: Organisational profile GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees
6.4.5	Social dialogue	GRI 102 General Disclosures: Organisational profile

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6.4.6	Health and safety at work	Socioeconomic Review ◦ Human Resources - Health, safety and wellbeing
6.4.7	Human development and training in the workplace	GRI 404 -1 Average hours of training per year per employee GRI 404-2 Programmes for upgrading employee skills and transition assistance programmes GRI 404-3 Percentage of employees receiving regular performance and career development reviews
6.5.1 - 6.5.2	Overview of the environment-Principles and considerations	Environmental Review ◦ Our environmental policy
6.5.3	Prevention of pollution	Environmental Review ◦ Our operational environmental impacts - Natural resources - Solid waste management
6.5.4	Sustainable resource use	Environmental Review ◦ Our operational environmental impacts
6.5.5	Climate change mitigation and adaption	Environmental Review ◦ Our operational environmental impacts - Energy and emissions - Natural resources - Environmental risk assessment
6.6.1-6.6.2	Overview of fair operating practices - Principles and considerations	Strategic report ◦ Who we are ◦ Our strategy - Our approach to ESG
6.6.3	Anti-corruption	GRI 102 General Disclosures: Ethics and integrity
6.6.6	Promoting social responsibility in the value chain	GRI 203-2 Significant indirect economic impacts
6.6.7	Respect for property rights	
6.7.1-6.7.2	Consumer issues	GRI 102-43 Approach to stakeholder engagement GRI 102-44 Key topics and concerns raised
6.7.3	Fair marketing, factual and unbiased information and fair contractual practices	Socioeconomic review ◦ Responsible information and protection for clients - Responsible Customer Information - Responsible Marketing and Communication
6.7.4	Protecting consumers' health and safety	Socioeconomic review ◦ Responsible information and protection for clients - Responsible Customer Information
6.7.5	Sustainable consumption	- Responsible Marketing and Communication
6.7.7	Consumer data protection and privacy	Socioeconomic review ◦ Customer privacy and protection

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6.7.8	Access to essential services	GRI 203-2 Significant indirect economic impacts
6.7.9	Education and awareness	Socioeconomic review <ul style="list-style-type: none"> ◦ Responsible information and protection for clients <ul style="list-style-type: none"> - Responsible Customer Information - Responsible Marketing and Communication
6.8.1-6.8.2	Community involvement and development	GRI 201-1 Direct economic value generated and distributed
6.8.3	Community contribution	GRI 203-2 Significant indirect economic impact
6.8.4	Education and culture	Socioeconomic review <ul style="list-style-type: none"> ◦ Human Resources <ul style="list-style-type: none"> - Learning and development ◦ Addressing the socioeconomic challenges <ul style="list-style-type: none"> - Education and excellence - Supporting and financing the Greek economy <ul style="list-style-type: none"> • Corporate citizenship
6.8.5	Employment creation and skills development	GRI 102 General Disclosures: Organisational profile GRI 203-2 Significant indirect economic impacts
6.8.6	Technology development access	Socioeconomic review <ul style="list-style-type: none"> ◦ Innovation and digital economy ◦ Economic inclusion
6.8.7	Wealth and income creation	GRI 201-1 Direct economic value generated and distributed
6.8.9	Social investment	GRI 203-2 Significant indirect economic impacts
7	Guidance on integrating social responsibility throughout an organisation	
7.2	The relationship of an organisation's characteristics to Social Responsibility	GRI 102 General Disclosures
7.3.1	Due diligence	GRI 103 Management approach
7.3.2	Determining relevance and significance of core subjects and issues to an organisation	GRI 102 General Disclosures: Reporting practice
7.3.3	An organisation's sphere of influence	GRI 102 General Disclosures: Reporting practice

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7.3.4	Establishing priorities for addressing issues	GRI 102 General Disclosures: Reporting practice
7.4.1	Raising awareness and building competency for social responsibility	Annual Report 2021-Business & Sustainability
7.4.2	Setting the direction of an organisation for social responsibility	GRI 102 General Disclosures: Strategy
7.4.3	Building social responsibility into an organisation's governance, systems and procedures	GRI 102 General Disclosures: Governance GRI 103: Management approach
7.5.3	Types of communication on social responsibility	GRI 102 General Disclosures: Stakeholder engagement Reporting practice
7.6.2	Enhancing the credibility of reports and claims about social responsibility	GRI 102 General Disclosures: Reporting practice
7.7.2	Monitoring activities for social responsibility	Strategic report ◦ Our materiality and ESG performance
7.7.3	Reviewing an organisation's progress and performance on social responsibility	GRI 103: Management approach Strategic report ◦ Our materiality and ESG performance
7.7.4	Enhancing the reliability of data and information collection and management	GRI 102 General Disclosures: Reporting practice
7.7.5	Improving performance	GRI 102 General Disclosures: Governance GRI 103 Management approach Strategic report ◦ Our materiality and ESG performance
7.8	Voluntary initiatives for social responsibility	GRI 102 General Disclosures: Organisational profile