UNEP FI Principles for Responsible Banking Self-Assessment & Progress Report

2024

Progress Summary

Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & Customers
The Bank and its subsidiaries (hereinafter "the Group") through its ESG strategy are committed to: • The reduction of GHG emissions from own operations **by 42% by 2030**. • Become **Net Zero by 2050** • Steadily increase Green Asset Ratio (GAR) • Steadily increase Green Mortgage Ratio • The aspiration to achieve a representation of at least 30% women in Group's management bodies (Defined as the EXCO and the Extended EXCO) by 2030, has been **reached earlier with 33% representation of women**, as at 31 December 2023 and 31 December 2024. The Group is focusing on the following Sustainable Development Goals: • Good Health and Well-being • Quality Education • Gender Equality • Decent work and Economic Growth • Industry, Innovation and infrastructure • Sustainable Cities and Communities • Responsible Consumption and Production • Climate Action • Life Below Water • Partnerships for the Goals	The Group using the Principles for Responsible Banking (PRB) portfolio impact analysis tools and the Double Materiality Assessment (DMA) under European Sustainability Reporting Standards identified material: • positive and negative impacts on the impact area of **Climate Stability** • positive impacts associated with the impact area of **Availability, accessibility, affordability & quality of resources and services** The portfolio impact analysis covered Group's lending exposures in Non-Financial Corporations (Top 50 3 Digit NACE Sectors) and Households given that these accounted for c.98% of Group's total lending activities to customers as of 31 December 2024. The Group to increase positive impacts and reduce negative impacts on climate stability has set a decarbonisation target on Mortgage portfolio. The Group aims to reduce by 43% the carbon intensity metric ($kgCO_2e/m^2$) under the Mortgage portfolio, by 2030 compared to 2022 baseline. The Mortgage portfolio as of 31 December 2024 produced **12% lower $kgCO_2e/m^2$** compared to the baseline due to increase in energy efficient residential properties financed in 2024 following introduction of Green Housing product. The Group to enhance its positive impact on Availability, accessibility, affordability & quality of resources and services, in December 2024, introduced a set of measures to support the Cyprus Society as well as continues to innovate through Digital transformation.	The Group established the following to be a leader in supporting customer's transition in more sustainable business models: • Sustainable Finance Framework: inaugural **€300mn Green Bond issuance in 2024** • Certain sector lending limits to carbon intensive sectors • ESG due diligence process in the loan origination process • Green Lending Policy • Environmentally friendly product offerings: **€355mn as of 31 December 2024** The Group positively impacts accessibility to products and services through digital solutions like Internet Banking (1bank) and BOC Mobile Application. Progress on key digital offerings in 2024: • Digital Debit Cards: **23,386** • Quick Loans and Eloans: **€106.7mn** • Digital transaction ratio: **95.54%** • Digital Deposit Ratio: **92.20%** • Digital Sales Non-life insurance: **613,486** • Digital Accounts: **21,531** The Group actively engages with consumers and end-users about actual and potential impacts, including human right impacts, in alignment with Group's vision to create partnerships with customers, guiding and supporting them in a changing world. The Group is actively engaging with customers at various stages and through different channels to ensure a comprehensive approach is in place to integrate customer's input throughout the decision-making process.
BOCH Annual Financial Report 2024: page 12, 14, 21, 25, 95, 96, 188, 381, 485 and 507.	BOCH Annual Financial Report 2024: page 103, 114, 115, 139, 157, 167 and 204.	BOCH Annual Financial Report 2024: page 133, 134, 135, 136, 147, 193, 195, 198, 199, 203, 216, 217, 221 Green Bond – Allocation & Impact Report

Progress Summary (continued)

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & Accountability
The Group applies specific procedures to identify its stakeholder groups and engages with its stakeholders on a regular basis through dedicated processes and communication channels and analyses the key issues of concern and expectations that arise for each stakeholder group to improve its actions. Accordingly, the following stakeholder groups are engaged: • The Board • Employees • Investors and shareholders • Customers • Civil Society and Non-governmental organizations (NGOs) • Government and Regulators • Business Partners • Business Community • Peers/Competitors • Nature	The Board has ultimate oversight of the identification, assessment and integration of ESG impacts, risks and opportunities throughout the organisation. The Board has delegated authority to Board Committees to support the ESG oversight. The Group established the Sustainability Committee which reports to the Group's Executive Committee, setting certain roles and responsibilities to the Group's Management Committees to provide oversight related to ESG impacts, risks, opportunities, goals and disclosures. The Group conducts annually ESG trainings to the Board of Directors (9 hours of ESG training in 2024) and Management Committees (30 hours of ESG training in 2024) to drive a responsible banking culture. An e-learning to all employees is conducted annually to ensure responsible banking culture is spread across the Group (1,280.5 hours of ESG training in 2024).	The Group publishes annually its Sustainability Statement, on a consolidated basis, in accordance with Part 28 of the Companies Act 2014 and in compliance with the European Sustainability Reporting Standards (ESRS). The reporting period and the scope of consolidation of the Sustainability Statement is consistent with the consolidated financial statements of BOCH. The Group's policies, actions, targets, and metrics to address the material impacts, risks and opportunities identified as part of the DMA are disclosed in the respective topical sections of the Sustainability Statement, including those associated with the broader value chain. For the 2024 Sustainability Statement refer on pages 77-258 and 599 – 628 of BOCH Annual Financial Report 2024. The PRB Self-Assessment & Progress Report has not been externally assured. The sustainability statement, set out on pages 77 to 254 of BOCH Annual Financial Report 2024, has been subject to limited assurance by PricewaterhouseCoopers.
BOCH Annual Financial Report 2024: page 99	BOCH Annual Financial Report 2024: pages 84 and 216	BOCH Annual Financial Report 2024: 82 and 255 to 258

Principle 1: Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business model

Describe (high-level) your bank's business model, including the main business lines, customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, business areas or by disclosing the number of customers and clients served.

Links & references:

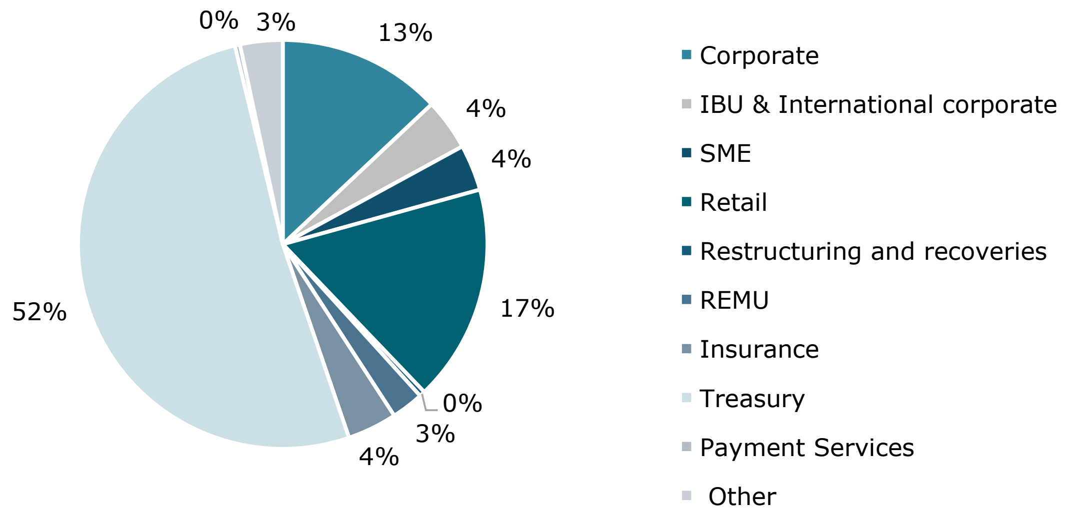
BOCH Annual Financial Report 2024:

- Section Business overview in page 21
- Section Strategy and Outlook in page 25
- Section Balance Sheet Analysis in pages 12 and 14
- Section 3. Strategy, Business Model, Value Chain and Stakeholder Engagement in page 96
- Section 8. Own workforce characteristics in page 188
- Section Corporate information in page 381
- Note 30 Customer Deposits in page 485
- Note 44.2 Credit risk concentration of loans and advances to customers in page 507

High-level summary of Bank's response

Bank of Cyprus Public Company Ltd (BOC PCL) is wholly owned by Bank of Cyprus Holdings Public Limited Company (BOCH). Bank of Cyprus Holdings Public Limited Company was incorporated in the Republic of Ireland as a Public Limited Company on 11 July 2016, and it became the sole shareholder of Bank of Cyprus on 18 January 2017. BOCH is listed on both the Athens Stock Exchange and the Cyprus Stock Exchange. As at 31 December 2024, there were 440,502,243 issued ordinary shares with a nominal value of €0.10 each. The Bank and its subsidiaries (hereinafter "the Group") provide a wide range of financial services including mainly retail, corporate, SME and international corporate banking, factoring, brokerage, asset management, real estate management and insurance services. The Group operates mainly in Cyprus. The Bank is the largest credit provider in Cyprus with a market share of 43.0% at 31 December 2024, compared to 42.2% at 31 December 2023. Group gross loans totalled €10,374 million at 31 December 2024, compared to €10,070 million at 31 December 2023. The Bank's deposit market share in Cyprus reached 37.2% as at 31 December 2024. The Group's Cyprus operations accounted for 90.5% of loans and advances to customers as at 31 December 2024 and 80.0% of its deposits. The Group employs 2,880 employees on a head count basis as at 31 December 2024. The Bank's registered office and headquarter is located in 51 Stasinos Street, Ayia Paraskevi, 2002 Strovolos, Nicosia, Cyprus. BOC PCL has strong local roots and has focused on elevating society through long-term sustainable practices and solutions since its inception in 1899. As the leading financial services provider in Cyprus, the Group is determined to lead the transition of Cyprus to a sustainable future. The distribution of the Group's business segments as a percentage of total assets is presented in the following graph.

