



ALPHA
SERVICES AND HOLDINGS

Suitability and Nomination Policy for the Members of the Board of Directors

MAY 2025

Preamble

The Suitability and Nomination Policy for the Members of the Board of Directors (hereinafter the **“Policy”**) is a document of Alpha Services and Holdings S.A. (hereinafter the **“Company”**) that sets out the principles and the framework for the selection, appointment, re-appointment and replacement of Members of the Board of Directors as well as the criteria to be used in the assessment.

The Policy is supplemented by the **“Suitability and Nomination Process for the Members of the Board of Directors”**, which provides for the specific process to be followed mainly by the Corporate Governance, Sustainability and Nominations Committee to which accountability is attributed in this Policy.

The Policy complies with the legislative and regulatory framework in force, including the relevant Joint ESMA/EBA **“Guidelines on the assessment of the suitability of members of the management body and key function holders”** (hereinafter the **“ESMA/EBA Guidelines”**), the Bank of Greece Executive Committee Act 224/21.12.2023 and the European Central Bank (ECB) Guide to fit and proper assessments as well as with European best practices in corporate governance.

The present Policy is a Group-wide Policy for the assessment of the suitability of all Members of the Board of Directors and Key Function Holders, which is implemented consistently and is well integrated in all Subsidiaries.

The Policy is also applicable to Key Function Holders taking into consideration the Suitability and Nomination Policy for the Members of the Board of Directors and Key Function Holders for Alpha Bank S.A.

1. Objectives

The objectives of the Policy are to:

- 1.1. Set general principles that provide guidance to the Corporate Governance, Sustainability and Nominations Committee (hereinafter the **“CGSNC”**) and its Chair on selecting, vetting and proposing candidates to the Board of Directors as well as on the replacement and renewal of the existing Members of the Board of Directors.
- 1.2. Provide criteria, including diversity criteria, for the selection and suitability assessment of the Board of Directors candidates.
- 1.3. Set criteria for the assessment of the ongoing individual suitability of the Members of the Board of Directors as well as of the collective suitability of the Board of Directors, in particular in terms of good reputation, sufficient knowledge, skills, independence of mind, experience and time commitment to perform the duties assigned to them.
- 1.4. Establish a transparent, effective and time-efficient suitability assessment and nomination process.
- 1.5. Set out the communication channel with the competent authorities (i.e. Bank of Greece, ECB).
- 1.6. Set out how the assessment is documented.

2. General Principles

2.1. Compliance

The Policy is designed to meet the legislative and regulatory requirements to which the Company is subject.

2.2. Responsibility of the Board of Directors and of the CGSNC in the Suitability and Nomination Process

According to regulatory guidance and best practices, the Board of Directors, through the CGSNC, is responsible for initiating, guiding and coordinating the suitability and nomination process, with no prejudice against shareholder rights. The CGSNC has an advisory role to the Board of Directors, identifying candidates that, in its opinion, fit the relevant nomination criteria. The CGSNC proposals are submitted to the Board of Directors for review and final submission to the General Meeting of Shareholders (hereinafter the “GMS”).

2.3. Suitability of Nominees

The CGSNC will propose candidates which it deems suitable to become Members of the Board of Directors according to the criteria set out in the applicable regulatory framework and this Policy. Suitability is determined in relation to the Policy’s criteria for candidates (fit and proper and general suitability) and current composition needs. For the purposes of this Policy, it is defined as the degree to which an individual is deemed to have good repute and to have, individually and collectively with the other Directors/Members, adequate knowledge, skills and experience to perform his/her duties and a clear understanding of the Company’s culture, values and overall strategy. Suitability also covers the honesty, integrity and independence of mind of each Member and his/her ability to commit sufficient time to perform his/her duties.

Further to the above, where any Members of the Board of Directors do not fulfill the requirements set out, the competent authorities, in the framework of the Single Supervisory Mechanism, shall have the power to remove such Members from the Board of Directors. The CGSNC, within the aforementioned context, shall consider the suitability of the Members of the Board of Directors on a periodic basis, utilizing Board Review assessments and any other pertinent information available.

2.4. Diversity and Inclusiveness

Diversity is defined as the situation in which the characteristics of the Members of the Board of Directors, including age, gender, geographical provenance and educational and professional background, are sufficiently different to an extent that allows a variety of views within the Board of Directors.

While the diversity of the Board of Directors is not a criterion for the assessment of the Members’ individual suitability, diversity is taken into account when selecting and assessing Members of the Board of Directors. Diversity within the Board of Directors leads to a broader range of experience, knowledge, skills and values and is one of the factors that enhance its functioning and address the phenomenon of “groupthink”. Thus, a more diverse Board of Directors, in its supervisory and management functions, can reduce the phenomenon of “groupthink” and facilitate independent opinions and constructive challenging in the process of decision-making.

In accordance with the Diversity Policy, the Company:

- i. respects and defends the diversity irrespective of gender, age, nationality, marital status, sexual orientation, genetic features, disability, race, color, religious or political affiliation, ethnic or social origin, citizenship or any other aspect unrelated to employment,
- ii. recognizes the need for diversity pertaining to skills, background, knowledge and experience in order to facilitate constructive discussion and independent thinking,
- iii. aims at gender balance on the Board of Directors and ensures equal treatment and opportunities between the genders.

According to the Diversity Policy, the Board of Directors ensures that the percentage of the under-represented gender in the Board of Directors not to be less than 33% of the total Board Members, while always considering industry trends and best practices (in case of a fraction, the above percentage is rounded to the nearest whole number). In case that the Board of Directors consists

of three (3) or more executive members, the above percentage of 33% shall include at least one (1) executive member of the underrepresented gender.

