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Independent limited Assurance Report to the Management of Eurobank Ergasias Services and Holdings S.A.

Independent limited Assurance Report by Deloitte Certified Public Accountants S.A. (“Deloitte” or “us”) to the Management of Eurobank Ergasias Services and Holdings S.A. (“Eurobank Holdings” or “Client” or “you” or “your” or the “Company”) on the Selected Information, as defined in section “Scope of our work”, within the Annual Report 2023 - Business & Sustainability and the ESG Data Pack (hereinafter “Sustainability Report”) of Eurobank Holdings which has been prepared by the Management of the Company based on the GRI Sustainability Reporting Standards (“GRI Standards”) for the reporting period 01 January 2023 - 31 December 2023.

Our assurance conclusion

Based on our procedures described in this report, and evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information within the Sustainability Report for the period 01 January 2023 - 31 December 2023 has not been prepared, in all material respects, in accordance with the Applicable Criteria¹ defined by the Management as set out in the section “Scope of our work”.

Scope of our work

Eurobank Holdings has engaged us to perform an independent limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* (“ISAE 3000” (Revised)), issued by the International Auditing and Assurance Standards Board (“IAASB”) and our agreed terms of engagement.

The Selected Information in scope of our engagement for the period 01 January 2023 - 31 December 2023, is as follows:

Selected Information	Applicable Criteria
Assurance Services on the Annual Report 2023 – Business & Sustainability	
The adherence of the Sustainability Report against the 9 requirements of the Global Reporting Initiative “GRI” Standards (Reporting in accordance with the GRI Standards) and specifically, the criteria set in GRI 1: Foundation 2021.	GRI 1 Foundation 2021



The accuracy and completeness of fifteen (15) quantitative indicators linked to Eurobank Holding’s material issues and presented in the Sustainability Report.	<ol style="list-style-type: none"> 1. Direct economic value generated and distributed – GRI 201-1 (2016) 2. Proportion of spending on local suppliers – GRI 204-1 (2016) 3. Diversity of governance bodies and employees – GRI 405-1 (2016) 4. New employee hires and employee turnover – GRI 401-1 (2016) 5. Average hours of training per year per employee – GRI 404-1 (2016) 6. Percentage of employees receiving regular performance and career development reviews – GRI 404-3 (2016) 7. Energy consumption within the organization – GRI 302-1 (2016) 8. Energy intensity – GRI 302-3 (2016) 9. Reduction of energy consumption – GRI 302-4 (2016) 10. Direct (Scope 1) GHG emissions- GRI 305-1 (2016) 11. Energy indirect (Scope 2) GHG emissions -GRI 305-2 (2016) 12. Percentage of ATMs adapted to accessibility requirements – Basis of reporting: Company’s specifically developed criteria 13. Incidents of non-compliance concerning marketing communications – GRI 417-3 (2016) 14. Percentage change in the volume of digital transactions - Basis of reporting: Company’s specifically developed criteria 15. Percentage of staff and external partners trained on Code of Conduct and Ethics – Basis of reporting: Company’s specifically developed criteria
Adherence of the Sustainability Report to the AccountAbility Principles (2018).	The principles of AA1000AP (2018) (Type 1 Moderate Assurance in accordance with AA1000 Assurance Standard v3).

Scope of our work – Continued

Our work concerned Eurobank Ergasias Services and Holdings’ Group unless otherwise mentioned in the Sustainability Report. Our work also related to assurance on data and information for the period 1 January 2023 – 31 December 2023 and we did not provide assurance over any prior reporting period data or information presented in the Sustainability Report.

Inherent limitations of the Selected Information

We obtained limited assurance over the preparation of the Selected Information in accordance with the Applicable Criteria. Inherent limitations exist in all assurance engagements.

Any internal control structure, no matter how effective, cannot eliminate the possibility that fraud, errors or irregularities may occur and remain undetected and because we use selective testing in our engagement, we cannot guarantee that errors or irregularities, if present, will be detected.

