



ALPHA
SERVICES AND HOLDINGS

Corporate Governance, Sustainability and Nominations Committee

Charter

APRIL 2024

Charter of the Corporate Governance, Sustainability and Nominations Committee

1. Preamble

- 1.1. The present Charter is a document of Alpha Services and Holdings S.A. (the “Company”) that sets out the principles and the framework for the proper operation of the Corporate Governance, Sustainability and Nominations Committee (the “Committee”).
- 1.2. The Committee has been established and operates in accordance with all applicable laws and regulations. Its name, structure and responsibilities have changed over the years and will continue to evolve in line with the regulatory and supervisory framework and industry best practices.
- 1.3. The Committee assists the Board of Directors in the discharge of its responsibilities, facilitates its operations and effectively supports its decision-making.

2. Scope

The Committee assists the Board of Directors in achieving the following objectives:

- 2.1 Ensuring that the composition, structure and operation of the Board of Directors meet the relevant legal, regulatory and supervisory requirements.
- 2.2 Pursuing the implementation of international corporate governance best practice and adequate checks and balances across the Company and its Subsidiaries (the “Group”), while taking into consideration the culture of the Group and the local legal requirements.
- 2.3 Ensuring that there is an effective and transparent procedure for the nomination of candidates to the Board of Directors and of Key Function Holders.
- 2.4 Ensuring an appropriate mix of knowledge, skills and experience at Board and Board Committee level across the Company and the Group.
- 2.5 Steering the process for the regular evaluation of the Board of Directors and of the Individual Members’ performance and effectiveness.
- 2.6 Ensuring fit-for-purpose guidelines regarding the Member nomination process for the Boards of Directors of the Subsidiaries, while recognizing that the final responsibility for compliance with the relevant provisions of the national legislation lies with the Subsidiaries.
- 2.7. Establishing the conditions required for effective succession and continuity in the Board of Directors.

- 2.8. Developing and maintaining an effective approach to Senior Executive succession planning and performance evaluation.
- 2.9. Setting high-quality ethical and integrity standards for the Company and the Group. The standards will reflect international principles and best practice in the areas of professional ethics, thereby enhancing the quality of the services offered and protecting the Company's and the Group's reputation by strengthening the confidence of their Stakeholders in them.
- 2.10. Ensuring the implementation of Environmental, Social and Governance (ESG) standards according to the regulatory framework and the relevant best practices, thereby strengthening the Company's long-term commitment to creating value in its sustainable development. ESG includes environmental issues like climate change and sustainable maintenance of natural resources, social issues including human rights, labor and workforce considerations, corruption, bribery as well as governance issues including Board of Directors' diversity and remuneration/incentive issues. For this purpose, the Committee ensures that there is an adequate level of communication on ESG issues between the Members of the Committee and the Members of the Risk Management Committee, the Remuneration Committee and the Audit Committee.

3. Composition

- 3.1 The Committee consists of no fewer than three Members. The exact number of the Members of the Committee is determined by the Board of Directors or the General Meeting of Shareholders. All Committee Members are Non-Executive Members of the Board of Directors and the majority thereof are Independent.
- 3.2 The Committee proposes to the Board of Directors its composition, taking into account the Suitability and Nomination Policy for the Members of the Board of Directors as well as the respective legal and regulatory framework.
- 3.3 At least one Member is in charge of overseeing ESG issues.
- 3.4 The Chair of the Committee (the "Chair") is an Independent Non-Executive Member of the Board of Directors.
- 3.5 The Committee ensures and regularly evaluates that its Members collectively possess the required knowledge, skills and experience relating to sustainability and ESG issues as well as to the business of the Company to assess the appropriate composition of the Board of Directors and, among others, the selection process and suitability requirements to adequately discharge the Committee's responsibilities.

4. Tenure

The Chair and the Members of the Committee are appointed for a period of four years, by a resolution of the Board of Directors, on the recommendation of the Committee. The tenure of the Chair of the Committee should not normally exceed six

years accumulatively from the time of his/her election. To the extent possible, changes to the Committee's composition shall occur in a staggered manner.

