





Environment

Field	Area	Metric	Notes	Unit	2023	2024	% Delta (2024-2023)
I. Carbon Footprint							
I. a. Emissions Measurement							
		Scope 1 emissions, of which	1, 2	tCO ₂ e	1,791	1,623	-9%
		Stationary Combustion, of which		tCO ₂ e	976	867	-11%
		• Gas Fuels (Natural Gas)		tCO ₂ e	346	550	59%
		• Liquid Fuels (Heating Oil / Gas Oil)		tCO ₂ e	630	317	-50%
		Mobile Combustion, of which		tCO ₂ e	502	452	-10%
		• Diesel		tCO ₂ e	143	126	-12%
		• Petrol		tCO ₂ e	357	324	-9%
		• LPG		tCO ₂ e	2.00	1.71	-14%
		• CNG		tCO ₂ e	0.20	0.00	-100%
		Fugitive Emissions	3, 4	tCO ₂ e	313	304	-3%
		Percentage data coverage (out of eligible for measurement)	5	%	100%	100%	0%
		Scope 2 emissions - location based	6, 7	tCO ₂ e	19,761	11,015	-44%
		Scope 2 emissions - market based	6, 8	tCO ₂ e	2	131	6,431%
		Percentage data coverage (out of eligible for measurement)	9	%	100%	100%	0%

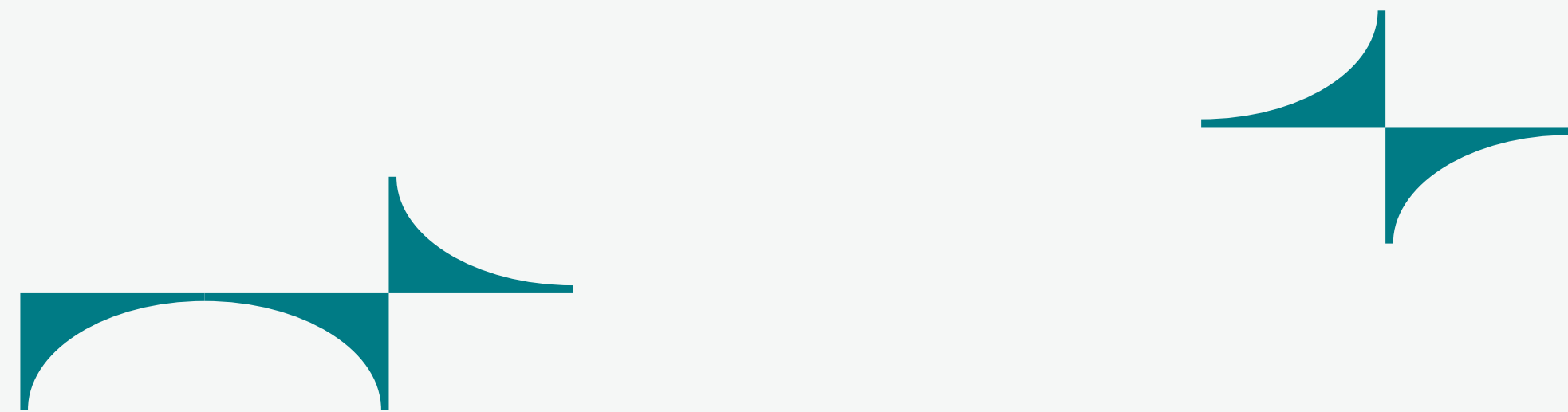
Field	Area	Metric	Notes	Unit	2023	2024	% Delta (2024-2023)
I. Carbon Footprint							
I. a. Emissions Measurement							
		Scope 3 emissions, of which	10, 11	tCO ₂ e	16,162,335	26,189,274	62%
		Scope 3, non financed, of which		tCO ₂ e	58,335	44,960	-23%
		• Cat. 1 Purchased goods & services	12	tCO ₂ e	45,373	32,338	-29%
		• Cat. 3 Fuel and energy related activities	13	tCO ₂ e	295	285	-4%
		• Cat. 4 Upstream transportation and distribution	14	tCO ₂ e	1,709	1,514	-11%
		• Cat. 5 Waste generated in operations	13	tCO ₂ e	10	-	n/a
		• Cat. 6 Business travel	13, 15	tCO ₂ e	6,142	6,182	1%
		• Cat. 7 Employee commuting	13, 15	tCO ₂ e	4,806	4,641	-3%
		Scope 3, financed (Cat. 15), of which	17, 18	ktCO ₂ e	16,104	26,144	62%
		• Business loans & Unlisted Equities		ktCO ₂ e	10,209	17,754	74%
		• Project Finance		ktCO ₂ e	1,426	3,111	118%
		• Commercial Real Estate		ktCO ₂ e	97	91	-6%
		• Mortgages		ktCO ₂ e	191	200	5%
		• Corporate Bonds & Listed Equities		ktCO ₂ e	685	1,735	153%
		• Sovereign Debt		ktCO ₂ e	3,492	3,250	-7%
		• Motor Vehicle Loans		ktCO ₂ e	4	5	16%
		Percentage data coverage (out of eligible for financed emissions)		%	95.8%	96.0%	0%
		Average PCAF data quality score of Financed emissions		numeric, on a 1-5 scale (1 highest)	2.6	2.5	-4%
I. b. Emissions Intensities - Non financed emissions							
		Scope 1 Intensity on Bank's headcount		tCO ₂ e/employee	0.27	0.25	-8%
		Scope 2 Intensity (market-based) on Bank's headcount		tCO ₂ e/employee	0.00	0.02	n/a
		Scope 3 excl. Cat.15 Intensity on Bank's net core income		tCO ₂ e/€m	24.00	16.31	-32%
I. c. Emissions Intensities - Financed emissions (economic, per Euro financed or invested)							
		Scope 3, Cat.15 Financed emissions		ktCO ₂ e	16,104	26,144	62%
		Exposure measured for Financed emissions		€m	40,962	49,587	21%
		Scope 3, Cat. 15 - intensity (over exposure measured)		ktCO ₂ e/€m	0.39	0.53	34%
		Percentage data coverage (out of eligible for measurement)		%	95.8%	96.0%	0%