All the candidates for the Board of Directors shall be assessed on the basis of the same criteria, irrespective of gender, since the eligible Members for the Board of Directors must fulfill all the conditions set in relation to their qualifications. In this context, all genders shall have equal opportunities to be nominated under the condition that they fulfill all the other prerequisites in accordance with the Suitability and Nomination Policy for the Members of the Board of Directors of the Company. The Company shall not nominate Members of the Board of Directors with the sole purpose of increasing diversity to the detriment of the functioning and suitability of the Board of Directors collectively or at the expense of the suitability of individual Members of the Board of Directors.

The Company prepares a special annual report posted on its website which includes:

- a) the data on the implementation of the above percentages with reference to the number of Executive and Non-Executive Members of the Board of Directors who are persons of the under-represented gender and
- (b) the measures implemented or to be taken to improve the gender balance on its Board of Directors.

2.5. Setting Objectives of Induction and Training

According to the Induction and Training Policy and Procedure for the Members of the Board of Directors, the Company provides for the induction of the Members of the Board of Directors to facilitate their clear understanding of the relevant laws and regulations, the Company's structure, business model, risk profile and governance arrangements as well as the role of the Member(s) within them, to facilitate their clear understanding of the international, European and national economic and regulatory developments in the financial sector and their impact on the Company and to improve their skills, knowledge or competence to fulfill their responsibilities on an ongoing or ad hoc basis.

The Company also provides for relevant general and, as appropriate, individually-tailored training programs. Training should also promote the Board of Directors' awareness regarding the benefits of diversity in the Board of Directors and the Company.

The Company allocates sufficient human and financial resources for the induction and training of the Members of the Board of Directors individually and collectively.

2.6. Succession Planning

The Board of Directors ensures an appropriate succession planning process for the smooth continuation of the management and governance of the Company's affairs after the departure of a Member of the Board of Directors, especially in case of an Executive Member and/or a Member of a Committee, according to the Policy for the Succession Planning of Senior Executives and Key Function Holders, as well as to the Policy and Process for the Succession Planning of Non-Executive and Independent Non-Executive Members of the Board of Directors of the Company. The CGSNC assists the Board of Directors in establishing the conditions required for effective succession and continuity in the Board of Directors pursuant to its Charter.

3. Suitability and Nomination Criteria

3.1. General Provisions

In order to be considered as a suitable candidate by the Board of Directors and its CGSNC, the prospective nominee must: meet the fit and proper requirements, meet individual and collective suitability requirements, have no systematic conflict of interests with the Company, have no impediments according to the relevant legislation and be able to devote sufficient time to the Board of Directors. Without prejudice to paragraph 3.6.12., all nominees must submit a declaration that they meet the relevant requirements.

3.2. Ethical Standards and Trust

The candidate should be committed to the highest ethical standards and has to have demonstrated integrity in all his/her previous and/or current business or other public commitments. The CGSNC shall ensure that all candidates have an excellent track record in this respect.

3.3. Reputation, Honesty and Integrity

3.3.1. A Member of the Board of Directors shall be of good repute and of high level of honesty and integrity. A Member of the Board of Directors shall be deemed to possess the abovementioned qualities, if there are no objective and demonstrable grounds to suggest otherwise, in particular taking into account the relevant available information on the factors or situations listed in paragraphs 3.3.2 to 3.3.5. The assessment of reputation, honesty and integrity shall also consider the impact of the cumulative effects of minor incidents on a Member's reputation.

3.3.2. Without prejudice to the presumption of innocence and any fundamental rights, any relevant criminal or administrative records should be taken into account for the assessment of good repute, honesty and integrity, considering the type of conviction or indictment, the role of the individual involved, the penalty received, the phase of the judicial process reached, the evidential weight of the findings and any rehabilitation measures that have taken effect. The surrounding circumstances, including mitigating factors, the seriousness of any relevant offense or administrative or supervisory action, the time elapsed since the offense, the Member's conduct since the offense or action and the relevance of the offense or action to the Member's role should be considered. Any relevant criminal or administrative records should be taken into account, considering periods of limitation in force in the national law.

3.3.3. Without prejudice to the presumption of innocence applicable to criminal proceedings, and other fundamental rights, at least the following factors should be considered in the assessment of reputation, honesty and integrity:

- a. convictions or ongoing prosecutions for a criminal offense, in particular:
 - i. offenses under the laws governing financial activities or concerning securities markets or financial instruments, including laws on money laundering and terrorism financing or any of the predicate offenses to Money Laundering (ML), corruption, market manipulation or insider dealing and usury;
 - ii. offenses of dishonesty or fraud relating to service, documents, property or financial crimes;
 - iii. tax offenses, whether committed directly or indirectly, including through illicit dividend arbitrage schemes;
 - iv. other offenses under legislation relating to companies, bankruptcy, insolvency or consumer protection;
- b. other relevant current or past findings and measures taken by any regulatory or professional body for non-compliance with any relevant provisions governing financial, securities or insurance activities or any of the matters in point a. above.

3.3.4. Ongoing investigations when resulting from judicial or administrative procedures or other analogous regulatory investigations shall be taken into account without prejudice to fundamental individual rights. Other adverse reports with relevant, credible and reliable information (e.g. as part of whistleblowing procedures) shall also be considered.