5. Functioning

- 5.1 The Committee convenes at least on a quarterly basis and may invite any Member of the Management or Executive to attend its meetings.
- 5.2 The Chair shall convene a meeting of the Committee, if any Member deems that such a meeting is necessary.
- 5.3 The Chair, with the support of the Secretary, sets the agenda of each Committee meeting. The agenda and the accompanying materials are sent to the Members of the Committee at least five business days prior to the scheduled date of the meeting. At the discretion of the Committee Chair, accompanying materials relating to specific agenda items may exceptionally be submitted less than five business days prior to the meeting.
- 5.4 The Committee Members shall not participate in Committee deliberations regarding their own appointment, re-election or departure from the Board of Directors and/or its Committees.
- 5.5 The Chair shall ensure that the minutes of the Committee meetings (the "Minutes") are appropriately kept by the Secretary. The Committee shall approve the Minutes of each meeting in the subsequent meeting and then the Chair and the Members shall sign them.
- 5.6 Any Member of the Committee may request that his/her opinion should be recorded in the Minutes.
- 5.7 The Committee may request and receive all information and data from relevant corporate and control functions (e.g. legal, finance, human resources, IT, internal audit, risk, compliance, including information on AML/CTF compliance and aggregated information on suspicious transaction reports and ML/TF risk factors) that it deems important for the proper discharge of its responsibilities. Where necessary, the Committee ensures the proper involvement of the internal control functions and other relevant functions of the Company (human resources, legal, finance) within their respective areas of expertise and/or seeks external expert advice.
- 5.8 The Committee receives and reviews appropriate reports, opinions and information from Heads of internal control functions, cooperating accordingly with the other Committees, concerning the overall risk profile and risk culture of the Company, and any significant deviations from related policies including related remediation measures; it periodically reviews the content and the frequency of such information flow.
- 5.9 The Chair regularly informs the Board of Directors of the work of the Committee. The Chair also submits to the Board of Directors a formal annual report on the

work of the Committee conducted during the previous year, parts of which are included in the Company's annual Corporate Governance Statement.

- 5.10 The Committee may appoint reputable independent experts and consultants to support it in the exercise of its duties.

6. Decision-making procedure

- 6.1 The Committee shall be deemed in quorum when at least three Members are present, whether physically, by videoconference or by teleconference.
- 6.2 In the absence of the Chair, the Committee is chaired by the Independent Non-Executive Member with the longest tenure on the Board of Directors among those present.
- 6.3 Decisions shall be passed by majority vote, with the Chair (or his/her replacement) having the casting vote. In case there is no unanimous decision, the views of the minority shall be recorded in the Minutes. Non-unanimous decisions shall be reported as such to the Board of Directors.
- 6.4 Decisions may be approved through the circulation of documents to all Members and the approval of the Minutes documenting such decisions.

7. Responsibilities

The Committee has the following responsibilities:

Corporate Governance

- 7.1. Is regularly informed of current trends and developments in the area of corporate governance, including best practice and relevant regulations.
- 7.2. Monitors the compliance of the Company and the Group with the pertinent Hellenic Corporate Governance Code to which the Company adheres, ensuring appropriate application of the "comply or explain" principle required; provides oversight that the implementation of this principle aligns with the legislation in force, the regulatory expectations and the international corporate governance best practice.
- 7.3. Reviews the Company's Internal Governance Regulation and recommends its approval by the Board of Directors.
- 7.4. Reviews the Company's annual Corporate Governance Statement and recommends its approval by the Board of Directors.
- 7.5. Reviews, at least annually, and monitors changes in individual Member independence, fit and proper and professional status.
- 7.6. Recommends to the Board of Directors for approval the corporate governance principles to be adopted by the Group.

- 7.7. Reviews, at least annually, the chart of authorities of the Company in order to ensure that the delegation of authorities to the Management allows for effective and efficient decision-making and proper checks and balances, informing the Audit Committee accordingly.
- 7.8. Facilitates the regular review of the Charters of the Board Committees, in consultation with the relevant Committees, by providing input to each Committee in order to ensure that the Charters remain fit-for-purpose and align with the Hellenic Corporate Governance Code as well as with corporate governance best practices.
- 7.9. Reviews regularly and recommends to the Board of Directors the approval of the “Diversity Policy” of the Company.
- 7.10. Recommends to the Board of Directors for approval the Code of Conduct and Ethics as well as any changes thereto.

