



Welcome to our **Newsletter**

Editorial



What is it like to see things differently?

We could possibly move to another planet, but chances are this will not happen in our lifetime.

We could possibly move to another country where nature is untouched, if there is such a place, but chances are we would have to face the harsh realities of industrialisation at some point.

Or we could stay right here and change our ways. We could see things differently!

This change in perspective, from heart to head, putting feeling before reason, is why we created **ESG Insight**. It is about pivoting focus from numbers to values, and driving positive impact on the planet and in the communities where we operate.

ESG is so much more than standards and regulations. It is so much more than KPIs and reports. It is a common mindset shared by people who care about people, the environment, an economy that serves growth and prosperity for all, today and in the future.

ESG Insight is brought to you by the Eurobank ecosystem: a community of people who care, innovate and move things forward. We aim to raise awareness, trigger ESG dialogue and motivate our community for a better future. To achieve our purpose we will use few simple words, so that everyone understands and joins us. We hope you enjoy our 1st issue!



ESG Insight Team

Editing Team: ESG Division, Group Corporate Communications Sector, Internal Communications Division

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Interview



STAVROS IOANNOU

Deputy CEO

Group COO & International Activities

The **transition** to a green economy



How do you assess Eurobank's progress with ESG?

2022 was an important year for Eurobank's ESG Strategy and for activating the related governance structures and frameworks, building upon the ESG Integration efforts that commenced in 2021.

Our Bank is well positioned to reallocate credit and mobilize capital away from environmentally and socially harmful activities and towards sustainable economic activities. The innovative spirit for developing sustainable products and services is inextricably linked to our purpose "prosperity needs pioneers".

Through our Operational Impact Strategy and along our standing commitments to environmental and energy management, the Bank commits to a culture of diversity, equality and inclusion and to integrating sustainability values into operations. Our Strategy sets the ESG ambition with impactful and realistic objectives for the next decade.

In 2022, we activated the ESG Management Committee that oversees ESG plans, initiatives and performance. Central point of our duty is the safeguarding against greenwashing through transparency and commitment on carefully substantiated objectives.

What is the most critical success factor of this venture?

ESG is vital, not only because of the Regulatory obligations, not only because it is a market necessity, but mostly because it is great part of our people culture. In 2022, there was an impressive response of our people to the CEO's call for energy savings, a remarkable participation in volunteer initiatives and surveys that measure environmental impact, as well high interest for

the ESG training programs. Therefore, culture is critical as it connects the vision of the Bank with the individual care and consciousness of our people.

The Ukraine crisis highlighted the necessity to move away from fossil fuels. What is a bank's role in the global climate transition?

As Banking Professionals, we don't need to be experts in climate science. However, we must understand climate change and how this impacts people, planet and business. It is essential to align finance to support climate change mitigation and adaptation; and to identify and manage climate and broader sustainability risks. We have a crucial role in transitioning to a green economy and to play our part in securing the objectives of the Paris Agreement for constraining global warming.



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We turn this obligation into reality by financing the green transition of businesses and for contributing to the country's sustainable future.

The energy crisis that followed the aggression on Ukraine accelerates the transition of our economies towards a low-carbon and climate resilient future. This is a great opportunity for us to augment our role as a force for development and as an impactful driver for societal change.

Our Focus



Our ESG Strategy

Our ESG Strategy consists of 2 pillars: Operational and Financed Impact Strategy.

The Operational Impact Strategy focuses on:

- Environmental impact (operational net zero, paper less banking, circular economy).
- Employer impact (diversity and inclusion, wellbeing, innovative environment).
- Social and business impact (sustainable procurement, socio-economic effect, transparency).

The Financed Impact Strategy focuses on actions for supporting customers in their transition efforts towards a more ESG-friendly economic environment.

Sustainable building certification

Eurobank's building complex in N. Ionia achieved [LEED certification](#) in August 2022: LEED Gold for the Data Center building and LEED Silver for the other 4 buildings. This certification is the result of our continuous energy monitoring and technical improvements.



I am ESG because... through energy monitoring, I contribute to implementing ESG strategy targets and achieving green building certifications.

Antonis Roungeris

Electromechanical Projects & Building Infrastructure Support

ECB expectations

Transitioning to a low-carbon, more circular economy entails risks and opportunities for the economy and financial institutions. To provide guidance, ECB released regulations and devised action plans on how it expects institutions to manage and disclose climate-related and environmental risks.



Zero tolerance commitments

We safeguard equality and mutual respect. Through our Human Rights Statement, our Diversity, Equity and Inclusion Policy, and our Policy and newly established Committee against Violence and Harassment in Workplace, we foster an inclusive work environment, where we treat everybody fairly and with respect.