The self-defined Applicable Criteria, the nature of the Selected Information, and absence of consistent external standards allow for different, but acceptable, measurement methodologies to be adopted which may result in variances between entities. The adopted measurement methodologies may also impact comparability of the Selected Information reported by different organisations and from year to year within an organisation as methodologies develop.

We did not evaluate the design of particular internal control activities, nor obtained evidence about their implementation or tested their operating effectiveness. Our assurance procedures did not include testing the Information Technology systems from which data was extracted and aggregated by Eurobank Holdings for the Report.

We did not provide any assurance relating to future performance, such as estimates, expectations or targets, or their achievability.

Our assurance services were limited to the English version of the Sustainability Report. In the event of any inconsistency between the English and Greek versions, as far as our conclusions are concerned, the English version of the Sustainability Report prevails.

¹ Where the term ‘Applicable Criteria’ is used, it includes the basis of reporting.



Managements' responsibilities

The Management is responsible for:

- Selecting and establishing the Applicable Criteria.
- Preparing, measuring, presenting and reporting the Selected Information in accordance with the Applicable Criteria.
- Publishing the self-defined Applicable Criteria in advance of, or at the same time as, the publication of the Selected Information.
- Designing, implementing, and maintaining internal processes and controls over information relevant to the preparation of the Selected Information to ensure that they are free from material misstatement, including whether due to fraud or error.
- Providing sufficient access and making available all necessary records, correspondence, information and explanations to allow the successful completion of our limited assurance engagement.
- Confirming to us through written representations that you have provided us with all information relevant to our services of which you are aware, and that the measurement or evaluation of the underlying subject matter against the Applicable Criteria, including that all relevant matters, are reflected in the Selected Information.

Our responsibilities

We are responsible for:

- Planning and performing procedures to obtain sufficient appropriate evidence in order to express an independent limited assurance conclusion on the Selected Information.
- Communicating matters that may be relevant to the Selected Information to the appropriate party including identified or suspected non-compliance with laws and regulations, fraud or suspected fraud, and bias in the preparation of the Selected Information.
- Reporting our conclusion in the form of an independent limited Assurance Report to the Eurobank Holdings' Management.

Our independence and competence

We conduct our engagement in accordance with the International Ethics Standards Board of Accountants "International Code of Ethics for Professional Accountants (including International Independence Standards)" (IESBA Code), the related provisions of L. 4449/2017 as amended and currently in force and Regulation (EU) 537/2014.

Our audit firm applies the 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" and accordingly, maintains a comprehensive system of quality management including documented policies and procedures regarding compliance and ethical requirements, professional standards and applicable legal and regulatory requirements.



Key procedures performed

We are required to plan and perform our work to address the areas where we have identified that a material misstatement in respect of the Selected Information is likely to arise. The procedures we performed were based on our professional judgment.

In carrying out our limited assurance engagement in respect of the Selected Information, we performed the following procedures:

Assessment of the Applicable Criteria selected by you to determine whether they were suitable for the engagement circumstances, and, where necessary, discussed with the Management the need for the basis of reporting.

- Analytical review procedures to understand the underlying subject matter and identify areas where a material misstatement of the Selected Information was likely to arise.
- Through inquiries of employees from various organizational levels and Management of Eurobank Holdings, 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 obtain limited assurance to support a conclusion.

