



# Social Report

## The Bank's Personnel

### Employment

The Bank's workforce on December 31, 2002 numbered 7,852 employees as against 7,994 in 2001, a decrease of 1.8%.

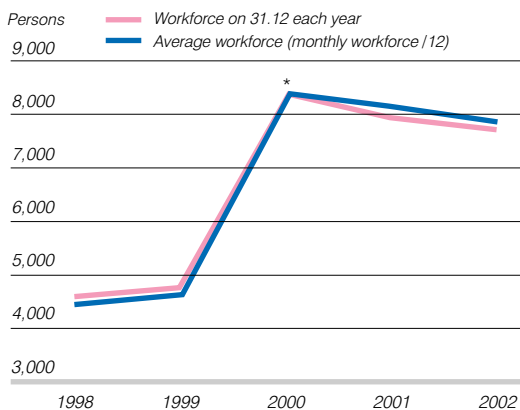
This is due to the continuous operational restructuring and also to the incentives for early retirement, of employees who fulfil certain criteria and conditions, thus contributing to the advancement and attraction of new executives. In this way renewal, development and progress of the organisation is achieved.

The average annual increase in employment for the years 1998-2002 was 18.6% as against 21.5% the previous five years.

The course of average employment confirms that stable employment conditions are continuing to prevail.

Alpha Bank is one of the Greek companies that adjusts employment positions to market conditions. Technological innovation in all sectors of its activity and its active presence, had to the requirement to identify, develop and use specialised staff.

Concurrently, with the upgrading of professional specialisations and the offering of career opportunities, it has created a working environment that promotes creativity, strengthens group activity and encourages personal effort and professionalism.



\* The difference from the previous year is mainly due to the integration on 26.4.2000 of the Ionian Bank's Personnel.

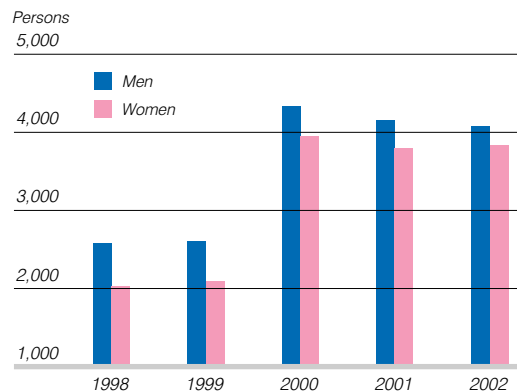
### Workforce distribution by gender

The Bank provides equal employment opportunities, as derived from the course of its workforce structure.

The number of women has increased steadily in the last five years. Women constituted 48.5% of the workforce in 2002, as against 44% in 1998.

Trends indicating an increase in the number of women working in the financial sector are an international phenomenon.

#### 31.12



### Workforce distribution by age

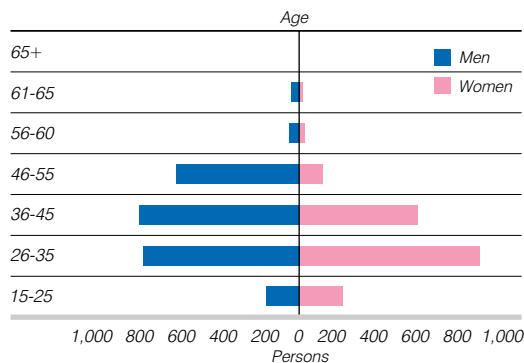
The age pyramids depict the demographics of the Bank's human resources.

The diagrammes indicate the change in the Personnel's structure between 1998-2002.

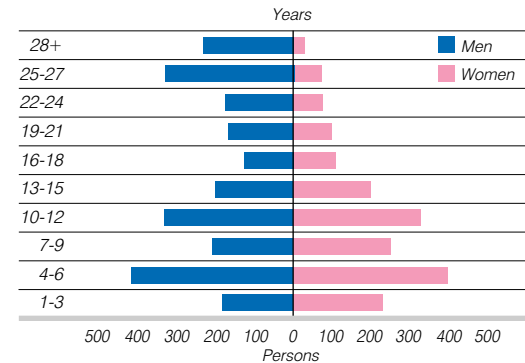
The Bank enjoys a number of clear advantages in view of future developments:

1. The distribution by age of Personnel between 26-45 constitutes 71%.
2. The entry of young people, although limited, modifies the effects from the increase in the age of the Personnel (the average age of the Personnel was 38.6 years in 2002).
3. Regular retirements (forming the shape of the pyramid) allow for the renewal of the Personnel by new entries.
4. The visible increase in the number of women in the middle age group, depicts the trend shown by women to stay longer in the Bank's employment and to constitute an important part of the workforce.

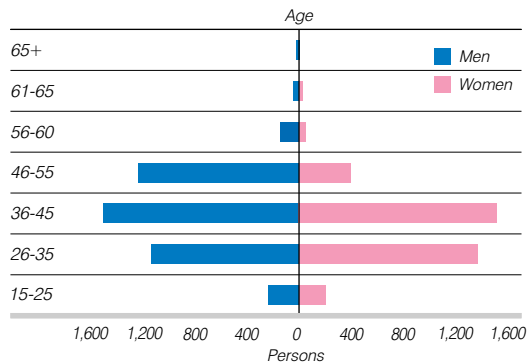
31.12.1998



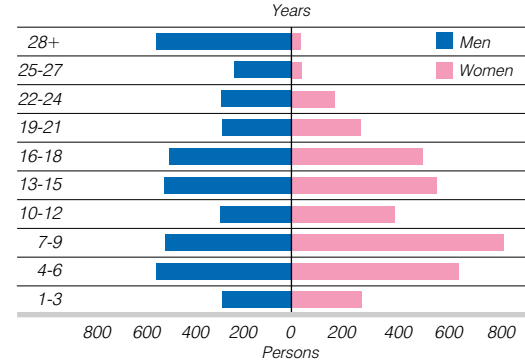
31.12.1998



31.12.2002



31.12.2002



### Workforce distribution by years of real service

According to the diagrams:

1. The number of recruitments were at lower levels.
2. Young people showing professional attitude and meeting the Bank's requirements have many opportunities for recognition.
3. The number of women exhausting their years of service has increased during the last five years.

This behaviour, a result of developments in social security legislation and of a change in attitudes, offers increased opportunities to advance women into positions of responsibility.

However, the number of men of the higher age group is increasing, indicating the trend for the exhaustion of the highest permissible limits of active service.

### Workforce distribution by level of education

The high educational level of the employees is constantly improving.

