

PIRAEUS
FINANCIAL HOLDINGS




Principles for Responsible Banking

**2nd Reporting and Self-Assessment Template of
Piraeus Financial Holdings**

November 2021



Piraeus Group has played a leading role in shaping the UN Principles for Responsible Banking, for the alignment of bank operations with the Sustainable Development Goals and the Paris Climate Agreement. Piraeus Bank was the only Greek bank to actively participate in preparing the global Principles and is also elected on the UNEP FI Banking Board. Piraeus has signed the Collective Commitment to Climate Action, pledging to finance the low-carbon, climate-resilient economy required to limit global warming to well-below 2, striving for 1.5 degrees Celsius.

Reporting and Self-Assessment Requirements	High-level summary of Piraeus’ response	Reference(s)/ Link(s) to Piraeus’ full response/ relevant information
 <p>Principle 1: Alignment <i>We will align our business strategy to be consistent with and contribute to individuals’ needs and society’s goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.</i></p>		
<p>1.1 Describe (high-level) your bank’s business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.</p>	<p>Piraeus New Corporate Profile</p> <p>Piraeus Financial Holdings S.A. is a financial holdings company, listed on the Athens Stock Exchange, and the parent company of the banking institution “Piraeus Bank S.A.”.</p> <p>Subsequent to the corporate transformation that took place on 30 December 2020, the banking operations were hived-down to a new wholly owned banking subsidiary (Piraeus Bank S.A.). Certain non-banking sector activities remain with the parent entity of the Group, which evolved into a financial holding company listed on the Athens Stock Exchange (Piraeus Financial Holdings S.A.).</p> <p>The key subsidiary of Piraeus Financial Holdings S.A. is Piraeus Bank S.A., it is headquartered in Athens, generates 95% of the Group’s revenues, and has approximately 9.9 thousand employees. Piraeus Bank offers a full</p>	<p>Corporate Profile Piraeus Financial Holdings (piraeusholdings.gr)</p> <p>Piraeus Vision & Values – Outlook & Targets: Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020, pages 21-41</p> <p>Piraeus Financial Results: 6/30/2021 Piraeus Financial Holdings S.A. - Six-Month Financial Report</p>

	<p>range of financial products and services to 5.5mn customers in Greece. The Piraeus Bank Group's total assets stood at €75.0bn on 30.06.2021.</p>	
<p>1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.</p>	<p><u>New Sustainable Development Policy and the PRB</u></p> <p>In 2020 Piraeus formulated the new Sustainable Development Policy, which was published in 2021. This Policy reflects the Group's overall approach to sustainable development and sets the strategic directions to support, promote, and finance sustainability.</p> <p>The Sustainable Development Policy reflects the Group's intentions for business strategies and goals that meet the UN Sustainable Development Goals and the Paris Agreement, by aligning its operations with the UNEP FI Principles for Responsible Banking.</p>	<p><u>Piraeus Sustainability Policy:</u> https://www.piraeusholdings.gr/en/sustainable-banking</p> <p>Piraeus Sustainable Development Business Model: Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020, pages 45-65</p> <p><u>Piraeus Sustainability Fact Sheet:</u> https://www.piraeusholdings.gr/en/sustainable-banking</p> <p><u>Principles for Responsible Banking Piraeus Bank</u></p> <p><u>Piraeus' alignment with the Principles</u></p> <p><u>Piraeus PRB Report:</u> http://www.piraeusbank.gr/~media/gr/idiwtes/files/unep-fi/2020_piraeus_bank_prb_report_en.pdf</p>



Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

2.1 Impact Analysis:

Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:

- a) **Scope:** The bank's core business areas, products/services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis.
- b) **Scale of Exposure:** In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in terms of industries, technologies and geographies.
- c) **Context & Relevance:** Your bank has taken into account the most relevant challenges and priorities related to sustainable development

Impact Analysis

Piraeus conducted the first impact analysis for its portfolio, using UNEP FI's "Impact Analysis Tool for Banks". Piraeus Bank used data for its retail, business and corporate portfolio for the 2020 impact analysis.

The analysis shows that Piraeus Bank financing has possible positive impacts across all three pillars of sustainable development in Greece. The most important positive impacts are identified in the economy – in particular, the inclusive economy, which is crucial for the country's sustainable development. For example, the long-term support of Piraeus Bank to SMEs has a positive impact on the Greek economy, accelerating economic convergence and reducing inequalities. The Bank's financing is also associated with a positive contribution to housing, transport quality and justice and equality, which are crucial in the Greek reality.