Key procedures performed- Continued

- Through inquiries of employees from various organizational levels and Management of Eurobank Holdings, documented whether an external expert had been used in the preparation of the Selected Information, then evaluated the competence, capabilities and objectivity of that expert in the context of the work performed and also the appropriateness of that work as evidence.
- Through inquiries of employees from various organizational levels and Management of Eurobank Holdings, obtained an understanding of internal controls relevant to 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 Selected Information. We did not evaluate the design of particular internal control activities, obtained evidence about their implementation or tested their operating effectiveness.
- Considered the risks of material misstatements of the Selected Information.
- Inspected documents relating to the Selected Information to understand the level of Management awareness and oversight of the Selected Information.
- Performed procedures over the Selected Information, including recalculation of relevant formulae used in manual calculations and assessment whether the data had been appropriately consolidated.
- Performed procedures over underlying data on a statistical sample basis to assess whether the data had been collected and reported in accordance with the Applicable Criteria, including verifying to source documentation.
- Performed procedures over the Selected Information including assessing Management's assumptions and estimates.
- Accumulated misstatements and control deficiencies identified, assessing whether material.
- Reviewed the processes of Eurobank Holdings for identifying and determining material topics to be included in the Sustainability Report and the coverage of these material topics within the Sustainability Report. Also, we performed a media review to identify whether there was any material indicator which had not been identified (as material) by Eurobank Holdings.
- Performed interviews with the relevant personnel in order to obtain an understanding of the Company's corporate responsibility and sustainable development policies and activities for the reporting period and the statements related to the GRI General and Topic Disclosures, under the scope of our engagement. We also assessed the reasonability of the statements related to the GRI General and Topic Disclosures, under the scope of our engagement, by obtaining for a sample of statements, corresponding supporting documentation.
- Reviewed the Report for the appropriate presentation of the GRI General and Topic Disclosures, under the scope of our engagement, including discussions with the relevant personnel about limitations and assumptions relating to the way these data are presented.
- Performed interviews with employees from various organizational levels and Management of Eurobank Holdings with regards to stakeholder inclusivity and, materiality, responsiveness and impact.



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.

Key observations in relation to AA1000

Based on the work described above, the key observations regarding the principles of Inclusivity, Materiality, Responsiveness and Impact set out in the AA1000AS v3 are as follows:

Inclusivity: Eurobank Holdings is committed towards being accountable to its stakeholders. The Company has implemented a comprehensive and efficient stakeholder engagement process, includes its internal and external stakeholders in the consultation processes, is well aware of its stakeholder concerns and expectations and consistently integrates the views of stakeholders at all levels.

Materiality: Eurobank Holdings has established a process for determining materiality that is applied across the organization on an ongoing basis. In particular, the Company proceeded with a double materiality assessment to assess both its impacts on Environmental, Social and Governance (ESG) arising from its activities and also assessed risks and opportunities that may have material financial influence on Eurobank Holdings, throughout its value chain. The double materiality assessment process was carried out in accordance with the 2021 GRI Standards, as well as AA1000AP and taking into consideration the European Sustainability Reporting Standards (ESRS).

Responsiveness: Eurobank Holdings has established a process for responding to the topics raised by its stakeholders. The Company's responses were found to be related to the stakeholders' concerns and issues and were conducted in a timely, adequately, fair and appropriate manner. As part of its materiality analysis, Eurobank Holdings identifies, prioritizes, develops a management approach and sets targets on its most material topics, which are monitored on an annual basis.

Impact: The Company has processes in place for understanding, measuring and managing its impacts, including risk management and development of action plans. A wide range of sustainability impacts are presented in the Sustainability Report, from both an operational and financial perspective. It is recommended that Eurobank Holdings continues to report on the progress against its sustainability impacts as well as further develops its impact identification and quantification capabilities on its stakeholders and on business itself.



Use of our report

This report is made solely to the Management of Eurobank Holdings in accordance with ISAE 3000 (Revised) and our agreed terms of engagement. Our work has been undertaken so that we might state to the Management of Eurobank Holdings those matters we have agreed to state to them in this report and for no other purpose.

Without assuming or accepting any responsibility or liability in respect of this report to any party other than Eurobank Holdings and the Management of Eurobank Holdings, we acknowledge that the Management of Eurobank Holdings may choose to make this report publicly available for others wishing to have access to it, which does not and will not affect or extend for any purpose or on any basis our responsibilities. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Eurobank Holdings and the Management of Eurobank Holdings as a body, for our work, for this report, or for the conclusions we have formed.

Athens, 22 July 2024

The Certified Public Accountant

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