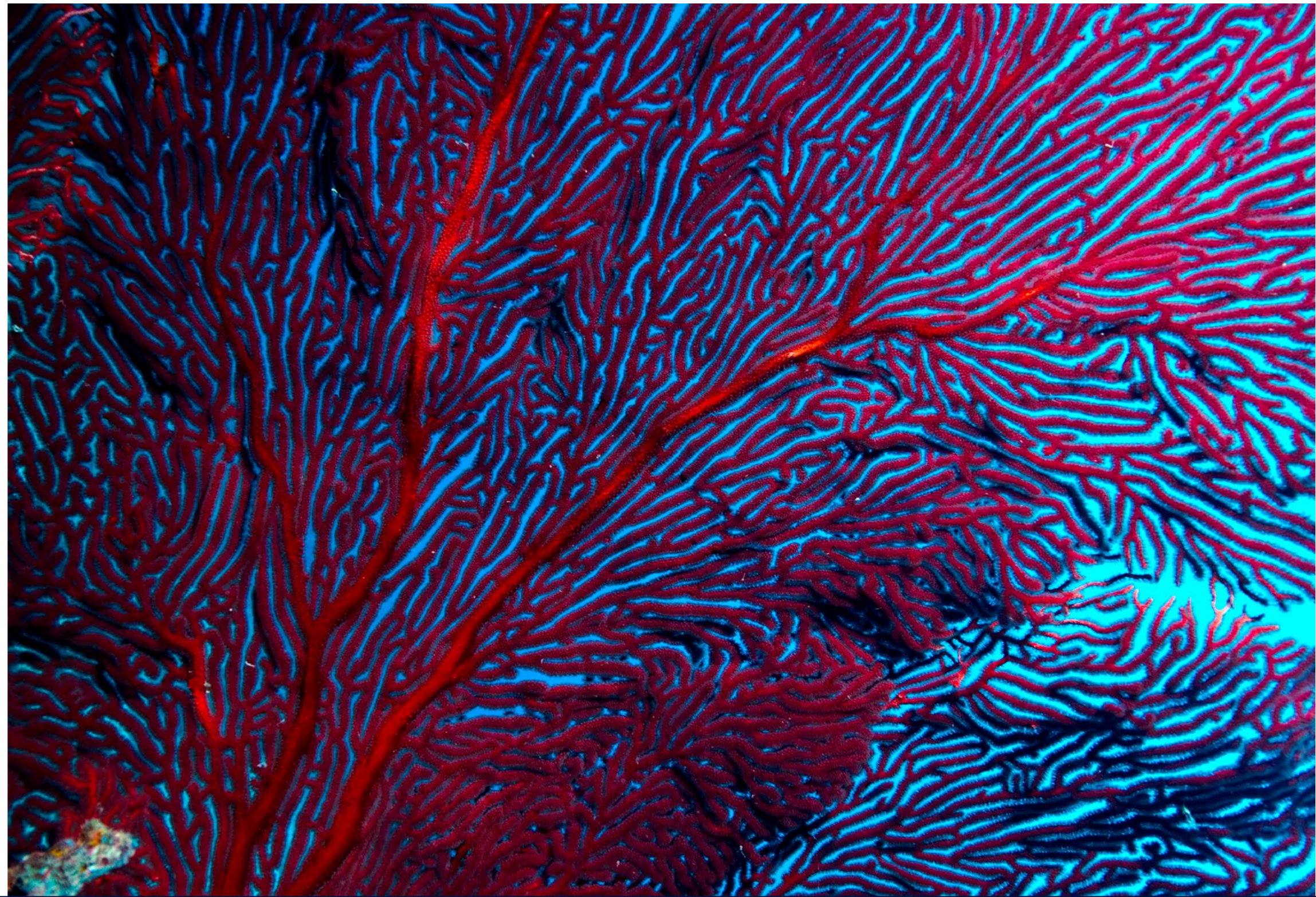


Annual Report 2024

Business &
Sustainability





We are building a **sustainable future**

We place stronger policies at the centre of our strategy. Our approach is reflected in our day-to-day operations, aiming to create strong social value and long-term sustainable performance.



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Values

Empathy

We see things
from our customers’
perspective.

Drive

We believe it is
up to us.

Innovation

We break
new ground.

Trust

We look people
in the eyes.

Cooperation

We stand by our
colleagues.

Purpose

Prosperity needs
pioneers.

We create sustainable
value for all stakeholders.

Vision

Be the leading bank in
creating prosperity for
our customers, employees,
shareholders and society by
offering pioneering solutions
in the communities we serve.



Find out more at [Our purpose, vision and values](#).



Letter to **stakeholders**

Dear shareholders and stakeholders,

2024 has been a transformative year for Eurobank. A year marked by a number of successful strategic initiatives and buyouts which expanded our business, as well as a year of strong organic growth, culminating in historically the highest profitability. Combined, these developments have strengthened materially our franchise and enhanced its prospects. Eurobank is a robust, dynamic and pioneering regional banking group, with three core markets in Greece, Cyprus and Bulgaria, serving clients in five countries, including the European financial centres of Luxembourg and London, with a balance sheet exceeding for the first time the €100 billion threshold, a loan book of over €50 billion, over €75 billion in deposits and €20 billion in assets under management. The Group dynamics set in motion in the course of 2024 and our tested, diversified business model are the cornerstone of future performance, within an international economic backdrop of increased volatility and emerging challenges.

The global economy has entered a new phase. 2024 was a year of growth, at a pace of 3.3% for global GDP. Inflation continued to fall, and a supply shortage in labour markets supported households' disposable income. However, different trends prevailed at the end of the year and in the first few months of 2025, with questions about the possibility of a protracted trade war, the return of tariffs as a tool of trade policy and policy uncertainty at unprecedented levels. The overall impact is difficult to forecast, but estimates already point to weaker growth and a negative effect on most major economies, with the EU somewhat less exposed to downward trends than the US, mainly due to the new European defence financing plan EUREarm and increased infrastructure spending in Germany. It is clear, though, that the extent of disruption is altering the foundations of international trade for the longer term, as we witness a shift in the economic, financial and geopolitical order. Even the most fundamental relations are put to the test, including the Atlantic relation between the US and Europe, which was the pillar of the postwar world order. It is a once- or twice-in-a-century shift which presents all stakeholders, countries, supranational organisations, as well as corporates with new challenges in risk management, particularly pronounced in the financial sector.

Despite geopolitical tensions and geoeconomic turbulence, in all of our three core markets, the economy is performing considerably better than the eurozone average of 0.9%. In Greece, 2024 was the fourth consecutive year of overperformance, with a growth rate of 2.3%, unchanged year-on-year. Inflation remained relatively higher at around 3.1% (18-month average), mostly due to cost of services, whereas unemployment further declined to 10.1%. The Greek economy is benefiting from the continued inflow of EU funds, mainly from the Recovery and Resilience Facility (RRF),

sustained external demand in the key tourism sector and a stable outlook at both the financial and fiscal level, with a healthy and active banking sector and a credible commitment to fiscal discipline. The latter was highlighted in a major achievement in public finances – a primary fiscal surplus of 4.8% and a total fiscal surplus of 1.8% in 2024. Public debt remains high at 153.6%, but on a steady downward trajectory from the 209.4% peak, as recently as in 2020. The external balance is more challenging, with a 6.4% deficit in 2024. Over the medium term, as Eurobank has repeatedly underlined and documented in detailed research, it is of paramount importance for Greece to shift from a consumption-based to an investment-driven growth model. Improvement is clear, as fixed asset investments have increased to 15.3% of GDP in 2024 from 11% in 2019. However, this is still lagging behind the eurozone average of 21% and bridging the gap is an absolute priority for the Greek economy in the immediate future. Over the next years, the growth rate is expected to remain in the region of 2-2.5%, with overall positive dynamics, but also some downside risks, including a weak external economic environment, geopolitical uncertainties, the impact of climate change, structural deficiencies, a slow reform pace and a growth model overly dependent on tourism and consumption.

Growth dynamics are equally positive in our two other core markets. The Cypriot economy grew by a strong 3.4% in 2024 and Cyprus' credit rating was revised upwards. In Bulgaria, the economy gathered steam, growing by 2.8%, while inflation dropped to 2.6% from 8.6% in 2023, bringing the country within reach of the top goal of the national agenda, to become the next member of the eurozone.

For Eurobank, 2024 was a year marked by success in implementing strategic decisions. Cyprus is central to our planning. We completed the acquisition of Hellenic Bank, moving forward timely with our schedule to merge it with Eurobank Cyprus. We also acquired a top insurer, the ex-subsidiary of CNP in Cyprus, which will also be merged with the insurance companies already controlled by Hellenic Bank. Thus, we are creating the leading banking and insurance franchise in the country. Yet our plans and our aspirations go well beyond. As a large part of the global economic, business and trade activity is gradually migrating eastwards, to India and the GCC countries, and this shift is coupled with major international initiatives, such as the IMEC, Cyprus is becoming a key point with the potential to become a regional economic centre. We are streamlining our business priorities with the aim to become a catalyst for Cyprus to function as a hub for businesses for their regional activities and a first point of entry to the EU market, with Eurobank as a lever providing the necessary financial services and support.

Overall, the 2024 financial results exceeded expectations and were the best on record for the Group. In 2024, profitability was up by 27%, with international operations contributing almost half, and RoTBV came to 18.5%. Earnings per share grew to €0.39. Credit expansion was strong, with our total loan book growing by 10% and a particularly solid year in Bulgaria, with a 16% increase in loans and 10% in deposits. For the Group, total deposits were up by €6 billion. Asset quality continued to improve, with the NPE ratio edging below 3%, covered at almost 90% by provisions. Our efforts to contain cost continued and cost-to-income ratio remained at the low end of the European sector, at 33%. Organic profits strengthened our capital, with a CET1 ratio of 15.7% and a total CAD of 18.5%.

As a result we were able to achieve the main target we had set and reward our shareholders at a higher payout ratio of 50%, a total of €674 million, with a cash dividend of 10.5 euro cents per share and a share buyback programme to the tune of €288 million, both the highest among peers. After fully delivering on our previous business plans, we have outlined a thorough planning for the next three-year period, aiming to retain a recurring RoTBV in the region of 15%, with more than half coming from our international activities, and to distribute at least half of our profits, so that the cumulative distribution ends up double than in the previous 2022-2024 period.

Our purpose is to support the pioneers of growth so that all countries and communities that welcome us and honour us with their trust and their business benefit from our presence. Our clients are at the centre of our business, our everyday work, our plans and our strategy. We serve both households and businesses, and we are restless to provide a full array of top-notch, efficient banking services to those who choose to partner with us. This client-centric culture and, importantly, the way it is put into practice by our people, everyone at Eurobank, across all levels and in our every endeavours, is at the heart of our business model and the results it brings. We are financing growth and in 2024 our total loan book exceeded €50 billion, after expanding by almost €4 billion year-on-year. In Greece, where EU RRF funds are the main growth lever, Eurobank has from the outset been at the forefront of the effort to distribute available funding to the real economy and we were the first bank to apply for the 8th tranche of the programme. Credit expansion in Greece came close to €3 billion, focused on financing investment projects, both public and private. SMEs are the backbone of the Greek economy and we spared no effort to support them, in terms of financing, but also as trusted advisors and consultants to our clients for all their needs, to sustain their present activities and grow their businesses by exploiting the opportunities of the economy's upward cycle. In 2024, we provided more than €750 million in financing to more than 9,000 SMEs. We are also serving them with innovative, tailor-made products and services. After singling out a weakness in the financing system, whereby SMEs need working capital while unable to provide

collateral, we created a truly groundbreaking product, the POS Cash Advance, through which the POS becomes a financing tool and small businesses can get credit on the back of their POS turnover, with no other strings attached. Eurobank is the only bank to provide credit on these terms. We are also offering a prime digital service for SMEs, v-Banking, which features fully remote banking, including contract signing.

We leverage technology to provide our time-conscious clients with seamless, easy-to-use service and to guarantee the security of our digital offering. Beyond the standard digital transactions, we are proceeding with the rollout of the phygital banking model we have adopted and pioneered. Our new-generation branches focus on banking advisory and have been welcomed by our clientele, while with the new mobile banking they can arrange for a physical meeting within just four days, at the time and in the branch of their choice.

For households, housing is a major challenge that tops the social agenda in many countries. We are focusing on providing mortgages that cover the needs of all clients, especially young couples, and we participate actively in the Greek state programme “Spiti mou 2” (My Home 2). However, demand remains relatively subdued in Greece, while the opposite is the case in Bulgaria, where mortgage loans increased at a double-digit yearly rate.

In bancassurance, we work with our long-standing partner, Eurolife FFH, to provide products that promote the idea of P&C insurance, with incentives including a graded pricing, with lower costs as the number of covered risks increases. Greece remains largely under-insured compared to mature European markets and we see potential in further growing cross-selling of banking and insurance products.

We are a banking group with presence in five markets, including the two main European financial centres of Luxembourg in London. This gives us a competitive advantage and the opportunity to materially expand our Wealth Management unit across geographies. We are also testing the waters in new markets, and with a new internal structure we aim to fully exploit potential synergies. Total AUMs reached €8 billion. We provide a unified service to 15,000 trusted clients, integrating all Private Banking offerings under our Eurobank Private Bank Luxembourg subsidiary.

As in every other business, AI is growing exponentially and bringing about radical change in the banking sector. We are investing heavily in technology, not only to provide next-gen digital products and services to clients, but also to integrate cutting-edge technologies into our operations. In this respect, we have rolled out the new, market-leading core system of Temenos, first in Cyprus and then in Luxembourg, while we are speeding up migration to cloud-based systems for our banking systems to guarantee efficiency and security of our IT infrastructure.

Delivering in the present is not enough. We focus on the future with sustainability at the core of our business model, planning, priorities and vision for Eurobank. In 2024, we joined the Net-Zero Banking Alliance (NZBA), reinforcing our goal of net-zero emissions by 2050 or sooner, in line with the most ambitious targets set by the Paris Climate Agreement. We are aligning our lending and investment portfolios with this target and issued a €850 million Green Senior Preferred Notes to finance green eligible projects.

We acknowledge that sustainable development is key to prosperity. To this end, our commitment to support the transition to a greener economy by offering financing solutions that promote growth and sustainable development is at the core of our financed impact strategy. Within 2024, we provided funding in the energy sector for RES projects of 6.3 GW installed capacity, maintained the highest Green Asset Ratio (2.6%) among Greek banks and provided a comprehensive suite of sustainable financing options for small businesses and households.

Following the guidelines of the NZBA, the Group is committed to reducing financed emissions from the most carbon-intensive and influential sectors, aiming to align with the ambition of limiting global warming to 1.5°C by 2050.

As part of our operational impact strategy, CO₂ emissions have been significantly reduced, energy self-production from solar panels has commenced, 97.97% of total electricity consumed was sourced from renewable energy sources and the number of our certified green buildings have increased to 20. We have incorporated sustainability considerations into our procurement processes, which have been successfully verified through the ISO certification on Sustainable Procurement in the past year. Additionally, Eurobank has endorsed the UN Women Empowerment Principles, promoting workplace gender equality.

Eurobank has also achieved its targets to attain Compliance Management Systems certifications for its Anti-bribery Management System and Anti-money Laundering, along with maintaining ISO certification for the Whistleblowing Management System. These certifications demonstrate the Group’s adherence to international standards in ethics and compliance, and the implementation of best practices for preventing, detecting and responding to bribery and corruption risks.

In 2024, we began preparing the first CSRD Group Sustainability Statement, a milestone in Eurobank’s sustainability trajectory. This was a major project, which required a coordinated effort, with direct involvement from more than 30 data owners and a dedicated core team of 45 members. The Statement was published in the first quarter of 2025.

We are fully aware of the role and the responsibility of a major financial organisation in being a model and a leader in society, answering to needs that go beyond our narrow economic mandate. We are particularly proud of our record in Corporate Social Responsibility and we are committed to expanding an already extensive social footprint. Most of our initiatives share a common reference to youth – its challenges, needs and prospects. Our “Moving Education Forward” initiative rewards excellence and achievement in secondary education and is one of the longest-standing CSR programmes, active without interruption for more than two decades. It counts more than 23,500 alumni, who have been rewarded as top-of-class in nearly 2,000 general and vocational-training schools in the state-organised Greek university-entry exams. The initiative is continuously adapting to a changing educational environment, with meritocracy always at its heart. Moving beyond the annual awards, we added a pioneering, first of its kind in Greece, postgraduate programme in digital transformation, in cooperation with the Athens University of Economics and Business. And, in another innovative initiative, we are giving the top graduates of this programme the option of an offer to get immediately hired – with no other qualification required – by Eurobank. We are convinced that in this way not only are we rewarding academic excellence and creating a transparent, merit-based flow of new recruitments, but we are also forming a pool of colleagues from which the new generation of Eurobank leaders will emerge.

We are always present and ready to provide assistance whenever a major emergency creates unforeseen needs for society. And we are always present and ready to support major state initiatives and programmes that require the contribution of the private sector. Along with the other systemic banks, we committed to give €25 million each to the “Marietta Giannakou” programme to renovate and modernise the stock of school buildings, under the guidance of the Ministry of Education, Religious Affairs and Sports. We contributed an amount of €12.5 million, for a wide array of projects to rebuild and modernise the infrastructure in the region of Thessaly, after the devastating floods caused by Daniel storm in 2023. And another €25 million is our contribution to the private capital needed for the establishment of the state-led Property Repossession Agency, with a mandate to protect the main residence of vulnerable households with non-performing mortgages. This initiative will also help alleviate the acute shortage of available real estate assets, which has propelled the housing problem to social prominence.

Eurobank has identified the demographic problem in all its aspects, from low birth rates to ageing populations, as a major issue in Europe and the top long-term challenge for countries like Greece. Since 2021, we are unfolding an ever-increasing

array of actions and our “Moving Family Forward” initiative has been greeted as both timely and effective from all stakeholders and warmly embraced by all communities involved. Apart from financing a white paper as a reference for future policymaking and supporting an annual conference on the demographic issue, we have focused our activities on eastern Greece. Results are beyond our expectations. Through our collaboration with Be-Live we provide low-income households with the possibility to proceed with in vitro fertilisation (IVF) and at least 60 babies have been born, while many pregnancies are already underway, and more families have joined and are following the medical process. Countering the shrinking population in smaller cities and villages hinges on providing the younger generations, those who are entering or just entered the labour market, with sufficient employment opportunities. Leveraging the possibility of working remotely, we established a pioneering programme of transferring job positions from the centre to the periphery. We already have 75 colleagues, mostly women, in permanent positions working from home, and thus able to cater to their families without having to move to a large city. To further assist these communities, we are the only bank to offer a special mortgage, at an ultra-low 1% interest rate, fixed until repayment, for households with 3 or more children who want to buy a primary residence in the reference regions of our “Moving Family Forward” initiative.

Within the same context, we launched a groundbreaking programme to support larger families within Eurobank. As an incentive, our colleagues who see a third (or more) child born into their family, get a generous lump sum of €25,000 or €30,000 to cope with the costs of a newborn. This initiative, unique in the sector, has been greeted even beyond the Eurobank family as a model for other private organisations.

We are constantly trying to look after our people, who are – as we have repeatedly underlined – Eurobank’s top competitive advantage. The positive financial results of the Group allow us to reward effort and achievement. Almost 80% of employees

will receive a bonus for 2024. And practically all employees will receive an extra amount, beyond their salary, in recognition of the collective contribution to the Bank’s outstanding performance. However, variable pay for the CEO and the other two executive members of the BoD will remain at last year’s levels, despite the Bank reporting a 27% higher profitability. Bonus rise for the other top executives is also considerably lower than average, with single-digit increases, while at least 50% of these bonuses come in the form of stock options, linked to future performance of the Bank in a 5-year horizon, in order to streamline the priorities of the organisation with the personal benefit of its leading executives. This is a way for a larger chunk of the bonus pool to be directed towards rewarding the rest of the eligible colleagues. In total, 4,700 employees will share about €30 million, the largest sum among peers.

Retaining and bringing in new talent is paramount to our planning for the future of the Bank. We have embarked in a three-year programme of targeted hiring, aiming to onboard about 900 new employees, at all levels, with top qualifications and market credentials, able to perform in areas where we expect growing future needs and opportunities to expand our business.

Our continuous improvement in sustainability performance is reflected in the internationally renowned sustainability ratings in which we actively participate. Especially with respect to Sustainalytics, Eurobank has been ranked in the best risk category “Negligible”, being the first Greek bank to receive this top rating. Along with the important ESG Industry Top Rated 2025 and ESG Regional Top Rated 2025 distinctions, Eurobank has been placed among the top 4% of banks worldwide (33rd out of 1,026 banks).

Eurobank has built a strong franchise with a solid business model, ready to leverage growth opportunities and handle external challenges. We recognise global economic and geopolitical developments and are confident in our ability to deliver value to shareholders, clients, employees and the communities we serve, fostering sustainable prosperity everywhere we operate.



Georgios P. Zantias
Chairman of the Board of Directors



Fokion C. Karavias
Chief Executive Officer



2024 **Highlights**



Performance Highlights

Business Performance

<p>€3.9 billion</p> <p>organic increase in performing loans</p>	<p>18%</p> <p>y-o-y increase in PB CAL² to €13 billion</p>	<p>2.9%</p> <p>NPE ratio decrease and 88.4% provisions over NPEs</p>	<p>€1,484 million</p> <p>in net profit⁴, up to 18.2% y-o-y</p>	<p>€709 million</p> <p>in net profit⁴, up to 51.4% y-o-y from SEE operations</p>	<p>Shareholders' reward with 50% total payout ratio, reaching €674 million, €0.105 in cash dividend per share and €288 million in share buy back</p>
<p>€6.2 billion¹</p> <p>increase in customer deposits</p>	<p>18.5%³ and 15.7%³ total CAD and CET1 ratios respectively</p>	<p>18.5%</p> <p>return on tangible book value</p>	<p>€0.39</p> <p>earning per share, up to 25.8% y-o-y</p>	<p>Hellenic Bank and CNP Cyprus acquisitions completed</p>	
<p>38%</p> <p>y-o-y increase in managed funds to €7.7 billion</p>					

1. Excluding Hellenic Bank.

2. PB CAL: Private Bank Clients assets and liabilities.

3. After 2024 Payout accrual. Pro forma Solar securitization & Leon NPE transactions & synthetic securitization. Including period profits, subject to AGM approval.

4. Adjusted net profit.

Sustainability Performance - General

Enhanced **Sustainability Governance Structure** with the appointment of a Group Senior Sustainability Officer

Enhanced integration of sustainability components into the **International Subsidiaries’ business model and operations**

Among the **top 4% of banks** worldwide in the "Negligible" risk category by Morningstar Sustainalytics

Environmental

1st wave

of sectoral emission reduction targets disclosed, as per Net Zero emissions by 2050 commitment

€2.1 billion

in total **green RRF funds** in the Greek economy

€850 million

in **Green Senior Preferred Notes** issued to finance a portfolio of eligible green projects

€1,273 million

in **sustainable finance disbursements**, exceeding the 20% target

€2.98 billion

in **corporate sustainable exposures**, posting a **37% y-o-y growth**

No new investments

in **fixed income securities towards the top 20 most carbon-intensive corporates** worldwide

2.6%

Green Asset Ratio, the highest among Greek banks

6.3 GW

total capacity from RES projects financing

97.97%

of total **electricity consumed** came from RES

4.95%

reduction in **purchased electricity consumption**

7.47%

reduction in **Scope 1 & 2 GHG emissions**, surpassing the 4.7% target

776.36 MWh

energy self-production from **solar panels**

560,000

physical statements discontinued

42%

reduction in **printed paper** (baseline year: 2019)

225%

increase in **paper recycling**, with 87.58% originating from the disposal of physical historical archives

Social

98.85%

of Group employees participated in **learning activities**

100%

of ATMs adapted to **accessibility requirements**

23,555

top high-school students have been awarded since the launch of the **Moving Education Forward** initiative

50 babies

were born through the **Moving Family Forward** initiative

UN Women Empowerment Principles (WEPs)

endorsement, promoting gender equality in the workplace

No data breaches

involving personally identifiable information (PII)

No cybersecurity incidents

that needed to be reported to Authorities

97.2%

overall **resolution rate** for **10,825 client cases received**

15.3%

annual decrease in **new complaints**

96%

of all **transaction volumes through digital channels**, excluding withdrawals/deposits

Over

500

targeted **marketing campaigns** across all communication channels

Over

150

online, **physical or hybrid events** to stay in touch with customers

62,000

customer comments analysed to improve services or design new ones

€12.5 million

allocated to the **reconstruction efforts** in Thessaly

€25 million

allocated to the **Greek state's programme for school renovations**

€13 million

invested in the **egg business accelerator** since 2013

Governance

No confirmed incidents

of bribery and corruption

No monetary losses

from business ethics violations

Over

96%

of employees and executives accepted the updated **Code of Conduct and Ethics**

65%

of Group Compliance staff maintained professional certifications

Over

15 initiatives

with **3,900 hours** of volunteer work and more than **1,500 employees** joining actions for people, society and the environment

77%

of the **Bank's total expenses relate to local suppliers** (registered and operating in Greece)

3 Digital Academy ESG webinars

with **441 clients** participating

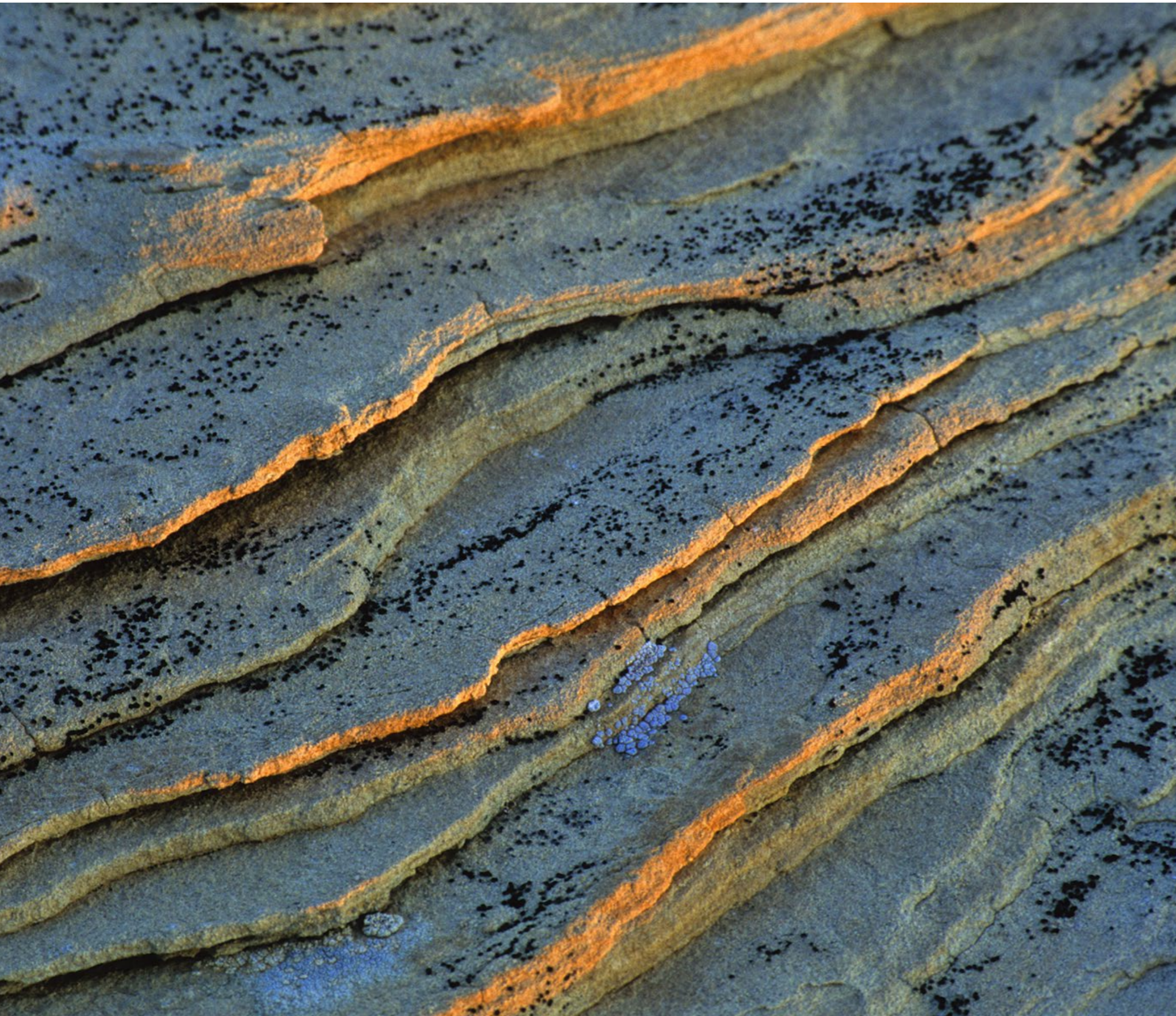
New

Compliance Management Systems certifications

for Anti-bribery and Anti-money Laundering

1st Greek bank

to have its procurement process inspected and successfully verified to the ISO International Standard on **Sustainable Procurement**



Eurobank overview



About Eurobank

Profile

Eurobank Ergasias Services and Holdings S.A. (Eurobank Holdings) is a holding company, listed on the Athens Stock Exchange. Eurobank Holdings and its subsidiaries (“Group”) have €101.2 billion in total assets and 12,406 employees.

Eurobank Holdings is the parent company of the Eurobank Group, consisting of Eurobank S.A. and its subsidiaries.

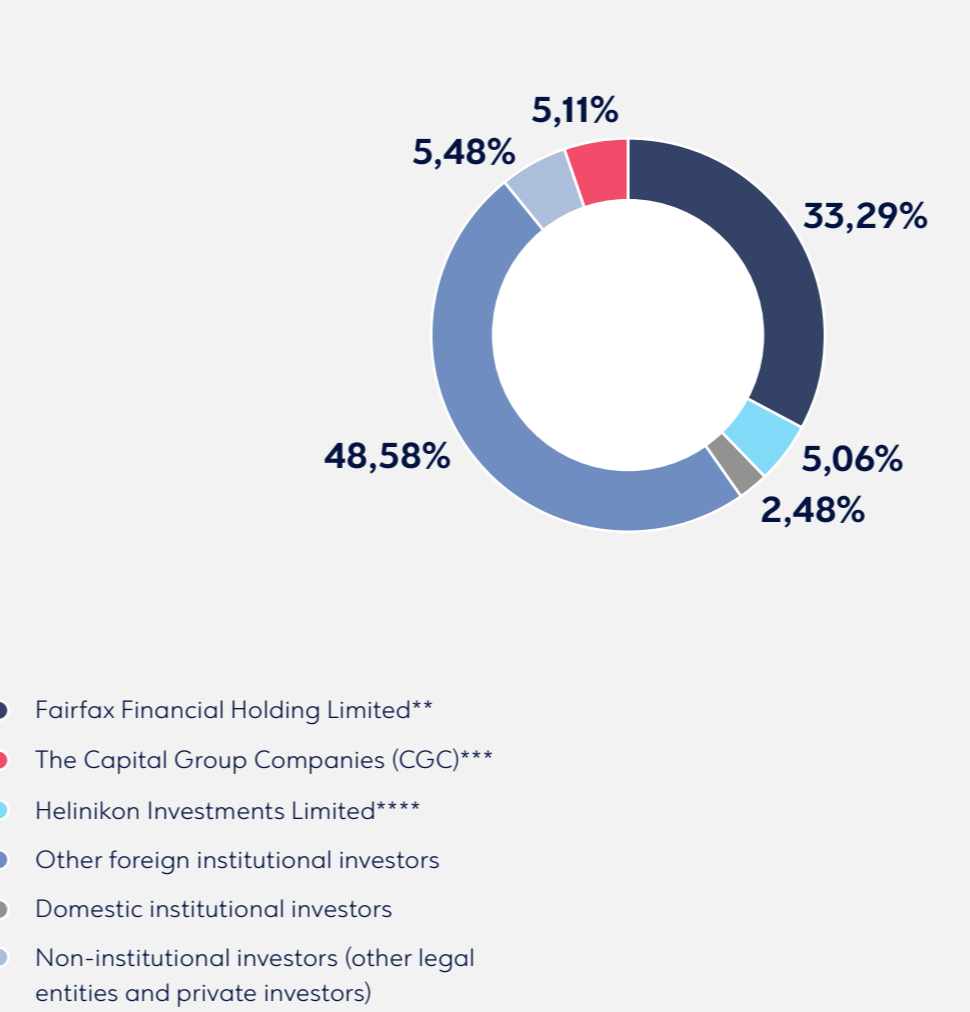
With a total network of 540 branches in Greece and abroad, the Eurobank Group offers a comprehensive range of financial products and services to its retail and corporate customers. In Greece, Eurobank operations encompass a retail banking network, dedicated business centres, a Private Banking network and a dynamic digital presence. The Eurobank Group also has presence in Bulgaria, Cyprus, Luxembourg and the United Kingdom (London).

Eurobank Holding’s Key Figures	€billion
Gross loans	52.2
Deposits	78.6
Total assets	101.2
Total equity	8.9
Data as of December 31 st , 2024	

Eurobank Group Client Service Network	568
Greece	292
International	276
Data as of December 31 st , 2024	

Beyond core business activity Eurobank, responding to the needs of today’s ever-changing environment, consistently designs actions relating to social and environmental issues, adopting responsible practices that promote transparency and business ethics. Eurobank links its business decisions to environmental sustainability, social responsibility and corporate governance.

The percentages of Eurobank Holdings' **voting rights** on 31.12.2024* are as follows:



*As of 12.09.2024, due to a share capital increase following the exercise of stock option rights, the new total of the company's listed shares that are tradeable on the Athens Stock Exchange amounts to 3.676.736.329 common registered shares, for which the investment community was informed on 10.09.2024 by Eurobank Holdings, through a relevant corporate announcement.

**Based on the information received, from the company “Fairfax Financial Holding Limited”, for which the investment community was informed on 20.07.2021 and on 26.07.2021 by Eurobank Holdings, through relevant corporate announcements.

***Based on the information received, from the company “The Capital Group Companies (CGC)”, for which the investment community was informed on 03.12.2020 by Eurobank Holdings, through relevant corporate announcement.

****Based on the information received, from the company “Helikon Investments Limited”, for which the investment community was informed on 31.01.2023 by Eurobank Holdings, through relevant corporate announcement.

Eurobank 2030: Transformation delivering impact

The Eurobank 2030 Transformation Programme was established to transform the Bank’s business and operating model, addressing key opportunities and challenges to enable the achievement of business plan targets. The programme focuses primarily on the Greek business, capitalising on economic recovery and the Bank’s strengths in its core market to enhance its competitive position and accelerate growth.

Eurobank 2030 structures transformation activities around 8 major pillars. The first 6 aim at increasing profitability through both customer-oriented and internal simplification initiatives, while the last 2 are key enablers relating to IT infrastructure and Human Capital:

- 1. Bank Everywhere Model** – Enable revenue growth and achieve efficiencies by rethinking sales and service channels.
- 2. Simplification 360°** – Deliver improved efficiency and customer experience through organisational, product, process and journey simplification.
- 3. Data Empowerment and AI** – Drive personalised, real-time commercial actions and underwriting capabilities by leveraging data and artificial intelligence.
- 4. Business Fee Acceleration** – Develop new and improved products to enhance client offering and grow revenues from non-lending activities.
- 5. Business Ecosystems** – Generate new revenue streams with business clients and consumers by embedding financing and payment solutions in end-to-end value chains.
- 6. Market Growth Maker** – Drive growth in high-return market segments by reviewing the service model, risk appetite and value proposition, and leveraging data analytics.
- 7. Architecture and Infrastructure** – Upgrade technology architecture and infrastructure towards a flexible model that will enable growth and efficiency.
- 8. People and Culture** – Articulate, activate and embed a culture of agile collaboration, delegation and accountability.

Over the past 3 years, the Bank’s transformation initiatives led to enhanced operational efficiency, improved customer satisfaction and substantial growth in key performance metrics:

- Increased the number of digital active customers, with a growing share of customers onboarded digitally.
- Improved retail loan auto-decisioning in all customer segments, providing faster service to customers.
- Supported the end-to-end digitisation of the credit approval process, increasing efficiency.
- Launched new digital products and services, and enhanced the digital and contact centre channels, improving customer experience.
- Drove business growth through supply chain ecosystems and retailer loan partnerships, enabling the Bank to expand its market reach.
- Migrated around 80% of eligible applications to the cloud, improving operational efficiency and scalability.

In 2024, key metrics showed significant improvement over 2023:

KPIs	2024 improvement
Digital active customers	+9.5% yoy
Mobile active customers	+20% yoy
Digitally onboarded customers	+96% yoy
Digital sales	+30% yoy
Digital transactions	+21% yoy

Having achieved the core objectives of the first 3 years of Eurobank 2030, and in order to reflect the current environment and business plan, in 2024 the Bank concluded a strategic review (Transformation 2.0) and continues its transformation, focusing on developing its digital offering to serve customers and deepen relationships, build new business via partnerships for consumers and businesses, optimise ways of working, deploy AI and GenAI solutions to drive efficiency and effectiveness, and modernise its core IT systems.

The Bank’s Sustainability strategy is a core priority reflected in the objectives of the Eurobank 2030 Programme across pillars.

20%

increase in mobile active customers

30%

increase in digital sales



Financial overview

Financial review 2024

2024 was a year of robust performance for Eurobank, which exceeded expectations. Specifically:

- **Net interest income** rose by 15.3% y-o-y (or 1.8% excluding Hellenic Bank) to €2,507 million, driven by loans, bonds and international business. **Net interest margin** remained almost stable against 2023 to 2.73%.
- **Net fee and commission income** expanded by 22.4% y-o-y (or 13.5% excluding Hellenic Bank) to €666 million, mainly due to fees from Network activities, Lending and Asset Management Business, accounting for 73 basis points of total assets compared to 69 basis points in 2023.
- **Core income** as a result of the above grew by 16.8% y-o-y (or 4.1% excluding Hellenic Bank) to €3,173 million. **Total operating income** increased by 15.6% (or 2.0% excluding Hellenic Bank) against 2023 to €3,242 million.
- **Operating expenses** rose 2.9% y-o-y in Greece and 18.8% y-o-y at a Group level (or 4.8% excluding Hellenic Bank) to €1,071 million. However, on a like for like basis (excluding BNP Bulgaria), Group expenses were up by 3.4% y-o-y. Both the **cost to core income ratio** and the **cost to total income ratio** remained below 35% at 33.8% and 33.0% respectively in 2024.
- **Core pre-provision income** was up by 15.7% y-o-y (or 3.8% excluding Hellenic Bank) to €2,101 million, whereas **pre-provision income** strengthened by 14.1% (or 0.7% excluding Hellenic Bank) compared to 2023 to €2,171 million.
- **Loan loss provisions** decreased by 7.3% y-o-y (or 10.0% excluding Hellenic Bank) to €319 million and corresponded to 69 basis points of the average net loans.
- **Core operating profit before tax** as a result of the above rose by 21.1% y-o-y (or 7.0% excluding Hellenic Bank) to €1,782 million in 2024.
- **Adjusted net profit** rose by 18.2% y-o-y (or 0.9% excluding Hellenic Bank) to €1,484 million in 2024. **Reported net profit** reached €1,448 million and includes €99 million negative goodwill from stake increase in Hellenic Bank in the second quarter 2024. **EPS** and the **return on tangible book value** reached €0.39 and 18.5% respectively in 2024.

- **SEE operations** were profitable, as the **adjusted net profit** increased by 51.4% y-o-y (or 5.8% excluding Hellenic Bank) to €709 million, contributing 47.8% to the profitability of the Group. Specifically, the adjusted net profit in Bulgaria grew by 9.6% during the same period to €208 million and in Eurobank Cyprus by 5.1% to €210 million. Hellenic Bank contributed €275 million to the Group’s adjusted net profit in 2024. **Core pre-provision income** in SEE operations grew by 53.1% y-o-y (or 11.7% excluding Hellenic Bank) and stood at €800 million, with **core operating profit before tax** rising by 58.9% y-o-y (or 14.2% excluding Hellenic Bank) to €739 million in 2024.
- The **NPE ratio** fell to 2.9%¹ and **Provisions over NPEs** reached 88.4%² in 2024.
- Capital adequacy remained robust, as **Total CAD** and **CET1 ratios** reached 18.5%³ and 15.7%³ respectively.
- **Tangible book value per share** stood at €2.31, up 11.6% against 2023.
- **Total assets** amounted to €101.2 billion, of which €58.8 billion in Greece, €27.5 billion in Cyprus (€18.3 billion Hellenic Bank) and €11.5 billion in Bulgaria.
- **Performing loans** grew organically by €3.9 billion in 2024. **Total gross loans** amounted to €52.3 billion, of which €34.7 billion in Greece, €8.8 billion in Cyprus (€5.8 billion Hellenic Bank) and €7.8 billion in Bulgaria. At a Group level, corporate loans stood at €30.9 billion, mortgages at €12.5 billion and consumer loans at €4.5 billion.
- **Customer deposits** were up by €6.2 billion⁴ in 2024. **Total deposits** reached €78.6 billion, of which €43.3 billion in Greece, €23.5 billion in Cyprus (€15.7 billion Hellenic Bank) and €8.8 billion in Bulgaria. The **loans to deposits ratio** was 64.8% and the **liquidity coverage ratio** 188.2% in 2024.
- **Managed funds** grew by 38% y-o-y to €7.7 billion in 2024. In addition, private banking client assets and liabilities increased by 18% y-o-y to €13.0 billion.

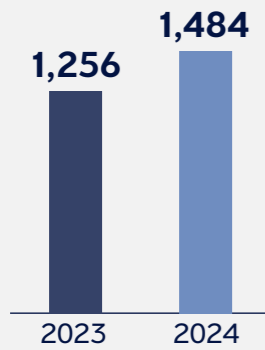
1. Excluding APS NPEs of Hellenic Bank.

2. Excluding APS NPEs of Hellenic Bank as well as the respective provisions.

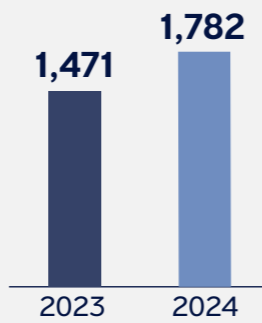
3. Accounting for 2024 payout accrual, which is subject to Regulatory and AGM approval. Pro-forma for “Solar”, “Leon” and “Wave VI” transactions. Including FY2024 profits, subject to AGM approval.

4. Excluding Hellenic Bank opening balance.

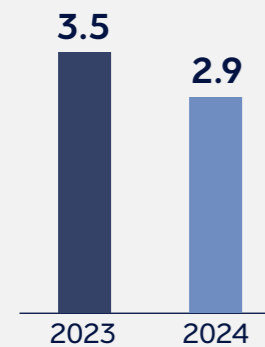
Adjusted Net Profit (€m)



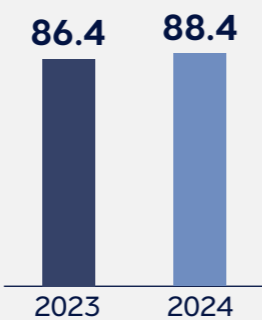
Core Operating Profit (€m)



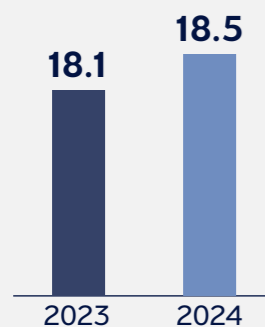
NPE Ratio (%)



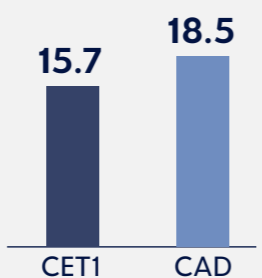
Provisions / NPEs (%)



Return on Tangible Book Value (%)



Capital Adequacy (%)



Eurobank Holdings financial figures

P and L (€m)	2024	2023	Change	Hellenic Bank	Change excl. Hellenic Bank
Net Interest Income	2,507	2,174	15.3%	295	1.8%
Net Fee and Commission Income	666	544	22.4%	48	13.5%
Total Operating Income	3,242	2,803	15.6%	383	2.0%
Total Operating Expenses	1,071	902	18.8%	126	4.8%
Core Pre-Provision Income	2,101	1,816	15.7%	217	3.8%
Pre-Provision Income	2,171	1,902	14.1%	256	0.7%
Loan Loss Provisions	319	345	-7.3%	9	-10.0%
Core Operating Profit	1,782	1,471	21.1%	207	7.0%
Adjusted Net Profit	1,484	1,256	18.2%	275	0.9%
Net Profit	1,448	1,140	27.1%	274	8.6%

Balance Sheet	2024	2023
Consumer Loans	€4,535m	€3,436m
Mortgages	€12,474m	€9,942m
Small Business Loans	€3,586m	€3,484m
Large Corporates and SMEs	€27,307m	€21,481m
Total Gross Loans	€52,262m	€42,803m
Total Customer Deposits	€78,593m	€57,442m
Total Assets	€101,150m	€79,781m

Financial Ratios	2024	2023
Net Interest Margin	2.73%	2.75%
Cost to Income	33.0%	32.2%
NPEs Ratio	2.9%	3.5%
Provisions / NPEs	88.4%	86.4%
Provisions to average Net Loans	0.69%	0.85%
Return on Tangible Book Value	18.5%	18.1%
Earnings per Share (€)	0.39	0.31
CET1 (after dividend accrual)	15.7%	16.1%

Direct economic value

Direct economic value generated and distributed in 2024 (€ million) Eurobank SA	
Direct economic value generated	€4,527
Revenues	€4,768
Impairment losses relating to loans and advances to customers	€241
Economic value distributed	
Operating expenses of which:	€305
Sponsorships	€31
Wages and employees benefits (Staff costs) of which:	€300
Wages, salaries and performance remuneration	€252
Medical, Retirement and other benefits	€48
Voluntary Exit schemes and other related costs	€157
Other restructuring costs	€5
Interest Expense and banking fee and commission expense	€2,533
Other impairment losses and provisions	€303
Payments to Hellenic public excluding payroll tax	€58
Payments to government	€15
Social security contributions	€46
Contributions to resolution and deposit guarantee funds	-€3
Economic value distributed	€3,661
Economic value retained	€866
Income Tax	€197
Payroll and other solidarity taxes	€54
Economic Value retained including employee and income taxes	€615

External auditors

The Annual General Meeting of shareholders that convened on 23.07.2024 assigned the statutory audit of the Eurobank Holdings annual financial statements (separate and consolidated) for the 2024 fiscal year to KPMG Certified Auditors SA, which appointed:

- Its member Mr Nikolaos E. Vouniseas, certified auditor (SOEL Reg. No 18701), as the statutory auditor.
- Its member Mr Anastasios E. Kyriacoulis, certified auditor (SOEL Reg. No 39291), as his substitute in case of impediment of the statutory auditor.

To safeguard the independence of external auditors, the Eurobank Holdings Group has been consistently implementing a:

- Policy on external auditors’ independence.
- Policy with regard to the tendering process for the assignment of the statutory audit of its financial statements to external auditors.

As part of the policy on external auditors’ independence, the rules concerning the service provided by external auditors are founded on 3 key principles, the violation of which could affect the auditors’ independence:

1. An auditor may not audit their own work.
2. An auditor may not perform any management role.
3. An auditor may not provide any services prohibited by the law or the Eurobank Holdings Group policy.

Regarding the tendering policy that the Eurobank Holdings Group follows to assign the statutory audit of its financial statements to external auditors, the main objective is to define the framework by which the Eurobank Holdings Group receives offers from candidate auditing firms on a regular basis, to ensure that:

- The auditors’ independence is not compromised.
- The most suitable auditors are selected to carry out the Group’s statutory audit through a transparent and objective selection process.



Business overview

Greece

Retail Banking

Retail Banking offers a range of products and services that meet the specific needs and requirements of individual customers and small businesses.

Deposits – Retail Banking encompasses all of the Bank’s deposits, both for individuals and businesses. Total deposits Bank-wide increased to €43.3 billion compared to €39.9 billion on 31.12.2023 at Bank level, despite the market challenges and the inflationary environment. The tourism sector enhanced economic growth, especially for large businesses.

In addition, supporting the savings effort of Greek households, with the Saving Now and Megalono accounts as key ambassadors, more than 125,000 children held the Megalono savings account in 2024.

Deposit products and services remained available through e-Banking. Focusing mainly on optimal customer service and seamless customer transactions, new e-Banking functionalities were introduced and even more customers switched to e-Statements.

Transaction and service packages – A new era of benefits and discounts was launched in 2022 with Eurobank My Advantage Banking for individuals, which was enhanced with Eurobank My Blue Advantage.

Customers obtain the basic Eurobank My Blue Advantage package for every payment account to secure cost savings on their transactions, use of banking services, as well as benefits and discounts at partner companies. Moreover, customers may choose one of the My Silver, My Gold or My Platinum packages and make the most of their relationship with Eurobank, such as benefits at partner companies and more savings on transactions every month, including bill payments and cash transfers, by linking their account to a package. Depending on the package they choose, they can save an amount monthly, compared to carrying out each transaction separately.

On 31.12.2024, more than 2.8 million retail customers held the basic Eurobank My Blue Advantage package and 219,000 the optional packages, while more than 485,000 business held one of the business packages (Classic for Business and Advanced for Business).

Investments – The investment platform launched in Q4 2023 proved to be a key driver of growth and efficiency in 2024. It successfully facilitated all mutual fund transactions under the execution-only service, available both in physical branches and through e-Banking. This platform empowers clients to place transactions at any time of the day, 365 days a year, providing them with unparalleled flexibility. Furthermore, it allows for seamless monitoring of investment performance and returns, making it easier for clients to manage their portfolios and stay up to date in real time.

Furthermore, the launch of Personal Investment Portfolios was a bold and decisive move for the Bank to offer a service of high value and quality enabling retail clients to invest in strict accordance with their investment profile while benefiting from expert professional management. This newly introduced service delivers a range of distinct advantages such as expert professional management, customized, profile-driven investment solutions, robust portfolio diversification, operational efficiency and accessibility, and uncompromising transparency. By the end of 2024, Personal Investment Portfolios accounted for 24% of mutual funds net flows.

Mortgage loans – The Bank maintained its leading position in the Greek mortgage lending market, holding the largest mortgage loan portfolio in the country, which reached €7.4 billion by the end of 2024.

Throughout 2024 Eurobank continued to offer attractive lending solutions for new mortgage borrowers. The Bank kept at relatively low levels the interest rates for fixed-rate mortgage loans, as well as those with an initial fixed-rate followed by a floating interest rate period. Simultaneously, it expanded its lending product range offering new loans, including a new mortgage loan tailored to young first-time buyers.

Reinforcing its social impact, the Bank continued to actively participate in the “Spiti mou” (My Home) programme, co-financed and subsidised by the Greek State, which provided incentives to young borrowers to buy their 1st home. Additionally, Eurobank introduced a new mortgage loan for families with 3 or more children with main residence in border areas of Greece, with favourable terms.

A key milestone in 2024 was the launch of Eurobank’s new innovative Centralised Services Mortgage Unit, designed to enhance customer service in the mortgage loan process. Leveraging the expertise of certified and qualified mortgage loans professionals, the Unit ensures faster and more efficient loan disbursement, improving the overall customer experience.

Eurobank also strengthened its role in the residential green lending sector through participation in the Exoikonomo programmes, supported by the Recovery and Resilience Fund under the Next Generation EU initiative. The Bank will also participate in all upcoming energy efficiency programmes, such as Exoikonomo 2025, Upgrade my Home and others.

Consumer loans – Disbursements of amortised consumer loans stood at €242 million, up by 13.6% compared to 2023. The leading product was the Payroll Personal Loan, accounting for 66% of total disbursements.

€43.3 billion
in deposits held by
businesses and individuals

€7.4 billion
mortgage lending
portfolio

During 2024, the Bank continuously focused on tailor-made consumer loans that meet special customer traits and targeted needs, while applying a sophisticated multi-channel sales approach for both existing and prospective clients. As a result the Bank increased its offering through digital channels, with 51% new loans coming from e-Banking and the Eurobank Mobile App. In terms of retailer loans, the Bank expanded its alternative channel network through partnerships with strategic retailers in the Greek market.

Finally, through an extended network of dealers in 2024, car loan disbursements reached €167 million, mostly for new car purchases. By the end of 2024, the Bank’s consumer lending portfolio in Greece amounted to €1.6 billion, including credit card balances.

Cards business – In 2024, Eurobank’s total card portfolio reached 3.8 million cards (debit, credit and prepaid) with total issuing POS turnover amounting to €12.1 billion, +16.1 % year-on-year. It is the 1st bank in Greece to offer the next generation of eco-friendly cards, made of biodegradable materials. The Bank continues to enhance its digital self-service solutions, by offering users an end-to-end digital, omnichannel credit card application option through the Eurobank Mobile App – following its leading position in Greece. During the year, the Bank launched for the first time virtual credit cards in the Greek market to satisfy the customers' need for immediate issuance and use of their cards.

During 2024, Eurobank introduced 3 new business product offerings: Business Credit for legal entities and sole proprietorships/self-employed professionals, and Business Prepaid, aiming to meet the needs of SMEs and corporate clients.

Additionally, a series of tailor-made usage and acquisition campaigns were launched in 2024, further rewarding cardholders for their day-to-day card spending, while simultaneously helping boost turnover.

The Cards Control feature, available through the Bank’s online platform, allows cardholders to manage a range of card functionalities, without the need to visit a branch or speak to a dedicated EuroPhone agent.

The Bank continues to address the evolving needs of its cardholders by facilitating secure and seamless payment capabilities for both iOS and Android users. Customers can conduct transactions using their Eurobank Visa or Mastercard cards via an array of digital wallets (Apple Pay and Google Pay). 28% of transactions are carried out with digital wallets, demonstrating that they are an everyday tool for customers.

Eurobank remains a leader in the field of co-branded credit cards, delivering value to its customers’ day-to-day transactions through exclusive partnerships with entities that include Greece’s largest telecommunications provider (COSMOTE World Mastercard), the largest shopping malls in the country (YES Visa), a high-end retail store (Reward World Mastercard) and a major supermarket chain (masoutis Visa).

Eurobank’s leading loyalty programme in Greece, €pistrofi, rewards customers with cashback in actual euros rather than points, which can be redeemed through a wide network of more than 8,500 merchants. The programme continues to nurture the business bond between existing and prospective customers by rewarding their overall relationship with the Bank and increasing the value of their transactions. Since 2006, more than €200 million have been returned to customers through the €pistrofi loyalty programme.

As part of the acquiring business spin-off and its sale to Worldline GR in June 2022, Eurobank acts as merchant servicer and offers a wide variety of POS products across all channels, such as POS, ePOS, Payment Link and Smart POS. It also offers the All-in-One Platform, which is a cash register app combined with POS, providing comprehensive payment solutions to customers.

Eurobank is a leader in offering innovative new products and educating the market, to achieve business growth and increase its market share.

Bancassurance – Eurobank achieved high performance and results in bancassurance activity, reaching €520 million.

Aiming to meet all market needs, Eurobank launched new life (capital accumulation) insurance products and revamped non-life insurance products (property) for individuals and SMEs. Moreover, it invested in digital transformation by redesigning products (motor insurance) and providing an omnichannel experience, enriching digital channels with valuable products and services (insurance planning tool campaigning, pet and motor insurance).

Personal Banking

The vision of Eurobank Personal Banking is to be the most adaptable and evolving Personal Banking in the Greek banking market. Its mission is to provide a unique banking experience to Personal Banking clients through exclusive products, services and non-banking benefits. The Personal Banking Relationship Managers apply an integrated approach in meeting their clients’ financial, personal or family needs, through multiple products and services, in partnership with internal and external providers such as, Eurobank Asset Management MPMC, Eurolife FFH Insurance and Eurobank Equities SA.

2024 was an extremely important and successful year for Personal Banking.

There was a restructuring in contact methodology with customers, through a new contact frequency approach. Moreover, it continued to focus on increasing its balances across all KPIs. In addition, it achieved the highest record ever in mutual-fund production, reaching €1 billion.

In 2024, Personal Banking:

- Increased assets under management (AUM) by € 1.63 billion, adding new mutual fund and insurance product holders.
- Contributed by 55% in total retail balance deposits.
- Managed to increase its client base by 10,000.
- Strongly adopted the hybrid commercial approach through physical and digital channels, contacting up to 85% of total clients.
- Expanded its loan portfolio by €60 million, despite deleveraging the interest rate effect.

Personal Banking contributed to major projects and initiatives, such as:

- Launched new mutual funds and unit-linked products.
- Enhanced improvements on Investment Platform leftovers and new capabilities.

€1.6 billion
 consumer lending
 portfolio

More than
 €200 million
 returned to clients
 since 2006 through
 the €pistrofi loyalty
 programme

- Designed, activated and used a new suitability test.
- Relaunched the Personal Banking Account as the core account for Top Prime and Prime clients.
- Launched new corporate icons for the Personal Banking Prime and Standard Sub Segments.
- Leveraged behavioural and demographic analysis using a digital approach through personalisation of commercial activities.
- Held elite events were with clients across Greece, informing them about global economic developments and wealth management strategies.

Individual Banking

Individual Banking remained focused on developing and serving 86% of the Bank’s active customers (2.9 million) retaining 84% of consumer loan balances and 82% of mortgage loan balances. By launching a comprehensive commercial plan, Individual Banking carried out more than 16 million contacts with individual customers, 98% of which were through digital and alternative channels, aiming to efficiently meet the whole array of their banking needs. Furthermore, with the integration of advanced analytics and special credit models, it managed to increase consumer lending and maintain portfolio quality.

Major initiatives led to significant accomplishments:

- Launched the innovative online Salary Link service, focusing on private sector employees and allowing them to transfer their monthly salary amount (between 750€ and €3,000) from another bank to their Eurobank account, free of charge, with only 3 simple steps through e-banking or Eurobank Mobile app. This major initiative gives Eurobank the opportunity to individually attract private sector employees’ payrolls and potentially win back previous payroll relationships.
- 149,000 new individual customers joined Eurobank.
- More than 32,500 individuals upgraded to the Personal Banking segment.
- 273,000 individual customers started a basic banking relationship with the Bank.
- 235,000 public and private sector employees and pensioners trusted the Bank with their regular source of income.
- More than 220 automated campaigns were launched through digital and alternative channels, developing a step-by-step individual customer relationship with the Bank and offering a unique customer experience.

Retail Business Banking

Eurobank’s strategy for small businesses focuses on companies with:

- An annual turnover of up to €5 million, which have shown operational resilience.
- The potential for further growth in domestic and international markets, by maximising their competitiveness, increasing productivity, and introducing innovation in their operational and production process.

The loan portfolio for Retail Business Banking amounted to €2.8 billion as at 31.12.2024.

During 2024, Retail Business Banking:

- Continued to provide liquidity to the market, by participating in EU funding programmes, in partnership with the European Investment Fund (EIF), disbursing €250 million through the InvestEU SME Competitiveness and €200 million through the InvestEu RRF Greece SME Competitiveness financing programmes.
- Participated in the Hellenic Development Bank (HDB) TEPIX III Guarantee Fund and TEPIX III Loans Fund to support SMEs in Greece, by offering them not only the necessary liquidity and capital for investments, but also the ability to reduce their loan financing costs under certain conditions. Disbursements through TEPIX III Guarantee Fund stood at €144 million and through TEPIX III Loans Fund at €26 millions.
- Achieved the goal of having SMEs participate in Development Programmes through the Eurobank Development initiative, an integrated solution that combines lending products and consulting through third-party companies.
- Offered Business Banking Tourism for the 14th year running, with a wide range of banking services and third-party offerings, which significantly contributed to increased deposits, POS commissions and loans.
- Offered Business Banking Health, a comprehensive programme of banking and third-party offerings addressed to businesses and healthcare professionals, aiming at their business development and digital upgrade, and at further increasing the Bank’s market share in financing, deposits and POS commissions in the healthcare sector.
- Launched Business Banking Pharmacies, a bundle of banking solutions, dedicated products and third-party services, aiming at the business development of pharmacy industry professionals, and at attracting/increasing deposits, new loans and POS commissions.
- Streamlined the access of smaller SMEs to financing through POS Cash Advance, extending financing to 8.1K customers. This programme streamlines access to financing for SMEs while, in some cases, utilizing open banking services to assess their creditworthiness. As a result, businesses can transform their routine transaction activities into significant financing tools, thereby enhancing operational efficiency and financial flexibility.
- As a result of these initiatives, the Bank extended new credit limits and term loans amounting to €792 million.

149,000

new individual customers

Corporate and Investment Banking (CIB)

CIB provides fully integrated business solutions and customer services to large and complex corporate customers, medium-sized enterprises and institutional clients in Greece and SE Europe. Furthermore, it is responsible for managing the liquidity and funding needs of the Bank, as well as handling its trading and investment portfolio. CIB's structure is designed to be responsive to market conditions, and to the expectations and needs of its sophisticated client base. It also aims at ensuring efficient provision of services based on market and industry expertise and know-how.

Large Corporate (LC)

LC is responsible for addressing the complex strategic, financial and banking needs of large and sophisticated corporate clients with an annual turnover exceeding €150 million. LC serves as the primary point of contact for these clients, offering a comprehensive suite of financing solutions and value-added services tailored to their evolving needs. The division plays a pivotal role in the Greek economy by actively supporting major transactions, including flagship investments and projects.

To best serve its diverse client base, LC is split into two dedicated coverage units based on sector expertise. This structure ensures proximity to clients, enables in-depth understanding of industry-specific dynamics, and supports closer monitoring of performance and proactive risk management. LC's sector coverage includes energy, industrials, manufacturing, consumer and retail services, health and construction.

LC also plays an active role in promoting innovation and sustainability-aligned financing within its client base. Through targeted support of sustainability projects, the division contributes to the Bank's broader sustainability agenda.

As of end of 2024, the LC division managed a total portfolio of over €5 billion (incl. corporate bond loans) serving more than 130 corporate groups.

Commercial Banking (CB)

CB is responsible for building a strong, holistic relationship with mid-cap and medium-sized enterprises, by providing both standard and tailor-made financing solutions, as well as in collaboration with the other competent units of the Bank assisting in covering client transaction banking, treasury and insurance needs in the most efficient manner. The CB network oversees the relationship with its clients nationwide through a network of 11 business centres (3 of which are flagship centres) and 3 business units, strategically located to ensure close coverage and quality service to clients, especially those based outside the Athens metropolitan area.

The CB lending portfolio reached €3.6 billion in 2024, while deposits from medium-sized enterprises experienced a notable 25% year-on-year increase, which further highlights Eurobank's role as a primary banking partner for numerous clients.

Structured Finance (SF)

SF is responsible for providing dedicated structured financing products and services, operating as a centre of expertise for Greece and all the countries of SE Europe where the Group has a presence.

SF offers comprehensive services through the following dedicated departments:

Project Finance – The Project Finance unit provides a broad range of services, primarily involving structuring, arrangement and provision of debt and derivative instruments for financing infrastructure (incl. PPPs and concessions) and energy projects in Greece and abroad, as well as financial consulting services in the respective fields. It combines solid experience and leading capabilities in the relevant sectors.

Commercial Real Estate Finance – The Commercial Real Estate Finance (CRE) unit is a dedicated department responsible for structuring, arranging and providing debt instruments for various large commercial real-estate projects. These include office buildings, malls, retail parks, logistic centres, mixed-use complexes and, more recently, data centres and student housing. Additionally, the unit deals with industrial facilities and large-scale residential complexes during both the development and investment stages. The primary focus of the CRE unit is on countries where the Bank has an active presence, while also considering selective opportunities in other European countries.

M&A Financing – The M&A Financing units (M&A and Sponsors Financing and M&A Financing and Structured Solutions) specialise in structuring, arranging and financing acquisitions and management buyout transactions, as well as complex structured financings. Furthermore, they act as an internal advisor to other Eurobank units when it comes to similar structured deals. The units also provide products that support NPL handling platforms in achieving their targets.

Hotels and Leisure Finance – The Hotels and Leisure Finance unit is a dedicated unit aiming at providing integrated financing solutions and services, and meeting the specialized needs of corporate clients in the hotel industry. The unit's loan portfolio focuses primarily on hotel capital and operating expenditure financing, cash management, hotel acquisition financing as well as other bespoke structures. The primary focus is on summer resorts and city hotels in Greece and Cyprus, while recently it is selectively expanding its prospects to other main European destinations.

On 31.12.2024, the performing portfolio managed by SF exceeded €6 billion, resulting in significant net credit expansion, mainly due to the Project Finance portfolio, particularly in infrastructure transactions related to motorways and energy transfer, followed by an increase in exposure to renewable energy sources (RES). All other departments recorded strong performance as well. In 2024, SF focused on top-quality projects and relationships, securing multiple roles and participation in strategic projects in Greece. Attention was continuously paid to supporting green transition, which led to deals for several green loans and support for major infrastructure projects across the country in the transport, network, hotel and commercial real estate sectors. SF has also made progress in expanding the SF Bank's group portfolio internationally, while it remains committed to serving clients in the countries where the Bank has an active presence.

Over
€5 billion

Large Corporate portfolio

€3.6 billion

Commercial Banking portfolio

Over
€6 billion

Structured Finance portfolio

Shipping Finance

Eurobank has more than 30 years of experience in shipping finance, having established a strategic position as lender to a large number of Greek shipping companies. Eurobank holds a leading position in the Greek shipping arena, and the top one among the Greek banks, with a global shipping portfolio of around USD 4.6 billion (including commitments of around USD 1.1 billion) as at 31.12.2024.

The clientele consists of shipping groups of Greek beneficial ownership, with an established presence and medium to large fleets. The Bank finances vessels trading in the main sectors of shipping, i.e. dry and wet bulk cargo, and containers or other categories, under specific credit parameters. The shipping portfolio is balanced between the dry and wet sectors and is marked by low leverage overall. Shipping loans are purposed to finance the acquisition of second-hand tonnage of young age and the construction of newbuilding vessels, aiming to support the renewal of the Greek merchant fleet. The Bank's strategy is to include sustainability-related provisions in its shipping financing, wherever these are applicable.

Shipping Finance is based in Piraeus and also acts as a shipping hub for the Group, serving Greek shipping companies also in collaboration with Eurobank Cyprus and Eurobank Private Bank Luxembourg.

International Portfolio Unit (IPU)

In December 2023, the IPU was formed under Large Corporate with the mandate to explore international credit opportunities and enable the Group to strengthen its international footprint and diversify its income streams, while maintaining a risk balanced approach.

During the first year of IPU's activity, a significant deal flow was observed, leading to the formation of a well-balanced portfolio, both in terms of sectors and in terms of geographies, with energy, telecommunications, mobility transition and industrials at the focus of underwriting cases. Deal activity was distributed throughout Europe, while total commitments exceeded €400 million with year-end balances slightly higher than €150 million.

