



March 2021

UNEP FI Principles for Responsible Banking

Progress against the Principles for
Responsible Banking

Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
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Principle 1: Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

1.1 Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.

Eurobank is member of the Eurobank Group which established in 1990, the Group expanded through organic growth and acquisitions to become a leading force in the Greek banking sector. Eurobank is a dynamic banking group active in six countries Greece, Cyprus, Luxembourg, Serbia, Bulgaria and the UK.

In Greece, Eurobank operations encompass a wide retail banking network, dedicated business centres, a Private Banking network and award-winning digital service channels. Eurobank's philosophy focuses on providing quality services to its customers, paying attention to their particular and diverse needs. As of 31/12/2020, the Bank had 6,423 employees.

Eurobank has become the first Greek bank to drastically decrease its non-performing loans level after the successful implementation of the Corporate Transformation plan during 2019, whose goal was the front-loaded reduction of non-performing loans. The timely implementation of the recovery plan has reinforced the Group and the Bank significantly in relation to its staff, its customers and the society. On 20 March 2020, the final phase of the Acceleration Plan commenced, with the splitting of the Bank into a holding company (Eurobank Ergasias Services and Holdings SA) listed on the Athens Stock Exchange, and into a new, licensed credit institution ("Eurobank SA" or "Eurobank"), a wholly owned subsidiary of the holding company, through a hive-down of the banking activities sector and transfer of assets and liabilities to Eurobank.

Our Vision

Our vision is to become the most human-centric Group, by forging long-lasting relationships of trust with you; to provide you with access to sophisticated digital services, creating value for our customers, employees, shareholders and society.

Our Strategic priorities

We operate driven by our customers and their interests. We listen to our customers' needs carefully and work for their benefit. We are innovators and want to make our customers everyday life easier. We want to live up to our customers trust.

Anything that is important for Greece comes first for us:

- Support of Greek entrepreneurship and exporting potential
- Innovative solutions for you and your business
- Society and solidarity
- Environment and sustainability

Our Value Proposition

We offer a comprehensive range of financial products and services to our retail and corporate customers, based on the following classification:

- Individual Banking. Which represents the majority of retail customers with its key strategic goals being the acquisition of basic banking and customer relationships including the offering of deposit and investment products, consumers and mortgage loans as well as payment services.
- Personal Banking services. For a portion of our retail customers we offer specialised services and products providing personal banking customer service of the highest standard by qualified and certified Relationship Managers.
- Private Banking services. We support our Private Banking Clients to grow their wealth with an investment strategy tailored to their needs.
- Small Business Banking. We support small businesses and professionals with a range of products and services supporting their day to day operations and their further development.

[Eurobank Annual Report 2019 Business and Sustainability, pages 19 – 29, 95 - 105](#)

[Eurobank Website - About Eurobank Holdings](#)

[Eurobank Website – About Eurobank - Eurobank](#)

[Eurobank Website -Retail](#)

[Eurobank Website - Corporate](#)

[Eurobank Website -Private-banking](#)

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	<ul style="list-style-type: none"> • Corporate and Investment Banking. In corporate banking, we provide fully integrated business solutions and excellent customer service to meet the needs of medium and large businesses that operate in various sectors. We develop credit services and special financial products to strengthen those who support the economic development of Greece. <p>We provide well-rounded services:</p> <ul style="list-style-type: none"> • A large customer service network across Greece with a retail network of 301 branches and a wholesale network of 23 service points. • 642 additional access points, even at the remotest parts of Greece, where the Bank's customers can enjoy core banking services through the Hellenic Post branch network as a result of the Bank's exclusive cooperation with the Hellenic Post (ELTA). • Advanced digital services to help simplify the customers day-to-day life with banking online options for individuals and innovative digital services for business; • A user-friendly and inviting digital sales range of products and services, which cater for customers emerging needs, without necessitating branch visit and being constantly renewed • Over 950 ATMs and more than 500 Automatic Payment Systems across Greece; • 24/7 phone support through EuroPhone Banking; • Dedicated business experts at the Bank's Business Centres, located in major Greek cities. A Professional Adviser is always available to help with any small business issues; • Business Banking has adopted a flexible service model, aiming to effectively address clients' needs and habits cost-effectively. The model scales as follows: <ul style="list-style-type: none"> • A certified Relationship Manager for businesses with complex needs • A certified Virtual Relationship Manager for businesses with a propensity towards technology • Generalists at the branch, supervised by the branch manager and encouragement towards alternative channels for clients with simpler needs • Holistic customer value propositions, aiming at relationship development, taking into account their life stage (youth – minors & adults, employees (private / public sector / armed forces) and retirees, their value (mass vs high business potentiality) and their distinct needs (individual clusters of high interest) • Intensive digital and alternative channels strategy migration, with the scope of shifting customer service & product acquisition from branch to alternative servicing channels (characteristic example being the diversion of elderly customers to alternative channels); • Holistic product – related customer journeys (i.e ebanking, debit cards, credit cards), aiming at increasing customer engagement within category; • Extensive commercial & relationship deepening activities plan, incorporating distinct customer offering for respective publics; • Customer service of the highest standards to Personal Banking customers through the exclusive service provided by dedicated and certified Personal Banking Relationship Managers; • Customised services and products to Personal Banking customers at preferential pricing; • A tailor-made plan based on each Personal Banking client's personal investment profile; • Regular updates to Personal Banking customers on the economy and market developments; • Personal Banking clients' exclusive areas; • Dedicated Private Banker at the Bank's exclusive Private Banking Centres; <p>Eurobank has been playing a leading role in the developments, and the shaping of the domestic banking environment by developing financial products and services, focusing on customers and their needs. Eurobank's philosophy focuses on providing top quality services to its clients, placing emphasis on their specialised and different needs. Our values as a company are to focus on our customers and their interests (Customers come first), to make a difference together, to be committed to ongoing action, to shape the future and to inspire trust.</p>	