Segmental Analysis - Distribution of total assets



Principle 1: Alignment (continued)

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Strategy alignment

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and other international frameworks such as the Kunming-Montreal Global Biodiversity Framework (GBF), the United Nations Guiding Principles on Business and Human Right (UNGPs), the forthcoming instrument on plastic pollution etc. Include any other national and/or regional frameworks that your bank has a strategy to align with where relevant.

Links & references:

BOCH Annual Financial Report 2024:

- Section 3. Strategy, Business Model, Value Chain and Stakeholder Engagement in page 95

High-level summary of Bank's response

The Group follows a holistic approach regarding, Environment, Social and Governance (ESG) areas, to ensure compliance with evolving regulatory framework, fulfilment of its commitment to the PRB and be aligned with its primary ambitions as enforced by the ESG strategy. The Group is determined to play a leading role in the transition of Cyprus into a sustainable future. During 2024, the Group has made significant progress in enhancing its ESG agenda in its portfolio and operations. The Group continues its "Beyond Banking" strategic approach to sustainability and established ESG as one of its four strategic pillars, with a special focus on the fight against climate change and its ambition to Net Zero by 2050. The Group's ESG strategy, formulated in 2021, is continuously expanding ensuring the Group maintains its leadership role in the Social and Governance pillars while accelerating efforts to address critical environmental challenges. In 2024, the Group continues to be committed towards its primary ESG ambitions:

42% GHG emission reduction by 2030 on own operations	The Group aims to become carbon-neutral in own operations by 2050, by gradually eliminating its scope 1 and 2 GHG emissions. The Group has estimated the Scope 1 and Scope 2 GHG emissions of 2021 relating to own operations in order to set the baseline for carbon neutrality target in own operations by 2050. The Group has estimated Scope 1 and Scope 2 GHG emissions for 2024 to monitor the progress on carbon neutrality target in own operations. The Group has set an interim target in line with carbon-neutrality ambition in own operations to reduce Scope 1 and Scope 2 GHG emissions by 42% (absolute target) by 2030 compared to the baseline of 2021.
Become Net Zero by 2050	The Group's ambition to become Net Zero, by reducing its Scope 1, Scope 2 and Scope 3 emissions through its supply chain (i.e. third-party providers) and its financing activities, which also entails the alignment and commitment of our customers towards this goal.
Steadily increase Green Asset Ratio (GAR)	The Group aims to increase GAR. The GAR indicates the degree of alignment with the EU Taxonomy, such as showing the proportion of the share of credit institution's assets financing and invested in EU Taxonomy-aligned economic activities as a share of total covered assets, such as those consistent with the European Green Deal and the Paris agreement goals. The Group's GAR as at 31 December 2024 was 0.6% (Turnover based) and 0.3% (CapEx based) compared to 0% (Turnover based) and 0.01% (CapEx based) as at 31 December 2023.
Steadily increase Green Mortgage Ratio	In accordance with the Green Asset Ratio, the numerator consists of mortgages used only for sustainable activities related to the construction of new buildings and renovation of buildings, while the denominator includes all mortgages. The Group has not yet developed EU taxonomy aligned Mortgages, however, aims to launch such an offering in upcoming years.

The aspiration to achieve a representation of at least 30% women in Group's management bodies (Defined as the EXCO and the Extended EXCO) by 2030, has been reached earlier with 33% representation of women, as at 31 December 2023 and 31 December 2024.

Principle 1: Alignment (continued)

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Strategy alignment

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and other international frameworks such as the Kunming-Montreal Global Biodiversity Framework (GBF), the United Nations Guiding Principles on Business and Human Right (UNGPs), the forthcoming instrument on plastic pollution etc. Include any other national and/or regional frameworks that your bank has a strategy to align with where relevant.

High-level summary of Bank's response (continued)

The Group has also identified, through several multi-stakeholder dialogue, numerous material areas of impact that contribute to specific Sustainable Development Goals (SDGs). As sustainability reporting is now a major source of information for investors, combined with the fact that regulatory bodies are also increasing the requirements of aligned disclosures, transparent reporting of SDGs is of high importance for the Group.

Due to its expertise and business model, the Group has selected to focus on the following SDGs:

These goals are the ones where the Group can have an impact based on its business environment and its customers. These include the commitment to the Paris Agreement, which is an overarching commitment. Committing to climate change mitigation means to actively support responsible tourism and consumption, innovation in the local infrastructure, and supporting sustainable cities and communities. For more details on the Sustainable Development Goals refer to **Appendix: Sustainable Development Goals in page 25 of this report**.

Principle 2: Impact & Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact Analysis

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target- setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement. The impact analysis should include assessment of the relevance of the four priorities laid out in Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector, as part of its initial or ongoing impact analysis.

Links & references

BOCH Annual Financial Report 2024:

- Section 4. Impacts, Risks and Opportunities in page 103
- Section 3. Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E1 - Climate Change in pages 114 and 115
- Section 2. Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E2 – Pollution in page 157
- Section 2. Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E5 – Resource Use and Circular Economy in page 167
- Section 2. Financed positive impacts on Access to products and services under ESRS S4 - Consumers and End Users in page 204

High-level summary of Bank's response

In September 2022, the Group voluntarily conducted an impact analysis, using its loan portfolio, in accordance with the PRB's impact analysis tools. In October 2023, the Bank has become the first Bank in Cyprus to sign the UNEP FI's PRB and conducts on an annual basis impact analysis to identify actual and potential positive and negative impacts of Institutional and Consumer lending activities. The latest PRB portfolio impact analysis was performed in 1Q2025 using FY2024 data and deployed the updated UNEP FI Portfolio Impact Analysis tool (Version 3 - January 2024). The analysis covered Group's exposures in Non-Financial Corporations (Top 50 3 Digit NACE Sectors) and Households given that these operations accounted for c.98% of Group's total lending activities to customers as of 31 December 2024.

The Group as a first wave reporter under the Corporate Sustainability Reporting Directive (CSRD) employed the Double Materiality Assessment (DMA) to determine the basis of the disclosures included in the Group's Sustainability Statement. The Group, through the DMA process, is identifying and assessing the material impacts, risks and opportunities (IROs) which are considered significant in achieving its long-term objectives and strategic plans. The scope of this assessment extends beyond the operational activities of the Group, covering its entire value chain, from upstream to downstream, as well as any external parties affected by the Group's operations. The DMA was carried out in three distinct phases: value chain analysis, IRO identification, assessment and mapping, and stakeholder validation. In order to assess the Group's Impact Materiality, internal stakeholders from various departments were requested to identify actual and potential operational impacts, including both positive and negative effects mapped to the impact areas and topics outlined in the UNEP FI Impact Radar. With regards to the impacts arising from loan and owned investment portfolios, the Group identified the actual and potential positive and negative impacts using UNEP FI PRB Impact Analysis (Institutional Banking, Consumer Banking and Investment Portfolio Impact Analysis Tools). The identified impacts were incorporated into an e-survey, requesting from the Group's Management and Senior Management to prioritise and score them based on scale and scope (+ irremediability for the negative Impacts) (+ likelihood for the potential Impacts). The results from the stakeholder prioritisation exercise were aggregated leading to a score between 1-5 for actual and potential, positive and negative impacts for each UNEP FI Impact Radar topic. The UNEP FI – ESRS AR 16 Topics Mapping tool was utilized to associate the identified impacts and their scores to the relevant ESRS sub-sub-topics.

Principle 2: Impact & Target Setting (continued)

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact Analysis (continued)

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target- setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement. The impact analysis should include assessment of the relevance of the four priorities laid out in Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector, as part of its initial or ongoing impact analysis.

High-level summary of Bank's response (continued)

The material impacts arising from loan portfolio of the Group, as identified from DMA, are summarized in the following table:

Natural Environment – Impact topics	***Financed Positive***	***Financed Negative***	***Impact Areas***
Climate Stability	✓	✓	Climate Stability
Air		✓	Biodiversity and healthy ecosystems
Soil		✓	
Resource intensity		✓	Circularity
Social - Impact topics	***Financed Positive***	***Financed Negative***	***Impact Areas***
Housing	✓		Availability, accessibility, affordability & quality of resources and services
Finance	✓		

The Group introduced in 2023 and 2024 an ESG Due Diligence process in the loan origination process, requesting from customers (based on certain thresholds) to provide ESG data through an ESG questionnaire so to assess customer's performance on ESG spectrum and exposure on ESG risks. By collecting, storing and assessing ESG data, the Group will be in a better position to identify and address the ESG impacts of its Corporate lending portfolio in the future.

The areas prioritised by the Group for target setting are Climate Stability and Availability, accessibility, affordability & quality of resources and services. For more details on the identified financed material impacts refer to BOCH Annual Financial Report 2024:

- Section 3. Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E1 - Climate Change in pages 114 and 115
- Section 2. Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E2 – Pollution in page 157
- Section 2. Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E5 – Resource Use and Circular Economy in page 167
- Section 2. Financed positive impacts on Access to products and services under ESRS S4 - Consumers and End Users in page 204

The Group to reduce negative impact and enhance positive impact on Climate stability:

- Promotes Green lending to manage climate transition risks and physical risks. Refer to page 144 of BOCH Annual Financial Report 2024.
- Established GHG emission reduction targets on loan portfolio (Scope 3). Refer to page 139 of BOCH Annual Financial Report 2024.
- Established sector limits on carbon intensive sectors enforced by Group's Concentration Risk Policy. Refer to page 136 of BOCH Annual Financial Report 2024.
- Established ESG Due Diligence process on loan origination process embedded in the Lending policy. Refer to page 133 of BOCH Annual Financial Report 2024.
- Established a Sustainable Finance Framework which enabled the Group to issue its inaugural Green Bond in 2024. Refer to page 135 of BOCH Annual Financial Report 2024. The Group published the Green Bond Allocation and Impact Report in April 2025.

Principle 2: Impact & Target Setting (continued)

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact Analysis (continued)

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target- setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement. The impact analysis should include assessment of the relevance of the four priorities laid out in Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector, as part of its initial or ongoing impact analysis.

