Eurobank

Our performance at a glance

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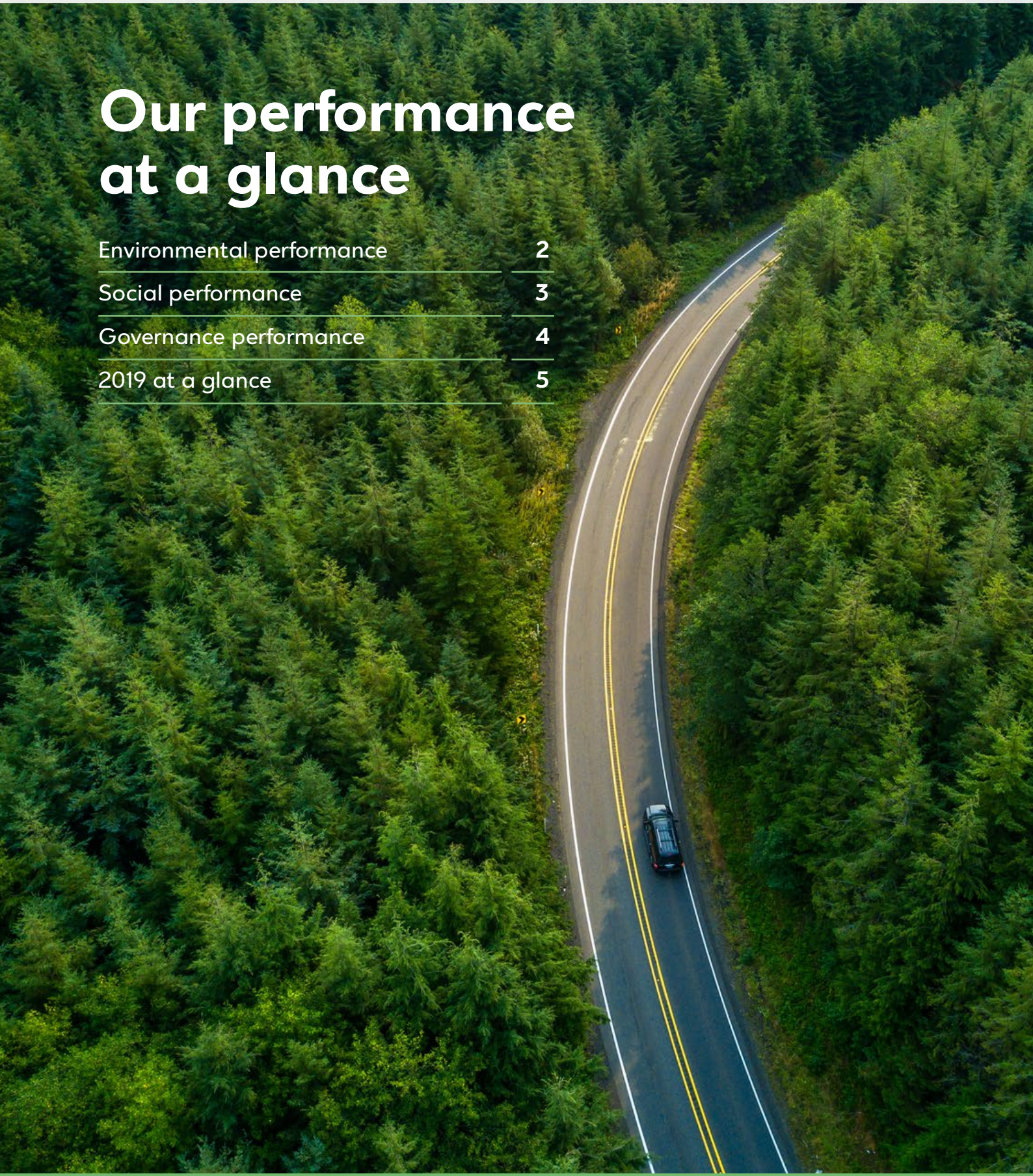


Our environmental performance

Climate profile

67%
reduction in GHG emissions from 2014 to 2020

31%
reduction in energy consumption from 2014 to 2020

19 certified green buildings, LEED (gold & platinum ratings) or BREEAM (good, very good & excellent ratings)