Sustainability - ESG

- 7.11. Reviews at least semi-annually current and emerging ESG trends and regulatory developments reporting that may significantly affect the Company’s activities, recommending to the Board of Directors areas that may require actions.
- 7.12. Oversees the process of ESG strategy and targets update by the Board of Directors as well as the development and implementation of the Company’s ESG and Sustainability policies, sharing among other things regular information with the Chair of the Group Sustainability Committee.
- 7.13. Reviews the sustainability reporting to Stakeholders as well as the respective communication and ratings in coordination with the Audit Committee.
- 7.14. Oversees the Company’s alignment with the sustainability strategy and major sustainability initiatives including relevant KPIs; monitors resource allocation and ESG project management.
- 7.15. Acts as the ultimate liaison between the Board Committees and the Board, ensuring proper coordination with respect to all sustainability/ESG issues and promotes respective communications and feedback from all the Board of Directors Committees.
- 7.16. Reviews at least annually the Sustainability/ESG Policy of the Company and, if necessary, provides proposals for amendments and recommends its approval by the Board of Directors.

Member Nomination

- 7.17. Recommends to the Board of Directors for approval and regularly reviews the “Suitability and Nomination Policy for the Members of the Board of Directors”.

- 7.18. Recommends to the Board of Directors for approval and regularly reviews the “Induction and Training Policy and Procedure for the Members of the Board of Directors”.
- 7.19. Recommends to the Board of Directors for approval and regularly reviews the Policy and Process for the Succession Planning of Non-Executive and Independent Non-Executive Members of the Board of Directors.
- 7.20. Develops and regularly reviews the selection criteria and the appointment process for the Members of the Board of Directors. For this purpose, the Corporate Governance, Sustainability and Nominations Committee, indicatively but not exhaustively:
- (a) identifies and recommends for the approval of the Board of Directors candidates to fill vacancies, according to the “Suitability and Nomination Policy for the Members of the Board of Directors”, evaluates the balance of knowledge, skills, diversity and experience of the Board of Directors and prepares a description of the roles and capabilities for a particular appointment and assesses the time commitment expected;
 - (b) periodically, and at least annually, assesses the structure, size, composition and performance of the Board of Directors and makes recommendations to the Board of Directors with regard to any changes;
 - (c) periodically, and at least annually, assesses the knowledge, skills and experience of each Member of the Board of Directors and of the Board of Directors collectively and reports to the Board of Directors accordingly;
 - (d) ensures that the majority of the Non-Executive Members of the Board of Directors are Independent under the definition of the Hellenic Corporate Governance Code, the law and the Joint European Securities and Markets Authority (ESMA) and European Banking Authority (EBA) “Guidelines on the assessment of the suitability of the members of the management body and key function holders”;
 - (e) assesses whether or not all Members of the Board of Directors have the necessary behavioral skills (independence of mind);
 - (f) assesses whether or not there exists any conflict of interest, to an extent that would impede the Members’ ability to perform their duties independently and objectively (independence of mind);
 - (g) reviews political affiliations of the Members of the Board of Directors.
- 7.21. Proposes the composition of the BoD Committees to the Board of Directors, taking into account the “Suitability and Nomination Policy for the Members of the Board of Directors” as well as the respective legal and regulatory framework.
- 7.22. In performing its duties, the Committee shall, to the extent possible and on an ongoing basis, take account of the need to ensure that the Board of Directors decision making is not dominated by any individual or small group of individuals in a manner that is detrimental to the interests of the Company as a whole.
- 7.23. Compiles and maintains a target profile matrix for the Board of Directors in accordance with the “Suitability and Nomination Policy for the Members of the

Board of Directors”.

