

# Our **Materiality** and **ESG Performance**



## Engaging with our Stakeholders

An integral part of Eurobank's approach to sustainability is to foster strong relationships of trust, cooperation and mutual benefit, with all stakeholders affected by its activities, directly or indirectly. In this context, Eurobank promotes two-way communication and develops ongoing dialogue with stakeholders, to be able to actively meet the expectations, concerns and issues raised by all its stakeholders: Board of Directors, Executive Management, Investors, Shareholders and Investment Community, Employees, Customers and Clients, Business Community, Government and Regulators, Civil Society, Suppliers and Partners.

Stakeholder Group	Cooperation Framework and Expectations	Means of Communication and Response
<b>Board of Directors</b>	Board member assigned as responsible for climate-related and environmental risks at Group level.	<ul style="list-style-type: none"> <li>• Regular and ad-hoc meetings.</li> <li>• Progress reports.</li> </ul>
<b>Executive Management</b>	CEO-appointed ESG Management Committee.  ESG-related issues raised at ExBo level.	<ul style="list-style-type: none"> <li>• Regular and ad-hoc meetings.</li> <li>• Progress reports.</li> </ul>
<b>Investors, Shareholders and Investment Community</b>	Timely reporting of accurate and complete information on the Group's performance and strategy.	<ul style="list-style-type: none"> <li>• Annual General Meetings and Extraordinary General Meetings of Shareholders.</li> <li>• Investor Relations Sector.</li> <li>• Investor Information Service Division.</li> <li>• Annual Financial Report.</li> <li>• Annual Report – Business &amp; Sustainability.</li> <li>• Disclosure of financial results on <a href="http://www.eurobankholdings.gr">www.eurobankholdings.gr</a> (Eurobank Holdings) and <a href="http://www.eurobank.gr">www.eurobank.gr</a> (Eurobank SA).</li> <li>• Press Releases and Regulatory Announcements.</li> <li>• Disclosure of information on <a href="http://www.eurobankholdings.gr">www.eurobankholdings.gr</a> under Investor Relations in the sections: Eurobank Holdings Share, Shareholder Information, Shareholder and Investors Services, Financial Results, Presentations, Prospectuses, Debt Investors, Eurobank Regulatory Announcements, Eurobank Holdings Regulatory Announcements.</li> <li>• Disclosure of information on <a href="http://www.eurobank.gr">www.eurobank.gr</a> under Investor Relations in the sections: Eurobank Holdings Investor Relations, Eurobank Financial Results, Financial Results and Presentations, Subsidiary financial statements, Debt Investors, Prospectuses, Corporate Governance, Regulatory Announcements, Press Releases, Annual Reports.</li> </ul>
<b>Employees</b>	Communication aiming at continuous and timely information on issues concerning the Bank and the development and progress of skills.	<ul style="list-style-type: none"> <li>• Staff-Management communication via regular meetings, breakfast with the Management and social events.</li> <li>• Communication through the HR4U contact centre.</li> <li>• Daily communication through Connected, the Bank's internal portal.</li> <li>• Axiopio, modern employee performance assessment system.</li> <li>• Innovative learning activities and methodologies, that support the reskilling and upskilling process for employees.</li> <li>• Raising awareness among staff on social and environmental issues and encouraging participation in volunteer actions.</li> <li>• Designing and implementing a communication strategy, with targeted campaigns that encompass change management practices and initiatives.</li> </ul>

Stakeholder Group	Cooperation Framework and Expectations	Means of Communication and Response
<p><b>Customers and Clients</b></p>	<p>Responsible information, customer service and provision of products and services with a deep sense of respect and transparency.</p>	<ul style="list-style-type: none"> <li>• Retail banking branch network and award-winning electronic/digital channels (ATM, e-Banking, Eurobank Mobile App, v-Banking).</li> <li>• Expert advisors at branches (Personal Banking, Business Banking).</li> <li>• Operation of special purpose branches: International Branch (golden visa, non dom, etc. clients) and Retail shipping client branch.</li> <li>• Private Banking network.</li> <li>• Dedicated Corporate Service Centres.</li> <li>• 24/7 customer call centre via EuroPhone Banking for retail, private and corporate customers.</li> <li>• Ease of access via collaboration with the Hellenic Post (ELTA).</li> <li>• Public <a href="http://www.eurobank.gr">www.eurobank.gr</a>.</li> <li>• Providing updates on current financial developments through the financial analyses of the Economic Research &amp; Forecasting Division and the Financial Markets Research Division, posted on <a href="http://www.eurobank.gr">www.eurobank.gr</a>.</li> <li>• Enhanced communication with clients – video calls / appointment booking.</li> <li>• Social media channels.</li> <li>• Communication through <a href="http://www.eurobankholdings.gr">www.eurobankholdings.gr</a> and <a href="http://www.eurobank.gr">www.eurobank.gr</a>.</li> <li>• Newsletters.</li> <li>• Hosting of special conferences.</li> <li>• Briefings with customer groups.</li> <li>• Customer satisfaction surveys.</li> <li>• Eurobank Complaints Management, Customer Excellence.</li> <li>• Focus group discussions with SB RMs for identifying ESG expectations of clients.</li> <li>• Limited Edition annual magazine to Private Banking clients.</li> <li>• Informative "Your Personal Experts" podcasts to Personal Banking clients.</li> <li>• Informative "Private Circle Events" for Private Banking clients and "Elite Events" for Personal Banking clients.</li> </ul>
<p><b>Business Community</b></p> <p>(including corporate networks, entrepreneurship, industry associations, financial institutions and start-up entrepreneurs)</p>	<ul style="list-style-type: none"> <li>• Mutual cooperation and open communication driven by ensuring the interests of the business community.</li> <li>• Showcasing and promoting new businesses based on specified criteria and transparent procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Systematic dialogue with professional associations, chambers of commerce and chambers of industry.</li> <li>• Systematic dialogue and collaboration with the Hellenic Bank Association.</li> <li>• Strategic collaborations with major organisations [Hellenic Federation of Enterprises (SEV), Greek Tourism Confederation (SETE), Panhellenic Exporters Association (PSE), Greek International Business Association (SEVE) and Crete Exporters Association (EAC)] to support entrepreneurship, innovation and the extroversion of Greek enterprises.</li> <li>• Hosting of special events (trade events, Trade Corridors, TCA Virtual Connect) with a view to helping Greek firms connect with foreign exporters, receive the information needed for their endeavours and find potential counterparts.</li> <li>• Establishment of Growth Awards in partnership with Grant Thornton.</li> <li>• Thematic events to targeted entrepreneurs, on tourism, geopolitics etc.</li> <li>• Digital Academy for Business. The Hub that provides knowledge and training opportunities to Businesses so they may further develop.</li> <li>• Implementation of the egg – enter•grow•go programme and Tourism and Culture Cluster in partnership with Corallia to promote innovative entrepreneurship.</li> <li>• Systematic dialogue with professional associations, to promote entrepreneurship, innovation and extroversion of the Greek start-up and scale-up scene.</li> </ul>