The holistic approach and coverage model of LC enables the Group not only to participate in syndicated deals of international loan issuers, but also to offer underwriting and arranging services to corporates in the region, where and when applicable.

Syndicated Debt Solutions (SDS)

SDS is responsible for structuring and arranging a broad range of special and structured financing deals, including corporate syndicated loans and bond loans, leveraged buyout structures, and convertible and exchangeable bonds.

It has a leading role in the Greek market in both club deals and broader syndications, providing advisory services, origination guidance as well as transaction structuring and execution.

SDS also manages international primary and secondary loan trading activity, liaising with international bank trading desks, funds and brokers, aiming at designing and exploring new loan opportunities for optimising and enhancing Eurobank's Group portfolio and market position.

In 2024, the Bank maintained its leading position in the market, with the transaction volume reaching around €4.0 billion.

Investment Banking (IB)

IB offers strategic financial advisory services to corporate clients and their shareholders for mergers, acquisitions, disposals and capital restructurings, as well as for raising capital, either through private equity transactions or through the capital markets.

In 2024, the Bank provided advisory services on finance strategy and/or underwriting or financial instrument placement to sovereign and corporate clients looking for strategic advice in executing their growth or divestment opportunities, such as HELLENIQ ENERGY, MASDAR and UNITY Holdings, as well as clients seeking to raise capital through the bond and equity capital markets, such as the Athens International Airport IPO, the Noval REIC IPO, the Cenergy Holdings SPO and the Autohellas bond offering.

Venture Banking (VB)

The recently established VB unit aims to support new, innovative and fast-growing businesses by providing them with suitable financing tools and personalised advisory services and solutions, with the goal of fostering their further growth. Aiming to provide comprehensive and integrated solutions and services to enhance Greek innovative businesses, the VB unit serves as a collaborative umbrella for other CIB front units (Large Corporate, Commercial Banking, Structured Finance, Investment Banking and Principal Capital Strategies, and Transaction Banking).

The egg – enter grow go business growth accelerator is also incorporated in VB. egg is one of the leading innovative entrepreneurship hubs in Europe. To date, it has supported more than 450 innovative startups and implements a multifaceted outreach plan, maintaining partnerships with global organisations, foreign universities and other business accelerators worldwide, providing networking and development opportunities to new entrepreneurs.

Transaction Banking (TB)

TB is committed to empowering businesses by providing a comprehensive suite of innovative products and services tailored to corporate and institutional clients. Its vision is to be a trusted advisor, offering cutting-edge solutions that streamline and expand its clients' businesses across Greece and beyond.

TB is comprised by the following businesses:

Cash and Trade Services (CTS) – The CTS experts team delivers services to large corporations, multinational and insurance companies (M&Is), and SMEs, helping them streamline operations and expand their reach.

Around
\$4.6 billion
global shipping portfolio

With its Accounts Receivables and Accounts Payable solutions, payroll services and bancassurance, it helps businesses optimise their daily processes, enhance operational efficiency and grow their market presence.

The Trade and Supply Chain Finance (T&SCF) team specialises in financing and managing international trade transactions, including financing imports and exports, issuing and confirming Letters of Credit, issuing Letters of Guarantee and managing trade-related risks. Through partnerships with international institutions, such as the European Bank for Reconstruction and Development (EBRD) and the European Investment Bank (EIB), it helps businesses navigate complex regulatory requirements and manage supply chain risks, enabling them to expand globally and enter new markets with confidence.

The Intelligent Services team leads strategic technology and innovation initiatives across TB. As part of TB's beyond banking vision, the team drives the Exportgate connectivity and Digital Academy knowledge ecosystems, offering businesses digital tools to accelerate their transformation and enhance their extroversion and competitiveness. Exportgate is Eurobank's award-winning international trade portal, a valuable tool for Greek and Cypriot businesses. The Digital Academy for Business is the first digital knowledge hub founded by Eurobank, dedicated to supporting local businesses throughout their transformation journey, by creating capacity building for their business executives through strategic partnerships and cutting-edge content.

Securities Services – Eurobank is uniquely positioned in the Greek market, being the only provider in Greece to offer the most comprehensive range of services, including local and global custody, clearing services (spot, derivatives and energy markets), fund administration, depository and middle-office services, issuer services, margin lending and escrow services, providing to both local and foreign investors the tools they need.

Eurobank is the Leading Custodian for Mutual Fund Management Companies in Greece with the biggest market share of Assets under Custody for a consecutive number of years.

In addition, Eurobank maintains a substantial market share of Assets under Custody in the Venture Capital Funds, contributing to the development of the Greek innovation ecosystem.

TB leverages modern technology infrastructure to achieve several key goals:

- **Increased penetration** – Expanding the reach of its existing services to customers.
- **Innovation** – Constantly identifying innovative channels for service delivery and designing value-adding solutions, tailor-made to its customer needs.
- **Partnership with fintech innovators** – Fostering active synergies with key fintech innovators in the market to leverage cutting-edge technologies and solutions. By partnering with startup and technology companies, it stays at the forefront of emerging trends, enhancing the reach of its transaction banking services with innovative and disruptive solutions.
- **Omni-channel experience** – Delivering an omni-channel digital experience to its customers, allowing them to seamlessly access transaction banking services across multiple channels, such as mobile devices, digital platforms, host-to-host and API integration. This approach secures a higher customer reach, while ensuring consistency and convenience in all customer interactions.

Eurobank Factors SA

Eurobank Factors SA, a wholly owned subsidiary of Eurobank SA, is the leading factoring company in Greece by market share (29% in 2024 according to official figures published by the Hellenic Factors Association). The company has held the leading position in the market for the 16th consecutive year.

Eurobank Factors demonstrated growth in key metrics, such as turnover and end-of-year lending balances, setting new records. The turnover increased to €7.85 billion while the outstanding lending balance was close to €1 billion, within a challenging and competitive environment. Pretax profits remained high, but experienced a slight decline compared to the previous year due to increased pricing pressure from competition.

In 2024, the company also achieved significant international performance recognition, receiving the 2nd prize in export factoring worldwide for 2023. This award was presented during the FCI (the global representative body for factoring) 2024 annual meeting in Seoul, South Korea.

The company consistently ranks among the top 10 export factoring companies within the FCI network worldwide, which includes more than 400 members from over 70 countries. Historically, the company has received 8 world prizes. Additionally, Eurobank Factors is prominent in reverse factoring, providing supply chain finance services to over 1,000 suppliers of large corporate anchor buyers through an advanced digital platform.

Eurobank Leasing SA

Eurobank Leasing SA, a wholly owned subsidiary of Eurobank, holds a critical position in the Greek leasing market, being present in most investment plans for manufacturing equipment, with the capacity and expertise to lead complex financial lease transactions.

Eurobank Leasing's main goal is to provide financing mainly to export-oriented and environmentally sensitive manufacturing companies in the form of leasing of production equipment, machinery, vehicles and real estate, either through standard lease processes or linked to development laws.

Many clients trust its extensive vendor leasing solutions to expand their revenues and client base. In addition, Eurobank Leasing provenly supports local businesses by enabling subsidised financial leasing solutions through Strategic Investments Law 4684/2021 and Development Law 4887/2022.

As a result, the company holds a portfolio of high credit rating lessees in strong business sectors.

Eurobank Leasing held a solid 20% market share in new business volumes as at 31.12.2024 (Source: Association of Greek Leasing Companies). In 2024, Eurobank Leasing further grew its business by €133 million in new disbursements, with leasing balances at €340 million.

During 2024, the company completed the installation of the new CFMS platform, as part of its digital transformation. It is the 1st leasing company in Greece to complete transformation into a new platform.

In 2025, Eurobank Leasing plans to expand its operations, despite inflationary pressures and global uncertainty. It has also budgeted for several projects with a positive ESG impact. In partnership with the parent company and through its strong new-business pipeline, it will continue to offer high-profile services to its customers, meeting their needs in terms of innovative lease solutions of fixed equipment, infrastructure and real estate.

Markets

The Markets General Division is engaged in 5 primary categories of activities:

- Financial products and services to corporate, shipping, institutional, retail and private banking clients.
- Wholesale funding origination for Greek corporate issuers, through syndications.
- Trading, risk and investment portfolio management.
- Wholesale bank funding (secured/unsecured), liquidity and banking book asset-liability management.
- Interbank relations and payment services.

The Markets Sales and Structuring teams provide clients with value-added solutions and hedging strategies in a volatile market landscape.

Eurobank focused on offering products and services that promote environmental and social issues and contribute positively to society. Concurrently, there was a strong push towards digital solutions. Eurobank became the 1st bank in Greece to offer comprehensive and fully automated foreign exchange digital services around the clock (24/5). The Markets Trading team also successfully navigated portfolio risks through unchartered market conditions and managed to outperform for yet another year.

Treasury (a part of Markets) strongly outperformed its financial and business objectives in 2024, while being very active in the wholesale capital and interbank markets, so as to:

- Manage the interest rate and currency risks of the banking book as well as Eurobank's liquidity and cost of funding (in compliance with the established risk management framework and business objectives).
- Ensure the Bank's continued compliance with its MREL requirement (as well as increase its long-term funding).

Specifically, Treasury was very active in the capital markets during 2024 and successfully executed 3 senior preferred and 1 Tier 2 public market transaction:

- A €300 million Tier 2 bond was issued in early January, aiming to continue to build its Tier 2 bucket in the capital stock.

- A €650 million longer dated (7 NC6) senior preferred bond was issued in April 2024, which was tapped (increased) by an additional €100 million at the end of June, to reach €750 million. This was the first tap exercise ever from a Greek bank.
- An €850 million inaugural green senior preferred bond was issued in September 2024, making this transaction the largest green SP issuance in Greece and Southern Europe to date. The issue was met with an overwhelming demand from a wide range of international investors, resulting in a final order book of more than €4.5 billion.
- A €600 million senior preferred bond was issued successfully in December 2024, completing the year's heavy issuance activity.

These transactions added €2.5 billion to the Bank's MREL stock in 2024 and supported the Bank's compliance to the interim non-binding MREL target for 2024.

Treasury also maintains a dedicated Correspondent Banking Division, offering dedicated relationship management to all its clients, and providing centralised services for the Eurobank Group, enabling cost effective payment execution and optimal cash management solutions.

In each country, Markets operations are standardised and report directly to Markets International in Greece and to the local CEO. The Group's strategic objective is to preserve and develop its important regional footprint in the areas of liquidity management, foreign exchange, interest rates, bonds and derivative trading, as well as sell financial and investment products in the local markets. The Group continued promoting a wide range of sustainability-related products and services across the client base, whereas local Markets teams successfully weathered market challenges, delivering exceptional results well above their set targets.

The Group sets strict limits for the transactions it enters into, which are monitored daily. Limits include exposures towards individual counterparties and countries, as well as VaR limits. The Group uses an automated transaction control system, which supports Markets in monitoring and managing positions and exposures.

Major Projects

Eurobank actively participates in projects and transactions that have significant benefits for the economic growth of Greece and support the sustainability transition of the Greek economy. Its position as the development and prosperity bank was strengthened through its leading role in almost all flagship projects carried out in 2024, but also through continuously supporting strategic sectors of the Greek economy and financing sound business plans, this way encouraging the growth efforts of businesses, their investment plans and their extroversion.

In 2024, Eurobank Group completed several landmark projects and transactions including:








€2.5 billion
total bond issues in 2024

Major Projects

 <p>€784.7 million</p> <p>Combined Offering IPO</p> <p>Eurobank acted as Listing Advisor & Joint Coordinator of the Greek Public Offering & Co-Lead Manager of the Institutional Offering</p> <p>February 2024</p>	 <p>TMA Lamda Domi Pylea DOA</p> <p>€600 million</p> <p>Syndicated Bond Loans</p> <p>Eurobank acted as Mandated Lead Arranger, Coordinator, Underwriter & Hedging Counterparty</p> <p>March 2024</p>	 <p>€407 million</p> <p>Syndicated Bond Loan</p> <p>Eurobank acted as Mandated Lead Arranger, Coordinator, Underwriter, Facility Agent & Account Bank</p> <p>April 2024</p>	 <p>€48.3 million</p> <p>IPO</p> <p>Eurobank acted as Issue Advisor and Joint Coordinator</p> <p>May 2024</p>
 <p>€975 million</p> <p>Syndicated Bond Loan</p> <p>Eurobank acted as Mandated Lead Arranger & Underwriter</p> <p>June 2024</p>	 <p>€450 million</p> <p>5y Senior Unsecured & Guaranteed Notes, coupon 4.25%, due 2029</p> <p>Eurobank acted as Co-Lead Manager</p> <p>July 2024</p>	 <p>€350 million</p> <p>6y Senior Secured & Guaranteed Notes, coupon 7.25%, due 2030</p> <p>Eurobank acted as Co-Manager</p> <p>July 2024</p>	 <p>£170 million</p> <p>Syndicated Loan</p> <p>Eurobank acted as Mandated Lead Arranger, Joint Coordinator & Underwriter</p> <p>July 2024</p>

The abovementioned amounts of syndicated loans represent the total amount granted by a syndicate of banks.

Major Projects

<div>  </div> <div>Acquisition of Entersoft SA by Unity Holding SA</div> <div>€150 million</div> <div>Bilateral Loan</div> <div>Eurobank acted as Arranger & Sole Underwriter</div> <div>July 2024</div>	<div>  </div> <div>Acquisition of Titania Hotel by Hatzilazarou Group</div> <div>€72 million</div> <div>Bilateral Bond Loan</div> <div>Eurobank acted as Arranger & Sole Underwriter</div> <div>July 2024</div>	<div>  </div> <div>€200 million</div> <div>Syndicated Bond Loan</div> <div>Eurobank acted as Mandated Lead Arranger, Coordinator, Underwriter, Facility Agent & Account Bank</div> <div>August 2024</div>	<div>  </div> <div>€600 million</div> <div>7yNC3 Senior Unsecured Notes, coupon 4.625%, due 2031</div> <div>Eurobank acted as Joint Bookrunner</div> <div>October 2024</div>
<div>  </div> <div>€200 million</div> <div>Combined Offering SPO</div> <div>Eurobank acted as Lead Manager</div> <div>October 2024</div>	<div>  </div> <div>€229.3 million</div> <div>Syndicated Bond Loans</div> <div>Eurobank acted as Mandated Lead Arranger, Joint Coordinator & Underwriter</div> <div>November 2024</div>	<div>  </div> <div>€2.4 billion</div> <div>Tender Offer for Terna Energy S.A.</div> <div>Eurobank is acting as Advisor to the Offeror</div> <div>December 2024</div>	

The abovementioned amounts of syndicated loans represent the total amount granted by a syndicate of banks.

Additional flagship projects completed by Eurobank during 2024 with a significant impact on the Greek economy are presented under the "2024 Key Projects" and "Sustainable financing under the RRF" sections.

Digital Banking

Throughout 2024, Eurobank was fully committed to continue delivering personalised and user-friendly digital services, as part of its digital transformation, investing in technological infrastructure and human resources, and supporting all users in accessing digital solutions. Eurobank Group Digital Banking leverages its expertise to provide innovative, data-driven financial products and services. Placing customers at the centre, it delivers simple, personalised products and ensures easy access to them. Bringing technology closer to everyone, it acts as a digital and phygital key enabler and Eurobank’s main digital culture ambassador. 2 main aspects are identified in its digitisation journey:

1. External digitisation – Its digital footprint through web and mobile banking, websites and social media presence.
2. Internal digitisation – Its simplified internal processes through all customer touchpoints.

Eurobank’s digital-first approach has led to a significant expansion of its digital portfolio, offering a range of products and services to enhance customer experience and address customer needs, as voiced directly by them. The main theme for 2024 involved the provision of new digital products and services for both individuals and businesses.

Key digital products and initiatives for 2024:

- Group Sales Digital Onboarding – Launched a unique digital service in the Greek market, allowing companies to digitalise their payroll process, while enabling their employees to digitally onboard their employers’ payroll service.
- New credit products – Introduced personalised and pre-approved products with automated credit decisions, enabling a seamless and fast digital experience. Launched a market-first virtual credit card.
- Insurance products – Launched additional general insurance products via digital channels, such as motor and pet insurance products.
- A new product offering for teenagers – Launched a virtual prepaid card issued by the parent/guardian and used by the minor.
- POS installation- launched numerous digital tools contributing to the enhancement of the customer’s experience.

These products cater for the everyday needs of businesses, providing efficient financial solutions to support their operations and growth, alleviate the need to visit a branch and save valuable time.

In addition to these digital products, Eurobank made notable advancements in 2024:

- Expanded partnerships in embedded financing – Launched new partnerships with merchants in embedded financing. This initiative enables consumers to

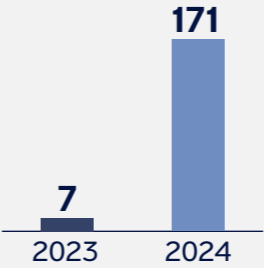
finance their online purchases directly through the Group when shopping online, streamlining the payment process and enhancing convenience for customers.

- Enhanced customer service features – Introduced several features to upgrade the customer experience and save customers time from visiting a branch for service requests, such as the addition of a new account holder and the ability to issue certificates with a simple click of a button.
- Open Banking – Made further progress in Open Banking by offering new custom added-value APIs, to associate companies, in the areas of onboarding, account and transaction management etc.

The Open Banking channel:

- Served 150,000 customers with 12,000,000 calls.
- Recorded a significant increase in the volume of transactions compared to 2023.

Transaction volume of Open Banking channel (million)



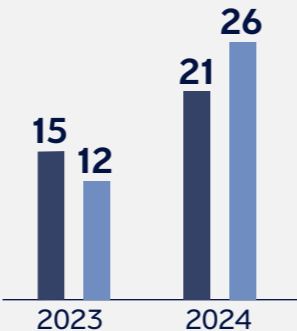
Eurobank’s digital initiatives epitomise a strategic commitment to harnessing technology for delivering cutting-edge solutions and tailored experiences for individuals and business customers. These efforts were recognised by notable distinctions. In 2024, Eurobank was honoured as “Best Consumer Digital Bank in Western Europe for 2024” for the 5th consecutive year, by esteemed US Global Finance magazine, affirming its continuous excellence in digital banking on an international scale. Additionally, during 2024 the Eurobank Mobile App was ranked 1st in the App store and Google Play among all other banks in Greece.

e- Banking and Eurobank Mobile App – Several key indicators show significant performance continuing across the previous years:

Increase in digital transaction volume and value

(%)

- Increase in volume
- Increase in value

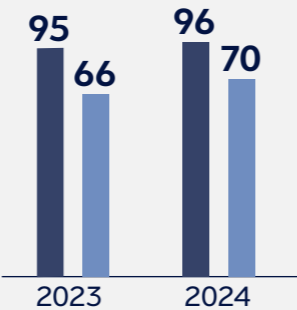


Digital transaction volume in all Eurobank channels*

(%)

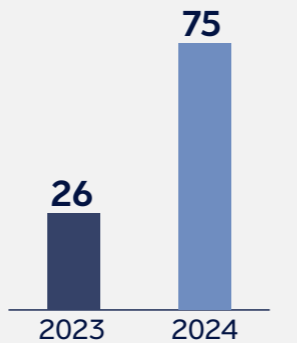
- Without cash transactions
- All transactions

*Cash transactions are mainly withdrawals and deposits conducted at ATMs and branches



Increase in Business mobile App active customers

(%)



Digital and hybrid sales – In 2024, the volume of digital and hybrid sales increased significantly by 28% (in items) through:

- Enriching product offering across product categories and segments, such as new credit products (personalised and pre-approved loans), virtual credit card, virtual prepaid card for teenagers, Salary Link (allowing employees to have their salary deposited into a Eurobank account), motor and pet insurance products.

- Increasing traffic and optimising journeys through various digital campaigns, promotions and events for a significant number of digital products. Additionally, designing and making the most of new capabilities to drive engagement and sales (e.g. personalised promo areas in e/m banking, lead generation from eurobank.gr).
- Designing and developing new hybrid journeys and capabilities, contributing to Eurobank’s phygital model. Key initiatives included enhancements and the addition of new products in the Digital Safe Box (the application is initiated at the branch or through telemarketing and completed by the customer via e/m banking), guiding customers to digital channels during the “Book a Branch appointment” process.

User experience - The User Experience (UX) team prioritises the customer/user in all Bank operations. UX researchers and designers work to improve the experiences of both customers and staff across various channels and touchpoints, applying established design standards, including accessibility considerations and best practices. To conduct user research, the team uses state-of-the-art UX Lab facilities, and employs a variety of methods and custom tools (such as user interviews, design thinking, usability tests, card sorting, tree testing). This approach involves recruiting both external and internal users to ensure a holistic understanding of user needs and behaviours.

The UX team has created 4 user pools: the Digital Community (digital banking customers), the Digiators (internal staff), Friends & Family, and Accessibility for all (people with disabilities) to simplify processes and efficiently gain insights.

During 2024, approximately 179 users, including users with disabilities, were engaged in 31 research activities and testing, while 326 users were engaged in online questionnaire for 9 projects. User flows and designs were created for 117 projects. Eurobank also implemented design systems for the mobile app, e-Banking, eurobank.gr, unify and drive+ so as to work with specific design standards, patterns and components, to provide consistent experiences and efficiencies to the design and development teams. It also organised dedicated accessibility training and experiential workshops for cross-functional collaborating teams (25 hours).

Websites - In 2024, eurobank.gr attracted over 27.2 million visits where 55% of this traffic originated organically through search engines, such as Google. The year also marked a major technological advancement with a comprehensive upgrade to the Sitecore infrastructure, incorporating features such as Sitecore Personalise to power personalised user journeys. Additionally, ongoing improvements to calculators and interactive tools were implemented to enhance the user experience and drive lead generation.

Social media – With 11 active channels on different platforms, such as Facebook, LinkedIn, Instagram, TikTok and YouTube, Eurobank:

- Recorded 334,951 interactions.
- Produced content with 866 organic posts across social media platforms.
- Performed community management, responding to 9,466 user comments

96%

of all transactions volume carried through digital channels excluding withdrawals/deposits

28%

increase (in items) of Digital and hybrid sales

75%

increase in Business mobile App active customers

Community management across the Eurobank’s social media channels helps the Bank forge better customer relationships within the digital environment, but also introduces a new approach to the bank-customer relationship and digital sales. In terms of interactions, Eurobank ranked 1st on LinkedIn and on TikTok and 2nd on YouTube across the Greek banking sector. The €pistrofi loyalty page on Facebook was 1st in interactions and follower growth across the Greek banking sector. Also, Eurobank was the first bank to launch a TikTok series in Greece and create native content on TikTok, adapting to the platform's unique style and user preferences. Additionally, it completely transformed its tone of voice for community management on TikTok, ensuring it remains relevant and engaging to the platform's audience.

Digital Creative Hub – Our leading content team, with dedicated digital copywriters and designers, responded to an increased demand (+39%) for digital content through 2,436 deliverables for 597 projects in Group Websites (incl. Robochat, chatBot features), 175 email campaigns, 93 digital channel product pages, flows and microcopy projects.

Performance marketing – Through digital advertising platforms, it helps business growth directly, by supporting digital sales in achieving their sales targets, and indirectly, with marketing campaigns aiming at increasing brand awareness. In 2024, 111 digital campaigns were launched, reaching:

- Over 4 million users
- 1 billion impressions
- 67.2 million video views
- Approximately 16 million clicks

Using cookies in accordance with the applicable data protection legislation, Eurobank continues to collect data from user interactions on its websites, to serve personalised ad content.

Customer journeys and internal digitisation – Eurobank continued to re-design and simplify major customer journeys across channels. Numerous initiatives were carried out across channels and segments, aiming to achieve customer and operational excellence through sustainable paths. As a result, Eurobank achieved a weighted Net Promoter Score (NPS) over 50 in major customer journeys.

Key highlights per journey:

- Customer onboarding and management – Made it easier and faster for customers to start and manage their relationship with it through physical channels, by integrating various technologies and improvements, such as: automating document submission and e-KYC services, reducing customer signatures by 80% and time-to service even further. In line with its omni-channel strategy, digital onboarding was made easier and faster by applying significant simplifications, but also enhancements in technical infrastructure, having a direct impact on market share increase.
- Banking everywhere – Empowered its Relationship and Branch Managers to deliver banking services directly to its clients, wherever they may be, in an effort to boost service accessibility and convenience. From account opening to card issuing, it is bringing the Group to its customers’ doorstep, with security.

Furthermore, enabled self-service capabilities in a wide spectrum of products and services, by leveraging digital public services (e-gov remote signatures).

- Lending journeys for individuals – Reduced time-to-cash for personal loans and credit cards even further (less than 1.5 days), aiming to respond faster to customer requests. In addition, the consumer lending process achieved remarkable efficiency, with over 50% of applications seamlessly progressing without the four-eyes principle, due to automated checks carried out in compliance with the applicable legal provisions. Moreover, Eurobank maintained a robust 80% automation rate on the credit decision procedure, demonstrating its commitment to operational excellence and risk management. With respect to mortgage loans, a new lending platform is introduced aiming to revamp customer and user experience. It also recorded significant improvement in business financing, leading to a 50% reduction in time-to-cash by automating credit underwriting (40% in simple products) and contract drafting (90% automation). As a result, within 2024 more than 1,000 businesses were able to proceed to contract signing on the same day they visited the branch to apply. Aiming to continuously improve operational efficiency, process analytics were established within 2024, seeking to identify bottlenecks in real-time, while also measure the impact of automations and simplifications.

Business Analytics & Customer Value Management

In 2024, Eurobank continued to advance its data-driven transformation strategy, leveraging advanced analytics and data integration to enhance efficiency and deliver personalisation at scale. Through its Campaign Management platform, the Business Analytics and Customer Value Management team executed over 30,000 actions and facilitated 47 million customer interactions, optimising communication across both digital and physical channels.

Eurobank’s commitment to data-driven transformation is exemplified by the successful development and deployment of a Comprehensive Recommendation Engine, which combines machine learning algorithms with business rules to effectively prioritise business objectives. This initiative resulted in 2.1 million customers receiving at least one personalised recommendation, covering 87% of the transactional customer base.

Additionally, Eurobank significantly improved its anti-money laundering (AML) detection processes through the application of diverse machine-learning techniques, achieving a 20-fold increase in accuracy. The integration of AML data with advanced visualisation tools further streamlined case investigations, supported by GenAI-generated text, to assist agents in articulating the outcomes of ML-driven analyses.

Eurobank also enhanced system integration and automation by successfully connecting its Campaign Management System with the mobile app, enabling real-time data flow and always-on campaigns. Notably, more than 60% of digital sales were driven by the Campaign Management Ecosystem, reflecting the impactful use of business analytics and AI.

These achievements underscore Eurobank’s dedication to driving business growth and operational efficiency through advanced analytics, automation and robust data integration strategies.

Eurobank Next – Digital Growth and Future Competitiveness

Eurobank Next – Digital Growth and Future Competitiveness is a strategic initiative launched in January 2024. Both the Innovation Centre and the GenAI Coordination Unit operate under it, aspiring to be the driving force behind transformative banking solutions. It aims to safeguard the Group's future relevance through fostering the innovation mindset and practice across the Group, while also exploring and leveraging disruptive value propositions to pursue growth and future competitiveness.

The Innovation Centre's mission is to provide fast-paced, focused innovation, aligned with Eurobank's broader strategy to increase profitability and efficiency. With its Innovation and UX Labs, the Innovation Centre fosters both entrepreneurship and intrapreneurship across Eurobank, and links the organisation with fintech companies to further elevate customer satisfaction. The team scouted more than 50 startups and provided recommendations to business units for potential opportunities, resulting in POCs or partnerships. Alongside this, the Unit constantly monitors trends and provides market insights across the Group through its monthly newsletter and quarterly report. It also forged strategic partnerships with international organisations and platforms to leverage networks for open innovation. A Brainstorming Session concept was launched to accelerate top-tier ideas from all business units within Eurobank and customers outside Eurobank, encouraging collective innovation in product development through a dynamic, collaborative approach.

Working in tandem with the Innovation Centre, the GenAI Coordination Unit is responsible for setting Eurobank's strategic ambition in the field of Generative AI (GenAI). The Unit focuses on defining use cases for GenAI across the organisation, coordinating the various stakeholders involved, and overseeing the deployment of GenAI technologies in active projects. Their work ensures the successful adoption and integration of GenAI in compliance with the applicable legislative and regulatory framework, aligning it with Eurobank's digital growth ambitions.

While building its operationalisation framework, the GenAI Coordination Unit is working closely with all business units to identify potential use cases. To date, 1 use case has been launched into production, 6 are in the pilot phase, and more than 10 are being assessed and prioritised.

Furthermore, aiming to strengthen competitiveness, and to promote, support and integrate innovation at all levels of the Organisation's operation, an Innovation Board was established under the leadership of the CEO. Its establishment is an important step towards strengthening the culture of innovation and ensuring the Group's continuous adaptation to new technological and business challenges.

Wealth Management

Asset Management

The Group provides fund and portfolio management services in Greece and abroad through its dedicated subsidiary Eurobank Asset Management MFMC with total assets under management and supervision amounting to about €8.0 billion as at 31.12.2024.

Eurobank Asset Management MFMC managed €5.7 billion in UCITS funds domiciled in Greece, Luxembourg and Cyprus and had a market share of 25.91%, holding the 1st position among 14 Greek Asset Management Companies as at 31.12.2024 (Source: Hellenic Fund and Asset Management Association).

The company also offers portfolio management services to 26 institutional clients, mainly pension funds in Greece and Cyprus, with a total of €0.7 billion in assets. It also provides Discretionary Portfolio Management Services to the Eurobank Group Private Banking Clients, with €0.6 billion in total assets as at 31.12.2024, as well as to Retail clients with €0.3 billion in total assets.

Additionally, Eurobank Asset Management MFMC liaises and supports the distribution of international fund managers' funds by Group Private Banking through the open architecture platform, providing among others, analysis, ranking and model portfolios for Group Private Banking clients, with €0.9 billion in total assets as at 31.12.2024.

The Group also has presence in the Luxembourg Funds Industry, one of the major global funds hubs, through its wholly owned subsidiary Eurobank Fund Management Company (Luxembourg) SA. Eurobank Fund Management Company (Luxembourg) offers a wide variety of UCITS funds under the umbrellas (LF) Funds, (LF) Fund of Funds and (TLF) Funds, which cover a broad range of all asset classes with geographical diversification, distributed in Greece, Luxembourg, Bulgaria and Cyprus.

Group Private Banking

Group Private Banking, with presence in Greece, Luxembourg, London and Cyprus, offers a wide range of investment products and services (execution-only, advisory and discretionary), lending facilities and wealth management services.

As at 31.12.2024, Group Private Banking served approximately 15,000 clients, with Client Assets and Liabilities (CAL) reaching over €13 billion.

The Group's Private Banking strategy going forward is focused on operational efficiency via the creation of a single customer journey. This will be technologically supported by the capabilities of the Temenos digital wealth management platform, as well as further technological infrastructure advancements. As a result, it will offer a complete wealth management ecosystem, aiming to deliver the desired relationship

€8.0 billion

assets under management and supervision for Eurobank Asset Management MFMC

€13 billion

in **assets** in Private Banking

management and more importantly, client experience. Following the implementation of the Salamis project (Temenos) in Cyprus, Eurobank Private Bank Luxembourg is in process of adopting the same technology stack, upgrading all legacy systems with the ERB Blueprint. This includes a complete revamp of the Bank’s IT and systems infrastructure from Core Banking, Digital Channels, Wealth Management, Analytics, Payments and Compliance. The project is progressing as planned, with an estimated go-live date by end of 2025.

The imminent plans are focused on organic and inorganic growth, by expanding into new international markets through Luxembourg, Bulgaria and United Kingdom (London office), and by exploring synergies at Group level internally as well as with representative offices being opened in new international markets, such as India and Israel.

At the same time, by capitalising on new strategic partnerships with global asset managers, it will strengthen its investment process, offering a differentiated proposal to clients. These partnerships provide flexibility and scalability, enabling resource and service adjustments to meet evolving needs and growth trajectories with agility. In this context, Eurobank and/or affiliates have entered into Memorandums of Understanding (MoUs) with Eurizon Capital SGR Spa and JPMorgan AM Europe Sa. These collaborations aim to enhance its expertise by leveraging the knowledge, capabilities, infrastructure and technology of leading global asset managers to deliver top-quality services to end clients.

Equities Brokerage

Eurobank Equities SA offers a comprehensive suite of investment products – including equities, derivatives, bonds and mutual funds – serving over 15,000 private, corporate and institutional clients in Greece and internationally.

The company maintains a dominant position in the Greek capital markets, consistently ranking among the top brokers in terms of market share, holding the number 1 spot for 10 of the past 16 years. It is repeatedly recognised in major European institutional investor surveys as one of the leading brokers and top Equity Research Providers for Greece.

In 2024, Eurobank Equities captured 16.9% of total transaction volume on the Athens Exchange, reinforcing its status as a preferred broker for institutional investors, alongside a wide base of private clients.

Its multi-awarded Research Division delivers timely insights and fundamental coverage on almost 40 listed companies, representing over 90% of the ATHEX market capitalisation and traded value, while also offering secondary coverage of key international stock markets.

Eurobank Equities’ Institutional Sales and Trading Desk supports Greek and international institutional clients active in domestic equities and derivatives, providing value-added local insight and idea-driven investment advice.

Finally, the firm’s Market Making Division provides liquidity across more than 40 listed equities and 42 derivatives, as well as corporate bonds, leveraging deep market expertise and proprietary technology to support efficient market functioning.

Other Operations

Public Sector Banking

In 2024, Public Sector Banking aimed to create integrated proposals that respond to the special and multifaceted banking needs of public and non-profit organisations, covering the entire range of their financial activities. To that end, the Bank enhanced the services offering to include competitive cash management solutions, integrated transaction services, innovative e-Banking solutions, a wide range of insurance products, flexible financing solutions and personalised payroll packages.

It strengthened the Bank’s overall position by attracting 30 public entities and achieved a significant increase in central government deposit market share. It also once again recorded growth in its new DIAS interbank payment integrations.

Retail International Customers

Eurobank's Retail International Customers Segment provides dedicated services to residents outside Greece, Greeks of the Diaspora and foreigners residing abroad, thereby facilitating their banking activities in Greece.

Residents outside Greece can choose from 4 distinct methods to become Eurobank’s customers, each of them tailored to their specific banking needs, and benefit from the Banks’s dedicated sales and support units with expertise in managing and processing mortgage loans suitable for international property investors. Furthermore, investors for Golden Visa residence permit and tax residence, as a distinct target client group, can choose from a variety of eligible intangible investments products and are served by a dedicated branch. These initiatives significantly enhance banking service quality and efficiency of Eurobank, by improving it’s customer experience, and Eurobank's dedication to delivering efficient and customised banking solutions for each of its clientele.

Non-Banking Services for Businesses

Business Exchanges SA (be24), a wholly owned subsidiary of Eurobank, plays a pivotal role in the Group’s digital transformation strategy. As a key B2B service provider, it delivers value-added digital solutions to both the Bank and external clients, while also acting as a central hub for restructuring and streamlining financial and HR operations across the Group.

In 2024, be24 marked its 24th consecutive year of successful operations in the B2B transactions sector, continuing to expand its portfolio of services that enhance efficiency, reduce operational costs and support digital modernisation.

A core area of be24’s contribution is in supply chain digitisation. Through its suite of e-services – including e-Procurement, e-Auctions and e-Invoicing – be24 supports the Group and its suppliers in driving operational excellence. The new cloud-based e-Procurement platform, now fully deployed across Eurobank and its subsidiaries, is actively used by over 2,250 employees for order placement and approvals. Supplier adoption has also grown significantly, with 480 suppliers using the platform in

16.9%

of transaction volume in ATHEX through Eurobank Equities

2024, reflecting a 20% year-on-year increase. Additionally, the e-Auctions platform facilitated 90 auctions and 126 sourcing projects (RFPs), all conducted digitally for the Bank and other customers.

Beyond digital B2B services, be24 also provides a wide range of shared services to the Group. These include accounting and financial support for 18 entities – comprising Group subsidiaries and Special Purpose Vehicles (SPVs) – as well as payroll, HR and outsourcing services. Notably, a large proportion of the Bank’s outsourced personnel supported by be24 are located in Evros and other remote or island regions, aligned with the Group’s commitment to addressing demographic challenges.

Furthermore, be24 holds an insurance agent license, enabling the promotion and distribution of insurance products on behalf of the Bank. The company has also become an official reseller of major IT vendors, actively supporting the development of the Bank’s B2B retail ecosystem initiatives.

Through its integrated service model and commitment to digital innovation, be24 continues to be a strategic enabler of transformation and operational efficiency for Eurobank and its partners.

Remedial Management

After the strategic partnership with doValue SpA and the smooth transition to the new operating model for remedial management, the Group implements its NPE Strategy and Plan through doValue Greece for the assigned portfolio. The NPE strategy lays out the Bank’s approach and objectives regarding the effective management and reduction in NPE stock in a clear, credible and feasible manner.

In this respect, in December 2024, the Board of Directors of the Group approved the NPE Plan for 2025-2027, as part of the 3-year business plan.

According to that plan, the Group NPE ratio is expected to further drop from 2.9% at the end of 2024 (actual figure) to 2.5% in 2027.

Debt Collection Policy

Remedial Management encompasses a range of policies and strategies, including the collection of early arrears loans, starting from the 12th delinquent day of each month, in accordance with the current legislation.

In the Retail portfolio, a micro-segmentation approach has been developed to facilitate collections, with all relevant channels (including the branch network) heavily involved in achieving specific monthly collection targets. To prioritise collections, decision trees are used daily to identify the most critical sub-segments for achieving NPE inflow and outflow management. Prioritisation is used to differentiate between the effort applied from the part of remedial channels and the script used during communication with the customers.

doValue employees who manage the ERB portfolio are duly trained on the Bank’s products’ features, policies and procedures, as well as on debt collection techniques.

Special communication scenarios adapted to the strategy/segmentation are applied, aiming at proper communication, quality management and customer service for all retail products, and at informing customers about their rights and obligations. Customer communication is personalised and highlights the benefits of repaying overdue amounts on time and the consequences of potential payment delays.

In the Corporate portfolio, dedicated relationship managers continually monitor any delinquencies and take appropriate action as needed.

Retail Remedial Management Actions

As regards Remedial Management for Retail (mortgages, consumer loans, SBB and professionals), the Bank proceeded with the following strategic and operational actions in 2024:

- Over-achieved its NPE reduction target steadily and consistently.
- Achieved robust collection performance and greatly contained NPE inflow.
- Continued to enrich collection strategies, aiming at reducing the default rate of new modifications and optimising the management administration cost per borrower segment, based on their risk profile and payment history.
- Fully redesigned the Bank’s restructuring policy for distressed debtors.
- Streamlined the legal process for secured denounced loans (new legal operational KPIs agreed with the Servicer to be closely monitored in 2025) to ensure timely execution of legal enforcements.

Corporate Remedial Management Actions

As regards Remedial Management for Corporate, the Bank proceeded with the following strategic and operational actions in 2024:

- Maintained a focused restructuring strategy on sustainable long-term modifications.
- Continued monitoring NPE inflows/outflows, with a view to substantially reducing NPEs.
- Focused on managing legacy cases, in particular those of the Leasing portfolio.
- Closely monitored the assigned and securitised portfolio of SMEs managed by doValue Greece, to implement a more effective NPE target reduction strategy.

In addition, the 2024 organic performance (NPE formation) outperformed the target steadily and consistently.

Bulgaria

Postbank, with the legal name Eurobank Bulgaria A.D., is the 4th largest bank in Bulgaria in terms of assets, with a well-developed branch network, advanced digital service channels and a significant customer base comprising individuals, companies and institutions. Postbank has been a leading player in innovations and a trend setter in the Bulgarian banking sector for more than 30 years, with multiple awards for its innovations and top-quality services. It holds a strategic position in both retail and corporate banking in Bulgaria. Postbank is among the leaders in the market for credit and debit cards, mortgage and personal loans, savings products, as well as products targeted at corporate clients.

The Bulgarian economy's real GDP growth rate for 2024 was 2.8% compared to 1.8% in 2023. Consumption rose by 4.3% year-on-year, slightly higher than investments, which increased by 4.1% year-on-year. The contribution of the external sector was positive in nominal terms, but in real terms exports decreased by 0.8%, while imports increased by 1.3%. Inflation subsided, with the average HICP declining to 2.6% at the end of the year. Unemployment was also on a downward trend, reaching 3.9% as at the end of 2024, or 0.4 pps below December 2023. The forecast for 2025 is for GDP to repeat its performance and grow by 2.8%, while the other macroeconomic indicators are to remain stable.

The banking system grew strongly in 2024, reaching new heights in terms of volumes and profitability. The demand for new lending remained strong (13.6% year-on-year), especially in the retail segment, outpacing the growth of deposits (8.9% year-on-year). The liquidity and capital adequacy ratios were at very solid levels with an LCR ratio of 241% at the end of the year and a total CAD ratio of 22.7%.

As at 31 December 2024, Postbank had 193 retail locations (including branch offices, consumer financing locations under the brand PB Personal Finance and Memento consumer credit centres) in 71 towns, covering 75% of the population. Most of the branches have Express Digital Banking Zones, the majority of which provide 24/7 service. In addition, it has 11 business centres. Easy access, convenience, speed and digitalisation of services continued to be in focus during 2024. High customer satisfaction is of paramount importance for building long-term customer relationships based on partnership, trust and loyalty. To achieve this, Postbank implemented a process for continuous monitoring of customer feedback, which allows for quick identification of areas and opportunities for further improvement.

2024 was another record year for Postbank. Leveraging on the strong market demand for loans, especially in the retail segment, it managed to expand its lending portfolio with the market, improving its income and profitability. Net profit for the year increased by one-third to €208 million, excluding 2023 non-recurring net result from subsidiary sale. The return on equity was 16.9%, while the return on assets was 1.97%. Cost-income ratio further improved, reaching 39.1%. Total assets rose by 17.3% to €11.5 billion. In terms of assets, loans and deposits, Postbank holds the 4th place in the market.

Gross loans increased by 16% year-on-year to €7.8 billion. Around two-thirds of the new lending was to households, which now comprise 55% of the lending portfolio. The booming real estate market and the stable interest rates propelled the mortgage portfolio by one-quarter to €2.35 billion. Lending to companies was higher than last year and Postbank improved its market share by 43 bps to 10.7%. Total deposits rose by 10.1% year-on-year to €8.8 billion, faster than the market, leading to a market share gain of 13 bps to 11.6%.

The non-performing exposures ratio improved slightly – down by 4 bps to 2.47%. Eurobank Bulgaria capitalised the profit for 2024 and finished the year with a total CAD ratio of 21.1%.

Postbank's solid solvency and liquidity profile is reflected in its credit ratings. In September 2024, Moody's Ratings raised Postbank's long-term deposit rating from Baa2 to Baa1. At the same time, the agency assigned Postbank a long-term and short-term issuer investment rating for both foreign and local currencies of Baa3/P-3. Both ratings were with stable outlook.

For Postbank, 2024 was another year marked with numerous achievements and prestigious local and international recognitions that reflect its commitment to fostering innovation and quality, and caring for people, society and nature, combining the best of traditional and digital banking. During the annual "Bank of the Year" awards, organised by the Bank of the Year Association, Postbank was the winner in the "Secret Client" category. In 2024, Postbank was recognised as a "Top Employer" in Bulgaria for a 2nd consecutive year by the independent international Top Employers Institute. Postbank was once again named Best Retail Bank in Bulgaria in the prestigious international World Finance Banking Awards for 2024 for a 7th consecutive year. Postbank was also recognised for the twelfth consecutive year as the Best Custodian Bank in Bulgaria by the international Global Custodian magazine.

During the year, Postbank took part in numerous business forums and conferences and entered many strategic partnerships with other organisations in support of various business and social initiatives. As the financial sector is shifting towards digitalisation, Postbank continued to develop tech-driven and value-adding financial solutions that customers can access remotely and through their preferred sales channels.

In 2024, Postbank supported a number of socially significant projects and initiatives in support of entrepreneurship, education and the enhancement of financial literacy in Bulgaria, as well as of environmental protection, sports and corporate philanthropy. Postbank is an active member and supports initiatives of the Association of Banks in Bulgaria, the Confederation of Employers and Industrialists in Bulgaria, the American Chamber of commerce in Bulgaria, the Canadian Chamber of Commerce in Bulgaria, the British Bulgarian Chamber of Commerce, the Hellenic Business Council in Bulgaria, the Bulgarian Business Leaders Forum, the Endeavor Bulgaria Association, the Bulgarian Association of Advertisers and the Bulgarian Fintech Association.

16.9%
return on equity

€208 million
in profit

€11.5 billion
in assets

In 2025, Postbank will continue its efforts towards organic and sustainable growth, digitalisation and customer service, aiming at improved profitability and value creation for its shareholders. A key focus will be the preparations to adopt the euro in Bulgaria, with a target date set for 1 January 2026. The adoption of the euro is expected to bring benefits for Postbank, such as higher capital adequacy, reduced minimum reserve requirements and easier access to funding, while any delay will add to the costs and create further complexities for future strategic projects.

Postbank integrates sustainability principles into its business model, ensuring compliance with environmental, social and governance regulations. It has established an ESG Management Committee, an ESG Department, and a Climate and ESG Risks Department to oversee sustainability policies and risk management. It promotes sustainability awareness through employee engagement and its Green Together initiative, supporting environmental projects led by staff volunteers, while embedding responsible banking practices across operations.

Cyprus

Cyprus maintained strong economic momentum in 2024, ranking among the top-performing eurozone economies, despite ongoing geopolitical challenges. The country recorded 3.4% GDP growth, outperforming its 2023 growth rate of 2.6%, with key sectors such as tourism, trade, construction and digital transformation driving economic expansion. The Central Bank of Cyprus (CBC) projects continued growth, forecasting 3.1% for 2025 and 3.0% for 2026, while the EU Commission predicts slightly lower figures at 2.8% and 2.5%, respectively.

The tourism sector continues to play a pivotal role in economic stability, achieving a record-breaking 4.04 million tourist arrivals in 2024, surpassing pre-pandemic levels for the first time. Tourism revenue climbed to €3.2 billion, marking a 7.3% increase from 2023, well above the €2.7 billion recorded in 2019. This sector's success is largely attributed to strong consumer demand, infrastructure investment and Cyprus' growing reputation as a prime Mediterranean destination.

In addition to economic growth, Cyprus' fiscal position strengthened significantly, with a budget surplus of €1.4 billion (4.3% of GDP) in 2024, doubling the previous year's surplus of €532.2 million (1.7% of GDP). The government's debt-to-GDP ratio continued its downward trend, dropping from 96.5% in 2021 to 81.0% by the end of 2022, and is expected to decline further to 48.4% by 2027, reinforcing its commitment to fiscal consolidation.

As a result of its strong fiscal discipline, Cyprus received a series of credit rating upgrades, cementing its position within the investment-grade category. Moody's raised Cyprus' rating to A3, while S&P and Fitch upgraded the country to A-, recognising the nation's improved macroeconomic fundamentals, declining debt levels and growing high-productivity sectors.

Inflation in Cyprus moderated significantly in 2024, dropping to 2.3% from 3.9% in 2023 due to the gradual easing of energy prices. However, inflation in services and food remained relatively high, slowing overall disinflation. The European Central Bank (ECB) responded with a series of 4 rate cuts reducing benchmark interest rates

from 4.0% in May to 3.0% by year-end 2024. This was followed by an additional four 25-basis-point cuts through June 2025, bringing the rate down to 2.0%.

The labour market showed signs of improvement, with unemployment declining to 4.9% from 5.8% in 2023. The job vacancy rate remained high in 2024 at 3.1%, reflecting strong labour demand. Meanwhile, non-performing exposures (NPEs) dropped to €1.5 billion (6.2% of gross loans), demonstrating strengthened risk management across the banking sector.

Looking ahead, Cyprus' economic trajectory remains positive, supported by EU Recovery and Resilience Facility (RRF) funds, projected to accelerate green investments and digital transformation, while global risks, such as trade protectionism and shifting energy policies, may require adaptive fiscal strategies.

As of 11 June 2025 Eurobank fully-owns Hellenic Bank Public Company Limited (Hellenic Bank), after the completion of the squeeze-out procedure for the remaining 2% stake that it did not hold previously. The legal merger of Hellenic Bank with Eurobank Cyprus is expected to be completed in the third quarter of 2025. The consolidated entity will be one of the largest financial institutions in Cyprus, as the 2 banks have complementary business models: strong footprint in Retail, Wholesale and International Banking, and Wealth and Private Banking.

Furthermore, the acquisition of CNP Cyprus Insurance Holdings Ltd (CNP Cyprus Insurance) by Hellenic Bank concluded in April 2025, creates the leading insurance provider in Cyprus.

Hellenic Bank

In 2018, Hellenic Bank acquired the former Cyprus Cooperative Bank's assets and liabilities, further expanding its position as the leading retail bank in the country. Since then, with its strong capital adequacy ratio, strong liquidity and de-risked balance sheet, it is at the frontline, contributing significantly to the economy's growth and financing the most important industries on the island.

As its transformation journey continues, in 2023, Hellenic Bank intensified its efforts to migrate customers towards its digital and alternative service channels, along with introducing advanced control system technologies to respond to its customers' needs and deliver excellent customer service.

2024 was a year of strategic growth. Hellenic Bank entered a new era as a member of the Eurobank Group, set to merge with Eurobank Cyprus, forming one of the largest financial institutions in Cyprus.

The principal activity of Hellenic Bank is to provide a wide range of banking and financial services, which include lending, investment and insurance services, custodian and factoring services.

Hellenic Bank provides its services through a large branch network and digital channels. Its primary source of funding is customer deposits. These inputs are offered as outputs in the form of loans and mortgages to retail and corporate customers. The main source of revenue is interest income from the loans and mortgages provided. Additionally, it earns fees and commissions from banking and insurance activities.

As at 31 December 2024, the gross loan portfolio (€5.8 billion) is predominately retail (around 60%). Non-financial corporation lending is at €2.3 billion, mainly in accommodation/food, wholesale/retail and manufacturing. The customer deposits amounted to €15.7 billion.

As at 31 December 2024, Hellenic Bank's overall loan market share was 23.9%, the household loan market share was 31.8%, while the non-financial corporation loan market share was 19.1%. Its deposit market share was 28.1%. The deposit market share consists of 35.2% household deposits and 19.1% non-financial corporation deposits.

For the 2024 financial year, new lending amounted to €1.1 billion, which represents a market share of 20.3%. Net interest income (NII) reached €599 million, reflecting a 12% year-on-year increase, with a net interest margin (NIM) of 3.31%. The cost-to-income ratio stood at 36%, slightly higher than 34% in 2023. The non-performing exposure (NPE) ratio remained low at 2.4%, with NPE coverage at 63%. Profit totalled €383 million (+10% year-on-year, adjusted for discontinued operations).

In addition, the acquisition of CNP Cyprus Insurance will significantly strengthen Hellenic Bank's insurance operation and create the largest insurance operator in Cyprus, increasing insurance related income and enhancing revenue diversification.

In 2024, Hellenic Bank, in collaboration with the Environment Commissioner, announced a comprehensive environmental initiative at Cape Greco National Forest Park, aiming to restore the ecosystem and promote sustainability. This project includes planting over 400 native trees and shrubs, constructing 100 meters of dry-stone walls and introducing rare plant species to the area.

Hellenic Bank is deeply committed to corporate social responsibility (CSR), focusing on sustainability, environmental protection and community engagement. In recognition of its efforts, in 2024 Hellenic Bank received the Gold Environment Protector Award at the Cyprus Environmental Awards honouring its environmentally responsible policies. Hellenic Bank is also the 1st and only Cypriot bank to participate in Mastercard's Priceless Planet Coalition initiative, contributing to the global goal of planting 100 million trees by 2025 in scientifically identified areas to combat climate change.

The Hellenic Bank Volunteer Team plays a vital role in implementing sustainability-driven initiatives under the Bank's ESG Strategy, engaging employees in social and physical wellbeing activities and supporting the UN Sustainable Development Goals (SDGs). Hellenic Bank proudly supports the Karaiskakio Foundation through its "Partnership for Life" initiative, assisting the Foundation's fight against leukaemia. Additionally, at least 9% of Hellenic Bank's annual marketing budget is allocated to CSR projects benefiting society and the environment, reinforcing its commitment to positive community impact.

Eurobank Cyprus

Eurobank Cyprus Ltd (Eurobank Cyprus) was established in 2007 and is headquartered in Nicosia. Through organic growth, it penetrated the market, positioning itself as the 3rd largest bank in the local market. It maintains 8 Banking Centres in Nicosia, Limassol, Larnaca, Paphos and the Famagusta area, serving all client segments.

Eurobank Cyprus operates across several core business pillars, offering a diverse range of financial services tailored to different client segments. Corporate and Investment Banking serves large corporations, foreign enterprises and public sector entities with turnovers exceeding €10 million. Medium-sized businesses with annual revenues between €1 million to €10 million receive dedicated banking support through the bank's Commercial Corporate Banking Unit. Wealth and Asset Management provides tailored banking and investment services to high-net-worth individuals and institutional investors, offering brokerage, advisory, discretionary asset management and custody solutions across all asset classes. International Business Banking caters to international companies, their executives and beneficial owners, delivering a full suite of banking services. Treasury Sales provides corporate, shipping, institutional and wealth management clients with financial solutions, including structured products, FX transactions and asset-liability management. Lastly, Affluent Banking focuses on Cyprus-based individuals within specified income brackets, offering comprehensive banking products and services to meet their financial needs.

Eurobank Cyprus delivered robust financial performance in 2024, despite the effects of the continuing Russia-Ukraine war, the conflicts in the Middle East and the increased risks emanating from the volatile geopolitical environment. Profitability increased, costs were maintained within Eurobank Cyprus' expectations and asset quality remained strong, with improved indicators in this respect. Because of the increased profitability, capital generation continued with further strengthening its capital indicators.

Profit after tax for the year 2024 amounted to €210 million, recording a 5.2% or €10.3 million increase compared to 2023 profit after tax, which amounted to €199.5 million. The drivers for this year's increase in profitability were maintaining net-interest income at high levels despite the increase in the cost of deposits, commissions and other income, and recording a decrease in operating expenses and impairments compared to last year.

Cost discipline has always been one of the Eurobank Cyprus' main priorities, and this is supported by the low cost/income ratio of 17.4%, recording further improvement compared to last year's respective ratio of 18.3%.

23.9%

loan market share
for Hellenic Bank

28.1%

deposit market share
for Hellenic Bank

€383 million

in profit for Hellenic Bank

€210 million

in profit for Eurobank Cyprus

Total deposits increased by 11% or €785 million compared to 2023 and reached €7,889 million. In addition to the increase in customer deposits, invested assets under management recorded strong results and grew by 19.5% or €0.8 billion compared to 2023, reaching €4.7 billion. Its market share in the Cypriot deposit market reached 14.1% from 13.6% as at end of 2023.

Net loans and advances to customers amounted to €2.87 billion, reporting a €162 million or 6.0% net increase compared to 2023. The loan credit expansion covered all of Eurobank Cyprus' main pillars, with its Corporate Banking unit reporting the highest loan delta, followed by Private Banking. At the same time, it continues to maintain a very good loan portfolio quality, as the non-performing loan ratio (NPE) ratio, according to the directives of the European Banking Authority (EBA), remains very low at 2.4% compared to 2.5% for 2023. Its market share in the Cypriot loan market increased to 12.0% compared to 11.7% for 2023.

The strengthening of Eurobank Cyprus' capital base coupled with the active management of the Risk Weighted Assets (RWAs) resulted in an increase in its capital adequacy and CET1 ratios at the end of 2024 by around 328bps to 37.4%.

Eurobank Cyprus' financial performance in 2024 reflects its vision and commitment to contribute significantly to the growth of the Cypriot economy, as well as its focus on supporting sustainable entrepreneurship through financing and other related initiatives. Eurobank Cyprus remains committed towards continuously improving the level of service offered to its clients, and supporting their business and personal plans. At the same time, it has adopted green transition and sustainable development, by promoting sustainable practices across its operations. Eurobank Cyprus is committed to investing in sustainable development and in designing its actions to improve its impact on environmental sustainability, social responsibility and corporate governance. A key strategic objective is to adapt its business and operation in a way that addresses climate change challenges, accommodate social needs within its business model, and safeguard prudent governance for itself and its counterparties, in accordance with supervisory initiatives and following international best practices.

During 2024, Eurobank Cyprus recorded significant milestones. It was named Best International Private Bank, Best for High-Net-Worth, Best for Digital Solutions and Best for Sustainability in Cyprus at the Euromoney Global Private Banking Awards 2024, and Best Sub-Custodian Bank in Greece and Cyprus at the Global Finance Awards. It also received an award for good health and safety practices to staff members from the Cypriot Department of Labour Inspection and a distinction for its volunteer initiatives from the Pan-Cyprian Volunteerism Coordinative Council.

Additionally, over the past 5 years, Eurobank Cyprus has been engaged in a major transformation project, to adapt to the changing needs of the market. A material component of this initiative is changing its technology landscape, business process re-engineering and exposure to digital banking. The project included replacing the Eurobank Cyprus' core banking system along with a new wealth management system, digital channels, an ERP system, data analytics and compliance modules.

Luxembourg

Since it was established, Eurobank Private Bank Luxembourg S.A. (Eurobank Private Bank Luxembourg) has been driven by one mission: to provide its clients with outstanding private banking services.

Its story began when Banque de Dépôts, a Geneva-based bank originally founded by the Onassis Family and acquired in 1980 by the Latsis Family, established a subsidiary in Luxembourg in 1986.

In 1994, the Eurobank Group acquired 75% of the equity share capital of Banque de Dépôts de Luxembourg and began to gradually increase its share. In 2005, the Eurobank Group acquired 100% of the bank's equity. Eurobank Private Bank Luxembourg enjoyed continuous growth due to its dynamism and strong relationships with clients.

Eurobank Private Bank Luxembourg inaugurated its Representative Office in Athens in 2009 and it enhanced its presence in the Greek market, by opening a branch in Athens in 2023. In 2015, the bank expanded its global reach by opening a branch in London, a global financial centre and leading real estate market.

Luxembourg is a leading financial hub and an international Wealth Management Centre of Excellence, boasting an AAA credit rating and well-functioning institutions. Along with London's global financial centre status, they constitute key factors for attracting new clients. The Grand Duchy's financial ecosystem is distinguished by its multilingual and multicultural workforce, combining deep expertise with a client-centric approach tailored to international investors. Moreover, Luxembourg upholds a strong commitment to investor protection, rigorous anti-money laundering regulations and sustainable finance initiatives, reinforcing its reputation as a trusted global financial hub.

As regulatory landscapes shift and digital transformation accelerates, Luxembourg remains at the forefront of financial innovation, attracting banks, asset managers, insurers and fintech firms seeking a stable and strategically positioned gateway to the European market. With increasing demand for cross-border financial solutions and sustainable investment vehicles, Luxembourg is poised to play an even greater role in shaping the future of global finance.

Reflecting on 2024, the Luxembourg economy experienced a moderate recovery in 2024 after a challenging 2023. GDP growth rebounded modestly, supported by a resilient financial sector and increased public investment. While the real estate market remained under pressure due to high interest rates, the labour market stayed robust, with low unemployment and steady wage growth helping to sustain consumer spending.

Luxembourg continued to rank as the world's leader in GDP per capita, reaffirming its status as a premier financial hub. The country's strong regulatory framework, attractive business environment and prudent fiscal policies contributed to its economic stability. While challenges in the real estate and construction sectors persisted, Luxembourg's diversified and high-value-added economy helped to offset potential risks.

The European economy navigated a challenging landscape in 2024, with GDP growth in the Eurozone remaining sluggish at approximately 0.7% by year-end. While an improvement from the near stagnation in 2023, economic expansion was constrained by high interest rates, weak industrial output, and persistent cost pressures. Inflation

14.1%

deposit market share
for Eurobank Cyprus

12.0%

loan market share
for Eurobank Cyprus

continued its downward trajectory, allowing the European Central Bank to pivot towards a more accommodative stance, with rate cuts materializing in the second half of the year. By year-end, the ECB's policy rate stood at 3.5%, helping to ease borrowing costs and support economic activity.

In the UK, the economic environment remained fragile, with growth subdued at 0.5%. Inflationary pressures persisted, albeit at a slower pace, as energy prices normalized and wage growth moderated. The Bank of England maintained a cautious approach, only initiating rate cuts towards the end of the year, bringing the base rate down to 4.5%. Despite these headwinds, UK equity markets performed well, with the FTSE 100 delivering an 8.2% return, while the STOXX 600 index in Europe climbed 12.4%, buoyed by improved investor sentiment and hopes of a sustained recovery.

In this context, Eurobank Private Bank Luxembourg acts as the centre of the Eurobank Group's wealth management and private banking activities. In addition, through its presence in London and Athens, it can better serve the Greek and UK markets.

It is an autonomous organisation incorporated under Luxembourg law and regulated by the European Central Bank (ECB) and the Commission de Surveillance du Secteur Financier (CSSF), armoured with a strong capital position, ample excess liquidity and a self-sufficient operating model.

Through its experienced bankers, expert teams and robust infrastructure, it offers a comprehensive and up-to-date range of products and services in Private Banking, Wealth Structuring and Management, and Fund Administration, as well as selected Corporate Banking services. Only a year away from its 40-year anniversary, Eurobank Private Bank Luxembourg has remained committed to its client-centric model, mastering how to convert its offering to tailored solutions that create strong value for its clients and build trust in it.

The affiliation with the Eurobank Group boosts client access and market insight, particularly in the markets where the Group has a strong presence. Its presence in Luxembourg and London, 2 key global financial hubs, offers vast opportunities to its clients.

The London Branch, approved as a third country branch in September 2023, will continue to act as a centre-pillar in serving the UK business needs of clientele from Eurobank Group's subsidiaries, UK-based international clients and the shipping community. Through its Athens branch, it is able to promote investment products to clients locally, thereby enhancing its presence in the Greek market.

During 2024, Eurobank Private Bank Luxembourg remained committed to safeguarding its operations against geopolitical and economic uncertainties, while capitalising on market opportunities and continuing its organic client base expansion. Throughout 2024, its capital adequacy and liquidity buffers remained very high, with Basel III solvency ratio at 20.29%, its unencumbered liquidity buffers at €1.60 billion, and a liquidity coverage ratio at 237% (under Basel III), while the net loan-to-client deposit ratio stood at 31% as at the end of 2024. Its strong financial position, conservative risk posture, operational independence and resilience, as well as stable client base, are the basis for its strong performance.

Eurobank Private Bank Luxembourg's net profit after tax for the 2024 financial year increased compared to 2023 and amounted to €26.7 million (excluding one-off Head Office entries). Its total assets at year-end 2024 were higher (+23%) compared to

2023 and amounted to €3,239.7 million, driven by growth across business lines and sustained client momentum.

As part of the Private Bank practice, Eurobank Private Bank Luxembourg continued expanding its clientele, as well as its total portfolios throughout 2024. In cooperation with its dedicated Investment Advisory team, Private Banking offered its clients investment products that address market challenges and comply with the demanding regulatory framework.

An extensive upgrade of its systems and technology platform is currently underway. This substantial investment and respective transformation will significantly enhance its strategic position in terms of operational efficiency, digital channels and services, as well as superior overall client experience.

Eurobank Private Bank Luxembourg is set to enhance its business in 2025, leveraging on its strengths: its premium and client-oriented offering, and its robust and risk-averse business model. It aims to:

- Continue growing its client base, leveraging its exclusive client service and innovative offering, broad geographical footprint, and expanding relationship and referral networks. The Group's strong commitment to Private Banking will remain an additional strategic advantage in this effort.
- Further develop its investment advisory and structuring services with new and innovative products and services, ensuring transparency and flexibility to its clients, through its open architecture approach to investing.
- Maintain lending as a key pillar of growth, where bespoke investment portfolio and real estate loans, as well as selected shipping loans will deepen its client relationships and increase and diversify its asset profitability. As in past years, conservative lending standards will guide this activity, in line with the detailed metrics set in its Risk Policy, and its insights from its (and the Group's) local presence in various markets.
- Uphold its robust record of regulatory compliance, transparency towards its clients and commitment to the highest ethical standards. Additionally, both its investment offerings and lending will increasingly prioritise sectors compliant with sustainability criteria.

Through Eurobank Private Bank Luxembourg's strong governance framework, and the new systems and processes it has built, it envisages being able to improve its impact. That is, to make a meaningful contribution to society, champion enterprise and help minimise its impact on climate change.

In this context, it is currently in the process of developing a comprehensive approach for managing sustainability risks. It aims at outlining implementation strategies and prioritising actions to effectively address sustainability risks, while ensuring compliance with the evolving regulatory requirements and industry best practices. These efforts are geared toward strengthening the Bank's positive contribution to society, minimising environmental impact, and reinforcing its position as a responsible corporate citizen.

Eurobank Private Bank Luxembourg enters 2025 with a strong capital base, a stable funding profile, and a clearly defined strategy for growth. Anchored in innovation, powered by technology, and guided by responsible banking principles, the Bank is well-positioned to deliver long-term value for its clients, shareholders, and stakeholders.

€3.2 billion

in assets (+23% y-o-y)

20.29%

solvency ratio

237%

liquidity coverage ratio



Corporate Governance

Transparency, credibility, social responsibility and accountability are essential principles within Eurobank's corporate governance framework. These values shape the organisation's activities and safeguard the interests of shareholders and stakeholders. Additionally, the Group Internal Audit (Group IA) provides an independent opinion on the adequacy and operational effectiveness of the internal control framework of the Bank and its subsidiaries.

Corporate Governance Code and Principles

In compliance with Article 17 of Law 4706/2020 for listed companies, which stipulates that listed companies should adopt and implement a corporate governance code, prepared by a recognised and reputable body, both Eurobank Holdings and the Bank, its main subsidiary, have adopted and implement the Hellenic Corporate Governance Code (Code), posted on the Eurobank Holdings and Eurobank websites.

The Code ensures that the companies:

- Operate with credibility and in a responsible, just and transparent manner.
- Implement the Greek law and the international best practices on corporate governance.
- Safeguard the legal interests of anyone connected with the companies – shareholders, customers and human resources.

The Board of Directors and Committees

The Board of Directors

Eurobank Holdings and Eurobank are managed by their respective Boards, which are responsible for their long-term success. The Boards adhere to Greek legislation, international best practices, their Articles of Association and shareholders’ decisions.

They provide leadership, assess and manage risks, set strategic objectives, ensure essential resources are available, evaluate management performance, and define the Group's values and standards. Board members act in the Group's best interests, aligning with their legal duties.

Detailed information regarding Board Activities in 2024 can be found in the Eurobank Holdings Corporate Governance Statement.

