

We want our people to live, work together and create within a **learning organisation**. To this end, education and training are deeply embedded in our DNA and we provide opportunities for continuous learning through internationally recognised platforms.

Through **LinkedIn Learning**, all our employees have access to over **8,000 courses**. With a wide range of topics to choose from in various fields – including Business Analysis & Strategy, Business Software & Tools, Data Analysis, AI & Machine Learning, Software Development, Teams Collaboration, Digital Marketing, Agile Project Management and Well-Being & Mindfulness – everyone can broaden their people skills and technical knowledge to adapt to the new work reality.

**Coursera** offers a combination of topics on business transformation, with courses from well-known universities on Transformation in Financial Services, Design Innovation, Managing Change, Creativity Toolkits and High Performance Collaboration.

What is also important is the experience our people gain in technology and IT skills through platforms such as **Pluralsight**, **Interskill** and **Skillsoft**. The skills they can develop include Software Development, IT Ops, Cyber Security, Machine Learning and AI.

It is evident that, through a wide range of initiatives, we focus on providing equal learning opportunities to all our people, both individual contributors and managers. The comprehensive learning framework aims at systematically upgrading the skills and performance of our people, so they may respond effectively to the requirements of their current role and plan the next step for their career growth.

Another significant part of our initiatives is the **Digital Accelerator**, which aims to upgrade the digital skills of our people, so they may keep up with the rapidly developing advancements in technology and the digital requirements. The programme has been developed based on the EU DigiComp Framework 2.0. It includes specially designed learning paths from LinkedIn Learning as well as courses which are Eurobank-specific – more than 80 courses are included in total. We want our people to grasp the concept of digital transformation in the banking sector, be aware of our digital strategy and invest in upskilling, by developing their digital skills.

Yet another groundbreaking programme is the **Remote Work Bootcamp**, which aims to develop management skills. It aspires to equip leaders with practical administrative tools on how to manage hybrid teams in the post-COVID work environment.

The same applies for Leadership 2.0, a programme dedicated to strengthening the role of managers in managing changes, communicating and getting their people to make a commitment. The role of the manager is not just enhanced through interactive workshops and 360° assessment, but also through one-to-one and peer-coaching sessions.

Along with the current training for **Bank of Greece Certifications** (investment, insurance, mortgage) addressed to all our employees, including our external associates, we offer a series of **professional certifications**, such as **ACCA**, **ACA**, **CFA**, **CFE** and **CIA**, to name a few, but also methodologies such as **Design Thinking**, **Agile & Scrum** and **Lean Six Sigma**.

In addition, we are offering a **professional certification for ESG**: Sustainability Practitioner Certification for Experts Dealing with ESG Tasks.

Through the digital learning methodology, we have redesigned all the existing **Management System training programmes** – Environmental Management

System, Energy Management System and Quality Management System. These programmes are mainly addressed to the Company's security coordinators. Participants understand the significance of sustainable development and its impact on society, but also the framework, scope and benefits of the ISO 50001, ISO 14001 and ISO 9001 management systems. Participants also adopt environmental practices that improve our ecological and energy footprint.

All Eurobank employees successfully participated in the **AML Digital Learning** course. AML Digital Learning aims to familiarise people with, raise awareness on and promote a common view on AML issues, either when coming directly into contact with clients or when working in centralised units. The programme is part of the wider **Ethics in Practice** pillar for regulatory programmes, which aims to shape our business ethics culture.

Furthermore, the Company has been steadily contributing to the development and advancement of employees by funding their participation in **academic programmes**, which are linked to the requirements of their roles.

We systematically monitor the **effectiveness of our learning offering**, through both satisfaction surveys regarding the participants of our learning activities and the feedback provided from collaborating divisions as to whether the learning needs of their people are met.

All these demonstrate the strategic significance the Bank places on investing in its people. They also offer a well-established **continuous learning framework for every employee** who wishes to make the most of their career within Eurobank.