

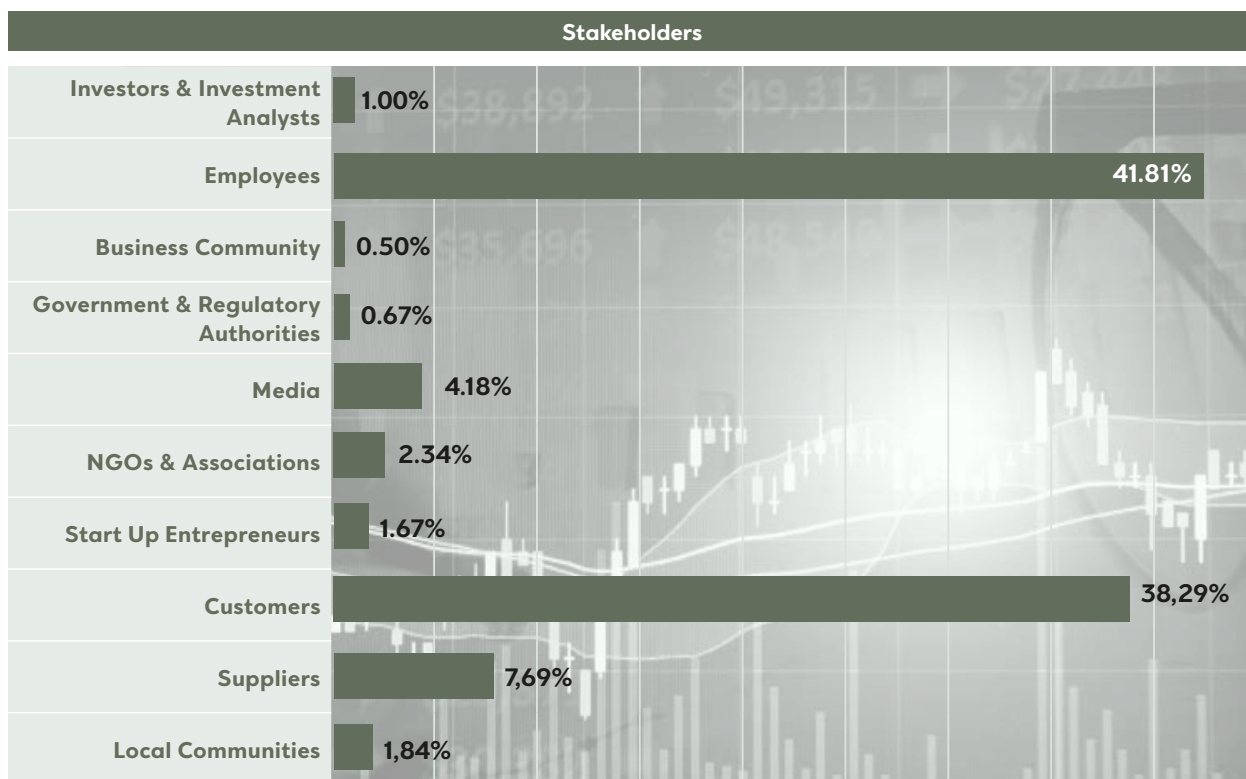
Materiality Analysis

- GRI 102-21**
- GRI 102-44**
- GRI 102-46**
- GRI 102-47**
- GRI 102-49**

Eurobank has adopted and follows the Guidelines of the Global Reporting Initiative (GRI) international organisation on the publication of Corporate Responsibility Reports. In this context, and with a view to responding to the expectations, concerns and requirements of its stakeholders, the Bank conducted the Materiality Analysis exercise, through which the major issues relating to its sustainable development were identified. A special project team involving representatives from all relevant Bank Divisions was set up to conduct the Materiality Analysis. The team followed the GRI Materiality Analysis methodology by identifying, prioritising and validating the material topics. Eurobank’s Materiality Analysis was conducted in early 2019.

In the first stage of the methodology, the project team identified a range of material topics that affect sustainable development and are significant for Eurobank’s stakeholders. Issues concerning the banking sector and the Greek economy as well as entrepreneurship growth prospects were taken into account when listing the material issues. The final list of 22 issues arose following internal consultation among the project team and representatives from the Units that interact regularly with the stakeholders and the Bank’s Management. During the topic prioritisation stage, a questionnaire-based survey was conducted with the 22 material issues for the economy, society, the environment and human resources. The materiality questionnaire was sent to stakeholder groups and the participants were asked to rate each issue based on a standard scale (from 1=not at all to 10=highly important). A total of 598 completed questionnaires from all of the Bank’s stakeholder groups were collected following an online and phone survey.