The Board Committees

The Eurobank Holdings and Eurobank Boards are assisted in carrying out their duties by Board Committees to which they delegate some of their responsibilities.

In addition, the Boards approve their terms of reference, receive regular and ad hoc reports from them, and assess their performance as per the provisions of the Board and Board Committees Evaluation Policy.

The Board Committees
Audit Committees (ACs)
Board Risk Committees (BRCs)
Remuneration Committees (RemCos)
Nomination and Corporate Governance Committees (NomCos)
Board Digital and Transformation Committee (BDTC) - for Eurobank Only



Find out more about the [Eurobank Holdings Corporate Governance Principles](#) and [Eurobank Corporate Governance Principles](#).

Information regarding the composition of the Boards and short CVs of their members may be found in the [Eurobank Holdings Corporate Governance Statement](#).

Board of Directors and Board Committees

Eurobank Holdings and Eurobank

Directors	Board of Directors	Audit Committees	Board Risk Committees	Nomination and Corporate Governance Committees	Remuneration Committees	Board Digital and Transformation Committee (Eurobank only)	Gender	Nationality
Georgios Zanias	Chairperson, Non-Executive Director	-	-	Member	-	-	Male	Hellenic
Fokion Karavias	Chief Executive Officer	-	-	-	-	-	Male	Hellenic
Kostas Vassiliou	Deputy Chief Executive Officer	-	-	-	-	-	Male	Hellenic
Stavros Ioannou	Deputy Chief Executive Officer	-	-	-	-	Member	Male	Hellenic
Bradley Paul Martin	Non-Executive Director	-	-	-	-	-	Male	Canadian
Rajeev Kakar	Non-Executive Independent Director	Member	Member	Member	-	-	Male	Indian
Alice Gregoriadi	Non-Executive Independent Director	Member	Chairperson	-	Member	Chairperson	Female	Hellenic
Jawaid Mirza	Non-Executive Independent Director	Vice Chairperson	-	Member	Member	-	Male	Canadian
Rena Rouvitha Panou	Non-Executive Independent Director	Member	Member	Chairperson	Member	-	Female	Cypriot
Cinzia Basile	Non-Executive Independent Director	-	-	-	Chairperson	Member	Female	Italian
Burkhard Eckes	Non-Executive Independent Director	Chairperson	Vice Chairperson	Member	-	-	Male	German
John Arthur Hollows	Non-Executive Independent Director	-	-	-	Member	Member	Male	British
Evan Kotsovinos	Non-Executive Independent Director	-	Member	-	-	Member	Male	Hellenic
Total Number of Members	13	5	5	5	5	5		



Information regarding the Eurobank Holdings Board of Directors and [Eurobank Board of Directors Diversity Policy](#) may be found in the [Eurobank Holdings Corporate Governance Statement](#).

The Management Committees

Given that there is neither a relevant regulatory requirement nor a business need, the CEO has not established committees at Eurobank Holdings level.

As regards the Bank, the CEO establishes committees to assist him, as required, in discharging his duties and responsibilities. The most important Committees established by the CEO are listed below.

Management Committees
Executive Board (ExBo)
Strategic Planning Committee (SPC)
Management Risk Committee (MRC)
Group Asset and Liability Committee (G-ALCO)
Central Credit Committee I and II (CCCI)
Troubled Assets Committee (TAC)
Products and Services Committee (PSC)
Sustainability Management Committee (Sustainability ManCo-SMC)
Regulatory Matters Committee (RMC)
Special Handling Committee (SHC)
Ethics Committee

Nomination, Remuneration, Evaluation

Board Nomination Policy (applicable to Eurobank Holdings and Eurobank)

The [Board Nomination Policy](#) sets out the guidelines and formal process for identifying, selecting and nominating candidates for the Board. The Policy ensures that such appointments are made:

- In compliance with legal and regulatory requirements.
- With due regard to the expectations of major shareholders.
- Based on individual merit and ability, following best practices.

Board of Directors’ Remuneration Policy

Eurobank Holdings has established a [Board of Directors’ Remuneration Policy](#) (Remuneration Policy) in accordance with the requirements of Law 4548/2018 (the Law). The Remuneration Policy sets out the fundamental principles and structure governing the remuneration of Board members. Its primary objective is to ensure that remuneration is:

- Reasonable and aligned with market standards.
- Gender-neutral, promoting equal treatment.
- Sufficiently competitive to attract and retain Directors with the necessary skills and experience to implement Eurobank Holdings’ business strategy effectively.

Board and Board Committees Evaluation Policy (applicable to Eurobank Holdings and Eurobank)

The [Board and Board Committees Evaluation Policy](#) establishes the principles, framework and process for the annual assessment of the effectiveness of the Board of Directors (Board) and the Board Committees.



Find out more information regarding the Eurobank [Management Committees](#).

Remuneration indices may be found in the ESG Data Pack.

Information regarding Independent Assessment may be found on the [Eurobank Holdings](#) and [Eurobank websites](#).

Internal Audit

The role of the third line within Eurobank’s governance and organisational structure is allocated to the [Group Internal Audit \(Group IA\)](#), which is an independent, objective assurance and consulting function designed to add value and improve the operations of the Eurobank Group.

Within Eurobank’s organisational structure, the Group IA is independent of Bank units with operational responsibilities. A direct reporting line to the Audit Committee (AC) strengthens the Group IA’s function and safeguards its independence. The Chief Audit Executive reports functionally to the AC and administratively to the CEO of Eurobank. The Group IA provides reasonable assurance, in the form of an independent opinion, as to the adequacy and operational effectiveness of the internal control framework of Eurobank, including governance, risk management and adherence to the risk appetite framework. The scope of the Group IA’s activity includes the operations of Eurobank as a whole (Group).

The Group IA adheres to the Institute of Internal Auditors (IIA) mandatory guidance including the Core Principles, Definition of Internal Auditing, Code of Ethics and Global Internal Audit Standards (GIAS).

In recent years, the Group IA has recognised sustainability internal controls and risk management framework as an area of focus and has taken several relevant initiatives and actions within its strategy. These aim to ensure adequate coverage of the area, in line with the Bank’s strategy, as well as industry and regulatory developments. Further details on the (ESG)/CR&E pillars that the Group IA strategically focuses on are provided in the Consolidated Pillar 3 Report for the year ended 31.12.2024.

Overall Group IA follows a risk-based approach to independently review and provide objective assurance, advice and insight, having in scope all activities, operations and units of the organisation. The Group IA’s multi-year audit plan ensures that all of the Group’s activities/operations are subject to review, in compliance, inter alia, with EU laws and regulations and supervisory expectations, as well as the Global Internal Audit Standards.

The Group IA documents the outcome of audits in audit deliverables that are used to provide information to several recipients (e.g. AC, Board Committee, Senior Management, external auditors). The Group IA attends the Audit Committee meetings to present a summary of its activity and highlight key issues, at least on a quarterly basis.



Approach to risk

The Group acknowledges that risk undertaking is an integral part of its operations, to meet its strategic and business objectives. Therefore, it has established adequate mechanisms to identify and monitor these risks in a timely manner and assess their potential impact on meeting its corporate objectives. The ultimate responsibility for the Group's risk management lies with the Board of Directors (Board or BoD).

The BoD has delegated to the Board Risk Committee (BRC) specific responsibilities as to designing and formulating the risk management strategy, managing assets and liabilities, and establishing effective mechanisms to identify, assess and manage risks that derive from the Group's overall activities. The BRC consists of 5 Non-Executive Directors of the Board, convenes on a monthly basis and reports to the BoD on a quarterly basis and on ad hoc instances if needed. In accordance with the European Central Bank (ECB) expectations, the BoD has appointed a specific Board Member as responsible for the climate-related and environmental (CR&E) risks at Group level. The appointed Board Member updates the BRC and the BoD on climate change and environmentally related risks at least on a semi-annual basis.

The Group has allocated adequate resources for updating its policies, methods and infrastructure, to ensure the Group's compliance with the requirements of the ECB, the Single Supervisory Mechanism (SSM), the Single Resolution Mechanism (SRM), the guidelines of the European Banking Authority (EBA) and the Basel Committee on Banking Supervision, as well as its alignment with best international banking practices.

Risk culture is a core element of the organisation. The risk management function provides the framework, procedures and guidance to enable all employees to proactively identify, manage and monitor the risks in their own areas, and improve the control and coordination of risk-taking across their business. Risk culture influences the decisions of the management and employees during the day-to-day activities, and has an impact on the risks they assume.

Ongoing education – including focused training throughout the organisation on risk management principles, communication and awareness – takes place via dedicated learning programmes, monthly meetings, newsletters, sharing of best practices and other initiatives.

Eurobank applies the following Frameworks as part of its overall risk management process:

Risk Identification and Materiality Assessment (RIMA) Framework

The RIMA process sets the appropriate mechanisms to identify risks at an early stage, as well as to assess their materiality and their potential impact on the achievement of the Group's objectives. In this context, RIMA is an essential part of the overall risk appetite process, enabling the Group to build its risk inventory, identify the risks that the Group is or might be exposed to, assess their relevance and materiality, and eventually

define appropriate risk appetite metrics to monitor the risks assessed as material. The Group applies a formal RIMA process, as demonstrated in the RIMA Framework, to ensure that all identified risks are captured in the Group's Risk Library. The risks assessed as relevant and material are then included in the Group's Risk Inventory.

Risk Appetite Framework (RAF), Risk Appetite Statements (RAS) and Business Line Statements (BLS)

The RAF defines the process whereby the Group develops its RAS, including the governance and methodologies for selection, calibration, monitoring and escalation in case of a breach. Additionally, through the RAF, the Group strengthens risk governance and supports the formulation of the Group's business strategy and objectives under both normal and adverse economic conditions.

The Group articulates its Risk Appetite through a set of qualitative and quantitative statements relating to, inter alia, solvency, liquidity, profitability, asset quality and other areas related to material risks. It sets indicators and thresholds to support the evaluation as to whether the Group operates within its risk appetite. The outcome of this process is the RAS document, whereas the principles, process and governance aspects related to the RAS are outlined in the RAF. The RAS are complemented by a set of BLS, which constitute operational metrics (and limits) at the level of business where the risks are undertaken.

The RAF, RAS and BLS documents are cascaded within the Group, and shape its risk undertaking and management culture, forming the foundation on which risk policies and risk thresholds are established both overall and per business activity.

Stress Testing Framework / Policy

The Stress Testing process follows a comprehensive approach, starting with identifying material risks and incorporating these risks into a set of coherent stress testing scenarios. The scenarios are processed through an analytical framework, consisting of risk models, which are used to forecast the Group's expected profitability, capital and financial position under the assumed stress scenario conditions. The Group leverages the Stress Testing Framework for a number of internal risk and planning processes, including Business and Capital planning, the RIMA process, ICAAP, liquidity management/ILAAP, recovery planning, risk appetite calibration and regulatory stress testing.

Risk Reporting Framework

The Group has established a Risk Reporting Framework, to ensure robust risk reporting practices that enable accurate risk measurement, promote sound decision-making, and meet supervisory expectations. The Framework serves as the foundation for producing high-quality, relevant and reliable risk reports, consistent with the size and complexity of the Group's operations and risk profile.

Risk Management Structure

Group Risk Management (GRM), which is headed by the Group Chief Risk Officer (GCRO), operates independently from the business units and is responsible for identifying, assessing, measuring, monitoring and managing the risks the Group is exposed to. The risk management unit and thus its processes are audited annually both internally and externally, following a risk-based approach.

A Risk Management Executive Committee has also been established, to regularly review key risk and other issues of the GRM, so as to ensure that the Risk Unit Heads are appropriately and timely informed on all the above issues, and that closer coordination and cooperation amongst risk units is achieved.



Group Risk Management (GRM)

The GRM is independent from the business units and has full responsibility for setting the risk strategy and RAF, and subsequently, as a 2nd Line of Defence, for assessing and monitoring the material risks, as assessed through the RIMA process, undertaken by the Group. Moreover, it is responsible for establishing the necessary policies and procedures, methodologies and tools to effectively monitor risk levels within the Group.

Product Governance

The Group has established and operates a robust governance framework for all products and services, throughout their lifecycle, where material financial and non-financial risks are assessed by the related Group Risk Management units and other 2nd Line of Defence units.

Group Credit (GC)

Within an environment of increased risk requirements, the mission of the GC is to safeguard the Groups’ asset side, by evaluating credit risk and making recommendations, so that borrowers’ credit exposure is acceptable and within the approved Risk Appetite Framework. The GC is headed by the Group Chief Credit Officer (GCCO), with direct reporting to the GCRO.

GC operations are comprised of 2 functions: Corporate Credit, including both the domestic and the foreign underwriting activities (the latter only for global clients and material exposures of international subsidiaries), and Retail Credit, covering the underwriting needs of the SBB portfolio and individual lending (mortgages, consumer loans, auto-moto loans and credit cards).

Corporate Credit

Domestic and Greek related portfolio

The underwriting function includes the review of credit requests originating from corporate units handling large- and medium-scale corporate entities of every risk category and special lending units, such as Shipping and Structured Finance (Commercial Real Estate, Hotel & Leisure, Project Finance, M&A Financing) and Private Banking.

Major tasks of the respective workstream and involved credit units pertain to:

- Evaluation of credit applications and issuance of an independent risk opinion, when required, according to internal procedures, including:
 - Assessing the customer credit profile based on qualitative and quantitative risk factors (market, operational, structural and financial).
 - Recommending formulation of bankable, well-secured and well-controlled transactions (credit facility).
 - Reviewing and confirming the ratings for each borrower to reflect the risks acknowledged.
- Participation with voting right in all Credit Committees as per the credit approval processes.

- Active participation in the regulatory audits and major internal projects of the Bank, providing at the same time credit related knowledge, expertise and support to other units.
- Preparation of dedicated reports to Management on a regular basis, with regard to the top 25 largest, in terms of total exposure, borrower groups, statistics on the new approved financings and leveraged transactions.

International subsidiaries portfolio

Through the dedicated International Corporate Credit (ICC), GC is responsible for actively participating in the evaluation of loans that exceed a certain threshold for the wholesale portfolio of the international subsidiaries covering Bulgaria, Cyprus and a portion of the loan portfolio of Luxemburg (and London). Moreover, the respective unit’s tasks and responsibilities are:

- Participation with voting right in all International Credit Committees (Regional and Special Handling) and Country Risk Committees (CRCs).
- Participation in the sessions of the Special Handling Monitoring Committees for Bulgaria, which monitor and decide on the strategy of problematic corporate relationships with outstanding loan outstandings exceeding a certain threshold, jointly set by ICC and Country TAG.
- Advice on best practices to the Credit Risk Units of international subsidiaries.

The GC is also responsible for preparing all Credit Committees’ agendas, distributing the respective material and keeping the respective minutes.

Retail Credit

The scope of Retail Credit Risk is to assess credit applications submitted by retail business units in relation to borrowers of the performing retail credit portfolio (SBB loans and Individual banking). Such applications refer to new loans, review/renewal of existing lines and after-sales requests.

The main tasks of the Retail Credit Risk function are to:

- Assess credit requests in alignment with the credit risk assessment criteria and methodology provided in the relevant Credit Policy Manual and in accordance with the defined approval levels.
- Analyse and evaluate risk factors depending on the type of credit request based on both financial and qualitative information.
- Prepare an independent credit opinion when required, according to internal processes, ensuring that the risks identified are duly reflected in the rating.
- Participate with voting rights in the Credit Committees as per the credit approval process, according to approval levels defined in the CPM.
- Actively participate in the regulatory audits and major internal projects of the Bank, providing at the same time credit-related knowledge, expertise and support to other units.

Group Credit Control (GCC)

The GCC facilitates the implementation of a sound credit risk management framework throughout the Group and is responsible for:

- Identifying, monitoring, analysing, measuring, managing and reporting credit risks, and providing a comprehensive assessment of the credit risk profile of the Bank, on a solo or consolidated basis.
- Challenging and assisting in implementing risk management measures by business units, to ensure that the processes and controls in place in the 1st Line of Defence are properly designed and effective.
- Formulating the fundamental credit risk policies of the assigned portfolios (incl. IFRS 9 related policies), reviewing the design and regulatory alignment of various credit risk related documents issued by other areas, and providing continuous updates to the Management on risk-related developments, emerging trends and best practices.
- Assessing and monitoring the compliance of business units to relevant credit policies and procedures, including the Collateral Valuation Policy, and Credit Committee decisions, through field and thematic reviews conducted.

Moreover, the GCC participates in projects related to international subsidiaries’ credit portfolio restructuring and reporting (i.e. sale of credit portfolio, sale/acquisition of subsidiaries, special portfolio reporting), as directed by the Group CRO. Finally, the GCC regularly reviews the adequacy of provisions of all loan portfolios.

The GCC is independent from the credit underwriting activity of the Bank. The Head of the Unit and the Heads of the Unit’s Divisions participate in Bank committees, as specified in the relevant Group Governance documents.

Group Operational and Non-Financial Risks (GONFR)

The mission of the GONFR is to assist in achieving business objectives within acceptable levels of risk exposure (risk appetite) for operational and non-financial risks, thus protecting the value, while also facilitating effective, long-term value creation.

The GONFR achieves this by being a professional partner to business, operations management and staff, while monitoring risk levels and providing quality risk information to the competent management bodies for decision-making and risk oversight.

The GONFR is responsible for establishing an effective operational and non-financial risk management framework for the Group, aligned with best practices, and for overseeing its implementation across the Group. The Unit supports the business units in identifying, assessing, mitigating, monitoring and reporting operational and non-financial risks, and introduces risk identification processes to be used by them. Through these, it monitors the level and features of the most significant operational and non-financial risks for the Group and undertakes appropriate Group-wide initiatives to

increase operational and non-financial risk awareness towards further strengthening the culture of proactive operational and non-financial risk management.

It acts as an overlaying coordinator, aiming to harmonise 2nd Line of Defence activities across the Group, and to holistically ensure the effective and consistent application of the Non-Financial Risk Management (NFRM) Policy. In this regard, other 2nd Line of Defence units maintain their responsibilities for specific risk theme(s) that they own. The GONFR has 2nd Line of Defence responsibilities for a number of risk themes and provides support to international subsidiaries, by overseeing the individual Country Operational Risks Units.

The GONFR manages the Group's crime, professional indemnity, cyber and D&O liability insurance policies.

The GONFR, as the owner of the Products & Services Governance Policy, is responsible for overseeing and ensuring the effective implementation of the governance framework for all products and services throughout their lifecycle across the Group. This framework supports the comprehensive assessment of both financial and non-financial risks, while also incorporating financial performance considerations. The Policy sets out the review process for products and services, including the evaluation of climate-related and environmental risks, as well as their alignment with the Bank's Sustainable Finance Framework (SFF).

The GONFR uses communication and training as tools to address proactive risk management, and to foster a strong operational and non-financial risk culture across the Group.

The Unit participates in Bank committees, as specified in the relevant Group Governance documents. The Unit submits quarterly reports to the Board Risk Committee / Audit Committee on operational and non-financial risk matters.

Group Market and Counterparty Risk (GMCR)

The main responsibilities of the GMCR are to identify, measure, monitor, control and report the following types of risks: market risk, counterparty and issuer risk, liquidity and funding risk, and interest rate risk from banking book activities (IRRBB).

In the context of monitoring these risk types, the GMCR additionally:

- Ensures compliance with regulatory requirements and with internal risk limits, as per the established RAS and BLS.
- Monitors and reports the limit use to the Management and the BRC/BoD. This includes escalation of limit breaches or significant risk issues, under GMCR mandate.
- Estimates the capital adequacy requirements for market and counterparty risk.
- Evaluates independently and monitors all Treasury securities and derivatives held by the Group.
- Participates in all internal and regulatory exercises relating to the above risk types (ICAAP, ILAAP, EBA Stress test etc.), along with other internal projects relating to new products or new activities as per the Group's strategy.
- Initiates and implements IT projects for measuring and monitoring these risk types.

- Monitors the regulatory developments, and amends the systems, processes and internal policies accordingly.

The Unit submits monthly reports to the G-ALCO, Management Risk Committee and BRC, and quarterly reports to the BoD.

The Head of the Unit participates in Bank committees, as specified in the relevant Group Governance documents, is a member of the G-ALCO and acts as the Secretary to the Global Markets Credit Committee.

Group Credit Risk Capital Adequacy Control (GCRCAC)

The main responsibilities of the GCRCAC are to:

- Control, measure and monitor the capital requirements arising from the Group's loan portfolios and securitisations, along with the relevant reporting to Management and Regulators (ECB/SSM).
- Develop and maintain the credit risk models for the Bank's loan portfolio.
- Measure and forecast the credit risk parameters (PD, LGD, EAD as applicable) for the loan portfolios under IFRS9.
- Perform the stress testing exercises for credit risk at Group level.
- Forecast impairments and RWAs for the Group's loan portfolios in the context of the 3-year business plan and ICAAP.
- Prepare the Pillar II assessment for credit risk, foreign exchange risk, concentration risk and securitisation risk.

The Head of the Unit participates in Bank committees, as specified in the relevant Group Governance documents.

Group Model Validation and Governance (GMVG)

The scope of the GMVG is to:

- Establish and monitor the governance framework for the models used by the Group.
- Perform an independent validation of significant models (credit risk, pricing, profitability etc.) used by the Group, to ensure that the results produced are correct and fully meet business needs, and that the methodologies and tools applied are aligned with industry standards and the corresponding regulatory requirements.
- Maintain the Group's model registry.

The Head of the Unit and the Heads of the Unit Directorates participate in Bank committees, as specified in the relevant Group Governance documents.

Group Risk Management Strategy & Oversight

As part of the Group's ongoing commitment to strengthening its risk management framework, the Bank established a dedicated Group Risk Management Strategy & Oversight Unit to further enhance the coordination and integration of risk management practices across the Group. The Unit serves as a central coordinating body, ensuring that all Risk Management units operate in a cohesive and aligned manner, creating synergies and promoting consistent standards across the organization. Its core objective is to implement and maintain a single, coherent governance framework that supports a holistic, approach to risk management. This framework is designed to ensure that all material risks are identified, assessed, managed, and monitored in a comprehensive and integrated manner. Aligned with the principles of enterprise risk management, the Unit enhances risk culture, supports informed decision-making at all levels, and strengthens the Group's ability to anticipate and respond to risks in a proactive and coordinated manner.

Group Sustainability Risk (GSR)

The GSR also has the overall responsibility for overseeing, monitoring and managing sustainability risks. More specifically, the GSR:

- Prepares and maintains the Bank's sustainability risk management policies, processes and methodologies, in collaboration with the Group Sustainability, Business and Risk Units.
- Leads the development and implementation of the sustainability risk related framework, policies and processes.
- Implements, monitors, and reports to the GSSO on the progress of the climate risk action plan, and reports to the BoD on sustainability risk matters.
- Monitors and challenges the involved stakeholders in setting Net Zero targets and the Financed Impact Strategy, and reports financial targets and KPIs.
- Leads the 2nd line independent sustainable lending re-assessment process against Sustainable Finance criteria, including the characterisation of Retail Portfolio products as sustainable.
- Develops and maintains the Climate Risk Stress Testing Framework, including scenario analysis and stress test methodologies, and coordinates the performance of sustainability risk scenario analysis and relevant stress test exercises at Group level.

Supervisory Relations and Resolution Planning (SRRP)

The SRRP Unit has a coordinating and supervisory role for projects and initiatives associated with the perimeter of the SSM and the SRM, and constitutes the Bank's primary link with them, aiming to respond efficiently to regulatory requirements and to manage effectively the relationship with the supervisory authorities.

Also, the Unit provides advice and support with respect to regulatory issues in the context of strategic projects/initiatives or for critical regulatory developments, so that the Group may meet the regulatory requirements and deadlines, and also adjust its business strategy to upcoming changes.

The Head of the Unit participates in Bank committees, as specified in the relevant Group Governance documents, and acts as Secretary to the Risk Management Executive Committee and the Bank's Resolution Planning Committee.

Risk Analytics (RA)

The RA Unit is mandated to develop and deploy advanced analytics solutions using big-data sources and innovative modelling techniques, such as machine learning.

The underpinning objective of these solutions is to deliver risk-reward improvements across the credit cycle: from credit origination through to account management and collections.

Furthermore, the RA aims to improve the operational efficiency of the credit origination process, by enabling automation and digital transformation. These advanced analytics solutions also aim to optimise business decisions as well as product pricing.

Risk Management Executive Committee (RMEC)

The scope of the RMEC is to:

- Review and address, as appropriate, specific key risks, and discuss ideas and initiatives related to the operations of the General Division, aiming at continuous improvement in risk management practices followed by the Group and their compliance with regulatory requirements.
- Share information, as appropriate, and present analyses produced by each Unit.
- Improve the overall communication and coordination among GRM Units.



For further information on the Bank's risk management, refer to the [Consolidated Pillar 3 Report](#).



Information Technology

Information Technology is one of the cornerstones of Eurobank’s strategic growth and is essential in achieving the Bank’s goals, relying on its highly skilled personnel, robust technology and modern operating model. The IT strategy focuses on 6 pillars, which are tightly interconnected with the respective pillars of the Eurobank 2030 Transformation Programme. The Bank is enhancing its IT architecture to improve flexibility and efficiency by migrating its IT infrastructure to the cloud. This shift is also vital for advancing its sustainability goals.

In line with these objectives, the Bank increased its investment in technology by 24%, mainly focusing on:

- Artificial Intelligence (AI)** – Integrated AI as a foundational element of the Bank’s strategy, to address evolving business needs and stay aligned with emerging trends and in compliance with the Responsible AI act. To support this initiative, it has established a Generative AI Centre of Excellence (CoE) / Factory, which will lay the necessary technological and organisational groundwork for effective AI management.
- Core banking modernisation** – Conducted a comprehensive evaluation to assess potential scenarios for modernising the core banking system, with the goal of defining a strategic pathway to enhance its core banking platform.
- Omnichannel and digital experience** – Further enhance the digital customer touchpoints by strengthening its mobile app offering. Provide customers and partners with several new capabilities and enhancements to its digital experience, primarily focusing on the mobile platform.
- Intelligently automated processes and customer journeys** – Continue investing in its modern business process management (BPM) platforms, by engaging new ways of working (Agile, Lean and Design Thinking methodologies), to further lean, digitise and automate, end-to-end, the individual and business lending journeys, along with the bancassurance offering.
- Data and analytics** – Modernise the corporate data warehouse with a new cloud-enabled data management platform that will enable rapid development and scaling of data exploitation.

The Bank successfully delivered several key lighthouse products and services to customers. Among the most notable are the innovative POS Cash Advance and the Virtual Credit Card. It also introduced the Eurobank Teen prepaid card and established a new Contact Centre. Additionally, it implemented online customer appointments through digital channels and offered Hellenic Development Bank funding programmes. Furthermore, it launched the Business Mastercard and facilitated online salary and pension transfers to Eurobank, all while ensuring compliance with a wide range of regulatory directives.

In response to the evolving landscape of tech talent acquisition, increased demand and the need for agility, the Bank is advancing its strategic sourcing initiatives by leveraging new delivery centres. To this end, it launched a new Global Delivery Centre in Pune, India, leveraging a new strategic partnership for the Group.

In 2024, Group IT delivered over 330 business projects, and its systems achieved a remarkable availability rate of 99.997%. It also made over 200 enhancements to its technical and security infrastructure, ensuring uninterrupted services for the increased business transactions and substantially increasing its digital resilience.

From an operating model perspective, it continues to improve the ways of working, aiming to reduce time to market in implementing the business goals. As such, in alignment with the Bank’s strategy, Group IT has engaged in a pilot to introduce a value stream based operating model in the area of card products. This shift is expected to enhance collaboration among teams, and ultimately drive better customer satisfaction through more innovative and timely product offerings.

Finally, in the international subsidiaries, the technology transformation plan is in progress, with the aim of modernising the core banking and digital platforms. Following the successful roll-out of the Temenos platform in Cyprus, the respective programme is currently under implementation for Luxembourg. In Bulgaria, Group IT focused on the Euro adoption programme, implementing a new digital platform along with the integration of BNP Paribas Personal Finance. In Cyprus, following the inclusion of Hellenic Bank in the Eurobank Group, the Bank is committed to aligning its security and operational controls to enhance resilience at Group level, while it is currently focusing on legal and operational merger activities.

99.997%

availability of all IT services, with more than 330 projects delivered in 2024



Memberships and awards

Memberships

To enhance its sustainability footprint, Eurobank participates, inter alia, in national and international associations, organisations and initiatives.

- UNEP FI

UNEP FI participant since 2005; founding signatory to the Principles for Responsible Banking since 2019.
- UN SDGs

Active supporter of the UN SDGs.
- Hellenic Bank Association

Member of the Coordinating Committee for Sustainable Development, Green Banking and Corporate Governance.
- UN Global Compact

Signatory to the 10 Principles of the UN Global Compact since 2008. Member of the Global Compact Network Greece.
- Priceless Planet Coalition

The only Greek Bank participating in the Priceless Planet Coalition since 2020.
- UN PRI

Eurobank Asset Management subsidiary a signatory to the UN Principles for Responsible Investment (PRI) since 2018.
- CSR Hellas

Member of the CSR Hellas network since 2003.
- EMAS

Participant in the Eco-Management and Audit Scheme register for following the EC Regulation on eco-management.
- ICMA

Member of the International Capital Markets Association (ICMA) since 2020.
- Task Force on Climate-related Financial Disclosures (TCFD)

Eurobank published its first TCFD Climate-related & Environmental Risk Report in 2023.
- Net-Zero Banking Alliance

Eurobank Holdings joined UN-Convened Net-Zero Banking Alliance in 2024.

Awards

2024 was yet another year that Eurobank received distinctions, thanks to the trust of its customers, the credibility of its partners and the pioneering mindset of its employees.

- Banking Services

Best Bank in Greece

Global Finance
- Best Retail Bank in Bulgaria

World Finance Magazine
- Digital Banking

Best Consumer Digital Bank in Western Europe

Best Consumer Digital Bank in Greece

Best Corporate / Institutional Digital Bank in Greece

Best Online Product Offerings in Greece

Best User Experience (UX) Design in Greece

Best Mobile Banking App in Greece

Best Consumer Social Media Marketing and Services in Greece

Best Consumer Innovation in Greece

Best Consumer Open Banking APIs in Greece

Best Consumer Transformation in Greece

Best Regional Corporate Mobile Banking App

Best Corporate / Institutional Digital Bank for Trade Finance Services in Greece

Best Corporate / Institutional Mobile Banking App in Greece

Global Finance

Greece's Best Digital Bank

Euromoney
- Economic Research

Nr 1 Overall Forecaster – Greece

Nr 3 GDP Forecaster – Greece

Nr 1 Fiscal Balance Forecaster – Greece

Nr 2 Inflation Forecaster – Greece

Nr 2 Current Account Forecaster – Greece

Nr 3 Overall Forecaster – Cyprus

Nr 3 Current Account Forecaster – Cyprus

Nr 1 GDP Forecaster – Serbia

Focus Economics
- Private Banking

Best Private Bank in Greece

Best Private Bank in Cyprus

Global Finance
- Best Domestic Private Bank in Greece

Best International Private Bank in Cyprus

Euromoney
- Best Private Bank in Greece

Best Private Bank in Greece

PWM & The Banker
- Real Estate

Greece's Best Bank for Real Estate

Euromoney
- Sustainable Development

Greece's Best Bank for ESG

Euromoney
- Sustainable Finance

Best Bank for Sustainable Finance in Greece

Global Finance
- Transaction Banking

Best Treasury and Cash Management

Global Finance
- Best Cash Management Bank

Central & Eastern Europe's Best Bank for Cash Management Technology

Euromoney
- Custody Services

Best Sub Custodian Bank in Greece

Best Sub Custodian Bank in Cyprus

Best Sub Custodian Bank in Bulgaria

Global Finance
- Best in Class Global: Asset Safety & Risk Management in Greece

Global Custodian

Find out more at [ESG Partnerships and initiatives](#)

Find out more at [Our Awards](#)



Sustainability at Eurobank



Sustainability Strategy

The Bank supports the transition towards a sustainable economy and considers sustainability and climate change as an opportunity. A key strategic objective is to adapt the business and operation in a way that addresses climate change challenges, accommodates social needs within its business model, and safeguards prudent governance for itself and its counterparties, in accordance with supervisory initiatives and following international standards and best practice.

To this end, Eurobank has designed, approved and is currently implementing its Sustainability Strategy, which addresses its financing and products, operational activities and footprint. Through a set of actions with measurable targets, the Sustainability Strategy outlines the Group's vision in the short, medium and long term, focusing on environmental impact, its social footprint, and the sustainability impact on the market and its portfolio.

The Sustainability Strategy includes targets and commitments along 2 key pillars: the **Operational Impact Strategy (OIS)** and the **Financed Impact Strategy (FIS)**.



Sustainability Strategy	
Operational impact strategy	Financed impact strategy
<ul style="list-style-type: none"> The OIS is deployed through milestones and KPIs supporting annual and long-term targets across multiple project streams over the next decade. The OIS is developed along 3 pillars: <ul style="list-style-type: none"> Environmental impact – Minimising the negative impact of its operations, to promote environmental stewardship for achieving climate neutrality. Societal impact – Providing a diverse and inclusive environment for its people and clients, while fostering sustainable development and prosperity for the benefit of society. Governance and Business impact – Focusing on building sustainability awareness, internally and across its value chain, while intensifying its efforts for ethics and transparency. The OIS is supported by a governance structure of project streams (one per each commitment) and the supervisory Sustainability/OIS Committee, while its progress is regularly reviewed by the Sustainability Management Committee. Each project stream is planned with milestones, KPIs, annual targets and long-term interim targets, serving the declared commitments. Links are established with ERB 2030 Transformation streams as well as corresponding ISO Management System standards. 	<ul style="list-style-type: none"> The Bank is committed to fostering favourable economic, social and environmental outcomes across all facets and sectors of its financing activities. The FIS is structured around 4 strategic pillars: <ul style="list-style-type: none"> Client engagement and awareness – Helping clients transition to more sustainable business models by raising awareness of climate change challenges and opportunities. Supporting clients in transition – Facilitating the transition of clients towards sustainable practices by offering eligible financing solutions under the Bank’s SFF. Enablers and tools for sustainable financing – Providing frameworks, tools, and products to underpin sustainable financing. Assessment and management of sustainability – related risks – Identifying and managing the sustainability-related risks within its loan and investment portfolios, including assessing exposure to transition and physical risks linked to climate change. The Bank’s FIS is supported by a governance structure comprising collaborating units that regularly update the relevant Committees (Sustainability ManCo, Climate Risk Stress Test Committee and Transformation Operating Committee) on progress. Activities and milestones are aligned with practices identified by the ECB, focusing on sustainable financing targets and commitments. This includes setting total portfolio and sectoral targets to support the green transition of CIB and Retail clients, while maintaining alignment with regulatory frameworks.



For further information on the Bank’s Sustainability strategy (OIS & FIS), refer to the [Sustainability Statement](#).

Operational impact strategy, commitments and targets

The Bank’s operational impact strategy is based on 3 pillars, each of which is supported by specific objectives, commitments and targets.

Commitments and targets		
Environmental impact	Societal impact	Governance and Business impact
1. Achieve net zero by 2033 for scope 1 & 2 and by 2050 for scope 3 emissions <ul style="list-style-type: none"> Maintain an Operational Net Zero Action Plan (SBTi-aligned) Implement energy self-production activities Increase electromobility for company vehicles Attain emissions savings due to data centre modernisation Attain 100% of electricity consumed from RES Perform energy upgrades of buildings Achieve green building certifications Design long-term Energy Plan 	5. Embed a diverse and inclusive internal environment by 2030 <ul style="list-style-type: none"> Maintain gender balance in workforce and build on actions to promote STEM for women Promote inclusive management as part of the Culture shift initiative Design a Generations Diversity strategy proposal Monitor, disclose and improve Gender Pay Equity Gap Improve gender diversity for Top Management 	10. Intensify sustainability in procurement practices by 2024 <ul style="list-style-type: none"> Attain external verification of Sustainable Procurement framework in line with ISO 20400 Establish sustainability awareness trainings for suppliers
2. Accelerate transition towards a paperless banking network by 2028 <ul style="list-style-type: none"> Reduce paper consumption 	6. Encompass a wellbeing culture by 2026 <ul style="list-style-type: none"> Increase participation in mental health training courses Investigate, specify and quantify the significant aspects for employees’ wellbeing Measure wellbeing score through people engagement survey 	11. Extend internal ESG engagement by 2025 <ul style="list-style-type: none"> Raise staff ESG engagement through campaigns and communication initiatives Raise internal engagement regarding the Sustainability Strategy Support society and the environment through volunteering initiatives
3. Extend circular economy practices by 2025 <ul style="list-style-type: none"> Enable Zero Waste Practices across the Bank Launch initiatives for hazardous waste recycling for the public Achieve waste segregation at source at all major office buildings Increase recycling of plastic, metals and e-waste 	7. Stimulate innovative, inclusive and youth-focused entrepreneurship by 2025 <ul style="list-style-type: none"> Increase number of companies joining egg to establish new ventures Increase female participation in egg startups Increase egg impact on the business development of the Tourism Industry Enhance inclusive entrepreneurship through targeted initiatives Increase egg impact on youth entrepreneurship through targeted pre-acceleration initiatives per year 	12. Boost internal ESG awareness by 2025 <ul style="list-style-type: none"> Train management on anti-harassment Provide targeted upskilling for ESG Review the Remuneration Policy to link sustainability criteria with variable pay elements for specific personnel groups
4. Accelerate preservation of natural resources – water by 2026 <ul style="list-style-type: none"> Reduce total water consumption 	8. Rationalise Socio-Economic Impact by 2028 <ul style="list-style-type: none"> Support resilience and recovery through donations to alleviate humanitarian crises Maintain alignment with current and emerging societal challenges Apply SROI methodology to measure the impact of business sponsorships Introduce micro-financing activities as part of the CSR programme 	13. Boost external ESG awareness by 2025 <ul style="list-style-type: none"> Enhance outreach to customers on sustainability through the Digital Academy Develop responsible banking mechanisms to raise customers’ ESG awareness
	9. Boost accessibility and inclusion for customers by 2025 <ul style="list-style-type: none"> Enhance accessibility initiatives for services and products targeted to underserved social groups Raise staff awareness and familiarity on disabilities (through experiential training) 	14. Intensify ethics and transparency by 2025 <ul style="list-style-type: none"> Activate and monitor a Code of Conduct process for suppliers Attain Compliance Management Systems certifications

Regarding progress and performance related to short-term operational targets, refer to the “Sustainable Operations” section.



For further information on the commitments and targets for the environmental impact, refer to the [Sustainability Statement](#).
For further information on the commitments and targets for the societal impact, refer to the [Sustainability Statement](#).

Progress on operational impact against targets for 2024

The Group is committed to specific operational impact targets, including both quantitative and qualitative elements. The Bank’s indicative achievements for 2024, the third year of OIS implementation, are presented in the following table:

Environmental impact	Societal impact	Governance and Business impact
<ul style="list-style-type: none"> Considerable 4.95% reduction in purchased electricity consumption, 3.87% reduction in equivalent Scope 2 emissions and 7.47% reduction in equivalent Scope 1 & 2 emissions in 2024, compared to 2023 (surpassing the 4.7% target for 2024) 97.97% of total electricity consumed in 2024 was sourced from RES (Certified Guarantees of Origin plus own production) 95% of leased vehicles are plug-in/electric (new contracts and renewals) New Headquarters Building certified with LEED (Gold) and certified green buildings increased to 20 (LEED, BREEAM certifications) Photovoltaic (PV) installations completed during 2023 and energy self-production started in May 2024 in the Nea Ionia complex and in July 2024 in the Acharnes building. Energy self-production of 776.36 MWh from solar panels, while the corresponding self-consumption amounted to 770 MWh Completion of Eurobank’s Energy profiling report as part of the development of a long-term energy plan for the Bank’s building portfolio 9% reduction in staff commuting emissions Hazardous Waste for Public programme: 5 tonnes placed in the recycling Hungry Bins installed in 11 locations throughout Greece 225% increase in paper recycling, with 87.58% originating from the disposal of physical historical archives Discontinuation of 560,000 physical statements 42% reduction in paper printed (baseline year: 2019) 	<ul style="list-style-type: none"> UN Women Empowerment Principles (WEPs) endorsement, promoting gender equality in the workplace Innovative initiative to support employees by providing a substantial one-time grant of €25,000 to every colleague who decides to expand their family with a third child 11 inspirational talks of the “myProsperity” initiative, attended by a total of 8,720 employees Introduction of an International Pre-Acceleration Programme, offering support, guidance, and mentorship to 8 international startups egg launched a Mini Acceleration Programme for Researchers – 24 teams participated with 32% female representation Over 23,500 top-performing students have been awarded 50 babies have been born with IVF therapies through supporting the actions of Be-Live and many pregnancies are currently underway €460,000 in funding the construction of 212,371 hectares of flood and erosion protection works in fire-affected areas of Rhodes Sign language support through v-Banking for hearing-disabled customers, and Braille documents also available 100% of ATMs adapted to accessibility requirements, 92 branches equipped with ramps Educational talks by Eurobank's Accessibility Ambassadors 	<ul style="list-style-type: none"> New Management System Certification attained in December 2024 as per ISO 20400 Activation and monitoring of the Supplier Code of Conduct and Ethics, acknowledgement / acceptance process by all Eurobank suppliers Over 15 initiatives with 3,900 hours of volunteer work dedicated to actions for people, society and the environment Implementation of “Familiarity with disabilities” training sessions – 1,900 employees trained 3 Digital Academy ESG webinars with 441 clients participating New Compliance Management Systems Certifications attained in July 2024: <ul style="list-style-type: none"> ISO 37001 Anti-bribery Management (Scope: Provision of Banking & Financial Services) ISO 9001 for Anti-money Laundering – AML (Scope expansion: Financial Crime Prevention Services) Over 95% of managers trained on anti-harassment

Financed impact strategy, commitments and targets

The Bank recognises that sustainable development is key to prosperity. Central to its FIS is the commitment to support the transition to a greener economy by offering financing solutions that promote growth and sustainable development. As a signatory to the Principles for Responsible Banking (PRB), the Bank has been developing targets to mitigate negative impacts and amplify positive outcomes from its financing activities.

The Bank leverages tools and enablers, such as climate risk assessment exercises and the Sustainable Finance Framework, to support climate and environmental objectives. This includes providing financing, advisory and capital-raising solutions to both current and potential clients.

To better implement and monitor these objectives, the Bank is setting and refining targets, establishing comprehensive management mechanisms, KPIs and milestones. Aligning its activities with the Paris Agreement on climate change, the EU Sustainable Finance Action Plan and the UN Sustainable Development Goals (SDGs) is a key aspect of this process.

The FIS focuses on fostering favourable economic, social and environmental outcomes across all aspects of its financing activities, supporting Eurobank's commitment to sustainable financing and ensuring that the Group's financial activities align with sustainability goals. To this end, the Financed Impact Strategy is structured around the following 4 strategic pillars:

Client Engagement and Awareness	Supporting Clients in Transition	Enablers and Tools for Sustainable Financing	Assessment and Management of sustainability-related Risks
Helping clients transition to more sustainable business models by raising awareness of climate change challenges and opportunities	Facilitating the transition of clients towards sustainable practices by offering eligible financing solutions under the bank's SFF society.	Providing frameworks, tools, and products to underpin sustainable financing	Identifying and managing the sustainability-related risks within its loan and investment portfolios, including assessing exposure to transition and physical risks linked to climate change.

In line with its commitment to address climate change, Eurobank Ergasias Services and Holdings SA (Eurobank Holdings) has joined the Net-Zero Banking Alliance (NZBA), a bank-led, UN-convened alliance of banks worldwide, reinforcing its dedication to aligning its lending and investment portfolios with net-zero emissions by 2050 or sooner, consistent with the most ambitious targets set by the Paris Climate Agreement. The key enablers towards this ambition are listed in the following table:

The Bank's key enablers to advance decarbonisation	
Sector targets	Initiated the first wave of sector targets covering the Bank's lending portfolios process in 2024, including phased target -setting up to 2050.
Transition pathways	Introduced transition pathways on corporate clients to achieve climate targets for the Bank's portfolio.
Focused Climate Risk Assessment	Conducted focused Client Climate Risk Assessment, supplemented by climate transition scenario analysis, to support the effective implementation of its Net Zero Strategy.
Enhanced Risk Management Framework	Launched enhanced Risk Management Framework, with the introduction of additional Risk Appetite Statements related to Sustainability / CR&E risks.
Pricing approach	Adopted a pricing approach in relation to sustainable financing for the loan portfolio.
Sustainability/CR&E risks Datamart	Prepared for a dedicated Sustainability / CR&E risks Datamart analysis and framework.

The Bank has set the following targets for sustainable finance disbursements in the following years:

Targets		Portfolio Segment	Status	As of 31.12.2024
Portfolio targets	Direct €2 billion in new green disbursements to corporates by 2025 (for 2023-2025)	Corporate Banking	On track	c. €2 bn
	Classify 20% of the annual new Corporate & Investment Banking (CIB) portfolio disbursements as sustainable	Corporate Banking	Achieved	21%
	Earmark 20% stock of green exposures by 2027 for the Corporate portfolio	Corporate Banking	On track	16%
	Mobilise €2.25 billion total green RRF funds in the Greek economy by 2026	Corporate Banking	On track	€2.1 bn
	€150 million new Retail green disbursements by 2026*.	Retail Banking	New target	

*The target "Maintain the same growth in absolute terms for Retail Banking new green disbursements (or more than 50% increase vs. 2023)" was achieved as of 31/12/2024. The target has since been updated in 2025.

Targets		Portfolio Segment	Status	As of 31.12.2024
Sectoral targets	Direct 35% of new disbursements in the energy sector to Renewable Energy Source (RES) financing	Corporate Banking	Achieved	62%
	Allocate 80% of disbursements (CIB portfolio) related to the construction of new buildings (CRE) with EPC A and above	Corporate Banking	Achieved	100%
	Allocate 20% of new disbursements related to mortgage loans (excluding "My Home") with EPC B+ and above	Retail Banking	New target	
Other targets	Make no new investments in fixed income securities (excluding exposures in sustainability / green bonds) towards the top 20 most carbon-intensive corporates worldwide	Corporate Banking	Achieved	€0
	€200 million annual disbursements of Sustainability-Linked Loans for the CIB portfolio*	Corporate Banking	On track	€707 mn

Progress on financed impact against targets for 2024

Examples of key 2024 achievements include:

- Implemented the Group's Sustainability Strategy for 2024, including new green targets as part of its FIS.
- Rolled out the ESG Risk Assessment process for corporate clients, leveraging on the Interbank ESG Questionnaires Materiality Assessment.
- Incorporated biodiversity loss as a priority theme.
- Enhanced its monitoring framework with the adoption of additional KRIs in relation to climate risk and other environmental risks.
- Updated its Pricing Strategy by providing incentives to Corporate and Retail clients, supporting their transition journey.
- Successfully issued inaugural Green Senior Preferred Notes amounting to €850 million, marking a significant step towards sustainability goals and Net-Zero emissions by 2050.
- Provided funding in the energy sector for RES projects with an installed capacity of 6.3 GW.
- Successfully managed multiple sustainable transactions throughout 2024 (indicative green deals) by:
 - Financing the largest-ever energy transaction (€3.2 billion) marked in the Athens Stock Exchange.
 - Financing one of the largest solar projects (560MW) in Europe.
 - Financing an investment plan towards green transition, focusing on hydrogen value chain.
 - Financing the construction of 4 solar photovoltaic (PV) projects (730 MW) in Western Macedonia.

- Acting as Joint Bookrunner for the successful issuance of €750 million Senior Unsecured Green Notes.
- Introduced a comprehensive suite of financing options for small businesses and households.
- Disclosed its GHG financed emissions for loan, bond and share positions, based on the Partnership for Carbon Accounting Financials (PCAF) methodology.
- Incorporated climate risk aspects in collateral valuation.

Climate and environmental risk scenario analysis

As the global financial sector is increasingly recognising the importance of understanding and managing CR&E risks, scenario analysis has emerged as a valuable tool for assessing the potential impacts of climate change on financial institutions. Eurobank aims to provide an in-depth analysis regarding climate change transition and physical risks, so as to evaluate its resilience and adaptability to climate change. This methodological approach measures impacts based on different scenarios and time horizons (2030, 2040 and 2050), despite the uncertainty surrounding the timing and magnitude of climate change.

The analysis aims to enhance the Bank's understanding of CR&E risks, inform strategic decision-making, and facilitate the integration of climate considerations into its risk management framework. It also aims to communicate the Bank's approach on identifying vulnerabilities, seizing opportunities and aligning business strategies within the context of the Task Force on Climate-related Financial Disclosures (TCFD) recommendations.

The Bank's strategy remains adaptive, as evidenced by the scenario analysis that compares financial evolutions across sectors and geographies over various scenarios and time horizons.

The Bank uses 4 representative scenarios from the Network for Greening the Financial System (NGFS) to analyse CR&E risks to the economy and financial system and assesses the physical impacts on its strategy, using 2 RCP scenarios: RCP2.6 and RCP8.5.

NGFS scenarios	Representative Concentration Pathways (RCPs) climate scenarios
1. Orderly: Net Zero 2050 , whereby climate policies involve early, ambitious action and the impacts are low for both physical and transition risks.	1. RCP 2.6 , which incorporates strong climate policies and limits the increase in average global temperature to below 2°C.
2. Disorderly: Delayed Transition , whereby climate policies are not introduced until 2030 and the outcome has a higher impact on transition risk.	
3. Hot house world: Current Policies , with limited climate policies and severe physical risks and irreversible changes, including higher sea level.	2. RCP 8.5 , implying strong climate changes and the necessity of strong adaptation to the new conditions.
4. Too little, too late: Fragmented World , whereby delayed and divergent climate policy ambition globally leads to elevated transition risks due to the overall ineffectiveness of the transition.	

*The target "Double annual disbursements of sustainability-linked loans" was achieved as of 31/12/2024. The target has since been updated in 2025.

 For further information on Transition and Physical Risk Impact, refer to [TCFD Climate - related & Environmental Risk Report 2024](#).



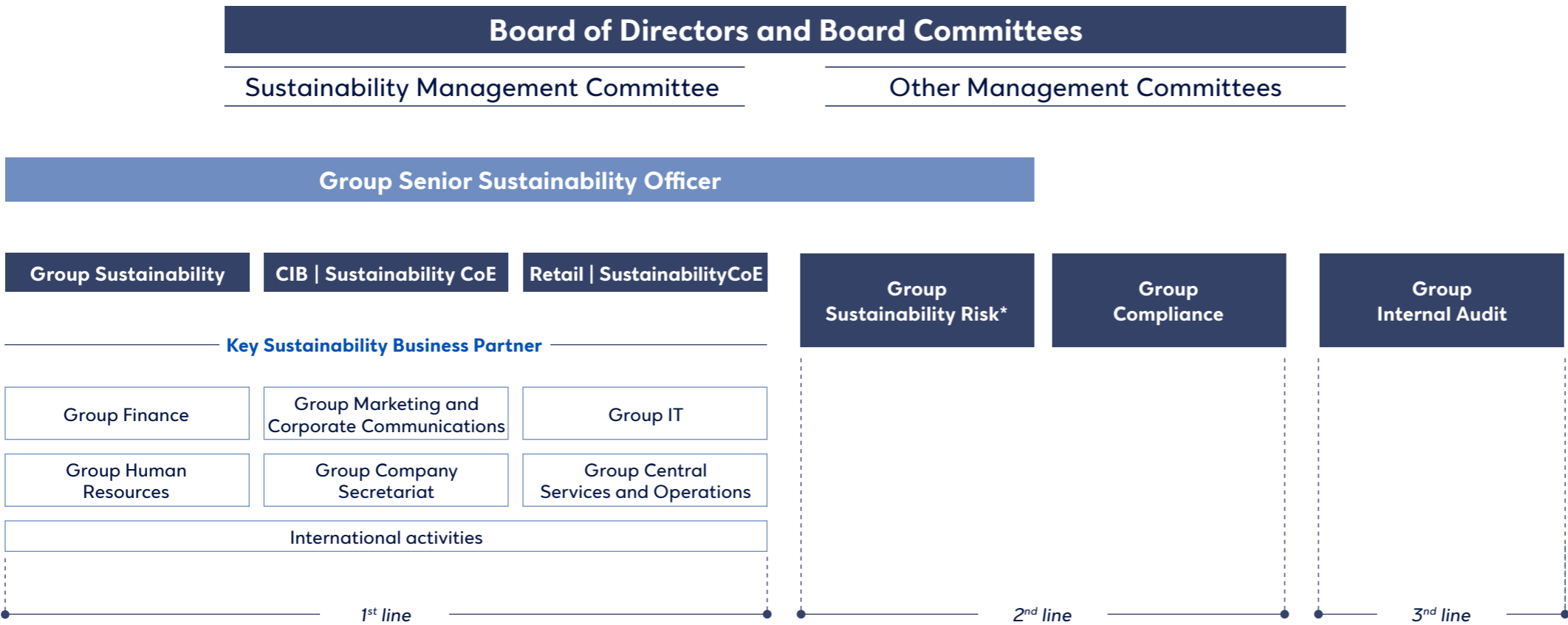
Sustainability Governance and operating model

Sustainability Governance

Eurobank's Sustainability Strategy integrates both regulatory and voluntary sustainability commitments, with the Board maintaining oversight through dedicated sustainability agenda items. The Group has updated its Governance structure to define roles related to sustainability, climate and environmental risks according to regulatory guidelines and industry best practices.

Using the Three Lines of Defence (3LoD) model, the Group clarifies responsibilities for managing climate-related, environmental and sustainability risks. This model enhances risk management and control within the organisation.

Recent updates to the Sustainability Governance structure aim to improve oversight of sustainability matters at Management/Board level, with direct reporting lines detailed below. Eurobank has strengthened its Sustainability Governance model to support the integration of its Sustainability Strategy and sustainability risks.



**primary reporting Line to Group Chief Risk Officer.*

Enhanced Governance Structure and Committees:

- Oversight of sustainability risks at management body level through allocation of responsibilities to Board and management committees.
- Appointment of an executive member by the Board, who is responsible for climate-related and environmental risks. This member updates the Board Risk Committees (BRC) at least semi-annually.
- Establishment of 2 Committees that supplement the governance arrangements on sustainability risk, i.e. Sustainability Management Committee and Climate Risk Stress Test Committee.
- Appointment of Group Senior Sustainability Officer (GSSO) to lead the Group’s sustainability initiatives.

Integration of Sustainability Risk Management across the 3LoD:

- Dedicated teams within CIB and Retail Banking units for overseeing sustainability and sustainable financing activities.
- Automated process established to assess and classify sustainable financing opportunities.
- Group Sustainability Unit – Responsible for managing and coordinating sustainability strategy related issues, developing action plans for the Group’s Net Zero portfolio strategies, as well as monitoring sustainability performance and coordinating sustainability-linked activities that enhance the Group’s impact. In this context, the Unit is responsible for facilitating the development of the Sustainability data framework to coordinate and prepare external and internal sustainability-related reports.
- Group Sustainability Risk – Overall responsible for overseeing, monitoring and managing sustainability risks.
- Intensive training on sustainability, sustainable finance and sustainability risk topics to Group personnel.

Supervisory, Management & Administrative Bodies and Committees	Description of Responsibilities
Eurobank Holdings / Eurobank Board of Directors (BoDs/Boards)	Provides entrepreneurial leadership, establishes strategic objectives, ensures resource availability and evaluates management performance. As per international best practices, the Boards oversee the Group’s Sustainability Strategy through the regular inclusion of sustainability items in the agendas of Board Meetings.
Eurobank Holdings / Eurobank Board Risk Committee (BRC)	Advises and supports the Board of Directors (BoD) in monitoring the Group's risk appetite and strategy, ensuring alignment with the business strategy and values. It oversees the implementation of risk strategies, including capital, liquidity, credit, market, sustainability and non-financial risks. The BRC consists of 5 non-executive directors, meets at least 10 times a year, and reports to the BoD quarterly and as needed.
Eurobank Management Risk Committee (MRC)	Oversees the risk management framework, ensures material risks – including climate and environmental risks – are identified and escalated to the Board Risk Committee (BRC), and ensures necessary policies and procedures are in place to manage risks and comply with regulatory requirements.
Eurobank Sustainability Management Committee (Sustainability ManCo-SMC)	Provides strategic direction on sustainability initiatives, reviews the Sustainability Strategy, Net Zero targets and transition plans prior to approval, ensures that the elements of the Sustainability Strategy and the Net Zero commitments are integrated into the Group’s business model and operations, approves changes in eligible assets of Green Bond and Sustainable Finance Frameworks, regularly measures and analyses the progress of the Sustainability Strategy goals and performance targets and ensures the proper implementation of sustainability-related policies and procedures, in accordance with supervisory requirements and voluntary commitments.
Eurobank Climate Risk Stress Test Committee (CRSTC)	Designs and executes the Group’s CRST Programme, coordinates all related activities including risk identification, scenario design, and stress test execution, and reviews and challenges the output before escalating it to the Executive Board.
Group Senior Sustainability Officer (GSSO)	Leads and coordinates the Group’s sustainability initiatives, oversees the sustainability programs of international subsidiaries, fosters a culture of sustainability, collaborates with senior management to embed sustainability into the Group’s strategic decision-making processes, secures and allocates resources, advocates for investments, and serves as the liaison with market/external stakeholders to ensure the Group remains at the forefront of sustainability innovation and compliance.
Group Sustainability Unit	Manages and coordinates sustainability strategy related issues, and the development of action plans for the Group’s Net Zero portfolio strategies, as well as monitors sustainability performance and coordinates sustainability-linked activities that enhance the Group’s impact. In this context, the Unit facilitates the development of the Sustainability data framework to coordinate and prepare external and internal sustainability-related reports.
Business Units (Corporate and Investment Banking and Retail Banking)	Execute portfolio-related sustainable activities, including the implementation of the FIS, with key responsibilities in sustainability strategy, sustainable financing/funding and investments, and sustainability risk management.
Group Sustainability Risk	Monitors and manages sustainability risks, prepares and maintains sustainability risk management policies, leads the development and implementation of sustainability risk-related frameworks, monitors the Climate Risk action plan, reviews and challenges the Financed Impact Strategy, leads the sustainable lending re-assessment process, develops and coordinates Climate Risk Stress Testing and sustainability risk scenario analysis at Group level.
Group Compliance	Monitors regulatory changes and alignment, designs compliance risk assessment methodologies, maintains conduct-related policies, and oversees sustainability product offerings to ensure they meet regulatory standards and do not misrepresent the Bank's products or services.
Group Internal Audit (Group IA)	Independently reviews the adequacy and effectiveness of the internal control framework in place regarding Sustainability risk management, following a risk-based approach in line with its Annual Risk Assessment and Audit Planning Methodology, ensuring comprehensive coverage through risk assessments, professional upskilling, and dedicated audit planning.



For further information on the Supervisory, Management & Administrative Bodies and Committees, refer to the [Sustainability Statement](#).

Alignment of the Remuneration Policy with the Group's sustainability risks objectives:

Promotes sound and effective risk management, aligns with the Group's business and risk strategy and sustainability risk factors, avoids conflicts of interest and excessive risk-taking, and ensures gender neutrality, internal equity, and link to long-term performance.

Operating model

Integration of Sustainability Risk Management across the 3LoD

Eurobank integrates sustainability risk management across 3LoD:

- The 1st line involves the Business Units (CIB and Retail Banking), which are responsible for assessing, managing and monitoring risk levels in all risk categories, including sustainability risks. The CIB Sustainability Centre of Excellence and the Retail Banking sustainability coordinators are responsible for undertaking all relevant sustainability and sustainable finance activities. In addition, the role of the Group Sustainability Unit in the 1st line includes the responsibility for managing and coordinating sustainability strategy related issues, developing action plans for the Group's Net Zero portfolio strategies, and facilitating the Sustainability data framework development, as well as Sustainability Reporting, Environmental & Energy Reporting (EMAS Report, Greenhouse Gases Emissions Report per ISO14064) and Sustainability ratings. The 1st line, in coordination with other Units, executes and monitors financed, and specific operational sustainable goals and performance targets based on the Group's Sustainability Strategy and in line with the Net Zero Strategy.
- The 2nd line is Group Risk Management (GRM), which sets the risk strategy and oversees sustainability risks through the dedicated Group Sustainability Risk.
- The 3rd line is the Group Internal Audit (Group IA), which independently reviews the adequacy and effectiveness of the internal control framework for sustainability risk management.

Sustainable Finance Framework assessment tool

The Group developed a web-based Sustainable Finance Framework (SFF) assessment tool for the Corporate and Investment Banking (CIB) portfolio, so as to underpin the classification and evaluation of sustainable/green financing opportunities in a structural manner, as part of the loan origination process. The SFF assessment tool is integrated into Drive+, which automates the process of assessing the Bank's financing solutions against the criteria defined in the SFF.

ESG awareness and capacity building

Eurobank prioritises the development of its employees' capabilities to ensure that they effectively assist clients in their sustainability efforts and facilitate their green transition. To this end, Eurobank implemented an ESG upskilling plan that includes internal awareness sessions and dedicated training programmes.

Employee ESG awareness training modules

The "ESG Thinking" awareness programme, launched in 2022, consists of 3 modules:

1. ESG and the World
2. ESG and the Bank
3. ESG and Me

Since its launch, 4,788 employees have participated in the "ESG Thinking" programme, totalling 9,834 learning hours.



For further information, refer to the [Sustainability Statement](#).



Stakeholder engagement and double materiality assessment

Stakeholder engagement

An integral part of the Group’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, the Group 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.

Stakeholders groups:

- Board of Directors
- Executive Management
- Investors, Shareholders and Investment Community
- Employees
- Business Community (including corporate networks, entrepreneurship, industry associations, financial institutions and startup entrepreneurs)
- Civil Society (including communities, NGOs, the academic and scientific community, international organisations and the Media)
- Customers and Clients
- Government and Regulators
- Suppliers and Partners

Double materiality assessment

The Group’s double materiality assessment is the process that largely shapes the content of the Annual Report 2024 – Business & Sustainability. Following the European Sustainability Reporting Standards (ESRS), the Group evaluated sustainability impacts from its activities, and assessed risks and opportunities with financial influence across its value chain. The Double Materiality Assessment is conducted on an annual basis.

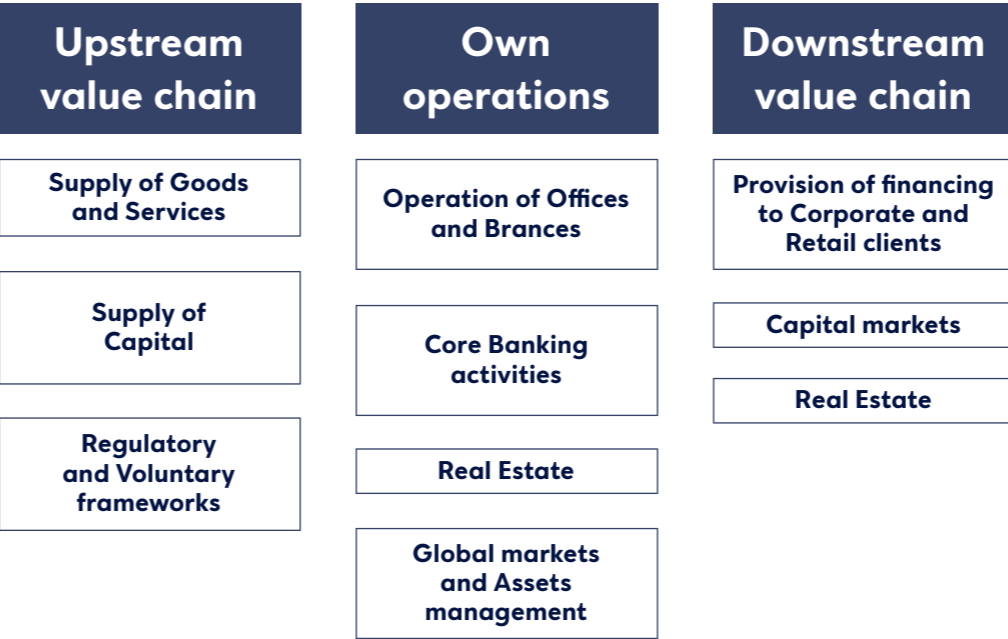
The methodology was carried out in 4 phases:

- 1. Understanding of the business, value chain and related activities**
Catergorising the Group's activities and partners within the value chain as upstream, downstream or within own operations, and mapping significant activities to relevant ESRS Sectors using methodologies such as the SASB Materiality Map and the MSCI ESG Industry Materiality Map.
- 2. Stakeholder engagement and identification of IROs**
Conducting comprehensive consultations with affected stakeholders to collect diverse perspectives on impacts, risks and opportunities (IROs). Stakeholders

were categorised into primary/affected, secondary and ESG experts, and these insights were used to update both the impact and financial materiality. This process involved mapping key stakeholders and analysing ESRS topics with sources such as sustainability ratings, industry reports and benchmarking analyses, identifying impacts, risks and opportunities.

- 3. Assessment of IROs**
Conducting both impact and financial materiality assessments by scoring identified impacts, risks and opportunities on predefined scales for severity and likelihood. Performing impact materiality assessment through sustainability questionnaires, involving both internal and external stakeholders who evaluated impacts using a predefined assessment scale. Similarly, in the context of financial materiality, risks and opportunities were assessed through focus groups with key internal stakeholders participating.
- 4. Material topics**
Analysing the collected data to prioritise IROs using scores from structured questionnaires (impact materiality assessment) and focus groups (financial materiality assessment), classifying topics as material based on impact and/or financial perspectives, and mapping material IROs to relevant topics for reporting. The double materiality assessment was reviewed and approved by the Sustainability Management Committee, in accordance with ESRS standards.

The Group plays a central role in the financial services value chain by linking a diverse range of upstream suppliers with downstream clients. The following graph illustrates the key sectors involved in its value chain:



For further information on the materiality analysis, refer to the [Sustainability Statement](#).





















For further information on stakeholder engagement as well as the means of communication and response, refer to the [Sustainability Statement](#).

Material topics

Topics can be identified as material from either an impact or a financial materiality perspective. A detailed analysis of material impacts, risks and opportunities resulting in material sustainability matters is available below.