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<p>1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.</p>	<p>Eurobank has placed sustainable development as one of the foundations of its strategic planning, which is inexorably linked to the UN Sustainable Development Goals (SDGs). Responding to the needs of today's ever-changing environment, Eurobank, through its sustainability strategy, aims to actively contribute to improving the economic and social environment where it operates, adopting responsible practices that promote transparency and business ethics. When designing its services, the Bank takes into account internal and external issues, stakeholder demands, and identifies threats and opportunities that must be addressed or developed, so as to achieve the sought results, eliminate or mitigate undesirable results / threats, fortify desirable (positive) results / opportunities and achieve continuous improvement.</p> <p>The Bank's sustainability strategy is designed based on international best practices with the primary purpose of contributing to the UN Sustainable Development Goals and the Paris Agreement on climate change and is implemented in all facets of its operations:</p> <ul style="list-style-type: none"> • Business operations: The Bank understands and acknowledges that its business operations affect the economic, environmental and social landscape of Greece. To support sustainability: <ul style="list-style-type: none"> • The Bank acknowledges its impact on the environment and society and strives to control it. • Adopts best sustainability practices, driven by the guiding principles of international organisations. • Promotes sustainable practices among its customers and suppliers and builds and fosters business relationships with its suppliers based on this condition. • Raises awareness on sustainable development to all its stakeholders: customers, shareholders, suppliers, employees and our society. • Financing and investments: The Bank accounts for environmental and social risks in its financing and investing activities. To manage them more efficiently, it implements Environmental and Social Risk Management by following the detailed guidelines and procedures of the Eurobank Group. To this end we accomplish our objectives, as these appear in the Eurobank Sustainability Policy. We respond to the needs and expectations of our shareholders in terms of promoting sustainability and financial development. • Day to day operation: The Bank sets specific sustainability objectives in its everyday operations which enables it to efficiently use natural resources and minimise its footprint. • Workplace: We ensure that our workplaces comply with the environmental and labour legislation in force. We focus on aspects of individual and social rights in the workplace, employee rights and employee occupational health and safety. <p>Within the context of developing a more targeted and impactful sustainability strategy, the Bank is now in the process of redesigning its strategy, identifying its key impact areas and establishing action plan to address them.</p> <p>The Bank is currently undertaking a new project (from now on "Project Field") aiming to lead the Bank's Sustainability / ESG Transformation, taking into account upcoming global challenges, the changing regulatory landscape and market shifts with an emphasis on the mobilization of financing towards sustainable activities, green product offerings as well as operational imperatives such as digitalisation, upskilling and environmental footprint minimization. The Bank's Executive Board has endorsed the Project Field and is responsible for the oversight of its implementation.</p>	<p>Eurobank Annual Report 2019 Business and Sustainability, pages 31 – 43</p> <p>Eurobank Website - Environment and sustainability</p> <p>Eurobank sustainability policy</p>

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Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

2.1 Impact Analysis:

Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:

- a) **Scope:** The bank's core business areas, products/ services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis.
- b) **Scale of Exposure:** In identifying its areas of most significant impact the bank has considered where its core business/ its major activities lie in terms of industries, technologies and geographies.
- c) **Context & Relevance:** Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/regions in which it operates.
- d) **Scale and intensity/ salience of impact:** In identifying its areas of most significant impact, the bank has considered the scale and intensity/ salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services.

(your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))

Show that building on this analysis, the bank has:

- Identified and disclosed its areas of most significant (potential) positive and negative impact
- Identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts

As its first key step towards the implementation of the PRB, the Bank utilized UNEP FI's Portfolio impact analysis tool, a resource to identify its most significant impact areas at the portfolio level, which will in turn allow to develop a business strategy and set targets that will increase its positive and decrease its negative impacts, in the impact areas that are most significant, based on the nature, content and location of its portfolio.