Stakeholder Group	Cooperation Framework and Expectations	Means of Communication and Response
<p><b>Government and Regulators</b></p>	<p>Communication aiming at full compliance and harmonisation with the supervisory and regulatory framework.</p>	<ul style="list-style-type: none"> <li>• Meetings, cooperation and consultations with institutional representatives of the State, the Bank of Greece, the supervisory authorities, consumer associations and the Hellenic Ombudsman for Banking-Investment Services.</li> <li>• Provision of data and information, report compilation, meetings, participation in consultations wherever necessary.</li> </ul>
<p><b>Civil Society</b>  (including communities, NGOs, the academic and scientific community, international organisations, and the Media)</p>	<ul style="list-style-type: none"> <li>• Regular communication and support for actions with a social impact.</li> <li>• Cooperation with the Media to ensure optimum and effective promotion of the Bank and its products and services.</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with NGOs.</li> <li>• Written replies to all incoming requests.</li> <li>• Requests processed with transparency and consistency.</li> <li>• Participation in volunteer actions and support for organisations and associations in the form of sponsorships and donations.</li> <li>• Cooperation with the academic community (e.g. egg Advisory Board).</li> <li>• Press Releases whenever necessary.</li> <li>• Interviews.</li> <li>• Advertising.</li> <li>• Social media.</li> </ul>
<p><b>Suppliers and Partners</b></p>	<ul style="list-style-type: none"> <li>• Cooperation based on transparent procedures and specified criteria to achieve mutually beneficial agreements.</li> <li>• Communication with third-party partners and in cooperation with Corporate Banking Division, in order to enhance further the supplier relationship with the Bank, based on tailor made business offerings.</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic tendering system.</li> <li>• Supplier evaluation procedure.</li> <li>• Meetings (whenever necessary).</li> <li>• Regular communication over the phone and online using also sharing collaboration tools.</li> <li>• Consistent payments.</li> <li>• Informing suppliers about the Bank's Procurement Policy.</li> </ul>

# Materiality and Impact Analysis

## Materiality Analysis

The GRI Reporting Principles for defining report content, namely the principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness, have been taken into consideration in the materiality analysis exercise of Eurobank, in which the Bank's activities, impacts, and the substantive expectations and interests of its stakeholders have been considered.

Eurobank's materiality analysis is the key process used to define the Annual Report 2021 – Business & Sustainability contents. The analysis was conducted to determine the material ESG topics that influence the decisions and assessments of its stakeholders, as well as reflect the wider environmental, social and economic impacts of Eurobank's activities.

**Eurobank conducts stakeholder mapping on an annual basis, taking into consideration both internal and external stakeholder groups**, as well as potential changes of the Bank, its products, its services, as well as its business relationships.

In 2021 there were changes in the process of the materiality analysis conducted compared to the previous reporting period, as both the operational and financing activities of the Bank were taken into consideration, on top of a robust sustainability and responsible banking framework, resulting in an updated and further enhanced list of identified ESG topics.

The materiality analysis consisted of three phases:

### Phase 1: Identification of ESG topics

The first phase of the materiality analysis aims to identify the ESG topics that reflect the needs and expectations of Eurobank's stakeholders, as well as the wider impacts created by Eurobank, as a result of either its financing activity or its operation. To this end, the internal and external environment of Eurobank's business model was assessed, taking into consideration, among others, the:

- ESG-related EU and national regulatory context.
- ESG-related sectoral and Eurobank-specific priorities as identified through:
  - UNEP FI Principles for Responsible Banking. This includes related strategic priorities, management systems as well as the results of the impact analysis of Eurobank conducted in the framework of the UNEP FI Principles for Responsible Banking.
  - GRI Sustainability Reporting Standards.
  - International and sectoral ESG disclosure standards, frameworks and initiatives, such as the TCFD, the Sustainability Accounting Standards Board (SASB), the GRI Financial Services sector supplement and the Athens Stock Exchange ESG Reporting Guide.
  - ESG indices and ratings, such as the MSCI, Sustainalytics, S&P Global, FTSE4Good, ISS ESG and Vigeo Eiris.
  - ESG best practices and ESG topics addressed by peer banks in Greece and abroad.
  - Press clippings and media coverage of Eurobank's activities.
- ESG cross sector megatrends and global accords, such as the UN SDGs and the Paris Agreement and the EU Green Deal.

