



one company
one idea
good for all

CORPORATE SOCIAL
RESPONSIBILITY REPORT 2012



With the notion that “really great is the one who can make the difference in the everyday life of his fellow citizens”, OPAP encapsulates its business activity into social work towards every recipient. Into a work of essence, with tangible and measurable results towards the improvement of the quality of life of every Greek.

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Towards the new challenges, OPAP responds again with a positive work, confirming its leading role and its constant contribution towards sustainability, both economic and social.

Introductory Note

Objective of the present 2012 CSR report is to present, in a content and comprehensive manner, the activities as well as the operation of OPAP S.A. during 2012, so as to inform every interested party.

OPAP S.A. within the scope of transparency and according to the Principles of Corporate Governance, presents the 2012 CSR Report, which is the sixth annual record on the row of its social presence, as regards the scope of Corporate Social Responsibility and the all-time earnest posture of the company regarding whatever concerns its social presence. The structure of the present edition responds to the total issues concerning the social responsibility of OPAP S.A. and the manner it was expressed to the stakehold-

ers of the work of the company. Provided the particularly wide social work of OPAP S.A. and facilitating the reader, the social work of the Company is focused on three strategic sectors: People, Players, Society. In addition, in the present report, as regards the corporate social contribution, it was decided to include reference to selected actions, without briefing of those included to the category "Sponsorships".





About the report

REPORT SUBJECT

- The Report is about the company "Organization for the Prediction of Football Matches S.A." in short OPAP S.A.
- OPAP S.A. is the majority shareholder in the following companies:
OPAP Services S.A. (shareholder of 100%)
OPAP Cyprus Ltd (shareholder of 100%)
OPAP International Ltd (shareholder of 100%)
- OPAP S.A. is traded at the main Market of the Athens Stock Exchange.
- The address and telephone number of the company are Leoforos Kifissou 62, 12132 Peristeri – Attica Phone centre (+30) 2105798800

REPORT OBJECT

- To inform OPAP S.A. partners, as well as any other interested party, on the principles, the initiatives undertaken by its management, the actions and results of the Company's engagement to promote Corporate Social Responsibility and Financial, Social and Environmental Sustainability.
- The promotion of transparency, awareness and self-improvement practices so as to attain the aforementioned goals of Responsibility and Sustainability.

REPORT FIELD

- The report is for the year 1/1/2012 – 31/12/2012 (unless stated otherwise in some specific field).
- It covers all OPAP S.A. activities and part of the OPAP Services S.A. as well as OPAP Cyprus S.A.
- In most indicators it also includes data for the last two years (2011 and 2012). Where only 2012 data is presented the reason is that the comparability of the data has not been controlled.
- It includes data from the totality of the Company's operations.
- The Report does not include joint ventures and assigned projects.

REPORT TOPICS

Naturally, the topics covered in the Report are only a part of all the topics that emerge and are of concern to the Company and its Partners every year. However they are the most important and this is why they are considered strategic.

These are not fixed, they are however quite stable. For this reason the Company has not implemented a fixed revision procedure. Rather, the revision takes place via the following procedures:

1. The annual programming procedure, during which the company strategy is reviewed and confirmed or modified.
2. The instituted or emerging dialogue with partners, such as the negotiations with employee representatives and the active participation of HR

in business operations. The shareholder's General Assembly and the Shareholder's Service. The management of the Agencies network as well as the dialogue and cooperation relations established with their associations. Public opinions surveys and many direct and constant contacts with beneficiaries of the sponsorship and support programs conducted by OPAP.

REPORT PUBLICATION

The Report is drafted and published on an annual basis. The previous Report covered the year 1/1/2011 – 31/12/2011 and was published on 2012.

METHODOLOGY AND SPECIFICITIES OF THE REPORT

The Report is not revised or in any way differentiated in the period it covers, or the measurement and publication techniques used in 2011 and 2012. The Report incorporates the principles, directions and directives of the Global Reporting Initiative and more specifically:

- The Sustainability Reporting Guidelines
- The Indicator Protocols Set
- The Technical Protocol

This integration allows for the promotion of transparency, comparability targeting and benchmarking.

TABLE OF STANDARD GRI PUBLICATIONS INCLUDED IN THE REPORT

A table matching the standard GRI publications to report pages that refer to those is available in page 52.

REPORT LIMITATIONS

The company recognizes that there are limitations in the Report, related to the definition of quantitative goals and is willing to lift these limitations. The harmonization of specific measurements performed in different companies of the Group might also be required. In any such case, this will be reported in the next Report.

Contact Person
The responsible person for questions or comments pertaining to the Report is Mrs Eleftheria Katsiyianni +302105798424

The Company

- Corporate Profile
- Milestones
- OPAP Group
- Financial Data
- Strategic Framework
- Corporate Governance
- International Presence
- Commitment



Corporate Profile

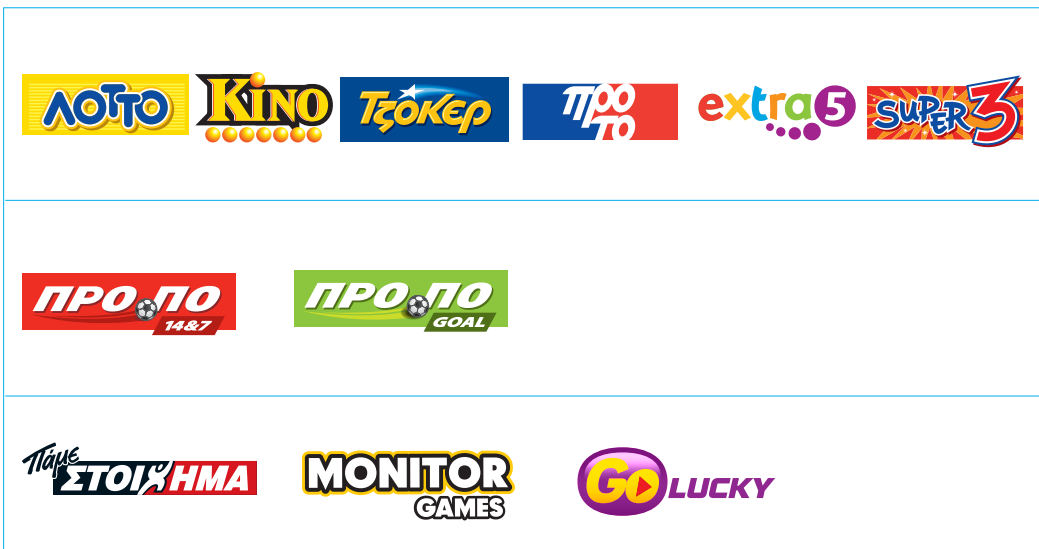
The “Greek Organization of Football Prognostics” (OPAP) was established in 1958 as a legal entity governed by private law for the organization and operation of the slip of prognostics of football games (commonly known as PROPO).

In 1999, OPAP became a public limited liability company (by Presidential Decree 228/1999) with the Hellenic State as the sole shareholder and a statute was drawn. According to the 1st Article of the statute, the Public Liability Company was then named “Greek Organization of Football Prognostics”, in short OPAP S.A.

THE COMPANY PURPOSE:

The organization, operation, and conduct of PROPO, LOTTO, PROTO, PROPOGOAL, JOCKER, BINGO-LOTTO, KINO, SUPER 3, SUPER 4, NUMERICAL LOTTERY 5 OUT OF 35, TEAM SPORTS BETTING, BASKETBALL BETTING AND FIXED OR NON FIXED ODDS BETTING (in all sorts of individual or team games, as well as events whose nature allows for betting), as well as any other game of chance or knowledge or technical game whose operation may in the future be allowed in Greece as well as abroad.

OPAP GAMES



Milestones

1958

Establishment
of OPAP

1959

Introduction
of PRO-PO

1990

Introduction
of LOTTO

1992

Introduction
of PROTO

1996

Introduction
of PROPOGOAL

1997

Introduction
of JOKER

1999

OPAP
becomes
a PLC

2000

Introduction of PAME STOIHIMA
20 years exclusive licence contract with the Hellenic State

2002

Introduction of EXTRA 5
Introduction of SUPER 3

2003

Introduction of KINO

2005

Change of trademark

2010

Completion of the global corporate structure of the Group and Games

2011

Expansion of the exclusive right to organize, operate and manage its games until 2030. Exclusive license for the installation, operation and exploitation of VLT's in Greece

2012

OPAP Holding is declared favorite concessionaire for the 12-year license of Hellenic Lotteries.

OPAP Group

OPAP S.A.* has become a holdings group consisting of the mother company and 5 subsidiaries. Two (2) other companies, (Neurosoft Ltd και Glory Technology Ltd), are also linked to the Group due to the fact that the mother company owns minority shares. In detail:

Subsidiary / Independent / Holdings	Share	Country	Activity
OPAP CYPRUS LTD	100%	Cyprus	Numerical lottery Games
OPAP INTERNATIONAL LTD	100%	Cyprus	Holdings Company - Services
OPAP SERVICES S.A.	100%	Greece	Sports events - Promotion - Services
OPAP SPORTS LTD	100%	Cyprus	Sports Betting Company
OPAP INVESTMENT LTD	100%	Cyprus	Gambling Activity
NEUROSOFT GREECE	30%	Greece	Services - Software
GLORY TECHNOLOGY LTD	20%	Cyprus	Services - Equipment

*as of 31-12-2012

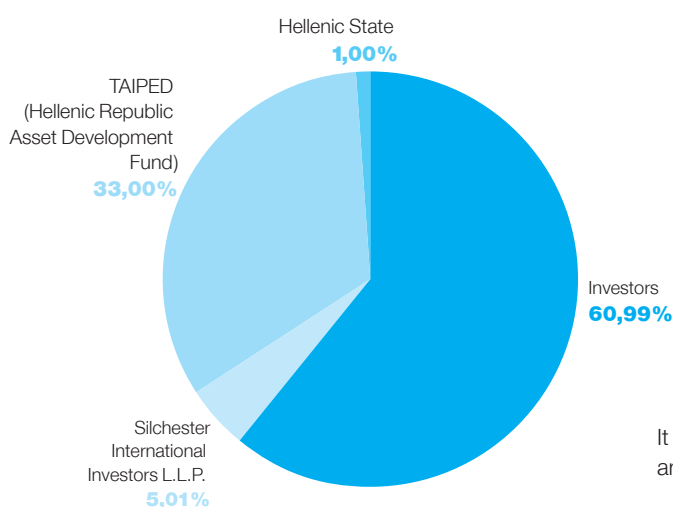
FINANCIAL DATA (in million euros)

	2012	2011
Turnover	3.775,25	4.172,46
Gross profit	749,60	827,02
EBITDA	667,18	729,31
EBIT	644,42	702,06
State Taxes	283,92	1.370,36
Share dividend	181,83	229,68
“Responsible gaming” Expenses	0,15	0,35
Sponsorships	70,18	61,11
Financial Support	14,00	23,04

SHARE CAPITAL – SHAREHOLDERS

The shares capital of OPAP S.A. amounts to € 95.700.000 and is divided in 319.000.000 common shares each with a nominal value of €0.30.

By 31.12.2012 and according to the notifications of Law 3556/2007, in the year 2012 the synthesis of the shareholders of OPAP S.A. was:



It must be noted that the Hellenic State controls 100% of TAIPED and thus indirectly controls the voting rights.

The Strategic Framework

In the present ever-changing environment, OPAP S.A. focuses on the following priority and responsibility areas that reflect its strategic challenges and choices:

AN EXEMPLARY MANAGEMENT OF LICENSES

OPAP S.A. organizes, operates and conducts games with reliability and transparent practices (distributed earnings, draws etc.) and with a sense of responsibility towards the players (Responsible Gaming).

OPAP S.A.'s relation with the players is built on trust, which emanates from the implementation of technological safeguards via certified procedures that aim at ensuring reliability and transparency in the organization, conduct and operation of its games at all times.