High-level summary of Bank's response (continued)

The Group to enhance positive impact on Availability, accessibility, affordability & quality of resources and services announced the following measures at the end of 2024 which will be implemented in 2025:

- Support to performing borrowers: Rewarding performing Housing loan borrowers who have a Housing loan with ECB or Euribor base rates if certain criteria are met. The rewards can be either through Antamivi points or cash. The reward represents 0.5% of interest rate for the period 30/06/24-31/12/24.
- Personal Loans to Performing Borrowers with Housing loans: Introduction of new five-year fixed rate personal loan product with limit 5,000 at preferential interest rate for energy upgrade.
- Interest Rate Subsidies:
  - In alignment with Government Subsidy Scheme "Housing Subsidy Scheme for Young Couples and/or Individuals up to 41 Years Old" a 1% interest rate subsidy for the approved Cypriot residents under the scheme. The subsidy to be offered with the Bank's 3 Years Fixed interest rate Housing Loan product during the fixed rate period of the loan only.
  - In alignment with Government Subsidy Scheme "Housing Scheme for the Revitalization of Mountainous, Near the Buffer Zone and Disadvantaged Areas" a 1% interest rate subsidy for the approved Cypriot residents under the scheme. The subsidy to be offered with the Bank's 3 Years Fixed interest rate Housing Loan product during the fixed rate period of the loan only.
- Offering of Housing Loans at lower Fixed interest rate by the Bank: Offering 3 year fixed interest housing loan at a discount of 0.75% during the three-year Fixed rate period of the loan only. The product will be with a rate of 2.85% or 2.90% depending on customer contribution (higher or below 30%). The discount to be available only for primary residence Housing Loans for the acquisition of properties up to €350K for a total amount of €100m.

Furthermore, the Group enhance positive impact on Availability, accessibility, affordability & quality of resources and services through its Digital Transformation programme. For more information refer to Section 7. Access to products and services in page 198 of BOCH Annual Financial Report 2024.

Principle 2: Impact & Target Setting (continued)

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Targets, Target Implementation, and Action Plans/Transition plans

Show that your bank has set and published a minimum of two SMART targets which address at least two different areas of most significant impact that your bank identified in its impact analysis. Once targets are set, explain the actions taken and progress made. Include details regarding: Alignment, Baselines, Targets, Target Implementation & Monitoring (and KPIs), Action Plans/ Transition plans and Milestones. Banks are encouraged to disclose information regarding actions they are taking in four priorities laid out in Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector (2024).

Links & references

BOCH Annual Financial Report 2024:

- Section 7. Climate Change Metrics & Targets under GHG Emission Reduction Targets – Loan Portfolio - Scope 3 in page 139.

High-level summary of Bank's response

The Group, by taking into account the GHG emissions estimated for loan portfolio, the most significant loan exposures and the materiality assessment on climate-related and environmental (C&E) risks, decided to set a decarbonisation target on Mortgage portfolio, since their exposure corresponds to 34% of Households, Non-Financial and Other-Financial Corporations exposures and corresponds to c.6% of Group's GHG emissions of loan portfolio as at 31 December 2024. The target is aligned with the Group's ESG ambition to reach Net Zero by 2050. The Group has estimated the GHG emissions per square metre, as at 31 December 2022, for the properties financed under its Mortgage portfolio using the Partnership for Carbon Accounting Financial (PCAF) methodology and proxies, to identify the baseline. By applying SBTi target setting methodology, the baseline was set at December 2022. Then Group utilised the SBTi's tools, sectoral decarbonisation approach, in order to estimate the decarbonisation pathway that the Mortgage portfolio should follow to be aligned with the International Energy Agency Below 2 Degree Scenario.

Metric	2022 Base line	Target year	Target	Target reduction	Performance as at 31 December 2024	Figure as at 31 December 2024	Methodology
$kgCO_2/m^2$	53.50	2030	30.65	(43%)	(12%)	47.19	PCAF/SBTi
$kgCO_2/m^2$	53.50	2035	18.60	(65%)	(12%)	47.19	PCAF/SBTi
$kgCO_2/m^2$	53.50	2040	11.27	(79%)	(12%)	47.19	PCAF/SBTi
$kgCO_2/m^2$	53.50	2045	5.29	(90%)	(12%)	47.19	PCAF/SBTi
$kgCO_2/m^2$	53.50	2050	2.34	(96%)	(12%)	47.19	PCAF/SBTi

The Group aims to reduce by 43% the kilograms of GHG emissions financed per square metre ($kgCO_2e/m^2$) under the Mortgage portfolio, by 2030 compared to 2022 baseline. The Mortgage portfolio as at 31 December 2024 produced 47.19 $kgCO_2e/m^2$ which is 12% lower compared to the baseline due to increase in energy efficient residential properties financed in 2024 following introduction of Green Housing product. At the end of 2023, the Group introduced the Green Housing product with a variable interest rate. In 2024, the Group introduced the Green Housing product with a fixed interest rate. Both products are aligned with the Green Loan Principles (GLP) of the Loan Market Association (LMA), supporting the decarbonization strategy of the mortgage portfolio. The Group's new lending strategy, embedded in the 2025-2028 Financial Plan, include a new lending internal KPI associated with the Green Housing product which represents the decarbonization lever to reach the carbon intensity reduction. The feasibility of this GHG emission reduction target is strengthened by Cyprus legislation, which mandates that residential properties must have an EPC Category A to obtain a planning permit for construction after July 1, 2020.

The Group monitors the performance against the new lending internal KPIs associated with decarbonisation target on Mortgage in order to take remedial action on time:

i. By the Sustainability Committee (SC), Executive Committee (EXCO) and Nominations Corporate Governance Committee (NCGC) through the Sustainability Performance Report (Quarterly)
ii. By the SC, EXCO and Risk Committee (RC) through the Climate Risk Report (Quarterly)
iii. By EXCO through the monthly performance pack (Monthly)
iv. By Business Development Committee (BDC) on a monthly basis.

The Group will set by the next PRB Self-Assessment & Progress Report a SMART target on Availability, accessibility, affordability & quality of resources and services impact area.

Principle 3: Clients & Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Client and Customer engagement

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on the client engagement strategy including but not limited to the impact areas identified/ targets set, awareness raising activities with clients and customers, relevant policies and processes, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

High-level summary of Bank's response

The Group's commitment to be a leader in transition of Cyprus to a sustainable future includes supporting its customers reaching the same goal. The Group acknowledges that provision of finance leads to environmental and social impacts depending on the activity financed. The Group focus on promoting Green lending to support customer's transition to low carbon economy and being exposed to lower C&E risks. In this context, the Group is determined to be a leader in supporting the transition to more sustainable business models. Specifically:

- The Group established a Sustainable Finance Framework (SFF) which is aligned with the GLPs of LMA. Under the framework an amount at least equivalent to the net proceeds of any Sustainable Financing Instrument issued by the Group will be allocated to finance new or re-finance, in whole or in part sustainable projects which meet the eligibility criteria of the Eligible Green (Renewable energy, energy efficiency, clean transportation, Green Buildings) and/or Social Project categories (Access to essential services – Healthcare and Employment generation and SME financing). The SFF enabled the issuance of the inaugural Green Senior Preferred Bond (Green Bond) in May 2024 for an amount of €300mn, in line with the Group's Beyond Banking approach, aimed at creating a stronger, safer and future-focused bank and leading the transition of Cyprus to a sustainable future. The net proceeds of the Green Bond were 100% allocated based on eligible sustainable projects as of 31 January 2025. The Group published the Green Bond – Allocation & Impact Report in April 2025 associated with its inaugural Green Bond issuance. For more details refer to Section Sustainable Finance Framework under ESRS E1 - Climate Change in page 135 of BOCH Annual Financial Report 2024.
- The Group has estimated and is estimating the financed Scope 3 GHG emissions associated with loan and investment portfolio using PCAF standards, methodologies and proxies. The Group following the estimation of financed Scope 3 GHG emissions of 2022 defined an emission trajectory of its Mortgage portfolio setting its first decarbonization target on its loan portfolio. The Group designed the strategy to meet the decarbonization target set by directing new lending to more energy efficient residential properties. For more details refer to Section Scope 3 GHG emissions in page 147 of BOCH Annual Financial Report 2024.
- The Group has set certain sector limits to carbon intensive sectors (oil, gas, manufacturing of cement, manufacturing of Iron & Steel & Aluminium and non-renewable power generation). Financing in these sectors is only permitted for carbon-intensive NACE sectors subject to a total (cumulative) exposure of €100mn as per the provisions of Concentration risk policy and for transition or green projects that align with the Group's sustainability objectives, subject to approval by its highest credit committees. The limits aim to initiate engagement with customers operating in carbon intensive sectors so to support them in their transition to low carbon economy. For more details refer to Section Concentration Risk Policy under ESRS E1 - Climate Change in page 136 of BOCH Annual Financial Report 2024.
- The Group, through its Lending policy, established an ESG Due Diligence process in loan origination process aiming to gather customer ESG data and assess customer's performance on ESG spectrum and exposure to ESG risks. Customers eligible under the ESG Due Diligence process must complete an ESG questionnaire. Depending on the customer's response, the customer's ESG score derives. The above-mentioned process develops also a high-level roadmap for the customer under assessment in order to improve the ESG score and mitigate potential ESG risks. The ESG questionnaire, Synesgy solution, takes into account Global Reporting Initiative (GRI) and ESRS metrics in order to assess customer's performance on ESG spectrum. The Group implemented a margin discount which is linked, at the client level, to the borrower's "E" score (extracted from borrower's ESG score). In addition, the margin discount is linked at the transaction level (i.e. whether lending is green or not) utilizing the provisions of the Green Lending Policy. This approach aims to incentivise customers to have a better ESG score and obtain Green lending in order to be exposed to lower level of energy, climate change transition and adaptation impacts and risks. For more details refer to Section Lending Policy under ESRS E1 - Climate Change in page 133 and Section Lending Pricing Policy (LPP) under ESRS E1 - Climate Change in page 136 of BOCH Annual Financial Report 2024.
- The Group established a Green Lending Policy, which is based on Green Loan Principles (GLP) of Loan Market Association (LMA), to actively promotes financing towards projects with tangible environmental benefits. In addition, the policy enables the Group to grasp green lending opportunities in the market. The policy establishes the criteria to classify a loan as 'green', focusing, among others, on projects such as renewable energy, energy efficiency, clean transportation, green technologies, climate change adaptation and Green buildings. By providing Green lending the Group effectively manages the material negative impacts and risks associated with energy, climate change mitigation and climate change adaptation. For more details refer to Section Green Lending Policy under ESRS E1 - Climate Change in page 134 of BOCH Annual Financial Report 2024.