- 7.24. Ensures that the individual and collective suitability assessments of the Members of the Board of Directors are carried out before they are appointed.
- 7.25. Ensures that the individual assessments of the Key Function Holders are carried out before they are appointed.
- 7.26. In accordance with the corporate governance principles adopted for the Group (see 7.1) and the applicable national legal requirements, advises the Nomination Committees of the Subsidiaries, where appropriate, on their Board Suitability and Nomination Policy, as required.
- 7.27. Taking into account the applicable national legal requirements, is informed by the Nomination Committees, where established, or by the Boards of Directors of the Subsidiaries through the Corporate Secretariat and Governance Policies Business Area, and is consulted on the following issues:
- the expiration of a Member’s tenure from the Board of Directors or its Committees and/or the expiration of the tenure of the Board of Directors;
 - the resignation of a Member from the Board of Directors and/or its Committees;
 - the necessity of the replacement of a Member of the Board of Directors and/or its Committees;
 - the necessity of the renewal of the composition of the Board of Directors and/or its Committees;
 - the proposed appointment of a Member to the Board of Directors and/or its Committees;
 - the need of the establishment of a new Committee of the Board of Directors;

liaising accordingly with and informing or consulting the other Committees, as appropriate.

- 7.28. Submits proposals to the Board of Directors regarding the promotion of diversity among the Members of the Board of Directors and the Senior Executives of the Company and the Group (including gender diversity).

Executive Appointments and Evaluation

- 7.29. Submits recommendations to the Board of Directors regarding the appointment and dismissal of the Chief Executive Officer (CEO) of the Company.
- 7.30. Following a proposal by the CEO, the Committee advises the Board of Directors on the appointment and dismissal of the Members of the Executive Committee and Key Function Holders of the Company, except for the Head of Internal Audit and the Chief of Compliance as well as for the Chief Risk Officer, for whom the relevant proposals are submitted by the Audit Committee and the Risk Management Committee, respectively.

- 7.31. Reviews regularly and submits to the Board of Directors for approval the “Policy for the Succession Planning of Senior Executives and Key Function Holders”.
- 7.32. Reviews and endorses the CEO’s successors (including interim ones) as well as the successors list developed for the Senior Executive positions.
- 7.33. Ensures that there is adequate implementation of the Executive succession planning process and keeps a registry of all successors developed for Senior Executive positions, as per the provisions of the “Policy for the Succession Planning of Senior Executives and Key Function Holders”.
- 7.34. Makes recommendations to the Board of Directors regarding significant changes (which the Committee deems to be of importance) to the Organizational Chart.
- 7.35. Develops, regularly reviews and submits to the Board of Directors for approval the “Policy for the Evaluation of Senior Executives and Key Function Holders” and oversees the adequate implementation of this Policy.

Training of the Board of Directors

- 7.36. Oversees the design and implementation of the induction program for the new Members of the Board of Directors as well as the on-going knowledge and skills development for Members, which support the effective discharge of their responsibilities.

Collaboration with Other Board Committees

- 7.37. May liaise with other Committees (e.g. Risk Management Committee, Audit Committee and Remuneration Committee) and Internal Functions, in order to ensure that the individual and collective suitability assessments of the Members of the Board of Directors are carried out before they are appointed.
- 7.38. Collaborates with the Remuneration Committee on the determination of the remuneration of the Non-Executive Members of the Board of Directors.
- 7.39. Collaborates with the Remuneration Committee on the review and implementation of the “Policy for the Evaluation of Senior Executives and Key Function Holders”.

Other

- 7.40. Ensures the availability of resources, within and outside the Company, required to support the work of the Committee.
- 7.41. Meets on a regular basis with the Group’s Nominations Committees and reviews their Annual and Semi-Annual Activity Reports regarding the fulfillment of their responsibilities.

7.42. Ensures that: (i) there is effective training in the Company's Code of Conduct and Ethics as well as in business ethics and in ESG issues at all levels and (ii) there is an effective communication reinforcing ethical values and good practice in the daily business of the Company and at Group level and censures unacceptable practice.

8. Review of the Charter

The present Charter is reviewed annually by the Committee, which may propose relevant amendments to the Board of Directors for approval.