GRI 102-15

GRI 102-29

GRI 102-42

GRI 102-44

GRI 102-46

GRI 102-47

GRI 102-49

ATHEX C-G3

ATHEX A-G1

**Phase 2: Prioritisation of ESG topics**

As part of the second phase of the materiality analysis, Eurobank prioritised the identified ESG topics by conducting an e-survey addressed to internal and external stakeholders. The stakeholder groups that participated in the e-survey included:

Internal Stakeholders	External Stakeholders
<ul style="list-style-type: none"> <li>• Board of Directors.</li> <li>• Executive Management.</li> <li>• Employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Investors, shareholders and investment community.</li> <li>• Customers and clients.</li> <li>• Government and regulators.</li> <li>• Business community.</li> <li>• Civil society.</li> <li>• Suppliers and partners.</li> </ul>

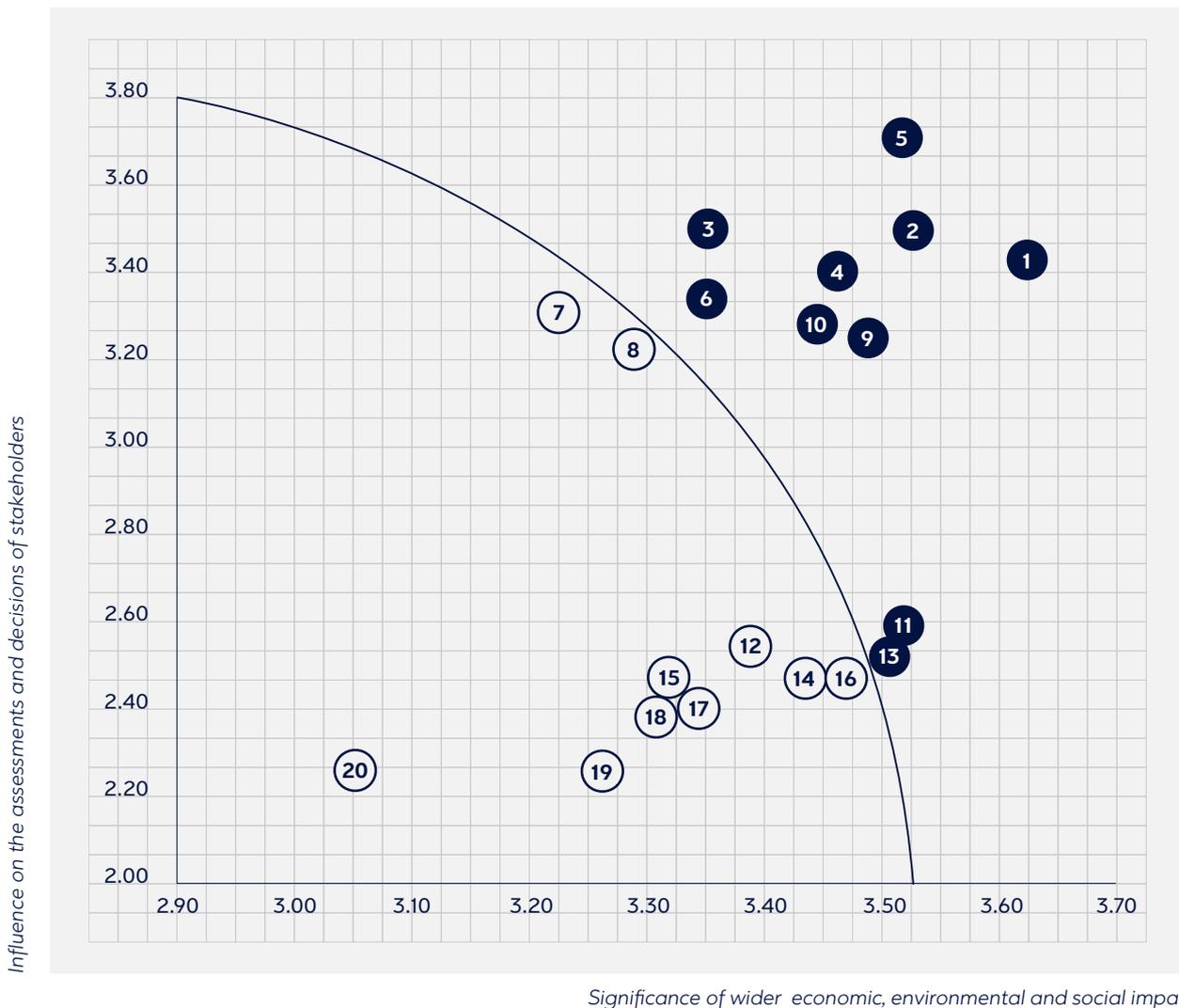
The ESG topics were assessed to the extent that they:

- Influence the assessments and decisions of the stakeholder groups.
- Reflect Eurobank’s wider economic, environmental and social impacts.

**Phase 3: Validation of material ESG topics**

During the third phase of the materiality analysis, Eurobank’s ESG Management Committee validated the results of the materiality analysis. Accordingly, ten (10) ESG topics were defined as material for Eurobank and were mapped on the respective map.

# Materiality Map



Significance of wider economic, environmental and social impacts

## Operational Impacts

- 1 Direct Economic Value Creation and Financial Performance
- 2 Innovation and Digital Economy
- 3 Corporate Governance, Strategy, Compliance and Risk Management
- 4 Customer Privacy and Data Security
- 5 Responsible Information and Protection for Clients
- 6 Operational Environmental Impact
- 7 Attraction, Retention and Development of Human Capital
- 8 Occupational Health, Safety and Wellbeing
- 9 Diversity, Equity and Inclusion
- 10 Contribution in the Mitigation of Socio-economic Challenges for the Nation's Future

## Financed and Operational Impacts

- 11 Economic Inclusion
- 12 Young Entrepreneurship
- 13 Climate

## Financed Impacts

- 14 Natural Resources
- 15 Waste and Circular Economy
- 16 Employment Generation
- 17 Housing
- 18 Mobility
- 19 Food
- 20 Safeguarding Culture and Heritage

