



## OTE GROUP GUIDING PRINCIPLES

In OTE Group, the Guiding Principles reflect the values, practices and behaviors that we all follow, as a basis of mutual trust and cooperation, and they constitute our corporate culture. They are part of our day-to-day work and constitute our competitive advantage.

Along with the ever-changing business environment, our Guiding Principles are renewed and evolving, and thus they support our vision, to create, as a modern and competitive technology company, “a better world for all”.

Our **Guiding Principles** are the following:



### **Delight our customers**

**We are the trusted companion and help our customers with achieving their goals - with simple, innovative and human-centered experiences. We shape the digital world, aiming to provide everyone, via the support of technology, with the opportunities of today and create a better world for all.**

- Customer needs guide whatever I do. I am passionate about understanding the different customer views and to serve them fairly and equally.
- I challenge the internal processes, targets and the status quo to prevent them from hindering the customer's needs.
- I incorporate the customers' point of view in designing solutions and services and work with them in iterations on improvements.



## Get things done

**We are entrepreneurial and solution-oriented – this is how we stay ahead of our competition.**

- I think end-to-end to deliver fast and high quality solutions.
- I tackle challenges proactively and promptly to serve our customers' needs.
- I go for it: start small and continuously improve for the best possible result.



## Act with respect & integrity

**We always live up to what we believe is right and fair, both inside and outside of our organization.**

- I stand up for a better society that welcomes diversity and inclusion.
- I act determined and speak up, because only those who drive improvement can create change.
- I strive for success without compromising respect and integrity.



## Team together team apart

**We are ONE team. We challenge and empower one another.**

- I stand for strong collaboration to overcome silos. We win and lose together as one company.
- I accept and give constructive feedback to grow personally and as a team.
- I openly communicate, share my knowledge and build on the ideas of others to get to the best results.



## I am a member of OTE Group – Count on me

**We are proud to be members of the OTE Group. We act with passion, responsibility and commitment – trust means everything to us.**

- I personally live our identity in my daily work.
- I deliver what I promise, build strong relationships and gain the trust of customers and colleagues.
- I enjoy having fun with colleagues while striving for success.



## **Stay curious & grow**

**We are curious and embrace continuous learning. This mindset lets us grow, as an organization and as individuals.**

- I take the initiative and foster end-to-end responsibility to create an impact.
- Utilizing the possibilities offered by technology, I try out new ways with curiosity and courage to gain knowledge and skills for personal growth.
- I share my knowledge, ask questions and take time to reflect and learn.