



**WHISTLEBLOWING  
POLICY AND PROCEDURES**

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## I. WHISTLEBLOWING POLICY

### 1. INTRODUCTION

#### 1.1 Purpose

The present Policy (the “Policy”) sets the general principles and the operational framework through which companies of Alpha Services and Holdings S.A (hereinafter “the Group”) receive, assess and investigate reports alleging irregularities, omissions or offenses that come to the attention of its Employees, Customers, Suppliers, or other stakeholders.

The Bank endorses and implements the present Policy.

Group companies endorse the Policy respecting the principle of proportionality and taking into account the size, legal form, nature and complexity of activities, continuously ensuring proper government arrangements.

Whistleblowing Policies of the Group companies operating abroad shall be aligned to national legislation.

The Policy and any amendments thereof, are proposed by the Group Compliance Division, are endorsed by the Audit Committee and are approved by the Board of Directors of Alpha Services and Holdings S.A.

The Bank is committed to maintaining the highest level of ethics and professional behavior, adopting a zero-tolerance approach towards illegal or governance-counter actions which might negatively affect its reputation and credibility.

#### 1.2 Regulatory Framework

The Whistleblowing Policy (hereinafter “the Policy”) complies with the requirements of the regulatory framework, as stipulated in the provisions of Bank of Greece Governor’s Act 2577/9.3.2006 on the “*Framework of operational principles and criteria for the evaluation of the organisation and Internal Control Systems of credit and financial institutions and relevant powers of their management bodies*”, as well as of Directive (EU) 2019/1937 of the European Parliament and of the Council on “the protection of persons who report breaches of Union law”.

#### 1.3 Definitions

For the purposes of this Policy, the following definitions shall apply:

**Report** is the oral or written communication of information on breaches, or a concern submitted about an actual or potential breach.

**Whistleblower** is the natural person who reports or discloses information on breaches acquired in the context of their work-related activities.

**Reported Person** is the individual against whom an allegation has been made, a natural or legal person who is referred to in the report as a person to whom the irregularity is attributed or with whom that person is associated.

**Retaliation** is any direct or indirect act or omission which occurs in a work-related context, prompted by reporting, which causes or may cause unjustified detriment to the whistleblower. Retaliatory actions may include, but are not necessarily limited to, harassment, discriminatory treatment, inappropriate performance appraisal, salary freeze or adjustment, work assignments, demotion, termination of employment, or the withholding of an entitlement.

**Feedback** is the provision to the reporting person of information on the action envisaged.

**Breach** is the act or omission that is unlawful and relates to act and areas falling within the scope of the Policy.

**Good faith** is the unequivocal belief in the veracity of the reported incidents, i.e. the fact that the whistleblower reasonably believes the transmitted information to be true, based on reasonable facts and/or circumstances that allow for the assumption that the report is sufficiently grounded.

#### **1.4 Scope and Obligations**

The whistleblowing processes are addressed to all Employees of the Bank, as well as to all stakeholders related with the Bank and are designed to complement the Personnel Regulation, Policies and Procedures of the Bank referring to the general duties of the Employees.

## **2. GENERAL PRINCIPLES**

The Policy constitutes a means of ensuring the integrity, internal governance and reputation of the Bank. It contributes to the identification of risks and to the adoption of the appropriate corrective measures, including but not limited to, enhancing the Internal Control System, detecting in advance incidents of fraud or other serious offenses, applying the appropriate measures to liable parties and, when required, notifying the competent Authorities, as the case may be.

Ensuring an environment of trust and safety for their Employees, Customers and Suppliers, the Bank encourages reporting in good faith of illegal acts or serious offenses, which come to their attention.

An inviolable principle of the Policy is to protect anonymity and confidentiality of the personal data of Whistleblowers and, in case they are Employees of the Bank, to safeguard that their professional evaluations are and will be performed impartially.

No promise of whistleblower award can be given, given that reports are submitted both in the context of complying with and adhering to the relevant applicable institutional and regulatory framework (Bank of Greece Governor's Act 2577/9.3.2006, Directive (EU) 2019/1937 of the European Parliament and of the Council "on the protection of persons who report breaches of Union law") and in order to protect the interests of the Bank and other stakeholders.