Finally, OPAP S.A. treats players in a responsible manner and adopts, always within the framework of responsible gaming, a series of procedures and actions in order to protect the public and to deter vulnerable social groups from excessive participation in games of chance. All these procedures and actions are in line with the international self-regulation rules that OPAP S.A. has cosigned and include the training and compliance of employees and agents, as well as the adherence to strict principles of responsible Advertisement and Management.

SOCIAL RECIPROCITY

OPAP S.A. actively supports the community by allocating financial resources to the Health, Education, Culture, Sports, Environment and Vulnerable Social Groups sectors. The total amount of resources dedicated to these actions amounts to 14 million euros and 70 million euros are spent in sponsorships.

ENSURING SUSTAINABLE FINANCIAL AND SOCIAL GROWTH

In order to promote a sustainable financial and social growth, OPAP S.A. is undertaking a series of initiatives ensuring:

- Good corporate governance practices.
- Audit mechanisms.



- Integrated Management System.

GOOD CORPORATE GOVERNANCE PRACTICES

Within the framework of an efficient Corporate Governance system, OPAP S.A. is implementing good Corporate Governance practices, which actually are more demanding than the current legislation.

AUDIT MECHANISMS

OPAP S.A. uses an efficient internal audit system aiming at safeguarding its assets as well as tracking and neutralizing the most important potential risks, monitoring and periodically reviewing the implementation of corporate strategy. This review covers all essential audits and controls, including financial and operational audits, compliance audits as well as risk management systems audits.

Management Systems

The constant procedures audit is aiming in the further improvement of the company's operation in all fields and is priority for OPAP S.A.

INTEGRATED MANAGEMENT SYSTEM (IMS) - CERTIFICATIONS

Since 2004, OPAP S.A. implements according to international standards an Integrated Management System for Quality, Environmental Management and Social Accountability, where each system takes into consideration the structure and requirements of the other systems, a fact that allows for a better and more efficient audit and improvement of the said systems.

The Integrated Management System of OPAP S.A. consists of the following three (3) certified management systems:

- ISO 9001: 2008 QUALITY MANAGEMENT SYSTEM

The goal of this system is the constant improvement of client satisfaction, with the implementation of standardized processes. OPAP S.A. has been accredited by the international certification body LRQA, according to the requirements of the ISO 9001:2008 international standard.

- ISO 14001:2004 ENVIRONMENTAL MANAGEMENT SYSTEM

In order to contribute to the protection of the environment and improve its environmental performance, OPAP S.A. is implementing environmental programs and policies and has been certified with ISO 14001:2004 by the international Certification body Bureau Veritas.

- SA 8000:2008 SOCIAL ACCOUNTABILITY STANDARD SYSTEM

OPAP S.A., aiming at creating an ideal work environment for its employees, is implementing social accountability and welfare policies and has been certified with SA 8000:2008 by the international accreditation body Bureau Veritas.

MANAGEMENT SYSTEMS COMMITTEES

The Management Systems Committees are appointed by decision of the board of directors of OPAP S.A. and external experts or Company consultants may participate in them. They play an important role in the revision of the integrated management system implemented by OPAP S.A.

INSPECTION RESULTS

No incidents of non-compliance were reported after the audits and inspections concerning the implementation of the integrated management system (IMS) in 2012.



Corporate Governance

Corporate governance covers the totality of Principles and Rules of the Company that regulate the relations between Shareholders, Management and all interested parties.

OPAP S.A. has adopted a “Corporate Governance Code” that along with the “Internal Operations Regulation of OPAP S.A.”, the “Manual of Integrated Management System”, the “Procurement Policy and Procedures”, the general institutional and regulatory framework and the decisions of the higher instances of the Company, regulate its operations.

HIGHEST GOVERNING BODY

According to the internal regulation of OPAP S.A., the highest governing body that is responsible for the overall management of the Company is the Board of Directors.

The CEO is a member of the Board of Directors and is responsible for the coordination and efficient operation of the company as well as every unit within the company.

BOARD OF DIRECTORS SYNTHESIS

The Board of Directors consists of eleven (11) members, out of which 2 are appointed as executive members and 9 are non-executive members. At least three (3) of the non-executive members must be independent. The number of the non-executive members of the board must not be less than 1/3 of the total number of members and if the number is a fraction it is rounded up to the next figure. The Board of Directors itself decides on which of its members will be appointed executive members or not. Independent members are appointed by the General Assembly.

Executive members are employed in the Company or offer services to it by assuming managerial duties. Non-executive members of the Board have no managerial duties in the Company and may set out and draft independent evaluations addressed to the Board or the General Meeting, especially pertaining to the Company’s strategy, its performance and assets.

The Chairman and Chief Executive Officer of the Company are executive members of the BoD

when they assume the competences described in articles 19 and 20 in the Company statute. The same person can hold the positions of both Chairman and Chief Executive Officer.

REMUNERATION AND BENEFITS COMMITTEE

A Remuneration and Benefits Committee, which consists of non-executive board members, was established by an OPAP S.A.’s Board of Directors decision 13/29.04.2010 (issue 2), assuming duties for the whole tenure of each board. This Committee offers opinions according to the provisions of Codified Law 2190/1920 on the remuneration and benefits of the executive members of the board; it also expresses opinion as to define the policy on the remunerations and benefits of executives and the manpower of the Company in general, beyond the terms of the Collective Labor Agreements in force.

The determination of the minimum remuneration of the permanent staff is based on the Corporate Collective Labor Agreements in force.

CONFLICT OF INTEREST

The members of the BoD of OPAP S.A., as well as any third party to whom Board of Director competences have been relayed, must desist of the pursuit of own interest that goes against the Company’s interests.

The members of the BoD cannot be related by blood or marriage up to third degree, or be in any way contractors or suppliers of the Company or employees of a company that effectuates transactions with OPAP S.A.

INFORMING PERSONNEL ABOUT DUE PROCESS

The Human Resources Direction informs all managers and staff upon recruitment and later during their work at the Company, on the current legislation that regulates their field of activities and on the terms and rules of the proper operation of the Company.

AUDIT MECHANISMS

• Committees – Work Groups

Within the framework of the Corporate Governance system, and to ensure transparency and dissemination of the necessary information to all interested parties, but essentially investors and shareholders, reporting or consultation Committees are established that are responsible for issues such as: remuneration and benefits policy, dealing with illegal betting, treasury management, supervision and internal audit, point of sales network (agencies), tenders, sponsorships, corporate social responsibility, environment and quality.

In addition to these, special committees and work groups are set up for the presentation of recommendations to the Board of Directors on specific subjects.

• RISK MANAGEMENT SYSTEMS AND INTERNAL AUDIT

The Company maintains a highly effective internal audit system in order to safeguard its assets as well as to track and deal with the most important risks. It supervises and reviews the implementation of corporate strategy on a regular basis. It reviews the main risks the Company could be facing as well as the efficiency of the internal audit system regarding the management of the said risks. The review covers all essential audits, including financial and operational audits, compliance audit as well as risk management systems audits. The Internal Audit system also aims at:

- a) Complying with the legislation in force and the obligations of the Company deriving from it
 - b) Supervising the activities of the Company's top management
 - c) Controlling the transactions performed by the management and partners of the Company concerning the Company's share
 - d) Controlling the dissemination of information about the Company
 - e) Ensuring the adequate and efficient structure and operation of the Company according to the Internal regulations, the decisions made by the Management and the actual needs of the Company
- This internal audit system consists of:

1. The Audit Committee
2. The Internal Audit Direction
3. The Corporate Risk Management and Security Department which in turn consists of the Security Department and the Corporate Risk Management Department and
4. The Department for Systems Management, Constant Corporate Improvement and Compliance to the Corporate Regulatory Framework

OPAP S.A. BOARD OF DIRECTORS 2012

NAME	TITLE	PARTICIPATION IN COMMITTEES
LOUROPOULOS KONSTANTINOS	CHAIRMAN & CEO, EXECUTIVE MEMBER	
AGRAFIOTIS DIMITRIOS	NON EXECUTIVE MEMBER	Member of the Corporate Social Responsibility and Sponsorships Committee and of the Remunerations and Benefits Committee
KOLIOPANOS PANAYIOTIS	NON EXECUTIVE MEMBER	Chairman of the Committees of Management Systems (a) Quality Committee (b) Environment and Social Accountability Committee
LEKEAS EPAMEINONDAS	NON EXECUTIVE MEMBER	Member of the Corporate Social Responsibility and Sponsorships Committee
PANTZOPOULOS STEFANOS	NON EXECUTIVE MEMBER	Chairman of the Audit Committee and Chairman of the Remunerations and Benefits Committee
FOULIDIS KONSTANTINOS	NON EXECUTIVE MEMBER	
SYMEONIDIS GEORGIOS	EXECUTIVE MEMBER	
LASKARIDOU DESPOINA	NON EXECUTIVE MEMBER, replaces the Chairman of the BoD in case of absence	
MOUSTAKATOS THEOFANIS	NON EXECUTIVE MEMBER	Member of the Audit Committee and member of the Remunerations and Benefits Committee
HALATSI EFTHYMIA	NON EXECUTIVE MEMBER	Chairwoman of the Corporate Social Responsibility and Sponsorships Committee and member of the Audit Committee
FELONIS GRIGORIOS	NON EXECUTIVE MEMBER	Chairman of the Agencies Committee general and Specific issues

SHAREHOLDERS' RELATIONS DEPARTMENT

The Shareholders' Relations Department is mainly responsible for the nurturing and preservation of mutually beneficial relations with all the shareholders of the Company, the pertinent institutional bodies of the Capital Market, international and national capital market analysts and the overall compliance with the respective obligations of the Company, always according to the stipulations of the legislation in force. The goal of the Shareholders' Relations Department is to ensure that information about figures, the course of the Company and the latest developments and events, is distributed to shareholders fairly and without discrimination so as to allow them to shape a clear picture of its financial statement and perspectives.

You can find the Corporate Governance

Code of OPAP S.A. at

www.opap.gr/el/web/corporate.opap.gr/182



International Presence

When it comes to turnover, profits and capitalization, a long-term, steady business growth has made OPAP S.A. one of the most important companies in this industry globally.

As an active member of the European and International Games of Chance Associations, OPAP S.A. actively participates in the changes taking place in the global market and its managers participate in special committees within these international organizations, where they are informed on the global trends of the industry by participating in conferences and seminars of the games of chance sector. In 2012, OPAP S.A.'s 30 employees actively participated in 13 international conferences and seminars of the industry.

WORLD LOTTERIES ASSOCIATION/WLA

An international association with full members that are state-owned or state-licensed gaming organizations from 80 countries in 6 continents as well as with associate members that are members/suppliers of products and services to the global gaming industry. Members have an obligation to adhere to the social responsibility and responsible gaming principles as well as dedicate part of their organization's net revenues in social causes.

EUROPEAN LOTTERIES AND TOTO ASSOCIATION /EL

A European association of state lotteries or state-licensed companies who operate games of chance, with 81 full members and 32 associate members/ suppliers of products and services to the gaming industry. Its goal is to promote effective communication between members, the European and international gaming industry and the institutions of the European Union.

EUROPEAN LOTTERIES SPORT COMMITTEE

The Sport Committee operates under the auspices of European Lotteries, aiming at preserving a joint policy on sports betting and representing the interests of the association's members to FIFA, UEFA and other national and international football leagues.

EUROPEAN ASSOCIATION FOR THE STUDY OF GAMBLING (EASG)

The European Association for the Study of Gambling (EASG) is a non-profit organization that aims to increase the level of dialogue between its members who are active in various sectors of the games of chance industry.



EUROPEAN ASSOCIATION FOR THE STUDY OF GAMBLING

COMMITMENT

OPAP was established in 1958 as the “Greek Organization of Football Prognostics” in order to operate and manage the PROPO game as a way to fund Greek sports.