The methodology takes into account the fact that financing may also have an adverse impact on certain sustainable development issues such as climate and resources efficiency.

Taking into account the portfolio impact analysis and the Organisation's overall business strategy, the areas of sustainable development identified are the following:

Impact Analysis:

[Annual Reports | Piraeus Financial Holdings \(piraeusholdings.gr\)](#)
Sustainability & Business Report 2020, pages 57-59

Stakeholder Dialogue:

[Annual Reports | Piraeus Financial Holdings \(piraeusholdings.gr\)](#)
Sustainability & Business Report 2020, pages 45-57

External Assurance:

https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Annual-Reports/Independent-Assurance-Statement-2020_En.pdf

Please Refer also to the following information regarding sustainability practices of Piraeus that have positive impact on the economy, society and environment of Greece:

[Annual Reports | Piraeus Financial Holdings \(piraeusholdings.gr\)](#)
Sustainability & Business Report 2020:

- e-branches:132-134,
- Development & Sustainable Banking: 142-149,
- Digital Banking: 164-165,
- Society: 231-232,
- CSR Programme "Project Future": 234-236,
- Piraeus Group Cultural Foundation: 243-254,
- Environment: 257-274

[Piraeus Sustainability Fact Sheet](#)

PRB Commitment and Targets: pages 8-11,
ESG Action Plan: 14-15

<p>in the countries/regions in which it operates.</p> <p>d) <u>Scale and intensity/saliency of impact</u>: In identifying its areas of most significant impact, the bank has considered the scale and intensity/saliency of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services. (your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))</p> <p>Show that building on this analysis, the bank has</p> <ul style="list-style-type: none"> • Identified and disclosed its areas of most significant (potential) positive and negative impact • Identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts 	<p><u>Economy</u></p> <ul style="list-style-type: none"> • inclusive healthy economies • economic convergence <p><u>Society</u></p> <ul style="list-style-type: none"> • housing • culture & heritage • mobility • access to food <p><u>Environment</u></p> <ul style="list-style-type: none"> • climate • energy • resources efficiency • biodiversity & ecosystems <p>The results of the analysis are aligned with Piraeus Group's action plan for the environment, society and governance.</p> <p><u>Stakeholder Dialogue</u></p> <p>In the framework of its activities and operations, the Group has set up appropriate channels to encourage constructive dialogue with each of its stakeholders; the frequency of communication is determined by the nature of the relationship with each stakeholder. Systematic stakeholder engagement enables the Group to identify changes in the environment and to better manage the expectations of the stakeholders.</p>	<p>https://www.piraeusholdings.gr/en/sustainable-banking</p>
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	<p>Piraeus conducts a Materiality Survey and holds focus group discussions, to highlight current material Sustainable Development topics.</p> <p>The Group was involved in the formulation and adoption of the UN Principles for Responsible Banking and treats each separate stakeholder dialogue as important.</p> <p><u>External Assurance</u></p> <p>Deloitte has provided limited assurance on the accuracy and completeness of quantitative data and the reasonability of statements that correspond to the twelve (12) most material topics, as resulted from Piraeus’ materiality analysis, against the requirements of the respective GRI Standards for the Specific Disclosures and the requirements of GRI 103 Standard “Management Approach”.</p>	
<p>Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.</p>		
<p>Piraeus has fulfilled the requirements regarding Impact Analysis. Investment Portfolio is planned to be added on the next portfolio impact analysis.</p>		
<p>2.2 Target Setting</p> <p><i>Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified “areas of most</i></p>	<p><u>Examples of Piraeus’ target setting:</u></p> <p><u>Energy</u> Program “Exoikonomo – Autonomo” for financing energy efficiency in buildings: it is expected that c.60k households per year will be upgrading their energy efficiency and autonomy until 2030. Piraeus holds a leading position in the program with over 40% market share.</p>	<p>ESG Action Plan: Piraeus Sustainability Fact Sheet pages 14-15 https://www.piraeusholdings.gr/en/sustainable-banking</p> <p>Corporate Presentation of September 24, ESG agenda and Action Plan, Green Bond Framework, pages 27-28: https://www.piraeusholdings.gr/en/investors/financials/presentation-audio-archive</p>