The whistleblowing procedure aims at strengthening transparency, which encourages the reporting of incidents that give rise to violations of the Procedures and Policies of the Bank as well as the reporting of incidents of fraud, corruption, coercion or other violations.

## **3. WHISTLEBLOWING REPORTS' SCOPE**

Reports shall be submitted on condition of faithful and reasonable belief that an offense or misdeed has been or may be committed. The Employees, Customers and Suppliers of the Bank are encouraged to report offenses, cases of suspected illegal behavior, mismanagement incidents, or serious omissions with respect to the Regulations, Policies and Procedures as well as to financial reporting and the preparation of the consolidated Financial Statements. Cases that should be reported include:

- Acts involving gross negligence, potential fraud or corruption.
- Breaches of the applicable legal and regulatory framework, with the exception of legal framework referring to (a) the protection of classified information; (b) the protection of legal and medical professional privilege; (c) the secrecy of judicial deliberations; (d) rules on criminal procedure.
- Acts affecting the purpose and reputation of the Bank.
- Acts conflicting with the interests of the Bank, including potential breach of the principles stipulated in the Policy on the Prevention of Conflict of Interests.
- Serious violations of Policies and Procedures.
- Serious irregularities or violations pertaining to the provision of all banking services and products, as well as those of investment services or the engagement in investment activities.

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- Acts that arguably offend ethical behavior of the Bank, as described in the Group Code of Ethics.
- Acts that endanger the health and safety of Employees.
- Breaches of Anti-Bribery and Corruption Policy provisions.
- Acts harmful to the environment.
- Breaches of the Market Abuse Prevention Policy with regard to insider dealing, unlawful disclosure of inside information and market manipulation.
- Breaches of anti-money laundering processes.
- Breaches of confidentiality and personal data protection.
- All kinds of harassment (e.g. sexual, racial, religious, gender identity etc.), as well as abuse of power.

Customer complaints pertaining to the quality of services provided for by the Bank are managed by the competent Customer Service Division and are not under the scope of this Policy.

#### **4. SAFEGUARDING ANONYMITY**

Reports can be submitted by telephone, in writing, or via e-mail. Upon request of the Whistleblower, reports can be delivered by means of a physical meeting between the Whistleblower and the Chair or the Secretary of the Committee.

In all cases, acting in good faith over the legitimacy of a report is a prerequisite. Whistleblowers shall be protected against retaliation or reprisal actions, on the following grounds:

- The identity of the Whistleblower, should they have opted not to be anonymous, shall be protected and confidentiality shall be ensured.
- Persons who report or publicly disclose information on breaches anonymously, but who are subsequently identified and suffer retaliation, shall nonetheless qualify for the protection provided.
- Submitted reports are communicated only to predefined persons, the number of which is narrowed to those responsible for carrying the investigation and are entitled to act in discretion and confidentiality. By respecting the above would also result in protecting the identity of the reported persons.

The Bank ensures that the Whistleblower is properly protected against possible negative consequences, such as threats or attempts of retaliation, or discrimination or any other form of unfair treatment. In particular, when the Report refers to a superordinate of the Reported Person and the superordinate proposes the dismissal of the Reported Person, said proposal is assessed by a Division Manager distinct from the one who evaluates the Reported Person.

The Bank ensures that Reported Persons are fully protected against potential negative impact, in such cases where the assessment of the report does not reveal a Policy breach. Even when the investigation decides upon a justified violation and measures have been taken against the Reported Persons, their protection is ensured against involuntary negative effects, irrespective of potential sanctions imposed by the competent bodies.

Revealing the identity of the Whistleblower may be required by a judicial or other legal procedure in the context of investigating the corresponding case. In particular, the Whistleblower shall be informed before their identity is disclosed, unless such information would jeopardize the related investigations or judicial proceedings. When informing the Whistleblower, the Bank shall provide an explanation for sharing the confidential data concerned.

The Bank takes all necessary technical and organizational measures to protect personal data. Any processing of personal data under this Policy is carried out in accordance with relevant national and European regulation. Personal data of the parties involved is protected and is processed for the sole purpose of verifying their validity. The Group Compliance Division retains in electronic format, a file, with the necessary security specifications, which includes all submitted reports, as well as the corresponding documentation.