In its 54 years of operation and presence in the Greek community, the profits from PROPO and the other games offered by OPAP, have provided the resources for the construction of innumerable sports facilities, boosted the cultural scene of the country and assisted initiatives whose goal was to help the community.

The successful business growth of OPAP as an Organization and a publicly traded PLC since 1999 is even more important if we take into consideration the fact that in essence, OPAP adopted the principles and operated in line with today’s Social Accountability and Reciprocity philosophy, long before this was translated into everyday business practice and mentality.

As a PLC, OPAP preserved, expanded and highlighted this philosophy via with the establishment of the necessary systems and procedures.

Thinking that the business of the Company is to manage Responsibility, the corporate culture and policy of OPAP focuses on 3 main sectors:

PEOPLE

PLAYERS

SOCIETY

People

- OPAP Stakeholders
- Employee Training
- Corporate Voluntarism



Stakeholders

At the centre of OPAP S.A.'s operations are people. They are what shapes and the ones who benefit from the corporate activities.

The Company, given the important role it has always played in the social and financial life of the country, is interacting with a vast number of stakeholders within a framework based on the values of transparency, trust and a constant desire to improve the services offered. It has been calculated that currently, one out of three Greeks maintains an active relation with OPAP S.A. as a player, partner or by benefiting directly or indirectly by the Company's social activities, thus influencing and being influenced by the company's growth.

DIALOGUE WITH THE STAKEHOLDERS

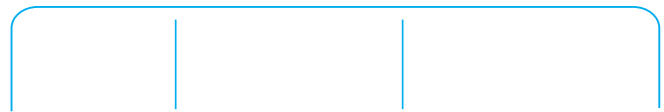
In planning its general strategy, OPAP S.A. takes into consideration its stakeholders' priorities. Specifically:

1. To protect its players, the company takes every precaution and measure to ensure transparency, fairness, as well as the normal, unhindered and safe conduct of its games.
2. Within the framework of social accountability and reciprocity and to the benefit of the wider public, OPAP S.A. undertakes projects of a social nature in the most important social fields.
3. To the benefit of its staff, OPAP S.A. preserved in 2012 all the work places as well as the same salary levels as in 2011.
4. Equally positive are the results for OPAP S.A. agents, who suffered relatively little from the consequences of the financial crisis in 2012.
5. Finally, OPAP S.A. attributes great importance to its shareholders, who in turn proved their trust and invested in the Company, and participate in the highest governing body of the corporate structure, the General Assembly.

employees players agents



State public shareholders providers



THE PLAYERS

OPAP S.A.'s relation with the players is based on transparency, credibility, responsible gaming and quality services. According to market research data, 40% of Greeks participate in OPAP S.A.'s games, 70% intend to play again and 45% express their satisfaction with OPAP S.A.'s games.

THE AGENTS

OPAP S.A.'s network consists of 4.745 agencies. It is the widest and most important network that belongs to a privately owned company in the country, with a presence practically everywhere in Greece. Within the framework of a wider refurbishment and the use of a unified corporate image, during the last three years OPAP S.A. upgraded most of the agencies as well as the services offered.

OPAP S.A.'s agents are the image of the Company, the people who represent the company values to the players and the ones that come into contact with them every day. Bearing that in mind, OPAP S.A. caters to their continuous training with special seminars aiming at upgrading the services offered to the players.

At the same time, OPAP S.A. actively supports the Agents' Federation, their collective body, as well as intervenes dynamically in individual cases where agents require assistance due to health problems or special circumstances.

THE SHAREHOLDERS

OPAP fosters a constant and fruitful dialogue with the Company's shareholders. The fair and equal treatment of all shareholders, including minority and foreign shareholders, is the main mission of the Shareholders Relations Direction. The Direction has an open line with shareholders and is available for meetings in Greece and abroad, and informs potential shareholders who wish to acquire a clearer and full picture of the Company.

The Shareholders Relations Direction also ensures that the shareholders' opinions are conveyed to the Management of the Company.

OPAP also has an active website where its corporate governance, administrative structure, business plans, ownership information as well as other information useful to shareholders and investors, is posted in detail.

The shareholders' General Assembly is the highest governing body of the Company and makes decisions on corporate issues. After the recent harmonization of the Greek legislation with the new European directive on shareholder rights and General Assembly procedures where, among other, the important obstacle of share freezing 5 days prior to a General Assembly was abolished, the participation of shareholders in OPAP S.A. General Assemblies increased from ~ 40% before 2010 to ~ 70% in 2011, and 2012. At the same time, within the framework of the efficient exercise of shareholders' rights and their detailed information on all issues related to General Assembly meetings, OPAP S.A. adopted and applies the international best practice of publishing not only the Assembly agenda but also the explanative report and management

suggestions on those topics at least 20 days before the general Assembly date, so as to ensure the ideal terms for better information and maximum participation.

THE STATE

One of the most important partners that historically shaped OPAP S.A. was the Greek State, which up until 2011 held the solid minority of Company shares at 33%.

THE PROVIDERS

OPAP S.A. considers its suppliers as stakeholders. Suppliers are selected according to criteria such as credibility, fast and quality services, efficiency and best prices. On the other hand, OPAP S.A. is always punctual in its obligations and strictly abstains from any privileged communication and/or information to potential or current providers, guaranteeing tender confidentiality.

THE EMPLOYEES

The personnel employed by the mother company on 31.12.2012 in Athens and Thessaloniki consisted of 238 permanent employees, while the total number of people working for OPAP S.A. Group reached 1.000 people. No discrimination based on race, gender, age or religion is made in recruitment and promotions.

The following data provides information on recruitment and the current contracts.

- Total number of employees (permanent and fixed term) on 31/12/2012: 238 persons (201 permanent and 37 fixed term), divided into 105 men and 133 women
- Average age of employees is 45 years old
- Gen. Directors, Directors and Head of Department: 31 men, 40 women
- Recruitment in 2012: 17 men, 1 woman
- Work accidents (Athens): 3 women

EMPLOYEE BENEFITS

OPAP S.A strongly believes that growth is not possible without the personal growth of its people. To achieve this goal, the company has developed a work environment that promotes the continuous improvement of its employees and has established a benefits scheme that offers all employees security, rewards and motive to grow. Within this framework, the company offers to all employees training in specialized seminars while covering the fees for their post-graduate courses.

OPAP S.A. has established an employee benefits scheme, competitive to other high yield companies of similar size operating in Greece. OPAP S.A. offers employees and their families the following benefits:

- Extra insurance coverage
- Extra pension benefits
- Financial support to employees suffering from severe illness
- Moral rewards to employees who have exceeded expectations within the framework of their duties
- Nursery allowance
- Summer camp allowance
- Loans
- Pecuniary awards to employees' children who succeeded at University exams
- Credit via the Employee Coop "Solidarity" for the satisfaction of social and cultural needs and financial support in the form of guarantees for the acquisition of consumer goods.
- Support of the employee sports teams

The number of check ups of OPAP S.A. employees and their family members by means of the Generali insurance contract, according to data provided by Generali, was 305, out of which 149 were employees and 156 family members.

EMPLOYEE PARTICIPATION IN DECISION-MAKING PROCESSES

The cooperation between staff and the management is based on mutual understanding and exchange of information either via General Directions or Committees, which draw and submit proposals to the Board of Directors.

Furthermore, the employees participate at the Service Council of the Company with elected delegates and they are also active in trade unions via a collective body, SY-OPAP.



The Chairman and CEO of OPAP, Mr Louropoulos offers pecuniary awards to employees children who succeeded at University exams.

WORKPLACE HEALTH AND SAFETY

The Workplace Health and Safety Service focuses on hygiene, safety and workers' protection issues, the organization of production process and work environment and acts as a consultant to the administration submitting proposals on the establishment of a uniform policy on these topics.

The service consists of a Safety Technician, an Occupational Physician and employee representatives according to Law 1568/85.

The most important issues brought before the Health and Safety Committee in 2012 were:

- First aid kit supply on every floor.
- Employee Health Files Follow-up.
- Information of the cleaning and technical support employees on the necessity of Personal Protection Measures.
- Natural parameters measurements (lighting, air, noise) in offices and improvement interventions.
- Escape route plan in case of general emergency and building evacuation plan with the participation of all personnel.

Life-long training and improvement of employees

TABLE 1	
NUMBER OF EMPLOYEES	238
EMPLOYEES IN TRAINING	76
WOMEN	53
MEN	23
MIDDLE, HIGH AND TOP MANAGEMENT	41
STAFF	35
TRAINING HOURS FOR TOTAL NUMBER OF EMPLOYEES	1866

TABLE 2	
NUMBER OF EMPLOYEES	238
EMPLOYEES IN TRAINING	76
EMPLOYEES OUT OF TRAINING	162

TABLE 3	
EMPLOYEES IN TRAINING	76
WOMEN	53
MEN	23

TABLE 4	
EMPLOYEES IN TRAINING	76
MIDDLE, HIGH AND TOP MANAGEMENT	41
STAFF	35

ANNUAL AVERAGE EMPLOYEE TRAINING HOURS, TOTAL, BY GENDER AND EMPLOYEE CATEGORY

TABLE 5	
NUMBER OF EMPLOYEES	238
TRAINING HOURS IN TOTAL NUMBER OF EMPLOYEES	1866
AVERAGE NUMBER OF HOURS PER EMPLOYEE	7,84

TABLE 7	
NUMBER OF TRAINING HOURS	1866
MIDDLE, HIGH AND TOP MANAGEMENT TRAINING HOURS	1136
STAFF TRAINING HOURS	730

TABLE 6	
NUMBER OF TRAINING HOURS	1866
TRAINING HOURS WOMEN	1232
TRAINING HOURS MEN	634

EDUCATIONAL PROGRAMS (BACHELORS AND MASTER DEGREES) AND SEMINARS FOR 2012

INTERNAL AUDIT, ITIL FOUNDATION, INFORMATION SECURITY, RISK MANAGEMENT, HUMAN RESOURCES, ISO, CRISIS MANAGEMENT, IT, MANAGEMENT, INTERPERSONAL COMMUNICATION, MARKETING, INTERNATIONAL ACCOUNTING STANDARDS, REGULATIONS ON WORKING RELATIONSHIPS, PUBLIC RELATIONS, MBA, FINANCIAL STUDIES, COMMUNICATION-JOURNALISM, ORGANIZATION AND ADMINISTRATION OF SPORTS BUSINESS, SOCIAL MEDIA, GAMES OF CHANCE.

Lifelong learning and skill building training programs support employment and help the professional and career growth of the company's personnel.

Corporate Voluntarism by OPAP S.A. employees

VOLUNTEER BLOOD DONATION

Volunteer blood donation by OPAP S.A. started in October 2005 and since then takes place every six months at the headquarters of the Company.

A Blood Bank has been established following an initiative of the Group's Employee Unions, and as a result of the cooperation of OPAP staff with hospitals, and with the impressive participation of employees, a large number of available blood units have been collected.

Specifically from 23/11/2005 until the end of 2012, 2.403 blood units were collected.

To raise awareness and inform people on the importance of blood donation, OPAP S.A. supports the Panhellenic Torch Relay of the Volunteer Blood Donors Unions, which was organized under the auspices of the Ministry of Health and Social Solidarity and the Panhellenic Federation of Volunteer Blood Donors.



Employees support and participate the yearly Torch Relay which takes place during the last decade.

Players

- Basic Principles
- Respecting Players And Society
- Responsible Gaming
- Responsible Advertising And Marketing Principles



Basic Principles

The relation between players and company is based on two basic principles that shape and form this very relation.

Credibility in the procedures implemented by the company in game management and the respect of the company to those who participate in its games and to the general public, as well as respect to the rules and conditions for the participation in the games on behalf of the players.

for a quick adaptation to the wider changes and the tracking of problematic phenomena.