Paper use

57%
reduction in paper procured from 2014 to 2020

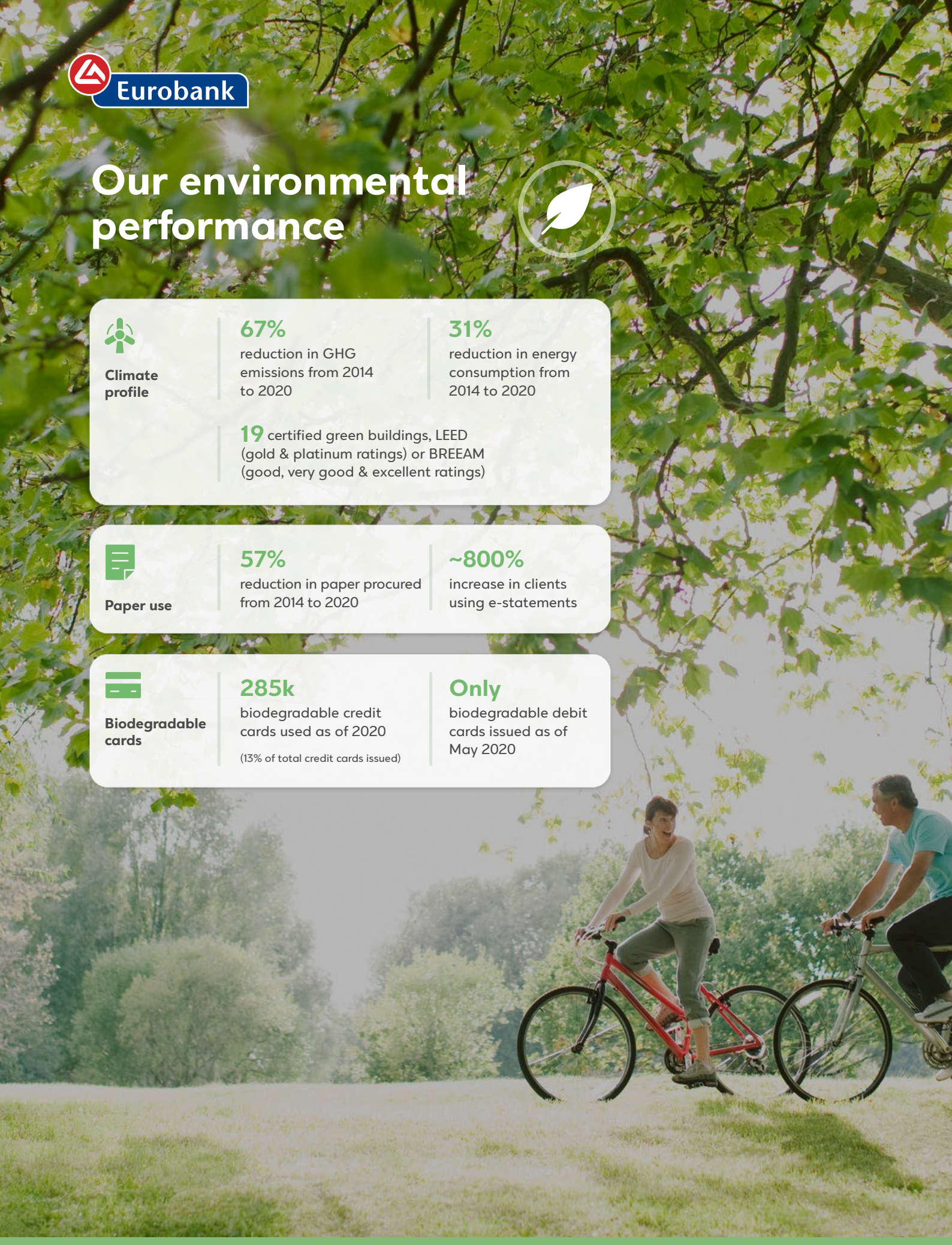
~800%
increase in clients using e-statements

Biodegradable cards

285k
biodegradable credit cards used as of 2020

(13% of total credit cards issued)

Only
biodegradable debit cards issued as of May 2020



Our social performance

People management, development and wellbeing

80%
of centralised services employees worked remotely at least once

60%
worked remotely daily

Corporate Social Responsibility

€4.5m
in 2020 in CSR activities - 46% increase from 2019

Special support
to the society in response to the COVID-19 pandemic

5 pillars: Education & Excellence, Access to Financial Services, Digital Literacy and Inclusion, Entrepreneurship, Youth and Innovation, Support to Society

Gender diversity

31%
females in BoD

38%
females at management level

57% of total employees are female

Financial inclusion

Collaboration with Action Finance Initiative (AFI) to offer micro-financing solutions

Our governance performance

Ethics

Comprehensive policies, mechanisms and governance, including ethics committee

ESG ratings, indexes and reporting

Inclusion in major ESG indices with similar ratings to domestic peers

Signatory to the UNEP FI PRB

Data security

No monetary losses, business disruption and data breaches

Gender diversity

31%
females in BoD

38%
females at management level

57% of total employees are female

2019 at a glance

Establishment of a new corporate entity, **Eurobank SA** a fully owned subsidiary of Eurobank Ergasias SA, which was renamed **Eurobank Ergasias Services and Holdings SA** (Eurobank Holdings).

30 million unique visitors to **eurobank.gr**

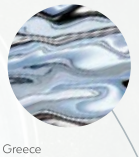
The **adjusted net profit** was strengthened by **26.8%**

€800 million have been pledged for the **Hellinikon project**

89.36% of the power consumed comes from **renewable energy sources**

Total GreenHouse Gas emissions in carbon dioxide equivalents (CO_2e) were reduced by **64.40%** relative to the base year 2014

26% **increase in the use** of **e-Banking** and **m-Banking** services



Total NPE stock was reduced by **€3.7 billion** compared to 2018

26.50% reduction in total **energy consumption** compared to the base year 2014

1st bank in Greece to adopt the new cloud-based **"SAP SuccessFactors"** human experience management suite

egg – enter•grow•go **121 teams** have become businesses and **62** of these had a combined turnover of **€3.5 million**. Eurobank has invested **€12 million** in egg to date

40 non-profit organisations and institutions supported

54,950 total participations in **training programmes** for the Group

Growth Awards **3 competitions** have showcased **20** of the most robust businesses in Greece

Exportgate A founding member of the **"Trade Club Alliance"** which is supported by international banking groups in over **50 countries**

Net profit from international operations up by **16.0%** to **€168 million**

57,000 **customer evaluations** on their banking experience

EuroPhone Banking **2.6 million** contacts with clients

The Great Moment for Education **17** years, **18,586** students awarded

1,479 customer service locations across Greece

684 entries in the employee recognition and rewards programme – **Sto Epikentro (In Focus) Awards**

Over **500,000** **Eurobank Mobile App** users

91.4% of Group employees participated in training actions for **405,768** training man-hours