

Sustainability Report 2022

ESG Metrics Tables



ESG Metrics Tables

The tables presented below include a list of metrics set by the Group to measure the overall progress on ESG issues. In blue fonts appear those data that are key metrics used to monitor progress against targets. The data refers to the Reporting Group (as this is defined in the Sustainability Report 2022), unless otherwise stated, while information is presented for 2020, 2021 and 2022.

Environmental Metrics Operational

Metric ¹	Measurement Unit	2020	2021	2022
Energy				
Total amount of energy consumed	MWh	59,630	53,059	47,414
Amount of electricity consumed	MWh	52,239	45,743	40,910
Amount of non-renewable energy consumed	MWh	7,391	7,316	6,504
Direct energy consumption (relevant to scope 1)	MWh	7,391	6,222	6,501
Indirect energy consumption (relevant to scope 2 - electricity)	MWh	52,240	46,837	40,913
Amount of electricity consumed from renewable energy sources	MWh	52,239	45,743	40,910
Percentage of electricity out of the total energy consumed	Percentage (%)	88	86	86
Energy intensity (excluding consumption of motor fuels for vehicles)	kWh/m ²	130	130	123
Percentage of renewable energy consumed	Percentage (%)	88	86	86
Diesel consumed for heating purposes	MWh	964	847	782
Natural gas consumed	MWh	2,266	2,283	2,433
Diesel used for generating sets	MWh	49	55	59
Motor fuels consumed	MWh	4,112	3,036	3,227
Total amount of energy conserved through its energy conservation programs	Percentage (%)	N/A	11	11

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Metric ¹	Measurement Unit	2020	2021	2022
Scope 1, Scope 2 and Scope 3				
Scope 1 emissions (total)	tn CO ₂ eq	3,634	3,393	2,665
Motor fuels (Petrol)	tn CO ₂ eq	555	279	202
Motor fuels (Diesel)	tn CO ₂ eq	558	534	662
Diesel fuel for generating sets	tn CO ₂ eq	13	15	16
Heating oil	tn CO ₂ eq	258	226	209
Natural Gas	tn CO ₂ eq	409	459	489
Cooling systems' leaks	tn CO ₂ eq	1,842	1,881	1,088
Scope 1 emissions (from fossil fuels)	tn CO ₂ eq	1,793	1,512	1,577
Scope 2 emissions location-based ¹	tn CO ₂ eq	32,639	28,316	17,221
Scope 2 emissions market-based	tn CO ₂ eq	0	538	0
Scope 2 emissions intensity (excluding consumption of motor fuels for vehicles)	kg CO ₂ eq/m ²	77	74	48
Scope 1 and Scope 2 emissions	tn CO ₂ eq	36,273	31,709	19,886
Scope 1 and Scope 2 emissions intensity (excluding consumption of motor fuels for vehicles)	kg CO ₂ eq/m ²	83	80	53
Scope 3 emissions - (excluding category 15)	tn CO ₂ eq	18,531	11,751	12,055
Purchased goods and services	tn CO ₂ eq	6,974	6,065	5,050
Fuels and energy related activities	tn CO ₂ eq	7,180	3,279	3,828
Upstream transportation and distribution	tn CO ₂ eq	1,233	542	396
Waste generation	tn CO ₂ eq	146	101	94
Business travel	tn CO ₂ eq	0	209	483
Employee commuting	tn CO ₂ eq	2,998	1,554	2,204
Scope 3 emissions intensity (emissions - excl. cat.15 / number of employees)	tn CO ₂ eq/ number of employees	2.931	1.969	2.050
Scope 1, Scope 2 and Scope 3 emissions (total emissions excl. cat 15)	tn CO ₂ eq	54,804	43,460	31,941
Total GHG emissions with the Guarantees of Origin taken into account	tn CO ₂ eq	22,166	15,145	14,719

1. This KPI refers only to Alpha Bank S.A. Corresponding initiatives for monitoring and calculation of scope 2 emissions, are being implemented on a Group level as well and are expected to be reported in the following Sustainability Report. For the calculation of this indicator, the following references have been taken into account: "National Inventory Report (NIR) of Greece for Greenhouse and other Gases for the Years 1999-200 (version April 2020)" and "Global Warming Potential Values IPCC 5".