Stakeholder Group	Top 2 ESG Topics	Stakeholder Group	Top 2 ESG Topics
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Customer Privacy and Data Security</li> <li>• Innovation and Digital Economy</li> </ul>	<b>Business Community</b>	<ul style="list-style-type: none"> <li>• Customer Privacy and Data Security</li> <li>• Responsible Information and Protection for Clients</li> </ul>
<b>Investors, Shareholders and Investment Community</b>	<ul style="list-style-type: none"> <li>• Customer Privacy and Data Security</li> <li>• Responsible Information and Protection for Clients</li> </ul>	<b>Civil Society</b>	<ul style="list-style-type: none"> <li>• Customer Privacy and Data Security</li> <li>• Young Entrepreneurship</li> </ul>
<b>Customers and Clients</b>	<ul style="list-style-type: none"> <li>• Customer Privacy and Data Security</li> <li>• Responsible information and protection for clients</li> </ul>	<b>Suppliers and Partners</b>	<ul style="list-style-type: none"> <li>• Innovation and Digital Economy</li> <li>• Contribution in the Mitigation of Socio-Economic Challenges for the Nation's Future</li> </ul>
<b>Government and Regulators</b>	<ul style="list-style-type: none"> <li>• Responsible Information and Protection for Clients</li> <li>• Operational Environmental Impact</li> </ul>		

## Impact Analysis

As its first key step towards the implementation of the UNEP FI PRB, the Bank in 2021 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 and 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.

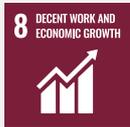
# Material Topics: Our ESG Ambitions, Targets, and Metrics

## 1

### Direct Economic Value Creation and Financial Performance

Impacts created by Eurobank’s financial performance as a result of the creation and distribution of direct economic value to its stakeholders in the form of dividends to shareholders, remuneration and benefits to employees, payments to capital providers, partners, and suppliers, as well as direct tax payments to the State and total contribution to the national GDP.

#### Why is the topic material



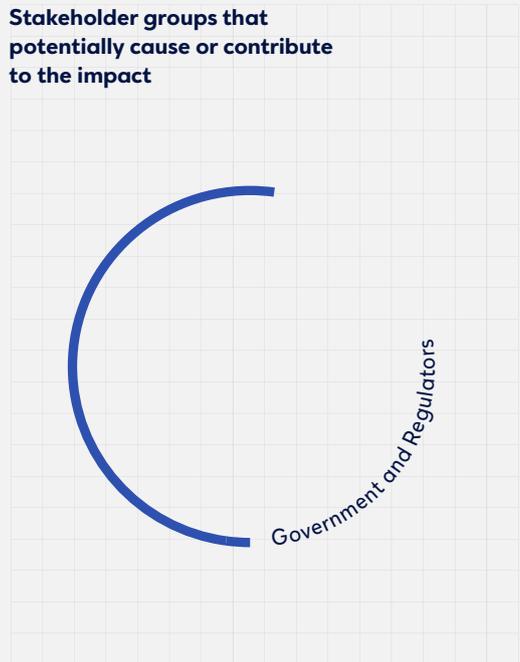
#### Where the impact occurs

Operational activities

#### Stakeholder groups affected by the ESG topic



#### Stakeholder groups that potentially cause or contribute to the impact



The Management Approach (Business Model) and 2021 Performance of Direct Economic Value is presented in the relevant chapter of the Financial Overview.

\*Board of Directors and Executive Management stakeholder groups affect and are affected by all ESG topics.

## 2 Innovation and Digital Economy

Impacts created by Eurobank's operation by developing new sustainable products and offering innovative services, while embarking digital transformation and utilizing digital tools and channels to optimise the customer experience.

### Why is the topic material



### Where the impact occurs

Operational activities

### Stakeholder groups affected by the ESG topic



### Stakeholder groups that potentially cause or contribute to the impact



2

## Innovation and Digital Economy

### 2021 Target

- To make the most of technology so as to digitise and streamline Bank operations, improving customer experience with faster and better-quality services.
- To expand the use of electronic and digital signatures to all consumer credit products and all customer service networks.
- To use optical character recognition (OCR) technology for all business loan paperwork.
- To integrate the e-KYC (Know Your Customer) service or OCR to eliminate paperwork for identification of retail customers.
- To apply robotic process automation (RPA) technology to improve productivity.
- To accelerate digital sales and offer them via mobile.

### 2022 Target

- To continue to provide free access to webinars, articles, studies/research, tools and workshops through the Digital Academy for Businesses, and to enhance the digital and sustainability transformation journey for clients.
- To ensure 100% availability of digital channels.
- To increase by 8% the percentage of clients using e-Banking and the Eurobank Mobile App.
- To make the most of technology so as to digitise and streamline Bank operations, improving customer experience with faster and better-quality services.
- To mandate the use of electronic and digital signatures for all consumer credit products and all customer service networks.
- To introduce the e-KYB (Know Your Business) service for the onboarding journey of legal entities.
- To expand the use of optical character recognition (OCR) technology for all business loan data entry.
- To apply robotic process automation (RPA) technology to improve productivity.
- To further reduce paper consumption by 8 million pages internally and by 10 million pages for customer statements.

2

## Innovation and Digital Economy

### Performance 2021

- Redesigned the Future Branch, introduced an end-to-end digital loan, made contactless mobile payments available, integrated the electronic KYC process and enabled contract signing with an e-signature.
- Continued automating and digitising the Bank's processes relating to credit underwriting for SME/small business and individual loans, leveraging new technologies, such as OCR and business rule engines.
- Saved an additional 6 million pages annually by substituting printed contracts with digital ones.
- Reduced client waiting times for consumer credit products to a quarter (Cycle Time reduction by 75% on average) and for bancassurance products to almost a fifth.
- Improved services to businesses, enabling the due diligence renewal to be completed fully digitally with no visits to a physical bank branch. Digital sales accounted for 17% of the annual production overall. Additionally, a new dedicated call centre was created, offering step-by-step guidance on digital products to clients.
- Ensured 100% availability of digital channels.
- Recorded a 13% increase in clients using e-Banking and the Eurobank Mobile App.