## **II. THE COMMITTEE AND PROCESSES**

### **1. GOVERNANCE**

The Whistleblowing Committee is responsible for assessing and handling reports and proposing measures it deems necessary. Reports submitted to Group companies that have not set up a Whistleblowing Committee, are handled by the Whistleblowing Committee of the Bank, as described in the relevant Act entitled “Whistleblowing Committee”.

According to the provisions of L.4990/2022, the Bank assigns the responsibilities of receipt and follow up of the reports submitted, to the Group Compliance Officer.

### **2. RECEIVING REPORTS**

In order to facilitate the proper examination and assessment of the submitted reports, the Whistleblowers are encouraged to provide all available information, including the facts giving rise to the suspicion/concern related with the report, indicating the date and nature of the event, the name(s) of the person(s) involved as well as potential witnesses, or other evidences, including documents and locations.

Reports can either be submitted via phone to the following dedicated number: +30 210 326 2480, which is answered by voicemail and the message is recorded, or via e-mail at [whistleblowing@alpha.gr](mailto:whistleblowing@alpha.gr), or by post to the Group Compliance Officer. The afore-mentioned channels operate exclusively for receiving reports and are available 24 hours a day/seven days a week. All reports are submitted to the Whistleblowing Committee, by its Secretary.

Upon request of the Whistleblower, the report may also be submitted by means of a physical meeting with a member and the secretary of the Committee. In such a case, the Committee ensures that, subject to the consent of the Whistleblower, the conversation is recorded in a durable and retrievable form.

### **3. HANDLING REPORTS**

The procedure for handling whistleblowing reports includes the following steps:

- When a report is submitted to the Whistleblowing Committee, the latter shall resolve on whether the report indicates irregularities, omissions or offenses. In such a case, the Committee shall refer the report to the competent Division(s) of the Bank to proceed with any further necessary actions, or to the Internal Audit Division to perform an investigation. Subsequently, the Committee resolves on whether to close the case or to inform the Management of the Bank about the identified violations.
- When an Employee has been found violating the Bank’s Internal Regulations, Policies and Procedures, the Whistleblowing Committee escalates the case for the purpose of deciding upon the imposition of measures, as follows:
  - i. To the Board of Directors, with the support and recommendations of the Audit Committee, when the reported person is a member of the Executive Committee
  - ii. To the Executive Committee when the reported person is an Executive General Manager, a Senior Manager or a Manager
  - iii. To the Human Resources Division, in any other case.
- The Committee assigns a responsible Officer to receive and follow up on the reports, to communicate with the Whistleblower, and, if deemed necessary, to request further information and update on the progress of their report.
- In case the report has been submitted on an eponymous basis, the assigned responsible Officer acknowledges receipt of the report within seven (7) days following its submission.
- Upon completion of the case, the assigned responsible Officer informs the Whistleblower of the decision taken on their report. A case shall be regarded as complete when a final decision has been resolved by the Committee, when its decision is to close the case, or, in any other case, when actions by the competent Division(s) of the Bank have been concluded. The feedback to the Whistleblower shall be provided no later than three (3) months from the acknowledgement of receipt of the report or, if no acknowledgement was sent, three (3) months from the expiry of the seven-day period after the report was submitted.

Access to whistleblowing data is restricted to the Employees on a “need to know” basis and only for whistleblowing management purposes.

### **III. FINAL PROVISIONS – ADOPTION, REVIEW AND UPDATE**

Under the responsibility of the Compliance Division, the Whistleblowing Policy shall be communicated to Employees and posted on the Bank’s website in a separate, easily identifiable and accessible section. Information shall include the procedures applicable for reporting a case, including the template and the manner in which the Bank may request the Whistleblower to clarify elements of the report, or to provide additional information, the timeframe for providing feedback and the type and content of such feedback, as well as the nature of the follow-up over the reports.

The Compliance Division is responsible for the evaluation and annual review of the Policy and, if deemed necessary, proposes amendments to the Audit Committee, in order to recognize changes of the respective regulatory framework and continually improve operational efficiency and effectiveness.