The impact areas resulting from the tool are those encompassed by the Impact Radar (UNEP FI, Positive Impact Initiative). The Impact Radar aims to offer a credible and comprehensive set of impact categories that capture the sustainable development needs that underpin the SDGs (macro) while offering a basis against which indicators can be used to frame and measure financial contributions to sustainable development (micro). They also enable the identification of negative and positive impacts across the three pillars of sustainable development, allowing a holistic impact analysis.

The scope of the Bank's portfolio impact analysis included its three key business activities, Consumer, Business and Corporate Banking for its operations in Greece.

The results of the impact analysis per business activity included the following:

- Consumer banking's key positive impact areas included employment, economic convergence, housing and mobility. Its key negative impacts related to resource efficiency/security and climate.
- Business banking's key positive impacts included culture & heritage, mobility, employment, housing, food and economic convergence while its negative waste, climate and resource efficiency/security.
- Corporate banking's key positive impacts were economic convergence, energy and employment while its negative were resource efficiency/ security, waste and climate.

Overall, throughout the Bank's key activities, its positive impacts converge to economic convergence, employment, housing and mobility while its negative to climate, waste and resource efficiency/security.

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.

The Bank has undertaken the impact analysis and identified the most significant impact areas associated with its consumer, business and corporate banking activities.

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<p>2.2 Target Setting</p> <ul style="list-style-type: none"> Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services. Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline. Show that the bank has analysed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets. 	<p>As part of its materiality analysis process, which is key to the Bank's sustainability strategy formulation and implementation, the Bank identifies, prioritizes, develops a management approach and sets targets on its most material topics. The key material issues on which the Bank has been setting targets on for the past years include the responsible provision of information and customer service, supporting and financing the Greek economy and supporting start up entrepreneurship and innovation among others.</p> <p>As part of its commitment to the PRB, the scope of the project field and the outcomes of the impact analysis, the Bank is in the process of defining and designing the SMART targets that will mitigate the negative and amplify the positive impacts arising from its operations. Key aspect of setting those targets will be aligning its activities with the Paris Agreement on Climate and the EU sustainable finance action plan as well as the associated SDGs.</p> <p>As the Bank's ability to better understand and quantify its impacts increases over the years, the targets will become more targeted and refined.</p>	<p>Eurobank Annual Report 2019 Business and Sustainability, pages 44 – 46</p>

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Target Setting.

Through the outcomes of the materiality analysis, the Bank sets targets on its material issues. Having identified its key impact areas using the UNEP FI's Portfolio impact analysis tool the Bank is in the process of prioritizing them and setting the SMART targets.

2.3 Plans for Target Implementation and Monitoring

- Show that your bank has defined actions and milestones to meet the set targets.
- Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.

As part of implementing and monitoring progress against the targets, the Bank plans to establish comprehensive management mechanisms, KPIs and milestones which will be supported by the Bank's sustainability governance structure in collaboration with other relevant units involved in the target implementation.

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.

The Group Environmental & Sustainability Committee in collaboration with other relevant units involved will set the target implementation and monitoring mechanisms.

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<p>2.4 Progress on Implementing Targets</p> <p>For each target separately:</p> <ul style="list-style-type: none"> Show that your bank has implemented the actions it had previously defined to meet the set target. Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target. Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures) 	<p>The Bank reports annually on progress made against the targets set on its material issues through its annual sustainability report.</p> <p>Upon the setting of the SMART targets (at least two based on the UNEP FI PRB guidelines) the progress on implementing these Targets will be monitored and reported in line with the Bank's annual reporting cycle.</p>	<p>Eurobank Annual Report 2019 Business and Sustainability, pages 44 – 46</p>

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets.

The bank is currently in the process of setting targets to mitigate the negative / amplify the positive impacts associated with its operations. The Bank will therefore report on its progress towards achieving its targets in its next report.