This is a bet that OPAP S.A. has been winning 54 years in a row, as proven by the all-time trust of players and the relevant measurements.

The proven respect of these two principles is a necessary condition for the success of any company in this specific industry. This is a difficult task that requires constant vigilance and reflexes that allow



The second PROPO pay slip of OPAP.

Credibility And Transparency In The Conduct Of Games

SECURITY MECHANISMS IN ONLINE GAMING

OPAP S.A.'s information system ensures the integrity of data stored in the terminals and the central database, as well as their transportation via its network. This is achieved with the use of a priority security model at the level of the terminal, the network and the central information system. This information system has the processing power to announce winners in all winning categories within a very short period of time since the registration of game results (matches, lottery numbers).

A special Audit Commission is responsible for the control and verification of the integrity and credibility of the transactions of all OPAP S.A. games processed by the Company's main-frame, the ratification of results and declaration of winning tickets as well as the adjudication of potential objections. The Commission consists of 15 full and 15 alternate members (officials – civil servants and special experts). (Gov. Gaz. Ministry of Finance and Public Administration 228/20/07/2011 and Gov. Gaz. Ministry of Finance and Public Administration 78/24-02-2012).

DRAW CREDIBILITY

Ensuring that the draw procedures of OPAP S.A. games using either mechanical lottery machines or random number generators are unimpeachable is crucial to the prestige and credibility of OPAP S.A.

These are in detail the security measures for each type of number drawing machines:

MECHANICAL LOTTERY MACHINES

Regarding the assurance of draw procedures using mechanical lottery machines, OPAP S.A. has established the following:

A. SPECIAL DRAW COMMISSION

In order to ensure draw credibility in LOTTO, PROTO and JOKER competitions, a five-member special Commission is set up.

Members, full and alternates, are appointed by decision of the Minister of Culture, responsible for Sports. OPAP S.A. employees cannot be members of the Commission, to the exception of the Commission Secretary, who is appointed by OPAP S.A. (GOV.GAZ. 430/10.3.2009).

B. SPECIAL DRAW REGULATION

A special Draw Regulation has been drafted following a Joint Ministerial Decision, for the draws of OPAP S.A.'s games LOTTO, PROTO and JOKER. This regulation lists in detail the procedures that must be followed during the draws of the aforementioned games, as well as all the necessary corrective measures that have to be applied in case of malfunction of one of the mechanical lottery machines.

C. ESTABLISHMENT OF A LOTTERY MACHINES MAINTENANCE WORKING GROUP

The Company has set up a team for the maintenance of lottery machines, whose work is to ensure the trouble-free operation of all mechanical lottery machines used by the Company for the draws in its games, making sure that all manufacturers' specifications are respected.

Random number generators

Regarding the assurance of draw procedures using random number generators, OPAP S.A. has established the following:

a) For the electronic draws of SUPER 3, EXTRA 5 and KINO, independent integrated cryptographic safe pseudorandom number generation systems are used, which are certified on a regular basis by academic, educational or research institutions in Greece or abroad.

b) The drawn numbers as well as the other data regarding the draw are saved in electronic media in a way that does not permit data tampering and are printed by a printer.

c) Electronic draws systems are installed and operate in areas with special security systems and access control, under the responsibility of the special Audit Commission.

RETURN OF UNDISTRIBUTED WINNINGS TO PLAYERS

An extra parameter to the transparency of OPAP S.A. mechanisms and attribution of profits to the society is the one pertaining to the management of undistributed winnings, which according to the stipulations of P.D. 395, OPAP S.A. returns to the players. These amounts are the winnings from winning tickets that were never collected, as well as the rounding up of winning shares in every winning category.

After the end of every fiscal year these undistributed amounts are attributed to players in the course of the following year in the form of gifts draws or by increasing the prizes in specific draws. Specifically, the undistributed winnings for year 2012 (as registered in the financial statements on 31/12/2012) were five million nine hundred thirty five thousand fifty six euros and sixty-three cents (€5.935.056,63).

TRANSACTION SAFETY AND WINNINGS ATTESTATIONS

The Company annually performs millions of transactions – payments, either via the agents' network or Banks. The IT systems used are constantly updated to make sure their safety and credibility.

According to its Games Organization, Operation and Conduct General Regulation, OPAP S.A. is obliged to issue winnings attestations if the player wishes it. The winnings attestation is a taxation document (proof of the origin of winnings from games of chance). The Company takes all necessary measures to ensure the anonymity of winners, protect their personal data and the transparency in the issuance of winnings attestations.

INFORMATION SECURITY AND MANAGEMENT SYSTEM

OPAP S.A aims at ensuring the reliability and validity of the games as well as the players' data security and confidentiality.

To that end:

- Its Information Security Management System is certified according to ISO 27001 and the Lottery Security Control Standards as those

are defined by the WLA.

- OPAP S.A.'s information system for online gaming ensures the integrity of data stored in the terminals and the central database.

ILLEGAL OR IRREGULAR BETTING

The efforts in fighting illegal or irregular betting in this past year were crowned with success. In 2012, a Committee that consists of Hellenic Police and Financial Crime Unit officers put in place a specialized program that covered all Greece and the results were impressive. More specifically, 18 successful raids were performed, during which 108 owners of Internet cafés or other type of public health businesses (restaurants, bars etc.) were arrested and appeared in front of court magistrates. At the same time, controls for illegal games of chance (VLT's) were intensified and in 2012 the results were impressive. In the course of 1019 raids, 4.843 people were arrested (owners of public health businesses and players) while 10.638 gaming machines and computers were seized and are kept at the Public Property Management Organization (ODDY).

The Illegal and Irregular Betting Committee via targeted actions implemented an ambitious program against illegal betting and games of chance, to the benefit of OPAP S.A. agents and players.

Respecting Players And Society

Responsible Gaming

By the term “**Responsible Gaming**” we define a series of initiatives and actions taken for the protection of the public and to actively deter vulnerable social groups from excessive participation in the games of chance managed by OPAP S.A. These actions stem from the institutional commitment of OPAP S.A. according to global responsible gaming lottery standards, the reinforcement of control mechanisms, the research on gambling and addiction, the support of treatment and prevention programs, training of all employees and agents and a strict adherence to responsible advertisement and marketing principles.

RESPONSIBLE GAMING ACTIONS

Responsible Gaming is a fundamental principle for the Company, whose aim is always to provide entertainment exclusively to adults. The protection of its players and the community from the phenomenon of gambling and games of chance addiction is a top priority.

Within this framework the Company implements and promotes specific initiatives as:

1. Commissioning specialized companies to perform market research and collect measurable data for Responsible Gaming.

2. Regular update on international developments and actions pertaining to Responsible Gaming and employee awareness.

3. Financial support of KETHEA –ALPHA for the operation of the 1114 psychological support helpline, which is staffed with mental health professionals and helps gamblers, as well as family and friends who have to deal with gambling-related situations.

4. Financing a three-year long, systematic scientific research that examines the relation and addiction of adults and minors of Greece, under the supervision of the 1st Psychiatric Clinic of the University of Athens – Aiginiteion Hospital.

Finally, a Responsible Gaming information and awareness campaign is planned for 2013.

Key Performance Indicators for Responsible Gaming

Key Performance Indicators for Responsible Gaming	2009	2010	2011	2012	2013 (target)
Market researches conducted by OPAP regarding Responsible Gaming	1		1		1
Third party researches reviewed by OPAP S.A.		3	2	2	2
Number of employees trained on RG	22	14	20		20
Number of agents & employees trained on RG				4745	4745
Number of employees who attended a relevant conference	8	7	5	3	3
Awareness campaign in agencies					1
Media information and awareness campaign					1

Responsible Advertising And Marketing Principles

Within the framework of the overall social responsibility in OPAP S.A., the communication policy of the company prioritizes the consideration, the welfare of the community and especially the welfare of vulnerable social groups.

OPAP S.A.'s communication strategy is characterized by the following fundamental rules:

- Not to direct its commercial communication and advertising to minors or use media and content whose primary audience are minors.
- To promote a moderate participation in its games.
- Not to create or cultivate false or excessive expectations regarding the potential benefit of the games the Company manages.
- Great emphasis is given to the promotion of social issues so as to raise awareness and inform on health, sports, and environmental and educational topics.
- Personal, social or financial success of potential players is not related or linked to the participation in the games of the company.
- Not to reinforce or cultivate stereotypes that tend to promote social inequality or infringing behavior.

Society

- Social Contribution
- Indicative Actions
- Awards



Social Contribution

The combination of a steady business growth with an incessant contribution to the community and support whenever this is required is an integral part of the corporate culture and philosophy.

For OPAP S.A. the bottom-line is to produce measurable and tangible social dividends. On this axis, OPAP S.A. is committed to the implementation of an integrated Social Responsibility system, which serves the purposes of important projects related to its personnel, shareholders and partners as well as the community in general.

Aiming at the constant improvement of the social responsibility, participation and “reciprocity” procedures, and by selecting to support actions that offer concrete benefits to the society, the Company divides its social activities in the following axes:

Axes of OPAP CSR:



With systematic effort and specialized committees and transparency procedures, OPAP S.A. is annually supporting these 6 social responsibility axes, thus embodying its corporate philosophy and substantializing the corporate motto: “Good for all!”

Social contribution expenses allocation 2012

AXIS	SPORTS	CULTURE	HEALTH	EDUCATION	SOCIETY	ENVIRONMENT	TOTAL
AMOUNT	€6.657.387,10	€3.006.620	€3.333.663,10	€1.065.864,14	€2.632.376	€170.000	€16.865.910,34
ACTIONS	97	66	33	40	66	2	304

Sports

Total actions: 97
Total amount: €6.657.387,10

Since its establishment as a company in the service of sports and up until today, OPAP S.A. has been the main “financier” of Greek sports by supporting thousands of sports clubs, reinforcing and promoting the most important athletic events, contributing to the creation of sports infrastructures all over Greece for the training of children and young people.

In 2012, OPAP S.A. continued to participate in and provide substantial support to the sports world of Greece, being present at almost every sports related action or initiative that promoted and enhanced the ideals and values of fair-play, team work, cooperation and solidarity.

At the same time, emphasis was given to actions that projected a positive image of Greece abroad, highlighting the potential and prospects of Greeks, reaffirming our potential for success independently of the general circumstances.

Some of the actions supported by OPAP S.A. in 2012 within the framework of the “Sports” axis are indicatively:

HELLENIC OLYMPIC COMMITTEE

Keeping alive the Olympic Ideal

OPAP S.A., as the Grand Sponsor of the Hellenic Olympic Committee made sure that the Greek athletes were appropriately equipped so as to focus on the Olympic effort.

The financial support amounted to a €5.000.000 financial support to the Hellenic Olympic Committee to cover the expenses of the preparation of Greek athletes for their participation at the 2012 London Olympic Games. OPAP S.A. also offered €100.000 to cover the purchase of the necessary equipment for the Olympic Teams of the Rowing, Yachting, Canoe



Kayak, Cycling and Table Tennis Federations participating in the Olympic Games. Furthermore, OPAP S.A. assumed the expenses for the preparation, transport and accommodation of the National Men’s Basketball Team within the framework of the qualifying matches that took place in Caracas, Venezuela in July 2 to 8, 2012.

HELLENIC PARALYMPIC COMMITTEE

Standing by the Olympic Champions of life

Sponsoring the Hellenic Paralympic Committee with the amount of €1.000.000 was for OPAP S.A. a move of double significance. On one hand the goal was to cover a significant part of the expenses for the preparation of the Greek Athletes for their participation in the 2012 London Paralympic, ensuring a Hellenic respectable presence at this unique prestigious athletic event. On the other hand it proved once again the sensibility of the Company in the face of the extra effort that some of our fellow men have to put in. An effort that OPAP S.A. recognizes, honors and supports.