3.3.5. A Member of the Board of Directors shall uphold high standards of integrity and honesty. At least the following factors should also be considered in the assessment of reputation, honesty and integrity:

- a. any evidence that the person has not been transparent, open and cooperative in his/her dealings with the competent authorities;
- b. refusal, revocation, withdrawal or expulsion of any registration, authorization, membership, or license to carry out a trade, business or profession;

- c. the reasons for any dismissal from employment or from any position of trust, fiduciary relationship or similar situation, or for having been asked to resign from employment in such a position;
- d. disqualification by any relevant competent authority from acting as a Member of the Board of Directors, including persons who effectively direct the business of an entity;
- e. any other evidence or serious allegation based on relevant, credible and reliable information that suggests that the person acts in a manner that is not in line with high standards of conduct;
- f. whether or not an assessment of reputation of the appointee as an acquirer or a person who directs the business of the Company has already been conducted by another competent authority (including the identity of that authority, the date of the assessment and evidence of the outcome of this assessment) and the consent of the individual where required to seek such information to be able to process and use the provided information for the suitability assessment;
- g. whether or not any previous assessment of the appointee by an authority from another, non-financial, sector has already been conducted (including the identity of that authority and evidence of the outcome of this assessment).

3.3.6. Each Member of the Board of Directors shall declare all its financial affiliations with the Company before his/her appointment. Any conviction or prosecution by final judgment for offenses relating to financial crime shall constitute grounds for the termination of such Member's term of office.

3.3.7. A prerequisite for the election of a Member of the Board of Directors or the retention of the capacity thereof is the absence of any final court decision that has been issued within one year prior to or from the election respectively attributing to him/her the responsibility for any damaging transactions of a listed company or a non-listed company, as per Law 4548/2018, with related parties. Each candidate Member shall submit to the Company a solemn declaration on the absence of the impediment provided hereby and each Member of the Board of Directors shall promptly notify the Company on the issuance of a relevant final court decision, in accordance with the provisions stipulated in article 3 of Law 4706/2020.

Furthermore, for the election of a Member of the Board of Directors or the retention of the capacity thereof, article 56a of Law 4919/2022 applies.

3.4. Lack of Political Affiliations

Board nominees are required not to hold, or not to have held two years prior to appointment, an important public office such as those of Head of State or Prime Minister, a position of high political influence or a senior government, judicial or military office.

3.5. Time Commitment

3.5.1. Time commitment is subject to a case-by-case assessment of each application, taking the principle of proportionality into account.

3.5.2. The CGSNC shall assess on a periodic basis whether or not a Member of the Board of Directors is able to commit sufficient time to perform his/her functions and responsibilities, including understanding the business of the Company, its main risks and the implications of the business and the risk strategy.

3.5.3. The Members should also be able to fulfill their duties in periods of particularly increased activity, such as restructuring, a relocation of the Company, an acquisition, a merger, a takeover or a crisis situation, or as a result of some major difficulty with one or more of its operations, taking into account that in such periods a higher level of time commitment than in normal periods may be required.

3.5.4. In the assessment of sufficient time commitment of a Member, at least the following shall be taken into account:

- a. the number of directorships in financial and non-financial companies held by that Member at the same time, taking into account possible synergies when they are held within the same group, including when acting on behalf of a legal person or as an alternate of a Member of the Board of Directors;
- b. the size, nature, scope and complexity of the activities of the entity where the Member holds a directorship and, in particular, whether or not the entity is a non-EU entity;
- c. the Member's geographical presence and the travel time required for the role;
- d. the number of meetings scheduled for the Board of Directors;
- e. the directorships in organizations which do not pursue predominantly commercial objectives held by that Member at the same time;
- f. any necessary meetings to be held, in particular, with competent authorities or other internal or external stakeholders outside the Board of Director's formal meeting schedule;
- g. the nature of the specific position and the responsibilities of the Member, including specific roles such as CEO, chairperson or chair or member of a committee, whether the Member holds an executive or a non-executive position, and the need of that Member to attend meetings in the companies listed in point a. and in the Company;
- h. other external professional or political activities, and any other functions and relevant activities, both within and outside the financial sector and both within and outside the EU;
- i. the necessary induction and training;
- j. any other relevant duties of the Member that the Company considers to be necessary to take into account when carrying out the assessment of sufficient time commitment of a Member;
- k. available relevant benchmarking on time commitment.

3.5.5. The Members of the Board of Directors should be made aware of the expected time commitment required to spend on their duties and they should confirm that they can devote that amount of time to the role.

3.5.6. The CGSNC shall monitor whether the Members of the Board of Directors commit sufficient time to perform their functions. Preparation for meetings, attendance and the active involvement of the Members in the Board of Directors meetings are all indicators of time commitment. The Committee will take as a primary reference the individual assessments by the Chair of the Board of Directors, which take place every year.

3.5.7. The CGSNC shall also consider the impact of any long-term absences of Members of the Board of Directors in its assessment of the sufficient time commitment of other individual Members of the Board of Directors.

3.5.8. The CGSNC shall keep records of all the external professional and political positions held by the Members of the Board of Directors. Such records shall be updated whenever a Member notifies the Company of a change and when such changes come to the attention of the Company otherwise. Where changes to such positions occur, that may reduce the ability of a Member of the Board of Directors to commit sufficient time to perform his/her duties, the CGSNC shall reassess the Member's ability to respect the required time commitment for his/her position.

3.5.9. The Members of the Board of Directors must not hold more than one of the following combinations of directorships in groups other than the Alpha Services and Holdings Group at the same time: (a) one executive directorship with two non-executive directorships; (b) four non-executive directorships. The calculation of the number of directorships takes into consideration that positions within the same group of companies do not count as distinct

positions and that directorships in organizations which do not pursue predominantly commercial objectives shall not count as well as all the relevant provisions of the applicable legal and regulatory framework.