### 3 Corporate Governance, Strategy, Compliance, and Risk Management

Impacts created by Eurobank’s corporate governance, strategy, compliance and risk management, including business continuity and incorporation of ESG risks in the risk management framework, as well as business ethics, internal control mechanisms, corporate governance principles and best practices, transparency, BoD composition of the Board, Board Committees and Management Committees, Board Diversity, roles and responsibilities, remuneration performance evaluation, stakeholder engagement and collective knowledge.

#### Why is the topic material



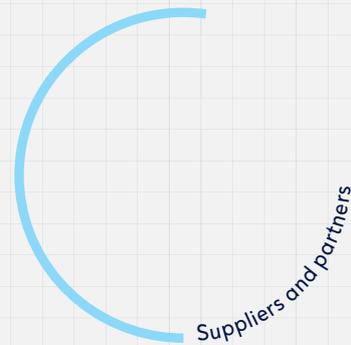
#### Where the impact occurs

Operational activities

#### Stakeholder groups affected by the ESG topic



#### Stakeholder groups that potentially cause or contribute to the impact



3

Corporate Governance, Strategy, Compliance, and Risk Management

**2021 Target**

- To enhance and improve the risk management methods, by further streamlining approval processes through the use of new technology (digitisation).
- The corporate governance rules applied at Group level to be further enhanced and adapted to the best international practices.
- To distribute and provide information about the Code of Conduct and Ethics and on any of its complementary policies (Policy for Reporting Unethical Conduct, Anti-Bribery and Corruption Policy, Conflict of Interest Policy, etc.) to the 100% of the staff, including the Board of Directors, as well as any individuals who offer advisory services or are employed based on fixed-term or project employment agreements.
- To ensure that at least 65% of the Group Compliance General Division (GCGD) staff members hold professional certifications on issues regarding money laundering and terrorist financing, compliance, operational risk and related topics.
- To include within the GCGD's scope of activities the monitoring of actions carried out by the Bank in the context of adoption and harmonization with the regulatory framework on environmental, social and corporate governance practices.
- To provide training seminars on the Code of Conduct and Ethics and its complementary policies to at least 90% of the Bank employees and executives by 2024.
- To update the Group's Compliance Policy.
- To establish a strong risk management culture through ongoing educational programmes /actions.

**2022 Target**

- To ensure that the Bank's corporate governance and internal policy framework are always fit-for-purpose, effective and in accordance with legal and regulatory requirements and best practice.
- To provide training on the Code of Conduct and Ethics and its complementary policies to at least 90% of the Bank employees and executives by 2024.
- To ensure that at least 65% of the Group Compliance General Division (GCGD) staff members hold professional certifications on issues regarding money laundering and terrorist financing, compliance, operational risk and related topics.
- To update the Group's Compliance Policy.
- To expand ethics/compliance public disclosures/statements.
- To enhance the risk management culture through ongoing educational programmes/actions.
- To further streamline the risk management methods for approval, monitoring and reporting purposes.
- To establish quantitative Climate Risk appetite statement, and to introduce monitoring key risk indicators.
- To further enhance the integration of climate/environmental and ESG risks within the Bank's three lines of defense.

3

## Corporate Governance, Strategy, Compliance, and Risk Management

### Performance 2021

- Code of Conduct and Ethics, as well as its complementary policies are at all times available to all staff members.
- 92% of the Group Compliance General Division staff holds professional certifications.
- Group Compliance General Division (GCGD) monitors the framework. GCGD issues twice a month a Regulatory Bulletin regarding new regulatory/legislative developments.
- Group Compliance has provided training on the Code of Conduct and Ethics to dedicated Units.
- Adoption of the Hellenic Corporate Governance Code from Eurobank Holdings (obligatory requirement) as well as Eurobank (non-obligatory requirement) resulting in achieving uniformity of best practices in Group level.
- Improvement of the internal governance arrangements, processes and mechanisms at Group level.
- Maintaining the female gender representation to the Board well above the 25% target, at 31%.
- Further enhancement of the quantity and quality of corporate governance related, public disclosures
- Further enhancement of Senior Management Diversity.
- Systematic planning of Directors' Continuous Professional Development by organizing, among others, training in ESG matters.
- Strongly supporting the ESG initiatives of Eurobank, resulting to further improvement of the relevant Governance ratings.
- Continuous monitoring of legislative regulatory developments in Greece and Eurozone ensuring timely implementation by adjusting internal governance processes.
- Perform educational workshops on Risk Management developments across all 3 lines of defense.
- Implementation of projects towards the streamline of processes and data enhancements across Risk Management Units.

## 4 Customer Privacy and Data Security

Impacts created by Eurobank's operations from activities related to ensuring customers' personal data privacy and security.

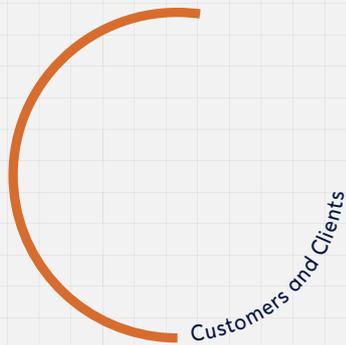
### Why is the topic material



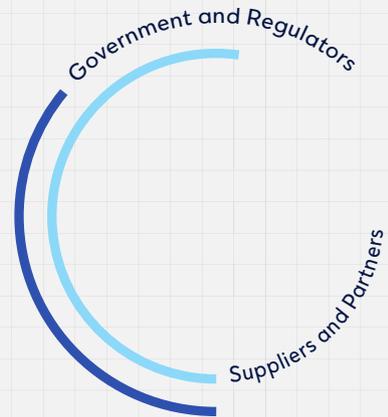
### Where the impact occurs

Operational activities

### Stakeholder groups affected by the ESG topic



### Stakeholder groups that potentially cause or contribute to the impact



4

## Customer Privacy and Data Security

### 2021 Target

- To timely notify the Hellenic Data Protection Authority, in case of a personal data breach that is likely to result in a threat to the rights and freedoms of the persons concerned.
- To reply to customers, exercising their rights, within the time limit specified in the General Data Protection Regulation (GDPR).
- To maintain its certification according to the ISO/IEC 27001:2013 for Information Security Management.