SPECIAL OLYMPICS INTERNATIONAL HELLAS

Because some games are “special”

Continuing with the financial support offered to the Athens 2011 Special Olympics, OPAP S.A. has always been a supporter of the effort and the message conveyed by the Greek Special Olympics athletes. To that end it contributed €100.000, assuming thus part of the expenses for the preparation and the participation of the Greek team in the Winter Special Olympics that took place in Korea from January 26 to February 6, 2013.



INTERNATIONAL OLYMPIC TRUCE CENTER

Children familiarize with the Olympic ideals

Behind records, success and winners lay the effort, personal fight for the best performance and fair play. OPAP S.A. lends its support to the International Olympic Truce Center in the organization of educational programs concerning the values of Sports for school children. Specifically:

- The Imagine Peace educational program “Colors for Peace. Learning about the Olympic Truce while having fun”.

Children learn about the Olympic Games and Truce by coloring.

- Organization of educational workshops in schools following the course of the Olympic Flame.
- Organization of the Internet contest “Post for Peace”, “The Olympic Games in the Enchanted Forest”.

2.000 school children participated in the above-mentioned actions.

OPAP supports all major sports events throughout the years, embracing every effort that promotes noble competition.

Indicative financial support offered in 2012:

1.	Financing the expenses of the organization of the Youth Football League Championship.
2.	Financial support of the HELLENIC FOOTBALL FEDERATION (EPO) for the support of the Amateur Football Division in 2012-2013 and 2013-2014.
3.	The financial support of the HELLENIC AMATEUR ATHLETIC ASSOCIATION (SEGAS) for the period 2012-2013.
4.	Coverage of the expenses of 19 TENNIS SPORTS FEDERATIONS for the organization of championships and other activities
5.	Financial support of the HELLENIC JUDO FEDERATION for the preparation of its athletes in view of the 2012 London Olympics and the 2016 Rio de Janeiro Olympics.
6.	Partial coverage of the expenses of the 7th International Marathon "Alexander the Great", organized under the auspices of CULTURAL SPORTS CLUB "TRITON THESSALONIKI".
7.	Financial support of the "POSEIDON S.C. LAVREOTIKI AND MESOGAIA" for the organization of a race starting at the ancient temple of Poseidon and finishing line at the port of Lavrion.
8.	Financial support of the HELLENIC SWIMMING FEDERATION for the operation and development of infrastructure and the preparation of the Swimming, Men's and Women's Water Polo, Synchronized Swimming, Diving and Long Distance Swimming Teams.
9.	Financial support for 33 small sports and athletic clubs for the continuation of their operation.
10.	Financial support of the XYLOKASTRON SPORTS CLUB to cover part of the expenses of an Exhibition about the London Olympics that toured five big Greek cities.
11.	Financial support of the NATIONAL OLYMPIC ACADEMY OF GREECE – ETHN. OA to continue their Educational and Research work on Sports and Olympic Education.
12.	Financial support of the KAVALA CHESS CLUB for the organization of the 21st Kavala International Tournament.
13.	Financial support of the HELLENIC AMATEUR TENNIS FEDERATION (E.F.O.A.) in order to cover part of its expenses for the organization of Championships and other athletic activities.
14.	Financial support of the HELLENIC AMATEUR ARCHERY FEDERATION to cover part of the expenses for the participation of the Women's Pre-Olympic team at the Archery World Cup in the U.S.A.
15.	Financial support of ALKYON NAUTICAL CLUB RAFINA for sports activities (organization of Panhellenic championships and purchasing sports equipment).
16.	Financial support of the IOANNINA ATHLETIC SPORTS CLUB to cover the expenses for the organization of the 22nd Basketball Camp.

17.	Financial support of the PANHELLENIC ATHLETIC CLUB OF MEDIA PERSONNEL to cover the expenses of the organization of the annual football championship.
18.	Financial support of the MINISTRY OF EDUCATION to cover the expenses for the organization and financing of school teams participating in school sporting events: the Panhellenic High School Games, the World Handball, Volleyball and Table Tennis School Championships and the participation in the ISF Executive and Technical Committees and the organization of Sports events in Primary Schools.
19.	Financial support of the HELLENIC SPORTS FEDERATION OF DEAF for the participation of the Men and Women Basketball Teams as well as the Men and Women National Football Teams of the Federation at the European Championship in Turkey.
20.	Financial support of the VASSILIKA EQUESTRIAN CLUB for the support and promotion of therapeutic riding, which can be an educational method used with children suffering from autism spectrum disorders.
21.	Financing of Greece's two-year contributions as a member of WADA -World Anti-Doping Agency.
22.	Financial support of the "APOLLON PATRON" SPOTS CLUB, for the construction, according to the A1 Basketball Division standards, of the necessary improvements of the home arena of the "Apollon Patron" Basketball Team competing in the A1 National Division.
23.	Financial support of the PANELEFSINIAKOS BASKETBALL SPORTS CLUB to purchase the necessary equipment required for the operation of the home arena of the "Panelefsiniakos S.C." Basketball Team competing in the A1 National Division.
24.	Coverage of the maintenance and upgrading of the PEACE AND FRIENDSHIP STADIUM (SEF) to improve its operation.
25.	Financial support of the DOXA DRAMAS A.C. for the refurbishing of the home football field of "PAE DOXA DRAMAS".
26.	Financial support of the ARGOSTOLI NAUTICAL CLUB to cover part of the expenses for the improvement and repairs of its sports facilities for the Water Polo team of the ARGOSTOLI NAUTICAL CLUB competing in the A1 National Division.
27.	Financial support of the STYPSIS KARAVAGGELIS ATHLETIC CLUB for the refurbishing of the privately owned sports field in Stypsis Lesvos.
28.	Financial support of the KENTAVROS XANTHIS CULTURAL ATHLETIC CLUB to cover part of the expenses for the construction of a 300 - seat gallery at the KENTAVROS sports field in Xanthi.
29.	Financial support of the KANDANOS-SELINOS MUNICIPALITY for the completion of the Kandanos sports field.
30.	Financial support of the PLATANIA MUNICIPALITY to cover part of the expenses for the construction of the Platania Municipal Stadium.
31.	Financial support of the HELLENIC SWIMMING FEDERATION as a reward for the 2nd position of the Women Water Polo National Team at the 2011 European Championship.
32.	Financial support of the "BLUE AND WHITE LIGHTHOUSE" UNION OF THE FRIENDS OF THE GREEK FOOTBALL NATIONAL TEAM to cover part of the expenses of the event organized for the 7th annual awards for persons who contributed and excelled with the National Football Team.
33.	Financial support of the HELLENIC SPORTS FEDERATION OF DEAF to cover part of the expenses of their annual event.

Culture

Total actions: 66
Total amount: €3.006.620

Culture was the second area of activities where OPAP focused its attention and contribution. Historically, the Company always kept an interest in cultural happenings by participating, helping and supporting efforts that appeared to have the potential to promote Greek culture.

In 2012, OPAP S.A.'s social intervention in culture focused on actions that aimed at supporting institutions that promote modern culture and the creative forces of Greece.

Indicatively, some of the actions where OPAP participated were:

UPGRADING OF ARCHAEOLOGICAL SITES AND MUSEUMS

Infrastructure work for the competitive advantage of the country

Under the supervision of the Ministry of Culture and Tourism, OPAP assumed an important task whose value lies in the shadow of Greek Culture. The improvement of the image and services offered in 180 archaeological sites and museums in Greece, so as to promote and increase the visibility of Greek civilization and the exploitation of the country's cultural heritage for touristic purposes. The program included the archaeological sites brochures, signs, guard posts educational programs, ticket issuance systems, archaeological sites labels, construction works (slab paving etc.), cleaning and refurbishment of sites.

THESSALONIKI – CULTURAL CROSSROAD

Highlighting a comparative advantage of the city

The promotion of the multicultural traits of the city through a framework of parallel actions on an annual basis was the goal of OPAP's financial support. The idea was implemented with the creation of a cultural calendar on which all cultural institutions of Thessaloniki were coordinated to organize



the hosting, promotion and production of artistic work in relation to one or more honored countries and their respective cultures. Starting with the Middle East, every year until 2015 is dedicated to a great civilization, seeking the ways in which historically the city influenced and was influenced by its impact, confirming thus the geographic, historic, trade and cultural uniqueness of Thessaloniki.

"BYZANTIUM. MASTERPIECES FROM GREEK COLLECTIONS"

USA meets the Byzantine culture

A unique and multifaceted initiative came to be with the sponsoring guarantee of OPAP, at the amount of €3.200.000 and will be presented soon. The exhibition "Byzantium. Masterpieces from Greek Collections" will be presented in various important museums in the USA from Fall 2013 to Spring 2014, thus giving the opportunity to the public in this country to become acquainted with a piece of history of our country that dates from 330 AD until 1453.

PATRIARCHATE OF ALEXANDRIA AND ALL AFRICA

Restoration of historic Orthodox relics

With a sense of duty towards the safeguarding of the historic memory of Hellenism and Orthodoxy, OPAP S.A. supported the Patriarchate of Alexandria and All Africa with the amount of €150.000 covering thus part of the expenses for the restoration of precious patriarchal manuscripts, ensuring the preservation of an important part of our historic cultural heritage.

At the same time, OPAP it supported the Patriarchate with the amount of €300.000 for the purpose of the construction of a Reliquary in the Patriarchal Library of Alexandria so as to preserve, restore and protect its valuable historic works and relics of high ecclesiastic art.

THE THEATRE MOVES TO THE COUNTRY

Art on the road

In a period of financial hardship, OPAP S.A. financed eleven (11) non-profit theatrical companies with the total amount of €250.000 to cover the expenses of play production in Delphi in July. In that way, the company supported the effort of young artists, giving at the same time the opportunity to theatre lovers all over Greece to attend important theatrical performances either free of charge or with a reduced ticket.

Other, indicative financial support offered in 2012:

1. EUROPEAN CULTURAL CENTRE OF DELPHI

OPAP S.A. financed the “European Cultural Centre of Delphi” for the organization of training seminars for Ancient Greek Secondary Education professors. It also supported the Centre for the organization of an important cycle of scientific and cultural events that started in May in Athens and were completed in July in Delphi.

2. “ELEFTHERIOS VENIZELOS” NATIONAL RESEARCH AND STUDY INSTITUTION

OPAP S.A. financed the “ELEFTHERIOS VENIZELOS” National Research And Study Institution for the implementation of its educational and research work. More specifically, the scientific center undertakes research programs and digital cultural projects, it is active in the field of education cooperating with universities and research facilities in Greece and presents a noteworthy body of publications.

3. CLASSICAL MUSIC NETWORK

OPAP S.A. assisted the CMN Classical Music Network in the organization of the 8th International Classical Music Network Cyclades festival in Hermoupolis, Syros, in August 2012.

4. NATIONAL OPERA

OPAP S.A. financed the National Opera with the amount of € 200.000 in order to enhance its cultural production via the organization of a series of artistic activities (opera, operetta, ballet, concerts etc.), which will be presented in the artistic period 2012 – 2013.

5. CULTURAL HAPPENINGS

In 2012, OPAP S.A.’s social contribution in culture focused on actions that aimed at the further development of tourism at a difficult time for Greece and its public image. Within this framework, OPAP S.A. extended its support to another 33 cultural entities for the promotion of actions such as: organization of cultural events, anniversary events, exhibitions, lectures, support of cultural research and restoration of folk tradition.

Health

Total actions: 33
Total amount: €3.333.663

Health is a priority sector for OPAP S.A.'s Corporate Social Responsibility every single year. Especially during the last five years, OPAP focused in the acquisition and donation of state-of-the-art specialized medical equipment to large Greek hospitals, aiming at helping to provide the best possible health care to patients.

The donation of this equipment not only modernized hospital equipment in Athens and all over the country but also saved many patients the hustle of a trip to another city.

At the same time, the support of awareness and prevention campaigns and scientific research continued.