<p>significant impact”, resulting from the bank’s activities and provision of products and services.</p> <p>Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.</p> <p>Show that the bank has analysed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society’s goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.</p>	<p>Enhance contribution of program financing to the total mortgage portfolio.</p> <p>Climate</p> <ul style="list-style-type: none"> By 2050 the Piraeus Bank portfolio will be net-zero, by committing to SBT Initiative, participating in the Collective Commitment for Climate Action (UNEP FI) and applying PCAF methodology) Piraeus Group is planning to participate in the Net Zero Banking Alliance within the next months. Electricity is 100% sourced from renewables leading to zero Scope 2 emissions from 2021; 50% reduction of Scope 1 emissions, by 2030. <p>External Assurance</p> <p>Deloitte has provided limited assurance on the accuracy and completeness of quantitative data and the reasonability of statements that correspond to the twelve (12) most material topics, as resulted from Piraeus’ materiality analysis, against the requirements of the respective GRI Standards for the Specific Disclosures and the requirements of GRI 103 Standard “Management Approach”.</p>	<p>https://www.piraeusholdings.gr/en/investors/financials/debt-issuance-capacity</p> <p>Corporate Presentation, July 2021, ESG milestones & journey: new targets ahead, pages 21-22 https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Financial-Results/Q1/Corporate-Presentation-Q1-2021-13072021.pdf</p> <p>Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020:</p> <ul style="list-style-type: none"> e-branches:132-134, Development & Sustainable Banking: 142-149, Digital Banking: 164-165, Society: 231-232, CSR Programme “Project Future”: 234-236, Piraeus Group Cultural Foundation: 243-254, Environment: 257-274 <p>External Assurance: https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Annual-Reports/Independent-Assurance-Statement-2020_En.pdf</p>
<p>Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Target Setting.</p>		
<p>Piraeus has set targets based, among others, on the Impact Analysis. The results of the analysis are aligned with Piraeus Group’s action plan for the environment, society and governance. Piraeus has fulfilled its requirements regarding Target Setting.</p>		

<p>2.3 Plans for Target Implementation and Monitoring</p> <p>Show that your bank has defined actions and milestones to meet the set targets.</p> <p>Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.</p>	<p><u>Piraeus' ESG Action Plan</u> Piraeus has a clear and transparent ESG Action Plan, which focuses on key areas with impact and set targets to meet near and medium-term aspirations.</p> <p><u>Piraeus issues new Green Bond Framework</u> Piraeus Group has developed the Piraeus Group Green Bond Framework under which it will issue green bonds and use the proceeds to finance the low-carbon economy in Greece. The Framework defines eligibility criteria in three green areas:</p> <ol style="list-style-type: none"> 1. Renewable Energy 2. Green Buildings 3. Energy Efficiency <p><u>Scope 3 emissions</u> The Bank is in the process of calculating its indirect (Scope 3) emissions associated with the Bank's business loans (category 15) of the base year 2019, in order to set targets for validation through the SBT Initiative.</p> <p>The direct emissions- Scope 1 & 2 - are already calculated and published annually, in the Bank's Sustainability Report.</p> <p>Additionally, due to its participation in the CCCA Initiative, the Bank is in the process of calculating the scope 3 emissions of its portfolio (applying PCAF methodology) for the base year 2019, in order to set targets and communicate them according to its commitment within the 3years period, as required.</p>	<p>ESG Action Plan: Piraeus Sustainability Fact Sheet pages 14-15</p> <p>Corporate Presentation of September 24, ESG agenda and Action Plan, Green Bond Framework, pages 23-25: https://www.piraeusholdings.gr/en/investors/financials/presentation-audio-archive</p> <p>Green Bond Framework: https://www.piraeusholdings.gr/en/investors/financials/debt-issuance-capacity https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Debt-Issuance-Capacity/Piraeus-Group-Green-Bond-Framework-Second-Party-Opinion.pdf</p> <p>Piraeus Green Bond Framework - Sustainability second party opinion: https://www.sustainalytics.com/corporate-solutions/sustainable-finance-and-lending/published-projects/project/piraeus-group/piraeus-group-green-bond-framework-second-party-opinion-(2021)/piraeus-group-green-bond-framework-second-party-opinion</p> <p>Corporate Presentation, July 2021, ESG milestones & journey: new targets ahead, pages 21-22 https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Financial-Results/Q1/Corporate-Presentation-Q1-2021-13072021.pdf</p> <p>Piraeus Sustainability Fact Sheet all pages and mostly 6-15</p> <p>Piraeus' PRB Report: http://www.piraeusbank.gr/~media/gr/idiwtes/files/unep-fi/2020_piraeus_bank_prb_report_en.pdf</p>
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	<p>External Assurance Deloitte has provided limited assurance on the accuracy and completeness of quantitative data and the reasonability of statements that correspond to the twelve (12) most material topics, as resulted from Piraeus’ materiality analysis, against the requirements of the respective GRI Standards for the Specific Disclosures and the requirements of GRI 103 Standard “Management Approach”.</p>	<p>Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020:</p> <ul style="list-style-type: none"> • e-branches:132-134, • Development & Sustainable Banking: 142-149, • Digital Banking: 164-165, • Society: 231-232, • CSR Programme “Project Future”: 234-236, • Piraeus Group Cultural Foundation: 243-254, • Environment: 257-274 <p>Assurance https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Annual-Reports/Independent-Assurance-Statement-2020_En.pdf</p>
<p>Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.</p>		
<p>Piraeus has fulfilled its requirements regarding Plans for Target Implementation and Monitoring. Short and long term targets are set and an action plan is in place.</p>		
<p>2.4 Progress on Implementing Targets</p> <p>For each target separately:</p> <p>Show that your bank has implemented the actions it had previously defined to meet the set target.</p> <p>Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.</p>	<p>Piraeus reports thoroughly on the targets and actions set to achieve them.</p> <p>Refer also to Piraeus’ CDP Climate Change questionnaire for all actions and initiatives that Piraeus has implemented and all KPIs monitored.</p> <p>External Assurance Deloitte has provided limited assurance on the accuracy and completeness of quantitative data and the reasonability of statements that correspond to the twelve (12) most material topics, as resulted from Piraeus’ materiality analysis, against the requirements</p>	<p>Piraeus Sustainability Fact Sheet pages all</p> <p>ESG Action Plan: Piraeus Sustainability Fact Sheet pages 14-15</p> <p>https://www.piraeusholdings.gr/en/sustainable-banking</p> <p>Corporate Presentation of September 24, ESG agenda and Action Plan, Green Bond Framework, pages 27-28: https://www.piraeusholdings.gr/en/investors/financials/presentation-audio-archive</p> <p>Corporate Presentation, July 2021, ESG milestones & journey: new targets ahead, pages 21-22</p>