### 2022 Target

- To timely any notify personal data breaches (likely to result in a threat to the rights and freedoms of the persons) to the Hellenic Data Protection Authority concerned.
- To renew the ISO/IEC 27001:2013 certification.
- To reply to customers, exercising their rights, within the time limit specified in the General Data Protection Regulation (GDPR).

### Performance 2021

- There were no personal data breaches incidents for which the Bank was required to report to the Hellenic Data Protection Authority. Furthermore, there were no substantiated complaints about privacy violations and losses/leakage of customer personal data. All customer requests (512) received were handled within the deadlines set out in the GDPR.
- Certification was renewed according to the ISO/IEC 27001:2013, international security standard (also covering the processing of personal data on the cloud).

5

## Responsible Information and Protection for Clients

Impacts created by Eurobank's operation by ensuring transparency and disclosure of information for financial products, allowing clients to make well informed decisions, and providing them an address for the expression of dissatisfaction or problem solving of their potential problems.

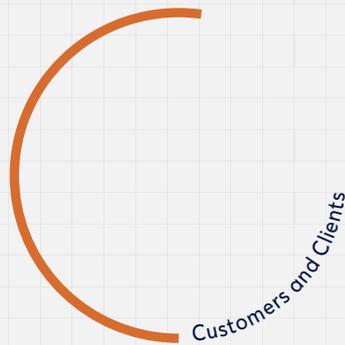
### Why is the topic material



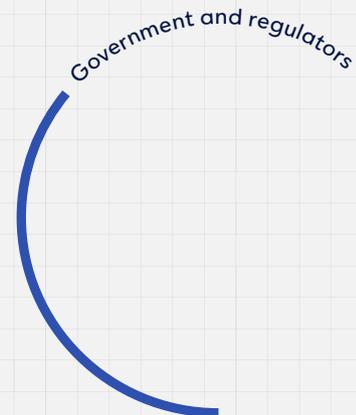
### Where the impact occurs

Operational activities

### Stakeholder groups affected by the ESG topic



### External Stakeholder groups that potentially cause or contribute to the impact



5

## Responsible Information and Protection for Clients

### 2021 Target

- To establish a culture of high standards customer service across all Bank's service channels, with the introduction of target-setting for employees based on the Net Promoter Score (NPS).
- To design and prioritise IT projects based on customer feedback.
- To prioritize initiatives to further improve service quality and customer experience
- To adapt customer journeys to customer feedback.
- To increase close-the-loop actions and communications.

### 2022 Target

- To further enhance customer excellence KPIs, by adding new Voice of Customer sources.
- To increase all measured NPS scores and the rest of customer excellence KPIs.
- To ensure a customer service excellence culture by setting well-defined customer service standards and establishing consistent customer service across all human-to-human interaction channels (branches, EuroPhone, v-Banking).

### Performance 2021

- All clients who responded to NPS measurements, were contacted to be thanked and assured that their evaluation was taken into serious consideration. Finally, 720 customers were personally contacted to inform them of the actions the Bank had taken or was about to take to address the issue they had raised.
- In 2021, the branch network NPS increased by 18 points compared to 2020.

## 6 Operational Environmental Impact

Impacts created by Eurobank's operations to the natural environment, for instance to climate, water, air, soil, biodiversity, material and resource efficiency, and waste.

### Why is the topic material



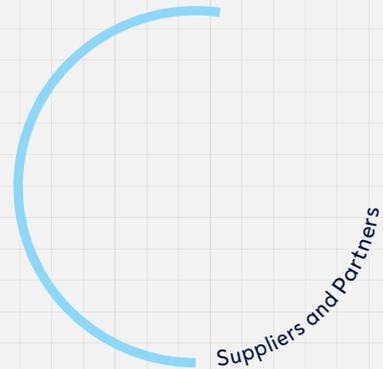
### Where the impact occurs

Operational activities

### Stakeholder groups affected by the ESG topic



### Stakeholder groups that potentially cause or contribute to the impact



6

## Operational Environmental Impact

### 2021 Target

- To further digitise internal processes.
- To establish the paperless branch with further reduction in paper consumption within the Bank.
- To expand the use of e-Statements.
- To reduce energy consumption by 5% compared to 2020.
- To keep paper supply at low levels: 225,000 Kg.
- To recycle 100% of empty toner cartridges, lamps/batteries and electrical and electronic equipment waste.
- To certify one building according to LEED (Leadership in Energy and Environmental Design) and BREEAM (Building Research Establishment Environmental Assessment Method).

### 2022 Target

- To reduce electricity consumption by 4% compared to 2021.
- To increase RES-produced energy consumption by 1% compared to 2021.
- To reduce water consumption by 3% compared to 2021.
- To recycle 100% of empty toner cartridges, lamps/batteries and electrical and electronic equipment waste.
- To certify one building according to LEED and BREEAM.

### Performance 2021

- Total energy consumption: 45,138 MWh, -5.53% compared to 2020.
- Electricity consumption: 41,395 MWh, -5.22% compared to 2020.
- RES-produced energy consumption: 97.42%.
- Paper supply: 209 tonnes, -15.35% compared to 2020.
- The target of recycling 100% of empty toner cartridges was achieved (659 Kg).
- The target of recycling 100% of lamps/batteries (5.9 tonnes) and electrical and electronic equipment waste (40.7 tonnes) was achieved.
- The target of certifying one building according to LEED (Leadership in Energy and Environmental Design).

## 9 Diversity, Equity and Inclusion

Impacts created by Eurobank's operations from activities related to the provision of equal opportunities in the working environment, respect for human rights, non-discrimination, employee inclusion, and diversity.