The participation rate per stakeholder group is depicted in the following diagram:



At the same time, the Bank's Management was also asked to prioritise the issues. The survey results helped in carrying out a documented analysis of the Bank's material issues, but also in thoroughly understanding the expectations of the participating groups. The project team then reviewed the survey results and identified the most material issues, which are presented in the relevant Materiality Matrix.

Issues under Review	
1	Financial growth & performance
2	Improvement of product and services
3	Responsible provision of information & customer service
4	Stakeholder personal data protection
5	Development & design of products and services that demonstrate Eurobank Group's shift towards the Principles for Responsible Investing / ESG
6	Environmental & social evaluation of business loans
7	Corporate governance
8	Responsible supply chain
9	Supporting & financing the Greek Economy
10	Supporting Start Up entrepreneurship & innovation
11	Education & excellence
12	Savings
13	Addressing the impact of the economic crisis on vulnerable groups of the population
14	Support for culture and sports
15	Deployment of human resources
16	Attracting talented individuals with deep knowledge
17	Human resources education & learning
18	Ensuring balance between the employees' professional and personal life
19	Volunteering
20	Financing that enhances the green economy & contributes to the sustainable development of companies
21	Environmental awareness
22	Reduction of the impact on the environment & climate change mitigation through Eurobank's operation

The 10 material issues that emerged from the Materiality Analysis exercise are in green.