Principle 3: Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

<p>3.1 Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.</p>	<p>Key elements of maintaining responsible customer relationships include responsible provision of information and customer service, personal data protection and complaint management. As part of the Bank's continuous efforts to maintain responsible customer relationships at the highest levels, it provides trainings to its personnel on issues related to sustainable developments including its Code of Ethics, AML, ESG / sustainability criteria in the Know-your-client process and the Environmental and Social (ESMS) due diligence process.</p> <p>As part of its responsible customer information strategy, Eurobank focuses on providing specialised information to every customer/counterparty, with a view to communicating its products and services in a transparent manner. To this end, it has set up customer support departments, as well as both traditional and online service networks. It has also established simple and easy-to-understand procedures and has created brochures to inform customers accurately and clearly about all its products and services. The Bank applies the regulatory framework and the Code of Banking Conduct and has control mechanisms in place to ensure strict compliance with the legislative framework.</p> <p>As part of its human-centred culture, the Bank designs products and services to meet the individual needs of its customers. In order to optimize the messages used to promote its products and services, the Bank carries out systematic surveys on each customer segment, focusing on both quantitative and qualitative features that highlight the trends and expectations of its customers.</p> <p>Moreover, the Bank has set a long-term goal of supporting new ideas, new entrepreneurs and innovative businesses that bring change to Greece, as well as mature, dynamic companies and large groups. As part of this strategy, the Bank has launched a number of actions to help Greek businesses move forward, by offering them either digital training and business networking or innovative tools and financing solutions.</p>	<p>Eurobank Annual Report 2019 Business and Sustainability, pages 44, 89 - 90, 109 - 113, 121 - 126, 134 – 137.</p> <p>Eurobank website - How we respond to complaints and other feedback</p> <p>Eurobank website - Small Business Checkup</p> <p>Eurobank website - Eurobank Digital Academy for Business</p> <p>ESMS – Environmental & Social Management System</p>
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	<p>"Business Forward" was the major campaign for 2019 which featured the products and services through which the Bank can help businesses move forward: Business Checkup, Digital Academy, v-Banking and Exportgate.</p> <p>As part of the project field, the Bank aims to launch awareness initiatives towards its clients, aiming to promote sustainable activities as well as trainings for its employees with the goal of embedding ESG / sustainability in its commercial operations, client engagement and product offerings.</p>	
<p>3.2 Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.</p>	<p>The Bank has been increasingly incorporating ESG / sustainability in its offerings and client engagement and has been collaborating with clients and various stakeholders with the purpose of promoting sustainable development. Key end goals of such collaborations include the promotion of business extroversion, entrepreneurship support and incubation of innovative startup businesses. Moreover, support in research and development, promotion of open innovation and supporting education, culture and sports are actively prompted. Key offerings and initiatives on such matters include:</p> <ul style="list-style-type: none"> • Financing under the European Commission's EaSI Programme for Employment & Social Innovation, in cooperation with AFI: the Bank works with AFI to provide micro-credit facilities (up to €12,500) to support the long-term unemployed, vulnerable social groups and business people with limited access to bank loans, giving them the opportunity to create their own job (self-employment) or develop small businesses and create new jobs. • Partnership Agreement 2014-2020 - The actions of the Partnership Agreement for the Development Framework (PA) 2014-2020 mainly aim to boost the competitiveness and extroversion of businesses, focusing on innovation and on increasing the domestic added value. Eurobank has developed a comprehensive range of advisory and information services for small and medium enterprises, enabling them to take advantage of the PA programmes. • Cosme Programme for the Competitiveness of Businesses & SMEs: the Bank has been working with the European Investment Fund (EIF) since 2016 in the context of the Cosme programme, which aims to improve the competitiveness of enterprises, especially of SMEs, by contributing to financing and production investments within the European Union, and to secure increased access to financing. • Business Financing – Entrepreneurship Fund: through its cooperation with the Hellenic Development Bank and the Business Financing - Entrepreneurship Fund, the Bank finances small and medium enterprises on favourable terms, contributing substantially to strengthening the country's entrepreneurship. • Start Up Entrepreneurship & Innovation: the Bank has developed the "egg-enter-grow-go" programme, which provides an integrated framework to teams of young entrepreneurs for business incubation, acceleration and co-operation. • Strategic extroversion initiatives: The Bank focuses on supporting the extroversion of Greek businesses and encouraging new business initiatives and in collaboration with three leading export associations of Greece SEV-Hellenic Federation of Enterprises, created Exportgate, a pioneering international web trade portal offering to Greek and Cypriot companies networking opportunities in the global market and providing access to advanced tools for their international business operations. Within this framework, the Bank designs and implements actions contributing to the enhancement of extroversion through trade missions. • Ecosystems: In order to support the competitiveness of Greek SME's, focusing on digitization, the Bank's Small Business Segment has created Sectoral Business Ecosystems, in co-operation with non-banking specialists, offering access to their services in preferential terms. Ecosystems are in place for Tourism, Agriculture, Manufacturing and Commerce, while an Ecosystem for Green Energy is under development. 	<p>Eurobank Annual Report 2019 Business and Sustainability, pages 13, 44, 95-102, 109 - 113, 134 - 135, 173 - 175</p> <p>FY 2020 Results Presentation – page 35-38.</p> <p>"Ariadne Interconnection" and Eurobank sign loan agreement for Crete – Attica interconnection</p> <p>Eurobank digital academy for business</p> <p>Eurobank participation in EIB Programme for clean energy and urban infrastructure projects</p> <p>Eurobank supports Greek Tourism</p> <p>Eurobank – EIF: New €10 million agreement for micro-financing</p> <p>Eurobank agrees with ETEAN SA for the financing of small and medium-sized enterprises on favourable terms</p> <p>Eurobank enters J.P. Morgan's Interbank Information Network®</p>

