

**NEEDS, EXPECTATIONS AND WAYS TO  
COMMUNICATE WITH INTERESTED PARTIES**

KEY GROUPS OF INTERESTED PARTIES	ISSUES OF INTEREST	WAY OF COMPANY RESPONSE	WAY OF COMMUNICATION	FREQUENCY OF COMMUNICATION
<b>INVESTORS AND SHAREHOLDERS</b>	Investors and shareholders are interested in economic growth, sustainable development, compliance with market rules, transparency, the business plan and strategic goals of the company.	<ul style="list-style-type: none"> <li>✓ Investments, new methods of productive activities</li> <li>✓ improving the organizational model</li> <li>✓ Adaptation to the changing conditions of the business environment</li> <li>✓ growth and profitability.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shareholder Service Department</li> <li>▪ Annual General Meeting</li> <li>▪ Annual Report</li> <li>▪ Sustainable Development Report</li> </ul> <hr/> <p align="center">Research on the analysis of substantiality</p> <hr/> <ul style="list-style-type: none"> <li>▪ ATHEX Announcements</li> <li>▪ Company website</li> <li>▪ Human Resource Satisfaction Survey</li> </ul>	<p align="center">Annually &amp; Per case</p> <hr/> <p align="center">Ongoing</p>
<b>EMPLOYEES</b>	➤ Employees want a secure environment, competitive remuneration, open and two-way communication with management, opportunities for development, further enhancement of training and educational programs, information and financial strength of the company, transparency, equality and reward.	<ul style="list-style-type: none"> <li>✓ Strengthening training initiatives for human resource development.</li> <li>✓ Participation</li> <li>✓ Reward</li> <li>✓ Skills development</li> <li>✓ Improving the working environment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Organization of meetings / events</li> <li>▪ Dialogue with the bodies of collective representation</li> </ul> <hr/> <p align="center">Research on the analysis of substantiality</p> <hr/> <ul style="list-style-type: none"> <li>▪ Internal meetings of Managers, Heads of Departments, Supervisors</li> <li>▪ Informative events</li> <li>▪ Managing Directors meetings</li> <li>▪ Intercompany meetings</li> <li>▪ Human resources department e-mail</li> <li>▪ Electronic service program, development and evaluation of human resources</li> <li>▪ Electronic process of submitting ideas and suggestions</li> </ul>	<p align="center">Every 2 years Per case</p> <hr/> <p align="center">Every 2 years</p> <hr/> <p align="center">Monthly, Quarterly, Semi-annual, Annual</p> <hr/> <p align="center">Monthly</p> <hr/> <p align="center">Ongoing</p>

<b>CUSTOMERS</b>	<ul style="list-style-type: none"> <li>➤ Customers demand service upgrades, transparent financial terms and reliability in transactions. Flexible procedures, reduction of bureaucracy.</li> <li>➤ They require quality products to be supplied at competitive prices.</li> <li>➤ They also want respect, reliability and support in all areas.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Systematic monitoring and recording of complaints</li> <li>✓ Customer satisfaction surveys</li> <li>✓ Statistical reports with qualitative and quantitative data on the support and effectiveness of collaborations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Company websites</li> <li>▪ Social Media</li> <li>▪ Press Releases</li> <li>▪ Workshops and information meetings with groups of clients</li> <li>▪ Advertising</li> <li>▪ Customer Service Department / Call Centers</li> <li>▪ Personal, RM-Relationship Managers</li> <li>▪ Technical Service Help Desk</li> <li>▪ Complaints department</li> <li>▪ Electronic Communication /Newsletter</li> </ul>	Ongoing
			<ul style="list-style-type: none"> <li>▪ Outlook surveys</li> <li>▪ Customer Satisfaction / Service Surveys</li> <li>▪ Systematic dialogue between staff, partners and clients for full personalized satisfaction of their needs</li> </ul>	Annually
			Research on the analysis of substantiality	Every 2 years
			<ul style="list-style-type: none"> <li>▪ Meetings</li> <li>▪ Trainings / Events</li> </ul>	Per case
			<b>SUPPLIERS / PARTNERS</b>	<ul style="list-style-type: none"> <li>➤ Suppliers want perfect cooperation with the company in all areas.</li> <li>➤ They want service and satisfaction, transparent financial terms, reliability in financial transactions, creation of new products and services, innovation and the best possible financial performance of the company.</li> <li>➤ Finally, they want a selection of supplies from local companies, information on the progress of the submitted offer and the timely implementation of the services provided</li> </ul>
Research on the analysis of substantiality	Every 2 years			

<b>UNIVERSITIES-COMMUNITY</b>	<ul style="list-style-type: none"> <li>➤ Participation in research programs and conferences of geological / geostatic interest.</li> <li>➤ Cooperation for NSRF programs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Synergies and collaborations for scientific research projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Workshops / conferences</li> <li>• Informative meetings</li> <li>• Scientific collaborations</li> </ul>	Ongoing / Per case
			Research on the analysis of substantiality	Every 2 years
<b>MEDIA</b>	<ul style="list-style-type: none"> <li>➤ The media want systematic, timely and reliable information on the activities, results and actions of the company.</li> <li>➤ Also support of local communities</li> </ul>	<ul style="list-style-type: none"> <li>✓ Direct contact and cooperation on an ongoing basis, systematic response and communication</li> <li>✓ Measuring the effectiveness of the media in communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Press &amp; Public Relations Office</li> <li>• Communication of opinions regarding corporate or other issues of our activities, articles on entrepreneurship, the environment and culture, etc.</li> <li>• Interviews</li> <li>• Announcements / Press Releases / Advertising</li> <li>• Company website</li> <li>• Information, communication and promotion of corporate action</li> </ul>	Ongoing / Per case
			Research on the analysis of substantiality	Every 2 years
<b>STATE, INSTITUTIONAL BODIES AND REGULATORY AUTHORITIES</b>	<ul style="list-style-type: none"> <li>➤ The main goal of the institutional Bodies is the transparency and the compliance of the company with the current laws and regulations, the compliance with the current legislative and regulatory framework.</li> <li>➤ They are also interested in ensuring the financial sustainability of the company.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Full compliance with regulations and legislation.</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in Bodies and Organizations</li> <li>• Participation in industry conferences</li> <li>• Participation in Public Consultations</li> <li>• Company website</li> <li>• Electronic communications</li> </ul>	Ongoing / Per case
			Research on the analysis of substantiality	Every 2 years