The dominant category is people that have completed secondary education (Lyceum level). In the last ten years, the percentage of Lyceum diploma holders was reduced (14.4%) in favour of higher education graduates (University, Technical College) and holders of postgraduate study diplomas.

The ratio of higher education graduates to the holders of postgraduate study diplomas during the last decade shows a change in the order of 65%.

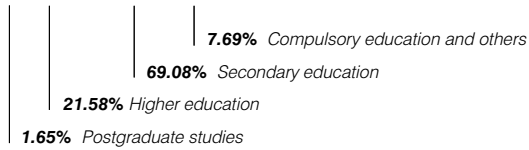
This fact indicates the emphasis given in recruiting people of specialised skills and a high level of education.

The developments under way place the Bank in a very favourable position as compared to the situation prevailing in the Greek banking system.

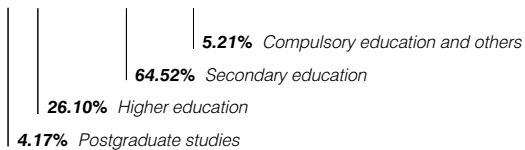


### Alpha Bank

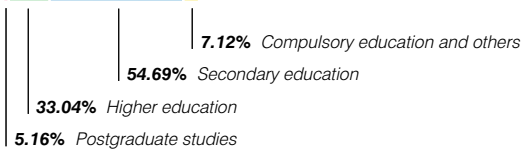
31.12.1993



31.12.1998

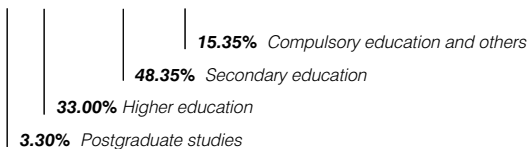


31.12.2002



### Greek Banks

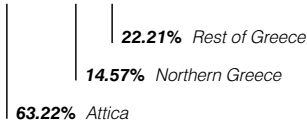
1997



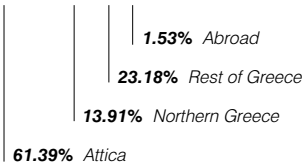
### Workforce distribution by location

The Attica region is the centre of the Bank's activities. The geographical distribution of employment has remained fairly stable in the last five years, with a small increase in the number of employees working abroad.

31.12.1998



31.12.2002



### Workforce distribution at the Divisions and the Branch network

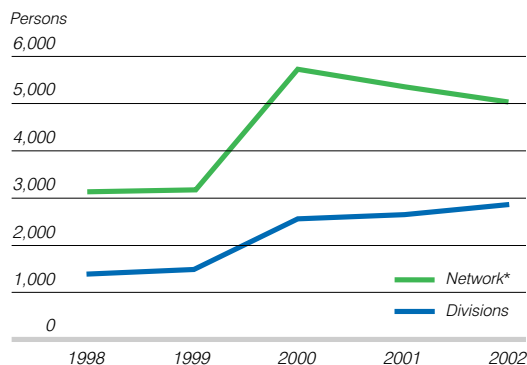
The greater part of the workforce is still occupied in the Branch network.

The annual average increase of Personnel was 22.1% for the Divisions and 17% for the Branch network during the period 1998-2002.

As a result of the technological developments and the restructuring, we note:

- Economies of Personnel working in the Network, since along with the application of the "Proteus 21" operational restructuring programme, the back-office activities are now being executed at the Support Centres and report to the Head Office.

### Workforce on 31.12



\* Tirana, Gjirokaster, Durres, Elbassan, Berati, Belgrade (2), Sofia and London Branch are included in the Network.

- Emphasis on the significance of the Divisions, both as regards the creation of profit centres and the planning and provision of comprehensive support services to the Network.

31.12.1998



69.09% Network\*  
30.91% Divisions

31.12.2002



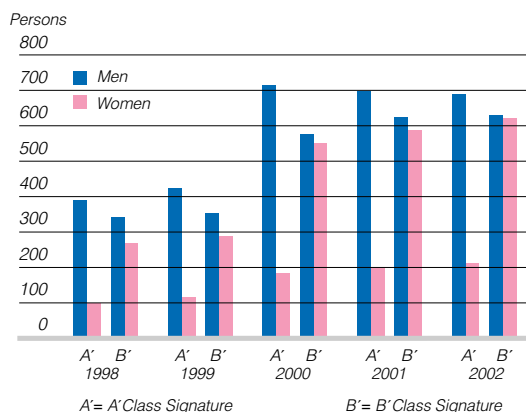
63.74% Network\*  
36.26% Divisions

### Workforce distribution by management level and gender

#### Authorised signatures

Using the criterion of signature authorisation, we reach the following conclusions regarding the

31.12



management level indicator:

- The rate of employees per officer remains steadily at 4:1.
- The number of female officers is constantly increasing, while there is an almost absolute balance in the last column of the diagramme.

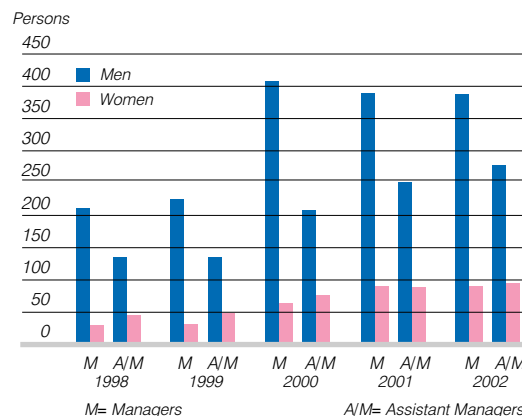
#### By managerial position

The average increase of the number of Managers during the period 1998-2002 was 22.2% and of Assistant Managers 21.8%. These percentages are still affected by the merger with the Ionian Bank. The average age of managerial level officers in 2002 was 48.

Considerable career opportunities are provided to young, dynamic officers.

The increase in the number of women in such positions is also important - they have more than doubled during this period. This increase creates, as mentioned, the conditions for their future placement in positions of higher responsibility.

31.12



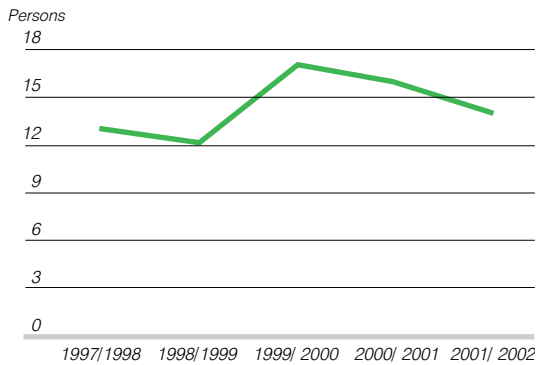
#### Officers' Development - Attendance of postgraduate programmes

The Bank supports systematically and according to a plan, the efforts of employees and officers to attend postgraduate studies.