Metric ¹	Measurement Unit	2020	2021	2022
Other emissions				
Emissions of ozone-depleting substances (ODS)	tn CO ₂ eq	1,841	1,881	1,268
Nitrogen oxides (NOx) disclosure	tn	6.63	4.90	4.78
Sulfur oxides (SOx) disclosure	tn	0.17	0.15	0.14
VOC disclosure	tn	2.42	1.97	2.58
Particulate matter (PM) disclosure	tn	0.29	0.17	0.14
Hazardous air pollutants (HAP) disclosure	tn	0	0	0
Water and waste				
Drinking water consumption	m3	60,505	41,983	39,798
A4 copying paper	tn	250	201	193
Paper for banking transaction forms	tn	41	53	36
Paper for account statements	tn	125	111	103
Paper roll for ATMs	tn	33	29	15
Total amount of paper used	tn	449	393	347
Amount of paper recycled	tn	485	710	803
Percentage of recycling printer consumables	Percentage (%)	108	180	232
Total waste recycled ²	tn	585	835	828
Total number of pieces of obsolete equipment (servers, PCs, monitors, printers, telephones, scanners, POS terminals, notebooks etc.) and of miscellaneous equipment (refrigerators, fax machines, banknote counters, photocopiers, calculators etc.) recycled	Number	16,964	1,080 ³	4,851
Total number of pieces of fixed equipment (cabinets, divider panels, desks etc.), electronic equipment (printers) and retired office equipment (furniture and utensils, photocopiers, monitors etc.) sold/donated	Number	3,494	2,529 ⁴	4,248
Percentage of credit cards for which an electronic monthly bill is sent (e-statements)	Percentage (%)	45 ⁵	48 ⁵	56
ISO 14001 (Environmental Management System)	—	✓	✓	✓

1. All data refer to Alpha Bank Greece, unless otherwise stated.

2. Data for 2021-2022 refers to paper, aluminium and plastic, lead-acid batteries, batteries, light bulbs luminaires and printer consumables (toners, cartridges and drums).

3. Data refers only to miscellaneous equipment.

4. Data refers only to fixed equipment.

5. Refers to all Banks of the Group-the Bank and AB Romania, AB Cyprus, AB Albania and AB London.

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Financed

Metric	Measurement Unit	2020	2021	2022
Customers assessed for environmental and social responsibility risks through the carrying out of an E&S due diligence (number of Customers)	Number	150	229	125
Total business loan balances ¹	mil Euros (€)	703	1,860	676.77
Cases of loan non-approvals due to Exclusion List prohibitions (number of cases)	Number	0	2	0
New financing arrangements for renewable energy projects throughout the year	mil Euros (€)	179 €	161 €	538 €
Renewable Energy Projects financed in the last three years - Total energy output of Photovoltaic Parks financed	MW	47.9	47.3	114.7
Renewable Energy Projects financed in the last three years - Total energy output of Wind Farms financed	MW	9	0	—
Renewable Energy Projects financed in the last three years - Total energy output of Biogas Plants financed	MW	2	0.5	1.3
Green and Hybrid Cars Loans New Disbursements	(Euro million €)	15	21.8	21.9
Total number of loans/projects assessed for environmental and social risks	Number	N/A	38,088	39,574
Number of classified in/projects assessed for environmental and social risks classified in low-risk category	Number	N/A	23,390	23,030
Amount of outstanding loans of low-risk category	Euros (€)	N/A	5,202,583,306	5,572,628,578
Number of loans/projects assessed for environmental and social risks classified in medium-risk category	Number	N/A	13,769	15,956
Amount of outstanding loans of medium-risk category	Euros (€)	N/A	10,286,429,946	13,215,694,695
Number of loans/projects assessed for environmental and social risks classified in high-risk category	Number	N/A	929	588
Amount of outstanding loans of high-risk category	Euros (€)	N/A	1,943,099,497	1,968,701,287
Number of new loans/projects granted of low-risk category	Number	N/A	7,373	8,604
Amount of new loans/projects granted of low-risk category	Euros (€)	N/A	1,858,194,240	2,328,020,022
Number of new loans/projects granted of medium-risk category	Number	N/A	5,526	5,715
Amount of new loans/projects granted of medium-risk category	Euros (€)	N/A	3,136,283,599	5,972,309,734
Number of new loans/projects granted of high-risk category	Number	N/A	423	581
Amount of new loans/projects granted of high-risk category	Euros (€)	N/A	829,410,905	394,297,987