Here is an indicative list of OPAP actions:

CHILDREN'S HOSPITAL "AGHIA SOFIA"

MRI

OPAP S.A. approved the donation to the Children's Hospital "Aghia Sofia" of the amount of €800.000 to cover the expenses of a 1.5T MRI system with specialized protocols for children. The acquisition of the system will be processed by OPAP following the tender procedures of the Company and with the contribution of EFIE or other official bodies for the drafting of the technical features and the evaluation of the bids. This specific initiative will essentially answer an important need of the Hospital and will be completed in 2013.

MOLAOI GENERAL HOSPITAL

Improvement of the radiotherapy department

Approximately 30 to 40 people everyday use the new and advanced equipment of the Molaoi General Hospital radiotherapy department,

which is currently on a three-month trial operation period. OPAP S.A. donated three state-of-the-art diagnostic and invasive medical machines: a digital radiology system, an ultrasound tomograph for general use and an orthopantograph. This equipment has replaced the conventional slow and obsolete equipment that could not cater to the contemporary requirements and fulfill the potential of diagnostics.

UNIVERSITY OF ATHENS MEDICAL SCHOOL

Donation of equipment

Enhancing the infrastructure for the education of future health professionals, OPAP decided to undertake the choice project, along with EFIE and other competent scientific bodies, to purchase valuable specialized hospital technological equipment for research purchases.

ARETAEION HOSPITAL – RADIOLOGY LABORATORY

CAT Scanner

OPAP S.A. approved the purchase and donation procedure of a Multi-slice CAT scanner for the Hospital and also assumed the cost for the upgrading of the Treatment Design System for diagnostic examinations for the patients of the hospital, up to the amount of €550.000. At the same time, the company assumed the construction expenses for the refurbishment of the A' Radiology Laboratory where the Treatment Design System was installed as well as the expenses for the purchase of an additional 3D Dosimetry System in order to offer quality controlled radiotherapy services to cancer patients.

PATRAS GENERAL HOSPITAL "AGHIOS ANDREAS"

Infrastructure refurbishing

The donation of OPAP S.A. to the Patras General Hospital "Aghios Andreas" allowed for the replacement of the air conditioning unit at the Radiology department of the hospital with a new one conforming to the necessary standards and requirements, complying thus with the international health and safety standards.



Our priority was donating technologically advanced medical equipment to hospitals all over Greece.

Other, indicative financial support offered in 2012:

- 1. KONSTANTOPOULEIO GROUP NEA IONIA GENERAL HOSPITAL "AGHIA OLGA"**
OPAP S.A. approved the donation of a robotic cd-dvd recording system required for the operation of the new Multi-slice Tomograph, of a total cost of €8.500 to the Konstantopouleio Group Nea Ionia General Hospital "Aghia Olga". It has also approved the donation of a viewing and processing stent placement device along with the processing station and a state-of-the-art respirator for the cardiology department.
- 2. SPECIALIZED ANTI-CANCER METAXA PIREAUS HOSPITAL – 2ND HEALTH PREFECTURE PIRAEUS AND AEGEAN**
OPAP S.A. approved the procedure of purchase and donation to the "Metaxa Hospital" of two respirators for two beds at the Intensive Cary Unit, whose maximum cost will be €50.000.
- 3. ATHENS UNIVERSITY – ELKE (FOR THE HEREDITARY CARDIOVASCULAR DISEASES UNIT) – SPECIALIZED ATHLETE'S AND YOUNG HEART CENTRE – ELKE CODE 70/3/7260**
OPAP S.A. financed the Athens University – ELKE (For The Hereditary Cardiovascular Diseases Unit) – Specialized Athlete's and Young Heart Centre – ELKE Code 70/3/7260 with the amount of €75.000 for the acquisition of a portable ECHO, an electrocardiograph and a HOLTER and analysis software.
- 4. AGHIOS NIKOLAOS GENERAL HOSPITAL**
OPAP S.A. approved the procedure of purchase and donation to the "Aghios Nikolaos General Hospital" in Crete of a CAT scanner, with an estimated cost of €400.000.
- 5. KARPENISSI GENERAL HOSPITAL – EDESSA GENERAL HOSPITAL – "IOANNIS & AIKATERINI GRIGORIOU" SPARTA GENERAL HOSPITAL**
The donation of three ambulances for the transportation of patients and injured people was completed.

Education

Total actions: 40
Total amount: €1.065.864

To OPAP S.A., Education is the cornerstone of a healthy social development and growth. Within this framework, the Company assists on an annual basis the efforts of thousands of pupils, supplies schools with the necessary material and equipment, finances research related to problems that minors are facing and overall undertakes many initiatives for the support of education and life-long learning. This is an indicative list of the OPAP S.A. actions in this field.

CHAROKOPEION UNIVERSITY Preventing child obesity

Child obesity is a phenomenon whose extent causes great concern. According to official data there has been a 40% increase of this phenomenon in the last years. OPAP, wishing to contribute to the prevention of child obesity is financing with the amount of €1.500.000 the six-year program of Charokopeion University "Somatometry and dietary evaluation of Primary School children: definition of the prevalence of obesity and risk of obesity in children". The program, having already been implemented in the 3rd and 4th



grade of Primary school in 2008 – 2010 and 2012 (until 2015) it has now expanded to include all Kindergarten, Primary and Middle school children in Greece. The goal of the program is the prevention and treatment of child obesity, the identification of dietary deficiencies, the promotion and reinforcement of physical activity, the improvement of the children's dietary habits and the generation of representative growth curves.

SUPPORT OF PRIMARY AND SECONDARY EDUCATION

Filling the gap where this is needed

OPAP's CSR is characterized by the potential to intervene where this is needed in order to provide a fast solution. This is also applied to the field of Education and in 2012 the actions undertaken were related to:

- Scholarships in top educational institutions
- Acquisition of educational and teaching material for special education schools for disabled children, such as special software for disabled people, specialized teaching programs
- Free of charge medical check ups for Middle and High School children in the country
- Refurbishing of interiors and exteriors in primary and secondary schools of general education and purchase of interactive boards and computers
- Purchase of sound and technical equipment for music and general education high schools

Within the same framework, in 2012 OPAP S.A. decided to start supporting a three-year program of the Ministry of Education, Life-long learning and Religious Affairs concerning the distribution of special equipment in Special Schools and more specifically to Art Schools - €200.000 and to special primary schools for the blind - €80.000.

SCHOOL OLYMPIADS**Sponsoring knowledge games**

In cooperation with the Ministry of Education, Life-long learning and Religious Affairs OPAP S.A. sponsored with the amount of €67.800 the participation of Greek pupils representing our country and their respective schools at the International and Balkan Olympiads held this year. These events gave the pupils the opportunity to meet with their peers from other countries and compete at different subjects as well as to be rewarded for their persistence and efforts to learn.

EUROPEAN CULTURAL CENTRE OF DELPHI**Rhetoric games**

Thanks to OPAP S.A. financing, the “European Cultural Centre of Delphi” organized the “School Debate Competition 2012 - 2013”. Pupils from all over Greece meet and try their best in rhetoric and debating.

Other indicative financial support offered in 2012:

1. **FINANCING OF THE ACTION AID HELLAS EDUCATIONAL PROGRAM** “A world upside down”, the first interactive space that deals with issues of developmental education via evidential programs.
2. **FINANCING OF THE “RESEARCH COMMITTEE OF THE UNIVERSITY OF THESSALY – MECHANICAL ENGINEERING DEPARTMENT”** to make a small formula type car to enter a European competition.
3. **PARTIAL COVERAGE OF THE EXPENSES FOR THE ORGANIZATION OF THE 20TH INTERNATIONAL CONFERENCE OF PHYSICAL EDUCATION AND SPORTS** by the Physical Education and Sports Science Department of the Democritus University of Thrace.
4. **Financing of the TECHNICAL UNIVERSITY OF CRETE – INTERDEPARTMENTAL LABORATORY OF MACHINE TOOLS (DIERGAA)** for the design and construction of an electric city vehicle producing zero air pollutants and of low consumption and for the evolution of innovative energy control systems and drive transmission.
5. **COVERAGE OF THE EXPENSES FOR THE ORGANIZATION OF THE PANHELLENIC PHILOSOPHY CONFERENCE “SPEECH, COMMUNICATION, POWER, GLOBAL MILITARY PROCEDURES TODAY”** by the Aristotle University of Thessaloniki.
6. **FINANCING OF THE HELLENIC MATHEMATICAL SOCIETY FOR THE PARTICIPATION OF PUPILS IN THE FOLLOWING COMPETITIONS:** a) Panhellenic Pupil Competition in Mathematics “Thales”, b) Panhellenic Mathematics Competition “Euclid” and c) National Mathematics Olympiad “Archimedes”.

Society

Total actions: 66
Total amount: €2.632.376

OPAP and its staff strongly believe that the size of a company is measured by its ability to intervene and work for the benefit of the community within which it operates. Historically, OPAP's CSR policy in the "Society" axis focuses on our fellow men whose needs exceed their means and could drive them to the margins of society.

In 2012, a year where the financial crisis culminated, OPAP's philosophy and actions were intended to provide immediate relief and tangible support and at the same time to highlight the message of solidarity towards our fellow man.

Here is an indicative list of the actions in which OPAP was involved:

FOOD SUPPLY PROGRAMS

Helping people

Wishing to help vulnerable social groups (orphans, food pantries, pharmacies, clinics etc.) and showing solidarity and increasing social cohesion, OPAP S.A. contributed the amount of €250.000 the following entities:

- "LAMPSI" NORTHERN GREECE ASSOCIATION OF PARENTS OF CHILDREN WITH NEOPLASTIC DISEASES
- "AGHIOS STYLIANOS" THESSALONIKI MUNICIPAL INFANT HOME
- "ELPIS" TOUMPA CHARITY INSTITUTION FOR CHILDREN
- "MEGAS ALEXANDROS' CHARITY ASSOCIATION
- "HELLENIC CHILDREN'S VILLAGE" IN FILYRON, THESSALONIKI
- THESSALONIKI CHARITY BROTHERHOOD OF MEN "F.A.A.TH."
- "O SOTIR" CENTRE FOR REHABILITATION, SOCIAL SUPPORT AND CREATIVE ACTIVITIES FOR DISABLED PERSONS
- "I MELISSA" GIRLS' ORPHANAGE INSTITUTION
- CHARISSEION OLD PEOPLE'S HOME THESSALONIKI

- "ARISTOTLE" CULTURAL AND SOCIAL SUPPORT HOME, THESSALONIKI
- HELLENIC CENTRE OF MENTAL HYGIENE AND RESEARCH
- ATHENS MUNICIPAL INFANTS' HOME
- ZANNEION INSTITUTION OF CHILD PROTECTION AND EDUCATION PIRAEUS – EKALI
- CENTRE FOR CHILD PROTECTION IN DRAMA
- MEDECINS DU MONDE
- NATIONAL REHABILITATION CENTRE

SOCIAL PANTRIES

Expanding an institution of solidarity

OPAP S.A. allocated the amount of €200.000 to 20 Social Pantries to purchase and donate food according to the needs of each Social Pantry. These Social Pantries operate in the regions of Attica, Thessaloniki, Lasithi, Evrytania, Ioannina, Larissa, Aitolokamania, Chania, Xanthi and Chios.

NGO "KLIMAKA"

Standing by the homeless

OPAP worked closely with NGO "Klimaka" to distribute food in the NGO's shelters and offer meals to the visitors of their facilities. At the same time, OPAP employees participated on a voluntary basis in the distribution of food to homeless people in various locations in Attica for a period of two months.