3.6. Adequate Knowledge, Skills and Experience

3.6.1. The Members of the Board of Directors shall have:

- a. up-to-date and sufficient knowledge, skills and experience to fulfill their functions and to understand the business of the Company and its risks, at a level commensurate with their responsibilities, including an appropriate understanding of those areas for which an individual Member is not directly responsible but is collectively accountable together with the other Members of the Board of Directors;
- b. a clear understanding of the Company's governance arrangements, their respective role and responsibilities and, where applicable, the Group structure and any possible conflicts of interest that may arise therefrom. The Members of the Board of Directors shall be able to contribute to the implementation of an appropriate culture, corporate values and behavior within the Board of Directors and the Company.

In particular the Members of the Board of Directors that are responsible for the implementation of laws and regulations and administrative provisions necessary to comply with Directive (EU) 2015/849 shall have adequate knowledge, skills and experience regarding ML/TF risk identification and assessment as well as AML/CFT policies, controls and procedures. They should have a good understanding of the Company and its business model, and the extent to which this exposes the Company to ML/TF risks.

3.6.2. In this respect, the assessment of adequate knowledge, skills and experience should consider:

- a. the role and duties of the position and the required capabilities;
- b. the knowledge and skills attained through education, training and practice;
- c. the practical and professional experience gained in previous positions;
- d. the knowledge and skills acquired and demonstrated by the professional conduct of the Member of the Board of Directors.

3.6.3. To properly assess the skills of the Members of the Board of Directors, the CGSNC shall consider using the non-exhaustive list of relevant skills set out in Annex III of the Bank of Greece Executive Committee Act 224/21.12.2023, taking into account the role and duties of the position occupied by the Member of the Board of Directors.

3.6.4. The level and profile of the education of the Member and whether or not it relates to financial services or other relevant areas should be considered. In particular, without prejudice to the legislative provisions in force, education in the areas of banking and finance, economics, law, accounting, auditing, administration, financial regulation, strategy, risk management, internal control, financial analysis, human capital, human resources management, information technology (IT), ESG issues and quantitative methods are considered to be relevant for the financial services sector.

3.6.5. The assessment shall not be limited to the educational degree of the Member or proof of a certain period of service in an institution. A more thorough analysis of the Member's practical experience shall be conducted, as the knowledge and skills gained from previous occupations depend on the nature, scale and complexity of the business as well as the function that the Member performed within it.

3.6.6. When assessing the theoretical knowledge of a Member of the Board of Directors, it is required that he/she, as well as all Members, collectively possess basic theoretical banking knowledge, which varies depending on the particular business model of the Company and relates to:

- a. the banking and financial markets;

- b. legal requirements and regulatory framework (understanding of the financial regulatory environment, of corporate governance matters, and of a company's and a board's legal responsibilities);
- c. strategic planning, the understanding of a company's business strategy or business plan and accomplishment thereof, including the ability to analyze economic context and trends and to provide long-term perspective for business planning purposes;
- d. risk management (identifying, assessing, monitoring, controlling and mitigating the main types of risk facing a company);
- e. accounting and auditing;
- f. the assessment of the effectiveness of a company's arrangements, ensuring effective governance, oversight and controls;
- g. the interpretation of a company's financial information, the identification of key issues based on this information, and appropriate controls and measures;
- h. asset management, private equity, insurance and rating agencies working on financial institutions;
- i. information technology (IT) issues and
- j. ESG issues.

3.6.7. When assessing the practical experience of a Member of the Board of Directors, what is assessed are the relevance of experience, the number of years of experience and the level of managerial experience. The assessment uses information on previous positions, taking into account the length of service, the size of the entity, the responsibilities held, the number of subordinates, the nature of activities, the actual relevance of the experience gained and when it was gained, etc. Different requirements apply to the Executive Members and to the Non-Executive Members of the Board of Directors, as their roles and responsibilities are different by nature. In particular, for the CEO ten years of recent practical experience (ending not prior to two years back) in areas related to banking or financial services are required, for the Executive Members five years of recent practical experience in areas related to banking or financial services at senior managerial positions are required, for the Non-Executive Chair ten years of recent relevant practical experience are required and for the Non-Executive Members three years of recent relevant practical experience at high-level managerial positions (as well as theoretical knowledge of banking) are required. Practical experience gained in administrative or academic positions could also be relevant, depending on the position.

3.6.8. The Nominees for an Executive Board Member position must, in addition to the general suitability criteria, be in or be willing to enter into a full-time employment or service contract with the Company. They ought to have proved in their current and previous executive positions that they possess the knowledge, skills, experience and character as Executives to lead the Company (and the Group) in the achievement of its strategic objectives.

3.6.9. The Executive Members of the Board of Directors shall have gained sufficient practical and professional experience in a managerial position over a sufficiently long period. Short-term positions may be considered as part of the assessment, but such positions alone shall not be sufficient to assume that a Member has sufficient experience. When assessing the practical and professional experience gained from previous positions, particular consideration shall be given to:

- a. the nature of the management position held and its hierarchical level;
- b. the length of service;
- c. the nature and complexity of the business where the position was held, including its organizational structure;
- d. the scope of competencies, decision-making powers and responsibilities held;
- e. the technical knowledge gained through the position;
- f. the number of subordinates.

3.6.10. For a Member who is also Chair of the Audit Committee or Chair of the Risk Management Committee, specialized experience in the relevant area is identified, as noted in the respective Charters.

- 3.6.11. The Non-Executive Members of the Board of Directors shall be able to provide constructive challenge to the decisions and effective oversight of the Executive Members of the Board of Directors. Adequate knowledge, skills and experience for fulfilling the supervisory function effectively may have been gained from relevant academic or administrative positions or through the management, supervision or control of financial institutions or other firms.
- 3.6.12. A Non-Executive Member who does not meet the full criteria for the position may still be considered suitable if (i) the Member has experience or expertise which addresses the Company's specific needs (e.g. IT or climate-related or environmental risk experience); (ii) the Member and the Company commit to the necessary training being undertaken to overcome the lack of basic banking knowledge; and (iii) the Member fulfills all other fit and proper requirements. Given the increasing relevance of climate-related and environmental risks as a source of financial risks for credit institutions and, consequently, as an area of supervisory attention, knowledge and/or experience in this specific area will be deemed relevant and will contribute to the overall diversity and suitability of the Board of Directors.