<p>Report on your bank’s progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures)</p>	<p>of the respective GRI Standards for the Specific Disclosures and the requirements of GRI 103 Standard “Management Approach”.</p>	<p>https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Financial-Results/Q1/Corporate-Presentation-Q1-2021-13072021.pdf</p> <p>Piraeus Sustainability Fact Sheet all pages and mostly 6-15</p> <p>https://www.piraeusholdings.gr/en/sustainable-banking</p> <p>Piraeus’ PRB Report: http://www.piraeusbank.gr/~media/gr/idiwtes/files/unep-fi/2020_piraeus_bank_prb_report_en.pdf</p> <p>Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020:</p> <ul style="list-style-type: none"> • e-branches:132-134, • Development & Sustainable Banking: 142-149, • Digital Banking: 164-165, • Society: 231-232, • CSR Programme “Project Future”: 234-236, • Piraeus Group Cultural Foundation: 243-254, • Environment: 257-274 <p>https://www.cdp.net/en (Piraeus 2020 CDP submission, available with log in)</p> <p>External Assurance: https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Annual-Reports/Independent-Assurance-Statement-2020_En.pdf</p>
<p>Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets</p>		
<p>Piraeus has fulfilled its requirements regarding Progress on Implementing Targets. Short and long term targets are set and a clear action plan is in place.</p>		



Principle 3: Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1 Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.

Customer Relations

Piraeus ensures transparency and clarity of transactions with its customers, both existing and potential ones. It fully complies with the Banking Codes of Conduct which were enacted by inter-bank collaboration under the auspices of the Hellenic Bank Association and govern relations between banks and customers, at all stages of the processes of creation, promotion and provision of products.

PRB Commitment

Piraeus has launched a special mini site dedicated to its commitment to the PRB, informing all stakeholders.

Environmental & Social Management System in Business Financing (ESMS)

Since 2017 Piraeus developed and implements its Environmental & Social Management System (ESMS) in business financing.