Field	Area	Metric	Notes	Unit	2023	2024	% Delta (2024-2023)
II. Energy							
II. a. Energy Consumption							
		Total energy consumption, of which	19	MWh	46,096	49,113	7%
		Renewable, of which	20	MWh	40,106	43,136	8%
		• Self-generated		MWh	253	208	-18%
		Non-renewable, of which		MWh	5,990	5,977	0%
		• Nuclear		MWh	0	0	n/a
II. b. Energy Intensity							
		Energy intensity	21, 22	MWh/employee	7	8	8%
		Percentage data coverage (out of eligible for measurement)	23	%	100%	100%	0%
III. Water Management							
		Water withdrawal		Million cubic meters	0.05	0.06	11%
		Water discharge		Million cubic meters	0	0	n/a
		Total net freshwater consumption		Million cubic meters	0.05	0.06	11%
		Water intensity		Cubic meters/employee	7.99	9.03	13%
		Percentage data coverage (out of eligible for measurement)	24	%	100%	100%	0%
IV. Additional Sustainability Indicators							
IV. a. Sustainability related financings							
		RES Exposures - PE Corporate, of which		€bn	1.98	2.33	18%
		• Solar		€bn	0.71	0.82	16%
		• Wind		€bn	0.92	1.01	10%
		• Hydro		€bn	0.05	0.06	9%
		• Other or combined technologies		€bn	0.29	0.44	51%
		Sustainability-Linked Loans		€bn	0.04	0.93	2,066%
		RRF contracted loans, of which		€bn	0.92	1.44	57%
		• under RRF Green Pillar		€bn	0.47	0.77	65%
		Electric / Hybrid Vehicle Loans		€m	27	39	44%
		Small Business 'green' photovoltaic loans		€m	76	71	-7%
		Mortgages with collateral real estate with actual EPC class A-C		€m	79	141	78%
		Home retrofit loans		€m	45	36	-20%