3.7. Independence of the Board of Directors

Through its nomination proposals, the CGSNC ensures that the majority of the Non-Executive Members are independent under the definition of the law and in accordance with the applicable regulatory framework, as well as with the Independence Criteria of the Members of the Board of Directors (Annex I) and, as required by the legislative and regulatory framework.

3.8. Independence of Mind

- 3.8.1. The CGSNC will base its proposals on its collective and independent judgement. It will also take into consideration the views and opinions expressed by Shareholders and Stakeholders of the Company.
- 3.8.2. All Members of the Board should actively participate in meetings and make their own sound, objective and independent decisions and judgments in the performance of their duties.
- 3.8.3. When assessing the independence of mind, the CGSNC shall assess whether or not all Members of the Board of Directors have:
- a. the necessary behavioral skills, including:
 - i. courage, conviction and strength to effectively assess and challenge the proposed decisions of other Members of the Board of Directors;
 - ii. being able to ask questions to the Executive Members of the Board of Directors;
 - iii. being able to resist "group-think".
 - b. conflicts of interest, to an extent that would impede the Members' ability to perform their duties independently and objectively.
- 3.8.4. When assessing the required behavioral skills of a Member referred to in paragraph 3.8.3. (a), the Member's past and ongoing behavior, in particular within the Company, shall be taken into account.
- 3.8.5. When assessing the existence of conflicts of interest, the Company shall identify actual or potential conflicts of interest in accordance with the Policy on the Prevention of Conflict of Interests and the Policy on Related Parties Transactions and assess their materiality. At least the following situations that could create actual or potential conflicts of interest should be considered:
- i. a material financial obligation towards the Company or its Subsidiaries (e.g. loans or credit lines); a material financial interest (such as ownership or investment) in the Company or its Subsidiaries, or in Customers, suppliers or competitors of the Company or its Subsidiaries.

The following would in principle be considered material:

- financial obligations towards the Company that are not negotiated at arm's length and
- current shareholdings of more than 1% or other investments of equivalent value;

- ii. economic interests (e.g. shares, other ownership rights and memberships, holdings and other economic interests in commercial Customers, intellectual property rights, loans granted to a company owned by Members of the Board of Directors);
- iii. any personal relationship with other Members of the Board of Directors and/or Key Function Holders of the Company or its Subsidiaries, with any qualifying Shareholders of the Company or its Subsidiaries, or with Customers, suppliers or competitors of the Company or its Subsidiaries as well as where the appointee is involved in any legal proceedings or out-of-court disputes against the Company or its Subsidiaries;
- iv. any business, professional [such as holding management or senior position(s)] or commercial relationship that the Member may have or has with the Company or its Subsidiaries or with Customers, suppliers or competitors of the Company or its Subsidiaries; or has had, over the past two years, any of such relationship with such entities. The materiality of these relationships depends on what (financial) value they represent to the business of the appointee or their close relatives or such entities;
- v. other employments and previous employments within the recent past (e.g. during the last five years);
- vi. personal or professional relationships with relevant external stakeholders (e.g. being associated with material suppliers, consultancies or other service providers);
- vii. membership in a body or ownership of a body or entity with conflicting interests;
- viii. position of political influence as or political relationships with, for example, a local politician (e.g. mayor), a public employee (e.g. governmental job), a president of a political party, a member of Cabinet, or a member of a regional or national government over the past two years; including in situations where the Member is a Politically Exposed Person;

The aforementioned situations pertain to the Members of the Board of Directors, but also to their close relatives (their spouses and other persons considered by law to be equivalent to a spouse or domestic partner, their children and those of their spouses, their parents and those of their spouses, their siblings, other persons economically dependent on them, persons who are generally expected to influence them, as per the definition in the Policy on Related Parties Transactions) and to any legal person in which the Members are or were board members or qualifying shareholders, at the relevant time.

- 3.8.6. All actual and potential conflicts of interest at Board of Directors level shall be adequately communicated, discussed, documented, resolved upon and duly managed by the Board of Directors (i.e. the necessary mitigating measures shall be taken). A Member of the Board of Directors shall abstain from voting on any matter where that Member has a conflict of interest.

The CGSNC (and the Board of Directors) shall ensure that the candidates' personal, business or professional interests and affiliations do not conflict with those of the Company and the Group in accordance with the Company's Policy on the Prevention of Conflict of Interests.

The Company shall inform the Bank of Greece if it identifies a conflict of interest that may impact the independence of mind of a Member of the Board of Directors, including the mitigating measures taken.

3.9. **Collective Suitability Criteria**

- 3.9.1. The Board of Directors shall collectively be able to understand the Company's activities, including the main risks, and the Members of the Board of Directors shall collectively be able to take appropriate decisions considering the business model, risk appetite, strategy and markets in which the Company operates.
- 3.9.2. The Company ensures that there is a sufficient number of Members with knowledge in each area in order to allow a discussion for decisions which have to be made.

