

Impact **Unleashed**



Editorial



Creating value for stakeholders is a key pillar for any organisation's sustainable development and is closely linked to responsible entrepreneurship. As Larry Fink, CEO of BlackRock, has said in the past, companies thrive when focusing on their purpose, creating shared value for stakeholders and the environment in which they operate.

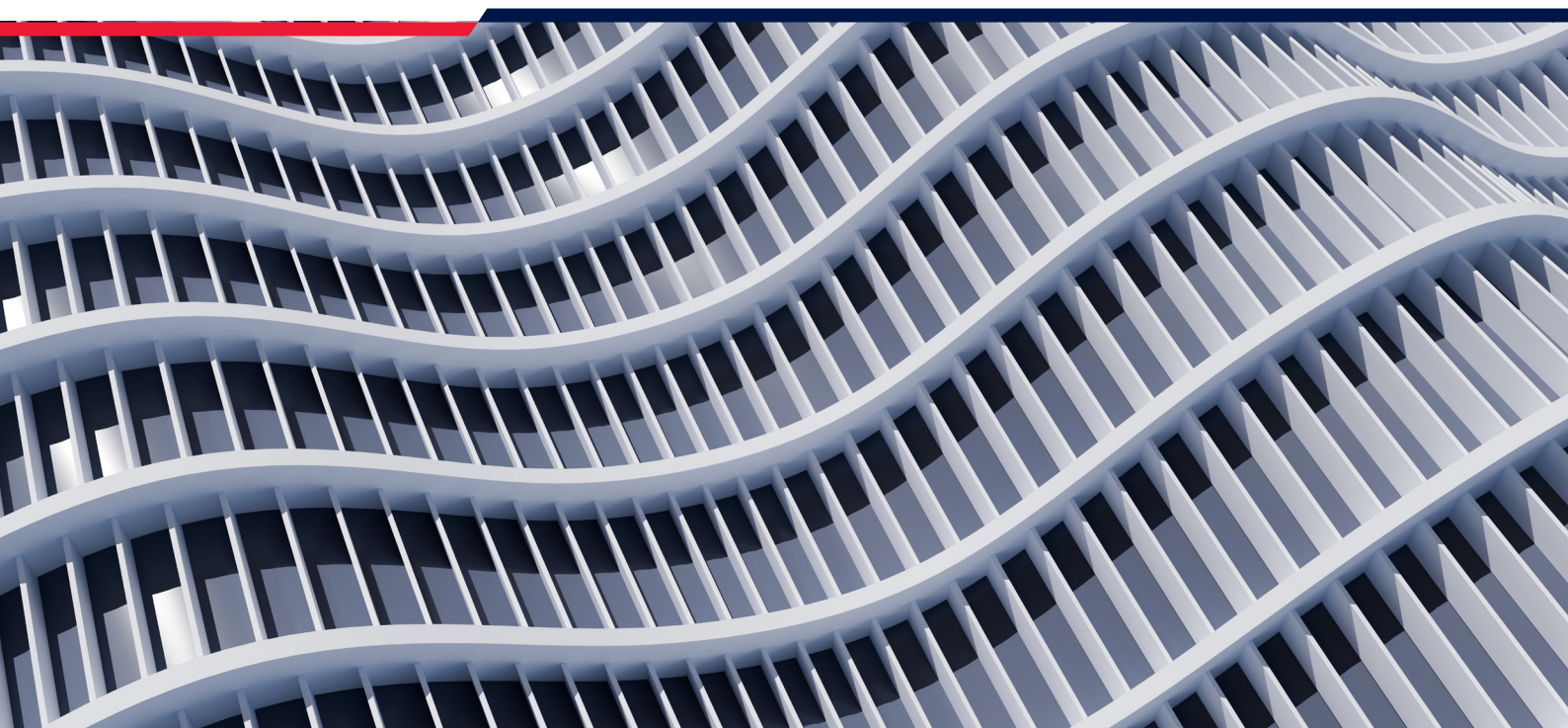
In this context, organisations that integrate these principles into their business model strengthen their long-term sustainability, as they take into account the environmental, social and economic impacts of their actions. On this journey, companies need to adopt responsible practices across all areas of their operations, such as production, procurement, supply chain, customer communication and customer service. Responsible procurement is key to responsible entrepreneurship. Businesses must evaluate their suppliers, not only to ensure ethical business practices but also to help build a positive image for the company, while fostering innovation.