Principle 3: Clients & Customers (continued)

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

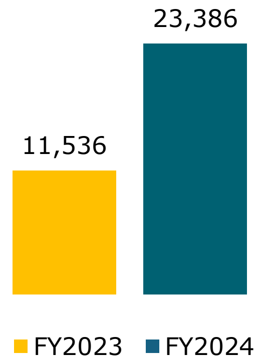
Client and Customer engagement (continued)

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on the client engagement strategy including but not limited to the impact areas identified/ targets set, awareness raising activities with clients and customers, relevant policies and processes, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

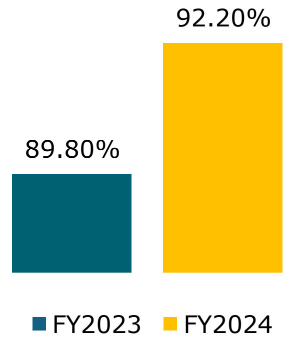
High-level summary of Bank's response (continued)

The Group positively impacts accessibility to products and services through the strategic orientation to continuously scale up digital transformation. The Group through digital networks supports customer accessibility to financial products and services. Digital solutions like Internet Banking (1bank) and BOC Mobile Application with offerings like QuickLoans, Digital Deposits, QuickPay, QuickCards, Digital Accounts, Antamivi Scheme, Digital card 'wallets' which provide secure, efficient, and accessible way to financial services, reducing the need for branch visits and allowing customers to manage their finances remotely. The Group in 2024, undertaken several actions to evolve its positive impact arising from digitalization. For more details on these actions refer to Section 7.1.2 Actions enhancing positive impacts through Digital transformation in page 199 of BOCH Annual Financial Report 2024.

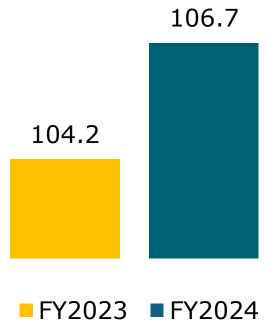
Digital Debit Cards (#)



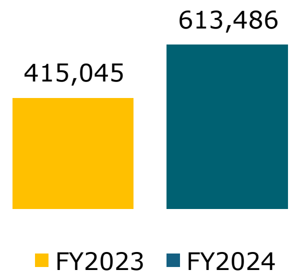
Digital Deposit Ratio (%)



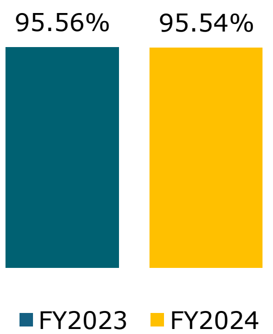
Quick Loans and ELoans (€mn)



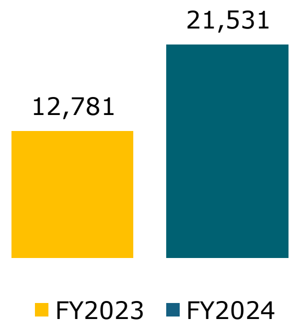
Digital Sales Non-life insurance (€000)



Digital Transactions Ratio (Total Portfolio)



Digital Accounts (#)



Principle 3: Clients & Customers (continued)

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Client and Customer engagement (continued)

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on the client engagement strategy including but not limited to the impact areas identified/ targets set, awareness raising activities with clients and customers, relevant policies and processes, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

High-level summary of Bank's response (continued)

Engaging with clients and customers

The Group actively engages with consumers and end-users, their representatives or with credible proxies about actual and potential impacts, including human right impacts, in alignment with Group's vision to create partnerships with customers, guiding and supporting them in a changing world. The Group is actively engaging with customers at various stages and through different channels to ensure a comprehensive approach is in place to integrate customer's input throughout the decision-making process. The following table summarises the general processes for engaging with customers about actual and potential impacts.

Engagement Description	Direct Engagement	Frequency	Effectiveness of the Engagement
Call Centre	Direct	Ongoing	1. The customer is requested monthly to complete a satisfaction survey on the customer service received by the Group which is communicated to line Directors and may lead to improvements in processes, products and activities. 2. For the effectiveness of handling complaints for customers refer below.
Personal Meeting			
Branches			
Complaints through various means			
Website			
Customer Survey		Monthly	

Group's vision to create partnerships with customers, guiding and supporting them in a changing world is enforced by the following mechanisms:

- **Customer Complaints Management Policy:** Refer to Section 5. Customer Complaints Management under ESRS S4 - Consumers and End Users in page 193 of BOCH Annual Financial Report 2024.
- **Treating Customers Fairly Policy:** Refer to Section 7.1 Digital Transformation under ESRS S4 - Consumers and End Users in page 198 of BOCH Annual Financial Report 2024.
- Whistleblowing Policy: Refer to Section 6. Whistleblowing system under ESRS G1 - Business Conduct in page 217 of BOCH Annual Financial Report 2024.
- **Personal Data Protection Compliance Policy:** Refer to Section 6. Data Privacy, Information technology and security risks for consumers and end-users under ESRS S4 - Consumers and End Users in page 195 of BOCH Annual Financial Report 2024.
- **Policy relating to the Prevention of Money Laundering and Terrorism Financing:** Refer to Section 9. Financial Crime and Fraud under ESRS G1 - Business Conduct in page 221 of BOCH Annual Financial Report 2024.
- **Trainings** to the Board of Directors (the Board), Management and individual contributors on Business conduct (Fraud, Compliance with laws and regulations, Complaints management, Business Ethics, AML, antibribery and whistleblowing. Refer to Section 5. Training on Business Conduct under ESRS G1 - Business Conduct in page 216 of BOCH Annual Financial Report 2024.
- **ESG Due Diligence in loan origination process through Lending Policy:** Refer to Section Lending Policy under ESRS E1 - Climate Change in page 133 of BOCH Annual Financial Report 2024.

Principle 3: Clients & Customers (continued)

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how your bank has developed these in the reporting period. Provide information on sustainability-related products and services and frameworks in place that support the transition needs of clients, size of the sustainable finance portfolio in USD or local currency and/or as a % of your bank's portfolio,* and which SDGs or impact areas you bank is striving to make a positive impact on (e.g. green mortgages—climate, social, sustainability bonds—financial inclusion, etc.). * Provide information on the sustainable finance frameworks/standards/taxonomies used to label sustainable finance volumes

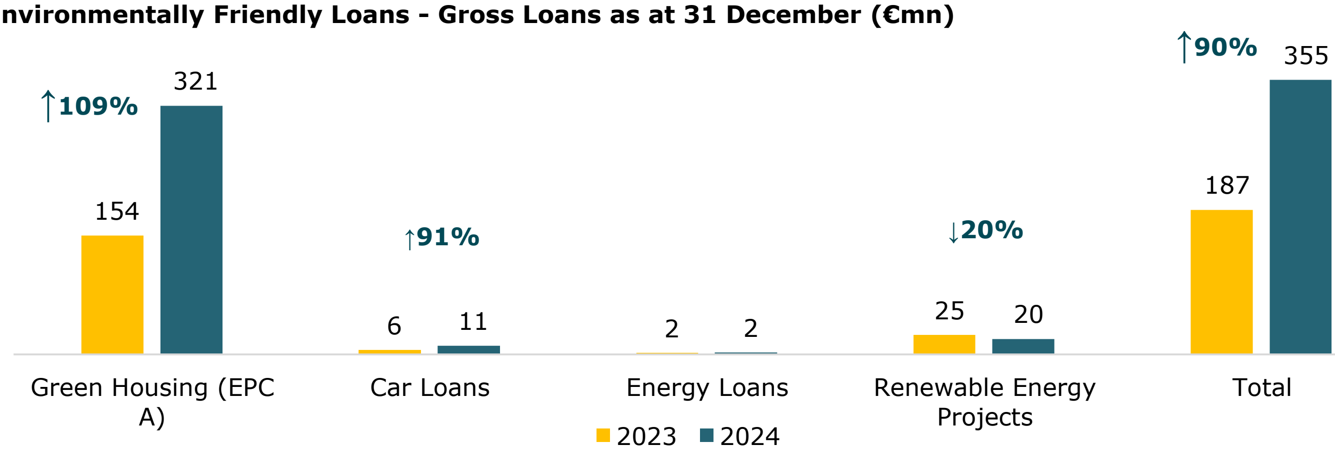
High-level summary of Bank's response

Climate Stability

The Group acknowledges that the transition to low carbon economy involves great challenges ahead, but at same time creates opportunities. Through the DMA conducted in accordance with ESRS, the Group identified new Green lending opportunities supporting the transition of Cyprus and our customers to low carbon economy. The Group, by taking into account the results of Business Environment Scan and the materiality on C&E risks, has set Green /Transition new lending internal KPIs for 2024 in order to support the transition of its customer and Cyprus to a low carbon economy and limit its exposure to transition and physical risks in certain sectors. Specifically, the Group by taking into account the results of the materiality on C&E risks, the expected introduction of Green taxation in Cyprus, the amendments adopted on the Energy Performance Directive on buildings as well as the Cyprus Government subsidies identified climate related opportunities and has set Green/Transition new lending internal KPIs on specific sectors (i.e., Manufacturing, Trade, Construction and Accommodation) to enable the Green transition. The Green/Transition new lending internal KPIs have been included in the Group's Financial Plan for 2024 – 2027 and monitored on a monthly basis by the BDC of the Group. Green / Transition new lending internal KPIs are set on an annual basis during the development of the Group's Financial Plan.

