

JULY 2022

**ALPHA SERVICES
AND HOLDINGS'
ESG PERFORMANCE
INDICATORS**

Alpha Services and Holdings places special emphasis on its sustainable development and the mitigation of the effects of its activity on society and the environment. In this context, it has developed a comprehensive strategy for issues related to the Environment, Society, and Corporate Governance (ESG) and is constantly adapting its operation while taking advantage of new business opportunities and creating value for all Stakeholders.

In 2021, Alpha Services and Holdings performed a materiality analysis with the involvement of its Stakeholders (via online questionnaires) and the Senior Management in accordance with best practices. Following a double materiality approach, the identified ESG material issues were assessed and prioritized based on their level of impact on Alpha Services and Holdings' overall performance as well as on the economy, society and environment.

The following table presents Alpha Services and Holdings' performance in ESG issues during the last three years (2019-2021), through specific qualitative and quantitative indicators.

More information is presented in the [Sustainability Report 2021](#).

Indicators

ENVIRONMENT	2019	2020	2021
Energy consumption within the Organization (MWh) ²	66,414	59,627	53,059
Percentage of electricity from Renewable Energy Sources (%) ²	92	100	98
Direct emissions (Scope 1) (tn CO ₂ eq) ²	2,098	1,793	1,514
Indirect emissions (Scope 2) (tn CO ₂ eq) ²	36,356	32,638	28,316
Total indirect emissions (Scope 3) (tn CO ₂ eq) ²	-	548,648	497,006
Drinking water consumption (m ³) ²	76,919	60,505	41,983
Amount of paper recycled (tn)	84	494	726
Percentage of recycling printer consumables (%) ²	81	110	149
Total waste recycled (tn) ²	632	585	835
Percentage of credit cards for which an electronic monthly bill is sent (e-statements) (%)	-	45	48
New financing arrangements for renewable energy projects during the year (million Euro) ³	-	179	161
ISO 14001 (Environmental Management System)	✓	✓	✓

¹ The values of the indicators refer to Alpha Services and Holdings unless specified otherwise. The "-" refer to Non-Available or Not-Applicable data.

² The values for the financial years 2019,2020, and 2021 refer to Alpha Bank S.A.

³ This Performance Indicator (KPI) includes only business loans monitored by the following Divisions: Structured Finance Division, Corporate Banking Division, and the Business Centers Division. In addition, the amount of loans for renewable energy projects represent the amounts of loans approved during the year and not necessarily the amounts disbursed. The specific methodology for calculating the index was revised in 2020 and therefore no quantitative data are presented for 2019.

SOCIETY

	2019	2020	2021
Number of Employees	10,530	10,528	8,939
Percentage of Employees covered by Collective Labor Agreements (%)	76	68	72
Women Employees (%)	59	60	62
Women in managerial positions (%)	42	43	43
Employees with disabilities (PWDs)	136	120	88
Gender pay gap in the top 10% of employees by total compensation (% in favor of men) ⁴	-	-	22.2
Gender pay gap in the bottom 90% of employees by total compensation (% in favor of men) ⁴	-	-	16.9
CEO - Employees remuneration rate ⁵	12.72:1	10.83:1	11.4:1
Employee mobility index (%)	15 ⁶	13.3 ⁶	14
Man-hours of training	238,980	138,261	253,382
Employee training (training hours per Employee)	23	13	28
Employee training costs (million Euros)	-	1.27 ⁶	1.78
Number of injuries	4	1	6
Number of fatalities	0	0	0
Percentage of Branches accessible to PWDs (%)	71	74	76
ATMs with special settings for people with visual impairments (%) ²	14	19	20
Percentage of monetary transactions made through digital networks during the year (%)	85	90	93
Total number of incidents regarding Customer privacy breaches	2	1	3
Incidents of non-compliance with laws and regulations on socio-economic issues	0	0	0
Fines imposed for non-compliance with the applicable regulatory framework in promoting and providing products / services	0	0	0
Social investments (million Euros)	2.4	2.7	2.8
Total balance of loans to Small Enterprises (billion Euros) ²	5	5	2.4
Customers assessed for environmental and social responsibility risks through the carrying out of an E&S due diligence (number of Customers) ²	128	150	229
Cases of loan non-approvals due to Exclusion List prohibitions (number of cases) ²	0	0	2
Exposures to Taxonomy-eligible economic activities (excl. exposures to central governments, central banks, and supranational issuers) / Total assets of the Bank (excl. exposures to central governments, central banks and supranational issuers) (%) ²	-	-	5.87

⁴ There is no gender pay gap for same-level positions.

⁵ The values for the financial years 2019,2020, and 2021 refer to the employee remuneration of Alpha Bank S.A.

⁶ The value refers to Alpha Bank and Subsidiary Banks Abroad.

