



Procedure of Communication with Shareholders



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Purpose

The present procedure of communication with Shareholders has been prepared in the context of the Company's compliance with the special practices of section 8.4 of the Hellenic Corporate Governance Code, which was compiled and published by the Hellenic Corporate Governance Council in June 2021. The purpose of the procedure is to ensure communication and shareholders' engagement in corporate affairs through their direct and equal information.

Shareholders & Investor Relations Officers

The Company's Investor Relations Department is responsible for communicating with shareholders and investors. In particular, the said department is made up of the Investor Relations Officer (IRO) and the Shareholder Services & Corporate Announcements Officer whose contact details (telephone and e-mail) are available on the corporate website in the particular option *Contact us > Investor Relations & ESG*.

Channels of Communication with Shareholders & Investors

1. Corporate website

The corporate website (www.moh.gr) is one of the most important channels for the flow of information to shareholders and the investment community in general. More specifically, in the Investor relations option, shareholders may obtain information about the Company's financial statements, the allocation of funds raised, the share price, the shareholder structure, dividends, corporate bonds, corporate governance and the available approved policies as well as regulatory announcements for General Assemblies, distribution of dividends and capital returns, share repurchases, stock exchange transactions of persons discharging managerial responsibilities, etc.

The Shareholder Services & Corporate Announcements Office of the Company is responsible for the equal and timely information of the shareholders as well as the posting of the relevant information on the corporate website.

2. General Assembly

The General Assembly is the main channel for the participation of shareholders in corporate affairs. Shareholders are informed about General Assemblies through the publication of the invitation which is carried out at least twenty (20) calendar days before the day of the Assembly in accordance with the provisions of article 122 of the Law 4548/2018.

The Company's Shareholder Services & Corporate Announcements office is responsible for wiring the invitation to the Athens Stock Exchange as well as for posting onto the corporate website all necessary documents for the participation of shareholders in the General Assembly such as the invitation, the comments of the Board of Directors or/and draft decisions on the agenda items, the shareholder minority rights as well as the number of shares and voting rights.



In addition, to facilitate shareholders' participation in General Assemblies, the Shareholder Services & Corporate Announcements office creates prior to the day of the Assembly an e-mail address so that shareholders can request the addition of items to the daily agenda in accordance with the provisions of the Law 4548/2018, to send inquiries about corporate affairs, the proxy voting forms for their participation through a representative, etc.

In the event that shareholders' questions regarding agenda items are not answered during the General Assembly, the Company submits the relevant responses within a reasonable timeframe by sending a registered letter via post or/and through any other suitable means.

Moreover, the personnel of the Shareholder Services & Corporate Announcements office provide representation services to shareholders (retail investors or/and legal persons) that are unable to attend the General Assembly.

3. Events & Meetings with Investors and Analysts

On the day following the publication of financial results (annual, semi-annual, quarterly), the Deputy Managing Director and the Investor Relations Officer carry out a conference call with the aim of informing investors, shareholders, analysts and media representatives regarding the financial figures included in the published financial statements and reports of the Company's Board of Directors.

In addition, the Deputy Managing Director and the Investor Relations Officer participate in roadshows that take place in Greece and abroad and communicate with Institutional Investors (Greek and Foreign) or potential investors.