In addition, the Group offers a range of environmentally friendly products to manage transition risk and help its customers become more sustainable. For example, a number of loan products are offered under the Fil-eco Product Scheme. The Group offers environmentally friendly Car Hire Purchase addressed to anyone who wants to buy a new hybrid or electric car, providing its customers the opportunity to buy a new electric or hybrid vehicle and to move away from transport options reliant on fossil fuels. Moreover, an environmentally friendly loan for home renovation is offered to customers who want to renovate and upgrade the energy efficiency of their privately owned primary residence or holiday home and achieve a higher energy efficiency rating. Further, the customers may benefit from an Energy Loan for the installation of energy saving systems for home use. This product is addressed to customers who seek financing for the installation of photovoltaic systems for home use and other home energy-saving systems. At the end of 2023, the Group launched the Green Housing product, with variable interest rate and in 2024 launched Green Housing product with fixed interest rate, aligned with GLP of LMA, which drives the decarbonisation strategy of Mortgage portfolio. Green housing products provide a discount to customers providing the EPC Category A. The new lending strategy of the Group, embedded in the Financial Plan for 2025-2028, includes the ambition on the new Green Housing product in order be aligned with the GHG emissions reduction target set and manage transition risk. The fact that the Cyprus legislation imposes residential properties to have an EPC A so to issue a planning permit after 1 July 2020 facilitates the process.

Environmentally Friendly Loans - Gross Loans as at 31 December (€mn)



Principle 3: Clients & Customers (continued)

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Business opportunities (continued)

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how your bank has developed these in the reporting period. Provide information on sustainability-related products and services and frameworks in place that support the transition needs of clients, size of the sustainable finance portfolio in USD or local currency and/or as a % of your bank's portfolio,* and which SDGs or impact areas you bank is striving to make a positive impact on (e.g. green mortgages—climate, social, sustainability bonds—financial inclusion, etc.). * Provide information on the sustainable finance frameworks/standards/taxonomies used to label sustainable finance volumes

High-level summary of Bank's response (continued)

Availability, accessibility, affordability & quality of resources and services

The Group's digital transformation journey is an evolving process enhancing offerings and features embedded in the BOC Mobile application and internet banking. The Group in 2024, undertaken several actions to evolve its positive impact arising from digitalization supporting accessibility, availability and affordability of financial services. Specifically, Pronomia, JOEY Digital accounts and cards were introduced enforcing its positive impact. For more details refer to 7.1 Digital Transformation under ESRS S4 - Consumers and End Users in page 199 of BOCH Annual Financial Report 2024. In addition, the Group through the DMA identified opportunities to enhance the positive impacts on availability and accessibility of financial services to customers through digitalisation such as Digital Housing, POS Credit Facility (Flexy) and Digital Economy Platform (Jinius). For more details on the opportunities identified refer to 7.1.4.2 Actions associated with material opportunities on Digital Transformation under ESRS S4 - Consumers and End Users in page 203 of BOCH Annual Financial Report 2024.

The Group to enhance positive impact on Availability, accessibility, affordability & quality of resources and services announced the following measures at the end of 2024 which will be implemented in 2025:

- Support to performing borrowers: Rewarding performing Housing loan borrowers who have a Housing loan with ECB or Euribor base rates if certain criteria are met. The rewards can be either through Antamivi points or cash. The reward represents 0.5% of interest rate for the period 30/06/24-31/12/24.
- Personal Loans to Performing Borrowers with Housing loans: Introduction of new five-year fixed rate personal loan product with limit 5,000 at preferential interest rate for energy upgrade.
- Interest Rate Subsidies: a. In alignment with Government Subsidy Scheme "Housing Subsidy Scheme for Young Couples and/or Individuals up to 41 Years Old" a 1% interest rate subsidy for the approved Cypriot residents under the scheme. The subsidy to be offered with the Bank's 3 Years Fixed interest rate Housing Loan product during the fixed rate period of the loan only. b. In alignment with Government Subsidy Scheme "Housing Scheme for the Revitalization of Mountainous, Near the Buffer Zone and Disadvantaged Areas" a 1% interest rate subsidy for the approved Cypriot residents under the scheme. The subsidy to be offered with the Bank's 3 Years Fixed interest rate Housing Loan product during the fixed rate period of the loan only.
- Offering of Housing Loans at lower Fixed interest rate by the Bank: Offering 3 year fixed interest housing loan at a discount of 0.75% during the three-year Fixed rate period of the loan only. The product will be with a rate of 2.85% or 2.90% depending on customer contribution (higher or below 30%). The discount to be available only for primary residence Housing Loans for the acquisition of properties up to €350k for a total amount of €100mn.

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

Stakeholder identification and consultation

Describe which stakeholders (or groups/types of stakeholders) your bank has identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of the bank's engagement strategy following criteria for effective engagement and advocacy, how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

High-level summary of Bank's response

Stakeholders are defined as individuals or groups whose interests are affected or could be affected by the Group's activities or those who may reasonably influence the Group's ability to implement its strategies and achieve its objectives for building an inclusive and sustainable community. In 2024, the Group reaffirmed the stakeholder groups identified in its 2023 sustainability report, ensuring consistency and relevance in its engagement efforts. The Group applies specific procedures to identify its stakeholder groups and engages with its stakeholders on a regular basis through dedicated processes and communication channels and analyses the key issues of concern and expectations that arise for each stakeholder group.

Accordingly, the following stakeholder groups are engaged:

- The Board
- Employees
- Investors and shareholders
- Customers
- Civil Society and Non-governmental organizations (NGOs)
- Government and Regulators
- Business Partners
- Business Community
- Peers/Competitors
- Nature

The Group communicates on a regular basis with each stakeholder group as it considers important to obtain the necessary information to inform its actions. Stakeholder engagement aims at identifying key topics and acceptable solutions with mutual benefits through correct business practices. The expectations of stakeholders, as well as the business environment in which the Group operates, are constantly evolving. Evaluating the key issues helps us to identify and prioritize the environmental, social and governance issues that are of highest concern to stakeholders and the Group.

For more details on the type of stakeholder engagement, engagement channels, engagement purpose and engagement outcome refer to Section Interests and views of stakeholders under ESRS 2 – General Disclosures in page 99 of BOCH Annual Financial Report 2024.

The final DMA phase involves the validation of the results by internal stakeholders through workshops, round tables and interviews with the outcome of these validations being considered as part of the final DMA decisions. Engaging with key stakeholders who have expertise in their relevant topic is essential for achieving the appropriate prioritization of impacts, risks and opportunities. Stakeholder engagement was conducted in several stages of the assessment to ensure appropriate identification and validation of sustainability matters. While no direct consultations with external stakeholders were conducted, the Group leveraged the expertise of its internal management members who are in frequent communication with the external stakeholder groups and have a deep understanding of their expectations. By utilizing these internal proxies, the Group has ensured that the insights, perspectives and expectations of external stakeholders are incorporated in the DMA results and reflected in the Group's Sustainability Statement.

Principle 5: Governance & Culture

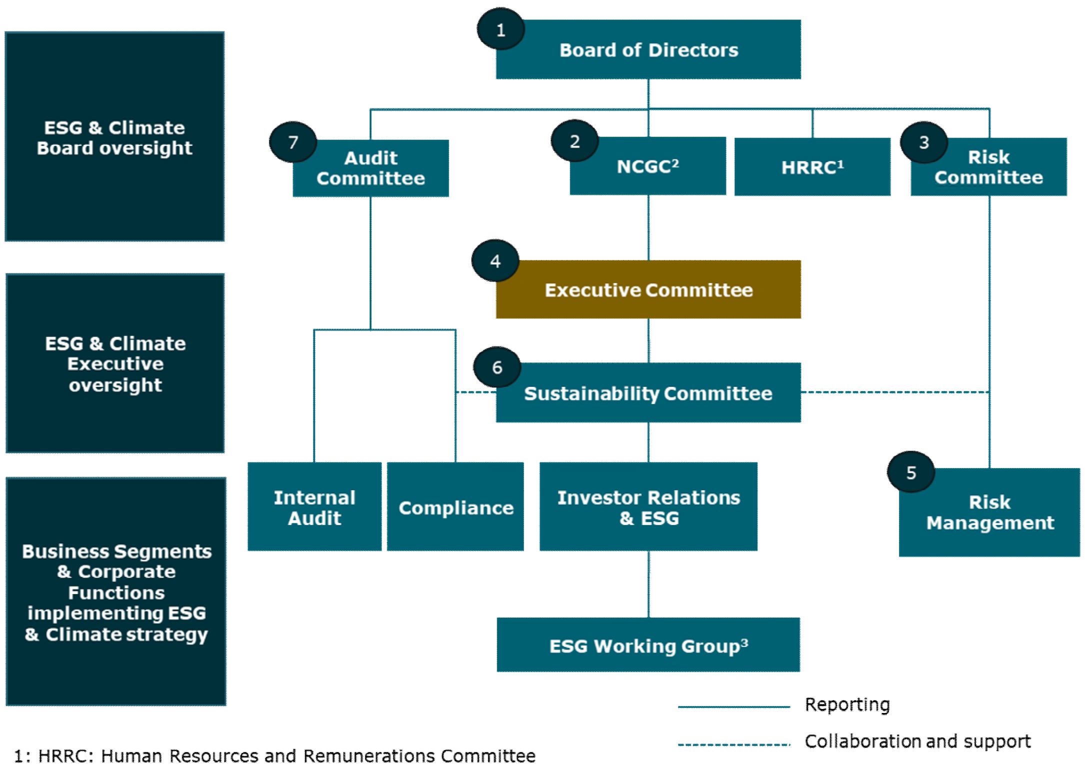
We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Governance Structure for Implementation of the Principles

Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts (including accountability at the executive leadership level, clearly defined roles and responsibilities for sustainability matters in internal processes, etc.) and support the effective implementation of the Principles.