Society Metrics

Metric	Measurement Unit	2020 ¹	2021	2022
Workforce				
Total workforce (headcount on 31st of December of the reported year) ¹	Number	9,268	9,098	8,510
Male	Number	3,639	3,468	3,262
Female	Number	5,629	5,630	5,248
Female	Percentage (%)	61	62	62
Greece				
Total workforce (headcount on 31st of December of the reported year)	Number	6,323	5,969	5,880
Male	Number	2,834	2,630	2,579
Female	Number	3,489	3,339	3,301
Romania				
Total workforce (headcount on 31st of December of the reported year)	Number	1,955	2,132	2,106
Male	Number	N/A	465	459
Female	Number	N/A	1,667	1,647
Cyprus				
Total workforce (headcount on 31st of December of the reported year)	Number	509	518	454
Male	Number	201	208	184
Female	Number	308	310	270
United Kingdom				
Total workforce (headcount on 31st of December of the reported year)	Number	65	66	67
Male	Number	N/A	37	39
Female	Number	N/A	29	28
Bulgaria				
Total workforce (headcount on 31st of December of the reported year)	Number	N/A	3	3
Male	Number	N/A	1	1
Female	Number	N/A	2	2

1. The following metrics apply to all regular and non-regular employees

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Metric	Measurement Unit	2020 ¹	2021	2022
Workforce				
Total workforce on full-time/permanent indeterminant term contracts	Number	9,267	8,933	8,344
Male	Number	3,638	3,436	3,220
Female	Number	5,629	5,497	5,124
Total workforce on full-time fixed term contracts	Number	N/A	N/A	163
Male	Number	N/A	N/A	41
Female	Number	N/A	N/A	122
Total workforce on part-time indeterminant term contracts	Number	N/A	N/A	2
Male	Number	N/A	N/A	1
Female	Number	N/A	N/A	1
Total workforce on part-time fixed term contracts	Number	N/A	N/A	1
Male	Number	N/A	N/A	0
Female	Number	N/A	N/A	1
Total Employees - Between 18 and 25 years	Number	217	292	280
Total Employees - Between 26 and 40 years	Number	3,860	3,653	2,885
Total Employees - Between 41 and 50 years	Number	3,428	3,548	3,531
Total Employees - Over 51 years	Number	1,763	1,607	1,814
Total number of employees included in the top 10% of employees by total compensation	Number	901	888	867
Male	Number	544	548	521
Male	Percentage (%)	60	6	60
Female	Number	357	340	345
Female	Percentage (%)	40	38	40
Total number of employees included in the bottom 90% of employees by total compensation	Number	8,367	8,210	7,643
Male	Number	3,095	2,920	2,742
Male	Percentage (%)	37	36	36
Female	Number	5,272	5,290	4,901
Female	Percentage (%)	63	64	64

Employees with disabilities	Number	119	88	82
	Percentage (%)	1.3	0.97	0.95
Total number of ethnic minority employees	Number	0	0	2
Disclosure of the company's mean (average) gender pay gap²	Percentage (%)	N/A	17.6	16.4
Gender pay gap in the top 10% of employees by total compensation (including bonuses) (% in favor of men)²	Percentage (%)	N/A	17.6	14.8
Gender pay gap in the bottom 90% of employees by total compensation (including bonuses) (% in favor of men)²	Percentage (%)	N/A	3.2	3.5
Disclosure of the company's mean (average) gender pay gap - Group	Percentage (%)	N/A	29.7	27.6
Gender pay gap in the top 10% of employees by total compensation (including bonuses) (% in favor of men) - Group	Percentage (%)	N/A	22.2	18.6
Gender pay gap in the bottom 90% of employees by total compensation (including bonuses) (% in favor of men) - Group	Percentage (%)	N/A	16.9	16.0
Ratio of CEO to median employee earnings²	Ratio	10.83	11.4	11.5
Number of employees covered by collective bargaining agreements	Number	N/A	6,413	6,262
Percentage of employees covered by collective bargaining agreements	Percentage (%)	68	72	74
Employees covered by trade unions²	Percentage (%)	88	87	87
Total number of Employee Unions	Number	4 ²	4 ²	6
Number of employees in Executive Management	Number	10 ²	17 ²	40
Male	Number	9 ²	14 ²	32
Female	Number	1 ²	3 ²	8
Female	Percentage (%)	10 ²	18 ²	20
Number of employees in Senior Management	Number	35	56	53
Male	Number	29	49	42
Female	Number	6	7	11
Female	Percentage (%)	17	13	21
Management positions³	Number	1,007	1,026	907
Male	Number	561	581	499
Female	Number	446	445	408
Female	Percentage (%)	44	43	45