Sustainable Banking

Piraeus has a wide range of responsible / sustainable products and services and commits to develop even more:

- Green Banking (Green Products & Services, Green Bond framework)
- Agricultural Banking (e.g. Contract Farming)

Customer Relations

<https://www.piraeusholdings.gr/en/sustainable-banking/economy/relationships-with-customers-and-suppliers/customer-relations>

PRB Commitment:

<https://www.piraeusbank.gr/en/idiwtes/unep-fi>

ESMS:

<https://www.piraeusbank.gr/~media/gr/idiwtes/files/green-banking/esms-final-english.pdf>

Sustainable Banking:

<https://www.piraeusholdings.gr/en/sustainable-banking>

Green Funding:

<https://www.piraeusholdings.gr/en/sustainable-banking/economy/green-funding>

Green financing:

<https://www.piraeusholdings.gr/en/sustainable-banking/economy/epixeiriseis-epaggelmaties>

Agricultural Banking:

<https://www.piraeusbank.gr/en/agrotos>

[Customer Service & Relations | Piraeus Financial Holdings \(piraeusholdings.gr\)](#)

Piraeus response to COVID-19:

	<p><u>Responsible Banking Services</u></p> <ul style="list-style-type: none"> ▪ e- branches especially designed for people with disabilities (accessibility) ▪ Protection of personal data ▪ Customer complaint handling process ▪ Customer Satisfaction Survey ▪ Branch Marketing Management plus (BMMplus) ▪ Check in class for students ▪ Shop in neighbourhood ▪ Microloans <p><u>Piraeus response to COVID-19</u></p> <p>Since March 2020, Piraeus Bank acting in line with its Business Continuity Plan and responsibly as per its ESG agenda, is contributing substantially to contain the spread of COVID-19, as well as mitigate the related impact. The Bank has undertaken timely measures to support customers, both individuals and businesses, with a focus on SMEs, in collaboration with the official sector, institutions, organizations and strategic partners.</p>	<p>Piraeus Bank Joins National Efforts to Prevent the Spread of Covid-19 Piraeus Bank</p> <p>Society: Society Piraeus Financial Holdings (piraeusholdings.gr)</p> <p><u>Data protection:</u> https://www.piraeusholdings.gr/en/privacy-policy</p> <p>Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020:</p> <ul style="list-style-type: none"> • Response to support customers affected by COVID-19, pages 117-156, • e-branches, pages 132-134 • Agricultural Banking, pages, 139-142 • Development & Sustainable Banking & Bank Relations, pages 142-149 • Customer Relations, pages 177-201
<p>3.2 Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.</p>	<p><u>Environmental & Social Management System in Business Financing</u></p> <p>ESMS and ESMS Policy are designed and implemented in line with the Bank’s environmental & climate change strategy, the Risk & Capital Strategy and the Bank’s Credit Policy; ESMS is aligned with the Principles for Responsible Banking commitment and also the Group’s Corporate Responsibility Principles, Piraeus Bank’s Sustainability Policy and Environmental Policy, Piraeus Bank Sustainability Statement, Piraeus Bank’s Climate Change Strategy.</p>	<p>Piraeus Sustainability Fact Sheet pages 8-11, 14-15</p> <p>Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020:</p> <ul style="list-style-type: none"> • Response to support customers affected by COVID-19, pages 117-156, • e-branches, pages 132-134 • Agricultural Banking, pages, 139-142 • Development & Sustainable Banking & Bank Relations, pages 142-149

