

GRI G4 REPORT AND ISO 26000

GENERAL STANDARD DISCLOSURES

CATEGORY	INDICATOR	DESCRIPTION	REFERENCE	EXTERNAL ASSURANCE
STRATEGY AND ANALYSIS	G4-1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	AFR 2-10 CRR 8-9	✓
ORGANIZATIONAL PROFILE	G4-3	Name of the organization.	Piraeus Bank SA	✓
	G4-4	Primary brands, products, and services.	www.piraeusbankgroup.com	✓
	G4-5	Location of the organization's headquarters.	4, Amerikis street, 105 64, Athens	✓
	G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	www.piraeusbankgroup.com > Group Profile > Group Presence	✓
	G4-7	Nature of ownership and legal form.	www.piraeusbankgroup.com > Investor Relations > Corporate Governance > Articles of Association , CRR 60-62	✓
	G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	www.piraeusbankgroup.com > Investor Relations > Presentations > 2015 > Group Corporate Presentation	✓
	G4-9	Scale of the reporting organization.	CRR 89 and www.piraeusbankgroup.com/en/ group-profile/at-a-glance , AR 13, 58-59 AFR 3 www.piraeusbankgroup.com/en/ investors/financials/presentation- audio-archive>slides: 17>Assets and Liabilities Mix, 58> Loan & Deposit Portfolios	✓
	G4-10	Total workforce by employment type, employment contract, region, gender ect.	CRR 89 and www.piraeusbankgroup.com/en/ group-profile/at-a-glance	✓
	G4-11	Percentage of total employees covered by collective bargaining agreements.	CRR 89-90	✓
	G4-12	Organization's supply chain.	CRR 79-80	✓
	G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	CRR 79-80 AFR 3-8, 53-92, 98-104 www.piraeusbankgroup.com > Group Profile	✓
	G4-14	Explanation whether and how the precautionary approach or principle is addressed by the organization.	AFR 8-9, CRR 54-58, 136 -The dedicated Database on Environmental Legislation and Case Law and the 2013 Environmental Statement: pages 18, 21, 23, 26-28 www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environment Fields of Action > Environmental Management > Piraeus Bank's Environmental Statement	✓
	G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	CRR 36-39	✓
	G4-16	Memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body, • Participates in projects or committees, • Provides substantive funding beyond routine membership dues, • Views membership as strategic.	CRR 36-39, 114-118 Hellenic Banking Association (www.hba.gr) UN Global Compact (www.unglobalcompact.org)	✓

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IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES	G4-17	A. All entities included in the organization's consolidated financial statements or equivalent documents. B. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	AFR 121-125 note 26> Investments in subsidiaries and associate companies, CRR 16-21	✓	
	G4-18	A. Explain the process for defining the report content and the Aspect Boundaries. B. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	CRR 16-21	✓	
	G4-19	All the material Aspects identified in the process for defining report content.	CRR 16-21, Please refer to Specific Standard Disclosures.	✓	
	G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material or not within the organization, • Report any specific limitation regarding the Aspect Boundary within the organization.	CRR 16-21, Please refer to Specific Standard Disclosures.	✓	
	G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: • Report whether the Aspect is material or not outside of the organization, • Report any specific limitation regarding the Aspect Boundary outside the organization.	CRR 16-21, Please refer to Specific Standard Disclosures.	✓	
	G4-22	The effect of any restatements of information provided in previous reports, and the reasons for such restatements.	CRR 16-21	✓	
	G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	CRR 16-21	✓	
	STAKEHOLDER ENGAGEMENT	G4-24	List of stakeholder groups engaged by the organization.	CRR 40-43	✓
		G4-25	Basis for identification and selection of stakeholders with whom to engage.	CRR 40-43	✓
		G4-26	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	CRR 40-43	✓
G4-27		Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	CRR 16-21, 40-43	✓	
REPORT PROFILE	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	01.01.2014-31.12.2014	✓	
	G4-29	Date of most recent previous report (if any).	01.08.2014	✓	
	G4-30	Reporting cycle (such as annual, biennial).	Annual	✓	
	G4-31	Contact point for questions regarding the report or its contents.	Business Planning & Investor Relations> investor_relations@piraeusbank.gr	✓	
	G4-32	A. Report the "in accordance" option the organization has chosen. B. Report the GRI Content Index for the chosen option. C. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be "in accordance" with the Guidelines.	GRI Content Index for "In accordance" – Core CRR 16-21	✓	

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CATEGORY	INDICATOR	DESCRIPTION	REFERENCE	EXTERNAL ASSURANCE
	G4-33	A. The organization's policy and current practice with regard to seeking external assurance for the report. B. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. C. The relationship between the organization and the assurance providers. D. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	CRR 22-25	✓
GOVERNANCE	G4-34	Governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	AFR 15-16	✓
ETHICS AND INTEGRITY	G4-56	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	CRR 34-35, 48-50 www.piraeusbankgroup.com > Investors > Corporate Governance Structure & Operating Regulations, Code of Conduct	✓

