

Corporate Responsibility Report 2009 Supplements



Aware of society's calls, OTE has always offered a helping hand towards those in need. This year, in its attempt to offer direct help through its corporate responsibility program, OTE suggests simple ways through which anyone of us can help society as well as the environment.



How to be green at work

"Environmental conscience at work means both energy saving and adoption of a healthy lifestyle. Thus, we extend the lifespan of energy natural resources, we reduce air pollution and we cut down on costs, improving, at the same time, the quality of our lives".

Thanasis Zekentes / Section of Economic Analysis on Technical Issues, OTE

Use of light

- We try to decrease the use of artificial light by utilizing natural light to the highest possible degree.
- Every time we leave a room for more than 10 minutes, we switch off the lights.
- We use energy saving bulbs.

Use of computers

- At the end of the day we remember to turn off the computers and the power plug.
- We set the computers to pass automatically to sleeping mode during breaks (saving up to 70%).
- We invest in energy saving computers, screens and printers.
- We distribute second-hand computers to NGOs and schools.

Use of printers

- We print on both sides of the paper.
- We avoid colour prints.

- We make sure we are supplied with bleach-free paper.
- We select draft mode printing
- We recycle the ink cartridges.

Use of paper

- We avoid unnecessary printing. If it is feasible, we read from the screen.
- We recycle unwanted magazines, brochures, booklets, leaflets, etc. and we request the company's deletion from the mailing lists.

Recycling

- We place usable recycling bins with plain, concrete information about which materials can, and which cannot be recycled.

Office equipment

- If it is financially feasible, we invest in office equipment that come from recyclable materials.

Nutrition

- We prefer disposable kitchenware (cutlery, cups, plates etc.) and organic mediterranean foods.
- We provide filtered tap water in order to reduce the use of bottled water.

Transportation

- We prefer the use of mass transportation or bicycles.

- We prefer (if applicable) the use of the company bus service.
- Of course, walking is the most preferable means of all.

Healthy environment

- We use toxic-free cleaning products.
- We decorate the premises with plants and flowers.





How to recycle properly

"It is extremely important to realise that when it comes to recycling it is meaningless if it is not done properly. By the term recycling we mean not only the action itself, but also all those precautionary measures that prevent the unnecessary use of materials. Spreading the message of recycling is extremely useful for the maintenance of a healthy environment as well as the saving of assets".

Heleni Tsamasirou / Section of Human Resources - North Greece Telecom Region, OTE



Development of eco-conscience

- We become acquainted with the benefits of recycling with regard to health, the environment and economy. We try to spread the message of recycling to friends and acquaintances.

Precautionary recycling

- We do not use bags when we make small purchases.
- If there is no difference at the price, we prefer products whose packaging can be recycled.
- We refuse objects - whether they can be recycled or not - that we do not intend to use (i.e. napkins, straws, plastic cutlery, plastic bags etc.)
- We donate unneeded objects and clothes to non profit organizations.
- We share newspapers and magazines with friends or we give them away to hospitals.

Recycling

- We get informed about which materials can be recycled and which cannot. (Most of the materials that are used in packaging can be recycled: aluminium, tin, paper, glass and plastic).
- We do not recycle the materials mentioned above when they have food remnants. (For example used napkins).
- We separate the materials that can be recycled from the rest.
- We squeeze the materials in order to save room.
- We do not dispose of the materials within tight plastic bags (they cannot be recycled). We empty the contents of the bags in the recycle bins.
- We do not dispose of small pieces of paper (for example tickets) and torn pages, since the Hellenic Association of Recycling Utilization does not yet recycle such items.





MariannReith2966@hotmail.com (MariannReith2966@hotmail.com) has added you to his/her contact list.

Do you want to:

- Allow this person to see you when you are online and contact you.
- Block this person from seeing you when you are online and contacting you.

Remember, you can make yourself temporarily invisible to everyone at any time.

Add this person to my contact list.

Cancel

OK

"Nowadays a considerable part of our social life is acted out on the internet. It is false to believe that the lack of physical contact ensures a hazardless social procedure. The Internet contains the same hazards as those in real life".

Nantia Trata / Section of Analysis of Regulatory Decisions, OTE

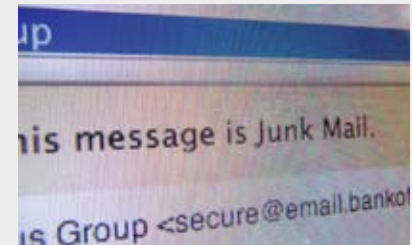
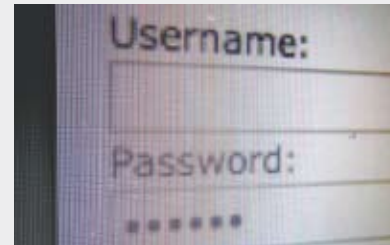
Tips for parents

- We explore the internet or along with our children. Only thus will we understand what our children are actually telling us when they are asking for our opinion or help.
- We do not just forbid our children access the internet. We explain to them the reason why certain activities and webpages are inappropriate for them.
- We place the computer in the living room and make the Internet a family matter.
- We find websites with educational and entertaining content to surf with our children.
- We educate our children to trust us and tell us about what they do whilst on the Internet and about their web friends.
- We educate our children to confide their web activities and friends in us.
- We get informed about the agencies we should contact in order to make complaints about offensive and obscene website contents ([www. Safeline.gr](http://www.Safeline.gr)).
- The "Ipostirizo Support" helpline of the Greek Center for Safe Internet operates free of charge by calling 800 11 800 15, with the support of OTE and in co-operation with the

Unit of Adolescent Health (M.E.Y.) of the 2nd Peadriatic Clinic of Athens University and the Peadriatic Hospital P.& A. Kyriakou. Children and parents who face problems with Internet usage can call this number.