At the same time, it is important for businesses to invest in reducing their environmental footprint, as well as in technologies and initiatives that contribute to mitigating environmental impacts. Businesses are called to promote renewable energy and sustainable resource management.

It is important to respect human rights, ensure a safe work environment, eliminate discrimination and guarantee equality. In this context, businesses should ensure that their products and services are accessible to people with disabilities or other vulnerable social groups. This is how an inclusive business environment can be created.

Responsible entrepreneurship is not just a trend. It is the way to ensure a sustainable future. We all need to respond to these challenges and take on our share of responsibility, to build a fairer and more sustainable world for everyone.

ESG Insight Team



Interview



CONSTANTINOS VOUSVOUNIS

Group Senior Sustainability Officer

The shift to sustainable banking



Why modern banks adopt sustainable strategies?

On top of the increasing supervisory requirements, there are 3 main reasons why banks are making this shift: the actual risks arising from the impact of climate change, society's needs and wants, and the need to comply with widely accepted governance principles.

Extreme weather events are becoming more intense and frequent, which could lead to increased default risk and higher operational cost for the banks. Promoting sustainable financing is a strategic choice that will lead to long-term resilience for the banks and their customers.

Sustainable financing means evaluating and integrating ESG factors into the decision-making process for the financial sector. This new environment creates an obligation but also an opportunity for the financial sector to play a leading role in the transition to a more resilient economy.

This leading role is confirmed by the UN-convened Net Zero Banking Alliance (NZBA).

Eurobank has joined this initiative, committing to gradually align its loan portfolio with net zero GHG emissions across all sectors, in a transparent manner.

In addition, efforts to optimise the work environment and the customers' evolving needs call for sustainable strategies. Gen Zs and Millennials highly appreciate a positive social footprint and transparency in corporate governance as customers.

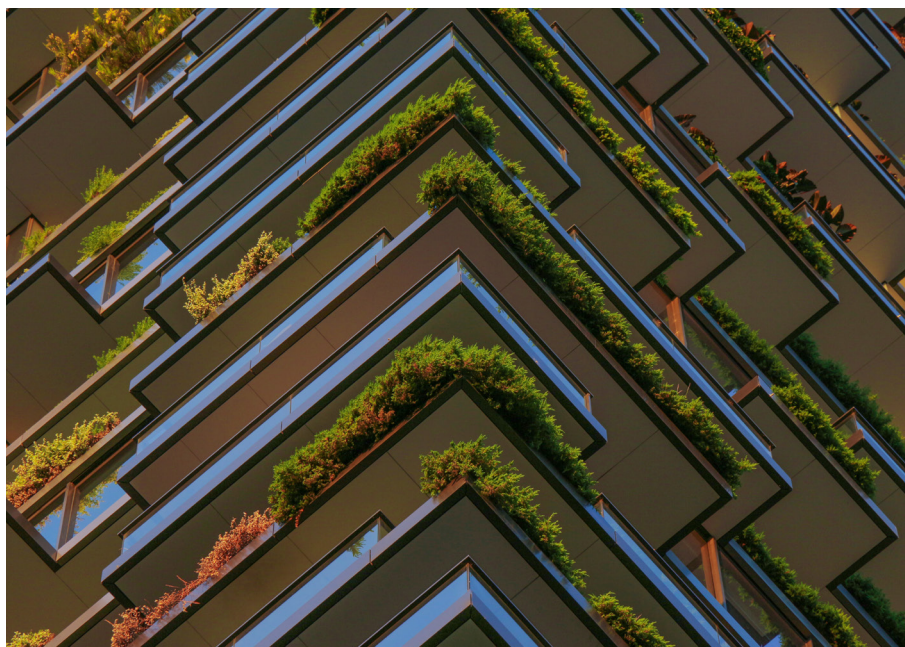


Promoting **sustainable financing** is a strategic choice that will lead to long-term resilience for the banks and their customers.

What are the biggest challenges that banks are facing in adopting sustainable strategies?

Banks face many challenges, most of which relate to collecting and managing accurate sustainability data, complying with an evolving regulatory framework and disclosure requirements, as well as managing the high cost incurred by all these activities.