- 3.9.3. The Non-Executive Members of the Board of Directors shall be collectively able to effectively challenge and monitor decisions made by the Executive Members of the Board of Directors.
- 3.9.4. The composition of the Board of Directors shall reflect the knowledge, skills and experience necessary to fulfill its responsibilities. This includes that the Board of Directors collectively has an appropriate understanding of those areas for which the Members are collectively accountable, and the skills to effectively manage and oversee the Company, including the following aspects:
- a. the business of the Company and the main risks related to it;
 - b. each of the material activities of the Company;
 - c. strategic planning;
 - d. relevant areas of sectoral/financial competence, including financial and capital markets, solvency and models;
 - e. financial accounting and reporting;
 - f. risk management, compliance, internal audit and internal control;
 - g. information technology and security;
 - h. local, regional and global markets, where applicable;
 - i. the legal and regulatory environment;
 - j. corporate governance;
 - k. managerial skills and experience;
 - l. the ability to plan strategically;
 - m. the management of (inter)national groups and risks related to group structures, where applicable;
 - n. ESG issues, including management of climate-related and environmental risks as well as social risks, and risks factors;
 - o. adequate gender representation.
- 3.9.5. While the Executive Members should collectively have a high level of managerial skills, the Non-Executive Members should collectively have sufficient management skills to organize their tasks effectively and to be able to understand and challenge the management practices applied and decisions taken by the Executive Members of the Board of Directors.

4. Assessment of the Individual Suitability of Members of the Board of Directors

- 4.1. The Members of the Board of Directors should demonstrate their suitability by providing at least the documentation that is required by the competent authorities for the assessment of suitability.
- 4.2. As part of the assessment of the suitability of an individual Member of the Board of Directors, the Company should:
- a. gather information on the Member's suitability through various channels and instruments (e.g. diplomas and certificates, recommendation letters, curricula vitae, interviews, questionnaires);
 - b. gather information on the reputation, integrity and honesty as well as the independence of mind of the assessed individual, including assessing whether there are reasonable grounds to suspect that ML/TF is being or has been committed or that the risk thereof could be increased;
 - c. gather information on the independence of mind of the assessed individual;
 - d. require the assessed individual to verify that the information provided is accurate and to provide proof of information, where necessary;
 - e. require the assessed individual to declare any actual and potential conflicts of interest;
 - f. validate, to the extent possible, the correctness of the information provided by the assessed individual;
 - g. evaluate within the CGSNC the assessment results;
 - h. where necessary, adopt corrective measures to ensure the individual suitability of the Members of the Board of Directors.
- 4.3. Where there is a matter which causes concerns about the suitability of a Member of the Board of Directors, an assessment of how this concern affects that person's suitability should be undertaken. In this assessment the Company shall take into account the existence of

reasonable grounds to suspect that ML/TF is being or has been committed or attempted that the risk thereof could be increased.

- 4.4. A description should be documented of the position for which an assessment was performed, including the role of that position within the Company, and should specify the results of the suitability assessment in relation to the following criteria, taking into account the applicable legislative and regulatory framework:
- a. sufficient time commitment;
 - b. compliance of Members of the Board of Directors that hold a directorship in a significant institution with the limitation of directorships;
 - c. sufficient knowledge, skills and experience;
 - d. reputation, honesty and integrity;
 - e. independence of mind.

5. Assessment of the Collective Suitability of the Board of Directors

- 5.1. When assessing the collective suitability of the Board of Directors, the Company should assess the composition of the Board of Directors taking into account the legislative and regulatory framework. The assessment of collective suitability should provide a comparison between the actual composition of the Board of Directors and the Board of Director's actual collective knowledge, skills and experience, and the required collective suitability.
- 5.2. An assessment of the collective suitability of the Board of Directors is performed by using an individual self-assessment questionnaire which is completed by each Member of the Board of Directors based on the criteria listed in the Bank of Greece Executive Committee Act 224/21.12.2023. The CGSNC completes the Collective Suitability Matrix of the Joint ESMA/EBA Guidelines after using selected information from the individual self-assessment questionnaires.
- 5.3. When assessing the suitability of an individual Member of the Board of Directors, the Company should, within the same time period, also assess the collective suitability of the Board of Directors as well as whether or not the overall composition of the Committees of the Board of Directors is adequate. In particular, it should be assessed what knowledge, skills and experience the individual brings to the collective suitability of the Board of Directors and whether the overall composition of the Board of Directors reflects an adequately broad range of experience, taking into account the minimum percentage of the under-represented gender in the Board of Directors in accordance with the applicable legal framework.
- 5.4. When assessing the collective suitability, the Company should assess whether the Board of Directors through its decisions has demonstrated a sufficient understanding of ML/TF risks and how these affect the Company's activities, and has demonstrated appropriate management of these risks, including corrective measures where necessary.

6. Pre-assessment, Ongoing Monitoring and Re-Assessment of the Individual and Collective Suitability of the Members of the Board of Directors

- 6.1. The CGSNC ensures that the individual and collective suitability assessments of the Members of the Board of Directors are carried out in due time before their appointment and the latest one month prior to their appointment. It may liaise with other Committees (e.g. Risk Management Committee and Audit Committee) and internal functions (e.g. human resources, legal or control functions). The Board of Directors is responsible for determining the final suitability assessments.
- 6.2. The ongoing monitoring of the individual or collective suitability of the Members of the Board of Directors should focus on whether the individual Member or the Members collectively remain suitable, taking into account the individual or collective performance and the relevant situation or event which caused a re-assessment and the impact it has on the actual or required suitability.
- 6.3. The CGSNC assesses or re-assesses on an ongoing basis, and at least annually, on the basis of the "Suitability and Nomination Process for the Members of the Board of Directors", the

collective and individual suitability of the Members of the Board of Directors, including the following cases:

