



Press Release

Alpha Bank becomes the first Greek bank to be ISO22316-certified for its organizational resilience

Confirmation of the Bank's capacity to adapt and rise to the challenges of the changing business environment

Alpha Bank was distinguished for its organizational resilience, as it obtained its certification in accordance with the **ISO 22316** international standard by TÜV AUSTRIA Hellas, becoming **the first bank in Greece to obtain a certificate of compliance with this particular international standard**. This distinction confirms **Alpha Bank's commitment to best practices and innovative methodologies** that ensure its **successful adaptation and resilience** to the changing business environment, as well as the **smooth attainment of the objectives** of its daily operation.

Konstantinos Tzimopoulos, Manager of the Bank's Organizational Planning Division, made the following statement regarding the Bank's ISO 22316 certification:

"The successive crises of the last decade have highlighted more than ever before the importance of establishing the necessary structures that strengthen the resilience of an organization operating in an environment of intense uncertainty. Our ISO 22316 certification comes in recognition of Alpha Bank's capacity to strengthen all governance structures, so as to be able to anticipate and respond effectively to threats and opportunities, both in its internal operation and in its external business environment. We will remain committed to strengthening the Bank's resilience, one of our key strategic organizational objectives, in order to provide our Customers with seamlessly integrated services and to always support the sustainable growth of the Greek economy."

By incorporating the requirements of the ISO 22316 standard regarding the governance of organizational resilience, **the Bank achieves optimal management of the processes supporting its business goals and vision** while at the same time gaining a **better understanding of the requirements of its stakeholders**.

At the same time, the adoption of the requirements of ISO 22316 standard **helps create** within Alpha Bank the **right conditions to improve its ability to absorb, adapt and rise to the challenges of the changing business environment**. Finally, they are a strong factor in strengthening governance structures with a view **successfully managing processes related to critical administrative and operational functions**, such as, among others, strategic planning, cybersecurity management, risk and crisis management, financial control, etc.