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Managers belonging to minority groups	Number	0	0	1
Male	Number	0	0	0
Female	Number	0	0	1
Percentage of employees receiving regular performance and career development reviews	Percentage (%)	N/A	N/A	100

Hires (data apply to the “Reporting Group”)

Total number of newly hired employees	Number	419	615	735
Male	Number	127	192	245
Male	Percentage (%)	3.5	5.3	7.5
Female	Number	292	423	490
Female	Percentage (%)	70	68.8	9.3
Between 18 and 25 years	Number	100	144	151
Between 18 and 25 years	Percentage (%)	24	23.4	53.9
Between 26 and 40 years	Number	254	335	419
Between 26 and 40 years	Percentage (%)	61	54.5	14.5
Between 41 and 50 years	Number	50	108	131
Between 41 and 50 years	Percentage (%)	12	17.6	3.7
Over 51 years	Number	15	28	34
Over 51 years	Percentage (%)	4	4.6	1.9

Greece

Total number of newly hired employees	Number	105	155	296
Total number of newly hired employees	Percentage (%)	N/A	N/A	5
Male	Number	53	92	155
Male	Percentage (%)	1.9	3.5	6
Female	Number	52	63	141
Female	Percentage (%)	1.5	1.9	4.3
Employee hires - Between 18 and 25 years	Number	6	3	9
Employee hires - Between 18 and 25 years	Percentage (%)	37.5	8.8	24.3
Employee hires - Between 26 and 40 years	Number	74	105	216
Employee hires - Between 26 and 40 years	Percentage (%)	3.2	5	11.9
Employee hires - Between 41 and 50 years	Number	20	38	65
Employee hires - Between 41 and 50 years	Percentage (%)	0.8	1.5	2.5
Employee hires - Over 51 years	Number	5	9	6
Employee hires - Over 51 years	Percentage (%)	0.3	0.7	0.4

Romania

Total number of newly hired employees	Number	265	390	422
Total number of newly hired employees	Percentage (%)	N/A	N/A	20
Male	Number	53	75	80
Male	Percentage (%)	11.8	16.1	17.4
Female	Number	212	315	342
Female	Percentage (%)	13.2	18.9	20.7
Employee hires - Between 18 and 25 years	Number	80	127	140
Employee hires - Between 18 and 25 years	Percentage (%)	N/A	57.7	58.1
Employee hires - Between 26 and 40 years	Number	157	189	193
Employee hires - Between 26 and 40 years	Percentage (%)	N/A	17.6	21.5
Employee hires - Between 41 and 50 years	Number	22	58	62

Employee hires - Between 41 and 50 years	Percentage (%)	N/A	10.2	9.8
Employee hires - Over 51 years	Number	6	16	27
Employee hires - Over 51 years	Percentage (%)	N/A	6	8

Cyprus

Total number of newly hired employees	Number	4	28	8
Total number of newly hired employees	Percentage (%)	N/A	N/A	1.8
Male	Number	2	14	5
Male	Percentage (%)	1	6.7	2.7
Female	Number	2	14	3
Female	Percentage (%)	0.6	4.5	1.1
Employee hires - Between 18 and 25 years	Number	0	0	0
Employee hires - Between 18 and 25 years	Percentage (%)	0	0	0
Employee hires - Between 26 and 40 years	Number	2	21	8
Employee hires - Between 26 and 40 years	Percentage (%)	0.9	10.4	5.2
Employee hires - Between 41 and 50 years	Number	2	5	0
Employee hires - Between 41 and 50 years	Percentage (%)	0.8	2	0
Employee hires - Over 51 years	Number	0	2	0
Employee hires - Over 51 years	Percentage (%)	0	3.5	0

United Kingdom

Total number of newly hired employees	Number	13	10	9
Total number of newly hired employees	Percentage (%)	N/A	N/A	13.4
Male	Number	8	5	5
Male	Percentage (%)	N/A	13.5	12.8
Female	Number	5	5	4
Female	Percentage (%)	N/A	17.2	14.3
Employee hires - Between 18 and 25 years	Number	1	1	2
Employee hires - Between 18 and 25 years	Percentage (%)	N/A	100	100
Employee hires - Between 26 and 40 years	Number	5	3	2
Employee hires - Between 26 and 40 years	Percentage (%)	N/A	15	10.5
Employee hires - Between 41 and 50 years	Number	3	5	4
Employee hires - Between 41 and 50 years	Percentage (%)	N/A	20	14.8
Employee hires - Over 51 years	Number	4	1	1
Employee hires - Over 51 years	Percentage (%)	N/A	5	5.3
Employee departures - Involuntary	Number	19	19	14

