

## Quality Management Policy - Statement

Eurobank operates in the banking industry where the importance of the Quality of banking products and services in the form of a customer-centric approach is a comparative advantage in an environment of intense competition.

The basic principle and commitment of Eurobank's Management, as well the culture of its employees, is to provide its customers with products and services that meet all stakeholders' requirements, needs and expectations, and comply with pertinent applicable laws and regulations, achieving in the best possible way the Quality objectives that have been set.

In order to achieve the aforementioned, the Management:

- Effectively implements a Quality Management System (QMS) compliant with international Quality management standards, as well as pertinent regulations, provisions and practices and is committed to its continuous improvement.
- Has established measurable objectives compatible with this policy, which are monitored through specific Indicators. The performance to those objectives is reviewed and evaluated by the Top Management as part of the regular Reviews of the QMS.
- Invests in the continuous training, information, and education of the employees in order to continuously improve and promote both their abilities and the quality of their work in each of their activities.
- Provides the necessary resources focusing on their rational use, in order to ensure the smooth, efficient and effective operation of each Unit with the aim of the best possible Quality management.
- Communicates the Quality Policy to all relevant stakeholders and ensures its implementation.
- Supports in practice the active participation of all stakeholders in order to achieve the objectives arising from this Policy.

By adopting this Quality Management Policy, we aim to have a positive impact on the Quality of our products and services, on operational efficiency and financial performance, and by extension on the satisfaction and trust of our shareholders, customers, and employees, as well as in contributing to meeting the economic development needs of the wider society.

S. Ioannou  
Deputy CEO  
Group Chief Operating Officer (COO) & International Activities

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