- a. when there are concerns regarding the individual or collective suitability of the Members of the Board of Directors;
 - b. in the event of a material impact on the reputation of a Member of the Board of Directors or the Company, including cases where Members do not comply with the Policy on the Prevention of Conflict of Interests;
 - c. where there are reasonable grounds to suspect that money laundering or terrorist financing has been or is being committed or attempted or there is an increased risk thereof in connection with the Company and in particular in situations where the Company:
 - i. has been used for ML/TF purposes;
 - ii. has been found to be in breach of its AML/CFT obligations in the home or host Member State or in a third country;
 - iii. has materially changed its business activity or business model in a manner that suggests that its exposure to ML/TF risk has significantly increased.
 - d. as part of the review of the internal governance arrangements by the Board of Directors;
 - e. in any event that can otherwise materially affect the suitability of the Member of the Board of Directors;
 - f. when material changes to the composition of the Board of Directors occur, including:
 - i. when appointing new Members of the Board of Directors, e.g. as a result of a direct or indirect acquisition or increase of a qualifying holding in the Company;
 - ii. when re-appointing Members of the Board of Directors, if the requirements of the position have changed or if the Members are appointed to a different position within the Board of Directors;
 - iii. when appointed or re-appointed Members cease to be Members of the Board of Directors.
 - g. when there is a material change to the Company's business model, risk appetite, strategy or structure at individual or Group level;
- 6.4. The CGSNC assesses, based on the Suitability and Nomination criteria stated in paragraph 3 in particular, whether or not the Members:
- a. are of sufficiently good repute;
 - b. possess sufficient knowledge, skills and experience to perform their duties;
 - c. are able to act with honesty, integrity and independence of mind to effectively assess and challenge the decisions and proposals of the Executive Members and to effectively oversee and monitor Management decision-making;
 - d. are able to commit sufficient time to perform their functions in the Company and whether or not the limitation of directorships is being complied with.
- 6.5. The CGSNC, when re-assessing the individual or collective performance of the Members of the Board of Directors, shall consider in particular:
- a. the efficiency of the Board of Directors' working processes, including the efficiency of information flows and reporting lines taking into account the input from internal control functions and any follow-up or recommendations made by those functions;
 - b. the effective and prudent management, including whether or not the Board of Directors acted in the best interest of the Company including in relation to the fight against money laundering and terrorist financing;
 - c. the ability of the Board of Directors to focus on strategically important matters;
 - d. the adequacy of the number of meetings held, the degree of attendance, the appropriateness of time committed and the intensity of the Members' involvement during the meetings;

- e. any changes to the composition of the Board of Directors and any weaknesses with regard to individual and collective suitability, taking into account the Company's business model and risk strategy and changes thereto;
 - f. any performance objectives set for the Company and the Board of Directors;
 - g. the independence of mind of the Members of the Board of Directors, including the requirement that decision-making should not be dominated by any one individual or small group of individuals and the compliance of the Members of the Board of Directors with the Policy on the Prevention of Conflict of Interests;
 - h. the degree to which the composition of the Board of Directors has met the objectives set in the Diversity Policy;
 - i. any events that may have a material impact on the individual or collective suitability of the Members of the Board of Directors, including changes to the Company's business model, strategy and organization;
 - j. reasonable grounds to suspect that money laundering or terrorist financing is being or has been committed or attempted or other financial crimes, or there is an increased risk thereof, including following such adverse findings made by the internal or external auditors or competent authorities regarding the adequacy of the Company's AML/CFT systems and controls.
- 6.6. The result of the re-assessment, the reason for the re-assessment and any recommendation with regard to identified weaknesses shall be documented and submitted to the Board of Directors. The collective and individual suitability assessment of the Members of the Board of Directors is carried out at least annually by the Board of Directors, with the support of the CGSNC. From time to time and at least once every three years, the Board of Directors may appoint external consultants to facilitate a more in-depth review of its effectiveness.

7. Corrective Measures

- 7.1. Where there is a matter which causes concerns about the suitability of a Member of the Board of Directors, an assessment of the way in which these concerns affect that person's suitability should be undertaken.
- 7.2. If the assessment or re-assessment concludes that a person is not suitable to be appointed as a Member of the Board of Directors, that person should not be appointed or, if the Member has already been appointed, the Board of Directors should proceed with the termination of the Member's tenure and his/her replacement as soon as possible. With the exception of criteria relevant to the assessment of reputation, honesty and integrity, if the assessment or re-assessment identifies easily remediable shortcomings in the Member's knowledge, skills and experience, appropriate corrective measures should be taken to overcome those shortcomings in a timely manner.
- 7.3. If the assessment or re-assessment concludes that the Board of Directors is not collectively suitable, appropriate corrective measures should be taken to overcome the identified shortcomings in a timely manner.
- 7.4. Appropriate corrective measures may include, but are not limited to:
- a. adjusting responsibilities between Members of the Board of Directors;
 - b. replacing certain Members;
 - c. recruiting additional Members;
 - d. taking possible measures to mitigate conflicts of interest;
 - e. training individual Members;
 - f. training the Board of Directors collectively to ensure the individual and collective suitability of the Board of Directors.
- 7.5. In any case, the competent authorities should be informed without delay of any material shortcomings identified concerning any of the Members of the Board of Directors and the Board of Directors' collective composition. The information should include the measures taken or envisaged to remedy those shortcomings and the timeline for their implementation.