Impact materiality

The table below outlines the outcomes of the Group's impact materiality assessment, presenting the identified material impacts:

Sustainability matter	Description	Positive/ Negative	Type of Impact	Main reference SDGs
E1 Climate change - Energy	Organisation implements measures to reduce energy consumption, leading to enhanced efficiency in operations.	Positive	Actual	 
E1 Climate change – Energy	Organisation contributes to climate change through its in-house operations that contribute to the release of emissions.	Negative	Actual	 
S1 Own workforce - Equal Treatment and Opportunities for All	Organisation puts into action internal management systems and initiatives that improve employees’ ability to live free from gender / sexual / ethnic / racial discrimination and ageism.	Positive	Actual	 
S1 Own workforce - Equal Treatment and Opportunities for All	Organisation’s lack of established policies, measures and actions increases the risk of discrimination incidents within its operations, potentially impacting the wellbeing and morale of employees.	Negative	Potential	 
S1 Own workforce – Other work-related rights	Organisation supports employees’ well-being through providing satisfying and high-quality working conditions, including adequate workspace and respect of privacy.	Positive	Actual	 
G1 Business Conduct – Corporate culture	Organisation achieves positive impacts by implementing operational practices and initiatives that improve stakeholders’ ability to benefit from effective, accountable, and inclusive institutions, thereby promoting business ethics and integrity.	Positive	Actual	 
G1 Business Conduct – Corruption and bribery	Organisation’s commitment to corporate integrity is strengthened through the implementation of robust anti-corruption and anti-bribery policies, promoting a culture of transparency and ethical behaviour.	Positive	Actual	 
G1 Business Conduct – Corruption and bribery	Corruption-related incidents can result in operational disruptions, redirecting resources towards crisis management and adversely affecting the Organisation’s day-to-day business activities.	Negative	Potential	 
G1 Business Conduct – Protection of whistleblowers	Organisation’s commitment to whistleblower protection positively impacts society, employees, customers, and shareholders, setting a precedent for ethical behaviour and fostering a secure environment where misconduct is timely identified and stopped.	Positive	Actual	 
Data security and customer privacy	Organisation implements internal management systems and initiatives that protect stakeholders' data privacy.	Positive	Actual	
Data security and customer privacy	Organisation’s improper implementation of established cybersecurity systems and processes results in incidents of data breach and leaks of personal data.	Negative	Potential	

















Impact materiality

The table below outlines the outcomes of the Group's impact materiality assessment, presenting the identified material impacts:

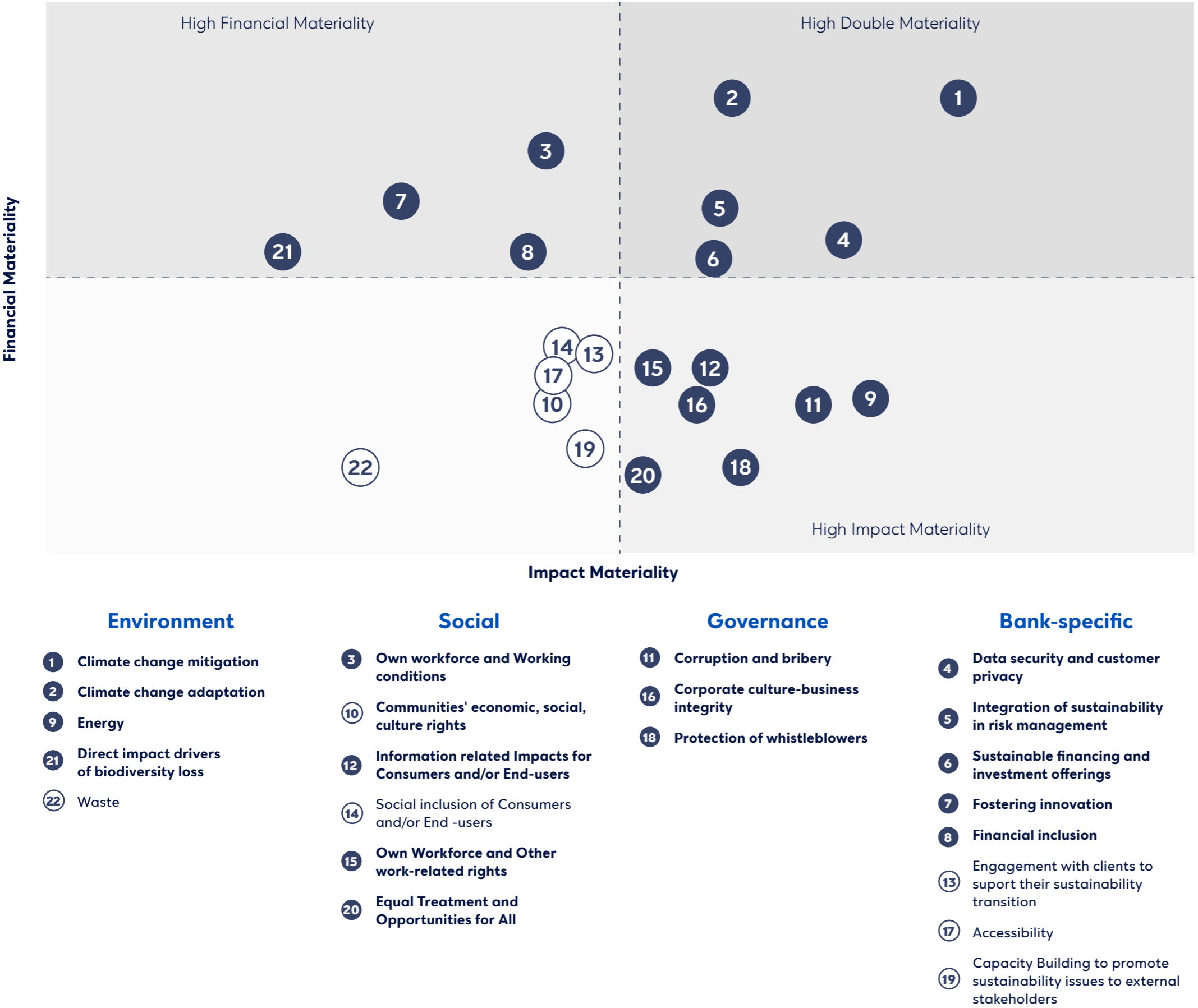
Sustainability matter	Description	Positive/ Negative	Type of Impact	Main reference SDGs
E1 Climate change – Climate change adaptation	Organisation actively contributes to GHG reduction ambitions and targets, set by the EU, regulations, central governments, and other bodies, through its sustainable financings and integration of climate risk in the risk management framework.	Positive	Actual	
E1 Climate change – Climate change adaptation	Organisation's business strategy may encompass the continuation of financing to carbon-intensive sectors.	Negative	Potential	
E1 Climate change – Climate change mitigation	Organisation implements a robust climate change mitigation strategy aiming to minimise the consequences of climate change for its portfolio.	Positive	Actual	
E1 Climate change – Climate change mitigation	Organisation's portfolio faces negative impacts due to the absence of a climate change mitigation strategy.	Negative	Potential	
S4 Consumers and end-users - Information-related Impacts for Consumers and/or End-users	Organisation provides to clients access to accurate, relevant and high-quality secured information, fostering transparency and promoting the principles of responsible banking.	Positive	Actual	
Sustainable financing and investment offerings	Organisation provides sustainable finance products and services that promote green and social investments and incentivise improvement of its clients' ESG performance.	Positive	Actual	
Integration of Sustainability in risk management	The ESG / climate risk assessment may require additional effort by the clients in order to provide required ESG data and may result in additional conditions to comply with for financial agreements.	Negative	Potential	

Financial materiality

The table below outlines the outcomes of the Group's financial materiality assessment, presenting the identified material risks and opportunities:

Sustainability matter	Description	Risk/ Opportunity	Main reference SDGs
S1 Own workforce - Working conditions	Demonstrating commitment to exemplary working condition expectations, such as offering adequate compensation, promoting work-life balance, and ensuring workplace safety, can attract and retain employees.	Opportunity	
S1 Own workforce - Working conditions	Non-compliance with the modern workplace expectations such as good working conditions, adequate salaries, and workplace safety, can affect employees' motivation and performance, leading to decreased productivity.	Risk	
Fostering Innovation	Meeting evolving customer expectations and modern lifestyle needs through utilising digital tools and innovative services can improve customer engagement.	Opportunity	
Fostering Innovation	Rapid technologic development in the banking sector may pose competitive threats and risks if the Organisation fails to adapt and innovate at the same pace.	Risk	
Data security and customer privacy	Growing cybersecurity threats and cyber-attacks targeting financial institutions, and their customer data may compromise the Organisation's systems, networks and sensitive information, leading to operational disruptions and reputational harm.	Risk	
E1 Climate change – Climate change adaptation/mitigation	Meeting climate objectives linked to legal, regulatory and other stakeholders' requirements for the Organisation's clients, entails the opportunity for the Organisation to finance the transition of its clientele.	Opportunity	
E1 Climate change – Climate change adaptation/mitigation	The actions required by the Organisation's clients to address climate change mitigation and adaptation requirements relating to impacts deriving from climate change may impact the Organisation's credit risk.	Risk	
E4 Biodiversity and ecosystem - Direct impact drivers of biodiversity loss	Biodiversity loss due to clients' operations may lead to financial and reputational damage.	Risk	
Sustainable financing and investment offerings	Promoting green and social investments in line with requirements to support climate transition and in response to changing consumer preferences enhances the Organisation's brand reputation, attracting sustainability conscious investors.	Opportunity	 
Sustainable financing and investment offerings	Evolving market preferences and regulatory shifts may impact the demand for sustainable finance, posing risks to the Organisation's existing product offerings.	Risk	 
Integration of Sustainability in risk management	Integrating ESG in risk management in response to evolving regulatory requirements and business needs improves the Organisation's resilience to sustainability-related risks, safeguarding the Organisation against potential financial losses, strengthening its overall risk management framework.	Opportunity	 
Integration of Sustainability in risk management	Client hesitance or inability to meet sustainability requirements may impact the Organisation's market perception, potentially affecting its competitive position and leading to additional risks.	Risk	 
Financial inclusion	Contributing to financial inclusion aligns with social impact goals, positively impacting brand reputation and offering financing to underserved populations, such as students and geographically isolated communities.	Opportunity	 

Double materiality matrix





Sustainability ratings

Eurobank actively participates in internationally renowned sustainability ratings to showcase its continuous improvement in environmental, social and governance (ESG) performance, enhance disclosures, and boost investor confidence.

In 2024, Eurobank achieved significant advancements in key sustainability ratings, including Sustainalytics and S&P. Notably, Sustainalytics ranked Eurobank in the highest risk category – "Negligible" – making it the first Greek bank to receive this top rating. Achieving the important ESG Regional Top Rated 2025 and ESG Industry Top Rated 2025 distinctions, Eurobank is placed among the top 4% of banks worldwide (30th out of 1,015 banks).

Sustainability ratings and indices

Sustainability Ratings and Indices	FY2024 ¹	FY2023
SUSTAINALYTICS	9.7 / Negligible ▲	10.6 / Low Risk ▲
MSCI*	A	A ▲
S&P GLOBAL	56 ▲	52 ▲

Other Sustainability ratings		
Sustainability ratings and indices	FY2024	FY2023
CDP	B	B ▲
ATHEX ESG INDEX	√	√
REFINITIV	85 ▲	79
FTSE4GOOD	√	√
ISS ESG	E:1 / S:2 / G:4	E:1 / S:2 / G:3

▲ improvement

¹Sustainability Ratings scores regarding year of reference.

**In July 2024, Moody’s Analytics partnered with MSCI, leading to the discontinuation of Moody’s ESG Assessments. The last assessment pertained to FY2023.*



Sustainable **finance** and Sustainability **risk** management



Integration of sustainability in risk management

Eurobank’s strategy, climate transition plan and business model are closely integrated with its Sustainability Risk Management Framework, which includes advanced risk management processes and tools. The Group actively assesses the impact of climate scenarios on its counterparties, thereby identifying climate transition financing opportunities, and ensuring resilience against environmental and regulatory risks.

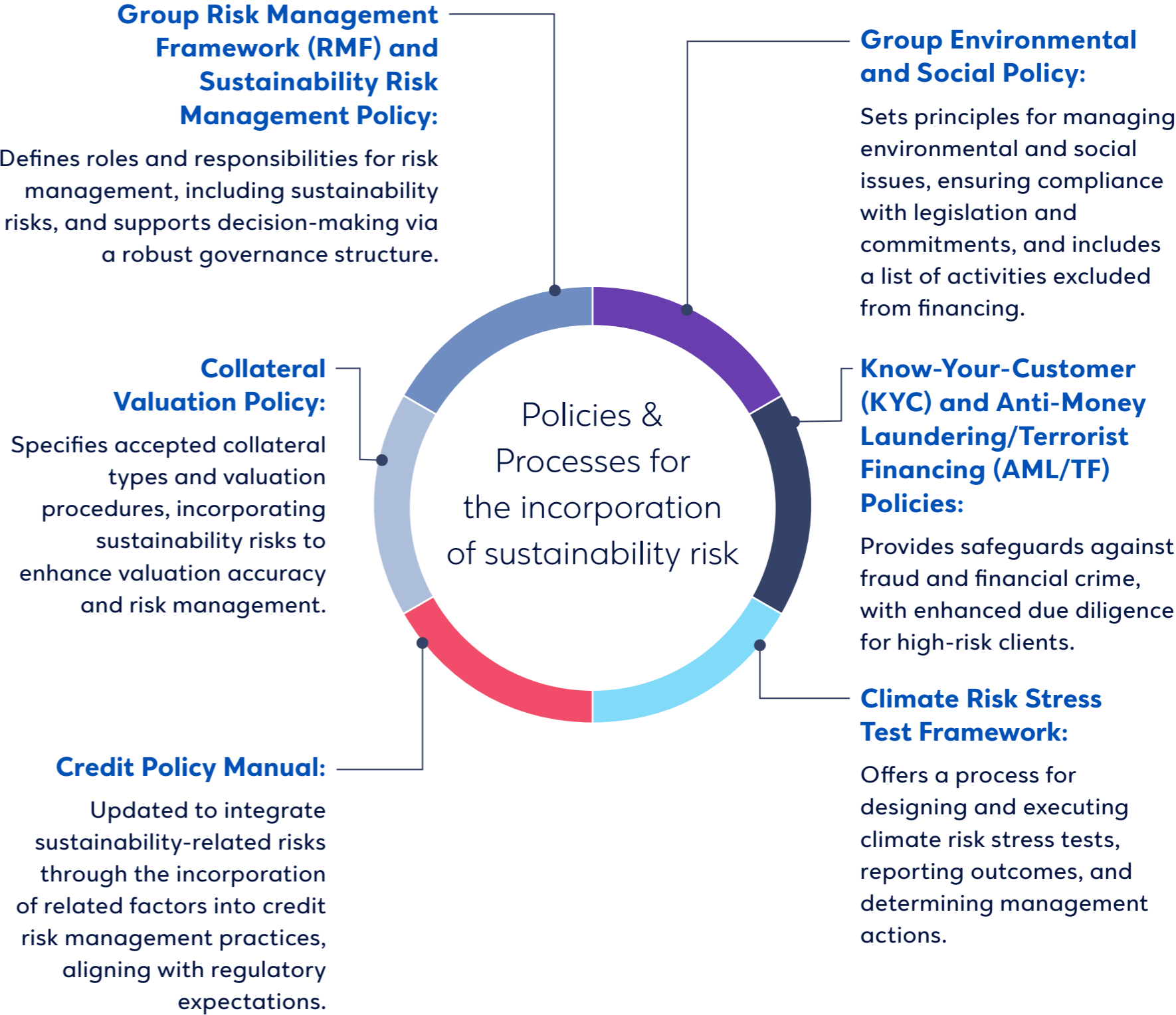
By aligning with regulatory expectations on managing climate-related and environmental risks, Eurobank not only mitigates potential financial losses, but also enhances its competitive position. The Bank’s comprehensive assessment and monitoring of sustainability risks across its portfolio requires clients to provide additional data and meet sustainability criteria, safeguarding Eurobank’s market perception and business model.


The integration of sustainability considerations into risk management processes not only fulfils regulatory obligations, but also bolsters Eurobank’s long-term resilience and sustainability.

Sustainability risk management processes and tools

Eurobank has incorporated sustainability risk aspects across all pillars of its Risk Management Framework. The Group has established comprehensive policies and processes to identify, assess, manage and mitigate risks. This approach is a priority to ensure alignment with the Group’s Business Strategy, and compliance with regulatory and industry developments.

Sustainability risk management in financing activities is overseen by the Board member responsible for climate-related and environmental risks, the Sustainability Management Committee, and the newly appointed Group Senior Sustainability Officer (GSSO).



 For further information, refer to the [Sustainability Statement](#).

Sustainability risk management in the credit process

Eurobank assesses its exposure to environmental, social and governance risk, recognising that potentially inadequate client practices could negatively affect its own operations. The Bank has established internal governance arrangements to manage these risks and evaluate client performance. Additionally, the following processes and tools support the monitoring and management of sustainability risks.

A. Incorporation of environmental and social risk factors in creditworthiness assessment

The Group prioritises identifying, assessing, managing and mitigating risks to align with its business strategy and regulatory developments. Eurobank aims to foster a holistic understanding of sustainability risks and support its commitment to environmental and social responsibility. To embed this commitment into its operating model, Eurobank has implemented a range of tools to identify, measure and manage sustainability risks, which are integrated into the credit granting and monitoring processes. These tools are used by various units across the Group, ensuring that relevant tasks are carried out collaboratively and efficiently.

B. Collateral insurance requirements

At the time of loan origination, the Bank requires that borrowers provide insurance policies for real estate properties used as collateral, with the exemption of land plots. Compulsory coverage includes protection against physical risks such as fire and earthquake for all borrowers. In 2024, flood insurance also became mandatory for retail borrowers. Additional insurance requirements vary based on the type of property and its circumstances, such as properties under construction or near protected areas. The Bank acknowledges that physical risks, such as increased flood risks, can impact the value of collateral. Consequently, it has updated its Collateral Valuation Policy to incorporate climate-related risks, aiming to mitigate risks associated with properties vulnerable to environmental hazards, in alignment with the regulatory standards.

Through the processes described above, the Group monitors its performance on sustainability through the metrics and indicators demonstrating the sustainability risk level of its counterparties.

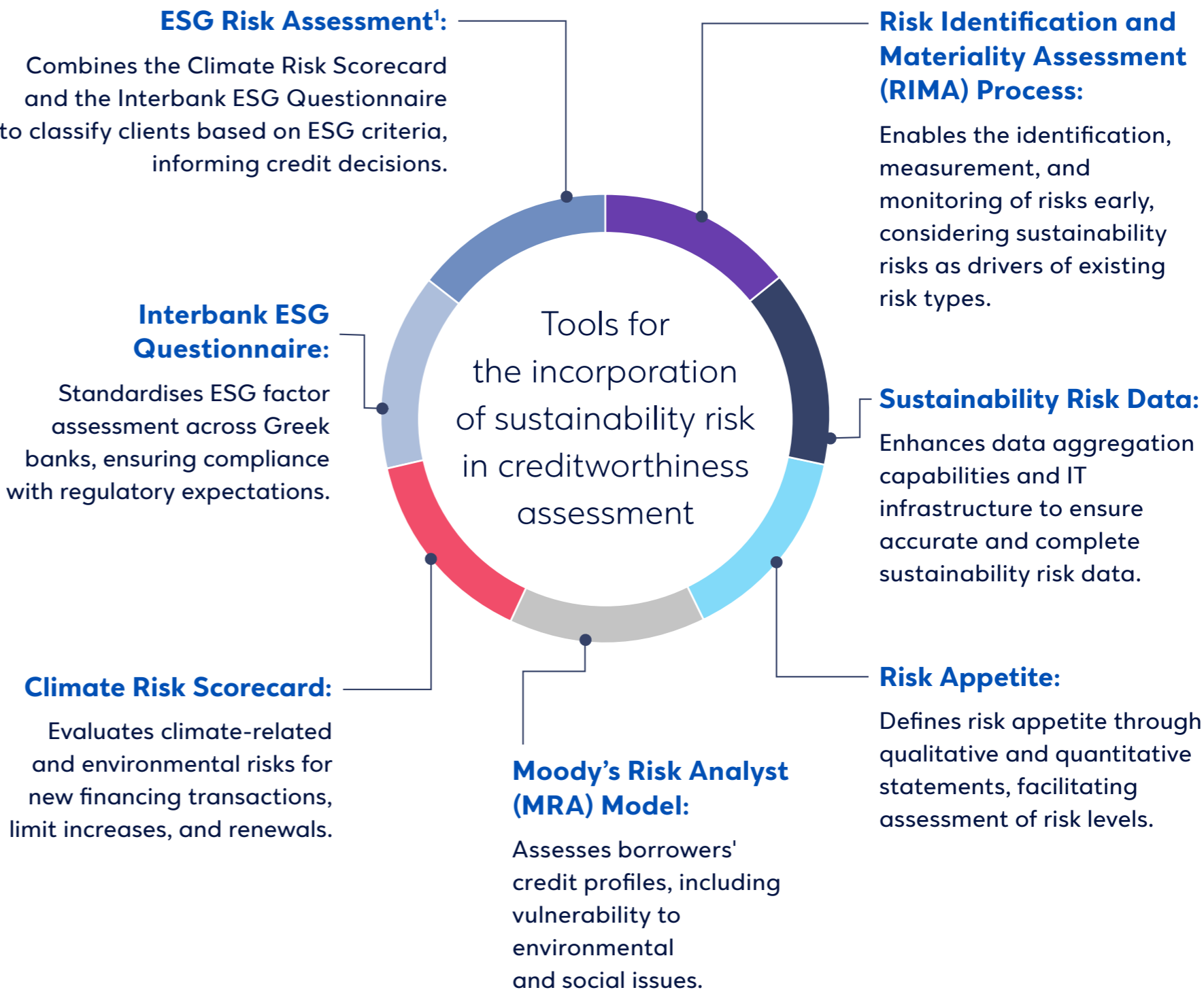
The key metrics for 2024 are:

€24.9 billion loan exposures to high transition risk sectors

€1.4 billion bond and share exposure to sectors contributing to climate change

€31 million exposure to the top 20 most carbon-intensive counterparties

These tools aim to enhance sustainability risk awareness, support sustainable financing, and ensure compliance with Eurobank's risk appetite and credit policies.



¹ The Bank incorporates comprehensive ESG due diligence triggers and risk escalation processes within its ESG Risk Assessment Framework. This process mandates due diligence for high-risk borrowers, while medium-risk borrowers also qualify for an ESG Due Diligence Report. The Bank provides recommendations for appropriate mitigating actions, and obligors are expected to submit an ESG action plan within 12 months to address identified risks and opportunities.



For further information, refer to the [Sustainability Statement](#).

Sustainability risk management at international subsidiaries

Integration of sustainability in risk management	
Bulgaria	
<p>Actions:</p> <ul style="list-style-type: none">Created and adopted the Sustainable Finance Framework (SFF) in 2024Developed a detailed Climate Risk Roadmap action plan in December 2024 with 5 dedicated workstreams to align with ECB expectations.Preparatory activities on the implementation of the EBA GLs on the management of ESG Risks.The ESG ManCo is chaired by the CEO. <p>Performance:</p> <ul style="list-style-type: none">Actively progressed through the implementation phase of the Climate Risk Roadmap. Worked on defining KPIs to monitor material issues, such as exposures to high transition risk sector and carbon -intensive investments. The bank remains committed to establishing robust monitoring systems. <p>Targets:</p> <ul style="list-style-type: none">Steadily advances the implementation of the Climate Risk Roadmap.Committed to setting clear targets, measurable objectives, timelines and initiatives to address key issues.	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Applied the ESG rating tool to legal entities and self-employed individuals, assessing risk levels based on NACE code, country code and counterparty size for peer group ratings.Collected primary data using an industry-wide tool for obtaining ESG data and ESG assessment scoring from customers through a common platform. This tool also provides directly to the borrowers an action plan on how to improve their ESG scoringProgressed with the implementation of the Climate-Related and Environmental (CR&E) risk action planUsed Material Risk Assessment (MRA) surveys to rank CR&E risks within the ESG Risk Taxonomy, covering all 3 Lines of Defence.Introduced Board-set risk appetite limits to align with the bank’s risk capacity, including quantitative RAS limits and qualitative ESG risk statements, with 2025 metrics covering wildfire/flood collateral exposure, green lending initiatives, carbon-intensive investments, and carbon footprint tracking.Applied stress testing to CR&E risks, influencing RAS, ICAAP, ILAAP and Recovery Planning.Integrated physical and transition risks under the ICAAP Economic Perspective, particularly affecting credit risk and other prudential risk categories.Preparatory activities on the implementation of the EBA GLs on the management of ESG Risks.	<p>Actions:</p> <ul style="list-style-type: none">Approved the Sustainable Finance Framework and Sustainable Investment Framework (2024)Developed and approved the CR&E Risk Management Policy, overseen by the Board Risk Committee and strategically directed by the ESG Management Committee.Implemented the action plan on CR&E risks, in line with ECB expectations and Group requirements.Conducted the annual Risk Identification and Materiality Assessment (RIMA) to identify significant risks, including CR&E risks that impact the Bank’s financials, capital and liquidity.Dedicated efforts to build employee capacity on Sustainability and green transition.Established a climate risk reporting dashboard with Key Risk Indicators (KRIs), regularly submitted to the management body to oversee CR&E risks.Performed sensitivity analysis on CR&E risks as a driver to credit risk within the annual ICAAP exercise.Developed the ESG Risk Assessment Process, comprising a proprietary Climate Risk Scorecard and Interbank ESG Questionnaire, to assess corporate borrowers' ESG risk profile.Preparatory activities on the implementation of the EBA GLs on the management of ESG Risks.

Cyprus	
Hellenic Bank	Eurobank Cyprus
Performance: <ul style="list-style-type: none"> Monitors the following RAS metrics (KRIs): <ul style="list-style-type: none"> Green mortgage – green mortgage lending / mortgage lending Green car lending (Retail) – green car lending/ new car lending Renewable energy – New lending amounts on renewable energy Weighted average ESG credit score rating of borrowers Collaterals in high CR&E physical risk areas (wildfire), No. of CR&E risks action plan initiatives delays (at year end) Targets*: <ul style="list-style-type: none"> Align its 2025 targets with those of the Eurobank Group. Develop decarbonisation strategies / transition pathways for specific sectors of credit portfolio. Development of a combined ESG risks action plan for the merged Cyprus entity 	Performance: <ul style="list-style-type: none"> Monitored 3 key KRIs related to CR&E risks quarterly: <ul style="list-style-type: none"> Exposures to the top 20 most carbon-intensive counterparties. Credit losses resulting from physical climate events. Property losses due to natural causes. Partnered with the Eurobank Group to drive economic, social and environmental impact through: <ul style="list-style-type: none"> Client engagement focused on sustainability initiatives. Sustainable financing solutions supporting climate-positive investments. Risk management strategies integrating climate risk considerations. Targets*: <ul style="list-style-type: none"> Aligning its Financed Impact Strategy with the Eurobank Group by fostering sustainable outcomes through client engagement, supporting sustainable practices, providing financing tools and managing sustainability-related risks.
Luxembourg	
Actions: <ul style="list-style-type: none"> Assessed sensitivity to and materiality of Climate Risk across core functions and the risk types, and developed a CR&E Risk materiality assessment, fully aligned with Group’s approach considering its business model specificities. Incorporated Climate Risk into the Bank’s overall risk governance framework, ensuring strategic alignment with local and European regulations. The Bank has established an ESG Management Committee that has the overall responsibility for overseeing and implementing ESG related matters. Developed a Climate Risk Roadmap aligned with ECB expectations. Developed ESG risk assessment process aligned with Group’s approach. The ESG risk assessment methodology leverages ESG questionnaires and it is aligned to regulatory expectations and market practices. The outcome of the CR&E risk materiality assessment provides input in Bank’s risk appetite framework. Preparatory activities on the implementation of the EBA GLs on the management of ESG Risks Performance: <ul style="list-style-type: none"> Actively working towards further advancing Bank’s practices and policies on ESG risk management, considering additional local, ECB and EBA requirements, and any areas of further alignment with the Group. Targets: <ul style="list-style-type: none"> Finalise the ESG strategy, including targets related to ESG awareness initiatives. Operationalise the ESG risk assessment process, for corporate portfolio, as per the approved methodology. 	

* Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.



Sustainable finance, services and portfolio green transition

One of the Bank’s key ambitions is to become a frontrunner in supporting the low-carbon transition. To this end, Eurobank Holdings has joined the Net-Zero Banking Alliance (NZBA), reinforcing its commitment to climate change action. The aim is to align its lending and investment portfolios with the goal of achieving net-zero

emissions by 2050 or earlier. The Bank will continue doing business with all its clients while focusing on supporting their transition efforts. Since embarking on its sustainability journey, the Bank has achieved significant milestones:



Leveraging on tools, frameworks and other enablers, such as the climate risk assessment exercises, the Bank’s strategic approach is to support green transition efforts through direct financing and advisory solutions for capital raising to current and potential clientele. To this end, its approach focuses on:

- Sustainable financing and investments for corporate clients** – Having a leading role in the large, prominent projects in the Greek economy, the Bank finances robust business plans, growth strategies, investment programmes and export activities in strategic sectors. It provides financing for landmark initiatives in the areas of renewable energy sources (RES), sustainable infrastructure and environmentally friendly solutions.
- Sustainable financing for individuals and businesses** – The Bank currently offers a range of financing solutions for consumers and small businesses that support inclusive and sustainable growth. These include programmes such as Easi AFI SBs, which promote social and economic inclusion, employment generation and access to financing. Additionally, the Recovery and Resilience Facility (RRF) loans are available for investments that demonstrate a positive net present value and repayment capacity. Furthermore, financing programmes offered by

supranational institutions, such as the EBRD, EIB and EAT, are assessed based on their purpose against the respective eligibility criteria and are classified as Sustainable Finance Framework (SFF)-aligned.

- Asset and wealth management with ESG criteria** – In 2018, the Bank launched the LF FoF – ESG Focus, a mutual fund that invests in shares and bonds factoring in ESG criteria. The Fund has a diversified portfolio of equities and bonds that adopt ESG criteria. In addition to the LF FoF - ESG Focus, there is also the LF FoF Global Megatrends and the GF Greek Equities ESG Domestic Equity, which also promote environmental and/or social traits. The assets of these 3 mutual funds amounted to approximately €200 million at the end of 2024.
- Deposit solutions with ESG criteria** – Since 2021, the Bank has been offering ESG Deposits to its corporate clients. The ESG Deposits is an innovative deposit solution that supports the clients’ sustainability agenda, by investing their liquidity in sustainable projects and allowing them to demonstrate their commitment towards a low carbon and sustainable environment. The amount raised from ESG Deposits, around €277.6 million until December 2024, is allocated to financings that meet the criteria set out in the Eurobank Sustainable Finance Framework.

Guiding frameworks

Committed to being transparent about its approach and to ensure that decision-making is in line with best practices in environmental protection and sustainability, Eurobank has developed 3 guiding frameworks, defining the approach and criteria for classifying its financing and investing activities as sustainable.

Sustainable Finance Framework

The Group is fully committed to being transparent about its sustainability approach. On account of this, the Sustainable Finance Framework (SFF) has been developed using recognised industry guidelines and principles from a range of industry standards, market principles and best practice. More specifically, the SFF's core guidelines and principles, classification approach and eligibility criteria are based on the guiding frameworks of ICMA and LMA outlining the principles underpinning sustainable financing, as well as the Climate Bonds Standard and the EU Taxonomy Regulation.

Each guideline and principle update the SFF and offer clear criteria for identifying sustainable activities, thereby enhancing transparency and accountability in the Group's operations. This alignment not only supports the Group's sustainability objectives, but also fosters investor confidence and contributes to the broader goal of sustainable development.

Eurobank defines four 4 approaches in its SFF:

- Dedicated-purpose – Green/Social loans:** Project-specific loans or financing instruments whose use of proceeds is 100% directed towards eligible green/ social activities. The SFF defines the eligible activities (for the Wholesale and Retail portfolios) along with the applicable eligibility and exclusionary criteria that need to be fulfilled. The eligible areas and activities include energy efficiency, renewable energy, clean transportation, shipping, green buildings, pollution prevention and control, circular economy, Carbon Capture, Utilization and Storage (CCUS), green hydrogen, water and wastewater management, information and communication, climate change adaptation regarding the green activities, economic inclusion, affordable basic infrastructure, access to essential services, and affordable housing.
- General-purpose – Company business mix:** Financing to companies that fulfil the eligibility green/social criteria and derive their revenue from eligible activities. Specifically, companies are eligible under the business mix category when they derive a minimum predefined percentage of their total revenue from eligible activities.

- General-purpose – Sustainability-linked loans/facilities:** The second type of general-purpose lending adopted relates to sustainability-linked loans (SLL). The purpose of SLLs is to enable and accelerate the ESG transition of clients. Through SLLs, Eurobank provides ESG-related incentives to its clients, by offering products (loans, bond loans, etc.) with terms linked to ambitious and predefined sustainability performance targets (SPTs). The SPTs are specific targets that aim to improve the ESG performance of the client.
- Recovery and Resilience Facility-based approach:** Activities approved through the Greek Recovery and Resilience Facility, contributing to the green pillar.

Green Bond Framework

Eurobank has developed a Green Bond Framework (GBF) to finance projects that deliver environmental benefits and support its business strategy. The GBF is aligned with global best practices and standards, including the EU Taxonomy eligibility criteria. It defines eligible assets, the use of proceeds, project evaluation and selection processes, and reporting obligations. The GBF promotes green investments while ensuring transparency and accountability.

Sustainable Investment Framework

The Bank has established a Sustainable Investment Framework (SIF) for the classification of investments as sustainable based on criteria observed in international market practices. Eurobank’s SIF outlines its sustainable investment strategies, selection process and monitoring frequency.

The SIF uses various classification approaches, including:

- Value-based exclusions and AML
- Norm-based exclusions
- Avoid harm (combination of value and norm-based exclusions)
- Sustainable bond selection (green, social, sustainability-linked)



For further details on the objectives and the criteria associated with each eligible activity of the SFF refer to the Group’s [TCFD Climate - related & Environmental Risk Report 2023](#).

For further information, refer to the [Green Bond Framework](#).

For further information, refer to the [Sustainable Finance Framework](#).

Sustainable financing targets and performance

The Group has integrated its Financed Impact Strategy into its operation model and has made significant progress towards achieving its targets. Specifically, it has:

- Operationalised its SFF – The Group has developed governance structures, processes and tools that enable the identification of sustainable financing opportunities, engagement with clients on sustainable financing offerings and assessment of financings against the SFF criteria into daily operations. Key elements include the introduction of dedicated roles for guiding relationship managers, the integration of the wider process for classification and evaluation according to the SFF within the Bank’s systems, and the extension of the approach to retail business banking with co-financing programmes and tailored products.
- Enhanced its capabilities for the collection of sustainability risk data - The Group is continuously enhancing its capabilities for the collection of sustainability risk data, through the integration of additional information requirements in the credit process, as well as cooperation with third-party data providers. It has implemented a set of tools for identifying, measuring and managing sustainability risks, including throughout the credit granting and monitoring processes. These are used by the Units involved across the Group’s 1st and 2nd Lines of Defence, with the relevant tasks being performed in a collaborative and efficient manner. Having already performed an assessment of sustainability data availability in its internal systems against regulatory requirements/expectations, the Group continues to enhance its sustainability risk data aggregation capabilities and IT infrastructure accordingly, while also using appropriate controls and safeguards to ensure the accuracy and completeness of the compiled information. The Group seeks to further improve sustainability risk data granularity, by allocating detailed roles and responsibilities for the purposes of sustainability data management, and by addressing identified data needs (i.e. engagement with external data providers, development of methodological approaches for the estimation of required information).
- Intensified engagement with its counterparties on sustainability risk mitigation - Aiming to facilitate the transition of its clients towards a sustainable business model, the Group has developed a dedicated approach to increase client engagement and awareness regarding sustainability risks. Besides the initiatives launched aiming to build sustainability literacy and capacity among its clients (e.g. online events, articles and webinars, digital academy for businesses), the Group also uses tools to engage with its counterparties in the context of its credit granting and asset management activities, so as to understand their strategies and mitigate their sustainability risk exposures.
- Expanded its sustainable offerings - As part of the periodic revision of its SFF, the Group introduced new activities that contribute to sustainable objectives through the inclusion of emerging technologies as well as national and sectoral investment plans. Additionally, it leverages all available co-financing programmes with sustainability objectives to promote the green transition of its entire client base.

- Launched the first wave of its sectoral Net-Zero targets and developed its sectoral transition plan - As part of its Net-Zero Banking Alliance commitment, the Group has launched its 1st wave of sectoral emission reduction targets for its 4 priority sectors: power generation, oil and gas, iron and steel, and cement. The targets follow sectoral decarbonisation pathways in line with 1.5 °C and have been developed based on the Group’s portfolio, outlook and business plan until 2030, also accounting for various decarbonisation levels, such as national and client-specific targets and investment plans. These targets reflect the Group’s approach towards financing the green transition of each sector by enabling the adoption of low-carbon technologies and green business models. The Group is also in the process of finalising its target and transition plan for the CRE sector, which is expected to be submitted along with the other 4 sectors in the 1st target-setting submission to the NZBA. The Bank will monitor progress and provide annual updates to ensure transparency and accountability in achieving these ambitious targets.
- Achieved the sustainable financing targets set as part of its Financed Impact Strategy - For the third consecutive year, Eurobank achieved the sustainable financing targets related to its corporate portfolio, set as part of its Financed Impact Strategy. New SFF-aligned annual disbursements exceeded the 20% target of total corporate disbursements, while corporate sustainable exposures increased from €2.18 billion in 2023 to €2.98 billion in 2024, posting a 37% year-on-year growth.

Portfolio Targets	2024 Performance
€2 billion in new green disbursements to businesses by 2025	> €2 billion in new green stock as of 2024 – Target achieved
20% of the annual new corporate disbursements to be classified as green	c. 21% - Annual target achieved
20% stock of green exposures by 2027 for the corporate portfolio	c. 16% - On track to achieve target
Mobilise €2.25 billion total green RRF funds in the Greek economy by 2026	c. € 2.1 billion - On track to achieve target
No new investments in fixed income securities (excluding exposures in Sustainability/Green Bonds towards the top 20 most carbon-intensive corporates worldwide	0 new exposures – Target maintained
Double annual disbursements of sustainability-linked loans	c. € 0.7 billion in SLL, disbursements, double in relation to 2023 – Annual target achieved



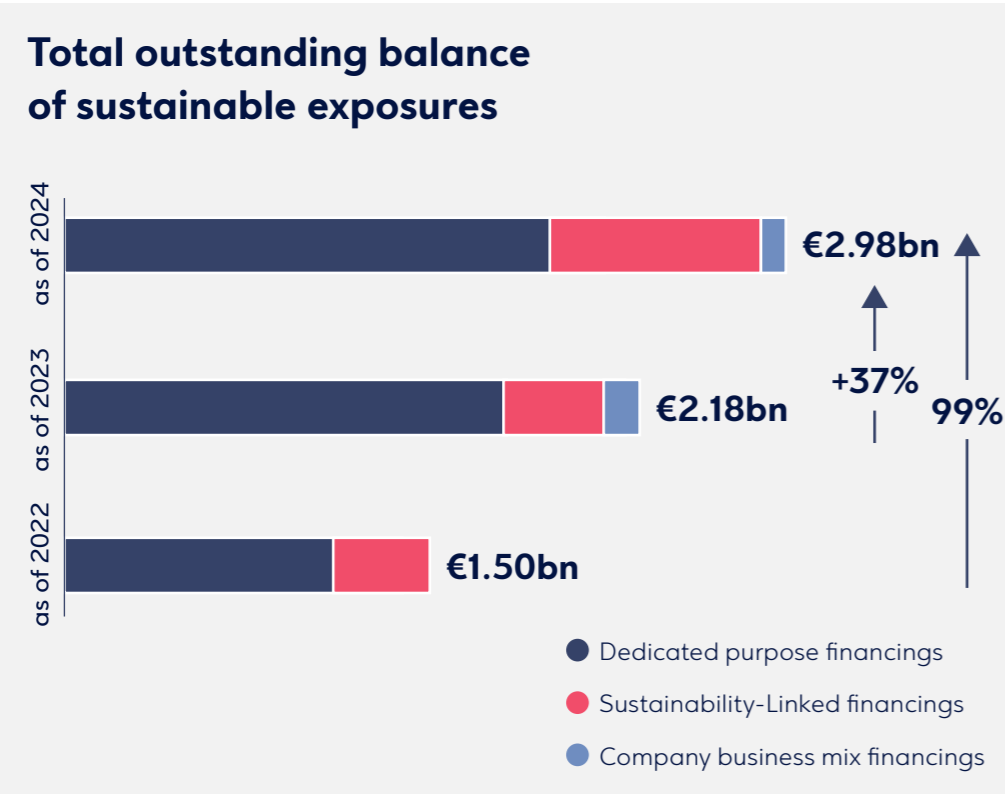
For further information, refer to the [Sustainability Statement](#).

Sectoral Targets	2024 Performance
35% of new disbursements in the energy sector to be directed to RES financing	> 60% of sectoral disbursements towards RES – Annual target achieved
80% of disbursements related to the construction of new buildings to be allocated to green buildings	100% of disbursements to construction of green buildings – Annual target achieved

Sustainable financing performance

The corporate portfolio of Eurobank, which is the Group’s primary driver for sustainable stock exposures, amounts to €2.98 billion, demonstrating a 37% year-on-year growth, in line with the Group’s green stock targets, while annual disbursements have reached the respective annual target.

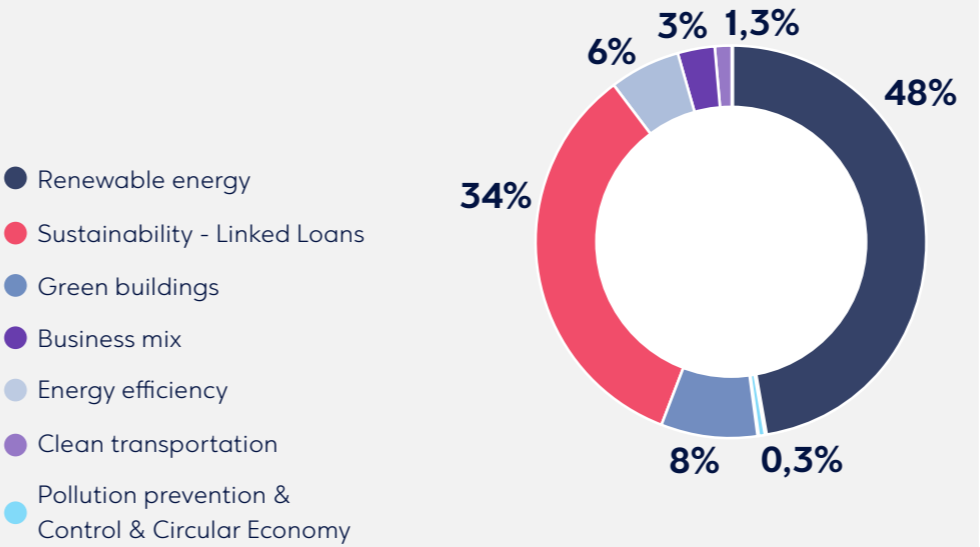
Total outstanding balance of sustainable exposures



In terms of allocation per financing approach, as described in the SFF, the majority of exposures relate to green / dedicated-purpose financings, while sustainability-linked and business mix financings account for the remaining 36.4%.

As per the activities financed, over half of the sustainable exposures relate to renewable energy projects, since the Bank has financed many major RES projects in the country, which aim to support the green transition of the Greek economy. Energy efficiency projects account for 6% and green buildings account for 8%. Pollution prevention and circular economy activities are still a minor part of the sustainable financing allocation.

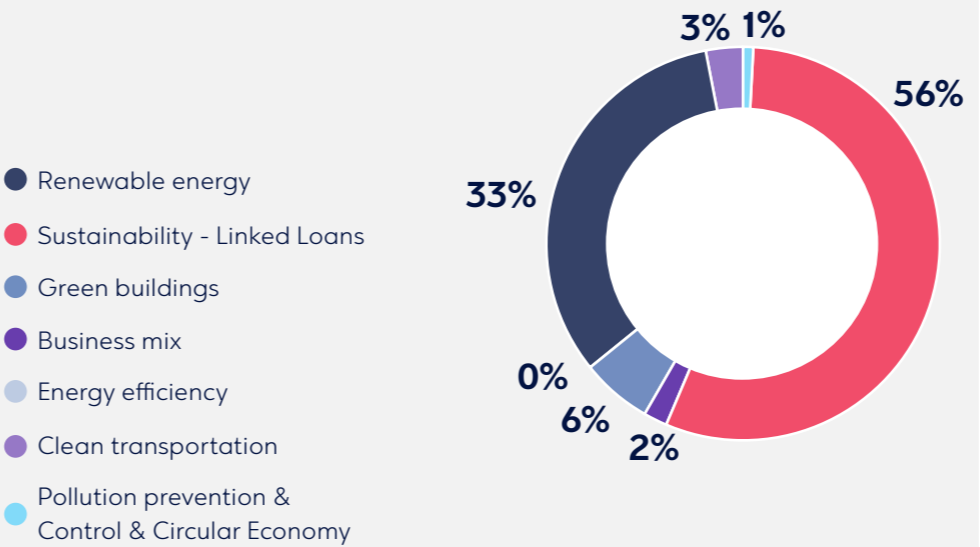
Allocation of sustainable exposures by activity



Corporate Banking disbursements within 2024

As at year-end 2024, Corporate Banking disbursements totalled €1,273 million, comprising €537 million in dedicated-purpose financings and €736 million in general-purpose financings.

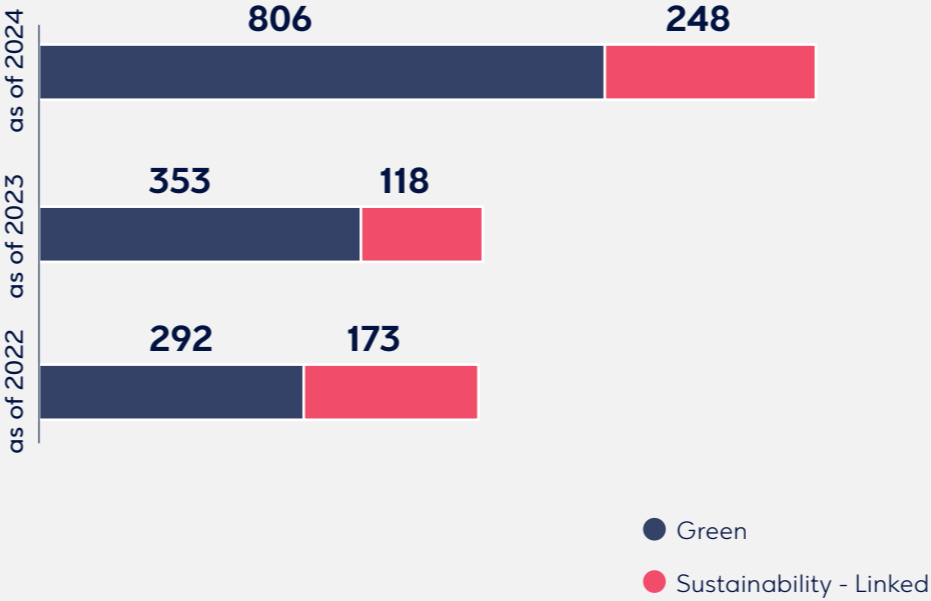
Allocation of sustainable exposures by activity



In relation to the Retail portfolio, which involves financing to small businesses and individuals, the balance as at the end of 2024 stood at €182 million, while €100 million were disbursed within 2024.

Retail Banking	Outstanding balance as at 31.12.2024 (million €)	Disbursed amounts within 2024 (million €)
Green mortgage loans	105	72
Energy renovation loans	26	8
Bridge Financing – Exoikonomo	-	-
Electric vehicle loans	5	2
Photovoltaic loans to small businesses and individuals	38	12
Net metering	1	-
Other dedicated purpose sustainable loans to small businesses	7	5
Total sustainable financing	182	100

Positions in green and sustainability-linked bonds



Regarding bond positions, as at 31.12.2024 the Group held over €1.05 billion in green and sustainability-linked bonds, showcasing a 123% increase in relation to 2023. Recognising its efforts in promoting sustainable finance, the internationally renowned Global Finance magazine awarded the prestigious Best Bank for Sustainable Finance in Greece 2024 distinction to the Bank for the second consecutive year. This distinction ranks it among the best performing banks in sustainable financing worldwide and underlines the Bank’s commitment to ESG best practices, by focusing on sustainable financing initiatives designed to mitigate the impact of climate change and shape a sustainable future for everyone. This important recognition takes on particular significance as the demand for sustainable investments accelerates internationally. In this context, Eurobank has performed remarkably, reinforcing its strong and reliable presence in the market.

Green Bond Issuance

In September 2024, Eurobank issued its inaugural €850 million Green Senior Preferred Notes, marking a significant step in its sustainability agenda. The transaction attracted exceptionally strong demand, with an oversubscription of more than 5.4 times, and broad participation from international and ESG-focused investors. The proceeds will support the Bank’s green financing strategy, in alignment with its commitment to achieving net-zero emissions by 2050.

€850 million

inaugural **Green Senior Preferred bond** issued in 2024

2024 Key Projects

Committed to its sustainable financing targets, the Bank participated in offering financing and advisory services on landmark projects and transactions within 2024, contributing to the sustainable development and green transition of its clients, such as:



PV Portfolio 560MW

€315 million

Common Bond Loan granted under RRF




Eurobank acted as Mandated Lead Arranger, Underwriter, Agent, Account Bank & Hedging Counterparty

February 2024



€750 million

Syndicated Bond Loan

Eurobank acted as Lead Arranger, Underwriter and Hedging Counterparty

July 2024



PV Portfolio 311.16 MW

€210.3 million

Common Bond Loan granted under RRF




Eurobank acted as Underwriter, Agent, Account Bank & Hedging Counterparty

July 2024



Motorway Concession“Nea Attiki Odos”

€2.765 billion

Syndicated Bond Loan

Eurobank acted as Mandated Lead Arranger, Joint Coordinator, Underwriter, Facility Agent & Hedging Counterparty

September 2024



Motorway Concession “Nea Attiki Odos”

€750 million

5y Senior Unsecured Green Notes, coupon 4.00%, due 2029

Eurobank acted as Joint Bookrunner

October 2024

Implementation of the EU Taxonomy Regulation

The EU Taxonomy Regulation (2020/852) defines environmentally sustainable activities to help achieve climate neutrality under the Paris Agreement. Financial and non-financial entities under the Non-Financial Reporting Directive (NFRD) must disclose their alignment.

A key metric is the Green Asset Ratio (GAR), required as of 2024, measuring the proportion of taxonomy-aligned assets. Activities must meet taxonomy criteria and ensure Do No Significant Harm (MSS).

The Group integrates taxonomy requirements through:

- Engaging clients on sustainability/climate risk.
- Monitoring KPIs for climate risk and sustainable finance targets.
- Developing disclosures to ensure compliance.

To increase taxonomy-aligned assets, the Group focuses on:

- Emission-reduction pathways aligned with science-based targets
- Sectoral and counterparty analysis for GAR optimisation
- Embedding sustainability in business planning

Results

The Group’s total GAR based on turnover and total GAR based on CapEx as at year-end 2024 cover the six climate-related EU environmental objectives and are presented in the summary below:

Summary EU Taxonomy KPIs 2024					
Million €	Gross carrying amount	Turnover KPIs		Capex KPIs	
Taxonomy-eligible assets		17,868	24.6%	19,408	26.7%
Taxonomy-aligned assets		1,908	2.6%	2,658	3.7%
Assets					
GAR-covered assets in both numerator and denominator	29,506				
Assets excluded from the numerator for GAR calculation (covered in the denominator)	43,257				
Total GAR assets	72,762				
Total assets	101,150				

2023 – 2024 Taxonomy KPIs comparison

	Turnover KPIs		Capex KPIs	
	2023	2024	2023	2024
Taxonomy-eligible assets	20.9%	24.6%	24%	26.7%
Taxonomy-aligned assets	2.5%	2.6%	3.5%	3.7%

In 2024 taxonomy-eligible turnover increased to 24.6% and CapEx to 26.7% from 20.9% and 24% in 2023. Aligned turnover and CapEx saw slight increases, from 2.5% to 2.6% and 3.5% to 3.7%, reflecting the Group’s commitment towards sustainable financing and supporting client green transition. The reported main and additional KPIs calculated on 31.12.2024 for the Group, including the reporting templates as set out in the EU Taxonomy Regulation, EU Taxonomy Regulation Delegated Act and the European Commission FAQs, are presented in the Annual Financial Report.

Financed emissions and the Net-Zero pathway

The Bank has committed to align its portfolio with climate transition pathways and to develop phased, sectoral decarbonisation targets covering its portfolio, with the ultimate objective of reaching Net Zero by 2050. To this end, it has developed sectoral emission reduction targets supported by appropriate transition plans and will gradually expand those targets to all material sectors of its portfolio. A key part of this process is the ongoing monitoring of the financed emissions related with its lending and investing activities.

The Bank calculates and discloses its financed emissions following the Partnership for Carbon Accounting Financials (PCAF) methodology, which is based on a revenue-based approach, with emission factors estimated for each sector and country through a multiregional input-output analysis framework. Note that where available, and with emphasis on the sectors/counterparties on which emission reduction targets are set upon, the Group aims to utilise the most credible sources available, i.e. emission data obtained directly from client disclosures. Also note that reported emissions have been applied where the disclosed emissions from the Bank’ clients have been available across Scope 1, 2 and 3, while where one or more reported scope categories were not disclosed/complete, the Bank has incorporated estimated emissions according to its internal methodology, in line with the PCAF standard.



For further information, refer to the [Sustainability Statement](#).

The table below presents the breakdown of the Group’s total financed emissions between lending and investment activities:

	Emission covered exposure (million €)	Scope 1&2 (ktCO ₂ e)	Scope 3 (ktCO ₂ e)	Total emissions (ktCO ₂ e)
Lending	40,938	6,799	16,567	23,367
Corporate	29,364	6,440	16,567	23,007
Retail	11,574	359	-	359
Investments	23,155	2,647	2,470	5,117
Total	64,093	9,446	19,037	28,483

The majority of the Group’s financed emissions come from its corporate portfolio lending, accounting for around 81% of the total, while Scope 3 financed emissions account for around 87% of the Group’s total emissions.

Furthermore, the table below breaks down financed emissions per sector of the corporate portfolio.

NACE Code	Emission covered exposure (million €)	Scope 1&2 (ktCO ₂ e)	Scope 3 (ktCO ₂ e)	Total emissions (ktCO ₂ e)
A - Agriculture	371	388	359	747
C - Manufacturing	4,446	1,975	10,140	12,115
D - Energy	2,800	1,200	216	1,416
F – Construction	1,065	63	694	757
G - Wholesale and retail trade	4,727	1,262	3,104	4,366
H - Transporting and storage	5,645	1,041	1,155	2,196
I – Accommodation	2,915	102	362	464
Other sectors	7,396	409	537	946
Total	29,364	6,440	16,567	23,007

Regarding the corporate portfolio, lending to the manufacturing sector has the biggest contribution, around 53%, followed by wholesale and retail trade, around 19%, and transportation, around 9%.

The pathway to net zero

Eurobank’s commitment to sustainability is at the heart of its strategic vision. Aligning with global climate goals and addressing the urgent need to tackle climate change, it has committed to aligning the Group’s portfolio emissions with 1.5oC climate transition pathways. It has developed phased, sectoral decarbonisation targets for the Group’s portfolio, aiming to achieve Net Zero by 2050. These ambitious commitments demonstrate its dedication to supporting the low-carbon economy transition, ensuring its financial practices are responsible and forward-thinking. The goal is to foster sustainable growth and contribute positively to communities, reinforcing its role as a leading financial institution that prioritises environmental stewardship and sustainable development.

As a proud member of the Net-Zero Banking Alliance (NZBA), Eurobank is dedicated to aligning its operations and strategies with the collective goal of achieving Net Zero emissions by 2050. This section outlines the net-zero targets for 2030, developed in accordance with the guidelines of the NZBA. These targets focus on the most carbon-intensive and influential sectors in its portfolio, underscoring its commitment to a transition aligned with the ambition of limiting global warming to 1.5°C by 2050. Its sector-specific approach to target-setting considers the unique challenges and opportunities of the climate transition, in conjunction with the Group’s business strategy, and adheres to globally recognised standards, such as those from the Partnership for Carbon Accounting Financials (PCAF) and science-based decarbonisation pathways.

This section provides an in-depth overview of Eurobank’s structured approach to defining, substantiating and disclosing its sectoral emission reduction targets. The targets include lending exposure, corporate bonds and listed equities at a Group level. The methodology is underpinned by a robust framework that draws upon national, sectoral, and client-specific investment plans and targets, in conjunction with the Group’s business strategy, guiding the target-setting process. Critical component of the process is also accounting for the effect that changes in sectoral exposure (and thus the attribution factor) might have in sectoral emissions, especially in sectors such as the Oil and Gas where these parameters significantly influence performance on the target metric.

Based on this framework, it is setting the first wave of its emission reduction and net-zero targets for its 4 most significant carbon-intensive sectors:

- Power Generation
- Oil & Gas
- Cement
- Iron and Steel

These sectors are crucial, as they represent a substantial portion of Eurobank’s financed emissions. By concentrating its efforts on these sectors, it aims to drive meaningful progress towards its overall sustainability objectives. The commitment

to setting and achieving these targets reflects its strategic vision and its proactive stance in facilitating the transition to a low-carbon, sustainable and resilient economy. To this end, it is developing transition plans specific for each sector, outlining planned actions and milestones to achieve these targets.

The International Energy Agency's Net Zero Emissions (IEA NZE) scenario was chosen as the reference transition pathway to 2050 for the selected sectors. The IEA NZE scenario is widely regarded as one of the most comprehensive and scientifically robust frameworks for achieving net-zero emissions globally. It outlines a clear and actionable roadmap, emphasising the significant role that the selected sectors must play in reducing greenhouse gas (GHG) emissions.

Following the disclosure of its initial 2030 targets, Eurobank will focus on monitoring its progress and providing annual updates. In addition, apart from the 2030 targets, this report presents its 2024 progress in relation to the base year. Moving forward towards its net-zero journey, Eurobank will gradually expand its targets to additional sectors, increasing its portfolio coverage.

The following table presents key information regarding the emission reduction targets for the first 4 carbon-intensive sectors:

Sector	Boundaries	Scopes covered	Target Metric	Scenario / Pathway	Eurobank's emission reduction targets				
					Base year	Baseline value	2030 target	2030 reduction	2024 value
Power generation	Fossil and RES electricity generators	1,2	Intensity kg CO ₂ e/MWh	IEA NZE 2050 (2023 Update)	2023	244	220	-10%	193 (-22 % vs baseline)
Oil & gas	Mid / Downstream activities	1,2	Absolute tCO ₂ e	IEA NZE 2050 (2023 Update)	2024	558 (100 indexed)	530 (95 indexed)	-5%	n/a
Iron and steel	Up / Mid / Downstream manufacturers	1,2	Intensity tCO ₂ e / t steel	IEA Net Zero by 2050 (2021)	2023	0.37	0.33	-10%	0.42 (+14% vs baseline)
Cement	Cement and concrete manufacturers	1,2	Intensity tCO ₂ e / t cement	IEA NZE 2050 (2023 Update)	2023	0.67	0.59	-12%	0.66 (-1% vs baseline)

Power generation

Methodological approach

Boundary

The scope of this sector includes counterparties operating in the power generation sector and, more specifically, clients with power generation activities from fossil fuels (lignite, oil, natural gas) and renewable energy (soler, wind, hydro etc.).

The sectoral perimeter excludes companies operating downstream the power generation value chain (transmission, distribution and trade).

Emissions coverage

The target covers Scope 1 and 2 GHG emissions, which account for the vast majority of the power generation footprint.

Decarbonisation scenario

Eurobank's emission reduction target for the power generation sector draws upon the trajectory outlined in the IEA NZE scenario, aiming for substantial reductions in carbon emissions and the promotion of sustainable energy practices. The power generation sector plays a crucial role in global efforts to mitigate climate change, accounting for a significant portion of GHG emissions. By adopting the IEA NZE scenario as the reference transition pathway for the power generation sector, Eurobank aims to support the rapid deployment of renewable energy sources (RES), such as wind, solar and hydroelectric power, while also supporting the stability of the energy transition through less carbon intensive energy generation technologies. Additionally, its target focuses on reducing emissions from fossil fuel-based power generation through investments in energy efficiency measures, grid modernisation and the integration of clean technologies.

For this target, Eurobank has also considered the national plan to decarbonise the sector, which can be found both in the Greek National Energy and Climate Plan (NECP) and the National Climate Law. NECP sets an 82% target for the share of RES in the total domestic electricity production by 2030, through increasing RES generation to 23.5 GW by 2030 (i.e. around a 150% increase from 2021). The rapid increase in the level of RES penetration requires the development of different types of RES and reliable energy storage solutions. To this end, NECP foresees the increase of onshore wind capacity by 65%, solar by 212% and pumped storage by 214%. It also includes the development of new technologies, such as offshore wind (1.9 GW by 2030) and battery energy storage systems (3.1 GW by 2030). The Climate Law forbids electricity generation from solid fossil fuels by 2028.

Eurobank’s sectoral approach

Eurobank recognises that a fully decarbonised power generation sector is the essential foundation of a net-zero energy system, which will also play a key role to leading decarbonisation across all sectors, from transport and buildings to industry. Electricity generation will need to reach net-zero emissions globally in 2040 and be well on its way to supplying almost half of total energy consumption. This will require huge increases in electricity system flexibility, investments in new services and technologies such as batteries, demand response and green hydrogen, while renewable energy technologies remain the key to reducing sectoral emissions. A more electrified, renewables-based and efficient energy system brings clear environmental benefits as well as important gains for affordability.

Eurobank’s current financed emission intensity baseline sits below the sectoral pathway, at 244 kgCO₂e/MWh, mainly due to the significant share of financed RES production output in relation to fossil fuel-based production. Drawing from sources such as national and client-specific investment plans, as well as the Group’s sectoral business plan, the Group has set the target to reduce the sectoral financed emission intensity by 10% by 2030, which is above the respective pathway reference value.

This target is based on prudent projections about the timing and emission reduction effect of the key sectoral decarbonisation levers, decommissioning of lignite and oil plants, emission reduction investments of key counterparties as well as the Group’s additional financing in renewable energy projects. Recognising that a key element in the sectoral transition is safeguarding the stability of the energy supply, the Group will also finance projects in lower emitting power generation technologies, such as Combined Cycle Gas Turbine (CCGT) power plants, in Greece and abroad. While CCGT plants will add to the Group’s overall emission profile in the short-term, they are considered a critical component of the energy transition, providing the necessary flexibility and reliability to support the integration of intermittent RES, and ensuring energy security during the transition period. Their role is especially important in maintaining grid stability as legacy high-emission assets are phased out. Looking beyond 2030, the Group is committed to aligning with more ambitious decarbonisation trajectories, potentially exceeding the reference values of the pathway, reflecting its long-term vision for a sustainable and resilient energy system.

In 2024, the Group’s sectoral performance demonstrated a significant decrease, -22% in relation to the 2023 baseline, mainly driven by emission reductions demonstrated by the key national energy producers, in line with the national plans.

In response to the above and to reach its sectoral emission reduction target, Eurobank plans to further mobilise its strategy to finance the upgrade of energy transmission and distribution systems, and promote innovative energy saving and storage technologies, in line with the NECP and its ambitious energy efficiency targets by 2030. Eurobank’s commitment in supporting the increase in renewable energy share in the total energy mix has been evident, with substantial year-on-year increase in RES project financing and an outstanding balance of over €1.43 billion at the end of 2024. It will intensify even further its financing towards RES projects, conventional as well as emerging technologies, contributing to the increase in RES share in the total energy mix and the country’s lignite phase out plan.



Find the [Power generation emission reduction pathway and Eurobank’s 2030 target](#).

Oil and Gas

Methodological approach

Boundary

The target-setting focuses on counterparties engaged in:

- Midstream activities – Transportation, storage and liquefaction of oil, natural gas or LNG.
- Downstream activities – Refining activity.

Eurobank’s portfolio does not include counterparties engaged in upstream activities, such as exploration and production. Also, the target-setting does not include oil and gas companies operating in the product marketing and retail sub-segment.

Emissions coverage

The indicator used for target-setting encompasses Scope 1 and 2 GHG emissions, excluding the emissions associated with the end use stage of oil and gas products (Scope 3 GHG emissions), which often constitute the majority of sectoral emissions. This exclusion is primarily due to lack of readily available and reliable data from clients, which introduces inaccuracies and uncertainties into the measurement and reporting processes. Oil and gas Scope 3 emissions are expected to be tackled through a dedicated sectoral target that focuses on the sector’s downstream value chain.

Decarbonisation scenario

By using the IEA NZE scenario as the reference transition pathway for the oil and gas sector, Eurobank aims to facilitate investments in technologies that will enable the sector’s transition, such as carbon capture and storage (CCS), methane reduction initiatives and the development of low-carbon fuels. The oil and gas sector represents a significant source of carbon emissions and is critical for global efforts to achieve net-zero emissions by 2050. Eurobank’s emission reduction target for the oil and gas sector focuses on promoting sustainable practices, reducing emissions, and supporting the transition to a more diversified and resilient energy system.

According to the Climate Law, facilities with significant environmental impact have an obligation to reduce their emissions by 30% by 2030 (reference year: 2019). The NECP does not include sectoral targets, but rather a general 9% reduction target for the entire industry by 2030 (reference year: 2020). Considering that the oil and gas sector is a hard-to-abate sector, with limited capacity in relation to process electrification, alternative solutions will have to be adopted (e.g. CCUS, green hydrogen). However, based on the current progress, their implementation timeline is post-2030.

Eurobank’s sectoral approach

Eurobank recognises the critical importance that the oil and gas sector has in the global transition to a sustainable and low-carbon energy system. Given the sector's substantial contribution to GHG emissions, particularly through the combustion of fossil fuels, decarbonising oil and gas operations throughout the entire value chain is essential for achieving global climate targets.

Eurobank’s current financed emissions in the oil and gas sector amount to 558 ktCO₂e (indexed at 100% based on the sectoral methodology) as of the 2024 baseline year. The Group’s approach to target-setting considered the emission reduction effect, application feasibility and timing of the sector’s key decarbonisation levers. In addition, a key element in the process was the fact that clients in the Oil and Gas sector often have substantial and time-sensitive capital requirements, leading to significant fluctuations in financing activity. These fluctuations—driven by withdrawals or repayments—can materially affect exposure levels and, consequently, the attribution of financed emissions. As such, 2024 was selected as the base year because it more accurately reflects typical exposure levels across key clients, providing a sounder foundation for setting and tracking emission reduction targets.

Based on the above, it has set its target reduction target at -5% by 2030 in relation to its 2024 baseline. This target is based upon the emission reduction effect of more mature decarbonisation levers that are part of its key counterparties’ investment plans, which include energy efficiency measures (energy consumption optimisation, heat capture and integration, improved combustion efficiency, setup upgrades etc.) and the adoption / expansion of green hydrogen and biofuels, as these are expected to produce results by 2030.