Departures (data apply to the “Reporting Group”)

Total number of departures	Number	1,230	1,276	804
Male	Number	467	564	277
Rate (Male) on Total Nbrd of Male Employees	Percentage (%)	12.8	16.2	8.5
Female	Number	763	712	527
Female	Percentage (%)	62	56	66
Rate (Female) on Total Nbr of Female Employees	Percentage (%)	14	13	10
Voluntary	Number	N/A	1,232	782
Involuntary	Number	N/A	44	22
Between 18 and 25 years	Number	30	53	51
Between 18 and 25 years	Percentage (%)	2	4	18.2
Between 26 and 40 years	Number	450	383	390
Between 26 and 40 years	Percentage (%)	37	30	13.5
Between 41 and 50 years	Number	481	297	226
Between 41 and 50 years	Percentage (%)	39	23.3	6.4
Over 51 years	Number	269	543	137
Over 51 years	Percentage (%)	22	42.55	7.6
Employee turnover rate	Percentage (%)	13.3	14	9
Departures in the context of Voluntary Separation Schemes (included in Voluntary)	Number	N/A	523	47
Voluntary full-time employee turnover rate	Percentage (%)	N/A	13.4	8.9
Involuntary full-time employee turnover rate	Percentage (%)	N/A	0.5	0.3
Completed transfer requests (%)	Percentage (%)	48	47	42
Total number of transfer applications	Number	75	147	151
Job postings covered internally	Number	N/A	41	84
Total number of job postings addressed to all employees	Number	N/A	72	84

Greece

Total number of departures	Number	751	808	278
Total number of departures	Percentage (%)	N/A	N/A	4.7
Male	Number	342	447	154
Female	Number	409	17	124
Female	Percentage (%)	N/A	361	45
Rate (Female) on Total Nbr of Female Employees	Percentage (%)	12.1	10.8	3.8
Employee departures - Voluntary	Number	740	789	272
Employee departures - Involuntary	Number	11	19	6
Departures in the context of Voluntary Separation Schemes (included in Voluntary)	Number	0	579	3
Employee departures - Between 18 and 25 years	Number	0	1	3
Employee departures - Between 18 and 25 years	Percentage (%)	0	2.9	8.1
Employee departures - Between 26 and 40 years	Number	211	100	90
Employee departures - Between 26 and 40 years	Percentage (%)	9.2	4.8	5.0
Employee departures - Between 41 and 50 years	Number	343	212	87
Employee departures - Between 41 and 50 years	Percentage (%)	13.3	8.1	3.3
Employee departures - Over 51 years	Number	197	495	98
Employee departures - Over 51 years	Percentage (%)	13.7	40.2	7.0

Romania

Total number of departures	Number	277	370	454
Total number of departures	Percentage (%)	N/A	N/A	21.6
Male	Number	59	77	95
Female	Number	218	293	359
Female	Percentage (%)	N/A	79	79
Rate (Female) on Total Nbr of Female Employees	Percentage (%)	13.5	17.6	21.8
Employee departures - Voluntary	Number	258	351	440
Employee departures - Involuntary	Number	19	19	14
Departures in the context of Voluntary Separation Schemes (included in Voluntary)	Number	N/A	N/A	0
Employee departures - Between 18 and 25 years	Number	20	48	47
Employee departures - Between 18 and 25 years	Percentage (%)	N/A	21.8	19.5
Employee departures - Between 26 and 40 years	Number	187	221	261
Employee departures - Between 26 and 40 years	Percentage (%)	N/A	20.5	29.1
Employee departures - Between 41 and 50 years	Number	53	64	115
Employee departures - Between 41 and 50 years	Percentage (%)	N/A	11.2	18.1
Employee departures - Over 51 years	Number	17	37	31
Employee departures - Over 51 years	Percentage (%)	N/A	13.9	9.2