High-level summary of Bank's response

The Board has ultimate oversight of the identification, assessment and integration of ESG impacts, risks and opportunities throughout the organisation. The Board has delegated authority to Board Committees to support the ESG oversight. These committees play a role in identifying, managing, and reporting material ESG impacts, risks, and opportunities as well as oversight the content, scope and reporting process of the CSRD Sustainability Statement. The Terms of Reference of each committee dictate the responsibilities regarding ESG matters. The following sustainability governance diagram illustrates how the Group's governance is currently structured towards sustainability.



1. The Board, through the NCGC[2] and Risk Committee, oversees the implementation of the Group's ESG and climate strategy. In order to adequately assess climate risks and opportunities, the Board draws on expertise both internally and externally. All ESG & Climate related matters are recommended for consideration and approval to the Board through the Risk Committee or NCGC.
2. NCGC[2] provides oversight to the Group's ESG, and climate strategy aimed at achieving present and future economic prosperity, environmental integrity, climate stability and social equity for the Group and its stakeholders.
3. Risk Committee identifies, assesses, controls and monitors financial / economic risks and non-financial risks (including operational, technological, tax, legal, reputational, and compliance, and ESG including climate-related & environmental risks (C&E)) which the Group faces in cooperation with the responsible Board Committees.
4. EXCO recommends to the Board all ESG and Climate related matters and policies (Excluding ESG and climate risks matters and policies) for consideration and approval through NCGC[2].
5. ESG and climate risks related policies and matters are reviewed and challenged by the Sustainability Committee and are subsequently submitted by Risk Management Division directly to the Board for consideration and approval through Risk Committee, also notifying EXCO.
6. Sustainability Committee reports to EXCO.
7. Audit Committee assesses the soundness of the methodologies, policies and governance of the internal control system of the Bank's ESG structure and framework

1: HRRC: Human Resources and Remunerations Committee
2: NCGC: Nominations and Corporate Governance Committee
3: ESG working group has been formed in order to support the implementation of the ESG agenda. ESG working group includes Legal, Finance, Business Lines, Operations & Cost Management, Treasury, Digital office, Strategy, Procurement, IT, HR, CAD and Insurance.

Principle 5: Governance & Culture (continued)
We will implement our commitment to these Principles through effective governance and a culture of responsible banking.
Governance Structure for Implementation of the Principles (continued) Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts (including accountability at the executive leadership level, clearly defined roles and responsibilities for sustainability matters in internal processes, etc.) and support the effective implementation of the Principles.
High-level summary of Bank's response (continued) The Group has set certain roles and responsibilities at Board level associated with the identification, assessment and integration of ESG impacts, risks and opportunities throughout the organization. For more details refer to Section Sustainability Oversight at Board Level under ESRS 2 – General Disclosures in page 84 of BOCH Annual Financial Report 2024. The Group has set certain roles and responsibilities for the Group's Management Committees to provide oversight related to ESG impacts, risks, opportunities, goals and disclosures. For more details refer to Section Sustainability Oversight at Management level under ESRS 2 – General Disclosures in page 86 of BOCH Annual Financial Report 2024. The Group, in 2024, further enhanced the ESG working plan, compiled in 2022, which is monitored by Investor Relations & ESG Department (IR&ESG), Risk Management Division, the SC, the EXCO and ultimately by NCGC and RC. The ESG working plan is structured in workstreams which are designed to articulate delivery of Group's ESG strategic objectives and are aligned with ECB expectations and other regulatory disclosure requirements. Each workstream is associated with specific activities designed to meet relevant reporting and regulatory requirements and achieve the Group's targets and objectives. For the successful delivery of the Group's ESG strategic objectives the Group has formed an ESG working group comprising of experts from various departments assigned with specific activities under the ESG working plan. Each activity completed by the ESG working group, is reviewed by the IR&ESG and RMD. The progress, status and output of activities is following the relevant governance arrangements as described above. For the role and responsibilities of IR&ESG towards sustainability refer to Section Investor Relations and ESG Department (IR&ESG) in page 212 of Pillar 3 Disclosures. For the role and responsibilities of Risk Management Division towards sustainability refer to Section Risk Management Division in page 212 of Pillar 3 Disclosures. In addition, the Group has assigned roles and responsibilities on ESG to: • the Business Lines. For the role and responsibilities of Business lines towards sustainability refer to Section Business Lines in page 213 of Pillar 3 Disclosures. • the Compliance Division (CD). For the role and responsibilities of Compliance Division towards sustainability refer to Section Compliance Division in page 213 of Pillar 3 Disclosures. • the Internal Audit Division (IAD). For the role and responsibilities of Internal Audit Division towards sustainability refer to Section Internal Audit Division in page 213 of Pillar 3 Disclosures.

Principle 5: Governance & Culture (continued)

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Promoting a culture of responsible banking:
Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, learning & development, sustainability training for relevant teams, inclusion in remuneration structures and performance management and leadership communication, amongst others).

High-level summary of Bank's response

Learning & Development and Capacity Building

At Board level, the NCGC assesses periodically, and at least annually, the structure, size, composition, and succession plan of the Board (including skills, knowledge, experience, independence and diversity) and recommends to the Board the skills and experience required to provide sound governance oversight. The Group, on May 2024, appointed Mr. Christian Philipp Hansmeyer as an independent non – executive director with significant experience in sustainable finance, ESG and impact investing to enhance further the ESG expertise in the Board.

NCGC, in 2024, concluded that the Board's skills profile, both academic and professional, aligns with the diverse needs of the Group's business. All members of the Board, as well as the Executive and Supervisory Committees, possess an appropriate level of understanding of sustainability matters. To ensure its administrative and supervisory bodies collectively maintain the necessary skills and expertise, the Group engages internal and external sustainability experts and provides dedicated training programs. In support of the Group's sustainability strategy and to meet regulator, investor, customer and colleague expectations, the Group develops on an annual basis a Board training plan which includes trainings associated with sustainability. In addition, all employee training on climate concepts and processes as well as job specific training supports the development of skills and expertise across the Group.

2024 Sustainability Trainings

Trainings	No. of participants	Training attendance (Hours)	Relevance to IROs
Board			
Embedding Climate Risk in Business Strategy & Execution	8	9	Climate Change - Climate Change Mitigation & Climate Change Adaptation & Energy
EXCO and SC			
Embedding Climate Risk in Business Strategy & Execution	22	30	Climate Change - Climate Change Mitigation & Climate Change Adaptation & Energy
All staff			
E-learning on Green Transition	2,561	1,280.5	Climate Change - Climate Change Mitigation & Climate Change Adaptation & Energy

To reinforce employee awareness on Business Conduct policies, the Board and the CEO actively promote a culture of openness and accountability. Ad-hoc messages from the CEO encourage staff to raise concerns, while training programs, tailored for all employees and the Board, provide an understanding and awareness of these critical policies and mechanisms to raise concerns. During 2024, Business Conduct and compliance related e-learnings, face-to face seminars and trainings were organised and attended by the Board, Management and employees of the Group. All participants had to pass a short assessment course related to the training. For more details on the Business conduct trainings refer to Section 5. Training on Business Conduct under ESRS G1 - Business Conduct in page 216 of BOCH Annual Financial Report 2024.

Principle 5: Governance & Culture (continued)
We will implement our commitment to these Principles through effective governance and a culture of responsible banking.
Promoting a culture of responsible banking (continued) Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, learning & development, sustainability training for relevant teams, inclusion in remuneration structures and performance management and leadership communication, amongst others).
High-level summary of Bank's response (continued) **Employee Engagement** The Group engages about impacts with employees through: • Divisional/Regional meetings • Opinion surveys • Focus groups • Kill-Bureaucracy program The Group engages with employees on the following stages about impacts: • Identification • Determine the approach for mitigation • Evaluating effectiveness of mitigation For more details on the stages of the engagement, type of the engagement, frequency and effectiveness of the engagement refer to Section 4. Processes for engaging with own workforce and workers' representatives about impacts under ESRS S1 - Own Workforce in page 174 of BOCH Annual Financial Report 2024. **Remuneration structure** The Group has taken necessary steps in embedding its ESG strategic goals within its remuneration policy, to connect the performance of its personnel to ESG and climate matters. The remuneration policy promotes sound and effective risk management, in line with the Group's ESG and climate strategy and does not encourage excessive risk taking that exceeds the level of risk tolerated by the Group. Remuneration structure of the Group typically consists of fixed plus variable pay. Fixed remuneration does not embed any ESG incentive considerations. Variable remuneration is based on a combination of the performance of the employee, the overall performance of the business unit the individual belongs to, and the Group's consolidated financial results. Regarding variable remuneration, performance criteria (financial and/or not financial), set to measure the performance of Senior Management, contain KPIs that relate to the implementation of the Group's ESG strategy, reflecting the Group's emphasis on achieving its sustainability related objectives, in accordance with the role and responsibility of each Senior Manager in relation to the ESG Strategy. These KPIs are used to evaluate the performance of Senior Management, when the distribution of a Short-Term Incentive Plan (STIP) is activated. The Long-Term Incentive Plan (LTIP) was approved by the 2022 AGM, which took place on 20 May 2022. The LTIP involves the granting of share awards and is driven by scorecard achievement, with measures and targets set to align pay outcomes with the delivery of the Group's strategy. Currently, under the plan, the employees eligible for LTIP awards are the members of the Extended EXCO, including the executive directors. The LTIP stipulates that performance will be measured over a 3-year period and sets financial and non-financial objectives to be achieved. At the end of the performance period, the performance outcome will be used to assess the percentage of the awards that will vest. The applicable scorecard under the LTIP include a KPI on external ESG rating score with a target being an AA ESG rating for the Group, and this outcome has a 5% weight in the LTIP. For more details refer to Section Integration of sustainability-related performance in incentive schemes under ESRS 2 – General Disclosures in page 93 of BOCH Annual Financial Report 2024.

Principle 5: Governance & Culture (continued)
We will implement our commitment to these Principles through effective governance and a culture of responsible banking.
Risk and due diligence processes and policies Describe what processes your bank has installed to identify and manage environmental and social risks associated with your bank's portfolio. This can include aspects such as identification of significant/salient risks, due diligence processes, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures your bank has in place to oversee these risks.