Field	Area	Metric	Notes	Unit	2023	2024	% Delta (2024-2023)
IV. Additional Sustainability Indicators							
IV. b. Sustainability related operations							
		Percentage of company carfleet electric or hybrid		%	52%	72%	38%
		Buildings with solar panels - number of sites			3	3	0%
		Buildings with solar panels - capacity installed		MW	0.204	0.204	0%
V. EU Taxonomy KPIs							
V. Green Asset Ratio KPIs (Stock)			25				
		GAR - Turnover		%	1.80%	1.93%	7%
		GAR - Capex		%	3.40%	3.07%	-10%



Field	Area	Category	Notes	Metric	Unit	Reference pathway / Approach (for Scope 1&2)	Baseline Year	Value of metric in Baseline year	Target Year	Target value of metric in Target year	% Reduction (Target - Baseline)	Value of metric in 2023	Value of metric in 2024	Reduction achieved (2024 vs. Baseline)
I. NBG's C&E Targets & progress achieved														
Targets, Financed Emissions			26, 27											
		Power Generation		Physical Intensity of Financed Emissions	kgCO ₂ e/MWh	IEA NZE 2050	2022	169	2030	120	29%	148	120	29%
		Oil & Gas	28	Absolute Financed Emissions, indexed (2022:100)	-	IEA NZE 2050	2022	100	2030	70	30%	83	73	27%
		Cement		Physical Intensity of Financed Emissions	tCO ₂ e/t cementitious	IEA NZE 2050	2022	0.71	2030	0.52	27%	0.64	0.68	4%
		Aluminium		Physical Intensity of Financed Emissions	tCO ₂ e/t aluminium	MPP	2022	11.2	2030	3.9	65%	10.9	11.3	-1%
		Commercial Real Estate		Physical Intensity of Financed Emissions	kgCO ₂ e/sqm	CRREM Greek 1.5° scenario (v.2.02)	2022	57	2030	30	47%	56	57	0%
		Residential Real Estate		Physical Intensity of Financed Emissions	kgCO ₂ e/sqm	CRREM Greek 1.5° scenario (v.2.02)	2022	38	2030	16	58%	37	37	3%
Targets, Own Emissions			29, 30											
		Scope 1		Absolute emissions	tCO ₂ e	SBTi Absolute Contraction	2021	2,381	2030	1,381	42%	1,791	1,623	32%
		Scope 2 - market based		Absolute emissions	tCO ₂ e	SBTi Absolute Contraction	2021	224	2030	0	100%	2	131	42%



C&E Exclusion List

NBG's Risk Appetite Framework incorporates a dedicated Climate & Environmental exclusion list, containing activities considered to bear negative C&E impact, including interalia indicatively the following:

- No new investments in new coal mines or expansion of existing coal-mines;
- Clients with coal-fired electricity generation related revenues, unless there is a diversification strategy with transition plan to sustainable fuels and engagement to a credible time-bound exit plan from coal-fired electricity generation;
- Activities related to deforestation or the burning of natural ecosystems for the purposes of land clearance;
- Activities related to drift net fishing in the marine environment using nets in excess of 2.5 km in length;
- Any transaction located in and with negative impact on UNESCO World Heritage Sites, unless the required environmental permits are approved;
- Any transaction located in and with negative impact on Wetlands registered by the Ramsar Convention, unless the required environmental permits are approved;
- Any transaction located in and with negative impact on protected areas designated as part of Natura 2000 in accordance with EU Directive 92/43/EEG, or any locally designated protected areas (protectedplanet.net as most comprehensive global database on protected areas), unless the required environmental permits are approved.