However, key sectoral decarbonisation drivers, such as Carbon Capture and Storage (CCS) and process electrification, are not expected to be widely deployed by 2030 due to current market immaturity and regulatory constraints. As a result, these technologies have not been included in the Group’s 2030 target. Their limited near-term feasibility means that the majority of substantial emission reductions in the oil and gas sector are anticipated to occur post-2030, once these advanced technologies become commercially viable and supported by a more solid regulatory framework.

Accordingly, the Group expects for its post-2030 target to reflect the effect of these transformative solutions. This will enable a more accelerated decarbonisation trajectory, positioning the Group to adopt more ambitious goals that may potentially exceed the International Energy Agency’s Net Zero Emissions (IEA NZE) pathway.

To achieve this target, Eurobank will implement a multifaceted strategy, focusing on the sector’s priority areas. It will mobilise financing towards cleaner technologies, such as carbon capture, utilisation and storage (CCUS), and support the shift to low-carbon energy sources, such as green hydrogen and biofuels. Additionally, it will invest in energy efficiency improvements, reduce methane emissions through advanced detection and capture technologies, and engage with clients and stakeholders to promote best practices and collaboration on sustainability initiatives across the oil and gas value chain. This approach ensures its financing activities support the broader transition to a low-carbon economy.



Find the [Oil and Gas emission reduction pathway and Eurobank’s 2030 target](#).

Iron and steel

Methodological approach

Boundary

The iron and steel sector is split into 3 segments:

- Upstream: Scrap pretreatment (e.g., shredding, sorting)
- Midstream: Electric arc furnace (EAF), Refining furnace, Casting
- Downstream: Reheating furnace, Hot rolling, Cold rolling, Cold drawing, Forming, Coating

For target setting in the sector it has included all counterparties that have operations in any of the above-mentioned segments.

Emissions coverage

The indicator covers Scope 1 and 2 GHG emissions, which are responsible for the vast majority of the Group’s iron and steel value chain footprint.

Decarbonisation scenario

Eurobank's emission reduction targets for the iron and steel sector align with the trajectory outlined in the IEA Net Zero by 2050 scenario, focusing on reducing emissions intensity, increasing energy efficiency, and promoting the adoption of sustainable steelmaking practices. Eurobank is committed to supporting the transformation of the iron and steel sector towards sustainability, fostering innovation, and driving progress towards a carbon-neutral future.

Eurobank’s sectoral approach

The iron and steel sector plays a key role in the decarbonising industry and poses a great challenge due to its energy intensive nature and reliance on fossil fuels. To achieve meaningful emission reductions, numerous technologies, including green hydrogen, need to be applied at scale. Additionally, there should be a focus on using scrap steel, increasing energy efficiency, and electrifying the processes.

Eurobank’s current financed emissions intensity in the iron and steel sector stands at 0.37 tCO₂e per tonne of steel as of 2023. In alignment with the IEA NZE scenario, Eurobank has set a target to reduce emissions intensity by 10% by 2030, bringing it down to 0.33 tCO₂e per tonne of steel.

As of 2024, Eurobank’s financed emissions intensity has increased to 0.42 tCO₂e per tonne of steel, representing a 14% rise compared to the 2023 baseline. This upward trend, while temporary, highlights the inherent volatility and complexity of decarbonising a sector that remains heavily reliant on fossil fuels and energy-intensive processes. Despite this short-term setback, Eurobank remains committed to its target and will continue to prioritise financing for innovative, low-emission technologies and work closely with clients to accelerate the transition to sustainable steel production.

Leveraging national and European strategies such as the European Green Deal Industrial Plan and the National Energy and Climate Plan, Eurobank will implement a comprehensive strategy that includes prioritising financing for projects incorporating innovative technologies and low-emission fuel consumption, such as green hydrogen, as well as electric arc furnaces powered by renewable energy. It will promote sustainable practices, such as adopting material efficiency, and strategies to reduce losses, and optimise steel use. Furthermore, it will engage with clients and stakeholders to foster collaboration on sustainability initiatives, and encourage the sharing of best practices and innovative solutions.



Find the [Iron and steel emission reduction pathway and Eurobank’s 2030 target](#).

Cement

Methodological approach

Boundary

The scope of this sector focuses on clients with activities related to the manufacture of cement and concrete products.

Emissions coverage

The indicator covers Scope 1 and 2 GHG emissions, which are responsible for the vast majority of Eurobank’s cement value chain footprint.

Decarbonisation scenario

Eurobank’s emission reduction targets for the cement sector are aligned with the goals outlined in the IEA NZE scenario, focusing on reducing emission intensity, promoting circular economy principles and supporting innovation in sustainable cement manufacturing processes. By adopting the IEA NZE scenario as the transition pathway for the cement sector, it aims to incentivise investments in sustainable cement production methods, including the use of alternative fuels and raw materials, enhancing energy efficiency, and implementing carbon capture and utilisation technologies.

Eurobank’s sectoral approach

Concrete and cement are important for essential economic development; however, reducing sectoral emissions while producing sufficient cement to meet demand poses a great challenge. Reduction of the clinker-to-cement ratio through the uptake of clinker substitutes, continuous energy efficiency improvements, adoption of low-carbon fuels, material efficiency improvements, and deployment of innovative technologies, such as Carbon Capture and Storage (CCS), will play a significant role in achieving this goal.

Eurobank’s current financed emission intensity in the cement sector stands at 0.67 tCO₂e per tonne of cement as of 2023. In alignment with the IEA Net Zero by 2050 scenario, Eurobank has set a target to reduce emissions intensity by 13% by 2030, bringing it down to 0.59 tCO₂e per tonne of cement. This target has been developed by analysing the implementation maturity and emission reduction potential of the sectoral decarbonisation levers in conjunction with the investment plans of its key counterparties. The result was that the levers that are considered mature enough to result in emission reductions by 2030 included the procurement of carbon-free electricity through RES self-generation, PPAs and Guarantees of Origin, energy efficiency measures such as strategic maintenance practices and fuel selection, process optimisation, diagnostic tools and application of mineralizers, reducing the clinker-to-cement ratio and the use of alternative fuels.

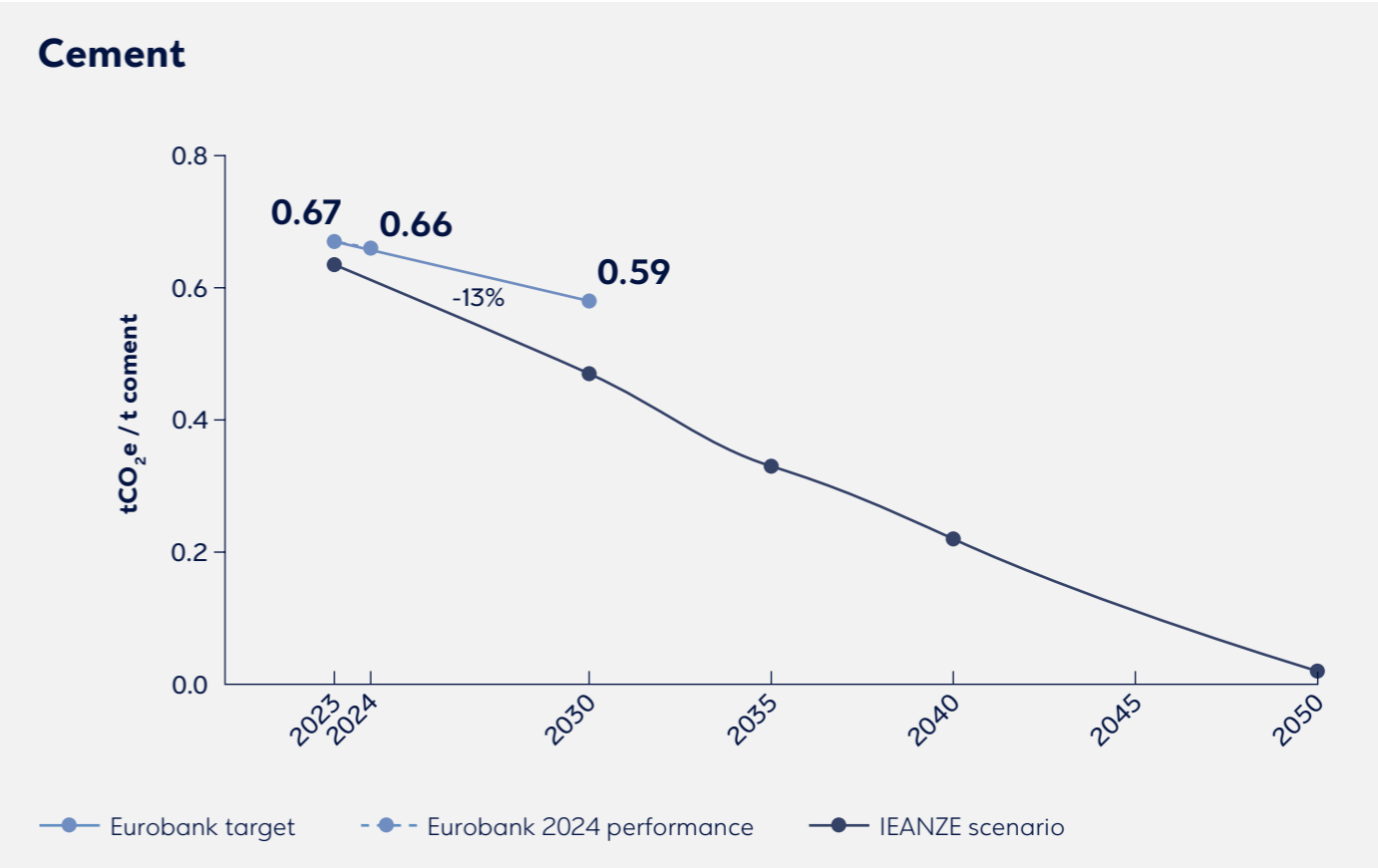
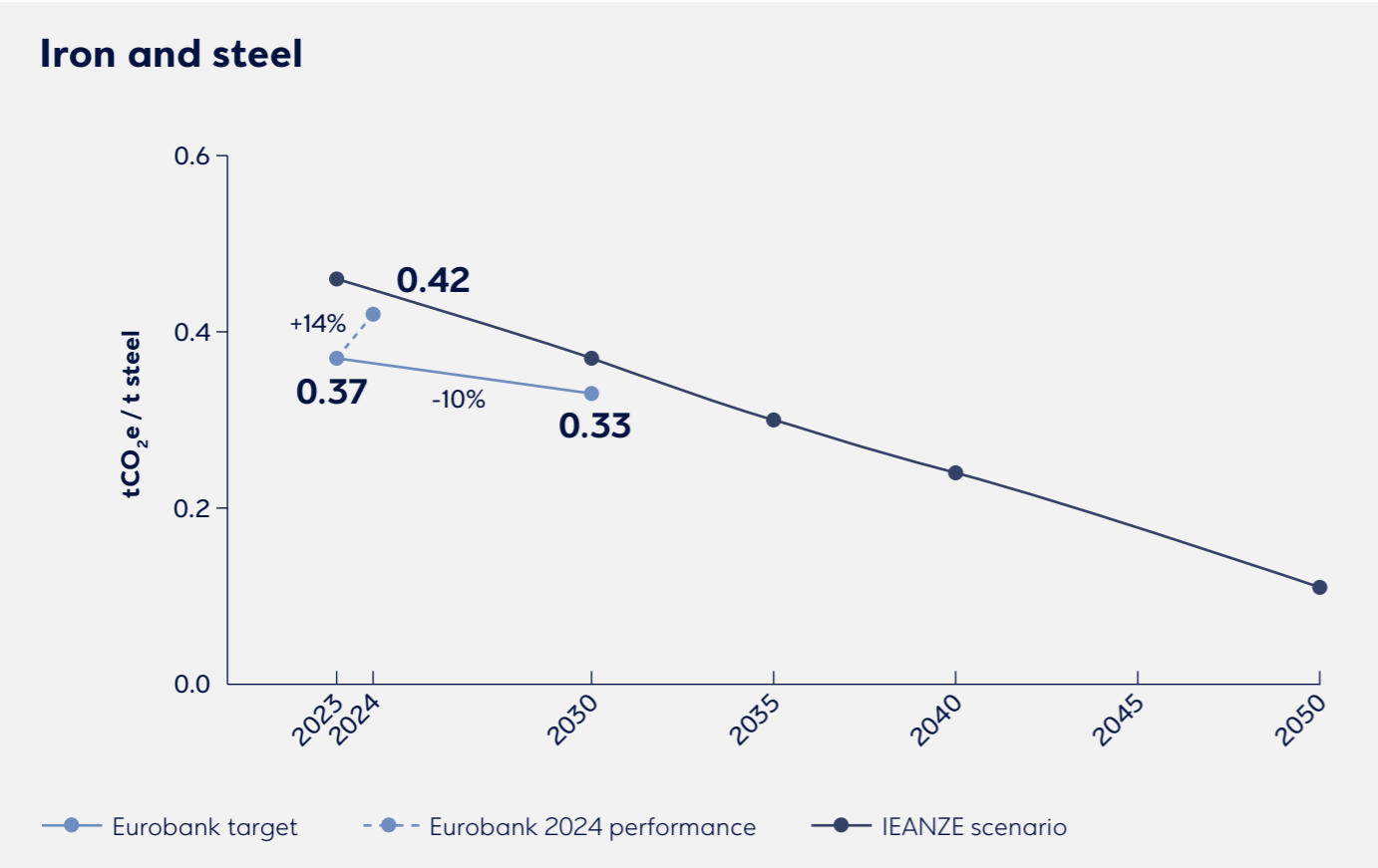
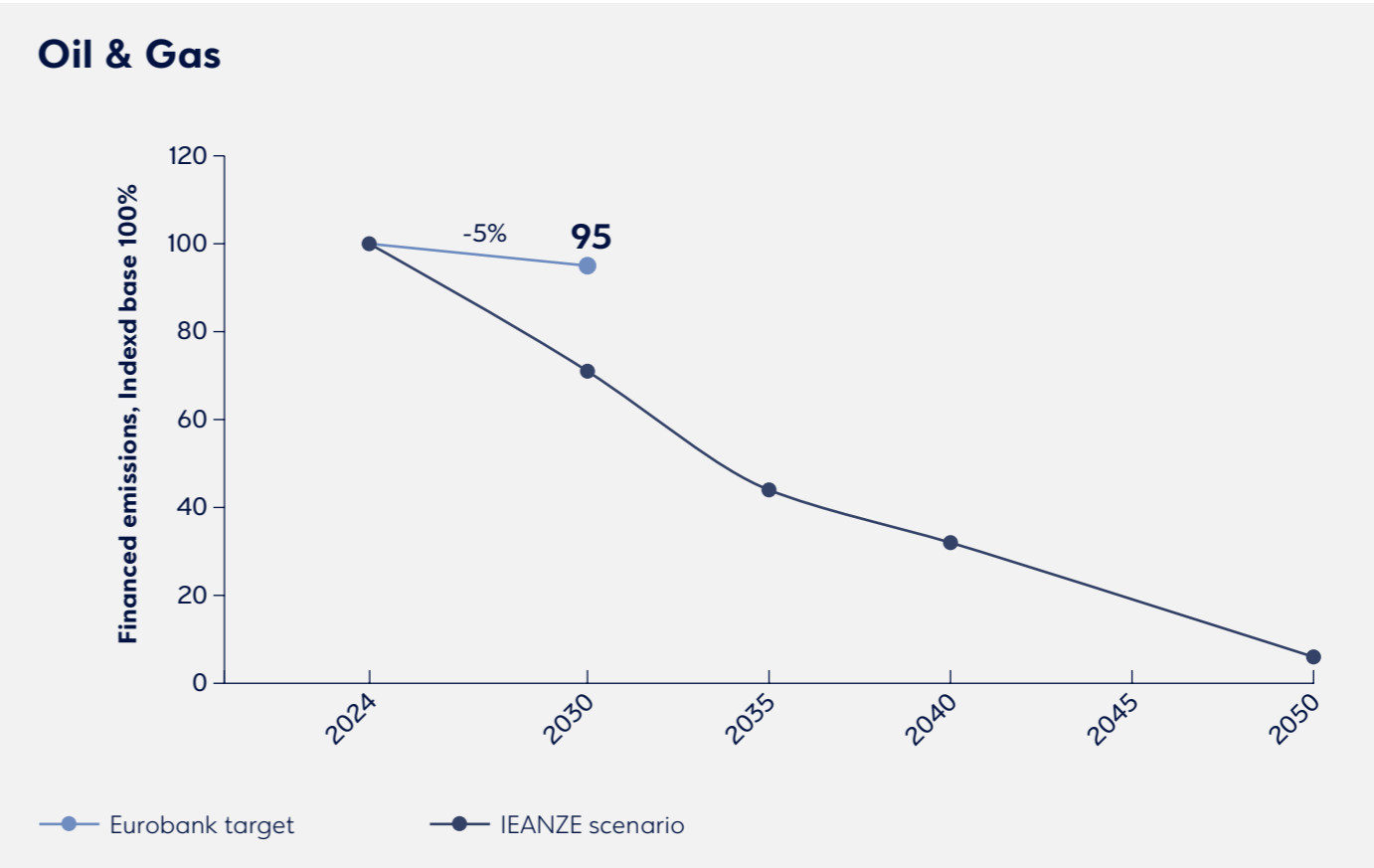
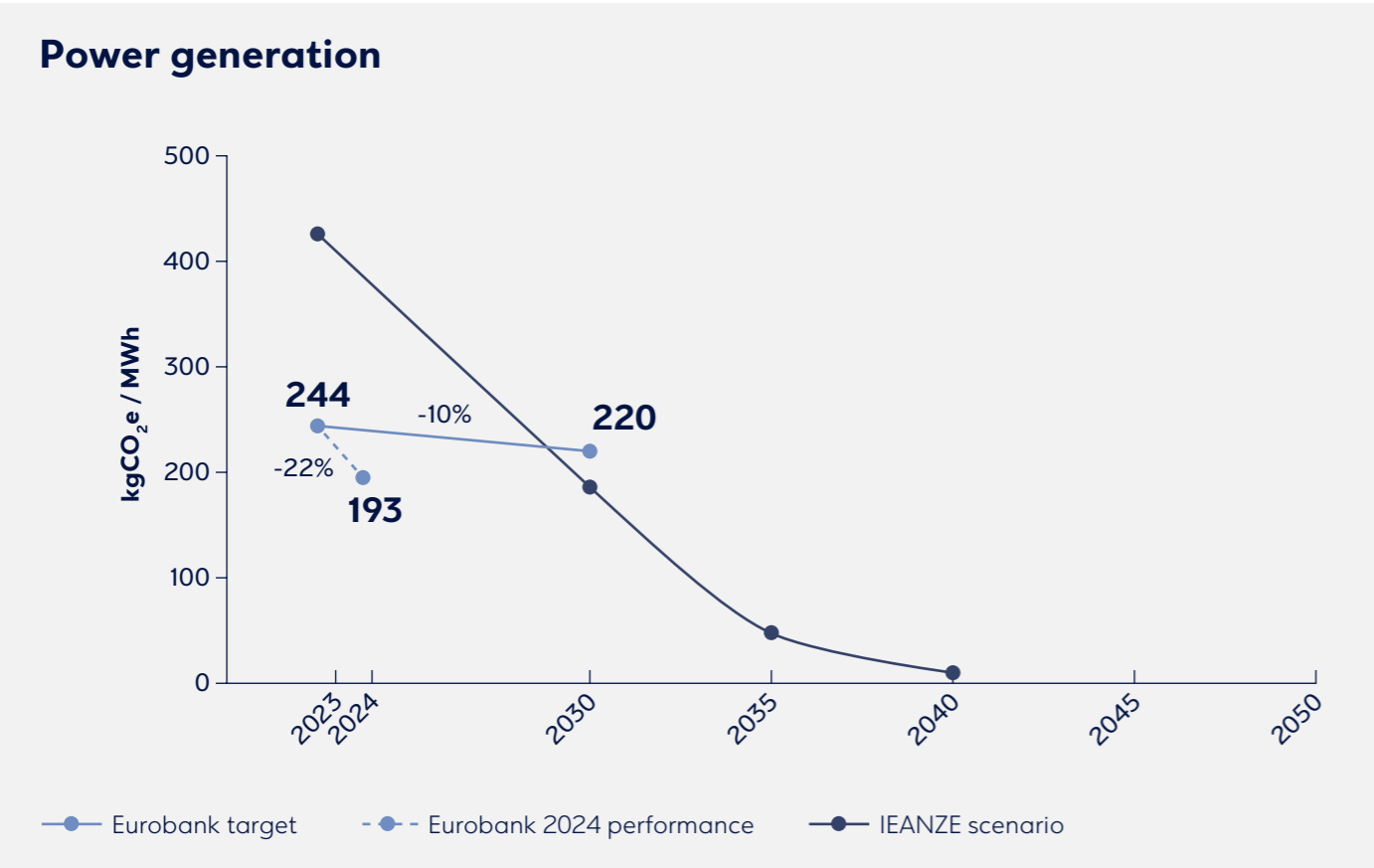
However, the key decarbonisation levers for the sector which include the adoption of green hydrogen and Carbon Capture technologies, are not considered mature enough to be able to yield results by 2030, due to market immaturity and regulatory constraints. Thus, as advancements in technology and policy will remove these barriers, Eurobank anticipates that these technologies will become viable and scalable in the post-2030 period. As a result, the Group’s targets will become more ambitious beyond 2030, potentially exceeding the IEA Net Zero by 2050 pathway, as the full suite of decarbonisation solutions becomes available and economically feasible.

Eurobank’s 2024 sectoral progress demonstrates a marginal decrease in emission intensity, from 0.67 tCO₂e per tonne of cement in 2023 to 0.66 tCO₂e. This early progress, though modest, reflects the initial impact of mature decarbonisation efforts taking effect. These developments signal positive momentum toward its 2030 target and reinforce the importance of sustained investment and engagement with counterparties to accelerate the sector’s transition.

Eurobank will focus on financing investments that will decrease process emissions from clinker production, which accounts for most of the sector’s emissions, and reduce its reliance to fossil fuels for its high-temperature production process, by promoting the expansion of green hydrogen and other low carbon fuels. It will support its clients’ efforts to optimise their production processes to lower energy consumption, while also financing the deployment of innovative technologies, such as Carbon Capture and Storage (CCS), which will play a significant role in achieving the decarbonisation of the sector. Furthermore, Eurobank will engage with clients and stakeholders to foster collaboration on sustainability initiatives, encouraging the adoption of best practices and innovative solutions.



Find the [Cement emission reduction pathway](#) and Eurobank’s 2030 target.



Biodiversity

Eurobank seeks to ensure accountability and transparency in its biodiversity strategy, aligning its operations with global sustainability standards and contributing to the preservation of natural resources for future generations. Based on the financial sector's capability to influence the sustainable use of nature through its business activities, Eurobank is already taking appropriate steps to integrate biodiversity loss into its operations, by developing a corresponding response strategy and incorporating relevant provisions in the risk management framework. These actions have been embedded into the Group's operating model to ensure that the Group has established ongoing actions:

- Activities that violate local laws or international conventions on biodiversity or cultural heritage are not financed by the Group.
- The ESG Questionnaire, which is used by the Group, assesses borrowers' biodiversity loss risk.
- A qualitative Risk Appetite Statement (RAS) has been introduced concerning the environmental risk posed to biodiversity. Based on its exclusion list, the Group refrains from financing activities prohibited by host country legislation or international conventions relating to the protection of biodiversity resources.

Eurobank's strategic action plan around biodiversity will evolve around the following elements:

- Risk assessment – Integrate comprehensive transaction assessments to identify and understand biodiversity risks and dependencies using tools such as ENCORE.
- Sector analysis – Focus on high and medium-risk sectors, such as agriculture, forestry, water supply, mining and energy, and promote measures and financing that mitigates biodiversity impacts.
- Sustainable finance - Promote and finance activities and projects that support biodiversity conservation, rehabilitation of ecosystems and sustainable use of natural resources.

Considering the complexity of assessing the issue of biodiversity as a risk driver in relation to Eurobank's business practices and own operations, given the fact that the relevant guidance in this field is currently under development, Eurobank is closely following several related initiatives and continues to build its skills and capacity, so as to ensure readiness to appropriately address such risks, upon the availability of more granular guidelines and methodologies in this respect.

According to Eurobank Asset Management MFMC's Responsible Investment Policy, sustainability factors are integrated into the investment process. This includes assessing environmental criteria such as greenhouse gas emissions, fossil fuel exposure and water emissions. Negative impacts on fund returns may arise from aspects such as carbon emissions, water pollution, biodiversity loss or ecosystem damage. The sustainability factors considered vary based on the specific investment strategy of each fund or portfolio.

Sustainable financing under the RRF

Eurobank managed to stand out among its peers in deploying RRF funds in the Greek economy, through strong commitment towards the recovery from the pandemic, and a more sustainable, environmentally friendly and socially just direction. The Bank's business strategy regarding the RRF-related loans has been set to effectively achieve the main objectives of the RRF programme, such as including diversified projects from all company sizes, distributed across all eligible pillars, while focusing on meeting certain performance thresholds regarding green transitioning and digital transformation in RRF-financed projects. The approved investments fall mainly under the Green Transition pillar, followed by the Digital Transformation and Extroversion pillars, channelling the RRF funds into a large number of enterprises from different sectors, such as:

- Renewable energy sources (RES) for the construction of PV parks
- Electromobility and micromobility
- Telecommunications and fibre optic network upgrades
- Retail
- Production of batteries and energy storage solutions
- Tourism
- Pharmaceutical industry
- Food and beverage industry
- Provision of electronic services

With its exemplary performance and fast RRF fund absorption rate, Eurobank has proved its ability to effectively use the available EU financial instruments and manage complex financial operations, targeting economic growth. Throughout 2024, the Bank successfully signed 17 transactions, contributing to a cumulative total of 85 transactions since the inception of the RRF programme. The 85 transactions, which include both bilateral and syndicated agreements, facilitated investments amounting to €6.8 billion, out of which €1.76 billion were mobilised through the RRF funds. Some representative transactions Eurobank carried out in 2024 under the Greece 2.0 National Recovery and Resilience Plan include:

- Eurobank acted as Arranger and Underwriter for an €810 million syndicated bond loan granted to DESFA. The purpose of the loan is to finance general business purposes, capital requirements, capex acquisitions, working capital needs, eligible under the RRF expenses for the construction of pipelines and stations technically ready to accept and transport hydrogen, as well as digital transformations for the upgrade and transformation of the company.
- Eurobank acted as Agent and Underwriter for a €120 million common bond loan granted to Autohellas. The purpose of the loan is to finance the Company's investment plan for expanding its fleet through the purchase of new zero-emission electric vehicles.



For further information, refer to the [Sustainability Statement](#).

- Eurobank acted as Mandated Lead Arranger, Underwriter and Hedging Counterparty for a €204 million syndicated bond loan granted to AMYNTEO SOLAR PARK NINE SMSA, a subsidiary of METON ENERGY SA (a joint venture of RWE Renewables Europe & Australia and PPC Renewables). The loan agreement concerns the construction of the “Orycheio Dei Amynteo” photovoltaic park (Cluster III), with a total installed capacity of approximately 450 MWp.

Products and services with positive social and environmental impact

Eurobank has developed a number of banking products aimed at supporting specific social issues or having a positive environmental impact. This range of products underlines the Bank's commitment to promoting best practices, addressing pressing social issues and fostering long-term sustainability.

Green mortgage loans

Eurobank has consistently supported energy-saving initiatives and the energy upgrade of private residences in Greece through active participation in national programmes such as Exoikonomo. In 2024, the Bank continued to solidify its presence through participation in Exoikonomo 2021 and Exoikonomo 2023, funded by the Recovery and Resilience Facility (RRF) under the NextGenerationEU initiative. Eurobank facilitates participation through simplified processes, financing tools for contractors and additional benefits for clients selecting its loan products.

The Bank contributed to the programmes' design through its involvement in the Hellenic Bank Association and developed the required digital infrastructure to support loan applications. In 2024, Eurobank continued loan disbursements under these programmes, offering a digital and expedited application process, along with additional benefits, such as a welcome gift through the Épistrofi loyalty programme and reduced insurance premiums in cooperation with Eurolife FFH.

Additionally, Eurobank offers the Green Mortgage Loan – Saving Energy for customers not eligible under the Exoikonomo schemes, supporting investments in energy-efficient upgrades, such as photovoltaic systems, heating and air-conditioning replacements, and insulation improvements.

Photovoltaic RBB loans

Eurobank supports small businesses through the financing of photovoltaic systems, offering them the opportunity to carry out their investment plans for energy production and sale from renewable energy sources (RES). Customers can choose between loan or leasing options, financing up to 80% of the total budget for loans and up to 100% of equipment costs for leasing. In 2024, new disbursements for photovoltaic RBB loans amounted to €13.4 million.

ESG product pipeline

As part of its strategy to increase the penetration of ESG products, Eurobank has a pipeline of products aligned with the Sustainable Finance Framework, directed towards small businesses and individuals, focusing among others on promoting RES technologies and energy upgrades for infrastructure and equipment. The Bank's ultimate goal is to actively contribute to meeting national environmental targets and protecting the environment through dedicated green banking products that offer cost-efficient financing solutions to cover all potential green needs of citizens.

“Everyday allies in remote border areas” payroll/pension programme

Eurobank has launched a new initiative aimed at supporting populations in remote areas and addressing demographic challenges. Recognising the critical role of the Greek armed forces and security services, the Bank has introduced the "Everyday allies in remote areas" payroll/pension benefit programme. This exclusive programme targets both active and retired personnel, enhancing their buying power for daily expenses by offering to more than 2,500 customers a higher percentage in the Épistrofi loyalty programme when they shop in these regions. Eurobank's strategic focus on tackling demographic issues and its ongoing commitment to supporting customers through tailored initiatives underscore its dedication to reinforcing the mutual trust that has been built over time.

Mortgage loan for large families in remote border areas

As part of its commitment to social responsibility and to support vulnerable population groups, Eurobank launched a new mortgage loan for main residence with 1% fixed interest rate for the entire loan term to families that have at least 3 children and live permanently in the Greek border areas targeted by the Moving Family Forward initiative. Through this initiative, the Bank promotes equal access to housing and the development of populations in regions with distinct needs, contributing to regional sustainability.

Student loans

Eurobank has multiple initiatives both at business and CSR level, focusing on wide-scale support of youth education. In this context, Eurobank offers a student loan tailored to financing undergraduate or postgraduate studies, covering tuition fees, initial relocation expenses and other student needs. The student loan comes with favourable interest rate – compared to standard personal loans – and, to make it more affordable, Eurobank offers flexible repayment terms and the option of student family members acting as loan guarantors.

WWF Eurobank Visa – First green banking product in Greece celebrates 25 years

Eurobank has been offering the WWF Eurobank Visa, the first green banking product in Greece, since 2000. This product is a result of the long-standing partnership between Eurobank and WWF Hellas. By the end of 2024, WWF Hellas had received €1.95 million through the WWF Eurobank Visa, benefiting 16,448 active cardholders without any additional cost to them.

Some of the key actions supported by Eurobank include:

- **Oikoskopio online app** – Providing maintenance and technical support for both the Greek and English versions, enriching it with new information, and adding games to the kid's section.
- **Dadia National Park** – Protecting valuable natural habitats, especially for internationally threatened birds of prey. Following the 2023 wildfires, the Bank supported actions, jointly implemented by WWF Greece and the Society for the Protection of Biodiversity in Thrace, to constantly monitor the burnt sites, and to design and implement interventions and initiatives to revive the forest and protect the threatened species it hosts.
- **Environmental policy support** – Financing actions to support WWF's work on environmental policy issues, such as creating maps illustrating forest fire problems, recording lignite power stations and highlighting the ecological value of coastal areas.
- **Sekania Beach on Zakynthos** – Protecting the loggerhead sea turtle (*Caretta caretta*) by increasing security, implementing fire-prevention projects and more.
- **Environmental legislation and governance** – Supporting the agency's actions, including evaluating and commenting on legislation, formulating legal proposals, and participating in EU-level advocacy actions.

These initiatives reflect Eurobank's commitment to environmental protection and sustainable development.

Eurobank, Greek partner of the Priceless Planet Coalition

Eurobank is the exclusive Greek partner of the Priceless Planet Coalition, an innovative environmental initiative recognising the private sector's role in addressing climate change. Aligned with the UN Sustainable Development Goals and the Principles for Responsible Banking, and in collaboration with Conservation International and the World Resources Institute, the Priceless Planet Coalition is an initiative to help restore 100 million trees by uniting the efforts of financial institutions, merchants, communities and consumers globally. In 2024, Eurobank contributed USD \$123,048 (€120,000) to support this initiative

Biodegradable debit cards

Eurobank is the first bank in Greece to offer biodegradable debit cards, showcasing its commitment to environmentally friendly initiatives. Since 2019, all newly issued or renewed debit cards for individuals and businesses are made of 82% polylactic acid (PLA), a biodegradable, petroleum-free and non-toxic plastic substitute. This material requires less energy to produce and emits fewer greenhouse gases compared to traditional PVC, which is not biodegradable and releases toxic gases when burned. As of 2024, approximately 2.7 million biodegradable debit cards have been issued, with plans to replace the entire debit card stock by the following year.

PNOE – Friends of Children in Intensive Care

Eurobank has supported PNOE – Friends of Children in Intensive Care for 24 years, helping create and equip paediatric intensive care units. Since 2000, Eurobank's EuroLine card contributes 0.20% of transaction values at Eurobank POS terminals to PNOE. In 2024, about 19,557 active EuroLine cards generated a donation of €26,868.31.

Fashion Targets Breast Cancer Campaign

Eurobank's collaboration with the Fashion Targets Breast Cancer campaign started in 2004 with the introduction of the EuroLine Style Mastercard, which was aimed at women. Over the past 21 years, Eurobank has supported the campaign in Greece, focusing on informing women about breast cancer prevention and early diagnosis.

In 2024, there were approximately 27,356 active EuroLine Style credit cards. Eurobank donates 0.15% of the card's annual turnover to Target-Prevention, the Greek Society for Cancer Prevention. In 2024, this donation amounted to €26,560.70, which was used to support the association's initiatives to educate and train women on breast cancer prevention.

Sustainable finance at international Subsidiaries

Sustainable financing	
Bulgaria	
<p>Actions:</p> <ul style="list-style-type: none">Developed its local Sustainable Finance Framework (SFF), modelled on the Group’s Framework, which outlines the methodology for classifying sustainable lending solutions, ,It specifying eligible activities, criteria and sustainability KPIs by industry.The SFF includes 4 classification approaches: Dedicated-purpose Green/Social Loans, General-purpose Company Business Mix, General-purpose Sustainability-linked Loans/Facilities, and Recovery and Resilience Facility-based Approach. <p>Performance:</p> <ul style="list-style-type: none">Focused on enhancing its data collection processes and is working towards collecting information related to Sustainability Linked Loans (SLL) from its clients. <p>Targets:</p> <ul style="list-style-type: none">Is in the process of developing specific goals, measurable objectives, timelines and initiatives related to Sustainability Linked Loans (SLL).	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Integrated a Sustainable Lending Policy into the Credit Policy Manual, establishing a framework for assessing and categorising loans as Green or Social based on International Capital Market Association (ICMA) principles.Published the Sustainable Financing Framework (SFF), endorsed by Moody’s with a "Very good" Sustainability Quality Score, in alignment with ICMA bond principles.Governed investments under the Hellenic Bank Investment Framework and restricted certain sectors, while setting climate and environmental key risk indicators.Conducts portfolio analyses via MSCI and Moody’s platforms for the investment portfolio, evaluating Climate Value at Risk and assessing ESG scores to monitor carbon emissions intensity and country-specific risks <p>Performance:</p> <ul style="list-style-type: none">Green car lending exceeded the target, reaching 23% for new car lending in 2024, surpassing the annual target of at least 15%.Green mortgage lending met the target of 55% for new mortgage lending, maintaining the annual goal set for 2024.Renewable energy lending reached €9 million in 2024.Sustainable loans reached approximately €700 million. <p>Targets*:</p> <ul style="list-style-type: none">Increase green lending in the context of supporting the customers in their green transition and sustainable goals.	<p>Actions:</p> <ul style="list-style-type: none">Approved and implemented the Sustainable Finance Framework (SFF) to encompass a range of sustainable lending activities and support the identification and classification of sustainable financing portfolios and established governance structures and an assessment tool to guide its day-to-day implementation.Developed the SFF based on international principles and guidelines, such as the ICMA principles and the EU Taxonomy, to ensure a clear methodology for classifying, monitoring and reporting sustainable financing. Sustainable Lending Classification Approaches:The Wealth Management Division’s Sustainability Risk Policy in Investment Services to manage sustainability risks under SFDR2 and relevant regulatory frameworks is available at bank’s website. <p>Targets*:</p> <ul style="list-style-type: none">Implement the respective assessment tool according to the bank’s SFF in the bank’s system for automating the process and facilitating the relevant data collection. Hold additional training sessions for employees and implement any additional fields required in the bank’s systems based on the data gap analysis related to CR&E risks.
Luxembourg	
<p>Actions:</p> <ul style="list-style-type: none">Developed a Sustainable Finance Framework (SFF) capturing the Private Banking operations and clientele profile.Considering its operating model and clientele, Eurobank Private Bank Luxembourg has developed an approach for sustainable financing, leveraging the group's key principles and proportionately applying it to its operations	

**Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.*



Financial inclusion

Supporting small businesses and social finance

Eurobank promotes financial products specific to infrastructure and supported services, with the aim of helping businesses grow and become updated, enhance their competitiveness, and improve the quality of the products and services they offer.

Financing SMEs through AFI

At the beginning of 2024, the Bank granted a €5 million credit line limit to AFI in order for the latter to finance vulnerable social groups when establishing or expanding micro-enterprises.

Eurobank Development initiative

The actions of the Partnership Agreement (PA) for the 2021- 2027 Development Framework, mainly aim to boost the competitiveness and extroversion of businesses, focusing on innovation and on increasing domestic added value.

Eurobank has developed a comprehensive range of information services for SMEs, enabling them to take advantage of the PA programmes.

Business advisors provide information about the co-funded programmes available to each business area/industry, while a dedicated phone line is also available for additional information or questions. Eurobank has come to several agreements with specific providers of eligible services within the ecosystem framework, to enable SMEs to find suitable partners for their investment.

An integrated programme has also been designed, which includes financing to cover both the private participation financing and the grant of “pre-financing”, ensuring adequate capital throughout every stage of the investment, so it may be concluded within the estimated time.

Collaboration with the Hellenic Development Bank (HDB/EAT) & European Investment Fund (EIF)

Aiming to support the economy successfully, Eurobank makes the most of every favourable measure to facilitate access to financing for Greek enterprises. Specifically, in collaboration with the Hellenic Development Bank (HDB), during 2024, the disbursements were €144 million through TEPIX III Guarantee Fund and €26 million through TEPIX III Loans Fund.

Eurobank also participates in the "Business Growth Fund" and "Tamio Eggiodosias Kenotomias" programmes.

In addition to that, in collobaration with EIF disbursed 250 million through the “InvestEU SME Competitiveness” and €200 million through the “InvestEU RRF SME Competitiveness” financial financing programmes.

Making banking accessible

Eurobank is committed to making its services accessible to all, focusing on customer service and inclusivity. The Bank provides banking access to remote areas through Hellenic Post branches in 238 municipal communities with populations of fewer than 5,000 people, many of whom have difficulty in physically accessing services on islands, such as Agathonisi, Anafi etc. Additionally, 242 areas have access though offsite ATMs, such as on Agios Efstratios, Alonissos and Symi.

The Bank's phygital approach combines physical service with technology to enhance customer relationships. Eurobank's initiatives are adapted across subsidiaries in Bulgaria, Cyprus and Luxembourg, ensuring accessibility and inclusivity.

In 2024, Eurobank improved customer service by scheduling over 1,114,000 appointments, increasing the time relationship managers allocate to each client, and launching the Mobility Project for offsite banking. The Digital Safe Box allows customers to get complex products remotely.

Eurobank received several awards in 2024 for its efforts in diversity, equity and inclusion, as well as for its innovative practices in customer service and digital transformation. The Bank’s human-centric phygital model combines technological infrastructure with the human factor to provide simple, fast and personalised services.

The following metrics and actions demonstrate Eurobank’s efforts to serve people with disabilities:

Physical accessibility

- **ATMs:** 100% of ATMs feature voice guidance, 117 ATM (10%) are wheelchair accessible.
- **Branch accessibility:** 92 branches with ramps, 7 branches with detachable ramps. Eurobank creates sensory relief spaces in branches for individuals on the autism spectrum. Moreover, it offers services to its customers services in English at branches and through other banking channels.



For further information on supporting small businesses and social finance programmes refer to the [Sustainability Statement](#).

Priority service

- Branch and EuroPhone Banking:** Priority service for customers with disabilities, with QR codes or dissability digital card and disability keywords routed to trained agents.

Document and communication accessibility

- Assistive tech:** Transaction documents in formats compatible with assistive technologies.
- Braille:** Documents available in Braille,.

Digital accessibility services:

- v-Banking:** Sign language – trained staff assist deaf and hard of hearing customers through video.
- Eurobank Mobile App and e-Banking:** Ensure digital accessibility through continuous audits and improvements based on WCAG level AA standards. Adjustments include font sizes, colours, contrast ratios, keyboard navigation, and properly structured code for assistive technologies. The content structure is designed to facilitate easy navigation for users with assistive technologies.
- Digital Safe Box:** A digital tool for remote product acquisition (i.e. cards, loans and insurance products), allowing customers to sign documents online. It accounts for approximately 20% of product sales (considering the products available in the Digital Safe Box), with plans to expand product offerings.

Staff training

- Employee programmes:** 1,827 employees trained on disability awareness and inclusivity (online programmes and experiential training).

Apart from the digital channels, Eurobank provides products and services to customers through the channels listed below.

Branch network

At the end of 2024, the Eurobank branch network numbered 266 branches. The Bank’s branches are entering a new era in banking services, combining advanced digital options with personal support provided by its staff.

In 2024, Eurobank focused on enhancing customer service and productivity through:

- Appointment scheduling:** Over 1.1 million appointments were scheduled with 32% of total appointments booked through the online platform available since July 2023.

- Improved client relationship management:**
 - The call centre now handles calls for all branches, to ensure faster service.
 - Between 10:00-13:00 branch staff focus on advisory services, with monetary transactions handled through self-service terminals. This has been implemented in 264 out of 266 branches. For the summer season, the operating hours of Meta Teller are extended for the purpose of providing excellent service to RBB clients. Specifically, the service hours are extended by 1 hour (08:00-10:00 and 12:00-14:00).
- Mobility Project:** 1,400 officers gained offsite access to provide end-to-end banking services during customer visits.

ELTA network

The Bank has an exclusive cooperation agreement with Hellenic Post (ELTA), allowing its customers to access core banking services through the ELTA network.

With 469 post-office branches and 116 ATMs across Greece, the Hellenic Post network offers extensive nationwide service, including remote areas with limited or no banking presence.

External networks

In 2024, the external sales networks maintained their momentum, despite fierce competition. This Unit’s primary goal is to develop B2B cooperations with third legal entities, with the aim of increasing loan origination in the following segments:

- Retail Business Banking external sales** – The Bank expanded its business through agreements in new markets, such as business consultants and PV installers, and through new collaborations with professional equipment dealers. Disbursements reached €22 million, up by 21% year-on-year.
- Mortgage loans through associates** – Despite the new market conditions, disbursements reached €83 million, contributing significantly (23%) to the Bank’s total disbursements. Eurobank also managed to maintain its market share in green mortgage loans to 21% through the last Exoikonomo 2021 programme.
- International customer mortgages** – In response to the growing interest from international clients in the Greek real estate market, in 2024 Eurobank established a dedicated team (ICM) within the external sales networks. This team focuses on attracting and supporting international clients seeking to obtain a mortgage loan for the purchase of a real estate property in Greece. From initial inquiry to final disbursement, clients receive reliable information and personalised guidance throughout the mortgage loan granting process, ensuring seamless and quality customer experience. Clients are referred to the ICM team through the branch network, external sales partners or [eurobank.gr](#). With expertise, innovation and commitment, the ICM team enhances Eurobank’s positioning in serving a growing international clientele, creating added value for both clients and the Bank. Total mortgage disbursements reached €28.5 million in 2024, up by €10 million in 2023.



For further information refer to the [Sustainability Statement](#).

- Car and motorbike financing – Eurobank’s disbursements increased by 15% year-on-year, maintaining its leading position in the car market for over 15 years. The Bank’s dealer network keeps expanding, counting over 700 associates, while introducing innovative and competitive B2B2C solutions. The electric vehicle market is experiencing significant growth, with several Chinese manufacturers entering the Greek market. This expansion is accompanied by increased financing support from banks. Battery Electric Vehicles (BEVs) and Plug-in Hybrid Electric Vehicles (PHEVs) accounted for 11% of the market share, while Eurobank’s loan disbursements for this market reached €1.6 million in 2024.

Merchant ecosystem

The strategic cooperation framework with major retailers in Greece to finance the purchase of durable goods through personal loans is still expanding. The framework allows customers to complete their online or in-store purchases seamlessly within minutes, without contacting a Eurobank branch.

Moreover, Eurobank forged strategic alliances with major utilities and consumer services brands, and introduced unique product bundles, grouping together banking and non-banking products for both B2C and B2B customers, addressing competition.

Telemarketing

Telemarketing promotes products to existing customers through direct personal communication. Sales are completed over the phone, digitally or at the customer’s location, mainly for credit/debit cards, pension transfers and small ticket bancassurance products.

Promotions are targeted to 3 segments (IB, PB, SB) and information is provided over phone or through branch referral.

In 2024 telemarketing achieved the following goals:

- Issued 5,170 new credit cards
- Disbursed 1,850 personal loans / €11.5 million
- Issued 8,000 debit cards
- Transferred 714 pensions

EuroPhone

EuroPhone Banking is a modern call centre that serves as a key channel for promoting Eurobank’s products and services, offering a variety of communication tools such as phone calls, voice recognition, emails, web forms and Click2Chat. It provides 24/7 banking transactions through automated systems and agents. In 2024, 80% of staff worked remotely, and over 67 agents were recruited in remote areas such as Thrace and the northeast Aegean islands. Customer satisfaction was high, with 71% of customers expressing “Very satisfied” or “Extremely satisfied”, and 77% reporting being served on the first call.

ATM, APS and Business Corners

The self-service banking terminal network includes 1,627 service points. In 2024, 52% of ATMs supported deposits. Specifically, the number of ATMs with deposit capability increased by 221, as 134 deposit-enabled offsite ATMs were installed, 15 second branch ATMs were added and 72 old ELTA ATMs were replaced. In addition, 34 new offsite ATMs were placed in tourist areas and the Business Corner self-service cash deposit network grew by 47 new terminals.

v-Banking

- 2024 was another year of strong progress for the v-Banking channel, which further expanded its role across key segments. In Business Banking, v-Banking deepened its presence, strengthened client relationships and delivered solid sales. In Personal Banking, notable growth was achieved in mutual funds, reflecting the channel’s increasing relevance to retail customers. Key highlights for 2024 **include: launching the new WCS platform**, delivering an upgraded user interface and enhancing security, significantly improving the overall digital experience.
- **Wider use of gov.gr integration**, allowing more products – such as mutual funds, bancassurance and new loans – to be completed without requiring the customer’s physical presence at a branch offering customers a secure and seamless experience.
- **Ongoing enhancement of co-browsing support**, enabling real-time, personalised assistance during online banking sessions.

Customer satisfaction remained a key priority, as evidenced by the channel’s consistently high **Net Promoter Score (NPS)**. The strong NPS results confirmed v-Banking’s ability to build trust, provide quality services and meet the evolving expectations of its customers.

By combining digital innovation with customer-centric service, v-Banking further established itself in 2024 as a leading remote banking channel.



For further information on v-Banking go to eurobank.gr

Financial inclusion at international subsidiaries

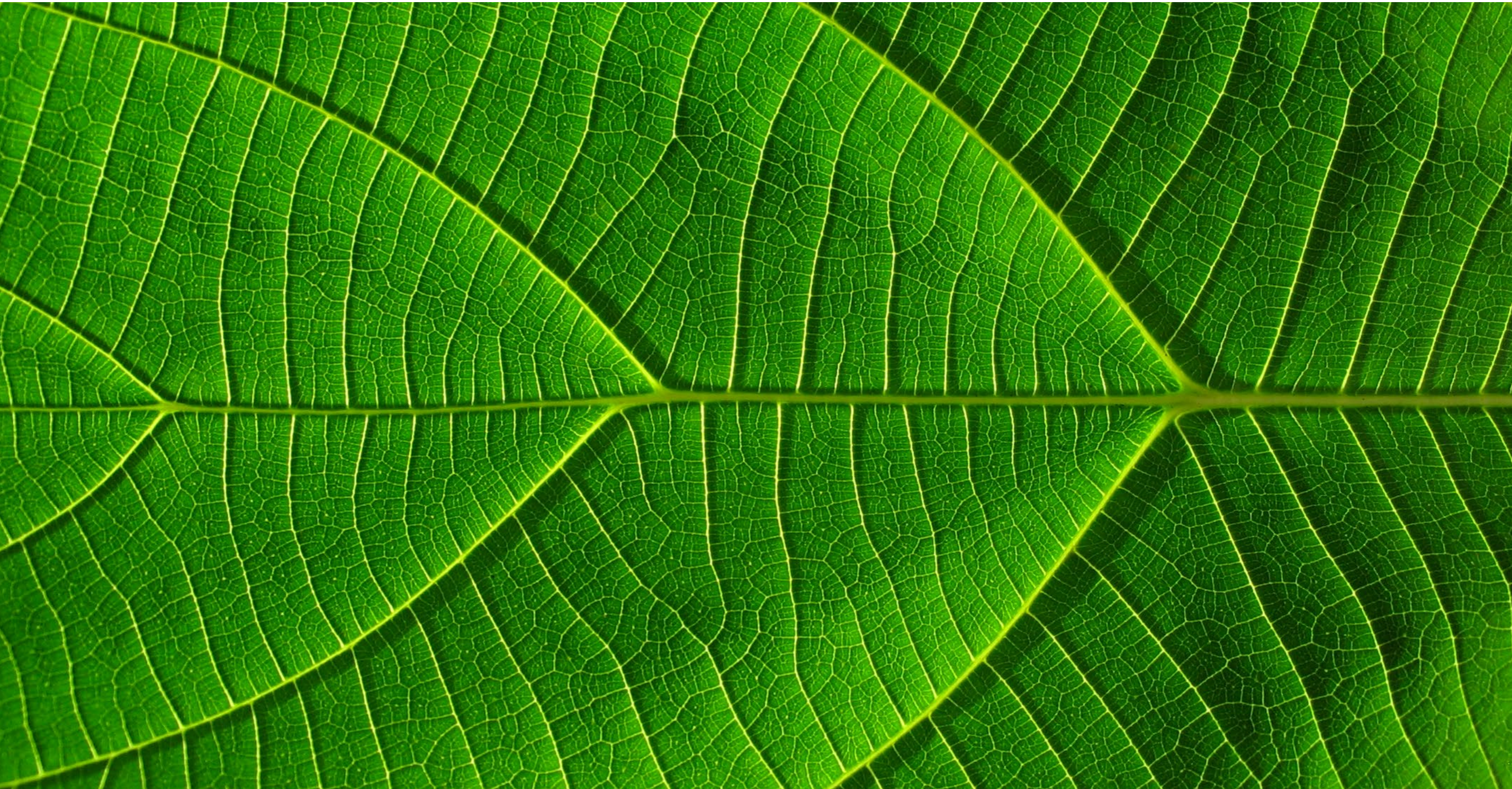
Financial Inclusion	
Bulgaria	
<p>Actions:</p> <ul style="list-style-type: none">Entered a €140-million partnership with the International Finance Corporation (IFC) to foster sustainability and inclusivity in Bulgaria’s economy:<ul style="list-style-type: none">50% of the funding dedicated to women-owned SMEs, offering favourable financing conditions to empower female entrepreneurs.The initiative is part of the Women Entrepreneurs Opportunity Facility, provided by IFC in collaboration with Goldman Sachs under the “10,000 Women” programme.Remaining 50% of funds allocated to green projects, helping businesses adapt to climate challenges and transition to sustainable practices.Signed €135 million in green portfolio guarantee facilities with the European Bank for Reconstruction and Development (EBRD) Guarantees under the EU’s InvestEU programme that will unlock €260 million of Postbank lending. Two new facilities (one uncapped and one capped unfunded portfolio guarantee) will provide risk cover and technical assistance, enabling loans for microbusinesses to large companies investing in green projects.Recognised for its role in helping Bulgarian businesses overcome COVID-19 challenges during the official closing event of the Operational Programme "Innovation and Competitiveness" 2014–2020.<ul style="list-style-type: none">Helped micro, small and medium-sized enterprises not only recover, but also expand, innovate and improve resource efficiency.Granted nearly BGN 140 million in loans across more than 300 transactions, driving business growth and competitiveness.Encourages older children and teenagers to develop good financial habits and skills through the Project YOUth programme.Offers easily accessible communication through a 24/7 customer service line, website and social media accounts, home financing centres, video banking and EVA chatbot.Trains employees on sign language through the ‘Beyond Sound Academy’.	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Has designed special products and services to promote inclusion and accessibility:<ul style="list-style-type: none">Touch credit and debit cards to make payments more accessible to visually impaired customers.ATM/Branch accessibility for people with disabilities.“Meet and Greet” employee in each branch to assist people with disabilities.Free over-the-counter transactions for people with disabilities.Car loan with special pricing for the purchase of disability vehicles.Free basic account for vulnerable individuals – minimum guaranteed income beneficiaries (EEE) as well as customers falling under the provisions of Law 64(I)/2017 (asylum seekers, political refugees, holders of complementary protection, victims of trafficking and/or exploitation of persons).Reduced fees on branch transactions for pensioners.Additional fee relaxations and measures to support society, implemented in 2025, including:<ul style="list-style-type: none">Free over-the-counter cash withdrawals and deposits for pensioners.Free cheque books for pensioners.Free account and debit card for young customers aged 18 to 25 years. <p>Performance:</p> <ul style="list-style-type: none">44 out of the total 52 branches have access ramps for customers with reduced mobility as at 31/12/24.	<p>Actions:</p> <ul style="list-style-type: none">Has a long-standing partnership with Cyprus Seeds, providing funding, mentoring, training and networking to help academic teams commercialise scientific research with strong intellectual property potential.Fosters entrepreneurial growth, mitigates the brain drain, and promotes the creation of spin-offs and licensing opportunities, generating economic and societal progress.Strengthens SME competitiveness and financial access.Works with the Group and the European Investment Fund (EIF) to provide liquidity to eligible SMEs.Is recognised by the Pan-Cyprian Volunteerism Coordinative Council (2023-2024) for volunteer initiatives, reinforcing its dedication to community engagement and corporate social responsibility.



Sustainable **operations**



Environment



As climate change is becoming a dominant threat for the planet and its people, the Group has taken on an active role, with actions that benefit the environment, for this generation and the generations to come.

The Bank systematically manages its operational environmental impact. To this end, Eurobank has adopted an [Environmental Policy](#), an [Energy Management Policy](#) and a [Water Management Policy](#), aiming to protect the environment in all aspects of its operations. These policies align with international standards, such as an Environmental Management System (ISO 14001, EMAS) and an Energy Management System (ISO 50001). Through these certified management systems, the Bank monitors its performance and minimises its carbon footprint by:

- Setting specific targets.
- Undertaking environmental initiatives.
- Designing and developing projects to protect the environment and improve the use of natural resources.

To this end, the Bank addresses its:

- Identified negative impacts through in-house operations which contribute to the release of emissions as a direct factor contributing to climate change.
- Positive impacts through energy reduction and efficiency in operations.

Implementing these systems has led to significant reductions in energy consumption and greenhouse gas emissions. Consequently, Eurobank met the targets set for 2024 and achieved 4.95% reduction in purchased electricity consumption, and overall 7.47% reduction in Scope 1 & 2 emissions (surpassing the 4.67% 2024 target) in 2024, compared to 2023.

In 2024, the Bank's total energy consumption reached 35,408 MWh. Renewable energy consumption (electricity consumption) accounted for 33,085 MWh, which represents 93.44% of the total energy consumption. This substantial sourcing of renewable energy underscores the Bank's dedication to reducing its carbon footprint and advancing its sustainability initiatives, and will be the key driver for achieving annual reductions in the coming years.

These environmental operational initiatives are detailed in the [Environmental Report 2024](#), while performance data may also be found in the [Sustainability Data Pack](#).

Energy Consumption

Energy consumption monitoring is one of the most important environmental priorities for Eurobank. Eurobank applies a certified Energy Management System (EMS), in accordance with the ISO 50001 standard, with the purpose of responsible energy management in all the Bank's facilities (all administration buildings / branches, covering 100% of its operations). This aims to minimise energy costs, the environmental impact of harmful greenhouse gas emissions and fossil fuel depletion.

Eurobank's energy consumption derives from:

- Oil and natural gas combustion for heating its buildings.

- Diesel and petrol for its own vehicles used for transporting materials between its buildings within Attica, as well as corporate leased cars for its staff.
- Electricity consumption for the Bank's operations.

Key metrics for 2024 include:

- 34,653 MWh electricity consumption for the Group in Greece, achieving a 2.67% reduction compared to 2023.
- 35,408 MWh total energy consumption for Eurobank, corresponding to a 4.97% (1,853 MWh) decrease from 2023 (37,261 MWh).
- 33,001 MWh purchased electricity consumption for the Bank, down by 4.95% compared to 2023.
- 97.97% (33,085 MWh) of the Bank's total electricity consumption in 2024 originated from renewable energy sources (RES).

Energy intensity index

The Bank monitors its energy intensity index, which expresses the absolute energy consumption (including all types, i.e. electricity, natural gas and heating consumption, as well as petrol and diesel consumption for vehicles) for all its operating income. This is used to monitor energy performance in relation to the scale of its activities (operating income 2024: €2,235 million). In 2024, the intensity index was 15.84 MWh/€ million, down by 12.54% compared to 2023 (18.11 MWh/€ million). The Bank's aim is to reduce its energy needs in relation to its activities in the coming years.

Energy self-production

Energy self-production is a crucial element of Eurobank's journey towards Operational Net Zero. The relevant project stream of the Sustainability Operational Impact Strategy includes 2 distinct self-production initiatives:

1. Rooftop photovoltaic (PV) stations installed on Eurobank buildings.
2. Standalone PV parks.

These initiatives are implemented as cross-unit projects with the support of dedicated consultants and with regular updates to Senior Management. The energy and emission benefits of these projects are calculated in the Operational Net Zero transition path to carbon neutrality by 2033, per the respective commitments of the Bank.

Rooftop PV Power station

In 2023, 1,203 PV panels were installed on the roof of the Nea Ionia complex and 376 PV panels were installed on the roof of the Acharnes building. In 2024, the self-production of energy from the 2 rooftop PV stations started. Specifically, the energy self-production started in May 2024 in the Nea Ionia complex and in July 2024 in the Acharnes building. The amount of energy produced from the 2 rooftop PV stations for 2024 was 776,365 kWh, in total.

4.95%

reduction of the Bank's
purchased electricity
consumption
compared to 2023

776,365 kWh

total energy production **from**
the **2 rooftop PV stations**

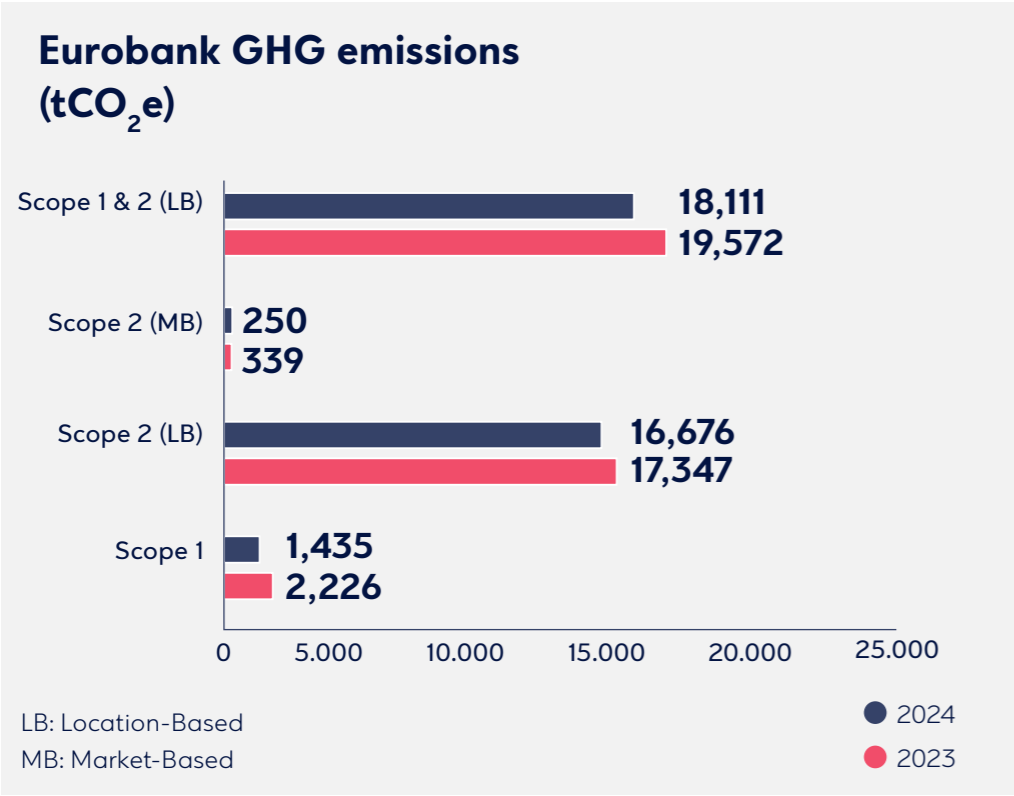
Standalone PV parks

In 2024, the environmental licensing process for 2 standalone PV parks in central Greece was initiated.

Greenhouse gas emissions (operational impact)

Eurobank has verified its greenhouse gas (GHG) emissions in compliance with ISO 14064-1, which provides a framework for quantifying and reporting GHG emissions and removals. Therefore, categorisation and reporting of GHG emissions is based on ISO 14064 (Category 1-6) and is aligned with the GHG Protocol Corporate Standard (Scope 1, 2 and 3). For further information on the methodology and the emissions associated with the relevant scope categories, refer to the Sustainability Data Pack.

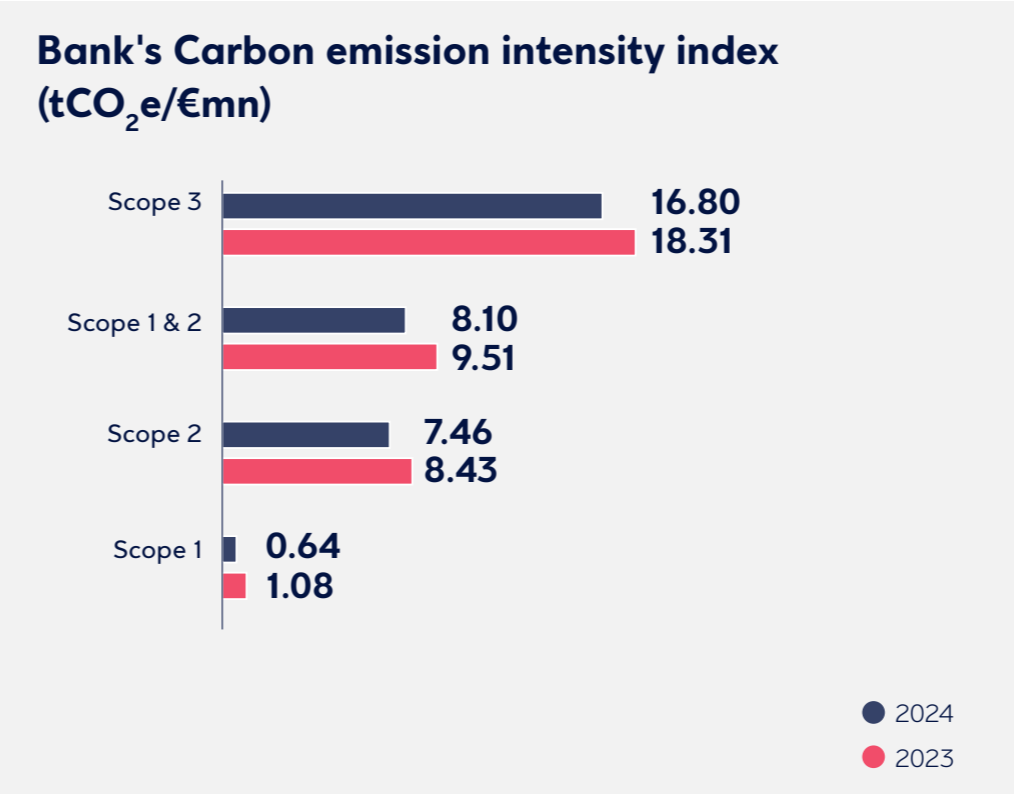
The Bank's total GHG Scope 1, 2 emissions (Scope 3 emissions are available in the Sustainability Data Pack) in 2024 in comparison to the equivalent emissions in 2023 are presented below:



The Bank significantly reduced GHG emissions from operations, contributing to climate change mitigation and facilitating the achievement of the global sustainable development goal for the climate (SDG 13).

Carbon emission intensity index

The Bank's carbon emission intensity is calculated as GHG emissions of Scope 1, Scope 2 and Scope 3 per million euros of Eurobank's operating income (operating income 2024: € 2,235 million). The carbon emission intensity for 2024 was:



Green buildings

Eurobank's objective is to gradually upgrade its real-estate portfolio, aiming to reduce its carbon footprint. It is shifting towards high-end, modern, environmentally friendly buildings that improve the local microclimate. The Bank is already upgrading prime assets into energy-efficient green buildings, focusing on continuously making progress towards this direction.

Eurobank has chosen green building certifications (LEED, BREEAM, EDGE), aiming to validate the sustainability value of its assets and to demonstrate its sustainability performance. By 31 December of 2024, 20 buildings owned by the Bank had been certified as green according to LEED/BREEAM standards. The certified properties have been included in the SBC Yearbook for Green Buildings.

7.47%

reduction in Scope 1 & 2 emissions compared to 2023

20 assets

with LEED/BREEAM certification



For further information regarding the Scope 3 indirect emissions and categories for Eurobank, refer to the [Sustainability Data Pack](#).

Eurobank Headquarters building

The Eurobank Headquarters are housed in a new building in the Athens city centre, on Omirou and Stadiou Streets, where they relocated for the first time in December 2023.