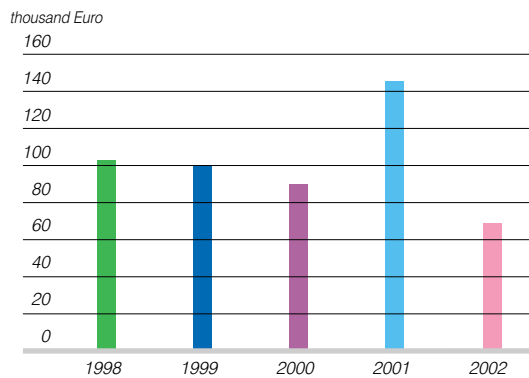
The difference in the financial support provided by the Bank as against last year, is due to the fact that Personnel choose a limited number of postgraduate study programmes abroad, for which tuition fees are paid in advance.



### Participation - Attendance



### Financial support



### Recruitment

The rate of the Bank's growth and the need to fill vacated positions called for a considerable number of recruitments until 1999.

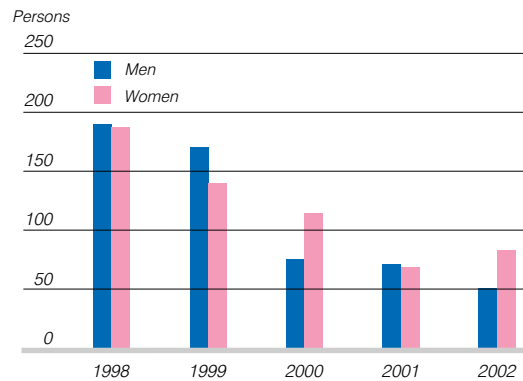
From 2000 the number of recruitments decreased, while during 2002 the decrease is mainly due to the application of the Bank's operational restructuring programme.

From the total number:



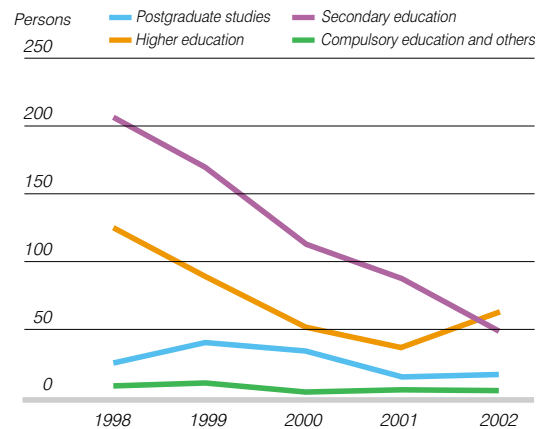
- 23% is related to recruitments made abroad to cover local needs of the Network.
- 12% is related to recruitments of active and retired employees' children.

### Distribution by gender

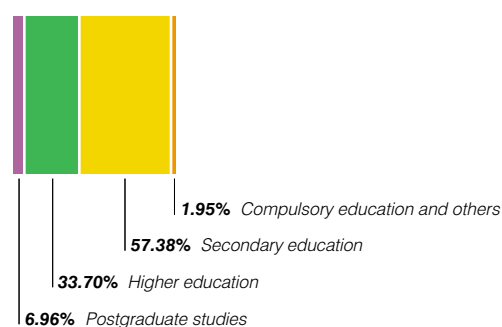


Despite the policy of equal opportunities applied by the Bank to young people, one notes a greater interest by women to work in the sector especially during the last three years.

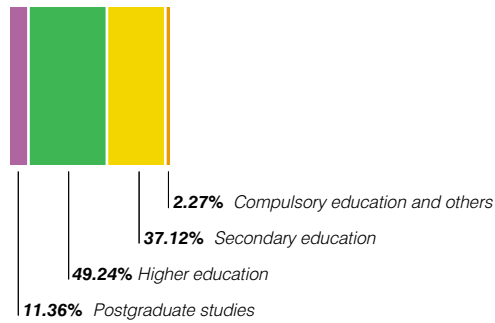
### Educational level of new recruits



### 1998



2002



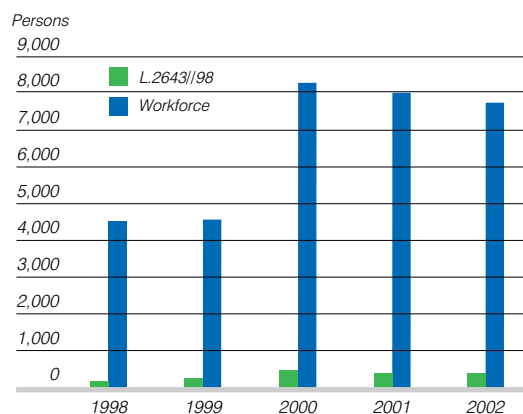
The Bank responds to the intensifying competition in products and services by investing in the qualifications and quality of those called upon to contribute to its future growth, thus creating its specificity and securing, in the best possible manner, the preconditions for an auspicious future.

It must be noted that the rate of recruitments of higher education graduates and postgraduate diploma holders increased by 20% compared to 1998.

### Recruitment in accordance with Law 2643/98

Banks, in accordance with Law 2643/98, recruit a number of disabled people.

Personnel of this category during 2002 accounted for 6.7% of the workforce.



### Personnel Turnover Indicator

The decrease in the Personnel Turnover Indicator in the last five years is due to the reduction of recruitment, but also to the retirements in the last three years.

### Recruitment - Retirement



### Turnover Indicator

| Turnover Indicator                             | 1998 | 1999 | 2000 | 2001 | 2002 |
|--|------|------|------|------|------|
| $(\text{Recruitment} + \text{Retirement}) / 2$ | 5.9% | 5.0% | 4.0% | 3.6% | 2.5% |
| Average Annual Employment                      |      |      |      |      |      |

### Health and life insurance

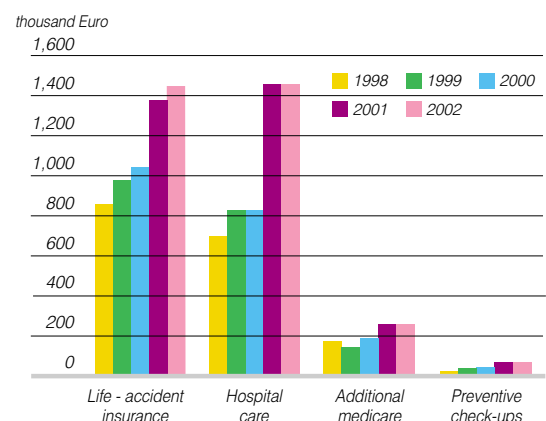
The policy applied in health care is also significant.