High-level summary of Bank's response

Acknowledging the importance and potential impact of ESG risks, the Group has proceeded with the identification and materiality assessment of such risks and their incorporation in the overall Risk Management Framework, and is committed to monitoring, assessing and managing the particular risks going forward. More specifically, the Group:

- Established the C&E risk identification and materiality assessment (RIMA) process in order to identify in which material C&E risks is exposed. For details of the RIMA process refer to Section 5 Description of the processes to identify and assess material climate-related impacts, risks and opportunities under ESRS E1 - Climate Change in page 122 of BOCH Annual Financial Report 2024. For the material climate risks identified refer to Section 3 Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E1 - Climate Change in page 116 of BOCH Annual Financial Report 2024. For the material environmental risks identified refer to Section 2. Material impacts, risks and opportunities and their interaction with strategy and business model under ESRS E3 - Water and Marine Resources in page 163 of BOCH Annual Financial Report 2024.
- Developed a Framework to quantify transition risk for the purposes of stress-testing within the context of ICAAP, under the normative perspective. The framework addresses all sectors of the Banks's portfolio, but dedicated models were created for those sectors that are more susceptible to transition risks, based on their inherent activities and their exposures. Such sectors include Construction, Hotels, Real Estate and Mortgages whilst the remainder of Bank's portfolio is catered through a generic model. For more details on the climate transition risk quantification refer to Section 4. Resilience to Climate Change under ESRS E1 - Climate Change in page 118 of BOCH Annual Financial Report 2024.
- Regarding physical risks, the efforts were focused on estimating the impact on property value from the potential materialisation of climate-related physical risks. This is considered relevant to the Bank, given the concentration to clients in activities relating to immovable properties such as Construction, Accommodation & Food Service, Real Estate, Mortgages as well as the fact that a significant portion of the Bank's collaterals are real estate assets. Conclusively, based on the revised reduced market value of collaterals, the economic capital requirement add-on for the impact on Physical Risk for the four-year period of the financial plan (2025 – 2028) was calculated to c.€3mn. The presence of insurance contracts as mitigant was considered in the calculation. For the normative perspective, three different potential scenarios were considered for each of the ICAAP horizon based on once-off event impact for wildfires in 2025, floods in 2026 and landslides in 2027. Based on the revised reduced market value of the selected collaterals and the presence of insurance contracts as mitigant for both wildfire and flood, the impact was calculated at c.€0.4mn. For more details on the physical risk quantification refer to Section 4. Resilience to Climate Change under ESRS E1 - Climate Change in page 118 of BOCH Annual Financial Report 2024.
- Carried out sensitivity analysis on physical and transition risks to ensure the resilience of the strategy towards transition and physical risks:
  - **Transition risks:** The analysis indicated that over the period of the next financial plan (2025 – 2028), an average decrease of the Group's profitability of €19mn per year was estimated, aggregated to €75mn for the period. This is an adverse sensitivity scenario and given the energy strategy of Cyprus, this is not considered a likely outcome. For more details on the sensitivity analysis of transition risks quantification refer to Section 4. Resilience to Climate Change under ESRS E1 - Climate Change in page 120 of BOCH Annual Financial Report 2024.
  - **Physical risks:** The sensitivity analysis results indicate a collective charge of €3.5mn and €6.8mn, assuming that prices are reduced equally to the calculated damage functions for the years 2028 and 2034 respectively. Both charges are not deemed material. For more details on the sensitivity analysis of physical risks quantification refer to Section 4. Resilience to Climate Change under ESRS E1 - Climate Change in page 120 of BOCH Annual Financial Report 2024.
- Incorporated C&E risks in its Risk identification, by recognizing in its Risk Taxonomy Framework ESG as transversal, cross-cutting risks (rather than stand-alone) and considering them as drivers of existing types of financial and non-financial risks.
- Utilised the DMA methodology to identify and assess the materiality of Social and Governance risks as stand-alone risks and as drivers of financial and non-financial risks. For more details on the DMA refer to Section 4. Impacts, Risks and Opportunities under ESRS 2 – General Disclosures in page 103 of BOCH Annual Financial Report 2024.

Principle 5: Governance & Culture (continued)

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Risk and due diligence processes and policies (continued)

Describe what processes your bank has installed to identify and manage environmental and social risks associated with your bank's portfolio. This can include aspects such as identification of significant/salient risks, due diligence processes, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures your bank has in place to oversee these risks.

High-level summary of Bank's response (continued)

- Considering the ESG Framework and the C&E risks, which might impact credit risk and repayment ability, has established an ESG Due Diligence process applied during credit granting and review process. For more details on the ESG Due Diligence process refer to Section Lending Policy under ESRS E1 - Climate Change in page 133 of BOCH Annual Financial Report 2024.
- Established the Green lending policy aiming to promote financing towards projects with tangible environmental benefit. For more details on the Green lending policy refer to Section Green Lending Policy under ESRS E1 - Climate Change in page 134 of BOCH Annual Financial Report 2024.
- Developed a comprehensive plan aiming to integrate ESG and climate factors into its loan pricing framework to ensure a long-term sustainable growth. The Group introduced margin discounts by taking into account the customer's ESG score and the transaction eligibility under Green Lending Policy. For more details on the Lending Pricing Policy (LPP) refer to Section Lending Pricing Policy (LPP) under ESRS E1 - Climate Change in page 136 of BOCH Annual Financial Report 2024.
- Updated the collateral valuation policy in order to emphasise to the valuers the importance of considering certain physical risks during the valuation process. It is also mandatory, during the valuation of collaterals, to request Energy Performance Certificate (EPC) of the collateral and to be adequately captured in the valuation report. For more details on the Collateral Valuation Policy refer to Section Collateral Valuation Policy under ESRS E1 - Climate Change in page 137 of BOCH Annual Financial Report 2024.
- C&E risks related qualitative and quantitative risk metrics (C&E metrics for monitoring purposes) have been introduced to the Risk Appetite Framework of the Group:
    - Decarbonisation target on Mortgage portfolio. Refer to page 10 of this report.
    - KRI on transition risks of Non-Financial Corporations (NFCs) measuring the Scope 1 intensity per loan as compared with the average Scope 1 emission intensity of Cyprus Republic.

Description	The indicator measures the potential exposure at risk in relation to transition risk. The indicator is applicable to Non – Financial Corporations only.		
Thresholds	**Business as usual:**	**Early warning:**	**In-breach:**
	<=30%	**30 – 40%**	**>40%**

- KRI that measures the exposure collateralised by immovable property with a "Very High" rating for any physical risk that can impact collaterals (wildfire and landslides) over the total exposure collateralised with immovable property.

Description	The indicator measures the exposure collateralised by immovable property with a "Very High" rating for any physical risk over the total exposure collateralised with immovable property.		
Thresholds	**Business as usual:**	**Early warning:**	**In-breach:**
	<=30%	**30 – 45%**	**>45%**

For more details on the KRIs refer to Section Operational Limits to manage material climate transition and physical risks under ESRS E1 - Climate Change in page 141 of BOCH Annual Financial Report 2024.

The Group monitors the exposure towards climate risks through the Climate risk report which is submitted to the SC, EXCO and RC on a quarterly basis.

Principle 5: Governance & Culture (continued)
We will implement our commitment to these Principles through effective governance and a culture of responsible banking.
Risk and due diligence processes and policies (continued) Describe what processes your bank has installed to identify and manage environmental and social risks associated with your bank's portfolio. This can include aspects such as identification of significant/salient risks, due diligence processes, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures your bank has in place to oversee these risks.
High-level summary of Bank's response (continued) **Action Plans on ESG Risks** The Group, in 2024, further enhanced the ESG working plan, compiled in 2022, which is monitored by Investor Relations & ESG Department (IR&ESG), RMD, the SC, the EXCO and ultimately by NCGC and RC. The ESG working plan is structured in workstreams which are designed to articulate delivery of Group's ESG strategic objectives and are aligned with ECB expectations and other regulatory disclosure requirements. Each workstream is associated with specific activities designed to meet relevant reporting and regulatory requirements and achieve the Group's targets and objectives. For the successful delivery of the Group's ESG strategic objectives the Group has formed an ESG working group comprising of experts from various departments assigned with specific activities under the ESG working plan. Each activity completed by the ESG working group, is reviewed by the IR&ESG and RMD. The progress, status and output of activities is following the relevant governance arrangements as described in page 17-18. Planned actions are summarized as follows: • Examine to set additional decarbonisation targets to monitor and manage climate transition risks. • Set targets on water scarcity risks of loan portfolio for risk monitoring and management purposes. • Set targets on material IROs associated with Social (Health & Safety, Data Protection and Privacy, Digital Transformation and Access to products and Services) and Governance (Money laundering, Fraud risks, Conflict of Interest, System Downtime and other). • Further incorporation of C&E risks into loan pricing. • Incorporation of C&E risks into customer's credit score. • Further enhance quantification exercises under stress testing framework on C&E risks. • Further enhance the ESG data gathering processes. • Conduct additional trainings on ESG risks.

Principle 6: Transparency & Accountability
We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.
The information provided in the Responsible Banking Progress Statement is sufficient. If third-party assurance has been undertaken, provide details on the scope of assurance and the reference/link to the Independent (Limited) Assurance Report
The Group publishes annually its Sustainability Statement, on a consolidated basis, in accordance with Part 28 of the Companies Act 2014 and in compliance with the European Sustainability Reporting Standards (ESRS). The reporting period and the scope of consolidation of the Sustainability Statement is consistent with the consolidated financial statements of BOCH. The Group's policies, actions, targets, and metrics to address the material impacts, risks and opportunities identified as part of the DMA are disclosed in the respective topical sections of the Sustainability Statement, including those associated with the broader value chain. For the 2024 Sustainability Statement refer on pages 77-258 and 599 – 628 of BOCH Annual Financial Report 2024. The PRB Self-Assessment & Progress Report has not been externally assured. The sustainability statement, set out on pages 77 to 254 of BOCH Annual Financial Report 2024, has been subject to limited assurance by PricewaterhouseCoopers.