Tips for children

- We select a neutral user name and email address.
- We avoid revealing our password, even to friends.
- We do not upload personal photos and we do not reveal personal data (real name, address, telephone number, age, school name, even the names of our friends).
- We mind the language we use and avoid arguments online.
- We do not download folders without the consent of our parents.
- We ignore unknown or undesirable users and we do not make appointments with people we meet online.
- We immediately report to our parents any offensive remarks.
- We deal with suspicion anyone who is interested in our personal data.





Basic ergonomical principles at the work

"The posture of the body plays a crucial role. The way we sit, the chair we use, the height of the screen, the way we place our hands on the keyboard, even the position of our feet are all of great significance".

Nikos Giannakopoulos / Doctor at OTE HQ

- Both the screen and the keyboard must be placed right in front of us.
- The office chair must be revolving and adjustable.
- Our elbows must be positioned at a 90° angle, our shoulders must be loose and our forearms must be supported by the elbowrests.
- Our knees must be positioned at a 75° - 90° angle.
- Our entire soles must step on the ground or on a footrest.

- The angle of the back of the chair must be adjusted to 100°.
- The lumbar lordosis must be supported and sustained at the level of the waist.
- The upper part of the computer screen must be at the height of the eyes.
- The distance between the eyes and the screen must be approximately 60-70 cm.
- The mouse must be placed at such a position and distance that only the wrist moves, not the shoulder.
- We must make frequent breaks for water, a few steps and muscle extensions.





How to be green at home

"Over the years, there has been a considerable rise in energy consumption by domestic users. This fact, apart from the environment, burdens our finances and our health. Both energy saving and the establishment of a generally balanced lifestyle start at home. There are numerous ways to achieve such a goal".

Evi Pantazopoulou / Section of Internal Communication, OTE

Generally

- In case of painting our house we choose toxic-free paint.
- We select toxic-free cleaning products which we can produce ourselves, by mixing baking soda, white vinegar and lemon.
- We avoid the use of air freshener sprays. Flowers are always more preferable.
- We see to the monthly cleaning of the air-condition filters.
- We prefer the use of natural ventilation through the creation of a "breeze".
- We refrain from smoking indoors.

Heating

- We regulate the thermostat at 21oC.
- We use insulation tapes on doors and windows.
- We close all the doors in the house.
- At night we close the shutters.

Water

- We fix all leakages.
- We regulate and reduce the water flow of the toilet flush to a minimum.
- We turn off the tap while we are shaving or brushing our teeth.
- We install low flow filters in all taps.

Electricity

- We try to cook simultaneously as many meals as we can .
- We avoid the unnecessary opening of the oven hatch while the oven is in operation.
- We see to the investment in energy saving kitchen equipment.
- We remember to switch all the electrical devices off, when they are not in operation (T.V. set, computer, DVD player etc.)
- We use energy saving bulbs.

Investment of space

- We select organic, cotton cloths, carpets, mattresses, blankets etc.





Basic information
about blood donation

ΕΡΕΚΡ

ΕΠΩΝΥΜΟ

ΟΝΟΜΑ

ΟΝΟΜΑ

ΧΡΟΝ

ΔΙΕΥ

ΚΑ

ΕΠΑ

ΑΡ

"Each blood donation saves 1-3 lives and rejuvenates the doner's blood. The offering is voluntary, altruistic and constitutes the ultimate gesture of social solidarity. The provided blood is distributed without discrimination and it is for free".

Anthimos Passalides / Section of Human Resources, OTE



Before the blood donation

- We keep an iron-rich diet (spinach, fish, beans, cereals and red meat once a week)
- We sleep well the previous night.
- On the day of blood donation we avoid smoking, we have a light healthy breakfast and drink a lot of fluids.
- We refrain from the consumption of aspirin and alcohol for at least two days before the donation.
- We check our pulse and our blood pressure.
- We remember to take with us the donor ID.

During the blood donation

- We let the nurse know if we have a preferable arm for the blood donation.

- We try to relax by listening to music, reading something amusing or chatting with the fellow donors.

After the blood donation

- We drink a lot of fluids for the next 24-48 hours.
- We avoid intense physical activity and weight lifting for the next 5 hours.
- In case of light dizziness we lie down on our back with our feet slightly lifted.
- In case of bleeding after the process we press the draining spot and lift our arm for 3-5 minutes.
- If for any reason we do not feel well, we contact the blood donation unit.



09:00 - 10:00

10:00 - 11:00

11:00 - 12:00

12:00 - 13:00

13:00 - 14:00

14:00

How to manage
your time at work

"Everybody talks about "time pressure" and "load of work". The results, nevertheless, justify neither the effort we make nor the time we spend. The solution to this problem is proper time management, which presupposes clear thought and good programming."

Stavroula Bertzouani / Educational Services Operations, OTE Academy

- For couple of days we keep record of our daily activities and the time we spend on them.
- We find our productive time. If we work 7.5 hours each day, we have approximately 1.500 productive hours annually. We find the time of the day that we are most productive in order to work on the most difficult issues.
- We do not postpone things for later.
- When we start a project, we complete it without intervals so that we do not waste time trying to catch up.
- We assign tasks. We distribute duties to people that can help.
- We programme our communication. We select the hours that we will preoccupy ourselves with phone calls and emails.
- We set a specific time during the day in which we will discuss routine issues with our partners.
- We tidy our office. We keep only the necessary papers, encode our archive (folders, colours), and organize the majority of our work electronically.