Notes:

1. Measured according to GHG Protocol's "A Corporate Accounting and Reporting Standard" and using the operational control approach.
2. Emission factors sourced from the 2023 NIR of Greece by the Ministry of Environment and Energy, complementing the methodology outlined in the National Climate Law.
3. For the calculation of emissions from refrigerants in 2023, we use the 100-year time horizon global warming potential (GWP) included in the IPCC Fifth Assessment Report, 2014 (AR5), and in 2024 the 100-year time horizon GWP included in the IPCC Sixth Assessment Report, 2020 (AR6).
4. Fugitive emissions of 2023 and 2024 are restated vs. previously disclosed, following source data remediation.
5. Coverage is calculated over the entire bank operations relevant to Scope 1 (buildings for stationary combustion, vehicles for mobile combustion, and refrigerants for fugitive emissions), for which data is available.
6. Scope 2 emissions measurement follows the location-based and market-based methods in adherence with GHG Protocol's "Scope 2 Guidance" and CDP's "Technical Note: Accounting of Scope 2 emissions".
7. Emission factors for 2023 sourced from the European Residuals Mix for Greece. For 2024, from the National Climate Law database (supporting the submissions of carbon footprint reports to the Natural Environment and Climate Change Agency supervised by the Greek Ministry of Environment and Energy).
8. Emission factors sourced from the 2023 Energy Mix Report by the Greek Renewable Energy Sources Operator & Guarantees of Origin (DAPEEP S.A.) and from Residual Energy Mix.
9. Coverage is calculated over the entire bank energy consumption that is eligible for measurement.
10. Following GHG Protocol's methodology "Corporate Value Chain (Scope 3) Accounting and Reporting Standard" and the "Technical Guidance for Calculating Scope 3 Emissions" supplement.
11. Conversion rates for the calculation of Scope 3 emissions based on GHG Protocol methodology. Calculations take into consideration CO₂, CH₄ and N₂O.
12. Emission factors used for Category 1 sourced from: a) UK's Department for Environment Food & Rural Affairs (DEFRA) and b) PCAF emission factor database at sectoral level.
13. Emission factors used for Category 3, Category 5, Category 6, and Category 7 sourced from UK's DEFRA.
14. Emission factors used for Category 4 sourced from: a) UK's DEFRA and b) PCAF emission factor database at sectoral level.
15. According to GHG Protocol, business travel includes emissions from the transportation of employees for business-related activities and from hotel stays for business purposes.
16. Employee commuting incorporates the outcome of an employee commuting survey conducted in 2024.
17. All figures are Gross - no removals, no carbon credits, no avoided emissions.
18. Absolute financed emissions measured in CO₂ equivalents. They include Greenhouse gases, as these are included in clients' Scope 1 and 2 disclosed emissions, and as in the relevant sectoral emission factors, where no disclosures are available.
19. Conversion of underlying fuel volumes to energy based on conversion factors by UK's DEFRA.
20. Purchased electricity from Renewable Energy Sources (RES) based on Guarantees of Origin (GOs) received from electricity providers.
21. Types of energy included in the intensity ratio: electricity, thermal energy (natural gas, heating oil/gas oil), energy from transportation fuels (diesel, petrol, LPG, CNG).
22. Energy intensity calculated by dividing the total energy consumption originating from head offices and branches (excluding consumption in off-site ATMs and Kiosks) with the total active employees in head offices and branches at year-end.
23. Eligible for measurement: NBG's head offices and branch network (excl. off-site ATMs and Kiosks).
24. Coverage is calculated over the entire water consumption of the Bank (equal to water withdrawal in our case), which is the eligible consumption for measurement.
25. GAR KPIs are shown at NBG Group-level.
26. Financed emissions targets relate to (have been set considering and are monitored against) clients' Scope 1 & Scope 2 market-based emissions.
27. Underlying absolute financed emissions are measured in CO₂ equivalents. They include Greenhouse gases, as these are included in clients' Scope 1 and 2 disclosed emissions, and as in the relevant sectoral emission factors, where no disclosures are available.
28. Per market practice, it has been an NBG design choice to set the target for this sector on absolute financed emissions (as opposed to physical emission intensity).
29. Set per SBTi's Absolute Contraction Approach, assuming Net-Zero by 2040, and each year reducing by 4.7% in the case of Scope 1, and by 11.1% in the case of Scope 2 – market based.
30. In line with SBTi requirements, allowing base year up to two years prior to submission, 2021 was selected as the baseline for setting Scope 1 and Scope 2 targets. At the time this analysis was initiated (4Q.2022) this was the latest full year for which data was available.