The building improves the overall environmental impact of Eurobank’s operations and connects it to its vision for a sustainable future. It is part of the Bank’s portfolio of properties that comply and are certified with the latest green building and sustainable operation standards.

In 2024, Eurobank’s new Headquarters were certified with LEED (Gold).

Water consumption

Regarding monitoring environmental impacts, Eurobank has established a [Water Management Policy](#), aiming to responsibly manage the use of water resources and the pertinent efforts for savings. By implementing this Policy, the Bank commits to paying particular attention to water conservation, by introducing measures such as the installation of special water-flow control systems in water supply facilities.

In 2024, water consumption amounted to 59,133 m³, which represents a 7.72% increase compared to 2023. A large part of the increase in water consumption in 2024 was due to an invisible leak in a central water supply pipe in the building complex of Nea Ionia.

Paper use

In the context of reducing its waste, the Bank is cutting down on paper consumption, in line with digitising its operations (digitisation of product transactions, use of e-Statements, etc.) and becoming a paperless banking network. In addition, procedural interventions and a number of promotional activities were launched to encourage adoption of a digital culture. The increase in the use of e-Statements was also significant in 2024, as more than 215,000 additional e-Banking users chose e-Statements, resulting in added savings of about 560,000 paper statements. The Bank’s financial savings from the discontinuation of paper statements have been substantial, amounting to more than €46 million since the service became available. The entire supply (100%) of A4 and A3 paper is certified with the PEFC label.

Solid waste management and recycling

Reducing, reusing and recycling waste constitutes a major pillar of Eurobank’s Operational Impact Strategy and its Environmental Management System. The Bank monitors and manages the life cycle of the following materials within the organisation

(waste streams): toner cartridges, paper and packaging materials, domestic waste, waste electrical and electronic equipment (WEEE), light bulbs, accumulators/batteries, defective/ cancelled credit cards, excavation/construction and demolition waste (ECDW).

The total amount of all solid waste streams generated in 2024 amounted to 1,969.8 tonnes. The total weight of solid waste recycled in 2024 amounted to 985,140 kg. Moreover, the Bank continued its successful electronic equipment donation programme, as part of the effort to manage the life cycle of the materials it purchases. In 2024, the Bank donated 1,885 pieces of electronic equipment, which amounted to about 11,564 kg.

Zero waste project

A new pilot programme has been implemented in the Nea Ionia complex and the Acharnes warehouse, including recycling technologies leading towards zero waste footprint operation. The key aspects of the programme include:

- Source segregation, with materials divided into 4 streams – paper, plastic, aluminium and glass.
- Placement of standard and smart bins/stations.
- Onsite weighing of materials per stream to record quantities collected in real-time.
- Real-time data collection through electronic application.
- Electronic visualisation of measurements and overall progress.

Additionally, in the Acharnes warehouse, organic waste is also monitored and managed appropriately.

Recycling of hazardous waste for the public benefit

As another integral part of the Operational Impact Circular Economy stream, Eurobank works with and financially supports the initiative of Appliances Recycling SA, which designs, manufactures and places special recycling bins, accessed by the public and Eurobank employees. The special bins are designed for the collection of small electrical appliances, mobile phones, tablets, ink and ink cartridges, supporting the respective recycling efforts and promoting the message of circularity to the public.

The concept was developed in 2023 under the name “Hungry Bins”. 11 bins have been specially decorated by a street artist and 9 were placed at various municipalities across Greece. The remaining 2 bins were placed in Eurobank facilities in Nea Ionia and Piraeus, in an effort to promote circularity among Eurobank employees. Eurobank receives monthly updates from Appliances Recycling SA on the quantities of devices collected in the Hungry Bins, to assess the effectiveness of the programme, and continue to improve its recycling and circular economy efforts. In 2024 (since July when the collection program was launched), approximately 5 tonnes of small electrical appliances were collected.

1,885 pieces
of electronic
equipment donated

Environmental operations at international subsidiaries

Energy
Bulgaria

<p>Actions:</p> <ul style="list-style-type: none">Introduced measures to reduce energy consumption and GHG emissions, including increasing energy efficiency, replacing fossil-fuel heating equipment and self-producing renewable energy.Had a photovoltaic plant installed in Sofia, producing 410 MWh in 2024 and covering about 20% of the head office building’s total energy consumption.Invested in upgrading premises into modern and energy-efficient workspaces, including a large-scale project for renovation of the head office building in Sofia. The first renovated section included a highly efficient HVAC system and state-of-the-art Building Management System (BMS) that facilitates optimum use of HVAC and lighting equipment.Completed over 90% of the branch office network renovation by 2024 year-end. <p>Performance:</p> <ul style="list-style-type: none">Cut fossil fuel use for heating by >50% since 2022.Switched to electric HVAC systems and reduced natural gas consumption by 40% since 2022.Decreased diesel fuel use for heating by 64% since 2022.Reduced electricity use by 1% in 2024 despite increased demand due to the replacement of fossil fuel HVAC equipment with fully electric one.Improved electricity intensity from 14.05 MWh to 11.65 MWh per million leva turnover.More than 80% of company vehicle fleet is hybrid. <p>Targets:</p> <ul style="list-style-type: none">Electromobility: >80% of leased vehicles to be electric or hybrid by 2025.Buildings: Reduce energy and water consumption on premises by 35% by 2035Electricity: 100% of electricity consumed from RES by 2040.
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Energy	
Cyprus	
Hellenic Bank	Eurobank Cyprus
Actions: <ul style="list-style-type: none"> Installed photovoltaic systems in 2 buildings, with an expected capacity of 220,000 kWh per year, connected to the grid in April 2024. Installed photovoltaics in 5 additional buildings, aiming for a capacity of 242,000 kWh per year and expected connection to the grid by the second quarter of 2025. Sourced electricity from third-party vendors who produce green energy. Performance: <ul style="list-style-type: none"> Sourced 39.8% of the bank’s total electricity consumption from suppliers with higher renewable energy mix. Made considerable strides in improving energy efficiency and reducing emissions. Reduced total electricity consumption (kWh) by about 21% compared to 2021. Reduced Scope 1 emissions by 55% year-on-year and Scope 2 emissions by 13%. Reduced total Scope 1 and 2 emissions by 19% year-on-year. Targets*: <ul style="list-style-type: none"> Become net-zero by 2050, with a specific goal of reducing total Scope 1 and Scope 2 GHG emissions by 45% by 2030. 	Actions: <ul style="list-style-type: none"> Measured operational greenhouse gas (GHG) emissions (Scope 1 & 2) using ISO 14064 and prepared a roadmap to reduce emissions by 2030. Incorporated a photovoltaic system. Completed successfully the annual inspection and verification of ISO 14001:2015. Implemented energy performance improvements for buildings, such as energy-saving LED lamps, motion sensors and higher efficiency air conditioning systems. Upgraded and replaced existing electronic devices (printers, PCs, laptops and screens) with more energy-efficient devices/appliances. Disseminated informational materials to staff about recycling, efficiency, energy, rational use of energy, electricity, etc. Performance: <ul style="list-style-type: none"> Decreased total energy consumption by 7.41% compared to 2021. Installed a photovoltaic system in the bank’s premises with a total capacity of 16.20 kW (virtual net billing). The total installed capacity of photovoltaic systems in the bank’s premises is 73.48 kilowatts. Derived 60,200.87 kWh (2021: 0 kWh) of the electricity consumed from RES (PV system self-production). Increased total electricity production from RES to 385.17% in 2024 compared to 2022 (15,446.23 kWh) and 59.51% compared to 2023 (46.974,66 kWh). 6% of bank’s car fleet is considered sustainable. Targets*: <ul style="list-style-type: none"> Minimise negative impacts across the entire value chain to achieve net-zero operations earlier than 2050.
Luxembourg	
Actions: <ul style="list-style-type: none"> Subsidised only electric and hybrid company cars for employees. Installed four pole charging stations on its premises, allowing employees to recharge their electric vehicles during their working hours. Upgraded the building management system to ensure more efficient temperature and humidity management, optimising energy consumption. Ensured that all electrical energy comes from 100% renewable sources, leading to zero scope 2 market-based emissions. Is in the process of finalising its ESG strategy, which encompasses targets related to further energy optimisation and emission reduction. Performance: <ul style="list-style-type: none"> All new leased vehicles are either electric or hybrid. 100% of the electricity consumed is sourced from RES. Targets: <ul style="list-style-type: none"> Establish the necessary mechanisms to monitor core energy consumption and report the information accurately. Finalise the ESG strategy, including targets for energy optimisation and emission reduction, aligning with the Group’s targets. 	

**Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.*

Waste and paper use

Bulgaria

Actions:

- Digitalised and optimised processes, reducing office paper consumption.
- Implemented a managed print services system in all locations for more effective monitoring of printing, paper and toner consumption.
- Implemented waste management practices to promote circular economy, establishing systems for collecting, securely destroying and recycling office paper.
- Entered into partnerships with licensed contractors for safe disposal and recycling of its decommissioned electric and electronic equipment.

Performance:

- Purchased 8% less office paper in 2024 (127 vs. 138 tonnes) and reduced paper intensity from 173 kg to 133 kg per million leva turnover.
- Sent 160 tonnes of waste office paper for safe destruction and recycling.

Targets:

- Accelerate the transition towards paperless banking by 2035, targeting a 25% reduction in paper consumption by 2035. Achieve 95% recycling of paper waste via separate waste methodologies and monitor recycled paper waste by 2030.
- Achieve 100% recycling of toner cartridges by 2025.
- Prepare a detailed action plan for zero waste by 203.
- Eliminate avoidable single-use plastic and minimise e-waste by 2035.
- Ensure waste segregation at source at the Head Office by 2030.

Cyprus

Hellenic Bank

Actions:

- Fostered recycling of plastic, metal and drink cartons, paper, and batteries for easy disposal by staff and customers.
- Introduced electronic waste management by prioritising repair and reuse before recycling or donating.
- Reused, refurbished and donated furniture.
- Recycling construction waste from renovations per legal requirements and contractual agreements.
- Proceeded with actions to reduce paper use, such as electronic stamps for approval, SMS or email communication to clients, digital channels for KYC processes, and interest certificates via internet banking.
- Issued environmentally friendly cards using biodegradable materials from Mastercard’s directory to reduce its environmental footprint and promote responsible resource management.
- Proceeded with employee training and awareness on environmental issues to foster a sustainable workplace.
- Implemented an Environmental Management System in accordance with ISO 14001 and achieved certification in 2025.

Eurobank Cyprus

Actions:

- Launched initiatives to promote extended circular economy practices, including monitoring office waste generation and recycling, segregating waste at source into recycling streams for paper, plastic, aluminium, and recycling 100% of e-waste, toners and cartridges.
- Made the transition towards a paperless banking network, establishing KPIs for paper supply monitoring and recycling, digital signatures for bank users, the JDocs system for document generation, communication flows on Jira, double screens for all bank users and centralised printing.
- Discontinued mailing hard copies of statements and notifications to clients, replacing them with email/SMS or digital banking channels.
- Disseminated informational material on waste recycling to staff to improve the bank's environmental culture.

Performance:

- Recycled 9.42% of general waste.
- Recycled 0.19% of PMD waste.
- Recycled 9.20% of paper waste.

Targets*

- Make the transition towards a paperless banking network by reducing paper consumption, increasing paper recycling and monitoring relevant indicators.
- Promote extended circular economy practices by minimising waste, achieving waste segregation at source and increasing waste recycling of waste material.

Luxembourg

Actions:

- Placed special bins are in the bank's premises, designed for collection of specific material (i.e. plastic, paper etc.), promoting recycling efforts and spreading the message of circularity among the employees.
- Is in the process of finalising its ESG strategy encompassing targets related to energy and increase of recycling.

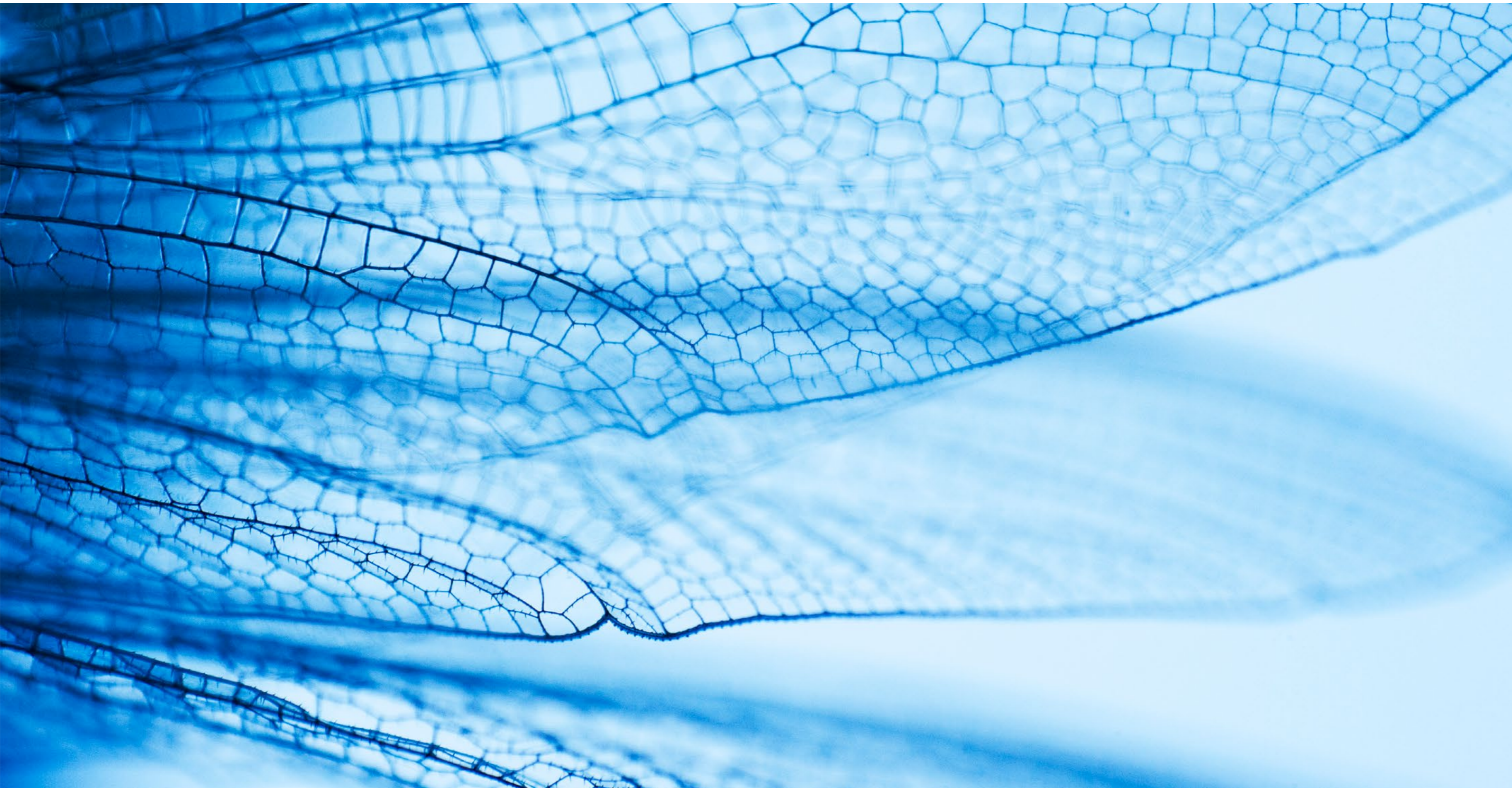


For further information regarding the Group, refer to the [Sustainability Statement](#).

**Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.*



Social



Employer’s Impact

At Eurobank, our people are at the heart of our transformation. In 2024, Eurobank strengthened its commitment to building a progressive, inclusive and human-centric workplace.

We Think Innovatively. We Work Differently.

Driven by the Eurobank 2030 vision and our purpose statement “Prosperity Needs Pioneers”, we continue to reshape how we work through 12 innovation-driven practices, focusing on developing talent, enhancing wellbeing, and fostering a culture of inclusion and ethical conduct.

Throughout the year, the Bank invested in upskilling, leadership development, internal mobility and hybrid working. A wide range of policies and initiatives supported employees across all life stages, ensuring equal access to opportunities and recognition, regardless of gender, age or background.

Eurobank continued to prioritise diversity, equity and inclusion, promote workplace safety and wellbeing, and strengthen employee engagement through transparent dialogue and structured feedback channels. These actions are directly aligned with the Bank’s Sustainability Strategy.

Attracting and retaining talent

Employees play a crucial role in the success and growth of the Group. As at 31.12.2024, the Group employed a total of 12,405 FTEs with 49% of the workforce based in Greece. Female employees accounted for 64% of total staff. At Group level, the majority of employees fall within the age range of 30-50 years, representing 65% of the workforce.

Attracting, retaining and motivating talented employees is fundamental to the successful delivery of Eurobank’s business strategy.

Eurobank's recruitment policy is merit-based, ensuring gender, nationality, age and other factors do not influence hiring decisions. Both external hires and internal senior appointments are evaluated based on Eurobank's values. The recruitment process in Greece has been ISO 9001 certified since 2000.

In 2024, Eurobank continued to implement the Hybrid Work Model, alternating between on-site and remote work, which aligns with the Group's environmental goals and ensures a positive employee experience. 81% of middle or back-office employees have opted for the Hybrid Work Model via contractual agreement. in accordance with Eurobank's Hybrid Work Policy.

The Career Marketplace intranet informs employees about job openings and career paths. In 2024, 82 job openings were posted, with 48% of vacancies in Greece filled internally.

The total number of newly hired employees was 960 for the Group overall and 270 for Greece.

BeAPro talent graduate programme – The programme was designed and implemented to attract and recruit talented graduates for the Internal Audit Unit.

Participation in career events – Eurobank actively supports young talent, reinforcing its image as an employer of choice. In 2024, it participated in major career forums such as Panorama, Kariera.gr Career Days and Talent Days by CollegeLink. The Bank also joined career events at top Greek universities, including AUEB, University of Piraeus, University of Macedonia and ALBA Graduate Business School, among others. At Eurobank, attracting talented professionals from abroad is also of strategic importance, as part of Greece’s broader Brain Regain initiatives. In December 2024, we participated in a dedicated Career Day held in Düsseldorf, an event organized by the Greek Public Employment Service (DYPA) and the Ministry of Labour and Social Security, in collaboration with the Ministry of Foreign Affairs. We are also planning to take part in similar initiatives scheduled for 2025.

TechYourFuture - In 2024, Eurobank implemented the TechYourFuture program, offering 10 recent graduates and young professionals with a passion for technology the opportunity to work with us. Alongside their employment, participants in the TechYourFuture program are enrolled from day one in a two-year technology training initiative. This program provides certified knowledge and valuable hands-on experience in emerging technologies. TechYourFuture is delivered in collaboration with Microsoft.

Eurobank Business Day – In 2024, Eurobank hosted its 9th annual Eurobank Business Day with Panorama of Entrepreneurship and Career Development, welcoming 60 students and graduates to explore the Bank’s operations. The event focused on Technology and Digital, showcasing Eurobank’s innovation-driven culture.

Athens Negotiation Tournament – Eurobank sponsored the 2024 Athens Negotiations Tournament, organised by the Department of Business Administration, Athens University of Economics and Business. The tournament brought together students from Greece, Cyprus and abroad to strengthen their business negotiation skills through real-world simulations. Eurobank was honoured to host the semi-final round at its premises, supporting the next generation of talent in navigating the challenges of the 4th Industrial Revolution.

Overall, these programmes and measures help the Eurobank Holdings Group attract and retain employees effectively. Eurobank follows an open and structured process, providing continuous updates, personal advice and guidance to employees, enhancing their employability and social impact.

Staff attritions and employability

In 2024, 1,305 of Group employees departed, resulting in an employee turnover rate 10.5%. The total turnover rate for Eurobank Holdings was a bit higher than in the previous year (2023: 7.4%), particularly due to the VES that was launched.



For further information, refer to the [Sustainability Statement](#) and the [Sustainability Data Pack](#).

Continuous opportunities for professional development

Performance management

In 2024, Eurobank continued its efforts to ensure alignment between Greece and its foreign subsidiaries by further embedding the Group-wide Performance Management framework across all entities. This framework, designed to enhance employee performance and align it with the Bank’s strategic objectives and values, focuses on continuous feedback and development. For Senior Managers, 360° Feedback is also used to support leadership growth.

The framework is implemented in accordance with the Group’s Performance Management Policy, which applies uniformly across all Eurobank entities, promoting consistency and transparency. It is also certified to the ISO 9001 standard, reflecting the Bank’s commitment to quality, process integrity, and continuous improvement in performance management practices.

Performance Management is integrated into SAP SuccessFactors in Greece, Cyprus and, as of 2024, Luxembourg. Bulgaria implements the same framework through a different system.

Succession planning

The Group’s C-Level succession planning framework is assessed annually, ensuring alignment with the Group strategy and leadership culture. Female representation at C-Level increased to 29% in 2024. Targeted career discussions for high-potential successors focus on progress, goals and development areas.

Talent management

Eurobank's Talent Management framework identifies, develops and utilises a strong talent pipeline. In 2024, the Bank introduced a new segmentation of its talent pool, showcasing mobility and structured career discussions. This approach offers career-oriented talent opportunities for job swaps and development activities, such as mentoring and job shadowing, to enhance their career growth.

Learning and development

The Eurobank Group is committed to providing equal learning opportunities to all employees, fostering a culture of continuous development. In 2024, the Group focused on skill development and inclusivity, ensuring that every team member contributes to the organisation’s long-term success.

Learning in numbers for the Eurobank Group (2024):

- 588,469 total learning hours
- 827,058 learning hours, including activities delivered to temporary employees and contractors
- 47.4 average learning hours regarding Group employees (FTEs)
- 5.93 learning days on average per employee Group-wide¹
- 86.02% of total learning activity in Greece was delivered online or through virtual live sessions
- 98.85% of Group employees participated in learning activities

Eurobank centres on equal learning opportunities for all employees, fostering continuous development through tailored workshops and digital platforms, including LinkedIn Learning, Microsoft LxP, Intuition and Udemy. Partnerships with distinguished digital learning platforms offer thousands of courses on cutting-edge technologies and in-demand business skills. SAP SuccessFactors, the Human Experience Management (HXM) cloud platform, enables the workforce in Greece and Cyprus to access a diverse range of learning content at any time, across all smart devices. The Bank implements a series of learning initiatives annually, such as MiFID, Know-Your-Customer (KYC), Mortgage Credit Directive (MCD), fair lending and ethical sales practices, recognition of financial fraud and scams targeting consumers for all customer-facing employees, aimed at strengthening consumer protection and ensuring the delivery of responsible and compliant customer service. In addition, a dedicated digital learning course is under development to further strengthen knowledge and awareness on consumer protection, specifically tailored for selected front-line and support roles across relevant Units.

Hence, in 2024, more than 3,100 Retail Banking employees attended a digital course on Customer Excellence in Banking, which exemplifies the organisation’s commitment to delivering the highest standard of customer service experience. Moreover, Eurobank continued the delivery of a dedicated workshop, jointly hosted with the Me Alla Matia NPO, providing people with the opportunity to familiarise themselves with best practices when accompanying a visually/hearing-impaired client or serving an autistic customer, and to elevate the quality of service to these clients, thereby fostering inclusion and accessibility.

In 2024, Eurobank invested more than €2.9 million in learning initiatives, ensuring employee upskilling, building leadership capabilities and strengthening expertise through an extensive range of certifications and professional qualifications.

588,469
total learning hours

98.85%
of Group employees participate
in learning activities

€2.9 million
learning investment for 2024



For further information, refer to the [Sustainability Statement](#) and the [Sustainability Data Pack](#).

¹The learning days metric for 2024 refers to all the countries Eurobank operates in and is calculated as the equivalent of 8 learning hours per day.

Ethics, conduct and workplace integrity:

- **Code of Conduct and Ethics (CoCE)** - Implementing a learning initiative on the Code of Conduct and Ethics plays a vital role in raising awareness, ensuring transparency and nurturing a sense of responsibility among all workforce – including permanent employees, Board Members, advisors and individuals engaged through fixed-term or project-based agreements. Following the extensive implementation of this online programme during 2023, Eurobank deems that participation in it is mandatory for all newcomers, reinforcing the organisation's commitment to high ethical standards from the very beginning of their engagement.
- **Violence and harassment in the workplace** - In 2023, Eurobank implemented a digital learning programme for all employees in Greece to address violence and harassment. During 2024, separate 4-hour virtual workshops were held exclusively for managers, in collaboration with Hellas EAP, to prevent such behaviours, promoting a respectful work environment. Through an interactive methodology, managers had the opportunity to acquire the knowledge and skills for preventing and managing such incidents in their teams. The delivery of a targeted learning program on violence and harassment fosters a safer, more inclusive workplace culture. Moreover, this proactive approach reduces legal and reputational risks, enhances employee retention and engagement, and strengthens organizational resilience. The virtual workshops were successfully completed by 96.3% of the Group's managers and reached 21.2% of the total FTE's in Greece, that, along with the 96% completion rate of the online program delivered in 2023, reflects Eurobank's commitment to widespread managerial engagement and workforce development. Safeguarding a secure and diverse workplace constitutes one of Eurobank's main priorities toward responsible banking.

Skill enhancement for career growth

Eurobank supports professional development by sponsoring degree programmes and qualifications for its workforce, reflecting the organisation's commitment to continuous learning and professional excellence. This investment enhances employees' expertise, supports career development and strengthens organisational capabilities. In 2024, more than €107,000 were invested in sponsorships towards employees' education at reputable universities and professional certifications, such as CFA and ACAMS.

Compliance and regulatory excellence

Eurobank focuses on regulatory learning activities to ensure compliance across all levels of operations. Significant focus is directed towards:

- **Conflict of interest** – Adhering to the changing regulatory requirements for managing and identifying conflicts of interest is a core focus. By upholding high standards of professional conduct and ethics, the organisation ensures the smooth operation and reputation of Eurobank. In line with the Conflict of Interest

Policy, each employee shares the responsibility to remain aware of, identify, manage and avoid situations that may give rise to a conflict of interest. More than 6,700 participations were recorded within 2024 regarding this digital learning course.

- **Market abuse** – This programme serves as a key tool for providing employees with appropriate training and information on market abuse issues. It ensures that all staff understand their legal and regulatory obligations, and apply them correctly in both customer service and their own transactions.
- **GDPR** – This digital learning initiative aims to enhance knowledge, understanding and compliance regarding the proper management and protection of personal data, thereby strengthening the Group's credibility and trust in the market. Furthermore, it reinforces practices for safeguarding Eurobank customers' personal data and reduces the risk of data breaches and related penalties.
- **Certifications** – Eurobank provides learning solutions for professional competence in investment advice, insurance mediation, mortgage credit and small business banking. In 2024, over 1,500 new certifications and more than 3,000 re-certifications were recorded.
- **AML learning** – In 2023, Eurobank trained over 1,250 managers and 4,700 employees in AML through workshops and webinars. AML learning is mandatory for new recruits. In 2024, more than 2,200 participations were recorded in these learning activities, providing employees with practical insights into effectively managing money laundering and financial crime risks through the analysis of key corporate case studies. Moreover, 19 senior leaders attended a virtual workshop, delivered by the International Compliance Association (ICA), focusing on strategic management of AML issues, experiencing the industry's best practice.

Eurobank also provides sustainability and quality management training and has held the ACCA Approved Employer accreditation since 2015. To deliver purposeful learning that meets the needs of its employees and the Bank, Eurobank implements policies and processes certified to the ISO 9001 standard.

Empowerment programmes

Eurobank develops and runs dedicated programmes to empower its employees, including initiatives like the Prosper Alumni Community, fostering ongoing connection and growth among its leadership talent. These programmes enable employees to assume more demanding roles and improve their leadership skills.

more than

€107,000

invested in sponsorships towards employees' education and professional certifications


For further information, refer to the [Sustainability Statement](#).

Leadership development programmes

Eurobank develops leaders who inspire and empower teams, contributing to the Group’s strategy by promoting an inclusive leadership style and addressing biases:

- **Leadership development** – A leadership shift is happening at Eurobank, supported by the new Leadership Development Programme, jointly designed with INSEAD, launched within Q4 2024. The programme created a unique space for the first cohort of our senior leaders to challenge assumptions, self-reflect, exchange perspectives, embrace innovation and deepen shared commitment to meaningful value – for Eurobank’s clients, people and society. Over 5 months and 50+ hours of immersive learning experiences and real-world exposure – including a field trip to Paris – Eurobank’s leaders gained first-hand insights into emerging trends and innovation ecosystems, while strengthening their ability to navigate complexity, drive strategic change and lead with purpose.
- **Inclusive leadership** – An interactive virtual workshop held in 2024 equipped more than 900 managers in Greece with the ability to recognise and address non-inclusive behaviours, understand the value of diversity in all its forms and develop the key skills of an inclusive leader. Through engaging activities, videos, discussions, storytelling and case studies, participants learned practical strategies for fostering an inclusive work environment. By embedding inclusive practices at the managerial level, Eurobank enhances decision-making, employee engagement, and its ability to attract and retain diverse talent—key drivers of sustainable business success. The virtual workshops were successfully completed by 71,1% of the Group’s managers and reached 15.5% of the total FTE’s in Greece.
- **Executive coaching** – Personalised coaching sessions were held for senior leaders, maximising leadership potential enhancing leadership effectiveness, and fostering personal and professional growth. They also contribute to a high-performance culture by empowering leaders to navigate challenges, drive results and support their teams more effectively.

Development and improvement plans

Professional development is crucial within the Group, facilitated by development and improvement plans. These plans help employees enhance their skills and performance, aligning with their career goals and roles.

PROSPER Class of 2023 & 2024

Eurobank worked with the ALBA Graduate Business School to create a leadership-focused talent development programme. This initiative provides modern education, networking and guidance from experienced professors to enhance strategic thinking and leadership skills. In 2024, 35 employees completed the 2023 class, while 36 participants joined the 2024 class.

Empower the Network

In 2024, Eurobank launched the “Empower the Network” programme to improve operational efficiency and offer advancement opportunities for its Retail banking branches network. The programme promoted 47 internal employees to various managerial positions and hired 40 external candidates for entry level key roles. It included a comprehensive assessment process, followed by personalised feedback and career discussions. All new hires within the Retail Branch Network undergo a comprehensive induction program, designed to support their professional development and ensure a strong foundation, aligned with the Bank’s values, standards and operational practices.

Eurobank’s Remuneration Policy

The Bank has established a Remuneration Policy, which is applicable to all employees and covers their total remuneration. The Policy is integral to the Bank’s commitment to attract, engage and retain its employees. Moreover, the Bank has adopted a Remuneration Framework, which is competitive, is governed by transparency and internal equity, and its principles are embedded in the Remuneration Policy. Information regarding the Policy and the Framework can be found on the [Eurobank website](#).

The employees’ total remuneration consists of fixed and variable components:

- **Fixed remuneration** – it is gender neutral, permanent, predetermined, non-discretionary, transparent and non-revocable. It reflects the evaluation of the position the hire will assume, the professional experience of the employee based on educational level, seniority, level of expertise as well as professional certifications, constraints, nature of employment contract and the job requirements. For further information, refer to the [Sustainability Data Pack](#).
- **Benefits and allowances** – Eurobank offers various benefits and allowances to its employees and their families. Benefits are the types of compensation provided to employees to ensure long-term commitment and market competitiveness in accordance with local market practices (e.g. pensions, medical insurance, life insurance, meal vouchers, company cars to selected employees, mobile phones, staff pricing on banking products and allowances related to children and childcare). The bank’s benefits are reviewed every year or earlier should need arise.
- **Variable remuneration** – it includes any payments that depend on annual performance, independently from how it is measured (profitability/ revenues/ other KPIs), or on other parameters (e.g. length of service).



For further information, refer to the [Sustainability Statement](#).

It aims at rewarding achievements by directly linking pay to performance outcomes in the short, medium and long term. This is followed by risk adjustment. To strengthen the alignment of shareholders’ interest and the interests of management and employees, performance measurement reflects the actual results of the Bank overall, the subsidiaries, the unit of reference and the individual.

Adequate range and managerial flexibility in performance-based payouts are an inherent characteristic of well-managed, accountable and sustainable variable remuneration. The design features, including performance measures and pay mechanisms, avoid excessive short-term focus and are linked to profitability and sound risk management to guarantee sustainable performance in the medium and long term.

At Eurobank level, the following types of variable remuneration have been defined:

Variable remuneration components	Timeframe
Incentive schemes	Short term
Annual bonus	Medium term
Long Term Incentive Plan (LTIP)	Long term
Non-standard components	Specific conditions

It should be noted that Eurobank in Greece has provided within 2025 the amount of 33.5 million in the form of profit sharing to its employees. The respective amount has been awarded to approximately 80% of Eurobank population and has been increased by 18% versus last year.

In order to encourage and motivate employees to achieve strategic goals, increase employee satisfaction and efficiency, and promote teamwork and cooperation, Eurobank has set up incentive schemes for the following business areas: Retail, Wholesale, Eurobank Equities Investment Firm, and the Private Clients’ Desk. These commercial campaigns represent business actions aimed at providing guidance to the sales network towards the achievement of the period’s commercial targets. Additionally, the incentive schemes are designed to discourage excessive risk taking and ensure that employees are not rewarded in a way that constitutes a conflict to Eurobank’s Policy to protect its customers.

For an appropriate measurement of performance criteria, Eurobank uses a combination of predefined qualitative and quantitative indicators, such as results, profitability, performance of capital, behaviours towards customers and quality of service, risk management and compliance with regulations.

Eurobank has developed a set of Key Performance Indicators (KPIs) and Key Risk Indicators (KRIs) for the purposes of performance monitoring of units and employees. These are not only used for evaluating the success at reaching the targets set, but also for awarding bonus payouts as part of a variable remuneration scheme, through the top-down assignment of the KPIs and KRIs at individual level.

The KPIs and KRIs as well as their targets are revised and set on an annual basis resulting in the overall annual bonus pool awarded. The following KPIs and KRIs are set at Group level and approved by the Board: i. Core Operating Profit, ii. Market Share of Deposits, iii. Group Performing Loans Evolution, iv. Cost/ Core Income, v. NPE ratio, vi. LCR, vii. Return on Normalized Equity, viii. Fully Loaded CET 1 ratio, ix. Operational Risk Losses Ratio, x. number of Audit Findings Overdue, xi. Bank’s CO₂ Emissions, xii. New CIB disbursements in Green/Environmentally sustainable loan. These KPIs and KRIs are fully aligned with Eurobank’s business strategy and long term goals.

Tailored KPIs and KRIs are also set at Unit level, ensuring that Unit-level performance is effectively captured, and directly linked with Eurobank’s overarching strategy and the 3-year business plan, thereby promoting consistency of objectives across business areas and fostering alignment among Units. Furthermore, KPIs and KRIs related to control functions are designed to reflect the achievement of objectives specific to their mandates, independent of the performance of the Units they oversee.

The KPIs and KRIs set at Unit level are systematically cascaded down to the individual level through the Bank’s formal annual performance appraisal process.

The pay-out periods are defined for each type of variable remuneration. For the variable remuneration of the employees with material impact on the Eurobank’s risk profile (Material Risk Takers) a clear differentiation exists between remuneration that should be paid upfront and remuneration that should be paid after deferral and retention periods. For further details regarding how Eurobank grants variable remuneration to Material Risk Takers, refer to the [Sustainability Data Pack](#).

A minimum of 50% of any variable remuneration in instruments should be applied equally to the non-deferred and the deferred part. The ratio of variable remuneration that is paid out in instruments is calculated as the quotient between the amount of variable remuneration awarded in instruments and the sum of the variable remuneration awarded in cash, instruments and other benefits. All amounts are valued at the point of award.

Currently, Eurobank has selected stock options as instruments aimed at aligning employees’ interests with the clients and shareholders’ interests as per market best practices. All Material Risk Takers, i.e. % of total headcount are eligible for stock options.

In consideration of prevailing and prospective risks, and within the purview of the ongoing risk alignment framework, malus provision governing the payment of deferred remuneration – whether in cash or stock options – is established. Furthermore, the clawback provision pertaining to variable remuneration is enforceable throughout the entirety of the withholding period, culminating in the ultimate vesting of deferred stock options. Accordingly, by being able to use certain malus conditions (for reduction of the deferred remuneration) Eurobank preserves its capital adequacy, liquidity and compliance.



For further information, refer to the [Sustainability Statement](#).

Offering a diverse, inclusive and safe workplace

Occupational health, safety and wellbeing

Eurobank prioritises the health and safety of employees, contractors and customers. The Occupational Health and Safety Policy that the Bank has in place since 2005 – which is updated in line with current developments – is tangible proof that human resources are Eurobank’s most valuable asset. The Occupational Health and Safety Policy statement is publicly available.

Demonstrating its commitment to continuously improving working conditions and accident prevention, the Bank has included specific ergonomic guidelines in its General Safety Regulation, with tips on proper body posture while working, to avoid strain and injuries.

All employees can access this information on the intranet (Connected) as well as in the Health and Safety e-learning section.

Occupational Health and Safety Management System

Eurobank follows national and EU health and safety regulations, implementing an ISO 45001:2018 certified Health and Safety Management System. It runs a comprehensive prevention and safety programme to protect all employees and operations.

Premises and certifications

- All network branches, 7 central buildings and the Nea Ionia Complex are certified under ISO 45001:2018.
- Certification currently covers 5,043 employees (83%), with a goal to extend to all Bank sites.
- 100% of Group’s employees are covered by the Health and Safety Management System.

Occupational injury data (2024)

The number of total injuries recorded in 2024 was 5, based on to the European Statistics on Accidents at Work (ESAW*) Methodology, while the LTIFR (Lost Time Injury Frequency Rate) was 11.51.

	2024	2023	2022
Total injuries	5	3	4
LTIFR	11.51	17.2	9.02

Occupational Risk Assessment

Occupational Risk Assessment Studies are conducted for all buildings. The latest updates are carried out by a specialist company. The studies are regularly updated and revised after renovations, refurbishments or changes to premises.

Roles and responsibilities

Safety Coordinators and Deputy Safety Coordinators are assigned at all premises. They are responsible for reporting work-related risks and submitting regular written reports. Safety Engineers conduct risk assessments, investigate work incidents and propose corrective actions. Employees are entitled to report and health or safety risk to the:

- Health and Safety Unit
- Onsite Safety Engineer
- Workplace Physician

Incident reporting and response

Any work-related incident is reported immediately through an incident report.

Safety Engineers prepare follow-up reports with corrective actions, if needed.

Monitoring audits and corrective actions

Health and Safety processes are audited by:

- Internal inspections as part of the Bank’s OHS system
- Government bodies (e.g. SEPE)
- Safety Engineers and Workplace Physicians

In response to recommendations, the Bank takes corrective action and implements updated system processes, where required.

Communication and awareness

Health and Safety updates and guidance are shared through the:

- Bank’s intranet (Connected)
- Health and Safety email account

The information is maintained and updated by:

- Safety Engineers
- Workplace Physicians
- Internal and external inspectors
- Government bodies (e.g. SEPE)

**The ESAW Methodology excludes accidents at work that occurred outside the workplace, as well as accidents with an absence of less than 3 days*

Prevention services

In the area of prevention services, the Bank:

- Runs 7 fully equipped infirmaries in Attica and Thessaloniki, where associated physicians offer clinical services, medical advice and provide prescription services to employees free of charge.
- Offers regular medical check-ups to all employees. In 2024, a total of 606 employees had a check-up performed.
- Coordinates a Blood Bank, ran by Eurobank staff, to meet the needs of employees and their families for blood. In 2024, 6 blood drives took place and 290 blood units were collected, while 145 blood units were made available to patients, following employee requests to meet personal or family needs.

Support Services

To ensure employees receive timely support during personal challenges or emergencies, Eurobank provides a range of well-structured services:

- **First-aid and Occupational Health & Safety Training** – Focused on prevention and response to workplace incidents.
- **Evacuation & Emergency Drills** – Conducted regularly across all Bank buildings.
- **Case Management (CM)** – Access to consultant psychologists and psychiatrists for ongoing care.
- **Private Ambulance Service** – Available for staff and associates at Eurobank Campus in case of medical emergencies.

Supporting employees and their families

Eurobank has a modern benefit scheme in place applying to all its employees. Benefits and initiatives to empower its employees and support their families include:

- Private healthcare insurance (covers all major expenses plus dental and eye care).
- Private life insurance in collaboration with Eurolife FFH.
- Saving scheme for children.
- Maternity benefits.
- Permanent total or partial disability benefits.
- Monthly child allowance for children younger than 21 years old (proportionate to the employee's salary).
- Childcare allowance for children younger than 6 years old.
- Annual allowance for parents who have more than 3 children.
- Discounted rates for the Bank's mortgage products and services

Wellbeing and work-life balance

In 2024, Eurobank deepened its commitment to a human-centric workplace by expanding and evolving its comprehensive myPROSPERITY programme. Designed to support employees across every facet of their personal and professional lives, myPROSPERITY continues to focus on 4 key pillars:

- **For my body** – Promoting physical health and energy.
- **For my soul** – Strengthening emotional resilience.
- **For my community** – Cultivating social connectedness and empowerment.
- **For my future** – Enhancing financial wellbeing and literacy*.

myPROSPERITY Talks- In its second year, the myPROSPERITY Talks series attracted approximately 3,700 employees in total across Greece and Cyprus. The 2024 Talks addressed timely and diverse topics that reflect both personal and societal challenges, such as practices for digital and mental disconnection, supporting children's emotional wellbeing, emotional benefits and social impact of giving animals a home, panic attacks and self-care. These sessions, delivered by field experts, were designed to inspire employees, foster community dialogue and offer practical guidance for daily life.

myPROSPERITY For my soul Podcast Series - Complementing the live sessions, Eurobank launched 7 themed podcasts under the myPROSPERITY For my soul umbrella.

The Coach Platform - Eurobank introduced The Coach, a 24/7 on-demand digital wellness platform offering personalised coaching in fitness, nutrition and mental wellbeing. In line with its inclusive wellbeing philosophy, the Bank offered a free subscription to all employees, empowering them to access expert guidance at their own pace and convenience – anytime, anywhere.

Psychological safety

Eurobank prioritizes mental health as a key dimension of workplace wellbeing, ensuring employees have access to confidential, professional support when needed:

- **Mental Health Assistance Line** – Daily access to licensed psychologists until 23:00.
- **Critical Incident Stress Management (CISM)** – Psychological support for employees facing sudden traumatic events.
- **Participation in EY's Mental Health & Wellbeing Survey** – Eurobank participates biennially in EY's national research on corporate mental health practices, reinforcing its commitment to continuous improvement and external benchmarking.

**Eurobank partners with external organizations to boost employees' financial literacy.*

Recognition and awards

The programme earned 11 distinctions at the Internal Communication & Employee Engagement Awards 2024, including a Gold Award.

These initiatives are aligned with Eurobank’s commitments under its Operational Sustainability Strategy contributing to its operational sustainability targets and the goal of fostering a culture of wellbeing by 2026.

Eurobank also offers:

Parental and family leave

- Extra maternity/ childbirth leave (with flexible hours or accrued leave).
- Paid parental leave (19+2 weeks, over 2 weeks above the legal minimum, with 1,089 total paid weeks granted in 2024).
- Unpaid parental leave.
- Paid leave for single parents, adoption, disabled children and medical caregiving.
- Leave for school-related child activities.

Flexible work arrangements

- Hybrid work up to 3 days/ week from home – 81% of middle/ back-office staff opted in via formal agreement.
- Flexible start/ end time within a 2-hour range.
- Time-out reminders to support on-time clock-out (regulatory compliance).

Disability inclusion

- 1 hour less per day for employees with >50% disability,

Rewarding, entertaining and fostering employee family relations

Aristouchoi (Academic Excellence Awards)– Eurobank's Aristouchoi programme rewards exceptional academic performance with monetary prizes. It honours employees and their children who excel in secondary school, higher education, postgraduate degrees or PhDs. Over 22 years, more than 3,800 students have been awarded. In 2024, 376 awards were presented for the 2022-2023 academic year.

Christmas time activity for kids – Eurobank gave €30 gift vouchers to over 1,534 children of employees under 6, organised a Christmas art contest with 420 participants and held 3 Christmas art workshops with 900 participants. It also provided tickets to 400 children for family theatre shows.

Summertime activity for kids – During the summer of 2024, Eurobank launched the new version of its Summer Camp Programme for 450 children of employees aged 3-16, for the third consecutive year. Each employee selected a summer camp of their choice and received a €200 voucher. These camps provided a fun and creative outlet for children, allowing parents to better balance their summer schedules. In addition, Eurobank covered up to €724 per child for 21 employees whose camp applications were not accepted by e-EFKA, granting a total of €11,812.80 for 28 children, reaffirming Eurobank’s ongoing support for employees and their families.

Theatre, opera and ballet – Eurobank provided tickets to 2,800 adults for various cultural performances, including theatre, opera and ballet, to enhance their cultural experience.

Benaki Museum – The Benaki Museum opened its doors to Eurobank employees with free admission all year round, granting access to all buildings and exhibitions. Free entry for employees was extended to a companion, as well as to children and young people under 22 years old.

Diversity, equity and inclusion


Eurobank applies high standards of professionalism and policies against discrimination and exclusion, aiming at an open work environment for all, with respect to diversity, gender equality and individual rights. It fosters an inclusive culture, complemented by practices and policies that support Business Ethics and its Sustainability Strategy. To this end, it has introduced a [Diversity, Equity and Inclusion Policy](#), outlining the Bank’s corporate values, principles and commitments.

Additionally, the Bank showcases its commitment to Corporate and Social Responsibility through initiatives that improve the stakeholders’ ability to live free from gender/ sexual/ ethnic/ racial discrimination and ageism, and for vulnerable groups to live and prosper free from discrimination.

Female employees (% of total headcount) – FTEs	
2024	64%
2023	65%

Eurobank supports every phase of the family life cycle, providing a broad range of benefits and initiatives to empower its employees and all modern forms of families. It supports parents, irrespective of gender, age or marital status, and is proud of the exceptional range of benefits that its staff enjoy, providing an excellent framework, within which each staff member may pursue growth, irrespective of their personal or family situation.

64%
female employees
of total headcount

 For further information, refer to [Sustainability Statement](#) and the [Sustainability Data Pack](#).

In addition, it condemns unequal treatment and is very strict when it comes to any type of harassment, intimidation and extreme behaviour, and has introduced a relevant [Workplace Violence and Harassment Policy](#). Discriminations based on nationality, gender, parental status, colour, religion, health, sexual orientation, etc. are not in tune with its principles and values. The Group has adopted a zero-tolerance approach, which applies to all staff and prohibits all forms of discrimination, whether direct or indirect. It is also reflected in contractual documents adopted when entering into relationships with third parties.

Eurobank ensures equal opportunities for all employees, fair access to senior management positions, equal salary criteria and merit-based evaluations. Professional development, promotions and advancement are based on performance and potential.

Its commitment to diversity and inclusion aligns with its values and is reflected in its Code of Conduct. Diversity and inclusion are sponsored at the highest levels within the Company and initiatives are applicable – but not limited – to its practices and policies on all aspects of employee life cycle. However, the Group adopts a unified remuneration management approach and a common pay framework across all positions and roles, applying the job evaluation methodology which links pay to role accountability.

Gender Pay Gap Ratio	Mean	Median
Total	36%	24%

These metrics provide insights into gender representation in various roles, often highlighting a concentration of men in higher-seniority positions.

Aiming to further quantify the potential effect of the gender representation of employees in top management, the pay-gap ratio of the Group per total remuneration quartiles of the Group employees was calculated.

The average gender pay gap at Group Level based on the total remuneration quartiles' table:

Group Level	Mean	Median
1 st Quartile	6%	12%
2 nd Quartile	0%	0%
3 rd Quartile	2%	2%
4 th Quartile	22%	8%

The results of this exercise provide evidence that the main driver of the pay-gap ratio is the gender representation of employees in higher-seniority positions.

Diversity and inclusion initiatives

Eurobank aims to build a workforce that reflects its communities and global presence. In 2024, the Bank launched several initiatives promoting diversity and inclusion, benefiting employees and the broader ecosystem.

Women In Banking (WiB) – As part of its commitment to diversity and inclusion, in 2024, Eurobank launched the 3rd Season of its WiB programme, building on the success of the previous seasons. The programme empowers women to advance to leadership roles, drive change and promote an inclusive work environment. It combines mentoring, learning and interactive activities to support talent development.

The first 2 seasons of the WiB programme featured 2,200 hours of educational content and 980 hours of mentoring. The collaboration between mentors and mentees fostered a vibrant internal community focused on connection, networking, and professional growth. With the addition of the 3rd season’s participants, this community now includes 200 members and continues to evolve—remaining active and striving to positively influence its members, other women across Eurobank, and the wider organisation.

Additionally, Eurobank signed the Women’s Empowerment Principles (WEPs), affirming its commitment to gender equality and women's empowerment. These initiatives reflect Eurobank's dedication to creating a sustainable, inclusive future.

the Boardroom – In a bid to promote female empowerment and equal opportunities, Eurobank proudly was the first bank in Greece to sponsor “the Boardroom”, which supports senior female leaders aspiring to become Board members in major organisations. By sponsoring such initiatives, the Bank encourages the development of a balanced relationship in senior roles in the Greek market.

International Women’s Month 2024 – In 2024, Eurobank celebrated the International Women’s Month under the global theme #InspireInclusion, reinforcing its ongoing commitment to gender equality, inclusion and empowerment.

Throughout March and early April, employees engaged in a series of initiatives designed to inform, support and celebrate women at every stage of life:

- **Five Inspirational Talks**, featuring external experts, who covered topics including resilience, emotional agility, mindfulness, burnout and breast cancer prevention. All sessions were open to employees Group-wide.
- **Eurobank Cooks for Good** brought together 30 TeamUp volunteers at the Chatzikiriakio Foundation, combining giving back with inspiration through a talk by a female executive and a collaborative cooking experience.
- **“WOMEN, together” exhibition** at the National Museum of Contemporary Art (EMST) welcomed 120 employees, celebrating women’s creative expression.
- **Vivian Lab Wellness Vouchers** valued at €200 each were offered to 75 female colleagues, supporting their health and wellbeing through expert consultations on a digital platform.

These actions reflect Eurobank’s commitment to meaningful inclusion and to



For further information, refer to [Sustainability Statement](#) and the [Sustainability Data Pack](#).

supporting women’s advancement – professionally, personally and socially.

As part of its Sustainability Strategy, Eurobank is committed to launching further initiatives over the next year, such as:

- Introducing DE&I training for managers.
- Promoting women in STEM activities.
- Enhancing generational diversity.

Listening and communicating with employees

Information, inclusiveness, collaboration and creation of a positive employee experience constitute Eurobank’s main goals in terms of reinforcing employee commitment to the Group’s vision and values and increasing work satisfaction. The Human Resources related grievance reporting process is covered by the Disciplinary Council and the Workplace Violence and Harassment Policy.

Listening to Our People – WeSay Survey

At Eurobank, listening to our people is a strategic priority. As part of our commitment to cultivating a high-engagement culture, we conduct the WeSay Employee Engagement survey every 18-24 months, inviting all employees in Greece, Cyprus and Group subsidiaries to share views on engagement, satisfaction and wellbeing. The WeSay survey is based on global employee engagement benchmarking models. Key dimensions included psychological safety and wellbeing, leadership trust, engagement and enablement, pay and benefits, collaboration, innovation, transformation readiness, ESG awareness, and wellbeing support. Eurobank also measures employee loyalty using the eNPS (employee Net Promoter Score) framework. Results are analyzed by business unit and demographics to guide targeted actions.

In Q3 2023, the survey achieved a strong 83.2% participation rate and collected insights on purpose, happiness, workplace stress and transformation.

Findings led to actions in areas such as:

- Compensation and benefits
- Process optimisation
- Culture alignment and team collaboration
- Wellbeing and learning initiatives

The WeSay 2025 survey, completed in Q1, recorded a 82% participation rate. Its results are currently under review and will guide the next phase of people-focused actions, aligned with Eurobank’s transformation goals and sustainability commitments.

Improving employee engagement

Improving employee engagement is a crucial goal for Eurobank, seeking to enhance productivity, foster a positive work environment and retain top talent. In pursuit of this objective, the Group has extended its efforts, aiming at engaging its workforce through various initiatives and communication campaigns. These meticulously crafted initiatives leverage all available communication channels, including Viber messages, screensavers, emails, videos, intranet and more. By prioritising employee engagement with 360-degree communication initiatives, Eurobank demonstrates its commitment to cultivating a supportive and motivating work environment, conducive to individual and organisational success.

Eurobank Running Team – In 2024, Eurobank Running Team participated in major events such as the 12th Athens Half Marathon, 8th No Finish Line and 41st Athens Marathon, with a total of over 900 participations across events. This strong presence reflects the team’s growing engagement and the Bank’s commitment to promoting wellbeing through sport.

Recognising employees’ long tenure and commitment

As a way of acknowledging loyalty and valuable contributions, Eurobank presents the Long-Term Contribution Award to employees who have served the Group for 15 and/or 25 years. This award is accompanied by a personal letter signed by the CEO. Eurobank deeply values and appreciates the dedication and commitment of its employees, and this recognition stands as a testament to that appreciation.

Fostering dialogue and information

“Connected” – Eurobank’s intranet “Connected” remains a vital internal communication channel, offering employees timely access to strategic, business, HR and technology updates, while promoting Group-wide initiatives and fostering engagement. In 2024, the platform recorded 8,363 unique users, with an average session time of 7 minutes.

“Connected app” – To further enhance accessibility, Eurobank launched the Connected mobile app, enabling employees to stay informed on the go. Page views also rose significantly, reaching 31,575, marking an 80% increase. The intranet’s effectiveness is monitored through ongoing feedback surveys, usage analytics and performance metrics, supporting continuous improvement in employee satisfaction, internal communication and engagement.

Leadership communications – To effectively communicate its strategy and encourage two-way dialogue between management and employees, Eurobank organized a series of live meetings involving the Management team and employees from all divisions. These sessions included three Senior Management meetings. Employees were given the opportunity to submit questions -either anonymously or by name- addressing strategic decisions, business initiatives, or HR-related topics, thereby fostering an open and transparent dialogue with Top Management. Additionally, to strengthen direct communication with the regional network, Retail Management conducted 10 onsite visits, while Top Management held 6 roadshows in key regional markets across Greece.



For further information, refer to [Sustainability Statement](#).

Support at work, HR4U – The HR4U contact centre stands by the Eurobank people daily. The centre responds to their requests and schedules all necessary actions to better serve them. In 2024, HR4U handled over 25,000 requests. Requests cover a broad range of topics relating to benefits and schemes, as well as to emergencies, such as blood or platelet requests for employees and/or their family members.

Labour unions

It is the Bank's policy to communicate with its employees both directly and through labour unions. The union with the most members is recognised as the employees' official representative body in labour negotiations with the Bank's Management. Bank employees are in principle (more than 98.7%) covered by collective labour agreements (on an enterprise, sectoral and national level), while labour relations are regulated by the laws in force and the Bank's Statute of Internal Service.

Eurobank's policies addressing labour rights in core operations (e.g. Diversity, Equity and Inclusion Policy, [Eurobank's Human Rights Statement](#), Internal Labor Regulation) cover ILO core conventions along with additional protections.

Eurobank is committed to transparent communication and collaboration with employee representatives during decision-making and restructurings, supporting union meetings and fostering dialogue.

Six labour unions are active at Eurobank Greece. They represent 79.08% of the Human Resources.

The topics covered by collective bargaining agreements include health and safety, remuneration, working hours/ work time flexibility, training, career development, equal opportunities, absences/ leave/ illness and insurance issues. The standard working hours for bank employees, as defined by the Sectoral Collective Labor Agreement, are 37 hours per week. Employees who work beyond this limit are compensated for overtime in accordance with applicable legislation.

Based on the Bank's internal organisation, the trade union activity of the employees is their constitutional right and is exercised within the context of the existing legislation. Legal trade union activity does not affect the employees' employment status and development in any way, either positively or negatively, and any involvement of the Bank in said trade union activity is not permissible, unless, and to the extent, permitted by current legislation.

Employees can monitor and get informed about their trade union rights, as well as the activities of associations, through various communication channels of their Union and the Greek Federation of Bank Employee Unions–OTOE (e.g. websites, emails, notices, labour rights guides, codification of collective agreements). Furthermore, Eurobank is one of the four banks that represent sector workforce majority, participating in the banking industry collective bargaining agreements with the Greek Federation of Bank Employee Unions - OTOE.

Fostering and stimulating an innovative environment

Eurobank is an innovator when it comes to initiatives and Corporate Social Responsibility (CSR) activities that support innovative entrepreneurship, foster the sustainable growth of small and medium-sized enterprises (SMEs), both national and international, and reinforce the outward-looking potential of Greek companies. Eurobank promotes the SMEs' sustainable growth through the following initiatives.

Eurobank Next – Digital Growth and Future Competitiveness

Launched in January 2024, Eurobank Next – Digital Growth and Future Competitiveness is a strategic initiative, aiming to drive transformative banking solutions and ensure the Group's future relevance by fostering innovation and exploring disruptive value propositions. It includes the:

- **Innovation Center** – Focuses on fast-paced, focused innovation to increase profitability and efficiency. It fosters entrepreneurship and intrapreneurship, connects with fintech companies, and provides market insights through newsletters and reports.
- **GenAI Coordination Unit** – Sets Eurobank's strategic ambition in Generative AI (GenAI), defining use cases, coordinating stakeholders and overseeing the deployment of GenAI technologies.

To strengthen competitiveness and promote innovation, an Innovation Board was established under the leadership of the CEO. This Board aims to strengthen the culture of innovation and ensure continuous adaptation to new technological and business challenges.

Venture Banking

The Venture Banking unit supports innovative and fast-growing businesses in Greece by providing tailored financing tools and advisory services. With the aim of providing comprehensive, integrated solutions and services to enhance Greek innovative businesses, the Venture Banking unit serves as a collaborative umbrella for other CIB front units.

It includes the egg – enter grow go business growth accelerator, a top European hub for innovative startups, having supported over 450 startups. The egg fosters global partnerships with organisations, universities and accelerators, enhancing networking and development opportunities for entrepreneurs.

egg – enter grow go

The egg – enter grow go initiative, launched in 2013 by Eurobank and Corallia, a Unit of the Athena Research Centre, is a business accelerator that supports entrepreneurs through business incubation, acceleration and collaboration among startups. The initiative has become a prominent business acceleration programme in Greece and internationally, with 3 key platforms:

- **egg Pre-Acceleration** – Focuses on connecting the academic community with entrepreneurship through mentoring, guidance and training.
- **egg Start-Up** – Supports startups at various development stages, offering financing through microcredit, special bank programmes and private investment funds.
- **egg Scale-Up** – Targets businesses with significant growth potential, helping them reach the next round of financing through accelerated expansion.

The egg initiative has hosted 1,500 entrepreneurs, included in 450 business teams, and helped 220 teams create legal entities. The egg businesses have achieved a combined turnover of €49 million, applied for 61 patents and travelled to major technology ecosystems worldwide.

Eurobank has invested €13 million in egg, 76 companies received over €55.2 million in equity funding and 51 startups received €3.3 million through Eurobank financing tools. The egg startups have donated €100,000 to NGOs.

Within 2025, the egg – enter grow go initiative will introduce a new operational model as the egg Accelerator. Under this framework, the egg Accelerator will provide a comprehensive business development programme, offering tools and support to help participants refine their business plans, secure funding, identify target customers, enhance product promotion and achieve sustainable success. The programme will consist of 3 platforms:

- **Pre-Acceleration** – Will support early-stage ideas through initiatives such as mini acceleration programmes, international networking events and hackathons.
- **Acceleration** – Will assist startups at various stages, from pre-seed to post-seed, helping them with product development, sales growth and funding.
- **Post-Acceleration** – Will aid mature businesses, including egg alumni, hub members and sector-specific networks, such as the egg Tourism and Culture Cluster, focusing on expansion, networking and securing large-scale investments (Series-A and beyond).

Tourism and Culture Cluster

The egg – enter grow go initiative, managed by Eurobank, is supporting the first Greek Cooperative Innovation Cluster in Digital Technologies for Tourism and Culture. The Cluster aims to ensure financial viability, and achieve economies of scale and scope in digital applications for tourism and culture. The Cluster includes innovative companies and organisations in Greece that focus on digital tourism technologies and ICT, aligning with global tourism priorities. Its goal is to digitise tourism and cultural products, enhancing Greece's competitive edge through advanced technologies and offering visitors new travel experiences.

The “Development of innovative technologies and new generation of digital applications in tourism and culture” R&D programme has been submitted to the Innovation Cluster CfP of the General Secretariat for Research and Innovation, with a budget of €2.8 million allocated to 6 collaborative R&D projects from 13 companies.

Growth Awards

The Growth Awards, established in 2016 by Eurobank in partnership with Grant Thornton, recognise companies with high financial performance and a successful corporate history. The awards aim to foster a new entrepreneurial landscape and work culture in Greece.

Over 7 ceremonies, 44 Greek enterprises have been awarded, with more than 2,000 guests attending physically and digitally each year. The Award Committee consists of 20 distinguished individuals from the Greek business and academic sectors.

Exportgate and extroversion initiatives

Eurobank is dedicated to boosting Greece's economy by promoting entrepreneurship and supporting Greek businesses in expanding internationally. The Bank created Exportgate, a web portal that connects Greek and Cypriot companies with global markets, offering tools for international business operations. The trade portal has over 5,500 Greek and Cypriot companies as members and provides access to information about more than 1,000,000 partners in around 200 countries and more than 1 million business opportunities.

Exportgate is part of the Trade Club Alliance (TCA) network, which supports its members in finding global partners. The network recently expanded into China through the addition of Bank of China.

There is strong collaboration with Enterprise Greece, the official investment and trade promotion agency of the Greek State, aiming at increasing export activity and attracting foreign investments.

Through SEV's extroversion initiatives (Export Ready Workshops), SEV and Eurobank have established powerful synergies offering end-to-end support to Greek businesses.

€55.2 million

in equity funding
to 76 egg companies

€3.3 million

through Eurobank financing tools
to 51 egg companies



For further information on actions related to fostering innovation, refer to the [Sustainability Statement](#).

Sustainability engagement and awareness

Raising awareness among its people on a wide range of sustainability issues is a priority for Eurobank. To this end, it designs and carries out informational and educational programmes, as well as awareness activities.

Internal

Internal ESG capacity building is a key element of Eurobank's Operational Impact Strategy, featuring numerous initiatives centred on learning and engagement.

The Bank launched the "ESG Thinking" programme in 2022 to provide essential ESG knowledge and skills to its workforce. Employees receive comprehensive training on environmental, energy and climate-change topics, as well as sustainability best practices.

In 2024, Eurobank significantly enriched its educational offerings to strengthen employee awareness and engagement in sustainability-related areas. A diverse range of learning programmes was delivered, covering key topics such as sustainable finance, anti-money laundering (AML), cybersecurity, first aid, sign language and digital literacy. Special emphasis was placed on critical themes, including data protection (GDPR), cyber resilience, inclusive leadership, mindfulness, self-care and overall wellbeing. This reflects the organisation's ongoing commitment to cultivating a responsible, inclusive and future-ready workforce. Furthermore, the Bank continued to offer e-learning programmes for certified ISO Management Systems, which were initially launched in 2021, making them accessible to all employees. This means that every employee has the opportunity to choose and include these environmental training programmes in their individual learning plan. The cumulative investment in ESG upskilling initiatives resulted in over 18,500 participations within 2024.

Eurobank promotes energy-saving practices and assesses its branches and buildings for energy consumption. The Bank encourages employees to propose ways to improve energy and environmental performance.

CIB Sustainability Academy – The newly established CIB Sustainability Centre of Excellence (CIB SCoE) has designed an internal awareness initiative, the CIB Sustainability Academy, a pivotal initiative dedicated to upgrading the sustainability-related skills of CIB staff members, ensuring they are equipped to navigate the evolving sustainability landscape. It represents the Bank's commitment to embrace a culture of sustainability and align with global best practices in the field.

Supported by the Digital Academy for Business, the Academy offers short training sessions at regular intervals. These sessions cover a broad range of topics, from basic definitions to more complex sustainability issues, and from general to more technical subjects related to topics that staff members come across in their daily business.

The CIB Sustainability Academy is accessible to all CIB colleagues, regardless of position or role, as achieving a more sustainable future requires a cultural shift across the organisation. This can be achieved by gaining a comprehensive overview of how sustainability is integrated into the banking sector and the Corporate & Investment Banking space.

Since its establishment in October 2024, the CIB Sustainability Academy has delivered 7 sessions to CIB employees.

TeamUp – Being established in 2018, the TeamUp volunteer programme encourages employees and their families to participate in corporate voluntarism activity. In 2024, TeamUp focused on raising awareness about climate change, environmental risks and social issues. More than 1,500 employees participated the programme in 2024, contributing over 3,820 hours of volunteer services.

- **Charity Running** (8th No Finish Line Athens & Greece Race For The Cure) – 700 TeamUp volunteers covered a total of 150,000 km for a good cause.
- **Tree planting in Attica and Feres Evrou** (SE Greece – East Macedonia) – In partnership with the We4all non-profit environmental organisation, 375 Eurobank volunteers had the chance to participate in tree planting to restore areas affected by wildfires.
- **Stream cleanup in Attica, Thessaloniki and Vegoritida Lake** (Southern Greece – West Macedonia) – More than 400 TeamUp volunteers, in partnership with iSea, collected more than 1,200 kg of various types of waste, including plastic bottles, barrels, tires, fishing nets and even car parts.
- **Support for Make-A-Wish Greece and Hatzikiriakio Institution** – 100 TeamUp members took over the role of a vendor and supported the organisations during the International Women Day and the seasonal holidays.

External

Eurobank has taken measures to assist stakeholders assimilate sustainability terminology, opportunities and applicability. Promoting capacity building for external stakeholders, and particularly for clients, is an integral part of the Bank’s Operational Impact Strategy and it is achieved through in-person interactions or events as well as through the online platform of Digital Academy for Business.

Digital Academy for Business

Eurobank has been actively supporting Greek businesses in their digital and sustainability transition journey through a groundbreaking CSR initiative, which serves as a catalyst for business transformation and success.

Since 2019, the Digital Academy has been offering a transformative experience tailored to the evolving needs of businesses in the digital age, with a deep commitment to fostering digital literacy, innovation and entrepreneurship. The mission of the Digital Academy is to prepare business executives for their effective transition into the modern digital world. The platform provides free access to webinars, articles, studies, survey reports, best practices, tools and phygital workshops that meet the specific needs of businesses across different industries and under different market conditions. The content presented is structured around the 3 main axes of Digital Transformation, ESG and Operational Excellence

By integrating expert knowledge from its partner ecosystem, it empowers businesses to thrive in their digital transformation journey.