8. Monitoring and Review of the Policy

- 8.1. Any deviation from the requirements of this Policy should be specifically justified by the CGSNC to the Board of Directors when making its candidate recommendations.
- 8.2. The Policy is approved by the Board of Directors, submitted for approval to the GMS and is posted on the Company's website. Any amendments thereto are approved by the Board of Directors and in case they are material they are submitted for approval to the GMS. The Policy and every material amendment thereto enters into force from the approval thereof by the GMS. Material are the amendments that provide for derogations or significantly change the content of the Suitability and Nomination Policy in particular as to the applied general principles and criteria. The Policy is monitored and reviewed annually by the CGSNC. Documentation regarding the adoption of the Policy and any amendments thereto shall be maintained (e.g. in the Minutes of relevant meetings).
- 8.3. In preparing, amending or reviewing the Policy, the CGSNC and the Board of Directors shall take into account recommendations or findings of other Board Committees and competent Functions such as Legal Services, Human Resources or/and Internal Control Functions. Internal Control Functions should provide effective input to the review of the Policy in accordance with their roles. Notably, the Compliance Function should analyze how the Policy affects the Company's compliance with legislation, regulations, internal policies and procedures, and should report all identified compliance risks and issues of non-compliance to the Board of Directors through the CGSNC.

Annex I

A. Independence criteria of the Members of the Board of Directors in accordance with Article 9 of Law 4706/2020
In line with the applicable legal and regulatory provisions, in order for a Member to be considered Independent during his/her term of office, he/she:
Does not hold directly or indirectly a percentage of voting rights higher than zero point five percent (0.5%) of the capital of the Company; and
Is free of any a) financial, b) business, c) family or d) any other kind of dependency that might affect his/her decisions and his/her independent and objective judgment,
keeping in mind that (according to Law 4706/2020 on Corporate Governance) a dependency exists mainly in the following situations:
a) In case he/she receives significant fees or benefits from
i) the Company or ii) an affiliated company thereto or participates: - in a system of options for the acquisition of shares or in any other system of remuneration or benefits linked to performance, except for fees for his/her participation in the Board of Directors or the Committees thereof and - in the receipt of fixed benefits in the course of a pension scheme, including deferred benefits for the provision of services to the Company in the past.
b) In case he/she or a person closely related to him/her has or had a business relationship over the past three financial years prior to his/her appointment with:
Ba) the Company or
Bb) an entity affiliated to the Company or
Bc) a Shareholder that directly or indirectly holds shares equal to or higher than ten percent (10%) of the capital of the Company over the past three financial years prior to his/her appointment or of an entity affiliated to the Company, under the condition that this relationship affects or might affect the business activity of either the Company or himself/herself or the person closely related to him/her. Such a relationship mainly exists when the person is an important supplier or an important Customer of the Company.
c) In case he/she or a person closely related to him/her:
Ca) was a Member of the Board of Directors of the Company or an affiliated company thereto for more than nine financial years accumulatively at the time of his/her election.
Cb) was a Senior Officer or has entered into an employment contract or contract of work or contract for the provision of services or was an in-house professional at the Company or at an affiliated company thereto over the past three financial years prior to his/her appointment.
Cc) is up to second-degree relative by blood or marriage or is the spouse or the partner who is treated as a spouse of a Member of the Board of Directors or a Senior Officer or a Shareholder who holds a percentage equal to or higher than ten percent (10%) of the capital of the Company or an affiliated company thereto.
Cd) has been appointed by a certain Shareholder of the Company according to the Articles of Incorporation, as provided in article 79 of Law 4548/2018.
Ce) represents Shareholders who directly or indirectly hold a percentage equal to or higher than five percent (5%) of the voting rights in the General Meeting of the Shareholders during his/her term without written instructions.
Cf) has conducted a statutory audit in the Company or in an affiliated company thereto, either personally or through a company or through any of his/her up to second-degree relatives by blood or marriage or his/her spouse, over the past three financial years prior to his/her appointment.

Cg) is an executive member in another company, in the Board of Directors of which an executive member of the Company participates as a non-executive member.

B. Independence criteria of the Members of the Board of Directors in accordance with BoG Executive Committee Act 224/21.12.2023

A Non-Executive Member of the Board of Directors of the Company is regarded as not “being independent” if:

a. he/she has or has had, within the last five years, a mandate as an executive Board Member within an institution within the scope of prudential consolidation;

b. he/she is a controlling shareholder or member of the Company, being determined by reference to the cases mentioned in Article 32(2) of Law 4308/2014, or represents the interest of a controlling shareholder or member, including where the capital is owned by a Member State or other public body;

c. he/she has a material financial or business relationship with the Company;

d. he/she is an Employee of the Company or is otherwise associated with a controlling shareholder or member of the Company;

e. he/she is employed by any entity within the scope of consolidation, except when both of the following conditions are met:

i. he/she does not belong to the Company's highest hierarchical level, which is directly accountable to the Board of Directors;

ii. he/she has been elected as a Non-Executive Member in the context of a system of employees' representation and national law provides for adequate protection against abusive dismissal and other forms of unfair treatment;

f. he/she has previously been employed in a position at the highest hierarchical level in the Company or another entity within its scope of prudential consolidation, being directly accountable only to the Board of Directors, and there has not been a period of at least three years between ceasing such employment and taking up a position in the Board of Directors;

g. he/she is or has been, within the last three years, a principal of an entity that provided advisory, technical or legal services, an external auditor or a material consultant to the Company or another entity within the scope of prudential consolidation, or an Employee otherwise materially associated with the service provided;

h. he/she is or has been, within the last year, a material Supplier or material Customer or had another material business relationship with the Company or another entity within the scope of prudential consolidation, or is a senior officer of or is otherwise associated directly or indirectly with a material Supplier, Customer or commercial entity that has a material business relationship with the Company or another entity within the scope of prudential consolidation;

i. he/she receives, in addition to remuneration for his or her role and remuneration for employment in line with point (c), significant fees or other benefits from the Company or another entity within its scope of prudential consolidation;

j. he/she served as a Member of the Board of Directors of the Company or entity within the scope of prudential consolidation for 12 consecutive years or longer;

k. he/she is a close family member of an Executive Member of the Board of Directors of the Company or another entity in the scope of prudential consolidation or a person in a situation referred to under points (a) to (h).