Social

Total NBG employees					
2023			2024		
Men	Women	Total	Men	Women	Total
3,047	3,586	6,633	2,976	3,538	6,514

Women by position		
	2023	2024
Percentage of women in total management ¹	45%	46%
Percentage of women in senior management (within two levels of executive management) ²	32%	33%
Percentage of women in junior management ³	49%	50%
Percentage of women IT/Engineering	36%	36%
Percentage of women in management in revenue generating functions	46%	48%

¹Total managerial positions refer to senior, middle and junior managerial positions.

² Senior management positions refer to the General and Assistant General Managers, Senior Managers and Managers.

³ Junior management positions refer to Head of Subdivisions of Head office.

New hires 2023									
	<30 years old			30-50 years old			>50 years old		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number of new employee hires	37	32	69	47	48	95	3	4	7

New hires 2024									
	<30 years old			30-50 years old			>50 years old		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number of new employee hires	37	45	82	79	63	142	4	2	6

Employee turnover 2023												
	<30 years old			30-50 years old			>50 years old			Total		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Total rate of voluntary employee turnover	12.09%	10.00%	11.05%	3.15%	2.48%	2.77%	12.09%	8.21%	10.10%	6.40%	4.38%	5.31%
Total rate of involuntary employee turnover	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	0.09%	0.10%	0.03%	0.03%	0.03%
Total rate of employee turnover	12.09%	10.00%	11.05%	3.15%	2.48%	2.77%	12.19%	8.30%	10.20%	6.43%	4.41%	5.34%

Employee turnover 2024												
	<30 years old			30-50 years old			>50 years old			Total		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Total rate of voluntary employee turnover	12.36%	5.71%	8.76%	2.07%	1.71%	1.87%	20.87%	11.70%	15.99%	8.74%	5.06%	6.74%
Total rate of involuntary employee turnover	0.00%	0.00%	0.00%	0.00%	0.04%	0.02%	0.10%	0.00%	0.05%	0.03%	0.03%	0.03%
Total rate of employee turnover	12.36%	5.71%	8.76%	2.07%	1.75%	1.89%	20.97%	11.70%	16.04%	8.77%	5.09%	6.77%

Employee's unionization		
	2023	2024
% of employees covered by Collective Labour Agreements	100%	100%
% of employees - members of unions	82%	81%

Employees working remotely						
	2023			2024		
	Men	Women	Total	Men	Women	Total
% of eligible employees	77%	81%	79%	74%	80%	77%

Training data		
	2023	2024
Number of employees' participations in in-house training courses	28,025	49,864
Number of employees' participations in outsourced seminars	7,200	8,109
Number of employees' total participations in training courses	35,225	57,973
Training man-hours (participations by hours)	184,609	222,206
Average amount spent per FTE on training (Euro)	310	315

Average annual training hours by category and gender ¹						
	2023			2024		
Employee Category	Men	Women	Total	Men	Women	Total
Employees without supervision responsibilities	26.75	28.30	27.61	34.15	35.39	34.77
Employees with supervision responsibilities	26.75	30.45	28.60	37.76	42.11	39.94
General Managers and Assistant General Managers ²	20.74	30.50	23.74	23.70	25.00	24.35
Total	26.70	28.79	27.83	31.87	34.17	33.02

¹ Breakdown of calculation: Total training hours (man-hours), by employee category/Total number of employees, by corresponding category.

² Chair and Executive members of the BoD are included.