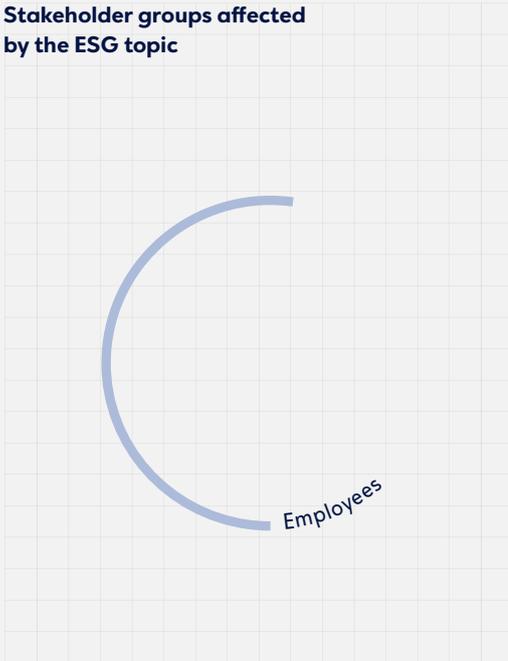
### Why is the topic material



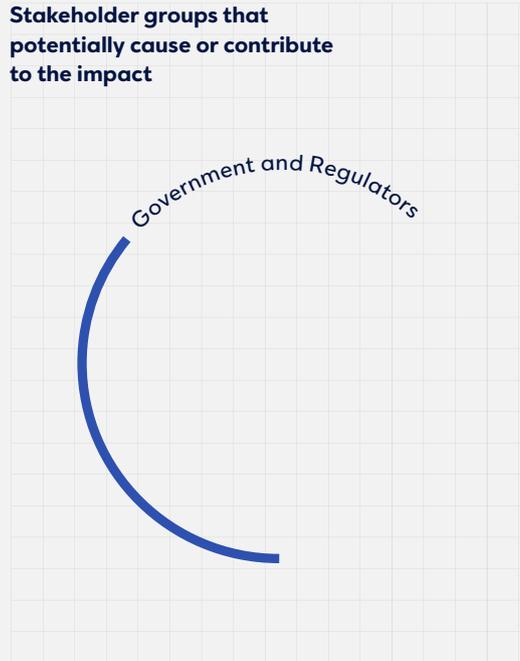
### Where the impact occurs

Operational activities

### Stakeholder groups affected by the ESG topic



### Stakeholder groups that potentially cause or contribute to the impact



9

## Diversity, Equity and Inclusion

### 2022 Target

- To include diversity and inclusion aspects in the ESG strategy.
- To establish a Diversity, Equity and Inclusion Policy.
- To further promote the Women in Banking initiative (completion of the 1<sup>st</sup> cycle of the WIB programme and design the 2<sup>nd</sup> cycle).
- To launch “the Boardroom” initiative in Greece supported by Eurobank as an initiative which help women break the ‘glass ceiling’ and become Board members.

### Performance 2021

A series of initiatives were undertaken in order to address Diversity, Equity and Inclusion issues. These include:

- Women in Banking – Women’s leadership acceleration programme that aims to empower and develop talented female professionals to advance their career in senior leadership roles. The programme includes mentoring, learning and community actions.
- Participation in the Bloomberg GEI index, that confirms the Bank’s commitment to support responsible, non-discriminatory growth and its commitment to the ESG criteria in all aspects of the Group’s operations.

10

## Contribution in the Mitigation of Socio-economic Challenges for the Nation's Future

Relates to the effect of corporate citizenship initiative, such as fostering excellence in education (“Moving Education Forward”), addressing the demographic issue by providing support to young parents and families (“Moving Family Forward”), and contributing to the national efforts for resilience and recovery.

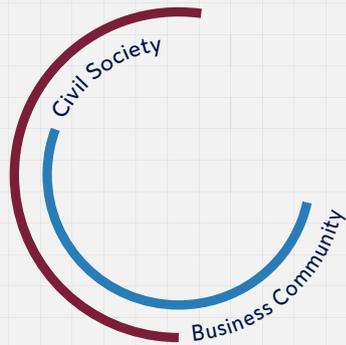
### Why is the topic material



### Where the impact occurs

Operational activities

### Stakeholder groups affected by the ESG topic



### Stakeholder groups that potentially cause or contribute to the impact



10

## Contribution in the Mitigation of Socio-economic Challenges for the Nation's Future

### 2022 Target

- To carry out an SROI exercise for the impact of the “Moving Education Forward” initiative.
- To continue the “Moving Family Forward” initiative.
- To continue the Education Excellence initiatives (20th anniversary).
- To conclude relief efforts for supporting areas hit by wildfires.
- Review CSR Strategy with a human-centric focus.

### Performance 2021

- Introduced the “Moving Family Forward” initiative for addressing the demographic issue.
- Earmarked €1 million in relief efforts for supporting areas hit by wildfires.
- Awarded 1,106 top students throughout Greece (and more than 20,000 in the last 19 years), through the “Moving Education Forward” initiative.

11

## Economic Inclusion

Activities of Eurobank and financing provided by Eurobank can have an impact on the equitable access to assets, services, resources, and opportunities, as well as to market development that adds value to society and contributes to the acceleration of economic convergence. This includes Eurobank’s impact to vulnerable groups’ accessibility to labour markets, finance, and entrepreneurship.