Cyprus

Total number of departures	Number	178	44	63
Total number of departures	Percentage (%)	N/A	N/A	13.9
Male	Number	62	20	24
Female	Number	116	24	39
Female	Percentage (%)	N/A	N/A	62
Rate (Female) on Total Nbr of Female Employees	Percentage (%)	37.7	7.7	14.4
Employee departures - Voluntary	Number	178	42	61
Employee departures - Involuntary	Number	0	2	2
Departures in the context of Voluntary Separation Schemes (included in Voluntary)	Number	170	18	44
Employee departures - Between 18 and 25 years	Number	0	0	0
Employee departures - Between 18 and 25 years	Percentage (%)	0	0	0
Employee departures - Between 26 and 40 years	Number	42	25	38
Employee departures - Between 26 and 40 years	Percentage (%)	19.4	12.4	24.5
Employee departures - Between 41 and 50 years	Number	87	13	22
Employee departures - Between 41 and 50 years	Percentage (%)	34.3	5.1	9.4
Employee departures - Over 51 years	Number	49	6	3
Employee departures - Over 51 years	Percentage (%)	125.6	10.5	4.7

United Kingdom

Total number of departures	Number	23	16	9
Total number of departures	Percentage (%)	N/A	N/A	13.4
Male	Number	12	6	4.0
Female	Number	11	10	5.0
Female	Percentage (%)	47.8	62.5	55.6
Rate (Female) on Total Nbr of Female Employees	Percentage (%)	N/A	34.5	17.9
Employee departures - Voluntary	Number	7	13	8
Employee departures - Involuntary	Number	16	3	1
Departures in the context of Voluntary Separation Schemes (included in Voluntary)	Number	0	0	0
Employee departures - Between 18 and 25 years	Number	1	1	1
Employee departures - Between 18 and 25 years	Percentage (%)	N/A	100	50
Employee departures - Between 26 and 40 years	Number	6	6	1
Employee departures - Between 26 and 40 years	Percentage (%)	N/A	30	5.3
Employee departures - Between 41 and 50 years	Number	7	4	2
Employee departures - Between 41 and 50 years	Percentage (%)	N/A	16	7.4
Employee departures - Over 51 years	Number	9	5	5
Employee departures - Over 51 years	Percentage (%)	N/A	25	26.3

Training

Total training hours of employees included in the top 10% of employees by total compensation	Number	8,973 ²	9,135	13,670
Total training hours of employees included in the bottom 90% of employees by total compensation	Number	120,945 ²	120,040	138,336
Employee training - Total participations	Number	27,514 ²	46,765	31,302
Male	Number	N/A	13,736	13,018
Female	Number	N/A	33,029	18,284
Total employees who participated in training	Number	5,909 ²	8,309	5,482
Male	Number	N/A	3,014	2,340
Female	Number	N/A	5,295	3,142
Total training hours	Number	53,777 ²	135,039 ²	145,884 ²
Male	Number	22,608 ²	53,422 ²	56,976 ²
Female	Number	31,169 ²	81,617 ²	88,908 ²
Total training hours average	Number	8.5 ²	24.1 ²	24.8 ²
Male	Number	N/A	21.7 ²	22.1 ²
Female	Number	N/A	25.9 ²	27 ²
Total training hours for Executive management²	Number	N/A	N/A	16
Total number of Executive Management²	Number	N/A	N/A	11
Average training hours for Executive management²	Number	N/A	N/A	1.4
Total training hours for Senior management²	Number	N/A	N/A	53
Total number of Senior managers²	Number	N/A	N/A	25
Average training hours for Senior management²	Number	N/A	N/A	2.1
Total training hours for Managers²	Number	N/A	N/A	25,238
Total number of Managers²	Number	N/A	N/A	511
Average training hours for Managers²	Number	N/A	N/A	49.4
Total training hours for non-Managers²	Number	N/A	N/A	120,578
Total number of non-Managers²	Number	N/A	N/A	5,097

Average training hours for non-Managers²	Number	N/A	N/A	23.7
Percentage of total employees receiving training	Percentage (%)	N/A	91%	89%
Number of training days	Number	16,840 ²	31,673	34,524
Training hours by training program category	Number	53,777 ²	135,039 ²	156,918
Type of training - Educational programs on retail customers (Hours)	Number	13,917 ²	6,299 ²	37,256
Type of training - Educational programs on retail customers (Hours)	Percentage (%)	26 ²	4.7 ²	23.7
Type of training - Introduction/ General training (Hours)	Number	1,060 ²	19,450 ²	9,699
Type of training - Introduction/ General training (Hours)	Percentage (%)	2 ²	14.40 ²	6.18
Type of training - Training programs on business customers (Hours)	Number	5,859 ²	10,173 ²	4,947
Type of training - Training programs on business customers (Hours)	Percentage (%)	11 ²	7.53 ²	3.15
Type of training - Training programs in management (Hours)	Number	9,068 ²	1,242.00 ²	9,271.50
Type of training - Training programs in management (Hours)	Percentage (%)	17 ²	0.92 ²	5.91
Type of training - Miscellaneous (specialised Division subjects, IT etc.)	Number	23,874 ²	97,876	95,745
Type of training - Miscellaneous (specialised Division subjects, IT etc.) (Hours)	Percentage (%)	44 ²	72	61
Number of training hours/Number of employees	Hours/Number of employees	15 ²	28	33
Total amount of expenditure on employee training purposes	Euros (€)	1,268,000	1,781,000	1,775,632