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	<ul style="list-style-type: none"> • Environmental and social risk assessment: The Bank implements an Environmental and Social Management System (ESMS) aiming to mitigate the potential credit risks arising from the operation of businesses financed by the Bank. The ESMS has been fully integrated into the approval and monitoring processes that the Bank applies in its financing operations and is fully supported by the Bank's Management. • Green Home Loans: the Bank has contributed substantially to energy-saving actions and in particular to the improvement of the energy performance of private homes throughout Greece by participating in all consecutive "Exoikonomisi Kat' Oikon" and – the newly launched (Dec 2020) - "Exoikonomo - Aftonomo" expansionary National Programmes, since 2011. Moreover, Eurobank offers the "Green Home Loan – Energy Saving" to satisfy any individual's "green" housing needs, including making all necessary repairs and renovations to optimise the energy efficiency of a house, purchasing and installing a domestic photovoltaic system and/or setting up a charging station for a brand new electric car. • Financing clean energy projects: The Bank has created special lending products for financing RES investments of small and medium-sized enterprises as well as large RES investments through more complex banking products with a strong focus on structured finance projects. The Bank's target for 2020 is to expand its RES project lending portfolio and to continue to support Greek and foreign investors operating in this sector. • Biodegradable debit cards: in an exclusive first for the Greek market, since their launch in May 2020, all newly issued & re-issued debit cards are produced from eco-friendly material (PLA). More than 285k biodegradable cards were issued in 2020 alone. • Eurobank, the sole & exclusive partner in Greece of the "Priceless Planet Coalition" initiative since October 2020 aims to active assist the goal to employ a forest restoration model dedicated not only to the planting of 100 million trees, but also to the re-growing of forests in geographies that represent the greatest global need • Having launched the first green banking product back in 2000, Eurobank's long standing collaboration with WWF Hellas continues through the issuance of WWF Visa issuance. • Partnership since 2004 with the Fashion Targets Breast Cancer campaign and launch of the Euroline Style card, the very first credit card addressed exclusively for women • Partnership with "PNOE" (Friends of Children in Intensive Care) Foundation, through the launch of the EuroLine card, where a proportion of the cards total annual turnover is donated to the aforementioned foundation. • Financing clean energy projects: The Bank has created special lending products for financing RES investments of small and medium-sized enterprises as well as large RES investments through more complex banking products with a strong focus on structured finance projects. The Bank's target for 2020 is to expand its RES project lending portfolio and to continue to support Greek and foreign investors operating in this sector. In 2020, the Bank signed the loan agreement for the Crete – Attica Interconnection, covering exclusively the loan part of the project's total funding The project is a landmark project in Greece, being the largest energy project under construction and the second largest overall and which will contribute significantly in the process for economic recovery with a special positive sign for the economy of Crete, one of the most important economic regions in Greece. • Eurobank worked closely with its strategic partners, namely the Greek Tourism Confederation (SETE) and Marketing Greece, on initiatives aiming to promote and enhance Greek tourism. • Enterprise Greece and Eurobank signed a Memorandum of Cooperation aiming to increase export activity and attract investment. The agreement stems from Enterprise Greece's initiative to invite public and private entities in Greece to support Greek companies in their efforts to enhance their competitiveness and strengthen their extroversion, in the extremely demanding environment of international trade. • Eurobank is the first Greek bank to sign up to be part of the J.P. Morgan initiative "Interbank Information Network (IIN®)", which is utilized by banks globally to securely exchange information associated with cross-border payments to address today's key pain points, costs, and risks. 	

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	<p>Eurobank is a Major Sponsor of Center for Talented Youth (CTY). The CTY Greece was established in 2013 by Anatolia College in partnership with the internationally recognised American University Johns Hopkins and is under the auspices of the Greek Ministry of Education and the Ministry of Education and Culture of Cyprus.</p> <p>Major part of the Bank' sustainability strategy redesign and project field is the enhancement of existing and introduction of new product offerings that promote sustainable development. Specifically, within the coming years the Bank's key milestones going forward, are the following:</p> <ul style="list-style-type: none"> • Issue of the Sustainable Bond Framework; • Issue of the Sustainable Finance Framework; • Launch of ESG products; • ESG financing commitment; • Compliance with ECB Guidelines on climate change and environmental risks. 	