### Why is the topic material



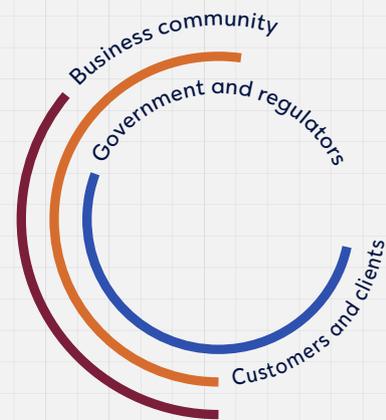
### Where the impact occurs

Financed and Operational activities

### Stakeholder groups affected by the ESG topic



### External stakeholder groups that potentially cause or contribute to the impact



11

## Economic Inclusion

### 2021 Target

- To continue the timeless cooperation with the EIB to address youth unemployment and support female entrepreneurship through a €500 million programme.
- To launch actions through physical and digital channels, as well as through the Bank's website ([www.eurobank.gr](http://www.eurobank.gr)) to address accessibility issues.

### 2022 Target

- To provide finance to lowest income beneficiaries through our participation in the Exoikonomo 2021 Programme, with a guarantee facility by the Hellenic Development Bank, to optimise energy efficiency at home.
- To continue the cooperation with AFI within the context of the EaSI programme.
- To provide new financial programmes to new agricultural enterprises (micro-agri fund) and startups (innovation fund) in collaboration with the HDB.

### Performance 2021

Continued cooperation with AFI within the context of the EaSI programme, to provide financing to vulnerable social groups for the purpose of setting up or developing an existing micro-enterprise.

# 13 Climate

Impact of financing provided by Eurobank to certain sectors and Operational impact on the composition of the global atmosphere and its exposure to greenhouse gas (GHG) emissions as a direct factor contributing to climate change. Includes Eurobank’s impact on energy production from renewable energy sources.

This topic is material due to the physical and transition risk of climate change and the overall effect of the banking sector on the global effort towards net zero. This topic is multidimensional and relates to both financed impact (as described in sectors Our focus on Sustainable Finance and Climate Risk herein) and operational impact (as described in Environmental Review herein).

## Why is the topic material



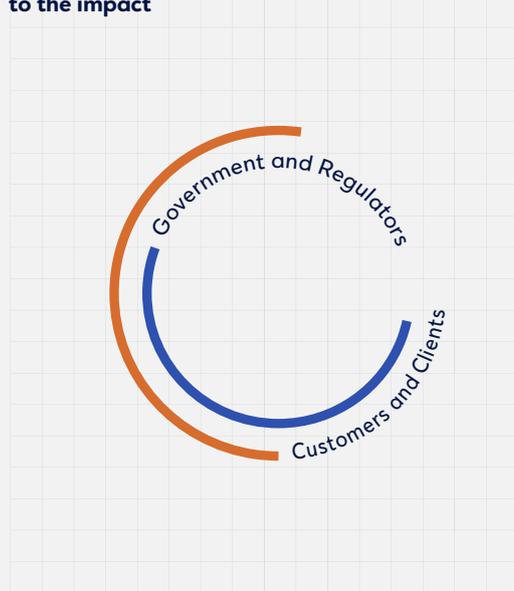
## Where the impact occurs

Financed and Operational activities

## Stakeholder groups affected by the ESG topic



## Stakeholder groups that potentially cause or contribute to the impact



### 2021 Target

- To reduce operational greenhouse gas emissions by 5% compared to 2020.
- To integrate ESG criteria in the decision-making process for the investment portfolio.
- To improve the penetration of social and green lending products.
- To create a Green Bond Framework with the purpose of using the bond proceeds to finance green projects.
- To provide financing for initiatives in the area of renewable energy sources (RES), sustainable infrastructure and environmentally friendly solutions.
- To pay increased attention to climate and environmental risk and enrich the corresponding credit processes.

### 2022 Target

- To reduce Scope 1 and 2 greenhouse gas (GhG) emissions by 4% compared to 2021.
- To reduce Scope 2 greenhouse gas (GhG) emissions by 4% compared to 2021.
- To operationalise the Sustainable Finance Framework in terms of policies, procedures and processes.
- To expand data collection capabilities for climate risk related data.
- To increase the penetration of ESG products.
- To classify at least 20% of the annual new corporate disbursements as green / environmentally sustainable.

### Performance 2021

- Developed the Green Bond Framework and initiated the development of Sustainable Investment Framework.
- Developed and submitted to the ECB a Climate Risk Implementation Roadmap and action plan for climate risk integration.
- Approved €1 billion in loans with sustainable features, €423 million of which were disbursed.
- Became the first Greek bank to introduce ESG Deposits (raising approximately €200 million in 2021).
- Launched an ESG Programme for Hotels.
- Acted as joint lead arranger for €2.5 billion in green and sustainable bonds issued by Greek corporates in 2021.
- Introduced the climate and environmental risk through the approval of Sustainable Finance Framework.
- Established a governance structure for climate risk and a dedicated Group Climate Risk Division with responsibilities including the integration of CR and E risks in the Bank's risk management framework, in alignment with its business strategy.
- Assigned the responsibility for climate-related and environmental matters to a dedicated member of the Board of Directors at Group level.
- Recorded total greenhouse gas (GhG) emissions of 17,135 tCO<sub>2</sub>e, down by 5.35% compared to 2020.
- Recorded Scope 1 and 2 greenhouse gas (GhG) emissions of 17,115 tCO<sub>2</sub>e, down by 5.27% compared to 2020.
- Recorded Scope 2 greenhouse gas (GhG) emissions of 16,169 tCO<sub>2</sub>e, down by 5.56% compared to 2020.

## ESG Ratings

ESG Ratings and Indices	FY2020	FY2021*
MSCI ESG RATING	BB	BBB ▲
SUSTAINALYTICS	28.5	15.3 LOW RISK ▲
S&P GLOBAL	32	48 ▲
CDP	F	D ▲
VIGEO EIRIS	36	38 ▲
ATHEX ESG INDEX	-	✓
REFINITIV	-	69
FTSE4GOOD	✓	✓
ISS ESG	E:2 / S:2	E:2 / S:3
BLOOMBERG GENDER-EQUALITY INDEX	-	✓ (GEI 2022) ▲

▲ improvement

\*ESG Ratings scores as recorded by 31.12.2021.