Collective insurance absorbs the greater part of related funds.

The Bank's care is expressed on a number of levels, such as:

- life and accident insurance
- hospital care
- additional medicare cover beyond that provided by the Personnel's Health Fund and
- preventive check-ups for officers.

Despite the high level of expenditure involved, the provision of high-quality health and insurance care is a priority for the Bank.



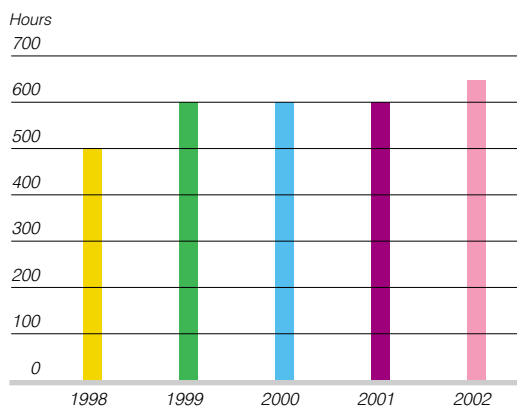


## Communication - Activities and Social Benefits

The Bank implements a systematic policy of social care, internal communications and promotion of cultural life. Organised internal communication and mutual and constant flow of information constitute a priority for the Bank.

Direct communication channels between staff and management have been created in order to help resolve any professional, personal or family problems. In this direction, Officers of the Personnel Relations Section of the Personnel Division visited Bank Units for the direct monitoring of Personnel's issues.

### Staff meetings



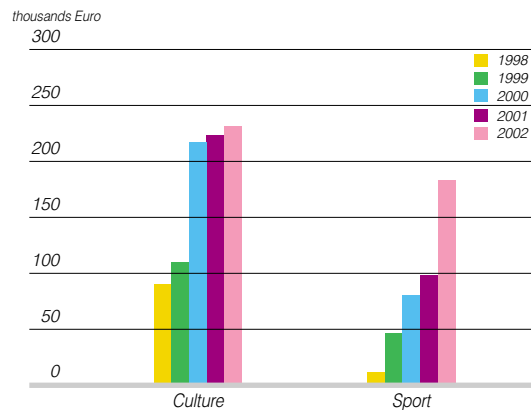
The increase of the funds provided for cultural and especially for athletic activities (skiing, sailing, horse riding etc.) during 2002 was significant.

It is noteworthy that in 2002, 40 employees attended sailing courses for beginners and acquired the "Certificate of Offshore Sailing School", whereas seven employees attended advanced sailing courses.

The Bank's sailing team, formed solely by employees, competed in ten of the most important regattas with the "ALPHA BANK" sailing boat. The team scored highly and won the first place of the general ranking in the Aegean Regatta 2002 and also the third place in the demanding Aegean Archipelago Race and in the 39th International Aegean Sailing Rally.

A unique experience proved to be the participation of the Bank's sailing team in the IMS World Championship at Capri, Italy where it finished 22nd among 62 competitors.

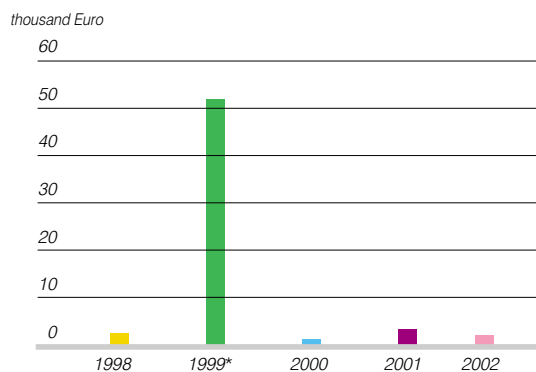
### Events - Activities



The Bank also contributes to the promotion of social activities and communication acting in other ways such as:

- establishing a complete Life and Health collective insurance scheme.
- covering the cost of contracts with child-care stations,
- rewarding children of the Bank's employees, with excellent grades at school,
- supporting employees in need of financial assistance due to the occurrence of extraordinary events,
- developing the internal electronic communication network (Alpha Bank Intranet),

### Extraordinary financial support

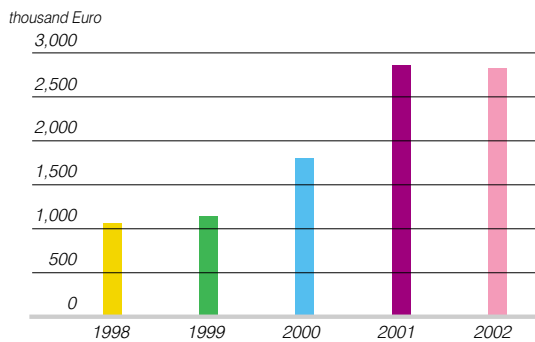


\* Financial aid to the earthquake-stricken employees and pensioners

which enables the fast and direct transfer and exchange of information and knowledge.

- individual support by a specialised social worker for employees that face personal or professional problems.
- establishing a blood bank under the guidance of a doctor and a blood donation programme that helps confront emergency needs for blood.

### Childcare stations



Within the context of the Olympic Sponsorship a plan to provide 500 volunteers from the staff for the ATHENS 2004 Olympic Games has been designed and is being implemented. The interest shown has been enthusiastic and above expectations.

In addition, an integral programme is being carried out to promote through various activities and initiatives team work, noble emulation, as well as knowledge and experience.