ESG data repository & scoring

A project has been launched by Greek banks and Tiresias SA, coordinated by the Hellenic Bank Association, to develop a common ESG Data Repository that assists Banks in transparently evaluating their clients' progress towards ESG targets through an ESG scoring mechanism.

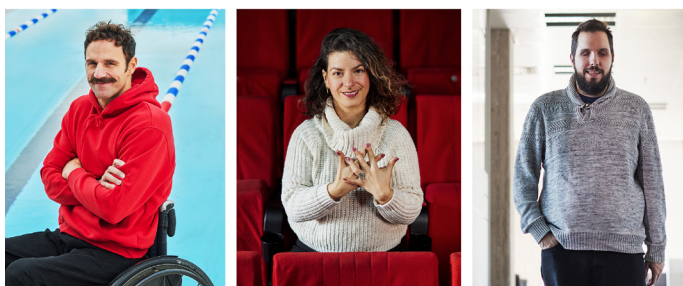
Our Focus



We are doing our part to **reduce energy**

We are committed to an energy saving programme, which led to a significant 42.4% drop in electricity consumption in the last 9 years. For 2022-2023 we are aiming for a further 10% reduction. Our commitments include:

- Signage lighting turned off in branches
- Central heating
- Energy metering devices
- Staff training and awareness
- Transition to the cloud



New functionalities for a more inclusive banking experience

For persons with hearing disabilities

Sign language through v-Banking

For persons with visual impairment

- Over 800 talking ATMs across Greece
- Documents in Braille

For persons with motor disabilities

- Special ramps at New Era Branches
- Lower ATMs and entry buttons

Our Commuting **Emissions**

Our everyday commute to work corresponds to **2491 km/employee/year** and **0.61tnCO₂e/employee/year** according to a survey conducted in November 2022 in which 2891 employees participated.

Article

RRF: An opportunity for the country, an opportunity for Eurobank

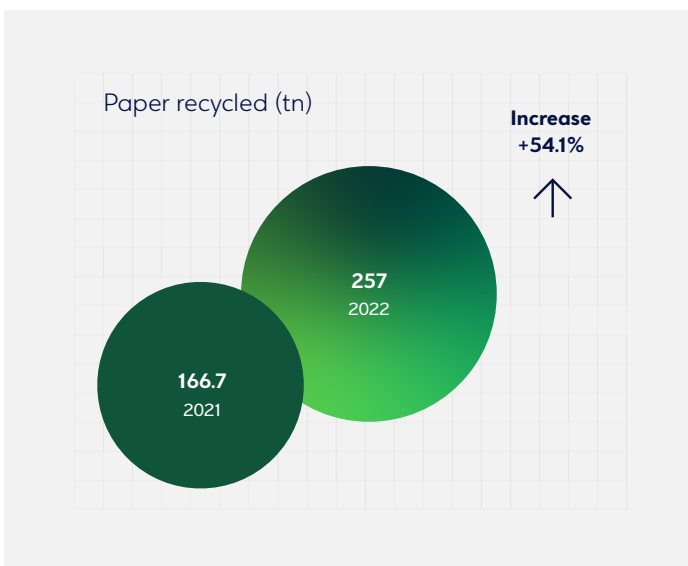
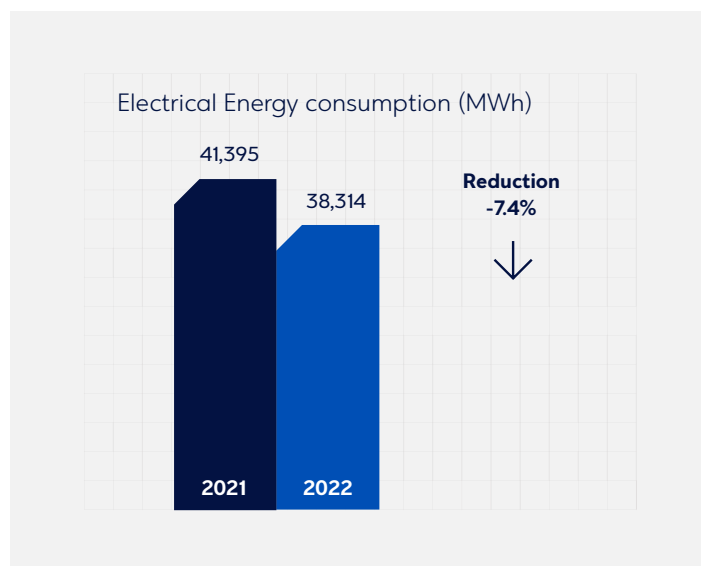
The EU Recovery and Resilience Facility (RRF) opens up a unique opportunity for Greek entrepreneurship, as it bridges a large part of the investment gap that appeared over the past 12 years, stimulates investment and makes the most of available private, national and EU funds. It redefines opportunity, but it also redefines the Greek economy, featuring extroversion, innovation, technology, quality and sustainability. Especially when it comes to sustainability, at least 38.5% of the RRF loan funds are channelled towards financing the green transition of businesses, creating the ideal circumstances to accelerate their green growth. Eurobank, as a long-standing ally of Greek businesses, actively participates in the optimal allocation of RRF funds, by co-financing eligible projects, always applying clear and transparent processes for evaluating projects and monitoring their progress.