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

<p>4.1 Describe which stakeholders (or groups/ types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/ results achieved.</p>	<p>The Bank promotes strong relationships of trust, loyalty and good cooperation with its stakeholders: employees, customers, suppliers, business community, investors, NGOs & associations, government & regulatory authorities and local community by promoting two-way communication and maintaining open dialogue with them. This ongoing communication allows us to listen to stakeholders' concerns and opinions, to broaden our view, to identify areas for improvement and to share in a transparent way our actions towards meeting expectations. A more detailed presentation of the cooperation framework, expectations and means of communication is included in the Annual Report 2019.</p> <p>Stakeholder consultation is the key process for identifying, prioritising and reporting on the Bank's material issues. This process takes place on an annual basis through dedicated communication channels for specific stakeholder groups as well as surveys/questionnaires and its outcomes inform the issue prioritisation and provide an in depth understanding out each stakeholder group's concerns and expectations. Further details regarding the aforementioned process and its results can be found in the Annual Report.</p> <p>Furthermore, the Bank seeks to collaborate and partner with various stakeholders in order to promote sustainable development and increase its positive impacts. Such collaborations include:</p> <ul style="list-style-type: none"> • Member of UN Global Compact. The UN initiative is aiming in sustainable and responsible practices via aligning companies' strategies and operations with internationally accepted principles. The Bank aligns its operations with 10 universal principles. (since 2008) • Member of UNEP FI's Principles for Responsible Banking programme. From 2010 to 2014 Eurobank chaired the UNEP FI European Task Force. (since 2005) • Registration in the Register of European Enterprises and following the EC Regulation on eco-management via Eco-Management and Audit Scheme instrument. (since 2009) • Member of the Energy Efficiency Financial Institutions Group (EEFIG). EEFIG aims in financing energy efficiency investments. Eurobank contributed in preparation of the first edition of the Interim Report. (since 2013) • Member of the Hellenic Network for Corporate Social Responsibility (CSR Hellas) since 2003. The aim of CSR Hellas is to promote and highlight the Corporate Responsibility of Greek enterprises and organisations through a series of initiatives, best practices and actions that help enhance social cohesion and Sustainable Development. • Founding Member of Sustainable Development Committee of the Hellenic Bank Association and core coordinators of its activities. (since 2010). • Member of the Hellenic Bank Association's ESG Risk Working Group and ESG Financial Markets Group. 	<p>Eurobank Annual Report 2019 Business and Sustainability pages. 13, 34-35, 37-45, 48-49,111, 174-175.</p> <p>Partnerships Promoting Sustainability</p> <p>Enterprise Greece and Eurobank cooperate to strengthen exports and investment</p> <p>Eurobank 2019 Environmental Report – Environmental Management System (pg. 28 - 30)</p>
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	<ul style="list-style-type: none"> • Cooperation with the European Investment Fund with the aim of financing micro-enterprises under the European Union Programme for Employment and Social Innovation. (2019). • Participation in the Infrastructure Fund of Funds (InfraFoF). This Fund has been established by the European Investment Bank and the Hellenic Ministry of Development and Investments in order to finance investment plans in sustainability related sectors. (2019) • Collaboration with the Action Finance Initiative, Non Government Organization, in order to support long term unemployed creditors, vulnerable groups and small businesses with limited access to Bank loans. (2019). • The Bank is the sole & exclusive partner in Greece of the "Priceless Planet Coalition" initiative since October 2020 aims to active assist the goal to employ a forest restoration model dedicated not only to the planting of 100 million trees, but also to the re-growing of forests in geographies that represent the greatest global need. • Having launched the first green banking product back in 2000, the Bank's long-standing collaboration with WWF Hellas continues through the issuance of the WWF Visa. • Partnership with the Fashion Targets Breast Cancer campaign and launch of the Euroline Style card, the very first credit card addressed to women only. (started in 2004). • Partnership with "PNOE" - Friends of Children in Intensive Care, through the launch of the EuroLine card where part of the product's turnover is donated to the association. • In 2016, Eurobank, in partnership with Grant Thornton, established the Growth Awards to award business excellence as a growth leverage of the Greek economy. <p>Eurobank has been an ambassador for the Sustainable Greece 2020 Initiative since 2014. This Initiative is realised by the QualityNet Foundation, in cooperation with Greece's most important business associations, and aims to raise awareness of Sustainable Development and Responsible Entrepreneurship through systematic dialogue and the creation of methodologies and tools, such as the Sustainability Observatory, which relate to the three pillars of Sustainable Development: economy, the environment and society.</p> <p>The Bank participates in Environmentally Aware Enterprises and provides advisory services regarding enterprises' development. Within this framework, starting from 2010, Eurobank participates in share capital of MESOGIOS S.A. MESOGIOS Group operates in environmental related sectors aiming at environmental protection in Greece. In addition, the Bank is the third largest shareholder of IBG HF III (CMF), a private equity fund related to renewable energy sources.</p> <p>With a view to financing investment plans in priority sectors, such as renewable energy sources, energy efficiency and urban development, the Bank signed an agreement with the European Investment Bank (EIB) to participate in the Infrastructure Fund of Funds (InfraFoF), established by the Greek Ministry of Development & Investments, in partnership with the EIB. Investments amounting to at least €650 million are expected to gradually be realised through the InfraFoF and the development of national and EU resources.</p> <p>The Bank is also participating in a programme amounting to €500 million for investments in Greece that aim to reinforce the role of women in business and to create jobs mainly for younger individuals.</p> <p>As part of its digital transformation, the Bank has developed internally the Innovation Center. This is an initiative that supports innovation, observes international trends on digital advancements, generates new ideas for improving customer experience and identifies new business opportunities. The Innovation Center approach is based on an 8 – 10 week programme which involves cross-departmental teams that perform market analysis and market data collection on potential products/ services in order to provide accurate conclusions regarding their further development. Currently, through the Innovation Center, 6 projects have been developed (completed or ongoing), while for the upcoming years, it is planned to generate even more.</p>	

Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
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Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking

5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.