## The Group's Personnel

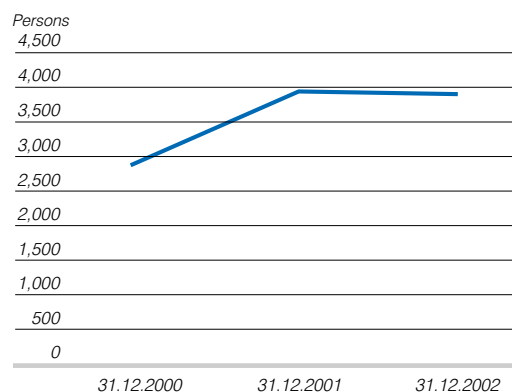
### Workforce

| Companies                                   | 31.12.00     | 31.12.01     | 31.12.02     |
|---|--------------|--------------|--------------|
| Alpha Bank London Limited                   | 73           | 58           | 63           |
| Alpha Bank Cyprus Group                     | 571          | 661          | 699          |
| Alpha Bank Romania                          | 333          | 426          | 523          |
| Alpha Finance Romania                       | 25           | 27           | 27           |
| Alpha Leasing Romania                       | 18           | 20           | 25           |
| Alpha Insurance Romania SA                  | –            | –            | 9            |
| Alpha Leasing                               | 41           | 56           | 57           |
| ABC Factors                                 | 71           | 80           | 95           |
| Alpha Finance (absorbed by Alpha Bank)      | 51           | –            | –            |
| Alpha Finance U.S. Corporation              | 5            | 6            | 6            |
| Alpha Finance (renaming of Alpha Brokerage) | 259          | 175          | 144          |
| Alpha Mutual Fund Management Company        | 49           | 50           | 45           |
| Alpha Portfolio Investments                 | 6            | 5            | 4            |
| Alpha Asset Management                      | -            | 29           | 28           |
| Alpha Ventures                              | 2            | 9            | 9            |
| Alpha Insurance Company                     | 377          | 407          | 422          |
| Alpha Astika Akinita                        | 28           | 36           | 37           |
| Alpha Private ΕΠΕΥ                          | –            | 118          | 128          |
| Delta Informatics (merger with Singular)    | 384          | –            | –            |
| DeltaSingular (1)                           | –            | 959          | 880          |
| Icap  | 316          | 344          | 319          |
| Systema Kinisis A.E. (2)                    | 180          | 169          | –            |
| Café Mazi                                   | 6            | 4            | 4            |
| Alpha Bank A.D. Skopje                      | 52           | 67           | 75           |
| Ionian Hotel Enterprises (3)                | 36           | 266          | 318          |
| Ionian Leasing (absorbed by Alpha Leasing)  | 15           | –            | –            |
| <b>Total</b>                                | <b>2,898</b> | <b>3,972</b> | <b>3,917</b> |

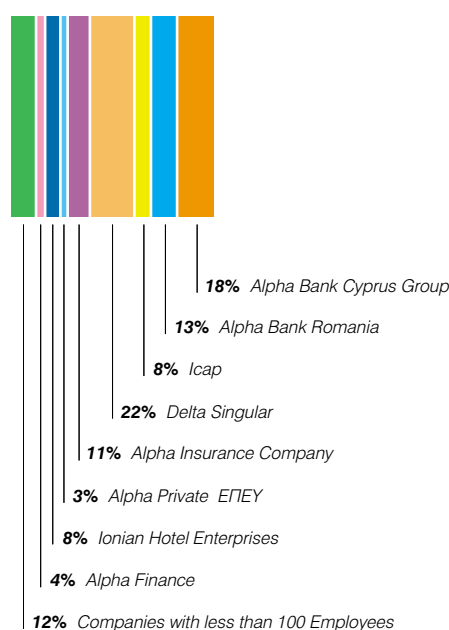
1) The decrease in the Bank's workforce for the year 2002 is due to the transfer of the product sector to Singular Software.

2) Alpha Bank does no longer participate to the company.

3) For the year 2002, a number of people was recruited at the worksite of Athens Hilton with works contract.



### 31.12.2002

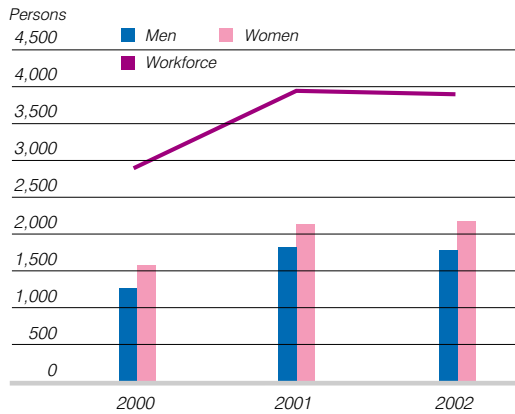


The Alpha Bank Group continues to hold a leading position in the domestic financial market, being active in state of the art financial services such as investment banking, the provision of advisor services and financial information, as well as the provision of bancassurance products.

At the end of the year the number of persons employed by Group companies was 3,917 against 3,972 in 2001, a change of -1.4%.

## Workforce distribution by gender

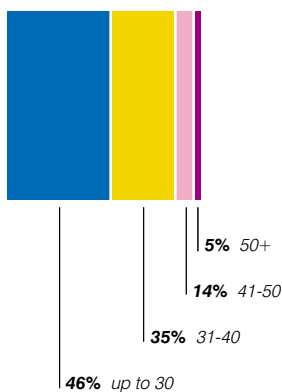
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The above diagramme reflects the fact that the evolution of the workforce in the Group companies seems to be stable. The number of men and women working in the Group is balanced, with a slight precedence of women. The provision of equal career opportunities is a priority for the Group.

## Workforce distribution by age

31.12.2002

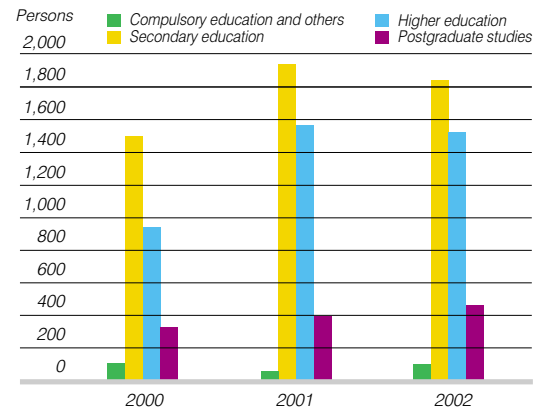


The Group companies employ a high percentage, above 80%, of young employees under 40, providing unique strength and advantages in the changing market conditions.

## Workforce distribution by level of education

The Group's employees have a particularly high level of education. The holders of higher education

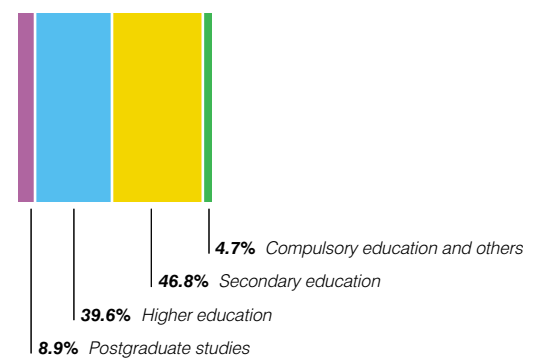
31.12



diplomas and postgraduate diplomas are steadily increasing, representing 50% of the workforce in the last two years.