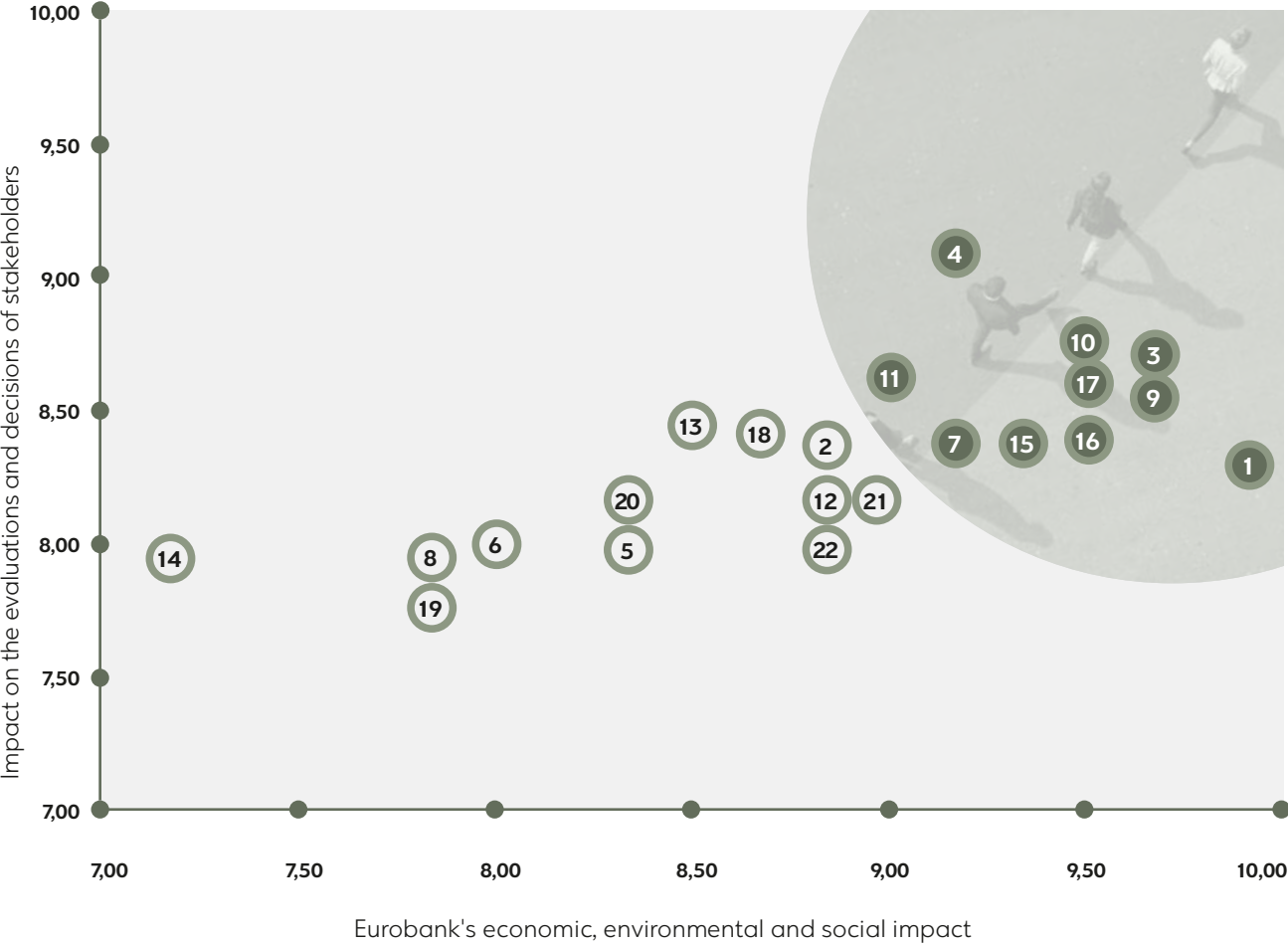
SUSTAINABLE DEVELOPMENT

In the Materiality Matrix, the vertical axis depicts how the stakeholders perceive the materiality of each issue and the horizontal axis depicts the view of Eurobank Management on these issues. Through this process, and once the project team and the Bank's Management validated the issues, 10 issues emerged as the most material and these constitute the main growth pillars of this Report's content.

The boundaries of these issues were then determined and aligned with the UN Sustainable Development Goals (SDGs).



Materiality Matrix



GRI 103-1

Identified Material Issues & Boundaries

	Identified Material Topics	Boundaries	Alignment with Sustainable Development Goals (SDGs)	GRI Indicator
3	Responsible provision of information & customer service	Eurobank Employees Investment & Investor Analysts Customers Business Community Government & Regulatory Authorities	 	GRI 417-1 GRI 417-2 GRI 417-3 p 121
9	Supporting and financing the Greek Economy	Eurobank Employees Suppliers Young Entrepreneurs Local Communities Media Business Community Government & Regulatory Authorities NGOs & Associations	     	GRI 203-1 GRI 203-2 GRI 204-1 FS7 FS8 p 111
1	Financial growth / performance	Eurobank Employees Investment & Investor Analysts Customers Suppliers Business Organisations Government & Regulatory Authorities	   	GRI 201-1 p 20
4	Stakeholder personal data protection	Eurobank Employees Investment & Investor Analysts Customers Suppliers Young Entrepreneurs Government & Regulatory Authorities Media Business Community Local Communities NGOs & Associations		www.eurobank.gr/el/gdpr-prosopika-dedomena p 123
10	Supporting Start Up entrepreneurship & innovation	Eurobank Young Entrepreneurs Business Community Local Communities	  	GRI 203-1 GRI 203-2 p 109

	Identified Material Topics	Boundaries	Alignment with Sustainable Development Goals (SDGs)	GRI Indicator
17	Human resources education & learning	Eurobank Employees Investment & Investor Analysts Customers Suppliers Young Entrepreneurs	  	GRI 404-1 GRI 404-2 GRI 404-3 p 158
16	Attracting talented individuals with deep knowledge	Eurobank Employees Investment & Investor Analysts Customers Suppliers Young Entrepreneurs Local Communities		GRI 401-1 GRI 401-2 GRI 404-1 GRI 404-2 GRI 404-3 p 153
15	Deployment of human resources	Eurobank Employees Investment & Investor Analysts Customers	 	GRI 401-1 GRI 401-2 GRI 404-1 GRI 404-2 GRI 404-3 p 149
11	Education & Excellence	Eurobank Employees Analysts & Investors Customers Local Communities NGOs & Associations	 	GRI 203-2 p 139
7	Corporate Governance	Eurobank Employees Investment & Investor Analysts Government & Regulatory Authorities Customers Suppliers Media NGOs & Associations		General Disclosures GRI 102-18 GRI 102-19 GRI 102-20 GRI 102-21 GRI 102-23 GRI 102-33 p 52