Health & Safety

Total number of workforce days worked	Number	250	252	250
Number of fatalities (number of employees)	Number	0	0	0
Total number of employee injuries (excluding pathological issues)	Number	1	6	4
Male	Number	N/A	2	1
Female	Number	N/A	4	3
Total number of employee injuries that prevented them from performing their work for at least one day (excluding pathological issues)	Number	N/A	6	4
Male	Number	N/A	2	1
Female	Number	N/A	4	3
Total work days lost due to injuries (excluding pathological issues)	Number	45	367	250
Male	Number	N/A	198	59
Female	Number	N/A	169	191
Lost-time injury frequency rate (LTIFR) (/200,000 hwkd)	Number	0.011	0.065	0.046
Total recordable injury frequency rate (TRIFR) (/200,000 hwkd)	Number	0.011	0.065	0.046
Total number of incidents of other illnesses (excluding maternity leave)	Number	4,423	4,270	4,660
Male	Number	N/A	1,267	1,679
Female	Number	N/A	3,003	2,981
Total work days lost due to other illnesses (excluding maternity leave)	Number	13,908	39,847	40,080
Male	Number	2,197	10,214	12,636
Female	Number	11,711	29,633	27,444
Total number of days lost	Number	43,965	40,214	40,330
Absenteeism rate⁴	Percentage (%)	1.89 ²	1.8 ²	1.9

1. All 2020 data refer to Alpha Bank Greece and Banks Abroad, unless otherwise stated.

2. This KPI relates only to Alpha Bank S.A (excluding the employees of Luxembourg and their trainings hours). As this is the first time that the Bank is preparing a group-level sustainability report, some data are not yet available at the group level. However, data for Alpha Bank Greece are being disclosed and in the next Sustainability Reports it is expected to incorporate such processes across the organization, which will ensure consolidated data collection at Group level

3. Management positions include Branch Managers, Managers of Divisions and Senior Management Members (General Managers, Executive General Managers, Chief Executive Officer).

4. The absenteeism rate is the total number of work days lost to the product of the total number of Employees multiplied by the total of Business Days during a year.

Other data

Percentage of Branches accessible to people with disabilities	Percentage (%)	74	76	81
ATMs with special settings for people with visual impairments	Percentage (%)	19	20	32
Percentage of payments to domestic suppliers⁵	Percentage (%)	N/A	86 ⁶	85
Percentage of monetary transactions made through digital networks⁷ throughout the year⁸	Percentage (%)	90	93	95
Fines imposed for non-compliance with the applicable regulatory framework in promoting and providing products/ services	Euros (€)	0	0	0
Social investments	mil Euros (€)	3	3	2
Total balance of loans to Small Enterprises	bil Euros(€)	2	2	2.3

Bloomberg Gender Equality Index - Additional Metrics

KPI	2022 Data
Percentage of women in middle management	40%
Percentage of women in non-managerial positions	58%
Percentage of women total promotions	61%
Percentage of Women IT/Engineering	39%
Number of weeks of fully paid primary parental leave offered	57
Number of weeks of fully paid secondary parental leave offered	38
Parental leave retention rate	100%
Back-up family care services or subsidies through the company	YES
Flexible working policy	YES
Employee resource groups for women	YES*

The definitions of the Key Performance Indicators as provided by Bloomberg Gender-Equality Index can be found [here](#).

*As a means to promote collaboration and networking between female employees with common interests and characteristics, Alpha Bank has established 5 Women's Communities of Change. Through these groups, women from within and outside Alpha Bank (past employees) have the opportunity to learn from the unique experiences of each other, capitalize on their diverse professional backgrounds, share best practices, form cross-functional alliances from different areas and promote collaboration.