## Educational level of new recruits

31.12.2001

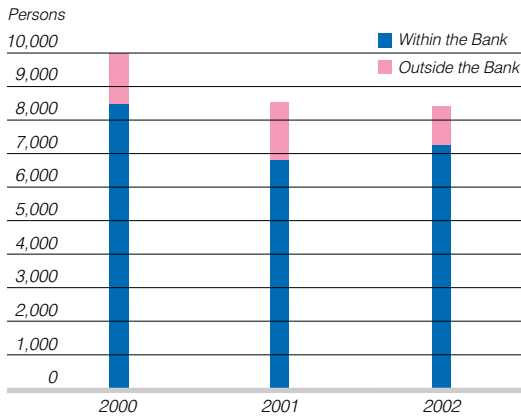


The employees recruited in 2002 have a high educational level. Half of them are holders of higher education diplomas and postgraduate diplomas, maintaining the ratio depicted in the diagramme of the total workforce.



## The Bank's training activities

### Participation in educational programmes



Attendance in 2002 was at the same levels compared to the previous year, indicating the ongoing emphasis given to the Bank's training activities. In 2002, training programmes addressed the needs determined on the basis of the Bank's business planning. The following targets were set:

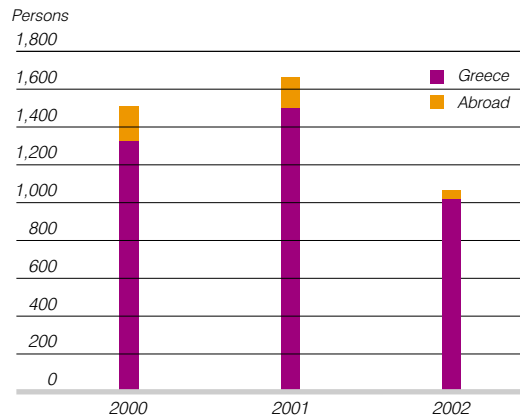
- Preparing the Staff for the effective application, implementation and completion of the Proteus 21 Programme.
- Reinforcing entrepreneurial spirit, i.e. fast and accurate analysis of market conditions, innovation and flexibility, dynamic information and risk management.
- Maintaining and improving high-quality services in order to preserve the high level of customer satisfaction.

In addition, important priorities of educational programmes are:

- The familiarisation with new technologies, electronic banking and alternative channels which has become mandatory due to developments in the sectors of informatics and telecommunications.
- The development of managerial skills of officers in Branches and Divisions of the Bank.

### Participation in educational programmes outside the Bank

The rapid changes in the market and the competition underline the need to provide training to the Personnel on an ongoing basis. In this context, we have continued our efforts for Personnel to attend training courses held outside the Bank, by selected, recognised institutions in Greece and abroad. Participation in such courses offers a number of benefits, including:

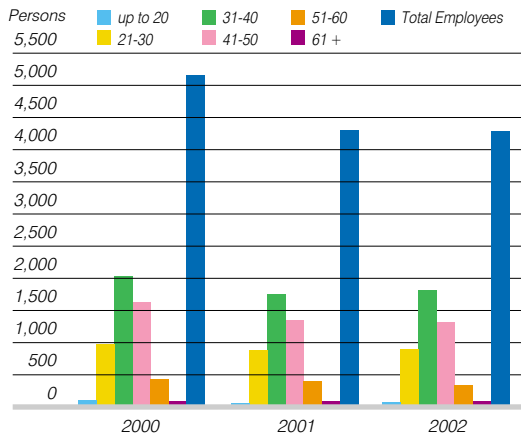


- Opportunities to exchange experiences and gain insights from other business fields.
- Horizons are broadened, and the ability to "orient oneself" in the global environment is strengthened, enabling an easier understanding of interbank communication mechanisms in Greece and abroad.
- The value of the Bank's human resources is enhanced.

Staff members also attend specialised courses which enrich their knowledge and render them more competitive. These courses offer recognised certification and contribute to each participant's personal development.

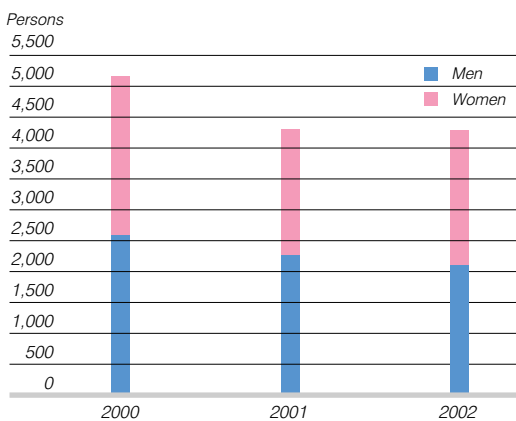
### Total employees attending training courses by age group

Staff members between 31 and 40 years still form the group with the highest course attendance. The Bank is placing special



emphasis on training younger officers, however as indicated in the chart, all age groups have an active participation in training activities.

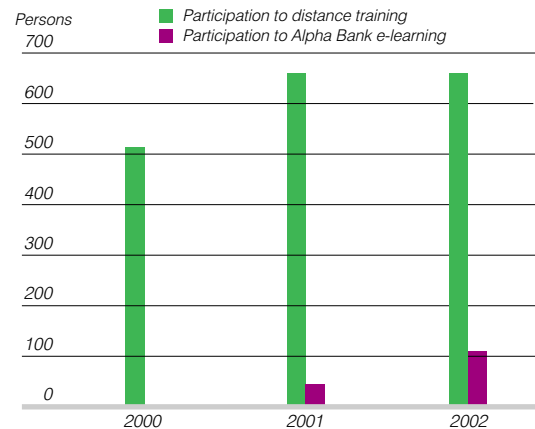
### Total employees trained by gender



The employees trained -men and women- during 2002 consist 54.1% of the Bank's workforce. The Bank aims at enhancing its human resources, especially through training and education irrespective of rank, age or gender. Among those receiving training courses in 2002, 49% were men and 51% were women.

### Distance training - Alpha Bank e-learning

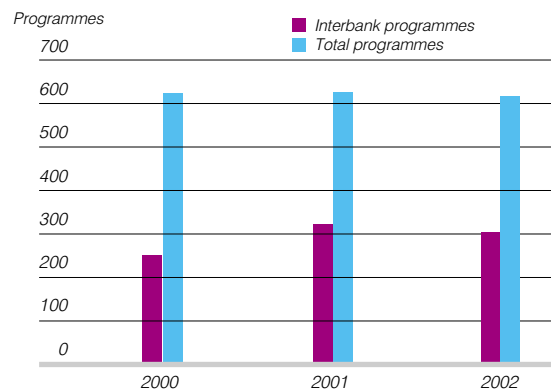
In the context of our aim to utilise methods such as training at the workplace and distance training, officers and employees are given the opportunity to join such programmes. Distance training is a modern method for acquiring professional qualifications carried out at the



trainee's premises and is based on special-specification educational material. During 2002, participation in distance-training courses slightly decreased due to the development of Alpha Bank e-learning programmes and the transfer of participants to those programmes.