CORPORATE GOVERNANCE	2019	2020	2021
Code of Ethics	✓	✓	✓
Group Personal Data Protection Policy	✓	✓	✓
Whistleblowing Policy and Procedures	✓	✓	✓
Corporate Responsibility Policy	✓	✓	✓
Group Environmental Management Policy	✓	✓	✓
Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT) Policy	✓	✓	✓
Remuneration Policy for Alpha Services and Holdings and the other Group Companies	✓	✓	✓
Diversity Policy	-	✓	✓
Anti-Bribery and Corruption Policy	-	✓	✓
Percentage of women in the Board of Directors (%)	8.3	15.38	17
Percentage of Non-executive Board Members (%)	69	85	83
Percentage of Independent Non-executive Board Members (%)	38	54	58
Convicting judgements against the Senior Management for any corruption offence	0	0	0
Convicting judgements against the Senior Management for any human rights violations during the year	0	0	0
Sustainability oversight at Board Committee level	-	-	✓
External assurance of published non-financial information (see. Annual Sustainability Report)	✓	✓	✓

Alpha Services and Holdings is evaluated annually by international analysts and rating agencies on its performance in terms of sustainable development, i.e., issues related to the environment, society and corporate governance (ESG). The performance of Alpha Services and Holdings and the corresponding ratings for the past three years (2019-2021) are presented below.

ESG RATINGS

	2019	2020	2021
MSCI ESG Rating (rating scale CCC-AAA)	A	AA	AA
ATHEX ESG Index	-	-	✓
FTSE4Good Emerging Index	✓	✓	✓
ISS ESG Quality Score (score 1-10, 1 indicates lowest risk and best transparency)	E: 1 S: 2 G: 9 October 2019	E: 1 S: 2 G: 4 December 2020	E: 1 S: 2 G: 6 December 2021
Vigeo Eiris Best Emerging Market Performers	✓	✓	✓
Climate Change CDP	C	C	B-
Bloomberg Gender Equality Index	✓ (Index 2020)	✓ (Index 2021)	✓ (Index 2022)

Alpha Services and Holdings through its sustainability strategy seeks to continuously increase its environmental and social positive footprint while reducing its negative impact.

Specifically, Alpha Services and Holdings has signed the six Principles of Responsible Banking (PRB) formed through the international initiative of the United Nations UNEP FI (United Nations Environment Programme Finance Initiative). By signing this initiative Alpha Services and Holdings is committed to operating responsibly and contributing to the formation of a responsible and sustainable banking system. In 2021, the Bank monitored its progress regarding the achievement of the targets set in its first PRB disclose in 2020. The targets set concern both its operational footprint and its financial products. More details can be found in the second PRB Self- Assessment Report.

In 2021, the Group introduced the Corporate Governance, Sustainability, and Nominations Committee in order to ensure that the operations and actions of the Group are in line with its ESG commitments and targets, the current regulatory environment, and the legislation in force. At the management level, a Group Sustainability Committee was established, which steers the Alpha Services and Holdings' ESG strategy and directs all related actions. Additionally, a Group ESG coordinator has been appointed to oversee the ESG objectives within the cross-functional ESG Working Group aiming to facilitate an efficient internal adoption of ESG practices across the organization.

Following the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), forthcoming environmental policies, legal requirements, and guidelines related to climate are being assessed, with the aim of effectively capturing and managing any natural and transitional risks related to climate change. Being aware of the effects of climate change and the way in which they affect all aspects of anthropogenic activities, Alpha Services and Holdings plans, develops and offers products that contribute to climate mitigation and adaptation. In addition, Alpha Services and Holdings has reviewed the European Central Bank Guidelines on the risks associated with climate change and in May 2021 submitted to ECB a comprehensive action plan in order to tackle the gaps identified.

Alpha Services and Holdings participated in the Climate Stress Test 2022 (CST 2022) exercise carried out by the European Central Bank (ECB). Alpha Services and Holdings uses climate risk stress testing as a risk management tool which allows for the optimization of the Bank's risk profile and its resilience to internal and external climate-related shocks. The BoD leverages the results of the Climate Risk Stress Test (CSRT) exercises in order to make well-informed decisions and understand climate-related risks and opportunities in the organization's businesses, strategy, and financial planning. Moreover, the CSRT results are used for the identification, assessment, and management of climate-related risks and are considered for setting and assessing the Alpha Services and Holdings Risk and Capital Strategy. Lastly, Alpha Services and Holdings uses the CSRT as a tool to both challenge and complement risk management procedures and internal processes.

At the same time, in the investment area, Alpha Asset Management M.F.M.C. has developed a new, integrated Environment, Social Responsibility, and Governance (ESG) Policy to apply ESG criteria to its mutual funds in accordance with UNEP PRI principles. The ESG Policy represents the guiding principles that ensure that information about the risks and opportunities associated with ESG issues is properly integrated into the investment process. Having incorporated the ESG criteria in its financial policy, but also in its operation, Alpha Services and Holdings evaluates the risks and opportunities of climate change arising both from its activity and the activity of its Customers.