Employees' evaluation		
	2023	2024
Number of employees that participated in regular performance and career development reviews	6,161	6,160
Percentage of employees that participated in regular performance and career development reviews ¹	93%	95%

¹ All employees are evaluated, except those who do not meet the eligibility criteria based on tenure or actual days worked during the year. This explains why the percentage is below 100%.

Maternity/Paternity leave				
	2023		2024	
	Maternity ¹	Paternity ²	Maternity ¹	Paternity ²
Employees who used Maternity/Paternity leave	106	87	77	84

¹ Each mother is entitled to 134 consecutive calendar days (19.1 weeks).

² Each father is entitled to 14 business days.

Parental leave ¹						
	2023			2024		
	Men	Women	Total	Men	Women	Total
Total number of employees that were entitled to parental leave, by gender	84	76	160	82	67	149
Total number of employees that took parental leave, by gender ²	18	87	105	21	86	107
Return to work rate of employees that took parental leave	100%	100%	100%	100%	100%	100%
Retention rate of employees that took parental leave	93%	97%	96%	100%	99%	99%

¹ After the end of maternity leave, mothers are entitled to choose between a reduced work schedule (by 2 hours for the first 2 years and 1 hour for the next 2 years) or a cumulative leave of equal time (6 + 3 months, respectively). The 9-month (38.6 weeks) cumulative leave rises to 12-month leave in case of multiple pregnancies. Fathers are also entitled to the said reduced work schedule or cumulative leave (38.6 weeks), if the mother waives this benefit.

The total leave for mothers arises to 57.7 weeks (19.1+38.6).

The total leave for fathers arises to 41.1 weeks (2.5+38.6) only if mothers do not use the the 38.6 leave.

² Includes employees that were entitled to parental leave from previous years.

Absentee rate		
	2023	2024
Absentee rate ¹	0.90%	0.94%

¹ [Number of absentee days in the accounting period / Total days scheduled to be worked in the accounting period] x 100.

Employee satisfaction survey		
	2023	2024
Employee engagement	73%	71%
Proud to work for NBG	76%	73%
NBG Participants	69%	70%

Customer satisfaction		
	2023	2024
% of satisfied customers ¹	89%	88%
Data coverage ²	96%	96%

¹ Satisfied customers are Mass and Premium Customers with overall positive experience with NBG.

² Data coverage refers to the ratio of the Bank's Mass & Premium Customers to the total active customers of the Bank.

NBG Customer experience				
	2023		2024	
	Mass & Premium Customers	Business Customers	Mass & Premium Customers	Business Customers
Overall positive experience with NBG	89%	84%	88%	87%
Branch experience	86%	85%	83%	87%
Internet Banking experience	97%	94%	94%	94%
Mobile Banking experience	96%	92%	94%	93%
Contact center experience	89%	80%	85%	80%
ATM Service experience	92%	86%	88%	83%
APS Service experience	92%	84%	87%	86%

A photograph of a classical building with large columns and a pediment, overlaid with a blue graphic containing the word 'Governance'.

Governance

Gender diversity of BoD				
	2023		2024	
	Men	Women	Men	Women
BoD Executive directors	1	1	1	1
Non-executive directors	2	0	2	0
Independent non-executive directors	6	3	5	3

BoD data		
	2023	2024
Average board meeting attendance (% of meetings of Board of Directors/Supervisory Board)	98%	99%
Number of non-executive/independent directors with 4 or less other mandates	11	10
Average tenure of Board members in years	4.4	5.5
Number of independent or non-executive members with industry experience	9	10

CEO pay ratio		
	2023	2024
CEO pay ratio ¹	14.4	16.4

¹CEO compensation divided by the median employee compensation.

Ratio of basic salary of women to men by employee level		
	2023	2024
Employees without supervision responsibilities	0.98	0.98
Employees with supervision responsibilities	0.88	0.88
General Managers and Assistant General Managers	0.89	0.89
Total	0.90	0.90

Breaches		
	2023	2024
Total number of information security breaches	0	0
Corruption or bribery breaches	0	0
Discrimination or harassment breaches	0	0