	<p>Piraeus Bank as primary bank of small and medium-sized enterprises maintains a customer relationship with 80% of SMEs in Greece. The bank informs and engages all of its business customers regarding its ESMS Policy and procedures and forms a corrective action plan with the clients in cases of misalignment.</p> <p><u>Development and promotion of environmentally and socially responsible banking products and services</u></p> <p>Piraeus:</p> <ul style="list-style-type: none"> ▪ Supports financial literacy ▪ Pioneers in issuing the first in Greece ESG aligned mutual fund and bond ▪ Launched the first in Greece Sustainability Linked Loan ▪ First to launch a set of specialized products and services for the Cultural and Creative Industries ▪ Focuses on developing new banking products and services (Clean energy, Organic and responsible farming, Investment solutions, Financial inclusion, Female entrepreneurship, Cultural and Creative Industries) <p><u>Integrating Climate Risk in line with ECB</u></p> <p>Due to the regulatory requirements concerning the integration of climate and environmental risks into the Risk Management, [i.e. the ECB’s Guide on climate-related and environmental risks - Supervisory expectations relating to risk management and disclosure], Piraeus is in the process to integrate the climate risk calculation results deriving from Piraeus internal Climate Risk Management Model (Climabiz), into the ESMS loan evaluation process. Piraeus’ aim is to be</p>	<p>ESMS: https://www.piraeusbank.gr/~media/gr/idiwtes/files/green-banking/esms-final-english.pdf</p> <p>Sustainable Banking: https://www.piraeusholdings.gr/en/sustainable-banking</p> <p>Economy Piraeus Financial Holdings (piraeusholdings.gr)</p> <p>Piraeus Bank finances renewable energy investments of National Energy</p> <p>Green Funding: https://www.piraeusholdings.gr/en/sustainable-banking/economy/green-funding</p> <p>Green financing: https://www.piraeusholdings.gr/en/sustainable-banking/economy/epixeiriseis-epaggelmaties</p> <p>Agricultural Banking: https://www.piraeusbank.gr/en/agrotes Farm Business Piraeus Bank</p> <p>https://www.cdp.net/en (Piraeus 2020 CDP submission, available with log in)</p>
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	<p>able in the near future to evaluate the business borrower’s climate risk exposure, additionally to the environmental and social factors already included in the ESMS evaluation process since 2018.</p>	
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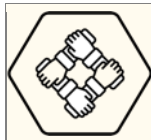


Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society’s goals.

<p>4.1 Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank’s impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.</p>	<p><u>Stakeholder Engagement</u> Piraeus identifies its key stakeholders, i.e. customers, employees, suppliers, investors/shareholders, investment analysts, media, supervisory & regulatory authorities, the investment community, community/environmental/cultural bodies, NGOs. Piraeus promotes ongoing dialogue with its stakeholders, to remain responsive to their needs and expectations and to highlight material Sustainable Development topics.</p> <p>Piraeus conducts a Materiality Survey and holds focus group discussions, to highlight current material Sustainable Development topics.</p> <p><u>Participations in Global Sustainability Initiatives</u> Piraeus actively participates in national, European and global sustainability initiatives and corporate sustainability assessments, promoting the SDGs, the commitments of the Paris Agreement and the PRB.</p>	<p>Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020, • Methodology for Analysis of material topics, pages 60-65 • Participation in Global Sustainability Initiatives, pages 51-59 • Relations with suppliers, pages 111-113</p> <p>Stakeholder Dialogue https://www.piraeusholdings.gr/~/media/Com/2021/Files/investor-relations/Financials/Annual-Reports/Stakeholder-Dialogue-2020_En.pdf</p>
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	<p><u>Relations with Suppliers</u> Piraeus engages with its suppliers in line with its Group Procurement Regulation and its Green Supplies Policy.</p>	
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	<p>Principle 5: Governance & Culture <i>We will implement our commitment to these Principles through effective governance and a culture of responsible banking</i></p>
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<p>5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.</p>	<p><u>New Sustainable Development Policy and the PRB</u> In 2020 Piraeus formulated the new Sustainable Development Policy, which was published in 2021. This Policy reflects the Group’s overall approach to sustainable development and sets the strategic directions to support, promote, and finance sustainability.</p> <p><u>ESG Governance Structure</u> Piraeus Bank has established a concrete governance structure aligning the guidelines of the six Principles into its everyday operational and business model.</p> <ul style="list-style-type: none"> ▪ The Corporate Responsibility Committee (CRC) chaired by the Group CEO, has the overall supervision for the implementation of the Principles. ▪ Senior Bank executives have been appointed as “Responsible Banking Ambassadors” and have subsequently selected the members of the interdepartmental working group “Principles for Responsible Banking Working Group”. ▪ Executives from the following units make up the interdepartmental working group: Corporate & Investment Banking, Retail Banking & Distribution Network, Group Risk 	<p><u>Piraeus Sustainability Policy:</u> https://www.piraeusholdings.gr/en/sustainable-banking</p> <p>ESG Governance Structure Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020, pages 48-57, 57-59</p>
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	<p>Management, Piraeus Support/Operations, Corporate Development & ESG, Investor Relations, Piraeus Financial Markets, Group HR.</p> <ul style="list-style-type: none"> Three members of the CRC form the “Action Team”, which coordinates the “Working Group” and its relations with the other members of the governance structure, and informs the CEO and the Corporate Responsibility Committee about the relevant developments. The newly established units "Group Cultural & Social Initiatives" and "Group Corporate Development & ESG" support the implementation of the PRB and the Group's Corporate Responsibility Strategy. 	
<p>5.2 <i>Describe</i> the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others.</p>	<p><u>Piraeus Group’s Commitments and Initiatives for its Human Resources:</u></p> <p>Piraeus aspires to:</p> <ul style="list-style-type: none"> Be the employer of choice, promoting equal opportunities, respecting diversity and promoting inclusion Implement talent-retention schemes Attain shareholder satisfaction on a sustainable basis Strengthen the financial and sustainability literacy of our stakeholders <p>Piraeus Commitments</p> <ul style="list-style-type: none"> Safeguard Human Rights Increase women's participation in the BoD, Executive Committee and top management Volunteerism Train employees on ESG matters (environmental awareness & training, eco- driving etc) 	<p>Piraeus Group’s Commitments and Initiatives for its Human Resources:</p> <p>Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020, pages 205-228, 273</p> <p>Human Resources Piraeus Financial Holdings (piraeusholdings.gr)</p> <p>Piraeus Sustainability Fact Sheet</p> <p>https://www.piraeusholdings.gr/en/sustainable-banking</p>