Greece 2.0
NATIONAL RECOVERY AND RESILIENCE PLAN



Funded by the
European Union
NextGenerationEU

Our Metrics



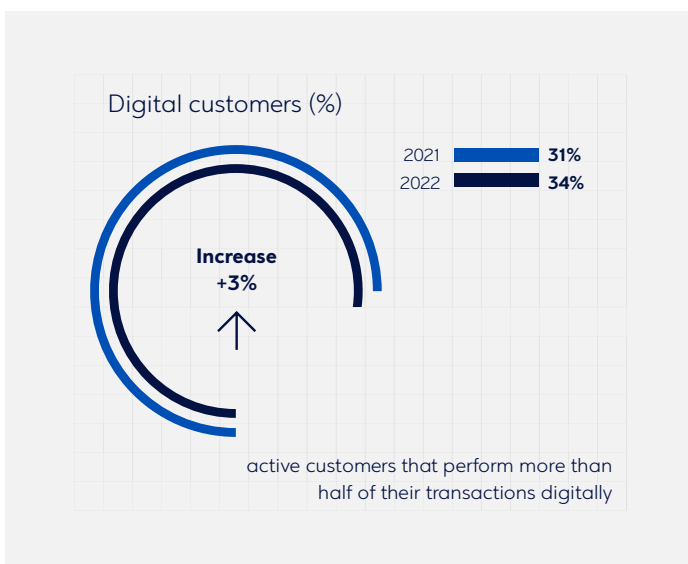
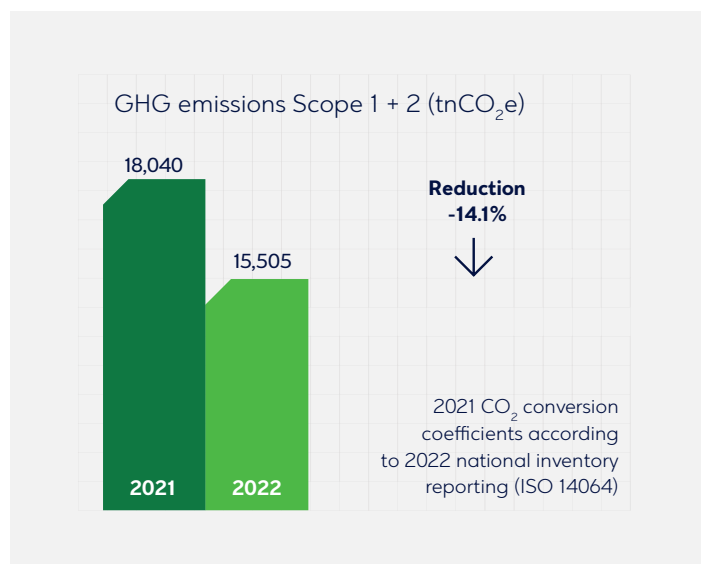
+77.4%
in **learning days** per employee
in 2022 compared to 2021

+13% in **client delegates** trained on
ESG in 2022 compared to 2021

ESG Rating Index	December 2021	December 2022
SUSTAINALYTICS	15.3	12.1* ↑
MSCI	BBB	BBB
S&P	48	50 ↑
MOODY'S	38	50 ↑
REFINITIV	69	84 ↑

*Included in 2023 Top-Rated ESG Companies List (Industry)

11%
of **Eurobank staff** dedicated
3,370 volunteering hours in 2022





Best Bank in Greece 2022

A triple distinction was awarded by renowned magazines Global Finance, Euromoney and The Banker, thanks to our people's innovative thinking, the reliability of our partners and the trust our customers place in us.



Bee Supportive

A group of people from Internal Audit, with the guidance of Bee Camp organization gathered in Tritsis park to learn about wild bees, their role as pollinators and the enormous importance they have for the balance of ecosystems and the preservation of biodiversity, while making seed-bombs!



Our people volunteer for a better future

Our daily choices determine what our world will look like tomorrow. By participating in the TeamUp volunteer team and WeShare giving team, our people make their own contribution to reduce food waste, protect nature and ensure that everyone has the tools to access education.



Ancient Olympia: Standing by the local community

Following the wildfires in Ancient Olympia, we contributed to the restoration of the area along with NGO we4all, while we fostered environmental education along with the Hellenic Society for the Protection of Nature. Moreover, 164 TeamUp volunteers cleared waste from 6 hectares of land, planting over 150 trees.