Our Focus

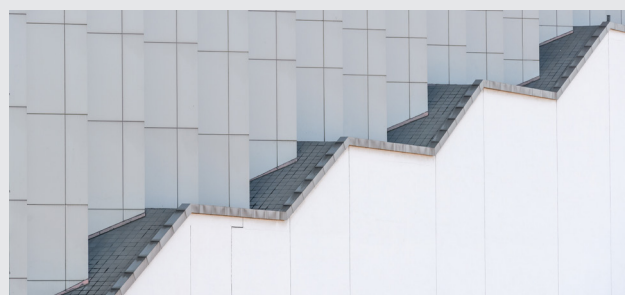
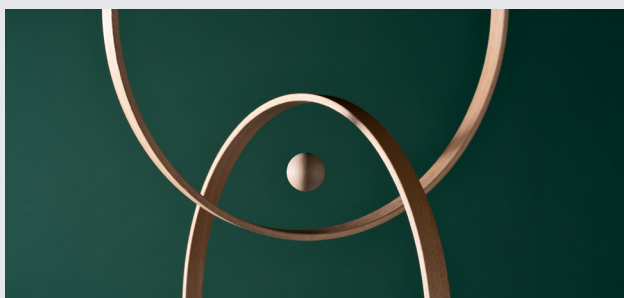


Headquarters **LEED Gold Certification**

Eurobank's new green Headquarters in central Athens achieved LEED Gold certification for Core & Shell. The building's design and renovation were based on sustainable building principles, aiming to optimise energy and environmental performance, reduce natural resource use and reliably quantify project performance.

Green Bond

Eurobank successfully issued €850 million in [Green Senior Preferred Notes](#) in September 2024, marking its inaugural green issuance. Listed on the Luxembourg Stock Exchange Euro MTF market, the Notes highlight the Bank's commitment to achieving net-zero emissions by 2050. Proceeds will support green investments under the Eurobank Green Bond Framework, aligned with the ICMA Green Bond Principles.



Sustainability Ratings

In 2024, Eurobank demonstrated significant improvement in key sustainability ratings, including Sustainalytics, MSCI, S&P, Moody's and FTSE4Good, reaching remarkable milestones. Notably, it became the first Greek bank to earn Sustainalytics' top "[Negligible Risk](#)" rating, ranking 28th among 1,043 global banks, reaffirming its commitment to sustainability and creating value for stakeholders.

Our Focus



Supplier Code of Conduct

The Eurobank [Supplier Code of Conduct and Ethics](#) ensures that all partnerships reflect integrity, transparency and accountability. This framework fosters ethical practices, and promotes responsible collaboration and sustainable business conduct, creating a solid foundation for mutual trust and long-term success. Suppliers' commitment to these values is both a moral responsibility and a strategic choice, cultivating long-term relationships built on mutual trust and shared growth.

Best Bank for Sustainable Finance

Eurobank is the first Greek bank to be named [“Best Bank for Sustainable Finance in Greece 2024”](#) by Global Finance for the 2nd consecutive year, underscoring its commitment to sustainable financing and climate change initiatives.



I am ESG because... I ensure partnerships reflect Eurobank's sustainable procurement principles, promoting ethics, embedding ESG criteria and adhering to the Supplier Code of Conduct.

Meletis Rentoumis

Head of Contracts Management, Invoices and Fixed Assets

Article

Equitable banking services

We aim to ensure [equitable banking services](#). To this end, we design and develop initiatives for clients with disabilities:

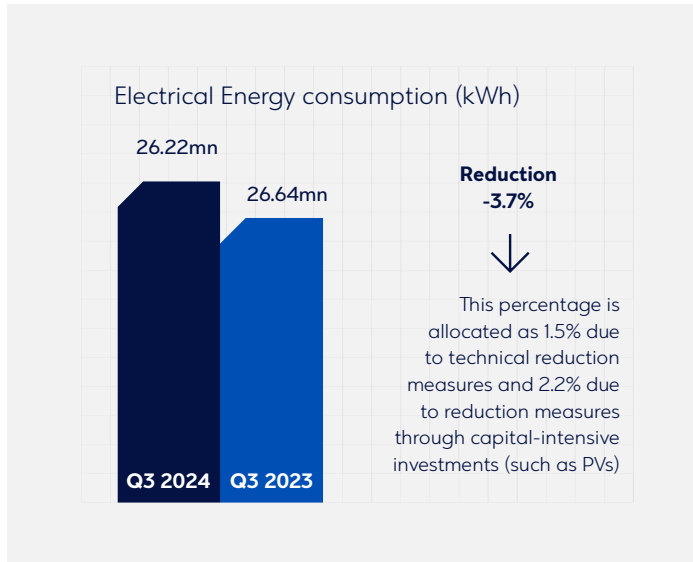
- Priority service
- v-Banking services in sign language
- Talking ATMs and ATMs at a lower height
- Documents in Braille
- Certified accessible online banking
- Provisions for people on the autism spectrum



To be able to provide them with equitable service, we first need to identify and understand the challenges they face. This is why we invest in training our people. So far, 1,827 executives have been trained, while over 2,500 employees have attended seminars.

Olga Dalekou, Dimitris Papanikolaou, Antonis Tsapatakis and Thodoris Tsatsos support us in this effort. We call them accessibility ambassadors not only because they help us understand the needs of people with disabilities and improve our services, but also because they inspire us and make society a better place.

Our Metrics



2.7%

in Green Asset Ratio (GAR)
as of 30.06.2024

€2.15 billion

in Green/ Environmentally sustainable financing
as of Q3 2024

72%

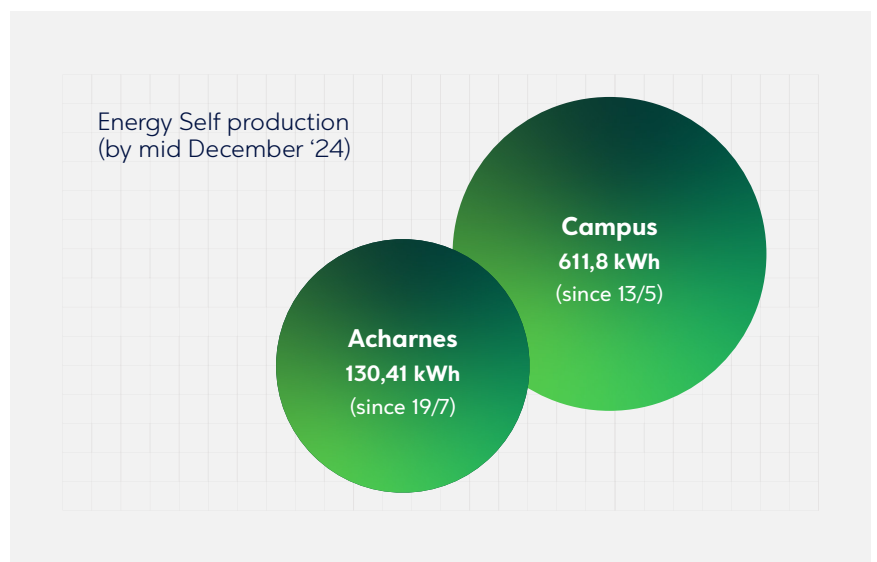
of Eurobank's leased vehicles are plug-in/electric

~€175 million

in Assets of ESG focused mutual funds under management for Q3 2024

100%

of new building disbursements were directed to construction of green buildings





Workshop for SMEs

The Eurobank Digital Academy for Business, along with the Hellenic Development Bank, hosted an online workshop on [“Financing Sustainable Development for SMEs”](#), exploring financing strategies and the ESG tracker, which foster economic growth and sustainability.



Participation in Greece Race for the Cure 2024®

Over 450 volunteers participated in the Greece Race for the Cure 2024® event to raise awareness for breast cancer. A heartfelt thank you to everyone who gave their best for such an important cause!



Lake Vegoritida Cleanup

TeamUp, our employee volunteer team, along with iSea NGO, visited Lake Vegoritida, on 15 September, to clean up the area. 120 TeamUp members collected over 100kg of waste from this nature reserve.



Special tree planting in Feres, Evros

TeamUp helped restore the ecosystem in Feres, Evros, which was severely affected by the 2023 wildfires. Working with We4all, over 300 volunteers planted 220 seedlings, supporting environmental restoration and community involvement..