Governance Structures

Within Eurobank's established governance structure, the Group Environmental & Sustainability Committee (GESC) is responsible for providing strategic guidance of sustainable development initiatives, monitoring key sustainability indicators and ensuring that the relevant management system policies (Quality, Environment and Energy) are implemented correctly. The Committee Chairperson is the Deputy Chief Executive Officer (Deputy CEO), Group Chief Operating Officer (COO) & International Activities, and its members are high-ranking executives.

In the context of developing a more targeted and impactful sustainability strategy as well as embedding the implementation of the PRB into its operations, the Bank is in the process of redesigning its strategy, focusing on three key areas:

1. Embedding the PRB into its operations.
2. Integrating climate change risks into its risk appetite framework
3. Operationalizing ESG/sustainability

The project governance structure consists of 5 governance functions, as follows:

1. The First Reporting Line (Executive Board, including the Bank's CEO);
2. The Project Owner (Deputy CEO, COO & International Activities)
3. The Steering Committee (consisting of business stakeholders from Risk Management, Credit Risk, Finance, Compliance, HR, Strategy Transformation, Wholesale & Retail Banking, Environmental, Procurement, IT, Head of PMO, Global Markets, Marketing & Communication and International Activities);
4. The Project Manager; and
5. The Working Teams.

Policies

Eurobank is committed to monitoring and improving its environmental performance, raising awareness among all stakeholders and promoting best practices throughout its network. At the same time, the Bank develops "green" products and services to offer incentives and tools that promote activities protecting the environment. In addition to complying with statutory requirements, Eurobank takes further initiatives to draw new boundaries in environmentally responsible business activities.

In 2003, the Bank announced its Environmental Policy, indicating these commitments. Since 2015, Eurobank has implemented an Energy Management Policy aimed at minimising energy costs, reducing harmful greenhouse gas emissions and increasing energy efficiency. At the same time, the Bank implemented a Sustainability Policy, which has been modelled on the best international sustainability practices and ensures its decision-making is in line with environmental protection and sustainability.

Procedures

Eurobank handles its interaction with the environment in a systematic and global manner, taking into account both the direct impact its operations have on the environment (e.g. the impact arising from the operation of buildings' facilities and branches) as well as its indirect impact (e.g. environmentally-friendly financing and supplier relations). In this context, the Bank implements a certified Environmental Management System (EMS) based on programmes and initiatives in the following sectors:

- Conservation of natural resources
- Reduction of greenhouse gas emissions
- Waste reduction, recycling and efficient solid waste management
- Personnel training, communication and awareness
- Environmental and social risk assessment of customer financing
- Development and promotion of "green" banking products and services.

As part of the Project Field the Bank plans to enhance existing and introduce new policies on the aspects of client environmental and social risk management, supplier evaluation and sustainable financing and products among others.

Eurobank Annual Report 2019 Business and Sustainability – pages 32, 168, 169

Eurobank Annual Report 2019 Business and Sustainability – Environmental Policy (pg. 168)

Eurobank 2019 Environmental Report - Policies on Environment, Energy and Sustainable Development (pg. 8)

Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others.</p>	<p>Eurobank actively promotes awareness-raising and training of personnel on environmental issues, energy and climate change and on the correct implementation of relevant procedures. Since 2003 and up to 2019, a total of 4,426 employees have received training on environmental issues.</p> <p>Within the context of promoting sustainability and ESG issues, two presentations dedicated to those topics have been made to the Bank's Executive Committee Members within the past year.</p> <p>Aiming to enhance the culture of sustainability the Bank is planning to launch awareness raising initiatives for its employees on the PRB, the elements of its sustainability strategy and future commitments.</p>	<p>Eurobank Annual Report 2019 Business and Sustainability – Environmental Performance (pg. 173)</p>
<p>5.3 Governance Structure for Implementation of the Principles</p> <p>Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <p>a) target-setting and actions to achieve targets set</p> <p>b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.</p>	<p>The Group Environmental & Sustainability Committee (GESC) monitors key sustainability indicators and is responsible for the implementation of the relevant management system policies.</p> <p>Eurobank Management has appointed the Deputy CEO, Group Chief Operating Officer (COO) & International Activities as its representative on environmental issues in order to ensure the coordinated and responsible promotion and implementation of the Environmental Policy and the EMS.</p> <p>Furthermore, the sustainability and climate change strategy transformation which relates to the ESG strategy, operationalization, climate risks identification, modelling and integration and adherence of UNEP FI principles is designed to address the Bank's following objectives:</p> <ul style="list-style-type: none"> • Fulfill the UNEP FI Principles for Responsible Banking as well as the signatory reporting requirements; • Identify, model and integrate climate and environmental related risks into its RAF and businesses model; • Integrate ESG into its business strategy in order to be able to leverage upcoming market shifts; and • Design and implement action plans associated with the focus areas of its ESG strategy into its day to day operations. <p>The responsibilities of each project governance structure established are as follows:</p> <ol style="list-style-type: none"> 1. The First Reporting Line is responsible for defining and formally approving the project scope as well as signing-offs & accepting the final deliverables; 2. The Project Owner is responsible for the overall management of the project: planning, logistics, reporting to the First Reporting Line, open issues monitoring as well as the management of working teams; 3. The Steering Committee is responsible for reviewing project progress, take decisions on critical issues and provide necessary approvals of processes and documentation; 4. The Project Manager is responsible for the coordination, management and deliverables of streams and sub-stream; and 5. The Working Teams are responsible for the implementation of each stream / sub-stream, participating in workshops, providing input, undertaking tasks and producing the deliverables. 	<p>Eurobank 2019 Environmental Report – Environmental Management System (pg. 8)</p>