Alpha Bank e-learning can be attended at the workplace or at home, utilises time more efficiently, improves productivity and enhances the degree of adaptation and absorption of new information. The programmes offered are related to banking topics (housing – consumer credit loans, alternative channels) as well as informatics topics.

### Training programmes

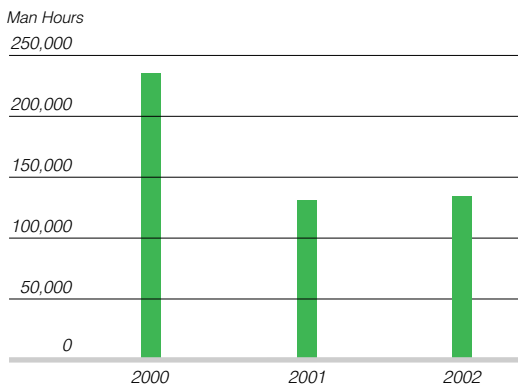


The above chart indicates that the number of training programmes which were planned and implemented at the Bank's Training Centre, remained at the same levels since last year. In order to cover training needs and offer flexible



services to which more people have access, a number of training programmes were held in the Periphery.

## Training Man Hours



Total Training Man Hours in 2002 increased by 4.5% compared to last year.

## Training according to subject

| Subject                          | Number of participants | Man Hours | Percentage of total Man Hours |
|----------------------------------|------------------------|-----------|-------------------------------|
| Proteus 21                       | 283                    | 6,156     | 5.8%                          |
| Development of managerial skills | 643                    | 19,025    | 17.8%                         |
| Technology/E-banking             | 562                    | 16,815    | 15.8%                         |
| Quality                          | 96                     | 1,352     | 1.3%                          |
| Banking activities & products    | 4,108                  | 63,226    | 59.3%                         |

40.7%

The organisation and classification of training programmes combines corporate priorities with career phases, creating the relevant educational programmes.

The content of training programmes focuses on the above subjects.

## Cultural activities

The Bank and the companies of the Group actively participate in the country's cultural life by supporting activities which aim at disseminating and preserving the Greek culture, as well as mainly advancing economic science.

### Collections

#### Ancient coins

The Bank has a noteworthy collection of more than 10,000 coins from all over the ancient Greek world, which is continuously being enriched in order to possess at least one representative coin from every mint of that period.

During 2002, many Greek and foreign scholars have drawn significant information from the collection.

The programme "Travelling with a Greek coin" presenting the collection has been expanded and operates through a touch screen personal computer at several Branches of the Bank in Greece and Banks of the Group abroad.

#### Banknotes Museum

The Bank owns the unique Banknotes Museum in Greece, which operates in Corfu, and is one of the most complete museums of its kind in the world. The collection, which is continuously being enriched, includes the first Greek banknotes, samples of the history of Greek banknotes from the middle of the 19th century until today, essays and printing matrices.

It also includes foreign countries' banknotes and integrated series of the last issues of national banknotes from the twelve EU member-states.

#### Works of Art

The Bank's collection consists of paintings, engravings and sculptures by famous artists and is continuously being enriched with important works. Many of the art works decorate the Head Office Divisions and various Branches.

Information and photographs of the works of the

collection are offered by the Bank for publications and studies.

### Cultural events

#### Sponsorships

The Alpha Bank Group, as a way of expressing its multiple participation in the cultural life of the country, was the exclusive sponsor of the following events, which were held at the Athens Music Hall:

- Tribute to Ludwig Van Beethoven: "The nine Symphonies" with the Philharmonia London Orchestra under the management of Kurt Masur, March 26-29, 2002.
- "Great Orchestras – Great Musicians". The most important European Orchestras interpret works of Great Musicians. The opening was made on October 2002 and will be completed on May 2003.

#### Exhibitions

In order to offer the viewing of its collections to the public and to promote culture, the Bank organises exhibitions of works from its collections or lends certain to individual or thematic exhibitions of artists.

In this context, the Bank organised exhibitions with engravings from its collection under the title "Greek Prints" in Katerini from January 9 until February 10, 2002 and in Veroia from February 13 until March 23, 2002.

With the topic "Hydra through the eyes of the 20th century Greek artists" an exhibition was organised with great success at the Historical Archive –Museum of Hydra from June 15 until October 31, 2002. In the exhibition, 56 works by Greek artists of the 20th century were presented. The works belonged to different collections as well as to the Bank and had been chosen in a way as to cover in time and style the period from 1910 to nowadays.

#### Library

The Library is in the Bank's Main Building and has



approximately 10,000 books on economics, literature and of general interest. All books have been electronically recorded in order to facilitate access.

Lending is available to the Personnel, while all interested persons outside the Bank may use the Reading Room and the computer terminal, to facilitate their search according to title, subject, author etc.

The Library also contains a collection of great scientific importance, which is unique in Greece, consisting of historical and geographical maps of the Antiquity and the Middle Ages, published by the Cartographic Centre of the University of Tuebingen. The collection of maps is studied by professors, scholars, students etc.

## Historical Archive

Aiming at the preservation of the Group's historical memory the Historical Archive was established and operates under Professor K. Kostis of the University of Athens. Among the duties of the Historical Archive is the saving, maintenance, classification and storage of the archive collections, the search for new material for their enrichment, the preservation of the most significant elements of everyday operation of the companies of the Group, and also the support of exhibitions, scientific events and other similar events.

The Historical Archive receives any relevant item from the moment it loses its corporate functionality.

During 2002, archive and photographic material of Credit Bank and Ionian and Popular Bank, from their foundation until 1985, was gathered, classified, listed and processed together with recent archive material from Divisions.

Furthermore, personal files were listed, classified and indexed, files of companies, the whole corpus of the saved accounting files of Credit Bank Branches. The classification and index of the whole corpus of Ionian Bank's accounting files for

the period 1860-1958 was completed. Also the classification and registration of the archive material of the Branches of Ionian, Popular, Ionian and Popular Bank was completed.