- Total amount paid of procurement (in Euro- including VAT) from domestic suppliers (defined as domestic suppliers for each country according to the VAT number) divided by total amount paid of procurement (in Euro- including VAT) from all suppliers (domestic and international). This indicator is applicable to the following Group Companies: Alpha Bank S.A. (main subsidiary Bank), ABC Factors, Alpha Asset Management, Alpha Finance Investment Services, Alpha Leasing, AlphaLife, Alpha Ventures, Alpha Supporting Services, Alpha Real Estate Bulgaria, Alpha Bank Cyprus, Alpha Credit Acquisition Company Ltd (ACAC), Alpha Bank Romania S.A., Alpha Bank London, Alpha Leasing Romania, Alpha Astika Akinita, Alpha Insurance Brokers SRL, Alpha Real Estate Services SRL.
- The data disclosed for 2021 and included in the NFR 2022, have been restated compared to the relevant disclosure for 2021 and included in the NFR 2021, in order to be consistent with the payments to domestic suppliers' calculation followed in 2022.
- Alpha Bank's and Bank's abroad digital networks: ATMs, APSs, myAlpha Web, myAlpha Phone, myAlpha Mobile.
- This KPI is applicable only to Alpha Bank S.A. (main subsidiary Bank), Alpha Bank Romania, Alpha Bank Cyprus and Alpha Bank London.

Governance Metrics

Metric	Measurement Unit	2020	2021	2022
<i>Code of Ethics</i>	—	✓	✓	✓
<i>Group Personal Data Protection Policy</i>	—	✓	✓	✓
<i>Whistleblowing Policy and Procedures</i>	—	✓	✓	✓
<i>Corporate Responsibility Policy</i>	—	✓	✓	✓
<i>Group Environmental Management Policy</i>	—	✓	✓	✓
<i>Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT) Policy</i>	—	✓	✓	✓
<i>Remuneration Policy of the Members of the Board of Directors as per the provisions of Law 4548/2018</i>	—	✓	✓	✓
Diversity Policy	—	✓	✓	✓
Anti-Bribery and Corruption Policy	—	✓	✓	✓
Sustainability oversight at Board Committee level	—	—	✓	✓
External assurance of published non-financial information (see Annual Sustainability Report)	—	✓	✓	✓
Percentage of Female Non-Executive Board Members	Percentage (%)	15.38	17	31
Percentage of Non-Executive Board Members	Percentage (%)	85	83	85
Percentage of Independent Non-Executive Board Members	Percentage (%)	54	58	62
Number of meetings of the Board of Directors	Number	21	29	18
Number of meetings of the Audit Committee	Number	13	15	16
Number of meetings of the Risk Management Committee	Number	12	17	12
Number of meetings of the Remuneration Committee	Number	12	11	11
Number of meetings of the Corporate Governance, Sustainability and Nominations Committee	Number	11 ¹	10	12
Convicting judgements against the Senior Management for any corruption offence (numbers of incidents) ²	Number	0	0	0

Metric	Measurement Unit	2020	2021	2022
Convicting judgements against the Senior Management for any human rights violations during the year (numbers of incidents) ²	Number	0	0	0
Reports of serious irregularities, omissions and offences recorded (number of reports)	Number	8	7	2
Significant findings following examination by the competent committee	Number	0	0	0
Total amount of monetary losses as a result of business ethics violations	Euro	N/A	461,821	63,761
Employees who have attended compliance specific training programs throughout the year (number of Employees) ³	Number	3,098	4,225	2,927
Percentage of Employees covered by collective labor agreements as of December 31 ³	Percentage (%)	68	72	75
Customers exercising their rights in accordance with the GDPR (number of requests)	Number	67	46	56
Number of bribery and/or corruption incidents	Number	0	0	0
Breaches identified in relation to antitrust and monopoly practices	Number	0	0	0
Number of employee associations	Number	4 ⁴	4 ⁴	5
Number of participations of Executives and Officers of the Bank in training programs on anti-money laundering and anti-corruption policies and procedures	Number	585	1,856	2,012
Compliance programs implemented	Number	24	41	28
Number of participations of Executives and Officers of the Bank in training programs on bank secrecy procedures	Number	86	343	358
Number of participations of Executives and Officers of the Bank in training programs on Ethics and Transparency, Conduct Risk and Regulatory Framework	Number	-	156	557

1. Refers to the meetings of the Corporate Governance and Nominations Committee.

2. The Members of the Board of Directors and the General Managers constitute the Senior Management.

3. It applies to all regular Employees.

4. Data refers to Alpha Bank S.A.