	<ul style="list-style-type: none"> Provide a safe, modern and ergonomic work environment for our people. Give our employees the opportunity to be trained in a systemic way in order to deal effectively with everyday health and safety issues and receive first aid seminars. Create a culture of Ethics & Sustainability with Diversity and Inclusion <p>Piraeus HR initiatives – examples</p> <ul style="list-style-type: none"> COVID-19 response: the majority of employees are working from home, access to medical advisor Job Family Model Leadership Development Two-way communication – “Breakfast together”: The Group’s CEO and members of the Executive Committee meet with employees in an informal context to update them on business strategy, goals and achievements. They discuss the daily routines of employees, the Group’s culture and values and how these affect the day-to-day operations. 	
<p>5.3 Governance Structure for Implementation of the Principles</p> <p>Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <ul style="list-style-type: none"> a) target-setting and actions to achieve targets set b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected. 	<p><u>ESG Governance Structure</u></p> <p>Piraeus has early adopted a robust governance system for implementing the Principles:</p> <p>Piraeus Bank has established a concrete governance structure aligning the guidelines of the six Principles into its everyday operational and business model.</p> <ul style="list-style-type: none"> The Board Ethics & ESG Committee: The objective of the Board Ethics & ESG Committee is to: (a) consider the material ethical, environmental, social and governance issues relevant to Piraeus Group’s business activities and (b) support the Group in 	<p>Piraeus Sustainability Fact Sheet</p> <p>https://www.piraeusholdings.gr/en/sustainable-banking</p> <p>ESG Governance Structure: Annual Reports Piraeus Financial Holdings (piraeusholdings.gr) Sustainability & Business Report 2020, pages 48-50, 57-59</p> <p>Piraeus’ PRB Commitment: Principles for Responsible Banking Piraeus Bank</p> <p>Piraeus PRB report: http://www.piraeusbank.gr/~media/gr/idiwtes/files/unep-fi/2020_piraeus_bank_prb_report_en.pdf</p>

	<p>maintaining its position as a reference leader in ethical and ESG (environment, society, governance) issues.</p> <p>The Committee's role is to support the Board of Directors and its Committees by proactively setting, challenging, supporting and overseeing policies and strategies implemented by Management to generate value for all stakeholders and to promote the right values and corporate culture of the Group. The Committee works closely in coordination with the BoD's Nomination, Remuneration, Audit, Risk and Strategy Committees, in assisting the BoD to meet its ESG responsibilities.</p> <ul style="list-style-type: none"> ▪ The Corporate Responsibility Committee (CRC) chaired by the Group CEO, has the overall supervision for the implementation of the Principles. ▪ Senior Bank executives have been appointed as "Responsible Banking Ambassadors" and have subsequently selected the members of the interdepartmental working group "Principles for Responsible Banking Working Group". ▪ Executives from the following units make up the interdepartmental working group: Corporate & Investment Banking, Retail Banking & Distribution Network, Group Risk Management, Piraeus Support / Operations, Corporate Development & ESG, Investor Relations, Piraeus Financial Markets, Group HR. ▪ Three members of the CRC form the "Action Team", which coordinates the "Working Group" and its relations with the other members of the governance structure, and informs the CEO and the Corporate Responsibility Committee about the relevant developments. 	<p>Corporate Presentation of September 24, ESG agenda and Action Plan, Green Bond Framework, pages 27-28: https://www.piraeusholdings.gr/en/investors/financials/presentation-audio-archive</p> <p>Corporate Presentation, July 2021, ESG milestones & journey: new targets ahead, pages 21-22 https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Financial-Results/Q1/Corporate-Presentation-Q1-2021-13072021.pdf</p> <p>External Assurance: https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Annual-Reports/Independent-Assurance-Statement-2020_En.pdf</p>
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- The newly established units "Group Cultural & Social Initiatives" and "Group Corporate Development & ESG" support the implementation of the PRB and the Group's Corporate Responsibility Strategy.

