

4. Supportive Structures GRNET S.A.

The Company's supportive structures are as follows:

- Directorates' Task Coordination Team
- Human Resources Department
- Legal Service
- Information Security Officer
- Partner Relations Office with the Organizations and Users Community
- Marketing and Communications Department
- ICT Systems and Services Architecture Office
- Data Protection Officer (DPO)
- Secretariat of the General Meeting, the Board of Directors and the Advisor Committee
- Chief Executive Officer's Support Office
- Chief Executive Officer's Secretariat

4.1. Directorates' Task Coordination Team

The Directorates' Task Coordination Team consists of the following members:

- Chief Executive Officer
- Director of the Administrative Operations and Financial Management Directorate
- Director of the Research and Development Directorate
- Head of the Advanced Computing and Network Infrastructures Directorate
- Head of the Information Systems and National Projects Management Directorate
- Head of the European and International Projects Infrastructures Directorate
- Head of the Digital Governance Directorate
- Head of the Digital Capabilities Directorate
- ICT Systems and Services Architecture Officer
- Information and Network Security Officer
- Head of Human Resources
- Head of the Legal Service
- Head of the Organizations and Users Community Relations Management Office

The Directorates' Task Coordination Team is an advisory body to the Chief Executive Officer, who chairs it.

The Directorates' Task Coordination Team provides for the coordination of the Company's Directorates and Supportive Structures. It ensures the most efficient cooperation internally, within the Company, as well as with external organizations/partners. In addition, it:

- collects data aimed at making business decisions, and submits relevant proposals to the Board of Directors.
- Makes assessments on the progress of the Company's operations
- Evaluates the viability and feasibility of the potential of undertaking new initiatives and any cost benefit impact and submits relevant proposals to the Board of Directors
- Facilitates systematic transfer of information and knowledge amongst the Directorates and the Supporting Structures, regarding the direction and priorities of the Company, including decisions of Management Bodies Executives.
- Provides for the optimal utilization of human capital and the best allocation of human and material resources in new and existing projects.
- Holds meetings regularly and at least once a month, coordinated by the Company's CEO, who chairs the meetings. In absence of the Director of the Directorate, the respective Deputy attends the meetings in his/her place.
- Has the ability to set up Committees with specialised responsibilities, responding to the needs of the Company. The Directorates' Task Coordination Team sets the operational framework (including the statute, tasks and duties and operating rules) of such Committees.

Other executive officers may participate in the Directorates' Task Coordination Team by decision of the CEO.

4.2 Human Resources Department

The Human Resources Department's mission is to organize human resources matters, including putting in place processes for the active sourcing and assessment of new associates, as well as for the promotion of targeted professional development actions.

4.3 Legal Service

The Legal Service is responsible for providing legal support to the Company and its Executives, monitoring the institutional framework and resolving legal issues during the implementation of the Company mission. It addresses all legal issues arising for the Company and assists the Directorates to comply with the institutional framework and the law. The Head of the Legal Service operates at the level of the Directors of the Directorates and they are peers.

4.4 Information Security Officer

The Officer holds the position of the "Information Security Officer" as defined under Law 4577/2018 (A'199). The responsibilities of the "Information Security Officer", include:

- Operates as the contact person for the Company, the National Cybersecurity Authority and the respective CSIRT (Computer Security Incident Response Team).
- Cooperates with the National Cybersecurity Authority and the respective CSIRT.
- Coordinates and supervises the Company in matters of computer systems security, services and networks and in relation to obligations arising from law 4577/2018 (A'199), Ministry Decision no. 1027/08-10-2019 and other provisions of the European Union or the National Cybersecurity Authority with regards to Network and Information Systems Security.
- Supervises the implementation of the Common Security Policy, abiding to the basic security requirements, the training and raising awareness amongst the Company's employees in matters of information and network security as well as the preparation of the Company's self-assessment report, submitted to the National Cybersecurity Authority.
- Is present in audits carried out by the Audit Inspection Team, as defined by the National Cybersecurity Authority, and provides for all necessary means facilitating the task.

4.5 Partner Relations Office

The Partner Relations Office is staffed with industry experts who assume the role of partner relations amongst the Company and the Partner Institutions it serves.

The mission of the office is to consistently represent the Company to the institutions/clients it serves, as well as to convey the opinion of the partner institutions to the Chief Executive Officer and in general to the Company Executives. More specifically, the Office is responsible for:

- acting as the primary point of contact in managing all company partner institutions.
- representing the Company to all partner institutions.
- conveying the picture of the partner institutions/Clients to the Chief Executive Officer and the other Management Executives.
- establishing contacts with new clients or client categories.
- acquiring demands from company partner institutions/clients for the development of new services or the expansion of existing ones.
- promoting services to be used by institutions/Clients.

4.6 Marketing and Communications Department

The Marketing and Communications Department is responsible for shaping a positive Company brand image, targeted to its partner institutions/clients and to all external audiences and stakeholders. It is responsible for:

- Devising & proposing to the Company Management Bodies and implementing the Company Strategic Marketing and Communications Plan.
- Internal and external dissemination and promotion of material related to services provided by the Company, as well as of any other material that promotes the Company's mission.
- Implementing Marketing and Communications Actions in order to maximize the use of Company's services by its partner institutions/clients.
- Horizontal liaison with all the Directorates and the Departments of the Company in order to best promote the Company projects, services, infrastructures to all internal and external stakeholders and target audiences the company aspires to reach.

4.7 ICT Systems and Services Architecture Office

The ICT Systems and Services Architecture Office oversees the design and implementation of digital systems and services architecture. It coordinates the related to its supervision activities for the success of the Company's existing strategy as well as for highlighting opportunities for future development of its strategy. It monitors the coherence, effectiveness and efficiency of the digital systems and services in operation. The Office employs associates who contribute to its purpose and work with their technical training, organizational skills or other useful specialties. The Head of the Office of Digital Systems and Services Architecture represents the Office and acts as an advisor to Management of the Company.

4.8 Data Protection Officer (DPO)

The Officer role, as per the provisions of the European Regulation 2016/679 (General Data Protection Regulation - GDPR), is mandatory and in effect for all Member States of the European Union as of 25.05.2018.

4.9 Secretariat of the Chairman, the Board of Directors, the General Meeting and the Advisory Committee

The Secretariat of the Chairman, the Board of Directors, the General Meeting and the Advisory Committee provides secretarial assistance and support to the General Meeting, the Advisory Committee, the Board of Directors and the Chairman of the Board of Directors. More specifically, this service is responsible for: a) the preparation of the meetings of the General Meeting, the Board of Directors, the Advisory Committee, and for taking/filing the

minutes of such meetings, b) the secretarial support of the Chairman of the Company, and c) managing the Company protocol registry.

4.10 Chief Executive Officer's Support Office

The Chief Executive Officer's Support Office is staffed by professional experts competent to address the specific needs and issues of the Company.

The mission of the office is to support the Chief Executive Officer in matters relating to:

- supervising the good operation of the Company and bringing forward proposals for the improvement or the modernization of the Company.
- providing consultancy on specialized matters.
- the participation of its executives, where deemed necessary, in drawing up conclusions on relevant issues.
- representing the Chief Executive Officer at the request of the latter, in internal and external communications and collaborations.

4.11 Chief Executive Officer's Secretariat

The Chief Executive Officer's Secretariat assures the secretarial support of the Company's Chief Executive Officer.