To the same end, similar actions were undertaken for the feeding of destitute people with the cooperation of the following entities:

- "IOLKOS" CULTURAL AND SOCIAL INTERVENTION CENTRE
- HOLY METROPOLIS OF LABI, SYVRITOS AND SFAKIA
- HOLY METROPOLIS OF SYROS
- HOLY METROPOLIS OF ILION, ACHARNAE AND PETROUPOLIS

THE TREE OF WISHES

Turning social networking to tangible contribution

OPAP S.A. supported financially ten institutions that participated in the Christmas campaign “The Tree of Wishes”, launched on OPAP S.A.’s Facebook page, with the amount of €300.000.

The participating institutions were:

- CHILDREN’S HOSPICE INSTITUTION THESSALONIKI
- REHABILITATION CENTER FOR DISABLED CHILDREN THESSALONIKI
- REHABILITATION CENTER FOR CHILDREN WITH DISABILITIES KARDITSA
- REHABILITATION CENTER FOR CHILDREN WITH DISABILITIES KOMOTINI
- “I MITERA” ATTICA CHILDREN PROTECTION AT THE PENDELI SANATORIUM
- SANATORIUM OF CHRONIC DISEASES THESSALONIKI / THESSALONIKI “AGIOS PANTELEIMON”

- SANATORIUM OF CHRONIC DISEASES - DODECANESE
- CENTER OF PHYSICAL MEDICINE AND REHABILITATION IN ILIA
- ORGANIZATION OF PUBLIC PERCEPTION ZAKYNTHOS
- REHABILITATION CENTER FOR DISABLED CHILDREN VOULA

OKANA

Finding resources for rehabilitation

OPAP became very resourceful when it came to finding the resources to help drug addicts and make a difference. The company assumed the cost for the establishment and annual operation of a substitution program for addicts by creating new places for their inclusion in an active drug users therapy program. The total cost of this program for two years will be €1.600.000. The money came from the violence clauses imposed by OPAP S.A. on the sponsorship contracts with football teams.

Other indicative financial support offered within 2012:

- 1. FOOD KITCHENS OF THE ARCHBISHOPRIC OF ATHENS**
Distributing approximately 300.000 food rations, OPAP S.A. contributed to the great and continuing initiative of the Holy Archbishopric of Athens in an effort to feed our fellow men who go through extreme hardship.
- 2. PANHELLENIC UNION OF PARAPLEGICS**
OPAP S.A. supported the Panhellenic Union Of Paraplegics with the amount of €30.000 for the acquisition of the necessary equipment according to standards for the operation of the physical therapy – gym for the therapy and exercise of mobility challenged and disabled members of the union.
- 3. THESSALONIKI “ALMA ZOIS” UNION OF WOMEN WITH BREAST CANCER**
Organization of the “Life after breast cancer” event on December 15th, 2012 under the auspices of the City of Thessaloniki.
- 4. UNION OF PARENTS AND FRIENDS OF PEOPLE WITH SIGHT PROBLEMS AND OTHER DISABILITIES “AMYMONI”, THESSALONIKI**
Purchase of a purpose-built small school bus for disabled people.
- 5. PANHELLENIC CANCER CHARITY**
Annual cancer fund-raising.
- 6. TACT HELLAS NON-PROFIT ORGANIZATION**
Promotion of the “BEST BUDDIES” program aiming at the creation of a Global Volunteer Movement that will promote the one to one friendship, assisted professional inclusion and mentoring for people with mental and developmental disabilities.
- 7. ELEPAP HOLISTIC THERAPEUTIC INTERVENTION FOR INFANTS PROGRAM**
In 2012 OPAP S.A. continued to support the work of the Hellenic Society for the Protection and Rehabilitation of Disabled Children (ELEPAP) and specifically the holistic intervention for infants including physiotherapy sessions, occupational therapy, speech therapy (feeding, therapeutic swimming and music therapy). At the same time they provide assistance and consulting to the families of infants.

Environment

Total actions: 2
Total amount: €170.000

Environmental responsibility is first and foremost an intrinsic necessity, concerning business procedures and initiatives that reduce OPAP S.A.'s environmental footprint making it a company even friendlier to the environment.

ENVIRONMENTAL POLICY

OPAP S.A. aims at offering quality services in harmony with the community and the environment and implements an Environmental Management System according to the international standards ISO 14001:2004.

The company recognizes the environmental aspects of its activities and invests the necessary resources for the constant implementation of an Environmental Management System as well as its constant improvement and the compliance to current international and national regulations.

Gradually, the Company is improving its performance in the rational management of the use of natural resources. Within the framework of the implementation of its "Environmental Policy Management" OPAP S.A. is evaluating the environmental impact of its operations with the monitoring of indicators of its environmental performances and the continuing and systematic effort to improve it.

OPAP S.A. is committed to protecting the environment and limiting the impact of its activities by a:

1. Constant evaluation of the environmental consequences of the Company's operations with the control of:
 - solid waste elimination
 - liquid waste and
 - the consumption of natural resources



2. Continuous improvement of the company's environmental performances via:
 - annual reviews
 - the establishment of Environmental Scopes and Goals
3. Compliance with all legal requirements.
4. Integration of environmental aspects of any new activities of the company during their planning phase.
5. Taking preventive measures for the avoidance of emergency situations.
6. Environmental education, training and motivation of personnel.
7. Encouragement of internal and external communication regarding environmental issues.
8. Building environmental awareness among OPAP S.A.'s partners.

In order to bring forth its commitment, OPAP

S.A. has established environmental programs including:

1. "Green Procurement" criteria where this is possible, for example in expendables and office supplies.
2. Cooperation with alternative waste management partners for the management of the company's waste (AFIS, EQUIPMENT RECYCLING S.A. E.E.A.A.).
3. Paper recycling. OPAP S.A. is disposing 100% of printing paper while there are also paper collection bins in the offices for their transportation to a recycling company.
4. Constant information and training of employees in Environmental Management issues.

OPAP S.A. is updating and differentiating its environmental programs so as to set higher goals and keep up with the changes occurring in this field (e.g. new legislation).

Environmental Responsibility

1. OPAP DISPOSES EVERY YEAR
around 13.800 kg of waste paper.

2. THE COMPANY HAS ESTABLISHED A COLLECTION MECHANISM FOR USED LIGHT BULBS
that are sent to the alternative waste management of electric and electronic equipment (AHHE). More than 340 kg are recycled every year.

3. BATTERY RECYCLING PROGRAM IN COOPERATION WITH AFIS,
extended to OPAP points of sale. Batteries recycled exceed the 1800 kg.

Environmental Performance Indicators

Through its Environmental Management System, OPAP S.A. evaluates on an annual basis its environmental performance with the use of specific environmental indicators so as to reduce its environmental footprint.

OPAP S.A.'s environmental performance in details:

PAPER DISPOSAL

The total quantity of paper disposed of by the company was:

- In 2010: 20.199 kg
- In 2011: 12.746,6 kg
- In 2012: 13.832,36 kg

An increase of 8,51% of the recycled volume is observed.

ELECTRICITY CONSUMPTION

Electricity consumption for the totality of OPAP S.A. facilities was:

- In 2010: 1.349.203 Kwh
- In 2011: 1.451.492 Kwh
- In 2012: 1.717.651 Kwh

In 2012 there was an increase in the number of personnel in OPAP S.A., which in turn led to an increase of electricity needs by 18,3%.

WATER CONSUMPTION

Water consumption for the totality of OPAP S.A. facilities was:

- In 2010: 2.886,25 m³
- In 2011: 2.757,04 m³
- In 2012: 3.041,24 m³

In 2012, due to the increase in the number of employees, water demand also increased by 10,3%. Furthermore, the water pump failure in Thessaloniki had as a result the increase in water consumption.

FUEL OIL CONSUMPTION

Fuel oil consumption for the offices of the company was:

- In 2010: 10.000 lt
- In 2011: 9.818 lt
- In 2012: 13.647lt

Overall fuel oil consumption was increased by 39%. It must however be noted that the last fuel oil order was placed in 17.12.2012 (a quantity of 12.000 lt that could not be consumed by the end of the year).

ALTERNATIVE LIGHT BULB MANAGEMENT

The Company has installed a collection mechanism for used light bulbs that then are sent to the alternative waste management of electric and electronic equipment company (AHHE).

The quantities of light bulbs processed by the Company were:

- In 2010: 10,32 kg
- In 2011: 393 kg
- In 2012: 348,3 kg

ALTERNATIVE WASTE MANAGEMENT OF ELECTRIC AND ELECTRONIC EQUIPMENT

The Company collects and forwards the useless electric and electronic equipment to an alternative waste management company. The quantities of electric and electronic equipment forwarded to an alternative waste management company were:

- In 2010: 510 units
- In 2011: 189 units
- In 2012: 3.711 units

In 2012 more units of electric and electronic equipment and supplies were forwarded for processing and recycling to the alternative waste management company.

BATTERY RECYCLING (<1 KG)

The Company in cooperation with AFIS, a battery recycling company, has installed battery collection bins in its offices both in Athens and Thessaloniki.

The recycled battery quantities were:

- In 2010: 91 kg
- In 2011: 93 kg & 4.347 kg connection
- In 2012: 700 UPS batteries

It must be noted that in 2012 there was not a sufficient amount of batteries collected to forward for recycling.

RECYCLING OF EMPTY CARTRIDGES - TONERS

In 2011, extending its environmental actions, OPAP S.A. installed collection bins for empty cartridges and toners, which would be forwarded to an alternative management company. The quantity of recycled toners and cartridges were:

- In 2011: 247 units
- In 2012: 192 units

Moreover, battery recycling in OPAP agencies continued as well with the following results:

- In 2010: 1.994,64 kg
- In 2011: 2015 kg
- In 2012: 1824,20 kg

*The 2012 indicators include the OPAP office building in Thessaloniki



OPAP's employees participate in environmental activities, such as the ReForestation of Pendeli in cooperation with Arktouros.

Awareness activities

Promoting environmental conscience

Apart from its environmental policy, OPAP S.A. within the framework of its activities is also supporting entities that are active in this particular field aiming at educating and raising awareness amongst the public for the protection of the natural environment in Greece.

In 2012 OPAP S.A. dedicated the amount of €170.000 for the following activities included in the Environment axis of its CSR:

- Financial support of the Civil Non-Profit Society "Arktouros" for the implementation of actions for the protection of Greece's natural environment. The main animal protected by "Arktouros" is the brown bear.
- Financial support to the "GOULANDRIS MUSEUM OF NATURAL HISTORY" for the realization of the educational program "The Museum in an ever-changing world", which aims at enhancing environmental education and shaping an environmental conscience. The programs are addressed to groups of school children visiting the Museum.

Opap S.A. Awards In 2012

MINISTRY OF HEALTH AND SOCIAL SOLIDARITY

The Ministry of Health and Social Solidarity honored OPAP S.A. in 19.04.2012 for its historic and multifaceted assistance in the operation of the National Health System by donating state-of-the-art medical equipment to public hospitals all over Greece.

HELLENIC OLYMPIC COMMITTEE – SEGAS

The Hellenic Olympic Committee and SEGAS awarded OPAP S.A. in 24.01.2012 for its contribution to the successful organization of the 29th Classic Athens Marathon. The HOC at the prizes event for Greek athletes that excelled at the 2012 London Olympics, which was held in 17.12.2012, also rewarded OPAP S.A. in recognition of its important role and support.

HELLENIC PARALYMPIC COMMITTEE

The Hellenic Paralympic Committee honored OPAP S.A. in 1.12.2012 as the Grand Sponsor of the Hellenic Paralympic Team in London for a perfect cooperation and the great material and moral support of Greece at the 2012 London Paralympic Games, as well as for their assistance in the effort to cultivate the Paralympic movement in Greece.

HELLENIC CYCLING FEDERATION

The Hellenic Cycling Federation during the top athletes and clubs awards event held in 8.02.2012 also rewarded OPAP S.A. as a sponsor.