Appendix: Sustainable Development Goals 2024

Progress on Sustainable Development Goals			
SDGs	**SDG target**	**KPIs**	**2024 performance**
	3.6 Reduce the number of deaths and injuries from road traffic accidents.	• Hours of training in relation to Health & Safety provided to employees	• CPR & AED: 64 participants / 441 hrs • Safety: 2,589 participants / 1,295 hrs
		• Number of events organized on road safety with total number of participants	• Road Safety Informational Material in Cooperation with Ministry of Communications and Works for the Cypriots who travel with their cars to Greece ~350 drivers (Limassol Port) • Road Safety Educational Campaign (Driving with Bad Weather)
	3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	• Number of patients benefited from the Bank's actions	• 20,912 patients and their families through the Bank of Cyprus Oncology Centre.
	4.3 Ensuring equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.	• Total hours of training per level, gender	• 420 training sessions in 2024 • Board Members: 74 hrs (31w/43m) • Management:19,340 hrs (9,291w/10,049m) • Officers: 56,217 hrs (36,346w/19,871m) • 75,631 hours of training (45,668w/29,963m)
	4.4 Increasing substantially the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	• Total investment of new lending in education sector (in €)	• €31mn gross loans to education (Retail) • €57mn gross loans to education (Non – Financial Corporations)
	4.5 Eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.	• Total investment in scholarships granted per gender (in €)	• Amount invested through partnerships with educational institutions: €18,350 • Number of individual awards 14: 10 females / 4 males) • Awards given to several elementary and high school students for their excellence in various STEAM related competitions, through partnerships with Mathematics, Physics and Computers Teachers Associations: €11,700

Progress on Sustainable Development Goals			
SDGs	**SDG target**	**KPIs**	**2024 performance**
	4.7 Ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.	• Number of individuals that participated in trainings provided through the Bank of Cyprus CSR Actions in pillar Education divided per subject per gender	• 72 SupportCY Volunteers (46%w/54%m) • 62 programmes and activities under SupportCY / More than 280 training Hours Cyprus and Abroad • 45 (individuals) responded in fire, floods and other natural disasters • 62 CSR programmes and activities (municipalities and communities)
	5.1 End all forms of discrimination against all women and girls everywhere.	• Number of promotions per gender, per annum • Total hours of training per level, gender	• No promotions were provided in 2024 • Board Members: 74 hrs (31w/43m) • Management:19,340 hrs (9,291w/10,049m) • Officers: 56,217 hrs (36,346w/19,871m) • 75,631 hours of training (45,668w/29,963m)
	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	• Percentage (%) of women participation in the Board of Directors and Senior Management positions • Total hours of training per level, gender	• 33% of Senior Management are women as at 31 December 2024 • 37.5% women participation in the Board of Directors • Board Members: 74 hrs (31w/43m) • Management:19,340 hrs (9,291w/10,049m) • Officers: 56,217 hrs (36,346w/19,871m) • 75,631 hours of training (45,668w/29,963m)

Progress on Sustainable Development Goals

SDGs	SDG target	KPIs	2024 performance
	8.9 Devising and implementation of policies to promote sustainable tourism that creates jobs and promotes local culture and products.	• Steadily increase the transition finance provided to Accommodation industry • Set decarbonisation targets in Financed Scope 3 GHG emissions associated with the loan portfolio under the NACE sector of Accommodation and Food Service activities • Establish ESG scorecards in the loan origination process	• Set Green/Transition new lending internal KPIs in the Financial Plan of 2025-2028 including NACE sector Accommodation and Food Service activities • The Bank explored to set decarbonisation target on NACE sector Accommodation and Food Service activities, however there is no available methodology at the moment • Established an ESG Due Diligence process in the loan origination process
	8.10 Strengthening the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.	• Percentage (%) of transactions carried out through digital networks and other electronic solutions	• Digital Transactions Ratio (Total Portfolio): 95.54%
	9.1 Development of quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	• Percentage (%) of transactions carried out through digital networks and other electronic solutions	• Digital Transactions Ratio (Total Portfolio): 95.54%
	9.3 Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets.	• Total amount of small-scale/SME loan portfolio to total loan portfolio (YoY change)	• Gross Loans (31/12/2024): €0.98bn • New Lending (31/12/2024): €227mn

Progress on Sustainable Development Goals			
SDGs	**SDG target**	**KPIs**	**2024 performance**
	9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.	• Steadily increase the transition finance provided to customers • Set decarbonisation targets in Financed Scope 3 GHG emissions associated with the loan portfolio • Establish ESG scorecards in the loan origination process	• Set Green/Transition new lending internal KPIs in the Financial Plan of 2025-2028 • Set decarbonisation target on Mortgage portfolio aligned with International Energy Agency's Below 2 Degree Climate Scenario • Established an ESG Due Diligence process in the loan origination process
	11.1 Ensuring access for all to adequate, safe and affordable housing and basic services.	• Total amount of housing loan portfolio to total loan portfolio (YoY change)	• Gross Housing loans (31/12/2024): €3.56 bn • New lending (31/12/2024): €491mn
	11.4 Strengthening efforts to protect and safeguard the world's cultural and natural heritage.	• Total number of CSR Actions aiming to improve resource use and reduce pollution and poverty, and safeguard the world's cultural and natural heritage	• 24,500 attendees on Bank of Cyprus Cultural Foundation activities
	11.6 Reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	• Steadily increase the transition finance provided to customers • Set decarbonisation targets in Financed Scope 3 GHG emissions associated with the loan portfolio • Establish ESG scorecards in the loan origination process	• Set Green/Transition new lending internal KPIs in the Financial Plan of 2025-2028 • Set decarbonisation target on Mortgage portfolio aligned with International Energy Agency's Below 2 Degree Climate Scenario • Established an ESG Due Diligence process in the loan origination process
	11.A Supporting positive economic, social and environmental links between urban, per-urban and rural areas by strengthening national and regional development planning.	• Total amount in € invested to support the governmental services, local authorities and vulnerable groups resulting from national and natural disasters, and to prevent them from happening.	• €69,075

Progress on Sustainable Development Goals			
SDGs	**SDG target**	**KPIs**	**2024 performance**
	12.2 Sustainable management and efficient use of natural resources achievement.	• Percentage (%) of increase to clean energy, by the Bank, year by year	• 43% increase in renewable energy comparing 2023 with 2024
	12.5 Substantial waste generation reduction through prevention, recycling and reuse.	• Percentage (%) of reduction of paper usage (tonnes/year)	• 5% reduction in paper consumption
	12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	• Steadily increase the transition finance provided to customers • Set decarbonisation targets in Financed Scope 3 GHG emissions associated with the loan portfolio • Establish ESG scorecards in the loan origination process	• Set Green/Transition new lending internal KPIs in the Financial Plan of 2025-2028 • Set decarbonisation target on Mortgage portfolio aligned with International Energy Agency's Below 2 Degree Climate Scenario • Established an ESG Due Diligence process in the loan origination process
	12.B Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products.	• Steadily increase the transition finance provided to Accommodation industry • Set decarbonisation targets in Financed Scope 3 GHG emissions associated with the loan portfolio under the NACE sector Accommodation and Food Service activities • Establish ESG scorecards in the loan origination process	• Set Green/Transition new lending internal KPIs in the Financial Plan of 2025-2028 including the NACE sector of Accommodation and Food Service activities • The Bank explored to set decarbonisation target on NACE sector Accommodation and Food Service activities, however there is no available methodology at the moment • Established an ESG Due Diligence process in the loan origination process

Progress on Sustainable Development Goals

SDGs	SDG target	KPIs	2024 performance
	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.	• Number of individuals that had participated in trainings provided through the Bank's CSR actions in pillar Environment divided per subject per gender (e.g. fire-fighting training, etc) • Total number of CSR activities/actions aiming to improve the reduction of forest fires prevention, sea pollution and biodiversity protection	• 72 SupportCY Volunteers (46%w/54%m) • 62 programmes and activities under SupportCY / More than 280 training Hours Cyprus and Abroad • 45 (individuals) responded in fire, floods and other natural disasters • 62 CSR programmes and activities (municipalities and communities)
	13.2 Integrate climate change measures into national policies, strategies and planning	• Percentage (%) of electricity consumption decrease: % of electricity • Consumption derived from eco-friendly sources or renewable sources of energy per total electricity consumption • Scope 1 and Scope 2 GHG emissions to be reduced by 42% to become carbon Neutral by 2030 • Steadily increase the transition finance provided to customers • Set decarbonisation targets in Financed Scope 3 GHG emissions associated with the loan portfolio • Establish ESG scorecards in the loan origination process	• 0.4% increase of electricity consumption comparing 2024 with 2023 • 2.3% of electricity consumption derived from eco-friendly sources or renewable sources of energy per total electricity consumption • Reduction of 25% in Scope 1 and Scope 2 GHG emissions compared to baseline • Reduction of 12% in the carbon intensity metric of Mortgage portfolio compared to baseline of December 2022 • €355mn Green gross loans as at 31 December 2024

Progress on Sustainable Development Goals

SDGs	SDG target	KPIs	2024 performance
13	13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	• Total training hours on ESG and climate matters	• 1,280.5 hours of e-learning on all staff relating to ESG
14	14.1 Prevention and significant marine pollution reduction of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.	• Total number of CSR activities/actions aiming to improve the reduction of sea pollution	• “Seaμμαχία” (Joint Sea Venture) was a project funded by Bank of Cyprus during 2022-2023 for the study and installation of pilot systems for monitoring the quality of sea water in the area of the Ayia Napa Marina and the Akamas peninsula (Blue Lagoon). Results are processed and evaluated by the Cyprus University of Technology and the Cyprus Marine and Maritime Institute, respectively.
	14.2 Sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action for their restoration in order to achieve healthy and productive oceans.		
17	17.14 Enhance policy coherence for sustainable development.	• Number of partnerships established each year with NGOs, corporations, associations and governmental services	• 97 partnerships targeting Health and Education • 182 companies and NGOs, members of SupportCY Network • ~€1,000,000+ of support channeled into Cypriot society through SupportCY Network
	17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnership.		