External Assurance

Deloitte has provided limited assurance on the accuracy and completeness of quantitative data and the reasonability of statements that correspond to the twelve (12) most material topics, as resulted from Piraeus' materiality analysis, against the requirements of the respective GRI Standards for the Specific Disclosures and the requirements of GRI 103 Standard "Management Approach".

Please provide your bank's conclusion/ statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.

Piraeus has early set a concrete Governance Structure, thoroughly explained. Piraeus has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.



Principle 6: Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1. Progress on Implementing the Principles

Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).

Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.

Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.

ESG Disclosure

Piraeus Group annually discloses all material information on sustainability issues, using the GRI Standards. All data related to the sustainability material issues are externally assured.

Refer to:

- Piraeus' Annual Sustainability & Business Report
- Piraeus' Annual Financial Report
- CDP Climate Change Questionnaire
- PRB Report
- Sustainability Fact Sheet
- TCFD Report

Following the launch of the TCFD recommendations, Piraeus Bank conducted a SWOT analysis with a view to identifying future actions for optimal climate risk management. The Bank has also conducted a gap analysis on the features of the Climate Risk Management Model application and its upgrade needs in order to be aligned with the TCFD recommendations. Finally, in the context of the CDP assessment, Piraeus Bank has responded in detail to all of the TCFD recommendations' requirements that have been fully incorporated in the evaluation questionnaire.

Piraeus Sustainability Fact Sheet all and mostly pages 8-11

<https://www.piraeusholdings.gr/en/sustainable-banking>

Piraeus' PRB Report:

http://www.piraeusbank.gr/~media/gr/idiwtes/files/unep-fi/2020_piraeus_bank_prb_report_en.pdf

[TCFD Recommendations | Piraeus Financial Holdings \(piraeusholdings.gr\)](https://www.piraeusholdings.gr)

https://www.piraeusholdings.gr/~media/Com/2020/Files/Corporate-Responsibility/Environment/2020_TCFD_Piraeus_Bank_EN.pdf

[Annual Reports | Piraeus Financial Holdings \(piraeusholdings.gr\)](https://www.piraeusholdings.gr)
Sustainability & Business Report 2020 pages 45-65

<https://www.cdp.net/en> Piraeus response available with log in

External Assurance:

https://www.piraeusholdings.gr/~media/Com/2021/Files/investor-relations/Financials/Annual-Reports/Independent-Assurance-Statement-2020_En.pdf

	<p>External Assurance Deloitte has provided limited assurance on the accuracy and completeness of quantitative data and the reasonability of statements that correspond to the twelve (12) most material topics, as resulted from Piraeus’ materiality analysis, against the requirements of the respective GRI Standards for the Specific Disclosures and the requirements of GRI 103 Standard “Management Approach”.</p>	
<p>Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking Piraeus has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking in many reports, such as its Sustainability & Business Report, in Sustainability Fact Sheet, in PTB Report, etc.</p>		

Annex: Definitions according to the UNEP FI

- a. **Impact:** An impact is commonly understood as being a change in outcome for a stakeholder. In the context of these Principles this means (aligned with GRI definition) the effect a bank has on people/the society, the economy and the environment and with that on sustainable development. Impacts may be positive or negative, direct or indirect, actual or potential, intended or unintended, short-term or long-term.
- b. **Significant Impact:** Impact that in terms of scale and/or intensity/salience results in a particularly strong/relevant change in outcome for a stakeholder. In the context of these Principles, the concept of *significant* impact is used to ensure banks focus where their actions/business (can) matter most for people, economy and environment and to provide a reasonable and practical threshold for what issues need to be considered/included, similar to the concept of “materiality”.