With more than 6,500 members at the end of 2024, the Digital Academy is making an impact. In 2024, it focused on more targeted workshops. The 7 workshops held attracted 1,260 business executives, with average participation up by 50% compared to previous years. The feedback received showed once again the strong need for the Digital Academy to deliver tailor-made and targeted content for businesses. Additionally, the possibility to access online all workshop presentations and recordings has upgraded the members' overall experience.

ESG & Sustainability stream workshops in 2024

- “Sustainable Transition: New prospects and new requirements” – It presented the new opportunities emerging in the field of sustainable development and the new requirements that will ensure transition to the ESG model.
- “Financing Sustainable Development for SMEs” – Supported the Hellenic Development Bank (HDB), it gave the opportunity to business executives to discover how they can enhance their competitiveness by achieving sustainable development through dedicated financial solutions and tools.
- “Framework and objectives of the interbank ESG questionnaire” – Listening to the needs of Greek businesses, the workshop was organised with the support of

HBA and TEIRESIAS . The ESGr platform was also introduced to help businesses understand how they can add value by improving their ESG performance while facilitating their ESG transition, as well as how they can ensure transparency in their sustainable practices.

Digital Transformation stream workshops in 2024

- “Tourism automation” – Experts from the Tourism partner ecosystem presented innovative solutions and automation methods for services that can contribute to the digital transition of tourism businesses.
- “Next gen Pharmacy” – Executives from the pharmaceutical industry discovered how they can upgrade their businesses through the integration of value adding services and explored AI use cases relevant to their sector.

Operational Excellence stream workshops in 2024

- “New labour requirement of the digital work card” – Supported by SoftOne, it informed businesses about obligations, special provisions and how payroll is impacted by the digital card measure.
- New section for recurring updates – In the 1st workshop of the section, Eurobank Research team executives presented the latest developments regarding the recovery of the Greek economy, as well as the challenges it faces and how these are linked to international developments.

For 2025 it is focusing on modern business needs, emerging technologies and ideas stemming from its members’ feedback.

Contribution to events

The Digital Academy served as a Platinum sponsor for the 4th Summit of the Hellenic Association of Treasurers International.

Through its strategic partnership with SEV, it actively contributes to workshops on digital transformation organised by SEV and to the SEV Digital Transformation Observatory initiative with research on digital transformation, digital health, and guides on AI and energy-saving solutions for businesses.

ESG Insight

Initially launched in 2023, the Bank continued the publication of the “[ESG Insight](#)” newsletter to ensure communication with internal and external stakeholders on sustainability matters. The newsletter provides regular updates on the Bank’s sustainability initiatives, covering a range of topics, such as regulatory changes, policies and commitments, sustainability-related products and services, operational impact, community engagement, awards, certifications and employee involvement.

Corporate Social Responsibility

Eurobank is continuing its strategic initiative to address the demographic challenge, one of the most serious problems that Greece will face in the near future, with a financial and social impact. The Bank’s initiative in this direction involves a wide range of actions for supporting young families in their effort to have one or more children, also aiming at setting the demographic issue higher in the public dialogue agenda.

Eurobank has completed 22 years of continuous presence in the education sector, mainly through the Moving Education Forward initiative, as well as other actions, such as targeted scholarships.

Meanwhile, the Bank has launched several resilience and recovery initiatives, as well as actions to support vulnerable social groups, especially children and young people. With its sights set on the future, Eurobank has been long supporting and contributing to the promotion of sports, culture and corporate volunteering.

Demographic issue

In 2024, Eurobank continued to reinforce its initiatives to tackle the demographic issue in Greece. The initiative focuses on the remote eastern regions of Greece: Evros, the North Aegean islands and the Dodecanese (regional units of Evros, Lesbos, Samos, Chios, Rhodes, Kos, Kalymnos and Karpathos). These are areas of outstanding national gravity, with several problems and limitations compared to other areas closer to the capital.

Through the Moving Family Forward initiative and the NGOs that have joined forces with it, 50 babies were born with free-of-charge assisted reproduction, care packages for children were offered to new parents in the above regions and free psycho-educational seminars were held for parents and teachers.

In 2024, the Bank announced a new mortgage loan, specially designed for families with 3+ children in remote Eastern Greece, with 1% fixed interest rate (plus contribution under Law 128/1975 today 0,12%) for the entire loan term. This initiative is contributing to tackling the demographic issue, as the cost of housing is one of the greatest problems in Greece.

In addition, through Eurobank's funding, teachers, such as robotics teacher, music teacher, speech therapist and dance therapist, were placed at small remote islands with a view to covering the residents’ needs for providing such services to children.

For yet another year, Eurobank sponsored the “Demographics 2024 – National Priority” annual conference, before the Prime Minister of Greece, steadily showcasing the significance of the demographic issue in the public dialogue agenda.

The Bank is in collaborating with Deloitte for the measurement of the Social Return on Investment (SROI) from this CSR initiative. SROI results will be delivered during 2025.

Education and excellence

Supporting education is a key pillar of Eurobank’s corporate social responsibility, with actions that reward excellence and actively assist the new generation. Rewarding fair play and the continuous effort to conquer new pinnacles, and showcasing academic performance and potential are an integral part of the Bank’s education and excellence programme. Support to the new generation is further enhanced by identifying current trends and focusing on offering university students and graduates tools that help them enter the job market.

Moving Education Forward

In 2024, the Moving Education Forward initiative completed 22 years of uninterrupted presence, and is one of the largest and longest-running corporate social responsibility initiatives in Greece.

The Moving Education Forward initiative demonstrates how the Bank showcases values such as knowledge and excellence, and contributes towards recognising the decisive role education plays in self-actualisation and collective progress. The Bank rewards the honours students who receive the highest score out of a scale of 20 in all 4 main subjects (score of 72 or more in total, excluding special subjects) in the university entry exams, from every general or vocational senior high school in Greece. The initiative is supported by the Greek Ministry of Education and Religious Affairs and each honours student awarded receives a cash prize that is deposited in a bank account held by them.

In 2024, 983 students were awarded in 9 events held throughout Greece, while 23,555 young people have been awarded since the launch of the initiative. The best of the best from every educational region in Greece were also awarded in 2024 by the President of the Hellenic Republic in a special event.

Building on its 22 years of presence, in 2024 the Moving Education Forward initiative stayed true to its course, adapting to modern needs and incorporating new initiatives that support scientific expertise and link academic knowledge to practical knowledge and the job market.

The new full-time Professional MSc in Digital Transformation was launched in 2024 by the Athens University of Economics and Business, fully funded by the Bank. It is addressed to graduates of Greek and foreign universities (including Cyprus and Bulgaria, where the Eurobank Group is present) and has 35 spots every academic year. A part of these spots is available to Eurobank Group employees and the Bank makes a job offer to the top 10 graduates.

50 babies

were born through the **Moving Family Forward** initiative

23,555

top high-school students have been awarded since the launch of the **Moving Education Forward** initiative



Find out more about the [Moving Education Forward initiative.](#)

Eurobank also funds the mprostagiatinpaideia.gr platform, set up and operating by linq, to support the interconnection of young people with the job market. The platform already hosts more than 1,500 students, who have access to all the services of the programme, such as: finding internship opportunities at Eurobank and other companies associated with the platform, staying on top of academic news and market trends, receiving personalised guidance from experts and mentoring, developing and practising soft skills, and training and specialising on cutting-edge technologies, certified by tech companies, consulting firms and academic institutions.

Scholarship Programme of the Center for Talented Youth (CTY) Greece

Internationally recognised Johns Hopkins University, USA, and Anatolia College joined forces to create the Center for Talented Youth, which started operating in Greece in 2013, under the auspices of the Greek Ministry of Education and Religious Affairs and the Cypriot Ministry of Education and Culture.

Eurobank, as a major sponsor of CTY from the start, gave children in Rhodes the chance to get to know the programme, and offered 10 scholarships to students who passed the exams, so they could attend the summer programmes offered by CTY, which stands out for its ground-breaking and innovative teaching methods.

Resilience and recovery

In 2024, Eurobank completed the flood and erosion control projects it had undertaken in 2023 at fire-stricken areas on the island of Rhodes. The Bank donated €460,000 for the construction of 212,371 hectares of flood and erosion protection projects east of the Asclepius community and the coastal settlement of Kiotari, in the municipal unit of South Rhodes. It also covered part of the expense for preparing a study which was carried out at the initiative of the Rhodes Hoteliers Association for a broader set of flood control projects on the island.

In addition, the Bank, a long-standing supporter of Education, announced its participation in the “Marietta Giannakou” programme to restore 645 school buildings in 245 municipalities across Greece, activating the €25 million donation of the Bank, from the total of €100 million that will be provided by the 4 systemic banks.

Eurobank’s consistent and active support to the Greek armed forces is evidenced by the Bank covering the cost for the construction of a 25-meter metal flagpole in the context of upgrading Military Outpost 5 in the area of Nea Vyssa. This one of the most modern border outposts in Greece, decisively contributing to safeguarding national security, as a critical border protection hub.

At the same time, the Bank financed the restoration of a conference room and VIP reception area for the First Army in Larissa, which is the largest Greek Army formation.

Culture and Sports

Historical Archives

In 2024, the Eurobank Historical Archives (EHA) unit continued to label, receive, record and organise material of historical interest from the Bank’s units, enhancing its structure and documentation. It added new publications and magazines to the Library, and assisted researchers by granting access to various archival content.

At the same time, it updated operations and infrastructure, increased its participation in conferences and showcased the archival stock through promotional events. It provided guidance to student interns at the EHA, supporting the interconnection with the academic community. It participated actively in the initiatives of the Hellenic Archival Society and contributed to the Bank’s internal initiatives as part of its corporate social responsibility.

Culture

Recognising the value of culture and its valuable contribution to the people’s intellectual stimulation, since its establishment, Eurobank has been supporting and showcasing remarkable cultural performances in Greece in the fields of art, music, theatre and opera.

In this context, in 2024 Eurobank continued its partnership with the Benaki Museum, as a permanent sponsor of the exhibition programme, and supported the production of the Tosca opera and the Carmen ballet at the Greek National Opera.

In addition, the Bank supported the archaeological exhibition of the Museum of Cycladic Art “Chaeronea, 2 August 338 BC: A day that changed the world” and the Whirlwind of Destiny play at the Athens Concert Hall.

In the context of inclusion, Eurobank distributed almost 1,100 musical-theatre tickets to 13 charities, to give children and young people who cannot afford it the chance to get in touch with art, and have access to quality entertainment.

P. Mantis and P. Kagialis sailing duo sponsorship

For many years now, Eurobank has been standing by Greek athletes whose efforts are invaluable examples of ethical demeanour, perseverance, commitment and self-discipline, making all Greeks proud. Since 2016, Eurobank has been a Gold Sponsor of the P. Mantis and P. Kagialis sailing duo.

In 2024, the team, sailing on the Velos yacht and sponsored by Eurobank Private Banking, ranked first and second 5 times, in 7 open-sea races in Greece.



Find out more about [Scholarships at CTY Greece](#) and [Eurobank’s initiatives for resilience and recovery](#).

Social operations at international subsidiaries

Own workforce and Working conditions	
Bulgaria	
<p>Actions:</p> <ul style="list-style-type: none">Implements a comprehensive employee benefits policy, including health and life insurance, preferential banking terms and retirement contributions for long-term employees.Maintains an inclusive and ethical workplace culture through a wide range of initiatives:<ul style="list-style-type: none">Work Life – Webinars and events focused on wellbeing.Women UNLOCK POTENTIAL of Women – Internal mentoring programme.Back to work – A programme for female employees returning from maternity leave.Together – Internal support fund funded with voluntary donations of employees.PB Stars – Employee recognition programme celebrating contributions and achievements.Beyond Sound Academy – Sign language training, ensuring inclusive customer service.Leadership development programmes and targeted induction training – Equipping employees with essential skills and career growth opportunities.Access to INSEAD courses – Quality educational opportunities from a leading global business school.Team-building activities that promote coworkers bonding. <p>Performance:</p> <ul style="list-style-type: none">Received the following awards:<ul style="list-style-type: none">Top Employer award for 2024 from the International Top Employers Institute for the 2nd consecutive year.4 gold awards in Diversity, Equity and Inclusion, Use of Digital, Internship Programme and Candidate Experience at the international Employer Brand Stars 2024 competition.7 Best Employer awards in Banking and Finance, Integration of New Technologies, Innovations in Employee Training, Internship Programme, Innovations in Recruitment and Use of Technologies in HR.Grand prize in Employee Onboarding and Technological HR Innovation.Offered its employees more than 300,000 hours on training, and more than 61,000 on the Postbank Learning Management Platform. <p>Targets:</p> <ul style="list-style-type: none">Encompass a wellbeing culture by 2026Boost transparency and ESG capacity by 2025	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Used internal communications, meetings, exit interviews, and trade union negotiations to refine policies and action plans.Established grievance mechanisms, including the Code of Business Conduct and Ethics, Whistleblowing Policy and Personal Grievance Committee, to prevent and address workplace discrimination and harassment.Enabled employees to donate unused leave days to colleagues facing hardships, ensuring mutual support within the organisation, through the Leave Donation Programme.Designed annual performance evaluations and personal development plans to align with strategic objectives and regulatory requirements.Provided courses on leadership, resilience and growth mindset, equipping employees with essential skills, through the Skills Development Lab.Introduced the Empowerment Talks, monthly motivational speeches fostering personal and professional growth.	<p>Actions:</p> <ul style="list-style-type: none">Has a holistic wellbeing action plan in place (since 2023), including training programmes, expert talks, stress management sessions and a mental health helpline.Sponsored physical activities to promote employee health and wellbeing.Implemented an Anti-Harassment Policy, with a digital learning programme on anti-harassment provided to all staff in 2024.Applied the Code of Conduct and Ethics to all employees, monitored by compliance and auditing bodies. Staff members confirm having read and accept the Code through an electronic platform on an annual basis.Implemented an Anti-Bribery and Corruption Policy, reinforcing ethical business conduct.Put a whistleblowing mechanism in place (policy for reporting illegal or unethical conduct), enabling secure and anonymous reporting of unethical behaviour by employees and third parties.Introduced a Compliance Department initiative, including staff awareness programmes and induction training for new recruits, ensuring ethical business practices are upheld.Introduced a Policy for Reporting Illegal or Unethical Conduct that ensures anonymous reporting and whistleblower protection.Organises ESG awareness training for the business units, covering industry-specific regulations, impacts, risks and opportunities within key sectors significant to its portfolio.Provided dedicated ESG awareness training to employees certified in investment activities.

Own workforce and Working conditions	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<ul style="list-style-type: none"> Launched the Wellbeing Wonder Movement (WWM) in 2024, supporting employee wellness across 5 key pillars: <ul style="list-style-type: none"> Intellectual Wellbeing Emotional Wellbeing and Mental Health Social Wellbeing Physical Wellbeing Financial Wellbeing The WWM is aligned with the UN Sustainable Development Goals (SDGs) to promote a holistic and proactive approach to wellbeing. Introduced a dedicated internal portal, providing resources and guidance on wellbeing initiatives. Implemented Workplace Health and Safety policies through dedicated units and BoD-approved frameworks, ensuring a secure and compliant work environment. <p>Targets*: Implement at least 3 employee wellbeing initiatives, related for example to mental health, physical health and work-life balance until the end of 2025.</p>	<p>Performance:</p> <ul style="list-style-type: none"> Achieved 100% completion rate for employee performance evaluations, ensuring accountability and professional growth. Invested €173,000 in training activities, leading to an average of 33 training hours per employee, fostering continuous learning. Achieved 100% of employees acknowledge the Code of Conduct and Ethics, reinforcing adherence to corporate values and integrity. Recorded zero work-related injuries throughout 2024, demonstrating strong safety measures and employee wellbeing. <p>Targets*: Implement initiatives to foster a culture of wellbeing including:</p> <ul style="list-style-type: none"> Occupational health and safety initiatives Work-life balance initiatives Employee engagement and volunteer initiatives Employee satisfaction survey Mental health initiatives Learning activities
Luxembourg	
<p>Actions:</p> <ul style="list-style-type: none"> Supports employees in their efforts to pursue academic degrees and professional certifications. Established teleworking, allowing its employees to work from home one day a week. Offers health and life insurance for employees and their families. Trains and informs the members of the Staff regarding health and safety issues. Applies the Code of Conduct and Ethics to all employees and they confirm having read and accept the Code through an electronic platform on an annual basis. Implements a whistleblowing policy enabling secure and anonymous reporting of unethical behaviour by employees and third parties. Offers wellness and healthy lifestyle discounts to all staff at selected store locations. Hosts an annual event for employees and their families, featuring a variety of engaging activities for all ages. Provides regular training and updates to ensure that staff members are aware and understand the principles governing the reporting of illegal or unethical conduct. Supports employee training to enhance skills and career development. <p>Performance:</p> <ul style="list-style-type: none"> Achieved 100% completion rate for employee performance evaluations, ensuring accountability and professional growth. Recorded only 1 work-related injury throughout 2024, demonstrating strong safety measures and employee wellbeing. Achieved 100% of employees trained on AML/Anti Bribery in 2024. 56% of total employees were covered by collective bargaining agreements <p>Targets: Is in the process of finalising its ESG strategy, encompassing targets related to workforce wellbeing and satisfaction.</p>	

* Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.

Equal Treatment and Opportunities for all

Bulgaria

Actions:

- Introduced a strict zero-tolerance policy against discrimination, harassment and human rights violations, ensuring a safe and inclusive workplace through the Workplace Violence and Harassment Policy.
- Embedded the DE&I Policy and Workplace Violence and Harassment Policy into governance and operations to guarantee fair recruitment, appraisal and promotion processes.
- Fosters an ethical and respectful work culture for employees, clients and stakeholders.
- Launched the Women UNLOCK POTENTIAL of Women, a mentoring programme fostering female leadership and professional development, implemented for the 2nd consecutive year.
- Launched Back to Work, a support initiative aiding mothers returning from maternity leave.

Performance:

- 78% of the total headcount at year-end were female employees.
- Zero incidents of discrimination, harassment or human rights violations in 2024.

Targets:

- Embed a diverse and inclusive environment by 2030.

Cyprus

Hellenic Bank

Actions:

- Established the Key Function Holders (KFH) Diversity Policy and incorporated diversity and gender equality related provisions into the Succession Planning of KFH Policy, Recruitment Policy, Group Remuneration Policy, and Code of Business Conduct and Ethics.
- Introduced objective assessment for appointments, which ensures selection based on merit, qualifications and experience, eliminating discrimination based on gender, sexual orientation, marital status, age, social background, disability, ethnicity, nationality or beliefs.
- Launched awareness initiatives that included:
 - HR representative attending an ISO 53800:2024 gender equality workshop.
 - 3 female staff members attending the "Women Leaders' Forum 2024", with 1 staff member as a speaker.
 - 98 staff members attending the EmPOWERment Talk: "From diversity to inclusion—Each individual as a force for change".
- Embedded principles for equal treatment and anti-discrimination in the Code of Business Conduct and Ethics and the Code for Dealing with Harassment in the Workplace.
- Published a Statement on Human Rights, based on the International Bill of Human Rights, affirming commitment to:
 - A diverse, rewarding and supportive workplace.
 - Equal opportunities for all employees.
 - Zero tolerance for workplace harassment, whether direct, indirect or implied.
 - Implementation of strict measures to prevent and address misconduct.

Performance:

- The members of the under-represented gender (female) make up 16.67% of the KFH.
- The percentage of the under-represented gender (females) that reports directly to the CEO and to the Board Committees is 35.29%.

Targets*:

Increase participation of diverse groups:

- Members of the under-represented gender to make up 30% of the KFH by the end of June 2026.
- Under-represented gender to represent 50% of direct reports to CEO and to Board of Directors Committees by the end of June 2026.

Eurobank Cyprus

Actions:

- Implemented structured employment policies covering recruitment, talent development, compensation, performance management, learning and engagement.
- Held a digital learning programme on anti-harassment in 2024, equipping employees with reporting tools and reinforcing zero tolerance for misconduct.
- Integrated the DE&I Policy into daily work practices, governance models and corporate commitments, fostering an inclusive environment.
- Establishment of the Women's Empowerment Committee (WEC) networking breakfasts providing mentorship, health benefits and motherhood support.
- Offers to all women employees additional benefits relating to health and motherhood.

Performance:

- In 2024, WEC organised 4 networking breakfasts, engaging 33.3% of the female workforce from diverse departments and seniority levels.
- Created dedicated facilities: breastfeeding/pumping room, additional ladies' restrooms and full Pap test coverage for all female employees.
- Achieved the following KPIs for gender representation:
 - Minimum 20% female representation, with a minimum of 2 female members (2024 performance: 44% female representation).
 - Maintained the 50% women employee ratio (2024 performance: 62% women employees).
- Continuously monitors the gender pay gap, which is reported to management bodies, the Executive Committee and the Board of Directors, and submitted to the CSRD-Sustainability Statement & Bloomberg Index.

Targets*:

Implement initiatives to embed a diverse and inclusive environment, including:

- Public disclosure of HR policies with ESG impact such as the DE&I Policy
- Monitoring of gender diversity
- Women empowerment initiatives
- Gender pay equity initiatives

* Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.

Equal Treatment and Opportunities for all

Luxembourg

Actions:

- Committed to gender equity, family support, age diversity, disability inclusion, and LGBTQ+ inclusion ensuring equal opportunities and fair resources for all employees and promoting an inclusive culture.
- Maintains a zero-tolerance policy towards discrimination, mobbing, bullying, harassment, or victimization.

Performance:

- Reported zero fines or penalties regarding discrimination or harassment incidents during 2024.
- Provided 1,399 hours of training during 2024 (11h per employee).
- Achieved 91% retention rate

Targets:

- Is in the process of finalising its ESG strategy, which includes specific targets to promote equal growth opportunities and enhance representation of women in top management positions.

Fostering Innovation

Bulgaria

Actions:

- For the 6th consecutive year partnered with Endeavor in the Dare2Scale Programme that:
 - Provides entrepreneurs with mentorship, workshops and 1:1 guidance from top industry experts.
 - 2024 edition supported 13 late-stage startups, adding to a total of 70+ businesses benefitting from the program over 6 years.
- Supported the 9th edition of Softuniada, organized by its strategic partner Software University (SoftUni), which:
 - Encourages students and young innovators to develop new software, web and mobile applications.
 - Winners receive prizes and networking opportunities, directly connecting with potential future employers among industry-leading companies.
- Has an exclusive partnership with SoftUni AI that:
 - Focuses on practical applications of artificial intelligence (AI).
 - Empowers individuals to acquire new digital competencies and enhance their professional qualifications.

Targets:

Stimulate an innovative environment by 2026.

Cyprus

Hellenic Bank

Actions:

- Streamlined the KYC process: developed a diagrammatic representation of the customers’ activity on Power BI that assists in their review (2024).
- Introduced digital stamps on Acrobat for approval purposes that eliminate the need for printing and manual signing (2023).
- Streamlined the Transactions Approval process (Transfers): developed a flow for the approval process of transfers on the Business Automation Workflow, with the aim of minimising the effort required to approve an e2e transfer transaction (implemented in 2024 for the International Business unit and by June 2025 for the remaining units).

Eurobank Cyprus

Actions:

- Supports charity and volunteer initiatives, mobilising employee teams for meaningful social impact.
- Partners with Cyprus Seeds to provide funding, mentoring and networking to academic teams, fostering research commercialisation and preventing the brain drain.
- Was recognised by the Pan-Cyprian Volunteerism Coordinative Council (2024) for its impactful volunteer efforts.
- Upgraded infrastructure for full digitalisation, reducing its environmental footprint and improving banking services through the Temenos Project (2023).
- Introduced the Wealth Portal, offering secure investment portfolio access, real-time trading and financial analysis.
- Launched the Digital Self-Service Portal, enabling electronic account opening for professionals and corporate clients.
- Enhanced its website to allow non-Cyprus residents and joint applicants to open accounts digitally.
- Introduced online card applications for streamlined access.
- Upgraded its digital banking platforms to allow self-registration, account reactivation, card management, profile updates and document access.
- Implemented digital signatures, eliminating the need for physical signing on documents such as loan applications and executive approvals.

Fostering Innovation	
Cyprus	
Hellenic Bank	Eurobank Cyprus
	<ul style="list-style-type: none">Launched the JDocs system for document generation and workflow automation, improving corporate applications and policy management..Developed Jira workflows to streamline loan administration, reducing manual document exchanges.Equipped bank users with double screens, reducing paper use and increasing productivity.Hosted a Next Gen Pharmacy webinar (2024) that introduced pharmaceutical clients to AI-driven innovations, showcasing its commitment to sustainable business solutionsDeveloped the Interbank ESG Questionnaire along with the Association of Cyprus Banks to standardise ESG assessments across Cyprus.Helps customers improve ESG performance through scores, certifications and personalised action plans.Offered ESG Awareness Sessions through the Group Digital Academy, providing sector-specific sustainability education <p>Performance:</p> <ul style="list-style-type: none">Received the following awards at the Euromoney Global Private Banking Awards 2024:<ul style="list-style-type: none">Best International Private Bank in CyprusBest for High-Net-Worth in CyprusBest for Digital Solutions in CyprusBest for Sustainability in CyprusWas named Best Sub-Custodian Bank 2024 (in Greece and Cyprus) at the Global Finance Awards.Provided €25,000 as funding on fostering innovation. <p>Targets*:</p> <ul style="list-style-type: none">Implement initiatives to stimulate an innovative environment by scaling up actions that promote and support an innovative culture.
Sustainability Awareness and Engagement	
Bulgaria	
<ul style="list-style-type: none">Undertook various initiatives to build the knowledge and increase the relevant skills of employees in the areas of climate change, environmental protection, sustainable development, opportunities and risks, related to the transition to low-carbon economy and other ESG issues.More than 3,400 employees took the internally developed ESG Fundamentals online course and more than 100 staff from corporate and small business lending units took IFC’s online certification course Sustainability Training and E-Learning Program (STEP). The members of the Management and the Supervisory Boards received training on the requirements of the Corporate Sustainability Reporting Directive.Introduced a regular internal ESG bulletin, offering practical guidance for integrating ESG principles into daily work and life. The Bank also fosters engagement through employee surveys and quizzes on ESG matters.	

** Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.*

Sustainability Awareness and Engagement

Cyprus

Hellenic Bank

- Organised 29 ESG specialised courses to internal stakeholders during FY24. ESG trainings are implemented in coordinations with the Bank’s HR People Development Team and in line with the Bank’s Annual Training Plan established by the HR People Development, in cooperation with the Banks Divisions/Units.
- Organised ESG training to BoD in November 2024.
- Increased ESG awareness through ESG Hub newsletters circulated to all staff.
- Published ESG and Sustainability reporting (ESG Impact reports and Sustainability Statement).
- Created ESG Start up guide for businesses which is published on the Bank’s website. This guide provides the basic concepts of ESG and outlines the areas that all businesses should start thinking about in the current environment.

Eurobank Cyprus

- Delivered training sessions, in the form of workshops, with business units in relation to the Sustainable Finance Framework and the associated tool as well as on the deployed ESG Risk Assessment process.
- Conducted ESG awareness training for the business units, covering industry-specific regulations, impacts, risks and opportunities within key sectors significant to the bank’s portfolio.
- Staff members attended specialized seminars relevant to their responsibilities, and briefings and training sessions were conducted for the Executive Committee and Board of Directors.
- Organised an internal seminar with the Ministry of Finance and Government Departments on Grant Schemes under Cyprus’s Recovery and Resilience Plan (RRP) to brief Lending Units staff, aiding client information and funding opportunities for a greener economy transition.
- Assessed the Group e-learning module “ESG and Me”, launched for all staff in February 2025, which aims to cultivate a growth-oriented approach to sustainability, inspiring employees to take practical, personal and professional.
- Launched the ESG “Did You Know” initiative, developed in collaboration with O&M, which delivers concise ESG awareness messages, shared regularly to enhance staff engagement and knowledge.
- Created a dedicated ESG section on the corporate website for accessible ESG resources.
- Incorporated more training sessions and seminars into the 2025 Training Annual Plan.
- Organised ESG Awareness Sessions for clients via Group Digital Academy, covering "Next Gen Pharmacy" and "CSRD Sustainability Reports".
- Added a dedicated ESG section to the website, including governance, internal controls and Board Committee information.

Luxembourg

- Finalizing the ESG strategy encompassing targets related to internal ESG awareness initiatives.

Corporate Social Responsibility

Bulgaria

Actions:

- Has been a partner of the Finance Academy since 2021, assisting with training materials and lectures to improve financial knowledge and entrepreneurship.
- Has launched Initiatives aimed at youth financial literacy:
 - Collaboration with National Trade and Banking High School in Sofia, where Postbank NEXT demo bank won an award in 2024.
 - European Money Week financial education programmes for schoolchildren.
 - Junior Achievement Bulgaria (JA Bulgaria) partnership, offering tailored programmes, such as Personal Finance and Practical Finance.
- Participates in the UN Global Compact’s "Proud of My Parents’ Work" initiative, allowing over 100 children to explore career opportunities within the bank.
- Endorses volunteering and donations:
 - Blood drives with 30+ volunteers in 2024.
 - Postbank Business Run 2024, a charity event with 350 teams from 120 companies, raising funds for foster care and children's sports activities.
- Is lead partner in the “Unbeaten Path” classical music festival, showcasing Bulgarian and US musicians.
- Supports SMEs through “The Big Small” competition (10+ years), helping small businesses expand their customer base and market presence.
- Contributes to urban renewal and sustainability efforts.

Corporate Social Responsibility	
Bulgaria	
<ul style="list-style-type: none">Has partnered with Sofia Municipality-Vitosha District to support urban development:<ul style="list-style-type: none">Renovation of Flag of Peace Square, creating a safe play area for children.Financial education sessions for local schools.Hosted a Christmas celebration for 300+ residents, including a tree-lighting ceremony.Launches tree-planting initiatives through "Green Together with Postbank":<ul style="list-style-type: none">1,300 oak saplings planted in April 2024, totalling 3,000+ trees planted. <p>Targets:</p> <ul style="list-style-type: none">Rationalise socio-economic impact by 2028.	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Actively promotes environmental education in Cyprus, in partnership with CYMEPA, supporting 251 schools, 40,000 students and 5,000 teachers in sustainable practices, through the Eco-Schools Programme (25+ years of support).Is the first and only Cypriot bank participating in Mastercard's Priceless Planet Coalition (PPC), the global reforestation initiative aiming to plant 100 million trees by 2025 in scientifically selected locations to combat climate change.Implements annual action plans aligned with its ESG Strategy through the Hellenic Bank Volunteer Team, offering employees opportunities to:<ul style="list-style-type: none">Engage in volunteer initiatives to strengthen social wellbeing.Participate in charity sports races and tournaments under the physical wellbeing pillar.Contribute to society-focused initiatives, enhancing both employee pride and Hellenic Bank's corporate image.Is restoring the Cape Greco National Forest Park through the Cavo Greco Environmental Initiative (2024-2025), in partnership with the Environment Commissioner, by:<ul style="list-style-type: none">Planting 400 native trees and shrubs.Constructing 100 meters of dry-stone walls.Introducing rare plant species.Organising educational activities and a tree-planting event with employee volunteers, in a joint effort with Eurobank Cyprus' TeamUp volunteer team.Supports the Karaiskakio Foundation - Partnership for Life in its vision to fight leukaemia through community outreach and social initiatives. <p>Performance:</p> <ul style="list-style-type: none">Contribution of staff members to volunteer initiatives in FY24: 16 events, 560 participations excluding #VolunteeringChallenge with a total of 3,070 volunteer hours.Spent €467K on CSR initiatives in FY24. <p>Targets*:</p> <ul style="list-style-type: none">Increase charitable activities, focusing on impactful actions.Allocate at least 9% of the annual overall marketing budget to projects that contribute to the society and the environment.Increase the contribution of staff members in its volunteer initiatives.	<p>Actions:</p> <ul style="list-style-type: none">Contributes to society through CSR initiatives, such as charity and mobilisation of employee volunteer teams, and actively supports entrepreneurship, research and innovation through its partnership with Cyprus Seeds.Received a distinction from the Pan-Cyprian Volunteerism Coordinative Council for its volunteer initiatives in 2024 and the second half of 2023, recognising its efforts to make a meaningful impact to the community. <p>Performance:</p> <p>Has developed and monitors KPIs:</p> <ul style="list-style-type: none">151 employees volunteering in CSR initiatives.€86,000 total funding for increasing humanitarian impact.€25,000 total funding for activities on fostering innovation.189 volunteer hours devoted for reforestation and 344 for beach cleaning, fostering environmental protection.85 units of blood collected at blood drives and 400 hours of employee volunteering for charities such as the Radio Marathon. <p>Targets*:</p> <p>Implement initiatives to:</p> <ul style="list-style-type: none">Support national resilience and recovery through donations and volunteering.Align with current and emerging societal challenges.

* Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.



Governance



Customer privacy and information protection

Eurobank addresses significant cybersecurity risks due to the increasing complexity and frequency of cyberattacks, especially in the financial sector. Cyberattacks, digital fraud, compromised customer data and personal data breaches are part of everyday reality nowadays, chiefly in the financial/banking sector, due to the evolution of new technologies, the increasing use of digital channels for financial transactions and the increased sophistication of cyber criminals.

Cybersecurity

Eurobank prioritises the protection of transactions, information and personal data, and the resilience of its ICT systems using a Predict, Prevent, Detect and Respond framework within a 3 Lines of Defence model, overseen by the Chief Information Security Officer (CISO), who heads Group Corporate Security. The CISO reports directly to a Deputy CEO who sits on Eurobank’s Board of Directors (BoD) and Executive Board.

The BoD has overall accountability for setting, approving and overseeing the implementation of all arrangements related to the ICT and Security Risk Management Framework, to enable Eurobank to address ICT and security risks quickly, efficiently and comprehensively, and to ensure a high level of digital operational resilience.

The BoD has assigned the responsibility for managing and overseeing ICT and security risks to Group Corporate Security, in its role as an independent and competent 2nd Line of Defence (2LoD) function. Group Corporate Security is directly accountable to the BoD and responsible for monitoring and controlling adherence to the ICT and Security Risk Management Framework. Group Corporate Security ensures that ICT and security risks are identified, measured, assessed, managed, monitored and reported


During 2024, Eurobank successfully managed all cybersecurity attacks, and as a result there were:

- No data breaches involving personally identifiable information (PII).
- No business disruptions.
- No monetary losses.
- No cybersecurity incidents that needed to be reported to Authorities.
- No account holders affected.

Throughout 2024, Eurobank continued to proactively invest in up-to-date, efficient and cost-effective security technologies and controls to address the ever-growing threats and the evolving regulatory requirements, to minimise disruptions, and to keep systems and data protected from unauthorised or unlawful processing and against accidental loss, destruction or damage.

Key cybersecurity actions	
Compliance and certifications	<ul style="list-style-type: none">• Regulatory compliance – Continued to adhere to evolving regulatory and legal requirements (e.g. DORA).• ISO certifications: Continued its successful external certification audits as part of pertinent ISO Management Systems: ISO 27001, ISO 27701, ISO 22301 and ISO 20000.
Cybersecurity capabilities	<ul style="list-style-type: none">• Cybersecurity for digital services – Strengthened cybersecurity for new digital products/services, teleworking and cloud technology.• Emerging threats – Focused on tackling growing threats such as ransomware.
Risk and threat management	<ul style="list-style-type: none">• Risk assessments and tests – Regularly performed risk assessments, penetration tests and vulnerability assessments.• Threat intelligence – Enhanced its capabilities using state-of-the-art technologies/services and its collaboration with other banks, the Hellenic Police and the National Cyber Defence Agency.
Protective measures	<ul style="list-style-type: none">• Endpoint and network protection – Applied multi-tiered Endpoint Protection Detection Response, filtered emails and web content, and deployed DDoS protection and SIEM services.• Outsourcer evaluations – Evaluated the cybersecurity posture of IT service outsourcers.
Education and awareness	<ul style="list-style-type: none">• Training initiatives – Continuously educated employees and customers on emerging cyber threats and online fraud scams through various methods.

0
successful cyberattacks
or significant cyber incidents

 For further information regarding cybersecurity, refer to the [Sustainability Statement](#).

Personal data protection

Eurobank upholds personal data protection as a vital component of corporate governance and client trust. It continuously ensures that the necessary actions are taken for complying with Regulation (EU) 2016/679, Law 4624/2019 and other provisions of the relevant Greek and EU legislation on personal data. Eurobank takes appropriate measures to provide information to data subjects (e.g. customers) relating to the processing of their personal data in a concise, transparent, intelligible and easily accessible form, using clear and plain language. Eurobank’s main privacy notice ([Information on the Processing of Personal Data](#)) is available online and in hard copy through its branches. The privacy notice is incorporated into various contractual and other. Furthermore, the Bank issues supplementary notices for cases of personal data processing not covered by its main privacy notice such as the processing of employees’ personal data, [website visitors](#)’ data, the use of [cookies](#) and [CCTV](#).

Through these privacy notices, Eurobank endeavours to explain clearly and openly how and why it uses/processes personal data, how personal data might be shared and the legal grounds for processing personal data. Customers and data subjects may raise any concerns with Eurobank’s Data Protection Officer (DPO) by post or email. Eurobank only collects personal data lawfully and does not rent, sell or provide personal data to unauthorised third parties. Individuals may also exercise their rights of access, rectification and deletion, among others, by contacting a dedicated team by post or email, which will strive as best possible to address their request within the deadline stipulated in the GDPR.

Eurobank respects various third-party standards and initiatives, including internationally recognised frameworks, such as ISO 27001 and ISO 27701. In developing these policies, Eurobank has taken into consideration the interests of key stakeholders, including customers, employees and regulatory bodies. This stakeholder engagement ensures that the policies are reflective of broader societal expectations and regulatory requirements.


Eurobank is committed to robust personal data protection through strategic governance, comprehensive policy enforcement, proactive risk management, transparent consent processes and rigorous incident management training, ensuring trust and compliance with all relevant data protection laws:

- **Leadership and Governance** – The DPO leads Eurobank’s data protection efforts, reporting directly to a Deputy CEO, who sits on Eurobank’s BoD and Executive Board, while embedding privacy by design into projects and new services. The DPO regularly informs the Executive Board and the Board Risk Committee on the most important aspects of GDPR compliance.
- **Policies and Procedures** – Eurobank maintains up-to-date personal data protection policies and integrates comprehensive privacy terms in all contracts, safeguarding data interactions with third-party controllers and processors.
- **Data Management and Risk Assessment** – Centralised processing records and regular privacy impact assessments mitigate risks to data subjects, efficiently handling rights-related customer requests and enhancing process resilience.
- **Consent and Communication** – Consent procedures ensure lawful data processing and transparent communication, with new services promoted only with explicit customer consent, adhering to communication legalities.
- **Incident Management and Training** – Rapid data breach notifications and effective incident response procedures complement ongoing GDPR awareness, highlighted by the successful completion of the GDPR training in 2024 by all Group staff.

During 2024, the Bank was not required to disclose any personal data breach incidents (e.g. leaks, thefts, losses of PII) to the Hellenic Data Protection Authority. Furthermore, there were no substantiated complaints about privacy violations and losses/leaks of customer personal data.

Over the same period, the Bank received and managed successfully 578 customer / data subject access requests (DSARs), all handled within the deadlines set out in the GDPR. The majority of these requests related to exercising the right to object to the transfer of personal data to credit servicing and debt notification companies or in the context of debt securitisation; Eurobank responded to the data subjects that such transfer was within its legal rights and had been clearly mentioned in the contract with the data subjects and/or the privacy notice.

578
customer/data subject
access requests were handled within
the deadlines set out in the **GDPR**

 For further information regarding personal data information, refer to the [Sustainability Statement](#).

Operating with ethical integrity

Eurobank ensures financial security by enforcing policies against fraud, corruption and money laundering, complying with international standards. The Bank has established a corporate governance framework that emphasises transparency, equal treatment and integrity, upholding human rights for its employees, suppliers, contractors and clients.

Code of Conduct and Ethics

The [Code of Conduct and Ethics](#) highlights the importance Eurobank places on integrating principles in the way its people behave as professionals and the way they conduct business. The Code of Conduct & Ethics applies to every Eurobank staff member, irrespective of segment, hierarchy level or job description, as a daily reference manual.

The Code of Conduct & Ethics acts as a regulatory framework for Eurobank employees at all levels, complementary and supplementary to the existing legislation, complemented by specific policies (i.e. [Anti-Bribery and Corruption Policy](#), [Conflicts of Interest Policy](#), [Policy for Reporting Illegal or Unethical Conduct](#), External Engagement Policy, Policy for the Prevention and Detection of Market Abuse), which serve as a further point of reference for Eurobank staff.

Control and monitoring

The effective implementation of the Code of Conduct and Ethics at Eurobank is underpinned by a comprehensive framework, including regular monitoring, advanced systems and targeted staff training. Designated bodies oversee the adherence to the Code of Conduct and Ethics, ensuring its principles are upheld across all operations. The Bank has established an adequate process for handling breaches in all areas of the Code of Conduct and Ethics.

Group Compliance, as well as the other competent Eurobank bodies and functions, are authorised to conduct monitoring reviews and audits regarding compliance with the principles of the Code of Conduct and Ethics, across all levels and functions of Eurobank. In 2024 Eurobank's Anti Bribery Management System has been certified as per ISO 37001. As part of this certification, both internal and external audits are conducted.

The Code of Conduct and Ethics, alongside the supplementary policies (i.e. Policy for Reporting Illegal or Unethical Conduct, Anti-Bribery and Corruption Policy, Conflicts of Interest Policy External Engagement Policy, Policy for the Prevention and Detection of Market Abuse), is disseminated to 100% of staff members, including Board Members and those in advisory roles or on fixed-term contracts. Employees confirm their understanding and acceptance through a digital platform, reinforcing the Bank's dedication to ethical practices.

Group Compliance is also responsible for managing any questions that may arise as to the proper implementation of the Code of Conduct and Ethics. Any violations of the Code of Conduct and Ethics provisions may be reported to the competent Eurobank bodies and can even lead to administrative or disciplinary action, including termination of employment. When staff members have concerns relating to ethical issues, they may contact Group Compliance, as well as go through dedicated channels as described in the Code of Conduct and Ethics and in the Policy for Reporting Illegal or Unethical Conduct.

Training on the Code of Conduct and Ethics

Group Compliance provides training on the Code of Conduct and Ethics, corruption and bribery issues, aiming to raise awareness and cultivate a strong culture of values and integrity, covering all employees. In addition, the induction of new recruits also includes training on these issues.

In 2023, a new digital learning programme on the Code of Conduct and Ethics was provided to all staff and external partners, which included among others corruption and bribery issues. The programme continued in 2024 for all the new recruits. Within 2024, there were no:

- Confirmed incidents of bribery and corruption.
- Confirmed incidents in which employees were dismissed or disciplined for corruption.
- Confirmed incidents where contracts with business partners were terminated or not renewed due to violations related to corruption.
- Public legal cases regarding corruption brought against the organisation or its employees.
- Monetary losses from business ethics violations because of legal proceedings associated with insider trading, antitrust, anti-competitive behaviour, market manipulation or malpractice.



For further information refer to the [Sustainability Statement](#).

Regulations on AML/CFT, economic sanctions, avoidance of tax evasion

Eurobank has established policies and monitoring mechanisms to ensure compliance with legislative and regulatory frameworks, including detecting and halting transactions linked to terrorist activities, human trafficking, drug trafficking and arms trafficking. In this context, Eurobank has in place adequate screening procedures for new and existing business relationships.

Staff receive training to identify financial sanctions and potential economic bans, with authorised executives encouraged to report any financial offences. The training material covers aspects of the AML/ CFT framework and the aspect of tax evasion avoidance, which is a predicate money-laundering offence. Training refers to regulatory requirements, supervisory guidance and Eurobank's AML/CFT and sanctions, related policies, procedures and processes.

Whistleblowing Mechanism

Eurobank operates with high ethical standards, prioritising integrity, transparency and accountability to protect its reputation and clientele. A zero-tolerance policy is implemented against fraud, corruption, money laundering violations, and actions that cause material and reputational damage to Eurobank.

The Policy for Reporting Illegal or Unethical Conduct provides a secure means for staff and third parties to report illegal, unethical conduct through designated internal or external channels. Unit heads must ensure a work environment that makes staff members feel safe to communicate freely and to report possible issues that come to their attention. In any event, staff may contact the dedicated channels to report issues or circumstances that could constitute:

- Violation of the law or other regulations.
- Violation of the Code of Conduct and Ethics.
- Violation of Eurobank policies
- Other forms of illegal, irregular, dishonest, unprofessional or unethical behaviour, including but not limited to theft, embezzlement, bribery and corruption, conflict of interest, money laundering and terrorist financing, misappropriation/ destruction of assets, misuse of confidential information, ethical / psychological / physical / sexual harassment, fraud attempts, and transactions or conduct that could be interpreted as indications of fraud or attempted fraud.

As part of Eurobank's Whistleblowing Management System (ISO37002) attestation, pertinent performance monitoring and audits are conducted both internally and externally.

According to the [Policy for Reporting Illegal or Unethical Conduct](#), Eurobank provides protection against reprisal and keeps confidential the identity of those who have submitted information they know and consider to be accurate and true.

All staff members are encouraged to raise issues of concern and speak up when they suspect potential wrongdoing or are faced with conduct or situations that may raise ethical, legal or regulatory concerns.

Reports for such incidents may be submitted by email to ethicshotline@eurobank.gr, over the phone at +30 214 4058990 (24/7 all year round) or by post to 2-6 Pasmazoglou Street, 10559 Athens, Greece, to the attention of the Report Receiving and Monitoring Officer (RRMO).

All other internal parties that may receive reports of such nature should inform and forward the report to the RRMO.

During 2024, all reports were investigated, and appropriate disciplinary actions were taken when the case was confirmed.

Conflicts of interest

Eurobank has implemented a [Conflicts of Interest Policy](#) to manage potential conflicts in line with local laws and international best practices. Conflicts may arise when personal or financial interests deviate from the interests of Eurobank or other stakeholders, such as staff members, clients and shareholders. Proper management of related-party transactions ensures transparency and compliance with the International Accounting Standards and regulatory requirements.

The Board of Directors is responsible for:

- Establishing an internal culture that promotes compliance at all levels, including effective management of conflicts of interest.
- Ensuring the existence of an adequate Conflicts of Interest Policy.

When performing their duties, Board Members:

- Ensure they act with independence of mind.
- Proactively identify conflicts of interest and disclose such conflicts as required.
- Implement mitigating measures.

Disclosures of Board Member directorships outside the Group are included in the Annual Financial Report.



For further information refer to the [Sustainability Statement](#).

Anti-bribery and corruption

Eurobank shows zero tolerance towards bribery and corruption. To this end, an [Anti- Bribery and Corruption Policy](#) applies to all Eurobank staff, aiming to prevent instances of bribery and corruption, and promote integrity within the business environment. Eurobank provides ongoing training to staff on preventing and identifying bribery and corruption incidents. Through training modules and internal communication, staff awareness is raised on emerging risks when dealing with cases of bribery and corruption.

The Bank also systematically evaluates suppliers to mitigate the risk of bribery and corruption. In addition, a dedicated Code of Conduct & Ethics for suppliers is in place since 2024 for all suppliers. Moreover, anti-bribery terms are also included in contractual documents, while an antibribery statement is signed by new suppliers

Regulatory compliance


Group Compliance

Group Compliance is an independent function and reports functionally to the Board Audit Committee and for administrative purposes to the CEO. Group Compliance supervises the overall compliance function within the Group. In this context, the Compliance Units of the Group in Greece and abroad have a direct reporting line to Group Compliance. Group Compliance’s mission is to promote a sustainable culture that encourages integrity through ethical conduct and commitment to compliance with the applicable regulatory framework and the international corporate governance standards.

In 2024, Eurobank made significant steps in reinforcing its compliance and corporate culture through key developments and initiatives. Looking ahead to 2025, the Bank continues to set ambitious goals to sustain its compliance excellence. The table below provides a high-level overview of these strategic actions, highlighting Eurobank's commitment to enhancing its compliance frameworks and maintaining operational integrity.

Group Compliance Actions	
Key developments in 2024	<ul style="list-style-type: none">Implemented the infrastructure for performing compliance risk assessments.Had an external consultant perform independent assessment of the compliance risk assessment methodology.Engaged external consultants to develop 3 distinct business risk assessment methodologies for AML, CFT and Sanctions.Developed machine learning models to enhance the transaction monitoring process.Acquired ISO certifications for AML Operations, ABC and Whistleblowing
Actions completed in 2024	<ul style="list-style-type: none">Maintained professional certifications for at least 65% of Group Compliance staff, focusing on areas such as money laundering and operational risk.Delivered comprehensive training on Conflict of Interest Policy and Market Abuse to 97% of employees and executives.Over 96% of employees and executives accepted the updated Code of Conduct & Ethics.Updated key Policies and ran dedicated training sessions on consumer protection, antitrust issues and market abuse.Introduced the Supplier Code of Conduct, aligning partnerships with Eurobank’s values of integrity and transparency.
Strategic goals for 2025	<ul style="list-style-type: none">Continue maintaining at least 65% of Group Compliance staff with professional certifications in money laundering, terrorist financing, compliance and operational risk.Measure progress towards certification targets by regularly tracking the percentage of certified staff.Enhance team expertise and improve the overall compliance framework by achieving and maintaining certification goals.Conduct regular progress assessments with a final evaluation planned for the end of 2025 to ensure alignment with compliance objectives.Launch two dedicated trainings to all staff for Whistleblowing and Anti Bribery and Corruption issues.Ensure the acceptance of the updated Code of Conduct & Ethics by all staff.

97%
of Group staff
in Greece trained on
Conflict of Interest

 For further information refer to the [Sustainability Statement](#).

Complaint management and responsible customer information

For Eurobank, the relationship and cooperation with its clients is a primary strategic objective. Aiming at honest and transparent communication, it has set up specific processes to communicate information surrounding its products and services. Through its Customer Complaints Policy and ISO certified processes, the Bank handles its customer complaints with compassion, while performance is measured by pertinent qualitative indicators. To strengthen its customer relationships, Eurobank has launched Customer Excellence, to enhance customer service through all points of contact and secure relationships of trust.

Complaint management

The Bank approaches customer complaints in a spirit of good cooperation, understanding and respect, aiming at mutually acceptable solutions. Complaint management is centralised, ensuring a uniform complaint management system, while complaints are handled impartially, and with a transparent and genuine effort to reach fair resolutions. To enhance its response to customer complaints, the Bank has aligned its [Complaint Management Policy](#) with Bank of Greece Executive Committee Act No. 157/2019 and has updated its processes according to international standards (ISO 9001 and 10002).

The most important elements of its Policy are posted on the Eurobank website, so as to provide customers with information on how to submit their complaint and how complaints are managed. If a customer is dissatisfied with the proposed solution, they may contact the Hellenic Financial Ombudsman.

The Bank measures the effectiveness of its complaint management through qualitative indicators and reports, which keep the Bank’s Management informed. Results are monitored monthly at Executive Board level and quarterly at Audit Committee level. Eurobank’s commitment to customer service is evident throughout the complaint management process, as customers are regularly updated on the progress of their cases. Additionally, follow-up communication is conducted on a sample of resolved cases, to gauge customer satisfaction and collect feedback.

Customer complaint performance	2024
Customer satisfaction rate	50.6%
Complaints resolved within 2 business days	50%
Annual decrease in new complaints	15.3%
Client cases received	10,825
Client cases resolved	10,522
Overall resolution rate	97.2%

Customer Excellence – Customer Service Enhancement

Eurobank prioritises strengthening customer relationships and fostering collaboration as key strategic objectives. To this end, the Bank has launched the Customer Excellence initiative, which aims to provide excellent service across all points of contact and build trust with customers. The Retail Customer Excellence Committee, composed of senior Bank executives, supports these efforts by making decisions to enhance quality and customer service.

Eurobank makes the most of customer experience data (Voice of Customer) from various sources, including complaints, Google reviews or surveys, and continuously adds new sources through NPS surveys at multiple touchpoints (branches, e-Banking, Eurobank Mobile App, v-Banking, ATMs, EuroPhone Banking) and for major products. The collected data is analysed to identify areas for improvement and to implement corrective and preventive measures, ensuring that the Bank’s services meet customer expectations. Qualitative indicators are regularly monitored to track results.

Eurobank also runs tailor-made educational programmes, launches knowledge-sharing and best-practices initiatives, undertakes actions to recognise excellent performance, and promotes visits to front-office services, to constantly ensure that all the Bank officers share the customer-centric culture.

In 2024 Eurobank:

- Collected over 149,000 customer evaluations on banking experiences.
- Analysed 62,000 comments to improve services or design new ones.
- Personally contacted over 1K customers to inform them about actions taken based on their feedback.

The Bank replies in writing to all clients who respond to NPS measurements, thanking them and assuring them that their evaluations were taken seriously.

15.3%
decrease in new complaint
compared to 2023

97.2%
resolution rate
of client cases

Responsible information

Eurobank prioritises honest communication and transparency with its customers. As part of its responsible customer information strategy, the Bank provides customised information to each customer, ensuring clear communication about its products and services. To achieve this Eurobank:

- Has established customer support departments, and both traditional and online service networks.
- Has created simple procedures and brochures to inform customers about its products and services.
- Adheres to the regulatory framework and the Banking Code of Conduct, with control mechanisms to ensure compliance.

Customers can refer to the General Terms of Banking Transactions and Terms of Payment Services before engaging in transactions. Detailed information about personal data processing, bank charges and deposit protection is available through various channels, including branches, the corporate website, e-Banking and v-Banking.

Before taking out a loan, customers receive a pre-contractual information sheet and personalised details about the loan adapted to the needs and financial capabilities of each client. After signing a loan agreement, they are kept updated through regular statements. Similar information is provided for investment products by qualified Bank officers.

Eurobank has policies and procedures in place for the oversight and governance of products/services throughout their life cycle, ensuring they meet customer needs and comply with regulatory requirements. The Bank also offers debt settlement solutions for borrowers facing repayment difficulties and provides information on the Arrears Resolution Process on its website.

As regards debts in arrears, borrowers may find information for the debt settlement solutions (through the website link "expression of interest for debt settlement") for inclusion in the Arrears Resolution Process, pursuant to the Code of Conduct for Loans under Law 4224/2013, on the Bank's website (www.eurobank.gr).

Customers can obtain additional information about their transactions through Bank branches, the website, e-Banking or EuroPhone Banking. Eurobank's primary goal is to provide continuous, prompt and accurate information to its customers.

Responsible marketing and communication

Driven by its human-centric culture, Eurobank designs products and services tailored to the individual needs of its customers. To optimise marketing messages, the Bank conducts systematic market research on each customer category, focusing on both quantitative and qualitative features to understand trends and expectations. Using Customer Relationship Management tools, Eurobank can offer products and services that meet individual customer needs.

Customers receive direct and prompt information on new deals through customised communication tools. Marketing campaigns are tailored to specific customer groups, considering their stage (e.g. new customer or one who has filed a complaint) and following specific procedures for each stage. Communication aims not only to promote products and services, but also to reward customer relationships, optimise customer journeys and collect feedback.

The Bank complies with the national and EU legislation and voluntary codes for communication, marketing and commercials. Control mechanisms and safeguards ensure compliance with the regulatory framework. For targeted customer communication (via email, text messages, e-Banking messages, Viber, phone calls, etc.), Eurobank fully complies with the GDPR and other relevant legislation.

In 2024 Eurobank:

- Conducted over 500 targeted marketing campaigns across all communication channels.
- Held more than 150 online, physical or hybrid events to stay in touch with customers.

To ensure compliant advertising, Eurobank makes sure that the staff of all relevant divisions are kept up to date on fair marketing practices. In addition, in May 2025 a dedicated training workshop took place, in cooperation with the Communication Control Council, to inform, educate and advise representatives from Eurobank's Marketing as well as Digital Sales and Presence teams regarding clear and effective advertising, while safeguarding consumers.

Eurobank has developed procedures and mechanisms to promote and provide information about its products and services transparently and honestly. Each marketing campaign is well-organised, transparent and subject to prior authorisation by competent Bank units.

In 2024, no incidents were identified regarding non-compliance with regulations and voluntary codes concerning product and service information, labelling or marketing communications and, as a result, no fines or sanctions were imposed on the Bank.

Market research projects

Over 30 research projects were launched or managed in 2024 by Eurobank. By furthering its access to marketing intelligence tools, the Bank was able to quickly adapt to market changes, and analyse and share information more efficiently. Eurobank Market Research aims to:

- Investigate and help boost the growth of innovative products and services.
- Persist in enhancing key indicators within its tracking study, focusing on vital aspects, such as brand value and advertising impact.
- Expand and make the most of both qualitative and quantitative surveys to bolster company strategies and tactical actions.

more than
500
targeted communication
campaigns

Management Systems (ISO)

	Greece				Cyprus	
International Standards	Eurobank Holdings	Eurobank SA	Eurobank Asset Management MFMC	Business Exchanges SA (be24)	Eurobank Cyprus	Hellenic Bank
ISO 9001 – Quality Management System	✓ As of 2000	✓ As of 2000	✓ As of 2013			✓ As of 2024
ISO 10002 – Quality Management: Customer Satisfaction requirements for enhancing the complaint handling process		✓ As of 2021				
ISO 14001 – Environmental Management System		✓ As of 2004		✓ As of 2013	✓ As of 2023	
European Eco-Management and Audit Scheme (EMAS) Register for Environmental Management		✓ As of 2009			✓ As of 2024	
ISO 14064-1 - Guidance for quantification and reporting of greenhouse gas emissions and removals		✓ As of 2022				
ISO 50001 – Energy Management System		✓ As of 2015				✓ As of 2024
ISO 45001 – Occupational Health and Safety Management System		✓ As of 2006				
ISO 20000 – IT Services Management System		✓ As of 2013				
ISO 22301 – Continuity Management System		✓ As of 2013				
ISO/IEC 27001 – Information Security Management System		✓ As of 2004				
ISO/IEC 27701 – Privacy Information Management System (PIMS) (extension of ISO/IEC 27001)		✓ As of 2024				
ISO 37002 – Whistle Blowing Management System		✓ As of 2023				
ISO 37001 – Anti-Bribery Management System		✓ As of 2024				
ISO 20400- Sustainable Procurement Management System		✓ As of 2024				
ISO 18295-1 - Customer contact centres						✓ As of 2024

Supplier Relations and Sustainable Procurement

Supplier relations

Group Procurement Unit

In 2024, Eurobank further enhanced its centralised procurement model, designed to serve both its branch network and centralised business units across the Group. Procurement requests are submitted through a fully digitalized platform and are assessed and approved by authorised executives of the Bank, in coordination with the competent business units. This streamlined process ensures operational efficiency, control and transparency.

The entire procurement cycle, from request to contract, is handled through the Bank’s e-procurement solution, enabling effective monitoring of all procurement phases. The newly implemented solution has introduced advanced reporting functionalities that allow for better visibility and management of procurement activities. In line with Eurobank’s compliance requirements, contracts now consistently include terms addressing GDPR, risk mitigation and data protection, guided by the DPO and Legal Department.

The Bank maintains an annual supplier evaluation process through a dedicated platform, assessing suppliers based on qualitative and quantitative metrics. A weighted scoring system reflects the supplier's overall performance and relationship with the Bank. This robust evaluation helps ensure partnerships of the highest standard and risk mitigation in the Bank’s supply chain.

2024 highlights and achievements

2024 marked a transformative year for the Bank’s procurement function. One of the most significant accomplishments was Eurobank’s successful certification under the ISO 20400 international standard for Sustainable Procurement. This certification highlights the Bank’s commitment to embedding sustainability across all procurement operations and processes.

A key initiative was the development and implementation of a Supplier Code of Conduct and Ethics, which sets out the Bank’s expectations from all its Suppliers around ethical behaviour, legal compliance, respect for human rights, health and safety at work, environmental responsibility, and anti-corruption. The Code includes strict provisions against any form of human rights violations, child labour, forced or bonded labour, discrimination, and environmental degradation. Eurobank adopts a zero-tolerance approach to such practices, fully aligned with the UN Guiding Principles on Business and Human Rights and ILO core conventions.

An automated digital workflow was launched, enabling all suppliers to review and formally accept the Code prior to engaging in any business activity with the Bank.

The Bank also revised the General Terms attached to all procurement contracts. These terms now include mandatory adherence to the Supplier Code of Conduct, thereby reinforcing responsible procurement at a contractual level. In addition, a new online acceptance process was introduced for the Bank’s Anti-Bribery and Anti-Corruption Policy Statement, which suppliers are now required to accept through the Bank’s official website.

The supplier evaluation framework was significantly enriched with the addition of sustainability-specific criteria and a new set of questionnaires. These tools were embedded in the annual supplier evaluation process, promoting a stronger focus on sustainability, governance and social responsibility. Furthermore, ad hoc self-assessment questionnaires were sent to critical and strategic suppliers, capturing detailed insights into their sustainability practices and performance.

Contractual clauses were also introduced covering labour rights, occupational health and safety at work and anti-bribery measures. These terms are now integral to supplier agreements, supporting the Bank’s principles of ethical business conduct and workplace safety and prevent violations of human rights across the supplier's operations.

Lastly, the due diligence process for onboarding new suppliers was simplified and enhanced. These updates promote transparency and ensure that new suppliers meet the Bank’s operational, regulatory and ethical expectations from the outset.

Regarding the Group Procurement KPIs:

- 55% of tenders evaluated by the Non-IT Procurement Unit already include sustainability criteria, while the IT Procurement Unit accounts for 40%. Overall, the incorporation of sustainability criteria in RFPs has increased by 60%.

In 2024 the Bank handled:

- 1,263 requests for IT supplies amounting to €196 million total Spend, increasing 2024 Negotiation Savings by 7%.
- 4,661 requests for goods and services amounting to €68 million, increasing 2024 negotiation savings by 3.4%.
- 607 successfully completed contracts with suppliers, 385 (+114% YoY) of which were contract renewals and 222 (+14% YoY) new contracts, while on-time completion improved to 71% from 47% in 2023.

Supplier cooperation

Eurobank places great importance on fostering long-term and mutually beneficial relationships with its suppliers. In 2024, the centralised procurement framework continued to cover both domestic operations and foreign subsidiaries, supporting consistent processes and strategic project execution. Major tenders were conducted for key categories, achieving significant cost savings and operational efficiency.

The annual evaluation process was carried out for all major supplier categories, including IT, consulting, technical and construction services, and general goods. Key performance indicators included not only the quality and reliability of services, but also the dependency ratios between the Bank and its suppliers, enhancing the Bank’s risk management approach.

Business units continued to provide feedback on supplier performance, supporting a collaborative evaluation model. Formal reviews of supplier relationships are conducted regularly, with oversight from the Group Procurement Committee. This ensures that all procurement processes are transparent, necessary and aligned with the Group’s cost containment policies.

Transparency and accountability are further supported by the formal tendering process, which includes the required steps for onboarding new suppliers, who must submit financial statements, legal documentation and registration details.

The Bank mainly works with suppliers who operate and are registered or have an office in Greece (mainly Athens or Thessaloniki). The 77% of the Bank’s total expenses in 2024 relate to local suppliers (registered and operating in Greece), compared to 23% of spending in markets abroad.

Sustainable procurement

Sustainability remains at the core of Eurobank’s procurement strategy. The Bank has continued to integrate sustainability criteria into all tendering processes, both for IT and non-IT goods and services. This integration aligns with the updated tendering process and reflects Eurobank’s broader sustainability commitments.

During the RFP and evaluation stages, suppliers are required to disclose sustainability certifications (e.g. ISO 9001, ISO 14001, ISO 50001), share information about their sustainability practices, and report their sustainability ratings and sustainability disclosures. These factors are now considered in the technical evaluation of proposals and influence award decisions.

The overarching goal of these initiatives is to promote environmentally and socially responsible procurement. Where possible, the Bank prioritises suppliers who demonstrate alignment with sustainable principles and actively contribute to positive environmental and societal impact.

All procurement processes remain embedded within the Bank’s certified management systems, ensuring continuous improvement and adherence to ISO standards. Eurobank’s progress in sustainable procurement reflects its ongoing transformation towards responsible growth and value creation for all stakeholders.

The Bank’s sustainable procurement practices are not implemented in isolation but form an integral part of the Group’s broader Sustainability risk management architecture. These practices support the Bank’s alignment with key supervisory expectations under the SREP, RAF, and the Corporate Sustainability Reporting Directive (CSRD), enhancing risk awareness across the supply chain and enabling effective mitigation of sustainability-related impacts. In conclusion, 2024 was a year of substantial progress in reinforcing Eurobank’s procurement practices through the lens of sustainability, compliance and strategic partnerships. The structured implementation of new frameworks, digital tools and sustainability focused policies has strengthened the integrity and transparency of the Bank’s supply chain. These actions further Eurobank’s vision for long-term responsible growth and set a strong foundation for future innovation in procurement.

Moreover, Eurobank is the first Greek bank to have its procurement process inspected and successfully verified for the ISO 20400:2017 on Sustainable Procurement. This achievement underscores the Bank’s strategic focus on establishing a responsible supply chain by systematically integrating sustainability criteria across its operations, enriching its Sustainable Procurement framework to the maximum.

By successfully obtaining ISO 20400:2017 certification, Eurobank has strengthened its procurement governance framework, enhanced its supplier due diligence mechanisms, and established a concrete link between procurement decisions and the Bank’s long-term sustainability targets.