SPECIFIC STANDARD DISCLOSURES

CATEGORY	INDICATOR	DESCRIPTION	REFERENCE	EXTERNAL ASSURANCE
ECONOMIC				
MATERIAL ISSUE: SUPPORT OF EMPLOYEMENT AND OF THE ECONOMIC ACTIVITY OF LOCAL COMMUNITIES.				
INDIRECT ECONOMIC IMPACTS	G4-DMA	Generic Disclosures on Management Approach.	www.piop.gr , AFR 9-10 CRR 32-33, 122-124	✓
	G4-EC7	Development and impact of infrastructure investments and services supported.	CRR 122-123	✓
ENVIRONMENTAL				
MATERIAL ISSUE: ADOPTION AND IMPLEMENTATION OF AN ENVIRONMENTAL POLICY AIMED AT REDUCING THE IMPACT OF THE BANK'S OPERATION ON THE ENVIRONMENT.				
MATERIALS	G4-DMA	Generic Disclosures on Management Approach.	www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Policy Principles www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Management > Environmental Statement of Piraeus Bank CRR 8-9, 134, 137, 140-141	
	G4-EN1	Materials used by weight or volume.	CRR 143	
	G4-EN2	Percentage of materials used that are recycled input materials.	CRR 143	
MATERIAL ISSUE: ADOPTION AND IMPLEMENTATION OF AN ENVIRONMENTAL POLICY AIMED AT REDUCING THE IMPACT OF THE BANK'S OPERATION ON THE ENVIRONMENT.				
ENERGY	G4-DMA	Generic Disclosures on Management Approach.	www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Policy Principles www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Management > Environmental Statement of Piraeus Bank CRR 8-9, 134, 137-141, 143	
	G4-EN3	Energy consumption within the organization.	CRR 138-140, 143	✓

SPECIFIC STANDARD DISCLOSURES

CATEGORY	INDICATOR	DESCRIPTION	REFERENCE	EXTERNAL ASSURANCE
	G4-EN5	Energy intensity.	CRR 138-140, 143	
	G4-EN6	Reduction of energy consumption.	CRR 138-140, 143	
MATERIAL ISSUE: TO SUPPORT SUSTAINABLE BUSINESS INITIATIVES TO PROTECT AND ENHANCE BIODIVERSITY AND ECOSYSTEMS.				
BIODIVERSITY	G4-DMA	Generic Disclosures on Management Approach.	www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Policy Principles CRR 8-9, 134, 148-149	✓
	G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	CRR 148-149 www.lifestymfalia.gr > LIFE-Stymfalia Project > General Information , www.lifestymfalia.gr > LIFE-Stymfalia Project > Aim-Objectives	
	G4-EN13	Habitats protected or restored.	CRR 148-149 www.lifestymfalia.gr > LIFE-Stymfalia Project > Aim-Objectives www.lifestymfalia.gr > Life-Stymfalia Project > Partners www.lifestymfalia.gr > The Area of Lake Stymfalia > Species www.lifestymfalia.gr > Actions > Preparatory Actions	✓
MATERIAL ISSUE: ADOPTION AND IMPLEMENTATION OF AN ENVIRONMENTAL POLICY AIMED AT REDUCING THE IMPACT OF THE BANK'S OPERATION ON THE ENVIRONMENT.				
EMISSIONS	G4-DMA	Generic Disclosures on Management Approach.	www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Policy Principles www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Management > Environmental Statement of Piraeus Bank CRR 8-9, 134, 137, 142-143	✓
	G4-EN15⁵	Direct greenhouse gas (GHG) emissions (Scope 1).	CRR 142-143	✓
	G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2).	CRR 142-143	✓
	G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3).	CRR 142-143	✓
	G4-EN18	Greenhouse gas (GHG) emissions intensity.	CRR 142-143	
	G4-EN19	Reduction of greenhouse gas (GHG) emissions.	CRR 142-143	
	G4-EN21	NOx, SOx, and other significant air emissions.	CRR 142-143	
MATERIAL ISSUE: ADOPTION AND IMPLEMENTATION OF AN ENVIRONMENTAL POLICY AIMED AT REDUCING THE IMPACT OF THE BANK'S OPERATION ON THE ENVIRONMENT.				
EFFLUENTS AND WASTE	G4-DMA	Generic Disclosures on Management Approach.	www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Policy Principles www.piraeusbankgroup.com > Corporate Responsibility > Environment > Environmental Management > Environmental Statement of Piraeus Bank CRR 8-9, 134, 137, 143	
	G4-EN23	Total weight of waste by type and disposal method	CRR 141, 143	