HELLENIC BUSINESS MANAGEMENT SOCIETY (E.E.D.E)

Within the framework of the honorary awards given by E.E.D.E the Society rewarded in 9.02.2012 OPAP S.A. for the successful implementation of its work during the last two years

INTERNATIONAL OLYMPIC ACADEMY

In 5.04.2012 the International Olympic Academy rewarded OPAP S.A. as the Golden Sponsor of the I.O.A.

NATIONAL OLYMPIC ACADEMY OF GREECE (ETHN. O. A.)

Within the framework of the event organized for sponsors, bodies and staff of the Sports and Olympic families, the ETHN. O. A. rewarded in 20.12.2012 OPAP S.A. for its assistance in the educational work of the Academy during the years 2009 – 2012.

ALMA ZOIS

The “Alma Zois” foundation rewarded OPAP S.A. in 13.02.2012 for contributing to the mission of the company with the fund-raising at the OPAP S.A. kiosk during the 2011 Thessaloniki International Fair.

PANHELLENIC ASSOCIATION OF PARAPLEGICS OF THESSALONIKI

The Panhellenic Association Of Paraplegics Of Thessaloniki rewarded in 29.01.2012 OPAP S.A. for its important contribution to the Association with the donation of two (2) new purpose-built vehicles.

BASKETBALL S.A ARIS

An award was given to OPAP S.A. in 13.02.2012 to honor its contribution to the work of B.S.A ARIS during their New Year celebration event.

Global Reporting Initiative Indicator G3.1

Indicator explanation: F = Fully, P = Partly, NI = Not included in the Report

GRI	Short description	Status	Report page
Strategy and analysis			
1.1	Statement from the most senior decision maker	NI	
1.2	Description of key impacts, risks, and opportunities	P	14
Organizational Profile			
2.1	Name of the organization	F	7
2.2	Brands, products and/or services	F	9
2.3	Operational structure of the organization	F	16,17
2.4	Location of organization's headquarters	F	7
2.5	Number of countries where the organization operates	F	12
2.6	Nature of ownership and legal form	F	9
2.7	Markets served	F	12
2.8	Scale of the reporting organization	F	12,13
2.9	Significant changes during the reporting period	NI	
2.10	Awards received in the reporting period	F	51
Report Parameters			
3.1	Reporting period	F	7
3.2	Date of most recent previous report	NI	
3.3	Reporting cycle	F	7
3.4	Contact point for questions regarding the report or its contents	F	7
3.5	Process for defining report content	F	7
3.6	Boundary of the report	F	7
3.7	Specific limitations on the scope or boundary of the report	F	7
3.8	Joint ventures, subsidiaries, outsourced operations	F	12

GRI	Short description	Status	Report page
3.9	Data measurement techniques	P	7
3.10	Explanation of the effect of any re-statements of information provided in earlier reports	NI	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods	NI	
3.12	Table of GRI indicators	F	52
3.13	Policy and current practice with regard to seeking external assurance for the report	F	15
Governance, Commitments and Engagement			
4.1	Governance structure of the organization	F	16,17
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	F	17
4.3	State the number and gender of members of the highest governance body that are independent	F	17
4.4	Mechanisms for shareholders and employees to communicate with the highest governance body	F	14,21,22
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives	F	16
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	F	16
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body	F	16,17
4.8	Internally developed statements of mission or values, codes of conduct, and principles	F	19,31
4.9	Procedures of the highest governance body for overseeing sustainability performance	F	16
4.10	Processes for evaluating the highest governance body's own sustainability performance	NI	
4.11	Precautionary approach	F	16
4.12	Externally developed charters, codes and principles	F	18,30,31
4.13	Memberships in associations and advocacy organizations	F	18
4.14	List of stakeholder groups engaged by the organization	F	21
4.15	Identification and selection of stakeholders with whom to engage	F	21
4.16	Approaches to stakeholder engagement	NI	
4.17	Key topics and concerns that have been raised through stakeholder engagement	NI	
ECONOMY			
Disclosures of management approach			
	Economic Performance	F	18

GRI	Short description	Status	Report page
	Market Presence	F	18
	Indirect Economic Impacts	P	13,33
EC1	Direct economic value generated and distributed	P	18
EC2	Financial implications due to climate change	NI	
EC3	Coverage of the organization's defined benefit plan obligations	NI	
EC4	Financial support received from government	NI	
EC5	Standard entry level wage compared to local minimum wage	NI	
EC6	Locally-based suppliers	NI	
EC7	Local hiring	NI	
EC8	Development and impact of infrastructure investments and services provided for public benefit	P	33
EC9	Significant indirect economic impacts	P	18,33
ENVIRONMENT			
Disclosures of management approach			
	Materials	F	47
	Energy	F	48
	Water	F	48
	Biodiversity	F	50
	Emissions, Effluents and Waste	F	48,49
	Products And Services	NI	
	Compliance	F	46,47
	Transport	NI	
	Overall	F	46,47
EN1	Materials used	P	47,48,49
EN2	Percentage of materials used that are recycled input materials	P	47,48,49
EN3	Direct energy consumption by primary energy source	F	48
EN4	Indirect energy consumption by primary source	NI	
EN5	Energy saved due to conservation and efficiency improvements	F	48
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	F	48,49
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	P	47,48,49
EN8	Total water withdrawal by source	NI	
EN9	Water sources significantly affected by withdrawal of water	NI	
EN10	Percentage and total volume of water recycled and reused	NI	
EN11	Land owned, leased, managed in, or adjacent to, protected	NI	
EN12	Impacts on biodiversity	NI	
EN13	Habitats protected or restored	F	50

GRI	Short description	Status	Report page
EN14	Strategies on biodiversity	P	46,47
EN15	Red List species	NI	
EN16	Total direct and indirect greenhouse gas emissions	NI	
EN17	Other relevant greenhouse gas emissions	NI	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	NI	
EN19	Emissions of ozone-depleting substances	NI	
EN20	NO, SO, and other significant air emissions	NI	
EN21	Total water discharge	NI	
EN22	Total weight of waste by type and disposal method	NI	
EN23	Total number and volume of significant spills	NI	
EN24	Waste deemed hazardous under the terms of the Basel Convention	NI	
EN25	Impacts on biodiversity by the reporting organization's discharges of water and runoff	NI	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	NI	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	NI	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	NI	
EN29	Significant environmental impacts of transporting	NI	
EN30	Total environmental protection expenditures and investments by type	P	46
SOCIETY: LABOR PRACTICES			
Disclosures of management approach			
Employment		F	16
Labor/Management Relations		F	22,23
Occupational Health and Safety		F	23
Training and Education		F	24,25
Diversity and Equal Opportunity		F	16,17
Equal Remuneration for Women And Men		P	22
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	P	22
LA2	Employee turnover	NI	
LA3	Benefits provided to full-time employees	F	23
LA4	Percentage of employees covered by collective bargaining agreements	F	16
LA5	Minimum notice period(s) regarding operational changes	F	16
LA6	Percentage of total workforce represented in formal joint management–worker health and safety committees	P	23
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities	P	23
LA8	Education regarding serious diseases	F	23

GRI	Short description	Status	Report page
LA9	Health and safety topics covered in formal agreements with trade unions	F	23
LA10	Average hours of training per year per employee by gender, and by employee category	P	23
LA11	Programs for skills management and lifelong learning	P	24.28
LA12	Percentage of employees receiving regular performance and career development reviews, by gender	NI	
LA13	Composition of governance bodies and breakdown of employees per employee category according to indicators of diversity	NI	
LA14	Ratio of basic salary and remuneration of women to men by employee category	NI	
LA15	Return to work and retention rates after parental leave, by gender	P	23
SOCIETY: HUMAN RIGHTS Disclosures of management approach			
	Investment And Procurement Practices	P	16,17
	Non-Discrimination	F	16
	Freedom Of Association And Collective Bargaining	F	16
	Child Labor	NI	
	Forced And Compulsory Labor Prevention	NI	
	Security Practices	P	17
	Indigenous Rights	NI	
	Assessment	NI	
	Remediation	NI	
HR1	Investment agreements and contracts that have undergone human rights screening	NI	
HR2	Suppliers, contractors and other business partners that have undergone human rights screening	NI	
HR3	Employee training on aspects of human rights	NI	
HR4	Total number of incidents of discrimination	NI	
HR5	Right to exercise freedom of association and collective bargaining	F	16
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor	NI	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor	NI	
HR8	Security personnel trained in the organization's policies or procedures concerning human rights	NI	
HR9	Rights of indigenous people	NI	
HR10	Human rights reviews and/or impact assessments	NI	
HR11	Number of grievances related to human rights filed	NI	

GRI	Short description	Status	Report page
SOCIETY: SOCIETY			
Disclosures of management approach			
	Local Community	F	33,50
	Corruption	F	14,15,16,17,29
	Public Policy	F	14
	Anti-Competitive Behaviour	NI	
	Compliance	F	15
SO1	Operations with implemented local community engagement, impact assessments	P	33,50
SO2	Analysis for risks related to corruption	NI	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	P	30
SO4	Actions taken in response to incidents of corruption	P	29
SO5	Public policy positions and lobbying	NI	
SO6	Financial and in-kind contributions to political parties, politicians, and related institutions	NI	
SO7	Total number of legal actions for anticompetitive behaviour, anti-trust, and monopoly practices and their outcomes	P	29
SO8	Fines and sanctions for noncompliance with laws and regulations	NI	
SO9	Negative impacts on local communities	NI	
SO10	Prevention and mitigation of negative impacts on local communities	P	14,21
SOCIETY: PRODUCT RESPONSIBILITY			
Disclosures of management approach			
	Customer Health And Safety	F	30,31
	Product and Service Labelling	F	30,31
	Marketing Communications	F	30,31
	Customer Privacy	P	28
	Compliance	P	15,16,17,29,30,31
PR1	Health and safety policies impacts on the life cycle stages of products and services	NI	
PR2	Non-compliance with health and safety regulations of products	NI	
PR3	Product and service information	P	14
PR4	Non-compliance with regulations concerning product information and labelling	P	30,31
PR5	Customer satisfaction	NI	
PR6	Marketing standards	F	18,30,31
PR7	Non-compliance with regulations concerning marketing communications	F	30,31
PR8	Substantiated complaints regarding breaches of customer privacy and data	NI	
PR9	Fines for non compliance with laws and regulations concerning products and services	NI	

GRI Scope

The OPAP S.A. Social Responsibility Report is published without interruption since 2006 and is the main source of information for stakeholders regarding the activities and performance of the Company towards sustainable development, based on the principles and goals of Corporate Social responsibility.

It includes the most important data and events of the previous year pertaining to financial, social and environmental performances.

The drafting of the 2012 Social Responsibility Report follows the framework of UN Global Compact 10 Principles and is based on the directives of the Global Reporting Initiative (GRI).

The GRI directives are the main selection tools for the essential topics that must be included in the Report so as to achieve an efficient communication with the stakeholders. Specifically, 163 GRI indicators are published and we believe they provide a comprehensive and balanced overview of our performance on essential topics.

The 2012 Social Responsibility Report is not certified by an external certification body.

THE UN GLOBAL COMPACT'S TEN PRINCIPLES

PRINCIPLE 1:

Businesses should support and respect the protection of internationally proclaimed human rights.

PRINCIPLE 2:

Businesses should make sure that they are not complicit in human rights abuses.

PRINCIPLE 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

PRINCIPLE 4:

Businesses should uphold the elimination of all forms of forced and compulsory labour.

PRINCIPLE 5:

Businesses should uphold the effective abolition of child labour.

PRINCIPLE 6:

Businesses should uphold the elimination of discrimination in respect of employment and occupation.

PRINCIPLE 7:

Businesses should support a precautionary approach to environmental challenges.

PRINCIPLE 8:

Businesses should undertake initiatives to promote greater environmental responsibility.

PRINCIPLE 9:

Businesses should encourage the development and diffusion of environmentally friendly technologies.

PRINCIPLE 10:

Businesses should work against corruption in all its forms, including extortion and bribery.



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one company
one idea
good for all

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