77%
of the Bank’s total expenses
relate to local suppliers



Sustainable governance

at international subsidiaries

Data security and customer privacy	
Bulgaria	
<p>Actions:</p> <ul style="list-style-type: none">Has a robust cybersecurity framework in place that addresses the increasing complexity of cyber threats.Provides an extensive training programme regarding the customers’ data privacy and security.Complies with GDPR and other regulations to protect personal data, enhance transparency and build trust.Adopted policies that cover all personal data processing and ensure third-party adherence, supported by ongoing investments in security technologies.Requires existing staff to complete annual mandatory training courses in these topics, to maintain their knowledge and understanding up to date. <p>Performance:</p> <p>No data breaches involving personally identifiable information, nor cyber security incidents that resulted in any data breaches, were recorded.</p>	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Continuously enhances a culture of GDPR compliance to increase public trust.Implements appropriate technical and organisational measures to meet the regulatory requirements for protecting personal data, including those set by the GDPR and the Cypriot law (Law).Implements a Data Protection Programme to:<ul style="list-style-type: none">Maintain effective and transparent policies and procedures for personal data processing.Ensure it can respond to requests from both the supervisory authority and data subjects.Continuously enhance its organisational and technical measures to ensure compliance with the GDPR and the Law.Monitor its activities involving personal data of natural persons and effectively manage relevant risks. <p>Performance:</p> <p>Established Risk Appetite Statement (RAS) metrics and Key Risk Indicators (KRIs) with set tolerance levels to ensure compliance with data protection regulations. ORM monitors these metrics, escalating breaches to Senior Management for prompt corrective action.</p> <ul style="list-style-type: none">DPO involvement ensures GDPR compliance, notifying relevant authorities and affected individuals when required.No regulatory decisions against the bank for reported breaches. <p>KRI "Number of GDPR incidents with decisions against the bank by the Personal Data Protection Commissioner":</p> <ul style="list-style-type: none">0 recorded incidents, remaining within the tolerance level of fewer than 3 per annum. <p>Targets*:</p> <ul style="list-style-type: none">Maintain the KRI “Number of GDPR incidents with decision against the bank by Personal Data Protection Commissioner” less than 3 per annum.	<p>Actions:</p> <ul style="list-style-type: none">Implements internal management systems to protect data privacy and ensure cybersecurity, preventing data breaches and leaks of personal data.Provides clients secure access to accurate information to promote transparency and responsible banking.Implements security awareness training, phishing simulations, assessments and tests to identify IT system weaknesses.Educates employees on cybersecurity threats through e-learnings and emails, achieving 99% completion rate for key courses in 2024.Presents information security topics to new employees via the ICT and Security Risk Management unit.Achieved 95% completion of GDPR e-learning to reinforce data protection awareness.Updated the Privacy Notice to enhance transparency in data processing practices and provide customers with clearer information about their rights.Upgraded cookie management mechanisms on the bank’s website to align with current regulatory guidelines. This ensures lawful online tracking and respects user autonomy.Reviewed and updated the GDPR Policy to reflect regulatory and procedural changes.Performed Data Protection Impact Assessments (DPIAs) for high-risk activities to proactively identify and mitigate privacy risks.Updated Records of Processing Activities to reflect changes in processing operations, legal bases, and data flows ensuring ongoing GDPR compliance with Article 30. <p>Performance:</p> <ul style="list-style-type: none">Zero reports of data-breach incidents to the Commissioner of Personal Data Protection or to the respective data subjects in 2024.No monetary losses and cybersecurity incidents that required to be reported to Authorities during 2024.

* Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.

Data security and customer privacy	
Luxembourg	
<p>Actions:</p> <p>The staff and Board Members perform annual cyber security and online fraud scam training.</p> <p>Performance:</p> <p>No data breaches involving personally identifiable information, no business disruptions and no monetary losses.</p>	
Operating with ethical integrity	
Bulgaria	
<p>Actions:</p> <ul style="list-style-type: none">Aligns with the Eurobank Group policies on business ethics and integrity, implementing an Internal Governance Control Manual.Adheres to the Bulgarian National Corporate Governance CodeReviews and updates the Code of Professional Conduct and Ethics annually.Has in place Internal Rules for Managing Conflicts of Interest and a Remuneration Policy to prevent conflicts and excessive risk-taking.Provides mandatory training on ethics and compliance to all employees, including introductory training and annual refresher courses.Requires staff to complete a separate AML certification programme 6 months into their employment, issuing internationally recognised certificates upon completion. <p>Performance:</p> <ul style="list-style-type: none">Zero instances of non-compliance with the Bulgarian National Corporate Governance Code.Zero convictions or fines for violation of anti-corruption or bribery legislation during 2024.	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <p>Adheres to the Central Bank of Cyprus Directive on Internal Governance (2021, as amended):</p> <ul style="list-style-type: none">Development, approval and promotion of a Code of Business Conduct and Ethics aligned with generally accepted corporate principles.The Code prohibits any improper, unethical, or illegal activity, ensuring responsible business operations.The Code is available to all staff via the bank’s internal portal, ensuring easy access.The Code is published on the bank’s website, with updates made in case of material changes to ensure compliance with regulatory frameworks <p>Regular training sessions required across key governance areas:</p> <ul style="list-style-type: none">Code of Business Conduct and Ethics – Ensuring all employees are well-acquainted with ethical business practices.Information Security and Fraud – Training staff to safeguard information assets and comply with security policies.Financial Crime and Sanctions – Educating employees on risk appetite, regulatory limitations and compliance measures. <p>Performance:</p> <p>100% participation in the annual e-learning to raise awareness and promote a compliance culture within the bank around the area of Code of Business Conduct and Ethics, and Anti-Bribery and Corruption.</p> <p>Targets*:</p> <p>Maintain zero tolerance for:</p> <ul style="list-style-type: none">Any involvement in or facilitating of the bribery and corruption of individuals, companies, authorities, public officials or officers of government-owned companies or public bodies.Any behaviour that constitutes actual or attempted improper market conduct.Bribery and corruption.	<p>Actions</p> <ul style="list-style-type: none">Requires annual acknowledgment of Code of Conduct and Ethics from all staff and Board of Directors members, to promote integrity, accountability and respect.Issues policies such as Diversity, Equity and Inclusion (DE&I), and Anti-Harassment to safeguard the dignity and human rights of staff members.Provided a digital learning programme on the Anti-Harassment Policy to all staff in 2024.Integrated in its DE&I Policy principles encompassing the everyday working practices of the bank, its governance model and related commitments.Ensures protection for individuals (staff or external) who report wrongdoing according to the Reporting of Unethical and Illegal Conduct Policy.Committed to zero tolerance for bribery or corruption, applying controls to identify and mitigate associated risks.Implements measures to manage conflicts of interest related to its business activities and services.Adopts a risk-based approach and adherence to laws and regulations to ensure ethical operations and safeguard reputation.Holds dedicated AML workshops and sends awareness emails to educate staff on the Code of Conduct and Ethics. <p>Performance:</p> <ul style="list-style-type: none">100% of staff acknowledge the Code of Conduct and EthicsTraining on the provisions of Code of Conduct and Ethics provided to all new members of staff through the induction training. <p>Targets*:</p> <p>Zero tolerance for incidents related to bribery, corruption and business ethics.</p>

* Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.

Operating with ethical integrity

Luxembourg

Actions:

- Acknowledge annually the Code of Conduct and Ethics by all staff. Inform all new employees upon employment.
- All members of staff of the bank including its London Branch and its Athens Branch are required to comply with the Conflicts of Interest Policy.
- Anti-Bribery and Corruption policy applies to all bank’s Staff, entities and third parties working for or on behalf of the bank. Accompanied with extensive measures for the prevention and management of high-risk activities of bribery.
- Conducted a compliance risk assessment, including considerations on corporate governance and data protection.
- Establishment of internal conduct policies and procedures:
 - The Internal Governance Manual was reviewed by Compliance during 2024.
 - Whistleblowing and Reporting Unethical Conduct Policy was approved by the Board of Directors, appointing Compliance as the ‘Report Receiving and Monitoring Department’ (RRMD).
- Compliance Risk Assessment was performed in 2024 based on compliance-related KRIs on CoCE Adherence; assessed as having "Low" residual risk. Expansion of the framework is ongoing, including corporate governance and data protection.

Performance:

- 100% of employees were trained on AML/Anti-Bribery during 2024 through an online platform.
- 100% of the bank’s staff and Board Members completed the annual compliance trainings covering all required subjects. Additionally, the bank is in the process of enriching/enhancing its training modules as part of its ESG target setting.
- A project to quantify Risk Appetite Framework has been completed in 2024,by setting up Top Down and Bottom Up non Financial Risk Appetite metrics covering among others external fraud risk, and conduct risk themes.

Targets:

Maintain zero incidents related to bribery, corruption and business ethics violations.

Information-related Impacts for Consumers and/or End-users

Bulgaria

Actions:

- Has a wide range of communication channels, ensuring accessibility for all stakeholders:
 - Extensive branch network
 - Dedicated business centres (Small Business Banking, Mortgage Lending, Premium Banking)
 - Business centres for medium and large corporate clients
 - Mobile banking experts for personalised service
 - Modern digital platforms, including online and mobile banking, mobile wallet and digital assistance via EVA chatbot
 - 24/7 Customer Service phone line
 - Video consultations through the digital centre
 - Official website and press office page
 - Active presence on social media platforms (Facebook, LinkedIn, Google+, YouTube)
 - Physical mail option to Head Office for written communication
- Ensures the product offerings include detailed information on fees, commissions and terms, reinforcing transparency.
- Enhanced website accessibility to enable users with special needs to navigate banking services seamlessly.
- Manages queries and complaints efficiently through the dedicated Customer Relations Department, which coordinates with all bank units to ensure resolution and continuous improvement.
- Trains employees in sign language through the Beyond Sound Academy (launched in 2023), to improve service for hearing-impaired customers.
- Educates teenagers on financial management through the Project YOUTh, equipping them with the skills needed to make responsible financial decisions.

Information-related Impacts for Consumers and/or End-users	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Published an ESG Startup Guide to provide businesses with essential ESG concepts and guidelines, enabling them to integrate sustainability priorities into their operations.Implemented electronic systems to record, report, and monitor operational risks, incidents and stakeholder feedback.Analyses, investigates and escalates to relevant departments complaints received by the Customer Suggestions and Complaints Department (CS&CD), ensuring corrective actions are implemented to prevent recurrence and enhance customer trust. Legal services and internal audit teams are engaged when necessary.Renewed its Customer Contact Center (CCC) ISO 18295-1 certification. Expanded services, reinforcing high-quality customer support, making it the only certified customer contact centre in Cyprus' financial industry.Plans to enhance customer relationships by implementing improved engagement efforts and automating processes to streamline services.Expanded the digital banking solutions for greater accessibility and adopted a quality-driven culture to optimise the customer experience. <p>Performance:</p> <p>Monitors the following KPIs for the performance of the CCC and enforces mitigating actions when needed: Average Abandonment Rate, Average Speed to Answer, Average Ringing Time, Answered number of calls % <20sec, Mystery Shopper results.</p> <p>Targets*:</p> <p>Key commitments for 2025-2026:</p> <ul style="list-style-type: none">Strengthen the customer contact centre with additional permanent and temporary staff.Expand alternative electronic channels for lower-cost, efficient customer service.Streamline and automate processes across departments to improve service delivery.Redesign the lending process for faster, more accessible financial solutions.Enhance ATM performance to improve reliability and customer convenience.Boost staff morale through targeted initiatives and foster a quality-driven work culture.Introduce focused staff training programmes to continuously improve customer service standards.	<p>Actions:</p> <ul style="list-style-type: none">Established a Client Service Committee (October 2024) that actively monitors and improves customer experience, analysing feedback and implementing corrective measures.Offers call centre support that assists customers with banking inquiries and e-Banking issues, operating weekdays from 8:00 AM to 5:00 PM, with after-hours emergency contact details available online.Has an efficient complaint resolution process in place that ensures cooperation and respect, which is publicly available on its website.Provides quality and secure information to clients, promoting responsible banking and transparency.Enforced Strict Data Protection and Privacy Policies to ensure full compliance with GDPR regulations.Conducted regular employee training sessions to safeguard customer information and cybersecurity. <p>Performance:</p> <ul style="list-style-type: none">21 customer evaluations by the Client Review Committee (since October 2024).50% decrease in annual new complaints in 2024.27 client cases received (including complaints from non-bank customers against bank customers).100% overall resolution rate in 2024.Complaint management oversight: Regular reviews conducted by the Executive Committee and Board-level Committee. <p>Targets*:</p> <ul style="list-style-type: none">Enhance outreach to customers on sustainability through the Digital Academy.Further develop responsible banking mechanisms to raise customers' ESG awareness.

** Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.*

Procurement Practices	
Bulgaria	
<p>Actions:</p> <ul style="list-style-type: none">Implements a Procurement Policy to ensure transparency, objectivity and fairness in procurements related to goods, services, technical projects and physical security projects.Ensures that procurement activities comply with the Eurobank Group Sustainability Policy Statement.Requires suppliers to complete an ESG questionnaire starting in 2024 to understand the sustainability practices of existing and potential vendors. <p>Targets:</p> <ul style="list-style-type: none">Intensify sustainability in procurement practices by 2030.	
Cyprus	
Hellenic Bank	Eurobank Cyprus
<p>Actions:</p> <ul style="list-style-type: none">Introduced a vendor-specific ESG risk assessment through the Vendor ESG Questionnaire, integrated into the bank’s procurement platform. It is conducted at the vendor onboarding stage, ensuring ESG considerations are embedded in supplier selection.Invited all existing vendors to complete the onboarding process, strengthening ESG compliance across partnerships. Risk levels categorised from “Very Low” to “Critical”, influencing sourcing decisions to prioritise sustainable vendors.Evaluates energy efficiency operations and greenhouse gas emissions measurement.Assesses adherence to human rights policies, health and safety standards and child labour law compliance.Reviews existing ESG policies and ISO certifications to ensure ethical operations.	<p>Actions</p> <p>Amended the Procurement Policy to include ESG elements. As part of its Procurement Policy, it was requested from the top 20 suppliers of the bank to submit ISO Certifications (e.g. 9001, 14001, 18001, 27001) on an annual basis.</p> <p>Targets*:</p> <ul style="list-style-type: none">Gradually implement ESG evaluation criteria into the tendering process.Activate and monitor the Code of Conduct acknowledgement/acceptance process for selected suppliers by 2025.Assess the Suppliers’ platform of ICAP/CRIF for possible implementation.
Luxembourg	
<p>Actions:</p> <ul style="list-style-type: none">Implements a Procurement Policy to ensure transparency, objectivity and integrity of the procurement process of Goods and Services, as well as the transparency of relations with all the suppliers and to the extent possible, the alignment with the Group’s Sustainable Development PolicyImplementation of Sustainable Procurement, taking into account in its evaluation, factors related to the impact on the Environment and Society, as well as Governance issues .Includes elements of Sustainable Procurement in the Bank’s RFP template submitted to prospect suppliers. <p>Targets:</p> <p>Finalise ESG strategy, encompassing targets and practices related to sustainable procurement.</p>	

** Established targets for Eurobank Cyprus and Hellenic Bank are subject to re-evaluation and redefinition due to their 2025 merger.*

APPENDIX I

Selected Financial Data

for the Year Ended
31 December 2024

The complete Annual Financial Report
for the year 2024 is available on the website
eurobankholdings.gr

Eurobank Ergasias
Services
and Holdings S.A.

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General Commercial Registry No: 000223001000

APPENDIX I

Concolidated Balance Sheet

31 December	2024 € million	2023 € million
ASSETS		
Cash and balances with central banks	16,131	10,943
Due from credit institutions	2,196	2,354
Securities held for trading	285	379
Derivative financial instruments	838	881
Loans and advances to customers	50,953	41,545
Investment securities	22,184	14,710
Investments in associates and joint ventures	203	541
Property and equipment	975	773
Investment property	1,404	1,357
Intangible assets	415	334
Deferred tax assets	3,780	3,991
Other assets	1,695	1,767
Assets of disposal groups classified as held for sale	91	206
Total assets	101,150	79,781
LIABILITIES		
Due to central banks	-	3,771
Due to credit institutions	2,800	3,078
Derivative financial instruments	1,120	1,450
Due to customers	78,593	57,442
Debt securities in issue	7,056	4,756
Other liabilities	2,682	1,385
Total liabilities	92,251	71,882
EQUITY		
Share capital	809	818
Share premium	1,145	1,161
Reserves and retained earnings	6,945	5,920
Total equity	8,899	7,899
Total equity and liabilities	101,150	79,781

Consolidated Income Statement

Year ended 31 December	2024 € million	2023 € million
Interest income	5,096	4,454
Interest expense	(2,589)	(2,280)
Net interest income	2,507	2,174
Banking fee and commission income	705	570
Banking fee and commission expense	(144)	(123)
Net banking fee and commission income	561	447
Income from non banking services	105	97
Net trading income / (loss)	94	71
Gains less losses from investment securities	13	57
Other income / (expenses)	61	68
Operating income	3,341	2,914
Operating expenses	(1,099)	(915)
Profit from operations before impairments, risk provisions and restructuring costs	2,242	1,999
Impairment losses relating to loans and advances to customers	(303)	(412)
Other impairments, risk provisions and related costs	(60)	(96)
Restructuring costs	(168)	(37)
Share of results of associates and joint ventures	161	88
Profit before tax from continuing operations	1,872	1,542
Income tax	(361)	(261)
Net profit from continuing operations	1,511	1,281
Net loss from discontinued operations	(7)	(153)
Net profit	1,504	1,128
Net profit / (loss) attributable to non controlling interests	56	(12)
Net profit attributable to shareholders	1,448	1,140
Earnings per share	€	€
- Basic earnings per share	0.40	0.31
- Diluted earnings per share	0.39	0.31
Earnings per share from continuing operations		
- Basic and diluted earnings per share	0.40	0.34

Methodology

Eurobank Holdings issues its Annual Report 2024 – Business & Sustainability to fully inform stakeholders about its performance in the sustainable development pillars: economy, society and environment. Prepared in accordance with the Global Reporting Initiative (GRI) Standards (2021), it applies principles of accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness and verifiability. This approach ensures comprehensive and transparent information, addresses stakeholders' expectations and interests, and promotes ongoing dialogue with them.

The scope for the Annual Report 2024 – Business & Sustainability covers the same scope of consolidation as the Financial Statements for the period from 01.01.2024 to 31.12.2024. The Report's contents were defined based on the stakeholders' concerns, the Group's operations and the banking sector. The Group adopted the double materiality assessment under the European Sustainability Reporting Standards (ESRS) to determine the Report's contents. Eurobank identified, assessed, prioritised and validated the Environmental, Social and Governance (ESG) impacts arising from its activities, and also assessed risks and opportunities that may have material financial influence on Eurobank, throughout its value chain. The Group leveraged the extended disclosures provided in the Sustainability Statement, incorporating references to the Annual Report 2024 – Business & Sustainability.

The double materiality analysis was reviewed and approved by the Sustainability Management Committee, in accordance with ESRS standards. The top management, which includes the Sustainability ManCo and the CEO, reviewed and approved the final Annual Report 2024 – Business & Sustainability. Additionally, the sustainability reporting frameworks of the GRI sectoral supplement on Financial Services, the SASB Commercial Banks Standard, as well as the Athens Stock Exchange (ATHEX) ESG Reporting Guide (2024) have been considered. This Report also incorporates the 10 Principles of the United Nations Global Compact, as well as the AccountAbility AA1000 2018 Principles. For further information on the Report's disclosures in accordance with the guidelines of the GRI Standards, SASB Commercial Banks Standard and Athens Stock Exchange ESG Reporting Guide, refer to the respective Appendices.

A dedicated project team was set up, composed of representatives from selected Units (Group Strategy, Group Human Resources, Group Marketing and Communication, Group Company Secretariat, Group Compliance, Retail & Digital Banking, Corporate & Investment Banking, International Activities & Group Private Banking, Group Corporate Security, Group Procurement, Investor Relations, Group Finance, Group Sustainability Risk, Group Sustainability) to prepare the Annual Report 2024 – Business & Sustainability. The team's main task was to collect and evaluate the necessary information and data relating to sustainable development (economy, society, human resources, environment), and ensure that all aspects are covered. Acknowledging the significance of external assurance for the Annual Report 2024 – Business & Sustainability and aiming to achieve transparency and strengthen the credibility of the data and information presented, the Management decided to assign the external assurance of the Report's content to KPMG Greece independent auditors.

To fulfil its commitments to UNEP FI PRB, Eurobank has embedded the UNEP FI 5th PRB Progress Statement in the Annual Report 2024 – Business & Sustainability, per recommended practice. The Independent Auditor's Limited Assurance Report for the Eurobank Annual Report 2024 – Business & Sustainability is on page 161, and for the UNEP FI 5th PRB Progress Statement on page 156. The Report was published in July 2025.

Eurobank welcomes any comments and remarks which could contribute to its effort for continuous improvement. Comments and remarks regarding the Annual Report 2024 – Business & Sustainability may be submitted over the phone (+30 211 1868229), by email (CorporateCommunications@eurobank.gr) or by post (Eurobank SA Corporate Communications Sector, 40-44 Praxitelous Street, 10561 Athens, Greece). The previous Report, concerning the period from 01.01.2023 to 31.12.2023, was published in July 2024. Previous Reports (annual reporting cycle) are available online.

GRI Content Index

Statement of use: Eurobank has reported in accordance with the GRI Standards for the period 01/01/2024 – 31/12/2024.

GRI 1 used: GRI 1: Foundation 2021

Applicable GRI Sector Standard(s): N/A

GRI Standard/Other Source	Disclosure	Report Section/Direct Answer	Page(s)	Omission	External Assurance
GRI 2: General Disclosures 2021	2-1 Organizational details	About Eurobank	15-16		√
	2-2 Entities included in the organization’s sustainability reporting	Business overview Methodology	20-39 144		√
	2-3 Reporting period, frequency and contact point	Methodology	144		√
	2-4 Restatements of information	Methodology Sustainability Data Pack Environmental Report 2024	144		√
	2-5 External assurance	Methodology Independent Auditor’s Limited Assurance Report	144 161		√
	2-6 Activities, value chain and other business relationships	About Eurobank Supplier relations 2-6 c - Not Applicable	15-16 135-136		√
	2-7 Employees	Employer's Impact Sustainability Data Pack	103-113		√
	2-8 Workers who are not employees	N/A		Entire disclosure - Information unavailable*	√
	2-9 Governance structure and composition	The Board of Directors and Committees Board Nomination Policy Annual Financial Report	40-42	2-9ciii - Information unavailable/incomplete*	√
	2-10 Nomination and selection of the highest governance body	Nomination, Remuneration, Evaluation Corporate Governance Statement	42-43		√
	2-11 Chair of the highest governance body	The Board of Directors and Committees	40-42		√
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Governance Corporate Governance Statement	58-60		√
	2-13 Delegation of responsibility for managing impacts	Sustainability Governance	58-60		√
	2-14 Role of the highest governance body in sustainability reporting	Sustainability Governance Stakeholder engagement and double materiality assessment	58-60 61-65		√
	2-15 Conflicts of interest	Operating with ethical integrity Corporate Governance Statement	129-131	2-15 b - Information unavailable/incomplete*	√
	2-16 Communication of critical concerns	N/A		Entire disclosure- Information unavailable*	√
	2-17 Collective knowledge of the highest governance body	Corporate Governance Corporate Governance Statement Sustainability Statement	40-43		√
	2-18 Evaluation of the performance of the highest governance body	N/A		Entire disclosure - Information unavailable*	√

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GRI Standard/Other Source	Disclosure	Report Section/Direct Answer	Page(s)	Omission	External Assurance
GRI 2: General Disclosures 2021	2-19 Remuneration policies	Nomination, Remuneration, Evaluation Sustainability Statement	42		√
	2-20 Process to determine remuneration	Board of Director's Remuneration Policy Annual Financial Report			√
	2-21 Annual total compensation ratio	Nomination, Remuneration, Evaluation Sustainability Data Pack	42		√
	2-22 Statement on sustainable development strategy	Letter to stakeholders	5-9		√
	2-23 Policy commitments	Code of Conduct and Ethics		2-23 ai-iii - Information unavailable/incomplete*	√
	2-24 Embedding policy commitments	N/A		Entire disclosure - Information unavailable*	√
	2-25 Processes to remediate negative impacts	Code of Conduct and Ethics Sustainability Statement	129		√
	2-26 Mechanisms for seeking advice and raising concerns	Whistleblowing mechanism Complaint management and responsible customer information	130 132		√
	2-27 Compliance with laws and regulations	Operating with ethical integrity	129-131		√
	2-28 Membership associations	Memberships and Awards	50		√
	2-29 Approach to stakeholder engagement	Stakeholder engagement and double materiality assessment	61-65		√
	2-30 Collective bargaining agreements	Labour unions Sustainability Data Pack	113	2-30b - Information unavailable/incomplete*	√

***Omissions reported**

The new GRI 2021 Standards include comprehensive governance disclosures for which Eurobank reported certain omissions for its Annual Report 2024 Business & Sustainability owing to the processes described being under development. We believe that our reporting can be further enhanced with respect to the description and embedding of our Sustainability Governance disclosures and therefore we aim to fulfil these disclosures with the implementation of operational policies and processes within next years’ reports.

Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Double materiality assessment	61		√
	3-2 List of material topics	Double materiality assessment	61		√
Climate change adaptation					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment	61-65		√
		Environment	95-101		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Greenhouse gas emissions Sustainability Data Pack Environmental Report 2024	97		√
	305-2 Energy indirect (Scope 2) GHG emissions	Greenhouse gas emissions Sustainability Data Pack Environmental Report 2024	97		√
	305-3 Other indirect (Scope 3) GHG emissions	Greenhouse gas emissions Sustainability Data Pack	97		
	305-4 GHG emissions intensity	Greenhouse gas emissions Sustainability Data Pack	97		

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GRI Standard/Other Source	Disclosure	Report Section/Direct Answer	Page(s)	Omission	External Assurance
GRI 305: Emissions 2016	305-5 Reduction of GHG emissions	Greenhouse gas emissions Sustainability Data Pack	97		
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Greenhouse gas emissions Sustainability Data Pack	97		
Climate Change mitigation					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality analysis Financed emissions and the net zero pathway	61-65 78-85		√
Eurobank Internal Metric	Financed emissions from sectors highly contributing to climate change	Financed emissions and the net zero pathway	78-85		
Energy					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Environment	61-65 95-101		√
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy consumption Sustainability Data Pack Environmental Report 2024	96-97		√
	302-3 Energy intensity	Energy consumption Sustainability Data Pack Environmental Report 2024	96-97		√
	302-4 Reduction of energy consumption	Energy consumption Sustainability Data Pack Environmental Report 2024	96-97		√
Direct impact drivers of biodiversity loss					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Biodiversity	61-65 86		√
Eurobank Internal Metric	Direct impact drivers of biodiversity loss	Biodiversity	86		
Own workforce and working conditions / Other work-related rights					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment	61-65		√
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Attracting and retaining talent Sustainability Data Pack	103		√
	401-2 Benefits provided to full-time employees that are not provided to temporary or part- time employees	Offering a diverse, inclusive and safeworkplace Rewarding, entertaining and fostering employee family relations	109 110		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational health, safety and wellbeing	108		
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational health, safety and wellbeing	108		
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational health, safety and wellbeing	108		
	403-5 Worker training on occupational health and safety	Occupational health, safety and wellbeing	108		
	403-6 Promotion of worker health	Occupational health, safety and wellbeing	108		

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GRI Standard/Other Source	Disclosure	Report Section/Direct Answer	Page(s)	Omission	External Assurance
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational health, safety and wellbeing	108		
	403-8 Workers covered by an occupational health and safety management system	Occupational health, safety and wellbeing	108	403-8 b, c - Information unavailable/incomplete*	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning and development Sustainability Data Pack	104		√
	404-2 Programs for upgrading employee skills and transition assistance	Learning and development	104		
	404-3 Percentage of employees receiving regular performance and career development reviews	Sustainability Data Pack			√
Eurobank Internal Metric	Absenteeism rate	Sustainability Data Pack			√
Equal Treatment and Opportunities for All					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Diversity, equity and inclusion	61-65 110-111		√
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity, equity and inclusion Sustainability Data Pack	110-111	405-1b,ii - Information unavailable/incomplete	
Information related impacts for Consumers and/or End-users					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Diversity, equity and inclusion	61-65 110-111		√
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	Responsible marketing and communication	133		
	417-3 Incidents of non-compliance concerning marketing communications	Responsible marketing and communication	133		√
Corruption and bribery					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Operating with ethical integrity	61-65 129-131		√
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Conflicts of interest Anti-bribery and corruption	130 131		
Eurobank Internal Metric	Percentage of staff trained on conflict of interest	Operating with ethical integrity	129-131		√
Corporate culture					
GRI 3: Material Topics	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Code of Conduct and Ethics	61-65 129		√
Eurobank Internal Metric	Percentage of staff and executives accepted the updated Code of Conduct and Ethics	Operating with ethical integrity	129-131		
Protection of whistleblowers					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment	61-65		√
Sustainability Accounting Standards Board (SASB) Commercial Banks	FN-CB-510a.1 Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anticompetitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Code of Conduct and Ethics	129		
	FN-CB-510a.2 Description of whistleblower policies and procedures	Whistleblowing mechanism	130		

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GRI Standard/Other Source	Disclosure	Report Section/Direct Answer	Page(s)	Omission	External Assurance
Data security and customer privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Customer Privacy and Information Protection	61-65 127-128		√
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Personal data protection	128		
Sustainability Accounting Standards Board (SASB) Commercial Banks	FN-CB-230a.1 Number of data breaches, percentage involving personally identifiable information (PII) and number of account holders affected	Cybersecurity	127		
Integration of Sustainability in risk management					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Integration of sustainability in risk management	61-65 68-71		√
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Integration of sustainability in risk management	68-71		
Fostering innovation					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Fostering and stimulating an innovative environment	61-65 113-114		√
Eurobank Internal Metric	Increase in the value of digital transactions	Digital Banking Sustainability Data Pack	29-32		√
	Increase in the volume of digital transactions	Digital Banking Sustainability Data Pack	29-32		√
Sustainable financing and investment offerings					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Sustainable finance, services, and portfolio green transition	61-65 72-89		
Eurobank Internal Metric	Sustainable financing approaches	Sustainable finance, services, and portfolio green transition	72-89		
Financial inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder engagement and double materiality assessment Supporting small businesses and social finance	61-65 90		√
GRI Financial Services Sector Supplement	FS 13 Access points in low-populated or economically disadvantaged areas by type.	Making banking accessible	90-92		
Eurobank Internal Metric	Percentage of ATMs adapted to accessibility requirements	Making banking accessible	90-92		√

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GRI Standard/Other Source	Disclosure	Report Section/Direct Answer	Page(s)	Omission	External Assurance
Other sustainability topics					
Waste					
GRI 306: Waste	306-3 Waste generated	Solid waste management and recycling Sustainability Data Pack Environmental Report 2024	98		
Communities’ economic, social and cultural rights					
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Corporate Social Responsibility	117-118		
	203-2 Significant indirect economic impacts	Corporate Social Responsibility	117-118		
Social inclusion of Consumers and/ or End-users					
Eurobank Internal Metric	Banking products aiming to address social issues and promote social inclusion	Products and services with positive social and environmental impact	87-88		
Engagement with clients to support their sustainability transition					
Eurobank Internal Metric	Digital Academy workshops and participants	Sustainability engagement and awareness- External			
Accessibility					
Eurobank Internal Metric	Measures of commitment to ensure accessibility across all services for people with disabilities	Making banking accessible	90-92		
Capacity Building to promote sustainability issues to external stakeholders					
Eurobank Internal Metric	Measures to promote awareness to external stakeholders on sustainability issues	Sustainability engagement and awareness	115-116		
Other GRI topics					
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Direct economic value	19		√
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Supplier relations	135-136		√
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Paper use Sustainability Data Pack	98		

ATHEX ESG Contents Index

ESG Category		ID	Index name	Publication/Reference
Environmental	Core Metrics	C-E1	Scope 1 emissions	Greenhouse gas emissions Sustainability Data Pack
		C-E2	Scope 2 emissions	Greenhouse gas emissions Sustainability Data Pack
		C-E3	Energy consumption and production	Energy consumption Sustainability Data Pack
	Advanced Metrics	A-E1	Scope 3 emissions	Greenhouse gas emissions Sustainability Data Pack
		A-E2	Climate change risks and opportunities	Approach to risk Integration of Sustainability in risk management
		A-E3	Waste management	Solid waste management and recycling
		A-E6	Climate change policy	Integration of Sustainability in risk management Stakeholder engagement and double materiality assessment
		A-E8	Total GHG emissions	Greenhouse gas emissions Financed emissions and the net zero pathway Sustainability Data Pack
	Sector-specific Metrics	SS-E2	Air pollutant emissions	Greenhouse gas emissions Sustainability Data Pack
		SS-E3	Water consumption	Water consumption Sustainability Data Pack
Social	Core Metrics	C-S1	Stakeholder engagement	Stakeholder engagement and double materiality assessment
		C-S2	Female employees	Diversity, equity and inclusion Sustainability Data Pack
		C-S3	Female employees in management positions	Diversity, equity and inclusion Sustainability Data Pack
		C-S4	Employee turnover	Attracting and retaining talent Sustainability Data Pack
		C-S5	Employee training	Learning and development Sustainability Data Pack
		C-S6	Human rights policy	Eurobank Statement on Human Rights
		C-S7	Collective bargaining agreements	Labour unions Sustainability Data Pack
		C-S8	Value chain	Stakeholder engagement and double materiality assessment
	Advanced Metrics	A-S1	Sustainable economic activity	Implementation of the EU Taxonomy Regulation
		A-S2	Employee training expenditure	Learning and development Sustainability Data Pack
		A-S3	Gender pay gap	Diversity, equity and inclusion Sustainability Data Pack

ESG Category		ID	Index name	Publication/Reference
Social	Advanced Metrics	A-S3	CEO pay ratio	Sustainability Data Pack
Sector-specific Metrics	Sector-specific Metrics	SS-S5	Data security and privacy fines	Customer privacy and information protection
		SS-S6	Health and safety performance	Occupational health, safety and wellbeing
		SS-S7	Marketing practices	Complaint management and responsible customer information
		SS-S8	Customer satisfaction	Complaints management
		SS-S10	ESG integration in business activity	Letter to stakeholders Integration of sustainability in risk management
Governance	Core Metrics	C-G1	Board composition	Corporate Governance Sustainability Data Pack
		C-G2	Sustainability oversight	The Board of Directors and Committees
		C-G3	Materiality	Stakeholder engagement and double materiality assessment
		C-G4	Sustainability policy	Letter to stakeholders Sustainability Policy Framework
		C-G5	Business ethics policy	Operating with ethical integrity
		C-G6	Data security policy	Personal data protection
		C-G7	Sustainability reporting	Business overview
		C-G8	Financial reporting	Financial overview Consolidated Income Statement Consolidated Balance Sheet
	Advanced Metrics	A-G1	Strategy, Business model and value chain	Business overview Sustainability Strategy Stakeholder engagement and double materiality assessment
		A-G2	Business ethics violations	Operating with ethical integrity
		A-G3	ESG targets	Operational impact strategy, commitments, and targets
		A-G4	Variable pay	Diversity, equity and inclusion Sustainability Data Pack
		A-G5	External assurance	Independent Auditor's Limited Assurance Report
		A-G6	ESG Bonds	Sustainable financing targets and performance Sustainable financing under the RRF
	Sector-specific Metrics	SS-G1	Whistleblower policy	Whistleblowing mechanism
		SS-G2	Critical risk management	Integration of sustainability in risk management
		SS-G3	Systemic risk management	Approach to risk

UNEP FI PRB 5th Progress Statement

Principle 1: Alignment	
Content Briefly describe your bank’s sustainability strategy, and which international, regional or national frameworks and UN Sustainable Development Goals it aims to align with. Note any changes in the reporting year.	
<p>Eurobank Holdings, a publicly listed company on the Athens Stock Exchange, serves as the parent company of the Eurobank Group, which operates across Greece, Bulgaria, Cyprus, Luxembourg, and the UK. With €101.2 billion in total assets and 12,833 employees, the Group offers a broad spectrum of financial services to retail and corporate clients through 568 branches and business/private banking centers.</p> <p>Recognizing sustainability and climate change as strategic opportunities, Eurobank aligns its business model and disclosures with leading sustainability frameworks. The Bank incorporates sustainability risks into its strategy and decision-making process, ensuring responsible investment and lending activities.</p> <p>To implement its sustainability commitments, Eurobank has developed a Sustainability Strategy structured around two key pillars:</p> <ul style="list-style-type: none">Operational Impact Strategy, defining the Bank’s operational sustainability priorities and objectives, andFinanced Impact Strategy, addressing the impact arising from the Bank’s lending and investing activities to specific sectors and clients. <p>Eurobank has set in 2025 a target to achieve net-zero emissions by 2050 and has established interim net-zero targets for 2030, as part of its commitment to the Net-Zero Banking Alliance (NZBA), aligning its lending and investment portfolios with the Paris Climate Agreement. The Bank is currently in the process of setting the 1st wave of its sectoral financed emission targets for the first four priority sectors, setting phased goals up to 2050.</p> <p>While financed emissions constitute the majority of the Bank’s carbon footprint, efforts are also underway to reduce operational emissions that fall within its direct control.</p> <p>Additionally, the Bank is refining and enhancing its sustainable financing strategy for corporate, SME and retail clients, aiming to be better positioned to facilitate their sustainability transition efforts.</p> <p>The Group’s Sustainability Governance framework supports the integration of sustainability risks across business and risk units and ensures regulatory compliance, reinforcing its commitment to sustainable development and financial responsibility.</p>	Links & references <ul style="list-style-type: none">Business profile: Annual Report 2024 Business & Sustainability - About Eurobank, Sustainability StatementSustainability strategy: Sustainability Statement, Annual Report 2024 Business & Sustainability - Sustainability Strategy, TCFD Climate - related and Environmental Risk Report StrategySustainability risk integration: Sustainability Statement, Pillar III Report – 11. ESG Risks
Principle 2: Impact & Target Setting	
Content Briefly describe the bank’s most significant impact areas and the steps taken to identify, measure and manage them—including impact analysis results, targets set (including sectors, portfolio coverage, and KPIs), actions taken, and progress against the targets. Where targets have been set, share details of the bank’s transition/action plan, and progress made. Explain how the bank addressed interlink- ages between impact areas where possible.	
Example Progress Indicators <ul style="list-style-type: none">% of bank’s portfolio covered by the impact analysis and each set targetUpdated values of KPIs defined by bank to measure progress against targets	
<p>Leveraging the PRB impact analysis alongside internal tools such as climate risk scenario analysis, double materiality assessment, stress tests and scorecards, Eurobank has identified key sectors essential for mitigating negative impacts in prioritized areas.</p> <p>As part of its PRB commitment, the Bank conducted a portfolio impact analysis to identify its most significant impact areas based on business activities and geographic distribution. Using UNEP FI’s Portfolio Impact Analysis Tool, the Bank focused on its Consumer, Business, and Corporate Banking sectors, excluding investment banking and asset management from the assessment. Through the impact analysis exercise conducted initially in 2020 and then in 2024, the Bank prioritized three key negative impact areas based on sectoral exposure and portfolio composition:</p> <ol style="list-style-type: none">Climate StabilityCircularity andBiodiversity <p>To mitigate these impacts and align with the Paris Climate Agreement, the EU Sustainable Finance Action Plan, and the UN Sustainable Development Goals, Eurobank has developed a Financed Impact Strategy with SMART targets across three areas:</p> <p>Portfolio Targets:</p> <ul style="list-style-type: none">2 billion in new green disbursements to corporates by 2025 (for 2023-2025).20% of annual new corporate disbursements to be classified as Green/Environmentally Sustainable.20% green stock exposure by 2027 for the Corporate portfolio.€2.25 billion mobilized in green RRF funds for the Greek economy by 2026.€150 million new Retail green disbursements by 2026.	Links & references <ul style="list-style-type: none">Impact analysis: UNEP FI Principles for Responsible Banking 4th year Progress Report, Sustainability StatementTarget setting: Annual Report 2024 Business & Sustainability - Business Overview / Stakeholder engagement and double materiality assessment / Sustainability strategy / Integration of sustainability in risk management / Sustainable finance, services and portfolio green transition, TCFD Climate - related and Environmental Risk Report Strategy, Pillar III Report – 11. ESG RisksAction/Transition plans: Sustainability Statement

Principle 2: Impact & Target Setting	
<p>Sectoral Targets:</p> <ul style="list-style-type: none">35% of new energy sector disbursements allocated to renewable energy (RES).80% of disbursements in Corporate Investment Banking (CIB) related to the construction of new buildings (CRE) to be allocated with EPC A and above.20% of new disbursements related to mortgage loans (excluding “My Home”) to be allocated with EPC B+ and above. <p>Other Targets:</p> <ul style="list-style-type: none">No new investments in fixed income securities (excluding exposures in sustainability/ green bonds) towards the top 20 most carbon-intensive corporates worldwide.€200 million annual disbursements of Sustainability-Linked Loans for the CIB portfolio. <p>Net Zero targets:</p> <p>For the first four carbon-intensive sector with target year 2030:</p> <ul style="list-style-type: none">Power generation (tCO₂e / MWh): from 244 (base year 2023) to 220.Oil & gas (absolute tCO₂e): from 558/ 100- indexed (base year 2024) to 530/95 - indexed.Iron and steel (tCO₂e / t steel): from 0.37 (base year 2023) to 0.33.Cement (tCO₂e / t cement): from 0.67 (base year 2023) to 0.59. <p>Sector-specific approach to target setting considers the unique challenges and opportunities of the climate transition, in conjunction with the Group’s business strategy and adheres to globally recognized standards such as those from the Partnership for Carbon Accounting Financials (PCAF) and science-based decarbonization pathways.</p> <p>In 2024, the Bank demonstrated significant progress towards its targets:</p> <ul style="list-style-type: none">Over 20% of new corporate disbursements classified as Green/ Environmentally Sustainable.€0.8 billion growth in corporate portfolio sustainable stock exposures, marking 37% year-on-year growth.€0.7 billion in green and sustainability-linked loans, doubling the 2023 figures.>60% of energy sector disbursements directed to renewable energy, exceeding the 35% target by >25%.100% of new construction disbursements allocated to green (with EPC A and above) buildings, surpassing targets by 20%.On track to achieve 20% green stock exposure by 2027 (currently at 16%). <p>The Bank is also in the process of developing an action plan aimed at mitigating any negative consequences on biodiversity from its financing activities while also promoting sustainable practices and preserving natural ecosystems through responsible financing. In this context, the Bank introduced a relevant qualitative Risk Appetite Statement (RAS), in relation to the other environmental risk – biodiversity - and based on its exclusion list, which refrains from the financing of activities prohibited by host country legislation or international conventions relating to the protection of biodiversity. For circularity, the Bank will actively support the green transition of its clients with an ambition to further increase sustainable financing going forward. Using the guiding principles of the Sustainable Finance Framework, the Bank has set sustainable financing targets in relation to its annual disbursements, towards activities that promote clean energy, resource efficiency, circular economy and pollution prevention.</p>	
Principle 3: Clients & Customers	
<p>Content</p> <p>Briefly describe how the bank works responsibly with clients and customers in relation to significant impacts, including products and services offered, internal policies and processes and engagement to implement targets/action plans/ transition plans to encourage sustainable practices/economic activities. Note any changes in the reporting year.</p> <p>Example Progress Indicators</p> <ul style="list-style-type: none">% of clients and/or customers engaged in key sectors in areas of significant impact. <p>USD sustainable finance volume mobilized and/or as a percentage of the global or sector portfolio</p>	
<p>Eurobank considers client engagement as a core pillar of its Sustainability Strategy, supporting businesses in adapting their models to effectively address climate change and wider sustainability challenges. Through financing landmark projects, advisory services, and sustainable investment solutions, the Bank fosters sustainable economic growth while encouraging its clients' transition to greener practices.</p> <p>To facilitate this transformation, Eurobank has developed a structured approach, which includes:</p> <ul style="list-style-type: none">Guiding frameworks for sustainable financing classification.Direct financing for projects meeting green eligibility criteria and Sustainability Linked Loans.Sustainability-focused financing solutions for consumers and small businesses.Advisory services to support clients in their green transition efforts.Asset and wealth management integrating sustainability criteria.Incorporation of climate-related and sustainability risks in financing evaluations.	<p>Links & references</p> <ul style="list-style-type: none">Client engagement to encourage sustainable practices: Annual Report 2024 Business and Sustainability -Sustainable finance, services, and portfolio green transition, Pillar III Report – 11. ESG RisksStrategic business opportunities: Sustainability Statement

APPENDIX V

Principle 3: Clients & Customers	
<p>Additionally, Eurobank maintains a Business Line Statement (BLS) restricting new investments in fixed-income securities linked to the top 20 most carbon-intensive corporates (excluding Green Bonds) and prohibiting financing of biodiversity-sensitive activities through exclusion policies. Eurobank also uses the RIMA process and ESG Risk Assessment to evaluate risks, applying enhanced due diligence for high-risk clients.</p> <p>In 2024, new green SFF-aligned disbursements constituted more than 20% of the total disbursements in the Bank’s corporate portfolio, indicating the Bank’s dedication to the support of green transition of its clients’ operations.</p> <p>The Bank is also placing great emphasis in building capacity among its employees to be able to support its clients on their sustainability journey and their green transition. To this end in addition to launching sustainability-related initiatives for its clients the Bank implements an ESG upskilling plan for its employees. Specifically for business units with crucial role in delivering the Sustainability strategy, the Bank has launched dedicated sessions targeted to sustainable financing approaches and identifying opportunities.</p> <p>Leveraging its guiding frameworks, Eurobank actively expands financing products aimed at addressing environmental and social issues, reinforcing its strategic business opportunities that enhance positive impacts while mitigating sustainability risks across its portfolios.</p>	
Principle 4: Stakeholders	
Content Briefly describe how the bank consults, engages and collaborates/partners with relevant stakeholders for the purpose of implementing the Principles. This could include understanding impacts, setting ambitious targets, advocating for enabling regulatory/policy environments, and creating partner- ships that contribute to addressing significant impacts. Note any changes in the reporting year.	
An integral part for 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, the Bank promotes two-way communication and develops an ongoing dialogue with stakeholders, to be able to actively meet the expectations, concerns and issues raised by all its stakeholders. Within its Double Materiality Assessment process, the Bank also engaged its stakeholders with topics relevant to the Bank’s sustainability activities and responsible financing products, aligned with the Principles for Responsible Banking, in order to obtain their view on Eurobank’s sustainability performance. Eurobank’s double materiality assessment is the key process used to define the Annual Report 2024 – Business & Sustainability contents. Adopting the new methodology of the European Sustainability Reporting Standards (2023), Eurobank completed the identification, assessment, prioritization, and validation of the positive and negative impacts, as well as the risks and opportunities that the Bank creates or may create on the environment, people, and the economy. The Bank also performs sustainability awareness training sessions to ensure internal stakeholders are updated on sustainability matters.	Links & references <ul style="list-style-type: none">Effective engagement strategies with stakeholders: Annual Report 2024 Business & Sustainability – Stakeholder engagement and materiality analysisProgress indicators: Sustainability Statement
Principle 5: Governance & Culture	
Content Briefly describe the key governance structures in place (Board and Executive level) and related accountability mechanisms to implement the Principles. This could include how governance supports your bank’s management of significant impacts and risks, including target implementation and monitoring of action/transition plans. In addition, briefly describe how a culture of responsible banking is driven internally (e.g. via employee learning & development). Note any changes or progress in the reporting period.	
Example Progress Indicators <ul style="list-style-type: none">Details of remuneration practices linked to sustainability targets.% of employees trained on responsible banking topics.	
Eurobank has established a comprehensive sustainability governance framework that integrates regulatory requirements and voluntary commitments. Board oversight is ensured through the inclusion of sustainability topics in Board meetings, aligning with international best practices. The Bank’s governance model also embeds sustainability risk management within its three lines of defense, ensuring accountability across business units, risk management teams, and internal audit. To further strengthen sustainability integration, Eurobank updated its governance structure in 2024, defining specific roles and responsibilities for managing such risks. This enhanced governance model enables effective oversight at the Board and management levels reinforcing compliance with evolving regulatory standards. Beyond governance, Eurobank fosters a culture of sustainability by equipping employees with the skills necessary to support clients in their green transition. Key initiatives include: <ul style="list-style-type: none">ESG upskilling programs for employees, covering risk management, compliance, and business strategy.Training sessions for stakeholders across the three lines of defense, improving sustainability awareness.Continuous Sustainability-related education through e-learning modules, digital talks, and intranet resources, ensuring employees remain informed about sustainability developments.	Links & references <ul style="list-style-type: none">Governance structures: Sustainability Statement, Annual Report 2024 Business & Sustainability - Sustainability Governance and operating Model, TCFD Climate - related and Environmental Risk Report Strategy Pillar III Report – 11. ESG Risks

APPENDIX V

Principle 5: Governance & Culture	
<p>Recognizing the importance of building a strong sustainability-driven culture across the Bank, Eurobank launched initiatives such as:</p> <ul style="list-style-type: none">The “TeamUp” employee volunteer program, offering opportunities for employees and their families to participate in community-driven environmental actions.The “ESG Insight” newsletter, providing regular updates on Eurobank’s sustainability efforts to both internal and external stakeholders. <p>By embedding strong governance, accountability measures, and a sustainability-driven corporate culture, Eurobank ensures that sustainability principles remain a strategic priority, empowering employees and stakeholders to contribute to a responsible banking model that drives positive environmental and social impact.</p>	
Principle 6: Transparency & Accountability	
<p>Content</p> <p>Provide reference to additional relevant reports, if not listed as references with P1–P5.</p> <p>Briefly note whether/where assurance of sustain- ability information has been undertaken (optional).</p>	
<p>Eurobank continues to enhance its sustainability disclosures, ensuring alignment with the Corporate Sustainability Reporting Directive (CSRD) and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).</p> <p>In accordance with the CSRD, the Bank has published its Sustainability Statement. Acknowledging the importance of double materiality, Eurobank conducted a comprehensive assessment to identify the most significant sustainability issues for its business and stakeholders. This process included stakeholder consultations and was guided by the European Sustainability Reporting Standards (ESRS).</p> <p>The Annual Report 2024 Business & Sustainability (including the 5th UNEP FI PRB Progress Report) underwent external limited assurance by an independent third party, ensuring alignment with the GRI Standards and verifying specific KPIs linked to material topics.</p> <p>In December 2024, the Bank published its second TCFD Report, detailing its approach to managing climate-related financial risks.</p> <p>The Environmental Report 2024 underwent also external limited assurance – verification and validation – by an independent third party, ensuring that the updated environmental statement of the organisation reflects a reliable, credible and correct image of all the organisation’s activities, within the scope mentioned in the environmental statement.</p> <p>Through the integration of robust KPIs, structured reporting frameworks, and third-party assurance, Eurobank reinforces the credibility, transparency, and effectiveness of its wider sustainability efforts.</p>	<p>Links & references</p> <ul style="list-style-type: none">Overview of disclosure framework: TCFD Climate - related and Environmental Risk Report Strategy



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Independent Practitioners’ Limited Assurance Report

To the Board of Directors of
 Eurobank S.A.

Report on the 5th UNEP FI PRB Progress Statement of Eurobank S.A. for the period March 2024 – March 2025

Conclusion

We have performed a limited assurance engagement on whether the following Selected Information presented in pages 152-153 of the 5th UNEP FI PRB Progress Statement (“the Progress Statement”) of Eurobank S.A. (the Bank) for the period March 2024 – March 2025 (“the Selected Information”) has been prepared in accordance with the Principles for Responsible Banking (“PRB”) Framework, as established by the Guidance for banks (November 2021), the Guidance for Transparency (November 2024) and the Responsible Banking Progress Statement for PRB Signatories (November 2024) published by the United Nations Environment Program Finance Initiative (“UNEP FI”):

1. Principle 2: Impact and Target Setting - Target Setting
2. Principle 2: Impact and Target Setting - Target implementation - action and transition plans

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the Selected Information included in the 5th UNEP FI PRB Progress Statement of Eurobank S.A. for the period March 2024 – March 2025 is not prepared, in all material respects, in accordance with the Principles for Responsible Banking Framework, as established by the Guidance for banks (November 2021), the Guidance for Transparency (November 2024) and the Responsible Banking Progress Statement for PRB Signatories (November 2024) published by the United Nations Environment Program Finance Initiative (“UNEP FI”).

Our conclusion on the Selected Information does not extend to any other information that accompanies or contains the Selected Information and our report.

Basis for conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under this standard are further described in the “Our responsibilities” section of our report.



We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

Our firm applies International Standard on Quality Management (ISQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Responsibilities for the Selected Information

The Management of the Bank is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Selected Information such that it is free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Selected Information and appropriately referring to or describing the criteria used; and
- Preparing the Selected Information in accordance with the Principles for Responsible Banking (“PRB”) Framework, as established by the Guidance for banks (November 2021), the Guidance for Transparency (November 2024) and the Responsible Banking Progress Statement for PRB Signatories (November 2024) published by the United Nations Environment Program Finance Initiative (“UNEP FI”).

Those charged with governance are responsible for overseeing the reporting process for the Bank’s Selected Information.

Inherent limitations in preparing the Selected Information

The preparation of the sustainability information requires management to establish or interpret the criteria, make determinations about the relevancy of information to be included, and make estimates and assumptions that affect reported information. Different entities may make different but acceptable interpretations, determinations, and estimates. The sustainability information includes information regarding the Bank’s environmental, social, and governance initiatives and targets; the consideration of the estimated future impact of events that have occurred or are expected to occur; commitments; and uncertainties. Actual results in the future may differ materially from management’s present assessment of this information because events and circumstances frequently do not occur as expected. The information incorporated in the relevant disclosures is based, among other things, on climate-related scenarios, which are subject to inherent uncertainty regarding the likelihood, timing or impact of potential future natural and transitional climate-related impacts.



Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Selected Information are free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Board of Directors of the Bank.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the Selected Information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Selected Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of the following:

1. We planned our procedures based on the Guidance for assurance providers – Providing limited assurance for report - Version 2 (October 2022) published by UNEP FI in November 2022, considering the Bank’s stage of implementation of the Principles for Responsible Banking.
- 2 We conducted interviews with process owners and internal stakeholders to understand the processes and control activities for measuring, reporting, and presenting information in the Bank’s Progress Statement, in accordance with the basis of reporting.
- 3 We made inquiries with process owners and internal stakeholders, obtained and reviewed supporting evidence to assess whether disclosures within the Selected Information in the Bank’s Progress Statement reflect the Bank’s assessment of the stage of implementation of the Principle.
- 4 In respect of Target setting, based on inquiries made and information obtained and reviewed, we examined whether the Bank sets targets for its significant impact areas and that the targets are linked to those impact areas. We checked that the Bank has identified frameworks to align with and explained how targets contribute to relevant goals. Moreover, we examined whether the reporting baseline for targets set by the Bank is reasonable. Further, for the impact areas where targets have been set, we examined that the targets are Specific, Measurable, Achievable, Relevant and Time-bound. Moreover, for the action plans established for the targets set by the Bank, we examined whether the stated process is followed. Finally, for the targets set by the Bank, we inquired whether these have any potential significant negative impact on other UN Sustainable Development Goals.
- 5 In respect of Target implementation and monitoring, based on inquiries made with process owners and internal stakeholders, we obtained and reviewed supporting evidence to assess whether disclosures within the selected responses in the Bank’s Progress Statement reflect the Bank’s assessment of the stage of implementation of the Principle.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Athens, 22 July 2025
KPMG Certified Auditors S.A.
AM SOEL 186

Maria Akamati, Certified Auditor Accountant
AM SOEL 42641

TCFD interoperability table

Theme	TCFD recommendations	Reference in this report	Pages
Governance	a) Describe the board’s oversight of climate-related risks and opportunities	Sustainability Governance & operating model <ul style="list-style-type: none">Sustainability Governance	58-60
	b) Describe management’s role in assessing and managing climate-related risks and opportunities	Sustainability Governance & operating model <ul style="list-style-type: none">Sustainability Governance	58-60
Strategy	a) Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term	Sustainability at Eurobank <ul style="list-style-type: none">Sustainability strategy Sustainable finance and Sustainability risk management <ul style="list-style-type: none">Integration of sustainability in risk management	52-58 68-71
	b) Describe the impact of climate-related risks and opportunities on the organisation’s businesses, strategy, and financial planning	Sustainability at Eurobank <ul style="list-style-type: none">Sustainability strategy Sustainable finance and Sustainability risk management <ul style="list-style-type: none">Integration of sustainability in risk management	52-57 68-71
	c) Describe the resilience of the organisation’s strategy, taking into consideration different climate-related scenarios, including a 2 °C or lower scenario	Sustainability at Eurobank <ul style="list-style-type: none">Climate and environmental risks scenario analysis	57
Risk management	a) Describe the organisation’s processes for identifying and assessing climate-related risks	Sustainable finance and Sustainability risk management <ul style="list-style-type: none">Integration of Sustainability in risk management	68-71
	b) Describe the organisation’s processes for managing climate-related risks		
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation’s overall risk management		
Metrics and targets	a) Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process	Sustainability Governance & operating model <ul style="list-style-type: none">Sustainability Governance	58-60
	b) Disclose scope 1, scope 2, and, if appropriate, scope 3 greenhouse gas (GHG) emissions and the related risks	Sustainable finance, services and portfolio green transition <ul style="list-style-type: none">Financed emissions and the Net Zero pathway Sustainable operations <ul style="list-style-type: none">Environment	78-85 95-101
	c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets	Sustainability at Eurobank <ul style="list-style-type: none">Operational impact strategy, commitments and targets,Financed impact strategy, commitments and targets	54-55 56-58

APPENDIX VII

Abbreviations

Abbreviation	Definition
3LoD	Three Lines of Defence
AC	Audit Committee
ACAMS	Association of Certified Anti-Money Laundering Specialists
ACCA	Association of Chartered Certified Accountants
AFI	Action Finance Initiative
AGM	Annual General Meeting
AML	Anti-Money Laundering
APS	Automatic Payment System
ATM	Automatic Teller machine
AUM	Assets Under Management
B2B	Business-to-Business
BLS	Business Line Statements
BoD	Board of Directors
BRC	Board Risk Committee
BREAAM	Building Research Establishment Environmental Assessment Method
CCC	Central Credit Committee
CDP	Climate Disclosure Project
CFA	Chartered Financial Analysts
CFT	Combating the Financing of Terrorism
CIB	Corporate and Investment Banking
CISO	Chief Information Security Officer
CPM	Credit Policy Manual
CR&E	Climate Related & Environmental
CRSTC	Climate Risk Stress Test Committee
CSR	Corporate Social Responsibility
CSRD	Corporate Sustainability Reporting Directive
DPO	Data Protection Officer
DSARs	Data Subject Access Requests

Abbreviation	Definition
EBA	European Banking Authority
EBRD	European Bank for Reconstruction and Development
ECB	European Central Bank
EMAS	Eco-Management Audit Scheme
EMS	Environmental Management System
ESG	Environment, Social, Governance
ESRS	European Sustainability Reporting Standards
ExBo	Executive Board
FIS	Financed Impact Strategy
FoF	Fund of Funds
FTE	Full-Time Equivalent
G-ALCO	Group Asset and Liability Committee
GAR	Green Asset Ratio
GC	Group Credit (Unit)
GCC	Group Credit Control (Unit)
GCRCAC	Group Credit Risk Capital Adequacy Control (Unit)
GCRO	Group Chief Risk Officer
GDPR	General Data Protection Regulation
GHG	Greenhouse Gases
GMCR	Group Market and Counterparty Risk (Unit)
GMVG	Group Model Validation and Governance (Unit)
GONFR	Group Operational and Non-Financial Risks
GRI	Global Reporting Initiative
GRM	Group Risk Management
GSR	Group Sustainability Risk
HBA	Hellenic Bank Association
HVAC	Heating, Ventilation, and Air Conditioning
ICA	International Compliance Association
ICAAP	Internal Capital Adequacy Assessment Processes
ICT	Information and Communication Technology

APPENDIX VII

Abbreviation	Definition
ILAAP	Internal Liquidity Adequacy Assessment Processes
ILO	International Labour Organization
IROs	Impacts Risks and Opportunities
ISO	International Standards Organization
KRI	Key Risk Indicator
KYC	Know – Your - Customer
LEED	Leadership in Energy & Environmental Design
LNG	Liquefied Natural Gas
MiFID	Markets in Financial Instruments Directive
MRA	Moody’s Risk Analyst
MRC	Management Risk Committee
NomCo	Nomination Committee
NZBA	Net-Zero Banking Alliance
OIS	Operational Impact Strategy
PCAF	Partnership for Carbon Accounting Financials
PEFC	Programme for the Endorsement of Forest Certification
PRB	Principles for Responsible Banking
PSC	Products Services Committee
RA	Risk Analytics (Unit)
RAF	Risk Appetite Framework
RAS	Risk Appetite Statements
RemCo	Remuneration Committee

Abbreviation	Definition
RES	Renewable Energy Sources
RFP	Request for Proposal
RIMA	Risk Identification and Materiality Assessment
RMEC	Risk Management Executive Committee
RRF	Recovery and Resilience Facility
SDGs	Sustainable Development Goals
SFF	Sustainable Finance Framework
SIF	Sustainable Investment Framework
SLL	Sustainability Linked Loans
SMEs	Small and Medium-sized Enterprises
SPC	Strategic Planning Committee
SPTs	Sustainability Performance Targets
SRM	Single Resolution Mechanism
SRRP	Supervisory Relations and Resolution Planning (Unit)
SSM	Single Supervisory Mechanism
STEM	Science, Technology, Engineering and Math
TAC	Troubled Assets Committee
TCFD	Taskforce on Climate Related Financial Disclosures
UN	United Nations
UNEP FI	United Nations Environment Programme – Financial Institutions
VES	Voluntary exit schemes
WEEE	Waste electrical and electronic equipment



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Independent Practitioners' Limited Assurance Report

To the Board of Directors of
Eurobank Ergasias Services and Holdings S.A.

Report on the Annual Report 2024 – Business & Sustainability

Conclusion

We have performed a limited assurance engagement on whether i) the Annual Report 2024 – Business & Sustainability (“the Business and Sustainability Report”) of Eurobank Ergasias Services and Holdings S.A. (“the Company”) for the year ended 31 December 2024 has been prepared, in all material respects, in accordance with the GRI Standards (Global Reporting Initiative Standards), namely in accordance with the nine requirements of the GRI Standards (criteria set in GRI 1: Foundation 2021) and that ii) the following quantitative indicators (the “Selected Information”), which are linked to the material topics identified by the double materiality assessment of the Company are prepared, in all material respects, in accordance with the requirements of the GRI Standards, i.e. are complete and accurate:

Information subject to assurance (the Selected Information)	Point in time or period subject to assurance	The criteria relevant to information subject to assurance
1. Direct economic value generated and distributed	Year ended 31 December 2024	GRI 201-1
2. Proportion of spending on local suppliers	Year ended 31 December 2024	GRI 204-1
3. New employee hires and employee turnover by age group, gender and location	Year ended 31 December 2024	GRI 401-1
4. Average hours of training per year per employee by gender, and by employee level	Year ended 31 December 2024	GRI 404-1



5. Percentage of employees receiving regular performance and career development reviews	Year ended 31 December 2024	GRI 404-3
6. Energy consumption within the organization	Year ended 31 December 2024	GRI 302-1
7. Energy intensity	Year ended 31 December 2024	GRI 302-3
8. Reduction of energy consumption	Year ended 31 December 2024	GRI 302-4
9. Direct (Scope 1) and energy indirect (Scope 2) GHG emissions	Year ended 31 December 2024	GRI 305-1
10. Energy indirect (scope 2) GHG emission	Year ended 31 December 2024	GRI 305-2
11. Percentage of ATMs adapted to accessibility requirement	Year ended 31 December 2024	Bank specific developed criteria
12. Incidents of non-compliance concerning marketing communications	Year ended 31 December 2024	GRI 417-3
13. Increase in the volume of digital transactions (%)	Year ended 31 December 2024	Bank specific developed criteria
14. Absenteeism rate	Year ended 31 December 2024	Bank specific developed criteria
15. Percentage of staff trained on Conflict of Interest	Year ended 31 December 2024	Bank specific developed criteria



Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that i) the Annual Report 2024 – Business & Sustainability of Eurobank Ergasias Services and Holdings S.A. for the year ended 31 December 2024 has not been prepared, in all material respects, in accordance with the GRI Standards (Global Reporting Initiative Standards), namely in accordance with the nine requirements of the GRI Standards (criteria set in GRI 1: Foundation 2021), and ii) that the Selected Information, which is linked to the material topics identified by the double materiality assessment of the Eurobank Ergasias Services and Holdings S.A. is not prepared, in all material respects, in accordance with the requirements of the GRI Standards as indicated in the table above, i.e. is not complete and accurate.

Our conclusion on the Business and Sustainability Report and on the Selected Information does not extend to any other information that accompanies or contains the Business and Sustainability Report and the Selected Information.

Basis for conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under this standard are further described in the “Our responsibilities” section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

Our firm applies International Standard on Quality Management (ISQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Responsibilities for the Business and Sustainability Report and for the Selected Information

The Management of the Company is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Business and Sustainability Report and the Selected Information such that they are free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Business and Sustainability Report and the Selected Information and appropriately referring to or describing the criteria used; and
- properly calculating the Selected Information in accordance with the GRI Standards.
- Those charged with governance are responsible for overseeing the reporting process for the Company's Business and Sustainability Report.



Inherent limitations in preparing the Business and Sustainability Report and the Selected Information

The preparation of the sustainability information requires management to establish or interpret the criteria, make determinations about the relevancy of information to be included, and make estimates and assumptions that affect reported information. Different entities may make different but acceptable interpretations, determinations, and estimates. The sustainability information includes information regarding the Company's environmental, social, and governance initiatives and targets; the consideration of the estimated future impact of events that have occurred or are expected to occur; commitments; and uncertainties. Actual results in the future may differ materially from management's present assessment of this information because events and circumstances frequently do not occur as expected. The information incorporated in the relevant disclosures is based, among other things, on climate-related scenarios, which are subject to inherent uncertainty regarding the likelihood, timing or impact of potential future natural and transitional climate-related impacts.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Business and Sustainability Report and the Selected Information are free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Board of Directors of the Company.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the Business and Sustainability Report and the Selected Information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Business and Sustainability Report and the Selected Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of the following:

1. Through inquiries of employees from various organizational levels of the Company, we obtained an understanding of the Company, its environment, processes and information systems relevant to the preparation of the Selected Information sufficient to identify and further assess risks of material misstatement in the Selected Information and provide a basis for designing and performing procedures to respond to assessed risks and to support a limited assurance conclusion.
2. Through inquiries of employees from various organizational levels of the Company, we obtained an understanding of internal controls relevant to the Business and Sustainability Report and the Selected Information, the quantification process and data used in preparing the Selected Information, the methodology for gathering qualitative information, and the process for preparing and reporting the Business and Sustainability Report and the Selected Information.



- 3 Through inquiries with the Company's personnel, responsible for managing, collecting and processing related data under the scope of our engagement, we obtained an understanding of the processes applied for the preparation of the relevant disclosures of the Business and Sustainability Report.
- 4 Through inquiries of employees from various organizational levels of the Company, we obtained an understanding of the level of Management awareness and oversight of the Business and Sustainability Report and the Selected Information.
- 5 Performed procedures over the Business and Sustainability Report and the Selected Information, including recalculation of relevant formulas used in manual calculations and assessment whether the data had been appropriately consolidated.
- 6 Performed procedures over related data under the scope of our engagement, on a sample basis, to assess whether these data are accurate, against source documentation.
- 7 Reviewed the GRI Content Index, included on pages 145-150 of the Business and Sustainability Report, as well as the relevant references included therein, against the information included in the GRI Standards.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Athens, 22 July 2025

KPMG Certified Auditors S.A.

AM SOEL 186

Maria Akamati, Certified Auditor Accountant

AM SOEL 42641