SPECIFIC STANDARD DISCLOSURES

CATEGORY	INDICATOR	DESCRIPTION	REFERENCE	EXTERNAL ASSURANCE
SOCIAL				
LABOR PRACTICES AND DECENT WORK				
MATERIAL ISSUE: CREATION AND DIFFUSION OF A UNIFORM CORPORATE CULTURE WITHIN THE PIRAEUS BANK GROUP, FOLLOWING THE RECENT ACQUISITIONS OF ATEBANK, GENIKI BANK, MILLENNIUM BANK AND THE GREEK BRANCH NETWORK OF THE BANK OF CYPRUS, CPB AND HELLENIC BANK.				
TRAINING AND EDUCATION	G4-DMA	Generic Disclosures on Management Approach.	CRR 41-42, 87, 91-94	✓
	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	CRR 87, 93-98	✓
PRODUCT RESPONSIBILITY				
MATERIAL ISSUE: FAIR SERVICE/HANDLING OF CUSTOMERS, WHICH INCLUDES MANAGEMENT OF THEIR PERSONAL DATA IN COMPLIANCE WITH THE RELEVANT LAWS, PROMOTION OF PRODUCTS AND SERVICES IN AN HONEST MANNER, AS WELL AS ENSURING THAT ALL THE PRODUCTS ARE SAFE, WHATEVER THEIR ORIGIN.				
PRODUCT AND SERVICE LABELING	G4-DMA	Generic Disclosures on Management Approach	CRR 68-69, 74-79	✓
	G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	CRR 68-69, 74-79	✓
MATERIAL ISSUE: THE BANK MUST ENSURE ITS COMPLIANCE WITH THE PRODUCT PROMOTION REGULATIONS AND THE BANKING CODE OF ETHICS BY APPLYING PROPER POLICIES, MECHANISMS FOR RE-EVALUATION OF PROCEDURES AND PRACTICES, AND EMPLOYEE TRAINING PROGRAMMES. CUSTOMER RELATIONS CAN BE FURTHER ENHANCED BY ADOPTING EFFECTIVE RESPONSE PROCEDURES TO BANK REQUEST FEEDBACK AS WELL AS BY MONITORING THE RATE OF CUSTOMER SATISFACTION AND SETTING IMPROVEMENT TARGETS.				
	G4-DMA	Generic Disclosures on Management Approach	CRR 68-69,74-79	
	G4-PR5	Results of surveys measuring customer satisfaction.	CRR 74-79	✓
MATERIAL ISSUE: PIRAEUS BANK DEALS WITH THE PRESENT CHALLENGES WITH A STRONG SENSE OF RESPONSIBILITY, BY PROMOTING A SPIRIT OF COLLABORATION AND TAKING MEASURES IN ORDER TO SUPPORT THE REORGANIZING AND RESTRUCTURING OF SUSTAINABLE SECTORS AND BUSINESSES, WITH THE AIM OF ENHANCING PRODUCTIVITY, COMPETITIVENESS AND EMPLOYMENT.				
PRODUCT PORTFOLIO	G4-DMA	Policies with specific environmental and social components applied to business lines (former FS1). Procedures for assessing and screening environmental and social risks in business lines (former FS2). Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3). Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines (former FS4). Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities (former FS5).	CRR 34-35, 68-79 www.piraeusbankgroup.com > Corporate Responsibility>Environment>a) Environmental Policy Principles , b) Climate Change Strategy , c) Sustainability Statement , d) Green Entrepreneurship www.piraeusbankgroup.com > Corporate Governance>Relationship with Customers and Suppliers>Relationship with Suppliers CRR 148-149 www.piraeusbankgroup.com > Investor Relations>Corporate Governance>Articles of Association, Article 2 CRR 91-92, 95-98, 151-153 CRR 40-43, 148-153 AR 74-75, 85-91, 91-94	✓
	FS-8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	AR 89 CRR 152	✓

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MATERIAL ISSUE: CREATION AND DIFFUSION OF A UNIFORM CORPORATE CULTURE WITHIN THE PIRAEUS BANK GROUP, FOLLOWING THE RECENT ACQUISITIONS OF ATEBANK, GENIKI BANK, MILLENNIUM BANK AND THE GREEK BRANCH NETWORK OF THE BANK OF CYPRUS, CPB AND HELLENIC BANK.				
CULTIVATE CULTURE	G4-DMA	Generic Disclosures on Management Approach.	CRR 93-94	✓
	PIRAEUS BANK SPECIFIC INDICATOR	Average hours of training per year per employee by gender, and by employee category.	CRR 93-94	✓

¹ CRR (number): Corporate Responsibility Report, 2014, page number

² AR (number): Annual Report, 2014, page number

³ AFR (number): Annual Financial Report, 2014, page number

⁴ It is noted that the table contains brief description of GRI indices for reasons of presentation. For the complete description, please refer to the following link <https://www.globalreporting.org/resourcelibrary/GRI-G4-Part1-Reporting-Principles-and-Standard-Disclosures.pdf>.

⁵ For the calculations the following conversion factors were used: net calorific heating diesel power 43 MJ/kg, diesel density heating 843.9 kg/m³, net calorific value of gasoline 44.3 MJ/kg and gasoline density 740.7