Please provide your bank's conclusion/ statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.

The Bank has established an effective governance and a coherent culture of responsible banking ensuring its commitment to implement these Principles.

Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
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Principle 6: Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1 Progress on Implementing the Principles for Responsible Banking

- Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).
- Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.
- Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.

In its first 18 months since becoming a signatory, the Bank has taken steps to implement the PRB. Key points of this progress include the following:

- The Bank's Executive Board has endorsed the sustainability strategy redesign which will focus on addressing upcoming global challenges, adapting to the changing regulatory landscape and responding to market shifts and with an emphasis on the mobilisation of financing towards sustainable activities and green product offerings. To this end, the Bank has established a dedicated cross-functional governance mechanism which will undertake its implementation within the coming years.
- As part of the strategy redesign, the Bank is in the process of designing its Sustainable Bond and Sustainable Finance Framework as well as assessing the introduction of a range of sustainability-linked products across its business activities and client segments.
- As part of its compliance to the ECB expectations on climate-related risks, the Bank is in the process of designing a roadmap towards integrating climate change into its risk appetite framework. As a result of this process the Bank also expects to also adopt the TCFD recommendations and publish its report in the coming months.
- The Bank conducted a materiality analysis in 2018 and the findings were used to identify and prioritise the most significant issues for the Bank's sustainable development, after communication with all stakeholder groups.
- Moreover, the Bank has identified the positive and negative impact associated to the Bank's Consumer, Banking and Corporate activities utilizing UNEP FI Impact Analysis Tool and has currently set out a plan for its continued efforts, including target setting in line with the PRB requirement. The outcomes of the analysis will inform the Bank's subsequent impact management action plan which will entail designing action plans to drive positive and reduce negative impacts, manifested by specific quantitative targets.

The Bank informed the investment community, through its FY2020 Results presentation, about the Bank's ESG commitments and performance including data and information on the following areas:

- ESG Performance
- ESG Roadmap
- ESG ratings and regulation

The Bank's Annual Report 2019 Business and Sustainability provides an overview of its strategy, management approach and progress on its material issues which include among others products and financing with ESG criteria and responsible customer relationships. The report is prepared in accordance with the GRI Standards, the AA1000 Principles and verified by an independent third party.

In its ongoing efforts to enhance its sustainability performance and promote sustainable business practices and activities, the Bank is a member of national and international initiatives and informs its strategy from best practices. Key initiatives and best practices include:

- The Bank is a signatory to the UNEP FI PRB, the UN Global Compact and a member of the Climate Action for Financial Institutions. It has also played a leading part in the establishment of the Sustainable Development Committee of the Hellenic Bank Association and continues to coordinate its work even today. The Bank's asset management subsidiary is also a signatory to the UNEP FI.
- Key element of the Bank's strategy redesign is the EU Sustainable Finance Action Plan with emphasis on the EU Taxonomy and the EU Green Bond Standard.
- The bank is in the process of integrating climate-related risks into its risk appetite framework following the ECB expectations as well as adopting the TCFD recommendations.

Eurobank endorses the UNEP FI Principles for Responsible Banking

Eurobank signed the Principles for Responsible Banking

Eurobank Annual Report 2019 Business and Sustainability, pages 44 - 46, 47 - 49

FY 2020 Results Presentation

Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
	<p>The Bank will continue to align its work and priorities with best practice and frameworks that aid towards the implementation of the PRB.</p>	

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking

The Bank has taken the initial steps of implementing the Principles over the first 18 months of becoming a signatory. Key steps include the endorsement by the Board of a sustainability strategy redesign which focuses on mobilising financing towards sustainable activities, the commencement of integrating climate risks into the Bank's risk appetite framework and the impact analysis which will inform the impact management and target setting process.



March 2021

UNEP FI Principles for Responsible Banking