The collection and the classification of Alpha Credit Bank Personnel's files and of those who retired before 1995, is under way. The completion of listing and classification of Ionian and Popular Bank Personnel's files was also completed of those who retired before 1982. Finally, the process of the classification and registration of the Annual Reports and the Articles of Association from all Banks, which were the predecessors of Alpha Bank, was completed as well as the clearing and the classification of magazines.

## Publications

### ■ Periodical Financial

In June 2002 the Bank started to publish the quarterly magazine "Mazi with the Shareholders" which provides information to Shareholders regarding the Alpha Bank Group's activity. The aim of the publication is to offer periodical updates and complete information to Shareholders who support the economic development of the Group.

The Bank also publishes the quarterly magazine "Economic Bulletin", which deals with current trends in the Greek and international economy and is read with interest by business people, scholars and journalists and is often quoted as a source in articles appearing in the press.

Furthermore, the Bank publishes "The Greek Economy", a bimonthly magazine, which deals with updated Greek financial matters abroad and the weekly information bulletin outlining developments in international markets.

### Other publications

The shopping guide "Mazi in the Market" is published quarterly and distributed gratis to the

Bank's cardholders. This particularly well-produced and useful publication also includes a number of subjects of general interest.

The publication of "Mazi" magazine, the Group's internal communication bulletin, continued successfully, covering the Bank's and the Group companies' activities.

Alpha Astika Akinita, continues to publish quarterly the interesting "Akinita" magazine, which deals with subjects connected to the purchase of real estate.

### ■ Historical

The third part of the trilogy "History of Macedonian Hellenism" by the German historian J.G. Droysen is being completed. The classical work of the German historian is presented by Alpha Bank, fully updated with the most reliable findings of the modern historical-archaeological research, in a new edition.

The first two parts: "History of Alexander the Great" (2 volumes, 1026 pages) and "History of the Successors of Alexander the Great" (2 volumes, 768 pages) are already available in a revised translation with extensive critical annotations.

The work's new edition will also be available in German, in co-operation with the Institut für Byzantinistik, Neugriechische Philologie und Byzantinische Kunstgeschichte of the University of Munich and edited by professor Armin Hohlweg.

### Publicity

In order to reinforce the Bank's image and support its products and services, a series of advertising campaigns were planned during 2002 in the mass media i.e. television, the daily and periodical press, radio and internet etc.

The Bank participated with a kiosk to the 35th Exhibition of Modern Residence, held at the Exhibition Centre of Piraeus Port Authorities on October 19-28, 2002.

### Alpha Odeon Cinema Club

The Bank has continued its promotional campaign for the year 2002, in cooperation with Odeon S.A.

Alpha Odeon Cinemas with more than 30 theatres throughout Greece, offer best movies and high quality services.

Alpha Odeon Cinema Club offers to its devoted numerous members unique privileges, like discounts on their tickets, exclusive previews, competitions and the Club's magazine with cinema news.

Throughout this joint effort, the Bank approaches young people and promotes its products and services.

Alpha Odeon programme is supported with promotional advertising spots at the Alpha Odeon Cinemas, articles and radio programme sponsorships as well as with similar actions through the Alpha Odeon Cinema Club and its magazine.

### Café Mazi

For more than ten years, mainly during working hours and days, Café Mazi is the meeting point for executives, businessmen, lawyers, brokers etc. It operates at the Bank's Main Building and by means of T.V. screens linked with Reuters, it continuously provides information on the session of the Stock Exchange and exchange rates.

### Foundations

They operate independently of the Group and are mentioned in the Annual Report in tribute to their important contribution to social and cultural life.

### J. F. Costopoulos Foundation

The J.F. Costopoulos non-profit foundation was founded in 1979 with a donation by the then Chairman of Credit Bank Spyros J. Costopoulos and his wife Eurydice, on the occasion of the celebration of the 100th anniversary of the





founding of the Bank.

The purpose of the foundation is the promotion of Greek culture worldwide as well as non-profit work in Greece. In this way, the foundation supports scientific, cultural and social organisations, environmental programmes and non-profit foundations. The Foundation also seeks to promote Greek civilization abroad, supports chairs of Greek studies in foreign Universities and participates actively in the organisation of exhibitions of great Greek artists in cooperation with other foreign institutions. Among the major activities of the Foundation, is the contribution to the creation of the vestry of St. Catherine's Monastery at Mount Sinai, a project started in 1999 and completed in 2002. For promoting the environmental education, the Greek Society for the Protection of Nature was supported for the International environmental Programme "Ecological Schools" and the "Programmes of voluntary work for the environment". For the same purpose the Goulandri Museum of Natural History was supported for the fitting of the "Gaia Centre" and the production of educational leaflets. In addition, the English Language and Literature Section (Linguistics) of the Athens University was supported for the organisation of the International Congress of Linguistics "Reviewing Linguistic Thought: Perspectives into the 21st Century" held on March 21-24, 2002 in Athens as well as the International Scientific Company of Plythonic and Byzantine Studies for the organisation of a congress on the occasion of the celebration of 550th anniversary of the death of the philosopher George Gemistos-Plython. The Foundation also supported Greek Archaeological societies conducting excavations in Greece and a neighbouring country. Finally, in the cultural field, assistance was given to the International Dance Festival organised each summer by the Municipal Company for Cultural Development of Kalamata, the exhibition "The Kelims of the Armenians of Kilikia"

presented by the Benaki Museum and the National Museum of Modern Art in order to obtain works of art for its own permanent collection.

### **Eustathia J. Costopoulos Foundation**

It was established in 1989 after the earthquake in Kalamata, in memory of the wife of the founder of the Bank.

The Costopoulos family provided the site –a property which belonged to Eustathia J. Costopoulos- on which the Bank undertook the construction and outfitting of a childcare station. The operational costs are covered by the Bank, the J.F. Costopoulos Foundation and the Costopoulos family.

At this model station, specialised personnel take care of the child as well as of its family. The station offers day-care to 75 pre-school children from low-income families.

Attendance is entirely free of cost, and besides the regular activities, the station also offers additional music/movement and drawing classes in a special workshop.

An academic team, nursery school teachers and three social workers cooperate for the success of the foundation's aims. It must be noted that workshops have been created for pottery, bookbinding, sewing and handicraft where parents, can develop their interests and their creativity by learning an art.

The childcare station also serves as a cultural centre, where events of a cultural and social nature can be organised for the benefit of the city's wider public.

### **Cultural Foundation of the Ionian Bank**

The Bank's art collection also includes engravings, works of Greek painters of the 19th and 20th century as well as works of European painters with Greece and its history as their main subject, that cover a period of almost two centuries between 1700 and 1900.